



PRIME MINISTER'S DEPARTMENT
DEPARTMENT OF STATISTICS MALAYSIA

MONTHLY MANUFACTURING SURVEY 2022 GUIDE FOR COMPLETING THE QUESTIONNAIRE

A. INTRODUCTION

1. The Manufacturing sector is one of the most important sectors that contribute to the **Gross Domestic Product (GDP)** in Malaysia. It is also a major contributor to the employment of the country. Statistics compiled assist the government in planning and formulation of policies. Thus, the government, namely the Economic Planning Unit of Prime Minister's Department, Ministry of International Trade and Industry, Ministry of Finance and Bank Negara Malaysia monitor closely the performance of this sector. The Department of Statistics Malaysia is a premier government agency under the Prime Minister's Department entrusted with the responsibility to collect, interpret and disseminate latest and real time statistics in the monitoring of national economic performance and social development. In line with this, your response to the **MONTHLY MANUFACTURING SURVEY** is greatly needed.
2. Information from the Monthly Manufacturing Survey are used by the Department of Statistics, Malaysia to release current data on: Index of Industrial Production, sales value, number of employees and salaries & wages in the Manufacturing sector on a monthly basis. These statistics are disseminated through the electronic, printed and social media, as well as in two separate publications entitled "**Index of Industrial Production**" and "**Monthly Manufacturing Statistics**".
3. The above information are also accessible through the website of the Department of Statistics, Malaysia. Kindly surf our website at the following address "www.dosm.gov.my" under the heading of "**Latest Statistical Releases**" for a summary and softcopy of the both reports as above.
4. The responsibility for furnishing information for this return rests with the **owner** of this business and not with his agent, secretaries or accountants, though the latter may act on behalf of the owner.
5. This survey is conducted under the provisions of the **Statistics Act, 1965 (Revised-1989)**. This Act stipulates that the contents of the establishment/individual returns are **CONFIDENTIAL** and will not be divulged to any person or institution outside the Department. The information provided will be published in aggregated form. The Act provides the penalties for non-compliance.

B. GENERAL INSTRUCTIONS

1. Please complete a **copy** of the questionnaire for **every calendar month** and return to the respective Department of Statistics, Malaysia, State Offices before the **10th** of the following month, e.g. **completed questionnaire for the reference month of January 2022 should be submitted to the Department before 10th February 2022**. The address of the State Offices is as indicated on the covering letter.
2. Please answer all questions and write 'Nil' or 'Not Applicable' where necessary. Where it is not possible to furnish actual figures, please provide **reasonable estimates**.
3. All figures reported should relate to the manufacturing activities carried out in **each calendar month** of the year.
4. Definition of Manufacturing:
"The physical, mechanical or chemical transformation of inorganic or organic substance into new products whether the work is performed by power driven machines or by hand, whether it is done in the factory or in the worker's home, and whether the products are sold at wholesale or retail. The assembly of the component parts is included (unless the activity is more appropriately classified to construction). Establishments primarily engaged in repair of machinery are included and classified according to the type of products repaired".
5. Kindly please signed the form as a declaration to the completeness and accuracy of the data reported (except in cases whereby reports are submitted via e-mail or e-survey).

C. SUBMISSION OF QUESTIONNAIRE

You are given the option to submit the questionnaire either by online through e-survey system via the Department's website, e-mail, fax or mail.

1. **Online/E-Survey:** Registration in filling up questionnaire for the first time via website can be done at <https://newss.statistics.gov.my/newss-portalx/ep/epLogin.seam>. The username and password for access the online system will be send via the registered e-mail. The guidelines to fill up the questionnaire will also be provided in the website.
2. **E-mail:** Completed questionnaire can also be submitted to the Department via e-mail and please complete the details on the **Declaration**.

Notes:

- Softcopy of the questionnaire (in Excel format) will be forwarded to you upon request. Please e-mail your request to the e-mail address as given on the covering letter or on the first page of the questionnaire.
- If you encounter any technical failure in the process of submitting the questionnaire through e-mail, please fax or mail it to us immediately.

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3. **Fax:** Fax your monthly return using the fax numbers as given in the questionnaire or in the covering letter attached. You don't need to send the original copies. However, if for some reasons the fax copies are incomplete, not clear etc., you would be requested to send the original copies.
4. **Mail:** Send your completed questionnaire using the envelope provided bearing the address of the Department. No postage stamps are required.
 - Please **make a copy** of the completed questionnaire for each month for your reference or in case, if any queries arise.
5. Please quote the **statistical reference number** as given and also the **name** and **address** of your company in every correspondence with the Department.

D. INSTRUCTIONS RELATING TO THE QUESTIONNAIRE

1. Question 1: Location of factory

Please state the address of your factory in the space provided.

2. Question 2: Production and sales

Particulars on **production** and **sales** should be reported according to the **products** as listed in the questionnaire and in the **units of quantity** specified. However, if your products are not listed, please report the type of products manufactured and the data required in the space provided.

Production during the month (quantity)

Report the quantity of **all products manufactured during the reference month** (irrespective of when the products are to be sold).

Includes:

- Quantity of products manufactured by your establishment for others for a fee.

Excludes:

- Quantity of your products manufactured by other establishments.

Sales during the month (ex-factory)

This refers to **sales quantity** and **sales value** (in RM) of related **products** during the **reference month** (irrespective of when the products are manufactured, either during the month or in the past months).

“**Sales**” occur when the **ownership** of a product **changes hands** from your establishment to the purchasers. The value to be reported should be at the ‘net selling value (ex-factory)’, that is less discounts given to the purchasers and returns from them for reasons such as goods are damaged or not in accordance to the specifications etc.

Includes:

- The sales value of manufactured products transferred to other concerns under the same ownership of your establishment. **Book value** may be reported if the sales value is not available.

Excludes:

- Delivery costs from factory if external transport services are used
- Excise duties
- Taxes paid on production or sales
- Installation, repairs and erection charges

Report the sales of goods produced from **own materials** or **purchased raw materials** by your establishment only.

Excludes:

- Goods purchased and sold without any processing in the factory (such sales value should be shown separately in **Question 3a**).

Services rendered: These refer to fees received for processing work done for others on their own materials.

Question 2A: Value of Work Done and Question 2B: Complete Unit Delivered
(Refer to industry 30110 - Building of ships and floating structures)

Question 2A: Value of Work Done

Particulars on **value of work done** should be reported according to the **products manufactured/repaired** as listed in the questionnaire. However, if your products are not listed, please report the type of products manufactured/repaired and the value of work done in the space provided.

i. Work done during the month - new unit

Report the quantity of **new unit when task/products manufactured activities started during the reference month** (irrespective of when the products are to be sold).

Includes:

- Quantity of products manufactured by your establishment for others for a fee.

Excludes:

- Quantity of your products manufactured by other establishments.

ii. Work done during the month – number of repaired/upgraded

Report the quantity of **repaired/upgraded task** during the reference month.

Includes:

- Quantity of products repaired/upgraded by your establishment for others for a fee.

Excludes:

- Quantity of your products repaired/upgraded by other establishments.

iii. Value of work done during the month

This refers to the **value of work done** (in RM) of related **products** made and is not fully completed or repaired during the reference month.

Services rendered: These refer to fees received for processing work done for others on their own materials.

Question 2B: Complete Unit Delivered

Particulars on **the complete unit delivered** should be reported according to the **products manufactured/repaired** as listed in the questionnaire. However, if your products are not listed, please report the type of products manufactured/repaired and the value of complete unit delivered in the space provided.

i. Complete unit delivered during the month - new unit

Report the quantity of **new complete units** during the reference month (irrespective of when the products are to be sold).

Includes:

- Quantity of products manufactured by your establishment for others for a fee.

Excludes:

- Quantity of your products manufactured by other establishments.

ii. Complete unit during the month - number of repaired/upgraded

Report the quantity of **complete units repaired/upgraded** during the reference month.

Includes:

- Quantity of products repaired/upgraded by your establishment for others for a fee.

Excludes:

- Quantity of your products repaired/upgraded by other establishments.

iii. Complete unit delivered during the month – value

This refers to the **value of complete units delivered** (in RM) of related **products** made/repaired during the reference month.

Services rendered: These refer to fees received for processing work done for others on their own materials.

Question 2: Value of Work Done

(Refer to industry 33150 - Repair and maintenance of transport equipment except motorcycles and bicycles)

i. Work done during the month - number of repaired/upgraded

Report the quantity of **complete units that have been repaired/upgraded** during the reference month.

Includes:

- Quantity of products repaired/upgraded by your establishment for others for a fee.

Excludes:

- Quantity of your products repaired/upgraded by other establishments.

ii. Value of work done during the month - value

This refers to the **value of work done** (in RM) of related **products** repaired/upgraded during the reference month.

3. Question 3a: Value of goods sold in the same condition as purchased

This refers to the value of all goods sold in the same condition as purchased without undergoing further processing; the resale was either done at wholesale or retail trade.

Question 3b: Value of raw materials, fuels and supplies purchased

- a. Raw materials - raw materials to produce the products.
e.g. the raw materials for biscuit factories (industry 10711) comprise flour, sugar, eggs, margarine etc.
- b. Fuels - e.g. petrol, diesel, lubricants etc.
- c. Supplies - e.g. packing materials, office supplies, materials for repairs and maintenance, electricity and water supplies etc.

4. Question 4: Employment and salaries & wages

Refers to the number of employees by gender and the salaries & wages paid during the reference month.

Employment refers to the number of employees as at the end of the reference month for the four (4) categories of workers as follows:

- a. Working proprietors, active business partners and unpaid family workers (all family members and business partners not receiving regular wages)
- b. Workers employed through labour contractors
- c. Paid employees (full-time)
- d. Paid employees (part-time)

Salaries & wages refers to remuneration in cash to employees under the categories of 4 (b), 4 (c) and 4 (d) above during the reference month for time worked or work done together with remuneration for time not worked, such as for annual vacation or other paid leave and holiday. This total is reported before deductions made by the employer in respect of employee's obligation to Inland Revenue Board (IRB), Employer's contribution to Social Security Organisation (SOCSO), Employees Provident Fund (EPF), life insurance, unemployment insurance and other related deductions.

Includes:

- Payment for overtime worked
- Bonuses, commissions, incentives, cost-of-living allowances
- Wages paid during periods of vacation and sick leave

Excludes:

- Salaries & wages for employees who worked in the Sales Department (SD) which is physically located at an address different from that of the factory or in the case where the SD may be situated at the same address as the factory but the SD is treated as a different entity from the establishment (this case being common among large establishments)
- Employer's contribution to SOCSO and EPF
- Severance and termination pay

Working proprietors and active business partners

This category refers to all individual proprietors and partners (full-time or part-time) who are actively engaged in the work of the establishment, which are usually sole proprietorships or partnerships **excluding** silent or inactive partners.

Note:

- The category is **not applicable** to any **incorporated enterprise**, the ownership of which is represented by equity shares.

Unpaid family workers

This category encompasses all persons (full-time or part time) in the household of the owners of the establishment who perform a specified job and work for a minimum of one third of the normal working time of the establishment but do not receive regular payment, either in cash or in kind for work done. Such workers generally receive food, shelter and other support as part of the household of an owner but this would continue whether they worked in the establishment or not.

Note:

- The category is **not applicable** to any **incorporated enterprise**, the ownership of which is represented by equity shares.

Workers employed through labour contractors

Refers to all persons employed through labour contractors for the reporting month. For workers employed through contractors, please report the total payments made to the contractors for the supply of labour.

Paid employees (full-time)

Refers to all those who normally work for at least 6 hours a day and/or 20 days a month. Persons working away from the establishment whose pay and services are under the control of the establishment such as sales representatives, engineering representatives, maintenance and repair personnel, if any, are to be included. Also included among the employees are paid managers and working directors of incorporated enterprises, except when paid solely for their attendance at Board of Directors' Meetings.

Paid employees (part-time)

Refers to those who worked less than 6 hours a day and/or less than 20 days a month and received pay.

5. Question 5a: Number of days worked

- Number of days operated during the month
- Number of shifts in one day
- Number of hours in one shift

Question 5b: Total overtime man-hours during the month

- The calculations are made as follows:
Number of employees x total overtime hours per day x number of days operated in the reference month.

6. Question 6: Value of stocks owned

The **value of stocks** owned by the establishment is to be reported as at the **beginning** and the **end** of the month. In principle, inventories should be valued at current replacement costs, based on **market prices** at the **reference dates**. Where this is not possible, **book values** may be reported with a note.

Finished goods

This refers to all finished goods produced by the establishment, which are **ready** for sale as at the reference month.

Goods in process

This refers to the value of goods, which have been **partially processed** by the establishment, which are not usually sold, or turned over to other establishments without further processing.

Raw materials, fuels and supplies

This item includes the value of stocks of all materials, parts and components that used in manufacturing of the products; fuels, repair and maintenance materials, office and other consumable supplies.

Includes:

- Materials owned by the establishment, but held by others for processing
- The value of stocks of materials and supplies for use in construction work undertaken for the establishment's own use

Excludes:

- Materials owned by others, but held by the establishment for processing
- Materials and supplies, which are to be resold without processing, should be included in stocks of goods for resale

Goods purchased for resale

This covers the value of any **stocks of goods**, which were bought by the establishment with the intention of reselling them in the same form, that is, without further processing. **Stocks of materials** and **supplies** to be resold without processing, which were not originally purchased for that purpose, should also be included.

7. Question 7: New orders received

This item is defined as the current value of all new orders received in the reference period (whether shipped in the current month or not). These orders refer to products from own production or from contract processing by other establishments. A distinction is made between domestic orders and orders received abroad.

Includes:

- Reorders or changes in orders

Excludes:

- Taxes paid on production or sales
- Value added taxes (VAT)
- Discounts
- Cancellation of orders

8. Question 8: Capacity utilisation of factory during the reference month

This question measures the **value of full production** (production capacity) and the **value of actual production** (capacity utilisation) of your operations.

- a. **Value of actual production** refers to the estimated sales price(s) of what was produced during the reference month, not the ex-factory sales.

There are three methods to estimate market value of goods produced during the month:

- i. Estimate the sales price(s) of item(s) produced, then multiply the sales price(s) by the number of items produced during the reference month
- ii. Use book figures of actual production costs plus an estimate of markup to cover overhead and profit
- iii. Value of shipments plus value of ending inventory and then minus with value of beginning inventory

- b. **Value of full production** refers to the estimated value of products that would have been produced if the factory was operating at full capacity during the month.
- Assume:
- i. only machinery and equipment in place and ready to operate will be utilised
 - ii. normal downtime, maintenance, repair and cleanup
 - iii. number of shifts, hours of plant operations and overtime pay that can be sustained under normal conditions and a realistic work schedule
 - iv. labour, materials, utilities, etc. are fully available
 - v. the same product mix as the actual production
- c. The **percentage capacity utilisation** is calculated by dividing **value of actual production estimate** with **value of full production estimate** and multiply this ratio by 100 to get a percentage.
- d. For example, the value of full production of Factory A is RM100,000 for product Y per month. However, Factory A is only able to produce RM80,000 for product Y in the same month even though the maximum production value is RM100,000 per month. Therefore, the percentage of factory capacity utilisation for the reference month is 80%.
- e. Compare the actual value of production to the estimated value of full production during the reference month. Mark **primary reasons** why your actual productions were less than the estimated value of full production capability, if appropriate.

9. Question 9: Expected sales value for next month

Please indicate your expectations of the sales value for the following month, whether it is an increase (+) or decrease (-), and the **percentage difference** from the current month, e.g. increase (+) 20%.

10. Question 10: Digital Economy

Internet

The Internet is a network of computers connected through several networks and the respect for universal use TCP/IP as a protocol packet switching (packet switching communication protocol).

Types of internets connection:

- a. **Broadband (DSL/mobile/cellular)**: a system that makes it possible for many messages or large amounts of information to be sent at the same time and very quickly between computers or other electronic devices. It is a medium that connects high-capacity communications. A notable example is the Digital Asymmetric Customer Line (ADSL) where 'voice' and data share different parts of the copper wire ('voice' is operated below the 3.3 kHz frequency while data is controlled above 138 kHz). Other examples are cable modems, wireless broadband, wireless cell phone internet and satellite broadband (e.g.: Internet mobile, Streamyx).
- b. **Fibre optic**: internet connection that transfers data fully or partially via fiber optic cables. It has fast, high and stable data access and transmission. These fiber optic cables are commonly used for telecommunications operators, companies/businesses and schools that require high speed connectivity and transmission (e.g.: Unifi, Maxis Fibre).

- c. **Leased line:** is a private bidirectional or symmetric telecommunications circuit between two or more locations provided according to a commercial contract. It is a dedicated wiring circuit provided by Service Providers such as Unifi, Celcom, Maxis etc. and is usually leased annually to customers. Circuit speeds can range from 64 kbps to 2 Mbps. Typically, these leases are used by businesses to connect offices geographically.
- d. **Satellite:** is an internet access provided through communications satellites. Satellite internet connection is generally the slowest form of broadband connection. However, it's faster than using a dial-up connection and offering connection options in other ways. Therefore, it is often the preferred method of connection for those living in areas that do not allow high-speed Internet. Satellite internet providers are usually for small businesses and are located in rural areas.

Types of usage on digital technologies:

- a. A website is a collection of related web pages, including multimedia content, typically identified with a common domain name and published on at least one web server.
- b. **Social media** are considered those that have user profile, an account or a user license depending on the requirements and the type of social media. Types of social media are social networks (e.g. Facebook), Enterprise's blog or microblogs (e.g. Twitter) and multimedia content sharing websites (e.g. YouTube, Flickr, SlideShare).
- c. **Mobile internet and technology** is a combination of mobile communication and the Internet into one. It is a general term for activities in which the technology, platforms, business models, and applications of the internet are combined with mobile communications technology. (e.g. radio-based two-way radio communication or broadcast; mobile phone service based on cellular phones, SMS (Short Message Service), WAP (Wireless Application Protocol), GPRS (General Packet Radio Service), UMTS (3G, 3rd Generation Mobile Communication Network); laptops, tablets, PDAs (personal digital assistants), pagers, bluetooth technology, RFID (radio frequency identification) and GPS (Global Positioning System) and network-based WiFi or WAPI wireless LAN.
- d. **Cloud computing** refers to services over the internet and the hardware and systems software in the data centers that provide those services. The services themselves have been referred to as Software as a Service (SaaS). The datacenter hardware and software is referred to cloud. Cloud computing is also an ICT services that are used over the internet to access software, computing power, storage capacity etc.
- e. **Data analytics** is a process of processing data into new information to make the characteristics of the data easier to understand and useful for solving specific research-related problems.
- f. **Management software** is an application software that assists users in their management activities (e.g: Enterprise Resource Planning etc.). This software covers many aspects of the organisation's operations (including financial success, safe operation, product quality, client relationships, legislative and regulatory conformance and worker management).
- g. Online **collaborative platforms (e.g: Airbnb, Grab etc.)** refers to as sharing economy (e.g: Airbnb, Grab etc.)

E-Commerce

E-commerce transaction is the sale or purchase of goods or services over the network computing/internet with designed method for the purpose of receive or make a booking (purchase or sale). The transaction is between businesses, households, individuals, governments and organisations of other public/private. The method of payment and the delivery of goods or services e-commerce transactions can be carried out either through network computing/internet or not.

E-commerce transactions, including orders placed on the website, extranet or Electronic Data Interchange (EDI). However, the transactions made by telephone, fax, email and the like are not been categorised as e-commerce transactions.

Types of platform used for e-commerce transactions:

- a. **Designated private network** refers to a communications network within an organisation or among a group of designated organisations. (e.g: Electronic Data Interchange (EDI). EDI is the computer to computer exchange of business information in a standard format. It reduces the paperwork involved in trading procedures and improves efficiency.
- b. Website **owned by establishment** refers to website owned by the establishment provided platform for e-commerce transactions.
- c. **Online e-commerce marketplace** is a type of e-commerce site where product or service information is provided by multiple third parties, whereas transactions are processed by the marketplace operator.
- d. **Mobile Apps** is a term used to describe application (apps) that run on smartphones and other mobile devices. Mobile applications usually helps users by connecting them to internet services more commonly accessed on desktop or notebook computers, or help them by making it easier to use the internet on their portable devices. (e.g.: Grab app, Lazada mobile app, Dah Makan app).

Total revenue earned from e-commerce transactions

Refers to the value of revenue of e-commerce transactions.

Total expenditure through e-commerce transactions

Refers to the value of expenditure of e-commerce transactions.

Payment gateway

A payment gateway is a merchant service provided by an e-commerce application service provider that authorizes credit card or direct payments processing for e-Commerce, online retailers or traditional business (e.g: Internet banking such as Maybank2u, Credit Card, Debit Card and Online payment such as iPay88, MolPay & PayPal). The electronic funds transfer also include wire bank transfer and telegraphic transfer.

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ACKNOWLEDGES YOUR CO-OPERATION.

THANK YOU.