



IS THE PERFORMANCE OF SERVICES SECTOR IN 2021 BEYOND PRE-PANDEMIC ?

1. SERVICES SECTOR COVERAGE

Services sector encompasses of Wholesale & Retail Trade; Transportation & Storage; Accommodation; Food & Beverages; Information & Communication; Real Estate Agents; Professional; Finance & Insurance; Private Health; Private Education and Arts, Entertainment & Recreation.



2. PERFORMANCE OF SERVICES SECTOR 2021-2020

Services sector revenue in 2021 recorded RM1.7 trillion (2020: RM1.6 trillion) with a positive growth of 2.8 per cent (2020: -8.0%) year-on-year. The increase in Services sector was driven by Wholesale & retail trade which rose RM49.9 billion (4.0%), and followed by Information & communication which increased RM7.3 billion (5.0%).

Meanwhile, the decline in year 2020 was attributed by Wholesale & retail trade subsector which recorded highest decline RM77.0 million (-5.8%), followed by Transportation & storage RM 32.3 million (-26.1%), and Food & Beverages RM15.6 million (-21.6%). In general, the decline was due to closing of economic activities (non-essential), inter-state travel ban and limited operating time.

SERVICES SECTOR

2021: RM1,683.9 billion (2.8 %)
2020: RM1,638.7 billion (-8.0%)



WHOLESALE & RETAIL TRADE

2021: RM1,299.3 billion (4.0%)
2020: RM1,249.4 billion (-5.8%)



TRANSPORTATION & STORAGE

2021: RM92.2 billion (0.8%)
2020: RM91.5 billion (-26.1%)



ACCOMMODATION

2021: RM4.6 billion (-29.2%)
2020: RM6.4 billion (-53.3%)



FOOD & BEVERAGES

2021: RM50.8 billion (-10.0%)
2020: RM56.4 billion (-21.6%)



INFORMATION & COMMUNICATION

2021: RM153.3 billion (5.0%)
2020: RM146.1 billion (5.2%)



REAL ESTATE AGENT

2021: RM2.0 billion (-14.6%)
2020: RM2.3 billion (-17.5%)



PROFESSIONAL

2021: RM31.4 billion (-4.3%)
2020: RM32.8 billion (-8.3%)



PRIVATE EDUCATION

2021: RM18.7 billion (-1.5%)
2020: RM19.0 billion (-5.6%)



PRIVATE HEALTH

2021: RM22.1 billion (9.9%)
2020: RM20.2 billion (-3.5%)



ARTS, ENTERTAINMENT & RECREATION

2021: RM9.5 billion (-34.8%)
2020: RM14.6 billion (-46.3%)

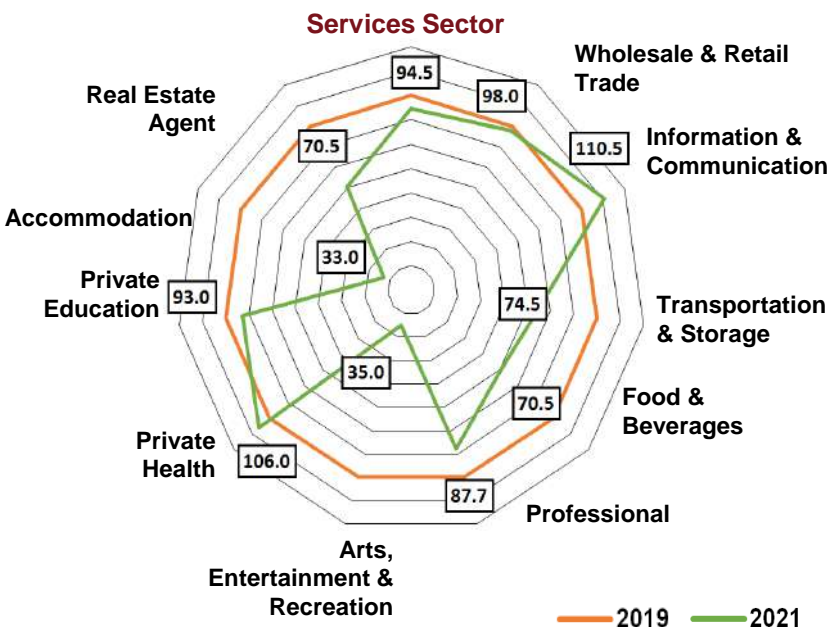
Source: Department of Statistics Malaysia

Note:
(%) Annual growth rate

3. IS PRE-PANDEMIC PERFORMANCE SURPASSED?

3.1 Performance of Services Sector

Chart 3.1: Performance of Services Sector (in Index Points), 2021 against 2019 (Pre-pandemic)



- The annual revenue of the Services sector was 5.5 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Wholesale & Retail Trade: less 2.0 points
 - Transportation & Storage: less 25.5 points
 - Food & Beverages: less 29.5 points
 - Professional: less 12.3 points
 - Arts, Entertainment & Recreation: less 65.0 points
 - Private Education: less 7.0 points
 - Accommodation: less 67.0 points
 - Real Estate Agent: less 29.5 points
- Performance above pre-pandemic:
 - Information & Communication: over 10.5 points
 - Private Health: up 6.0 points

Note.
 1. Year 2019 is used as a reference which referred to pre-pandemic period which equivalent to 100.0
 2. The index above 100.0 means the performance of the subsector is better than in 2019
 3. The index below 100.0 means the performance of the subsector is less than in 2019

3.2 Performance of Wholesale & Retail Trade Subsector

- The annual sales value of the Wholesale & retail trade subsector was 2.0 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Motor Vehicle: less 17.7 points
 - Retail Trade: less 0.8 points
- Performance above pre-pandemic:
 - Wholesale Trade: over 0.6 points

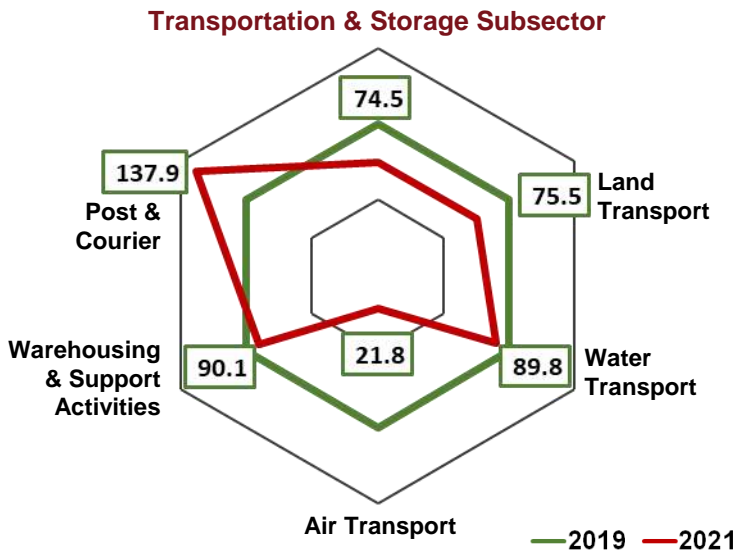
Chart 3.2: Performance of Wholesale & Retail Trade Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)



Source: Department of Statistics Malaysia

3.3 Performance of Transportation & Storage Subsector

Chart 3.3: Performance of Transportation & Storage Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)



- The annual revenue of the Transportation & storage subsector was 25.5 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Land Transport: less 24.5 points
 - Water Transport: less 10.2 points
 - Air Transport: less 78.2 points
 - Warehousing & Support Activities: less 9.9 points
- Performance above pre-pandemic:
 - Post & Courier: up 37.9 points

3.4 Performance of Accommodation Subsector

Chart 3.4.1: Performance of Accommodation Subsector (in Index Points), 2021 against 2019 (Pre-pandemic) by Star Rating

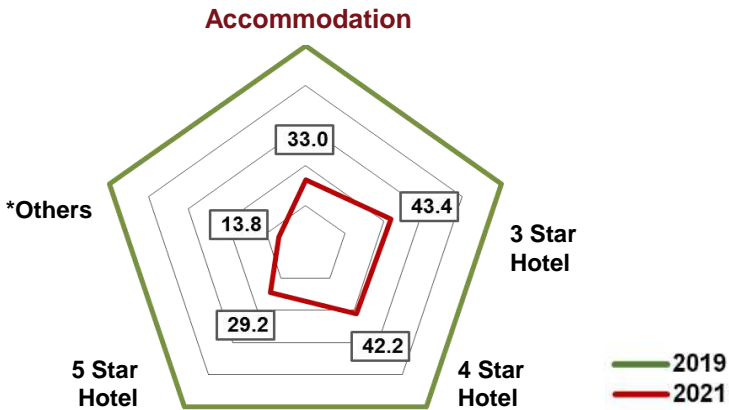
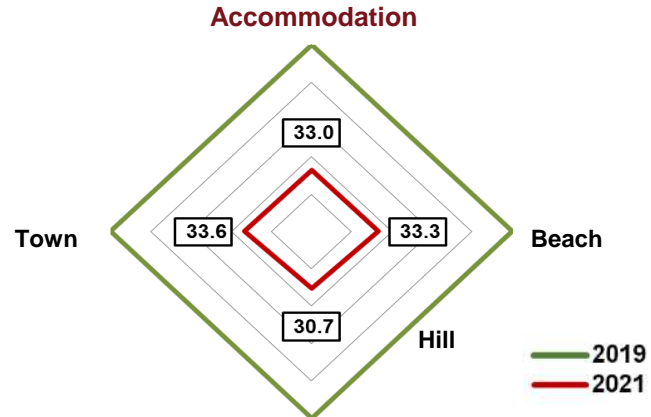


Chart 3.4.2: Performance of Accommodation Subsector (in Index Points), 2021 against 2019 (Pre-pandemic) by Location



- The annual revenue of the Accommodation subsector was 67.0 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - By star rating:
 - 3 Star hotel: less 56.6 points
 - 4 Star hotel: less 57.8 points
 - 5 Star hotel: less 70.8 points
 - Others: less 86.2 points
 - By location:
 - Beach: less 66.7 points
 - Hill: less 69.3 points
 - Town: less 66.4 points

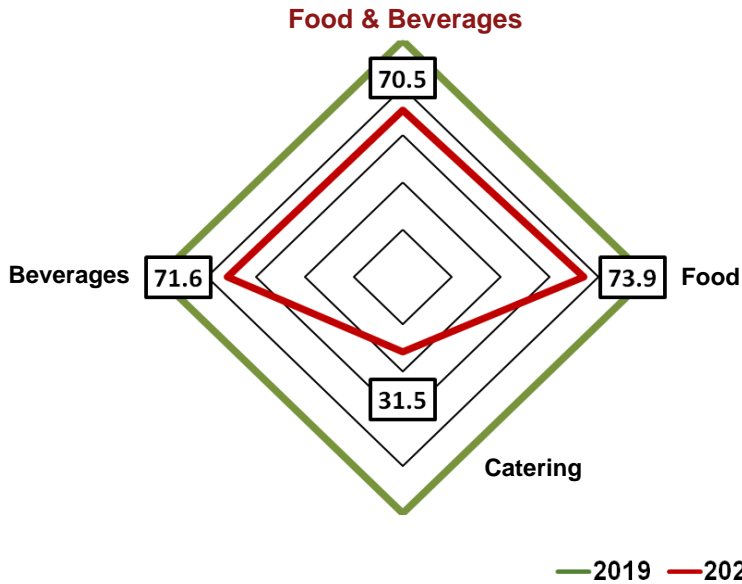
Note.

* Others refers to no star, 1 and 2 star / orchid rating

Source: Department of Statistics Malaysia

3.5 Performance of Food & Beverages Subsector

Chart 3.5: Performance of Food & Beverages Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

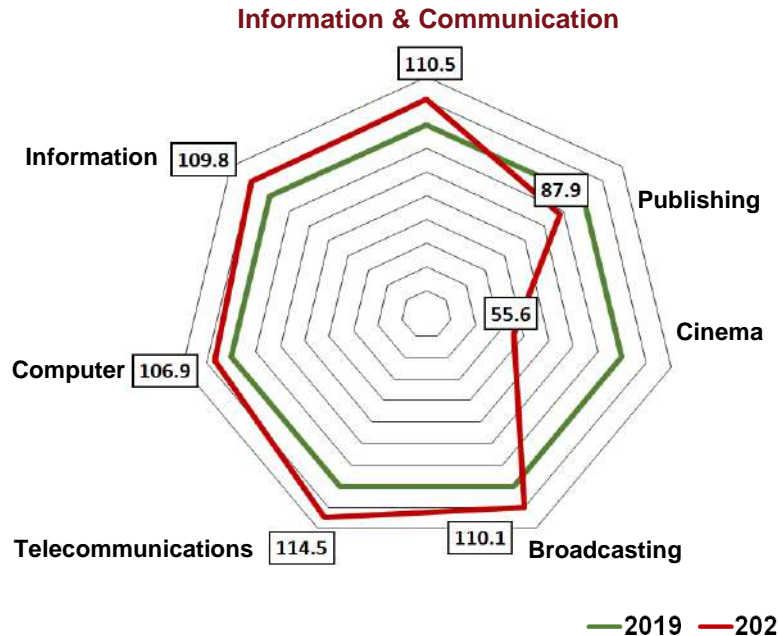


- The annual revenue of the Food & beverages subsector was 29.5 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Food: less 26.1 points
 - Catering: less 68.5 points
 - Beverages: less 28.4 points

3.6 Performance of Information & Communication Subsector

Chart 3.6: Performance of Information & Communication Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

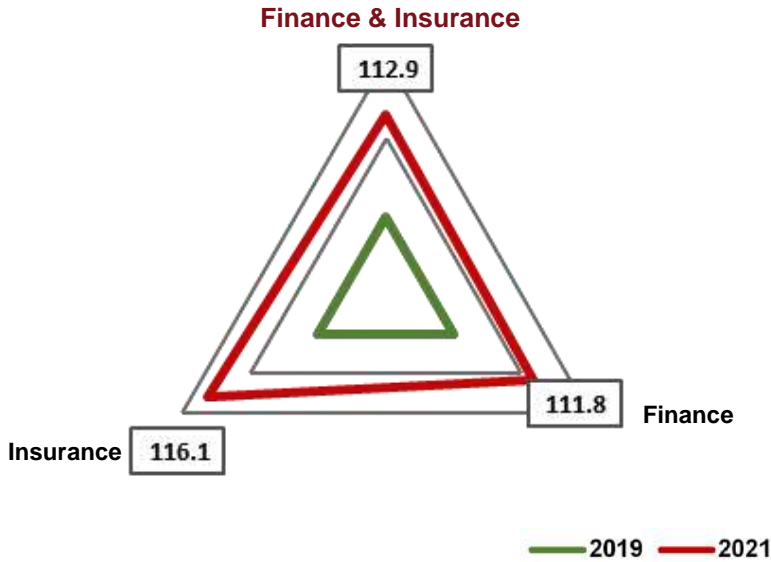
- The annual revenue of the Information & communication subsector was 10.5 points up compared to pre-pandemic.
- Performance below pre-pandemic:
 - Publishing: less 12.1 points
 - Cinema: less 44.4 points
- Performance above pre-pandemic:
 - Broadcasting: over 10.1 points
 - Telecommunications: up 14.5 points
 - Computer: over 6.9 points
 - Information: up 9.8 points



Source: Department of Statistics Malaysia

3.7 Performance of Finance & Insurance Subsector

Chart 3.7: Performance of Finance & Insurance Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

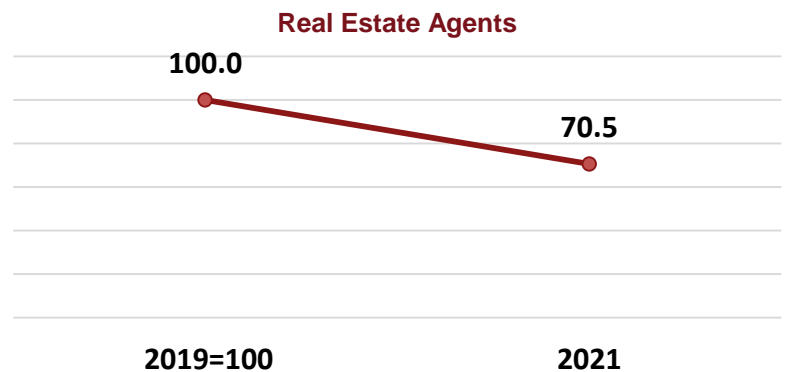


- The annual revenue of the Finance & insurance subsector was 12.9 points up compared to pre-pandemic.
- Performance below pre-pandemic:
 - Finance: over 11.8 points
 - Insurance: up 16.1 points

3.8 Performance of Real Estate Agents Subsector

Chart 3.8: Performance of Real Estate Agents Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

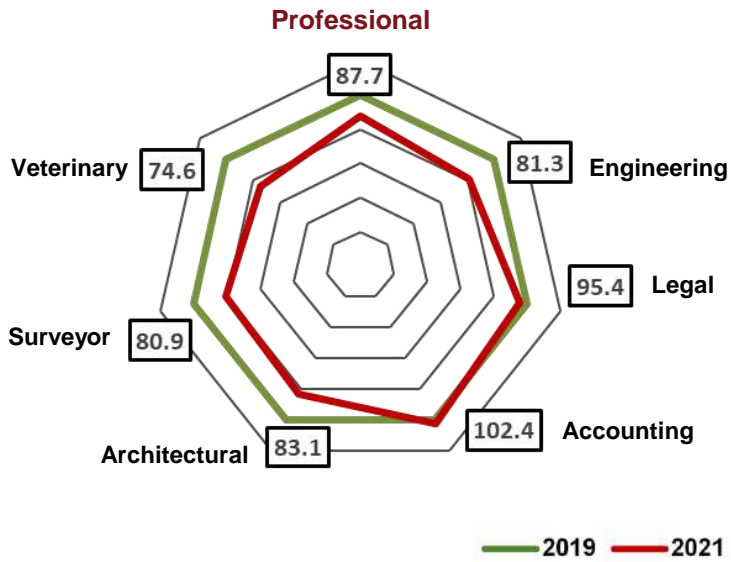
- The annual revenue of the Real estate agents subsector was 29.5 points less compared to pre-pandemic.



Source: Department of Statistics Malaysia

3.9 Performance of Food & Beverages Subsector

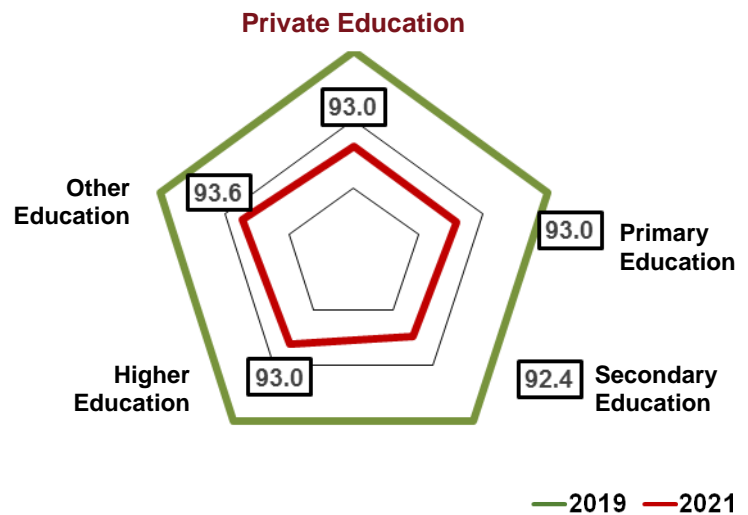
Chart 3.9: Performance of Professional Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)



- The annual revenue of the Professional subsector was 12.3 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Engineering: less 18.7 points
 - Legal: less 4.6 points
 - Architectural: less 16.9 points
 - Surveyor: less 19.1 points
 - Veterinary: less 25.4 points
- Performance above pre-pandemic:
 - Accounting: over 2.4 points

3.10 Performance of Private Education Subsector

Chart 3.10: Performance of Private Education Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

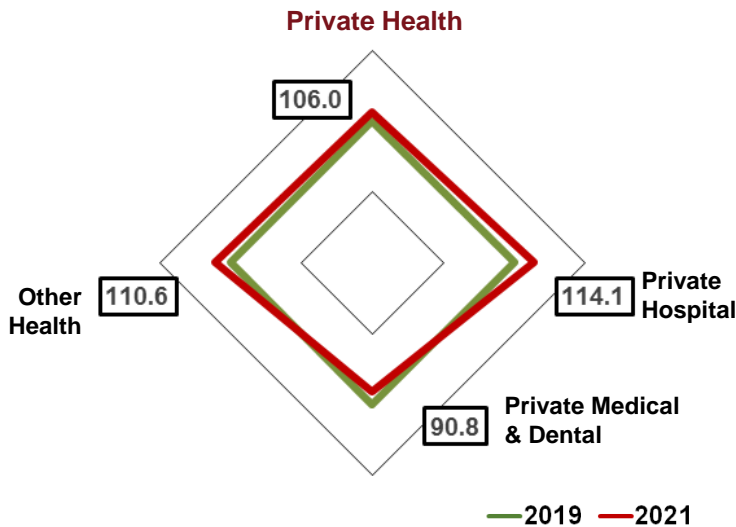


- The annual revenue of the Private education subsector was 7.0 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Primary Education: less 7.0 points
 - Secondary Education: less 7.6 points
 - Higher Education: less 7.0 points
 - Other Education: less 6.4 points

Source: Department of Statistics Malaysia

3.11 Performance of Private Health Subsector

Chart 3.11: Performance of Private Health Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

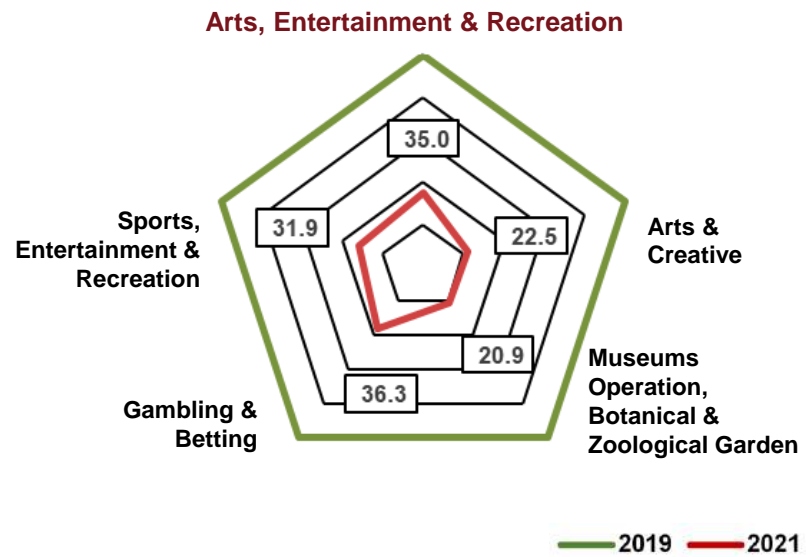


- The annual revenue of the Private health subsector was 6.0 points up compared to pre-pandemic.
- Performance below pre-pandemic:
 - Private Medical & Dental: less 9.2 points
- Performance above pre-pandemic:
 - Private Hospital: up 14.1 points
 - Other Health: over 10.6 points

3.12 Performance of Arts, Entertainment & Recreation Subsector

Chart 3.12: Performance of Arts, Entertainment & Recreation Subsector (in Index Points), 2021 against 2019 (Pre-pandemic)

- The annual revenue of the Arts, entertainment & recreation subsector was 65.0 points less compared to pre-pandemic.
- Performance below pre-pandemic:
 - Arts & Creative: less 77.5 points
 - Museums Operation, Botanical & Zoological Garden: less 79.1 points
 - Gambling & Betting: less 63.7 points
 - Sports, Entertainment & Recreation: less 68.1 points



Source: Department of Statistics Malaysia