



**PRIVATE HEALTH
AND SOCIAL
WORK SERVICES**

DEPARTMENT OF STATISTICS, MALAYSIA

**ANNUAL ECONOMIC SURVEY 2022
(FOR REFERENCE YEAR 2021)**

GUIDE TO COMPLETE THE QUESTIONNAIRE

A. GENERAL

1. This survey is conducted under the provisions of the **Statistics Act, 1965 (Revised-1989)**. This Act stipulates that the contents of the establishments / 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.
2. All information furnished in the questionnaire should be in respect of the calendar year **2021**. However, if the financial year of the establishment differs from the calendar year by not more than **six (6) months**, reports relating to the financial year will be accepted. If your account is not finalised, please provide appropriate estimates.
3. 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.
4. All values are to be reported to the **nearest Ringgit Malaysia (RM)**.
5. In completing the questionnaire, if there are significant differences in the data reported for any item as compared with that of the previous year, please explain these differences in the space provided in **Question 11 on page 24**. This explanation would minimize queries.

B. SCOPE AND COVERAGE

1. The survey covers all establishments engaged in private health and social work services in Malaysia.
2. Private health and social work services is defined as "health care provided by trained medical professionals in hospitals and other facilities, residential care activities that still involve a degree of health care activities and social work activities without any involvement of health care professionals".
3. Please report all the economic activities carried out by this establishment in Malaysia, which may comprise any of the activities stated above.
4. If the type of this establishment is **INDEPENDENT**, please report all information in this questionnaire **EXCEPT Question 12 on page 25**.
5. If the type of this establishment is **HEADQUARTERS**, please report all information in this questionnaire. If the type of organisation of this establishment is a branch with no separate accounts from the headquarters, please ensure that the headquarters address is report **on Question 12.1 page 25**.

C. SPECIFIC GUIDE TO COMPLETE THE QUESTIONNAIRE

Question 1: Identification Particulars

1.1 Please provide the registration number of company / business if registered with the Companies Commission of Malaysia (CCM) or other registration number.

1.2 Please mark (X) in one box only.

1) **Independent** is a single establishment and does not have any branch or operation office.

2) **Headquarters** is a legal administrative unit which has an authority in decision making with respect of financial and allocating resources for the production of goods and services.

3) **Branch / Operations Office**

Branch refers to two or more establishments engaged in the same type of business under single ownership and control with its headquarters. It is directly managed by the headquarters for the purpose of marketing and direct shipments of its products after receiving orders from customers.

Operations Office refers to establishments which display products for promotion and sales purpose.

1.3 Please provide the commencement year of your business. Commencement year was the period whereby the company started to operate manufacturing activities.

1.4 Please report the operating period of this establishment. The operating period should cover **at least six (6) months of the reference year**.

Examples:

(a) **1st January 2021 to 31st December 2021**

From

Day
0 1

 /

Month
0 1

 /

Year
2 0 2 1

 To

Day
3 1

 /

Month
1 2

 /

Year
2 0 2 1

(b) **1st July 2021 to 30th June 2022**

From

Day
0 1

 /

Month
0 7

 /

Year
2 0 2 1

 To

Day
3 0

 /

Month
0 6

 /

Year
2 0 2 2

(c) **1st July 2020 to 30th June 2021**

From

Day
0 1

 /

Month
0 7

 /

Year
2 0 2 0

 To

Day
3 0

 /

Month
0 6

 /

Year
2 0 2 1

1.4.1 If the reporting period does not cover a full year, please check the reasons below:

(a) **Seasonal operations**

Seasonal business refers to a business that is carried out in line with the season / condition changes. Most businesses may run businesses in certain seasons.

(b) **New business**

New business created for the purpose of providing goods and services.

- (c) **Change of ownership**
The business is transferred one person or entity to another.
- (d) **Change of fiscal year**
Change in accounting period of company.
- (e) **Ceased operations**
Business is no longer operational.
- (f) **Temporarily inactive**
Business is discontinued for the certain period.
- (g) **Others (please specify)**

1.5 Please provide the website address for this establishment (example: <https://www.dosm.gov.my>)

1.6 Please specify the address of your business operation if it differs from the postal address given on the front page. *The business address refers to the address of the physical location where the business is located. If the location of the business is outside the town limits, please indicate the detailed address or location such as the town or village nearest to the business. Please ensure the postcode is filled in the box provided.*

1.7 Please mark (X) in one box only.
*Please confirm the data reported in this return relate only to this establishment where the location is the same as the address given in **Question 1.6**.*

1.8 Please specify the principal activity of this establishment:

- (1) Hospital services
- (2) Maternity home services
- (3) General medical services
- (4) Specialized medical services
- (5) Dental services
- (6) Dialysis Center
- (7) Medical laboratories
- (8) Acupuncture centres
- (9) Herbalist and homeopathy service
- (10) Other human health services
- (11) Residential care activities
- (12) Social work activities without accommodation
- (13) Child day-care activities

1.9 Please state briefly the main activities reported in Question 1.8

1.10 Please specify percentage of this establishment's revenue which is generated from the following activities:

(a) Principal activity of this establishment

(b) Secondary activity this establishment

If there is secondary activity other than private health and social work services, please specify the activity along with the percentage of income received.

1.11 Please mark (X) in one box only.

Investment refers to the holding of financial asset abroad by resident (individual, establishment or other organisation). Financial asset consists of investment in subsidiaries or associated companies, equity securities, debt securities, bond, trust unit, trade credit, loan extension, deposit, advances and other assets.

Question 2: Legal Organisation

2.1 Please mark (X) in one box only.

(a) Individual proprietorship

Refers to the business owned, funded and managed by one person that is the owner concerned. The business is purely for profit. The owner has the ultimate right for the business and business liability is unlimited.

(b) Partnership

Refers to the group of individuals who agreed to conduct a business through an agreed contract based on the capital contribution which has been specified in the relevant agreement with the objective of making a profit. The business is managed by all or any one acting for all parties. As stipulated under Company Act 1965, trading partnership must comprise at least two members and should not exceed a maximum of twenty members. Liability for the business partnership is unlimited.

(c) Limited Liabilities Partnership

Refers to business entity regulated under the Limited Liability Partnerships Act 2012. It is featured with the protection of limited liability to its partners similar to the limited liability enjoyed by shareholders of a company coupled with flexibility of internal business regulation through partnership arrangement similar to a conventional partnership.

(d) Private Limited Company

A private company established to undertake a business with the objective of making a profit. The shares are closely held by the shareholders of the company who have control over its operation.

Characteristics:

- i. Regulated under the Companies Act 1965 and is a legal entity separate from the owners;*
- ii. Number of its shareholders between 1 - 50 members;*
- iii. Company owners have limited liability;*
- iv. Shareholders who own 51% or more of the total shares shall be entitled to manage the company. The company's shares can be traded but not in the open market;*
- v. Trading of share must be with the consent of the other shareholders;*
- vi. Not listed on the Stock Exchange; and*
- vii. Business life expectancy is longer and can be identified by the words "Sendirian Berhad" (Sdn. Bhd.) at the end of the company name.*

(e) Public limited company

A public limited company is a company established, with limited liability, by a minimum of two persons to operate the business with the objective of making a profit. The shares in a public limited company are openly held and in the case of company listed on the Bursa Malaysia, the shares are freely transferable.

Characteristics:

- i. Regulated under the Companies Act 1965 and is a legal entity separate from the owner;*
- ii. Owned by the shareholders and there is no limit to the shareholder;*
- iii. Management of the company is under the board of director responsibilities as appointed by shareholders; and*
- iv. Listed on Bursa Malaysia.*

(f) Co-operative

Refers to a voluntary association with an unrestricted number of members and registered under the Co-operative Societies Act 1993. Funds are collectively owned to meet the needs of the members.

(g) Public corporation

Refers to bodies set up for the purpose of conducting business activities which consists of Statutory Bodies and Non-Statutory Bodies.

Characteristics:

- i. Statutory body established under an Act of Parliament or of the State and regulated directly by the minister whom formulated the key policies of the organisation and are usually involved in the socio-economic development (e.g.: MARA and FELDA); and*
- ii. Non-Statutory Bodies established under the Companies Act 1965 and the Government has equity with indirect control from the minister. Business is characterised by activities for the purposes of gain to the government in addition to socio-economic areas who cannot be undertaken by private sector activity (e.g.: Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)).*

(h) Private non-profit making organisation

Refers to a non-stock company set up with limited liability. It comprises mainly welfare, religious, educational, health, cultural, recreational and other organisations providing social and community services to households. These services are provided free of charge or at prices which do not necessarily or fully cover the cost of providing such services. Any profit made is re-invested in the organisation.

2.2 Please mark (X) in the appropriate box for those who answered either Item 2.1 (a), (b), (c) or (d) only.

Woman-owned establishment *refers to a minimum of 51 per cent of the equity held by a woman OR the biggest shareholders are women and the establishment is managed by a woman OR the Chief Executive Officer or Managing Director is a woman that owns at least 10 per cent of the equity.*

2.3 Please mark (X) in one box only.

Youth-owned establishment *refers to the owner's age of the establishment which is not less than 18 years old and not more than 30 years old on the date of appointment. At least 51 per cent and above of the equity held by a youth OR the Chief Executive Officer or Managing Director is a youth that owns at least 10 per cent of the equity.*

Question 3: Shareholders' Fund and Ownership Structure

3.1 Shareholders' fund

Shareholders' fund refers to investment through the purchase or ownership stake in the business to get some share of the income and the assets of the companies.

(a) Paid-up capital

Paid-up capital is the capital that has been issued by the shareholder. Each company is allowed to issue the share capital by a maximum limit of the authorised capital registered in the Companies Commission of Malaysia (CCM).

- i. For individual proprietorship, partnership establishment or limited liabilities partnership, it refers to the capital contributed by the proprietor or partners;*
- ii. For private or public limited companies, it refers to the paid-up share capital of companies;*
- iii. For public corporation, it refers to the capital paid by the Malaysian government; and*
- iv. For co-operative, it refers to the shares subscribed and paid by members, and/or subscription capital.*

(b) Reserves

Reserves are a special fund amount allocated for certain purposes:

- i. For limited companies, it refers to the accumulated profit or loss such as capital reserves, share premium account, general reserves, foreign exchange reserves and other reserves;*
- ii. For individual proprietorship or partnership establishment, it refers to the balance in the profit and loss account; and*
- iii. For co-operative, it refers to accumulated profit or loss and reserves fund.*

3.2 Ownership Structure

*Please report the percentage (%) of ownership of the establishment based on the paid-up capital as at **31st December 2021**.*

The ownership of an establishment is classified by the residential status of the owner(s) of the majority (more than 50%) of the paid up capital and not by their citizenship status.

3.2.1 Held directly by Malaysian resident

3.2.1.1 Individuals who located in Malaysia for a period of at least one year by nationality and ethnicity;

- (i) Citizen*
 - (a) Malay*
 - (b) Other Bumiputera (e.g.: Iban, Kadazan, Bajau, Murut)*
 - (c) Chinese*
 - (d) Indians*
 - (e) Others (e.g.: Sikh)*

(ii) Non-citizen

*3.2.1.2 **Establishment or institution** that was / is operating in Malaysia for a period of at least one year in which the economic interests based in Malaysia. An institutional unit has a centre of economic interest in the region in a state where there is a location such as a building, place of production, or other premises on which or from which the unit engages and intends to continue engaging, either indefinitely or over a long period, in economic activities and transactions with significant scale. The ownership structure of an institution or establishment shall reported by ethnicity such as:*

- (a) Malay*
- (b) Other Bumiputera (e.g.: Iban, Kadazan, Bajau, Murut)*
- (c) Chinese*
- (d) Indians*
- (e) Others (e.g.: Sikh)*

3.2.2 Held directly by Federal, State and Local Government Agencies & Statutory Bodies

Refers to organisations owned by the Federal, State or Local Government and the examples are as follows:

- Khazanah Nasional Berhad*
- Employee Provident Fund*
- Johor Port Authority*
- Agricultural Bank of Malaysia (Agro Bank)*
- Penang Port Commission*
- Public universities*
- Malaysia Airport Berhad*
- Majlis Amanah Rakyat (MARA)*

- Menteri Besar Incorporation
- Perbadanan Usahawan Nasional Berhad (PUNB)

3.2.3 Held directly by non-Malaysian resident

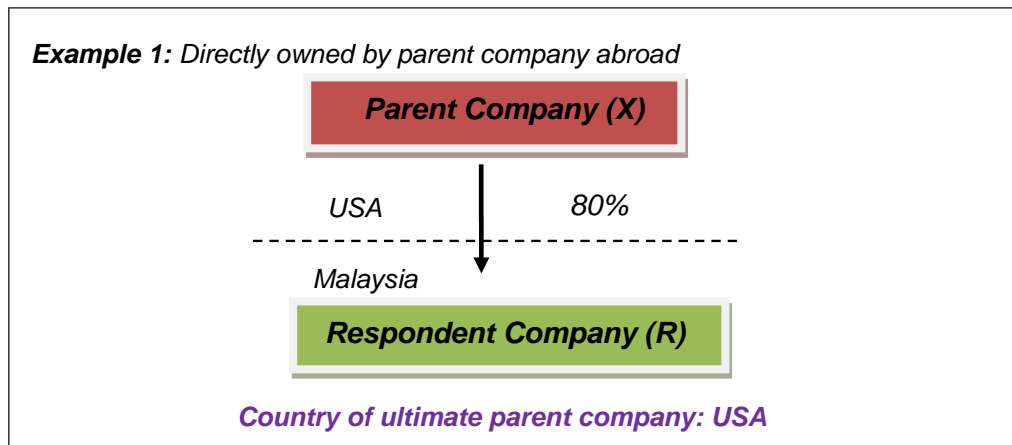
A **non-Malaysian resident** is any individual, establishment or other organisation located / operating abroad.

Resident status of a foreign government representatives, international organisations, foreign students and patients are as follows:

- Foreign government representatives (embassies, consulates, military bases, foreign governments) in Malaysia are regarded as extraterritorial organisations thus regarded as non-residents;
- Malaysia's official representatives abroad is considered as resident of Malaysia
- International organisations are not regarded as resident for any economy / country; and
- Foreign students and patients are treated as residents of their home country.

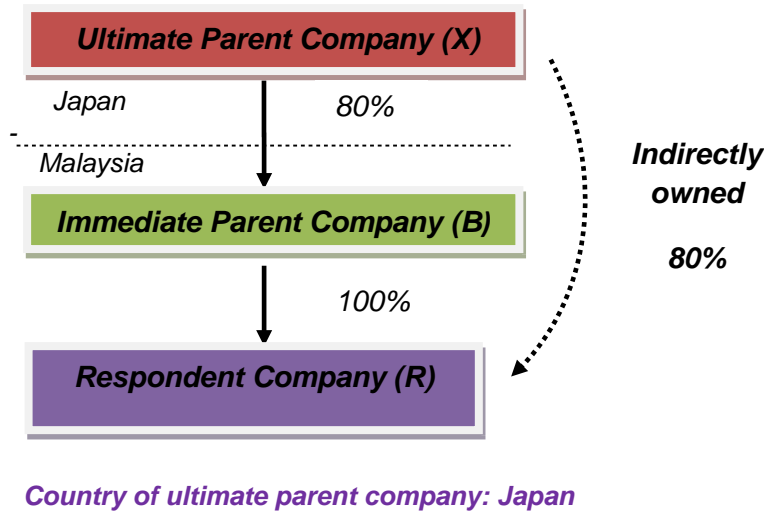
3.3 If paid-up capital is directly or indirectly held 50 per cent or more to the establishment by a foreign company / individual, please specify the country of the ultimate parent company.

Ultimate parent company refers to the companies that owned, directly or indirectly, the effective equity interest in this establishment (50 per cent or more). The share of ultimate parent company is not majority owned by another company.

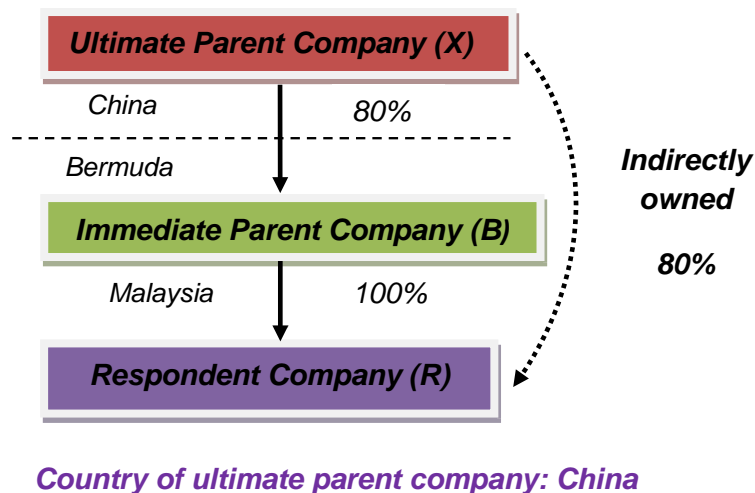


The country refers to location where the ultimate parent company is undertaking economic activities / business.

Example 2: Indirectly owned by ultimate parent company abroad through holding immediate parent company in Malaysia



Example 3: Indirectly owned by ultimate parent company abroad through holding immediate parent company in another foreign country.



Question 4: Capital Expenditure and Value of Assets

Capital Expenditure is the total expenditure incurred for the purchase or replacement of the assets of the establishment.

Value of assets is the value of acquisition or used of such entities in a period of time. The value of assets can be distinguished from non-financial assets and financial assets. For non-financial assets, it distinguished between production and non-production assets. Production assets consist of structure, machinery and equipment and other assets.

- i. Information required in this question are:
 - a. inventory value of assets as at the **first and last day** of the reference year; and
 - b. value of transactions of assets during the reference year.

- ii. *Net book value as at the beginning of the year, to be recorded in **column 0410**, that is the book value, net of depreciation in the year before.*
- iii. *Value of additions during the year includes all acquisitions of assets by the establishment, whether new purchases, obtained from other establishments or produced by its employees. Major repair and improvements to existing assets which extended their normal economic life or raised their productivity are to be reported. Current repairs and routine maintenance are to be **excluded**.*
- iv. *Acquisition from other establishments should be valued at the full cost incurred, i.e. at delivery price plus the cost of installation, including any necessary fees and taxes (e.g. stamp duty and cost of ownership transfer), but **excluding** financing costs.*
- v. *Assets acquired 'in gratis' from another establishment under the same ownership should be valued as though purchased from outside the establishment.*
- vi. **New purchases include imported (new & used)** cover acquisitions of new assets including imports of used assets since they represent newly acquired assets for the Malaysian economy. This refers to fixed assets that is not used in Malaysia, including imported fixed assets, whether new or used in **column 0411**.
- vii. **Used Malaysian assets** refer to all assets previously used in Malaysia including those reconditioned or modified before acquisition are to be treated as used in **column 0412**.
- viii. *Built / self-produced for assets produced by the establishment for its own use, the costs of all works done during the year should be recorded. Any overhead costs allocated to this work should be included in column 0413. Capital transaction should generally be recorded when ownership is acquired. Normally it should coincide with the time at which the assets are in its completed form and delivered to the control of the establishment. This is the basis for recording expenditure of all fixed assets except construction work. In the case of construction, the value of construction work done is the value of work carried out on projects completed during the reference year, plus the value of work under construction at the end of the reference year minus the value of work at the beginning of the reference year.*
- ix. **The value of fixed assets sold or discarded during the year regardless of their condition is to be reported according to the actual amount realised in column 0414.**
- x. **Gain / loss from sales / revaluation of assets:** When an asset is sold above or below the net book value, a gain or loss from the sale of asset is realised and should be reported in **column 0415**. Similarly, an asset can be revalued to reflect the current market value and a gain or loss from revaluation of asset is realised and should also be reported under **column 0415**. If it is a loss, the figure should be written beginning with symbol (-).
- xi. **Current depreciation / amortisation** represents loss or diminution of value of an asset consequent upon wear and tear, obsolescence or permanent fall in market value (depreciation allowed for a tax purposes is acceptable). The value reported in the establishment's books of accounts for each class of fixed assets should be reported separately in **column 0416**. This includes amortisation of leasehold land. Total of depreciation should be equal to item **9.29 of Question 9**.

- xii. The closing net book value of reference year in **column 0417** =
+ the opening net book value
+ value of assets acquired
- assets sold or discarded
+/- gain / loss from sales / revaluation of assets
- current depreciation
- xiii. The amount paid for the use of any assets taken on lease or rent is to be reported in **column 0418**.

The types of assets are defined as follows: -

4.1 Fixed assets

Fixed assets cover all goods (land, building, machinery, vehicles, computer, machinery, etc.), new or used, which have a productive life of more than one year and are intended to be used by the establishment.

4.1.1 Land

Includes the value of sites without taking into account on land improvements and structures. (e.g.: reclaimed land and coastal land reclaimed to create a land)

4.1.2 Buildings and other construction:

(a) Residential consists entirely or primarily of dwellings.

(b) Non-residential buildings for industrial, commercial or public use e.g. factories, warehouses, office buildings, stores, restaurants, garage, shops, hospitals, school, etc.

(c) Other construction work includes building or renovation of roads, railroads, sewers, bridges, harbours, car parks, pipelines, etc.

4.1.3 Land improvement

Includes all value of work done on clearing, preparing construction sites and landscaping but excludes the value of land before improvement. It also includes outlays on land reclamation and land clearance irrespective of whether it represents an addition to total land availability or not. For example, irrigation and flood control projects, dams and dykes which are part of these projects, clearance and forestation to timber tracts and forests.

4.1.4 Transport equipment

Refers to equipment used for the conveyance of goods and / or persons for business purpose.

4.1.5 Information and communications technology

(a) Computer hardware

Refers to all computer hardware used for processing, storing and transmitting data and information related to computer system.

(b) Computer software

Refers to software used in operating the computer programme and database whether it is self-produced, custom-made as well as ready-made (non-customised).

(c) Telecommunications equipment

Refers to mobile phones, personal digital assistants (PDAs), satellite dishes, audio-visual equipments (e.g. radios, television) and other television / radio transmitters and receivers.

4.1.6 Machinery and equipment

(a) Main machinery and equipment

Includes power generating machinery, office machinery and equipment, metal working machinery, construction and other industrial machinery, cranes, fork-lift equipment etc., durable containers, equipment and instruments used by professionals and any other machinery and equipment including major repair and improvement to these types of machinery and equipment.

(b) Drone

A drone is an Unmanned Aerial Vehicle (UAV) or equipment that moves in the air without carrying humans in it.

4.1.7 Furniture and fittings

Covers all items required to furnish and equip a building, e.g., chairs, tables, carpeting etc.

4.2 Other assets refer to intangible assets that includes patent and goodwill.

4.2.1 Patent *refers to exclusive right to manufacture a mechanical invention which runs for numbers of years. Patent is valued at cost.*

4.2.2 Goodwill *arises from the good reputation of a company and the customer's loyalty it has gained. When a business is purchased for a price in excess of the value of its net assets, then the excess presumably is for goodwill.*

4.2.3 Work in progress

Refers to assets (e.g. building, machinery & equipment etc.) partially completed and has yet to be capitalised. For example, if a company is constructing an asset such as building to be used in production, and the asset is only partially completed, the amount spent would be recorded as work in progress.

4.3 Others

*This item covers assets / capital expenditure, if any, that are unable to classify above e.g. jewelry, antiques and arts. **Exclude all financial assets such as cash, debtors and stocks (share).***

4.4 Total

Please total up 4.1.1 to 4.3.

4.5 Work in progress (detailed)

Specify the current expenditure of work in progress for the reference period i.e. residential, non-residential, other construction, machinery & equipment and others.

Question 5: Persons Engaged and Salaries & Wages

A. General definitions

This question is divided into FIVE parts. Please complete your employees' particulars as the following definitions:

- i. Question 5A (Person Engaged [Male])**
- ii. Question 5B (Person Engaged [Female])**
- iii. Question 5C (Salaries and Wages [Male])**
- iv. Question 5D (Salaries and Wages [Female])**
- v. Question 5E (Number of Non-Malaysian Workers by Country of Origin and Length of Service in Malaysia)**

Question 5A and 5B (PERSON ENGAGED)

1. Number of persons engaged (columns 0520, 0506, 0523 and 0515)

Please report all persons engaged in this establishment by category of workers, citizenship and ethnic group from columns **0520 & 0506 (Male) and 0523 & 0515 (Female)** during **December 2021** or the **last pay period** in the reference year. The number of persons reported should include persons on short-term leave such as sick leave or vacation leave. Directors of incorporated enterprises who are paid solely for their attendance at Board of Directors' meetings, persons on indefinite leave, military leave or on pension are **excluded**

2. The number of non-Malaysia citizen by category of the length of services in Malaysia (columns 0521, 0522, 0524 and 0525)

3. Number of persons engaged provided by other establishment during December 2021 (column 0509 and 0518)

Refers to the number of persons employed in this establishment but salaries and wages paid by establishment that supply the workers. Payment for the salaries & wages to that establishment need to be reported in **Question 9.36 on page 23**.

Question 5C and 5D (SALARIES AND WAGES PAID)

Annual salaries & wages (column 0526, 0527, 0528 dan 0529)

Please report all payments (salaries, wages, bonuses, commissions, overtime pay and cash allowances including cost of living, housing, transportation, food, traveling etc.) made throughout the reference year to all paid employees in each category and citizenship from columns **0526 & 0527 (Male) and 0528 & 0529 (Female)**. **For all directly employed workers**, report the total payments made before deductions for income tax and employees' contributions to Employees' Provident Fund (EPF) / Social Security Organisation (SOCSO) / other provident / superannuating funds. The employer's contributions to such funds as mentioned above should be excluded.

Question 5E (NUMBER OF NON-MALAYSIAN WORKERS BY COUNTRY OF ORIGIN AND LENGTH OF SERVICE IN MALAYSIA)

The country of origin and length of service of employee

The country of origin of an employee refers to the country in which an employee was born and a place of life that is different from the country of employment now. Length of service refers to the amount of time an employee has served in Malaysia, not limited to the establishment currently working.

B. Definitions of category of workers / occupation

5.1 Working proprietors and active business partners

Include all individual proprietors and partners (part-time or full-time) who are actively engaged in the work of the establishment. Sleeping partners and inactive members of proprietor's family are **excluded**, unless they participate in the control and management of the business. This category is not applicable to limited companies or public corporations, the ownership of which is represented by equity shares.

5.2 Unpaid family workers

Include all family members (full-time or part-time) of any of the owners of the establishment who during the specified period worked a minimum of one-third of the normal working time but did not receive any payment, neither in cash nor in kind for the work done. These workers definitely received food, shelter and other support as part of the household of the owner whether they work in the establishment or not.

However, if regular salaries and allowances are received by family workers and they contribute to EPF or other superannuating funds, they should be considered as paid employees, thus it has to be reported in Question 5A and 5B, item 5.3 and 5.4 in accordance with whether they are full-time or part-time workers as defined above.

This category of unpaid family workers is not applicable to limited companies or public corporations, the ownership of which is represented by equity shares.

5.3 Paid employees (full-time)

*Full-time workers refer to all those who normally work for **at least 6 hours a day 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. All such employees are to be reported according to category of workers as defined below:*

5.3.1 Manager

Managers are defined as those who make decisions and participate in formulating the policy of the organisation, plan, organise and direct the interpretation and execution of policies. They are responsible for their organisation as a whole or for one or more departments of an organisation usually within guidelines set by the board of directors or governing body where they are responsible for the operations carried out and the results obtained, e.g. company's manager.

5.3.2 Professionals

(a) Professionals

Professionals increase the existing stock of knowledge, apply scientific or artistic concepts and theories, teach about the foregoing in a systematic manner, or engage in any combination of these three activities, e.g. administrative executives.

(b) Researcher

Specifically refers to the Researcher Position. Researcher conducts research, improve materials and industrial products and processes or develop concepts, theories and operational methods, and apply scientific knowledge based on the investigation of systematic and organised.

For example, a person holding the post of an engineer and carries out research job is not classified as a researcher.

5.3.3 Technicians and Associate Professional

Technicians and associate professional perform mostly technical and related tasks connected with research and the application of scientific or artistic concepts and operational methods, and business regulations, and teach at certain educational levels. Most occupations in this major group require tertiary education, e.g. motor vehicle technicians.

5.3.4 Clerical Support Workers

Persons in clerical occupations compile and maintain records of financial transactions and other information of business activities including handling of cash on behalf of the establishment and its customers, record oral or written matters by short-hand writing, typing and other means, e.g. clerks, book keepers, typists, stenographers, receptionists, secretaries and storekeepers.

5.3.5 Service and Sales Workers

Service and Sales Workers provide personal services related to travel, housekeeping, catering, personal care, or protection against fire and unlawful acts, or they pose as models for artistic creation and display, or demonstrate and sell goods in wholesale or retail shops and similar establishments, as well as at stalls and markets, e.g. cashiers and tickets clerk and security guards.

5.3.6 Craft and Related Trades Workers

Craft and Related Trades Workers apply their specific knowledge and skills in the fields of mining and construction, form metal, erect metal structures, make, fit, maintain and repair machinery, equipment or tools, carry out printing work as well as produce or process foodstuffs, textiles, or wooden, metal and other articles.

The work is carried out by hand and by hand-powered and other tools which are used to reduce the amount of physical effort and time required for specific tasks, as well as to improve the quality of the products. The tasks call for an understanding of all stages of the production process, the materials and tools used, and the nature and purpose of the final product.

5.3.7 Plant and Machine Operators and Assemblers

Plant and Machine Operators and Assemblers operate and monitor industrial and agricultural machinery and equipment, drive and operate trains, motor vehicles and mobile machinery and equipment, or assemble products from component parts according to strict specifications and procedures.

The work mainly calls for experience with and an understanding of industrial and agricultural machinery and equipment as well as an ability to cope with machine-paced operations and to adapt to technological innovations, e.g. plant operator.

5.3.8 Elementary Occupations

Elementary occupations perform single and routine tasks which mainly require the use of handheld tools and in some cases considerable physical effort, e.g. general workers.

5.3.9 Total paid employees (full-time)

Please total up item 5.3.1 to 5.3.8.

5.4 Paid Employees (part-time)

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

5.5 Total

Please total up item 5.1, 5.2, 5.3.9 and 5.4.

Question 6: Number of Persons Engaged by Qualification

The report of the number of persons engaged by qualifications are classified to the Academic and Technical / Skills divided into 7 major groups:

6.1 Postgraduate

Refers to Master's Degree and Ph.D. holders from institutions of higher learning (local / overseas).

6.2 Bachelor / Advanced Diploma or equivalent

(a) Academic

*Refer to first degree from institutions of higher learning (local or overseas). Advance diploma or professional qualifications **which are deemed to be at par or higher than first degree** is also to be included, such as ACCA, CIMA (accounting), LLB (law) ICSA (secretarial) etc.*

(b) Technical

*Refers to the first degree **specialised in technology (Technical and Skills)** from the Malaysian Technical University Network (MTUN) of Universiti Malaysia Perlis (UniMAP), Universiti Malaysia Melaka (UTEM), Universiti Tun Hussein Onn Malaysia (UTHM) and Universiti Malaysia Pahang (UMP).*

6.3 Diploma

(a) Academic

*Refers to diploma from institutions of higher learning, polytechnics or colleges (local or overseas), **which are not recognised to be equivalent to a degree.***

(b) Technical and Vocational

Refers to diploma from institutions of higher learning, polytechnics or colleges (local / overseas) **which are not recognised as a degree specialising in** Technical and Vocational Education and Training (TVET).

6.4 STPM or equivalent

Refers to STPM / STP / HSC / GCE 'A' Level qualifications or passed the matriculation examination conducted by any recognised university or college.

6.5 Certificate

(a) Academic

Refers to the certificate obtained from community colleges, polytechnics and private college which are academics oriented.

(b) Skills Certificate (TVET)

(i) Malaysian Skills Certificate Level 3

Refers to qualification of certificate that are certified by the Department of Skills Development. Competent to perform various work activities. Have a responsibility and in addition to control and guide the others. Recognised as a Skilled Workers.

(ii) Malaysian Skills Certificate Level 1&2

Refers to qualification of certificate that are certified by the Department of Skills Development. Recognised as the Semi-Skilled Workers.

(iii) Other Skills Certificate

Refers to qualification of certificate obtained from the by Community Colleges, Polytechnics, Industrial Training Institute, National Youth Skills Institute, and private college specialising in **Technical Vocational Education and Training (TVET)**

6.6 SPM / SPM(V) or equivalent

Refers to SPM / SPM(V) / MCE qualifications or equivalent examinations such as GCE 'O' Level.

6.7 Below SPM / SPM(V) qualification

Refers to qualifications such as PMR / SRP / LCE, completed primary school or below.

6.8 Total

Please total up **6.1 to 6.7**.

This total must be equal to the corresponding figures reported in **Question 5A (Male) and 5B (Female) excluding** total persons provided by other establishment.

Question 7: Overtime Man-Hours Worked During the Reference Year

7.1 Number of workers per shift

Refers to number of workers per shift.

7.2 Number of days worked during the reference year

Refers to the actual number of days which the establishment normally operated during the reference period.

7.3 Number of hours worked in a shift

Refers to the total hours of worked per shift.

7.4 Total man-hours worked

Refers to **7.1 x 7.2 x 7.3**.

7.5 Total overtime man-hours worked during the year

Refers to the total number of man-hours worked outside the normal hours of the establishment.

7.6 Total man-hours worked during the year

Refers to the total 7.4 and 7.5.

7.7 Wages paid for overtime during the reference year

Refers to the total salaries and wages paid for the work performed outside the normal working hours of the establishment.

Question 8: Turnover / Income

The data reported for this Question should be based on the Profit & Loss Account / Financial Statement and other supporting documents for the reference year 2021. Please provide best estimates if the account is not ready or finalised.

8.1 Income from services rendered:

- (a)** Professional services of doctors / healthcare specialist
- (b)** Laboratory test, X-Ray services etc.
- (c)** Drugs, medicines and other medical supplies
- (d)** Beds, ward facilities etc.
- (e)** Dialysis services
- (f)** Other human health services (e.g. ambulance services)
- (g)** Care activities / social work services

8.2 Values of sales (from goods / material purchases for resale without further processing)

Refers to the value of sales of all goods sold in the same condition as purchased without undergoing further processing, whether the resale was at wholesale or retail.

8.3 Commissions and brokerage earned

Refers to commissions and brokerage earned for selling goods or services on behalf of other establishments.

8.4 Rental income received from:

Refers to:

(a) Land

Refers to income received for land use based on rent or lease.

(b) Residential building

Refers to income received as a rental from this establishment's residential building / premises to other establishments.

(c) Non-residential building

Refers to income received as a rental from this establishment's non-residential building / premises to another establishment.

(d) Transport equipment

Income from renting transport without its operator.

(e) Machinery and equipment

Refers to all income received as a rental from machinery and equipment.

(f) Furniture and fittings

Income received from renting furniture.

(g) Others

The rental income other than those mentioned above.

8.5 Royalties, copyrights, licensing and franchise fees

Refers to income received from royalties, copyrights, licensing and franchise fees received.

8.6 Non-operating income

Refers to

(a) Subsidies

(i) Subsidies on salaries and wages

Income derived from subsidies on salaries and wages received either from the Government, Statutory Bodies, Non -Governmental Organisations or corporate sponsorships.

(ii) Subsidies on products

Income derived from subsidies on products received either from the Government, Statutory Bodies, Non -Governmental Organisations or corporate sponsorships.

(iii) Subsidies on production

Income derived from subsidies on withdrawals received either from the Government, Statutory Bodies, Non -Governmental Organisations or corporate sponsorships.

(b) Claims and compensation received

Income derived from claims and compensation received

(c) Bad debts recovered

Income derived from bad debts recovered

(d) Income from interest

Income derived from income from interest

(e) Income from dividend

Income derived from income from dividend

(f) Gain from sales / revaluation of assets

*Income derived from **gain from sales / revaluation of assets***

(g) Gain from foreign exchange / financial assets

Income derived from gain from foreign exchange / financial assets

(h) Remittances, gifts or grant received

Income derived from remittances, gifts or grant received from the Government, Statutory Bodies, Non -Governmental Organisations or corporate sponsorships.

(i) Others non-operating income (please specify)

8.7 Please indicate if this establishment is involved in e-sports activities.

Is 'Yes', please state the total income in this e-sports activity

Electronic sports (also known as e-sports) is a form of competition using video games. E-sports often takes the form of organised, multiplayer video game competitions, particularly between professional players, either individually or as teams. Unlike traditional sports like football and badminton, e-sports players are competing virtually via gaming platforms such as PC, Console, and Mobile instead.

8.8 Others income (please specify)

Please specify income earned from other than those mentioned above, if any.

8.9 Total income

Please total up item 8.1 to 8.9.

8.10 Capital transfers received

Refers to a transaction in which one institutional unit transfers a financial asset or fixed asset to another unit without receiving any goods, services or assets.

8.11 Grand Total

Please total up **item 8.10 to 8.11.**

Question 9: Expenditure

The data reported for this Question should be based on the Profit & Loss Account / Financial Statement and other supporting documents for reference year **2021**. Please provide the best estimates if the account is not ready or finalised.

9.1 Value of drugs, medicines and medical supplies consumed

(a) Drugs and medicines

Please provide the value of drugs and medicines consumed.

(b) Other medical supplies consumed

Please provide the value of other medical supplies consumed.

9.2 Value of other supplies consumed

(a) Packing materials and containers

Refers to expenditure on packing materials and containers during the reference year.

(b) Materials used for repairs and maintenance

Refers to the value paid for materials used for repairs and maintenance carried out on other establishment.

(c) Stationery and office supplies

Refers to value of stationery and office supplies consumed.

(d) Others

Please provide the expenditure of other supplies if any.

9.3 Cost of printing

Refers to payment for printing services provided by other establishments such as poster, label, tickets etc.

9.4 Water purchased

Refers to charges for water purchased. If the charges for electricity and water purchased are combined together in the account, please provide an estimate for water consumed.

9.5 Electricity purchased

Refers to charges for electricity purchased. If the charges for water and electricity purchased are combined together in the account, please provide an estimate for electricity consumed.

9.6 Fuels, lubricants and gas

Refers to the purchase of fuels (example diesel oil, petrol, furnace oil, fuel oil), lubricants (example lubricating oil, grease) and gas (example liquefied petroleum gas, natural gas, natural gas for vehicle) consumed.

9.7 Cost of goods sold (goods / materials purchased for resale without undergoing further processing)

Report the cost of goods sold in the same condition as purchased without undergoing further processing according to whether the resale was at wholesale or retail.

9.8 Food and beverages (for patients in hospital or maternity home)

Refers to payments involved in the purchase of raw materials / ingredients for the preparation of food and beverages.

9.9 Payments for current repairs and maintenance work done by others on this establishment's fixed assets

Refers to the total of repairs and routine maintenance work done by others on the establishment's fixed assets such as buildings, transport equipment, machinery, furniture and

fittings. However, major repairs of capital in nature should be reported in **column (04)** in **Question 4** as capital expenditure and value of assets.

9.10 Research and development expenditure

Refers to expenditure incurred on Research and Development (R&D) activities. R&D is the systematic study of new processes, techniques and applications & products.

(a) In-House

The percentage of expenses incurred by the establishment itself for the purposes of research and development.

(b) Outsource

The percentage of expenses paid to other establishment for the purposes of research and development.

9.11 Payment for data processing and other services related to information technology

Refers to payment for services related to data processing and tabulation (data capture and data transfer from various medium).

9.12 Telecommunication fees (e.g. telephone, internet etc.)

Refers to fees for telecommunication services encompass telephone, telegram, cable broadcasting, satellite, electronic mail and internet.

9.13 Payment for security services

Refers to payments for security services such as security guards services or closed circuit TV (CCTV).

9.14 Purchase of transport services (e.g. ambulance services)

Payment for purchases of transport services with driver.

9.15 Travelling expenses (include both local and overseas travelling, petrol / diesel bills and parking fees for own vehicles)

Refers to expenses incurred by the establishment for performing official duties outside the office such as travelling, lodging, food and other related expenses.

9.16 Entertainment expenses

Refers to expenses for the entertainment of business clients by the establishment.

9.17 Accounting, secretarial and audit fees

Refers to fees of accounting, auditing, book-keeping, tax related and secretarial duties services performed by accounting, secretarial and audit establishments.

9.18 Legal fees

Refers to fees for legal services

9.19 Payment for other professional services (e.g. specialist doctor, architectural, engineering, surveying consultancy fees, etc.)

Refers to fees for professional services provided by specialist doctor, architectural, engineering, surveyor and other consultancy firm etc.

9.20 Management fees

Refers to fees for management services provided by other establishments or individuals for planning, organisation and cost projecting and human resource.

9.21 Commission and agency fees

Refers to commission and fees paid to other establishments or individuals or agents for selling goods or providing services on behalf of the establishment.

9.22 Postage (include courier services)

Refers to charges for postal services encompass the pick-up, transport and delivery of letters, newspaper, periodicals magazines and other printed matters, and parcels. Also included are mail box rental services.

9.23 Advertising and promotion

Refers to payments for advertisement or promotion of goods, services and name of your company or business through media such as newspaper, television, radio, internet or other

media, whether locally or overseas.

9.24 Bank charges

Refers to bank charges for financial services provided by financial institution. E.g. payments for cheque books, bank drafts, letters of credit, bankers' acceptance and commissions and fees related to transactions in securities.

9.25 Insurance premium on building, machinery, transport equipment and goods

Refers to insurance premium paid by this establishment on building, machinery and equipment, transport equipment and goods (excluding workers compensation insurance).

9.26 Interest paid

Refers to annual interest paid on loans taken by this establishment from financial institutions.

9.27 Laundry services charges

Refers to payments to establishments that provide laundry services.

9.28 Rental payments

Refers to rent or leasing on land and also rental payments on operational leasing of building / premises, machinery and equipment, transport equipment and other assets.

9.29 Current depreciation on fixed assets

Refers to the amount reported for the reference period as in **Question 4 in field 041699**.

9.30 Royalties paid to

Refers to royalties paid including license fees for good and services used of patents, copyrights, trademarks, franchises etc. based on licensing agreements.

(a) Government / Statutory Bodies

Please specify the type of royalties.

(b) Non-government organisations / corporate sponsorship

Please specify the type of royalties.

9.31 Indirect taxes and government license such as:

(a) Assessment (on land and buildings) and quit rent

Refers to assessments on land and building collected by the local authorities such as City Hall, Municipal Council and quit rent by the District Land and Mines Office.

(b) Road tax

Refers to road tax collected by the Road Transport Department for motor vehicles.

(c) Business registration fees, driving license, stamp duties, etc.

Refers to business registration fees for Companies Commission of Malaysia (CCM). Stamp duties for agreement or contract documents and entertainment duties for entertainment business activities are also included in this category.

9.32 Non-operating expenditures

Refers to the indirect expenditure incurred by the establishment including foreign exchange losses, losses on sales, bad debts written off and current transfers.

(a) Losses on foreign exchange / financial assets

(b) Losses on sales / revaluation of assets

(c) Bad debts written-off

(d) Current transfers such as remittances, gifts, donations, fine, etc.

(e) Others non-operating expenditure (please specify)

9.33 Expenditure on e-sport services

Please indicate if this establishment is involved in e-sports activities. Is 'Yes', please state the total expenditure in this e-sports activity

Electronic sports (also known as e-sports) is a form of competition using video games. E-sports often takes the form of organised, multiplayer video game competitions, particularly between professional players, either individually or as teams. Unlike traditional sports like football and badminton, e-sports players are competing virtually via gaming platforms such as PC, Console, and Mobile instead

9.34 Others operating expenditure (**please specify**)
Please specify other expenses not reported above (if any).

9.35 Employment costs

- (a) Salaries and wages paid**
Refers to the amount reported for the reference period as in the Question 5C (Total annual salaries & wages male) and Question 5D (Total annual salaries & wages female).
- (b) Payment of gratuity, retirement / retrenchment benefits to employees**
Refers to payments paid by employers to employees upon retirement or being retrenched.
- (c) Payment in kind to paid employees**

 - (i) Free medical attention**
Refers to value fees for medical treatment to your employees.
 - (ii) Others (e.g. free food, free accommodation etc.).**
Refers to value of food and accommodation etc. provided by the establishment to your employees.
- (d) Employer's contribution to provident funds, social security schemes, pensions and welfare schemes**

 - (i) Employees Provident Funds (EPF)**
Refers to employers' contribution paid by the establishment to EPF.
 - (ii) Other Provident Funds**
Refers to employers' contribution paid by the establishment to provident funds other than those organised and managed by the government. E.g. Co-operative
 - (iii) Social Security Organisation (SOCSSO)**
Refers to employers' contribution paid by the establishment to SOCSSO.
 - (iv) Private social security schemes (e.g. workers' compensation insurance)**
Refers to employers' contribution by the establishment to social security schemes other than those managed by the government such as workman compensation.
 - (v) Gratuity benefits schemes, retirement / retrenchment**
Refers to employers' contribution to retirement or retrenchment schemes other than those managed by the government.
- (e) Fees paid to non-working directors for their attendance at Board of Directors' meetings**
Refers to the payment by the establishment to non-working directors for their attendance at Board Meetings.
- (f) Value of free wearing apparel provided**
Refers to value of free wearing apparel provided to employees such as uniforms, overalls and office attire.
- (g) Staff training cost**
Refers to training cost, workshop and seminar funded by the employers, either locally or overseas.
- (h) Cost of transport workers (to and from workplace)**

Refers to cost of transportation of workers to and from work place undertaken by your establishment such as factory bus services.

(i) Levy on labours

Refers to charges paid in the reference year by the employer of foreign workers to the government. The levy was RM410 for domestic helper, plantation workers RM590, construction and manufacturing sector RM1,250 while services sector RM1,850.

(j) Expenses on share-based payment to employees (including shares & stock options)

Refers to the amount of expenses incurred from share -based payment transactions for employee performance shares or stock options, offered by companies to employees who work as part of their remuneration package.

(k) Other labour cost (please specify)

Please provide other cost if any.

9.36 Payment to other establishment for providing workers

Refers to the payments made to other establishment for providing workers for the purpose of obtaining service.

9.37 Total expenditure

Please total up item 9.1 to 9.36.

9.38 Capital transfer made

Refers to the rights to use of a capital which has been transferred to others without receiving any returned whether in term of goods, services or assets.

9.39 Financial lease charges

Refers to total payment made for renting or leasing of asset in view of owning the assets ultimately.

9.40 Dividend payable

Refers to income from the ownership of shares and is payable to the shareholders.

9.41 Direct taxes (e.g. company tax and stamp duties)

Refers to taxes paid by the establishment to the Inland Revenue Board during the reference year. Stamp duties for agreement or contract documents and entertainment duties for entertainment business activities are also included in this category.

9.42 Grand total

Please total up item 9.37 to 9.41.

Question 10: Value of Stocks

Please report the value of opening and closing stock by the type of stocks, owned or controlled by the establishment irrespective of where they are stored. If the value of the stock is not recorded in the accounts, this item need not be reported.

Question 11: Profit / Loss Before Tax

11.1 *Please report net profit or loss before tax for the **current year (2022 and previous year (2021))** as reported in Profit & Loss Account.*

11.2 *If there is any change in activity or if there is a large difference in the profit / loss reported (> or <30%) as compared to the previous year, please mark the reasons below:*

(a) Business model change

Changes in the model business as a result of changes in strategies or processes that exist in establishments used in the past. Change is also a transformation designed to be a new organisation.

(b) Currency exchange rate impact

Taking into account the effects of fluctuations currency exchange currency into other currencies. For example, the exchange rate of exchange rate can be converted into dollars in the market.

(c) Price changes in goods or services sold

Establishment in terms of price or quantity of goods or services sold.

(d) Contracting out

A contractual agreement to pay other entity to perform the work of the establishment.

(e) Organisation change

The process of changing strategies, processes, procedures, technology and culture within the organisation.

(f) Changes in the cost of labour or raw materials

Changes in the amount of salary paid as well as the change in the total cost of all components in stocks that have not been utilised in the work in progress or the finished product.

(g) Natural disaster

Natural occurrences such as floods, landslides or earthquakes cause severe damage.

(h) Recession

A period of economic downturn caused a decline in trade and industry activity.

(i) Change in product line

Exchange to a new product from existing ones.

(j) Sold business units

Businesses sold for loss / profit.

(k) Expansion

Refer to opening a new branch in different locations and keeping the business in the same location.

(l) New / lost contract

Acceptance of new contract / lost in business.

(m) Factory / premises closures

Stop operation in factory.

(n) Acquisition of business units

Recruitment of business units and interests of becoming a new business.

(o) Strike or blockade

The commotion organised by workers or associations as a protest.

(p) Change toward automation

Automation is the use of technology (machines or information technology) to reduce the involvement of manpower in the production process.

(q) Others

Question 12: Additional Information on Headquarters / Branches

- 12.1** If your establishment is a **branch**, please state the **Headquarters name and address**.
- 12.2** If your establishment is the **Headquarters**, please state the number of **branches** with total sales value accordingly. Total value must be equal to the sum of **8.1** under **Question 8** on page 17.

Question 13: Additional Question

13.1 Sources of Drugs & Medicines and Other Medical Supplies Consumed

Please state the sources of drugs & medicines and other medical supplies consumed whether imported or locally manufactured.

13.2 Sources of Beds (Hospital / Maternity House)

Please specify the number of beds available in your establishment.

Question 14: Type of Organisation

Franchise is a legal investment, giving the establishment the right to sell products or services allowed by the franchisor. Franchise system involves a continuing contractual relationship between a franchisor and franchisee whereby the franchisee gets to operate under the franchisor's business name (and also gets various types of support/ advice for operation of business), while a franchisor usually receives an initial fee and periodic royalty payment based on gross sales of the franchisee.

14.1 Do this establishment operate as a franchise? Please mark 'X' in ONE BOX only.

An establishment can also be classified as a franchisee even if its franchisor is located outside Malaysia.

14.2 Please mark 'X' in ONE BOX only for the related items if the answer is 'Yes'.

Question 15: Water, Lubricants, Fuels and Electricity Consumed

15.1 Water

The quantity and value of water consumed during the reference year should be reported in this item.

15.1.1 Water purchased

Refers to the value and quantity of water purchased.

15.1.2 Water abstracted

Refers to amount of water that is removed from any source, either permanently or temporarily in a given period of time.

Please specify the percentage of water abstracted by source

- (i) Surface water (e.g. River, Dam, Lake)*
- (ii) Ground water*
- (iii) Sea water*

(a) Water abstracted for own use

Water abstracted for own use from surface water, groundwater and seawater sources for the purpose of operational and sanitary activities

(b) Water abstracted for sale / distribution

Water abstracted from surface water, groundwater and treated sea water sources to be sold to other establishments (abstraction for distribution)

15.1.3 Reused water

Refers to the produced wastewater that is not discharged to sewer system. It will be supplied to other users / establishments for further use with or without prior treatment. It is also commonly referred to as reused water.

15.1.4 Water incorporated into product (e.g. beverages, food, etc.)

Refers to the quantity of water incorporated into product produced by an establishment, usually the manufacturing industry. (e.g., use of water in the manufacture of beverages)

15.1.5 Waste water discharged / removal

Refers to the estimated quantity of water that is no longer needed / water released. Wastewater can be supplied to a sewerage facility (wastewater to the sewer) or discharged directly into the environment through surface water, groundwater and sea.

15.2 Lubricants

The quantity and value lubricants consumed during the reference year are to be reported in this item.

15.3 Fuels

The quantity and value of fuels consumed by type during the reference year are to be reported in this item. The quantity and value of petrol, diesel and other fuels used for vehicles and machinery are to be included.

15.4 Electricity

15.4.1 Electricity purchased

The quantity and value electricity purchased during the reference year are to be reported in this item.

15.4.2 Electricity generated

The quantity and value of electricity generated during the reference year are to be reported in this item. Quantity and value of hydropower, solar, biomass, biogas and other electricity generated.

15.4.3 *If the question 15.4.2 are filled, please specify the percentage for own use*

15.5 *Please total up 15.1 to 15.4.*

SECTION A – Digital Economic Module

Part 1: Usage of Information and Communication Technology (ICT)

A1 *Please report the use of computers by the establishment during the reporting period*

Computer refers to desktop computer, portable computer (including notebooks and netbooks), laptop or tablet. It does not include equipment with some embedded computing abilities such as smart TV sets, personal digital assistants (PDAs) and devices with telephony as their primary function such as smart phones.

A2 *Percentage of persons employed using a computer at work.*

$$= \left[\frac{\text{Number of persons employed using a computer at work}}{\text{Total number of persons employed}} \right] \times 100$$

Persons employed include working proprietors, active business partners, unpaid family workers, short term employees, casual employees and all employees of the establishment who worked in the establishment.

A3 Please report use of the Internet in establishment during the reporting period

Internet is a worldwide public computer network. It provides access to multiple communication services including the World Wide Web (WWW) and carries e-mail, news, entertainment, data files etc.

A4 Percentage of persons employed using the Internet at work.

$$= \left[\frac{\text{Number of persons employed using the Internet at work}}{\text{number of persons employed}} \times 100 \right] \text{ Total}$$

Persons employed include working proprietors, active business partners, unpaid family workers, short term employees, casual employees and all employees of the establishment who worked in the establishment.

A5 Please report the use of fixed broadband to access / Internet connection used by establishment during the reporting period.

Fixed broadband refers to technologies at speeds of at least 256 Kbit/s. High speed internet access services to homes and commercial premises provided by fixed network operators (with a data transmission rate not less than 256 Kbit/s).

A6 Please report the use of mobile broadband to access / Internet connection used by establishment during the reporting period.

Mobile broadband refers to technologies at speeds of at least 256 Kbit/s. High speed wireless internet access services provided by fixed network operators (with a data transmission rate not less than 256 Kbit/s).

A7 Please report the access / Internet connection used by establishment

(a) Intranet

Refers to the internal communications network using internet protocols and allowing communication within the organisation. Intranet is a private network that provides services similar to internet services, such as World Wide Web (WWW), File Transfer Protocol (FTP) and e-mail etc. within organisation. It is not necessarily connected to the internet.

(b) Extranet

Refers to a closed network that uses internet protocols to secure the sharing of business information with suppliers, vendors, customers or other business partners. It also can be part of a personal website business, where business partners can navigate after being confirmed in the login page. It is the extension of Intranet of one organisation to the networks of selected organisations, customers, suppliers and mobile workers etc. in order for these parties to access the organisation's private data and applications.

(c) Local Area Network (LAN)

LAN is a data communication network (usually 10/100 Mbps or 1 Gbps, and 1 Gbps = 1000 Mbps) that connects personal computers, workstations and other devices into a limited area (such as a single building or campus within 1 km radius).

(d) Wireless Local Area Network (WLAN)

WLAN is a type of local area network that uses high frequency radio waves rather than wires to communicate between network-enabled devices.

(e) **Wide Area Network (WAN)**
WAN is a network that connects computers and associated devices within a wide geographic area, such as a region or country.

(f) **None of the above**

A8 Use of Web presence during the reporting period.

Web presence refers to web page, home page or presence on another entity's website (including a related business). **Excluding** any entry in the online directory at any other site where the business does not have control over the content of the webpage.

A9 Please specify the purpose of use the internet for this establishment during the reporting period.

Please mark the purpose of using the internet for this establishment. Use of the internet for personal purpose is excluded.

- (a) *Sending or receiving email*
- (b) *Telephoning over the internet (VoIP) (e.g. Skype, WhatsApp Call)*
- (c) *Sending information or instant messaging*
- (d) *Getting information about goods or services*
- (e) *Getting information from government organisations.*
- (f) *Liaise with government organisations (includes downloading / requesting forms, making online payments)*
- (g) *Internet banking.*
- (h) *Accessing other financial services (e.g. purchases of insurance)*
- (i) *Providing customer service.*
- (j) *Delivering online products (refers to products delivered via the internet in digital form, e.g., reports, software, computer games and other online services such as computer related services or information services)*
- (k) *Internal or external vacant information*
- (l) *Staff training (e.g., e-learning applications available on intranet or website)*
- (m) *Others*

A10 Please indicate the adoption of digital technologies used at this establishment

(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, Flick, SlideShare).

(c) **Mobile internet and technologies**
A data plan on a mobile phone that allows sending emails or visiting websites over 3G/4G/LTE/5G networks is mobile internet.

(d) **Cloud computing** refers to the delivery of computing resources (hardware and software) by the party (the service provider) over the internet to a user. This delivery or provision is described as a "service" because the user merely "rent" the computing resources rather than actually acquiring them. It provides shared computing resources to achieve economies of scale similar to a public utility (like the electricity grid).

(e) **Data analytics**
A data evaluation process that is useful for drawing conclusions from existing information

- (f) **Management software**
Computer software that help in increasing the productivity of business management
- (g) **Online collaborative platforms**
Online collaboration platform refers to the platform used by establishment to collaborate digitally
- (h) **Usage of internet and 5G technology necessity**
The 5G network is a mobile internet connection technology that offers faster speeds and more stable connections on mobile devices.
- (i) **Others (Please specify)**
- (j) **Not related**

A11 Please indicate whether this establishment has provided financial allocation to implement the digital technology transformation plan.

Part 2: Online services and e-commerce transactions

Online services is a term which can be used for any kind of business or commercial transaction that includes sharing information across the internet. Commerce constitutes the exchange of products and services between businesses, groups and individuals and can be seen as one of the essential activities of any business. Electronic commerce focuses on the use of ICT to enable the external activities and relationships of the business with individuals, groups and other businesses.

E-commerce transactions 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 EDI. However, the **transactions made by telephone, fax, e-mail and the like are not been categorized** as e-commerce transactions.

A12 Please mark whether this establishments involved in sales or purchase transactions using internet during the reporting period

A13 Please indicate the type of platform on that this establishments use for online transactions (sales / purchase).

- (a) **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, Flick, SlideShare).
- (b) **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.
- (c) **An online 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) **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.
- (e) **Mobile Apps** is a term to use 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.: Uber app, Lazada mobile app, Dah Makan app).

A14 Please mark the method of payment that this establishment used for transactions using internet during the reporting period

- (a) **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.
- (b) **Cash on delivery**
Cash on delivery is a type of transaction where the recipient pays at the time of delivery rather than using credit

A15 Please mark whether this establishments receive orders (**make sales**) for goods or services via the internet during the reporting period

A16 Please indicate the percentage of e-commerce income transactions which representing the sales orders via internet in 2021

- The **e-commerce income** transactions refers to value of **online income transactions** from services rendered and other transactions made during the reference year of 2021. It consists of operating and non-operating income and based on the Trading and Profit & Loss Account for the reference year.
- **The percentage of e-commerce income transactions** refers the total value of online income transactions divided by the total income.

A17 Please indicate the percentage breakdown of e-commerce purchases transactions by platform of placing order:

- (a) Online ordering facility on the website of suppliers/vendors
 (b) Another website (online marketplace, e-commerce platform, agent's site etc.)
 (c) Electronic Commerce Transaction such a EDI and extranet
 (d) Others (please specify)

A18 Please indicate the percentage of e-commerce income by these categories:

- (a) **Other business**
Business to Business (B2B) is a commerce transaction between businesses. In this case, one business sells products or services to another business. For example, a manufacturer can sell to a wholesaler, or a wholesale can sell to a retailer.
- (b) **Individual consumers**
Business to Consumers (B2C) is business marketing to consumers; business transaction sales / purchase or service to consumers. Normally selling products directly to consumers at business premises but now sales / purchases between businesses and consumers are occur online.
- (c) **Government and other non-business organisations**

Business to Government (B2G) is a business model that refers to businesses selling products, services or information to governments or government agencies. B2G networks or models provide a way for businesses to bid on government projects or products that governments might purchase or need for their organisations. This can encompass public sector organisations that propose the bids. B2G activities are increasingly being conducted via the internet through real-time bidding. B2G is also referred to as public sector marketing.

TOTAL Please make sure that the sum of these percentages is equal to 100%.

A19 Please indicate the percentage of e-commerce income by type of customers:

- (a) **Domestic** - e-commerce transactions conducted in Malaysia
- (b) **International** - e-commerce transactions are conducted between two countries (outside Malaysia)

TOTAL - Please make sure the sum of the percentages is equal to 100%

A20 Please indicate the name of the country that has the highest international e-commerce income. If this establishment have more than three countries of e-commerce income, please provide additional attachment.

A21 Please mark whether this establishment place order (**make purchase**) for goods or services via the internet during the reporting period.

A22 Please specify the **percentage of expenditure from e-commerce** which representing the **purchases orders via internet** in 2021.

- **The e-commerce expenditure transactions** refers to the value of e-commerce expenditure transactions based on the Trading and Profit & Loss Account for the reference year of 2021.
- **The percentage of e-commerce expenditure transactions** refers to the total value of e-commerce expenditure transactions divided by the total expenditure.

A23 Please indicate the percentage of e-commerce expenditure by type of customers:-

(a) **Other business**

Business to Business (B2B) is a commerce transaction between businesses. In this case, one business sells products or services to another business. For example, a manufacturer can sell to a wholesaler, or a wholesale can sell to a retailer.

(b) **Individual consumers**

Business to Consumers (B2C) is a Business-to-customer marketing refers to the tactics and best practices used to promote products and services among consumers. B2C marketing differs from B2B marketing in a number of key ways, one being that it often depends on campaigns' abilities to invoke emotional responses, rather than solely demonstrating value.

(c) **Government and other non-business organisations**

Business to Government (B2G) is a business model that refers to businesses selling products, services or information to governments or government agencies. B2G networks or models provide a way for businesses to bid on government projects or products that government might purchase or need for their organisations. This can encompass public sector organisations that propose the bids. B2G activities are increasingly being conducted via the internet through real-time bidding. B2G is also referred to as public sector marketing.

TOTAL - Please make sure that the sum of the percentage is equal to 100%.

A24 Please indicate the percentage of e-commerce expenditure by type of customer:

- (a) Domestic** - e-commerce transactions conducted in Malaysia
- (b) International** - e-commerce transactions are conducted between two countries (outside Malaysia)

TOTAL - Please make sure the sum of the percentages is equal to 100%

A25 Please indicate the name of the country that has the highest international e-commerce expenditure with this establishment. If this establishment have more than three countries of e-commerce expenditure, please provide additional attachment.

SECTION B - Access to Financing

B1 Did your establishment apply for any new or additional external financing for business purposes?

Please mark (X) for Yes or No if your establishment has applied to any new or additional funding from outside for the business purposes.

If the answer is **Yes**, please go to **Question B2** or if **Not**, please go to **Question B3**.

External financing includes among others, any application for financing, loans, lines of credit, credit cards, credit from suppliers, government grants / loans, venture capital and equity financing.

B2 Was the application approved?

Please mark (X) for **Yes** or **No** or **Being processed** for the application status.

If the answer is Yes or Being process, please go to **Question B4** or if not, please go to **Question B5**.

B3 Why did your establishment not apply for any external financing? (May choose more than one)

Please mark (X) the reason(s) for not applying any external financing.
Please go to **Question B6**.

B4 What is the purpose of the financing? (May choose more than one)

Please mark (X) for the purpose(s) of the financing.
Please go to **Question B6**.

B5 What were the reasons given for rejecting your application? (May choose more than one)

Please mark (X) for the reasons given in rejecting your application.
Please go to **Question B6**.

B6 Which of the following sources of finance did your establishment use to sustain your business?

(May choose more than one)

Please mark (X) the sources of finance used to sustain your business.
Please go to **Question B6**.

**B7 Does your establishment own / use financial facilities and products for business purpose as follows?
(May choose more than one)**

Please mark (X) the financial facilities and products used for business purpose(s).

1. **Deposit account(s)**
Includes saving account, current account and fixed deposits.
2. **Credit card**
Payment card facilities issued by the bank to allow cardholders to pay on goods and services based on the credit limit approved by the bank.
3. **Online banking**
An electronic payment system that enables customers of a financial institution to conduct financial transactions through the financial institution's website.
4. **Insurance**
The compensation promised for future losses in exchange of periodic payments. It protects the financial well-being of individuals or establishment from unexpected losses.
5. **Export's facilities**
The facilities provided by the government and the related agencies for the purpose of export of goods and services

SECTION C - Innovation and Research & Development

General Definition of Innovation

Definition: An innovation is the implementation of a new or significantly improved product (goods or services), or process, a new marketing method, or a new organisational method in business practices, workplace organisation or external relations (Oslo Manual 3rd Edition, 2005).

Description:

Innovation is the result of a creative and innovative idea of finding new ways or methods to produce better products or services either through modifications or improvements.

Innovation (new or improved) must be new to your company, but it is not necessarily new to your sector or market. Innovation can also be originally developed by your company or by another company. The level definition of innovation activities are as follows:

Level of Innovation activity	Definition
New to the world?	Your company introduces new or improved goods or services that are the pioneer of goods or services for all markets and industries, domestic and international (no company has previously introduced them).
New to your market?	Your company introduces new goods or services or significant improvements to your marketplace earlier than your competitors. (it may already be available in other markets)
Only new to your organisation?	Your company introduces new or improved goods or services that are already available from your competitors in your market.

**C1 Did this establishment comply with any local and / or international accreditation?
(May choose more than one)**

- (a) **Local recognition** refers to the recognition issued by a legitimate bodies in terms of law.
- Quality Improvement Practice (APK) refers to Six Sigma, Productivity Audit etc.
 - National Mark of Malaysian Brand refers to recognition issued by SME Corp. Malaysia in collaboration with SIRIM QAS International Sdn. Bhd.
 - Malaysia Organic Scheme (SOM) and Malaysian Phytosanitary Certification Assurance Scheme (MPCA) are the recognition issued by the Department of Agriculture.
 - MeSTI (Makanan Selamat Tanggungjawab Industri) is a certification that is easy to obtain and meets the minimum requirements in the PPKM 2009.
- (b) **International recognition** refers to the recognition issued by international bodies.
- ISO refers to International Organisation for Standardisation. It Includes ISO 9001:2000, ISO 14001:2004, ISO/IEC 27001:2005, ISO 22000:2005 etc.
 - HACCP refers to Hazard Analysis Critical Control Point.
- (c) **Certification of Halal** refers to the certification issued by Department of Islamic Development Malaysia (JAKIM) or State Islamic religious Department.
- (d) **None**

**C2. Did this establishment has any Intellectual Property (IP) Protection System?
(May choose more than one)**

Intellectual Property is the exclusive rights provided by law for a certain period of time to the creators of the works to control the use of their work. Intellectual property refers to patents, trademarks (including: brand registered / insured), copyright and related rights and others.

- (a) **Patent** is an exclusive right granted by the Government for a new invention, whether it is a product or a process. The protection of a patent is 20 years from the filing date.
- (b) **Trademark** may consist of words, logos, pictures, names, letters, numbers or a combination of such elements. It is a marketing tool that allows users to recognise and associate a release with certain dealers. Also known as mark, brand, logo or trademark is a sign placed on goods or services produced by a manufacturer to identify and distinguish it from goods or services produced by other parties.
- (c) **Copyright** in Malaysia is a work automatically protected when it meets the following conditions:
- Sufficient efforts have been made to make the work original in nature;
 - The works were written, recorded or made in the form of materials and the creator is a qualified person;
 - The works were made in Malaysia or the first publication of the work, is in Malaysia.
- (d) **Others**
- **Industrial design** was the overall exterior appearance of an item or product. Shape or configuration is three dimensional aspects while decorative patterns or includes two dimensions. The characteristics of three dimensional or two or both which appear on finished goods shall be through the industrial method. These features will provide a unique appearance in an item or product.

- **Geographical indication** is an indication which identifies any goods as originating from a country or territory, or a region or a place in the national territory or, where quality is determined, or the reputation of the other characteristics of the goods is essentially attributable to their geographical origin. Geographical indications can be used above or natural or agricultural produce discharges or handicraft industry.
- **Layout Designs of integrated circuits** is the three-dimensional arrangement of the elements of an integrated circuit and part or all of the relationships that integrated circuits or such three-dimensional arrangement prepared for an integrated circuit intended to be manufactured. The law that protects the layout design of integrated circuits is the Layout-Designs of Integrated Circuits Act 2000.

(e) **None**

C3 Did this establishment received advice / technical assistance from the following? (May choose more than one)

- (a) Government agencies
- (b) Institution of Higher Education
- (c) Private
- (d) None

C4 Did this establishment introduce any new innovation or significant improvement during the reference year 2021? (May choose more than one)

(a) **Product Innovation**

The introduction of new goods or services or given tangible improvements and relates to the desired features or uses. This includes significant improvements in technical specifications, components and materials, combined software, user-friendly or other functional features. Product innovations can utilise new knowledge or technologies, or can be based on new uses or combinations of existing knowledge or technologies. The term “product” is used to cover both goods and services. Product innovations include both the introduction of new goods and services and **significant improvements in the functional or user characteristics** of existing goods and services.

Key words: improvements in the functional or user characteristic

Example:-

1. The use of breathable fabrics in clothing is an example of a product innovation involving the use of new materials that improves the performance of the product
2. Face cleansing with betel extract content not yet produced by other party
3. Internet banking services with greatly improved speed and ease of use

(b) **Process Innovation**

Execution of new production or delivery methods or with substantial improvements. This includes significant changes to techniques, tools and / or software. Process innovation can aim to reduce the cost of production or delivery units, to improve quality, or for the production or delivery of new products or real improvements.

Key words: production and delivery method

Example:-

1. Some financial institutions have taken steps to facilitate the process of depositing money by requiring depositors to fill in the amount only.

2. *The company's ability to provide quick response and maintenance solutions to customers especially in emergency situations.*
3. *Company receives certification from a certification body for example awarded with ISO 9001 and ISO14000 certificates.*
4. *Treating water using its own design and system.*
5. *The e-hailing system makes it easy to book a vehicle like Uber and Grab Car.*

(c) Organisational innovations

Implementation of new organisational methods in corporate business practices, workplace organisations or outside relationships. Organisational innovation aims to improve the company's performance by reducing administrative costs or transaction costs, increasing job satisfaction (employee productivity), gaining access to non-negotiable assets (such as unauthorized external knowledge) or reducing supply costs.

Key words: Improve the quality and efficiency of work, enhance the exchange of information, and improve firms' ability to learn and utilise new knowledge and technologies

Example:-

1. *Hiring temporary workers according to current needs to reduce recruitment costs. They are people who are experienced in the industry but do not want to be bound as permanent workers.*
2. *Index / Waiting number system to deal with an organisation can be taken online without having to go to the counter.*

(d) Marketing Innovation

Implementation of new marketing methods involving significant changes in product design or packaging, product placement, product promotion or price. Marketing innovation aims to address customer needs, open up new markets, or introduce new company products in the market, with the intention to increase sales of the company.

Key words: Orientation towards customers and markets, with a view to improving sales and market share. Changes in design, appearance and methods.

Example:-

1. *Kuih Bahulu (traditional Malay cake) with strawberry jam, blueberry jam and chocolate chip as filling.*
2. *The car perfume box changes according to themes such as ketupat in the festive season.*
3. *Use stockists and agents to market the product.*
4. *The hotel provides free shuttle service to tourist attractions.*
5. *There are financial institutions that have made promotions by sponsoring and naming the university hall using their name.*

(e) None

C5 Did this establishment received funding from the following to support your innovation activities? (May choose more than one and state the amount)

- (a) Owned source**
Owned funds / from own institution – Include: equity, reserves and loans.
- (b) Business Enterprises**
Funds obtained from other private companies / establishments.
- (c) Government**
Funds obtained from sources of federal, state or local governments.
- (d) Higher Learning Institutions**
Funds obtained from public and private higher learning institutions (HLIs).
- (e) Foreign funds**
Funds obtained from overseas entities / organisations.
- (f) Other funds**
Funds obtained from sources other than (a) to (e).
- (g) None**

General Definition of Research and Development (R&D)

Definition: Research and experimental development (R&D) comprise creative and systematic work undertaken in order to increase the stock of knowledge and to devise new applications of available knowledge (Frascati Manual, OECD 2021).

Description:

R&D activities should have the following features:

- 1. Novel (aimed at new discoveries)**
 - *New discoveries in research that have not been applied in the industry.
(Examples: systematic testing / activity conducted to produce new techniques / processes / designs / products that have not been / used in the industry aimed at solving problems / increasing industrial productivity.)*
 - *Exemption: Activities carried out for copying, imitating or reversed engineering as a way of acquiring knowledge, are not considered a novel discovery.*
- 2. Creative (including new concepts or ideas that improve existing knowledge)**
 - *Objective Objectives-oriented R&D activities and new concepts or ideas to improve existing knowledge.
(Example: New methods developed for problem solving and increasing productivity in performing routine tasks. For example, data processing is non-R&D activity, unless it is part of a project to develop new methods for data processing.)*
 - *Exemption: This excludes routine change of activity on the product or process.*
- 3. Uncertain results (uncertain)**
 - *In general, R&D activities are dynamic, uncertain, especially in terms of the cost or time required to achieve the desired outcome and the results obtained cannot be precisely determined compared to the objective.
(Example: R&D prototype model used to test technical concepts and technologies in terms of usability has a high risk of failure, while non-R&D prototypes are often used to obtain technical or legal certifications.)*

4. *Systematic (Planning carefully and cost is budgeted)*
 - *R&D activities are conducted in a planned manner, with records related to processes, activities, human resources and financial resources. Example: Operating / activity manual availability, activity log book, financial and human resources related documents.)*
5. *Transferable and / or can be reproduced*
 - *Potential R&D activities to transfer new knowledge, ensure its use and enable other researchers to reproduce it as part of their R&D activities.*
 - *Note: In a business environment, the nature of R&D activities will be protected by the secrecy or other means of intellectual property protection. However, the process and results of R&D activities will be recorded for use by other researchers*

R&D DOES NOT INCLUDE the following activities:

1. *Scientific and technical information services*
 - *Specific activities: collecting, composing, recording, classifying, disseminating, translating, analysing.*
 - *Examples: bibliographic service, patent service, scientific and technical advisory services, scientific conferences.*
2. *Policy / policy related studies, management studies and efficiency studies, consumer survey, advertising and market researches*
 - *In this context, "policy" covers all policies at national level, international level and policies adopted in a business enterprise / industrial.*
3. *Routine activities for quality control and testing*
 - *Includes the maintenance of national standards, calibration of secondary standards, routine testing and analysis of materials, components, products, processes, soils, atmospheres and others.*
4. *Pre-production activities such as demonstration, prototype, equipment completion, and trial production runs*
5. *Exploring, prospecting or drilling for minerals, petroleum or natural gas*
 - *Example: A geological test that provides initial information on exploration and mining.*
6. *Cosmetic modification or style changes to existing products*
 - *Examples: Physical changes such as colours, packages and shapes.*
7. *General purpose or routine data collection*
 - *Example: Routine activities for topographic mapping, geological survey, hydrology oceanographic r, meteorological and astronomy observations.*
8. *Routine computer programming, system maintenance or software applications*
 - *Example: Routine activities such as maintenance of computers and software.*
9. *Operations research and mathematical or statistical analysis*
 - *Routine statistical analysis activities (collected regularly) that apply the established model and method.*
 - *Example: Activities using labour's survey data to identify long-term unemployment trends.*
10. *Commercial, legal and administrative aspects of patenting, copyrighting or licensing activities*
 - *Examples: Patent application and licensing activities, market research, manufacturing start-up, fabricating and re-designing for manufacturing processes.*
11. *Activities related to standards compliance*
 - *Example: Routine compliance with public inspection controls, standard enforcement and others.*

12. *Specialised routine medical care*
- *Example: Routine service and diagnosis of the disease through organ checks, body fluids (urine, blood) and whole body (autopsy).*

C6 Please specify the total expenditure of R&D for the following reference year:

- (a) 2018
- (b) 2019
- (c) 2020

C7 Does your establishment run any R&D activities during the reference year? If YES, please fill in the information related to the R&D which has been conducted internally (in-house).

C8 Current expenditure on R&D.

(a) Labour Cost

Sum of the basic annual salary and other emoluments (such as EPF contributions, medical benefits, performance bonuses, special allowances, housing and car loans) of each personnel involved directly in R&D).

(b) Operating Cost

Such as consumables, repairs, maintenance, purchasing of materials, prototypes, subscription of reference databases and commissioned work.

(c) Other recurrent cost

Wages and salaries of staff/personnel that indirectly supporting R&D. Include only part of their wages and salaries that are attributable to the indirect support of R&D (e.g. central finance, personnel services, and cleaning).

For example, those who prepare the payment, schedule meetings, prepare documents and so on. They may also be responsible for managing office supplies and contacting vendors and performing other administrative tasks.

C9 Capital expenditure on R&D

(a) Land, Building & Other structure

If the land and buildings purchased are also used for production, please include only the portion used for R&D.

(b) Vehicles, plants, software, machinery & equipment

If the assets purchased are also used for production, please include only the portion used for R&D.

(c) Others

Other assets other than those used for production (products etc), please include only parts used for R & D

C10 Source of funds for R&D

(a) Owned source

Owned funds / from own institution – Include: equity, reserves and loans.

(b) Business Enterprises

Funds obtained from other private companies / establishments.

(c) Government

Funds obtained from sources of federal, state or local governments.

(d) Higher Learning Institutions

Funds obtained from public and private higher learning institutions (HLIs).

(e) Foreign funds

Funds obtained from overseas entities / organisations.

(f) Other funds

Funds obtained from sources other than (a) to (e).

C11 Please indicate the percentage by type of R&D activity

(a) Basic Research

Experimental or theoretical work undertaken primarily to acquire new knowledge without a specific application in view (more academically). It is carried out without looking for any long-term economic or social benefits other than for the advancement of knowledge.

Example 1: Research on the properties of general algorithms for handling large amounts of real-time data.

Example 2: Research to identify biogas sources from animal waste.

Example 3: Research on the potential of oil palm as a new alternative source in the manufacturing industry.

(b) Applied Research

Applied Research involves original activities in acquiring new knowledge with a specific application in view. It also involves research to determine possible uses from the findings of the basic research or to determine new methods or ways in achieving some specific or pre-determined objectives.

Example 1: Research to reduce the amount of spam by understanding the overall structure or business model of spam, behavior and motivation of spammers for software product creation.

Example 2: Research to identify biogas production technology from animal waste for industrial use.

Example 3: Research to evaluate and identify oil palm ash (OPA) as a new filler for natural rubber compounds in manufacturing industry.

(c) Experimental Research

Research involving systematic activities using existing knowledge gained from research and/or practical experiences for the purpose of creating new or improved materials, equipment, products, systems, processes, or services.

Example 1: Start-up company adopts a computer programming code developed by researchers in the production of software products for online marketing and business development.

Example 2: A further study to develop a pilot plant (biogas production) from chicken manure for industrial use.

Example 3: Further study to produce new oil palm ash-based (OPA) products as a new filler of natural rubber compounds capable of enhancing strength and resilience to replace the use of carbon black and silica in the tyre manufacturing industrial sector.

C12 Please indicate the number of employees and annual salaries & wages for employees involved in research and development

(a) Researcher

Researchers are professionals, which engaged in the conceptualisation or creation of new knowledge, products, processes, methods and systems, and in the management of the projects concerned. Postgraduate students at Master's degree in research mode and PhD involved in R&D should be considered as researchers.

(b) Technician

Technicians and equivalent staff are persons whose main tasks require technical knowledge and experience in one or more fields of engineering, physical and life sciences (Technicians) or social science and humanities (Equivalent staff). They participate in R&D by performing scientific and technical tasks involving the application of concepts and operational methods, normally under the supervision of researchers.

(c) Supporting Staff

Other supporting staffs include consultants, skilled and unskilled workers, secretarial and clerical staffs who participate by supporting R&D projects or are directly associated with such projects. Also included in this category are managers and administrators dealing mainly in financial and personnel matters, and in general administration, insofar as their activities are a direct service to R&D. Do not include staff outside the R&D performing unit that provides indirect support.

Note :

Item	R&D	Innovation
<i>Definition</i>	<i>Systematic work undertaken in order to increase the stock of knowledge and to devise new applications of available knowledge</i>	<i>An innovation is the implementation of a new or significantly improved product (goods or services), or process, a new marketing method, or a new organisational method in business practices, workplace organisation or external relations (Oslo Manual 3rd Edition, 2005).</i>
<i>Features</i>	<i>Novel, creative, uncertain, systematic and transferable and/or reproducible results / products.</i>	<i>Creative and innovative ideas for modifications or improvements related to products / services.</i>
<i>Example (Activity)</i>	<p><i>Example 1: Research to identify biogas production technology from animal waste for industrial use.</i></p> <p><i>Example 2: Further study to produce new oil palm ash-based (OPA) products as a new filler of natural rubber compounds capable of enhancing strength and resilience to replace the use of carbon black and silica in the tyre manufacturing industrial sector.</i></p>	<p><i>Example 1: The use of breathable fabrics in clothing is an example of a product innovation involving the use of new materials that improves the performance of the product</i></p> <p><i>Example 2: The e-hailing system makes it easy to book a vehicle like Uber and Grab Car.</i></p> <p><i>Example 3: Index / Waiting number system to deal with an organisation can be taken online without having to go to the counter.</i></p> <p><i>Example 4: The car perfume box changes according to themes such as ketupat in the festive season.</i></p>

SECTION D – Marketing and Promotion

D1 Did this establishment use any marketing media to promote your business? Please indicate the medium used

Please indicate the type of marketing and promotion undertaken by this establishment such as advertising, brochures, etc. **(May choose more than one)**

- (a) Marketing Agent refers to a registered company that works to promote products of other companies.
- (b) Advertisement (newspaper, TV and magazines)
- (c) Flyers, catalogues, etc.
- (d) Domestic expo / exhibition refers to the expo / exhibition made in the country.
- (e) International expo / exhibition refers to the expo / exhibition made outside the country.
- (f) Press release wire (online news distribution) refers to the written or recorded statement distributed to the members for the purpose of marketing / promotion.
- (g) Search Engine Optimisation (e.g. Google, Yahoo) is a database which stores the links web page and a keyword or phrase that can be accessed via the internet.
- (h) Social networking website (e.g. Blog, Twitter, Facebook, etc.) is a platform to build social networks or social relations among people who share similar interests, activities, backgrounds or real-life connections.
- (i) Event Sponsorship refers to the relationship which the company offers financing to other companies, corporation organisation, etc. in exchange of promotional opportunities.
- (j) Not applicable

SECTION E – Imports and Exports

E1 Please report the total amount of import and export based on the breakdown of goods and services.

- (a) Goods - Includes general trading components, merchandise for processing, maintenance services on goods, goods acquired by aircraft at airports and ports and non-monetary gold.
 - **Imports of Goods** - A goods brought into the country, either directly or stored in controlled warehouses regardless of whether the goods are for their own use, processed, used in manufacturing or re-exported to another country. It is also termed 'general import'.
 - **Exports of Goods** - Goods (locally produced or manufactured or imported for re-export) brought out of the country. It is also termed 'general export'
- (b) Services - service activities offered by your establishment such as accounting, banking, consulting, education, insurance, transport health.
 - **Imports of services** - Services derived from non-residents (refer to individuals, companies or overseas institutions who live or reside in Malaysia for less than a year (12 months) who are brought into the country.
 - **Exports of services** - Services rendered and carried out by the Malaysian resident for less than one year (12 months).

E2 Please provide the top three export countries of this establishment's halal products and the use of the Free Trade Agreement (FTA) for each country. The FTA is a trade agreement between two countries to reduce tariffs and import duties as well as promote trade in goods and services between the two countries.

E3 Please indicate the name of country this establishment intend to diversity its halal export markets

SECTION F – Environmental Protection Expenditure

F1 Please indicate how this establishment manages waste and pollutants? (May choose more than one)

(a) Disposed by the establishment itself

Waste and pollutants are disposed by the establishment itself, whether in private landfills or disposal sites owned by other establishments.

(b) Managed by the appointed contractor

Establishment pays certain amount of expenditure to the appointed contractor to dispose the generated waste and pollutants.

(c) Using public bins

The generated waste and pollutants are disposed of using public bins without spending any fees.

(d) Others

Other than the above options and should be specified.

Environmental protection expenditure refers to all operating and capital expenditure in relation to compliance or in anticipation of environmental regulations/conventions in Malaysia. This includes expenditure for preventing, reducing and rehabilitation of environmental degradation or preserving the environment.

Pollution management expenditure refers to fees incurred to ensure that pollutants produced during the production process do not harm the environment. It consists of environmental monitoring expenditure, site reclamation & decommissioning, pollution abatement & control and pollution prevention. These expenditures involve air media, surface water, soil & groundwater and noise, vibration & radiation.

Capital Expenditure refers to expenditure incurred in purchasing or installing parts / equipment in order to comply with environmental regulations in Malaysia.

Operating Expenditure refers to operational costs including labour cost, expenditure incurred in purchasing services, fuel and electricity supply, spare parts and supplies and all other cost to compliance with environmental regulations.

F2 Environmental Monitoring

Costs related to equipment, supplies, labour and purchased services that are used in response to or in anticipation of regulations or conventions requiring the monitoring of pollutants emitted by establishment.

E.g. Install monitoring tools (CEMS) and pH meter

F3 Pollution abatement and control

Capital and operating expenditure for equipment or facilities which are separately identifiable and which have been installed exclusively to prevent or to reduce emission of pollutants. Expenditure related to the operation of an incinerator centre or landfill site owned by establishment is also included.

Example: Installation of smoke chimney, waste water treatment plant and noise boundary wall

F4 Pollution Prevention

Utilization of technologies, equipment or processes that reduce or eliminate pollution and waste at the source instead of at the end-of-pipe or stack before the pollution or waste is created. Examples include the installation of more efficient processes that consume less energy or inputs, the redesign or reformulation of the production process to reduce pollution or emissions, reuse, recirculation or recycling of materials on-site.

Example: Use of silencers for generators and use of green technology equipment.

F5 Site reclamation & decommissioning

*Expenditure to clean up the environmental damage resulting from any establishment's operations and decommissioning expenditure but excludes any penalty or compound due to environmental damage or any provision for future environmental liability.
E.g. Recovery of landfill for recreational park.*

F6 Waste management expenditure

*Waste management and sewerage services include the collection, treatment, storage, disposal and recycling of all domestic, industrial, hazardous and non-hazardous waste and sewage, establishment, contractor, private and public sector.
Examples: Payment made to Alam Flora, Kualiti Alam, recycling companies, etc.*

F7 Environmental assessment & audits expenditure and environmental charges

- (i) *Environmental assessment and audits expenditure include:*
 - (a) *Expenditures for reviews of current operations for compliance with regulations (audits).*
 - (b) *Expenditures to evaluate the environmental impact of proposed programs or projects (assessments).*
 - (c) *Expenditures for associated legal and consulting costs.*
- (ii) *Environmental charges*
 - (a) *Permits, fees, levies, special assessments and related fees.*
 - (b) *Any fines, penalties or damage awards paid to government agencies or to individuals.*
 - (c) *Other charges paid to regulating bodies in order to allow operations to take place at this establishment.*

F8 Expenditure to protect wildlife and habitat from the effects of any establishment's operation

*Expenditure made in compliance with environmental laws/regulations or conventions to protect wildlife and habitat from the effects of any establishment's operation/activity.
Example: Providing special routes for wildlife on highways.*

F9 Other environmental expenditure

Other environmental expenditures include:

- (i) *Environmental awareness campaign.*
- (ii) *Courses or conference related to environment.*
- (iii) *Handing monetary funds to schools or agencies to implement environmental awareness programme and activities to protect the environment e.g. Earth Day, Recycle Campaign, planting mangrove tree or others.*
- (iv) *Cooperation with government agencies/NGO's/universities/colleges/schools or people in one place such as 'gotong-royong' to clean-up forest reserve area, Earth Day and so on. Excludes 'gotong-royong' by your establishment in your establishment area.*
- (v) *Sponsorship such as wild life conservation programmes in zoos (medicine or food sponsorship) or adopting rivers to monitor its cleanliness and well-being.*

F10 Did this establishment have environmental certifications? (Multiple answers accepted)

- (a) *ISO 14001 is an international standard environmental management. It provides a set of standard requirements for environmental management system (EMS). This also provides a framework for best practices of environmental management to aid the organisations to prevent pollution, reduce environmental impact, comply with environmental laws and develop businesses in a sustainable manner.*
- (b) *ISO 14004 provides guidance on the development, implementation, maintenance and improvement of environmental management system and their co-ordination with other management systems. The guidelines in this document are intended applicable to any organisation, regardless of size, type, location or maturity level. Although ISO 14004 guideline is aligned with ISO 14001 environmental management system model, it is not intended to meet the requirements of ISO 14001.*

- (c) **ISO 14064** aims to assist organisations in quantifying and reporting greenhouse gas (GHG) emissions.
- (d) **Roundtable on Sustainable Palm Oil (RSPO)** is a guarantee of sustainable palm oil production process and commodity production that does not bring any damage to the environment and harm to the community.
- (e) **Malaysian Timber Certification Scheme (MTCS)** is a certificate issued by Malaysian Timber Certification Council (MTCC). It is a voluntary scheme that provides an independent assessment about practices on forest management, to ensure a sustainable management of forests and natural forests, as well as to meet the demand for certified timber products.
- (f) **Forest Stewardship Council (FSC)** is a voluntary certification, which aims to ensure the forest products are being managed responsibly and beneficially to environment, social and economy. There are two (2) types of certificates; forest management and chain-of-custody which involved the management of production for forest products all the way to the end user.
- (g) **Other environmental certification.**
Please specify environmental certificates other than those stated
- (h) **None**
Does not have any Environmental certification

F11 Did this establishment publish the Sustainability Reports?

Sustainability Report refers to the annual report issued in relation to sustainable management either in the form of a specific report or reported through part of the company's annual report (subsidiary and parent company). For subsidiary establishments, sustainability reporting to parent company can be considered if the parent company publishes the sustainability report.

F12 Please indicate of use of recycled materials as production input

*Please state the total purchase of recycled materials as raw materials for the Production process in value (RM) and quantity (metric tons). **Recycled materials** refer to materials that have been used (examples: paper, plastic, iron, rubber, glass, etc.) purchased from other establishments.*

F13 Please indicate per cent of use of recycled by type

If question F12 is answered, please state the percentage of use by type of material as follows:

- | | |
|--------------------|--------------------|
| a. <i>Plastics</i> | e. <i>Textiles</i> |
| b. <i>Paper</i> | f. <i>Rubber</i> |
| c. <i>Metal</i> | g. <i>Others</i> |
| d. <i>Glass</i> | |

The sum for all types of materials reported should amount to 100%.

SECTION G – Technology and Fourth Industrial Revolution (4IR)

G1 Please indicate the automation level of the production process for establishment

(a) Smart automation (integrated)

Fully autonomous operation occurs in all situations and extends to supply chain partners. Require no human interaction at all

(b) Fully automation

Most assets operate autonomously and are synchronized to optimize production, safety, and maintenance under certain circumstances or conditions. It brings together autonomous components with appropriate functionality to perform as a system. However, there is still a need for humans to perform many tasks as not all disciplines are integrated at this level. In addition, if the specific circumstances are not met, then the operators must take control of the operation.

(c) Mixed-mode automation

Automated systems take control in certain situations. System alerts to issues. Humans confirm proposed solutions or act as a fall-back.

(d) Semi-automation

The automation system takes control in certain situations when and as requested by a human operator, for limited periods of time. People are still fully responsible and heavily involved, monitoring the state of operation and specifying the targets for the limited control situations.

(e) Manual

No automatic actions are occurring, with operations relying on humans to make all decisions and perform all functions. Historically, most industrial operations began with significant human intervention required to run and maintain the operations.

G2 Did this establishment using the following technology.

Please select Yes or No. If Yes, please state the percentage (%) of usage

(a) Biotechnology

Biotechnology is the application of science and technology to living organisms, as well as parts, products and models thereof, to alter living or non-living materials for the production of knowledge, goods and services.

(b) Nanotechnology

Nanotechnology is the understanding of processes and phenomena and the application of science and technology to organisms, organic and inorganic materials, as well as parts, products and models thereof, at the nanometre-scale (but not exclusively below 100 nanometres) in one or more dimensions, where the onset of size-dependent phenomena usually enables novel applications. These applications utilise the properties of nanoscale materials that differ from the properties of individual atoms, molecules, and bulk matter for the production of knowledge, goods and services, like improved materials, devices, and systems that exploit these new properties.

G3 Please indicate the technology or solution adopted by this establishment

Please mark whichever is applicable

1. Production

Production is method of turning raw materials or inputs into finished goods or products in a manufacturing process.

(a) Enterprise Resources Planning (ERP)

Framework for organizing, defining, and standardizing the business processes necessary to effectively plan and control an organisation so the organisation can use its internal knowledge to seek external advantage.

(b) Supply Chain Management (SCM)

The design, planning, execution, control, and monitoring of supply chain activities with the objective of creating net value, building a competitive infrastructure, leveraging worldwide logistics, synchronizing supply with demand, and measuring performance globally.

- (c) **Manufacturing Execution System (MES)**
Programs and systems that participate in shop floor control, including programmed logic controllers and process control computers for direct and supervisory control of manufacturing equipment; process information systems that gather historical performance information, then generate reports; graphical displays; and alarms that inform operations personnel what is going on in the plant currently and a very short history into the past.
- (d) **Supervisory Control and Data Acquisition (SCADA)**
System operating with coded signals over communication channels in order to provide control of equipment and to acquire information about the status of the equipment.
- (e) **Programmable Logic Controller (PLC)**
An electronic device that is programmed to test the state of input process and to set output lines accordance with the input state.
- (f) **Distributed Control System (DCS)**
A development of a control system using computers and other electronic devices so that the controller of a system loop is more integrated and can be done by everyone quickly and easily.
- (g) **Computerised Numerical Control (CNC)**
Method for automating control of machine tools through the use of software embedded in the tool.
- (h) **Computer-Aided Manufacturing (CAM)**
The use of computers to program, directs, and control production equipment in the fabrication of manufactured items
- (i) **Automation (robotics, conveyor belts, lifts, automated-guided vehicles (AGV), etc.)**
The substitution of machine work for human physical and mental work continuously.
- (j) **In-line Quality Control (scanners, vision inspection, CCTV smart sensor, etc.)**
Process incorporates inspection points across the production line. These points inspect the product for quality in terms of various standards or specifications.
- (k) **Additive Manufacturing (3D Printing, rapid prototyping, etc.)**
A concept that refers to a group of technologies that builds physical objects directly from 3D (Computer-Aided Design – CAD) data. In additive manufacturing the object is built up by the consecutive addition of liquids, sheets or powdered materials in ultra-thin layers.
- (l) **Internet-of-thing (IoT)**
The Internet of Things includes all devices and objects whose state can be altered via the Internet, with or without the active involvement of individuals. While connected objects may require the involvement of devices considered part of the “traditional Internet”, this definition excludes laptops, tablets and smartphones.
- (m) **Big Data Analytic**
A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.
- (n) **Artificial Intelligence**
Computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI’s most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the

application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, “if a task takes less than a second of thought, a machine can probably do it.”

(o) Simulation

The technique of using representative or artificial data to reproduce in a model various conditions that are likely to occur in the actual performance of a system.

(p) Others (please specify)

2. Inventory

Inventory refers to the stocks of items, component parts and raw materials a company uses in production.

(a) Inventory Management

Business management related to the planning and controlling inventories as it is bought, manufactured, stored, and used.

(b) Warehouse Management

A system that manages all processes that a warehouse carries out. These processes include receiving, picking, and shipping.

(c) Automated Material Handling

Using robots and other computerized devices for moving, lifting, pulling, pushing, storing, and retrieving goods and products.

(d) Barcode / QR Code

Type of barcode that can be read easily by a digital device and which stores information as a series of pixels in a square-shaped grid.

(e) Radio-frequency identification (RFID)

Technologies that use wireless communication between an object (or tag) and interrogating device (or reader) to automatically track and identify such objects.

(f) Internet-of-thing (IoT)

The Internet of Things includes all devices and objects whose state can be altered via the Internet, with or without the active involvement of individuals. While connected objects may require the involvement of devices considered part of the “traditional Internet”, this definition excludes laptops, tablets and smartphones.

(g) Big Data Analytic

A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.

(h) Artificial Intelligence

Computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI’s most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, “if a task takes less than a second of thought, a machine can probably do it.”

(i) Others (please specify)

3. Administration

Administration refers to the arrangements and tasks needed to control the operation of

a plan or organisation.

(a) Word processing (MS Word, Google Docs, Pages etc.)

Device or computer program that provides for input, editing, formatting, and output of text, often with some additional features.

(b) Spreadsheet (MS Excel, Numbers, etc)

A software application capable of organizing, storing and analysing data in tabular form.

(c) Presentation (Power point, Keynote, Prezi, etc.)

Application software that is specifically designed to allow users to create a presentation of ideas by stringing together text, images and audio/video.

(d) Data & Document Management

System or software that allows the creation, storage, managing, indexing, protection, and retrieval of digital documents.

(e) Intranet

A privately-owned network that makes use of internet technology and applications to meet the needs of an enterprise. It resides entirely within a department or company, providing communication and access to information, similar to the internet, with web pages, and so on for internal use only.

(f) Finance & Accounting

Process of recording, summarizing and reporting a company's business transactions through financial statements.

(g) Human Resources Management

Organisation that manages all of the issues related to the employee in an organisation (process of employing people, training them, compensating them, developing policies relating to them, and developing strategies to retain them)

(h) E-Banking

Process through which a customer is allowed to carry out, personal or commercial banking transactions using electronic and telecommunication network.

(i) Attendance System (fingerprints, facial recognition etc)

System that enables an employer to monitor their employees working hours and late arrivals, early departures, time taken on breaks and absenteeism.

(j) Big Data Analytic

A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.

(k) Artificial Intelligence

Computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI's most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, "if a task takes less than a second of thought, a machine can probably do it."

(l) Cloud Computing

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

(m) Simulation

The technique of using representative or artificial data to reproduce in a model various conditions that are likely to occur in the actual performance of a system.

(n) Cloud based data storage service

System that allows you to save data and files in an off-site that you access either through the public internet or a dedicated private network connection

(o) Cloud based software service

System that allows users access to software applications that run on shared computing resources (for example, processing power, memory, and disk storage) via the Internet.

(p) Others (please specify)

4. Security

Security is freedom from, or resilience against, potential harm (or other unwanted coercive change) caused by others. Beneficiaries (technically referents) of security may be of persons and social groups, objects and institutions, ecosystems or any other entity or phenomenon vulnerable to unwanted change.

(a) Antivirus

Antivirus is a computer program that works to detect computer viruses, known as malware, in order to block, remove and prevent future virus infections.

(b) Firewall

A firewall is a device used to control access to a company's data from the internet or other outside sources.

(c) Anti-spam

Anti-spam is a way to address and protect mail servers from unsolicited electronic messages sent through various communication modes including but not limited to e-mails, mobiles short message or instant messaging services where there is no prior relationship between the sender and the recipient regardless of content whether commercial or non-commercial messages including malicious program and/or data.

(d) Website Security

Website security is the protection provided in technical and administrative terms to computer data so that the data is not intruded, destroyed or contaminated intentionally or not.

(e) Data Encryption

Data encryption is a way of translating data from plaintext (unencrypted) to ciphertext (encrypted). Users can access encrypted data with an encryption key and decrypted data with a decryption key.

(f) Password

Password is a type of data combined with a number of characters used by users for the purpose of identification and self-authentication when accessing a computer network or resource to obtain or read the desired information.

(g) Digital Signature

A digital signature is an electronic signature used to verify the identity of the sender/signer of a message and is used to ensure that information is correct and valid in an electronic transaction.

(h) Big Data Analytic

A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.

(i) Artificial Intelligence

Computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI's most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, "if a task takes less than a second of thought, a machine can probably do it."

(j) Cloud Computing

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. Cloud computing can be said to be scalable or elastic, which means that it is possible to adapt the acquisition of cloud space according to need.

(k) Others (please specify)

5. Marketing and Communication

Marketing is the design, pricing, promotion, and distribution of goods to create transactions with businesses and consumers.

Communication is a process of transferring information, feelings, ideas and thoughts of an individual to another individual or group of individuals. It is a process of meaningful interaction between living things and involves the act of transmitting information and the process of exchanging meanings in order to produce understanding.

(a) Email

Email is a technology for handling mail electronically.

(b) Social media (Facebook, Instagram, Twitter, dll.)

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) Establishment's Website

Establishment's website is an establishment's file that contains text, audio and/or visual data accessible on the World Wide Web by a single Uniform Resource Locator (URL).

(d) 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.

(e) Customer Relationship Management (CRM)

Customer Relationship Management (CRM) is a marketing philosophy based on putting the customer first. The collection and analysis of information designed for sales and marketing decision support (as contrasted to enterprise resources

planning information) to understand and support existing and potential customer needs. It includes account management, catalogue and order entry, payment processing, credits and adjustments, and other functions.

(f) Video / Web conference (Skype, GoToMeeting etc)

Used as an umbrella term for various types of online conferencing and collaborative services including webinars (web seminars), webcasts, and web meetings.

(g) Big Data Analytic

A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.

(h) Artificial Intelligence

Computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI's most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, "if a task takes less than a second of thought, a machine can probably do it."

(i) Cloud Computing

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. Cloud computing can be said to be scalable or elastic, which means that it is possible to adapt the acquisition of cloud space according to need.

(j) Simulation

The technique of using representative or artificial data to reproduce in a model various conditions that are likely to occur in the actual performance of a system.

(k) Others (please specify)

6. Research, development and design

Research is creative and systematic work carried out to improve knowledge, and the use of this knowledge to design new applications.

Development can be understood as the process of evolution, change and growth related to a particular object, person or situation.

Design is the conversion of a need or innovation into a product, process, or service that meets both the enterprise and customer expectations. The design process consists of translating a set of functional requirements into an operational product, process, or service.

(a) Computer-Aided Design (CAD)

Computer-Aided Design (CAD) is the use of computers in interactive engineering drawing and storage of designs. Programs complete the layout, geometric transformations, projections, rotations, magnifications, and interval (cross-section) views of a part and its relationship with other parts.

(b) Prototyping

Prototyping is a specialized product design and development process for developing a working model of a product or a specialized system development process for performing a determination where user needs are extracted, presented, and developed by building a working model of the system. Generally, these tools make it possible to create all files and processing programs needed for a business application in a matter of days or hours for evaluation purposes.

(c) Lab Solutions

Features an innovative operating environment and provides complete data management to ensure secure information in networked laboratories.

(d) Simulation

The technique of using representative or artificial data to reproduce in a model various conditions that are likely to occur in the actual performance of a system.

(e) Big data analytic

A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.

(f) Artificial Intelligence

Computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI's most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, "if a task takes less than a second of thought, a machine can probably do it."

(g) Cloud computing

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. Cloud computing can be said to be scalable or elastic, which means that it is possible to adapt the acquisition of cloud space according to need.

(h) Others (please specify)

G4 Did this establishment analyse production data?

***Data analysis** is a process of inspecting, cleansing, transforming, and modelling data with the goal of discovering useful information, informing conclusions, and supporting decision-making.*

***Production** is the conversion of inputs into finished products. Please select Yes or No. If Yes, please indicate the analysis for the production data of this establishment*

(a) Production Rate (Plan vs Actual)

The rate of production usually expressed in units, cases, or some other broad measure, expressed by a period of time (e.g. per hour, shift, day, or week).

(b) Failure/defect rate

Product failure/defect is when a product produced does not meet the specifications required by the customer. The failure/defect rate is a calculation based on the number of failures/defects versus the total production.

(c) Overall Equipment Effectiveness (OEE)

Overall equipment efficiency (OEE) is a series of metrics used to measure the use of a manufacturing operation or equipment. Metrics can be used on a daily basis to identify how equipment is working but can also be used as a goal that an organisation wants to achieve.

(d) Productivity

An overall measure of the ability to produce a good or a service. It is the actual output of production compared to the actual input of resources. Productivity is a relative measure

across time or against common entities (labour, capital, etc.). In the production literature, attempts have been made to define total productivity where the effects of labour and capital are combined and divided into the output. One example is a ratio that is calculated by adding the dollar value of labour, capital equipment, energy, and material, and so forth and dividing it into the dollar value of output in a given time period. This is one measure of total factor productivity. In economics, the ratio of output in terms of dollars of sales to an input such as direct labour in terms of the total wages. This is called single factor productivity or partial factor productivity.

(e) Inventory level

Inventory refers to the act of listing or counting items available within a business. By keeping information on what is happening with the amount of current assets, companies can ensure that they are ready to serve customers with the right amount of finished product.

G5 Did this establishment practise the Smart Operating Concept?

Smart Operating Concept integrates information and communication technology (ICT) in a management system or the process of producing a product or service. The process of producing this product or service will involve the process of transforming inputs into outputs.

If No, please go to question G8

If Yes, what is the main objective of this establishment adopting the Smart Operating Concept? (Please select top three objectives)

- (a) Increase productivity level and products quality
- (b) Increase level of automation in production
- (c) Follow the global trend of Fourth Industrial Revolution
- (d) Transform and survive as a manufacturer
- (e) Eligible for government incentives
- (f) Reduce dependency on labour
- (g) Others (please specify)

G6 How smart operating affect this establishment?

Please indicate whether increasing, no change and decreasing

- (a) Revenue
- (b) Operation cost
- (c) Productivity
 - (i) Local worker
 - (ii) Foreign worker
- (d) Human resources
- (e) Marketing
- (f) Raw materials cost

G7 Please indicate the percentage (%) of expenses related to smart operating by the following categories

- (a) Current expenditure (e.g. labour cost and operating cost)
- (b) Capital expenditure (e.g. land, building, vehicles, plant, software, machinery, equipment)

G8 Did this establishment receive funds / incentives / grants related to IR 4.0 from the Ministry / Agency (May choose more than one)

- (a) **MITI:** Ministry of International Trade and Industry
- (b) **MOSTI:** Ministry of Science, Technology and Innovation
- (c) **MIDA:** Malaysian Investment Development Authority
- (d) **MIDF:** Malaysian Industrial Development Finance Berhad

- (e) **MATRADE:** Malaysia External Trade Development Corporation
- (f) **Bank Pembangunan:** Bank Pembangunan Malaysia Berhad (BPMB) formerly known as Bank Pembangunan dan Infrastruktur Malaysia
- (g) **Central Bank of Malaysia**
- (h) **CIDB:** Construction Industry Development Board
- (i) **EXIM Bank:** Export-Import Bank of Malaysia
- (j) **HRDF:** Human Resource Development Fund
- (k) **KPM:** Ministry of Education
- (l) **MAFI:** Ministry of Agriculture and Food Industries
- (m) **MIGHT:** Malaysian Industry-Government Group for High Technology
- (n) **MOF:** Ministry of Finance
- (o) **Others (please specify)**

G9 Did this establishment have plans to adopt the Smart Operating Concept / IR 4.0?
Please select Yes or No. If Yes, what percentage of the following resources will be allocated to make the plan a success?

- (a) Human resources
- (b) Financial resources

G10 Did this establishment already have a plan to reskilling and upskilling to its employees?
Please select Yes or No. If Yes, please indicate the areas of reskilling and upskilling planned for the employees of this establishment.

(a) Artificial Intelligence / Machine Learning / Deep Learning

Artificial intelligence (AI) is computer-based applications that carry out functions typically associated with humans, such as visual perception, decision-making, and speech recognition. AI's most recent advances include machine learning (ML), in which algorithm-driven tools can self-correct and learn over time. Robotic process automation (RPA) is the application of robotics to the processes of an increasing range of white-collar jobs. In the words of AI visionary Andrew Ng, "if a task takes less than a second of thought, a machine can probably do it."

Machine learning (ML) is the study of computer algorithms that improve automatically through experience and by the use of data. It is seen as a part of artificial intelligence.

Deep learning (also known as deep structured learning) is part of a broader family of machine learning methods based on artificial neural networks with representation learning.

(b) Big Data Analytic / Data Analytic

A type of quantitative research that examines large amounts of data to uncover hidden patterns, unknown correlations and other useful information.

(c) Programming / Computer Science

Programming is a method of giving instructions or commands to a computer to perform a

task (or any electronic machine). The method of giving instructions or commands is basically in the form of a binary or binary numeric code.

(d) Robotics / Autonomous Devices

Machinery and robots are transformed towards their next generation. Robots can do more on their own, including learning on the job and teaming up with other robots and humans. This technology allows systems to think, act and react autonomously as well as conduct remote decision making. This can help contribute to a company's competitiveness, productivity and profitability.

(e) Cybersecurity

The industrial communication is expanding and strongly connected, as such, digital security becomes a critical aspect that must not be overlooked in the industrial environment. It has now become more complex as it consists of connected devices and environments that cannot be protected by traditional cybersecurity approaches. Current cybersecurity has largely been developed for IT-centric devices and environment.

(f) AR / VR Content Creation

Augmented Reality (AR) overlays digital information onto the user's real-world environment in the form of words, images, video, and audio. Digital information is displayed using tablets, mobile phones, smart watches, and other wearables. Headsets that produce an AR experience, such as the Microsoft's HoloLens, are sometimes classified as Mixed Reality

Virtual Reality (VR) completely immerses the user in a computer-generated 3D environment, removing as much sensory connection as possible with the real world. Visuals are displayed to users through VR headsets and head-mounted displays, which can be standalone or tethered to a computer, gaming console, or mobile phone. Spatial audio, haptics, interactive controllers, and other hardware can also be used to further intensify the experience.

(g) Networking

Networking is developing relationships with people who may be able to enhance the performance of duties or responsibilities.

(h) PLC / SCADA

Programmable Logic Controller (PLC) refers to an electronic device that is programmed to test the state of input process data and to set output lines in accordance with the input state, thus providing control instructions or branching to another set of tests.

Supervisory Control and Data Acquisition (SCADA) refers to system operating with coded signals over communication channels in order to provide control of equipment and to acquire information about the status of the equipment for display or recording functions.

SECTION H – Impact of COVID-19 Pandemic

H1 Is this establishment affected by the COVID-19 Pandemic?

Coronavirus (COVID-19) is a family of viruses that cause a variety of illnesses from the flu to more serious illnesses such as MERS-CoV and SARS-CoV.

H2 Please indicate the issues / challenges be done by your establishment during the COVID-19 Pandemic?

- (a) Shortage of raw materials
- (b) Shortage of workers
- (c) Payment of salaries and wages
- (d) Payment of premises rental
- (e) Payment of bank loans
- (f) Storage of raw materials
- (g) No marketing agents
- (h) No customer
- (i) Shortage of working capital / cash flow
- (j) Others (please specify)

H3 Please mark (X) in one box only for the estimated period of business this establishment will recover.

- (a) Less than 6 months
- (b) 6 – 12 months
- (c) More than 12 months

H4 Please specify the total expenses for each of the following categories in the reference year:

- (a) Vaccine
- (b) Swab test
- (c) Face mask
- (d) Hand sanitizer
- (e) Thermometer
- (f) Others equipment, please specify

H5 Please mark (X) in the box for the operations changes occurred in this establishment during the COVID-19 pandemic

1. Production
 - (a) Introduce or accelerate the introduction of new goods and services
 - (b) Downsizing business activities (e.g., reduce goods and services offered)
 - (c) Reduce costs other than labour costs
 - (d) Reduce import of goods and services and increase the use of local goods & services in production
2. Marketing
 - (a) Develop new supply chain and market
 - (b) Increase prices of certain goods and services offered to customers
 - (c) Decrease prices of certain goods and services offered to customers
 - (d) Increased marketing budgets
 - (e) Reduce marketing budgets
3. Human resources
 - (a) Promote the remote work / work from home
 - (b) Substitute labour with automation process and usage of robots in producing goods and services
 - (c) Provide additional training to employees (e.g., job specific training, managerial training, new technology training, new business practices training, digital skills training, data literacy skills, other training and development)
 - (d) Reduce labour costs (e.g., lay-off employees, giving unpaid leave and allowance deduction, reduce working hours, offer early retirement package)
4. Use of informational technology
 - (a) Enhance usage of information and communication technology (e.g., cloud-based computing systems and Big Data Analytic)

H6 Please mark (X) in one box only

Please select yes or no, otherwise go to the next section

H7 Please specify the amount of financial assistance obtained by this establishment according to the following categories:

- (a) PRIHATIN (Wage subsidy programme, Special Prihatin Grant (GKP) and others)
- (b) Rental reduction of business premises
- (c) others (Please specify)

SECTION I – Human Resources

Please refer to page **12 until 14** for the further definitions regarding **Categories of Workers**

I1 Hard to fill job vacancies

Refers to job vacancies that have not been filled for 3 months or more despite various recruitment efforts being taken.

I2 Please mark (X) for all reasons the job vacancies is difficult to fill

I3 Please provide the recruitment record for full-time Malaysian citizens employees of this establishment in the reference year

I4 Please provide the recruitment record for full-time non-Malaysia citizens employees of this establishment in the reference year.

I5 Number of non-Malaysia citizen full-time employees by job category and type of pass

(a) *Expatriate by Category of Pass*

Foreigner who works in Malaysia with the highest level of management position / management and professional or technical skills occupation which requires experience and relevant technical skills approved by Expatriate Committee formed by agencies. (Excluding foreign coaches who provide training in Malaysia with special passes)

(i) *Category I*

Employment Pass (Category I) Expatriate

- a. *Basic monthly salary of minimum RM10,000 per month*
- b. *Employment Contract up to 5 years*
- c. *Dependants allowed*

(ii) *Category II*

Employment Pass (Category II) Expatriate

- a. *Basic monthly salary of minimum RM5,000 to RM9,999 per month*
- b. *Employment Contract up to 2 years*
- c. *Dependants allowed*

(iii) *Category III*

Employment Pass (Category II) Knowledge/Skilled Worker

- a. *Basic monthly salary of minimum RM3,000 to RM4,999 per month*
- b. *Employment Contract must not exceed 12 months*
- c. *Dependants NOT allowed*

(b) *Temporary work visit pass worker*

Foreigner who works in Malaysia without professional qualification and technical skills as well as experience.

(c) *Permanent resident*

Foreign citizen who has been granted the Permanent Residency status in Malaysia under the Immigration Act and Regulations 1959/63. PR is exempted from all visa requirements to enter and remain in Malaysia.

(d) *Total*

- THANK YOU FOR YOUR COOPERATION IN COMPLETING THIS QUESTIONNAIRE -

“DATA DRIVES ECONOMIC GROWTH”

