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MCMC POSTAL AND COURIER SERVICES

Pocket Book Of Statistics

2H 2014



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

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POSTAL AND COURIER SERVICES
POCKET BOOK OF STATISTICS

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Notes

The statistics relating to courier services were culled from the quarterly Survey of Courier Companies canvassed by the Malaysian Communications and Multimedia Commission (MCMC). The survey covered only the top 10 courier companies in terms of revenue.

Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from MCMC.

Preliminary figures are italicised.

Revised figures are underscored.

Symbols and abbreviations

... - not available

Qtr - Quarter



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MALAYSIA BASIC INDICATORS

1 Malaysia basic indicators

Year	Qtr	Population (million)	Households ('000)	GDP (RM)		Consumer Price Index (CPI)
				Current price (billion)	Constant price (billion)	
Note		1	2	3		4
2013		29.91	6,939	986.733	787.611	107.1
2014	1	30.00	6,961	257.352	198.701	109.7
	2	30.10	6,984	263.414	205.778	110.2
	3	30.19	7,006	268.810	211.738	110.7
	4	30.29	7,029	279.600	218.700	111.8

Source:
DOSM, MCMC

Explanatory notes:

1. Population projections as at end of period, based on Census 2010.
2. Number of households derived by dividing populations by average household size.
3. Base year is 2005.
4. Base year is 2010.
The CPI reported against a period, refers to the average index for the period spanning 1st January to the end of that period.

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2 Postal establishments

Year	Post offices computerised	Post offices not computerised	Mini post offices computerised	Mini post offices not computerised	Total number of post offices
2012	704	0	300	0	1,004
2013	704	0	265	0	969
2014	702	0	259	0	961

2014 in quarters

Year	Post offices computerised	Post offices not computerised	Mini post offices computerised	Mini post offices not computerised	Total number of post offices
1	705	0	264	0	969
2	705	0	259	0	964
3	704	0	260	0	964
4	702	0	259	0	961

Source:

Pos Malaysia Berhad

Note:

Computerised post office means post office with online system.

2 Postal establishments (cont'd)

Year	Qtr	State	Computerised post offices		Total computerised post offices
			Urban	Rural	
2014	4	Johor	56	25	81
		Kedah	30	18	48
		Kelantan	8	21	29
		Melaka	28	0	28
		Negeri Sembilan	14	25	39
		Pahang	15	28	43
		Perak	53	34	87
		Perlis	9	0	9
		Pulau Pinang	40	0	40
		Sabah	19	28	47
		Sarawak	22	39	61
		Selangor	84	15	99
		Terengganu	13	15	28
		WP Kuala Lumpur	61	0	61
		WP Putrajaya	2	0	2
		Total			454

2 Postal establishments (cont'd)

Year	Postal agents	Stamp vendors	Mobile post offices
2012	120	4,625	24
2013	107	2,265	24
2014	114	2,269	30

2014 in quarters

1	107	2,262	24
2	107	2,258	25
3	106	2,265	29
4	114	2,269	30

Source:

Pos Malaysia Berhad

2 Postal establishments (cont'd)

Year	Number of post offices accepting financial transactions	Number of sorting offices	Number of international offices of exchange
2012	704	29	1
2013	704	29	1
2014	702	29	1

2014 in quarters

1	705	29	1
2	705	29	1
3	704	29	1
4	702	29	1

Source:

Pos Malaysia Berhad

3 Postal staff

Year	Number of full time staff
2012	16,153
2013	17,072
2014	18,265

2014 in quarters

1	17,507
2	17,827
3	18,142
4	18,265

Source:

Pos Malaysia Berhad

4 Postal coverage and service

Year	Average area covered by a permanent office (km ²)	Average number of inhabitants served by a permanent post office
2012	329	29,064
2013	340	29,205
2014	342	31,120

2014 in quarters

1	340	30,960
2	342	31,120
3	342	31,120
4	342	31,120

Source:

Pos Malaysia Berhad

5 Post boxes and postal vehicles

Year	Number of boxes		Number of vehicles	
	Letter boxes	Post office boxes	Trucks and automobiles	Motorcycles
2012	3,550	97,701	1,761	6,308
2013	3,322	96,912	2,094	7,596
2014	3,108	96,727	2,205	6,686

2014 in quarters

1	3,109	96,667	2,164	7,575
2	3,109	96,727	2,201	7,497
3	3,109	96,727	2,203	7,419
4	3,108	96,727	2,205	6,686

Source:

Pos Malaysia Berhad

6 Postal machines

Year	Number		
	Pos automated machine	Franking machines	Machines for facing letter post items
2012	24	8,182	0
2013	25	8,409	0
2014	25	8,502	0

2014 in quarters

1	25	8,428	0
2	25	8,459	0
3	25	8,488	0
4	25	8,502	0

Source:

Pos Malaysia Berhad

6 Postal machines (cont'd)

Year	Number		
	Cancelling machines	Facing cum cancelling machines	Sorting machines with automatic address reading
2012	122	4	7
2013	122	4	7
2014	82	4	7

2014 in quarters

1	82	4	7
2	82	4	7
3	82	4	7
4	82	4	7

Source:

Pos Malaysia Berhad

7 Delivery of mail

Year	Average number of deliveries per week in rural areas	Percentage of items delivered through post office boxes	Percentage of the population having mail delivered at home	Percentage of the population having to collect mail from a postal establishment
2012	6	20	91	9
2013	5	20	93	7
2014	5	20	93	7

2014 in quarters

1	5	20	93	7
2	5	20	93	7
3	5	20	93	7
4	5	20	93	7

Source:

Pos Malaysia Berhad

8 Postal traffic

Year	Number of letter post items, domestic service	Number of letter post items, international service	
		Issued	Received
2012	1,006,911,921	15,038,224	22,979,071
2013	978,094,914	13,896,987	21,217,722
2014	913,007,779	11,081,587	16,399,798

2014 in quarters

1	262,292,189	2,693,706	4,340,976
2	220,236,010	2,669,140	4,323,040
3	215,709,604	2,988,980	3,804,153
4	214,769,976	2,729,761	3,931,629

Source:

Pos Malaysia Berhad

9 Postal traffic - special treatment

Year	Number of items post free, domestic service ('000)	Number of registered items, domestic service ('000)	Number of registered items, international service	
			Issued ('000)	Received ('000)
2012	2,201	23,513	874	745
2013	2,649	21,230	848	954
2014	2,888	20,666	873	1,173

2014 in quarters

1	646	4,822	272	239
2	711	5,909	241	254
3	802	4,565	183	285
4	729	5,370	177	395

Source:

Pos Malaysia Berhad

10 Postal parcel service

Year	Ordinary parcels, domestic service	Ordinary parcels, international service	
		Issued	Received
2012	777,550	254,670	211,048
2013	662,681	199,681	220,210
2014	1,266,123	153,766	261,099

2014 in quarters

1	583,080	39,647	97,741
2	189,612	37,909	53,005
3	145,437	39,007	54,525
4	347,994	37,203	55,828

Source:

Pos Malaysia Berhad

10 Postal parcel service (cont'd)

Year	Insured parcels, domestic service	Insured parcels, international service
		Issued
2012	162	375
2013	381	704
2014	347	165

2014 in quarters

1	151	42
2	95	64
3	57	44
4	44	15

Source:

Pos Malaysia Berhad

11 Financial service

Year	Number of money orders, domestic service		Value of money orders, issued in the domestic service (RM)	
	Issued	Received	Issued	Received
2012	550,433		271,452,083	
2013	702,177		326,186,475	
2014	521,436		258,008,887	

2014 in quarters

Quarter	Number of money orders, domestic service	Value of money orders, issued in the domestic service (RM)
1	165,966	75,555,313
2	126,892	70,529,068
3	120,269	59,184,752
4	108,309	52,739,754

Source:

Pos Malaysia Berhad

11 Financial service (cont'd)

Year	Number of money orders, international service		Value of money orders, international service (RM)	
	Issued	Received	Issued	Received
2012	3,260	1,424	1,650,975	1,848,210
2013	3,464	501	1,957,338	941,789
2014	4,148	185	2,952,673	631,812

2014 in quarters

Quarter	Number of money orders, international service	Value of money orders, international service (RM)
1	502	270,440
2	498	338,506
3	1,693	1,258,271
4	1,455	1,085,456

Source:

Pos Malaysia Berhad

12 Philately

Year	Stamp issues			SODA members	
	Special	Commemorative	Definitive	New members	Total members
2012	12	5	0	4,159	64,679
2013	13	2	0	6,233	70,895
2014	8	8	0	7,241	78,108

2014 in quarters

1	3	0	0	661	71,552
2	0	5	0	3,335	74,884
3	1	1	0	2,106	76,985
4	4	2	0	1,139	78,108

Source:

Pos Malaysia Berhad

Explanatory notes:

- SODA - Standing Order Deposit Account. For purchase of philatelic items including first day covers via order whereby customers can register as a member and the orders will be sent to the customer's address each time new themed stamps are launched.
- Stamp Issues - Shows the beauty, uniqueness, pride, heritage, art, culture, personality, development of science and technology, civilisation, history as well as the uniqueness of flora and fauna of Malaysia.
- Special - Commemorates important events in history which took place locally or internationally or events that are significant such as inaugural ceremonies, anniversaries and etc.
- Commemorative - Commemorates important events in history which took place locally or internationally or events that are significant such as inaugural ceremonies, anniversaries and etc.
- Definitive - Illustrates national aspects such as agriculture, plantation and etc. These change once every 5 years on average.

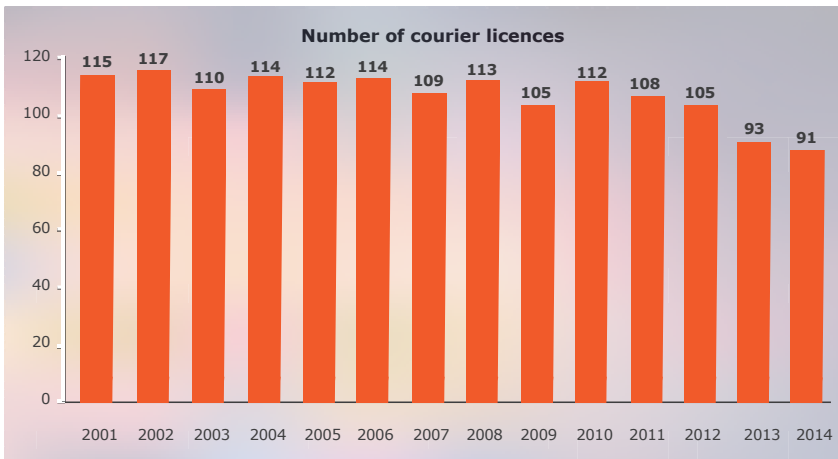
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COURIER SERVICES

13 Number of courier licences



As at 31 December 2014

14 Courier establishments

Year	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2012	23	258	20	6	45	232	221
2013	21	270	20	6	43	391	212
2014	22	318	13	56	31	416	136

2014 in quarters

1	21	266	20	6	43	417	135
2	23	324	14	57	43	409	133
3	22	318	13	56	31	416	136
4	22	318	13	56	31	416	136

14 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2014	4	Johor	2	41	2	13	6	29	6
		Kedah	0	13	1	6	0	16	3
		Kelantan	0	9	1	2	0	27	1
		Melaka	0	9	0	4	3	6	1
		Negeri Sembilan	0	20	0	1	3	7	2
		Pahang	1	30	0	4	3	36	3
		Perak	0	32	0	10	1	25	8
		Perlis	0	4	0	0	0	4	0
		Pulau Pinang	3	22	3	1	3	13	6
		Sabah	3	31	1	3	1	59	2
		Sarawak	3	23	1	5	0	69	2
		Selangor	9	59	3	4	10	66	50
		Terengganu	0	12	1	3	1	19	2
		WPKL	1	13	0	0	0	40	50
		Total	22	318	13	56	31	416	136

15 Courier staff

Year	Administrative	Call centre	Despatch	Sorting	Others
Note					1
2012	1,310	1,358	4,746	730	1,738
2013	1,524	1,486	5,151	1,394	1,086
2014	1,571	1,721	5,574	1,469	1,007

2014 in quarters

1	1,602	1,465	5,347	1,378	1,106
2	1,580	1,548	5,200	1,062	1,106
3	1,638	1,645	5,718	1,293	1,154
4	1,571	1,721	5,574	1,469	1,007

Explanatory notes:

1. Includes operation centre, sales, financial and customer service.

16 Courier vehicles

Year	Linehaul		Despatch		
	Trucks	Vans/cars	Trucks	Vans/cars	Motorcycles
2012	240	0	683	1,352	2,064
2013	248	0	659	1,551	2,641
2014	317	0	726	1,703	2,968

2014 in quarters

1	266	0	699	1,584	2,914
2	314	0	726	1,615	2,925
3	320	0	728	1,640	2,956
4	317	0	726	1,703	2,968

17 Courier traffic

Year	Document		Parcel	
	Domestic	International	Domestic	International
2012	15,198,570	1,241,239	5,276,761	1,831,964
2013	32,110,206	2,549,217	12,659,642	3,826,352
2014	34,945,523	2,586,672	15,293,145	4,069,656

2014 in quarters

1	8,118,917	665,340	3,493,409	947,201
2	8,662,220	641,071	3,729,800	990,608
3	8,819,136	667,583	3,856,740	1,050,849
4	9,345,250	612,678	4,213,196	1,080,998



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FOR MORE STATISTICS

WEBSITE

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly.

The MCMC website is at www.mcmc.gov.my

OTHER STATISTICAL PUBLICATIONS

Statistical Bulletins:

1. Communications & Multimedia: Pocket Book of Statistics (ISSN:2180-4656), a quarterly bulletin of the communications and multimedia industry.
2. Postal & Courier Services: Pocket Book of Statistics (ISSN:2231-9913), a half yearly bulletin of the postal & courier industry.

Statistical Brief:

Statistical Briefs disseminate findings of surveys conducted by MCMC.

Contact MCMC for more details.

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