

PERKHIDMATAN POS DAN KURIER

Buku Maklumat Statistik

POSTAL AND COURIER SERVICE

Pocket Book of Statistics



2018



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

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OBJEKTIF POLISI KEBANGSAAN NATIONAL POLICY OBJECTIVE

SKMM telah dipertanggungjawabkan untuk melaksanakan objektif polisi yang berikut bagi industri perkhidmatan pos:
The Commission has been entrusted to promote the following policy objectives for the postal services industry:

- Untuk menjamin penyediaan perkhidmatan sejagat yang murah dan berkualiti;
To safeguard the provision of affordable and quality universal service;
- Untuk menggalakkan perkembangan industri perkhidmatan pos yang berdaya saing dan inovatif;
To promote the growth of a competitive and innovative postal services industry;
- Memperkenalkan Malaysia sebagai pusat global dan hab bagi perkhidmatan pos;
To establish Malaysia as a major global centre and hub for postal services;
- Mengawal selia bagi kepentingan para pengguna dalam jangka masa panjang;
To regulate for the long-term benefit of the user;
- Menggalakkan keyakinan pengguna yang tinggi terhadap perkhidmatan yang diberikan dalam industri pos;
To promote a high level of consumer confidence in service delivery by the postal services industry;
- Memastikan keselamatan para pekerja industri perkhidmatan pos, artikel-artikel pos dan jaringan pos;
To ensure the security of postal service industry workers and the security of postal articles and the postal network;
- Peka terhadap persekitaran teknikal, ekonomi dan sosial serta keperluan pengguna;
To respond to the technical, economic and social environment and the needs of consumers;
- Memastikan persaingan yang adil di kalangan pihak yang terlibat dalam industri perkhidmatan pos di Malaysia.
To ensure fair competition amongst the parties involved in the postal services industry in Malaysia.



NOTA / NOTE

Statistik mengenai perkhidmatan kurier adalah hasil daripada Kajian Perkhidmatan Kurier yang dijalankan setiap suku tahun oleh Suruhanjaya Komunikasi dan Multimedia Malaysia (MCMC). Kajian ini meliputi hanya 14 daripada syarikat kurier yang terbesar dari segi trafik dan pendapatan.

The statistics relating to courier service were collected from the quarterly Survey of Courier Companies canvassed by the Malaysian Communications and Multimedia Commission (MCMC). The survey covered only the top 14 courier companies in terms of traffic and revenue.

Sekiranya sesuatu jadual tidak diikuti dengan nota tentang sumber data, maka seluruh data yang terkandung di dalamnya berpunca semata-mata daripada MCMC.

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

Angka-angka awalan dicondongkan. Angka-angka yang dipinda digariskan.

Preliminary figures are italicised. Revised figures are underlined.

Jumlah campuran mungkin berbeza kerana pembundaran.

The added total may differ due to rounding.

SIMBOL DAN SINGKATAN SYMBOL AND ABBREVIATION

MCMC - Suruhanjaya dan Komunikasi Multimedia Malaysia
Malaysian Communications and Multimedia Commission

DOSM - Jabatan Perangkaan Malaysia
Department of Statistics Malaysia

UPU - Universal Postal Union
Universal Postal Union

... - Data tidak dikutip
Data not collected



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 NATIONAL POLICY OBJECTIVE

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1. PETUNJUK-PETUNJUK ASAS MALAYSIA MALAYSIA BASIC INDICATOR

Tahun Year	Suku Quarter	Penduduk ^a Population	Isi rumah ^b Households	Keluaran Dalam Negara Kasar(KDNK) Gross Domestic Product (GDP)		Indeks Harga Pengguna (IHP) ^d Consumer Price Index (CPI)
				Harga semasa Current prices	Harga malar ^c Constant prices	
		(juta/million)	('000)	(RM bilion/billion)	(RM bilion/billion)	
2017	4	32.26	7,868	356.0	308.1	120.6
2018	1	32.75	8,129	343.2	295.3	121.2
	2	32.86	8,159	349.0	300.2	120.9
	3	32.48	8,062	363.1	311.7	120.6
	4	32.57	8,085	374.6	322.6	120.7

Sumber / Source: DOSM, MCMC

PETUNJUK-PETUNJUK ASAS MALAYSIA MALAYSIA BASIC INDICATOR

Nota penjelasan:

Explanatory notes:

- a. Unjuran penduduk seperti pada penghujung tempoh berdasarkan Banci 2010

Population projections as at end of period, based on census 2010

- b. Bilangan isi rumah diperolehi dengan membahagikan penduduk dengan purata saiz isi rumah

Number of households derived by dividing populations by average household size

Isi rumah ditakrifkan sebagai seorang atau sekumpulan orang yang bersaudara atau orang tidak bersaudara yang biasanya tinggal bersama dan membuat peruntukan yang sama untuk makanan dan keperluan hidup yang lain.

A household consists of related and/or unrelated persons who usually live together and make common provisions for food and other essentials of living

- c. Tahun asas adalah 2010

Base year is 2010

- d. Tahun asas adalah 2010

Base year is 2010

IHP bagi sesuatu suku tahun merujuk kepada indeks purata dari 1 Januari hingga hujung suku tahun tersebut

The CPI reported against a quarter, refers to the average index for the period spanning 1st January to the end of that quarter

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PERKHIDMATAN POS
POSTAL SERVICE

2. INFRASTRUKTUR POS POSTAL INFRASTRUCTURE

Tahun Year	Suku Quarter	Pejabat pos ^a Post office	Pejabat pos mini Mini post office	Agen Pos Postal agent	Wakil Setem Stamp vendor	Pos bergerak ^b Mobile post office
2015	4	700	230	112	2,129	30
2016	4	700	227	113	1,162	32
2017	4	694	227	107	1,112	32
2018	1	692	227	107	1,110	32
	2	691	227	107	1,105	32
	3	690	227	106	1,105	32
	4	687	227	100	1,114	32

Sumber / Source: Pos Malaysia Berhad

2. INFRASTRUKTUR POS (samb)

POSTAL INFRASTRUCTURE (cont'd)

Tahun <i>Year</i>	Suku <i>Quarter</i>	Pejabat pos yang menerima transaksi kewangan ^c <i>Post offices accepting financial transactions</i>	Pejabat pengasingan ^d <i>Sorting office</i>	Pejabat pertukaran asing <i>International office of exchange</i>
2015	4	700	29	1
2016	4	700	29	1
2017	4	694	29	1
2018	1	692	29	1
	2	691	29	1
	3	690	29	1
	4	687	29	1

Sumber / Source: Pos Malaysia Berhad

Nota penjelasan: Explanatory notes:

- Pejabat pos merujuk kepada pejabat pos dengan sistem dalam talian
Post office refers to post office with online system
- Pejabat pos bergerak merujuk kepada pejabat pos yang terdapat di dalam kereta api, kenderaan pengangkutan jalan atau bot yang memberi perkhidmatan di kawasan yang tidak mempunyai pejabat pos tetap. Mereka menghantar surat dan menyediakan perkhidmatan kaunter pejabat pos. Ini termasuk pekerja penghantaran luar bandar yang menyediakan perkhidmatan kaunter pejabat pos di dalam perjalanan mereka. Pengguna boleh menandatangani bungkusan, surat atau item ekspres dengan mereka atau membuat pembayaran kepada mereka
Mobile post office refers to post offices installed in a train, a road transport vehicle or a boat which serve regions without permanent post offices. They deliver mail and offer post office counter services. This category also includes rural delivery staff providing post office counter services on their rounds. Users can deposit parcels, letters or express items with them or make payments to them
- Pejabat pos yang menerima transaksi kewangan termasuk pejabat pos tetap dan pejabat pos bergerak (termasuk pekerja penghantaran luar bandar) yang menyediakan perkhidmatan kewangan (pesanan wang, bayar waktu terima (COD), pembayaran, dan lain-lain.)
Post offices accepting financial transactions include permanent offices and mobile offices (including rural delivery personnel) providing financial services (money orders, COD, payments, etc.)
- Pejabat pengasingan merujuk kepada infrastruktur yang aktiviti utamanya adalah pengasingan. Ini tidak termasuk bahagian pengasingan pejabat pos yang dibuka kepada orang awam dan pejabat penghantaran
Sorting centres are infrastructure whose main activity is sorting. Sorting sections of post offices open to the public and delivery offices are not included in this category



Infrastruktur pos Postal infrastructure 2018

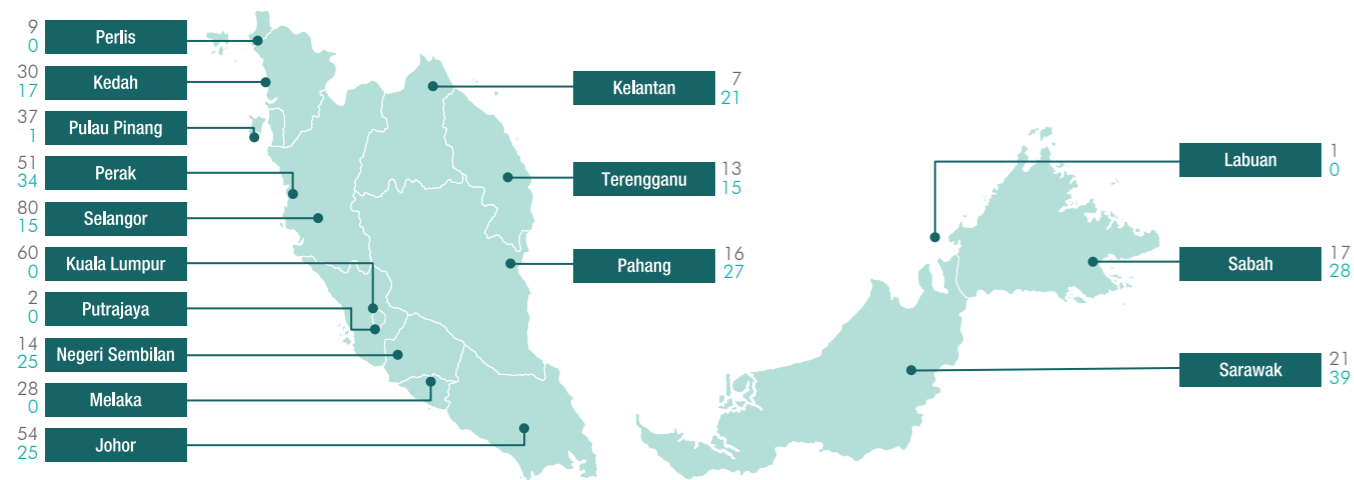


3. PEJABAT POS MENGIKUT NEGERI POST OFFICE BY STATE

Tahun Year	Suku Quarter	Negeri State	Pejabat pos Post office			Pejabat pos mini Mini post office		
			Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total
2018	4	Johor	54	25	79	3	19	22
		Kedah	30	17	47	10	5	15
		Kelantan	7	21	28	1	19	20
		Melaka	28	0	28	7	0	7
		Negeri Sembilan	14	25	39	1	3	4
		Pahang	16	27	43	12	23	35
		Perak	51	34	85	5	11	16
		Perlis	9	0	9	1	0	1
		Pulau Pinang	37	1	38	11	0	11
		Sabah	17	28	45	3	5	8
		Sarawak	21	39	60	20	8	28
		Selangor	80	15	95	28	11	39
		Terengganu	13	15	28	5	13	18
		W.P. Kuala Lumpur	60	0	60	3	0	3
		W.P. Labuan	1	0	1	0	0	0
		W.P. Putrajaya	2	0	2	0	0	0
Jumlah / Total			440	247	687	110	117	227

Sumber / Source: Pos Malaysia Berhad

Pejabat pos mengikut negeri Post office by state 2018



■ Bandar : 440
Urban
(Malaysia)

■ Luar Bandar : 247
Rural
(Malaysia)

4. TENAGA KERJA POS POSTAL EMPLOYMENT

Tahun Year	Suku Quarter	Bilangan pekerja Number of staff	
		Sepenuh masa ^a Full time	Sambilan ^b Part time
2015	4	18,925	...
2016	4	19,021	...
2017	4	19,066	300
2018	1	19,074	251
	2	18,963	278
	3	19,514	310
	4	19,411	222

Sumber / Source: Pos Malaysia Berhad

Nota penjelasan:

Explanatory notes:

- a. Bilangan pekerja sepenuh masa termasuk pekerja yang telah disahkan perkhidmatannya atau masih mempunyai kontrak bersama majikan, tidak termasuk orang yang diambil bekerja oleh kontraktor, atau pekerja sementara yang diambil semasa tempoh bercuti atau untuk acara-acara tertentu. Ini tidak termasuk pekerja yang telah bersara dan pekerja subsidiari di luar negara (jika berkenaan). Semua pekerja bekerja mengikut waktu bekerja biasa, iaitu bilangan jam bekerja seminggu telah ditentukan oleh majikan untuk pekerjaan sepenuh masa
The number of full time staff includes established or unestablished staff under contract to the designated operator, not including persons employed by contractors, or temporary staff taken on during holiday periods or for occasional events. However, retired employees as well as workers in subsidiaries abroad (if applicable) should be excluded. All employees performing their functions during normal working hours. Normal working hours means the number of working hours per week set by the designated operator for full-time employment
- b. Bilangan pekerja separuh masa termasuk pekerja yang telah disahkan perkhidmatannya atau masih mempunyai kontrak bersama majikan, tidak termasuk orang yang diambil bekerja oleh kontraktor, atau pekerja sementara yang diambil semasa tempoh bercuti atau untuk acara-acara tertentu. Ini tidak termasuk pekerja yang telah bersara dan pekerja subsidiari di luar negara (jika berkenaan). Ini termasuk semua pekerja yang bekerja kurang daripada waktu bekerja biasa
The number of part time staff includes established or unestablished staff under contract to the designated operator, not including persons employed by contractors, or temporary staff taken on during holiday periods or for occasional events. However, retired employees as well as workers in subsidiaries abroad (if applicable) should be excluded. This covers all employees working for less than the normal number of working hours each week

5. PENGHANTARAN POS
POSTAL DELIVERY

Tahun <i>Year</i>	Suku <i>Quarter</i>	Purata bilangan <i>Average number</i>		Peratus <i>Percentage</i>		
		Penyerahan dalam sehari di kawasan bandar <i>Deliveries per working day in urban areas</i>	Penyerahan dalam seminggu di kawasan luar bandar <i>Deliveries per week in rural areas</i>	Penduduk yang menerima mel di rumah <i>Population having mail delivered at home</i>	Penduduk yang menerima mel di pejabat pos <i>Population having to collect mail from a postal establishment</i>	Item diserahkan melalui peti pejabat pos <i>Item delivered through post office box</i>
2015	4	5	5	94	6	20
2016	4	5	5	94	6	20
2017	4	5	5	94	6	20
2018	1	5	5	94	6	20
	2	5	5	94	6	20
	3	5	5	94	6	20
	4	5	5	94	6	20

Sumber / Source: Pos Malaysia Berhad



5. PENGHANTARAN POS (samb)

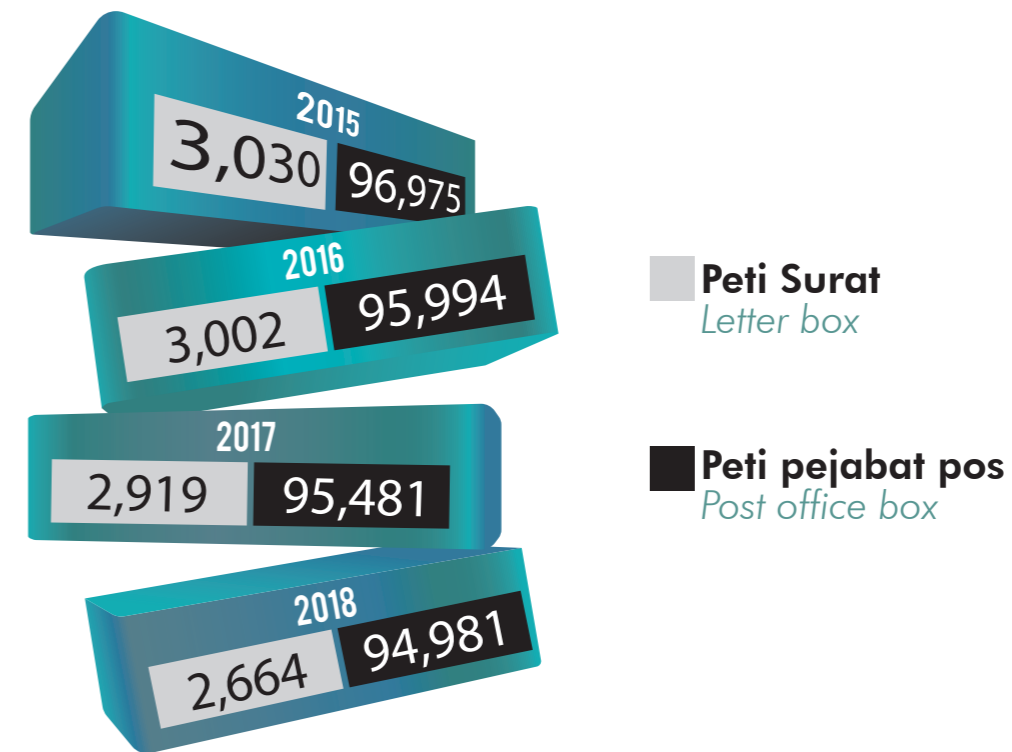
POSTAL DELIVERY (cont'd)

Tahun <i>Year</i>	Suku <i>Quarter</i>	Bilangan <i>Number</i>			
		Peti surat <i>Letter box</i>	Peti pejabat pos <i>Post office box</i>	Pejabat pos dengan peti pejabat pos <i>Postal establishments having post office box</i>	Peti bungkusan berkunci automatik <i>Automated parcel locker</i>
2015	4	3,030	96,975
2016	4	3,002	95,994
2017	4	2,919	95,481	254	73
2018	1	2,770	94,981	254	108
	2	2,751	94,981	254	110
	3	2,751	94,981	254	110
	4	2,664	94,981	254	111

Sumber / Source: Pos Malaysia Berhad

Penghantaran pos

Postal delivery



6. LIPUTAN DAN PERKHIDMATAN PEJABAT POS POSTAL COVERAGE AND SERVICE

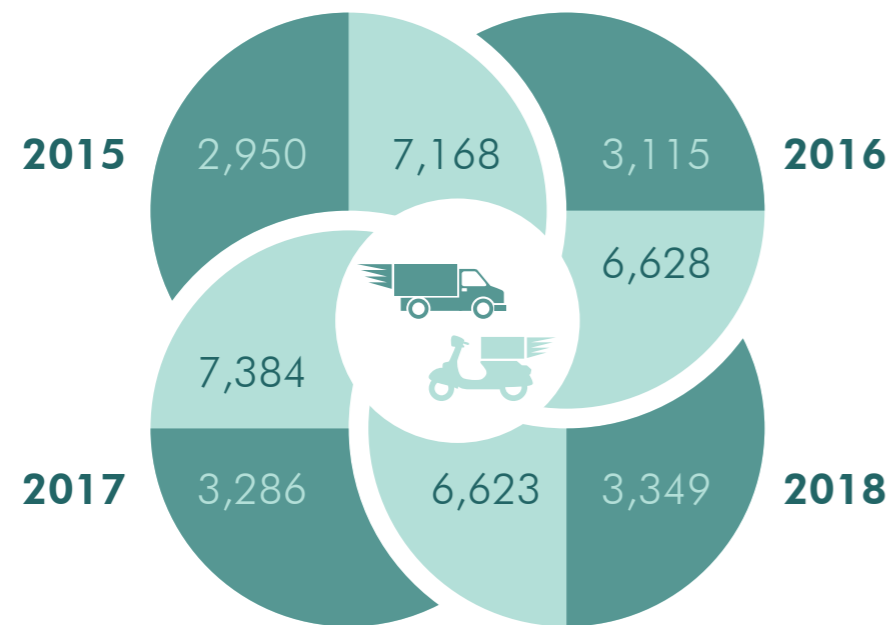
Tahun <i>Year</i>	Suku <i>Quarter</i>	Purata kawasan yang diliputi oleh pejabat pos tetap (Km ²) <i>Average area covered by a permanent post office (Km²)</i>	Purata bilangan penduduk yang diberi perkhidmatan oleh pejabat pos tetap <i>Average number of inhabitant served by a permanent post office</i>
2015	4	355	32,796
2016	4	356	33,055
2017	4	347	33,631
2018	1	347	33,631
	2	348	33,631
	3	348	34,629
	4	351	34,850

Sumber / Source: Pos Malaysia Berhad

7. KENDERAAN POS POSTAL VEHICLE

Tahun <i>Year</i>	Suku <i>Quarter</i>	Trak, van dan kereta <i>Truck, van and car</i>	Motosikal <i>Motorcycle</i>
2015	4	2,950	7,168
2016	4	3,115	6,628
2017	4	3,286	7,384
2018	1	3,374	6,638
	2	3,371	6,596
	3	3,359	6,492
	4	3,349	6,623

Sumber / Source: Pos Malaysia Berhad



■ **Trak, van dan kereta**
Truck, van and car
■ **Motosikal**
Motorcycle

8. MESIN POS POSTAL MACHINE

Tahun Year	Suku Quarter	Bilangan Number				
		Mesin pos automatik <i>Post automated machine</i>	Mesin franking <i>Franking machine</i>	Mesin pembatalan <i>Cancelling machine</i>	Mesin penyusunan dan pembatalan <i>Facing cum cancelling machine</i>	Mesin pengasingan dengan pembaca automatik <i>Sorting machine with automatic address reading</i>
2015	4	24	8,619	82	4	7
2016	4	24	8,571	67	4	7
2017	4	88	8,419	30	4	7
2018	1	92	8,413	30	4	7
	2	92	8,051	30	4	7
	3	93	8,051	30	4	7
	4	93	8,001	30	4	7

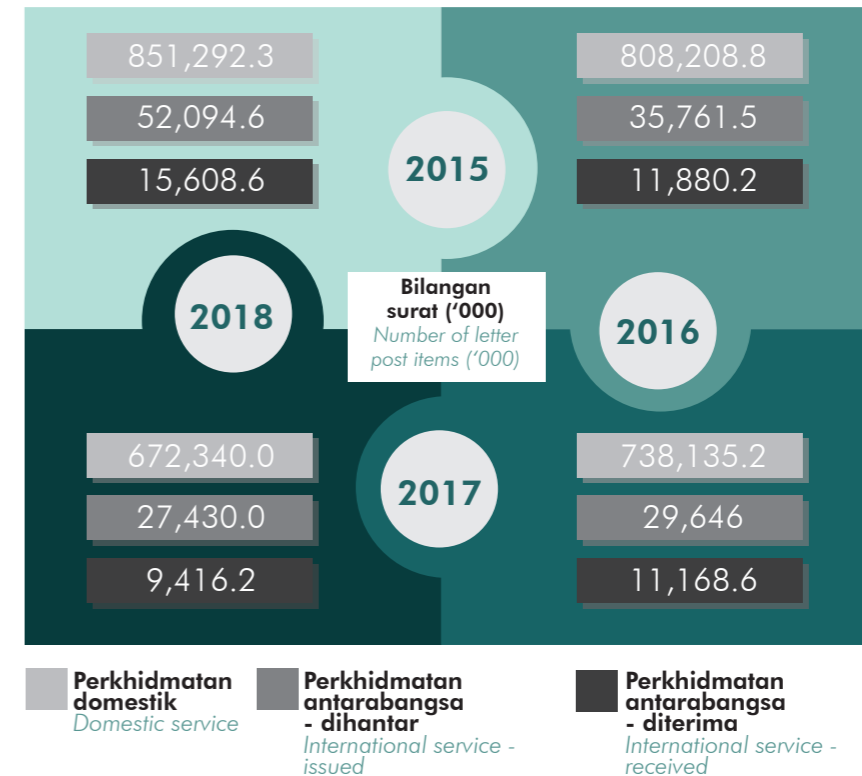
Sumber / Source: Pos Malaysia Berhad

9. TRAFIK POS POSTAL TRAFFIC

Tahun Year	Bilangan surat ('000) Number of letter post item ('000)		
	Perkhidmatan domestik	Perkhidmatan antarabangsa - dihantar	Perkhidmatan antarabangsa - diterima
	<i>Domestic service</i>	<i>International service - issued</i>	<i>International service - received</i>
2015	851,292.3	52,094.6	15,608.6
2016	808,208.8	35,761.5	11,880.2
2017	738,135.2	29,646.3	11,168.6
2018	672,340.0	27,430.0	9,416.2
Suku / <i>Quarter</i>			
1	191,722.8	7,867.0	2,396.4
2	172,972.4	6,295.0	2,411.7
3	152,338.0	5,989.5	2,371.5
4	155,306.8	7,278.5	2,236.5

Sumber / Source: Pos Malaysia Berhad

Trafik pos Postal traffic



9. TRAFIK POS (samb)

POSTAL TRAFFIC (cont'd)

Tahun Year	Bilangan ('000) Number ('000)	
	Item pengiklanan - perkhidmatan domestik Advertising item - domestic service	Pengguna peti surat digital Users of digital mailbox item
2015
2016
2017	19,218.5	34.9
2018	17,675.9	93.2
Suku / Quarter		
1	5,258.8	21.5
2	4,978.4	22.7
3	3,916.0	24.0
4	3,522.6	25.1

Sumber / Source: Pos Malaysia Berhad



10. TRAFIK POS - LAYANAN KHAS

POSTAL TRAFFIC - SPECIAL TREATMENT

Tahun Year	Bilangan item pos percuma, perkhidmatan domestik ('000) Number of post free item, domestic service ('000)	Bilangan item berdaftar ('000) Number of registered item ('000)		
		Perkhidmatan domestik Domestic service	Perkhidmatan antarabangsa - dihantar International service - issued	Perkhidmatan antarabangsa - diterima International service - received
2015	2,551.0	19,424.0	3,815.0	1,134.0
2016	1,577.0	19,115.0	5,198.0	1,179.0
2017	2,756.8	21,715.0	8,283.2	994.3
2018	2,101.6	19,404.2	5,596.1	868.7
Suku / Quarter				
1	647.5	4,627.0	1,596.2	221.4
2	209.8	5,525.0	1,170.8	284.3
3	538.0	4,492.0	1,077.4	192.4
4	706.3	4,760.2	1,751.8	170.7

Sumber / Source: Pos Malaysia Berhad



11. PERKHIDMATAN BUNGKUSAN POSTAL PARCEL SERVICE

Tahun Year	Bungkusan biasa ('000) Ordinary parcel ('000)			Bungkusan berinsuran Insured parcel	
	Perkhidmatan domestik	Perkhidmatan antarabangsa - dihantar	Perkhidmatan antarabangsa - diterima	Perkhidmatan domestik	Perkhidmatan antarabangsa - dihantar
	Domestic service	International service - issued	International service - received	Domestic service	International service - issued
2015	842.5	141.2	190.5	158	10
2016	944.8	161.0	186.9	93	15
2017	1,040.3	169.8	170.2	61	15
2018	910.2	166.1	176.7	81	6
Suku / Quarter					
1	223.5	43.2	46.2	1	0
2	206.0	40.5	44.4	8	0
3	201.6	39.4	43.8	14	0
4	279.2	43.0	42.4	58	6

Sumber / Source: Pos Malaysia Berhad



12. PERKHIDMATAN KEWANGAN FINANCIAL SERVICE

Tahun Year	Kiriman wang ('000) Money order ('000)					
	Perkhidmatan domestik Domestic service		Perkhidmatan antarabangsa International service			
	Bilangan Number	Jumlah nilai - dikeluarkan (RM) Value - issued (RM)	Bilangan - dikeluarkan Number - issued	Jumlah nilai - dikeluarkan (RM) Value - issued (RM)	Bilangan - diterima Number - received	Jumlah nilai - diterima (RM) Value - received (RM)
2015	390.4	176,160.7	4.2	2,657.4	0.09	168.3
2016	331.4	149,780.9	4.1	1,864.9	0.003	8.0
2017	285.0	136,502.7	0.8	580.1	0.009	15.8
2018	305.1	135,072.6	0.1	47.3	0.003	16.0
Suku / Quarter						
1	103.3	40,981.3	0.1	13.4	0.0	0.0
2	74.0	32,726.4	0.03	16.1	0.001	0.8
3	62.9	31,205.7	0.03	15.2	0.002	15.2
4	65.0	30,159.1	0.01	2.6	0.0	0.0

Sumber / Source: Pos Malaysia Berhad



13. FILATELI PHILATELY

Tahun 2018	Keluaran setem Stamp issue			SODA ('000) ^d SODA ('000)	
	Khas ^a Special	Kenang-kenangan ^b Commemorative	Definitif ^c Definitive	Ahli baru New member	Jumlah ahli Total member
2015	14	6	0	6.1	84.2
2016	13	2	3	10.2	94.0
2017	15	9	1	5.6	99.5
2018	18	2	2	5.6	105.1
Suku / <i>Quarter</i>					
1	4	1	1	2.4	101.9
2	5	0	0	1.7	103.7
3	5	0	0	1.1	104.8
4	4	1	1	0.3	105.1

Sumber / Source: Pos Malaysia Berhad

Nota penjelasan: Explanatory notes:

- Memaparkan keindahan, keunikan, kebanggaan, warisan, kesenian, budaya, personaliti, perkembangan sains dan teknologi, tamadun dan sejarah serta berbagai keunikan flora dan fauna yang terdapat di Malaysia
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
- Merakamkan atau memperingati sesuatu peristiwa yang penting berlaku di peringkat kebangsaan atau antarabangsa, atau bermakna untuk dikenangkan atau diabadikan yang merangkumi penubuhan, pelancaran perayaan ulang tahun dan sebagainya
Commemorates important events in history which took place locally or internationally or events that are significant such as inaugural ceremony, anniversary and etc.
- Bercirikan aspek-aspek kebangsaan seperti pertanian, tanam-tanaman dan sebagainya. Kebiasaannya, ia akan bertukar sekali setiap 5 tahun
Featuring national aspects such as agriculture, crops and so on. Normally, it will change once every 5 years
- Akaun Pesanan Tetap untuk pesanan produk-produk filateli termasuk sampul surat hari pertama secara langganan di mana pelanggan boleh mendaftar sebagai ahli dan pesanan akan dihantar ke alamat pelanggan setiap kali keluaran setem tema baru
Standing Order Deposit Account. For purchase of philatelic items including first day covers via order whereby customer can register as a member and the order will be sent to the customer's address each time new themed stamps are launched

14. KEDUDUKAN MALAYSIA DALAM INDEKS BERKAITAN POS

MALAYSIA RANKING FOR POSTAL RELATED INDEX

Tahun Year	Indeks Integrasi UPU untuk Pembangunan Pos (2IPD) The UPU's Integrated Index for Postal Development (2IPD)
2016	23
2018	25

Nota penjelasan:
 Explanatory notes:

Indeks Integrasi UPU untuk Pembangunan Pos (2IPD): Indeks komposit yang memberi gambaran pembangunan industri pos di seluruh dunia, bagi tahun 2018 yang meliputi lebih daripada 170 buah negara. Indeks ini diterbitkan oleh Universal Postal Union

The UPU's Integrated Index for Postal Development (2IPD): A composite index providing an overview of postal development around the world, for 2018 covering over 170 countries. This index is produced by the Universal Postal Union

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PERKHIDMATAN KURIER
COURIER SERVICE

15. BILANGAN LESEN KURIER
NUMBER OF COURIER LICENSE

Tahun <i>Year</i>	Bilangan lesen kurier <i>Number of courier licences</i>
2015	88
2016	112
2017	128
2018	119

16. INFRASTRUKTUR KURIER COURIER INFRASTRUCTURE

Tahun	Suku	Pusat pengumpulan ^a	Cawangan ^b	"Gateway" ^c	Francais ^d	Bersektu ^e	Ejen ^f	"Drop-in-centre" ^g	Lain-lain ^h
Year	Quarter	Hubs	Branches	Gateways	Franchise	Affiliates	Agents	Drop-in-centre	Others
2015	4	20	290	11	57	57	400	...	237
2016	4	21	323	12	49	56	377	...	315
2017	4	18	323	10	39	47	322	454	129
2018	1	43	387	11	49	59	455	392	243
	2	41	399	9	48	62	475	395	248
	3	46	416	9	48	66	499	402	247
	4	52	416	12	48	46	527	340	254

Nota penjelasan: Explanatory notes:

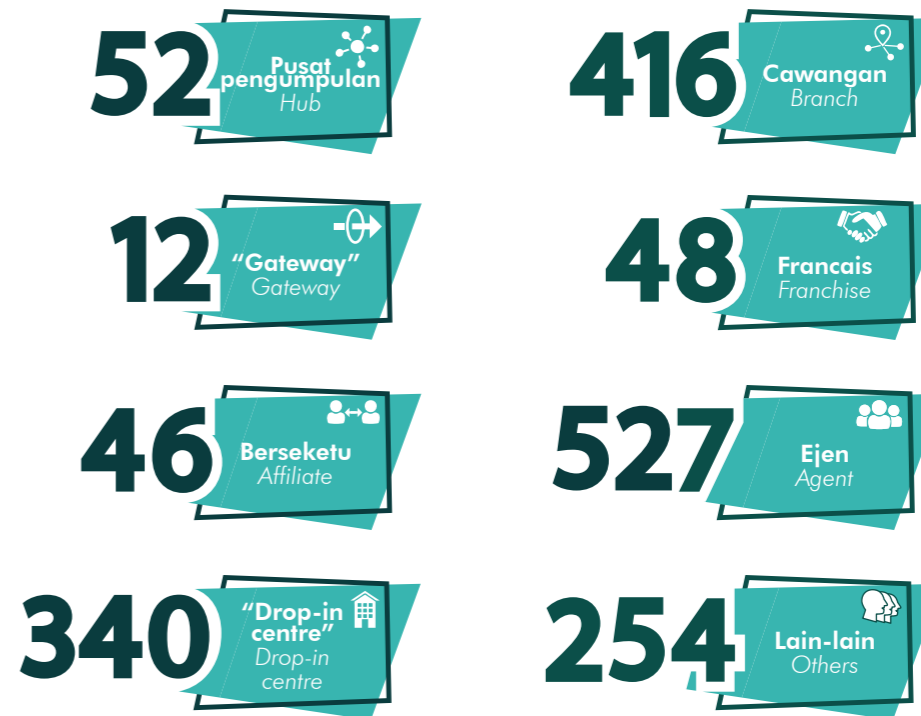
- Pusat pengumpulan merujuk kepada lokasi untuk mengumpulkan penghantaran berskala besar di terminal-terminal utama dan untuk mengagihkan semula penghantaran berskala kecil ke destinasi masing-masing. Dalam industri logistik dan rantaian bekalan, pusat pengumpulan juga dikenali sebagai pusat logistik, zon logistik, terminal pengangkutan, pusat pengedaran dan gudang
Hub refers to location to consolidate shipments on the large scale at major terminals and to redistribute the smaller scale of shipments to their respective destinations. In the field of logistics and supply chains, however, the hub concept has been often introduced in various terms in accordance with functionality: for example, logistics centre, logistics zone, freight terminal, distribution centre and warehouse
- Cawangan merujuk kepada pejabat selain daripada pejabat sesebuah syarikat yang terletak di suatu tempat selain dari lokasi pejabat utama syarikat. Cawangan berada di lokasi lain dan masih terlibat dalam aktiviti perniagaan syarikat
Branch refers to other than an office of a company which is located somewhere other than the company's main office location. A branch office is simply another location, and is still involved in the business activities of the company
- "Gateway" merujuk kepada lokasi pertukaran laluan (lapangan terbang) bagi perjalanan pengangkutan dari satu kawasan ke kawasan lain
Gateway refers to a point at which freight moving from one area to another is interchanged between transportation lines (airport)
- Francais merujuk kepada hubungan sah dan komersil antara pemilik tanda dagangan, tanda perkhidmatan, nama dagangan, atau simbol iklan dan individu atau kumpulan yang ingin menggunakan identifikasi itu dalam perniagaan
Franchise refers to a legal and commercial relationship between the owner of a trademark, service mark, trade name, or advertising symbol and an individual or group wishing to use that identification in a business

Nota penjelasan:

Explanatory notes:

- e. Dalam industri logistik, istilah afiliasi dan syarikat bersekutu digunakan secara sinonim untuk menggambarkan syarikat yang induknya hanya memiliki kepentingan minoriti dalam pemilikan syarikat
In logistic industry cases, the terms affiliate and associate are used synonymously to describe a company whose parent only possesses a minority stake in the ownership of the company
- f. Ejen yang dilantik selain di pejabat utama yang bertanggungjawab terhadap semua aspek logistik untuk membawa bahan atau bungkusan termasuk penjadualan, pembungkusan, penghalaan, dokumentasi, pengesanan, pelepasan kastam, pematuhan, komunikasi pelanggan, dan menjalankan rundingan untuk menetapkan terma dan harga terbaik bagi pihak pejabat utama
An appointed agent other than at the principal office who is responsible for all of the logistical aspects of transporting materials or parcels, including scheduling, packing, routing, documentation, tracking, customs clearance, compliance, client communications, and negotiating on behalf of principal office the best terms and pricing
- g. "Drop-in-centre" merujuk kepada pengiriman penghantaran ke pengangkut, tanpa melalui gudang atau melalui rantai bekalan logistik biasa. Sesetengah syarikat logistik atau kurier menggunakan perkataan "Drop-off-centre". "Drop-off-centre" bagi tahun 2014-2016 termasuk di dalam lain-lain
Drop-in-centre refers to delivery of shipment to a transporter, without passing through the warehouse or through the normal logistic supply chain. Some logistics companies or couriers use the word "Drop-off-center". "Drop-off-center" for 2014-2016 are included in others.
- h. Termasuk pusat perkhidmatan, kiosk dan lain-lain
Includes service centre, kiosk, etc

Infrastruktur kurier
Courier infrastructure
2018



17. INFRASTRUKTUR KURIER MENGIKUT NEGERI COURIER INFRASTRUCTURE BY STATE

Tahun	Suku	Negeri	Pusat pengumpulan ^a	Cawangan ^b	"Gateway" ^c	Francais ^d	Bersekutu ^e	Ejen ^f	"Drop-in-centre" ^g	Lain-lain ^h
Year	Quarter	State	Hubs	Branches	Gateways	Franchises	Affiliates	Agents	Drop-in-centre	Others
2018	4	Johor	5	51	1	14	6	38	11	11
		Kedah	1	21	0	3	3	23	8	4
		Kelantan	1	15	0	2	0	22	15	2
		Melaka	1	14	0	1	5	8	2	7
		Negeri Sembilan	1	26	0	0	2	12	7	5
		Pahang	1	29	0	4	4	37	9	2
		Perak	2	35	1	8	7	30	13	5
		Perlis	0	5	0	0	1	8	0	1
		Pulau Pinang	3	27	3	1	2	12	9	6
		Sabah	2	30	0	2	0	66	10	2
		Sarawak	2	26	1	6	1	84	9	1
		Selangor	23	86	5	3	14	105	146	109
		Terengganu	1	16	0	4	1	25	1	4
		W.P. Kuala Lumpur	9	26	1	0	0	48	91	88
		W.P. Labuan	0	6	0	0	0	3	0	0
		W.P. Putrajaya	0	3	0	0	0	6	9	7
		Jumlah / Total			52	416	12	48	46	527

Nota penjelasan:
Explanatory notes:

Sila rujuk nota bagi jadual 16
Please see note table 16

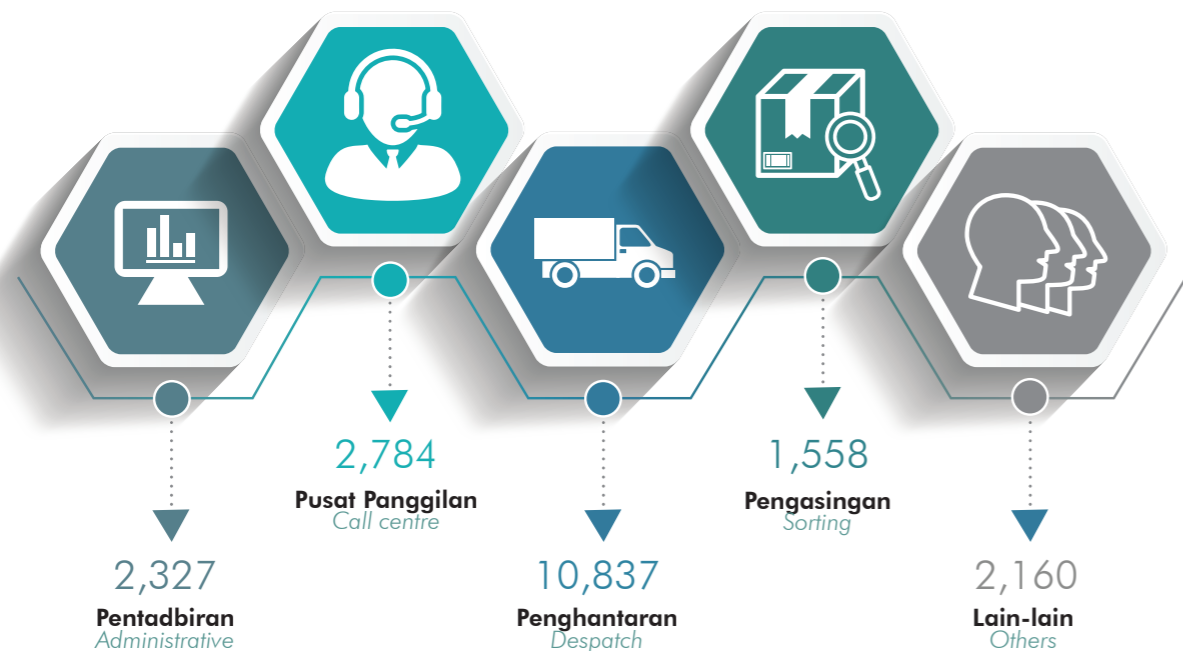
18. TENAGA KERJA KURIER COURIER EMPLOYMENT

Tahun	Suku	Pentadbiran	Pusat panggilan	Penghantaran	Pengasingan	Lain-lain ^a
Year	Quarter	Administrative	Call centre	Despatch	Sorting	Others
2015	4	1,727	1,620	6,524	906	1,236
2016	4	1,910	2,030	7,726	818	1,797
2017	4	1,450	2,199	7,945	992	1,674
2018	1	1,916	2,615	9,741	1,149	1,917
	2	2,023	2,768	9,881	1,452	1,966
	3	2,094	2,769	10,559	1,469	2,084
	4	2,327	2,784	10,837	1,558	2,160

Nota penjelasan:
Explanatory notes:

- a. Termasuk pusat operasi, jualan, kewangan dan lain-lain.
Includes operation centre, sales, financial, etc.

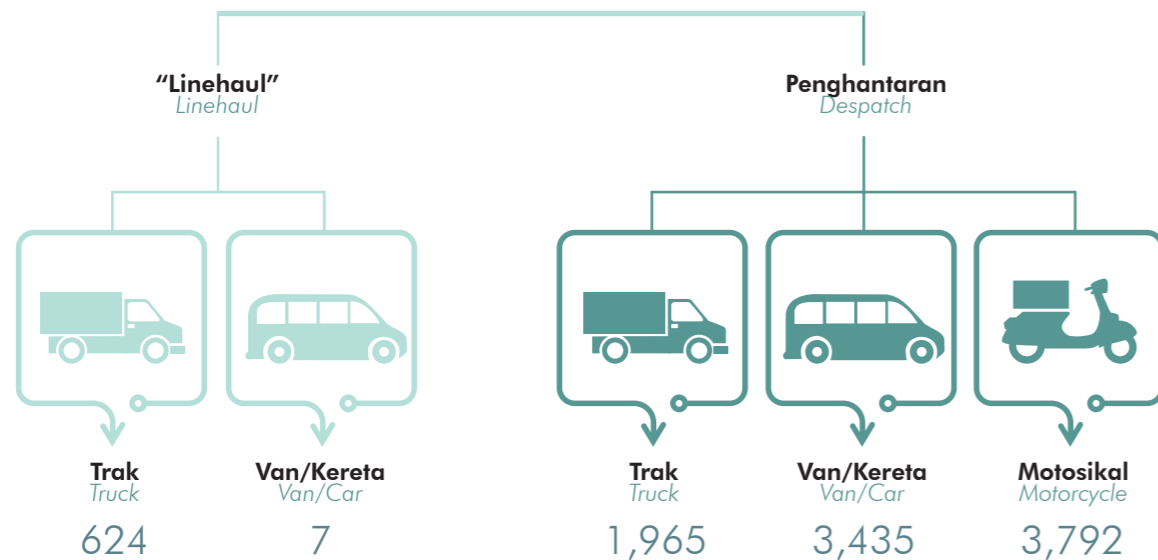
Tenaga kerja kurier Courier employment 2018



19. KENDERAAN KURIER COURIER VEHICLE

Tahun Year	Suku Quarter	"Linehaul" Linehaul		Penghantaran Despatch		
		Trak Trucks	Van/kereta Vans/cars	Trak Trucks	Van/kereta Vans/cars	Motosikal Motorcycles
2015	4	363	0	847	2,190	3,201
2016	4	444	0	1,479	2,647	4,139
2017	4	414	1	1,703	3,010	3,345
2018	1	551	7	1,800	3,184	3,575
	2	540	1	1,875	3,286	3,912
	3	599	3	1,967	3,266	3,735
	4	624	7	1,965	3,435	3,792

Kenderaan kurier Courier vehicle 2018



20. TRAFIK KURIER COURIER TRAFFIC

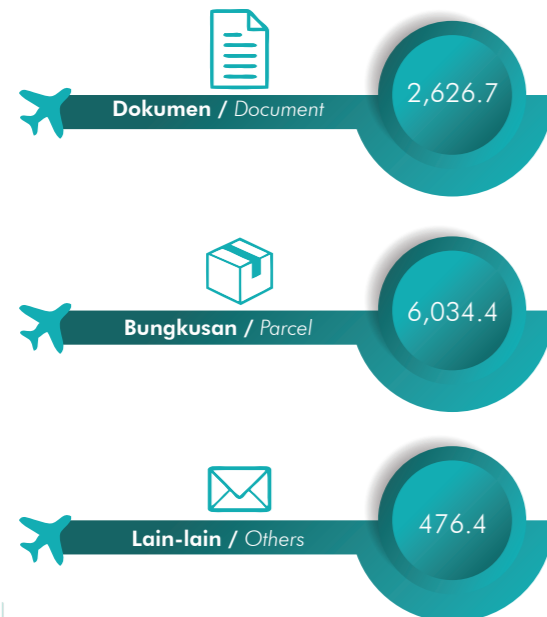
Tahun Year	Dokumen ('000) Document ('000)		Bungkusan ('000) Parcel ('000)		Lain-lain ('000) ^a Others ('000)	
	Domestik Domestic	Antarabangsa International	Domestik Domestic	Antarabangsa International	Domestik Domestic	Antarabangsa International
2015	33,157.4	2,493.9	18,551.1	3,945.8
2016	47,197.8	2,592.1	23,660.9	4,149.6	34,638.8	448.1
2017	52,763.4	2,611.6	35,230.2	4,915.9	22,119.2	303.3
2018	85,188.0	2,626.7	43,564.4	6,034.4	32,558.7	476.4
Suku / Quarter						
1	18,373.7	691.5	8,692.7	1,538.8	8,941.3	102.7
2	21,291.7	678.3	9,901.3	1,672.2	8,022.1	118.2
3	22,986.9	595.4	11,363.3	1,416.6	7,872.4	127.2
4	22,535.7	661.5	13,607.1	1,406.8	7,722.8	128.3

Nota penjelasan:
Explanatory notes:

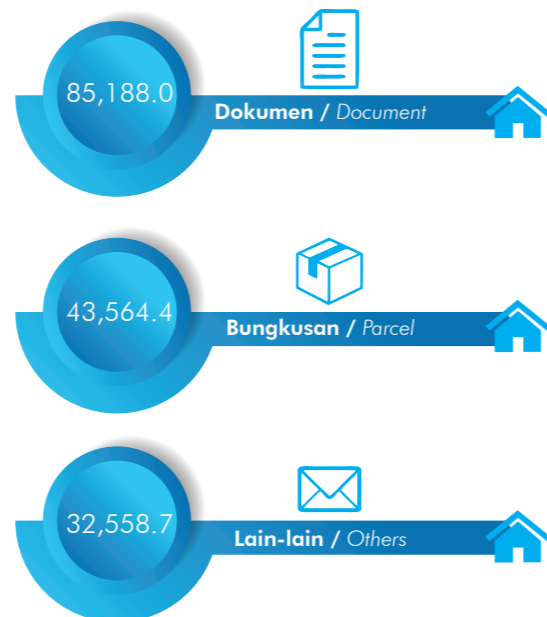
- a. Termasuk "non-priority mail", "walk-in courier", prabayar dan pos ekspres
Includes non-priority mail, walk-in courier, prepaid and post express

Trafik kurier Courier traffic 2018

Antarabangsa / International



Domestik / Domestic



UNTUK STATISTIK-STATISTIK LAIN FOR MORE STATISTICS

LAMAN SESAWANG WEBSITE

Laman sesawang MCMC mengandungi ekstrak statistik-statistik yang berkaitan dengan industri komunikasi & multimedia dan pos & kurier. Statistik-statistik ini dikemaskinikan pada setiap suku/setengah tahun
The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly

Layari www.mcmc.gov.my
Visit www.mcmc.gov.my

PENERBITAN STATISTIK LAIN OTHER STATISTICAL PUBLICATIONS

1. Komunikasi dan Multimedia: Buku Maklumat Statistik (ISSN: 2180-4656)
Communication and Multimedia: Pocket Book of Statistics (ISSN: 2180-4656)
2. Kajian Pengguna Telefon Bimbit Tahunan (ISSN: 1823-2523)
Yearly Hand Phone Users Survey (ISSN: 1823-2523)
3. Kajian Pengguna Internet Tahunan (ISSN: 1823-2523)
Yearly Internet Users Survey (ISSN: 1823-2523)
4. Kajian Pengguna Radio 2017 (e-Penerbitan)
Radio User Survey 2017 (e-Publication)

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