中总
ACCCIM
马来西亚中华总商会

ACCCIM Malaysia's Business and Economic Conditions Survey (M-BECS) Report (1H 2023 and 2H 2023F)

中总2023上半年及 2023下半年预测

马来西亚商业和经济状况调查报告

14 August 2023

This survey report is prepared by Socio-Economic Research Centre (operating under SERC Sdn. Bhd.), and the compilation of survey results is assisted by Universiti Tunku Abdul Rahman (UTAR).

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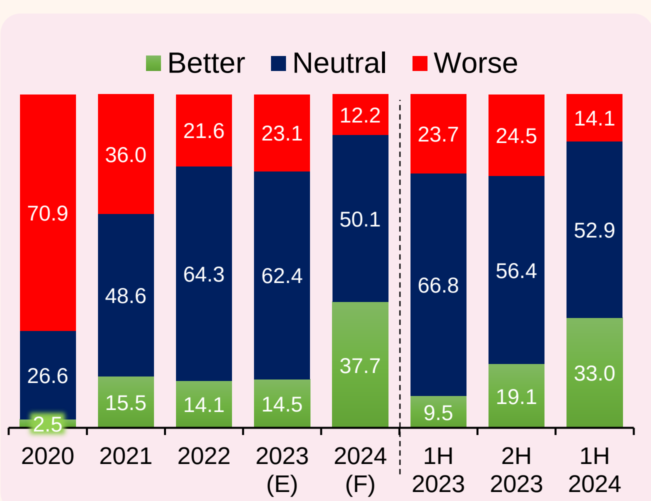
Executive Summary

The Associated Chinese Chambers of Commerce and Industry of Malaysia's (ACCCIM) Malaysia's Business and Economic Conditions Survey (M-BECS) covers **Jan-Jun 2023 (1H 2023) and expectations for Jul-Dec 2023 (2H 2023).** It was conducted during the period between **27 April and 14 July 2023** and has received a total of **692 responses**.

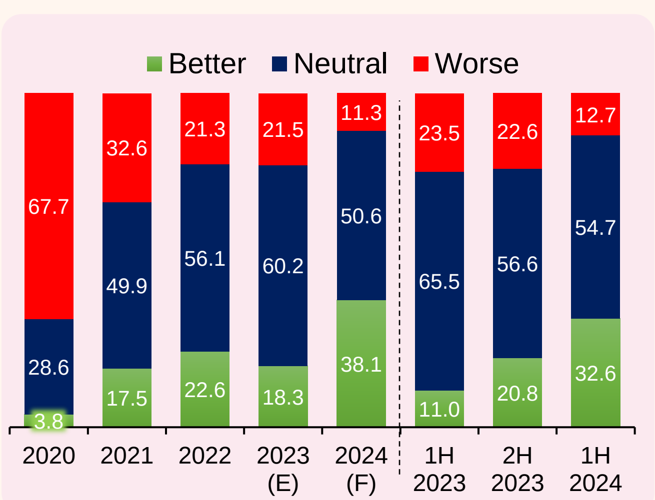
M-BECS: Overview and Summary of Key Findings

1. Overall, a majority of respondents indicated "neutral" views on domestic economic conditions in 1H and 2H 2023. A higher percentage (24.5%) of respondents expect "worse" conditions in 2H 2023 relative to "better" by 19.1% of respondents. 33.0% of respondents expect improving economic prospects in 1H 2024.
2. While the global economy continued growing, its growth remains weighed down by persistent core inflation and higher interest rates, as well as geopolitical conflicts. The Malaysian economy expanded at a moderate pace in recent months on falling exports, slower industrial output, and cautious consumer discretionary spending.
3. Business conditions are aligned with the economic outlook, with most respondents maintaining "neutral" views (65.5% in 1H 2023; 56.6% in 2H 2023). 32.6% of respondents expect 'better' business conditions in 1H 2024.
4. About one-third of the respondents in the manufacturing sector and more than 20% in the wholesale and retail trade, and trading industry experienced "worse" business conditions in 1H 2023. The tourism-related sector displayed mixed business conditions, with 17.4% reporting both "better" and "worse" conditions, respectively.
5. Most respondents reported "neutral" cash flow conditions for both 1H and 2H 2023, with an overall improvement expected in 2H 2023.
6. Respondents in the agriculture (31.1%), wholesale and retail trade (19.8%) and manufacturing sectors (22.5%) indicated "worse" cash flow conditions, partly weighed down by slower demand, the cascading effects of higher minimum wage and other high operating costs, as well as reduced consumers' purchasing power.

Economic Conditions and Prospects



Business Conditions and Prospects



% of respondents *E=Estimation; F=Forecast*

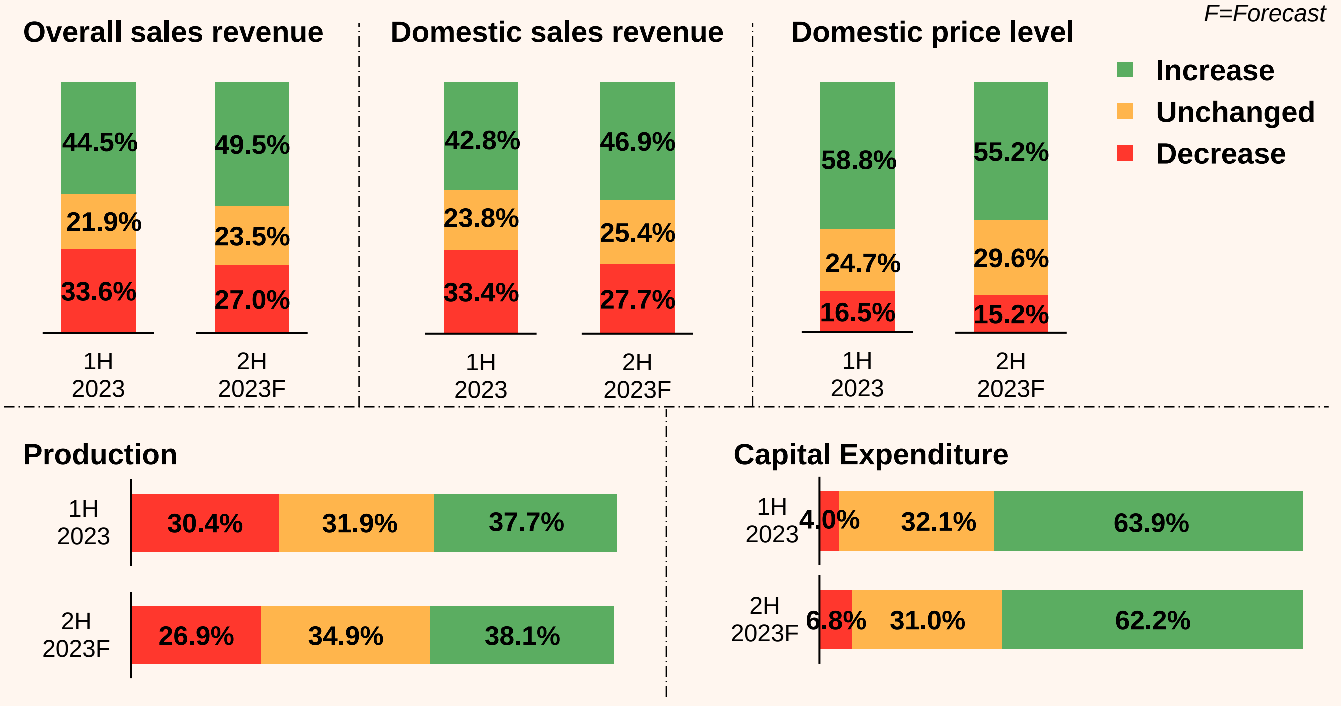
M-BECS: Overview and Summary of Key Findings (cont.)

7. Most respondents indicated "neutral" debtors' conditions in 1H and 2H 2023 though a higher percentage of respondents reported "worse" conditions (23.2% in 1H and 21.0% in 2H 2023).
8. "High operating cost and cash flow problem" (48.7%) was voted as the leading factor that impacted respondents' business performance in 1H 2023, followed by "Increase in prices of raw materials" (46.2%); "The Ringgit's fluctuation" (43.6%); "Shortage of workers" (35.5%); and "Changing consumer behaviour" (33.7%).
9. Business assessment in 1H 2023 and 2H 2023:
   a) Higher percentage of respondents reported "better" sale performance in 1H and 2H 2023, partly driven by higher selling prices amid increased business costs.
   b) With moderate global demand, the increase in production was not as strong as expected. The percentage of "increase", "remains unchanged", and "decrease" is fairly equally distributed in 1H 2023 and will gradually improve in 2H 2023.
   c) More than 80% of respondents were operating below 75% capacity in 1H 2023, and is projected to improve in 2H 2023.
   d) Over 70% of respondents across eight sectors reported an increase in the cost of local and imported raw materials in 1H 2023 despite softening of global commodity prices. The increasing cost trend is likely to continue in 2H 2023.
   e) Labour demand remains intact, with 49.1% of respondents maintaining their employees while 38.2% have increased their manpower in 1H 2023. Reflecting the cascading effects of minimum wage increases, more than half of total respondents (62.3%) have increased their employees' wages in 1H 2023.
   f) Most respondents continued to increase their capital expenditure in 1H 2023 and will continue to invest in 2H 2023.

Business operations diagnosis

% of respondents

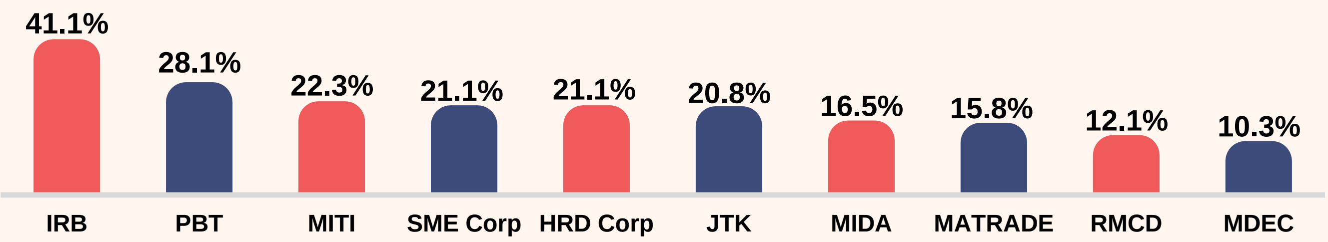
F=Forecast



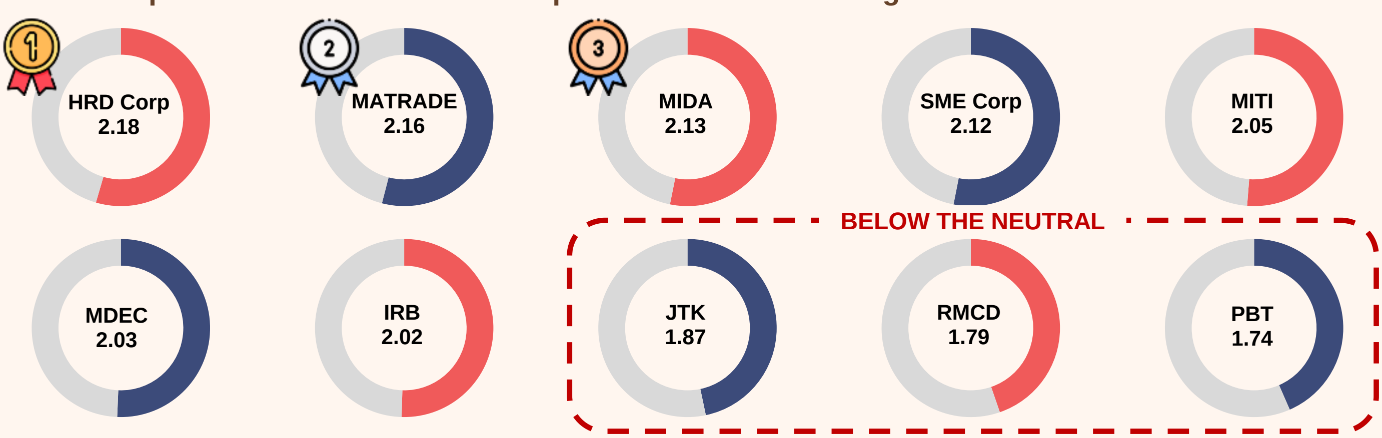
Topical Issue: Quality of Public Services Delivery

1. The survey results showed that less than 50% of respondents have engaged with selected Ministries and government agencies.
2. None of the assessed components of selected Ministries and government agencies has a score above 3 (fairly satisfied), suggesting there is room for improvement in delivering high-quality public services.
3. Urgent attention is needed in areas like online services, problem-solving mindset, and timeliness, especially in the digital era and demanding customers' expectations, effective and efficient online communication are crucial.
4. Respondents indicated communication issues, attitudes of personnel, and concerns about the data transparency and timeliness of data and information dissemination.
5. Low scores were reflected in local authorities (PBT), Royal Malaysian Customs Department (RMCD), and Department of Labour (JTK), which play vital roles in facilitating investment, trade and business activities.
6. Our proposed recommendations:
   a) Capacity building development should focus on enhancing leadership, organisational culture, and technical skills to raise the bar of public services delivery.
   b) Key Performance Indicators (KPIs) should be used proactively to identify effective approaches and encourage continuous services improvement, avoiding overreliance on a narrow set of KPIs.
   c) Transparency through inter-agency information-sharing can drive positive change and improve the performance of the public sector.
   d) User-friendly application of technology can enhance the quality of public services. Leveraging on IT tools like AI chatbots and social media for streamlining communication and timeliness of data and information dissemination.

The percentage of respondents interacting with the respective Ministries and agencies



Overall performance score of the respective Ministries and agencies



Note: 0=Very unsatisfied; 2=Neutral; 4=Very satisfied

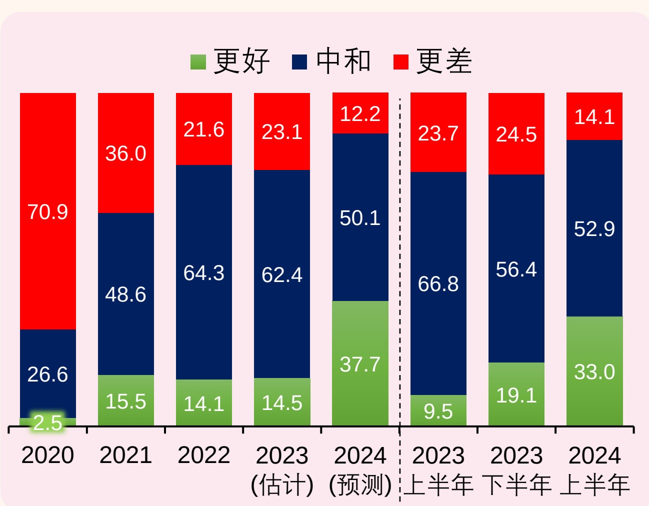
内容摘要

马来西亚中华总商会（中总）于2023年4月27日至7月14日进行的马来西亚商业和经济状况调查问卷，涵盖**2023年1月至6月（2023上半年）以及2023年7月至12月（2023年下半年）**的前景预测。本次调查共收到**692份回复**。

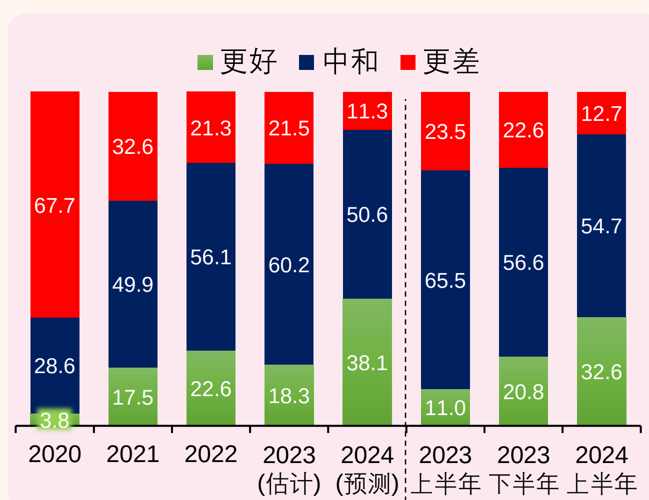
M-BECS：调查结果的主要概述与总结

1. 总体而言，大多数回复者对 2023 年上半年和下半年的国内经济状况持“中和”看法。相对于19.1%的回复者预计2023年下半年情况“更好”，较高比例的回复者（24.5%）则认为会“更差”。33.0%的回复者预计2024年上半年经济前景将有所改善。
2. 尽管全球经济持续增长，但高企的核心通胀、不断上升的利率以及地缘政治冲突仍然拖累其增长速度。由于出口下降、工业产出放缓和消费者谨慎，大马经济近几个月仅是温和增长。
3. 商业状况与经济前景一致，大多数回复者保持“中和”观点（2023 年上半年为 65.5%；2023 年下半年为 56.6%）。32.6% 的回复者预计 2024 年上半年商业状况将“更好”。
4. 约三分之一的制造业回复者以及超过20%的批发零售业和贸易业回复者于2023年上半年经历了“更差”的商业状况。旅游相关行业的商业状况好坏参半，各有17.4%的回复者表示“更好”和“更差”。
5. 大多数回复者表示 2023 年上半年和下半年的现金流动状况均为“中和”，预计 2023 年下半年将会整体改善。
6. 来自农业（31.1%）、批发零售业（19.8%）和制造业（22.5%）的回复者表示其现金流动状况“更差”，部分原因是由于需求放缓、最低薪金和其他营运成本提高的连锁效应，这也包括消费者购买力下降。

整体经济状况及展望



整体商业状况及展望



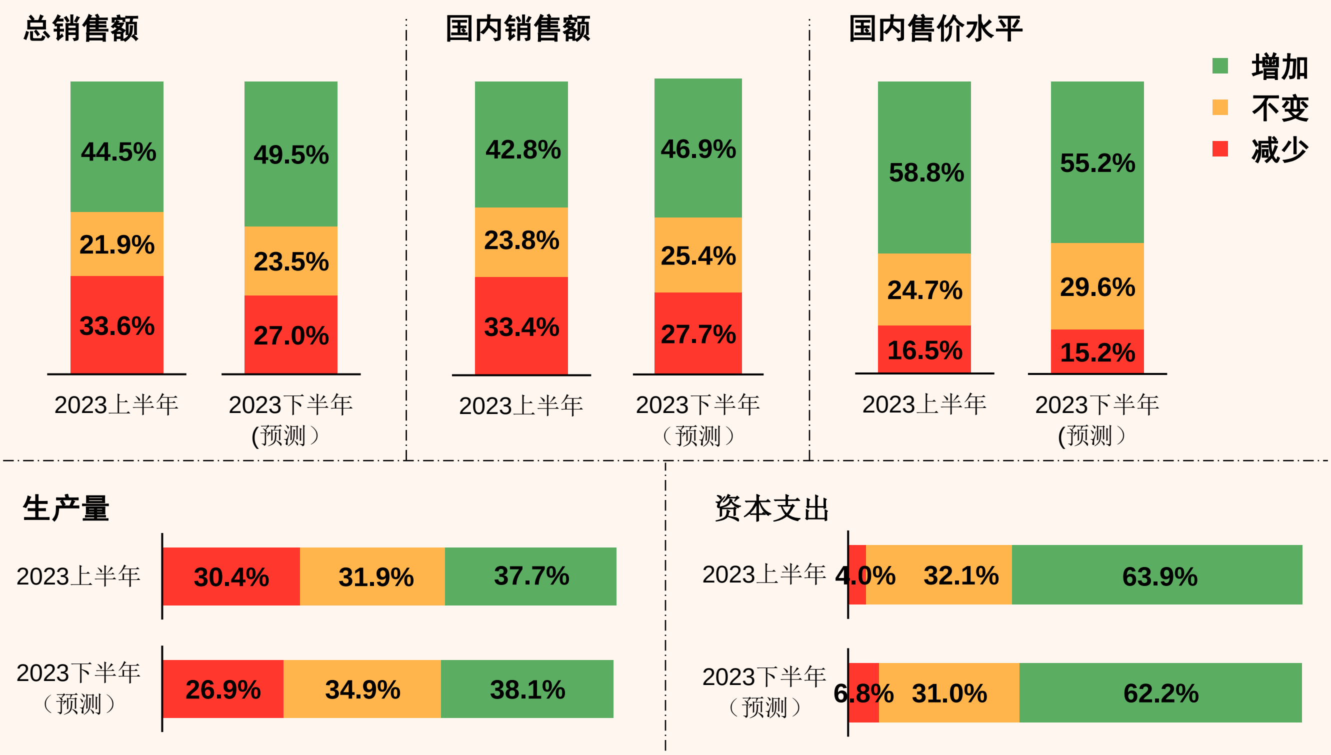
回复者百分比（%）

M-BECS：调查结果的主要概述与总结（续）

7. 大多数回复者表示 2023 年上半年和下半年债务人的状况为“中和”，但有较高比例的回复者表示状况“更差”（2023 年上半年为 23.2%，下半年为 21.0%）。
8. “高运营成本及现金流问题”（48.7%）被选为影响回复者对2023年上半年经营业绩表现的主导因素，其次是“原材料价格上涨”（46.2%）； “马币的波动”（43.6%）；“工人短缺”（35.5%）；以及“消费者行为的改变”（33.7%）。
9. 2023年上半年和2023年下半年的业务评估：
   a) 较高比例的回复者表示 2023 年上半年和下半年销售业绩“更好”，部分原因是业务成本增加而导致销售价格的上涨。
   b) 由于全球需求温和，产量增长不如预期。“增加”、“保持不变”和“减少”的比例在2023年上半年分布相当均匀，并将于2023年下半年逐渐改善。
   c) 超过 80% 的回复者于2023 年上半年的产能利用率低于 75%，预计于2023 年下半年有所改善。
   d) 八个行业超过 70% 的回复者表示，尽管全球大宗商品价格疲软，但 2023 年上半年本地和进口原材料的成本仍然上涨。成本增加的趋势可能会在 2023 年下半年持续。
   e) 劳动力需求于2023年上半年保持不变，有49.1% 的回复者维持员工人数，而38.2% 增加了人力。由于最低薪金上涨的连锁效应，超过一半的回复者 (62.3%) 于2023上半年增加了员工薪资。
   f) 大多数回复者于2023年上半年继续增加资本支出，并将于2023年下半年持续投资。

企业营运评估

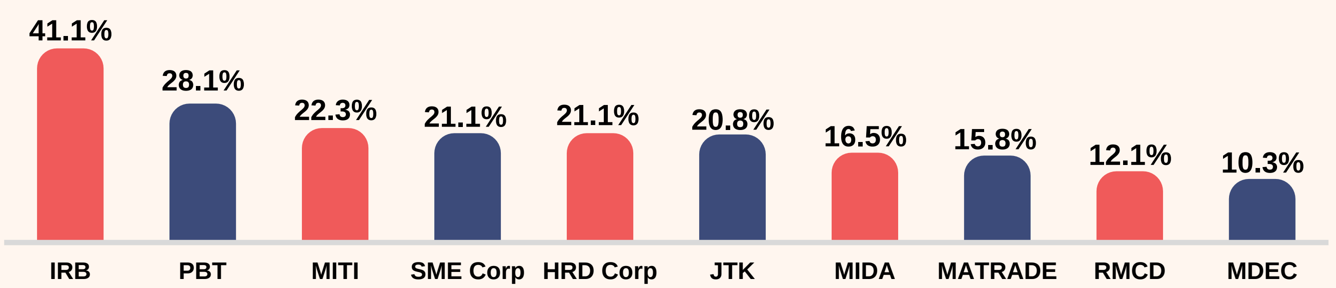
回复者百分比（%）



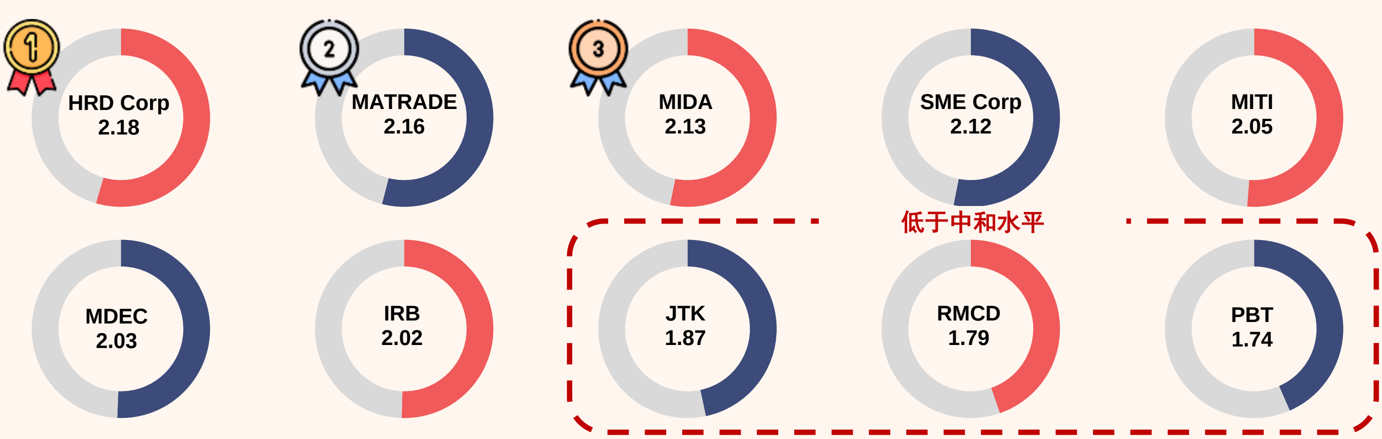
热点课题：公共服务素质评估

1. 调查结果显示，不到 50% 的回复者与特定的政府部门和机构有过接触。
2. 部分政府部门和机构的评估得分均未超过 3 分（一般满意），这表明在提供高质量的公共服务方面仍有改进的空间。
3. 线上服务、解决问题的思维、及时性等方面亟待关注，尤其是在数字化时代，客户的期望要求越来越高，其有效和高效的在线沟通至关重要。
4. 回复者提到了与其沟通和官员态度的问题，以及对资讯透明化和信息传播的及时性表达担忧。
5. 低分的部分主要反映在地方政府（PBT）、马来西亚皇家关税局（RMCD）和劳工局（ JTK），然而这些机构在促进投资、贸易和商业活动方面都发挥着重要的角色。
6. 我们提出以下几点建议：
   a) 能力建设发展应侧重于加强领导力、组织文化和技术技能，以提高公共服务的提供标准。
   b) 应积极利用关键绩效指标（KPI）来确定有效方法，鼓励持续改进服务，并避免过度依赖一组狭窄的关键绩效指标。
   c) 通过政府机构之间的信息共享，提高透明度，亦可以推动积极改革，并提高公共部门的绩效。
   d) 友善的技术应用可以提高公共服务质量，通过使用人工智能聊天机器人和社交媒体等信息技术工具可简化沟通，并优化信息和数据传播的及时性。

有多少回复者与特定政府部门和机构接洽？



特定政府部门和机构的总体绩效评分（0=非常不满意；2=中和；4=非常满意）



Introduction

Background

The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM)'s Bi-Annual Survey on Malaysia's Economic Situation, which was launched in 1992, is being recognised as **an important barometer to gauge the Malaysian business community's assessment and expectations about domestic business and economic conditions**.

Starting 1 January 2019, this survey was renamed as **Malaysia's Business and Economic Conditions Survey (M-BECS)**.

This survey, covering **Jan-Jun 2023 (1H 2023) and expectations for Jul-Dec 2023 (2H 2023),** contains three sections:

i. **Economic and Business Performance and Outlook**;

ii. **Factors Affecting Business Performance**; and

iii. **Current Issue Confronting Businesses.**

Significance of M-BECS

- **A complementary role to other surveys.** M-BECS serves to complement as well as fill the gaps of existing market and industry surveys conducted by various private organisations, namely the Malaysian Institute of Economic Research (MIER), the Federation of Malaysian Manufacturers (FMM), RAM Holdings Berhad, etc. It can be used to supplement the Department of Statistics, Malaysia (DOSM) to gauge Malaysia's overall economic and business conditions.
- **An important input for the national development process.** ACCCIM is a major national organisation representing the Malaysian Chinese business community, and has been playing an effective contributory role in providing our perspectives of current economic and business conditions as well as their expectations.
- **Gathering of feedback, inputs and suggestions.** The respondents' feedback and suggestions concerning pertinent business and economic issues as well as problems faced, will provide a basis for the preparation of memoranda and policy papers/notes for onward submission to the Government and relevant Ministries and agencies for their consideration.
- **Reference sources for public and private.** M-BECS also serves as a source of reference for the Government, researchers, business community and investors in the formulation of public policy, business expansion and investment planning.

  In particular, it helps the Government to gauge the effectiveness of public policies implemented and hence, would consider making the necessary adjustments for future policy formulation.

Survey Scope and Methodology

- The survey period covering **Jan-Jun 2023 (1H 2023) and expectations for Jul-Dec 2023 (2H 2023)** has gathered respondents' assessment of their business performance and economic outlook, including views about current issues and challenges faced by the Malaysian business community. The survey questionnaire is divided into three sections as follows:

Section A "Business Background"	Section B "Overall Assessment"	Section C "Current Issue"
• Profile of businesses – type of principal business activity and its size of business operations; • Share of total sales in domestic vs. overseas market; and • Number of employees and the proportion of local vs. foreign workers to total employment.	• Identify what the major factors are affecting the business performance; and • Track the performance and outlook of economic and business conditions.	• Quality of Public Service Delivery

- **Survey coverage** – The questionnaires covered a wide range of nationwide direct and indirect memberships, including 17 Constituent Chambers and 25 Associate Members, representing Malaysian Chinese companies, individuals, and trade associations. The participation of prominent Chinese businessmen, who are often committee/council members of ACCCIM at the national or state levels ensured a comprehensive representation of the Chinese business community. The questionnaires were distributed using SurveyMonkey as the main distribution channel, while hard copies were provided as an alternative option.

17 Constituent Members

Terengganu CCCI	KLSCCCI	Negeri Sembilan CCCI	Sabah UCCC	Penang CCC
ACCCI Sarawak	Perak CCCI	Johor ACCCI	Klang CCCI	
Kelantan CCC	ACCCI Pahang	CCC Batu Pahat	Kedah CCCI	
Kluang CCCI	North Perak CCCI	Malacca CCCI	Perlis CCCI	

Profile of Survey Respondents

A total of **692 responses** were received throughout the survey period (**27 April 2023 to 14 July 2023**), covering a broad representation of the economy. The profile of respondents is as follows[1]:

% of respondents

By economics sector
n=692

Services 63.7%
Manufacturing 18.8%
Construction 10.5%
Agriculture 6.5%
Mining 0.4%
SME 33.3%
Large 66.7%

By size business operations[2]
n=692

Micro enterprises 25.0%
Small enterprises 52.0%
Medium enterprises 15.2%

=

SMEs (92.2%)

VS.

Large enterprises (7.8%)

By sale orientation
n=692

Domestic-market orientation 93.4%
Export-market orientation 6.6%

Note: Domestic-market orientation indicates at least 50% of total sales are generated from the domestic market; Export-market orientation indicates more than 50% of sales are generated from overseas markets.

By industry and size of business operations
(% share of total)

SME **= SMEs** Large **= Large**

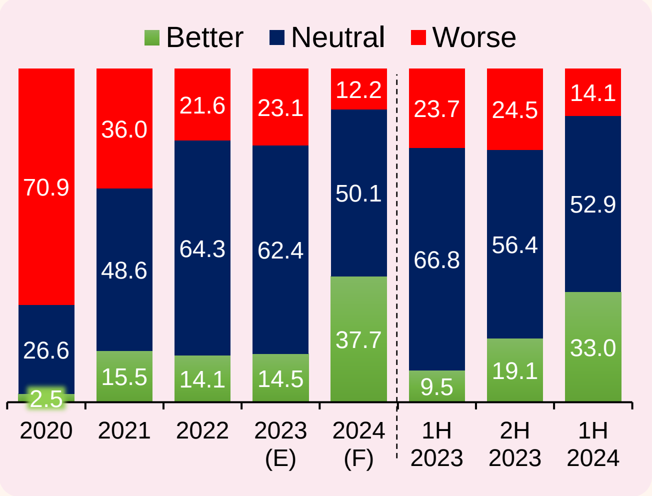
Industry	SMEs	Large
Broad services *(63.7%)*	92.7%	7.3%
Wholesale and retail trade *(23.4%)*	90.7%	9.3%
Professional and business services *(14.3%)*	97.0%	3.0%
Tourism, shopping, hotels, restaurants, recreation and entertainment (tourism-related) *(6.6%)*	95.7%	4.3%
Trading (import and export) *(5.6%)*	92.3%	7.7%
Finance and insurance *(4.0%)*	92.9%	7.1%
Information and Communications Technology (ICT) *(3.6%)*	88.0%	12.0%
Real estate *(3.3%)*	82.6%	17.4%
Transportation, forwarding and warehousing *(2.7%)*	100.0%	0.0%
Manufacturing *(18.8%)*	91.5%	8.5%
Construction *(10.5%)*	93.2%	6.8%
Agriculture, forestry and fishery *(6.5%)*	91.9%	8.9%

[1]Numbers may not add up to 100.0% due to rounding, which is also applied to the rest of the report.
[2]A business will be deemed as an SME if it meets either one of the two specified qualifying criteria, namely sales turnover or full-time employees, whichever is lower basis, as endorsed by the National SME Development Council (NSDC) and published by SME Corporation Malaysia in 2013. For a detailed definition, please refer to Appendix 1.

Sentiment Tracker

Sentiment Tracker

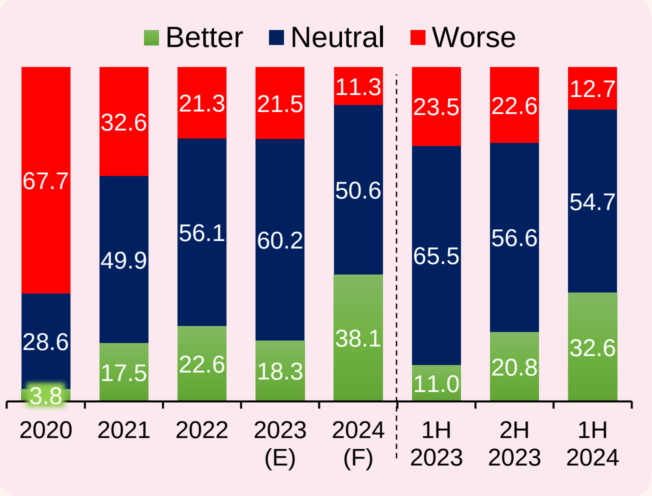
Economic Conditions and Prospects



E=Estimation; F=Forecast

- Most respondents held "neutral" views on domestic economic conditions in 1H 2023 and for 2H 2023, indicating less favourable global and domestic conditions. A higher percentage of respondents expect "worse" economic conditions in 2H 2023.
- The global economy continues to grow moderately amid the protracted effects of the military conflicts in Ukraine, high core inflation and the sharp tightening of global monetary policy to contain inflation. Global manufacturing activities continue to contract while the services output has shown early signs of softening.
- The Malaysian economy has moderated in recent months, weighed down by many months of falling exports and slower industrial output. Manufacturing sales also slackened on weakening demand. Close to 32% of total respondents in the manufacturing sector indicated "worse" business conditions.
- Concerns about the weakening global growth, the impact of increased business costs and rising cost of living, as well as the lag impact of higher interest rates, have dampened domestic demand. There remain lingering uncertainties about the impending six states election and hence, cause businesses to hold a wait-and-see attitude.

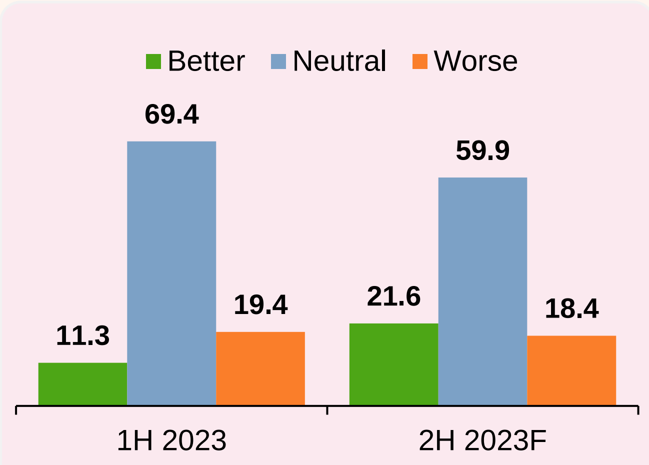
Business Conditions and Prospects



- More than half of the respondents expressed "neutral" views on business conditions for both 1H and 2H 2023, given the impact of increased business costs and slowing demand.
- However, about one-third of the respondents in the manufacturing sector experienced "worse" business conditions, dampened by declining exports and slower demand amid coping with increased costs of production and operating. The wholesale and retail trade, as well as the trading industry, also seen more than 20% of respondents indicate "worse" business conditions, largely impacted by the Ringgit's fluctuation and high inflationary pressures.
- The tourism-related sector displayed mixed business conditions in 1H 2023, with 17.4% reporting both "better" and "worse" conditions. Nonetheless, there is a shift in expectations for 2H 2023, with 30.4% anticipating less favourable business conditions in 2H 2023, probably due to lower discretionary spending power ahead.
- The international tourist arrivals in 1Q 2023 recorded a decline of 34.5% to 4.4 million persons from 6.8 million persons compared to a corresponding quarter in 2019, the pre-pandemic era, indicating that the tourism sector is still far from a full recovery.

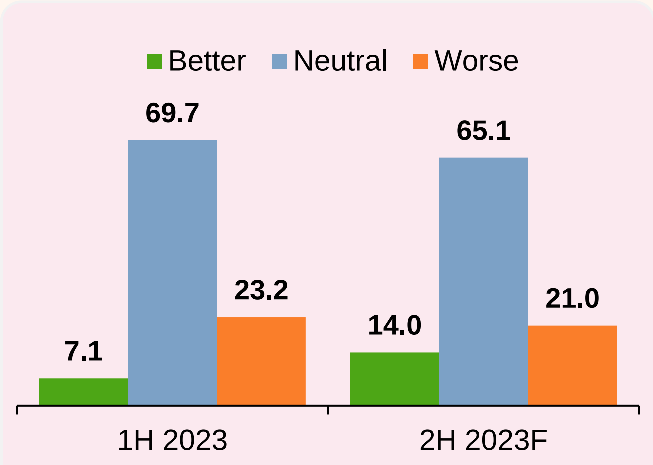
Overall Assessment in 1H 2023 and 2H 2023F

Cash flow conditions



F=Forecast

Debtors' conditions



F=Forecast

- Most respondents reported "neutral" cash flow conditions in 1H and 2H 2023. 21.6% of respondents expect to have "better" cash flow conditions in 2H 2023.
- However, this improvement was uneven across industries. A significant portion of respondents in the agriculture, forestry and fishery (31.1%), manufacturing sectors (22.5%) and wholesale and retail trade (19.8%) indicated "worse" cash flow conditions in 2H 2023.
- Lower sales, increased costs, and high inventory have affected businesses' cash flow. Higher interest rates have increased debt service costs, and together with increased operating costs, could result in tighter cash flow conditions.

- While most respondents reported ''neutral" debtors' conditions in 1H and 2H 2023, 23.2% of respondents have experienced "worse" debtors' conditions.
- Key sectors that faced challenges in debtors' conditions in 1H 2023 are:
  - Manufacturing (27.3% of respondents)
  - Construction (26.0%)
  - Wholesale and retail trade (25.6%)
- By size of operations, a mere 1.9% of total respondents (or 1 out of 54) from large enterprises indicated "better" debtors' conditions, while close to 30% of them suffered "worse" debtors' conditions.

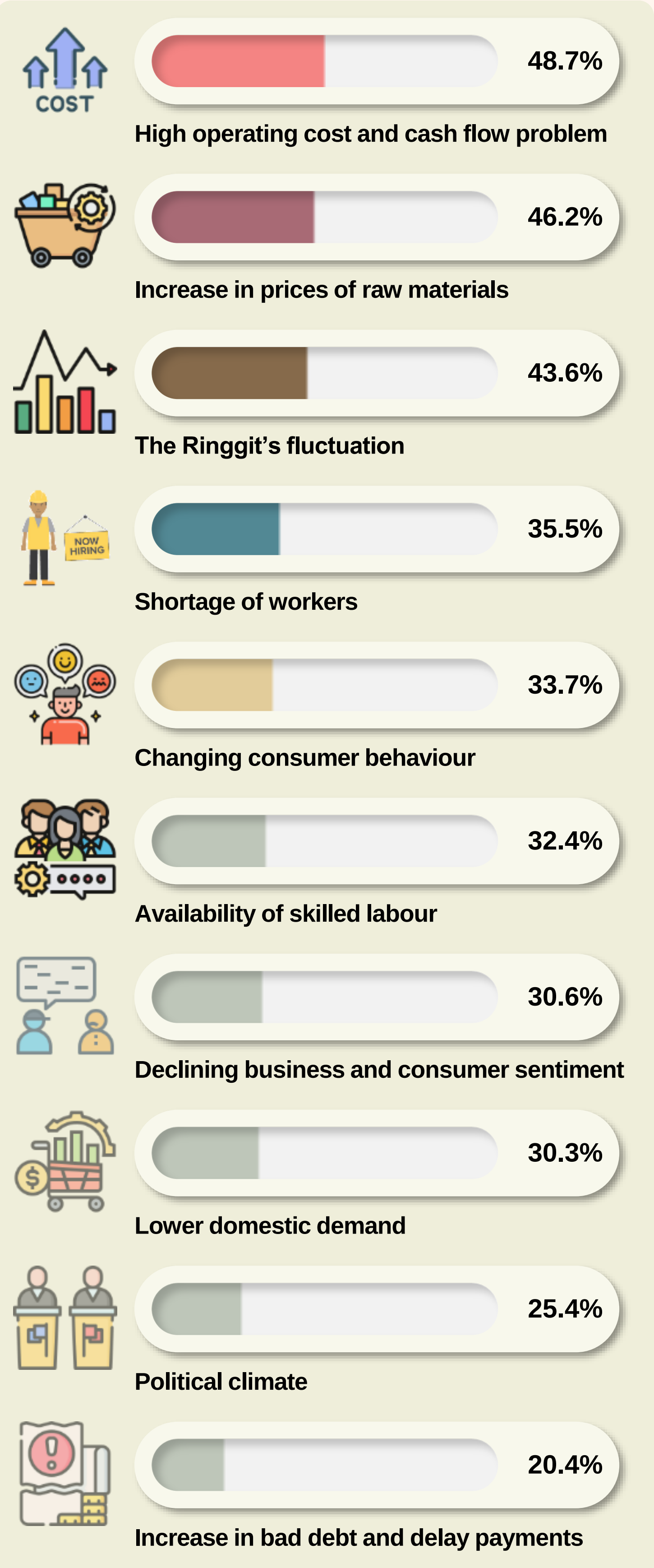
Business Pulse Diagnosis

Business Pulse Diagnosis

Factors Affecting Business Performance in 1H 2023

#1 High operating cost and cash flow problem

- In the first half of 2023, businesses have grappled with significant increases in operating costs. 48.7% of respondents voted “high operating cost and cash flow problem” as the leading factor affecting their business performance.
- Among the cost factors that contributed to high operating costs was a hike in overall electricity tariff (ICPT adjustment to 20 sen per kilowatt hour (kWh) from 3.7 sen/kWh for medium and high voltage commercial and industrial users, including SMEs) that resulted in an increase of about 40% in monthly electricity bill; 25.0%-36.4% increase in minimum wage and its cascading effects as well as higher employment cost due to the Employment (Amendment) Act. Medium and high voltage commercial and industrial users of electricity will see a surcharge reduction from 20 sen/kWh to 17 sen/kWh starting July until December this year.
- While nearly 70% of respondents have “neutral” views on their cash flow conditions, close to one-fifth of respondents have experienced “worse” cash flow conditions in 1H 2023. This showed that high operating costs have tightened their cash flow conditions significantly.
- Going forward, business cost pressures are expected to remain due to: (a) Targeted subsidy rationalisation; (b) Implementation of a multi-tiered levy; (c) Potential introduction of Progressive Wage System (PWS); and (d) Carbon tax.



#2 Increase in prices of raw materials

- Concerns about the “increase in prices of raw materials” have eased. While 46.2% of respondents voted this as a dampening factor in 1H 2023, the number of percentage has reduced from 51.1% in 2H 2022 (61.6% in 1H 2022).
- While the construction sector has seen a declining percentage of respondents from 74.7% in 2H 2022 to 63.0% in 1H 2023, the manufacturing sector recorded a slightly higher percentage of respondents (61.5% in 1H 2023 vs. 60.8% in 2H 2022 previously).
- While raw material prices are moderating, they still remain much higher than pre-pandemic levels; the current price declines are not significant enough to absorb the impact of the past few years’ increases. Developments in commodity and energy markets as well as the climate change impact, will continue to influence the prices of raw materials.

#3 The Ringgit’s fluctuation

- 43.6% of respondents voted “the Ringgit’s fluctuation” as the third largest factor that affected their business performance in 1H 2023, of which trading (56.4%) and wholesale and retail trade (50.0%) suffered the most.
- Since end-Dec 2021 (RM4.1760/US$1), the Ringgit has depreciated by 10.8% to RM4.6790/US$1 as at 30 Jun 2023, largely due to external and domestic pressures. These include the Fed’s aggressive rate hikes induced capital outflows; concerns about global economy, the US and China’s economic slowdown impacting our export demand; market sentiments and lingering concerns about domestic political conditions.
- The weakening ringgit will also result in higher consumer inflation via imported goods and services as well as imported inputs used in domestic production, which affect the cost of production.

#4 Shortage of workers

- The shortage of workers remained the fourth largest factor affecting business performance, though the percentage of respondents (35.5%) was lower compared to 43.0% previously.
- Key sectors impacted by the shortage of workers are the tourism-related (52.2%) and construction (47.9%) sectors.
- As many local workers have opted to have more flexible working hours and working arrangements as well as working in the informal sector, leading to challenges in recruiting local manpower.
- Businesses are also facing shortages in talent and skilled manpower, especially in the IT and engineering fields.
- As at 28 Feb 2023, active foreign workers amounted to about 1.5 million persons, while close to 500,000 foreign worker arrivals out of 1.1 million approvals as at 2 May 2023.

#5 Changing consumer behaviour

- Changing consumers’ behaviour is increasingly getting greater attention as it affects the existing business models and the offering of products and services. Slightly more than one-third (33.7%) of the respondents voted this as a pressing factor (vs. 28.6% in the previous survey).
- Coping with inflation and the rising cost of living, as well as cautious sentiment, discretionary spending is somewhat constrained. Retail sales growth has moderated rapidly from 28.6% in 2H 2022 to 19.5% in Jan-Mar and 8.9% in Apr-May.
- Businesses have to keep abreast with the changing consumer spending behaviour and pattern.

Business Assessment in 1H 2023 and 2H 2023F

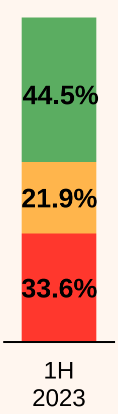
Overall Sales Outlook

Increasing sales revenue was partly due to price effect

- While there were concerns about businesses' condition, cash flow, and debtors' conditions, overall sale performance revealed a positive outlook in both 1H and 2H 2023.
- By sector, more than half of the respondents from the construction (56.2%), tourism-related (54.3%) sectors and professional and business services (51.5%) recorded increasing sales in 1H 2023.
- The wholesale and retail trade (45.1%), manufacturing (40.6%), as well as trading industry (35.8%) have experienced decreasing sales in 1H 2023. The weakening ringgit, slowing external and domestic demand on cautious sentiment, rising cost of living and high-interest rates to contain inflation, would continue to weigh down sales in these sectors.
- Over 50% of respondents have increased their domestic and foreign selling prices in 1H 2023 due to rising cost of production and operating costs. These include raw materials, wage growth and electricity tariff.
- More than 45% of respondents also indicated their intention to continue raising their prices in 2H 2023, indicating that they are unable to absorb the high operating cost and input prices.
- Overall, businesses made lower profit margins as the increase in sales revenue was partly offset by higher operating costs.

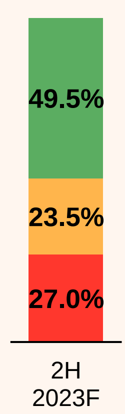
Overall sales revenue

■ Increase ■ Unchanged ■ Decrease



↑ >10%	:	11.0%
↑ 6-10%	:	16.0%
↑ 1-5%	:	17.4%

Balance: Net increase 10.9% of respondents



↑ >10%	:	19.4%
↑ 6-10%	:	12.9%
↑ 1-5%	:	17.1%

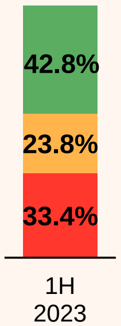
Balance: Net increase 22.5% of respondents

F=Forecast
Note: Balance=% of respondents voted "Increase" minus % of respondents voted "Decrease"

Domestic level

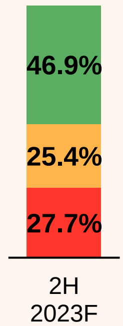
Sales revenue

Increase Unchanged Decrease



↑ >10%	:	9.5%
↑ 6-10%	:	13.3%
↑ 1-5%	:	19.9%

Balance: Net increase 9.4% of respondents

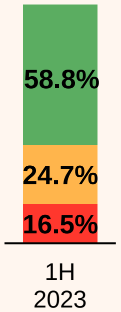


↑ >10%	:	15.9%
↑ 6-10%	:	12.1%
↑ 1-5%	:	18.9%

Balance: Net increase 19.2% of respondents

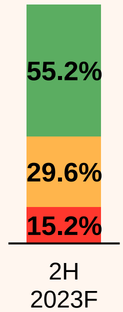
Price level

Increase Unchanged Decrease



↑ >10%	:	17.7%
↑ 6-10%	:	17.7%
↑ 1-5%	:	23.3%

Balance: Net increase 42.3% of respondents



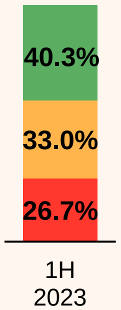
↑ >10%	:	18.5%
↑ 6-10%	:	15.8%
↑ 1-5%	:	20.8%

Balance: Net increase 40.0% of respondents

Foreign level

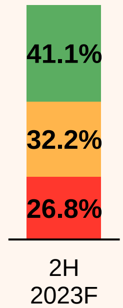
Sales revenue

Increase Unchanged Decrease



↑ >10%	:	6.3%
↑ 6-10%	:	8.6%
↑ 1-5%	:	25.4%

Balance: Net increase 13.6% of respondents

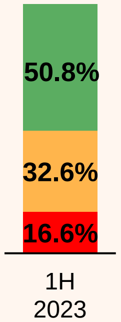


↑ >10%	:	8.6%
↑ 6-10%	:	10.8%
↑ 1-5%	:	21.7%

Balance: Net increase 14.3% of respondents

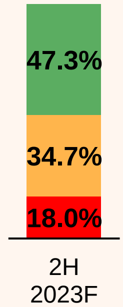
Price level

Increase Unchanged Decrease



↑ >10%	:	10.2%
↑ 6-10%	:	9.3%
↑ 1-5%	:	31.3%

Balance: Net increase 34.2% of respondents



↑ >10%	:	9.3%
↑ 6-10%	:	12.5%
↑ 1-5%	:	25.4%

Balance: Net increase 29.3% of respondents

F=Forecast
Note: Balance=% of respondents voted “Increase” minus % of respondents voted “Decrease”

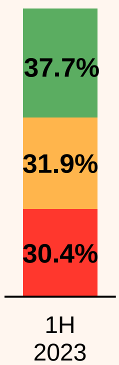
Business Operations

Production increases were not as strong as expected

- In 1H 2023, slightly more than one-third (37.7%) of respondents increased their production level, and 31.9% have maintained the output level. Nevertheless, it missed the expectations of the increase (48.5% in the previous survey), while a higher percentage of respondents (30.4% vs. the previous survey's forecast of 26.9%) has lowered their production.
- More than 80% of respondents are operating below 75% capacity in 1H 2023, with a gradual improvement expected in 2H 2023.

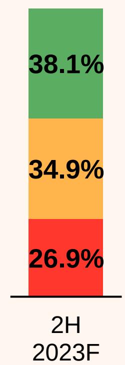
Production

Increase Unchanged Decrease



↑ >10%	:	8.8%
↑ 6-10%	:	12.2%
↑ 1-5%	:	16.7%

Balance: Net increase 7.3% of respondents

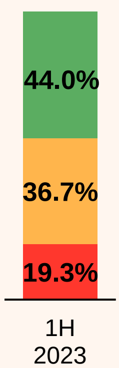


↑ >10%	:	15.9%
↑ 6-10%	:	7.1%
↑ 1-5%	:	15.1%

Balance: Net increase 11.2% of respondents

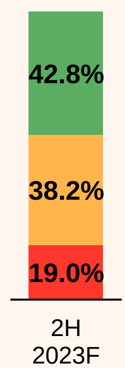
Inventory or stock level

Increase Unchanged Decrease



↑ >10%	:	11.5%
↑ 6-10%	:	13.8%
↑ 1-5%	:	18.7%

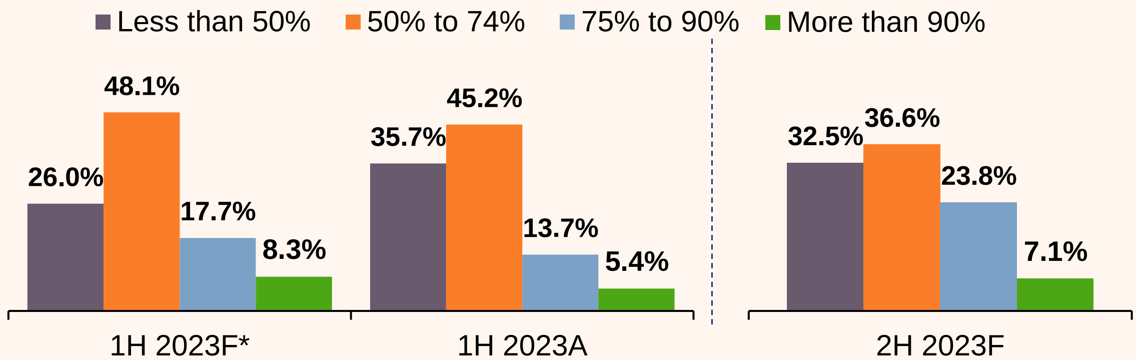
Balance: Net increase 24.7% of respondents



↑ >10%	:	17.9%
↑ 6-10%	:	8.3%
↑ 1-5%	:	16.7%

Balance: Net increase 23.8% of respondents

Capacity utilisation level



A=Actual; F=Forecast ** Data obtained from previous survey.*
Note: Balance=% of respondents voted "Increase" minus % of respondents voted "Decrease"

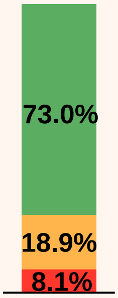
Cost of Raw Materials

Raw materials prices are still much higher than pre-pandemic level

- In 1H 2023, a significant majority of respondents (over 70%) across 8 out of 12 sectors reported an increase in the cost of both local and imported raw materials. This is despite global commodity prices having moderated from their peak levels.
- Given the volatility in the Ringgit, respondents' expectations suggest that the high cost of raw materials is anticipated to persist in 2H 2023, albeit at a slightly lower degree compared to 1H 2023.
- Producer price index has declined recently (-2.1% yoy in Jan-May 2023) due to a decline in global commodity prices. However, the manufacturing segment registered its first price decline on an annual basis only in May 2023. Developments in commodity and energy markets, the climate change impact and the weakening ringgit, will continue to influence the price of raw materials.

Local raw materials

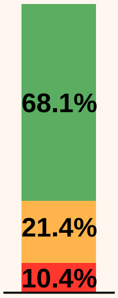
■ Increase ■ Unchanged ■ Decrease



1H 2023

↑ >10%	:	28.0%
↑ 6-10%	:	19.3%
↑ 1-5%	:	25.7%

Balance: Net increase 64.8% of respondents



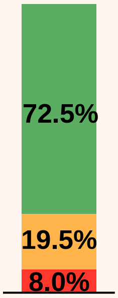
2H 2023F

↑ >10%	:	28.7%
↑ 6-10%	:	15.9%
↑ 1-5%	:	23.5%

Balance: Net increase 57.7% of respondents

Imported raw materials

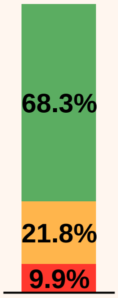
■ Increase ■ Unchanged ■ Decrease



1H 2023

↑ >10%	:	28.3%
↑ 6-10%	:	20.9%
↑ 1-5%	:	23.3%

Balance: Net increase 64.5% of respondents



2H 2023F

↑ >10%	:	30.4%
↑ 6-10%	:	16.3%
↑ 1-5%	:	21.6%

Balance: Net increase 58.4% of respondents

F=Forecast
Note: Balance=% of respondents voted "Increase" minus % of respondents voted "Decrease"

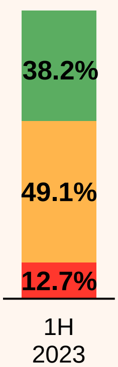
Manpower

Labour demand remains intact

- While almost half of respondents (49.1%) maintained their existing workforce, 38.2% of respondents have increased their number of employees in 1H 2023. Respondents expect to maintain the hiring trend in 2H 2023.
- By sector, the tourism-related (47.8%) and construction (46.6%) sectors recorded a high intake of manpower, supported by a gradual revival of construction projects and tourism activities.
- More than half of respondents (62.3%) have increased their employees' wages in 1H 2023. A higher percentage of respondents will give a salary increment of more than 10%, largely by the medium-sized enterprises. By sector, the construction sector, as well as professional and business services, are key sectors that significantly contributed to salary increments.

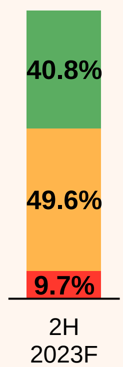
Number of employees

■ Increase ■ Unchanged ■ Decrease



↑ >10	:	6.6%
↑ 6-10	:	9.8%
↑ 1-5	:	21.7%

Balance: Net increase 25.5% of respondents

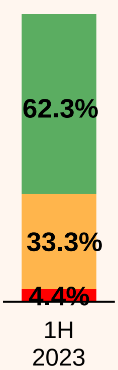


↑ >10	:	10.8%
↑ 6-10	:	9.1%
↑ 1-5	:	20.8%

Balance: Net increase 31.1% of respondents

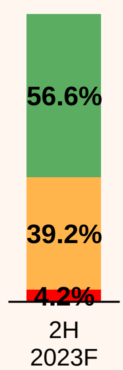
Wage growth

■ Increase ■ Unchanged ■ Decrease



↑ >10%	:	11.8%
↑ 6-10%	:	21.9%
↑ 1-5%	:	28.6%

Balance: Net increase 57.9% of respondents



↑ >10%	:	14.9%
↑ 6-10%	:	16.8%
↑ 1-5%	:	24.9%

Balance: Net increase 52.4% of respondents

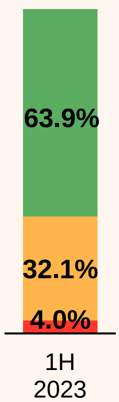
F=Forecast
Note: Balance=% of respondents voted "Increase" minus % of respondents voted "Decrease"

Capital Expenditure

Investment prospects are largely as expected

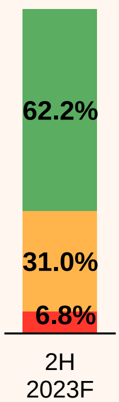
- Slightly more than 60% of respondents (63.9%) have increased their capital expenditure in 1H 2023, though slightly lower than 64.5% forecasted in previous survey.
- 62.2% of respondents are expecting to increase their investment in 2H 2023.
- The New Industrial Master Plan (NIMP) 2030, which is scheduled to release in August 2023, is expected to provide clearer direction and strategies to drive the manufacturing sector and encourage quality investment in new growth and catalytic sectors.

Increase **Unchanged** **Decrease**



↑ >10%	:	19.2%
↑ 6-10%	:	20.0%
↑ 1-5%	:	24.7%

Balance: Net increase 59.9% of respondents



↑ >10%	:	22.2%
↑ 6-10%	:	16.8%
↑ 1-5%	:	23.2%

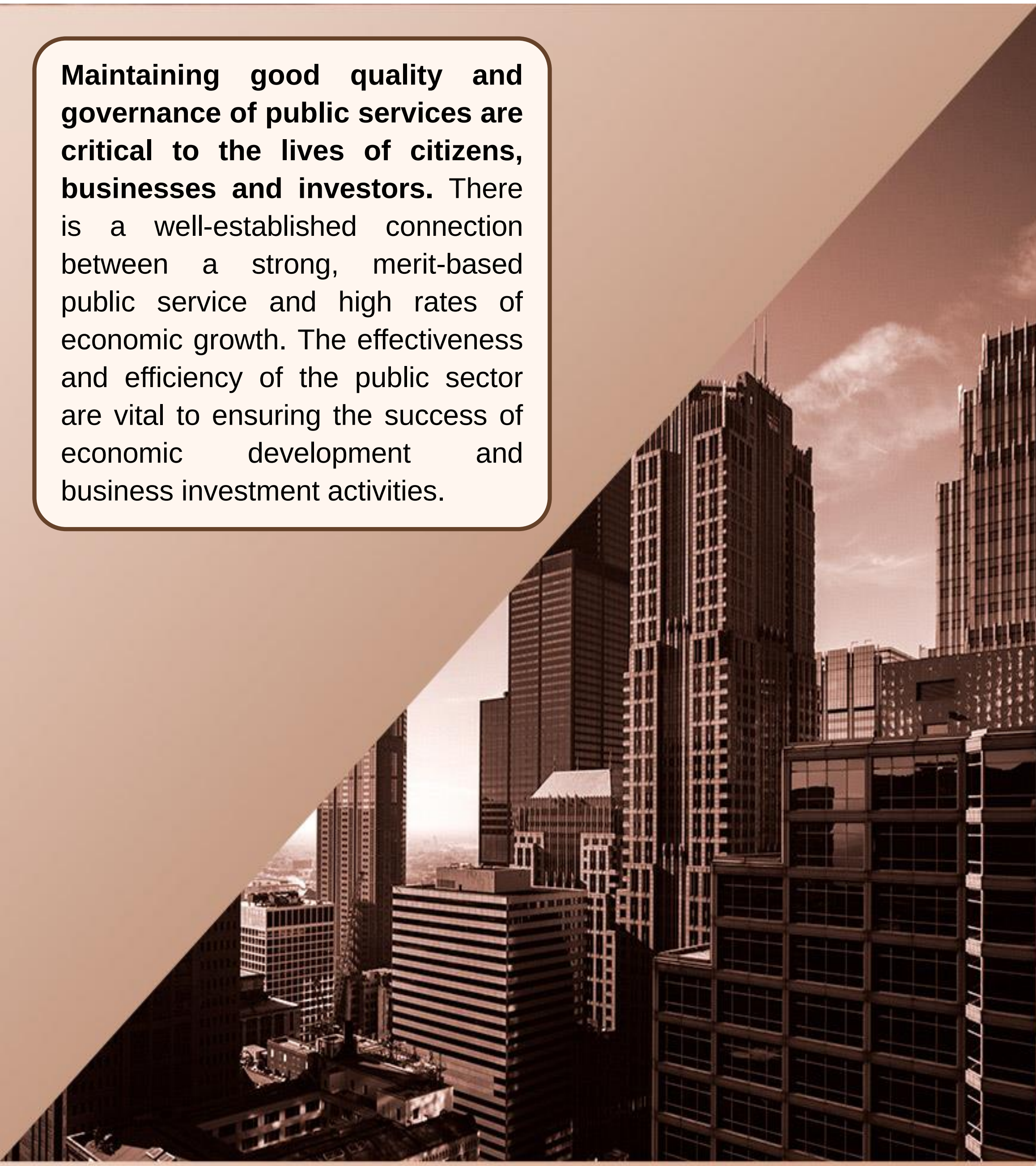
Balance: Net increase 55.4% of respondents

F=Forecast
Note: Balance=% of respondents voted “increase” minus % of respondents voted “decrease”

Current Issue:

Quality of Public Service Delivery

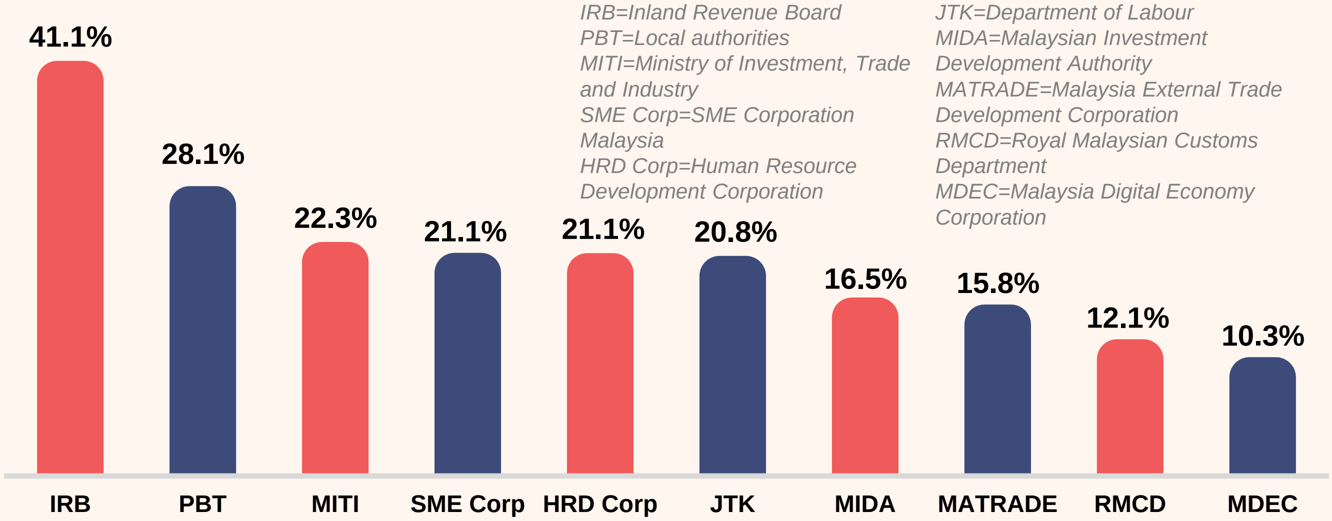
Maintaining good quality and governance of public services are critical to the lives of citizens, businesses and investors. There is a well-established connection between a strong, merit-based public service and high rates of economic growth. The effectiveness and efficiency of the public sector are vital to ensuring the success of economic development and business investment activities.



Snapshot of the results

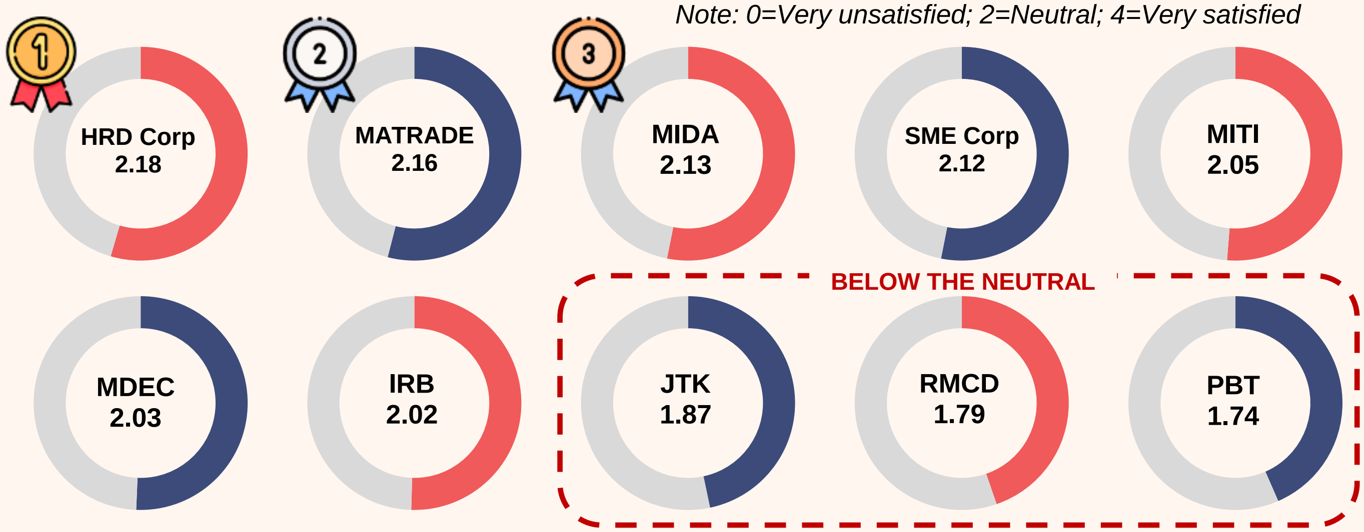
The percentage of respondents interacting with the respective Ministries and agencies

IRB=Inland Revenue Board
PBT=Local authorities
MITI=Ministry of Investment, Trade and Industry
SME Corp=SME Corporation Malaysia
HRD Corp=Human Resource Development Corporation
JTK=Department of Labour
MIDA=Malaysian Investment Development Authority
MATRADE=Malaysia External Trade Development Corporation
RMCD=Royal Malaysian Customs Department
MDEC=Malaysia Digital Economy Corporation



Overall performance score of the respective Ministries and agencies

Note: 0=Very unsatisfied; 2=Neutral; 4=Very satisfied



Breakdown: Selective assessment of respective Ministries and agencies

	THE BEST			↔			THE WORST
Effectiveness of Accessibility	HRD Corp	MATRADE	MIDA	…	JTK	RMCD	**PBT**
Transparency of Information	MATRADE	HRD Corp	SME Corp	…	RMCD	JTK	**PBT**
Timeliness	MATRADE	HRD Corp	MIDA	…	JTK	RMCD	**PBT**
Online Services	MATRADE	HRD Corp	MDEC	…	JTK	RMCD	**PBT**

NEED IMPROVEMENT!

What are the results about?

Low business interaction with selected Ministries and government agencies

- It was observed that **less than 50% of respondents have engaged with selected Ministries and government agencies**.
- The lack of interaction and engagement can potentially pose challenges in the coordination of agencies in implementing national policies effectively. Maintaining regular physical presence and transparent relationships with the national authorities can help to provide constructive feedback in enhancing the quality of public services delivery.

Note: The nature of the survey may introduce some bias, as some respondents may not be the designated person to liaise with selected Ministries and government agencies. Instead, the services of "runners" are deployed. Hence, the findings should be interpreted with caution, considering the potential limitations in capturing a comprehensive view of the overall engagement with the Ministries and government agencies.

Immediate attention required: Online services, problem-solving mindset, and timeliness

Assessment components	Score
Staff attitudes	2.08
Effectiveness of accessibility	2.07
Transparency of information	2.03
Effectiveness of communication	2.03
Staff competency	2.01
Timeliness	1.95
Problem-solving mindset	1.94
Online services	1.91

Note: Simple average;
0=Very unsatisfied; 2=Neutral; 4=Very satisfied

- The survey results have revealed that **none of the assessed components has a score above 3 (fairly satisfied)**.
- This indicates that there is a considerable scope to make further improvements in **ensuring the delivery of high-quality public services**.
- Of particular significance are in areas of **online services, problem-solving mindset, and timeliness**, which demand immediate attention. In this era of digitalisation and customers' higher expectations, leveraging on the online platform to disseminate necessary information becomes more crucial for ensuring effective services delivery.
- Feedback from respondents highlights a prevailing issue of **communication effectiveness**. Many businesses expressed the need for a reliable communication network within the agencies to achieve their communication goals.
- Other respondents have also cited concerns about **the attitudes of personnel in some of the agencies**, along with the issues related to the **data transparency and timeliness**.

Require attention: Local authorities (PBT), Royal Malaysian Customs Department (RMCD), Department of Labour (JTK)

0=Worst, 2=Neutral, 4=Best	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	Grand mean
Ministry of Investment, Trade and Industry (MITI)	2.09	2.10	**1.97**	2.20	2.07	2.08	2.01	**1.89**	2.05
Malaysian Investment Development Authority (MIDA)	2.21	2.16	2.07	2.23	2.12	2.14	2.07	2.01	2.13
Malaysia External Trade Development Corporation (MATRADE)	2.25	2.22	2.15	2.28	2.11	2.15	2.06	2.07	2.16
SME Corporation Malaysia (SME Corp)	2.18	2.16	2.05	2.20	2.16	2.13	2.04	2.05	2.12
Inland Revenue Board (IRB)	2.06	2.07	1.99	2.08	2.02	2.04	**1.99**	**1.90**	2.02
Royal Malaysian Customs Department (RMCD)	**1.85**	**1.86**	**1.77**	**1.77**	**1.80**	**1.77**	**1.74**	**1.75**	**1.79**
Local Authorities (PBT)	**1.84**	**1.74**	**1.63**	**1.84**	**1.71**	**1.85**	**1.66**	**1.65**	**1.74**
Department of Labour (JTK)	1.94	**1.85**	**1.88**	**1.90**	**1.89**	**1.90**	**1.78**	**1.80**	**1.87**
Human Resource Development Corporation (HRD Corp)	2.27	2.21	2.12	2.24	2.19	2.21	2.15	2.06	2.18
Malaysia Digital Economy Corporation (MDEC)	2.01	2.04	1.99	2.08	2.01	2.06	**1.96**	2.06	2.03
Grand mean	2.07	2.03	**1.95**	2.08	2.01	2.03	**1.94**	**1.91**	2.00

Note:
1. *The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.*
2. *Scores are calculated by simple averages.*
3. *The bold red cell indicates a negative net balance of percentage between satisfaction and dissatisfaction.*

- **Both the local authorities (PBT) and Royal Malaysian Customs Department (RMCD) received scores below 2 (neutral threshold) and have exhibited a negative net balance between satisfaction and dissatisfaction in all aspects**. This is followed by the Department of Labour (JTK).
- Given their crucial roles in business activities and trade facilitation, it is imperative to support them with technology, equipment and tools to enhance the services delivery.
- Feedback from various sources, including on-the-ground experiences and online reviews, has shed light on some critical issues. A common concern highlighted is the **attitudes of employees among the agencies,** leading to unpleasant experiences for those dealing with them.
- **Poor communication effectiveness, with unanswered phone calls**, has been a recurring problem. Such shortcomings not only hinder efficient operations but also give rise to frustrations among the stakeholders. Moreover, **instances of unfriendly behaviour and subjective discrimination from the staff further tarnish the reputation of these agencies**.

Learning from the best – A walkthrough

Settings: A domestic-oriented manufacturer looking for export opportunities would like to learn more information about **(a) How to begin; (b) Export opportunities; and (c) Availability of assistance.** They decided to begin with some desktop research on **MATRADE (first-time user).**

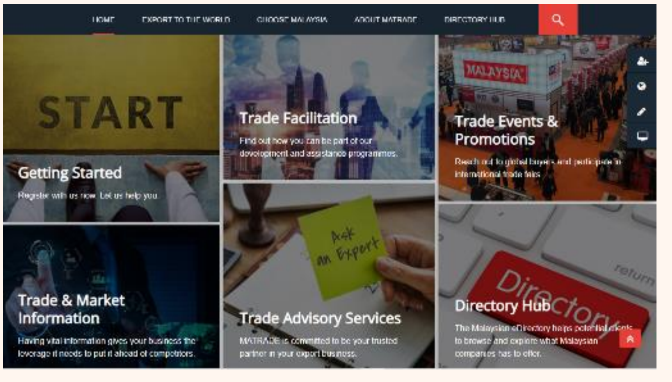
Criteria: Comprehensiveness (at least on topics covered on the website); **Ease of navigation; Contact and feedback.**

Comprehensiveness

We can easily see the available information from the main page, such as how to begin, trade opportunities and assistance.

1. Main Page

2. Main Page (cont.)

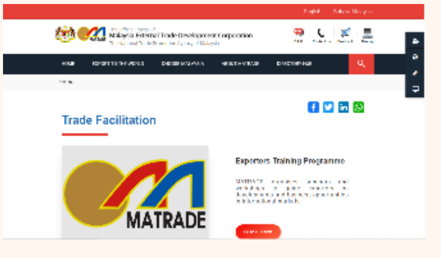


As a manufacturer looking for export opportunities, knowing further details on how to begin is important, as are opportunities and assistance. The website shows that they are offering services on export readiness assessments and export guidelines.

3. Getting Started

4. Export To The World

5. Trade Facilitation



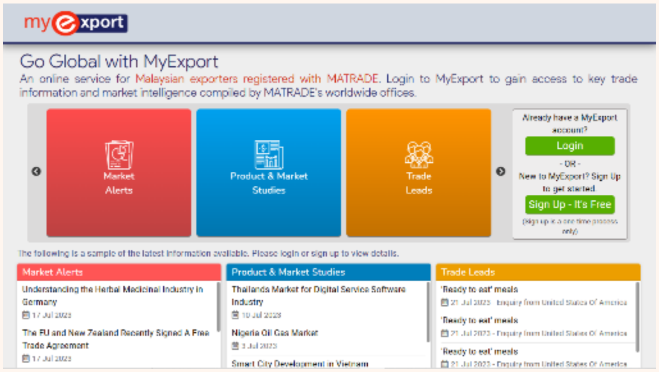
Remarks: Overall, the website is commendable for its provision of a comprehensive information on exports. The presence of well-designed and easily navigable blocks on the main page ensures that new users can effortlessly access the information they seek without feeling overwhelmed by complexity.

Ease of navigation

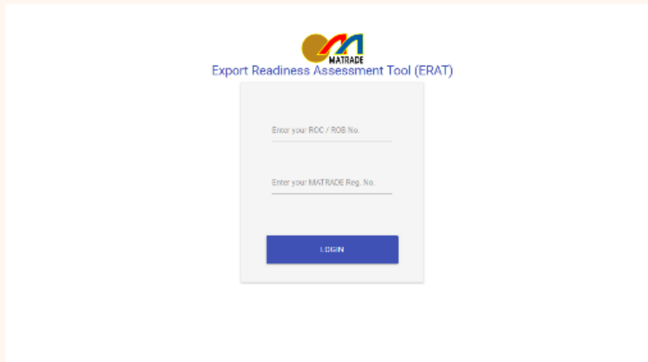
While the website's user-friendly interface and layout contribute to a positive user experience, **there are specific areas where challenges may arise, particularly when accessing certain services like MyExport and the readiness assessment**.

New users may face difficulties due to the requirement of registering an account under MATRADE, as well as **a separate registration process when using MyExport**. This additional step in the process can cause inconvenience and confusion for the users, as do the first-time user attempting to take the readiness assessment.

1. MyExport



2. Export Readiness Assessment Tool

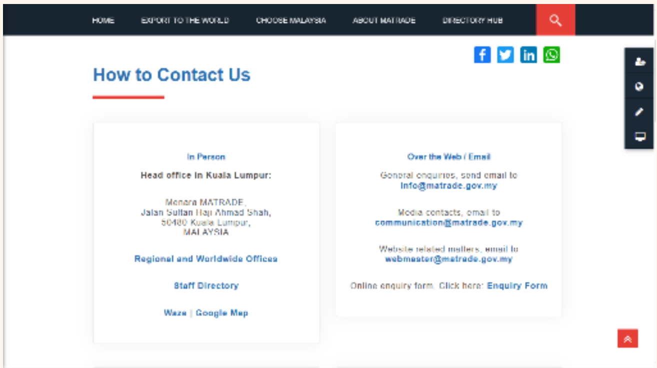


Contact and feedback

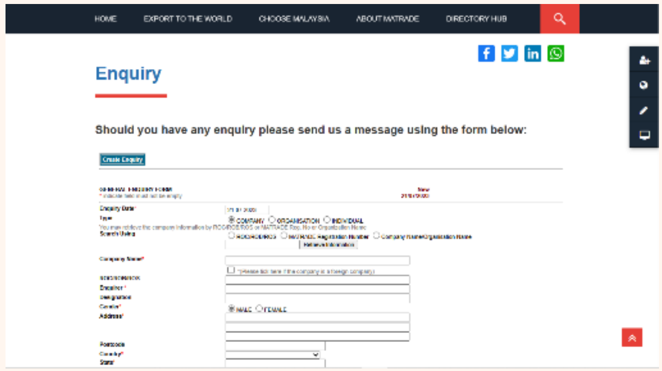
MATRADE offers multiple contact options, including in-person, email, and phone calls, to facilitate communication with users. However, there seems to be a lack of clarity regarding whether users can use social media to make enquiries.

While MATRADE encourages users to follow them on social media platforms, such as Facebook, Twitter, or LinkedIn, it is essential to explicitly specify whether these channels can be used for making enquiries or seeking assistance.

1. Contact Us



2. Enquiry/Feedback



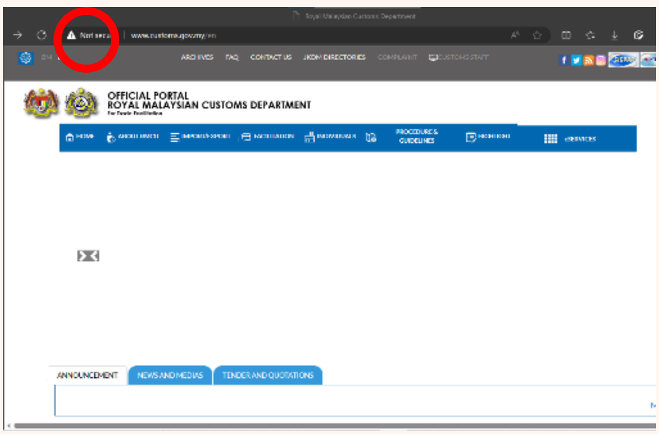
Note: The user experience varies across people. Here only covers some light browsing information without deep searching, such as using MyExport. This information should only be taken for the reference of the first-time user.

The bad experience ...

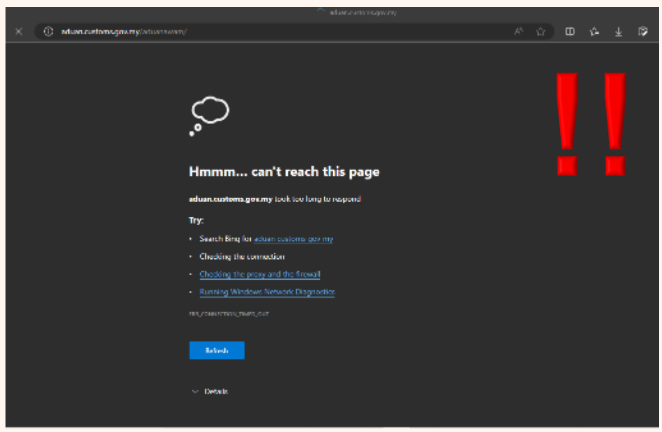
The Royal Malaysian Customs Department plays a crucial role as the primary indirect tax collector, facilitating trade and enforcing laws. **However, some concerning issues with their website need urgent attention:**

- Firstly, **the website is flagged as “not secure”**, which can raise suspicions among users about potential cybersecurity risks. The presence of such a warning could deter visitors from accessing the site and undermine their trust in the platform.
- Moreover, **the website's overall appearance does not seem representational or professional**. The lack of presentation could negatively impact the user experience and give the impression of a poorly maintained or outdated website.
- Another critical problem is **the non-functional complaint page**. This issue deprives users of a crucial avenue to raise concerns or seek assistance, which could lead to frustration and hinder effective communication between users and the department.

1. Main Page



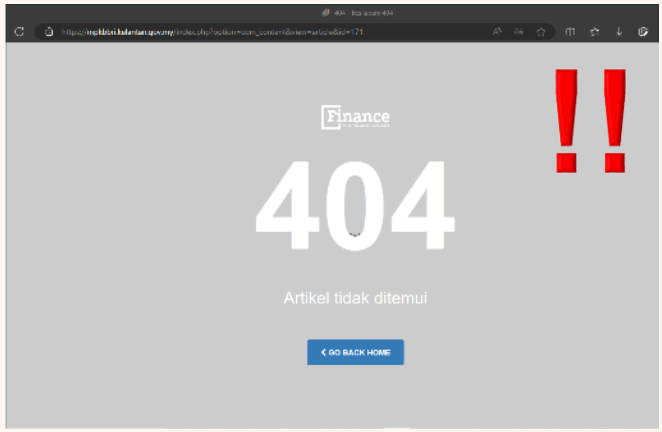
2. Complaint Page



Some issues are also found on PBT’s website. For instance, there are non-functional pages and user-unfriendly layouts.

3. Majlis Bandaraya Kuantan

4. Majlis Perbandaran Kota Bahru



How should the Government improve?

Capacity Building

- Capacity building development remains a priority given the multiple and complex challenges faced.
- It involves the enhancement of (a) Leadership; (b) Organisational culture; and (c) Technical skills to constantly deliver quality services in alignment with current trends.
- Building agile public services involve fostering an organisational culture that values openness, collaboration, teamwork, and learning from mistakes, while also shifting the focus from government-centric to people-centric services.
- It requires a proactive approach where those seeking development take ownership of the process and tailor it to their specific needs and context.

KPIs Enhancement

- Key Performance Indicators (KPIs) can act as red flags and alerts to embrace good practices and provide benchmarking among Ministries and agencies. However, it is crucial to avoid overreliance on a single KPI or a limited set of KPIs, as this may lead to a narrow focus on the measured activity at the expense of overall service quality.
- The agencies should proactively use KPIs to identify effective approaches to provide quality services and encourage continuous improvement.
- Actively seeking feedback from other platforms, such as Google Review, can gain more insights into the weaknesses of the services delivery instead of relying on passive feedback forms from customers.

01 02 03 04

Availability, Accessibility and Transparency of Information

- Transparency plays a significant role in driving positive change in the performance of public sector. By breaking down silos in government and facilitating inter-agency information-sharing, transparency can lead to improved performance and incentivise positive behaviour.
- Access to information also empowers businesses to achieve their goals more efficiently, reducing opportunity costs and streamlining processes of document preparation.

All Ministries and government agencies should constantly “innovate” their services delivery to fit overall users’ needs instead of the other way.

Technology and Digitalisation

- While not a panacea, technology can enhance public service quality when applied it thoughtfully. Leveraging on IT tools and know-how to meet specific functional requirements not only can save valuable time for employees and improve productivity but also raise the quality of public services delivery.
- For instance, integrating AI chatbots or social media can streamline communication, reducing the need for time-consuming phone calls.
- Utilising websites to provide information and e-forms for online applications can simplify processes and enhance users’ experience.
- Data-driven decision-making and data accessibility across departments support efficient services and effective communication.

Appendix 1: Summary of Guidelines for SMEs Definition

Size of enterprise		Criteria	Manufacturing sector	Services and other sectors
Large enterprise		Sales turnover	Above RM50 million OR	Above RM20 million OR
		Number of full-time employees	Above 200	Above 75
SME	Medium enterprise	Sales turnover	RM15 million to RM50 million OR	RM3 million to RM20 million OR
		Number of full-time employees	75 to 200	30 to 75
	Small enterprise	Sales turnover	RM300,000 to less than RM15 million OR	RM300,000 to less than RM3 million OR
		Number of full-time employees	5 to less than 75	5 to less than 30
	Micro enterprise	Sales turnover	Below RM300,000 OR	Below RM300,000 OR
		Number of full-time employees	Less than 5	Less than 5

Respondents' profile: Annual turnover and number of employees by major sectors:

	Primary	Manufacturing	Construction	Services	Total
Annual turnover:					
Less than RM300k	16.7%	4.6%	6.8%	16.6%	13.3%
RM300k to < RM3mil	31.3%	33.8%	26.0%	43.4%	38.9%
RM3mil to < RM15mil	25.0%	30.0%	38.4%	24.3%	26.9%
RM15mil to < RM20mil	4.2%	8.5%	12.3%	4.1%	5.8%
RM20mil to ≤ RM50mil	12.5%	11.5%	8.2%	5.5%	7.4%
More than RM50mil	10.4%	11.5%	8.2%	6.1%	7.7%
Number of full-time employees:					
Less than 5	29.2%	5.4%	9.6%	25.6%	20.4%
5 to < 30	37.5%	34.6%	49.3%	47.4%	44.5%
30 to < 75	20.8%	36.9%	24.7%	16.1%	21.2%
75 to ≤ 200	8.3%	14.6%	15.1%	7.0%	9.4%
More than 200	4.2%	8.5%	1.4%	3.9%	4.5%

Appendix 2: Detailed Results for Quality of Public Service Delivery

Public Sentiment (Net Balance on Satisfaction, %)

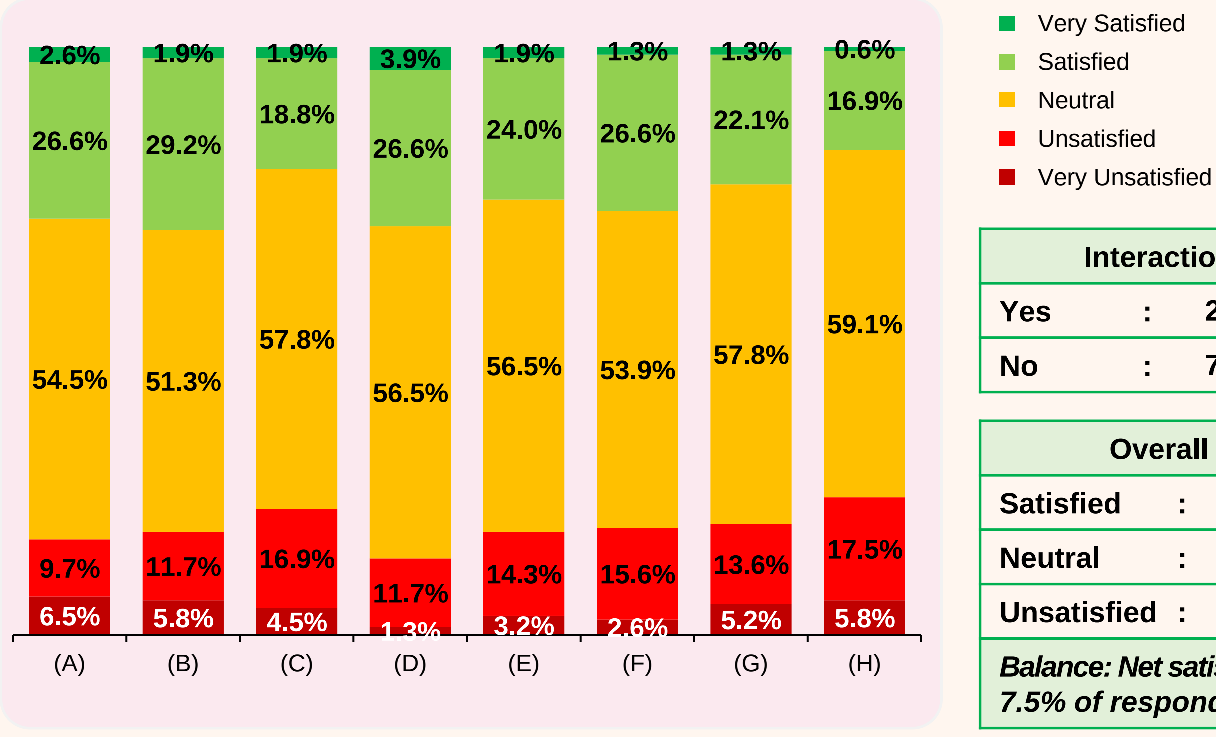
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	Grand mean
Ministry of Investment, Trade and Industry (MITI)	13.0%	13.6%	**-0.6%**	17.5%	8.4%	9.7%	4.5%	**-5.8%**	7.5%
Malaysian Investment Development Authority (MIDA)	19.3%	13.2%	7.0%	21.9%	11.4%	13.2%	8.8%	2.6%	12.2%
Malaysia External Trade Development Corporation (MATRADE)	19.3%	17.4%	11.9%	21.1%	9.2%	11.9%	7.3%	6.4%	13.1%
SME Corporation Malaysia (SME Corp)	18.5%	15.8%	7.5%	19.2%	15.8%	13.8%	5.5%	6.2%	12.8%
Inland Revenue Board (IRB)	8.5%	7.7%	0.7%	8.8%	2.8%	6.7%	**-0.4%**	**-4.9%**	3.7%
Royal Malaysian Customs Department (RMCD)	**-10.7%**	**-9.5%**	**-17.9%**	**-14.3%**	**-11.9%**	**-15.5%**	**-19.0%**	**-17.9%**	**-14.6%**
Local Authorities (PBT)	**-11.9%**	**-21.6%**	**-26.8%**	**-12.4%**	**-22.7%**	**-11.9%**	**-26.7%**	**-25.6%**	**-19.9%**
Department of Labour (JTK)	2.8%	**-6.9%**	**-6.3%**	**-3.5%**	**-2.1%**	**-3.5%**	**-12.5%**	**-13.2%**	**-5.6%**
Human Resource Development Corporation (HRD Corp)	26.7%	22.6%	15.8%	25.3%	21.2%	23.3%	17.8%	8.9%	20.2%
Malaysia Digital Economy Corporation (MDEC)	4.2%	7.0%	1.4%	9.9%	5.6%	7.0%	**-2.8%**	7.0%	4.9%
Grand mean	8.9%	5.4%	**-1.3%**	9.1%	3.1%	5.5%	**-2.1%**	**-4.8%**	3.0%

Note:
1. *The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.*
2. *Scores are calculated by simple averages.*
3. *The bold red cell indicates a negative net balance of percentage between satisfaction and dissatisfaction.*

Rankings by score

	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	Overall
Best	HRD Corp	MATRADE	MATRADE	MATRADE	HRD Corp	HRD Corp	HRD Corp	MATRADE	HRD Corp
·	MATRADE	HRD Corp	HRD Corp	HRD Corp	SME Corp	MATRADE	MIDA	HRD Corp	MATRADE
·	MIDA	SME Corp	MIDA	MIDA	MIDA	MIDA	MATRADE	MDEC	MIDA
·	SME Corp	MIDA	SME Corp	MITI	MATRADE	SME Corp	SME Corp	SME Corp	SME Corp
·	MITI	MITI	IRB	SME Corp	MITI	MITI	MITI	MIDA	MITI
·	IRB	IRB	IRB	IRB	IRB	MDEC	IRB	IRB	MDEC
·	MDEC	MDEC	MITI	IRB	MDEC	IRB	MDEC	MITI	IRB
·	JTK	RMCD	JTK	JTK	JTK	JTK	JTK	JTK	JTK
·	RMCD	JTK	RMCD	PBT	RMCD	PBT	RMCD	RMCD	RMCD
Worst	PBT	PBT	PBT	RMCD	PBT	RMCD	PBT	PBT	PBT

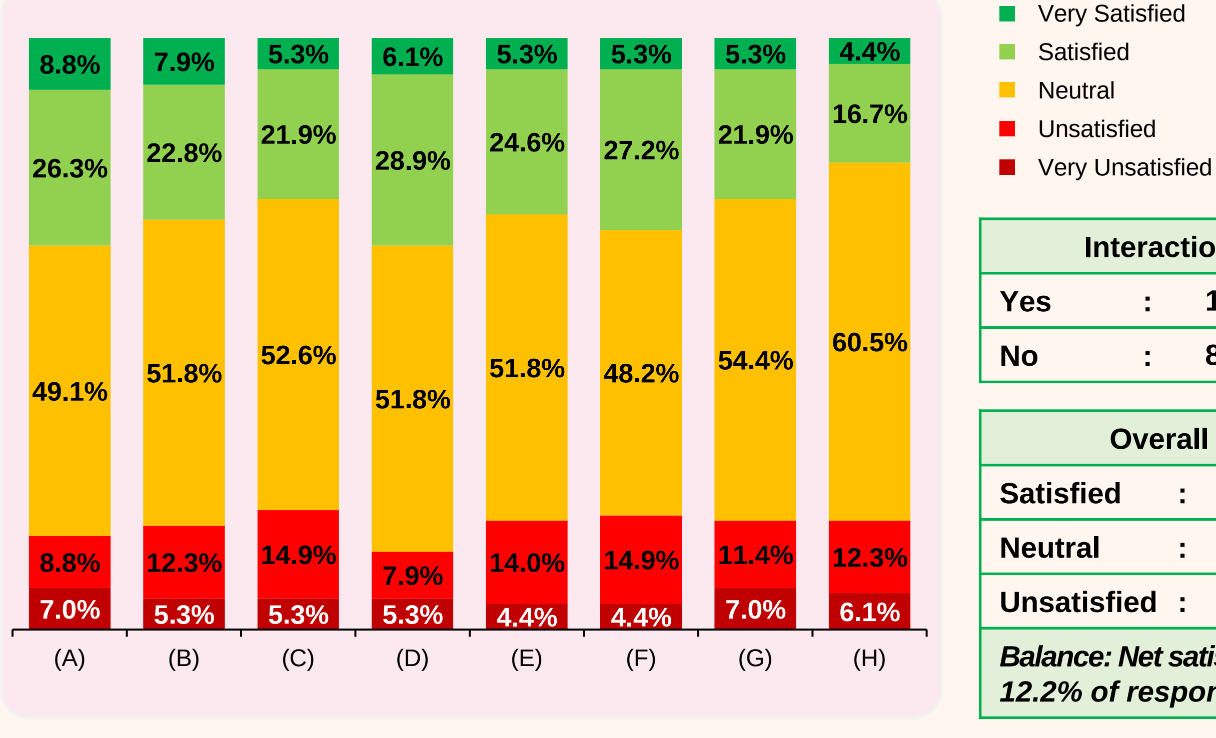
Ministry of Investment, Trade and Industry (MITI)



Interaction		
Yes	:	22.3%
No	:	77.7%

Overall		
Satisfied	:	25.8%
Neutral	:	55.9%
Unsatisfied	:	18.3%
Balance: Net satisfaction 7.5% of respondents		

Malaysian Investment Development Authority (MIDA)

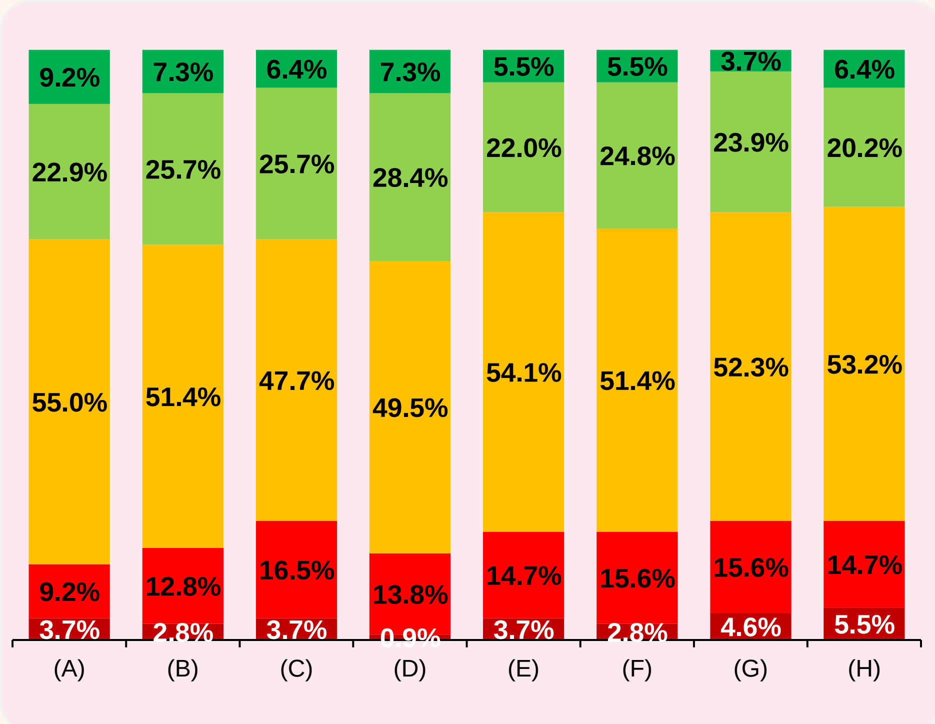


Interaction		
Yes	:	16.5%
No	:	83.5%

Overall		
Satisfied	:	29.8%
Neutral	:	52.5%
Unsatisfied	:	17.7%
Balance: Net satisfaction 12.2% of respondents		

Note:
The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.

Malaysia External Trade Development Corporation (MATRADE)

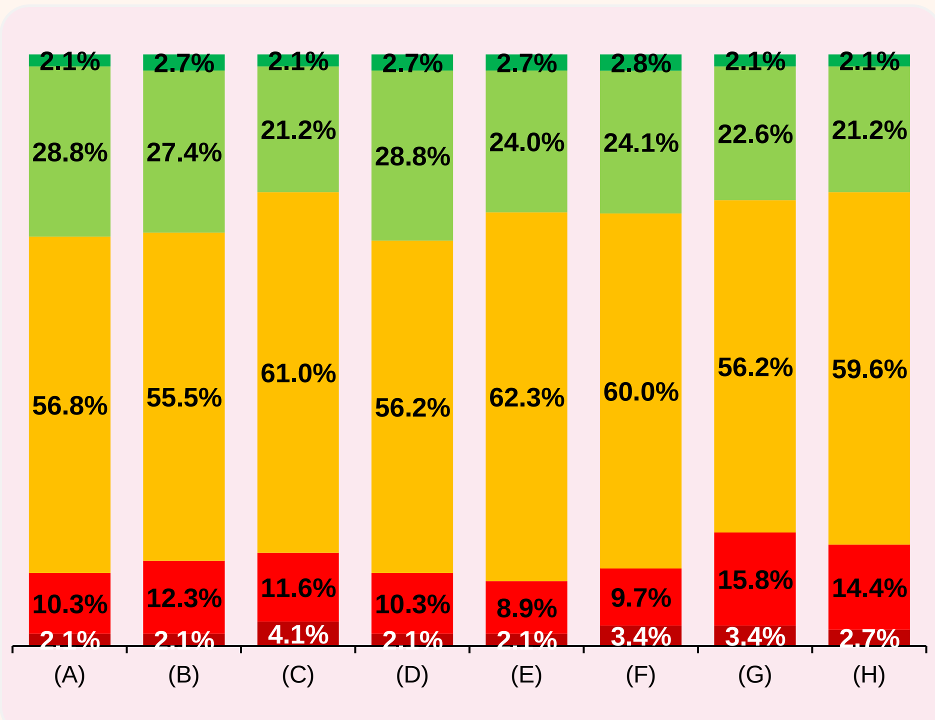


Interaction		
Yes	:	15.8%
No	:	84.2%

Overall		
Satisfied	:	30.6%
Neutral	:	51.8%
Unsatisfied	:	17.5%

Balance: Net satisfaction 13.1% of respondents

SME Corporation Malaysia (SME Corp)



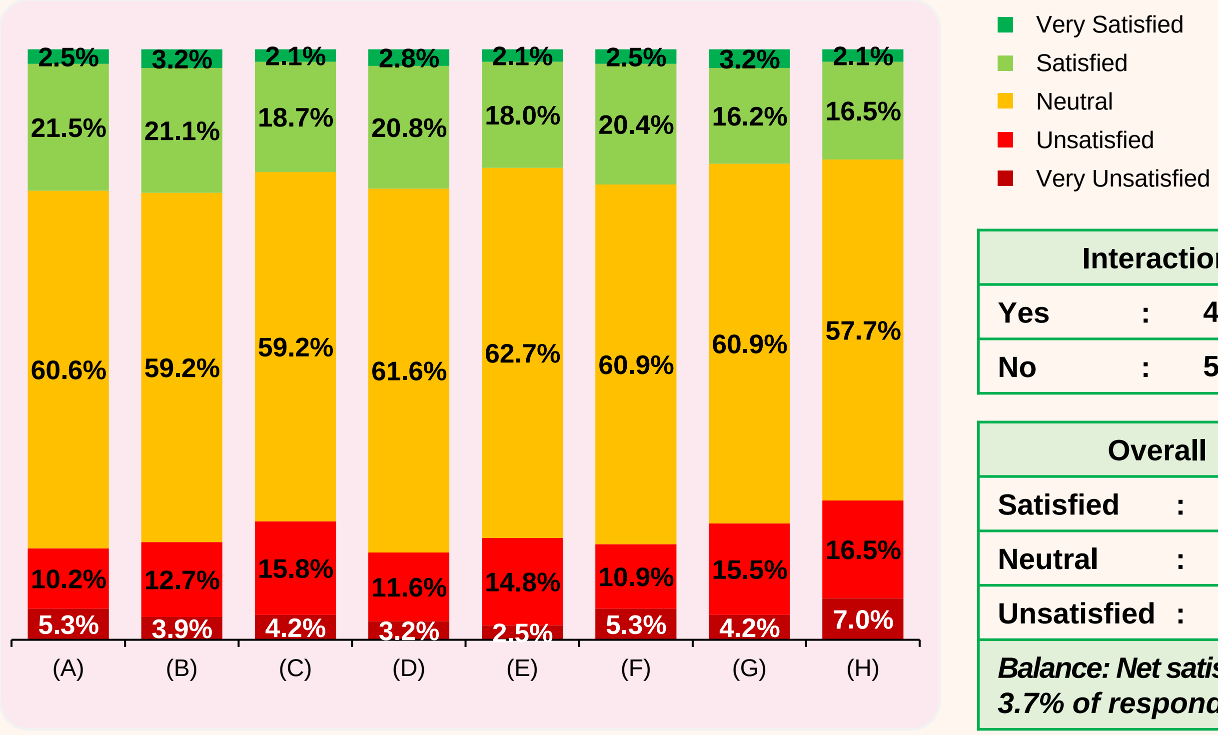
Interaction		
Yes	:	21.1%
No	:	78.9%

Overall		
Satisfied	:	27.2%
Neutral	:	58.4%
Unsatisfied	:	14.4%

Balance: Net satisfaction 12.8% of respondents

Note:
The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.

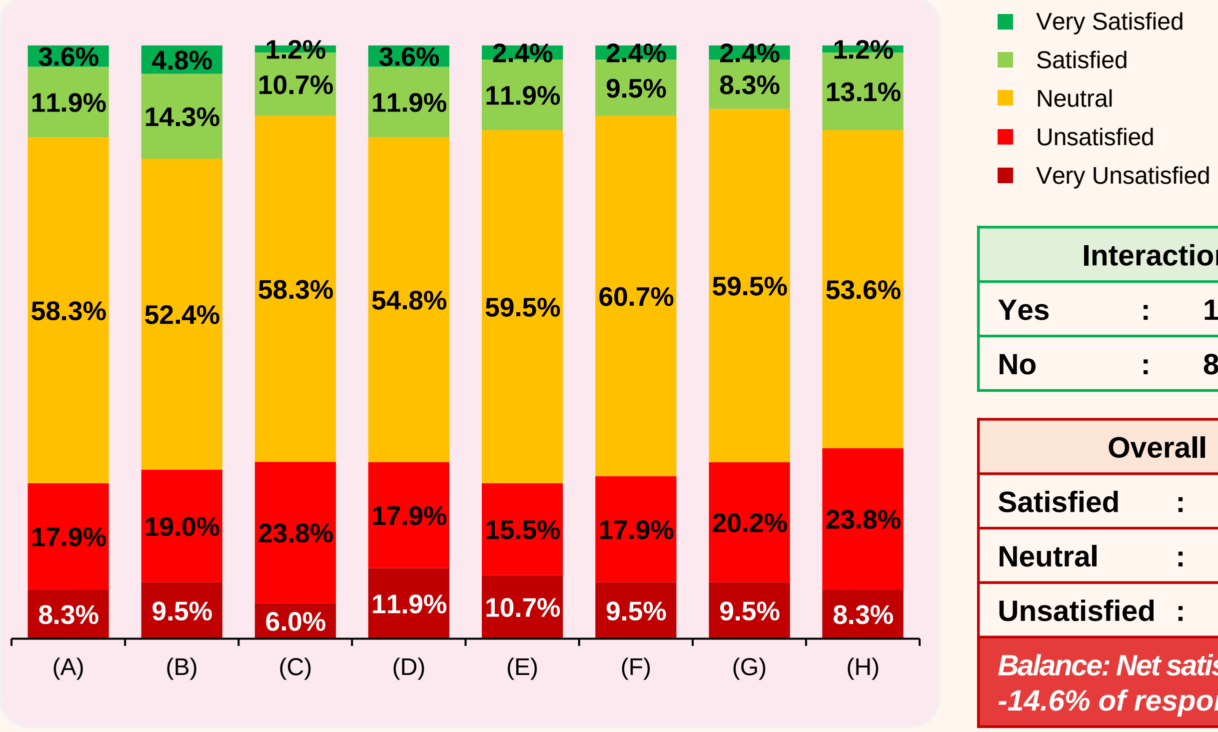
Inland Revenue Board (IRB)



Interaction		
Yes	:	41.1%
No	:	58.9%

Overall		
Satisfied	:	21.7%
Neutral	:	60.3%
Unsatisfied	:	18.0%
Balance: Net satisfaction 3.7% of respondents		

Royal Malaysian Customs Department (RMCD)

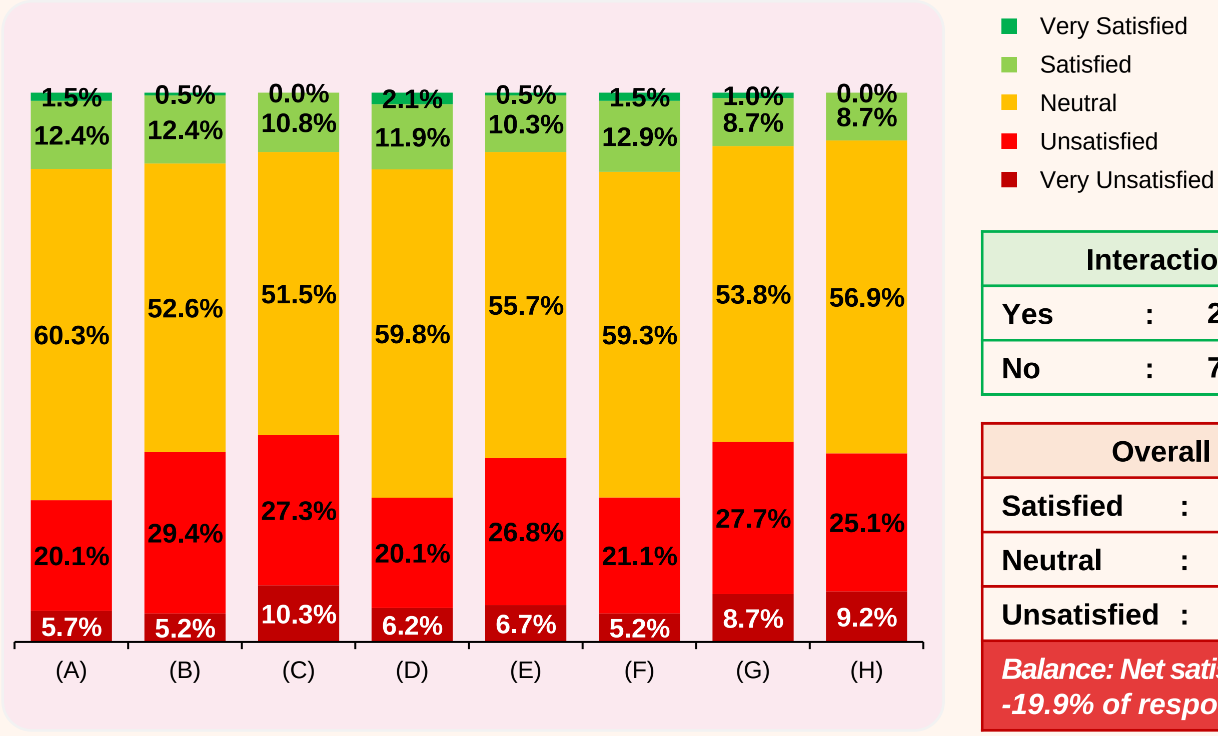


Interaction		
Yes	:	12.1%
No	:	87.9%

Overall		
Satisfied	:	14.1%
Neutral	:	57.1%
Unsatisfied	:	28.7%
Balance: Net satisfaction -14.6% of respondents		

Note:
The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.

Local Authorities (PBT)

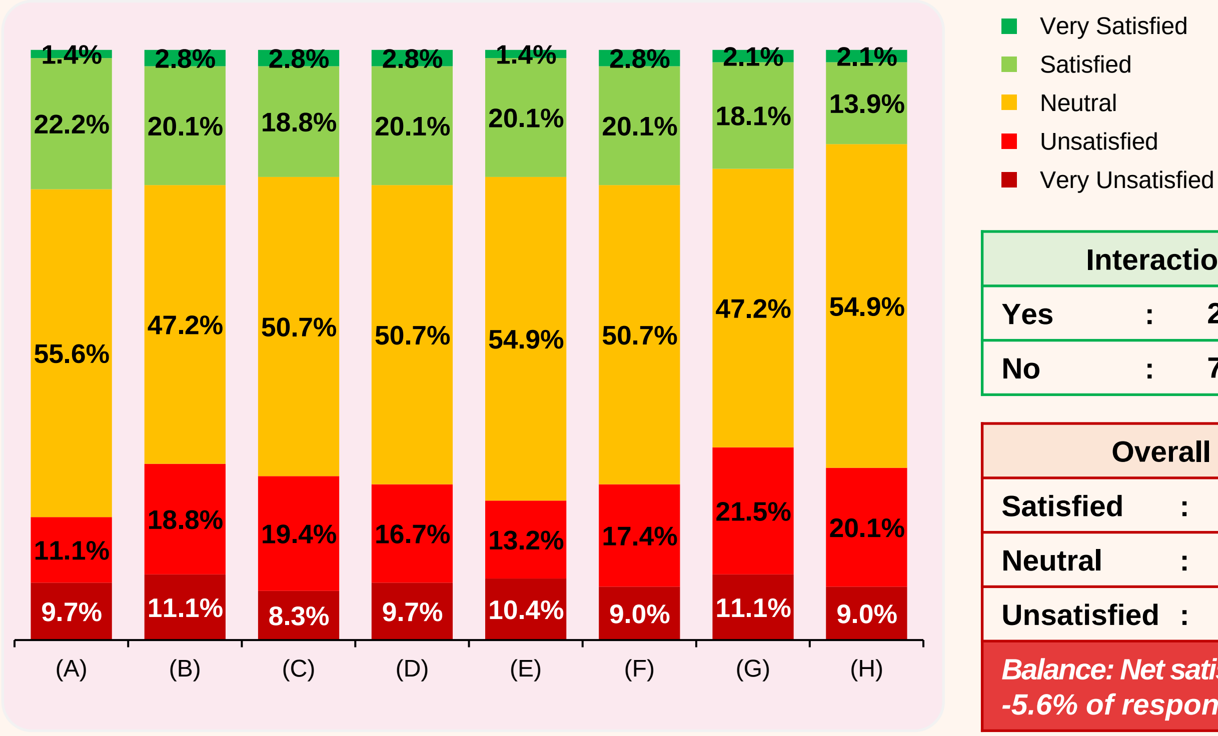


Interaction		
Yes	:	28.1%
No	:	71.9%

Overall		
Satisfied	:	11.9%
Neutral	:	56.2%
Unsatisfied	:	31.9%

Balance: Net satisfaction -19.9% of respondents

Department of Labour (JTK)



Interaction		
Yes	:	20.8%
No	:	79.2%

Overall		
Satisfied	:	21.4%
Neutral	:	51.5%
Unsatisfied	:	27.1%

Balance: Net satisfaction -5.6% of respondents

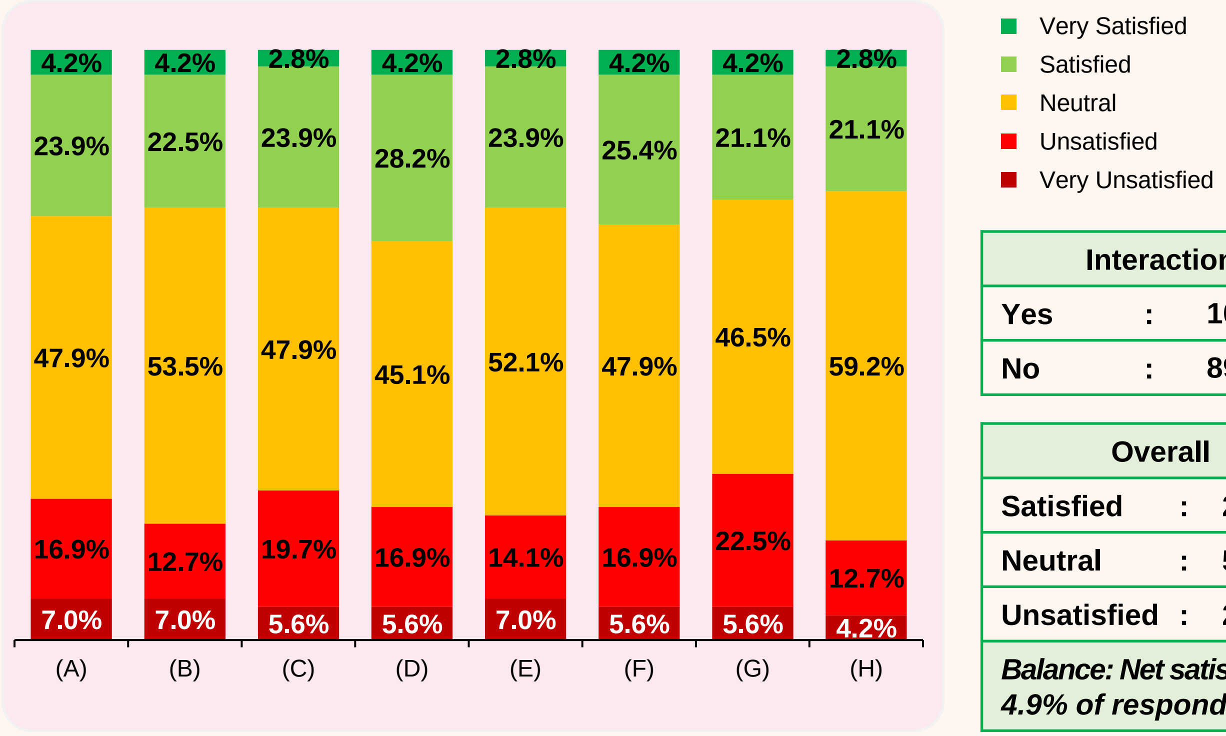
Note:
The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.

Human Resource Development Corporation (HRD Corp)

Interaction		
Yes	:	21.1%
No	:	78.9%

Overall		
Satisfied	:	34.3%
Neutral	:	51.3%
Unsatisfied	:	14.3%
Balance: Net satisfaction 20.0% of respondents		

Malaysia Digital Economy Corporation (MDEC)



Interaction		
Yes	:	10.3%
No	:	89.7%

Overall		
Satisfied	:	27.5%
Neutral	:	50.0%
Unsatisfied	:	22.5%
Balance: Net satisfaction 4.9% of respondents		

Note:
The alphabet indicates (A) Effectiveness of accessibility; (B) Transparency of information; (C) Timeliness; (D) Staff attitude; (E) Staff competency; (F) Effectiveness of communication; (G) Problem-solving mindset; (H) Online services.

中总 ACCCIM

SERC

Malaysia's Business and Economic Conditions Survey (M-BECS)

This survey is to gauge **Malaysia's business and economic conditions in the first half-year of 2023** (1H 2023: Jan-Jun 2023) and **prospects for the second half-year of 2023** (2H 2023: Jul-Dec 2023) and beyond.

The survey results will be used as an input **to prepare memoranda concerning domestic economic and industry issues, including public policies impacting the business community for submission to the Government and relevant Ministries for their consideration. ALL INFORMATION WILL BE TREATED IN THE STRICTEST CONFIDENCE**.

We seek your kind cooperation to return the duly completed questionnaire to ACCCIM Secretariat by **30 June 2023** (Email: socio-economic@acccim.org.my / Fax: 03-4260 3080). Thank you for your support and cooperation.

SECTION A: BUSINESS BACKGROUND

***If you have multiple businesses, please refer to the principal business/sector when answering the questions.*

A1. Constituent Members:

- ☐ 1 Terengganu CCCI
- ☐ 2 KLSCCCI
- ☐ 3 Negeri Sembilan CCCI
- ☐ 4 Sabah UCCC
- ☐ 5 Penang CCC
- ☐ 6 ACCCI Sarawak
- ☐ 7 Perak CCCI
- ☐ 8 Johor ACCCI
- ☐ 9 Klang CCCI
- ☐ 10 Kelantan CCC
- ☐ 11 ACCCI Pahang
- ☐ 12 Batu Pahat CCC
- ☐ 13 Kedah CCCI
- ☐ 14 Kluang CCCI
- ☐ 15 North Perak CCCI
- ☐ 16 Malacca CCCI
- ☐ 17 Perlis CCCI

Others:

- ☐ 43 ____________________
  ____
  ____

Associate Members:

- ☐ 18 Federation of Chinese Physicians and Medicine Dealers Associations of Malaysia
- ☐ 19 Malaysian Wood Industries Association
- ☐ 20 Malaysian Textile Manufacturers Association
- ☐ 21 Malaysia Mobile Content Provider Association
- ☐ 22 Malaysian Furniture Council
- ☐ 23 Federation of Goldsmith and Jewellers Association of Malaysia
- ☐ 24 The Federation of Malaysia Hardware, Machinery & Building Materials Dealers' Association
- ☐ 25 Malaysia Fujian Chamber of Commerce and Industry
- ☐ 26 Pawnbroker's Association of Malaysia
- ☐ 27 Malaysia Retailers Association
- ☐ 28 Malaysian Association of Convention & Exhibition Organisers & Suppliers
- ☐ 29 Malaysia Teochew Chamber of Commerce
- ☐ 30 Malaysian Photovoltaic Industry Association
- ☐ 31 Malaysian Nail Technicians & Make Up Association
- ☐ 32 Malaysian Hairdressing Association
- ☐ 33 Automotive Accessories Traders Association of Malaysia
- ☐ 34 Malaysia Guangxi Chamber of Commerce
- ☐ 35 Persatuan Anggun Menawan Malaysia
- ☐ 36 Malaysian Wood Moulding & Joinery Council
- ☐ 37 Malaysia Stationery Importers and Exporters Association
- ☐ 38 Malaysia Printers Association
- ☐ 39 Federation of Sundry Goods Merchants Associations of Malaysia
- ☐ 40 Branding Association of Malaysia
- ☐ 41 Persatuan Pemborong Malaysia
- ☐ 42 Persatuan Ubat Tradisional dan Makanan Kesihatan China-Malaysia

A2. Type of principal industry or sub-sector: [Please select only ONE (1)]

☐ Agriculture, forestry and fishery
☐ Mining and quarrying
☐ Manufacturing
☐ Construction
☐ Wholesale and retail trade
☐ Trading (*imports and exports*)
☐ Tourism, shopping, hotels, restaurants, recreation and entertainment
☐ Transportation, forwarding and warehousing
☐ Professional and business services
☐ Finance and insurance
☐ Real estate
☐ Information and Communications Technology (ICT)

A3. Annual turnover:

☐ Less than RM300k
☐ RM300k to < RM3mil
☐ RM3mil to < RM15mil
☐ RM15mil to < RM20mil
☐ RM20mil to ≤ RM50mil
☐ More than RM50mil

A4. Number of full-time employees:

☐ Less than 5
☐ 5 to 29
☐ 30 to 74
☐ 75 to 200
☐ More than 200

A5. Please indicate the share of total sales generated from overseas market:

☐ 0%
☐ 1% to 25%
☐ 26% to 50%
☐ 51% to 75%
☐ 76% to 99%
☐ 100%

A6. Please indicate the share of foreign employees to total employees:

☐ 0%
☐ 1% to 25%
☐ 26% to 50%
☐ 51% to 75%
☐ 76% to 99%
☐ 100%

SECTION B: OVERALL ASSESSMENT

B1. Overall economic conditions and outlook: (Tick ✓ per row)	Better	Neutral	Worse
1H 2023	☐ 1	☐ 2	☐ 3
2H 2023	☐ 1	☐ 2	☐ 3
1H 2024	☐ 1	☐ 2	☐ 3
Estimation for 2023	☐ 1	☐ 2	☐ 3
Forecast for 2024	☐ 1	☐ 2	☐ 3

B2. Overall business conditions and outlook: (Tick ✓ per row)	Better	Neutral	Worse
1H 2023	☐ 1	☐ 2	☐ 3
2H 2023	☐ 1	☐ 2	☐ 3
1H 2024	☐ 1	☐ 2	☐ 3
Estimation for 2023	☐ 1	☐ 2	☐ 3
Forecast for 2024	☐ 1	☐ 2	☐ 3

B3. Which of the following factors may adversely affect your business performance in 1H 2023? [Please select at least THREE (3)]

- ☐ 1 Changing consumer behaviour
- ☐ 2 High operating cost and cash flow problem
- ☐ 3 Supply chain disruptions
- ☐ 4 Shortage of raw materials
- ☐ 5 Increase in prices of raw materials
- ☐ 6 Shortage of workers
- ☐ 7 Digital disruption
- ☐ 8 Difficult to secure financing
- ☐ 9 Availability of skilled labour
- ☐ 10 The Ringgit's fluctuation
- ☐ 11 Declining business and consumer sentiment
- ☐ 12 Political climate
- ☐ 13 Lower external demand
- ☐ 14 Lower domestic demand
- ☐ 15 Increase in bad debt and delayed payments
- ☐ 16 ESG compliance
- ☐ 17 Climate-related risk

B4. Performance and Forecast

Note: N/A=Not Applicable N/R= Not Relevant	***Current Performance*** **Actual for 1H 2023 (Jan-Jun) compared to 2H 2022 (Jul-Dec)**			***Forecast*** **Expectations for 2H 2023 (Jul-Dec) compared to 1H 2023 (Jan-Jun)**		
B4.1 Overall	**Better**	**Neutral**	**Worse**	**Better**	**Neutral**	**Worse**
i. Cash flows conditions	☐	☐	☐	☐	☐	☐
ii. Debtors' conditions	☐	☐	☐	☐	☐	☐
iii. Capacity utilisation level	☐ Less than 50%			☐ Less than 50%		
◇ N/A or N/R	☐ 50% to 74%			☐ 50% to 74%		
	☐ 75% to 90%			☐ 75% to 90%		
	☐ More than 90%			☐ More than 90%		
iv. Overall sales revenue	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
B4.2 Domestic sales	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
i. Sales revenue	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
ii. Price level	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%

(B4 cont.) *Note: N/A=Not Applicable* *N/R= Not Relevant*	***Current Performance*** **Actual for 1H 2023 (Jan-Jun) compared to 2H 2022 (Jul-Dec)**			***Forecast*** **Expectations for 2H 2023 (Jul-Dec) compared to 1H 2023 (Jan-Jun)**		
B4.3 Foreign sales	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
i. Sales revenue	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
ii. Price level	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
B4.4 Business operations	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
i. Production volume	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
ii. Inventory or stock level	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
B4.5 Cost of raw materials	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
i. Local	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
ii. Imported	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
B4.6 Manpower	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
i. Number of employees	☐ 1-5	○	☐ 1-5	☐ 1-5	○	☐ 1-5
	☐ 6-10		☐ 6-10	☐ 6-10		☐ 6-10
	☐ > 10		☐ > 10	☐ > 10		☐ > 10
ii. Wage growth	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%
B4.7 Others	**Increase**	*Unchanged*	**Decrease**	**Increase**	*Unchanged*	**Decrease**
i. Capital expenditure	☐ 1-5%	○	☐ 1-5%	☐ 1-5%	○	☐ 1-5%
◇ N/A or N/R	☐ 6-10%		☐ 6-10%	☐ 6-10%		☐ 6-10%
	☐ > 10%		☐ > 10%	☐ > 10%		☐ > 10%

SECTION C: CURRENT ISSUE

Quality of public service delivery

C1. Please indicate the level of satisfaction when interacting with the following Ministries and government agencies.

Note: Please tick for "No interaction" if you have not interacted with the respective authority in the past few years.

a) **Ministry of Investment, Trade and Industry (MITI)** — ☐ *No interaction*

b) **Malaysian Investment Development Authority (MIDA)** — ☐ *No interaction*

	a) 1 *Very unsatisfied*	a) 2	a) 3 *Neutral*	a) 4	a) 5 *Very satisfied*	b) 1 *Very unsatisfied*	b) 2	b) 3 *Neutral*	b) 4	b) 5 *Very satisfied*
1. Effectiveness of accessibility	1	2	3	4	5	1	2	3	4	5
2. Transparency of information	1	2	3	4	5	1	2	3	4	5
3. Timeliness	1	2	3	4	5	1	2	3	4	5
4. Staff attitude	1	2	3	4	5	1	2	3	4	5
5. Staff competency	1	2	3	4	5	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5	1	2	3	4	5
8. Online services	1	2	3	4	5	1	2	3	4	5

c) **Malaysia External Trade Development Corporation (MATRADE)** — ☐ *No interaction*

d) **SME Corporation Malaysia (SME Corp.)** — ☐ *No interaction*

	c) 1 *Very unsatisfied*	c) 2	c) 3 *Neutral*	c) 4	c) 5 *Very satisfied*	d) 1 *Very unsatisfied*	d) 2	d) 3 *Neutral*	d) 4	d) 5 *Very satisfied*
1. Effectiveness of accessibility	1	2	3	4	5	1	2	3	4	5
2. Transparency of information	1	2	3	4	5	1	2	3	4	5
3. Timeliness	1	2	3	4	5	1	2	3	4	5
4. Staff attitude	1	2	3	4	5	1	2	3	4	5
5. Staff competency	1	2	3	4	5	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5	1	2	3	4	5
8. Online services	1	2	3	4	5	1	2	3	4	5

e) **Inland Revenue Board (IRB)**
Lembaga Hasil Dalam Negeri (LHDN) — ☐ *No interaction*

f) **Royal Malaysian Customs Department (RMCD)** — ☐ *No interaction*

	e) 1 *Very unsatisfied*	e) 2	e) 3 *Neutral*	e) 4	e) 5 *Very satisfied*	f) 1 *Very unsatisfied*	f) 2	f) 3 *Neutral*	f) 4	f) 5 *Very satisfied*
1. Effectiveness of accessibility	1	2	3	4	5	1	2	3	4	5
2. Transparency of information	1	2	3	4	5	1	2	3	4	5
3. Timeliness	1	2	3	4	5	1	2	3	4	5
4. Staff attitude	1	2	3	4	5	1	2	3	4	5
5. Staff competency	1	2	3	4	5	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5	1	2	3	4	5
8. Online services	1	2	3	4	5	1	2	3	4	5

g) **Local Authorities (PBT)**
Pihak Berkuasa Tempatan (PBT)

☐ *No interaction*

	Very unsatisfied 1	2	*Neutral* 3	4	*Very satisfied* 5
1. Effectiveness of accessibility	☐	☐	☐	☐	☐
2. Transparency of information	☐	☐	☐	☐	☐
3. Timeliness	☐	☐	☐	☐	☐
4. Staff attitude	☐	☐	☐	☐	☐
5. Staff competency	☐	☐	☐	☐	☐
6. Effectiveness of communication	☐	☐	☐	☐	☐
7. Problem-solving mindset	☐	☐	☐	☐	☐
8. Online services	☐	☐	☐	☐	☐

h) **Department of Labour (JTK)**
Jabatan Tenaga Kerja (JTK)

☐ *No interaction*

	Very unsatisfied 1	2	*Neutral* 3	4	*Very satisfied* 5
1. Effectiveness of accessibility	☐	☐	☐	☐	☐
2. Transparency of information	☐	☐	☐	☐	☐
3. Timeliness	☐	☐	☐	☐	☐
4. Staff attitude	☐	☐	☐	☐	☐
5. Staff competency	☐	☐	☐	☐	☐
6. Effectiveness of communication	☐	☐	☐	☐	☐
7. Problem-solving mindset	☐	☐	☐	☐	☐
8. Online services	☐	☐	☐	☐	☐

i) **Human Resource Development Corporation (HRD Corp.)**
Pembangunan Sumber Manusia Berhad (PSMB)

☐ *No interaction*

	Very unsatisfied 1	2	*Neutral* 3	4	*Very satisfied* 5
1. Effectiveness of accessibility	☐	☐	☐	☐	☐
2. Transparency of information	☐	☐	☐	☐	☐
3. Timeliness	☐	☐	☐	☐	☐
4. Staff attitude	☐	☐	☐	☐	☐
5. Staff competency	☐	☐	☐	☐	☐
6. Effectiveness of communication	☐	☐	☐	☐	☐
7. Problem-solving mindset	☐	☐	☐	☐	☐
8. Online services	☐	☐	☐	☐	☐

j) **Malaysia Digital Economy Corporation (MDEC)**

☐ *No interaction*

	Very unsatisfied 1	2	*Neutral* 3	4	*Very satisfied* 5
1. Effectiveness of accessibility	☐	☐	☐	☐	☐
2. Transparency of information	☐	☐	☐	☐	☐
3. Timeliness	☐	☐	☐	☐	☐
4. Staff attitude	☐	☐	☐	☐	☐
5. Staff competency	☐	☐	☐	☐	☐
6. Effectiveness of communication	☐	☐	☐	☐	☐
7. Problem-solving mindset	☐	☐	☐	☐	☐
8. Online services	☐	☐	☐	☐	☐

C2. Please share your experiences when engaging with the above-mentioned or other Ministries and government agencies (optional).

____

____

____

Closing Date: 30 June 2023

Company name :	____________	Respondent's name :	____________
Email address :	____________	Contact number :	____________

Disclaimer: The information provided in this survey will be treated in the strictest confidence.

~ Thank you very much for your cooperation ~

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS
FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)

		Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
Section A: Business Background														
A	**Size of business operations**													
	SME	91.1%	33.3%	91.5%	93.2%	90.7%	92.3%	95.7%	100.0%	97.0%	92.9%	82.6%	88.0%	92.2%
	Large enterprise	8.9%	66.7%	8.5%	6.8%	9.3%	7.7%	4.3%	0.0%	3.0%	7.1%	17.4%	12.0%	7.8%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
A5	**Market orientation**													
	100% sales from domestic market	46.7%	66.7%	29.2%	60.3%	58.6%	30.8%	39.1%	42.1%	59.6%	67.9%	47.8%	64.0%	49.6%
	76%-99% sales from domestic market	35.6%	33.3%	46.2%	28.8%	30.9%	43.6%	47.8%	42.1%	35.4%	14.3%	34.8%	28.0%	36.0%
	51%-75% sales from domestic market	8.9%	0.0%	6.2%	9.6%	7.4%	5.1%	10.9%	15.8%	5.1%	14.3%	8.7%	8.0%	7.8%
	26%-50% sales from domestic market	6.7%	0.0%	8.5%	1.4%	2.5%	10.3%	2.2%	0.0%	0.0%	0.0%	4.3%	0.0%	3.6%
	1%-25% sales from domestic market	0.0%	0.0%	6.9%	0.0%	0.6%	7.7%	0.0%	0.0%	0.0%	3.6%	4.3%	0.0%	2.2%
	100% sales from overseas market	2.2%	0.0%	3.1%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
A6	**Share of total employees**													
	100% local employees	22.2%	66.7%	20.8%	21.9%	63.0%	53.8%	32.6%	47.4%	80.8%	82.1%	56.5%	76.0%	48.7%
	76%-99% local employees	28.9%	33.3%	35.4%	31.5%	24.7%	25.6%	45.7%	36.8%	17.2%	7.1%	26.1%	20.0%	27.6%
	51%-75% local employees	31.1%	0.0%	27.7%	21.9%	11.1%	10.3%	15.2%	15.8%	1.0%	7.1%	17.4%	4.0%	15.3%
	25%-50% local employees	11.1%	0.0%	13.1%	15.1%	1.2%	7.7%	2.2%	0.0%	1.0%	0.0%	0.0%	0.0%	5.8%
	1%-25% local employees	4.4%	0.0%	3.1%	9.6%	0.0%	2.6%	4.3%	0.0%	0.0%	3.6%	0.0%	0.0%	2.5%
	100% foreign employees	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
Section B: Overall Assessment														
B1	**Economic conditions and prospects**													
	1H 2023													
	Better	2.2%	33.3%	6.2%	6.8%	8.0%	10.3%	8.7%	21.1%	15.2%	17.9%	13.0%	12.0%	9.5%
	Neutral	71.1%	66.7%	63.1%	74.0%	64.8%	66.7%	73.9%	47.4%	69.7%	67.9%	69.6%	56.0%	66.8%
	Worse	26.7%	0.0%	30.8%	19.2%	27.2%	23.1%	17.4%	31.6%	15.2%	14.3%	17.4%	32.0%	23.7%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
	2H 2023													
	Better	17.8%	33.3%	14.6%	26.0%	15.5%	7.7%	21.7%	21.1%	26.3%	28.6%	17.4%	20.0%	19.1%
	Neutral	48.9%	33.3%	55.4%	49.3%	58.4%	76.9%	47.8%	57.9%	58.6%	46.4%	52.2%	76.0%	56.4%
	Worse	33.3%	33.3%	30.0%	24.7%	26.1%	15.4%	30.4%	21.1%	15.2%	25.0%	30.4%	4.0%	24.5%
	Sample size (n)	**45**	**3**	**130**	**73**	**161**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**691**
	1H 2024													
	Better	25.0%	100.0%	28.1%	39.7%	31.1%	20.5%	32.6%	26.3%	42.4%	39.3%	39.1%	32.0%	33.0%
	Neutral	52.3%	0.0%	56.3%	42.5%	56.5%	69.2%	47.8%	63.2%	49.5%	53.6%	47.8%	44.0%	52.9%
	Worse	22.7%	0.0%	15.6%	17.8%	12.4%	10.3%	19.6%	10.5%	8.1%	7.1%	13.0%	24.0%	14.1%
	Sample size (n)	**44**	**3**	**128**	**73**	**161**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**688**
	Estimation for 2023													
	Better	13.6%	33.3%	5.4%	24.7%	11.2%	7.7%	15.2%	15.8%	21.2%	17.9%	21.7%	24.0%	14.5%
	Neutral	59.1%	33.3%	62.8%	58.9%	64.0%	69.2%	58.7%	63.2%	63.6%	75.0%	56.5%	52.0%	62.4%
	Worse	27.3%	33.3%	31.8%	16.4%	24.8%	23.1%	26.1%	21.1%	15.2%	7.1%	21.7%	24.0%	23.1%
	Sample size (n)	**44**	**3**	**129**	**73**	**161**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**689**
	Forecast for 2024													
	Better	29.5%	100.0%	29.5%	47.9%	31.7%	25.6%	39.1%	42.1%	51.5%	42.9%	52.2%	36.0%	37.7%
	Neutral	52.3%	0.0%	55.8%	34.2%	55.9%	71.8%	43.5%	57.9%	42.4%	50.0%	39.1%	44.0%	50.1%
	Worse	18.2%	0.0%	14.7%	17.8%	12.4%	2.6%	17.4%	0.0%	6.1%	7.1%	8.7%	20.0%	12.2%
	Sample size (n)	**44**	**3**	**129**	**73**	**161**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**689**
B2	**Business conditions and prospects**													
	1H 2023													
	Better	9.1%	33.3%	6.9%	13.7%	8.6%	2.6%	17.4%	26.3%	14.1%	11.1%	17.4%	12.0%	11.0%
	Neutral	63.6%	66.7%	60.0%	68.5%	65.4%	74.4%	65.2%	47.4%	72.7%	70.4%	60.9%	60.0%	65.5%
	Worse	27.3%	0.0%	33.1%	17.8%	25.9%	23.1%	17.4%	26.3%	13.1%	18.5%	21.7%	28.0%	23.5%
	Sample size (n)	**44**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**690**
	2H 2023													
	Better	25.0%	33.3%	18.5%	26.0%	15.5%	10.3%	21.7%	31.6%	26.3%	25.9%	26.1%	16.0%	20.8%
	Neutral	45.5%	33.3%	53.1%	49.3%	60.2%	74.4%	47.8%	52.6%	59.6%	55.6%	56.5%	76.0%	56.6%
	Worse	29.5%	33.3%	28.5%	24.7%	24.2%	15.4%	30.4%	15.8%	14.1%	18.5%	17.4%	8.0%	22.6%
	Sample size (n)	**44**	**3**	**130**	**73**	**161**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**689**
	1H 2024													
	Better	34.1%	100.0%	27.3%	38.4%	31.7%	20.5%	34.8%	31.6%	35.4%	33.3%	43.5%	32.0%	32.6%
	Neutral	45.5%	0.0%	58.6%	46.6%	56.5%	74.4%	45.7%	63.2%	56.6%	55.6%	47.8%	48.0%	54.7%
	Worse	20.5%	0.0%	14.1%	15.1%	11.8%	5.1%	19.6%	5.3%	8.1%	11.1%	8.7%	20.0%	12.7%
	Sample size (n)	**44**	**3**	**128**	**73**	**161**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**687**
	Estimation for 2023													
	Better	29.5%	33.3%	13.2%	24.7%	12.4%	5.1%	19.6%	26.3%	26.3%	22.2%	13.0%	24.0%	18.3%
	Neutral	47.7%	33.3%	56.6%	58.9%	64.6%	76.9%	56.5%	47.4%	59.6%	70.4%	65.2%	56.0%	60.2%
	Worse	22.7%	33.3%	30.2%	16.4%	23.0%	17.9%	23.9%	26.3%	14.1%	7.4%	21.7%	20.0%	21.5%
	Sample size (n)	**44**	**3**	**129**	**73**	**161**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**688**
	Forecast for 2024													
	Better	36.4%	100.0%	30.2%	49.3%	33.5%	23.1%	43.5%	36.8%	45.5%	40.7%	56.5%	36.0%	38.1%
	Neutral	47.7%	0.0%	56.6%	34.2%	54.0%	71.8%	43.5%	63.2%	48.5%	51.9%	34.8%	48.0%	50.6%
	Worse	15.9%	0.0%	13.2%	16.4%	12.4%	5.1%	13.0%	0.0%	6.1%	7.4%	8.7%	16.0%	11.3%
	Sample size (n)	**44**	**3**	**129**	**73**	**161**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**688**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
B3	**Which of the following factor(s) may adversely affect your business performance in 1H 2023?** *(Multiple-answer)*													
	Changing consumer behaviour	13.3%	33.3%	20.8%	17.8%	47.5%	28.2%	47.8%	42.1%	43.4%	28.6%	17.4%	52.0%	33.7%
	High operating cost and cash flow problem	51.1%	66.7%	59.2%	49.3%	52.5%	43.6%	52.2%	36.8%	39.4%	28.6%	39.1%	40.0%	48.7%
	Supply chain disruption	15.6%	0.0%	11.5%	23.3%	15.4%	7.7%	8.7%	21.1%	8.1%	3.6%	34.8%	4.0%	13.4%
	Shortage of raw materials	13.3%	0.0%	16.2%	27.4%	14.2%	10.3%	21.7%	10.5%	7.1%	10.7%	26.1%	4.0%	14.9%
	Increase in prices of raw materials	55.6%	0.0%	61.5%	63.0%	45.1%	41.0%	56.5%	21.1%	26.3%	14.3%	56.5%	28.0%	46.2%
	Shortage of workers	37.8%	100.0%	35.4%	47.9%	27.2%	15.4%	52.2%	36.8%	43.4%	25.0%	43.5%	16.0%	35.5%
	Digital disruption	6.7%	0.0%	4.6%	0.0%	11.1%	5.1%	6.5%	5.3%	18.2%	17.9%	8.7%	16.0%	9.0%
	Difficult to secure financing	13.3%	0.0%	13.1%	17.8%	13.0%	7.7%	13.0%	21.1%	10.1%	32.1%	26.1%	24.0%	14.6%
	Availability of skilled labour	33.3%	100.0%	40.8%	45.2%	19.1%	28.2%	39.1%	52.6%	34.3%	14.3%	17.4%	32.0%	32.4%
	The Ringgit's fluctuation	40.0%	0.0%	43.8%	34.2%	50.0%	56.4%	43.5%	36.8%	41.4%	46.4%	43.5%	32.0%	43.6%
	Declining business and consumer sentiment	17.8%	0.0%	28.5%	23.3%	33.3%	25.6%	37.0%	15.8%	36.4%	32.1%	47.8%	40.0%	30.6%
	Political climate	20.0%	0.0%	26.2%	21.9%	29.6%	25.6%	19.6%	5.3%	26.3%	25.0%	30.4%	36.0%	25.4%
	Lower external demand	20.0%	0.0%	31.5%	5.5%	13.6%	38.5%	10.9%	21.1%	11.1%	3.6%	4.3%	4.0%	16.5%
	Lower domestic demand	31.1%	0.0%	33.8%	20.5%	42.0%	30.8%	21.7%	10.5%	32.3%	14.3%	17.4%	20.0%	30.3%
	Increase in bad debt and delay payments	6.7%	0.0%	16.9%	28.8%	28.4%	10.3%	15.2%	26.3%	19.2%	28.6%	8.7%	16.0%	20.4%
	ESG compliance	4.4%	0.0%	8.5%	11.0%	7.4%	12.8%	4.3%	10.5%	4.0%	17.9%	8.7%	16.0%	8.2%
	Climate-related risk	37.8%	0.0%	1.5%	6.8%	9.3%	5.1%	10.9%	15.8%	5.1%	3.6%	8.7%	0.0%	8.2%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
B4	**Performance and forecast**													
	Performance: 1H 2023 (Jan-Jun 2023) compared to 2H 2022 (Jul-Dec 2022)													
I	**Overall**													
i	**Cash flows conditions**													
	Better	11.1%	0.0%	10.0%	11.0%	8.0%	7.7%	15.2%	26.3%	18.2%	0.0%	17.4%	8.0%	11.3%
	Neutral	64.4%	33.3%	70.0%	68.5%	69.1%	74.4%	65.2%	42.1%	70.7%	82.1%	78.3%	76.0%	69.4%
	Worse	24.4%	66.7%	20.0%	20.5%	22.8%	17.9%	19.6%	31.6%	11.1%	17.9%	4.3%	16.0%	19.4%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
ii	**Debtors' conditions**													
	Better	9.1%	0.0%	6.3%	8.2%	5.6%	7.9%	2.2%	15.8%	9.1%	0.0%	17.4%	8.0%	7.1%
	Neutral	68.2%	66.7%	66.4%	65.8%	68.8%	68.4%	80.4%	68.4%	71.7%	78.6%	73.9%	68.0%	69.7%
	Worse	22.7%	33.3%	27.3%	26.0%	25.6%	23.7%	17.4%	15.8%	19.2%	21.4%	8.7%	24.0%	23.2%
	Sample size (n)	**44**	**3**	**128**	**73**	**160**	**38**	**46**	**19**	**99**	**28**	**23**	**25**	**686**
iii	**Capacity utilization level**													
	Less than 50%	30.3%	33.3%	35.6%	25.0%	42.7%	42.3%	48.5%	30.8%	33.3%	35.0%	23.5%	29.4%	35.7%
	50% to 74%	42.4%	33.3%	43.2%	59.6%	36.9%	50.0%	45.5%	69.2%	46.0%	40.0%	52.9%	41.2%	45.2%
	75% to 90%	12.1%	0.0%	16.1%	13.5%	17.5%	7.7%	6.1%	0.0%	11.1%	25.0%	11.8%	11.8%	13.7%
	More than 90%	15.2%	33.3%	5.1%	1.9%	2.9%	0.0%	0.0%	0.0%	9.5%	0.0%	11.8%	17.6%	5.4%
	Sample size (n)	**33**	**3**	**118**	**52**	**103**	**26**	**33**	**13**	**63**	**20**	**17**	**17**	**498**
iv	**Overall sales revenue**													
	Increased 1%-5%	11.4%	0.0%	21.9%	19.2%	10.5%	7.7%	26.1%	15.8%	26.3%	11.1%	17.4%	20.0%	17.4%
	Increased 6%-10%	20.5%	0.0%	14.1%	23.3%	11.1%	12.8%	21.7%	31.6%	13.1%	37.0%	13.0%	4.0%	16.0%
	Increased >10%	15.9%	0.0%	10.2%	13.7%	9.9%	5.1%	6.5%	5.3%	12.1%	11.1%	26.1%	12.0%	11.0%
	Unchanged	25.0%	33.3%	13.3%	19.2%	23.5%	35.9%	17.4%	26.3%	25.3%	14.8%	21.7%	36.0%	21.9%
	Decreased 1%-5%	6.8%	0.0%	7.8%	8.2%	14.2%	7.7%	6.5%	10.5%	13.1%	14.8%	13.0%	12.0%	10.6%
	Decreased 6%-10%	9.1%	0.0%	10.9%	6.8%	12.3%	15.4%	8.7%	0.0%	8.1%	3.7%	0.0%	4.0%	9.2%
	Decreased >10%	11.4%	66.7%	21.9%	9.6%	18.5%	15.4%	13.0%	10.5%	2.0%	7.4%	8.7%	12.0%	13.8%
	Sample size (n)	**44**	**3**	**128**	**73**	**162**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**688**
II	**Domestic**													
i	**Sales revenue**													
	Increased 1%-5%	22.0%	0.0%	19.7%	14.5%	20.1%	7.9%	22.0%	29.4%	28.9%	15.4%	18.2%	16.7%	19.9%
	Increased 6%-10%	14.6%	0.0%	10.7%	24.6%	8.8%	15.8%	22.0%	17.6%	13.3%	15.4%	9.1%	4.2%	13.3%
	Increased >10%	9.8%	0.0%	5.7%	14.5%	8.2%	0.0%	9.8%	11.8%	12.2%	11.5%	18.2%	16.7%	9.5%
	Unchanged	22.0%	33.3%	19.7%	18.8%	21.4%	36.8%	19.5%	11.8%	28.9%	34.6%	27.3%	37.5%	23.8%
	Decreased 1%-5%	14.6%	0.0%	15.6%	14.5%	15.1%	10.5%	12.2%	11.8%	12.2%	15.4%	18.2%	16.7%	14.3%
	Decreased 6%-10%	12.2%	0.0%	12.3%	5.8%	7.5%	7.9%	9.8%	5.9%	2.2%	0.0%	0.0%	0.0%	7.1%
	Decreased >10%	4.9%	66.7%	16.4%	7.2%	18.9%	21.1%	4.9%	11.8%	2.2%	7.7%	9.1%	8.3%	12.1%
	Sample size (n)	**41**	**3**	**122**	**69**	**159**	**38**	**41**	**17**	**90**	**26**	**22**	**24**	**652**
ii	**Price level**													
	Increased 1%-5%	25.0%	0.0%	24.0%	15.5%	22.3%	21.6%	29.3%	27.8%	29.4%	20.0%	22.7%	21.7%	23.3%
	Increased 6%-10%	20.0%	0.0%	17.4%	22.5%	20.4%	16.2%	17.1%	16.7%	15.3%	12.0%	18.2%	4.3%	17.7%
	Increased >10%	12.5%	0.0%	11.6%	28.2%	20.4%	21.6%	19.5%	11.1%	18.8%	0.0%	27.3%	13.0%	17.7%
	Unchanged	20.0%	100.0%	24.8%	14.1%	19.1%	32.4%	17.1%	27.8%	30.6%	48.0%	22.7%	47.8%	24.7%
	Decreased 1%-5%	17.5%	0.0%	12.4%	8.5%	9.6%	5.4%	9.8%	5.6%	4.7%	8.0%	4.5%	8.7%	9.2%
	Decreased 6%-10%	2.5%	0.0%	6.6%	7.0%	4.5%	2.7%	0.0%	5.6%	0.0%	8.0%	0.0%	4.3%	4.0%
	Decreased >10%	2.5%	0.0%	3.3%	4.2%	3.8%	0.0%	7.3%	5.6%	1.2%	4.0%	4.5%	0.0%	3.3%
	Sample size (n)	**40**	**3**	**121**	**71**	**157**	**37**	**41**	**18**	**85**	**25**	**22**	**23**	**643**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
III	**Foreign**													
i	**Sales revenue**													
	Increased 1%-5%	27.3%	0.0%	23.3%	40.0%	32.8%	7.7%	26.1%	36.4%	31.4%	0.0%	0.0%	12.5%	25.4%
	Increased 6%-10%	9.1%	0.0%	10.5%	16.0%	8.2%	0.0%	4.3%	9.1%	2.9%	0.0%	30.0%	12.5%	8.6%
	Increased >10%	13.6%	0.0%	4.7%	12.0%	0.0%	3.8%	8.7%	18.2%	5.7%	0.0%	30.0%	0.0%	6.3%
	Unchanged	31.8%	0.0%	29.1%	20.0%	36.1%	46.2%	21.7%	18.2%	42.9%	62.5%	10.0%	62.5%	33.0%
	Decreased 1%-5%	9.1%	0.0%	10.5%	8.0%	11.5%	11.5%	21.7%	9.1%	14.3%	12.5%	20.0%	0.0%	11.7%
	Decreased 6%-10%	4.5%	0.0%	7.0%	4.0%	1.6%	3.8%	4.3%	0.0%	2.9%	0.0%	0.0%	12.5%	4.1%
	Decreased >10%	4.5%	0.0%	15.1%	0.0%	9.8%	26.9%	13.0%	9.1%	0.0%	25.0%	10.0%	0.0%	10.8%
	Sample size (n)	**22**	**0**	**86**	**25**	**61**	**26**	**23**	**11**	**35**	**8**	**10**	**8**	**315**
ii	**Price level**													
	Increased 1%-5%	40.9%	0.0%	33.3%	48.0%	33.3%	4.0%	30.4%	36.4%	34.3%	12.5%	20.0%	14.3%	31.3%
	Increased 6%-10%	9.1%	0.0%	10.3%	8.0%	6.7%	4.0%	17.4%	9.1%	5.7%	12.5%	20.0%	14.3%	9.3%
	Increased >10%	9.1%	0.0%	3.4%	20.0%	10.0%	16.0%	8.7%	18.2%	14.3%	0.0%	30.0%	0.0%	10.2%
	Unchanged	40.9%	0.0%	28.7%	20.0%	31.7%	56.0%	26.1%	27.3%	37.1%	37.5%	10.0%	57.1%	32.6%
	Decreased 1%-5%	0.0%	0.0%	9.2%	0.0%	8.3%	16.0%	8.7%	0.0%	8.6%	12.5%	10.0%	0.0%	7.7%
	Decreased 6%-10%	0.0%	0.0%	5.7%	4.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	2.9%
	Decreased >10%	0.0%	0.0%	9.2%	0.0%	6.7%	4.0%	8.7%	9.1%	0.0%	25.0%	10.0%	0.0%	6.1%
	Sample size (n)	**22**	**0**	**87**	**25**	**60**	**25**	**23**	**11**	**35**	**8**	**10**	**7**	**313**
IV	**Business operations**													
i	**Production volume**													
	Increased 1%-5%	17.1%	0.0%	14.2%	20.8%	16.7%	4.2%	24.0%	10.0%	25.0%	26.3%	6.7%	8.3%	16.7%
	Increased 6%-10%	14.3%	0.0%	11.8%	22.6%	11.5%	8.3%	16.0%	30.0%	8.3%	0.0%	6.7%	0.0%	12.2%
	Increased >10%	8.6%	0.0%	8.7%	9.4%	5.2%	8.3%	0.0%	20.0%	18.8%	0.0%	13.3%	16.7%	8.8%
	Unchanged	28.6%	33.3%	21.3%	20.8%	36.5%	54.2%	40.0%	40.0%	41.7%	36.8%	33.3%	50.0%	31.9%
	Decreased 1%-5%	14.3%	0.0%	15.0%	13.2%	19.8%	4.2%	12.0%	0.0%	6.3%	31.6%	20.0%	16.7%	14.6%
	Decreased 6%-10%	8.6%	33.3%	13.4%	5.7%	4.2%	4.2%	4.0%	0.0%	0.0%	0.0%	6.7%	8.3%	6.9%
	Decreased >10%	8.6%	33.3%	15.7%	7.5%	6.3%	16.7%	4.0%	0.0%	0.0%	5.3%	13.3%	0.0%	9.0%
	Sample size (n)	**35**	**3**	**127**	**53**	**96**	**24**	**25**	**10**	**48**	**19**	**15**	**12**	**467**
ii	**Inventory or stock level**													
	Increased 1%-5%	22.2%	0.0%	20.2%	18.6%	14.1%	9.7%	31.3%	27.3%	20.9%	5.9%	33.3%	30.0%	18.7%
	Increased 6%-10%	8.3%	0.0%	18.5%	18.6%	17.6%	12.9%	6.3%	9.1%	2.3%	5.9%	6.7%	0.0%	13.8%
	Increased >10%	5.6%	33.3%	13.7%	10.2%	14.1%	16.1%	6.3%	9.1%	11.6%	5.9%	0.0%	0.0%	11.5%
	Unchanged	38.9%	33.3%	31.5%	32.2%	36.6%	41.9%	31.3%	36.4%	46.5%	47.1%	40.0%	60.0%	36.7%
	Decreased 1%-5%	13.9%	0.0%	6.5%	6.8%	11.3%	16.1%	15.6%	18.2%	16.3%	17.6%	6.7%	10.0%	10.9%
	Decreased 6%-10%	5.6%	0.0%	5.6%	5.1%	2.1%	0.0%	6.3%	0.0%	2.3%	0.0%	0.0%	0.0%	3.4%
	Decreased >10%	5.6%	33.3%	4.0%	8.5%	4.2%	3.2%	3.1%	0.0%	0.0%	17.6%	13.3%	0.0%	5.0%
	Sample size (n)	**36**	**3**	**124**	**59**	**142**	**31**	**32**	**11**	**43**	**17**	**15**	**10**	**523**
V	**Cost of raw materials**													
i	**Local**													
	Increased 1%-5%	27.5%	33.3%	34.1%	11.9%	21.7%	20.7%	29.7%	25.0%	29.2%	5.9%	40.0%	33.3%	25.7%
	Increased 6%-10%	22.5%	0.0%	17.8%	28.4%	20.9%	10.3%	10.8%	25.0%	20.8%	11.8%	15.0%	16.7%	19.3%
	Increased >10%	22.5%	66.7%	25.6%	44.8%	20.9%	31.0%	43.2%	16.7%	22.9%	11.8%	35.0%	25.0%	28.0%
	Unchanged	12.5%	0.0%	14.0%	7.5%	27.8%	34.5%	13.5%	16.7%	22.9%	52.9%	5.0%	16.7%	18.9%
	Decreased 1%-5%	15.0%	0.0%	5.4%	1.5%	3.5%	3.4%	2.7%	8.3%	2.1%	11.8%	0.0%	8.3%	4.7%
	Decreased 6%-10%	0.0%	0.0%	2.3%	3.0%	4.3%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	2.1%
	Decreased >10%	0.0%	0.0%	0.8%	3.0%	0.9%	0.0%	0.0%	0.0%	2.1%	5.9%	5.0%	0.0%	1.3%
	Sample size (n)	**40**	**3**	**129**	**67**	**115**	**29**	**37**	**12**	**48**	**17**	**20**	**12**	**529**
ii	**Imported**													
	Increased 1%-5%	26.5%	33.3%	28.3%	13.6%	25.7%	17.2%	22.6%	15.4%	28.6%	12.5%	13.3%	23.1%	23.3%
	Increased 6%-10%	14.7%	0.0%	23.0%	25.4%	20.0%	17.2%	19.4%	23.1%	21.4%	12.5%	33.3%	15.4%	20.9%
	Increased >10%	29.4%	66.7%	21.2%	47.5%	22.9%	27.6%	35.5%	30.8%	26.2%	6.3%	40.0%	38.5%	28.3%
	Unchanged	17.6%	0.0%	17.7%	10.2%	21.0%	34.5%	22.6%	30.8%	19.0%	43.8%	0.0%	15.4%	19.5%
	Decreased 1%-5%	11.8%	0.0%	4.4%	1.7%	7.6%	3.4%	0.0%	0.0%	2.4%	18.8%	6.7%	7.7%	5.3%
	Decreased 6%-10%	0.0%	0.0%	3.5%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
	Decreased >10%	0.0%	0.0%	1.8%	1.7%	0.0%	0.0%	0.0%	0.0%	2.4%	6.3%	6.7%	0.0%	1.3%
	Sample size (n)	**34**	**3**	**113**	**59**	**105**	**29**	**31**	**13**	**42**	**16**	**15**	**13**	**473**
VI	**Manpower**													
i	**Number of employees**													
	Increased 1-5	22.2%	0.0%	17.7%	17.8%	21.6%	12.8%	32.6%	36.8%	29.3%	14.3%	17.4%	20.0%	21.7%
	Increased 6-10	8.9%	0.0%	13.1%	17.8%	7.4%	2.6%	4.3%	10.5%	9.1%	0.0%	17.4%	16.0%	9.8%
	Increased >10	4.4%	0.0%	10.0%	11.0%	2.5%	5.1%	10.9%	5.3%	5.1%	7.1%	8.7%	8.0%	6.6%
	Unchanged	57.8%	66.7%	40.8%	39.7%	53.7%	71.8%	50.0%	31.6%	49.5%	64.3%	43.5%	36.0%	49.1%
	Decreased 1-5	2.2%	0.0%	10.0%	4.1%	8.6%	5.1%	2.2%	0.0%	6.1%	7.1%	8.7%	16.0%	6.9%
	Decreased 6-10	2.2%	0.0%	3.8%	5.5%	4.3%	0.0%	0.0%	10.5%	1.0%	0.0%	0.0%	0.0%	2.9%
	Decreased >10	2.2%	33.3%	4.6%	4.1%	1.9%	2.6%	0.0%	5.3%	0.0%	7.1%	4.3%	4.0%	2.9%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
ii	**Wage growth**													
	Increased 1%-5%	38.6%	0.0%	23.6%	30.1%	23.0%	31.6%	37.0%	47.4%	33.7%	14.3%	43.5%	20.0%	28.6%
	Increased 6%-10%	9.1%	66.7%	26.8%	19.2%	24.2%	15.8%	15.2%	31.6%	23.5%	7.1%	21.7%	32.0%	21.9%
	Increased >10%	11.4%	0.0%	10.2%	17.8%	11.8%	7.9%	13.0%	0.0%	16.3%	3.6%	8.7%	12.0%	11.8%
	Unchanged	38.6%	33.3%	31.5%	27.4%	38.5%	42.1%	30.4%	21.1%	24.5%	60.7%	21.7%	32.0%	33.3%
	Decreased 1%-5%	0.0%	0.0%	4.7%	2.7%	1.2%	0.0%	4.3%	0.0%	2.0%	10.7%	0.0%	4.0%	2.6%
	Decreased 6%-10%	2.3%	0.0%	0.8%	1.4%	0.6%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%
	Decreased >10%	0.0%	0.0%	2.4%	1.4%	0.6%	0.0%	0.0%	0.0%	0.0%	3.6%	4.3%	0.0%	1.0%
	Sample size (n)	**44**	**3**	**127**	**73**	**161**	**38**	**46**	**19**	**98**	**28**	**23**	**25**	**685**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
VII	**Others**													
i	**Capital expenditure**													
	Increased 1%-5%	28.9%	0.0%	26.5%	20.6%	22.0%	16.1%	43.2%	50.0%	25.3%	0.0%	26.1%	23.8%	24.7%
	Increased 6%-10%	26.3%	0.0%	17.9%	29.4%	19.1%	19.4%	13.5%	18.8%	20.5%	14.3%	17.4%	19.0%	20.0%
	Increased >10%	15.8%	33.3%	24.8%	23.5%	18.4%	6.5%	18.9%	25.0%	15.7%	14.3%	26.1%	9.5%	19.2%
	Unchanged	28.9%	66.7%	23.9%	20.6%	36.2%	58.1%	24.3%	6.3%	38.6%	61.9%	21.7%	38.1%	32.1%
	Decreased 1%-5%	0.0%	0.0%	1.7%	2.9%	1.4%	0.0%	0.0%	0.0%	0.0%	4.8%	4.3%	4.8%	1.5%
	Decreased 6%-10%	0.0%	0.0%	1.7%	2.9%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%
	Decreased >10%	0.0%	0.0%	3.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	4.8%	4.3%	4.8%	1.3%
	Sample size (n)	**38**	**3**	**117**	**68**	**141**	**31**	**37**	**16**	**83**	**21**	**23**	**21**	**599**
	Forecast: 2H 2023 (Jul-Dec 2023) compared to 1H 2023 (Jan-Jun 2023)													
I	**Overall**													
i	**Cash flows conditions**													
	Better	24.4%	0.0%	19.4%	22.2%	14.8%	15.4%	23.9%	26.3%	34.3%	17.9%	30.4%	20.8%	21.6%
	Neutral	44.4%	66.7%	58.1%	58.3%	65.4%	69.2%	56.5%	52.6%	55.6%	67.9%	60.9%	70.8%	59.9%
	Worse	31.1%	33.3%	22.5%	19.4%	19.8%	15.4%	19.6%	21.1%	10.1%	14.3%	8.7%	8.3%	18.4%
	Sample size (n)	**45**	**3**	**129**	**72**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**24**	**689**
ii	**Debtors' conditions**													
	Better	20.5%	0.0%	10.2%	16.7%	10.7%	7.9%	17.8%	31.6%	17.2%	3.6%	17.4%	20.8%	14.0%
	Neutral	54.5%	100.0%	66.1%	58.3%	62.9%	71.1%	60.0%	68.4%	72.7%	71.4%	69.6%	62.5%	65.1%
	Worse	25.0%	0.0%	23.6%	25.0%	26.4%	21.1%	22.2%	0.0%	10.1%	25.0%	13.0%	16.7%	21.0%
	Sample size (n)	**44**	**3**	**127**	**72**	**159**	**38**	**45**	**19**	**99**	**28**	**23**	**24**	**681**
iii	**Capacity utilization level**													
	Less than 50%	30.3%	0.0%	26.3%	28.8%	38.2%	50.0%	54.5%	46.2%	32.8%	10.0%	17.6%	23.5%	32.5%
	50% to 74%	33.3%	33.3%	39.8%	42.3%	27.5%	38.5%	30.3%	23.1%	36.1%	65.0%	47.1%	35.3%	36.6%
	75% to 90%	24.2%	33.3%	27.1%	23.1%	32.4%	7.7%	15.2%	23.1%	19.7%	20.0%	23.5%	11.8%	23.8%
	More than 90%	12.1%	33.3%	6.8%	5.8%	2.0%	3.8%	0.0%	7.7%	11.5%	5.0%	11.8%	29.4%	7.1%
	Sample size (n)	**33**	**3**	**118**	**52**	**102**	**26**	**33**	**13**	**61**	**20**	**17**	**17**	**495**
iv	**Overall sales revenue**													
	Increase 1%-5%	11.1%	33.3%	13.3%	15.1%	14.8%	12.8%	28.3%	21.1%	25.3%	22.2%	8.7%	20.0%	17.1%
	Increase 6%-10%	8.9%	0.0%	12.5%	19.2%	7.4%	7.7%	13.0%	10.5%	19.2%	29.6%	13.0%	8.0%	12.9%
	Increase >10%	28.9%	0.0%	17.2%	23.3%	18.5%	12.8%	15.2%	10.5%	17.2%	18.5%	39.1%	28.0%	19.4%
	Unchanged	24.4%	33.3%	22.7%	19.2%	24.7%	38.5%	15.2%	36.8%	19.2%	22.2%	26.1%	28.0%	23.5%
	Decrease 1%-5%	6.7%	0.0%	3.9%	9.6%	13.6%	5.1%	8.7%	10.5%	13.1%	0.0%	4.3%	12.0%	9.0%
	Decrease 6%-10%	6.7%	33.3%	11.7%	2.7%	10.5%	7.7%	4.3%	5.3%	4.0%	0.0%	4.3%	4.0%	7.3%
	Decrease >10%	13.3%	0.0%	18.8%	11.0%	10.5%	15.4%	15.2%	5.3%	2.0%	7.4%	4.3%	0.0%	10.7%
	Sample size (n)	**45**	**3**	**128**	**73**	**162**	**39**	**46**	**19**	**99**	**27**	**23**	**25**	**689**
II	**Domestic**													
i	**Sales revenue**													
	Increase 1%-5%	20.0%	33.3%	16.5%	14.5%	17.2%	13.9%	32.5%	27.8%	26.7%	19.2%	9.1%	8.3%	18.9%
	Increase 6%-10%	12.5%	0.0%	11.6%	13.0%	8.9%	11.1%	12.5%	22.2%	13.3%	15.4%	13.6%	16.7%	12.1%
	Increase >10%	20.0%	0.0%	14.0%	23.2%	14.0%	8.3%	10.0%	11.1%	18.9%	11.5%	27.3%	20.8%	15.9%
	Unchanged	17.5%	33.3%	21.5%	23.2%	26.1%	38.9%	22.5%	16.7%	26.7%	34.6%	22.7%	37.5%	25.4%
	Decrease 1%-5%	15.0%	0.0%	12.4%	10.1%	15.9%	8.3%	10.0%	5.6%	10.0%	11.5%	22.7%	8.3%	12.4%
	Decrease 6%-10%	5.0%	33.3%	7.4%	7.2%	8.3%	8.3%	5.0%	11.1%	1.1%	0.0%	0.0%	8.3%	6.2%
	Decrease >10%	10.0%	0.0%	16.5%	8.7%	9.6%	11.1%	7.5%	5.6%	3.3%	7.7%	4.5%	0.0%	9.1%
	Sample size (n)	**40**	**3**	**121**	**69**	**157**	**36**	**40**	**18**	**90**	**26**	**22**	**24**	**646**
ii	**Price level**													
	Increase 1%-5%	23.1%	0.0%	20.0%	15.5%	20.6%	19.4%	22.0%	33.3%	27.1%	28.0%	18.2%	4.3%	20.8%
	Increase 6%-10%	20.5%	0.0%	11.7%	19.7%	13.5%	13.9%	24.4%	22.2%	14.1%	8.0%	31.8%	17.4%	15.8%
	Increase >10%	15.4%	0.0%	17.5%	31.0%	18.7%	11.1%	12.2%	11.1%	22.4%	0.0%	27.3%	17.4%	18.5%
	Unchanged	20.5%	100.0%	32.5%	15.5%	29.7%	47.2%	19.5%	22.2%	30.6%	48.0%	18.2%	47.8%	29.6%
	Decrease 1%-5%	15.4%	0.0%	8.3%	5.6%	8.4%	2.8%	7.3%	0.0%	3.5%	8.0%	0.0%	8.7%	6.9%
	Decrease 6%-10%	0.0%	0.0%	5.8%	8.5%	4.5%	5.6%	4.9%	11.1%	0.0%	4.0%	0.0%	4.3%	4.4%
	Decrease >10%	5.1%	0.0%	4.2%	4.2%	4.5%	0.0%	9.8%	0.0%	2.4%	4.0%	4.5%	0.0%	3.9%
	Sample size (n)	**39**	**3**	**120**	**71**	**155**	**36**	**41**	**18**	**85**	**25**	**22**	**23**	**638**
III	**Foreign**													
i	**Sales revenue**													
	Increase 1%-5%	13.0%	0.0%	18.8%	20.0%	26.7%	11.5%	21.7%	45.5%	28.6%	37.5%	10.0%	12.5%	21.7%
	Increase 6%-10%	13.0%	0.0%	10.6%	16.0%	10.0%	0.0%	21.7%	9.1%	5.7%	12.5%	30.0%	0.0%	10.8%
	Increase >10%	17.4%	0.0%	7.1%	8.0%	6.7%	7.7%	8.7%	9.1%	5.7%	0.0%	30.0%	12.5%	8.6%
	Unchanged	34.8%	0.0%	31.8%	28.0%	33.3%	42.3%	13.0%	18.2%	45.7%	25.0%	0.0%	62.5%	32.2%
	Decrease 1%-5%	13.0%	0.0%	8.2%	20.0%	13.3%	11.5%	17.4%	9.1%	14.3%	12.5%	20.0%	0.0%	12.4%
	Decrease 6%-10%	4.3%	0.0%	10.6%	8.0%	3.3%	3.8%	4.3%	0.0%	0.0%	0.0%	0.0%	12.5%	5.4%
	Decrease >10%	4.3%	0.0%	12.9%	0.0%	6.7%	23.1%	13.0%	9.1%	0.0%	12.5%	10.0%	0.0%	8.9%
	Sample size (n)	**23**	**0**	**85**	**25**	**60**	**26**	**23**	**11**	**35**	**8**	**10**	**8**	**314**
ii	**Price level**													
	Increase 1%-5%	21.7%	0.0%	26.7%	24.0%	25.4%	4.2%	26.1%	63.6%	28.6%	50.0%	20.0%	0.0%	25.4%
	Increase 6%-10%	21.7%	0.0%	11.6%	16.0%	18.6%	0.0%	21.7%	0.0%	0.0%	0.0%	30.0%	14.3%	12.5%
	Increase >10%	13.0%	0.0%	4.7%	20.0%	3.4%	12.5%	8.7%	9.1%	14.3%	0.0%	30.0%	14.3%	9.3%
	Unchanged	39.1%	0.0%	31.4%	32.0%	35.6%	58.3%	21.7%	9.1%	48.6%	12.5%	10.0%	57.1%	34.7%
	Decrease 1%-5%	4.3%	0.0%	8.1%	4.0%	8.5%	12.5%	8.7%	9.1%	8.6%	25.0%	0.0%	0.0%	8.0%
	Decrease 6%-10%	0.0%	0.0%	7.0%	4.0%	1.7%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	3.5%
	Decrease >10%	0.0%	0.0%	10.5%	0.0%	6.8%	4.2%	13.0%	9.1%	0.0%	12.5%	10.0%	0.0%	6.4%
	Sample size (n)	**23**	**0.0**	**86**	**25**	**59**	**24**	**23**	**11**	**35**	**8**	**10**	**7**	**311**

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS

FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)

		Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
IV	**Business operations**													
i	**Production volume**													
	Increase 1%-5%	11.8%	33.3%	13.6%	18.9%	14.6%	4.2%	12.0%	36.4%	17.0%	26.3%	13.3%	8.3%	15.1%
	Increase 6%-10%	8.8%	0.0%	5.6%	13.2%	4.2%	8.3%	16.0%	0.0%	8.5%	10.5%	0.0%	0.0%	7.1%
	Increase >10%	17.6%	0.0%	14.4%	20.8%	14.6%	12.5%	8.0%	27.3%	14.9%	10.5%	26.7%	33.3%	15.9%
	Unchanged	35.3%	0.0%	30.4%	20.8%	38.5%	45.8%	44.0%	36.4%	46.8%	31.6%	33.3%	41.7%	34.9%
	Decrease 1%-5%	14.7%	0.0%	12.0%	13.2%	14.6%	8.3%	12.0%	0.0%	10.6%	15.8%	6.7%	8.3%	12.1%
	Decrease 6%-10%	5.9%	66.7%	8.0%	5.7%	7.3%	4.2%	0.0%	0.0%	0.0%	0.0%	6.7%	8.3%	5.8%
	Decrease >10%	5.9%	0.0%	16.0%	7.5%	6.3%	16.7%	8.0%	0.0%	2.1%	5.3%	13.3%	0.0%	9.1%
	Sample size (n)	**34**	**3**	**125**	**53**	**96**	**24**	**25**	**11**	**47**	**19**	**15**	**12**	**464**
ii	**Inventory or stock level**													
	Increase 1%-5%	17.1%	0.0%	18.7%	11.9%	16.2%	16.1%	21.9%	45.5%	11.6%	11.8%	13.3%	20.0%	16.7%
	Increase 6%-10%	14.3%	0.0%	7.3%	10.2%	6.3%	6.5%	15.6%	9.1%	9.3%	11.8%	0.0%	0.0%	8.3%
	Increase >10%	8.6%	0.0%	20.3%	18.6%	21.8%	16.1%	9.4%	18.2%	18.6%	11.8%	13.3%	10.0%	17.9%
	Unchanged	34.3%	66.7%	35.0%	39.0%	38.0%	41.9%	31.3%	18.2%	44.2%	41.2%	53.3%	60.0%	38.2%
	Decrease 1%-5%	14.3%	0.0%	6.5%	8.5%	9.9%	12.9%	15.6%	9.1%	14.0%	11.8%	6.7%	10.0%	10.0%
	Decrease 6%-10%	2.9%	33.3%	7.3%	5.1%	4.2%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%
	Decrease >10%	8.6%	0.0%	4.9%	6.8%	3.5%	3.2%	6.3%	0.0%	2.3%	11.8%	13.3%	0.0%	5.0%
	Sample size (n)	**35**	**3**	**123**	**59**	**142**	**31**	**32**	**11**	**43**	**17**	**15**	**10**	**521**
V	**Cost of raw materials**													
i	**Local**													
	Increase 1%-5%	17.5%	0.0%	28.1%	22.4%	24.3%	10.7%	21.6%	33.3%	22.9%	17.6%	30.0%	25.0%	23.5%
	Increase 6%-10%	20.0%	0.0%	16.4%	22.4%	11.3%	14.3%	21.6%	25.0%	14.6%	0.0%	20.0%	8.3%	15.9%
	Increase >10%	22.5%	66.7%	27.3%	38.8%	25.2%	21.4%	43.2%	0.0%	29.2%	17.6%	30.0%	41.7%	28.7%
	Unchanged	27.5%	33.3%	19.5%	4.5%	27.0%	42.9%	10.8%	33.3%	25.0%	41.2%	5.0%	16.7%	21.4%
	Decrease 1%-5%	7.5%	0.0%	5.5%	4.5%	4.3%	7.1%	2.7%	8.3%	4.2%	11.8%	10.0%	8.3%	5.5%
	Decrease 6%-10%	5.0%	0.0%	2.3%	1.5%	7.0%	3.6%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	3.0%
	Decrease >10%	0.0%	0.0%	0.8%	6.0%	0.9%	0.0%	0.0%	0.0%	4.2%	5.9%	5.0%	0.0%	1.9%
	Sample size (n)	**40**	**3**	**128**	**67**	**115**	**28**	**37**	**12**	**48**	**17**	**20**	**12**	**527**
ii	**Imported**													
	Increase 1%-5%	20.6%	0.0%	23.2%	22.0%	24.8%	10.3%	18.8%	15.4%	21.4%	25.0%	26.7%	15.4%	21.6%
	Increase 6%-10%	14.7%	0.0%	19.6%	11.9%	14.3%	17.2%	15.6%	15.4%	28.6%	0.0%	20.0%	7.7%	16.3%
	Increase >10%	29.4%	66.7%	25.9%	45.8%	27.6%	20.7%	43.8%	23.1%	21.4%	18.8%	33.3%	53.8%	30.4%
	Unchanged	23.5%	33.3%	18.8%	11.9%	24.8%	44.8%	18.8%	38.5%	19.0%	37.5%	0.0%	15.4%	21.8%
	Decrease 1%-5%	8.8%	0.0%	8.0%	5.1%	3.8%	6.9%	3.1%	7.7%	4.8%	12.5%	13.3%	7.7%	6.3%
	Decrease 6%-10%	2.9%	0.0%	3.6%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%
	Decrease >10%	0.0%	0.0%	0.9%	3.4%	1.9%	0.0%	0.0%	0.0%	4.8%	6.3%	6.7%	0.0%	1.9%
	Sample size (n)	**34**	**3**	**112**	**59**	**105**	**29**	**32**	**13**	**42**	**16**	**15**	**13**	**473**
VI	**Manpower**													
i	**Number of employees**													
	Increase 1-5	24.4%	0.0%	19.2%	15.1%	22.2%	15.4%	19.6%	21.1%	25.3%	17.9%	30.4%	20.0%	20.8%
	Increase 6-10	11.1%	0.0%	6.2%	13.7%	8.0%	0.0%	10.9%	26.3%	11.1%	3.6%	4.3%	16.0%	9.1%
	Increase >10	11.1%	33.3%	14.6%	15.1%	8.0%	12.8%	13.0%	10.5%	6.1%	3.6%	13.0%	12.0%	10.8%
	Unchanged	48.9%	66.7%	45.4%	43.8%	51.2%	71.8%	52.2%	31.6%	48.5%	67.9%	43.5%	40.0%	49.6%
	Decrease 1-5	4.4%	0.0%	6.9%	5.5%	4.9%	0.0%	2.2%	5.3%	7.1%	3.6%	4.3%	12.0%	5.3%
	Decrease 6-10	0.0%	0.0%	2.3%	4.1%	4.3%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	2.2%
	Decrease >10	0.0%	0.0%	5.4%	2.7%	1.2%	0.0%	2.2%	5.3%	0.0%	3.6%	4.3%	0.0%	2.2%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
ii	**Wage growth**													
	Increase 1%-5%	27.3%	66.7%	22.0%	21.9%	23.0%	17.9%	37.0%	31.6%	28.6%	17.9%	34.8%	20.0%	24.9%
	Increase 6%-10%	9.1%	0.0%	13.4%	16.4%	16.1%	12.8%	10.9%	42.1%	25.5%	3.6%	13.0%	36.0%	16.8%
	Increase >10%	11.4%	0.0%	15.0%	17.8%	13.0%	17.9%	13.0%	5.3%	19.4%	10.7%	17.4%	16.0%	14.9%
	Unchanged	50.0%	33.3%	42.5%	35.6%	44.7%	48.7%	37.0%	21.1%	24.5%	60.7%	30.4%	24.0%	39.2%
	Decrease 1%-5%	0.0%	0.0%	3.1%	4.1%	1.2%	0.0%	2.2%	0.0%	2.0%	3.6%	0.0%	4.0%	2.0%
	Decrease 6%-10%	2.3%	0.0%	0.8%	1.4%	1.2%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
	Decrease >10%	0.0%	0.0%	3.1%	2.7%	0.6%	0.0%	0.0%	0.0%	0.0%	3.6%	4.3%	0.0%	1.3%
	Sample size (n)	**44**	**3**	**127**	**73**	**161**	**39**	**46**	**19**	**98**	**28**	**23**	**25**	**686**
VII	**Others**													
i	**Capital expenditure**													
	Increase 1%-5%	18.4%	33.3%	26.5%	19.1%	24.8%	19.4%	24.3%	31.3%	22.6%	9.5%	26.1%	23.8%	23.2%
	Increase 6%-10%	26.3%	33.3%	17.9%	17.6%	12.8%	3.2%	32.4%	25.0%	16.7%	9.5%	8.7%	19.0%	16.8%
	Increase >10%	13.2%	0.0%	27.4%	32.4%	23.4%	6.5%	21.6%	18.8%	19.0%	14.3%	21.7%	19.0%	22.2%
	Unchanged	39.5%	33.3%	21.4%	23.5%	31.9%	67.7%	18.9%	12.5%	36.9%	52.4%	26.1%	28.6%	31.0%
	Decrease 1%-5%	2.6%	0.0%	2.6%	5.9%	2.8%	3.2%	0.0%	12.5%	2.4%	9.5%	13.0%	4.8%	3.8%
	Decrease 6%-10%	0.0%	0.0%	1.7%	1.5%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	1.3%
	Decrease >10%	0.0%	0.0%	2.6%	0.0%	1.4%	0.0%	2.7%	0.0%	2.4%	4.8%	4.3%	0.0%	1.7%
	Sample size (n)	**38**	**3**	**117**	**68**	**141**	**31**	**37**	**16**	**83**	**21**	**23**	**21**	**599**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
Section C: Current Issue														
Quality of public service delivery														
C1.	**Please indicate the level of satisfaction when interacting with the following Ministries and government agencies**													
a)	**Ministry of Investment, Trade and Industry (MITI)**													
1	**Have you interacted with the Ministry of Investment, Trade and Industry (MITI) in the past few years?**													
	Yes	24.4%	0.0%	47.7%	20.5%	17.9%	20.5%	15.2%	15.8%	9.1%	17.9%	8.7%	12.0%	22.3%
	No interaction	75.6%	100.0%	52.3%	79.5%	82.1%	79.5%	84.8%	84.2%	90.9%	82.1%	91.3%	88.0%	77.7%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
2	**Effectiveness of accessibility**													
	Very unsatisfied	18.2%	0.0%	4.8%	13.3%	3.4%	12.5%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	6.5%
	Unsatisfied	27.3%	0.0%	4.8%	0.0%	10.3%	37.5%	14.3%	0.0%	22.2%	0.0%	0.0%	0.0%	9.7%
	Neutral	45.5%	0.0%	56.5%	53.3%	51.7%	37.5%	42.9%	66.7%	55.6%	80.0%	50.0%	100.0%	54.5%
	Statisfied	9.1%	0.0%	32.3%	26.7%	27.6%	12.5%	42.9%	33.3%	22.2%	20.0%	0.0%	0.0%	26.6%
	Very satisfied	0.0%	0.0%	1.6%	6.7%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
3	**Transparency of information**													
	Very unsatisfied	27.3%	0.0%	3.2%	6.7%	6.9%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.8%
	Unsatisfied	27.3%	0.0%	8.1%	6.7%	6.9%	37.5%	14.3%	0.0%	33.3%	0.0%	0.0%	0.0%	11.7%
	Neutral	18.2%	0.0%	58.1%	53.3%	44.8%	25.0%	28.6%	100.0%	44.4%	80.0%	100.0%	100.0%	51.3%
	Statisfied	27.3%	0.0%	30.6%	33.3%	31.0%	25.0%	57.1%	0.0%	22.2%	20.0%	0.0%	0.0%	29.2%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
4	**Timeliness**													
	Very unsatisfied	18.2%	0.0%	4.8%	6.7%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
	Unsatisfied	45.5%	0.0%	12.9%	0.0%	20.7%	37.5%	28.6%	33.3%	11.1%	0.0%	0.0%	0.0%	16.9%
	Neutral	27.3%	0.0%	62.9%	60.0%	48.3%	37.5%	57.1%	33.3%	77.8%	80.0%	100.0%	100.0%	57.8%
	Statisfied	9.1%	0.0%	19.4%	33.3%	20.7%	25.0%	14.3%	33.3%	11.1%	0.0%	0.0%	0.0%	18.8%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	1.9%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
5	**Staff attitude**													
	Very unsatisfied	9.1%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
	Unsatisfied	36.4%	0.0%	9.7%	0.0%	10.3%	25.0%	14.3%	33.3%	11.1%	0.0%	0.0%	0.0%	11.7%
	Neutral	54.5%	0.0%	59.7%	60.0%	41.4%	62.5%	57.1%	0.0%	55.6%	80.0%	100.0%	100.0%	56.5%
	Statisfied	0.0%	0.0%	25.8%	26.7%	44.8%	12.5%	28.6%	66.7%	22.2%	20.0%	0.0%	0.0%	26.6%
	Very satisfied	0.0%	0.0%	4.8%	6.7%	3.4%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	3.9%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
6	**Staff competency**													
	Very unsatisfied	9.1%	0.0%	1.6%	6.7%	0.0%	12.5%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%
	Unsatisfied	36.4%	0.0%	12.9%	0.0%	17.2%	37.5%	0.0%	33.3%	11.1%	0.0%	0.0%	0.0%	14.3%
	Neutral	45.5%	0.0%	56.5%	80.0%	48.3%	37.5%	42.9%	33.3%	55.6%	80.0%	100.0%	100.0%	56.5%
	Statisfied	0.0%	0.0%	29.0%	6.7%	31.0%	12.5%	42.9%	33.3%	33.3%	20.0%	0.0%	0.0%	24.0%
	Very satisfied	9.1%	0.0%	0.0%	6.7%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
7	**Effectiveness of communication**													
	Very unsatisfied	9.1%	0.0%	1.6%	6.7%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%
	Unsatisfied	36.4%	0.0%	12.9%	0.0%	10.3%	50.0%	14.3%	66.7%	11.1%	0.0%	50.0%	0.0%	15.6%
	Neutral	36.4%	0.0%	56.5%	66.7%	51.7%	37.5%	28.6%	33.3%	55.6%	80.0%	50.0%	100.0%	53.9%
	Statisfied	18.2%	0.0%	27.4%	26.7%	31.0%	12.5%	57.1%	0.0%	33.3%	20.0%	0.0%	0.0%	26.6%
	Very satisfied	0.0%	0.0%	1.6%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
8	**Problem-solving mindset**													
	Very unsatisfied	18.2%	0.0%	3.2%	6.7%	0.0%	25.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.2%
	Unsatisfied	36.4%	0.0%	8.1%	6.7%	17.2%	37.5%	0.0%	33.3%	11.1%	0.0%	50.0%	0.0%	13.6%
	Neutral	27.3%	0.0%	66.1%	66.7%	51.7%	25.0%	42.9%	33.3%	66.7%	80.0%	50.0%	100.0%	57.8%
	Statisfied	18.2%	0.0%	21.0%	20.0%	27.6%	12.5%	42.9%	33.3%	22.2%	20.0%	0.0%	0.0%	22.1%
	Very satisfied	0.0%	0.0%	1.6%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
9	**Online services**													
	Very unsatisfied	18.2%	0.0%	4.8%	6.7%	3.4%	12.5%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.8%
	Unsatisfied	36.4%	0.0%	11.3%	20.0%	17.2%	37.5%	0.0%	33.3%	11.1%	0.0%	50.0%	66.7%	17.5%
	Neutral	9.1%	0.0%	71.0%	66.7%	55.2%	37.5%	57.1%	33.3%	55.6%	100.0%	50.0%	33.3%	59.1%
	Statisfied	36.4%	0.0%	12.9%	6.7%	20.7%	12.5%	28.6%	33.3%	33.3%	0.0%	0.0%	0.0%	16.9%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
	Sample size (n)	**11**	**0**	**62**	**15**	**29**	**8**	**7**	**3**	**9**	**5**	**2**	**3**	**154**
b)	**Malaysian Investment Development Authority (MIDA)**													
1	**Have you interacted with the Malaysian Investment Development Authority (MIDA) in the past few years?**													
	Yes	15.6%	0.0%	36.9%	12.3%	10.5%	10.3%	10.9%	5.3%	12.1%	14.3%	21.7%	8.0%	16.5%
	No interaction	84.4%	100.0%	63.1%	87.7%	89.5%	89.7%	89.1%	94.7%	87.9%	85.7%	78.3%	92.0%	83.5%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
2	**Effectiveness of accessibility**													
	Very unsatisfied	14.3%	0.0%	6.3%	11.1%	5.9%	25.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%
	Unsatisfied	57.1%	0.0%	8.3%	0.0%	5.9%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	8.8%
	Neutral	0.0%	0.0%	41.7%	55.6%	47.1%	75.0%	60.0%	100.0%	75.0%	50.0%	60.0%	100.0%	49.1%
	Statisfied	0.0%	0.0%	33.3%	22.2%	29.4%	0.0%	20.0%	0.0%	16.7%	50.0%	40.0%	0.0%	26.3%
	Very satisfied	28.6%	0.0%	10.4%	11.1%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.8%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
3	**Transparency of information**													
	Very unsatisfied	14.3%	0.0%	4.2%	0.0%	5.9%	25.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Unsatisfied	42.9%	0.0%	14.6%	22.2%	5.9%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	12.3%
	Neutral	14.3%	0.0%	45.8%	55.6%	58.8%	75.0%	60.0%	100.0%	66.7%	25.0%	60.0%	100.0%	51.8%
	Statisfied	14.3%	0.0%	25.0%	11.1%	17.6%	0.0%	20.0%	0.0%	25.0%	75.0%	40.0%	0.0%	22.8%
	Very satisfied	14.3%	0.0%	10.4%	11.1%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.9%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS

FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)

		Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
4	**Timeliness**													
	Very unsatisfied	14.3%	0.0%	6.3%	0.0%	5.9%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Unsatisfied	42.9%	0.0%	18.8%	22.2%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	14.9%
	Neutral	14.3%	0.0%	45.8%	44.4%	70.6%	100.0%	60.0%	100.0%	58.3%	25.0%	60.0%	100.0%	52.6%
	Statisfied	14.3%	0.0%	20.8%	33.3%	17.6%	0.0%	20.0%	0.0%	16.7%	75.0%	40.0%	0.0%	21.9%
	Very satisfied	14.3%	0.0%	8.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
5	**Staff attitude**													
	Very unsatisfied	14.3%	0.0%	6.3%	0.0%	0.0%	25.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Unsatisfied	28.6%	0.0%	10.4%	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.9%
	Neutral	28.6%	0.0%	41.7%	77.8%	52.9%	75.0%	40.0%	100.0%	66.7%	25.0%	80.0%	100.0%	51.8%
	Statisfied	0.0%	0.0%	35.4%	22.2%	29.4%	0.0%	40.0%	0.0%	25.0%	75.0%	20.0%	0.0%	28.9%
	Very satisfied	28.6%	0.0%	6.3%	0.0%	5.9%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	6.1%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
6	**Staff competency**													
	Very unsatisfied	14.3%	0.0%	6.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%
	Unsatisfied	28.6%	0.0%	12.5%	33.3%	11.8%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	14.0%
	Neutral	14.3%	0.0%	43.8%	55.6%	58.8%	75.0%	60.0%	100.0%	66.7%	50.0%	60.0%	100.0%	51.8%
	Statisfied	28.6%	0.0%	29.2%	11.1%	23.5%	0.0%	20.0%	0.0%	16.7%	50.0%	40.0%	0.0%	24.6%
	Very satisfied	14.3%	0.0%	8.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
7	**Effectiveness of communication**													
	Very unsatisfied	14.3%	0.0%	4.2%	0.0%	5.9%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%
	Unsatisfied	42.9%	0.0%	18.8%	22.2%	5.9%	25.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	14.9%
	Neutral	14.3%	0.0%	39.6%	44.4%	58.8%	75.0%	60.0%	100.0%	66.7%	25.0%	60.0%	100.0%	48.2%
	Statisfied	14.3%	0.0%	29.2%	33.3%	23.5%	0.0%	20.0%	0.0%	25.0%	75.0%	40.0%	0.0%	27.2%
	Very satisfied	14.3%	0.0%	8.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
8	**Problem-solving mindset**													
	Very unsatisfied	28.6%	0.0%	8.3%	11.1%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%
	Unsatisfied	28.6%	0.0%	12.5%	11.1%	17.6%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	11.4%
	Neutral	0.0%	0.0%	45.8%	66.7%	58.8%	100.0%	80.0%	100.0%	75.0%	25.0%	60.0%	100.0%	54.4%
	Statisfied	28.6%	0.0%	25.0%	11.1%	17.6%	0.0%	0.0%	0.0%	25.0%	50.0%	40.0%	0.0%	21.9%
	Very satisfied	14.3%	0.0%	8.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
9	**Online services**													
	Very unsatisfied	28.6%	0.0%	6.3%	11.1%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%
	Unsatisfied	42.9%	0.0%	10.4%	0.0%	17.6%	0.0%	0.0%	0.0%	16.7%	0.0%	20.0%	0.0%	12.3%
	Neutral	14.3%	0.0%	56.3%	88.9%	58.8%	100.0%	60.0%	100.0%	75.0%	25.0%	60.0%	100.0%	60.5%
	Statisfied	0.0%	0.0%	18.8%	0.0%	23.5%	0.0%	20.0%	0.0%	8.3%	75.0%	20.0%	0.0%	16.7%
	Very satisfied	14.3%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%
	Sample size (n)	**7**	**0**	**48**	**9**	**17**	**4**	**5**	**1**	**12**	**4**	**5**	**2**	**114**
c)	**Malaysia External Trade Development Coporation (MATRADE)**													
1	**Have you interacted with the Malaysia External Trade Development Coporation (MATRADE) in the past few years?**													
	Yes	28.9%	0.0%	32.3%	8.2%	11.7%	23.1%	13.0%	5.3%	9.1%	3.6%	4.3%	8.0%	15.8%
	No interaction	71.1%	100.0%	67.7%	91.8%	88.3%	76.9%	87.0%	94.7%	90.9%	96.4%	95.7%	92.0%	84.2%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
2	**Effectiveness of accessibility**													
	Very unsatisfied	15.4%	0.0%	0.0%	0.0%	5.3%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
	Unsatisfied	23.1%	0.0%	11.9%	0.0%	5.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	9.2%
	Neutral	30.8%	0.0%	54.8%	50.0%	57.9%	55.6%	83.3%	100.0%	55.6%	0.0%	100.0%	100.0%	55.0%
	Statisfied	23.1%	0.0%	23.8%	33.3%	10.5%	33.3%	16.7%	0.0%	33.3%	100.0%	0.0%	0.0%	22.9%
	Very satisfied	7.7%	0.0%	9.5%	16.7%	21.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.2%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
3	**Transparency of information**													
	Very unsatisfied	15.4%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
	Unsatisfied	15.4%	0.0%	11.9%	33.3%	5.3%	22.2%	0.0%	0.0%	11.1%	0.0%	0.0%	50.0%	12.8%
	Neutral	38.5%	0.0%	52.4%	16.7%	63.2%	55.6%	83.3%	0.0%	44.4%	0.0%	100.0%	50.0%	51.4%
	Statisfied	23.1%	0.0%	28.6%	50.0%	10.5%	22.2%	16.7%	0.0%	44.4%	100.0%	0.0%	0.0%	25.7%
	Very satisfied	7.7%	0.0%	7.1%	0.0%	15.8%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	7.3%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
4	**Timeliness**													
	Very unsatisfied	15.4%	0.0%	0.0%	0.0%	5.3%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
	Unsatisfied	30.8%	0.0%	14.3%	33.3%	10.5%	11.1%	16.7%	0.0%	22.2%	0.0%	0.0%	0.0%	16.5%
	Neutral	23.1%	0.0%	54.8%	16.7%	52.6%	44.4%	50.0%	100.0%	44.4%	0.0%	100.0%	100.0%	47.7%
	Statisfied	23.1%	0.0%	23.8%	50.0%	15.8%	33.3%	33.3%	0.0%	33.3%	100.0%	0.0%	0.0%	25.7%
	Very satisfied	7.7%	0.0%	7.1%	0.0%	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.4%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
5	**Staff attitude**													
	Very unsatisfied	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
	Unsatisfied	30.8%	0.0%	11.9%	0.0%	10.5%	11.1%	16.7%	0.0%	11.1%	0.0%	0.0%	50.0%	13.8%
	Neutral	30.8%	0.0%	54.8%	50.0%	57.9%	44.4%	33.3%	100.0%	44.4%	0.0%	100.0%	50.0%	49.5%
	Statisfied	23.1%	0.0%	23.8%	50.0%	21.1%	44.4%	50.0%	0.0%	33.3%	100.0%	0.0%	0.0%	28.4%
	Very satisfied	7.7%	0.0%	9.5%	0.0%	10.5%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	7.3%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
6	**Staff competency**													
	Very unsatisfied	7.7%	0.0%	0.0%	16.7%	0.0%	11.1%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
	Unsatisfied	30.8%	0.0%	16.7%	0.0%	10.5%	22.2%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	14.7%
	Neutral	30.8%	0.0%	54.8%	33.3%	68.4%	44.4%	50.0%	100.0%	55.6%	100.0%	100.0%	100.0%	54.1%
	Statisfied	23.1%	0.0%	21.4%	50.0%	10.5%	22.2%	33.3%	0.0%	33.3%	0.0%	0.0%	0.0%	22.0%
	Very satisfied	7.7%	0.0%	7.1%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.5%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
7	**Effectiveness of communication**													
	Very unsatisfied	7.7%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	2.8%
	Unsatisfied	23.1%	0.0%	21.4%	0.0%	5.3%	33.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	15.6%
	Neutral	38.5%	0.0%	45.2%	33.3%	68.4%	33.3%	50.0%	100.0%	66.7%	100.0%	100.0%	100.0%	51.4%
	Statisfied	23.1%	0.0%	26.2%	66.7%	10.5%	33.3%	33.3%	0.0%	22.2%	0.0%	0.0%	0.0%	24.8%
	Very satisfied	7.7%	0.0%	7.1%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.5%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
8	**Problem-solving mindset**													
	Very unsatisfied	15.4%	0.0%	0.0%	0.0%	5.3%	0.0%	16.7%	0.0%	11.1%	0.0%	0.0%	0.0%	4.6%
	Unsatisfied	30.8%	0.0%	21.4%	0.0%	5.3%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.6%
	Neutral	23.1%	0.0%	52.4%	33.3%	68.4%	55.6%	50.0%	100.0%	44.4%	100.0%	100.0%	100.0%	52.3%
	Statisfied	23.1%	0.0%	21.4%	66.7%	15.8%	11.1%	33.3%	0.0%	44.4%	0.0%	0.0%	0.0%	23.9%
	Very satisfied	7.7%	0.0%	4.8%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
9	**Online services**													
	Very unsatisfied	15.4%	0.0%	2.4%	0.0%	5.3%	0.0%	16.7%	0.0%	11.1%	0.0%	0.0%	0.0%	5.5%
	Unsatisfied	23.1%	0.0%	16.7%	16.7%	10.5%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.7%
	Neutral	30.8%	0.0%	54.8%	16.7%	57.9%	55.6%	50.0%	100.0%	66.7%	100.0%	100.0%	100.0%	53.2%
	Statisfied	23.1%	0.0%	14.3%	66.7%	21.1%	11.1%	33.3%	0.0%	22.2%	0.0%	0.0%	0.0%	20.2%
	Very satisfied	7.7%	0.0%	11.9%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.4%
	Sample size (n)	**13**	**0**	**42**	**6**	**19**	**9**	**6**	**1**	**9**	**1**	**1**	**2**	**109**
d)	**SME Coporation Malaysia (SME Corp.)**													
1	**Have you interacted with the SME Coporation Malaysia (SME Corp.) in the past few years?**													
	Yes	24.4%	0.0%	29.2%	27.4%	14.2%	10.5%	28.3%	26.3%	17.2%	21.4%	4.3%	32.0%	21.1%
	No interaction	75.6%	100.0%	70.8%	72.6%	85.8%	89.5%	71.7%	73.7%	82.8%	78.6%	95.7%	68.0%	78.9%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**38**	**46**	**19**	**99**	**28**	**23**	**25**	**691**
2	**Effectiveness of accessibility**													
	Very unsatisfied	9.1%	0.0%	2.6%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Unsatisfied	27.3%	0.0%	10.5%	10.0%	4.3%	0.0%	23.1%	0.0%	5.9%	0.0%	0.0%	12.5%	10.3%
	Neutral	36.4%	0.0%	52.6%	45.0%	65.2%	100.0%	46.2%	60.0%	70.6%	50.0%	100.0%	75.0%	56.8%
	Statisfied	27.3%	0.0%	34.2%	35.0%	26.1%	0.0%	23.1%	40.0%	23.5%	50.0%	0.0%	12.5%	28.8%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	4.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**
3	**Transparency of information**													
	Very unsatisfied	9.1%	0.0%	2.6%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Unsatisfied	27.3%	0.0%	10.5%	10.0%	8.7%	25.0%	23.1%	0.0%	5.9%	16.7%	0.0%	12.5%	12.3%
	Neutral	45.5%	0.0%	60.5%	55.0%	56.5%	75.0%	30.8%	20.0%	70.6%	33.3%	100.0%	75.0%	55.5%
	Statisfied	18.2%	0.0%	26.3%	25.0%	30.4%	0.0%	30.8%	80.0%	23.5%	50.0%	0.0%	12.5%	27.4%
	Very satisfied	0.0%	0.0%	0.0%	10.0%	4.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**
4	**Timeliness**													
	Very unsatisfied	9.1%	0.0%	5.3%	0.0%	0.0%	0.0%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.1%
	Unsatisfied	27.3%	0.0%	10.5%	20.0%	8.7%	25.0%	7.7%	0.0%	5.9%	16.7%	0.0%	0.0%	11.6%
	Neutral	54.5%	0.0%	57.9%	60.0%	65.2%	75.0%	53.8%	20.0%	70.6%	33.3%	100.0%	100.0%	61.0%
	Statisfied	9.1%	0.0%	26.3%	15.0%	21.7%	0.0%	7.7%	80.0%	23.5%	50.0%	0.0%	0.0%	21.2%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	4.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**
5	**Staff attitude**													
	Very unsatisfied	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Unsatisfied	27.3%	0.0%	13.2%	5.0%	4.3%	0.0%	7.7%	20.0%	0.0%	16.7%	0.0%	25.0%	10.3%
	Neutral	36.4%	0.0%	57.9%	45.0%	65.2%	100.0%	46.2%	20.0%	82.4%	33.3%	100.0%	50.0%	56.2%
	Statisfied	36.4%	0.0%	26.3%	45.0%	21.7%	0.0%	23.1%	60.0%	17.6%	50.0%	0.0%	25.0%	28.8%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	8.7%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**
6	**Staff competency**													
	Very unsatisfied	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Unsatisfied	27.3%	0.0%	10.5%	10.0%	4.3%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	12.5%	8.9%
	Neutral	45.5%	0.0%	55.3%	60.0%	69.6%	100.0%	53.8%	40.0%	82.4%	50.0%	100.0%	75.0%	62.3%
	Statisfied	27.3%	0.0%	28.9%	25.0%	17.4%	0.0%	15.4%	60.0%	17.6%	50.0%	0.0%	12.5%	24.0%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	8.7%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**
7	**Effectiveness of communication**													
	Very unsatisfied	9.1%	0.0%	5.4%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
	Unsatisfied	27.3%	0.0%	10.8%	5.0%	4.3%	25.0%	7.7%	20.0%	0.0%	0.0%	0.0%	25.0%	9.7%
	Neutral	45.5%	0.0%	56.8%	65.0%	65.2%	75.0%	53.8%	20.0%	76.5%	50.0%	100.0%	62.5%	60.0%
	Statisfied	18.2%	0.0%	27.0%	25.0%	21.7%	0.0%	15.4%	60.0%	23.5%	50.0%	0.0%	12.5%	24.1%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	8.7%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
	Sample size (n)	**11**	**0**	**37**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**145**
8	**Problem-solving mindset**													
	Very unsatisfied	9.1%	0.0%	5.3%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
	Unsatisfied	36.4%	0.0%	13.2%	15.0%	13.0%	0.0%	23.1%	0.0%	5.9%	0.0%	0.0%	50.0%	15.8%
	Neutral	36.4%	0.0%	57.9%	65.0%	60.9%	75.0%	30.8%	20.0%	76.5%	50.0%	100.0%	50.0%	56.2%
	Statisfied	18.2%	0.0%	23.7%	15.0%	21.7%	25.0%	23.1%	80.0%	17.6%	50.0%	0.0%	0.0%	22.6%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	4.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**
9	**Online services**													
	Very unsatisfied	9.1%	0.0%	2.6%	0.0%	0.0%	0.0%	7.7%	0.0%	5.9%	0.0%	0.0%	0.0%	2.7%
	Unsatisfied	27.3%	0.0%	7.9%	15.0%	13.0%	0.0%	23.1%	0.0%	17.6%	16.7%	0.0%	25.0%	14.4%
	Neutral	45.5%	0.0%	71.1%	55.0%	60.9%	75.0%	53.8%	20.0%	58.8%	33.3%	100.0%	75.0%	59.6%
	Statisfied	18.2%	0.0%	18.4%	25.0%	21.7%	25.0%	7.7%	80.0%	17.6%	50.0%	0.0%	0.0%	21.2%
	Very satisfied	0.0%	0.0%	0.0%	5.0%	4.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**11**	**0**	**38**	**20**	**23**	**4**	**13**	**5**	**17**	**6**	**1**	**8**	**146**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
e)	**Inland Revenue Board (IRB)**													
1	**Have you interacted with the Inland Revenue Board (IRB) in the past few years?**													
	Yes	35.6%	100.0%	44.6%	39.7%	38.3%	28.2%	43.5%	36.8%	44.9%	53.6%	43.5%	36.0%	41.1%
	No interaction	64.4%	0.0%	55.4%	60.3%	61.7%	71.8%	56.5%	63.2%	55.1%	46.4%	56.5%	64.0%	58.9%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**98**	**28**	**23**	**25**	**691**
2	**Effectiveness of accessibility**													
	Very unsatisfied	12.5%	66.7%	3.4%	3.4%	4.8%	9.1%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%	5.3%
	Unsatisfied	18.8%	0.0%	10.3%	13.8%	8.1%	18.2%	10.0%	14.3%	2.3%	20.0%	10.0%	11.1%	10.2%
	Neutral	43.8%	0.0%	65.5%	55.2%	53.2%	63.6%	65.0%	28.6%	72.7%	60.0%	80.0%	77.8%	60.6%
	Statisfied	25.0%	33.3%	15.5%	27.6%	30.6%	9.1%	15.0%	42.9%	18.2%	20.0%	10.0%	11.1%	21.5%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	3.2%	0.0%	0.0%	14.3%	2.3%	0.0%	0.0%	0.0%	2.5%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
3	**Transparency of information**													
	Very unsatisfied	12.5%	33.3%	0.0%	6.9%	1.6%	0.0%	15.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.9%
	Unsatisfied	25.0%	33.3%	19.0%	10.3%	11.3%	27.3%	5.0%	14.3%	2.3%	13.3%	10.0%	11.1%	12.7%
	Neutral	37.5%	33.3%	63.8%	55.2%	53.2%	72.7%	50.0%	42.9%	68.2%	60.0%	70.0%	88.9%	59.2%
	Statisfied	25.0%	0.0%	12.1%	27.6%	27.4%	0.0%	25.0%	28.6%	25.0%	26.7%	20.0%	0.0%	21.1%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	6.5%	0.0%	5.0%	14.3%	0.0%	0.0%	0.0%	0.0%	3.2%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
4	**Timeliness**													
	Very unsatisfied	12.5%	33.3%	3.4%	3.4%	1.6%	0.0%	20.0%	0.0%	2.3%	0.0%	0.0%	0.0%	4.2%
	Unsatisfied	31.3%	0.0%	15.5%	20.7%	14.5%	18.2%	0.0%	42.9%	18.2%	6.7%	10.0%	11.1%	15.8%
	Neutral	31.3%	66.7%	62.1%	51.7%	53.2%	81.8%	65.0%	28.6%	59.1%	73.3%	80.0%	88.9%	59.2%
	Statisfied	25.0%	0.0%	13.8%	24.1%	25.8%	0.0%	15.0%	28.6%	20.5%	20.0%	10.0%	0.0%	18.7%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
5	**Staff attitude**													
	Very unsatisfied	12.5%	0.0%	1.7%	3.4%	1.6%	0.0%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.2%
	Unsatisfied	18.8%	33.3%	12.1%	6.9%	12.9%	27.3%	10.0%	14.3%	2.3%	26.7%	10.0%	0.0%	11.6%
	Neutral	43.8%	33.3%	65.5%	58.6%	58.1%	54.5%	70.0%	42.9%	68.2%	46.7%	70.0%	100.0%	61.6%
	Statisfied	18.8%	33.3%	15.5%	31.0%	22.6%	18.2%	10.0%	42.9%	25.0%	26.7%	10.0%	0.0%	20.8%
	Very satisfied	6.3%	0.0%	5.2%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	2.8%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
6	**Staff competency**													
	Very unsatisfied	12.5%	33.3%	0.0%	3.4%	1.6%	0.0%	5.0%	0.0%	2.3%	0.0%	0.0%	0.0%	2.5%
	Unsatisfied	31.3%	0.0%	13.8%	10.3%	16.1%	18.2%	25.0%	14.3%	6.8%	20.0%	10.0%	11.1%	14.8%
	Neutral	37.5%	33.3%	67.2%	69.0%	56.5%	72.7%	60.0%	28.6%	70.5%	60.0%	70.0%	88.9%	62.7%
	Statisfied	18.8%	33.3%	13.8%	17.2%	22.6%	9.1%	10.0%	42.9%	20.5%	20.0%	20.0%	0.0%	18.0%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	3.2%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
7	**Effectiveness of communication**													
	Very unsatisfied	18.8%	66.7%	3.4%	3.4%	3.2%	9.1%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%	5.3%
	Unsatisfied	18.8%	0.0%	8.6%	13.8%	11.3%	9.1%	10.0%	14.3%	4.5%	20.0%	10.0%	22.2%	10.9%
	Neutral	25.0%	33.3%	67.2%	65.5%	56.5%	81.8%	55.0%	42.9%	70.5%	46.7%	70.0%	77.8%	60.9%
	Statisfied	37.5%	0.0%	15.5%	17.2%	24.2%	0.0%	25.0%	28.6%	20.5%	33.3%	20.0%	0.0%	20.4%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	4.8%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	2.5%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
8	**Problem-solving mindset**													
	Very unsatisfied	12.5%	33.3%	1.7%	6.9%	3.2%	0.0%	15.0%	0.0%	2.3%	0.0%	0.0%	0.0%	4.2%
	Unsatisfied	25.0%	0.0%	13.8%	17.2%	14.5%	27.3%	10.0%	14.3%	13.6%	20.0%	10.0%	22.2%	15.5%
	Neutral	37.5%	66.7%	65.5%	58.6%	58.1%	72.7%	50.0%	28.6%	70.5%	60.0%	70.0%	77.8%	60.9%
	Statisfied	25.0%	0.0%	13.8%	17.2%	21.0%	0.0%	25.0%	28.6%	11.4%	20.0%	10.0%	0.0%	16.2%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	3.2%	0.0%	0.0%	28.6%	2.3%	0.0%	10.0%	0.0%	3.2%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
9	**Online services**													
	Very unsatisfied	18.8%	33.3%	3.4%	6.9%	4.8%	9.1%	15.0%	0.0%	11.4%	0.0%	0.0%	0.0%	7.0%
	Unsatisfied	18.8%	0.0%	15.5%	31.0%	11.3%	9.1%	15.0%	14.3%	18.2%	20.0%	10.0%	22.2%	16.5%
	Neutral	31.3%	66.7%	69.0%	44.8%	54.8%	81.8%	50.0%	28.6%	52.3%	66.7%	90.0%	77.8%	57.7%
	Statisfied	31.3%	0.0%	6.9%	17.2%	27.4%	0.0%	20.0%	42.9%	15.9%	13.3%	0.0%	0.0%	16.5%
	Very satisfied	0.0%	0.0%	5.2%	0.0%	1.6%	0.0%	0.0%	14.3%	2.3%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**16**	**3**	**58**	**29**	**62**	**11**	**20**	**7**	**44**	**15**	**10**	**9**	**284**
f)	**Royal Malaysian Customs Department (RMCD)**													
1	**Have you interacted with the Royal Malaysian Customs Department (RMCD) in the past few years?**													
	Yes	11.1%	0.0%	26.2%	12.3%	6.8%	15.4%	8.7%	10.5%	8.1%	7.1%	4.3%	8.0%	12.1%
	No interaction	88.9%	100.0%	73.8%	87.7%	93.2%	84.6%	91.3%	89.5%	91.9%	92.9%	95.7%	92.0%	87.9%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
2	**Effectiveness of accessibility**													
	Very unsatisfied	20.0%	0.0%	5.9%	11.1%	0.0%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
	Unsatisfied	20.0%	0.0%	14.7%	44.4%	9.1%	33.3%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	17.9%
	Neutral	40.0%	0.0%	61.8%	33.3%	72.7%	33.3%	50.0%	50.0%	62.5%	100.0%	100.0%	100.0%	58.3%
	Statisfied	20.0%	0.0%	14.7%	11.1%	9.1%	0.0%	0.0%	50.0%	12.5%	0.0%	0.0%	0.0%	11.9%
	Very satisfied	0.0%	0.0%	2.9%	0.0%	9.1%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
3	**Transparency of information**													
	Very unsatisfied	20.0%	0.0%	8.8%	11.1%	0.0%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%
	Unsatisfied	20.0%	0.0%	14.7%	55.6%	0.0%	33.3%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	19.0%
	Neutral	40.0%	0.0%	58.8%	11.1%	81.8%	16.7%	50.0%	0.0%	50.0%	100.0%	100.0%	100.0%	52.4%
	Statisfied	20.0%	0.0%	14.7%	22.2%	0.0%	16.7%	25.0%	50.0%	12.5%	0.0%	0.0%	0.0%	14.3%
	Very satisfied	0.0%	0.0%	2.9%	0.0%	18.2%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	4.8%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)													
		Agriculture, forestry and fishery	**Mining and quarrying**	**Manufacturing**	**Construction**	**Wholesale and retail trade**	**Trading (imports and exports)**	**Tourism, shopping, hotels, restaurants, recreation and entertainment**	**Transportation, forwarding and warehousing**	**Professional and business services**	**Finance and insurance**	**Real estate**	**ICT**	**OVERALL**
4	**Timeliness**													
	Very unsatisfied	20.0%	0.0%	2.9%	11.1%	0.0%	16.7%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.0%
	Unsatisfied	20.0%	0.0%	20.6%	55.6%	9.1%	50.0%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	23.8%
	Neutral	40.0%	0.0%	67.6%	22.2%	72.7%	33.3%	50.0%	50.0%	50.0%	100.0%	100.0%	100.0%	58.3%
	Statisfied	20.0%	0.0%	8.8%	11.1%	9.1%	0.0%	25.0%	50.0%	12.5%	0.0%	0.0%	0.0%	10.7%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
5	**Staff attitude**													
	Very unsatisfied	20.0%	0.0%	8.8%	33.3%	0.0%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.9%
	Unsatisfied	20.0%	0.0%	17.6%	33.3%	0.0%	33.3%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	17.9%
	Neutral	40.0%	0.0%	61.8%	22.2%	72.7%	33.3%	50.0%	0.0%	50.0%	100.0%	100.0%	100.0%	54.8%
	Statisfied	20.0%	0.0%	5.9%	11.1%	18.2%	0.0%	25.0%	100.0%	12.5%	0.0%	0.0%	0.0%	11.9%
	Very satisfied	0.0%	0.0%	5.9%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
6	**Staff competency**													
	Very unsatisfied	20.0%	0.0%	8.8%	22.2%	0.0%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.7%
	Unsatisfied	20.0%	0.0%	11.8%	33.3%	0.0%	50.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	15.5%
	Neutral	40.0%	0.0%	64.7%	33.3%	81.8%	16.7%	50.0%	50.0%	62.5%	100.0%	100.0%	100.0%	59.5%
	Statisfied	20.0%	0.0%	11.8%	11.1%	9.1%	0.0%	25.0%	50.0%	12.5%	0.0%	0.0%	0.0%	11.9%
	Very satisfied	0.0%	0.0%	2.9%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
7	**Effectiveness of communication**													
	Very unsatisfied	20.0%	0.0%	5.9%	22.2%	0.0%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%
	Unsatisfied	20.0%	0.0%	17.6%	33.3%	0.0%	33.3%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	17.9%
	Neutral	40.0%	0.0%	64.7%	33.3%	90.9%	33.3%	50.0%	50.0%	50.0%	100.0%	100.0%	100.0%	60.7%
	Statisfied	20.0%	0.0%	8.8%	11.1%	0.0%	0.0%	25.0%	50.0%	12.5%	0.0%	0.0%	0.0%	9.5%
	Very satisfied	0.0%	0.0%	2.9%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
8	**Problem-solving mindset**													
	Very unsatisfied	20.0%	0.0%	8.8%	11.1%	0.0%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%
	Unsatisfied	20.0%	0.0%	17.6%	55.6%	0.0%	50.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	20.2%
	Neutral	40.0%	0.0%	61.8%	33.3%	90.9%	16.7%	50.0%	0.0%	75.0%	100.0%	100.0%	100.0%	59.5%
	Statisfied	20.0%	0.0%	8.8%	0.0%	0.0%	0.0%	25.0%	100.0%	0.0%	0.0%	0.0%	0.0%	8.3%
	Very satisfied	0.0%	0.0%	2.9%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
9	**Online services**													
	Very unsatisfied	20.0%	0.0%	2.9%	11.1%	0.0%	50.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
	Unsatisfied	20.0%	0.0%	17.6%	66.7%	9.1%	33.3%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	23.8%
	Neutral	40.0%	0.0%	64.7%	22.2%	63.6%	16.7%	50.0%	50.0%	37.5%	100.0%	100.0%	100.0%	53.6%
	Statisfied	20.0%	0.0%	14.7%	0.0%	18.2%	0.0%	25.0%	50.0%	12.5%	0.0%	0.0%	0.0%	13.1%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%
	Sample size (n)	**5**	**0**	**34**	**9**	**11**	**6**	**4**	**2**	**8**	**2**	**1**	**2**	**84**
g)	**Local Authorities (PBT)**													
1	**Have you interacted with the Local Authorities (PBT) in the past few years?**													
	Yes	48.9%	66.7%	39.2%	38.9%	17.3%	12.8%	28.3%	21.1%	23.2%	17.9%	43.5%	12.0%	28.1%
	No interaction	51.1%	33.3%	60.8%	61.1%	82.7%	87.2%	71.7%	78.9%	76.8%	82.1%	56.5%	88.0%	71.9%
	Sample size (n)	**45**	**3**	**130**	**72**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**691**
2	**Effectiveness of accessibility**													
	Very unsatisfied	13.6%	0.0%	0.0%	10.7%	10.7%	0.0%	7.7%	0.0%	4.3%	0.0%	0.0%	0.0%	5.7%
	Unsatisfied	22.7%	0.0%	25.5%	14.3%	21.4%	0.0%	30.8%	50.0%	8.7%	40.0%	0.0%	33.3%	20.1%
	Neutral	50.0%	100.0%	60.8%	64.3%	60.7%	60.0%	38.5%	50.0%	73.9%	40.0%	70.0%	66.7%	60.3%
	Statisfied	13.6%	0.0%	11.8%	10.7%	3.6%	40.0%	23.1%	0.0%	13.0%	20.0%	20.0%	0.0%	12.4%
	Very satisfied	0.0%	0.0%	2.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	1.5%
	Sample size (n)	**22**	**2**	**51**	**28**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**194**
3	**Transparency of information**													
	Very unsatisfied	4.5%	0.0%	2.0%	10.7%	7.1%	0.0%	15.4%	0.0%	4.3%	0.0%	0.0%	0.0%	5.2%
	Unsatisfied	50.0%	50.0%	23.5%	25.0%	39.3%	20.0%	23.1%	25.0%	21.7%	60.0%	10.0%	33.3%	29.4%
	Neutral	27.3%	50.0%	60.8%	50.0%	46.4%	60.0%	38.5%	75.0%	65.2%	20.0%	80.0%	66.7%	52.6%
	Statisfied	18.2%	0.0%	11.8%	14.3%	7.1%	20.0%	23.1%	0.0%	8.7%	20.0%	10.0%	0.0%	12.4%
	Very satisfied	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
	Sample size (n)	**22**	**2**	**51**	**28**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**194**
4	**Timeliness**													
	Very unsatisfied	18.2%	0.0%	0.0%	17.9%	17.9%	20.0%	15.4%	50.0%	4.3%	0.0%	0.0%	0.0%	10.3%
	Unsatisfied	40.9%	0.0%	31.4%	21.4%	28.6%	0.0%	30.8%	0.0%	30.4%	40.0%	0.0%	33.3%	27.3%
	Neutral	27.3%	100.0%	52.9%	53.6%	42.9%	60.0%	38.5%	50.0%	60.9%	40.0%	100.0%	66.7%	51.5%
	Statisfied	13.6%	0.0%	15.7%	7.1%	10.7%	20.0%	15.4%	0.0%	4.3%	20.0%	0.0%	0.0%	10.8%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Sample size (n)	**22**	**2**	**51**	**28**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**194**
5	**Staff attitude**													
	Very unsatisfied	9.1%	0.0%	2.0%	7.1%	14.3%	0.0%	15.4%	0.0%	4.3%	0.0%	0.0%	0.0%	6.2%
	Unsatisfied	22.7%	50.0%	19.6%	25.0%	7.1%	40.0%	23.1%	0.0%	26.1%	20.0%	10.0%	33.3%	20.1%
	Neutral	59.1%	0.0%	64.7%	53.6%	64.3%	60.0%	38.5%	100.0%	56.5%	60.0%	70.0%	66.7%	59.8%
	Statisfied	4.5%	50.0%	11.8%	10.7%	10.7%	0.0%	23.1%	0.0%	13.0%	20.0%	20.0%	0.0%	11.9%
	Very satisfied	4.5%	0.0%	2.0%	3.6%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**22**	**2**	**51**	**28**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**194**
6	**Staff competency**													
	Very unsatisfied	13.6%	0.0%	2.0%	7.1%	10.7%	20.0%	7.7%	25.0%	4.3%	0.0%	0.0%	0.0%	6.7%
	Unsatisfied	31.8%	100.0%	21.6%	32.1%	25.0%	20.0%	30.8%	25.0%	21.7%	60.0%	10.0%	33.3%	26.8%
	Neutral	40.9%	0.0%	64.7%	50.0%	50.0%	60.0%	46.2%	50.0%	69.6%	20.0%	80.0%	66.7%	55.7%
	Statisfied	13.6%	0.0%	11.8%	10.7%	10.7%	0.0%	15.4%	0.0%	4.3%	20.0%	10.0%	0.0%	10.3%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
	Sample size (n)	**22**	**2**	**51**	**28**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**194**

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS

FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)

		Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
7	**Effectiveness of communication**													
	Very unsatisfied	9.1%	0.0%	2.0%	7.1%	7.1%	20.0%	7.7%	0.0%	4.3%	0.0%	0.0%	0.0%	5.2%
	Unsatisfied	22.7%	100.0%	19.6%	14.3%	17.9%	0.0%	15.4%	50.0%	30.4%	60.0%	0.0%	33.3%	21.1%
	Neutral	50.0%	0.0%	64.7%	60.7%	60.7%	60.0%	53.8%	50.0%	60.9%	20.0%	80.0%	66.7%	59.3%
	Statisfied	18.2%	0.0%	13.7%	14.3%	10.7%	0.0%	23.1%	0.0%	4.3%	20.0%	20.0%	0.0%	12.9%
	Very satisfied	0.0%	0.0%	0.0%	3.6%	3.6%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
	Sample size (n)	**22**	**2**	**51**	**28**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**194**
8	**Problem-solving mindset**													
	Very unsatisfied	13.6%	50.0%	2.0%	3.4%	10.7%	20.0%	15.4%	25.0%	17.4%	0.0%	0.0%	0.0%	8.7%
	Unsatisfied	36.4%	50.0%	27.5%	27.6%	28.6%	20.0%	15.4%	25.0%	21.7%	60.0%	20.0%	33.3%	27.7%
	Neutral	40.9%	0.0%	60.8%	62.1%	53.6%	40.0%	46.2%	50.0%	56.5%	20.0%	60.0%	66.7%	53.8%
	Statisfied	9.1%	0.0%	9.8%	0.0%	7.1%	20.0%	23.1%	0.0%	4.3%	20.0%	20.0%	0.0%	8.7%
	Very satisfied	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%
	Sample size (n)	**22**	**2**	**51**	**29**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**195**
9	**Online services**													
	Very unsatisfied	22.7%	0.0%	2.0%	10.3%	7.1%	20.0%	30.8%	0.0%	4.3%	20.0%	0.0%	0.0%	9.2%
	Unsatisfied	40.9%	0.0%	17.6%	17.2%	28.6%	20.0%	23.1%	50.0%	30.4%	40.0%	20.0%	33.3%	25.1%
	Neutral	27.3%	100.0%	74.5%	58.6%	53.6%	40.0%	30.8%	50.0%	60.9%	20.0%	80.0%	66.7%	56.9%
	Statisfied	9.1%	0.0%	5.9%	13.8%	10.7%	20.0%	15.4%	0.0%	4.3%	20.0%	0.0%	0.0%	8.7%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Sample size (n)	**22**	**2**	**51**	**29**	**28**	**5**	**13**	**4**	**23**	**5**	**10**	**3**	**195**
h)	**Department of Labour (JTK)**													
1	**Have you interacted with the Department of Labour (JTK) in the past few years?**													
	Yes	40.0%	0.0%	43.1%	27.4%	14.8%	7.7%	21.7%	0.0%	11.1%	0.0%	8.7%	0.0%	20.8%
	No interaction	60.0%	100.0%	56.9%	72.6%	85.2%	92.3%	78.3%	100.0%	88.9%	100.0%	91.3%	100.0%	79.2%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
2	**Effectiveness of accessibility**													
	Very unsatisfied	5.6%	0.0%	8.9%	5.0%	8.3%	66.7%	20.0%	0.0%	9.1%	0.0%	0.0%	0.0%	9.7%
	Unsatisfied	16.7%	0.0%	8.9%	20.0%	8.3%	0.0%	10.0%	0.0%	0.0%	0.0%	50.0%	0.0%	11.1%
	Neutral	72.2%	0.0%	55.4%	55.0%	50.0%	33.3%	20.0%	0.0%	81.8%	0.0%	50.0%	0.0%	55.6%
	Statisfied	5.6%	0.0%	23.2%	20.0%	33.3%	0.0%	50.0%	0.0%	9.1%	0.0%	0.0%	0.0%	22.2%
	Very satisfied	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
3	**Transparency of information**													
	Very unsatisfied	5.6%	0.0%	8.9%	10.0%	8.3%	33.3%	40.0%	0.0%	9.1%	0.0%	0.0%	0.0%	11.1%
	Unsatisfied	27.8%	0.0%	16.1%	35.0%	8.3%	33.3%	0.0%	0.0%	27.3%	0.0%	0.0%	0.0%	18.8%
	Neutral	55.6%	0.0%	51.8%	35.0%	50.0%	0.0%	20.0%	0.0%	54.5%	0.0%	100.0%	0.0%	47.2%
	Statisfied	11.1%	0.0%	17.9%	20.0%	29.2%	33.3%	40.0%	0.0%	9.1%	0.0%	0.0%	0.0%	20.1%
	Very satisfied	0.0%	0.0%	5.4%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
4	**Timeliness**													
	Very unsatisfied	5.6%	0.0%	8.9%	5.0%	8.3%	0.0%	20.0%	0.0%	9.1%	0.0%	0.0%	0.0%	8.3%
	Unsatisfied	33.3%	0.0%	10.7%	40.0%	12.5%	33.3%	10.0%	0.0%	18.2%	0.0%	50.0%	0.0%	19.4%
	Neutral	50.0%	0.0%	58.9%	35.0%	45.8%	33.3%	40.0%	0.0%	63.6%	0.0%	50.0%	0.0%	50.7%
	Statisfied	11.1%	0.0%	16.1%	20.0%	29.2%	33.3%	30.0%	0.0%	9.1%	0.0%	0.0%	0.0%	18.8%
	Very satisfied	0.0%	0.0%	5.4%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
5	**Staff attitude**													
	Very unsatisfied	5.6%	0.0%	10.7%	10.0%	8.3%	33.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.7%
	Unsatisfied	16.7%	0.0%	17.9%	20.0%	8.3%	33.3%	10.0%	0.0%	27.3%	0.0%	0.0%	0.0%	16.7%
	Neutral	66.7%	0.0%	50.0%	50.0%	45.8%	0.0%	30.0%	0.0%	63.6%	0.0%	100.0%	0.0%	50.7%
	Statisfied	11.1%	0.0%	17.9%	20.0%	29.2%	33.3%	40.0%	0.0%	9.1%	0.0%	0.0%	0.0%	20.1%
	Very satisfied	0.0%	0.0%	3.6%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
6	**Staff competency**													
	Very unsatisfied	5.6%	0.0%	10.7%	15.0%	8.3%	33.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.4%
	Unsatisfied	16.7%	0.0%	12.5%	20.0%	8.3%	0.0%	10.0%	0.0%	18.2%	0.0%	0.0%	0.0%	13.2%
	Neutral	66.7%	0.0%	53.6%	50.0%	50.0%	66.7%	30.0%	0.0%	72.7%	0.0%	100.0%	0.0%	54.9%
	Statisfied	11.1%	0.0%	19.6%	15.0%	33.3%	0.0%	40.0%	0.0%	9.1%	0.0%	0.0%	0.0%	20.1%
	Very satisfied	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
7	**Effectiveness of communication**													
	Very unsatisfied	5.6%	0.0%	10.7%	5.0%	8.3%	33.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.0%
	Unsatisfied	16.7%	0.0%	17.9%	25.0%	4.2%	33.3%	10.0%	0.0%	27.3%	0.0%	50.0%	0.0%	17.4%
	Neutral	72.2%	0.0%	44.6%	50.0%	54.2%	0.0%	40.0%	0.0%	63.6%	0.0%	50.0%	0.0%	50.7%
	Statisfied	5.6%	0.0%	21.4%	20.0%	29.2%	33.3%	30.0%	0.0%	9.1%	0.0%	0.0%	0.0%	20.1%
	Very satisfied	0.0%	0.0%	5.4%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
8	**Problem-solving mindset**													
	Very unsatisfied	11.1%	0.0%	14.3%	5.0%	8.3%	33.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
	Unsatisfied	33.3%	0.0%	19.6%	30.0%	4.2%	33.3%	10.0%	0.0%	36.4%	0.0%	50.0%	0.0%	21.5%
	Neutral	44.4%	0.0%	42.9%	50.0%	62.5%	33.3%	30.0%	0.0%	54.5%	0.0%	50.0%	0.0%	47.2%
	Statisfied	11.1%	0.0%	19.6%	15.0%	20.8%	0.0%	40.0%	0.0%	9.1%	0.0%	0.0%	0.0%	18.1%
	Very satisfied	0.0%	0.0%	3.6%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**
9	**Online services**													
	Very unsatisfied	11.1%	0.0%	8.9%	10.0%	8.3%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.0%
	Unsatisfied	33.3%	0.0%	10.7%	40.0%	8.3%	33.3%	10.0%	0.0%	36.4%	0.0%	50.0%	0.0%	20.1%
	Neutral	44.4%	0.0%	60.7%	35.0%	66.7%	66.7%	40.0%	0.0%	63.6%	0.0%	50.0%	0.0%	54.9%
	Statisfied	5.6%	0.0%	16.1%	15.0%	16.7%	0.0%	30.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.9%
	Very satisfied	5.6%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**18**	**0**	**56**	**20**	**24**	**3**	**10**	**0**	**11**	**0**	**2**	**0**	**144**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
i)	**Human Resource Development Corporation (HRD Corp)**													
1	**Have you interacted with the Human Resource Development Corporation (HRD Corp) in the past few years?**													
	Yes	20.0%	66.7%	39.2%	26.0%	13.6%	7.7%	23.9%	10.5%	19.2%	10.7%	0.0%	20.0%	21.1%
	No interaction	80.0%	33.3%	60.8%	74.0%	86.4%	92.3%	76.1%	89.5%	80.8%	89.3%	100.0%	80.0%	78.9%
	Sample size (n)	**45**	**3**	**130**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**692**
2	**Effectiveness of accessibility**													
	Very unsatisfied	11.1%	0.0%	5.9%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	4.8%
	Unsatisfied	22.2%	0.0%	9.8%	0.0%	4.5%	0.0%	9.1%	0.0%	10.5%	0.0%	0.0%	20.0%	8.2%
	Neutral	44.4%	0.0%	52.9%	47.4%	45.5%	0.0%	54.5%	0.0%	52.6%	66.7%	0.0%	20.0%	47.3%
	Statisfied	11.1%	100.0%	27.5%	42.1%	40.9%	66.7%	36.4%	100.0%	31.6%	33.3%	0.0%	40.0%	34.9%
	Very satisfied	11.1%	0.0%	3.9%	5.3%	4.5%	33.3%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	4.8%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
3	**Transparency of information**													
	Very unsatisfied	11.1%	0.0%	7.8%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	5.5%
	Unsatisfied	33.3%	0.0%	7.8%	0.0%	9.1%	0.0%	18.2%	0.0%	15.8%	0.0%	0.0%	20.0%	10.3%
	Neutral	22.2%	0.0%	49.0%	47.4%	50.0%	0.0%	54.5%	0.0%	57.9%	66.7%	0.0%	20.0%	45.9%
	Statisfied	22.2%	100.0%	31.4%	42.1%	31.8%	100.0%	27.3%	100.0%	26.3%	33.3%	0.0%	40.0%	34.9%
	Very satisfied	11.1%	0.0%	3.9%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
4	**Timeliness**													
	Very unsatisfied	11.1%	0.0%	7.8%	5.3%	4.5%	0.0%	9.1%	0.0%	5.3%	0.0%	0.0%	20.0%	6.8%
	Unsatisfied	33.3%	0.0%	7.8%	0.0%	9.1%	0.0%	0.0%	0.0%	15.8%	0.0%	0.0%	20.0%	8.9%
	Neutral	33.3%	100.0%	58.8%	52.6%	54.5%	0.0%	54.5%	50.0%	52.6%	66.7%	0.0%	20.0%	52.7%
	Statisfied	11.1%	0.0%	21.6%	42.1%	27.3%	100.0%	36.4%	50.0%	26.3%	33.3%	0.0%	40.0%	28.8%
	Very satisfied	11.1%	0.0%	3.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
5	**Staff attitude**													
	Very unsatisfied	11.1%	0.0%	3.9%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	4.1%
	Unsatisfied	22.2%	0.0%	11.8%	0.0%	9.1%	0.0%	9.1%	0.0%	5.3%	0.0%	0.0%	20.0%	8.9%
	Neutral	33.3%	50.0%	52.9%	47.4%	45.5%	0.0%	45.5%	50.0%	63.2%	66.7%	0.0%	20.0%	48.6%
	Statisfied	22.2%	50.0%	27.5%	47.4%	36.4%	100.0%	45.5%	50.0%	31.6%	33.3%	0.0%	40.0%	35.6%
	Very satisfied	11.1%	0.0%	3.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
6	**Staff competency**													
	Very unsatisfied	11.1%	0.0%	5.9%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	4.8%
	Unsatisfied	22.2%	0.0%	9.8%	0.0%	9.1%	0.0%	9.1%	0.0%	10.5%	0.0%	0.0%	20.0%	8.9%
	Neutral	44.4%	0.0%	52.9%	57.9%	45.5%	33.3%	54.5%	50.0%	63.2%	66.7%	0.0%	20.0%	51.4%
	Statisfied	11.1%	100.0%	27.5%	36.8%	36.4%	66.7%	36.4%	50.0%	26.3%	33.3%	0.0%	40.0%	32.2%
	Very satisfied	11.1%	0.0%	3.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
7	**Effectiveness of communication**													
	Very unsatisfied	11.1%	0.0%	3.9%	5.3%	4.5%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	4.8%
	Unsatisfied	22.2%	0.0%	11.8%	0.0%	9.1%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	8.2%
	Neutral	33.3%	0.0%	52.9%	47.4%	45.5%	0.0%	45.5%	100.0%	78.9%	66.7%	0.0%	20.0%	50.7%
	Statisfied	22.2%	100.0%	27.5%	47.4%	36.4%	100.0%	36.4%	0.0%	21.1%	33.3%	0.0%	40.0%	33.6%
	Very satisfied	11.1%	0.0%	3.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
8	**Problem-solving mindset**													
	Very unsatisfied	11.1%	0.0%	3.9%	5.3%	4.5%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	4.8%
	Unsatisfied	22.2%	0.0%	11.8%	0.0%	18.2%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	9.6%
	Neutral	44.4%	100.0%	54.9%	52.6%	40.9%	33.3%	45.5%	50.0%	78.9%	66.7%	0.0%	20.0%	53.4%
	Statisfied	11.1%	0.0%	25.5%	42.1%	36.4%	66.7%	36.4%	50.0%	21.1%	33.3%	0.0%	40.0%	30.1%
	Very satisfied	11.1%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
9	**Online services**													
	Very unsatisfied	11.1%	0.0%	5.9%	5.3%	4.5%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	20.0%	5.5%
	Unsatisfied	33.3%	0.0%	7.8%	0.0%	13.6%	0.0%	18.2%	0.0%	10.5%	0.0%	0.0%	20.0%	10.3%
	Neutral	33.3%	100.0%	60.8%	73.7%	54.5%	33.3%	36.4%	100.0%	78.9%	66.7%	0.0%	20.0%	59.6%
	Statisfied	11.1%	0.0%	19.6%	21.1%	27.3%	66.7%	36.4%	0.0%	10.5%	33.3%	0.0%	40.0%	21.9%
	Very satisfied	11.1%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	Sample size (n)	**9**	**2**	**51**	**19**	**22**	**3**	**11**	**2**	**19**	**3**	**0**	**5**	**146**
j)	**Malaysia Digital Economy Coporation (MDEC)**													
1	**Have you interacted with the Malaysia Digital Economy Coporation (MDEC) in the past few years?**													
	Yes	13.3%	0.0%	11.6%	5.5%	7.4%	5.1%	13.0%	10.5%	12.1%	7.1%	0.0%	40.0%	10.3%
	No interaction	86.7%	100.0%	88.4%	94.5%	92.6%	94.9%	87.0%	89.5%	87.9%	92.9%	100.0%	60.0%	89.7%
	Sample size (n)	**45**	**3**	**129**	**73**	**162**	**39**	**46**	**19**	**99**	**28**	**23**	**25**	**691**
2	**Effectiveness of accessibility**													
	Very unsatisfied	16.7%	0.0%	6.7%	25.0%	0.0%	50.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%
	Unsatisfied	50.0%	0.0%	13.3%	0.0%	8.3%	50.0%	0.0%	0.0%	16.7%	0.0%	0.0%	30.0%	16.9%
	Neutral	33.3%	0.0%	66.7%	25.0%	66.7%	0.0%	50.0%	50.0%	33.3%	0.0%	0.0%	50.0%	47.9%
	Statisfied	0.0%	0.0%	13.3%	25.0%	16.7%	0.0%	33.3%	50.0%	50.0%	50.0%	0.0%	20.0%	23.9%
	Very satisfied	0.0%	0.0%	0.0%	25.0%	8.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	4.2%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**
3	**Transparency of information**													
	Very unsatisfied	16.7%	0.0%	0.0%	25.0%	0.0%	50.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%
	Unsatisfied	33.3%	0.0%	13.3%	0.0%	8.3%	50.0%	0.0%	0.0%	16.7%	0.0%	0.0%	10.0%	12.7%
	Neutral	33.3%	0.0%	73.3%	25.0%	66.7%	0.0%	33.3%	50.0%	58.3%	0.0%	0.0%	60.0%	53.5%
	Statisfied	16.7%	0.0%	13.3%	50.0%	8.3%	0.0%	33.3%	50.0%	25.0%	50.0%	0.0%	30.0%	22.5%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	4.2%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**

	MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS FOR THE 1ST HALF-YEAR OF 2023 (JAN-JUN 2023) AND OUTLOOK FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023)	Agriculture, forestry and fishery	Mining and quarrying	Manufacturing	Construction	Wholesale and retail trade	Trading (imports and exports)	Tourism, shopping, hotels, restaurants, recreation and entertainment	Transportation, forwarding and warehousing	Professional and business services	Finance and insurance	Real estate	ICT	OVERALL
4	**Timeliness**													
	Very unsatisfied	16.7%	0.0%	0.0%	25.0%	0.0%	50.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
	Unsatisfied	33.3%	0.0%	20.0%	0.0%	8.3%	50.0%	33.3%	0.0%	8.3%	0.0%	0.0%	40.0%	19.7%
	Neutral	16.7%	0.0%	66.7%	75.0%	66.7%	0.0%	16.7%	50.0%	58.3%	0.0%	0.0%	30.0%	47.9%
	Statisfied	33.3%	0.0%	13.3%	0.0%	16.7%	0.0%	33.3%	50.0%	33.3%	50.0%	0.0%	30.0%	23.9%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	2.8%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**
5	**Staff attitude**													
	Very unsatisfied	16.7%	0.0%	6.7%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
	Unsatisfied	33.3%	0.0%	20.0%	25.0%	8.3%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	30.0%	16.9%
	Neutral	0.0%	0.0%	60.0%	50.0%	66.7%	0.0%	16.7%	50.0%	58.3%	0.0%	0.0%	40.0%	45.1%
	Statisfied	50.0%	0.0%	13.3%	0.0%	16.7%	0.0%	66.7%	50.0%	41.7%	50.0%	0.0%	20.0%	28.2%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	10.0%	4.2%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**
6	**Staff competency**													
	Very unsatisfied	16.7%	0.0%	6.7%	25.0%	0.0%	50.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%
	Unsatisfied	33.3%	0.0%	20.0%	0.0%	8.3%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	30.0%	14.1%
	Neutral	33.3%	0.0%	66.7%	50.0%	58.3%	0.0%	33.3%	100.0%	66.7%	0.0%	0.0%	40.0%	52.1%
	Statisfied	16.7%	0.0%	6.7%	25.0%	25.0%	0.0%	50.0%	0.0%	33.3%	50.0%	0.0%	30.0%	23.9%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	2.8%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**
7	**Effectiveness of communication**													
	Very unsatisfied	16.7%	0.0%	6.7%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
	Unsatisfied	33.3%	0.0%	20.0%	0.0%	8.3%	100.0%	16.7%	0.0%	8.3%	0.0%	0.0%	20.0%	16.9%
	Neutral	16.7%	0.0%	66.7%	25.0%	66.7%	0.0%	16.7%	50.0%	58.3%	0.0%	0.0%	50.0%	47.9%
	Statisfied	33.3%	0.0%	6.7%	50.0%	16.7%	0.0%	50.0%	0.0%	33.3%	50.0%	0.0%	30.0%	25.4%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	4.2%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**
8	**Problem-solving mindset**													
	Very unsatisfied	16.7%	0.0%	0.0%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	10.0%	5.6%
	Unsatisfied	33.3%	0.0%	26.7%	0.0%	8.3%	100.0%	16.7%	50.0%	16.7%	0.0%	0.0%	30.0%	22.5%
	Neutral	16.7%	0.0%	66.7%	25.0%	66.7%	0.0%	16.7%	50.0%	50.0%	0.0%	0.0%	50.0%	46.5%
	Statisfied	33.3%	0.0%	6.7%	25.0%	16.7%	0.0%	50.0%	0.0%	33.3%	50.0%	0.0%	10.0%	21.1%
	Very satisfied	0.0%	0.0%	0.0%	25.0%	8.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	4.2%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**
9	**Online services**													
	Very unsatisfied	16.7%	0.0%	0.0%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
	Unsatisfied	33.3%	0.0%	13.3%	0.0%	8.3%	100.0%	0.0%	0.0%	8.3%	0.0%	0.0%	10.0%	12.7%
	Neutral	33.3%	0.0%	80.0%	50.0%	75.0%	0.0%	33.3%	100.0%	58.3%	0.0%	0.0%	60.0%	59.2%
	Statisfied	16.7%	0.0%	6.7%	25.0%	8.3%	0.0%	50.0%	0.0%	33.3%	50.0%	0.0%	30.0%	21.1%
	Very satisfied	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	2.8%
	Sample size (n)	**6**	**0**	**15**	**4**	**12**	**2**	**6**	**2**	**12**	**2**	**0**	**10**	**71**

Note: Numbers may not add up to 100.0% due to rounding.

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马来西亚中华总商会

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