

**PERKHIDMATAN PENTADBIRAN DAN SOKONGAN**  
*ADMINISTRATIVE AND SUPPORT SERVICES*

**NOTA PENJELASAN**  
*EXPLANATORY NOTES*

**BAHAGIAN A: HASIL**  
*PART A: REVENUE*

**1.1 Hasil kendalian / Perolehan / Jualan**

Pendapatan yang diperoleh melalui perkhidmatan mengatur dan merancang pelancongan, penyediaan pakej pelancongan, penyewaan dan pajakan, keselamatan, pekerjaan, bangunan dan landskap, pengurusan dan sokongan pejabat, pengurusan konvensyen dan pameran perdagangan dan sokongan perniagaan lain.

**1.1 Operating revenue / Turnover / Sales**

*Income from services provided by arranging and assembling tour services, providing tour packages, rental and leasing, securities, employments, buildings and landscapes, office administrative and support, organization of conventions and trade shows and other business support service.*

**1.2 Hasil lain**

Perkara-perkara seperti pendapatan daripada faedah, dividen, subsidi, geran kerajaan, derma, pajakan kewangan, pemulihan hutang lapuk, tuntutan insurans, keuntungan dari jualan harta dan transaksi pertukaran wang asing.

**1.2 Other income**

*Items such as interest income, dividends, subsidies, government grants, donations, financial leasings, bad debts recovered, insurance claims, gain on sales of assets and foreign exchange transactions.*

**BAHAGIAN B: PERBELANJAAN**  
*PART B: EXPENDITURE*

**2.1 Perbelanjaan kendalian / Kos jualan**

Kos bahan untuk pembaikan dan penyelenggaraan, perbelanjaan sewa, utiliti, iklan dan perjalanan, bayaran guaman, bayaran profesional dsbnya.

**2.1 Operating expenditure / Cost of sales**

*Cost of materials for repairs and maintenance, expenditure on rent, utilities, advertising, travelling, legal fees, professional fees etc.*

**2.2 Perbelanjaan lain**

Susut nilai, faedah dan cukai, hutang lapuk, kerugian tukaran wang asing dan lain-lain perbelanjaan kewangan.

**2.2 Other expenditure**

*Depreciation, interest and taxes, bad debts, forex losses and other finance expenses.*

**2.3 Jumlah gaji & upah**

Gaji & upah yang dibayar merujuk kepada pembayaran tunai, termasuk yang dibayar bonus, komisen, bayaran lebih masa, elaun kos sara hidup dan elaun-elaun lain yang dibayar kepada semua pekerja bergaji dalam tempoh suku tahun rujukan. Sementara caruman pekerja kepada Kumpulan Wang Simpanan Pekerja (KWSP) dan Pertubuhan Keselamatan Sosial (PERKESO) turut dimasukkan, manakala caruman oleh majikan keselamatan. Elaun kepada pemilik yang bekerja, rakan niaga yang bekerja dan pekerja keluarga tidak bergaji juga dikecualikan.

**2.3 Total salaries & wages**

*Salaries & wages paid refer to cash payments, including bonuses, commissions, overtime wages, cost of living and allowances made to all employees during the reference quarter. While the employees' contributions to Employees' Provident Fund (EPF) and Social Security Organisation (SOCSO) are included, the employer's contribution are excluded. Allowances to working proprietors, working partners and unpaid family worker are not included.*

**BAHAGIAN C: BILANGAN PEKERJA**  
*PART C: NUMBER OF PERSONS ENGAGED*

**3.1 Jumlah pekerja**

Jumlah pekerja termasuk semua pemilik yang bekerja dan pekerja keluarga tidak bergaji dan rakan niaga yang aktif. Ia juga termasuk pekerja bergaji sepenuh masa (bekerja sekurang-kurangnya 6 jam sehari dan 20 hari sebulan) dan pekerja bergaji sambilan (bekerja kurang daripada 6 jam sehari dan kurang daripada 20 hari sebulan).

**3.1 Total number of persons engaged**

*The total number of persons engaged includes all working proprietors and unpaid family workers and active business partners. It also includes full-time paid employees (work for at least 6 hours a day and 20 days a month) and part-time paid employees (work for less than 6 hours a day and less than 20 days a month)*

**3.4 Pekerja bukan warganegara Malaysia**

**Definisi Kewarganegaraan**

**Individu** yang tinggal atau menetap di Malaysia bagi tempoh sekurang-kurangnya satu tahun mengikut kewarganegaraan dan etnik;

(i) Warganegara

- (a) Melayu
- (b) Bumiputera lain (Cth: Iban, Kadazan, Bajau, Murut)
- (c) Cina
- (d) India
- (e) Lain-lain (Cth: Sikh)

(ii) Bukan Warganegara

**3.4 Non-Malaysian citizen workers**

**Definition of Citizenship**

**Individuals** who have lived or resided in Malaysia for a period of at least one year, by categorized by nationality and ethnicity;

(i) Citizen:

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

(ii) Non-Citizen

**BAHAGIAN E: EKONOMI DIGITAL**  
*PART E: DIGITAL ECONOMY*

**5.1 E-dagang**

Urusniaga e-dagang adalah penjualan atau pembelian barangan atau perkhidmatan yang dijalankan melalui rangkaian pengkomputeran / internet dengan kaedah yang direka untuk tujuan menerima atau membuat pesanan (pembelian atau jualan). Urusniaga ini berlaku sama ada antara perniagaan, isi rumah, individu, kerajaan dan organisasi-organisasi awam / swasta lain.

Kaedah pembayaran dan penghantaran barangan atau perkhidmatan urusniaga e-dagang ini boleh dijalankan melalui atau bukan melalui rangkaian pengkomputeran / internet.

Urusniaga e-dagang termasuk pesanan yang dibuat di laman web, extranet atau EDI. Walau bagaimanapun, urusniaga yang dibuat melalui panggilan telefon, faks, e-mel dan yang seumpamanya tidak dikategorikan sebagai urusniaga e-dagang.

**5.1 E-commerce**

*E-commerce transactions is the sale or purchase of goods or services over the network computing / internet with designed method for the purpose of receive or make a booking (purchase or sale). The transaction is between businesses, households, individuals, governments and organisations of other public / private.*

*The method of payment and the delivery of goods or services e-commerce transactions can be carried out either through network computing / internet or not.*

*E-commerce transactions, including orders placed on the website, extranet or EDI. However, the transactions made by telephone, fax, email and the like are not been categorised as e-commerce transactions.*

**5.2 Peratus hasil yang diperoleh melalui transaksi e-dagang.**

Merujuk kepada peratus pendapatan transaksi e-dagang.

**5.2 Percentage of revenue through e-commerce transactions.**

*Refers to the percentage of income through e-commerce transactions.*

**5.3 Peratus perbelanjaan melalui transaksi e-dagang.**

Merujuk kepada perbelanjaan transaksi e-dagang.

**5.3 Percentage of expenditure through e-commerce transactions.**

*Refers to the percentage of expenditure through e-commerce transactions.*