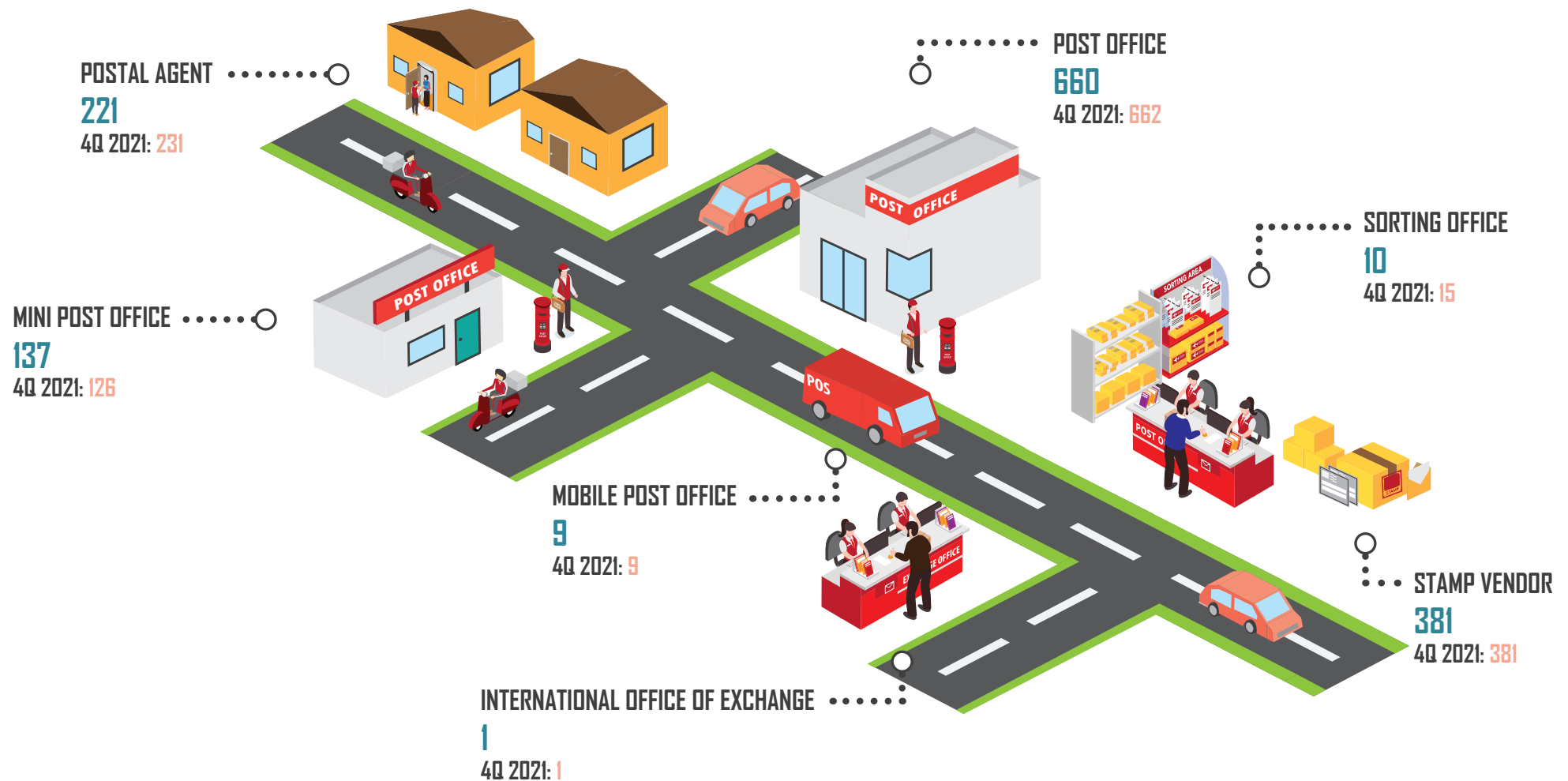
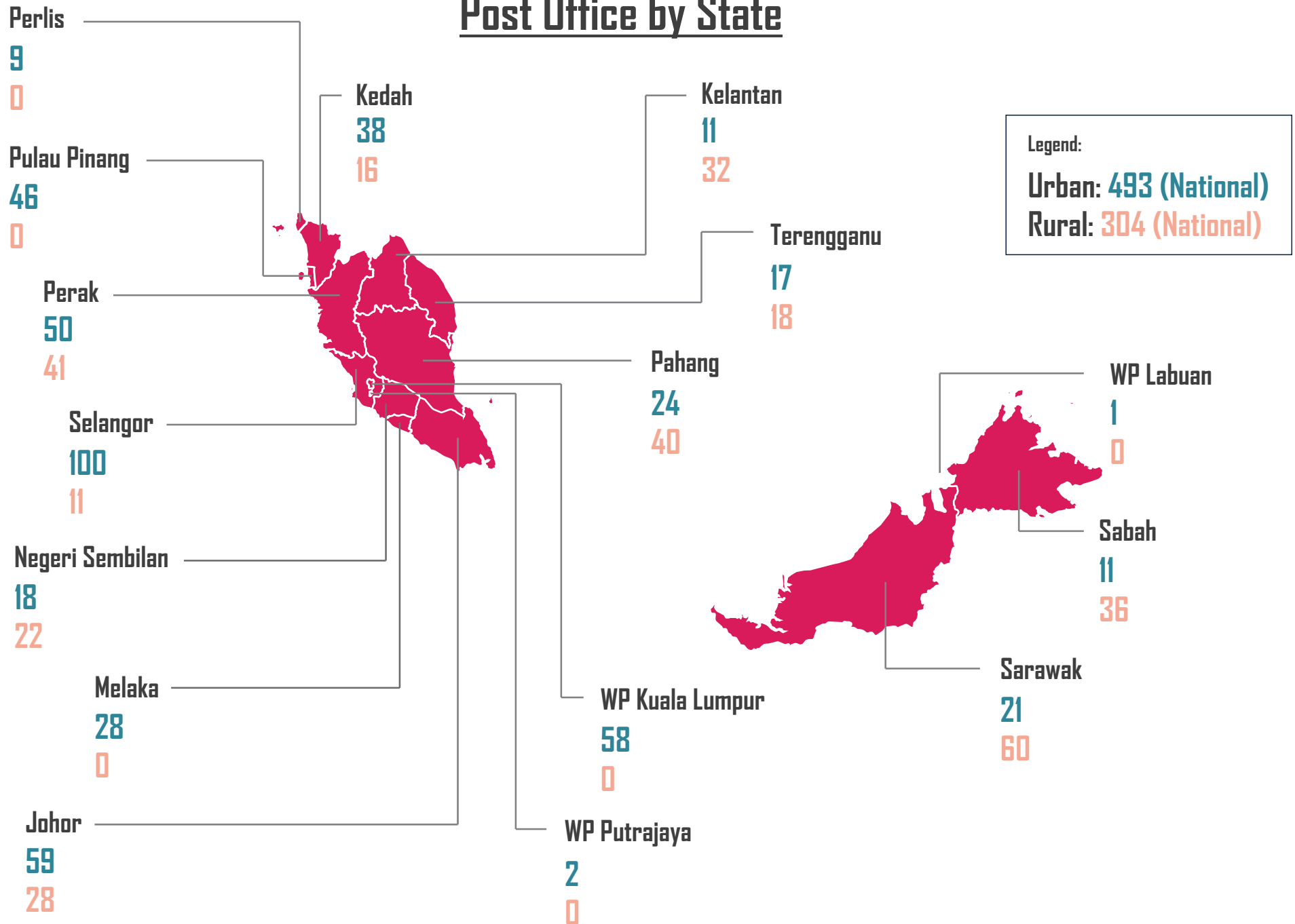


## Postal Infrastructure



# Post Office by State



Note:  
Number of post offices include post offices and mini post offices

# Postal Employment

CALL CENTER .....○  
**143**  
4Q 2021: **192**

ADMINISTRATIVE  
**7,431**  
4Q 2021: **8,372**

OTHERS\* .....○  
**745**  
4Q 2021: **303**

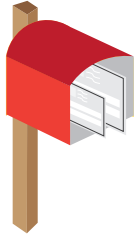
PICK UP & DESPATCH .....○  
**8,272**  
4Q 2021: **8,569**

SORTING CREW .....○  
**1,672**  
4Q 2021: **2,385**

Note:  
\*Others include supervisor of postmen and *wakil posmen*

# Postal Traffic

## Postal traffic by type of items



### NUMBER OF LETTER POST ITEM ('000)

DOMESTIC

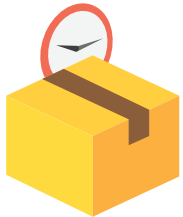
**93,755.1**

4Q 2021: **86,049.8**

INTERNATIONAL

**2,816.9**

4Q 2021: **3,633.7**



### NUMBER OF EXPRESS ITEM ('000)

DOMESTIC

**1.5**

4Q 2021: **5.6**

INTERNATIONAL

**299.1**

4Q 2021: **245.7**



### NUMBER OF REGISTERED ITEM ('000)

DOMESTIC

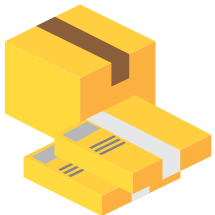
**3,510.8**

4Q 2021: **4,257.7**

INTERNATIONAL

**350.2**

4Q 2021: **532.2**



### NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC

**56.7**

4Q 2021: **77.7**

INTERNATIONAL

**50.0**

4Q 2021: **51.7**



### NUMBER OF INSURED PARCEL

DOMESTIC

**249**

4Q 2021: **402**



### NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC

**292.5**

4Q 2021: **217.9**



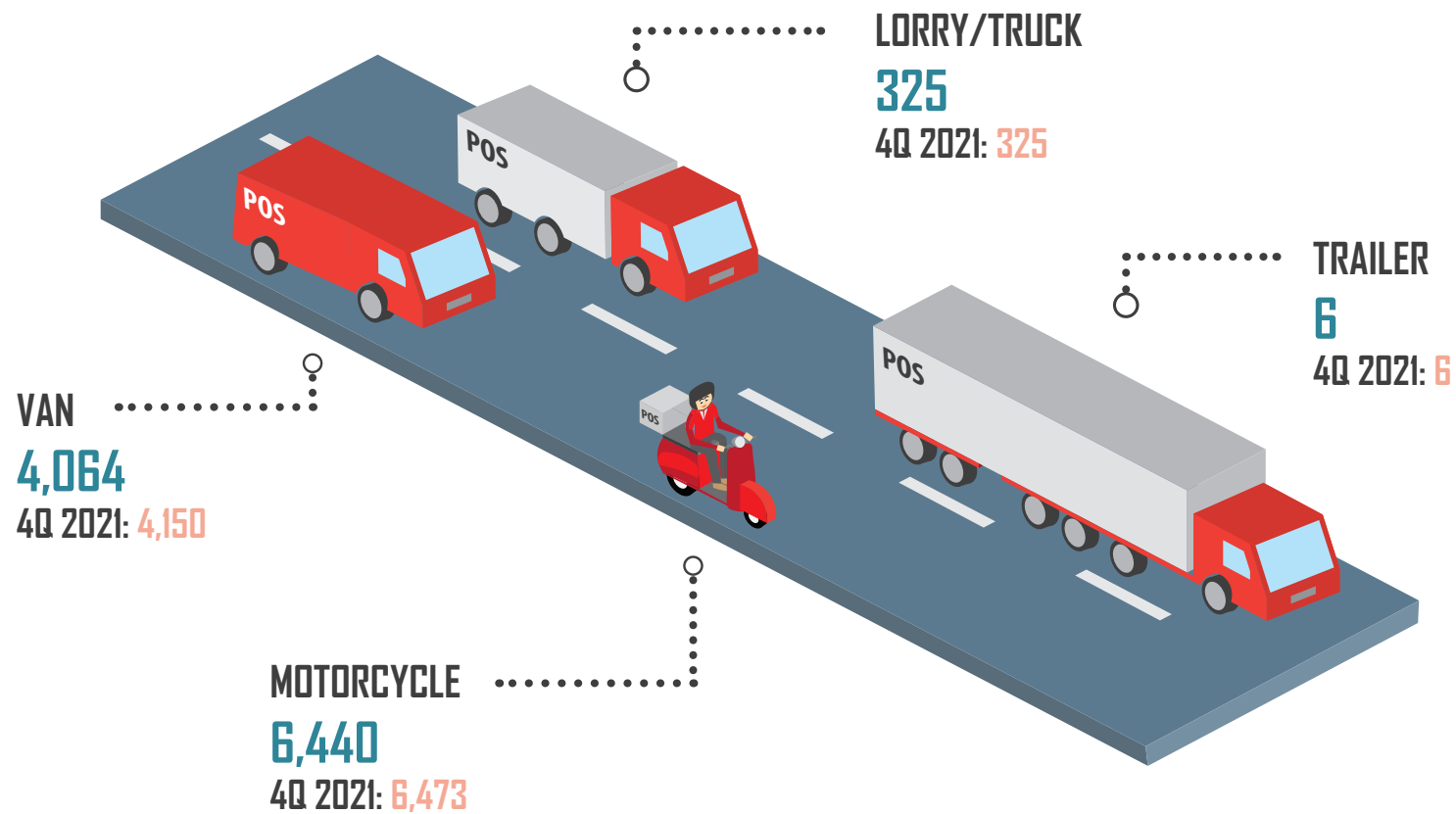
### NUMBER OF POST FREE ITEM ('000)

DOMESTIC

**404.7**

4Q 2021: **623.6**

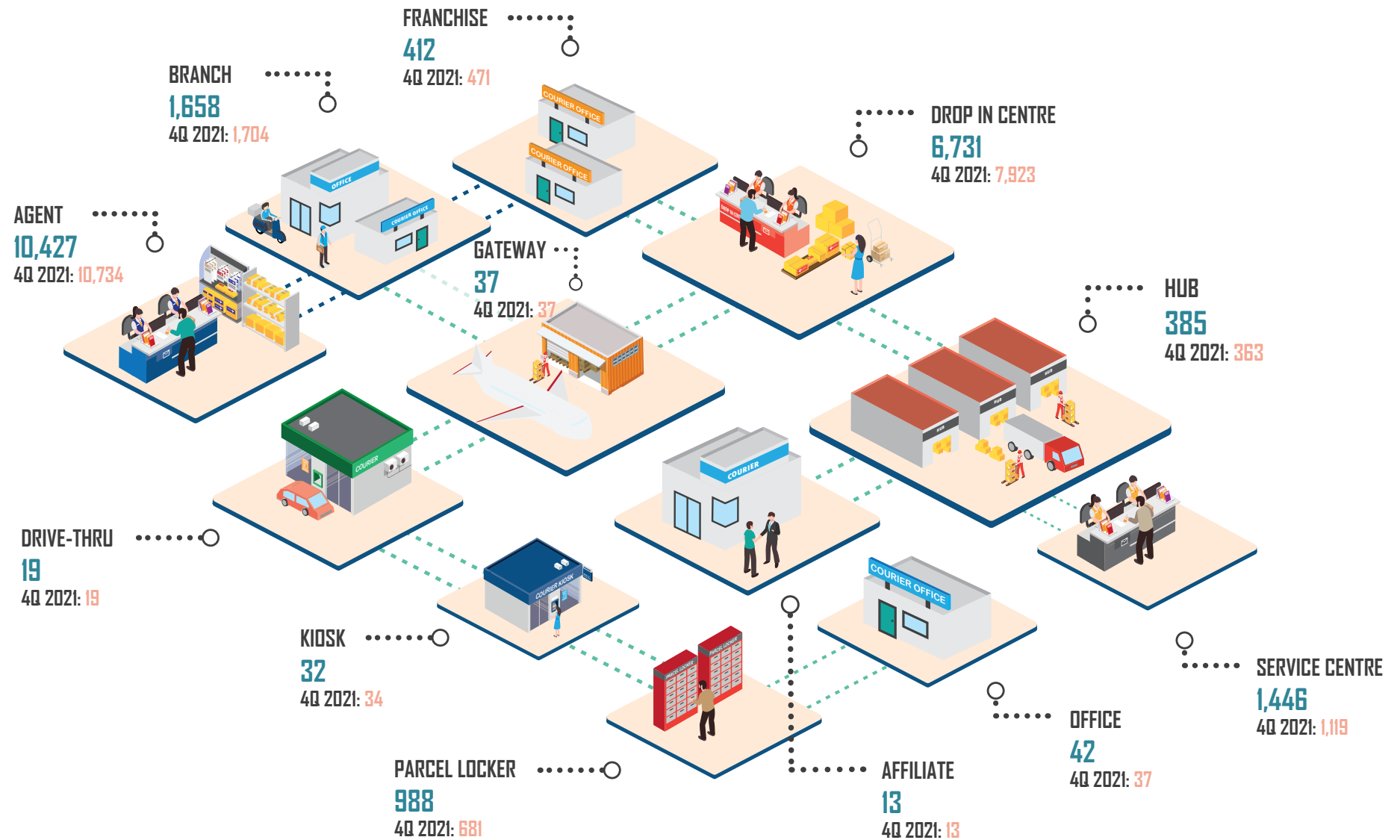
# Postal Vehicle



Note:

\*Number of vehicles refer to vehicles owned by postal service provider and vehicles owned by outsource contractors/individual related to postal and courier activities

# Courier Infrastructure



Note:

1. Commencing 4Q 2021, there are five (5) new categories collected under courier infrastructure - service centre, kiosk, drive thru and office and parcel locker. Prior 4Q 2021, these new categories were collected under others.

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# Courier Employment

CALL CENTER  
**3,151**  
4Q 2021: **3,042**

ADMINISTRATIVE  
**14,175**  
4Q 2021: **14,430**

OTHERS\*  
**11,526**  
4Q 2021: **11,753**

PICK UP & DESPATCH  
**114,333**  
4Q 2021: **110,071**

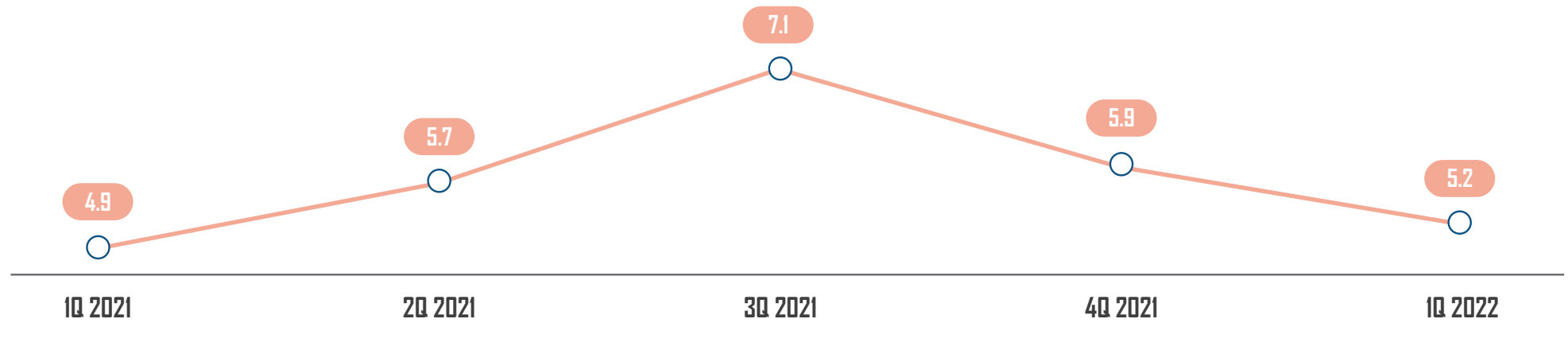
SORTING CREW  
**10,745**  
4Q 2021: **15,026**

Note:

\*Others in courier employment include employees in sales, marketing, finance, internship and non-operational, etc.

# Courier Traffic

## Parcel per Capita



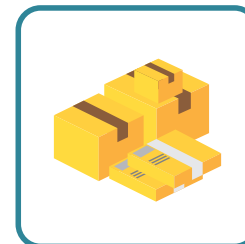
## Courier traffic by type of items



### NUMBER OF EXPRESS DOCUMENTS ('000)

DOMESTIC  
**15,437.6**  
4Q 2021: 20,105.8

INTERNATIONAL  
**446.2**  
4Q 2021: 525.4



### NUMBER OF PACKAGES AND PARCELS ('000)

DOMESTIC  
**150,168.6**  
4Q 2021: 164,326.9

INTERNATIONAL  
**4,112.7**  
4Q 2021: 6,404.0



### OTHERS' ('000)

DOMESTIC  
**3,009.9**  
4Q 2021: 4,051.1

INTERNATIONAL  
**42.7**  
4Q 2021: 48.7

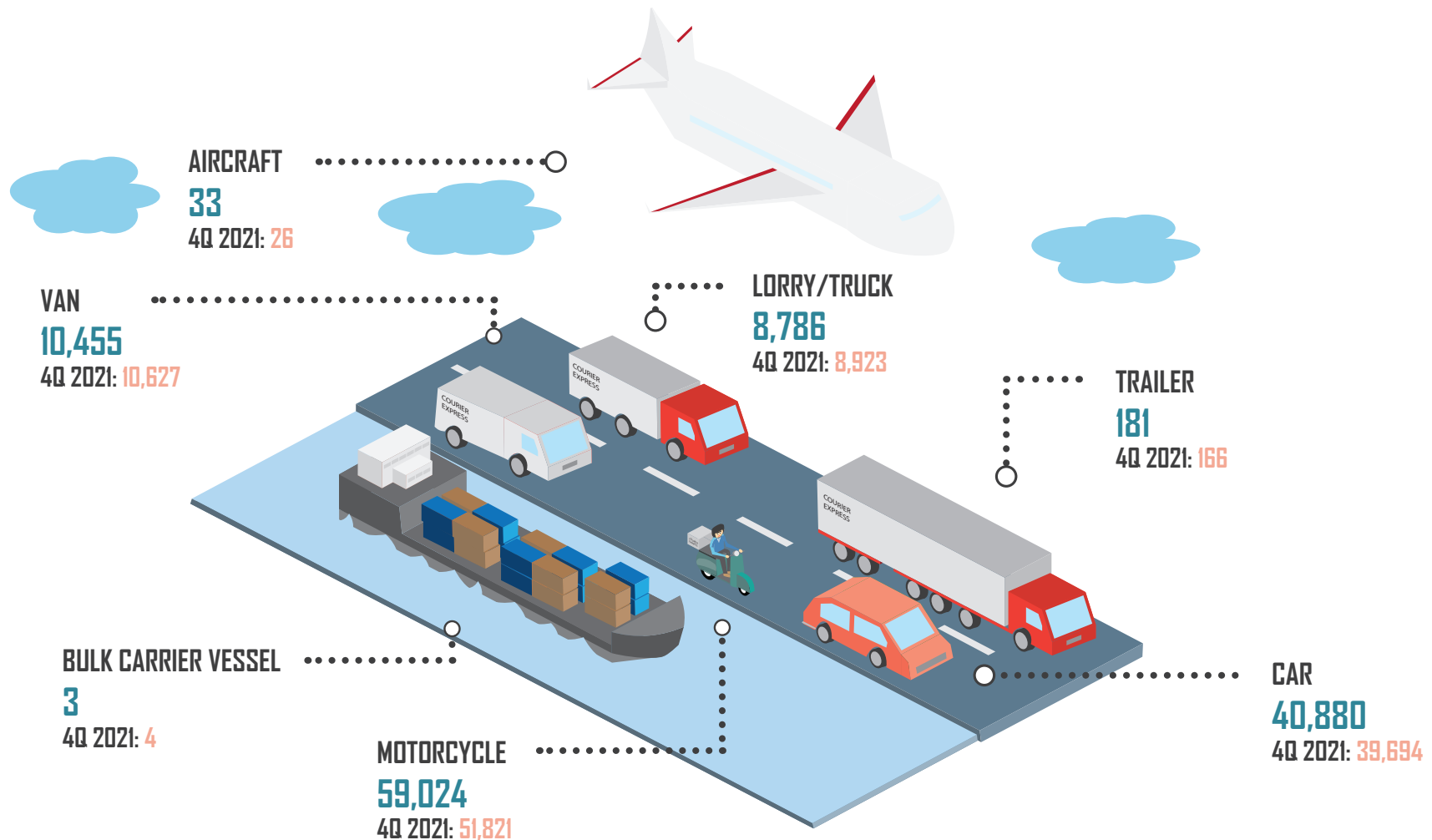
Note:

1. Others in courier traffic include non-priority mail, walk-in courier, prepaid, post express, etc.

2. Parcel per capita is calculated based on total courier volume divide by population as at particular quarter



# Courier Vehicle



## Note:

Vehicles refer to vehicles owned by courier companies, outsource vehicles and staff personal vehicles for courier activities

## Note:

1. In 2022, statistics from courier services were collected from all active courier licensees who conducted courier activity
2. For postal and courier traffic, the number of traffic for 4Q 2021 is from October-December, whereas the number of traffic for 1Q 2022 is from January-March.
3. Published as at March 2022
4. Revised figures are underlined

For further inquiries please contact Statistics and Data Intelligence Department MCMC at, [statistics@mcmc.gov.my](mailto:statistics@mcmc.gov.my)