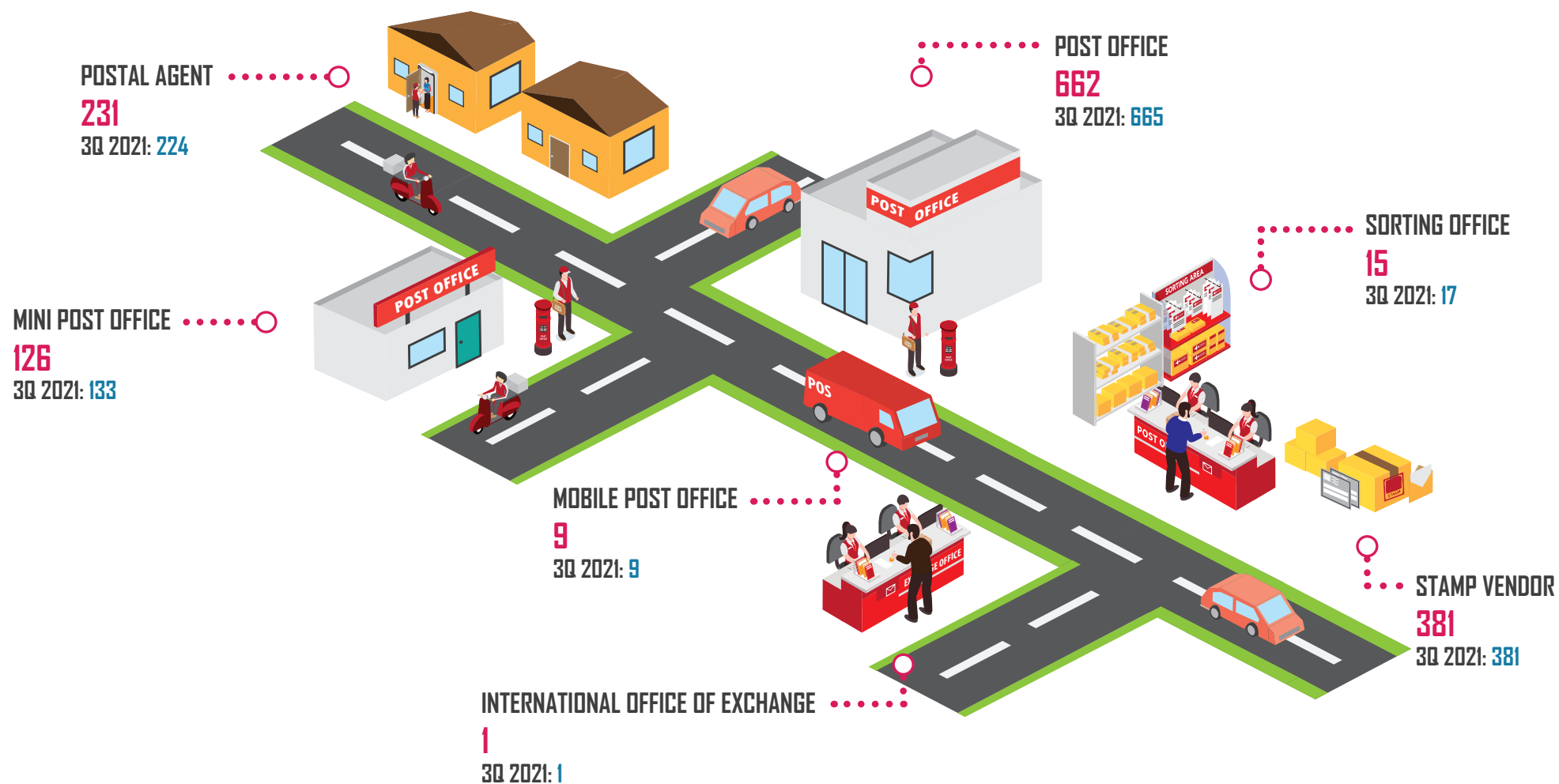
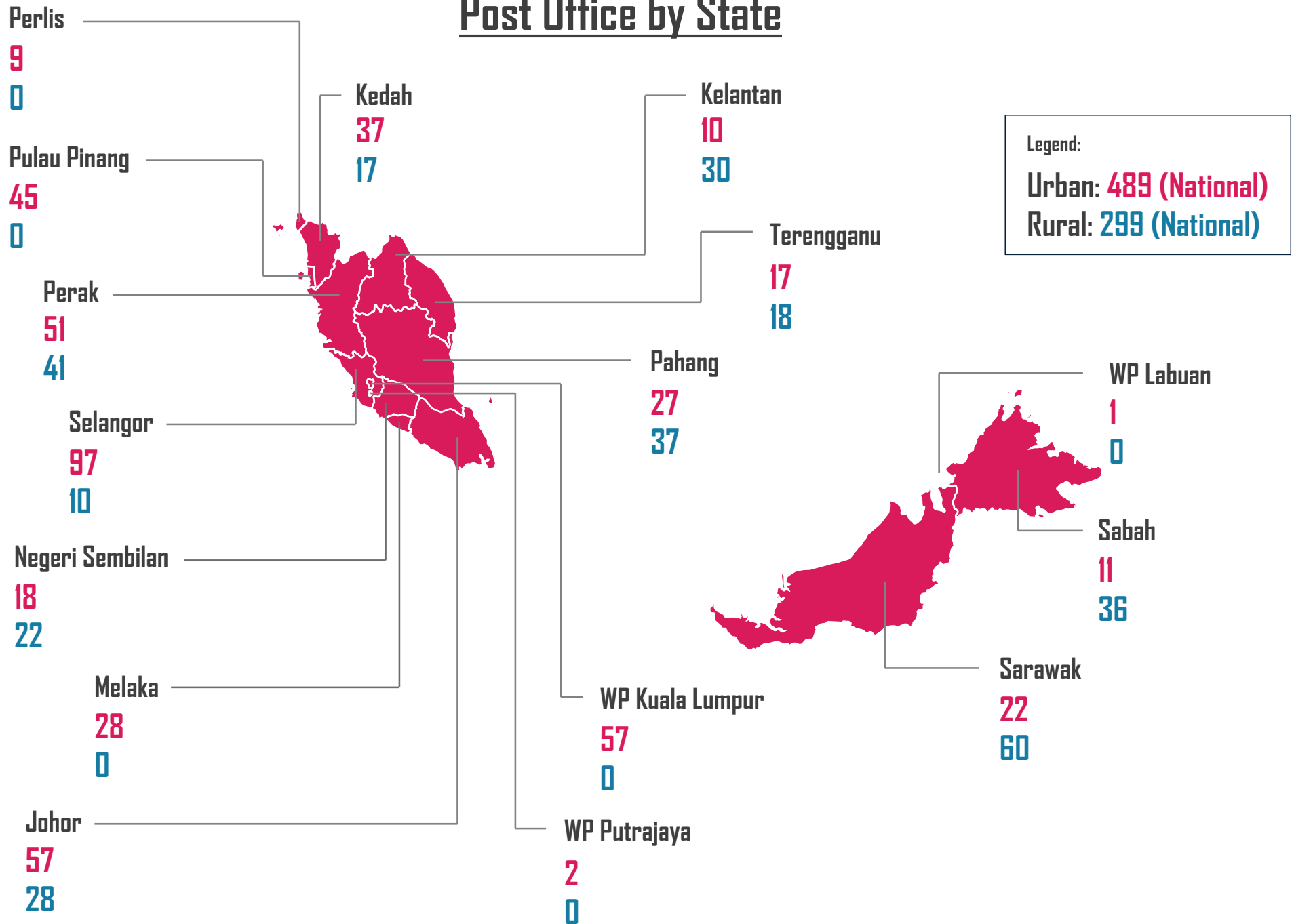


### Postal Infrastructure



# Post Office by State



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

# Postal Employment

CALL CENTER

192

3Q 2021: 253

ADMINISTRATIVE

8,372

3Q 2021: 7,989

OTHERS\*

303

3Q 2021: 966

PICK UP & DESPATCH

8,569

3Q 2021: 8,976

SORTING CREW

2,385

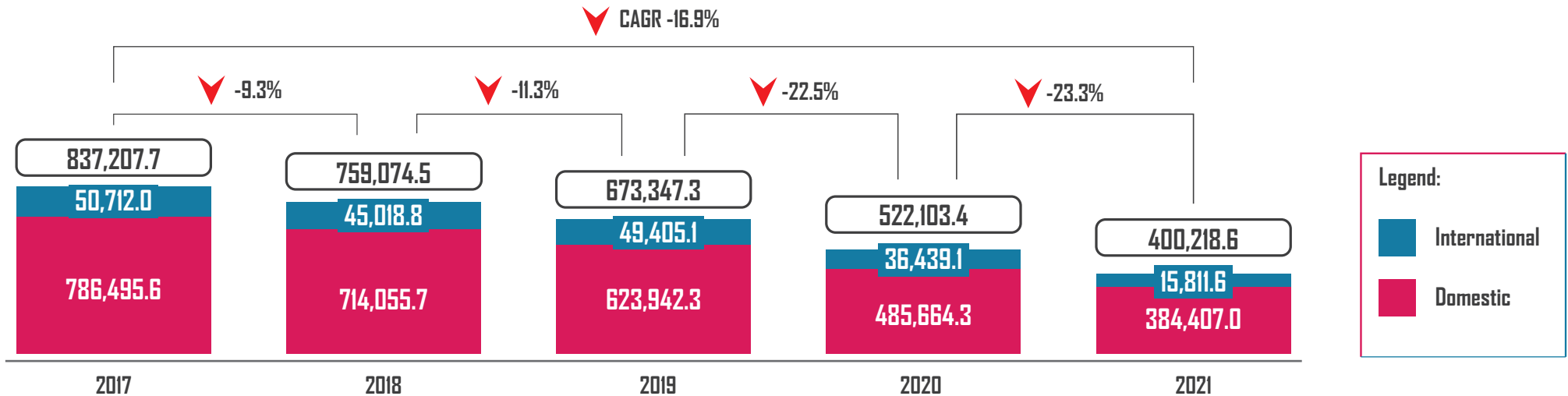
3Q 2021: 2,929

Note:

\*Others include supervisor of postmen and wakil posmen

# Postal Traffic

## Total postal traffic ('000)

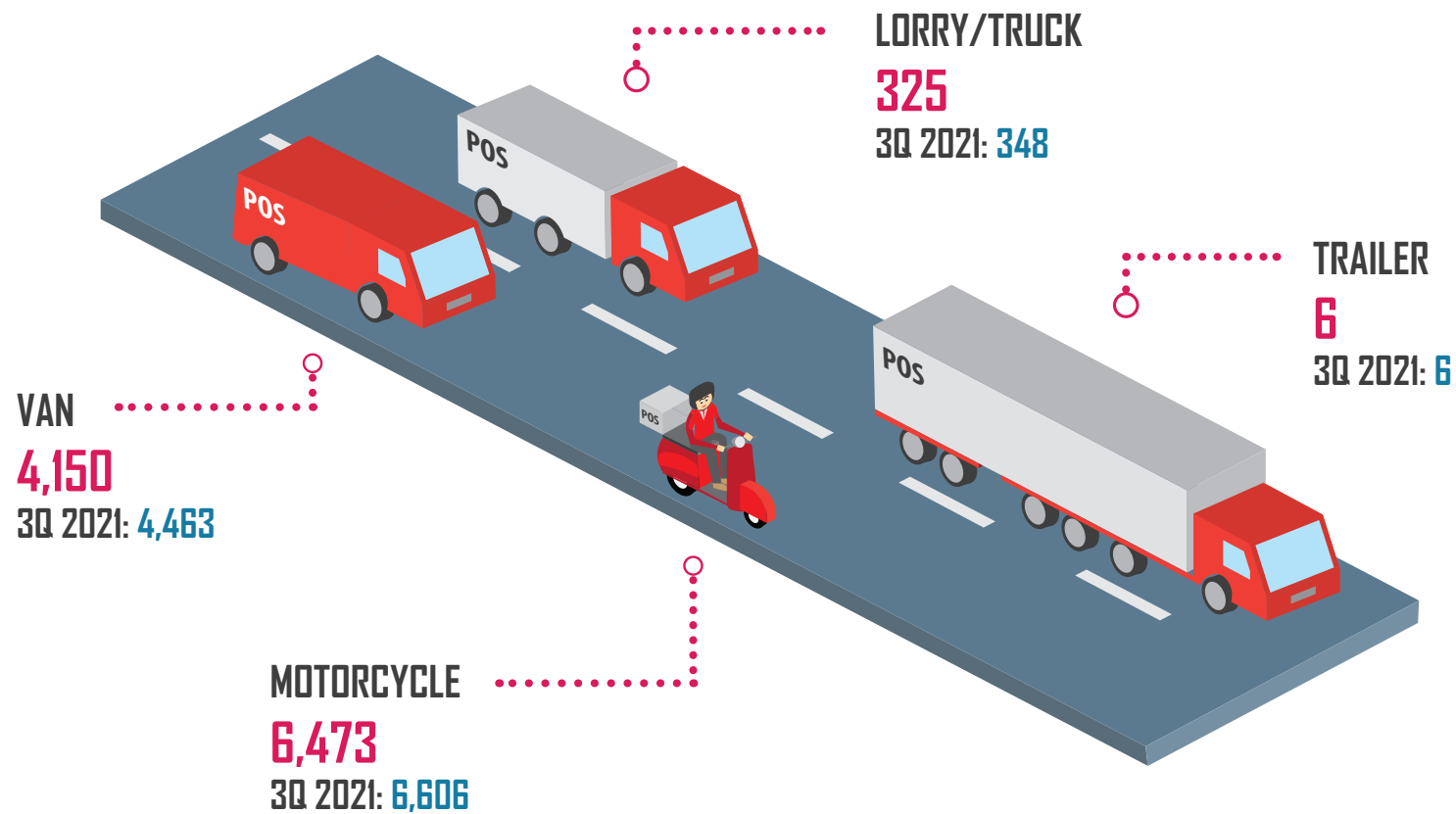


- Postal service in Malaysia is grappling with digital disruption due to rapid technological innovation.
- Far fewer letters are delivered because of substitution from conventional mail to digital platforms.
- In 2020, the COVID-19 pandemic has also made a pre-existing downward trend of mail volume worse. Service disruptions related to measures taken to halt the spread of Covid-19, such as border closing, flight cancellations and social distancing have lengthened delivery times, thus effecting the national postal volumes.

## Postal traffic by type of items



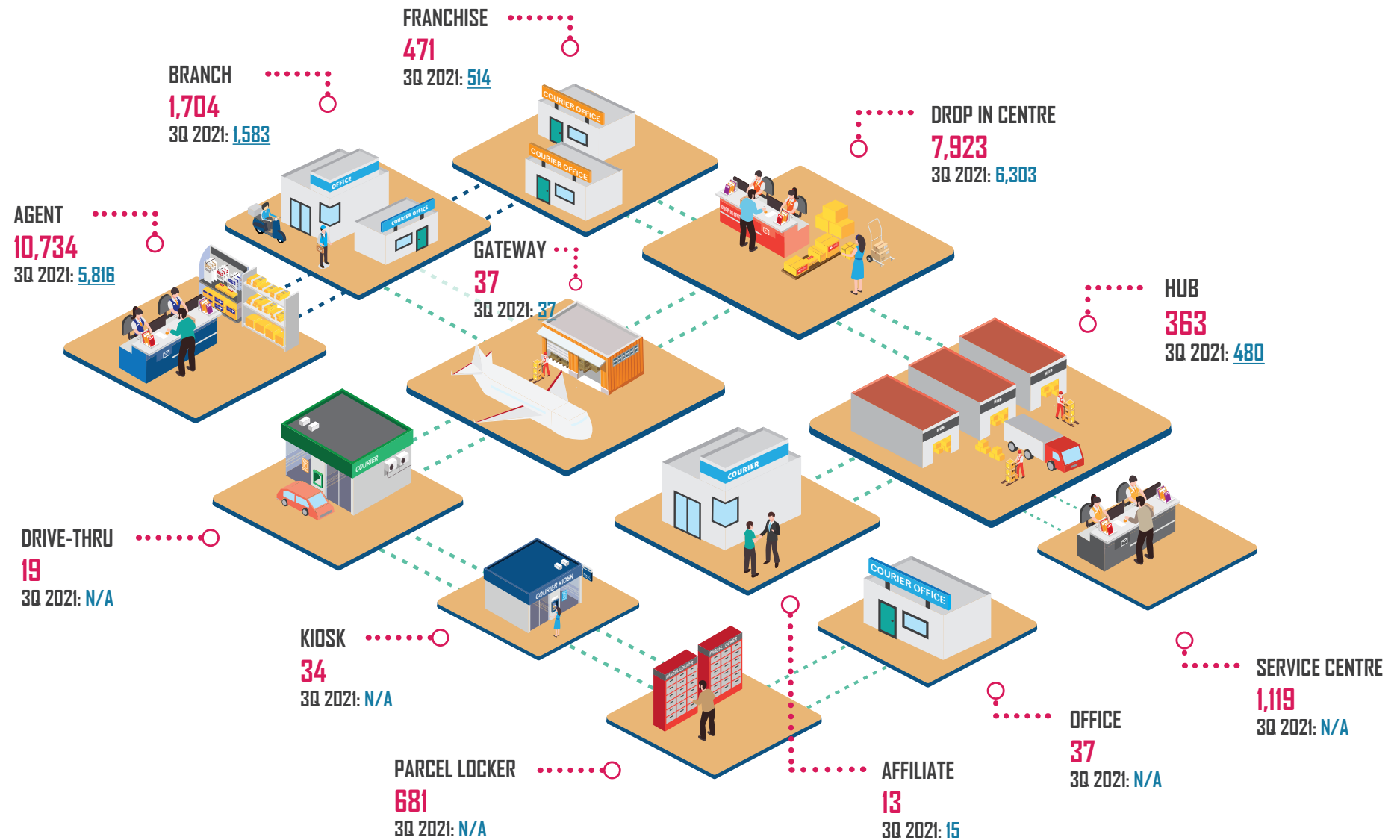
# Postal Vehicle



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 Q4 2021, there are five (5) new categories collected under courier infrastructure - service centre, kiosk, drive thru and office and parcel locker. Prior Q4 2021, these new categories were collected under others

2. N/A refers to not available.

# Courier Employment

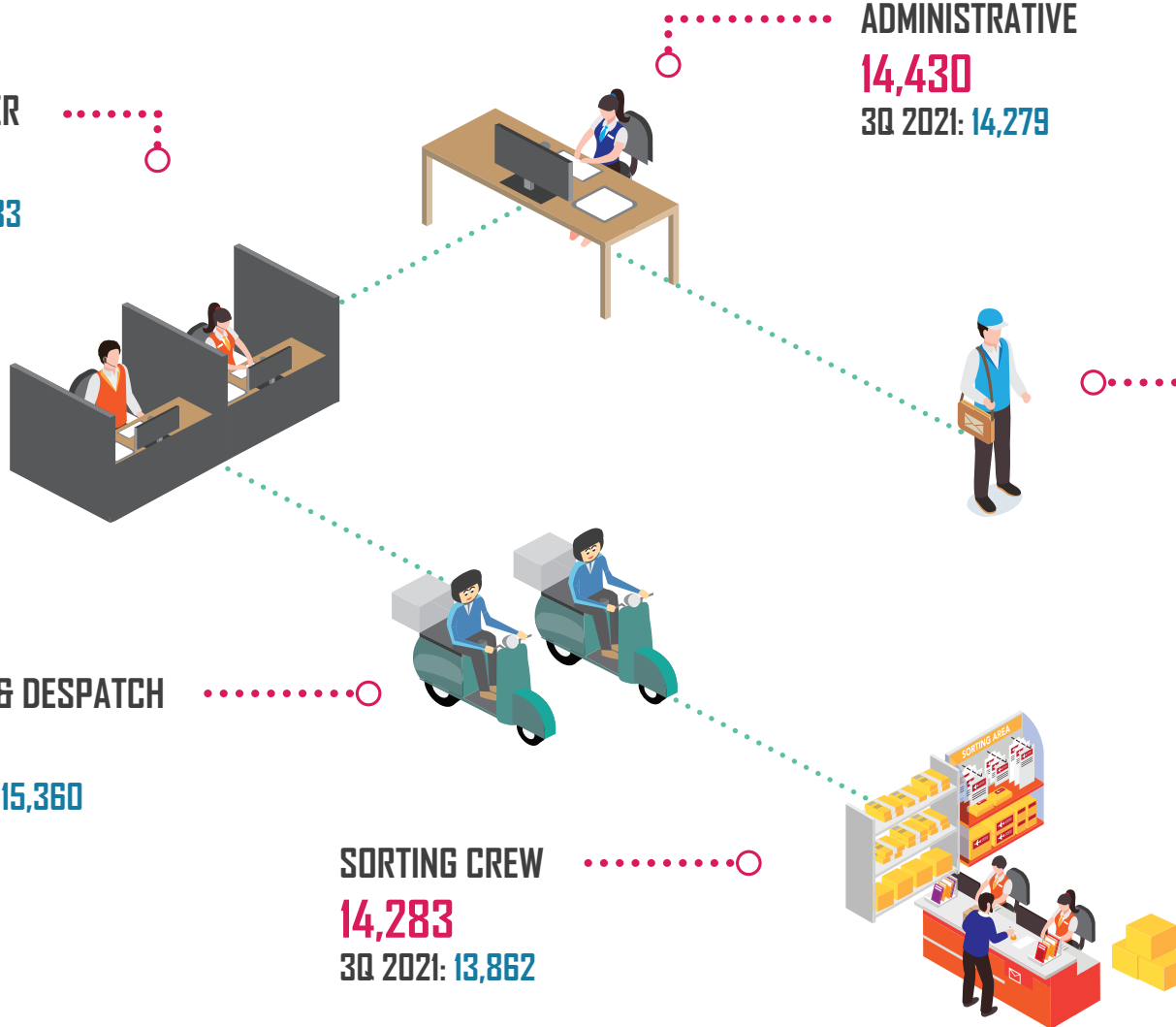
CALL CENTER  
**3,042**  
3Q 2021: **3,183**

ADMINISTRATIVE  
**14,430**  
3Q 2021: **14,279**

OTHERS\*  
**7,086**  
3Q 2021: **10,920**

PICK UP & DESPATCH  
**115,481**  
3Q 2021: **115,360**

SORTING CREW  
**14,283**  
3Q 2021: **13,862**

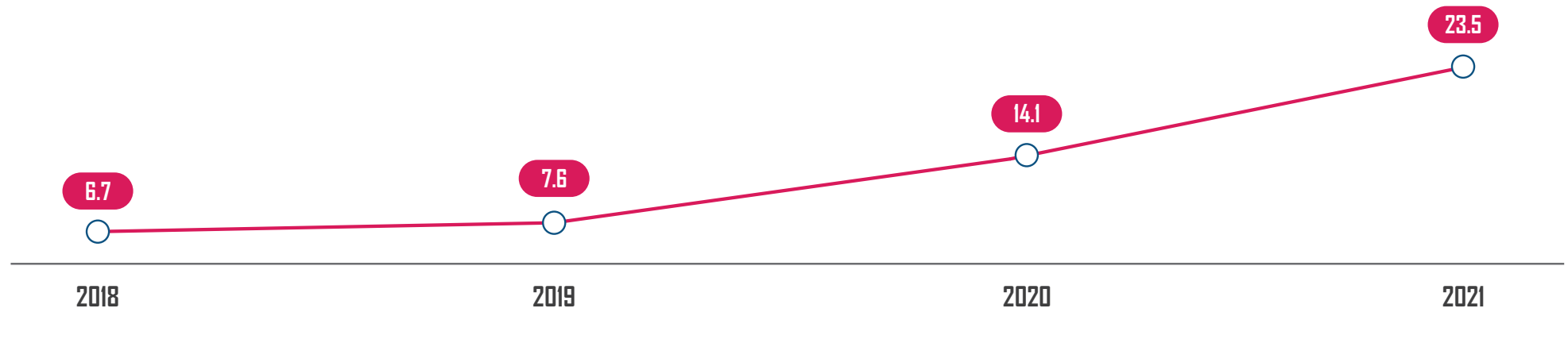


Note:

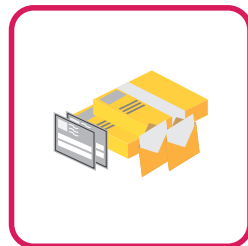
\*Others in courier employment include employees in sales, marketing, finance, internship and non-operational, etc.

# Courier Traffic

## Parcel per Capita



## Courier traffic by type of items



### NUMBER OF EXPRESS DOCUMENTS ('000)

DOMESTIC

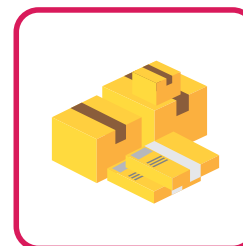
**20,105.8**

3Q 2021: 25,089.9

INTERNATIONAL

**525.4**

3Q 2021: 458.8



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

DOMESTIC

**164,326.9**

3Q 2021: 191,945.2

INTERNATIONAL

**6,404.0**

3Q 2021: 8,931.6



### OTHERS' ('000)

DOMESTIC

**4,051.1**

3Q 2021: 3,896.2

INTERNATIONAL

**48.7**

3Q 2021: 48.9

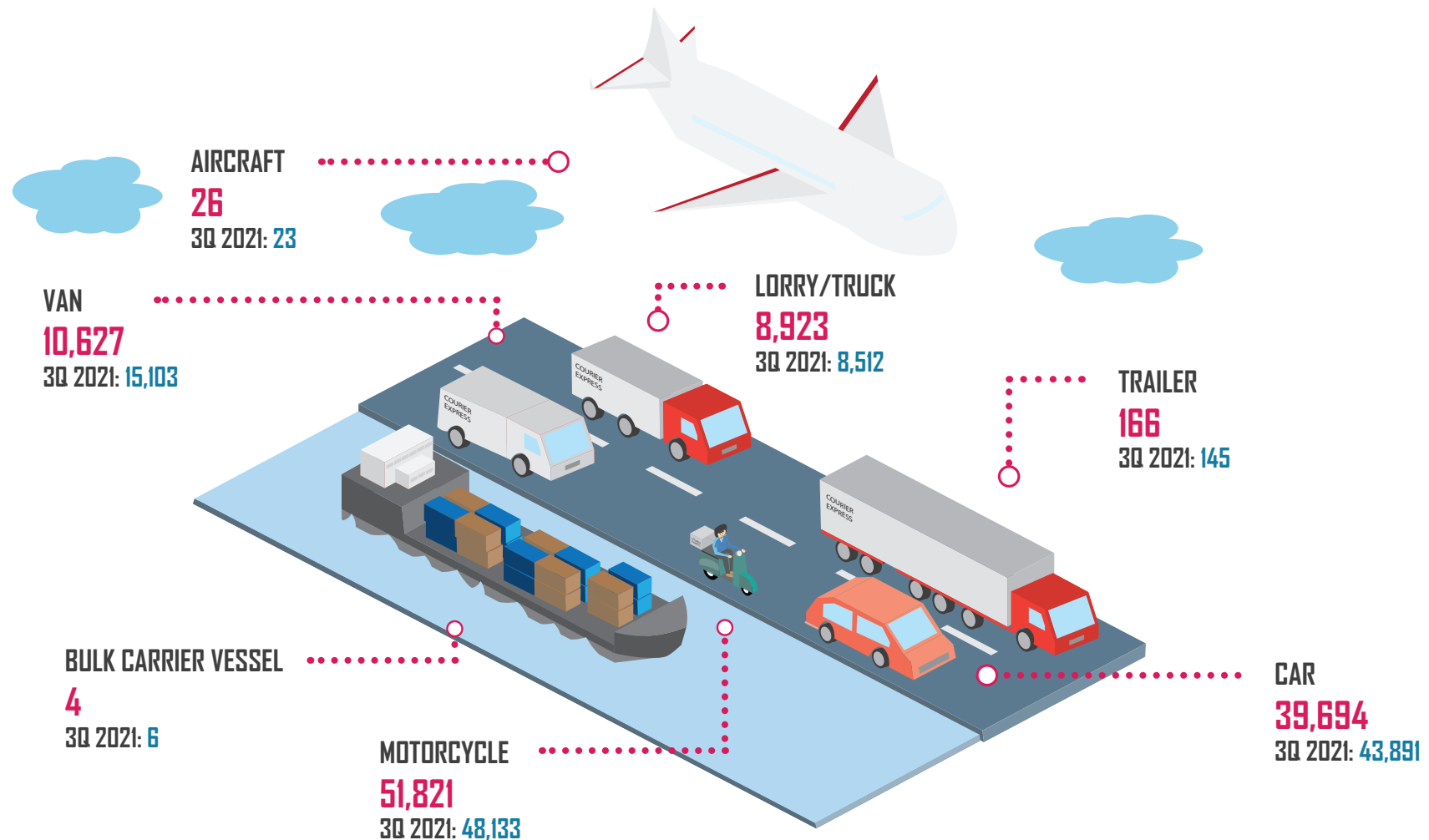
Note:

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 year



# Courier Vehicle



## Note:

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

## Note:

1. In 2021, 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 Q3 is from July-September, whereas the number of traffic for Q4 is from October-December
3. Published as at December 2021
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)

© 2022. All rights reserved.