

ISSN 2231-9913

2016

**PERKHIDMATAN
POS DAN KURIER**
Buku Maklumat Statistik

*POSTAL AND COURIER
SERVICE
Pocket Book of Statistics*



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

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Published by Malaysian Communications and Multimedia Commission
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Design and Printed by:
Adspert Sdn Bhd



OBJEKTIF POLISI KEBANGSAAN NATIONAL POLICY OBJECTIVE

SKMM telah dipertanggungjawabkan untuk melaksanakan objektif polisi yang berikut bagi industri perkhidmatan pos:

- Untuk menjamin penyediaan perkhidmatan sejagat yang murah dan berkualiti;
- Untuk menggalakkan perkembangan industri perkhidmatan pos yang berdaya saing dan inovatif;
- Memperkenalkan Malaysia sebagai pusat global dan hab bagi perkhidmatan pos;
- Mengawal selia bagi kepentingan para pengguna dalam jangka masa panjang;
- Menggalakkan keyakinan pengguna yang tinggi terhadap perkhidmatan yang diberikan dalam industri pos;
- Memastikan keselamatan para pekerja industri perkhidmatan pos, artikel-artikel pos dan jaringan pos;
- Peka terhadap persekitaran teknikal, ekonomi dan sosial serta keperluan pengguna; dan
- Memastikan persaingan yang adil di kalangan pihak yang terlibat dalam industri perkhidmatan pos di Malaysia.

The Commission has been entrusted to promote the following policy objectives for the postal services industry:

- *To safeguard the provision of affordable and quality universal service;*
- *To promote the growth of a competitive and innovative postal services industry;*
- *To establish Malaysia as a major global centre and hub for postal services;*
- *To regulate for the long-term benefit of the user;*
- *To promote a high level of consumer confidence in service delivery by the postal services industry;*
- *To ensure the security of postal service industry workers and the security of postal articles and the postal network;*
- *To respond to the technical, economic and social environment and the needs of consumers; and*
- *To ensure fair competition amongst the parties involved in the postal services industry in Malaysia.*

Nota

Statistik mengenai perkhidmatan kurier adalah hasil daripada Kajian Perkhidmatan Kurier yang dijalankan setiap suku tahun oleh Suruhanjaya Komunikasi dan Multimedia Malaysia (MCMC). Kajian ini meliputi hanya 10 daripada syarikat kurier yang terbesar dari segi pendapatan.

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

Angka-angka awalan dicondongkan.

Angka-angka yang dipinda digariskan.

Simbol dan singkatan

MCMC - Suruhajaya dan Komunikasi Multimedia Malaysia

DOSM - Jabatan Perangkaan Malaysia

Note

The statistics relating to courier service were collected from the quarterly Survey of Courier Companies canvassed by the Malaysian Communications and Multimedia Commission (MCMC). The survey covered only the top 10 courier companies in terms of revenue.

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

Preliminary figures are italicised.

Revised figures are underlined.

Symbol and abbreviation

MCMC - Malaysian Communications and Multimedia Commission

DOSM - Department of Statistics Malaysia

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II

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PERKHIDMATAN POS *POSTAL SERVICE*

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PERKHIDMATAN KURIER*COURIER SERVICE*

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**PETUNJUK-
PETUNJUK ASAS
MALAYSIA**
*MALAYSIA BASIC
INDICATORS*



1 PETUNJUK-PETUNJUK ASAS MALAYSIA

MALAYSIA BASIC INDICATORS

Tahun Year	Suku Quarter	Penduduk Population	Isi rumah Household	KDNK GDP		Indeks Harga Pengguna (IHP) Consumer Price Index (CPI)
				Harga semasa Current price	Harga malar Constant price	
		(juta/million)	('000)	(RM bilion/billion)	(RM bilion/billion)	
Nota/Note		a	b		c	d
2015		30.68	7,483	304.0	277.9	112.8
2016	1	30.78	7,527	291.0	265.1	114.3
	2	30.88	7,551	298.5	271.3	114.4
	3	30.97	7,575	311.8	280.9	114.7
	4	31.07	7,599	328.0	290.6	115.2

Sumber / Source : DOSM, MCMC

Nota penjelasan:*Explanatory note:***a. Unjuran penduduk seperti pada penghujung tempoh berdasarkan Banci 2010***Population projection as at end of period, based on Census 2010***b. Bilangan isi rumah diperolehi dengan membahagikan bilangan penduduk dengan purata saiz isi rumah****Isi rumah ditakrifkan sebagai seorang atau sekumpulan orang yang bersaudara atau orang tidak bersaudara yang biasanya tinggal bersama dan membuat peruntukan yang sama untuk makanan dan keperluan hidup yang lain***Number of household derived by dividing populations by average household size**A household consists of related and/or unrelated persons who usually live together and make common provisions for food and other essentials of living***c. Tahun asas adalah 2010***Base year is 2010***d. Tahun asas adalah 2010***Base year is 2010***IHP bagi sesuatu suku tahun merujuk kepada indeks purata dari 1 Januari hingga hujung suku tahun tersebut***The CPI reported against a quarter, refers to the average index for the period spanning 1st January to the end of that quarter*

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**PERKHIDMATAN
POS**
*POSTAL
SERVICE*



2 PEJABAT POS

POSTAL ESTABLISHMENT

Tahun Year	Pejabat pos berkomputer Computerised post office	Pejabat pos mini berkomputer Computerised mini post office	Jumlah pejabat pos Total number of post office
2013	704	265	969
2014	702	259	961
2015	700	230	930
2016	700	227	927

Suku tahunan 2016

2016 in quarter

1	699	226	925
2	699	226	925
3	699	226	925
4	700	227	927

Sumber / Source : Pos Malaysia Berhad

Nota Penjelasan / Explanatory note:

Pejabat pos berkomputer bermaksud pejabat pos dengan sistem dalam talian

Computerised post office means post office with online system

2 PEJABAT POS (SAMB)

POSTAL ESTABLISHMENT (CONT'D)

Tahun Year	Suku Quarter	Negeri State	Pejabat pos berkomputer Computerised post office		Jumlah pejabat pos berkomputer Total computerised post office
			Bandar Urban	Luar Bandar Rural	
2016	4	Johor	54	25	79
		Kedah	30	18	48
		Kelantan	8	21	29
		Melaka	28	0	28
		Negeri Sembilan	14	25	39
		Pahang	16	27	43
		Perak	52	35	87
		Perlis	9	0	9
		Pulau Pinang	39	1	40
		Sabah	19	28	47
		Sarawak	22	39	61
		Selangor	83	15	98
		Terengganu	13	15	28
		WP Kuala Lumpur	62	0	62
		WP Putrajaya	2	0	2
		Jumlah	451	249	700

2 PEJABAT POS (SAMB)

POSTAL ESTABLISHMENT (CONT'D)

Tahun Year	Agen Pos Postal Agent	Wakil Setem Stamp Vendor	Pos Bergerak Mobile Post Office
2013	107	2,265	24
2014	114	2,269	28
2015	112	2,129	30
2016	113	1,162	32

Suku tahunan 2016

2016 in quarter

1	112	2,003	30
2	112	2,015	30
3	111	2,019	32
4	113	1,162	32

Sumber / Source : Pos Malaysia Berhad

2 PEJABAT POS (SAMB)

POSTAL ESTABLISHMENT (CONT'D)

Tahun Year	Bilangan pejabat pos yang menerima transaksi kewangan Number of post office accepting financial transaction	Bilangan pejabat pengasingan Number of sorting office	Bilangan pejabat pertukaran asing Number of international office of exchange
2013	704	29	1
2014	702	29	1
2015	700	29	1
2016	700	29	1

Suku tahunan 2016

2016 in quarter

1	699	29	1
2	699	29	1
3	699	29	1
4	700	29	1

Sumber / Source : Pos Malaysia Berhad

3 TENAGA KERJA POS

POSTAL STAFF

Tahun <i>Year</i>	Bilangan pekerja sepenuh masa <i>Number of full time staff</i>
2013	17,072
2014	18,265
2015	18,925
2016	19,021

Suku tahunan 2016
2016 in quarter

1	18,340
2	18,563
3	18,637
4	19,021

Sumber / Source : Pos Malaysia Berhad

4 LIPUTAN DAN PERKHIDMATAN PEJABAT POS

POSTAL COVERAGE AND SERVICE

Tahun Year	Purata kawasan yang diliputi oleh pejabat pos tetap (km ²) Average area covered by a permanent office (km ²)	Purata bilangan penduduk yang diberi perkhidmatan oleh pejabat pos tetap Average number of inhabitant served by a permanent post office
2013	340	29,205
2014	342	31,120
2015	355	32,796
2016	356	33,055

Suku tahunan 2016

2016 in quarter

1	356	32,957
2	357	33,509
3	357	32,311
4	356	33,055

Sumber / Source : Pos Malaysia Berhad

5 PETI DAN KENDERAAN POS

POST BOX AND POSTAL VEHICLE

Tahun Year	Bilangan peti Number of box		Bilangan kenderaan Number of vehicle	
	Peti surat Letter box	Peti pejabat pos Post office box	Trak dan kereta Truck and automobile	Motosikal Motorcycle
2013	3,322	96,912	2,094	7,596
2014	3,108	96,727	2,205	6,686
2015	3,030	96,975	2,950	7,168
2016	3,002	95,994	3,115	6,628

Suku tahunan 2016

2016 in quarter

1	2,994	96,333	2,783	6,803
2	3,019	96,304	2,912	6,615
3	3,000	96,333	3,122	6,637
4	3,002	95,994	3,115	6,628

Sumber / Source : Pos Malaysia Berhad

6 MESIN POS

POSTAL MACHINE

Tahun Year	Bilangan Number				
	Mesin pos automatik <i>Pos automated machine</i>	Mesin franking <i>Franking machine</i>	Mesin pembatalan <i>Cancelling machine</i>	Mesin penyusunan dan pembatalan <i>Facing cum cancelling machine</i>	Mesin pengasingan dengan pembaca alamat automatik <i>Sorting machine with automatic address reading</i>
2013	25	8,409	122	4	7
2014	25	8,502	82	4	7
2015	24	8,619	82	4	7
2016	24	8,571	67	4	7

Suku tahunan 2016

2016 in quarter

1	24	8,667	82	4	7
2	24	8,710	82	4	7
3	24	8,816	67	4	7
4	24	8,571	67	4	7

Sumber / Source : Pos Malaysia Berhad

7 PENGHANTARAN MEL

DELIVERY OF MAIL

Tahun <i>Year</i>	Purata bilangan penyerahan seminggu di kawasan luar bandar <i>Average number of delivery per week in rural area</i>	Peratus item diserahkan melalui peti pejabat pos <i>Percentage of item delivered through post office box</i>	Peratus penduduk yang menerima mel di rumah <i>Percentage of the population having mail delivered at home</i>	Peratus penduduk yang menerima mel di pejabat pos <i>Percentage of the population having to collect mail from a postal establishment</i>
2013	5	20	93	7
2014	5	20	93	7
2015	5	20	94	6
2016	5	20	94	6

Suku tahunan 2016

2016 in quarter

1	5	20	94	6
2	5	20	94	6
3	5	20	94	6
4	5	20	94	6

Sumber / Source : Pos Malaysia Berhad

8 TRAFIK POS

POSTAL TRAFFIC

Tahun Year	Bilangan surat, perkhidmatan domestik Number of letter post item, domestic service	Bilangan surat, perkhidmatan antarabangsa Number of letter post item, international service	
		Dihantar Issued	Diterima Received
2013	978,094,914	13,896,987	21,217,722
2014	913,007,779	11,081,587	16,399,798
2015	851,292,304	5,295,019	12,986,656
2016	808,208,812	7,893,928	22,214,656

Suku tahunan 2016

2016 in quarter

1	225,299,229	1,436,041	4,377,886
2	207,531,052	2,332,608	5,421,389
3	185,190,504	1,941,657	6,108,713
4	190,188,027	2,183,622	6,306,668

Sumber / Source : Pos Malaysia Berhad

9 TRAFIK POS - LAYANAN KHAS

POSTAL TRAFFIC - SPECIAL TREATMENT

Tahun Year	Bilangan item pos percuma, perkhidmatan domestik ('000) <i>Number of post free item, domestic service (‘000)</i>	Bilangan item berdaftar, perkhidmatan domestik ('000) <i>Number of registered item, domestic service (‘000)</i>	Bilangan item berdaftar, perkhidmatan antarabangsa <i>Number of registered item, international service</i>	
			Dihantar ('000) <i>Issued ('000)</i>	Diterima ('000) <i>Received ('000)</i>
2013	2,649	21,230	848	954
2014	2,888	20,666	873	1,173
2015	2,551	19,424	3,287	2,192
2016	1,577	19,115	854	2,142

Suku tahunan 2016

2016 in quarter

1	622	4,962	322	531
2	223	4,262	183	488
3	331	5,580	164	568
4	401	4,311	185	555

Sumber / Source : Pos Malaysia Berhad

10 PERKHIDMATAN BUNGKUSAN POS

POSTAL PARCEL SERVICE

Tahun Year	Bungkusan biasa, perkhidmatan domestik <i>Ordinary parcel, domestic service</i>	Bungkusan biasa, perkhidmatan antarabangsa <i>Ordinary parcel, international service</i>	
		Dihantar <i>Issued</i>	Diterima <i>Received</i>
2013	662,681	199,681	220,210
2014	1,266,123	153,766	261,099
2015	842,523	141,161	190,507
2016	944,806	161,016	186,946

Suku tahunan 2016 2016 in quarter

1	177,370	38,721	45,443
2	194,720	39,855	46,214
3	233,569	37,907	48,859
4	339,147	44,533	46,430

Sumber / Source : Pos Malaysia Berhad

10 PERKHIDMATAN BUNGKUSAN POS (SAMB)

POSTAL PARCEL SERVICE (CONT'D)

Tahun Year	Bungkusan berinsuran, perkhidmatan domestik <i>Insured parcel, domestic service</i>	Bungkusan berinsuran, perkhidmatan antarabangsa <i>Insured parcel, international service</i>
		Dihantar <i>Issued</i>
2013	381	704
2014	347	165
2015	158	10
2016	93	15

Suku tahunan 2016

2016 in quarter

1	23	3
2	30	0
3	8	0
4	32	12

Sumber / Source : Pos Malaysia Berhad

11 PERKHIDMATAN KEWANGAN

FINANCIAL SERVICE

Tahun Year	Bilangan kiriman wang, perkhidmatan domestik Number of money order, domestic service	Jumlah nilai kiriman wang, perkhidmatan domestik (RM) Value of money order, domestic service (RM)
		Dikeluarkan Issued
2013	702,177	326,186,475
2014	521,436	258,008,887
2015	390,375	176,160,714
2016	331,424	149,780,861

Suku tahunan 2016 2016 in quarter

1	108,084	39,692,592
2	73,067	36,872,464
3	70,786	34,107,021
4	79,487	39,108,784

Sumber / Source : Pos Malaysia Berhad

11 PERKHIDMATAN KEWANGAN (SAMB)

FINANCIAL SERVICE (CONT'D)

Tahun Year	Bilangan kiriman wang, perkhidmatan antarabangsa <i>Number of money order, international service</i>		Jumlah nilai kiriman wang, perkhidmatan antarabangsa (RM) <i>Value of money order, international service (RM)</i>	
	Dihantar <i>Issued</i>	Diterima <i>Received</i>	Dihantar <i>Issued</i>	Diterima <i>Received</i>
2013	3,464	501	1,957,338	941,789
2014	4,148	185	2,952,673	631,812
2015	4,199	94	2,657,369	168,332
2016	4,146	3	1,864,959	7,990

Suku tahunan 2016

2016 in quarter

1	1,186	0	558,278	0
2	1,573	0	604,690	0
3	399	0	266,161	0
4	988	3	435,831	7,990

Sumber / Source : Pos Malaysia Berhad

12 FILATELI

PHILATELY

Tahun Year	Keluaran setem Stamp issue			Ahli SODA SODA member	
	Khas Special	Kenang-kenangan Commemorative	Definitif Definitive	Ahli baru New member	Jumlah ahli Total member
2013	13	2	0	6,233	70,895
2014	8	8	0	7,241	78,108
2015	14	6	0	6,090	84,181
2016	13	2	3	10,208	93,952

Suku tahunan 2016

2016 in quarter

1	3	0	2	5,991	90,167
2	3	0	0	1,763	91,504
3	3	0	0	2,174	93,676
4	4	2	1	280	93,952

Sumber / Source : Pos Malaysia Berhad

Nota Penjelasan / Explanatory note:

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

**PERKHIDMATAN
KURIER
*COURIER
SERVICE***



13 BILANGAN LESEN KURIER

NUMBER OF COURIER LICENSE

Tahun <i>Year</i>	Bilangan lesen kurier <i>Number of courier license</i>
2001	115
2002	117
2003	110
2004	114
2005	112
2006	114
2007	109
2008	113
2009	105
2010	112
2011	108
2012	105
2013	93
2014	91
2015	88
2016	112

Setakat 31 Disember 2016
As at 31 December 2016

14 PEJABAT KURIER

COURIER ESTABLISHMENT

Tahun Year	Pusat pengumpulan Hub	Cawangan Branch	"Gateway" Gateway	Francais Franchise	Bersekutu Affiliate	Ejen Agent	Lain-lain Others
Nota / Note							a
2013	21	270	20	6	43	391	212
2014	23	306	15	60	43	402	<u>232</u>
2015	20	290	11	57	57	400	237
2016	21	323	12	49	56	377	315

Suku tahunan 2016

2016 in quarter

1	21	325	11	49	57	416	270
2	22	326	11	49	56	376	277
3	22	333	11	49	56	372	281
4	21	323	12	49	56	377	315

Nota Penjelasan / Explanatory note:

- a. Termasuk pusat 'Drop In', pusat perkhidmatan, kiosk dan lain-lain**
Includes Drop In centre, service centre, kiosk, etc.

14 PEJABAT KURIER (SAMB)

COURIER ESTABLISHMENT (CONT'D)

Tahun Year	Suku Quarter	Negeri State	Pusat pengumpulan Hub	Cawangan Branch	"Gateway" Gateway	Francais Franchise	Bersekutu Affiliate	Ejen Agent	Lain-lain Others
Nota / Note									a
2016	4	Johor	1	43	2	11	6	28	11
		Kedah	0	18	0	4	3	12	5
		Kelantan	0	10	0	2	0	23	3
		Melaka	0	10	0	4	5	4	5
		Negeri Sembilan	0	19	0	1	2	6	2
		Pahang	0	22	0	5	4	32	10
		Perak	1	31	0	9	7	18	12
		Perlis	0	6	0	0	1	4	2
		Pulau Pinang	3	22	3	0	2	4	3
		Sabah	3	28	0	1	0	58	11
		Sarawak	3	23	2	5	1	69	6
		Selangor	9	56	5	3	14	72	136
		Terengganu	0	12	0	4	2	14	3
		WP Kuala Lumpur	1	18	0	0	9	32	101
		WP Labuan	0	1	0	0	0	0	4
		WP Putrajaya	0	4	0	0	0	1	1
		Total	21	323	12	49	56	377	315

Nota penjelasan:

Explanatory note:

a. Termasuk pusat 'Drop In', pusat perkhidmatan, kiosk dan lain-lain

Includes Drop In centre, service centre, kiosk, etc.

15 TENAGA KERJA KURIER

COURIER STAFF

Tahun Year	Pentadbiran Administrative	Pusat panggilan Call centre	Penghantaran Despatch	Pengasingan Sorting	Lain-lain* Others
Nota /Note					a
2013	1,524	1,486	5,151	1,394	1,086
2014	1,597	1,704	5,828	1,309	1,285
2015	1,727	1,620	6,524	906	1,236
2016	1,910	2,030	7,726	818	1,797

Suku tahunan 2016

2016 in quarter

1	1,865	1,888	6,892	913	1,476
2	1,869	1,870	7,081	1,021	1,534
3	1,859	2,126	6,942	761	1,759
4	1,910	2,030	7,726	818	1,797

Nota penjelasan:

Explanatory note:

a. Termasuk pusat operasi, jualan, kewangan dan khidmat pelanggan

Includes operation centre, sales, financial and customer service

16 KENDERAAN KURIER

COURIER VEHICLE

Tahun Year	"Linehaul" Linehaul		Pengantaran Despatch		
	Trak Truck	Van/kereta Van/car	Trak Truck	Van/kereta Van/car	Motosikal Motorcycle
2013	248	0	659	1,551	2,641
2014	338	1	764	1,687	3,055
2015	363	0	847	2,190	3,201
2016	444	0	1,479	2,647	4,139

Suku tahunan 2016

2016 in quarter

1	387	0	1,276	2,171	4,001
2	404	0	1,283	2,340	4,039
3	407	0	1,333	2,771	4,023
4	444	0	1,479	2,647	4,139

17 TRAFIK KURIER

COURIER TRAFFIC

Tahun Year	Dokumen Document		Bungkusan Parcel	
	Domestik Domestic	Antarabangsa International	Domestik Domestic	Antarabangsa International
2013	32,110,206	2,549,217	12,659,642	3,826,352
2014	33,402,914	2,637,635	14,102,808	4,039,626
2015	33,157,359	2,493,900	18,551,138	3,945,847
2016	47,197,805	2,592,127	24,660,890	4,149,576

Suku tahunan 2016

2016 in quarter

1	10,073,201	638,343	5,397,072	989,863
2	11,162,237	662,478	5,915,835	1,016,235
3	11,608,742	643,818	5,882,934	1,040,605
4	14,353,625	647,488	6,465,049	1,102,873

UNTUK STATISTIK-STATISTIK LAIN

FOR MORE STATISTICS

LAMAN SESAWANG

WEBSITE

Laman sesawang MCMC mengandungi ekstrak statistik-statistik yang berkaitan dengan industri komunikasi & multimedia dan pos & kurier. Statistik-statistik ini dikemaskinikan pada setiap suku/setengah tahun

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly

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

PENERBITAN STATISTIK YANG LAIN

OTHER STATISTICAL PUBLICATIONS

1. **Komunikasi Dan Multimedia, Buku Maklumat Statistik (ISSN: 2180-4656)**
Communication and Multimedia Pocket Book of Statistics (ISSN: 2180-4656)
2. **Kajian Pengguna Telefon Bimbit Tahunan (ISSN: 1823-2523)**
Yearly Hand Phone Users Survey (ISSN: 1823-2523)
3. **Kajian Pengguna Internet Tahunan (ISSN: 1823-2523)**
Yearly Internet Users Survey (ISSN: 1823-2523)

JABATAN STATISTIK
STATISTICS DEPARTMENT

HUBUNGI
CONTACTS

Sila hubungi Jabatan Statistik MCMC sekiranya anda mempunyai pertanyaan yang berkaitan dengan statistik-statistik yang diterbitkan oleh MCMC di alamat e-mel berikut:
Please contact the Statistics Department MCMC if you have any queries regarding the statistics published by MCMC at the following email address:

statistics@cmc.gov.my

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Suruhanjaya Komunikasi dan Multimedia Malaysia
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