



**ACCCIM Malaysia's Business and  
Economic Conditions Survey  
(M-BECS) Report  
(2H 2023 and 1H 2024F)**

**中总2023下半年及  
2024上半年预测  
马来西亚商业和经济状况  
调查报告**

1 February 2024

This survey report is prepared by Socio-Economic Research Centre (operating under SERC Sdn. Bhd.), in collaboration with Universiti Tunku Abdul Rahman (UTAR).

# TABLE OF CONTENTS

- 02 Executive Summary**
- 08 Introduction**
- 09 Survey Scope and Methodology**
- 10 Profile of Survey Respondents**
- 11 Sentiment Tracker**
- 14 Business Pulse Diagnosis**
- 23 Current Issues**  
Economic and Business Policies as well as the Ringgit

## **List of Appendices**

**Appendix 1: Summary of Guidelines for SMEs Definition**

**Appendix 2: 2024 Budget Measures Related to Business**

**Appendix 3: Survey Questionnaire**

**Appendix 4: ACCCIM M-BECS Survey Results**



# Executive Summary

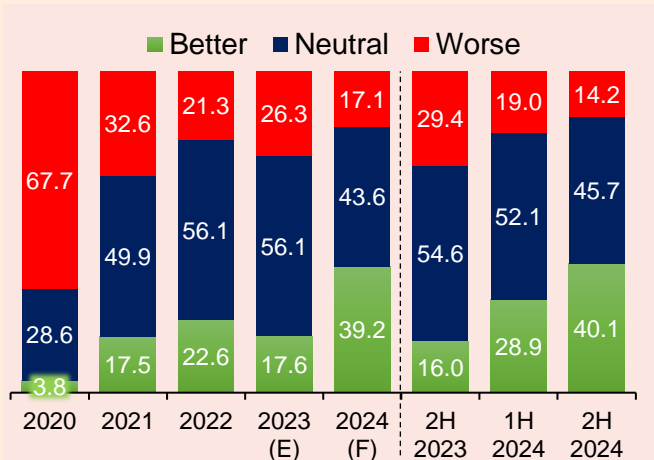
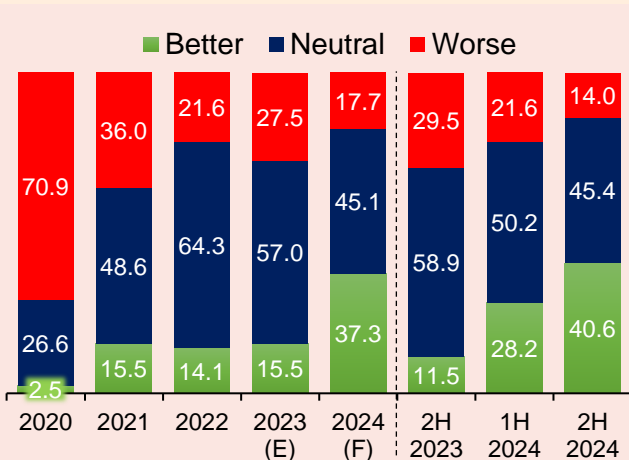
The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM)'s Malaysia's Business and Economic Conditions Survey (M-BECS) covers Jul-Dec 2023 (2H 2023) and expectations for Jan-Jun 2024 (1H 2024). It was conducted during the period between 6 November 2023 and 5 January 2024 and has received a total of 684 responses.

## M-BECS: Overview and Summary of Key Findings

1. The global economy has experienced slow and uneven growth in 2023. Global growth prospects for 2024 would remain weak given the lagging effects of tighter monetary policy, ongoing geopolitical tensions, withdrawal of fiscal support, and extreme weather events.
2. The Malaysian economy, which has slowed to an estimated 3.8% growth in 2023 (8.7% in 2022), is expected to improve by an estimated 4.5% in 2024, aided by a recovery in exports and continued growth in domestic demand, albeit cautiously.
3. In 2H 2023, most respondents (58.9% "neutral" and 29.5% "worse") have expressed a "less favourable" view on the economy. For the year 2023 as a whole, while more than half of respondents (57.0%) held a "neutral" view on the economy, 27.5% were pessimistic.
4. In 2024, in anticipation of a gradual recovery in external demand, more than one-third of respondents (37.3%) expect "better" economic prospects though 45.1% still having a "neutral" view. The respondents expect a "better" economic outlook in 2H 2024 (40.6% "better") compared to 1H (28.2% "better").
5. Businesses were cautious in 2H 2023 with 54.6% of respondents reporting "neutral and 29.4% "worse". More than one-third of respondents indicated worse performance in the tourism-related sector (38.3%), manufacturing (36.4%), as well as wholesale and retail trade (34.6%). Most sectors are cautiously optimistic about their business conditions in 2024, especially in the second half of the year.
6. For 2024, while close to 40% of respondents expect better business prospects (17.6% in 2023), there is still a high percentage of respondents (43.6% in 2024 vs. 56.1% in 2023) having a "neutral" view. More respondents have positive outlook for business conditions in 2H 2024 (40.1% vs. 28.9% in 1H 2024).

## Economic Conditions and Prospects

## Business Conditions and Prospects



% of respondents

E=Estimation; F=Forecast

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

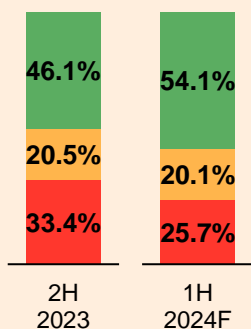
7. Against a backdrop of softening domestic demand and falling exports, a majority of the respondents have indicated “neutral” cash flow and debtor’s conditions in 2H 2023. This cautious view is likely to continue into 1H 2024 amid increasing cost of doing business, inflation risk, and cost of living pressure for the households.
8. “The Ringgit’s fluctuation” (51.8%) tops the list of factors that have adversely impacted respondents’ business performance in 2H 2023, followed by “Increase in prices of raw materials” (45.0%); “High operating cost and cash flow problem” (38.6%); “Declining business and consumer sentiment” (35.8%); and “Lower domestic demand” (35.1%).
9. Business assessment for 2H 2023 and 1H 2024:
  - a) While 46.1% of respondents indicated an improved sales performance in 2H 2023, at least 40% of respondents noted overall sales decreases in the manufacturing, wholesale and retail trade, and agriculture sectors, dragged by sluggish external and domestic demand as well as the Ringgit’s depreciation. Better sales prospects are expected in 1H 2024.
  - b) More than half of respondents increased their products’ prices in 2H 2023, factoring in high operating costs and the Ringgit’s depreciation. It is likely to continue in 1H 2024.
  - c) While 46.5% of respondents increased their production and inventory levels in 2H 2023, about 40.0% in the manufacturing sector reduced their output (compared to 36.7% reporting an increase). Production is expected to increase in 1H 2024.
  - d) Cost of local and imported raw materials remained a concern with over 70% of respondents indicating an increase in 2H 2023 and 1H 2024.
  - e) 44.9% of respondents have increased their manpower in 2H 2023 (45.5% remained unchanged). A similar trend is envisaged in 1H 2024.
  - f) Nearly two-thirds of respondents have increased their capital expenditure in 2H 2023 and will continue to invest further in 1H 2024.

## Business Pulse Diagnosis

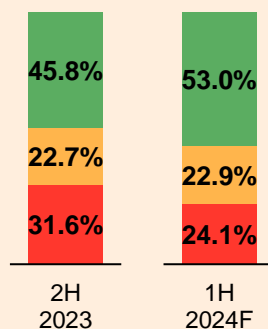
% of respondents

F=Forecast

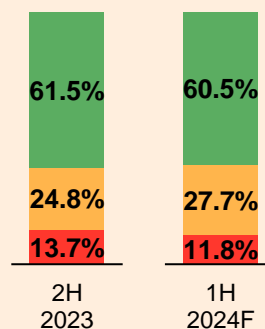
### Overall sales revenue



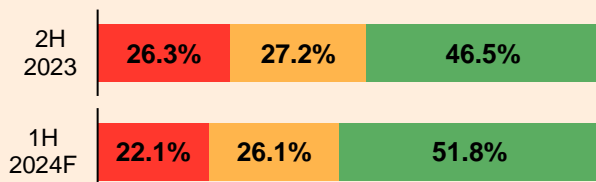
### Domestic sales revenue



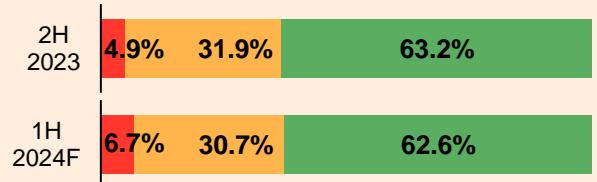
### Domestic price level



### Production



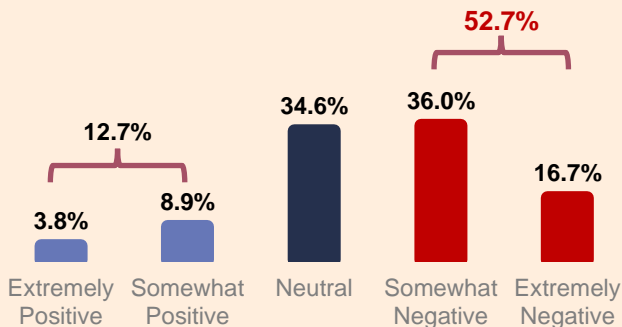
### Capital Expenditure



## Topical Issue: Economic and Business Policies as well as the Ringgit

1. Top three business concerns: Reduced consumer purchasing power (as voted by 91.9% of total respondents); Persistent cost pressures (90.6%); and Persistently weakening Ringgit (90.3%).
2. Over the past two years, 52.7% of respondents have countered the Ringgit's depreciation either through absorbing increased costs or adjusting higher selling prices.
3. Most respondents indicate that the Government's top priorities are to stabilise the Ringgit (58.0%), ease the cost of doing business (52.0%), and provide clarity and consistency in business-friendly policies (41.1%).
4. It is commendable that the Budget 2024 has set the country's direction in the short-and medium-term aligning with the MADANI Economy Framework, National Energy Transmission Roadmap, and the Mid-Term Review of the 12th Malaysia Plan (MTR of 12MP). The respondents view positively the following measures that benefit businesses: Various financing schemes (as ranked by 44.1% of total respondents), tax deductions on ESG-related expenses (29.1%), and digitalisation grants (27.7%).
5. The implementation of e-invoicing (13.3%) was ranked as having the least benefits to businesses, citing concerns regarding the complexity of implementation and potential penalties associated with errors.
6. 77.4% of the respondents are concerned about the implementation of the Progressive Wage Model (PWM) as they are worried that it would drive up their overall employment cost though the Government will provide wage financial assistance to ease the financial burden of micro, small and medium enterprises (MSMEs) participating in the scheme.

### Impact of the Ringgit's Depreciation on Business



1. Bear with higher costs and suffer margin squeeze **52.6%**
2. Increase selling price **47.7%**
3. Renegotiating with suppliers **29.8%**

### Voluntary Participation in PWM



### The Government's Top Priorities for Economic & Business Sustainability

1. Stable Ringgit **58.0%**
2. Ease the cost of doing business **52.0%**
3. Clarity and consistency in business-friendly policies **41.1%**

### Benefits of 2024 Budget Measures

- Various financing schemes **44.1%**
- Tax deduction on ESG-related expenses **29.1%**
- Digitalisation grant **27.7%**

### Expectations for E-Invoicing

- Simplify the process of complying with e-invoicing **52.7%**
- Grace period during the initial phase of implementation **46.0%**

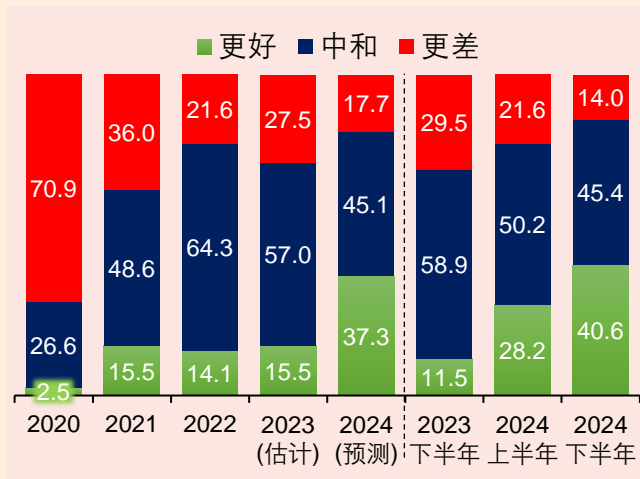
马来西亚中华总商会（中总）于2023年11月6日至2024年1月5日进行的马来西亚商业和经济状况调查问卷，涵盖2023年7月至12月（2023年下半年）以及2024年1月至6月（2023年上半年）的前景预测。本次调查共收到684份回复。

## M-BECS：调查结果的主要概述与总结

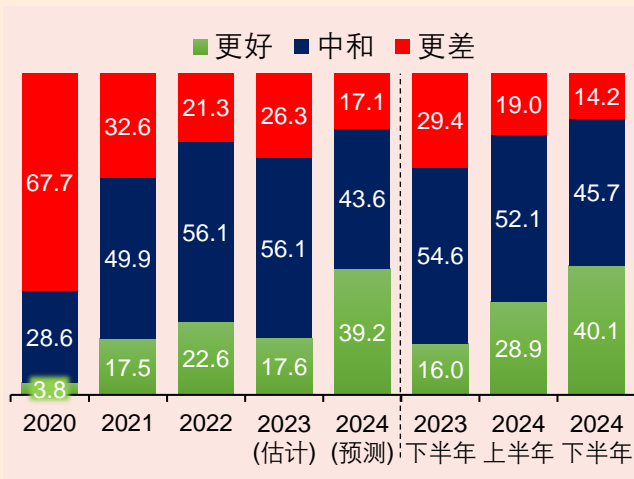
1. 全球经济在2023年经历了缓慢且不均匀的增长。鉴于货币政策收紧、地缘政治紧张局势持续、财政支持撤出以及极端气候所带来的滞后效应，2024年全球经济增长前景仍将疲弱。
2. 马来西亚经济在2023年估计增长3.8%（2022年为8.7%），预计2024年将改善，增长约4.5%，受益于出口的复苏和国内需求的持续增长，但整体仍持谨慎态度。
3. 在2023年下半年，大多数回复者（58.9%“中立”和29.5%“更差”）对经济表达了“不太好”的看法。就2023年整体而言，虽然超过一半的回复者（57.0%）对经济持“中立”看法，但仍有27.5%持悲观的态度。
4. 在2024年，由于预期外围需求将逐渐恢复，超过三分之一的回复者（37.3%）预计经济前景“较好”，虽然仍有45.1%持“中立”看法。回复者预计2024年下半年的经济前景“较好”（40.6%）相较于上半年（28.2%）。
5. 2023年下半年，企业对商业状况持谨慎态度，有54.6%的回复者报告“中立”，29.4%报告“更差”。旅游相关行业（38.3%）、制造业（36.4%）以及批发和零售贸易（34.6%）有超过三分之一的回复者表示较差的表现。大多数行业对2024年的商业状况持谨慎乐观态度，特别是在下半年。
6. 尽管近40%的回复者预期2024年的商业前景将更好（2023年为17.6%），但仍有相当比例的回复者（2024年43.6% 相比 2023年56.1%）持“中立”看法。较高的回复者对2024年下半年商业状况持积极展望（40.1% 相比 2024年上半年的28.9%）。

回复者百分比 (%)

### 整体经济状况及展望



### 整体商业状况及展望



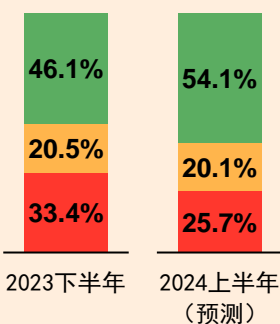
## M-BECS：调查结果的主要概述与总结（续）

7. 在国内需求疲软和出口下降的背景下，大多数回复者在2023年下半年表明其现金流和债务状况“中立”。在经营成本、通货膨胀风险以及家庭生活成本压力不断上升的情况下，这种谨慎看法可能会在2024年上半年持续。
8. 在2023年下半年影响回复者业绩的因素中，“马币波动”位居榜首，其次是“原材料价格上涨”（45.0%）；“高经营成本和现金流问题”（38.6%）；“企业和消费者信心下降”（35.8%）；以及“国内需求下降”（35.1%）。
9. 2023年下半年和2024年上半年的企业评估：
  - a) 尽管46.1%的回复者表示2023年下半年销售业绩有所提高，但有至少40%的回复者指出制造业、批发和零售贸易以及农业领域整体销售下降，主要是受到疲软的国内外需求以及马币贬值的拖累。预计2024年上半年销售前景将更好。
  - b) 超过一半的回复者在2023年下半年提高了产品价格，考虑到高经营成本和马币贬值。这种趋势可能在2024年上半年持续。
  - c) 尽管46.5%的回复者在2023年下半年提高了生产和库存水平，但制造业有约40.0%的回复者减少了产量（相比36.7%增加）。预计2024年上半年生产将增加。
  - d) 本地和进口原材料的成本仍然是一个急需关切的问题，超过70%的回复者表示在2023年下半年和2024年上半年有所增加。
  - e) 44.9%的回复者在2023年下半年增加了人力资源（45.5%保持不变）。预计在2024年上半年将出现类似的趋势。
  - f) 近三分之二的回复者在2023年下半年增加了资本支出，并将于2024年上半年增加投资。

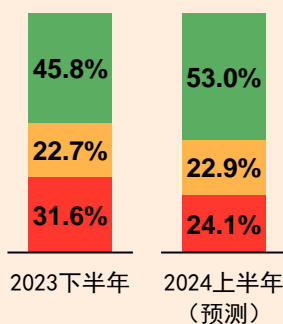
## 企业营运评估

回复者百分比 (%)

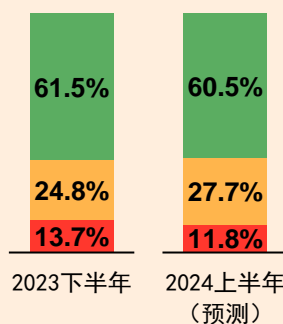
### 总销售额



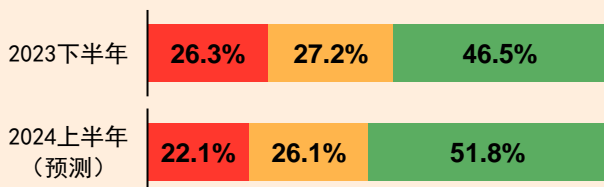
### 国内销售额



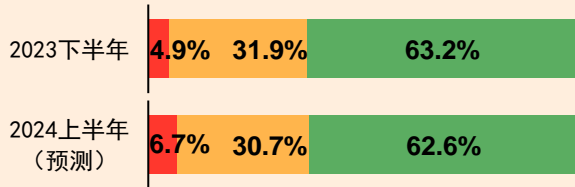
### 国内售价水平



### 生产量



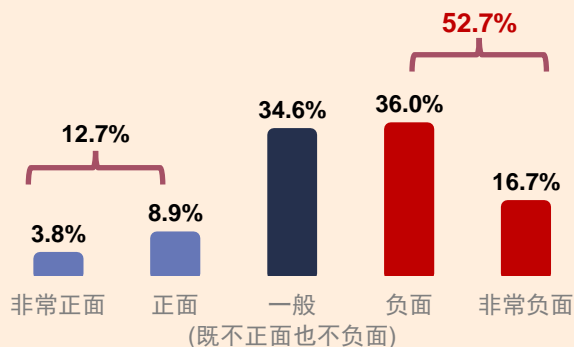
### 资本支出



## 当前课题：经济与商业政策以及马币相关之课题

1. 前三大企业的担忧：消费者购买力下降（91.9%的回复者表示担忧）；持续的成本压力（90.6%）；以及令吉持续走低（90.3%）。
2. 在过去两年中，52.7%的回复者通过承受更高的成本或调高销售价格来抵御马币的贬值。
3. 大多数回复者表示，政府的首要任务是稳定马币（58.0%），降低经营成本（52.0%），并提供明确与一致性的亲商政策（41.1%）。
4. 值得赞扬的是，2024年国家财政预算已经确立了大马在短中期内的发展方向，这与昌明经济框架、国家能源转型蓝图以及第12马来西亚计划中期检讨一致。回复者对以下有益于企业的措施持积极态度：各种融资计划（占总回复者44.1%），针对环境、社会和治理 (ESG)相关开销的税务减免（29.1%），以及数字化补助金（27.7%）。
5. 电子发票的实施（13.3%）被评为对企业受益最低，原因是担心实施的复杂性和因相关错误而导致的潜在惩罚。
6. 77.4%的回复者对渐进式薪金制（PWM）的实施感到担忧，因为他们担心这将推高整体就业成本，尽管政府将提供工资援助来减轻参与该计划的微型、小型和中型企业（MSMEs）的财务负担。

### 马币贬值对业务的影响



- 1 承受更高成本且利润遭受挤压 **52.6%**
- 2 提高售价 **47.7%**
- 3 与供货商重新协商 **29.8%**

### 渐进式薪金政策的自愿参与度



### 政府对经济和商业可持续性发展的优先事项

- 1 稳定马币币值 **58.0%**
- 2 减轻经商成本 **52.0%**
- 3 亲商政策的明确度和一致性 **41.1%**

### 2024年财政预算案的亲商政策

- 各种融资方案 **44.1%**
- 针对环境、社会和治理 (ESG)相关开销的税务减免 **29.1%**
- 数字化补助金 **27.7%**

### 对电子发票实施的政策期望

- 简化电子发票合规流程 **52.7%**
- 于实施初期提供宽限期 **46.0%**





# 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 **the performance in Jul-Dec 2023 (2H 2023) and expectations for Jan-Jun 2024 (1H 2024),** 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 **the performance in Jul-Dec 2023 (2H 2023) and expectations for Jan-Jun 2024 (1H 2024)** 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"
<ul style="list-style-type: none"> <li>Profile of businesses – type of principal business activity and its size of business operations;</li> <li>Share of total sales in domestic vs. overseas market; and</li> <li>Number of employees and the proportion of local vs. foreign workers to total employment.</li> </ul>	<ul style="list-style-type: none"> <li>Identify what the major factors are affecting the business performance; and</li> <li>Track the performance and outlook of economic and business conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Economic and Business Policies as well as the Ringgit</li> </ul>

- Survey coverage** – The questionnaires covered a wide range of nationwide direct and indirect memberships, including 17 Constituent Chambers and 27 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

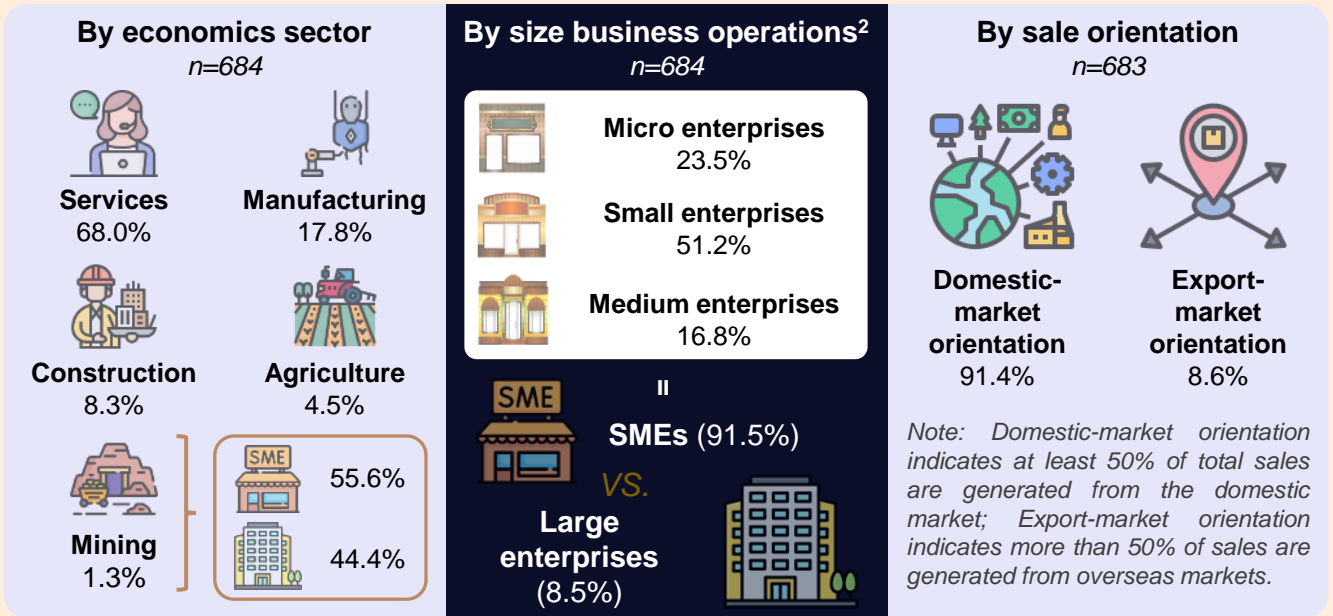
				
Terengganu CCCI	KLSCCCI	Negeri Sembilan CCCI	Sabah UCCC	Penang CCC
				
Perak CCCI	Johor ACCCI	ACCCI Sarawak	Klang CCCI	
				
Kelantan CCC	ACCCI Pahang	CCC Batu Pahat	Kedah CCCI	
				
Kluang CCCI	North Perak CCCI	Malacca CCCI	Perlis CCCI	



# Profile of Survey Respondents

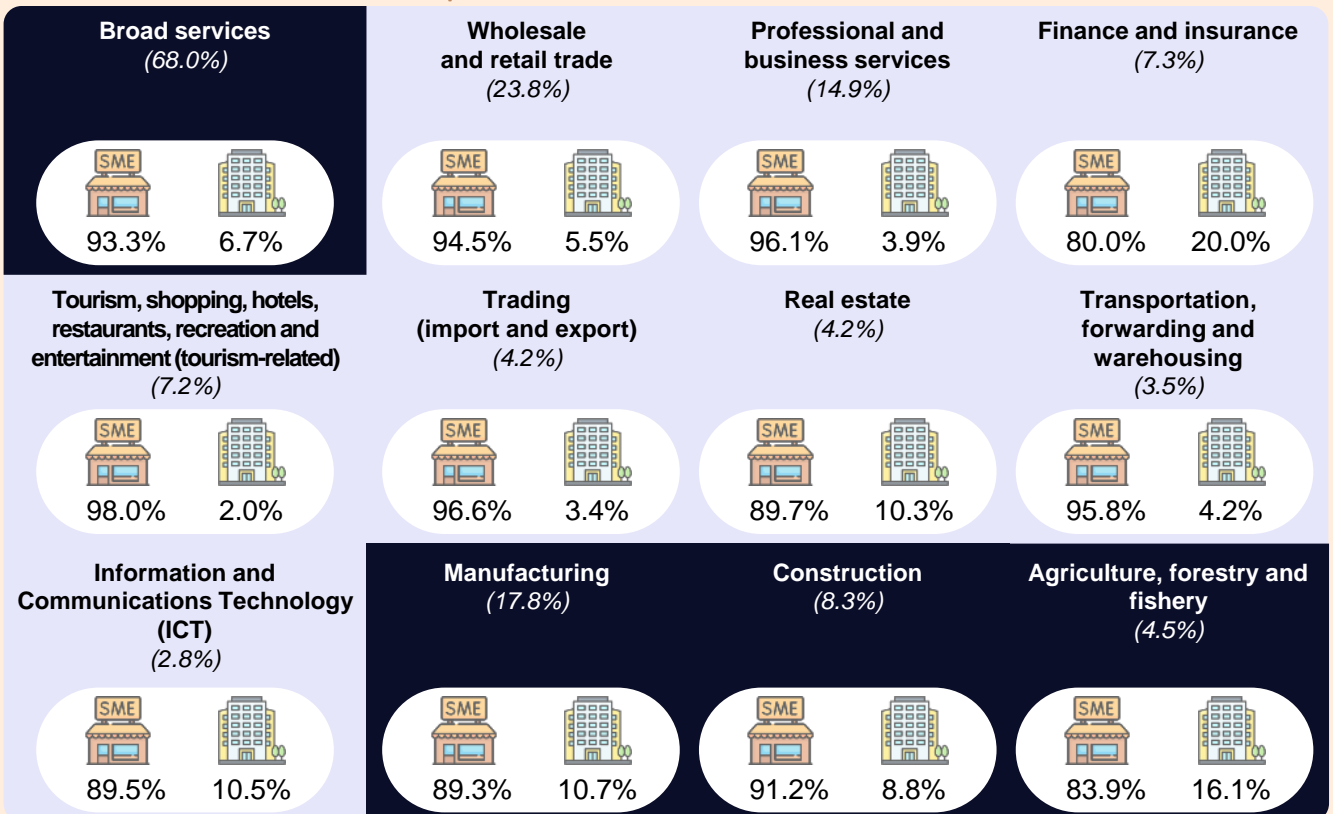
A total of **684 responses** were received throughout the survey period (**6 November 2023 to 5 January 2024**), covering a broad representation of the economy. The profile of respondents is as follows<sup>1</sup>:

*% of respondents*



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

= SMEs    = Large



<sup>1</sup>Numbers may not add up to 100.0% due to rounding, which is also applied to the rest of the report.

<sup>2</sup>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.

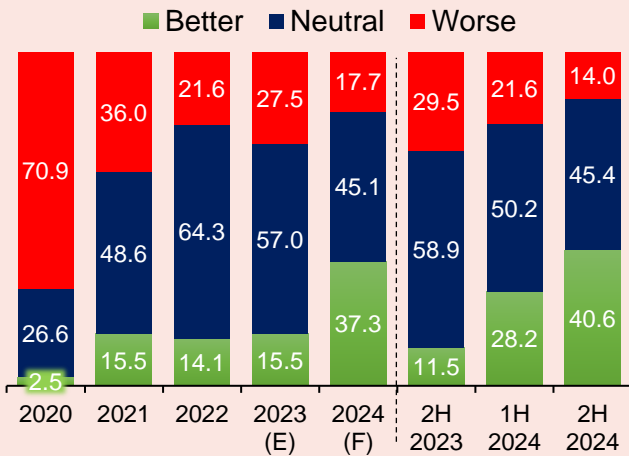
# Sentiment Tracker





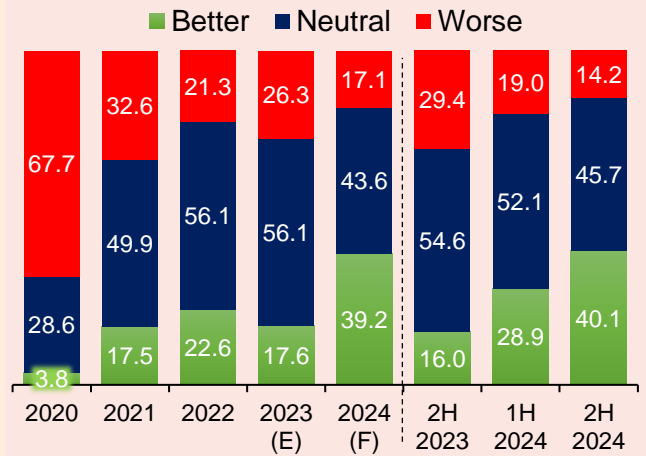
# Sentiment Tracker

## Economic Conditions and Prospects



E=Estimation; F=Forecast

## Business Conditions and Prospects

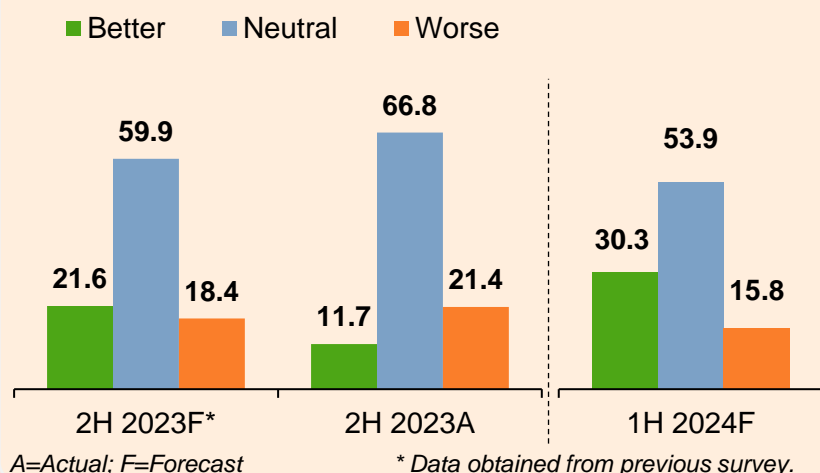


- The global economy has experienced slow and uneven growth in 2023. Global growth prospects for 2024 would remain weak given the lagging effects of tighter monetary policy, ongoing geopolitical tensions, withdrawal of fiscal support, and extreme weather events.
- The Malaysian economy, which has slowed to an estimated 3.8% growth in 2023 (8.7% in 2022), is expected to improve by an estimated 4.5% in 2024, aided by a recovery in exports and continued growth in domestic demand, albeit cautiously.
- **In 2H 2023, most respondents (58.9% “neutral” and 29.5% “worse”) indicated a “less favourable” view on economic performance.** The respondents are more optimistic in 2H 2024 (40.6% “better”), compared to 1H (28.2% “better”).
- **Given the sluggish external and domestic demand, coupled with the Ringgit’s fluctuations and tightening monetary policy,** the manufacturing (35.2%), wholesale and retail trade (34.0%), and agriculture (32.3%) reported deteriorated economic conditions in 2H 2023.
- For the year 2023 as a whole, **high percentage of respondents (27.5%) were more pessimistic than those (15.5%) indicating “better” (57.0% “neutral”).** Moving into 2024, in anticipation of a gradual recovery in external demand, more than one-third of respondents (37.3%) expect better economic prospects though 45.1% of respondents still having a neutral view.

- Business conditions were generally deteriorating in 2023, especially in 2H 2023 (29.4% “worse” vs. 23.5% in 1H 2023 surveyed previously). The tourism-related sectors (38.3%), manufacturing (36.4%), wholesale and retail trade (34.6%), and agriculture (32.3%) sectors have experienced worse business conditions.
- **The respondents’ cautious stance about business conditions in 2023 will improve to a slightly positive outlook in 2024.** Close to 40% of respondents see better business prospects in 2024 compared to only 17.6% in 2023. There remain high percentage of respondents (43.6% in 2024 vs. 56.1% in 2023) having a “neutral” view.
- **There are expectations of improving business conditions in 2024,** notably in 2H 2024 (40.1% “better”; 45.7% “neutral”). Professional services (48.0%), agriculture (45.2%), wholesale and retail trade (40.0%), manufacturing (39.8%), and tourism-related (37.8%) sectors are anticipating improved performance.
- Encouragingly, the granting of visa-free entry to citizens of China and India is expected to significantly bolster stronger revival in the tourism-related sectors.

# Overall Assessment in 2H 2023 and 1H 2024F

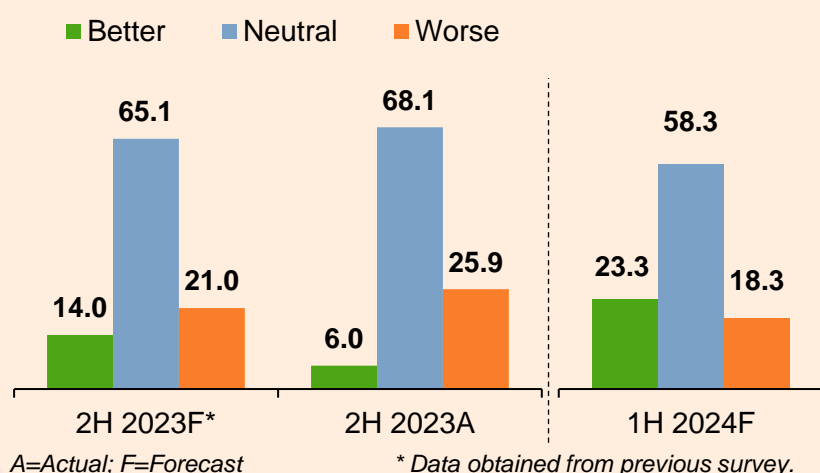
## Cash flow conditions



- About two-thirds of respondents (66.8%) have indicated “neutral” when asked about their cash flow conditions in 2H 2023. This condition will likely remain unchanged in 1H 2024 though the percentage is reduced to 53.9%. Business cost pressures remain a concern.

- Slightly more than one-fifth of respondents have experienced worsened cash flow conditions in 2H 2023. This condition is expected to improve somewhat in 1H 2024.
- A higher percentage of respondents (30.3% vs. 11.7% in 2H 2023) anticipate “better” cash flow conditions in 1H 2024.

## Debtors’ conditions



- A large majority of businesses (68.1%) have a “neutral” view about their debtors’ conditions in 2H 2023 and will likely remain unchanged in 1H 2024.
- A relatively higher percentage (25.9%) of the respondents (vs. forecasted 21.0% in the previous survey) indicated that their debtors’ conditions were worse off.

- When comparing to previous forecast, the percentage of respondents having “better” debtors’ conditions in 2H 2023 was reduced to 6% from 14.0% previously. Close to a quarter of the respondents project “better” debtors’ conditions in 1H 2024.
- Overall, businesses remained conservative in their debtors’ conditions due to the lack of confidence in a robust recovery in both external and domestic demand amid uncertainties of any escalation in geopolitical tensions, increasing the cost of doing business and cost of living.

# Business Pulse Diagnosis





# Business Pulse Diagnosis

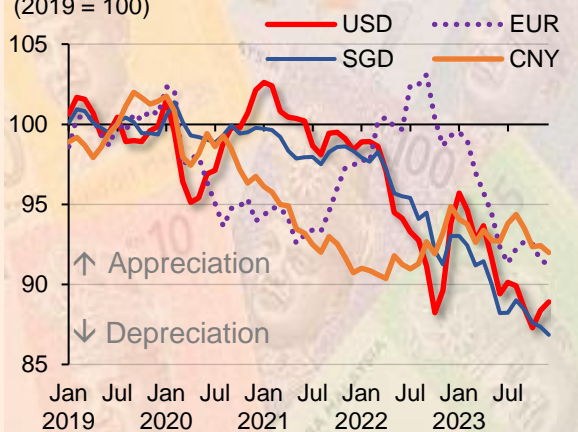


## Factors Affecting Business Performance in 2H 2023

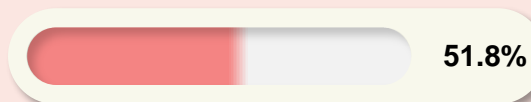
### #1 The Ringgit's fluctuations

- Since the US Federal Reserve began its aggressive interest rate hiking in March 2022, the Ringgit has joined most global and regional currencies to depreciate against the US dollar. Aggravated by weak investors' sentiment and concerns about persistent sliding of the Ringgit, 51.8% of respondents voted the Ringgit's fluctuations as the top dampening factor affecting business performance in 2H 2023.
- As of end-December 2023, the Ringgit had depreciated by 10.8% against the Singapore dollar, 8.4% against the greenback, 7.6% against the euro, 6.2% against the Thai baht, and 5.7% against the pound sterling, compared to end-March 2022. Overall, the Ringgit was traded between RM4.23 and RM4.79 against the US dollar in 2023.

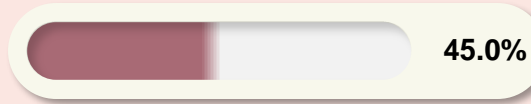
MYR index against major trading partners (2019 = 100)



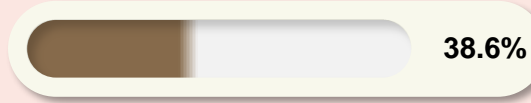
- A significant 52.7% of respondents also indicated that they were negatively impacted by a depreciating Ringgit over the past two years, with 52.6% suffering from squeezed margins.
- A stable currency is vital for facilitating business operations and planning. The weakening Ringgit resulted in higher cost of imported inputs and increased prices of consumption goods for consumers.



The Ringgit's fluctuation



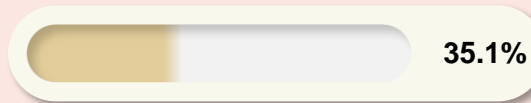
Increase in prices of raw materials



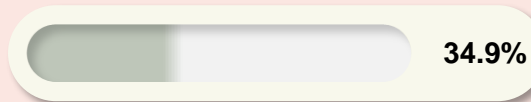
High operating cost and cash flow problem



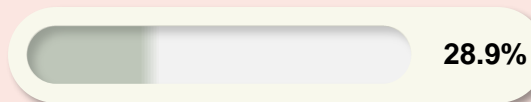
Declining business and consumer sentiment



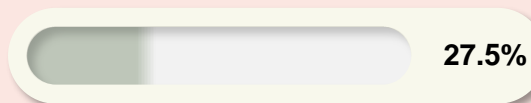
Lower domestic demand



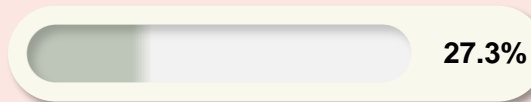
Changing consumer behaviour



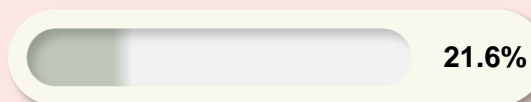
Political climate



Availability of skilled labour



Shortage of workers



Increase in bad debt and delay payments



## #2 Increase in prices of raw materials

- Despite the ranking of “increase in prices of raw materials” has lowered compared to past surveys, this factor still ranked by 45.0% of respondents as the second most important factor affecting business performance, especially in the construction (63.2%) and manufacturing (54.9%) sectors.
- Among the key drivers were increases in prices globally induced by the supply chains disruption since the COVID-19 pandemic; and the weakening Ringgit.
- In the business assessment section, it was revealed that as high as 77.4% of the respondents indicated higher costs for both local and imported raw materials.
- The increase in raw material prices is expected to continue, posing an upside risk to selling prices as businesses are unable to absorb these costs on a long-term basis.

## #3 High operating cost and cash flow problem

- Close to 40% of the respondents ranked “High operating cost and cash flow problem” as the third impacting factor on their businesses, particularly in the construction (49.1%) and wholesale and retail trade (48.5%) sectors.
- While operating costs have been on an increasing trend for years, it has not been effectively addressed.
- Businesses also suffered from worse-than-expected cash flow and debtors’ conditions in 2H 2023, whereby a higher percentage of respondents indicating “worse” compared to the forecast made in the previous survey.
- Moving into 2024, this factor is expected to remain a drag on business costs due to an increase in service tax rate to 8% and also cover more services, the implementation of subsidy rationalisation on fuel, and water tariffs, as well as higher employment costs arising from the wage and levy policies.

## #4 Declining business and consumer sentiment

- While businesses facing high operating costs and input prices, coupled with the depreciating Ringgit impacting both businesses and consumers, overall business and consumer sentiments have weakened. More than one-third of the respondents (35.8%) ranked it as the fourth largest factor affecting business performance.
- The deterioration in sentiments was observed in MIER’s Business Conditions Index (BCI) and Consumer Sentiment Index (CSI) in the third quarter of 2023, which fell to 79.7 (from 82.4 in 2Q) and 78.9 (from 90.8 in 2Q), respectively.
- Persistent weakness in business and consumer sentiment would dampen business and consumption activities, resulting in lower production and sales, ultimately dragging the economy.

## #5 Lower domestic demand

- Lower domestic demand was ranked as the fifth factor that adversely impacted business performance in 2H 2023, with the percentage of respondents increasing to 35.1%, compared to 30.3% (ranked eighth) in the previous survey.
- Close to half of the respondents in the wholesale and retail trade sector suffered from lower domestic demand, with 41.9% experiencing a decrease in domestic sales revenue, even as 71.2% of them increased their selling prices.
- Retail sales growth rate in Jul-Nov 2023 slowed substantially to 5.2% yoy compared to 13.3% in Jan-Jun 2023. This indicates a slowdown in consumers’ purchasing power, despite a softened headline inflation rate.

# Business Assessment in 2H 2023 and 1H 2024F



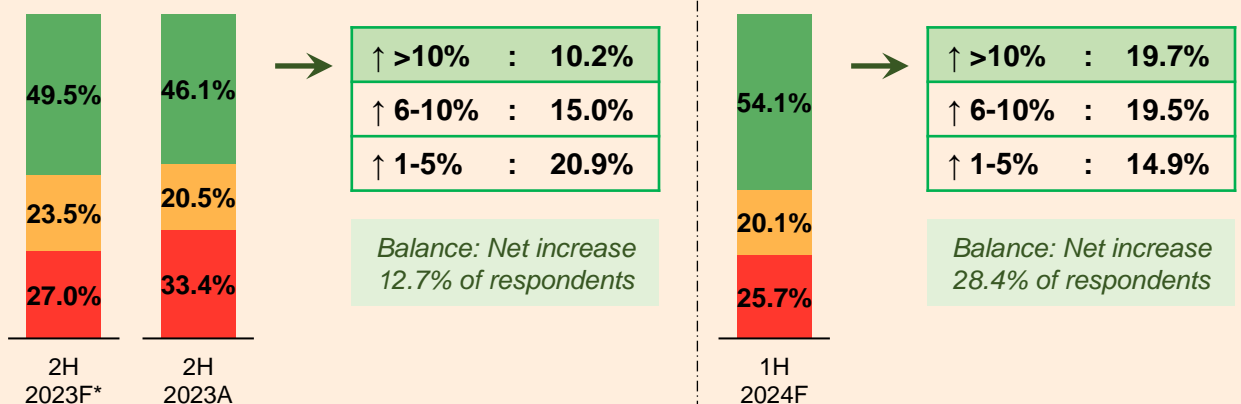
## Overall Sales Outlook

### Overall sales showed uneven growth

- In 2H 2023, more than 40% of respondents indicated a decrease in overall sales, particularly in the wholesale and retail trade, manufacturing, and agriculture sectors, attributed to sluggish external and domestic demand alongside the Ringgit's depreciation.
- In terms of domestic sales performance, the agriculture (48.4%), as well as wholesale and retail trade (41.9%) sectors have a higher percentage of respondents reporting negative growth. On the contrary, more than half of the respondents in the professional and business services enjoyed better sales. Additionally, 48.9% of the respondents in the tourism-related sectors also indicated an increase in sales, thanks to the revival of tourism activities.
- Around half of the respondents increased their domestic and foreign prices in 2H 2023 to factor in high operating costs and the Ringgit's depreciation. Notably, 52.7% of respondents, which were affected by the currency depreciation over the past two years, have either absorbed the increased cost, and hence, lower margins (52.6%), or raised their selling prices (47.7%).
- In 1H 2024, most respondents anticipate brighter sales prospects, accompanied by higher selling prices. However, profit margins could be eroded by cost pressures and other costs related factors such as subsidy rationalisation, increased service tax rate, new luxury tax, potential higher personnel cost as a result of the Progressive Wage Model, multi-tiered foreign workers' levy, and the implementation of e-invoicing.

## Overall sales revenue

■ Increase ■ Unchanged ■ Decrease



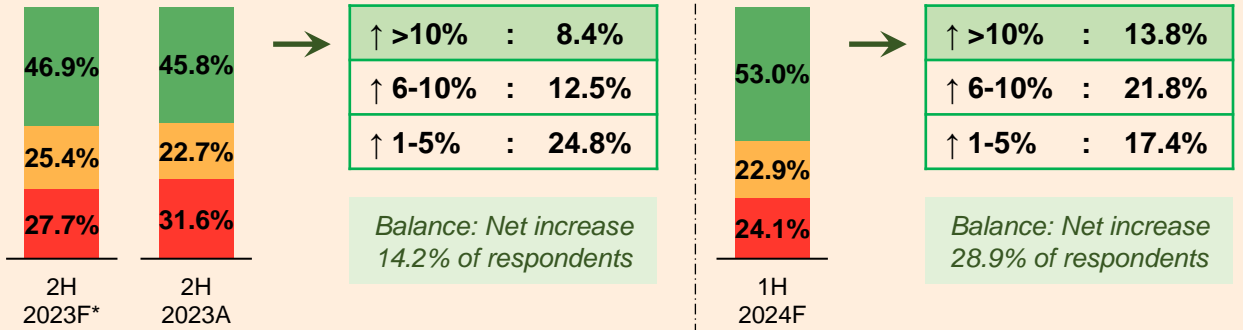
A=Actual; F=Forecast

\* Data obtained from previous survey.

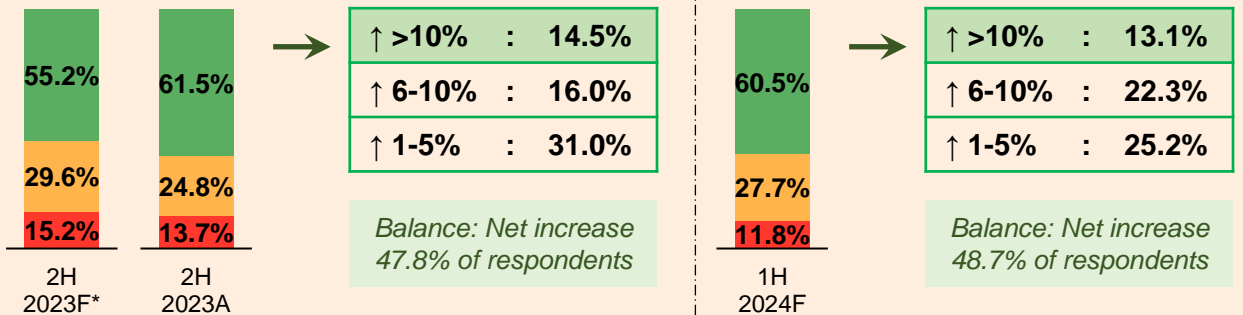
Note: Balance=% of respondents voted "Increase" minus % of respondents voted "Decrease"

## Domestic level

### Sales revenue

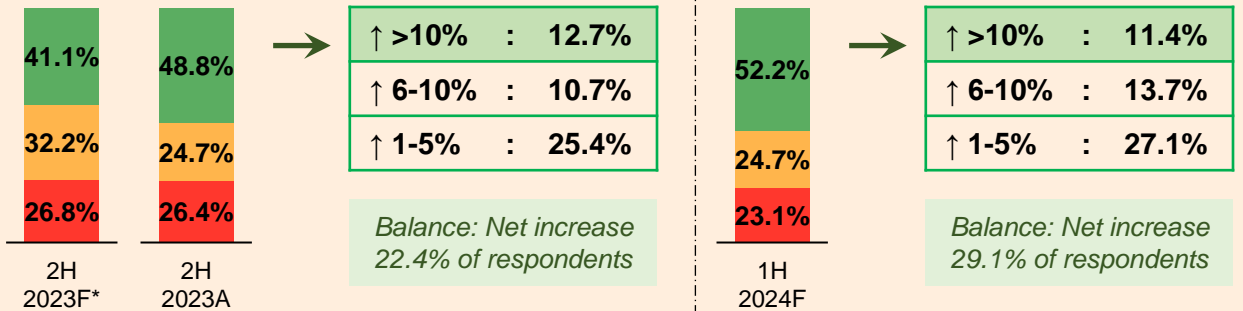


### Price level

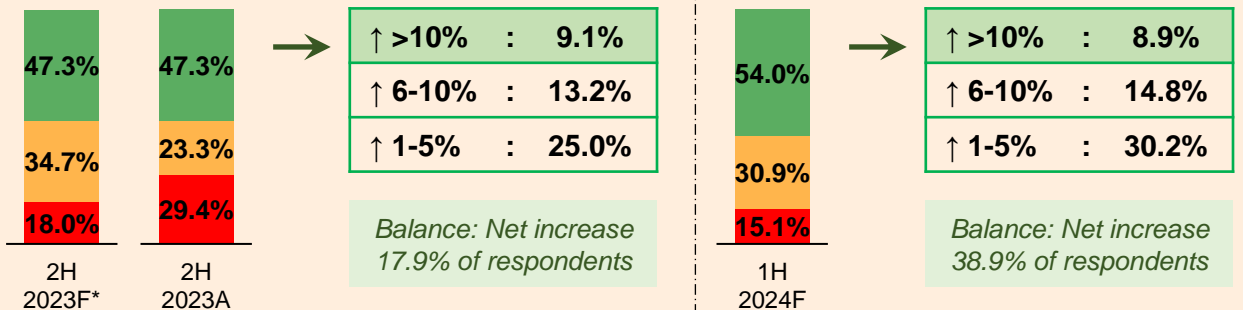


## Foreign level

### Sales revenue



### Price level



A=Actual; F=Forecast

\* Data obtained from previous survey.

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



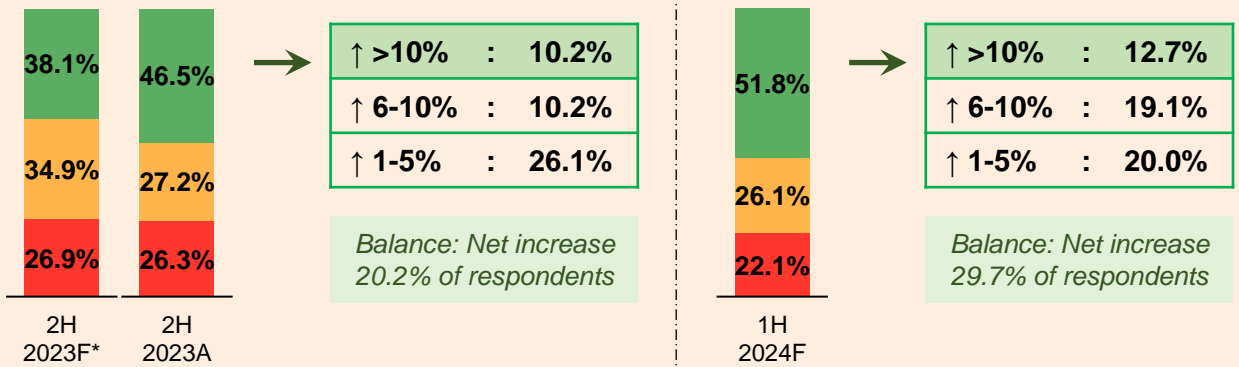
## Business Operations

### A cautious move on production

- In 2H 2023, more than 45% of respondents increased their production and inventory levels, while 40.0% in the manufacturing sector reduced production (vs. 36.7% reporting an increase). Production is expected to improve in 1H 2024.
- Closed to 80% of respondents were operating below 75% capacity in 2H 2023. According to the Department of Statistics Malaysia, the manufacturing sector was operating at 79.4% capacity utilisation in 3Q 2023 while this survey (a smaller sample) showed that only 23.6% of the respondents in the manufacturing sector recorded at least 75% utilisation.

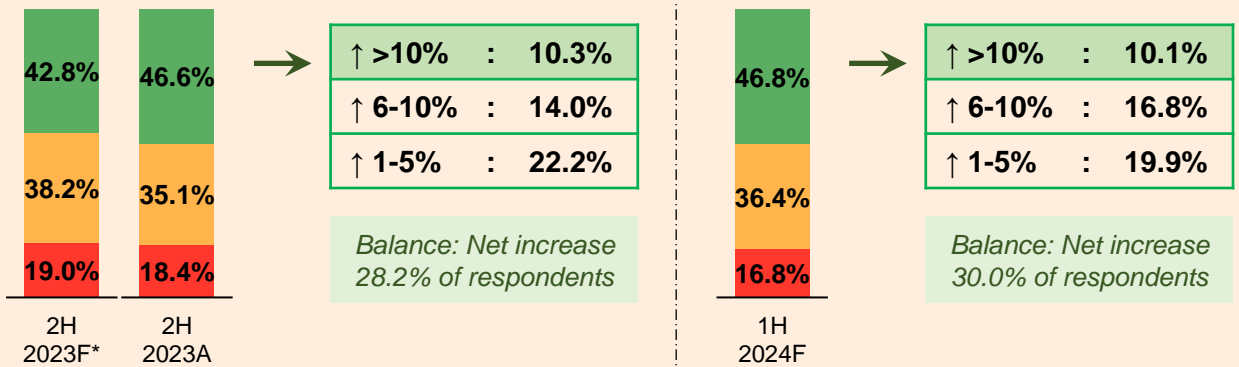
### Production

■ Increase ■ Unchanged ■ Decrease



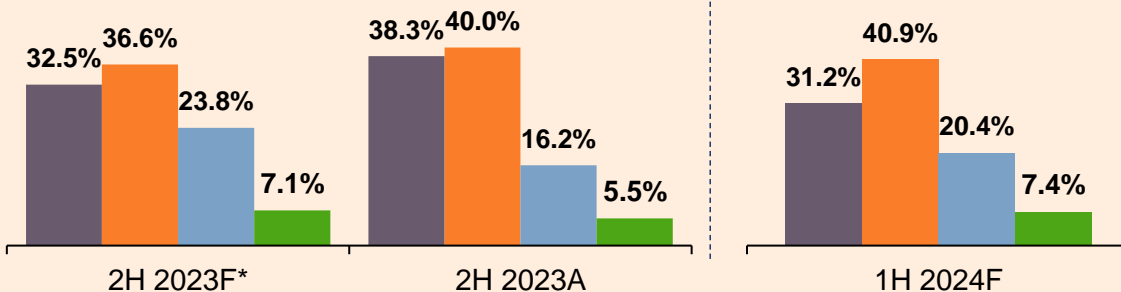
### Inventory or stock level

■ Increase ■ Unchanged ■ Decrease



### Capacity utilisation level

■ Less than 50% ■ 50% to < 75% ■ 75% to ≤ 90% ■ More than 90%



A=Actual; F=Forecast

\* Data obtained from previous survey.

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

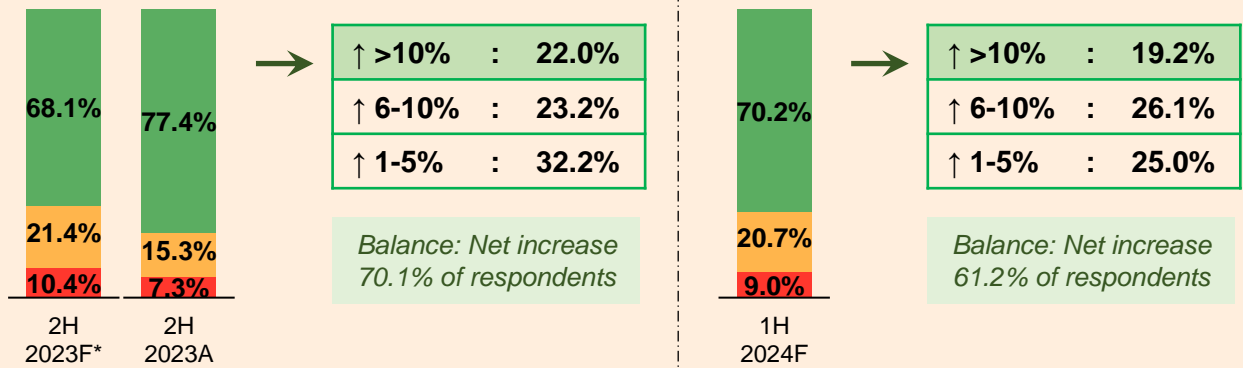


## Cost of Raw Materials

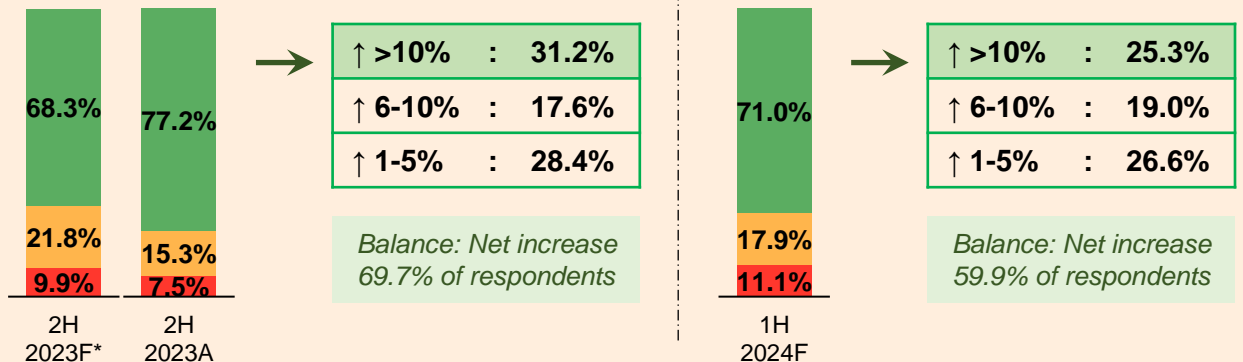
### Persistent cost pressure on raw materials

- The cost pressure on local and imported raw materials remained a concern, with over 75% of respondents reporting an increase in 2H 2023.
- Two significant factors impacting business performance: The Ringgit's fluctuations (51.8%) and an increase in the price of raw materials (45.0%). These factors are expected to persist in influencing raw material costs over the next six months, with over 70% indicating an expected increase in the prices of raw materials. The increase in the cost of transport due to the diversion of shipping lines away from the Suez Canal via the Red Sea could result in higher costs of imported raw materials.
- The Producer Price Index (PPI) recorded a slight decline of 1.2% year-on-year in Jul-Nov 2023 (vs -1.5% for the manufacturing sector), attributed to lower global commodity prices. However, the ongoing geopolitical conflicts in Middle East, climate change, and the Ringgit's fluctuations, are expected to continue exerting upside risks to raw material prices.

### Local raw materials



### Imported raw materials



A=Actual; F=Forecast

\* Data obtained from previous survey.

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

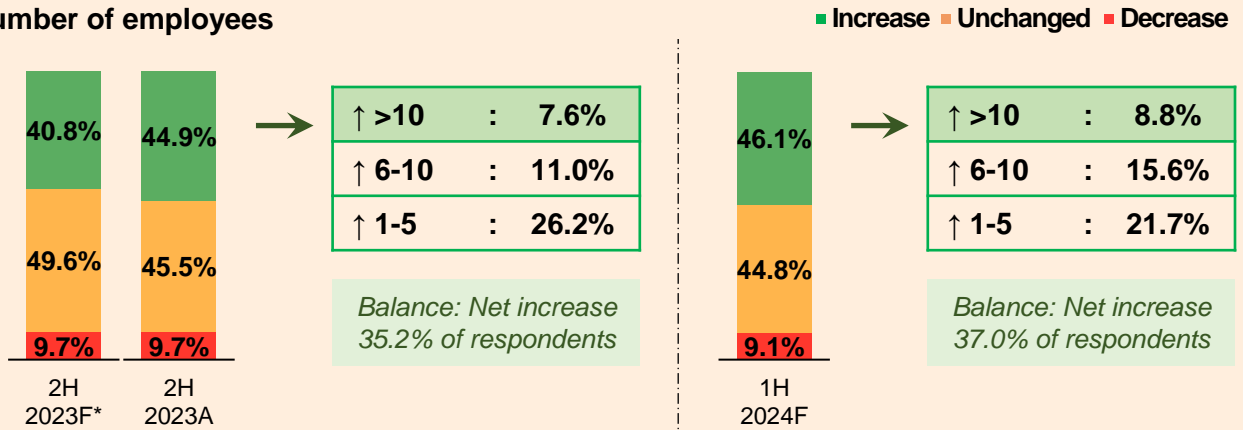


## Manpower

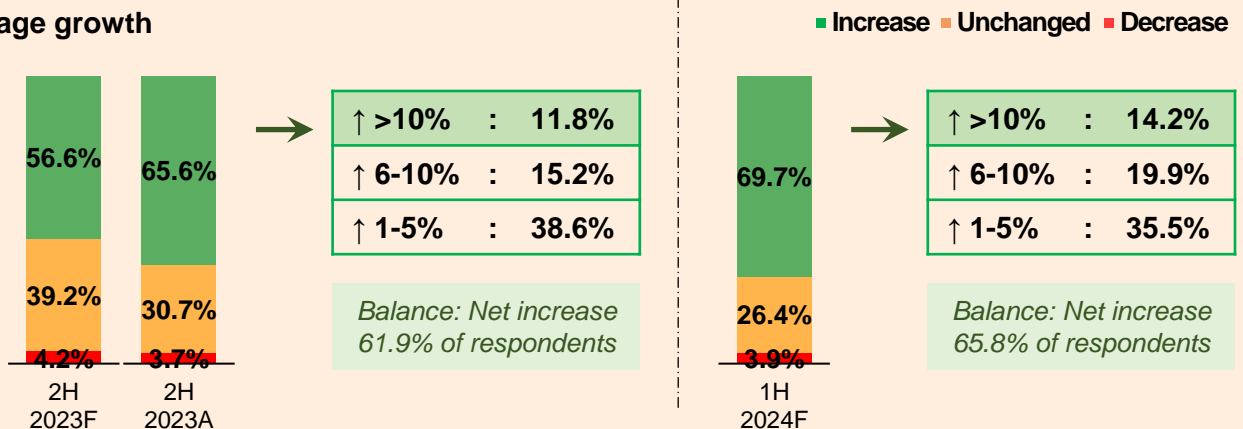
### Sustained labour demand and higher wages

- About 44.9% of respondents have increased their manpower in 2H 2023, while 45.5% have maintained their staff pool. A similar trend is expected in 1H 2024. Malaysia's unemployment rate has returned to the pre-pandemic level of 3.3% in November 2023, suggesting a natural state of full employment in Malaysia.
- More than half of respondents (65.6%) increased their employees' wages in 2H 2023 and it is likely to continue in 1H 2024. Based on the Malaysian Employers Federation (MEF)'s survey, employees are expected to have a 5.27%-5.28% increase in salaries for 2024. The Progressive Wage Model on a voluntary participation basis, under which employers would gradually increase pay for their workers based on their skills, experience, and performance, will start in June 2024 and involve 1,000 companies in a pilot project.

#### Number of employees



#### Wage growth



A=Actual; F=Forecast

\* Data obtained from previous survey.

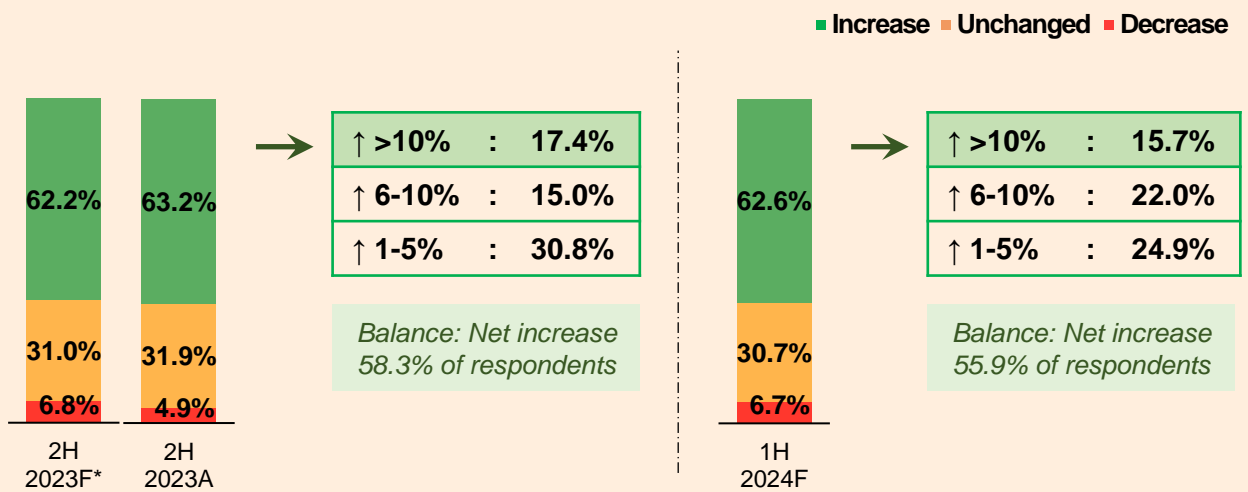
Note: Balance=% of respondents voted "Increase" minus % of respondents voted "Decrease"



## Capital Expenditure

### Better investment prospects

- Nearly two-thirds of total respondents (63.2%) have increased their capital expenditure in 2H 2023, in line with a gradual improvement in business activities and domestic demand amidst still falling external demand.
- A majority (62.6%) of respondents (vs. 63.2% in 2H 2023) plan to invest in 1H 2024, while 30.7% of respondents will likely maintain their capital investment.
- The Malaysian Investment Development Authority (MIDA) reported an annual increase of 45.2% in approved domestic investment in January-September 2023.



A=Actual; F=Forecast

\* Data obtained from previous survey.

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



**Current Issue:**

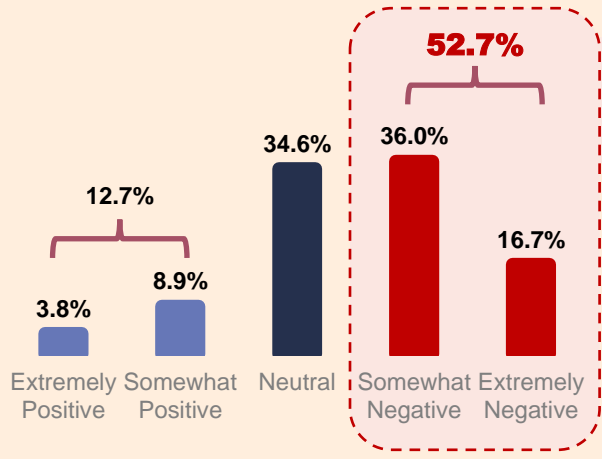
**Economic and Business Policies as well as the Ringgit**



**2H 2023**



# Impact of the Ringgit's Depreciation on Business



52.7% of respondents indicated the impact of the Ringgit's depreciation between "somewhat negative" and "extremely negative".

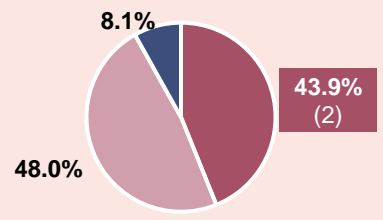
- 1 **Bear with higher costs and suffer margin squeeze** **52.6%**
- 2 **Increase selling price** **47.7%**
- 3 **Renegotiating with suppliers** **29.8%**

## Concerns Regarding 2024 Economic Policies

Legend: ■ Not concerned, ■ Somewhat concerned, ■ Extremely concerned

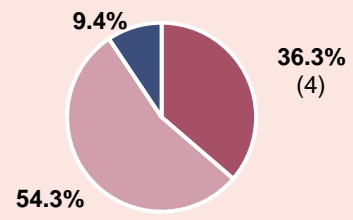
**Reduced consumer purchasing power**

Total concern level: 91.9%



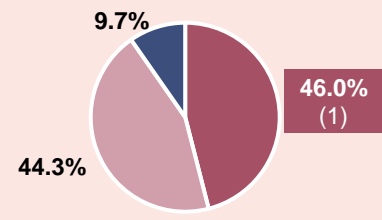
**Persistent cost pressures**

Total concern level: 90.6%



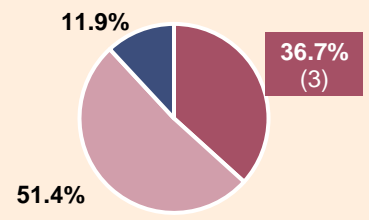
**Persistently weakening Ringgit**

Total concern level: 90.3%



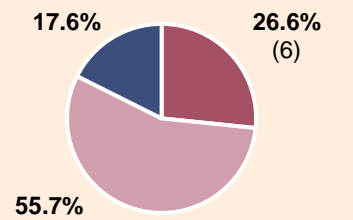
**Service Tax's rate increase and scope expansion**

Total concern level: 88.1%



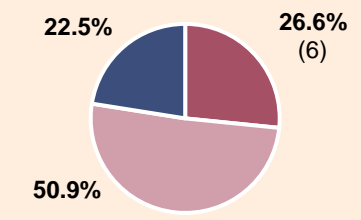
**Over-regulation and high compliance cost**

Total concern level: 82.4%



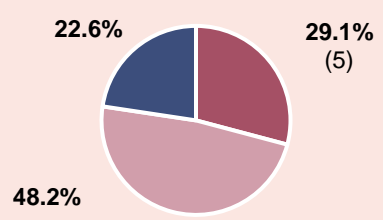
**Government's fiscal deficit and debt burden response**

Total concern level: 77.5%



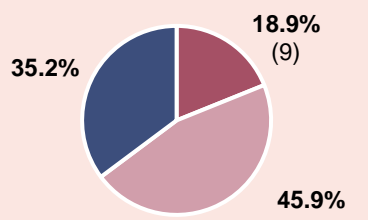
**Progressive Wage Model (PWM)**

Total concern level: 77.4%



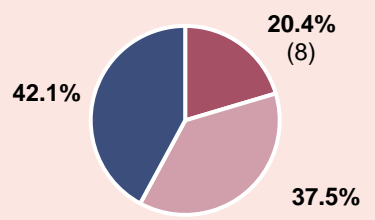
**Subsidy rationalisation**

Total concern level: 64.8%



**Tiered levy of foreign workers**

Total concern level: 57.9%

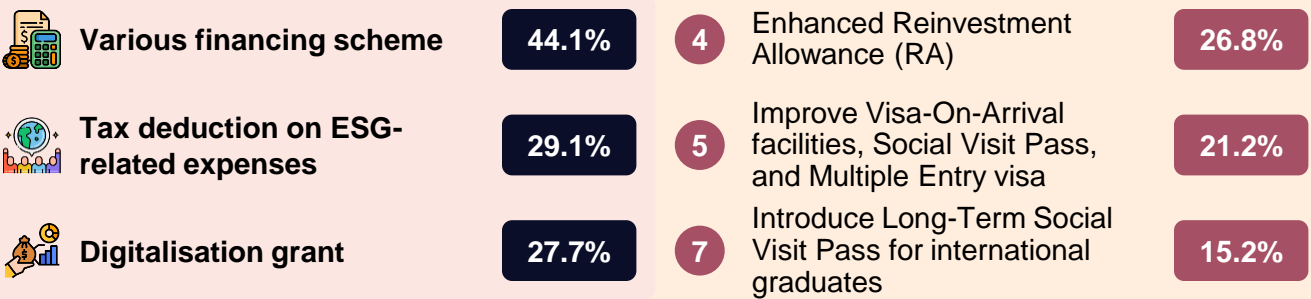


Note: The parenthesis indicates the ranking within extremely concerned category.

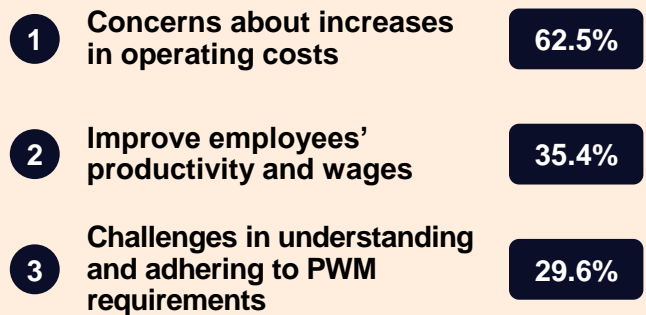
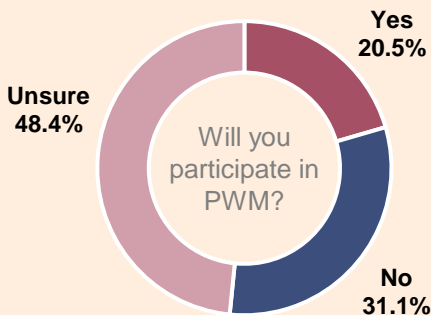
## The Government's Top Priorities should Focus on Economic & Business Sustainability



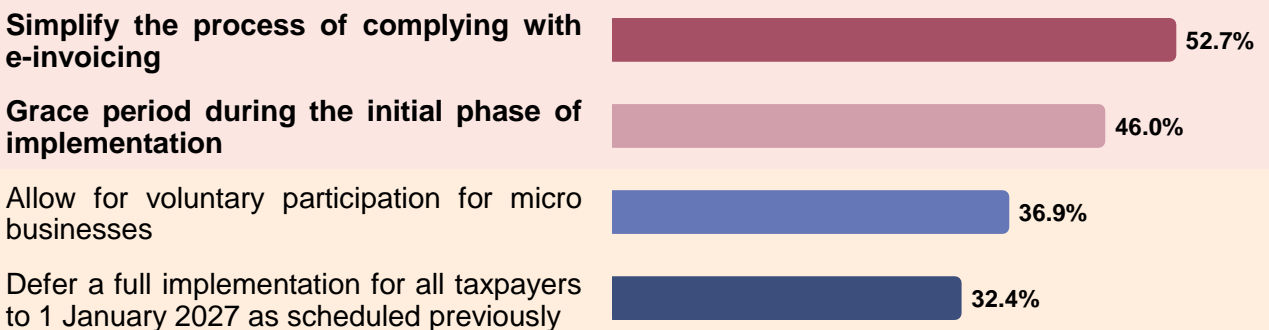
## Benefits of 2024 Budget Measures for Business



## Progressive Wage Model (PWM): Voluntary Participation and its Impact



## Expectations for E-Invoicing Implementation











# Business Concerns & Government's priorities

- The Malaysian economy and business sector have undergone severe disruptions during the COVID-19 pandemic amid a period of political instability in 2018-2022. Post COVID-19 pandemic recovery and the formation of a Unity Government after the 15<sup>th</sup> General Election in 2022, the Government has offered new and convincing narratives that Malaysia has to be transformed for the better and re-establish itself as one of ASEAN's premier investment and trading destinations.
- Businesses continue to face challenges (business cost pressures, the shortage of skilled manpower, rising wages, ESG compliance, financing, etc.) and an uneven pace of domestic and external demand as they navigate through weak global growth and a slowing domestic economy in 2023. New cost pressures could come from the implementation of the new tax rate, subsidy rationalization, Progressive Wage Model, and a multi-tiered levy.
- External risks remain emanating from the ongoing political conflicts, the strength of the US and China economy; the lagging impact of higher interest rates; and the unpredictable impact of climate change on food security and commodities.
- Domestic structural issues such as low productivity growth, low investment, low adoption of technology and digitalisation as well as the shortage of skilled and talented manpower require reforms and re-engineering through appropriate facilitation support to businesses.




## Top 3 Business's Concerns

-  Reduced consumer purchasing power
-  Persistent cost pressures
-  Persistently weakening Ringgit




## Top 3 Government's Priorities Should-Be

-  Stable Ringgit
-  Ease the cost of doing business
-  Clarity and consistency in business-friendly policies

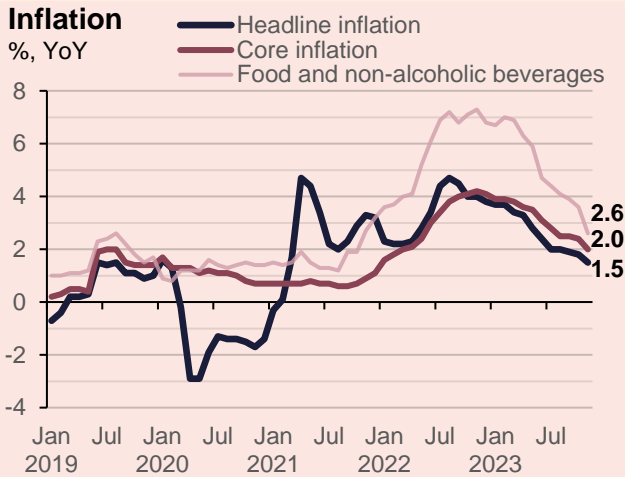
## Top 3 Business's Extremely Concerns

-  Persistently weakening Ringgit
-  Reduced consumer purchasing power
-  Service tax rate increase and scope of expansion

## Top 3 Business's Somewhat Concerns

-  Over-regulation and high compliance cost
-  Persistent cost pressures
-  Service Tax's rate increase and scope expansion

## Reduced Consumer Purchasing Power



## MIER Consumer Sentiment Index (CSI)

Threshold = 100



## Measures implemented in 2023

- Electricity tariff adjustments (2H 2023)
- Removal of price control for chicken (Nov 2023)

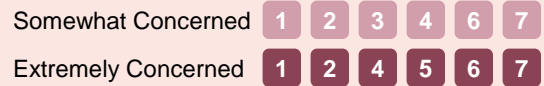
## New measures implemented in 2024

- Electricity tariff adjustments (1H 2024)
- Increased water tariff (Feb 2024)
- Increased Service Tax rate with the expansion of scope (Mar 2024)
- High-Value Goods Tax (May 2024)
- Diesel subsidy rationalisation (pilot project – Feb 2024)
- Sales Tax on Low-Value Goods (Jan 2024)

## Measures likely to be implemented in 2024

- Petrol subsidy rationalisation (2H 2024)

## Sectors with votes of at least 40%

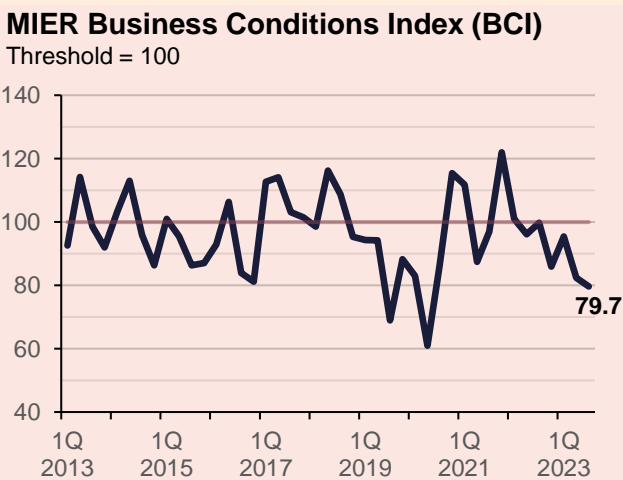
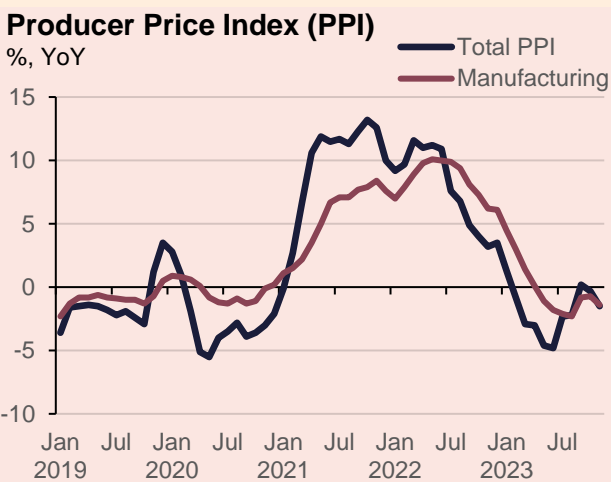
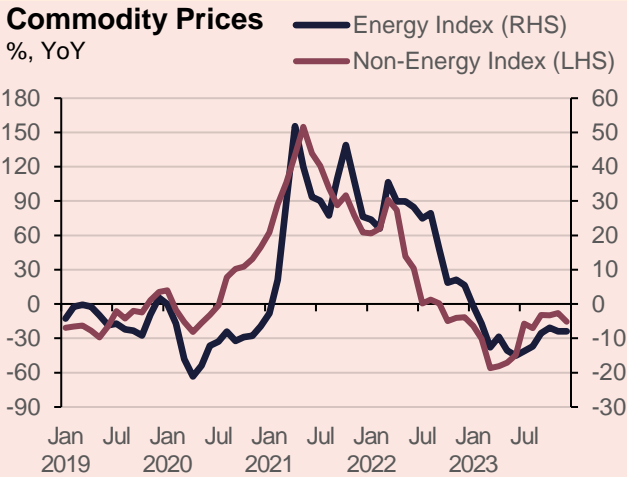


Note: 1 = Agriculture; 2 = Manufacturing; 3 = Construction; 4 = Wholesale and retail trade; 5 = Tourism-related; 6 = Professional and business service; 7 = Finance and insurance. Not including mining, trading, transportation, real estate and ICT sectors due to a low number of respondents.

- Throughout 2022-2023, high cost of living remained a major concern despite price controls and subsidies on some essential items.
- In line with easing global headline inflation, Malaysia's headline inflation has moderated from its peak in 2022, core inflation, particularly food inflation, has remained higher than the pre-pandemic level. This underlies ongoing challenges of managing elevated costs in the short term.
- The Consumer Sentiment Index dropped to 78.9 in 3Q 2023, the lowest since 2Q 2021, signalling cautious consumer sentiment.
- The introduction of tax measures (higher service tax rate and low-value goods tax), electricity and water tariff adjustment, and targeted subsidy rationalisation are expected to weigh on consumer sentiments in 2024. Businesses also face cost pressures.
- According to the Institute of Strategic Analysis and Policy Research (INSAP), most Malaysians were primarily concerned about sustaining themselves amid stagnating income and rising expenses. Over 80% of respondents, on average, are urging immediate measures to reduce the cost of living – so do our respondents in this survey.

Source: DOSM; MIER

## Persistent Cost Pressures



### Selected top Government's priorities from the respondents



Ease the cost of doing business



Clarity and consistency in business-friendly policies

Source: World Bank; DOSM; MIER

### Sectors with votes of at least 40%


Somewhat Concerned **1** **2** **3** **4** **5** **6** **7**





Extremely Concerned **1** **4**

Note: 1 = Agriculture; 2 = Manufacturing; 3 = Construction; 4 = Wholesale and retail trade; 5 = Tourism-related; 6 = Professional and business service; 7 = Finance and insurance. Not including mining, trading, transportation, real estate and ICT sectors due to a low number of respondents.


- Global commodity prices have softened in 1H 2023 and stabilised in 2H 2023. Nonetheless, there are upside risks ahead due to uncertainties, such as persistent food protectionism, higher precious metal prices following the potential US rate cut cycle, as well as broad weather events that could disrupt the supply. The ongoing Red Sea shipping line disruption has resulted in an increase in the cost of transport for both exporters and importers.
- MIER Business Conditions Index (BCI) also dropped to 79.7, the lowest since 2Q 2020 during the Movement Control Order (MCO) 1.0.
- The implementation of the Employment (Amendment) Act 2022 and adjustments in electricity tariffs have increased the cost of doing business. In addition, special holidays also incurred extra operational expenses for businesses.
- The implementation of the Progressive Wage Model (PWM), multi-tiered levy on foreign workers, and e-invoicing are expected to pose cost challenges for businesses, particularly SMEs. Over 60% of respondents have raised concerns about a potential rise in operating costs associated with the PWM.

## Persistently Weakening Ringgit

**1** **52.7%**  The Ringgit's depreciation has **negatively** affected our business in the past two years.

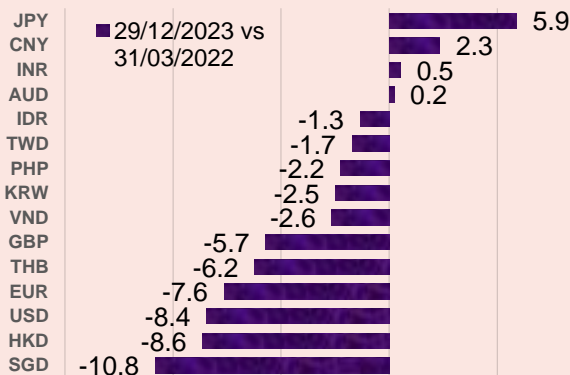
	Wholesale and retail trade	<b>65.6%</b>
	Tourism	<b>53.1%</b>
	Manufacturing	<b>51.6%</b>
	Construction	<b>50.9%</b>

## 2 To cope with the impact:


 Sectors with votes of at least 40%

<b>52.6%</b>	Bear with higher costs and suffered margin squeeze	<b>1 2 3 4 5 6</b>
<b>47.7%</b>	Increase selling price	<b>2 3 4 5 6</b>
<b>29.8%</b>	Renegotiating with suppliers	
<b>21.5%</b>	Sourcing from cheaper inputs, including domestic materials	
<b>16.8%</b>	Still manageable with some increases in prices of imported raw materials	
<b>13.3%</b>	Undertake currency hedging	

## The Ringgit against major and regional currencies (%)



## Selected top Government's priorities from the respondents

 Stable Ringgit

Source: BNM

## Sectors with votes of at least 40%

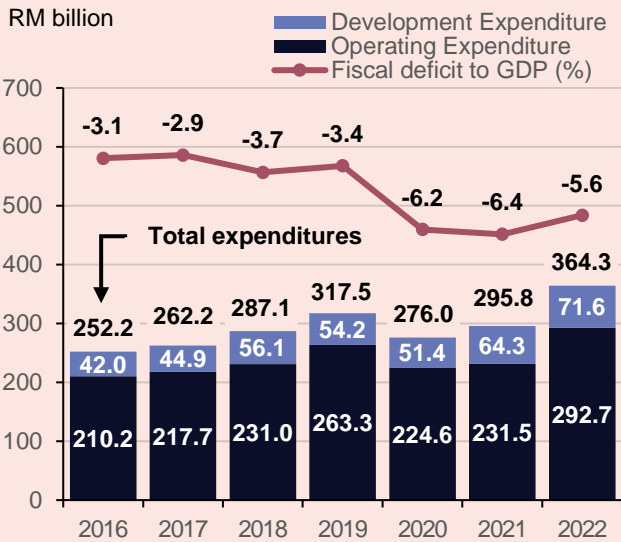
Somewhat Concerned **1 2 4 5 6 7**  
Extremely Concerned **2 3 4 5**

Note: 1 = Agriculture; 2 = Manufacturing; 3 = Construction; 4 = Wholesale and retail trade; 5 = Tourism-related; 6 = Professional and business service; 7 = Finance and insurance. Not including mining, trading, transportation, real estate and ICT sectors due to a low number of respondents.

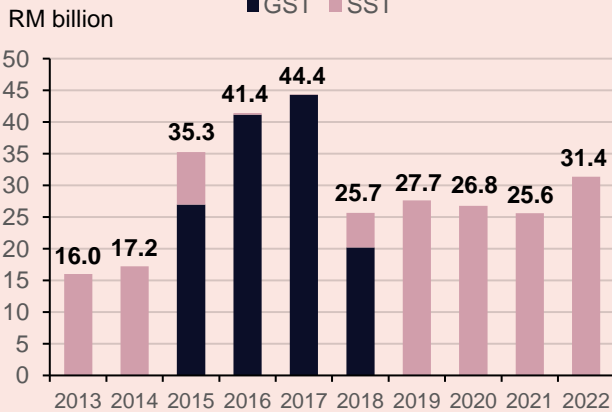
- The impact of exchange rates is multifaceted. During a depreciation, while exports and domestic tourism sectors stand to benefit, those who import goods, services and travel abroad will have to pay more. Higher costs and inflation will stem from the persistent weakness in the Ringgit.
- An orderly adjustment and the Ringgit's stability facilitate better planning and decision-making, minimise risks, attract investments, and contribute to societal well-being.
- Over the past two years, most respondents have encountered the adverse effects of the Ringgit's depreciation either through absorbing the increased cost or raising the selling prices.
- The Ringgit is undervalued. The strong US dollar is a global trend and is not generally indicative of significant fundamental weaknesses in our domestic economy. The Ringgit's depreciation was mainly driven by external factors, such as evolving market expectations concerning higher terminal interest rates in major economies, weak investors' sentiment, and does not reflect Malaysia's economic fundamentals.
- While Bank Negara Malaysia conducts FX operations to stem excessive volatility and ensure orderly market conditions, the Government has to address the structural weaknesses through reforms to enhance economic and financial resilience. These include rebuild the strength of fiscal balance sheet; containing debt and liabilities; strengthening the current account surplus and reserves accumulation; improved the economy through higher quality investment; ensuring stable prices; and better corporate earnings to attract inflows of investible funds.

## Service Tax Rate Increase and Scope of Expansion

### Federal Government Finance



### GST vs SST



### Some facts

175 countries



adopted VAT / GST around the world

	VAT	CIT	PIT
Malaysia	N/A	24%	30%
Singapore	9%	17%	24%
Indonesia	11%	22%	35%
Thailand	7%	20%	35%
Vietnam	10%	20%	35%
Philippines	12%	25%	35%
China	13%	25%	45%

### Sectors with votes of at least 40%

Somewhat Concerned **1 2 3 4 5 6 7**  
Extremely Concerned **2**

Note: 1 = Agriculture; 2 = Manufacturing; 3 = Construction; 4 = Wholesale and retail trade; 5 = Tourism-related; 6 = Professional and business service; 7 = Finance and insurance. Not including mining, trading, transportation, real estate and ICT sectors due to a low number of respondents.

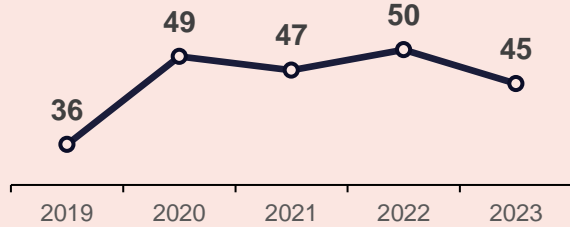
- The Budget 2024 has introduced key measures to build a sustainable deficit, with a lower budget deficit target of 4.3% of GDP in 2024 (-5.0% of GDP in 2023).
- These measures include (1) Increased service tax rate to 8% from 6% (excluding food and beverages, telecommunication services, parking, and logistic services) and expanded the coverage (including logistics, brokerage, underwriting, and karaoke services); (2) High-Value Goods Tax (5%-10%) and Capital Gain Tax (2% and 10%), and (3) 10% sales tax on Low-Value Goods less than RM500.
- The Public Finance and Fiscal Responsibility Act is aimed to achieve a fiscal balance of 3% of GDP or less in the next 3-5 years.
- Most respondents are somewhat concerned about the implementation of an increase in service tax rate and its scope. Business community mostly prefers the re-introduction of GST given its transparency and revenue enhancement effect.
- Globally, the GST/ VAT is commonly used as countries move towards indirect taxes from direct taxes on income. Countries tend to reduce personal income tax to offset the GST.
- Concerns over the GST's regressivity on low-income households can be mitigated by giving exemptions on essential items and also GST cash vouchers for the targeted recipients.

Source: DOSM; BNM; PwC; VAT Calc

## Over-Regulation and High Compliance Cost

### IMD Business Legislation Efficiency

Ranking (out of 64 economies)



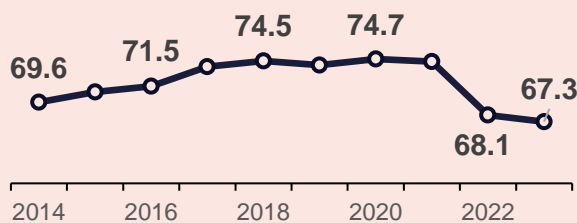
### Regional Comparison (Ranking):

	2021	2022	2023
Singapore	3	2	6
Indonesia	40	47	46
Thailand	30	38	31
Philippines	54	52	57
China	33	37	39

Note: It focuses on evaluating the ease of doing business, the clarity and efficiency of business legislation, and the effectiveness of legal frameworks in supporting business operations and economic growth.

### Index of Economic Freedom

Index = 100



### Selected Indicators (2023):

	<b>Property Rights</b>	<b>65.4</b> (Moderately)
	<b>Business Freedom</b>	<b>70.3</b> (Mostly Free)
	<b>Labour Freedom</b>	<b>58.0</b> (Mostly Unfree)
	<b>Trade Freedom</b>	<b>83.0</b> (Free)
	<b>Investment Freedom</b>	<b>60.0</b> (Moderately)

Note: 80-100 = Free; 70-79.9 = Mostly Free; 60-69.9 = Moderately Free; 50-59.9 = Mostly Unfree; 0-49.9 = Repressed.

Source: IMD Business School; The Heritage Foundation

### Sectors with votes of at least 40%

Somewhat Concerned **1** **2** **3** **4** **5** **6** **7**

Extremely Concerned

Note: 1 = Agriculture; 2 = Manufacturing; 3 = Construction; 4 = Wholesale and retail trade; 5 = Tourism-related; 6 = Professional and business service; 7 = Finance and insurance. Not including mining, trading, transportation, real estate and ICT sectors due to a low number of respondents.

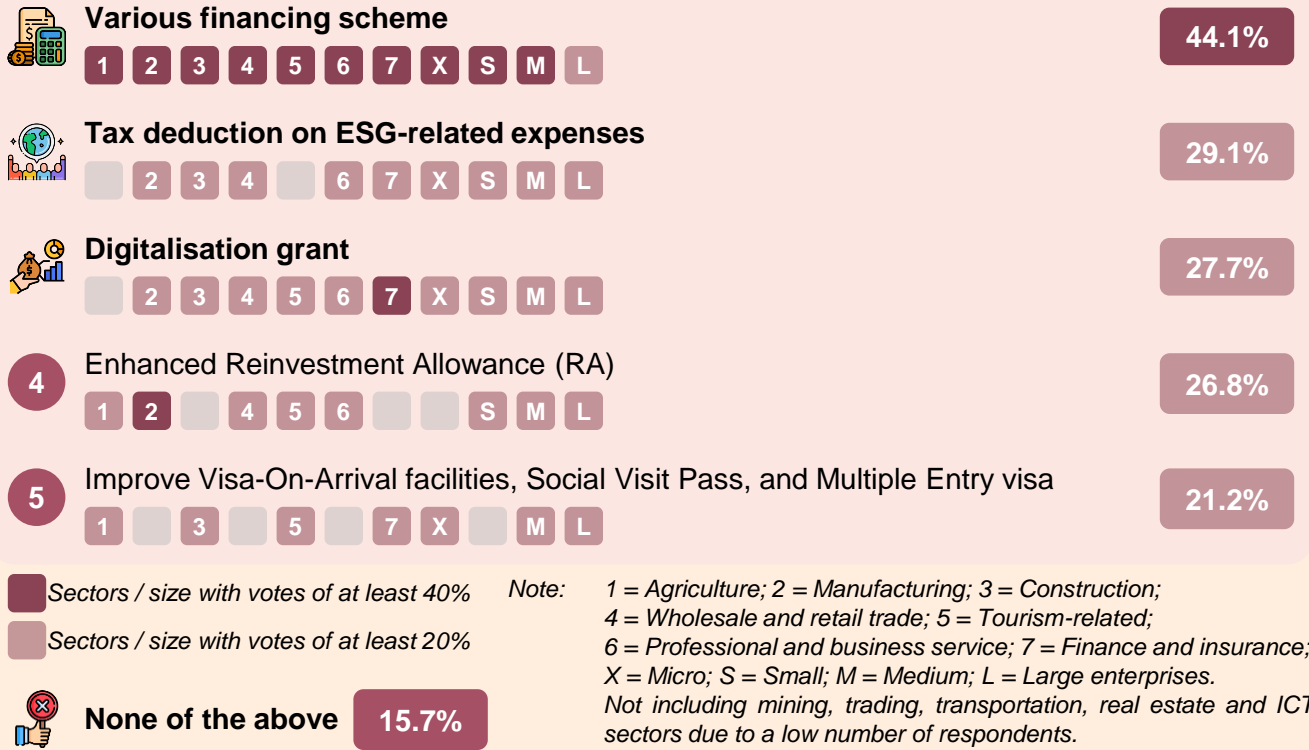
- Regulation serves diverse purposes, such as to protect and benefit people while fostering fair and competitive environments. Compliance with the regulations prevents monopolistic behavior, collusion, price-fixing, and other practices that could harm competition.
- However, over-regulation can dampen productivity and innovation, and increase compliance costs due to unnecessary and outdated regulations. Most businesses have expressed concerns about the complexity of doing business.
- The Institute for Management Development (IMD)'s indicators suggested a decrease in the perceived efficiency and effectiveness of the legal and regulatory environment for businesses, which could increase their regulatory burden and impose challenges in compliance.
- Malaysia's economic freedom is above the global average (59.3) in 2023 while some sub-sectors are still mostly unfree, suggesting certain investigations are needed to achieve a certain level of free market.
- The degree of compliance varies across industries and businesses, but the Government should consistently and actively enhance the system by embracing a quality digital technology (e.g. moving online) and simplifying the procedures and regulations.
- It is commendable that the establishment of PEMUDAH and recent measures related to digital adoptions, such as National Digital ID, can improve overall efficiency.





# Business Sentiments on Budget 2024

Businesses have always been looking for supportive measures and initiatives in the Budget for driving their business. This section revealed the respondents' viewpoints on the measures and initiatives.



- **44.1% of respondents were pleased with the various financing schemes**, followed by financial incentives related to Environmental, Social, and Governance (ESG) initiatives, digitalisation, and enhanced reinvestment allowance.
- **The divergence in perceptions is observed across sectors regarding the relative importance of these measures.** For instance, the agriculture sector emphasises reinvestment allowance, while the manufacturing sector places emphasis on tax deductions related to ESG expenses and digitalisation grants.
- However, it is evident that businesses need more facilitation support for the adoption of ESG principles and digitalisation in the coming years given the rapid evolution of new technologies and climate change.

- **The expanded roles of MITI and MIDA will greatly facilitate both Domestic Direct Investment (DDI) and Foreign Direct Investment (FDI) in Malaysia.** Notably, DDI has been established as a Key Performance Indicator (KPI) for MIDA.
- A highly effective one-stop centre, staffed by competent manpower is important to facilitate investors and businesses. Strengthening collaboration among public sector agencies is essential to streamline investment processes. **The ongoing streamlining of Investment Promotion Agencies (IPAs), led by MIDA, is a positive step in the right direction.**
- Higher service tax rate to 8% has raised concerns about **its potential adverse impact on consumer sentiment in 2024.**
- The introduction of e-invoicing, with a shorter implementation period, is expected to curb tax leakages from the shadow economy. **However, short-term software costs may increase.** Many businesses are still not familiar with the implementation of e-invoicing.
- **The survey showed that only 13.3% of respondents perceived direct benefits for their companies from e-invoicing,** despite the cost savings in terms of reduced paper consumption, printing and mailing costs, and reduce manual errors.

### Selected monetary facilitation in the Budget 2024

#### Digital and Automation

SME Automation and Digital Facilities (ADF)  
 SME Technology Transformation Fund  
 Industry Digitalisation Transformation Scheme  
 Digitalisation Grants

#### Green Environment

Low Carbon Transition Facility (LCTF)  
 High Tech and Green Facilities (HTG)  
 Sustainable Development Financing Scheme  
 Green Technology Financing Scheme (GTFS 4.0)  
 Tax Deduction On Environmental, Social And Governance Related Expenditures  
 Further Tax Deduction for Voluntary Carbon Market

#### Sectoral Facilities

Agrofood Facilities (AF)  
 PENJANA Tourism Financing (PTF)  
 Special Tourism Fund  
 Tourism Infrastructure Scheme  
 Sports Industry Financing Scheme (SPIS)  
 Aerospace and Electrical and Electronics (E&E) Industry Investment Fund  
 Sustainable and Green Business Financing  
 Sustainable Mobility Business Financing

#### Trade and Investment

Exporter Sustainability Incentive Scheme (SIP)  
 HalalBiz Financing Scheme  
 Market Development Grant  
 Tax Allowance for Reinvestment under the New Industrial Master Plan 2030  
 Tax Incentive for Global Services Hub

## E-invoicing perceived as providing least benefits to the businesses (13.3%)

- In support of fostering the digital economy, the Government has announced the phased implementation of e-invoices. This initiative aims to bolster Malaysia's tax administration management by enhancing operational efficiency.
- The adoption of e-invoices will facilitate near real-time validation and storage of transactions, catering to various transactional categories such as Business-to-Business (B2B), Business-to-Consumer (B2C), and Business-to-Government (B2G) interactions.
- In the Budget 2024, the Government has shortened the implementation period of e-invoicing:



## Some concerns

**52.7%** Simplify the process of complying with e-invoicing

**36.9%**

Allow for voluntary participation for micro businesses

**46.0%**

Grace period during the initial phase of implementation

**32.4%**

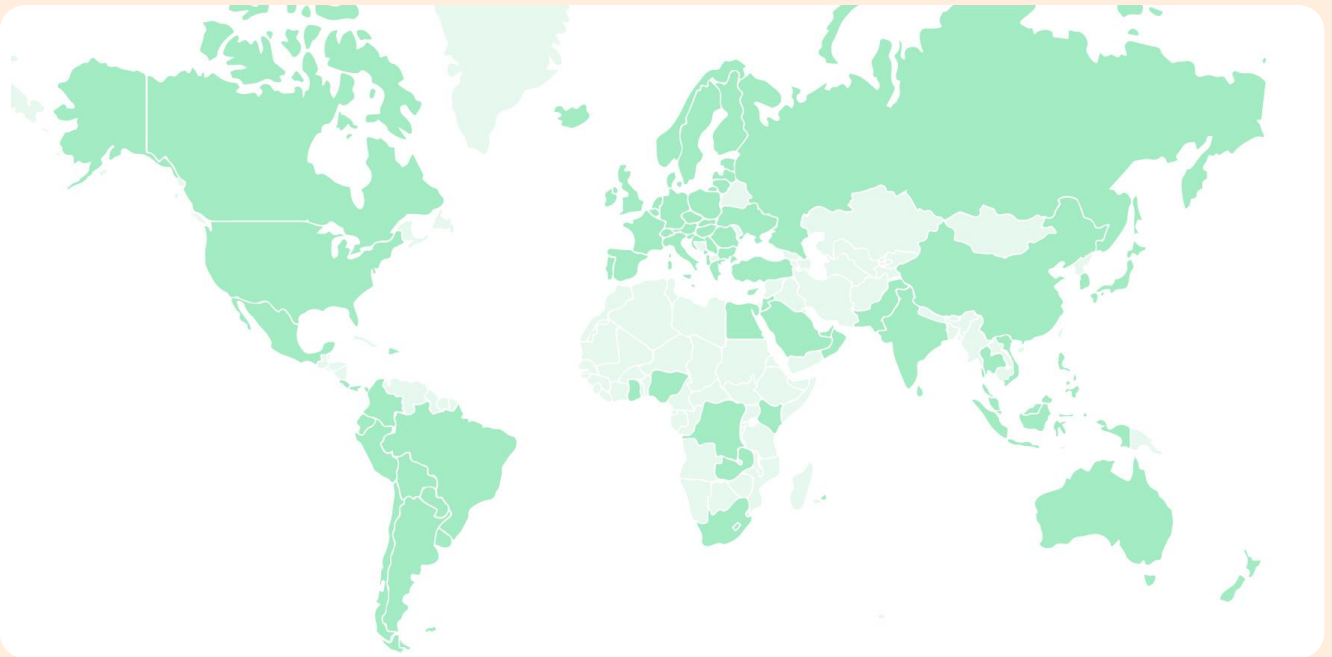
Defer a full implementation for all taxpayers to 1 January 2027 as scheduled previously

- The majority of respondents have expressed concerns about **the complexity of implementation and potential penalties associated with errors**, particularly in Business-to-Consumer (B2C) transactions that involve numerous micro-transactions daily.
- **The adoption of e-invoicing necessitates access to the internet and devices, which are generally lacking in micro and small enterprises.** The inclusion of the Digitalisation Grant in Budget 2024 to enhance sales, inventory, and digital accounting systems is commendable. However, to maximise its impact, it should be consistently provided throughout the implementation period. In addition, the stability of the internet and its coverage play a crucial role.
- Additionally, managing customised products introduce heightened complexity, particularly when the system requires 51 data fields to generate an e-invoice. This could pose an additional burden, especially for small B2C businesses.

Source: Inland Revenue Board (IRB)









- **The implementation of e-invoicing is an inevitable global trend**, with many countries already having established systems, some of which are mandatory for all businesses.
- **A well-designed e-invoicing system not only improves tax systems and administration** but also encourages digitalisation within the business community.
- It is imperative that the Government **provides financial and technical support to MSMEs**, such as an e-invoice system tools kit, and also ensure ease of compliance.

### Global e-invoicing implementation



Source: Pagero

### E-invoicing in selected countries

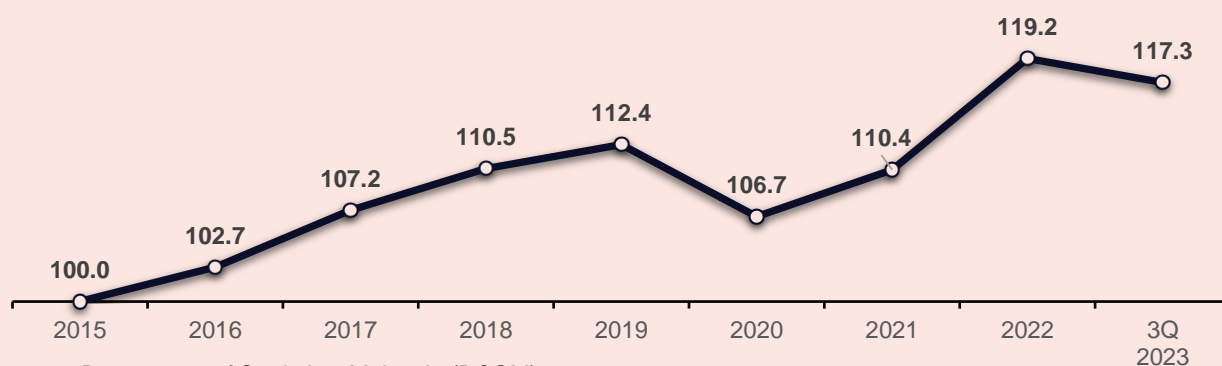
	<b>Singapore</b>	<b>Voluntary basis</b>
	<b>Indonesia</b>	<b>Mandatory for all taxpayers</b> registered for VAT purposes
	<b>Thailand</b>	<b>Voluntary basis</b>
	<b>Vietnam</b>	<b>Mandatory for all taxpayers</b>
	<b>China</b>	<b>Gradual mandatory</b>
	<b>Australia</b>	<b>Voluntary basis</b> (only mandatory for Federal government agencies)
	<b>United States</b>	<b>Voluntary basis</b>
	<b>Germany</b>	<b>Only mandatory for B2G</b> (suppliers to all Federal and Bremen contracting authorities)

Source: Pagero; Comarch; Storecove; Edicom Group

## Progressive Wage Model (PWM) – A win-win for employers and employees

- The employers have been argued that an increase in employees' wages must correspond with an improvement in their productivity level. The employees want to be incentivized for productivity improvement.
- As shown in the chart below, labour productivity per hour worked, on a quarterly basis has been fluctuating over the years. The PWM aims to achieve an increasing linear productivity growth through upskilling and reskilling of employees. If it is successful, an increase in productivity will be followed by an increase in wages as an incentive.
- Ultimately, the implementation of PWM would move towards a productivity-linked wage system (PLWS), a flexible and competitive wage system that establishes a closer link between wages and productivity / performance.

Yearly Index of labour productivity per hour worked



Source: Department of Statistics, Malaysia (DOSM)

### Who qualifies for the incentives?





Enterprise* (Formal sector)	Salary scale (RM)	Productivity 	Voluntary 	Incentives 
Medium enterprise	1,500-4,999  4 million workers	An increase in wages of the workers has to be in tandem with an increase in their productivity.	The scheme is on a voluntary basis whereby both the employers and employees are willing to take part	Finally, it is incentive driven whereby the government subsidizes the company's cost for each increment in the employee's wages. <ul style="list-style-type: none"> <li>• <b>Entry: RM200 each worker each month</b></li> <li>• <b>Non-entry: RM300 each worker each month</b></li> </ul>
Small enterprise				
Micro enterprise				

\*Micro, small and medium enterprises are encouraged to participate but this does not mean that large enterprises are excluded. Only **MNCs and GLCs** are not qualified to participate.

# Appendix 1: Summary of Guidelines for SMEs Definition

Size of enterprise		Criteria	Manufacturing sector	Services and other sectors
 <b>Large enterprise</b>		Sales turnover	Above RM50 million <u>OR</u>	Above RM20 million <u>OR</u>
		Number of full-time employees	Above 200	Above 75
 Medium enterprise		Sales turnover	RM15 million to RM50 million <u>OR</u>	RM3 million to RM20 million <u>OR</u>
		Number of full-time employees	75 to 200	30 to 75
 Small enterprise		Sales turnover	RM300,000 to less than RM15 million <u>OR</u>	RM300,000 to less than RM3 million <u>OR</u>
		Number of full-time employees	5 to less than 75	5 to less than 30
 Micro enterprise		Sales turnover	Below RM300,000 <u>OR</u>	Below RM300,000 <u>OR</u>
		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
<b>Annual turnover:</b>					
Less than RM300k	10.0%	3.3%	7.0%	17.8%	13.9%
RM300k to < RM3mil	32.5%	32.8%	42.1%	40.9%	39.0%
RM3mil to < RM15mil	25.0%	24.6%	22.8%	22.8%	23.2%
RM15mil to < RM20mil	2.5%	13.9%	7.0%	4.9%	6.6%
RM20mil to ≤ RM50mil	12.5%	13.9%	10.5%	6.0%	8.2%
More than RM50mil	17.5%	11.5%	10.5%	7.5%	9.1%
<b>Number of full-time employees:</b>					
Less than 5	15.0%	3.3%	19.3%	24.7%	19.9%
5 to < 30	27.5%	37.7%	45.6%	46.5%	43.7%
30 to < 75	27.5%	29.5%	24.6%	17.0%	20.5%
75 to ≤ 200	17.5%	16.4%	8.8%	6.9%	9.4%
More than 200	12.5%	13.1%	1.8%	4.9%	6.6%

# Appendix 2: 2024 Budget Measures Related to Business

## Monetary Facilitation

Note: AIM = Amanah Ikhtiar Malaysia; BNM = Bank Negara Malaysia; BSN = Bank Simpanan Nasional

Program Name	Keywords	Payment Details	Source
Skim Pembiayaan Ikhtiar	Woman; lower-income group	Amount: Up to RM30,000 Interest Rate: 8% - 10% Tenure: Up to 3 years	<a href="#">AIM</a>
Micro Enterprise Facility (MEF)	Micro-entrepreneur / self-employed individual / gig worker on digital platforms	Amount: Up to RM50,000 Interest Rate: TBD Tenure: TBD	<a href="#">BNM</a>
i-TEKAD	Micro-entrepreneur; low-income group; financial management and business intelligence	Amount: Up to RM50,000 Interest Rate: TBD Tenure: TBD	<a href="#">BNM</a>
Skim Mikro Umum	Micro / small business	Amount: Up to RM50,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Mikro Nita	Woman; micro / small businesses	Amount: Up to RM50,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Mikro Borneo	Micro / small business; Sabah or Sarawak	Amount: Up to RM50,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Mikro Belia	Micro / small business; aged 30 years and below	Amount: Up to RM50,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Pembiayaan Perkampungan Baru Cina	Micro / small business; residents or those operating in Chinese New Villages	Amount: Up to RM150,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Mikro Perintis	Micro / small business / gig / institutions of higher education (IPT) / graduates	Amount: Up to RM20,000 Interest Rate: 4% Tenure: Up to 5 years 3 months Moratorium: 3 months	<a href="#">BSN</a>
Skim Mikro Penjaja	Hawkers	Amount: Up to RM20,000 Interest Rate: 4% Tenure: Up to 5 years	BSN
Skim Mikro Veteran	Micro / small business; veterans	Amount: Up to RM50,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Mikro OKU	Micro / small business; PWD	Amount: Up to RM50,000 Interest Rate: 3% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Pembiayaan Usahawan Perusahaan Kecil Komuniti Cina	Micro / small business; Chinese	Amount: Up to RM50,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>
Skim Penjaja Kecil Cina	Hawkers; Chinese	Amount: Up to RM20,000 Interest Rate: 4% Tenure: Up to 5 years	<a href="#">BSN</a>

Program Name	Keywords	Payment Details	Source
Mobilepreneur 4.0	Delivery riders	Amount: Up to RM10,000 Interest Rate: 4% Tenure: Up to 3 years	<a href="#">TEKUN</a>
All Economic Sectors (AES)	SMEs; growth	Amount: Up to RM5 million Interest Rate: Up to 7% Tenure: Up to 5 years	<a href="#">BNM</a>
Business Recapitalisation Facility (BRF)	SMEs; recovery	Amount: Up to RM5 million Interest Rate: Up to 5% Tenure: Up to 10 years	<a href="#">BNM</a>
SME Automation and Digital Facilities (ADF)	SMEs; automation and digitalisation	Amount: Up to RM3 million Interest Rate: Up to 4% Tenure: Up to 10 years	<a href="#">BNM</a>
Low Carbon Transition Facility (LCTF)	SMEs; sustainable and low-carbon practices	Amount: Up to RM10 million Interest Rate: Up to 5% Tenure: Up to 10 years	<a href="#">BNM</a>
High Tech and Green Facilities (HTG)	SMEs / innovative startups; strategic sectors and technologies (e.g. digital, green and biotechnology)	Amount: Up to RM10 million Interest Rate: Up to 5% Tenure: Up to 10 years	<a href="#">BNM</a>
Agrofood Facilities (AF)	Food production; domestic consumption and exports	Amount: Up to RM5 million Interest Rate: Up to 3.75% Tenure: Up to 8 years	<a href="#">BNM</a>
PENJANA Tourism Financing (PTF)	Tourism; recovery	Amount: Up to RM500,000 Interest Rate: Up to 3.5% Tenure: Up to 7 years	<a href="#">BNM</a>
Agrofood Financing Fund	Agropreneurs; production expansion and new entrants	Amount: Up to RM5 million Interest Rate: 3% Tenure: Up to 10 years Grace period: Up to 6 months	<a href="#">Agrobank</a>
Agrofood Value Chain Modernisation Programme	Agropreneurs; technology	Amount: Up to RM1 million Interest Rate: 3% Tenure: Up to 10 years Grace period: Up to 12 months	<a href="#">Agrobank</a>
BR Plus i-Biz Lady	MSMEs; Woman	Amount: Up to RM1 million Interest Rate: Up to 7.5% Tenure: Up to 7 years	<a href="#">Bank Rakyat</a>
Sports Industry Financing Scheme (SPIS)	MSMEs; sports industry	Amount: Up to RM100,000 Interest Rate: 4% Tenure: Up to 7 years	<a href="#">Bank Rakyat</a>
Exporter Sustainability Incentive Scheme (SIP2)	SMEs; international markets	Amount: Up to RM10 million Interest Rate: effective rate – 1.5% incentive Tenure: Up to 7 years	<a href="#">EXIM Bank</a>
Soft Financing Scheme for Automation and Modernisation	SMEs; manufacturing	Amount: Up to RM20 million Interest Rate: 4% Tenure: Up to 25 years	<a href="#">MIDF</a>

Note: TEKUN = TEKUN Nasional; BNM = Bank Negara Malaysia; MIDF = Malaysia Industrial Development Finance



Program Name	Keywords	Payment Details	Source
Aerospace and Electrical and Electronics (E&E) Industry Investment Fund	Aerospace / E&E	Matching Grant: Up to 80% Amount: Up to RM40 million Tenure: Up to 12 years Management Fee: 2%	<a href="#">MIDF</a>
Soft Financing Scheme for SMEs	SMEs; manufacturing	Amount: Up to RM5 million Interest Rate: 4% Tenure: Up to 25 years	<a href="#">MIDF</a>
Second Chance Financing	SMEs; manufacturing / services	Amount: Up to RM5 million Interest Rate: 3% Tenure: Up to 10 years	<a href="#">MIDF</a>
Sustainable and Green Business Financing	Manufacturing / services; green technology ecosystem	Amount: Up to RM10 million Interest Rate: 2% Tenure: Up to 25 years	<a href="#">MIDF</a>
Sustainable Mobility Business Financing	Automotive ecosystem	Amount: Up to RM5 million Interest Rate: 2% Tenure: TBD	<a href="#">MIDF</a>
Tabung Modal Pusingan (TMP)	Cooperatives to implement viable projects	Amount: Up to RM30 million Interest Rate: 1% - 6% Tenure: Up to 25 years Grace Period: 3 - 6 months	<a href="#">SKM</a>
SME Recapitalisation Fund	SMEs	Amount: Up to RM5 million Interest Rate: 6% Tenure: Up to 5 years	<a href="#">SME Bank</a>
SME Technology Transformation Fund	SMEs; technology transformation	Amount: Up to RM3 million Interest Rate: 4% Tenure: Up to 10 years	<a href="#">SME Bank</a>
HalalBiz Financing Scheme	SMEs; Halal industry	Amount: Up to RM1 million Interest Rate: 5% Tenure: Up to 7 years	SME Bank
Industrial Building System (IBS) Promotion Fund	SMEs; contractors, manufacturers and installers of IBS system	Amount: Up to RM10 million Interest Rate: Up to BFR + 1.5% Tenure: Up to 15 years	<a href="#">SME Bank</a>
Special Tourism Fund	SMEs; tourism	Amount: Up to RM5 million Interest Rate: 4% - 5.5% Tenure: Up to 10 years	<a href="#">SME Bank</a>
Dana Pemantapan Automasi	SMEs; 3D sector; automation	Amount: Up to RM3 million Interest Rate: 4% - 5% Tenure: Up to 10 years	<a href="#">SME Bank</a>
Social Enterprise Financing Scheme	SMEs	Amount: Up to RM500,000 Interest Rate: 3% - 4% Tenure: Up to 7 years	<a href="#">SME Bank</a>
Rehabilitation and Support through Equity Scheme (RESET)	Rehabilitate operation	Amount: Up to RM30 million Expected Rate of Return: 8% - 15% IRR Tenure: Up to 5 years	<a href="#">BPMB</a>

Note: MIDF = Malaysia Industrial Development Finance; SKM = Suruhanjaya Koperasi Malaysia; BPMB = Bank Pembangunan Malaysia Berhad

Program Name	Keywords	Payment Details	Source
Working Capital Scheme	Working capital	Amount: Min. RM5 million Interest Rate: 5% Tenure: Up to 3 years	<a href="#">BPMB</a>
Matching Funding Platform	Peer-to-peer (P2P) funding	Amount: Up to RM2 million Interest Rate: 11% - 14% Tenure: Up to 2 years	<a href="#">BPMB</a>
MADANI Development Scheme	Sectors involved in the 12th Malaysian Plan and Ekonomi MADANI, which are not covered by other schemes	Amount: Up to RM100 million <u>Interest Rate:</u> <i>Government:</i> COF + Margin Subsidy of 1.5%	<a href="#">BPMB</a>
Sustainable Development Financing Scheme	Adaptation and mitigation of climate change and energy transition	<i>Commercial:</i> BFT + Margin Subsidy of 1.5%	<a href="#">BPMB</a>
Industry Digitalisation Transformation Scheme	Digital transformation	<i>Sukuk/Bon:</i> Guarantee fee – Subsidy of 1.5%	<a href="#">BPMB</a>
Tourism Infrastructure Scheme	Tourism activities and infrastructure projects		<a href="#">BPMB</a>
Maritime, Logistics and Transportation Scheme	Marine, oil and gas, aerospace and logistics activities and services		<a href="#">BPMB</a>
Syarikat Jaminan Pembiayaan Perniagaan (SJPP) guarantee scheme		Amount: Up to RM20 million Financing Guarantee: Up to 80% Guarantee Fee: Up to 1% per year Tenure: Up to 10 years	<a href="#">SJPP</a>
Digitalisation Grant	Digitalisation; upgrade sales, inventory and digital accounting systems	Amount: Up to RM5,000	Not Available
Market Development Grant	Exports; Malaysian made products or services	Lifetime Limit: RM300,000	<a href="#">MATRADE</a>
Productivity-Linked Wage System Implementation Grant Programme (G-PLWS)	Not Available	Not Available	<a href="#">MOF</a>
Tourism Sector Matching Grant (GSSP)	Not Available	Not Available	<a href="#">MOF</a>
Gamelan Matching Grant (GAMELAN)	Not Available	Not Available	<a href="#">MOF</a>
Cultural Sector Matching Grant (GSSK)	Not Available	Not Available	<a href="#">MOTAC</a>
International & Chartered Flights Stimulus Grant (GSPC)	Not Available	Not Available	<a href="#">MOF</a>

Note: BPMP = Bank Pembangunan Malaysia Berhad; SJPP = Syarikat Jaminan Pembiayaan Perniagaan; MATRADE = Malaysia External Trade Development Corporation; MOF = Ministry of Finance; MOTAC = Ministry of Tourism, Arts and Culture



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## 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@accim.org.my](mailto:socio-economic@accim.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)]**

- <sub>1</sub> Agriculture, forestry and fishery
- <sub>2</sub> Mining and quarrying
- <sub>3</sub> Manufacturing
- <sub>4</sub> Construction
- <sub>5</sub> Wholesale and retail trade
- <sub>6</sub> Trading (*imports and exports*)
- <sub>7</sub> Tourism, shopping, hotels, restaurants, recreation and entertainment
- <sub>8</sub> Transportation, forwarding and warehousing
- <sub>9</sub> Professional and business services
- <sub>10</sub> Finance and insurance
- <sub>11</sub> Real estate
- <sub>12</sub> Information and Communications Technology (ICT)

**A3. Annual turnover:**

- <sub>1</sub> Less than RM300k
- <sub>2</sub> RM300k to < RM3mil
- <sub>3</sub> RM3mil to < RM15mil
- <sub>4</sub> RM15mil to < RM20mil
- <sub>5</sub> RM20mil to ≤ RM50mil
- <sub>6</sub> More than RM50mil

**A4. Number of full-time employees:**

- <sub>1</sub> Less than 5
- <sub>2</sub> 5 to 29
- <sub>3</sub> 30 to 74
- <sub>4</sub> 75 to 200
- <sub>5</sub> More than 200

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

- <sub>1</sub> 0%
- <sub>2</sub> 1% to 25%
- <sub>3</sub> 26% to 50%
- <sub>4</sub> 51% to 75%
- <sub>5</sub> 76% to 99%
- <sub>6</sub> 100%

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

- <sub>1</sub> 0%
- <sub>2</sub> 1% to 25%
- <sub>3</sub> 26% to 50%
- <sub>4</sub> 51% to 75%
- <sub>5</sub> 76% to 99%
- <sub>6</sub> 100%

**SECTION B: OVERALL ASSESSMENT**

<b>B1. Overall economic conditions and outlook:</b> (Tick ✓ per row)	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>	<b>B2. Overall business conditions and outlook:</b> (Tick ✓ per row)	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>
1H 2023	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	1H 2023	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
2H 2023	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	2H 2023	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
1H 2024	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	1H 2024	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
Estimation for 2023	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	Estimation for 2023	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
Forecast for 2024	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	Forecast for 2024	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3

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

- |   |  |
|---|--|
| <input type="checkbox"/> _1 Changing consumer behaviour               | <input type="checkbox"/> _11 Declining business and consumer sentiment |
| <input type="checkbox"/> _2 High operating cost and cash flow problem | <input type="checkbox"/> _12 Political climate                         |
| <input type="checkbox"/> _3 Supply chain disruptions                  | <input type="checkbox"/> _13 Lower external demand                     |
| <input type="checkbox"/> _4 Shortage of raw materials                 | <input type="checkbox"/> _14 Lower domestic demand                     |
| <input type="checkbox"/> _5 Increase in prices of raw materials       | <input type="checkbox"/> _15 Increase in bad debt and delayed payments |
| <input type="checkbox"/> _6 Shortage of workers                       | <input type="checkbox"/> _16 ESG compliance                            |
| <input type="checkbox"/> _7 Digital disruption                        | <input type="checkbox"/> _17 Climate-related risk                      |
| <input type="checkbox"/> _8 Difficult to secure financing             |  |
| <input type="checkbox"/> _9 Availability of skilled labour            |  |
| <input type="checkbox"/> _10 The Ringgit's fluctuation                |  |

**B4. Performance and Forecast**

Note: N/A=Not Applicable  
N/R= Not Relevant

	<u>Current Performance</u> Actual for 1H 2023 (Jan-Jun) compared to 2H 2022 (Jul-Dec)			<u>Forecast</u> Expectations for 2H 2023 (Jul-Dec) compared to 1H 2023 (Jan-Jun)		
	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>
<b>B4.1 Overall</b>						
i. Cash flows conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Debtors' conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Capacity utilisation level ◇ N/A or N/R	<input type="checkbox"/> Less than 50%			<input type="checkbox"/> Less than 50%		
	<input type="checkbox"/> 50% to 74%			<input type="checkbox"/> 50% to 74%		
	<input type="checkbox"/> 75% to 90%			<input type="checkbox"/> 75% to 90%		
	<input type="checkbox"/> More than 90%			<input type="checkbox"/> More than 90%		
iv. Overall sales revenue	<b>Increase</b>	<b>Unchanged</b>	<b>Decrease</b>	<b>Increase</b>	<b>Unchanged</b>	<b>Decrease</b>
	<input type="checkbox"/> 1-5%	<input type="radio"/>	<input type="checkbox"/> 1-5%	<input type="checkbox"/> 1-5%	<input type="radio"/>	<input type="checkbox"/> 1-5%
	<input type="checkbox"/> 6-10%		<input type="checkbox"/> 6-10%	<input type="checkbox"/> 6-10%		<input type="checkbox"/> 6-10%
	<input type="checkbox"/> > 10%		<input type="checkbox"/> > 10%	<input type="checkbox"/> > 10%		<input type="checkbox"/> > 10%
<b>B4.2 Domestic sales</b>	<b>Increase</b>	<b>Unchanged</b>	<b>Decrease</b>	<b>Increase</b>	<b>Unchanged</b>	<b>Decrease</b>
i. Sales revenue ◇ N/A or N/R	<input type="checkbox"/> 1-5%	<input type="radio"/>	<input type="checkbox"/> 1-5%	<input type="checkbox"/> 1-5%	<input type="radio"/>	<input type="checkbox"/> 1-5%
	<input type="checkbox"/> 6-10%		<input type="checkbox"/> 6-10%	<input type="checkbox"/> 6-10%		<input type="checkbox"/> 6-10%
	<input type="checkbox"/> > 10%		<input type="checkbox"/> > 10%	<input type="checkbox"/> > 10%		<input type="checkbox"/> > 10%
ii. Price level ◇ N/A or N/R	<input type="checkbox"/> 1-5%	<input type="radio"/>	<input type="checkbox"/> 1-5%	<input type="checkbox"/> 1-5%	<input type="radio"/>	<input type="checkbox"/> 1-5%
	<input type="checkbox"/> 6-10%		<input type="checkbox"/> 6-10%	<input type="checkbox"/> 6-10%		<input type="checkbox"/> 6-10%
	<input type="checkbox"/> > 10%		<input type="checkbox"/> > 10%	<input type="checkbox"/> > 10%		<input type="checkbox"/> > 10%

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

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**b) Malaysian Investment Development Authority (MIDA)**

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**c) Malaysia External Trade Development Corporation (MATRADE)**

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**d) SME Corporation Malaysia (SME Corp.)**

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**e) Inland Revenue Board (IRB)**

No interaction

Lembaga Hasil Dalam Negeri (LHDN)

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**f) Royal Malaysian Customs Department (RMCD)**

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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

No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Transparency of information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Timeliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Staff attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff competency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Effectiveness of communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Problem-solving mindset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Online services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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

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**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 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>Section A: Business Background</b>														
<b>A Size of business operations</b>														
	SME	83.9%	55.6%	89.3%	91.2%	94.5%	96.6%	98.0%	95.8%	96.1%	80.0%	89.7%	89.5%	91.5%
	Large enterprise	16.1%	44.4%	10.7%	8.8%	5.5%	3.4%	2.0%	4.2%	3.9%	20.0%	10.3%	10.5%	8.5%
	Sample size (n)	31	9	122	57	163	29	49	24	102	50	29	19	684
<b>A5 Market orientation</b>														
	100% sales from domestic market	32.3%	33.3%	24.6%	77.2%	56.4%	34.5%	49.0%	26.1%	64.7%	58.0%	65.5%	42.1%	49.9%
	76%-99% sales from domestic market	32.3%	22.2%	45.9%	15.8%	29.4%	41.4%	34.7%	34.8%	27.5%	22.0%	34.5%	42.1%	32.1%
	51%-75% sales from domestic market	16.1%	22.2%	9.8%	3.5%	8.0%	13.8%	12.2%	26.1%	5.9%	12.0%	0.0%	10.5%	9.4%
	26%-50% sales from domestic market	12.9%	11.1%	8.2%	3.5%	3.1%	0.0%	2.0%	13.0%	1.0%	4.0%	0.0%	0.0%	4.2%
	1%-25% sales from domestic market	6.5%	0.0%	9.8%	0.0%	2.5%	3.4%	2.0%	0.0%	1.0%	4.0%	0.0%	5.3%	3.5%
	100% sales from overseas market	0.0%	11.1%	1.6%	0.0%	0.6%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
	Sample size (n)	31	9	122	57	163	29	49	23	102	50	29	19	683
<b>A6 Share of total employees</b>														
	100% local employees	19.4%	33.3%	18.0%	38.6%	60.1%	65.5%	50.0%	60.9%	76.5%	62.0%	69.0%	63.2%	51.2%
	76%-99% local employees	29.0%	11.1%	39.3%	28.1%	27.6%	20.7%	37.5%	21.7%	14.7%	18.0%	24.1%	31.6%	27.1%
	51%-75% local employees	16.1%	44.4%	25.4%	10.5%	9.2%	6.9%	10.4%	13.0%	5.9%	16.0%	6.9%	5.3%	12.9%
	25%-50% local employees	25.8%	0.0%	13.9%	15.8%	1.8%	3.4%	0.0%	4.3%	2.0%	4.0%	0.0%	0.0%	6.3%
	1%-25% local employees	6.5%	0.0%	3.3%	7.0%	1.2%	0.0%	2.1%	0.0%	1.0%	0.0%	0.0%	0.0%	2.1%
	100% foreign employees	3.2%	11.1%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
	Sample size (n)	31	9	122	57	163	29	48	23	102	50	29	19	682
<b>Section B: Overall Assessment</b>														
<b>B1 Economic conditions and prospects</b>														
<b>2H 2023</b>														
	Better	6.5%	0.0%	9.0%	7.0%	10.5%	6.9%	8.3%	25.0%	15.0%	12.5%	24.1%	22.2%	11.5%
	Neutral	61.3%	100.0%	55.7%	63.2%	55.6%	55.2%	62.5%	50.0%	63.0%	58.3%	62.1%	56.6%	58.9%
	Worse	32.3%	0.0%	35.2%	29.8%	34.0%	37.9%	29.2%	25.0%	22.0%	29.2%	13.8%	22.2%	29.5%
	Sample size (n)	31	9	122	57	162	29	48	24	100	48	29	18	677
<b>1H 2024</b>														
	Better	32.3%	22.2%	27.5%	25.0%	23.8%	20.7%	35.6%	29.2%	37.8%	29.8%	27.6%	16.7%	28.2%
	Neutral	45.2%	77.8%	45.0%	51.8%	56.3%	41.4%	37.8%	50.0%	45.9%	57.4%	51.7%	66.7%	50.2%
	Worse	22.6%	0.0%	27.5%	23.2%	20.0%	37.9%	26.7%	20.8%	16.3%	12.8%	20.7%	16.7%	21.6%
	Sample size (n)	31	9	120	56	160	29	45	24	98	47	29	18	666
<b>2H 2024</b>														
	Better	45.2%	66.7%	40.0%	33.9%	34.6%	27.6%	48.9%	50.0%	49.0%	42.6%	41.4%	33.3%	40.6%
	Neutral	41.9%	33.3%	44.2%	46.4%	49.7%	55.2%	33.3%	37.5%	41.8%	46.8%	48.3%	61.1%	45.4%
	Worse	12.9%	0.0%	15.8%	19.6%	15.7%	17.2%	17.8%	12.5%	9.2%	10.6%	10.3%	5.6%	14.0%
	Sample size (n)	31	9	120	56	159	29	45	24	98	47	29	18	665
<b>Estimation for 2023</b>														
	Better	19.4%	11.1%	13.3%	12.5%	11.2%	17.2%	19.6%	16.7%	22.2%	12.5%	20.7%	22.2%	15.5%
	Neutral	41.9%	88.9%	56.7%	66.1%	54.0%	41.4%	45.7%	66.7%	58.6%	66.7%	62.1%	66.7%	57.0%
	Worse	38.7%	0.0%	30.0%	21.4%	34.8%	41.4%	34.8%	16.7%	19.2%	20.8%	17.2%	11.1%	27.5%
	Sample size (n)	31	9	120	56	161	29	46	24	99	48	29	18	670
<b>Forecast for 2024</b>														
	Better	41.9%	44.4%	32.5%	32.7%	35.0%	24.1%	41.3%	41.7%	47.5%	43.8%	37.9%	22.2%	37.3%
	Neutral	35.5%	33.3%	48.3%	43.6%	48.1%	51.7%	37.0%	33.3%	42.4%	47.9%	41.4%	61.1%	45.1%
	Worse	22.6%	22.2%	19.2%	23.6%	16.9%	24.1%	21.7%	25.0%	10.1%	8.3%	20.7%	16.7%	17.7%
	Sample size (n)	31	9	120	55	160	29	46	24	99	48	29	18	668
<b>B2 Business conditions and prospects</b>														
<b>2H 2023</b>														
	Better	9.7%	11.1%	14.9%	10.5%	15.4%	6.9%	14.9%	25.0%	24.0%	14.9%	20.7%	16.7%	16.0%
	Neutral	58.1%	77.8%	48.8%	68.4%	50.0%	51.7%	46.8%	54.2%	58.0%	55.3%	62.1%	66.7%	54.6%
	Worse	32.3%	11.1%	36.4%	21.1%	34.6%	41.4%	38.3%	20.8%	18.0%	29.8%	17.2%	16.7%	29.4%
	Sample size (n)	31	9	121	57	162	29	47	24	100	47	29	18	674
<b>1H 2024</b>														
	Better	25.8%	22.2%	24.6%	28.6%	26.9%	20.7%	30.4%	29.2%	38.8%	30.4%	37.9%	22.2%	28.9%
	Neutral	45.2%	77.8%	50.8%	50.0%	56.9%	44.8%	41.3%	58.3%	49.0%	58.7%	44.8%	66.7%	52.1%
	Worse	29.0%	0.0%	24.6%	21.4%	16.3%	34.5%	28.3%	12.5%	12.2%	10.9%	17.2%	11.1%	19.0%
	Sample size (n)	31	9	118	56	160	29	46	24	98	46	29	18	664
<b>2H 2024</b>														
	Better	45.2%	55.6%	39.8%	32.1%	40.0%	31.0%	37.8%	50.0%	48.0%	37.0%	41.4%	22.2%	40.1%
	Neutral	41.9%	44.4%	42.4%	48.2%	45.6%	51.7%	42.2%	37.5%	40.8%	54.3%	48.3%	77.8%	45.7%
	Worse	12.9%	0.0%	17.8%	19.6%	14.4%	17.2%	20.0%	12.5%	11.2%	8.7%	10.3%	0.0%	14.2%
	Sample size (n)	31	9	118	56	160	29	45	24	98	46	29	18	663
<b>Estimation for 2023</b>														
	Better	16.1%	11.1%	16.9%	17.9%	12.5%	13.8%	21.7%	20.8%	25.5%	10.6%	27.6%	22.2%	17.6%
	Neutral	45.2%	88.9%	53.4%	62.5%	55.0%	44.8%	41.3%	58.3%	59.2%	66.0%	58.6%	72.2%	56.1%
	Worse	38.7%	0.0%	29.7%	19.6%	32.5%	41.4%	37.0%	20.8%	15.3%	23.4%	13.8%	5.6%	26.3%
	Sample size (n)	31	9	118	56	160	29	46	24	98	47	29	18	665
<b>Forecast for 2024</b>														
	Better	51.6%	44.4%	35.6%	33.9%	36.9%	24.1%	41.3%	41.7%	46.9%	46.8%	44.8%	22.2%	39.2%
	Neutral	35.5%	44.4%	43.2%	42.9%	47.5%	55.2%	32.6%	33.3%	42.9%	42.6%	37.9%	66.7%	43.6%
	Worse	12.9%	11.1%	21.2%	23.2%	15.6%	20.7%	26.1%	25.0%	10.2%	10.6%	17.2%	11.1%	17.1%
	Sample size (n)	31	9	118	56	160	29	46	24	98	47	29	18	665

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS														
FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>B3</b>	Which of the following factor(s) may adversely affect your business performance in 2H 2023? (Multiple-answer allowed)													
	Changing consumer behaviour	19.4%	11.1%	27.9%	22.8%	44.2%	31.0%	61.2%	20.8%	36.3%	32.0%	41.4%	21.1%	34.9%
	High operating cost and cash flow problem	32.3%	33.3%	39.3%	49.1%	48.5%	27.6%	38.8%	29.2%	35.3%	22.0%	34.5%	26.3%	38.6%
	Supply chain disruption	12.9%	11.1%	13.9%	17.5%	14.7%	20.7%	10.2%	16.7%	6.9%	4.0%	6.9%	10.5%	12.3%
	Increase in prices of raw materials	48.4%	22.2%	54.9%	63.2%	49.1%	44.6%	36.7%	33.3%	37.3%	20.0%	48.3%	36.6%	45.0%
	Shortage of workers	35.5%	11.1%	25.4%	42.1%	23.9%	17.2%	26.5%	45.8%	33.3%	14.0%	37.9%	0.0%	27.3%
	Digital disruption	3.2%	11.1%	4.9%	7.0%	10.4%	3.4%	8.2%	8.3%	7.8%	12.0%	10.3%	0.0%	7.7%
	Difficult to secure financing	16.1%	22.2%	13.9%	26.3%	17.8%	6.9%	4.1%	12.5%	15.7%	14.0%	34.5%	5.3%	15.9%
	Availability of skilled labour	38.7%	22.2%	30.3%	49.1%	22.7%	10.3%	16.3%	33.3%	37.3%	10.0%	27.6%	10.5%	27.5%
	The Ringgit's fluctuation	58.1%	55.6%	47.5%	47.4%	50.9%	72.4%	63.3%	62.5%	42.2%	60.0%	51.7%	42.1%	51.8%
	Declining business and consumer sentiment	19.4%	11.1%	31.1%	19.3%	44.2%	31.0%	44.9%	29.2%	41.2%	32.0%	41.4%	47.4%	35.8%
	Political climate	16.1%	22.2%	29.5%	26.3%	30.1%	37.9%	26.5%	29.2%	30.4%	24.0%	31.0%	42.1%	28.9%
	Lower external demand	25.8%	11.1%	34.4%	1.8%	9.8%	24.1%	6.1%	33.3%	5.9%	12.0%	20.7%	10.5%	15.5%
	Lower domestic demand	25.8%	22.2%	38.5%	35.1%	48.5%	31.0%	32.7%	25.0%	22.5%	28.0%	37.9%	26.3%	35.1%
	Increase in bad debt and delay payments	16.1%	11.1%	22.1%	33.3%	26.4%	13.8%	6.1%	33.3%	21.6%	16.0%	13.8%	21.1%	21.6%
	ESG compliance	9.7%	22.2%	7.4%	12.3%	8.0%	6.9%	8.2%	16.7%	9.8%	6.0%	6.9%	10.5%	8.9%
	Climate-related risk	38.7%	11.1%	4.9%	8.8%	5.5%	6.9%	4.1%	12.5%	2.9%	8.0%	6.9%	5.3%	7.3%
	Sample size (n)	31	9	122	57	163	29	49	24	102	50	29	19	684
<b>B4</b>	Performance and forecast													
	Performance: 2H 2023 (Jul-Dec 2023) compared to 1H 2023 (Jan-Jun 2023)													
<b>I</b>	Overall													
<b>i</b>	Cash flows conditions													
	Better	6.5%	11.1%	8.2%	10.5%	10.4%	13.8%	10.2%	4.2%	16.8%	16.3%	20.7%	16.7%	11.7%
	Neutral	83.9%	77.8%	68.0%	61.4%	60.7%	65.5%	69.4%	79.2%	70.3%	65.3%	65.5%	61.1%	66.8%
	Worse	9.7%	11.1%	23.8%	28.1%	28.8%	20.7%	20.4%	16.7%	12.9%	18.4%	13.8%	22.2%	21.4%
	Sample size (n)	31	9	122	57	163	29	49	24	101	49	29	18	681
<b>ii</b>	Debtors' conditions													
	Better	6.5%	0.0%	5.0%	7.1%	2.5%	13.8%	0.0%	4.3%	8.0%	6.1%	17.2%	16.7%	6.0%
	Neutral	61.3%	100.0%	66.1%	55.4%	62.5%	72.4%	76.1%	69.6%	78.0%	77.6%	69.0%	55.6%	68.1%
	Worse	32.3%	0.0%	28.9%	37.5%	35.0%	13.8%	23.9%	26.1%	14.0%	16.3%	13.8%	27.8%	25.9%
	Sample size (n)	31	9	121	56	160	29	46	23	100	49	29	18	671
<b>iii</b>	Capacity utilisation level													
	Less than 50%	34.8%	22.2%	32.7%	40.0%	42.3%	33.3%	59.3%	28.6%	40.7%	36.4%	41.2%	30.0%	38.3%
	50% to 74%	43.5%	44.4%	43.6%	37.5%	40.2%	61.1%	29.6%	50.0%	35.2%	42.4%	11.8%	40.0%	40.0%
	75% to 90%	13.0%	11.1%	20.0%	20.0%	15.5%	0.0%	7.4%	14.3%	13.0%	15.2%	29.4%	30.0%	16.2%
	More than 90%	8.7%	22.2%	3.6%	2.5%	2.1%	5.6%	3.7%	7.1%	11.1%	6.1%	17.6%	0.0%	5.5%
	Sample size (n)	23	9	110	40	97	18	27	14	54	33	17	10	452
<b>iv</b>	Overall sales revenue													
	Increased 1%-5%	25.8%	22.2%	18.3%	15.8%	20.9%	13.8%	20.8%	37.5%	24.5%	18.4%	24.1%	16.7%	20.9%
	Increased 6%-10%	6.5%	33.3%	10.8%	17.5%	11.0%	6.9%	27.1%	12.5%	15.7%	30.6%	17.2%	11.1%	15.0%
	Increased >10%	19.4%	11.1%	10.0%	12.3%	8.0%	13.8%	0.0%	12.5%	10.8%	10.2%	10.3%	22.2%	10.2%
	Unchanged	6.5%	22.2%	20.8%	26.3%	16.0%	24.1%	18.8%	16.7%	24.5%	18.4%	31.0%	33.3%	20.5%
	Decreased 1%-5%	22.6%	11.1%	9.2%	8.8%	12.9%	6.9%	8.3%	0.0%	8.8%	6.1%	6.9%	11.1%	9.9%
	Decreased 6%-10%	3.2%	0.0%	7.5%	7.0%	8.6%	10.3%	6.3%	4.2%	3.9%	2.0%	6.9%	5.6%	6.3%
	Decreased >10%	16.1%	0.0%	23.3%	12.3%	22.7%	24.1%	18.8%	16.7%	11.8%	14.3%	3.4%	0.0%	17.2%
	Sample size (n)	31	9	120	57	163	29	48	24	102	49	29	18	679
<b>ii</b>	Domestic market													
<b>i</b>	Sales revenue													
	Increased 1%-5%	22.6%	37.5%	20.9%	24.0%	23.9%	18.5%	26.7%	39.1%	31.3%	23.4%	22.2%	18.8%	24.8%
	Increased 6%-10%	12.9%	12.5%	12.2%	14.0%	11.0%	7.4%	22.2%	4.3%	12.5%	14.9%	14.8%	6.3%	12.5%
	Increased >10%	9.7%	25.0%	7.0%	8.0%	6.5%	7.4%	0.0%	8.7%	14.6%	8.5%	7.4%	18.8%	8.4%
	Unchanged	6.5%	25.0%	29.6%	30.0%	16.8%	29.6%	20.0%	13.0%	22.9%	23.4%	22.2%	43.8%	22.7%
	Decreased 1%-5%	25.8%	0.0%	8.7%	6.0%	12.9%	7.4%	6.7%	4.3%	6.3%	10.6%	18.5%	12.5%	10.2%
	Decreased 6%-10%	3.2%	0.0%	5.2%	12.0%	11.6%	7.4%	8.9%	13.0%	3.1%	2.1%	11.1%	0.0%	7.3%
	Decreased >10%	19.4%	0.0%	16.5%	6.0%	17.4%	22.2%	15.6%	17.4%	9.4%	17.0%	3.7%	0.0%	14.1%
	Sample size (n)	31	8	115	50	155	27	45	23	96	47	27	16	640
<b>ii</b>	Price level													
	Increased 1%-5%	36.7%	25.0%	27.0%	26.9%	35.3%	20.0%	40.9%	30.4%	30.3%	23.9%	35.7%	30.8%	31.0%
	Increased 6%-10%	6.7%	25.0%	13.0%	15.4%	19.0%	20.0%	22.7%	8.7%	16.9%	10.9%	17.9%	15.4%	16.0%
	Increased >10%	13.3%	12.5%	15.7%	13.5%	17.0%	20.0%	11.4%	8.7%	11.2%	19.6%	10.7%	7.7%	14.5%
	Unchanged	20.0%	37.5%	28.7%	28.8%	15.7%	32.0%	18.2%	30.4%	29.2%	30.4%	25.0%	30.8%	24.8%
	Decreased 1%-5%	10.0%	0.0%	6.1%	9.6%	5.2%	0.0%	6.8%	0.0%	9.0%	6.5%	7.1%	0.0%	6.2%
	Decreased 6%-10%	3.3%	0.0%	2.6%	3.8%	5.2%	0.0%	0.0%	4.3%	3.4%	2.2%	0.0%	15.4%	3.4%
	Decreased >10%	10.0%	0.0%	7.0%	1.9%	2.8%	8.0%	0.0%	17.4%	0.0%	6.5%	3.8%	0.0%	4.2%
	Sample size (n)	30	8	115	52	153	25	44	23	89	46	28	13	626

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS														
FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>III Foreign market</b>														
<b>i Sales revenue</b>														
	Increased 1%-5%	25.0%	16.7%	20.7%	45.5%	26.6%	17.6%	31.6%	33.3%	32.0%	23.5%	30.0%	12.5%	25.4%
	Increased 6%-10%	5.0%	50.0%	8.0%	36.4%	12.5%	11.8%	5.3%	0.0%	4.0%	11.8%	0.0%	37.5%	10.7%
	Increased >10%	10.0%	16.7%	9.2%	9.1%	12.5%	5.9%	31.6%	13.3%	12.0%	23.5%	10.0%	12.5%	12.7%
	Unchanged	10.0%	16.7%	35.6%	9.1%	12.5%	35.3%	31.6%	20.0%	28.0%	17.6%	40.0%	25.0%	24.7%
	Decreased 1%-5%	20.0%	0.0%	14.9%	0.0%	20.3%	23.5%	0.0%	6.7%	12.0%	5.9%	20.0%	12.5%	14.0%
	Decreased 6%-10%	10.0%	0.0%	4.6%	0.0%	9.4%	5.9%	0.0%	13.3%	12.0%	11.8%	0.0%	0.0%	6.7%
	Decreased >10%	20.0%	0.0%	6.9%	0.0%	6.3%	0.0%	0.0%	13.3%	0.0%	5.9%	0.0%	0.0%	5.7%
	Sample size (n)	20	6	87	11	64	17	19	15	25	17	10	8	299
<b>ii Price level</b>														
	Increased 1%-5%	23.8%	16.7%	22.4%	45.5%	31.1%	11.1%	22.2%	20.0%	34.6%	21.1%	33.3%	0.0%	25.0%
	Increased 6%-10%	9.5%	16.7%	7.1%	9.1%	16.4%	22.2%	11.1%	26.7%	3.8%	26.3%	0.0%	42.9%	13.2%
	Increased >10%	14.3%	33.3%	8.2%	27.3%	4.9%	0.0%	11.1%	6.7%	7.7%	10.5%	11.1%	14.3%	9.1%
	Unchanged	14.3%	16.7%	27.1%	9.1%	19.7%	27.8%	22.2%	20.0%	34.6%	15.8%	44.4%	14.3%	23.3%
	Decreased 1%-5%	14.3%	16.7%	10.6%	0.0%	13.1%	11.1%	11.1%	0.0%	19.2%	10.5%	11.1%	14.3%	11.5%
	Decreased 6%-10%	9.5%	0.0%	5.9%	0.0%	6.6%	11.1%	11.1%	6.7%	0.0%	5.3%	0.0%	14.3%	6.1%
	Decreased >10%	14.3%	0.0%	18.8%	9.1%	8.2%	16.7%	11.1%	20.0%	0.0%	10.5%	0.0%	0.0%	11.8%
	Sample size (n)	21	6	85	11	61	18	18	15	26	19	9	7	296
<b>IV Business operations</b>														
<b>i Production volume</b>														
	Increased 1%-5%	23.3%	22.2%	22.5%	14.3%	34.5%	16.7%	35.5%	36.4%	33.3%	27.8%	13.0%	20.0%	26.1%
	Increased 6%-10%	13.3%	11.1%	7.5%	19.0%	8.0%	11.1%	12.9%	0.0%	3.7%	16.7%	17.4%	10.0%	10.2%
	Increased >10%	3.3%	0.0%	6.7%	16.7%	8.0%	0.0%	9.7%	27.3%	13.0%	13.9%	13.0%	40.0%	10.2%
	Unchanged	26.7%	55.6%	23.3%	31.0%	21.8%	38.9%	38.7%	18.2%	29.6%	19.4%	39.1%	20.0%	27.2%
	Decreased 1%-5%	16.7%	0.0%	12.5%	7.1%	16.1%	0.0%	3.2%	0.0%	11.1%	5.6%	8.7%	10.0%	10.4%
	Decreased 6%-10%	10.0%	11.1%	7.5%	7.1%	2.3%	11.1%	0.0%	9.1%	3.7%	5.6%	4.3%	0.0%	5.5%
	Decreased >10%	6.7%	0.0%	20.0%	4.8%	9.2%	22.2%	0.0%	9.1%	5.6%	11.1%	4.3%	0.0%	10.4%
	Sample size (n)	30	9	120	42	87	18	31	11	54	36	23	10	471
<b>ii Inventory or stock level</b>														
	Increased 1%-5%	27.6%	22.2%	16.2%	14.3%	26.0%	19.2%	25.8%	45.5%	23.1%	20.7%	30.0%	10.0%	22.2%
	Increased 6%-10%	17.2%	11.1%	17.1%	14.3%	15.8%	11.5%	12.9%	0.0%	11.5%	13.8%	5.0%	0.0%	14.0%
	Increased >10%	13.8%	0.0%	8.5%	9.5%	9.6%	15.4%	12.9%	18.2%	11.5%	17.2%	5.0%	0.0%	10.3%
	Unchanged	34.5%	55.6%	37.6%	50.0%	24.0%	30.8%	32.3%	27.3%	42.3%	27.6%	50.0%	70.0%	35.1%
	Decreased 1%-5%	3.4%	11.1%	11.1%	4.8%	10.3%	3.8%	0.0%	0.0%	11.5%	3.4%	5.0%	0.0%	7.9%
	Decreased 6%-10%	0.0%	0.0%	6.0%	7.1%	4.1%	7.7%	9.7%	0.0%	0.0%	3.4%	0.0%	20.0%	4.6%
	Decreased >10%	3.4%	0.0%	3.4%	0.0%	10.3%	11.5%	6.5%	9.1%	0.0%	13.8%	5.0%	0.0%	5.9%
	Sample size (n)	29	9	117	42	146	26	31	11	52	29	20	10	522
<b>V Cost of raw materials</b>														
<b>i Local</b>														
	Increased 1%-5%	32.1%	33.3%	32.5%	25.0%	30.8%	27.3%	41.7%	41.7%	33.3%	27.3%	39.1%	40.0%	32.2%
	Increased 6%-10%	17.9%	22.2%	21.7%	26.9%	25.8%	18.2%	25.0%	16.7%	17.5%	33.3%	8.7%	50.0%	23.2%
	Increased >10%	25.0%	33.3%	21.7%	23.1%	21.7%	22.7%	19.4%	25.0%	24.6%	12.1%	34.8%	0.0%	22.0%
	Unchanged	21.4%	11.1%	15.8%	13.5%	11.7%	22.7%	11.1%	8.3%	24.6%	12.1%	17.4%	10.0%	15.3%
	Decreased 1%-5%	0.0%	0.0%	5.0%	9.6%	7.5%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	4.0%
	Decreased 6%-10%	0.0%	0.0%	1.7%	1.9%	2.5%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.3%
	Decreased >10%	3.6%	0.0%	1.7%	0.0%	0.0%	9.1%	2.8%	8.3%	0.0%	9.1%	0.0%	0.0%	1.9%
	Sample size (n)	28	9	120	52	120	22	36	12	57	33	23	10	522
<b>ii Imported</b>														
	Increased 1%-5%	22.7%	22.2%	30.3%	22.7%	28.7%	27.3%	25.9%	40.0%	28.3%	20.7%	34.8%	55.6%	28.4%
	Increased 6%-10%	13.6%	11.1%	18.3%	15.9%	22.2%	13.6%	18.5%	10.0%	9.4%	24.1%	13.0%	33.3%	17.6%
	Increased >10%	40.9%	44.4%	29.4%	38.6%	28.7%	22.7%	33.3%	30.0%	37.7%	20.7%	34.8%	11.1%	31.2%
	Unchanged	9.1%	11.1%	13.8%	15.9%	13.0%	31.8%	14.8%	10.0%	24.5%	13.8%	13.0%	0.0%	15.3%
	Decreased 1%-5%	9.1%	11.1%	5.5%	4.5%	5.6%	0.0%	3.7%	0.0%	0.0%	10.3%	4.3%	0.0%	4.7%
	Decreased 6%-10%	0.0%	0.0%	1.8%	0.0%	1.9%	0.0%	3.7%	0.0%	0.0%	3.4%	0.0%	0.0%	1.3%
	Decreased >10%	4.5%	0.0%	0.9%	2.3%	0.0%	4.5%	0.0%	10.0%	0.0%	6.9%	0.0%	0.0%	1.5%
	Sample size (n)	22	9	109	44	108	22	27	10	53	29	23	9	465
<b>VI Manpower</b>														
<b>i Number of employees</b>														
	Increased 1-5	19.4%	22.2%	18.9%	28.1%	26.5%	13.8%	29.2%	37.5%	30.4%	34.0%	31.0%	26.3%	26.2%
	Increased 6-10	12.9%	33.3%	11.5%	12.3%	11.7%	6.9%	12.5%	4.2%	10.8%	8.0%	10.3%	5.3%	11.0%
	Increased >10	16.1%	11.1%	4.9%	14.0%	4.9%	17.2%	6.3%	8.3%	6.9%	10.0%	3.4%	5.3%	7.6%
	Unchanged	45.2%	33.3%	53.3%	38.6%	46.3%	55.2%	39.6%	45.8%	42.2%	36.0%	44.8%	57.9%	45.5%
	Decreased 1-5	6.5%	0.0%	7.4%	7.0%	8.0%	3.4%	10.4%	4.2%	8.8%	8.0%	3.4%	5.3%	7.3%
	Decreased 6-10	0.0%	0.0%	2.5%	0.0%	2.5%	0.0%	0.0%	0.0%	1.0%	2.0%	0.0%	0.0%	1.3%
	Decreased >10	0.0%	0.0%	1.6%	0.0%	0.0%	3.4%	2.1%	0.0%	0.0%	2.0%	6.9%	0.0%	1.0%
	Sample size (n)	31	9	122	57	162	29	48	24	102	50	29	19	682
<b>ii Wage growth</b>														
	Increased 1%-5%	41.9%	22.2%	38.3%	35.1%	38.9%	25.0%	38.3%	50.0%	48.0%	37.8%	34.5%	11.8%	38.6%
	Increased 6%-10%	3.2%	33.3%	13.3%	21.1%	12.3%	10.7%	19.1%	20.8%	15.7%	13.3%	17.2%	35.3%	15.2%
	Increased >10%	16.1%	22.2%	12.5%	10.5%	11.7%	14.3%	10.6%	8.3%	12.7%	8.9%	10.3%	5.9%	11.8%
	Unchanged	38.7%	22.2%	32.5%	31.6%	32.7%	39.3%	27.7%	20.8%	22.5%	31.1%	31.0%	41.2%	30.7%
	Decreased 1%-5%	0.0%	0.0%	3.3%	1.8%	1.9%	3.6%	2.1%	0.0%	0.0%	4.4%	0.0%	0.0%	1.8%
	Decreased 6%-10%	0.0%	0.0%	0.0%	0.0%	1.9%	7.1%	2.1%	0.0%	0.0%	4.4%	3.4%	5.9%	1.5%
	Decreased >10%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.0%	0.0%	3.4%	0.0%	0.4%
	Sample size (n)	31	9	120	57	162	28	47	24	102	45	29	17	671

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS														
FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>VII Other</b>														
<b>i Capital expenditure</b>														
	Increased 1%-5%	31.0%	11.1%	26.5%	24.0%	28.7%	16.7%	34.9%	30.0%	38.8%	34.8%	50.0%	40.0%	30.8%
	Increased 6%-10%	3.4%	11.1%	15.4%	14.0%	18.7%	8.3%	23.3%	0.0%	12.9%	19.6%	15.4%	20.0%	15.0%
	Increased >10%	24.1%	22.2%	13.7%	26.0%	19.3%	16.7%	9.3%	25.0%	18.8%	10.9%	7.4%	13.3%	17.4%
	Unchanged	34.5%	55.6%	41.0%	28.0%	30.0%	41.7%	27.9%	35.0%	27.1%	26.1%	23.1%	26.7%	31.9%
	Decreased 1%-5%	3.4%	0.0%	1.7%	4.0%	2.7%	0.0%	2.3%	10.0%	1.2%	4.3%	0.0%	0.0%	2.4%
	Decreased 6%-10%	0.0%	0.0%	1.7%	2.0%	0.7%	4.2%	2.3%	0.0%	1.2%	0.0%	3.8%	0.0%	1.3%
	Decreased >10%	3.4%	0.0%	0.0%	2.0%	0.0%	12.5%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	1.1%
	<b>Sample size (n)</b>	<b>29</b>	<b>9</b>	<b>117</b>	<b>50</b>	<b>150</b>	<b>24</b>	<b>43</b>	<b>20</b>	<b>85</b>	<b>46</b>	<b>26</b>	<b>15</b>	<b>614</b>
Forecast: 1H 2024 (Jan-Jun 2024) compared to 2H 2023 (Jul-Dec 2023)														
<b>i Overall</b>														
<b>i Cash flows conditions</b>														
	Better	38.7%	33.3%	22.1%	31.6%	24.7%	17.2%	42.9%	20.8%	47.0%	30.6%	34.5%	16.7%	30.3%
	Neutral	38.7%	66.7%	59.8%	49.1%	53.7%	65.5%	36.7%	70.8%	48.0%	57.1%	55.2%	77.8%	53.9%
	Worse	22.6%	0.0%	18.0%	19.3%	21.6%	17.2%	20.4%	8.3%	5.0%	12.2%	10.3%	5.6%	15.8%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>100</b>	<b>49</b>	<b>29</b>	<b>18</b>	<b>679</b>
<b>ii Debtors' conditions</b>														
	Better	22.6%	33.3%	19.0%	34.5%	19.4%	13.8%	28.9%	13.0%	36.1%	16.7%	20.7%	16.7%	23.3%
	Neutral	48.4%	66.7%	59.5%	45.5%	54.4%	75.9%	55.6%	65.2%	55.7%	72.9%	69.0%	66.7%	58.3%
	Worse	29.0%	0.0%	21.5%	20.0%	26.3%	10.3%	15.6%	21.7%	8.2%	10.4%	10.3%	16.7%	18.3%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>121</b>	<b>55</b>	<b>160</b>	<b>29</b>	<b>45</b>	<b>23</b>	<b>97</b>	<b>48</b>	<b>29</b>	<b>18</b>	<b>665</b>
<b>iii Capacity utilisation level</b>														
	Less than 50%	30.4%	22.2%	26.4%	27.5%	37.9%	11.8%	48.1%	28.6%	32.1%	29.0%	37.5%	30.0%	31.2%
	50% to 74%	52.2%	33.3%	46.4%	37.5%	41.1%	64.7%	25.9%	42.9%	28.3%	48.4%	18.8%	50.0%	40.9%
	75% to 90%	13.0%	11.1%	25.5%	25.0%	14.7%	17.6%	18.5%	7.1%	26.4%	16.1%	31.3%	20.0%	20.4%
	More than 90%	4.3%	33.3%	1.8%	10.0%	6.3%	5.9%	7.4%	21.4%	13.2%	6.5%	12.5%	0.0%	7.4%
	<b>Sample size (n)</b>	<b>23</b>	<b>9</b>	<b>110</b>	<b>40</b>	<b>95</b>	<b>17</b>	<b>27</b>	<b>14</b>	<b>53</b>	<b>31</b>	<b>16</b>	<b>10</b>	<b>445</b>
<b>iv Overall sales revenue</b>														
	Increase 1%-5%	16.1%	11.1%	15.0%	8.8%	15.3%	13.8%	17.0%	33.3%	12.9%	14.3%	13.8%	17.6%	14.9%
	Increase 6%-10%	19.4%	55.6%	12.5%	22.8%	19.6%	13.8%	27.7%	12.5%	20.8%	22.4%	24.1%	11.8%	19.5%
	Increase >10%	22.6%	33.3%	19.2%	29.8%	12.9%	24.1%	19.1%	16.7%	22.8%	24.5%	13.8%	17.6%	19.7%
	Unchanged	12.9%	0.0%	23.3%	17.5%	19.6%	24.1%	10.6%	12.5%	20.8%	20.4%	31.0%	41.2%	20.1%
	Decrease 1%-5%	19.4%	0.0%	10.0%	8.8%	12.3%	0.0%	12.8%	4.2%	10.9%	4.1%	10.3%	5.9%	9.9%
	Decrease 6%-10%	3.2%	0.0%	6.7%	5.3%	7.4%	3.4%	4.3%	8.3%	5.9%	6.1%	3.4%	0.0%	5.8%
	Decrease >10%	6.5%	0.0%	13.3%	7.0%	12.9%	20.7%	8.5%	12.5%	5.9%	8.2%	3.4%	5.9%	10.1%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>120</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>47</b>	<b>24</b>	<b>101</b>	<b>49</b>	<b>29</b>	<b>17</b>	<b>676</b>
<b>II Domestic market</b>														
<b>i Sales revenue</b>														
	Increase 1%-5%	16.1%	0.0%	17.4%	12.2%	14.4%	15.4%	21.7%	27.3%	18.3%	19.6%	25.9%	25.0%	17.4%
	Increase 6%-10%	22.6%	87.5%	19.1%	24.5%	22.9%	19.2%	26.1%	18.2%	22.6%	15.2%	14.8%	12.5%	21.8%
	Increase >10%	16.1%	12.5%	8.7%	20.4%	10.5%	7.7%	15.2%	9.1%	20.4%	19.6%	14.8%	12.5%	13.8%
	Unchanged	16.1%	0.0%	29.6%	22.4%	23.5%	26.9%	17.4%	9.1%	17.2%	23.9%	29.6%	43.8%	22.9%
	Decrease 1%-5%	16.1%	0.0%	13.0%	8.2%	13.1%	11.5%	10.9%	13.6%	11.8%	8.7%	7.4%	0.0%	11.4%
	Decrease 6%-10%	6.5%	0.0%	5.2%	10.2%	6.5%	3.8%	2.2%	13.6%	3.2%	6.5%	3.7%	6.3%	5.7%
	Decrease >10%	6.5%	0.0%	7.0%	2.0%	9.2%	15.4%	6.5%	9.1%	6.5%	6.5%	3.7%	0.0%	7.0%
	<b>Sample size (n)</b>	<b>31</b>	<b>8</b>	<b>115</b>	<b>49</b>	<b>153</b>	<b>26</b>	<b>46</b>	<b>22</b>	<b>93</b>	<b>46</b>	<b>27</b>	<b>16</b>	<b>632</b>
<b>ii Price level</b>														
	Increase 1%-5%	16.7%	25.0%	23.5%	21.2%	30.7%	16.7%	20.0%	21.7%	30.2%	20.5%	25.0%	33.3%	25.2%
	Increase 6%-10%	20.0%	62.5%	17.4%	19.2%	22.2%	20.8%	37.8%	13.0%	25.6%	20.5%	17.9%	16.7%	22.3%
	Increase >10%	20.0%	12.5%	10.4%	17.3%	13.7%	4.2%	13.3%	13.0%	12.8%	15.9%	14.3%	0.0%	13.1%
	Unchanged	30.0%	0.0%	34.8%	26.9%	24.8%	45.8%	17.8%	21.7%	23.3%	34.1%	28.6%	33.3%	27.7%
	Decrease 1%-5%	10.0%	0.0%	7.0%	7.7%	4.6%	4.2%	4.4%	8.7%	5.8%	2.3%	7.1%	0.0%	5.6%
	Decrease 6%-10%	0.0%	0.0%	2.8%	5.8%	2.0%	0.0%	6.7%	8.7%	2.3%	0.0%	3.8%	16.7%	3.1%
	Decrease >10%	3.3%	0.0%	4.3%	1.9%	2.0%	8.3%	0.0%	13.0%	0.0%	6.8%	3.6%	0.0%	3.1%
	<b>Sample size (n)</b>	<b>30</b>	<b>8</b>	<b>115</b>	<b>52</b>	<b>153</b>	<b>24</b>	<b>45</b>	<b>23</b>	<b>86</b>	<b>44</b>	<b>28</b>	<b>12</b>	<b>620</b>
<b>III Foreign market</b>														
<b>i Sales revenue</b>														
	Increase 1%-5%	23.8%	0.0%	25.9%	45.5%	32.8%	16.7%	36.8%	20.0%	34.6%	31.3%	0.0%	11.1%	27.1%
	Increase 6%-10%	14.3%	33.3%	10.6%	18.2%	12.5%	22.2%	10.5%	13.3%	7.7%	18.8%	22.2%	22.2%	13.7%
	Increase >10%	14.3%	16.7%	9.4%	18.2%	9.4%	0.0%	21.1%	20.0%	7.7%	18.8%	0.0%	22.2%	11.4%
	Unchanged	23.8%	0.0%	25.9%	9.1%	21.9%	33.3%	10.5%	20.0%	34.6%	18.8%	66.7%	33.3%	24.7%
	Decrease 1%-5%	14.3%	50.0%	11.8%	0.0%	15.6%	16.7%	5.3%	0.0%	11.5%	6.3%	11.1%	0.0%	11.7%
	Decrease 6%-10%	4.8%	0.0%	7.1%	9.1%	4.7%	0.0%	10.5%	13.3%	3.8%	6.3%	0.0%	11.1%	6.0%
	Decrease >10%	4.8%	0.0%	9.4%	0.0%	3.1%	11.1%	5.3%	13.3%	0.0%	0.0%	0.0%	0.0%	5.4%
	<b>Sample size (n)</b>	<b>21</b>	<b>6</b>	<b>85</b>	<b>11</b>	<b>64</b>	<b>18</b>	<b>19</b>	<b>15</b>	<b>26</b>	<b>16</b>	<b>9</b>	<b>9</b>	<b>299</b>
<b>ii Price level</b>														
	Increase 1%-5%	25.0%	0.0%	28.2%	36.4%	41.0%	23.5%	16.7%	33.3%	40.0%	29.4%	30.0%	0.0%	30.2%
	Increase 6%-10%	15.0%	33.3%	7.1%	45.5%	18.0%	17.6%	22.2%	6.7%	8.0%	11.8%	10.0%	50.0%	14.8%
	Increase >10%	10.0%	0.0%	7.1%	0.0%	6.8%	0.0%	27.8%	6.7%	8.0%	23.5%	10.0%	16.7%	8.9%
	Unchanged	30.0%	66.7%	42.4%	18.2%	16.4%	41.2%	33.3%	26.7%	32.0%	11.8%	40.0%	16.7%	30.9%
	Decrease 1%-5%	10.0%	0.0%	9.4%	0.0%	8.2%	11.8%	0.0%	13.3%	8.0%	11.8%	10.0%	0.0%	8.2%
	Decrease 6%-10%	5.0%	0.0%	2.4%	0.0%	6.6%	5.9%	0.0%	0.0%	4.0%	5.9%	0.0%	16.7%	3.8%
	Decrease >10%	5.0%	0.0%	3.5%	0.0%	3.3%	0.0%	0.0%	13.3%	0.0%	5.9%	0.0%	0.0%	3.1%
	<b>Sample size (n)</b>	<b>20</b>	<b>6.0</b>	<b>85</b>	<b>11</b>	<b>61</b>	<b>17</b>	<b>18</b>	<b>15</b>	<b>25</b>	<b>17</b>	<b>10</b>	<b>6</b>	<b>291</b>

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS														
FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>IV</b>	<b>Business operations</b>													
<b>i</b>	<b>Production volume</b>													
	Increase 1%-5%	16.7%	22.2%	21.8%	9.5%	19.1%	11.1%	30.3%	9.1%	26.4%	26.6%	9.1%	10.0%	20.0%
	Increase 6%-10%	13.3%	55.6%	15.1%	19.0%	22.5%	11.1%	27.3%	18.2%	18.9%	22.9%	13.6%	10.0%	19.1%
	Increase >10%	13.3%	0.0%	7.6%	21.4%	12.4%	5.6%	6.1%	36.4%	15.1%	14.3%	13.6%	40.0%	12.7%
	Unchanged	33.3%	22.2%	26.9%	26.2%	21.3%	38.9%	36.4%	18.2%	20.8%	14.3%	45.5%	20.0%	26.1%
	Decrease 1%-5%	10.0%	0.0%	10.1%	9.5%	10.1%	5.6%	0.0%	0.0%	13.2%	5.7%	13.6%	20.0%	9.1%
	Decrease 6%-10%	10.0%	0.0%	7.6%	9.5%	6.7%	16.7%	0.0%	9.1%	3.8%	5.7%	0.0%	0.0%	6.4%
	Decrease >10%	3.3%	0.0%	10.9%	4.8%	7.9%	11.1%	0.0%	9.1%	1.9%	8.6%	4.5%	0.0%	6.6%
	<b>Sample size (n)</b>	<b>30</b>	<b>9</b>	<b>119</b>	<b>42</b>	<b>89</b>	<b>18</b>	<b>33</b>	<b>11</b>	<b>53</b>	<b>35</b>	<b>22</b>	<b>10</b>	<b>471</b>
<b>ii</b>	<b>Inventory or stock level</b>													
	Increase 1%-5%	20.7%	22.2%	17.9%	11.9%	22.5%	19.2%	31.3%	27.3%	19.6%	14.8%	19.0%	10.0%	19.9%
	Increase 6%-10%	10.3%	33.3%	17.1%	19.0%	15.5%	3.8%	21.9%	18.2%	23.5%	18.5%	14.3%	10.0%	16.8%
	Increase >10%	6.9%	11.1%	10.3%	7.1%	9.9%	15.4%	9.4%	9.1%	11.8%	14.8%	9.5%	0.0%	10.1%
	Unchanged	44.8%	33.3%	39.3%	50.0%	26.8%	46.2%	31.3%	36.4%	37.3%	18.5%	47.6%	70.0%	36.4%
	Decrease 1%-5%	13.8%	0.0%	6.8%	2.4%	11.3%	7.7%	0.0%	0.0%	5.9%	18.5%	4.8%	10.0%	7.9%
	Decrease 6%-10%	0.0%	0.0%	5.1%	4.8%	4.9%	0.0%	3.1%	0.0%	2.0%	7.4%	0.0%	0.0%	3.7%
	Decrease >10%	3.4%	0.0%	3.4%	4.8%	9.2%	7.7%	3.1%	9.1%	0.0%	7.4%	4.8%	0.0%	5.2%
	<b>Sample size (n)</b>	<b>29</b>	<b>9</b>	<b>117</b>	<b>42</b>	<b>142</b>	<b>26</b>	<b>32</b>	<b>11</b>	<b>51</b>	<b>27</b>	<b>21</b>	<b>10</b>	<b>517</b>
<b>V</b>	<b>Cost of raw materials</b>													
<b>i</b>	<b>Local</b>													
	Increase 1%-5%	25.0%	22.2%	22.5%	21.2%	26.4%	22.7%	24.3%	50.0%	27.3%	25.0%	20.8%	33.3%	25.0%
	Increase 6%-10%	28.6%	44.4%	29.2%	26.9%	25.6%	13.6%	27.0%	8.3%	25.5%	25.0%	16.7%	44.4%	26.1%
	Increase >10%	14.3%	11.1%	17.5%	23.1%	18.2%	13.6%	27.0%	25.0%	20.0%	12.5%	37.5%	0.0%	19.2%
	Unchanged	25.0%	22.2%	25.8%	21.2%	17.4%	40.9%	18.9%	8.3%	18.2%	12.5%	16.7%	11.1%	20.7%
	Decrease 1%-5%	3.6%	0.0%	3.3%	5.8%	9.9%	0.0%	2.7%	0.0%	3.6%	12.5%	8.3%	0.0%	5.6%
	Decrease 6%-10%	0.0%	0.0%	0.0%	1.9%	1.7%	0.0%	0.0%	0.0%	3.6%	6.3%	0.0%	11.1%	1.5%
	Decrease >10%	3.6%	0.0%	1.7%	0.0%	0.8%	9.1%	0.0%	8.3%	1.8%	6.3%	0.0%	0.0%	1.9%
	<b>Sample size (n)</b>	<b>28</b>	<b>9</b>	<b>120</b>	<b>52</b>	<b>121</b>	<b>22</b>	<b>37</b>	<b>12</b>	<b>55</b>	<b>32</b>	<b>24</b>	<b>9</b>	<b>521</b>
<b>ii</b>	<b>Imported</b>													
	Increase 1%-5%	18.2%	22.2%	26.6%	15.9%	33.0%	27.3%	17.9%	50.0%	29.4%	22.2%	21.7%	42.9%	26.6%
	Increase 6%-10%	31.8%	33.3%	17.4%	27.3%	21.7%	13.6%	25.0%	0.0%	9.8%	11.1%	13.0%	28.6%	19.0%
	Increase >10%	27.3%	33.3%	24.8%	31.6%	18.9%	9.1%	25.0%	20.0%	37.3%	18.5%	43.5%	14.3%	25.3%
	Unchanged	9.1%	0.0%	22.9%	13.6%	12.3%	40.9%	25.0%	10.0%	19.6%	18.5%	17.4%	0.0%	17.9%
	Decrease 1%-5%	9.1%	11.1%	5.5%	9.1%	11.3%	4.5%	3.6%	10.0%	2.0%	7.4%	4.3%	14.3%	7.2%
	Decrease 6%-10%	0.0%	0.0%	1.8%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	14.8%	0.0%	0.0%	2.0%
	Decrease >10%	4.5%	0.0%	0.9%	2.3%	0.0%	4.5%	3.6%	10.0%	2.0%	7.4%	0.0%	0.0%	2.0%
	<b>Sample size (n)</b>	<b>22</b>	<b>9</b>	<b>109</b>	<b>44</b>	<b>106</b>	<b>22</b>	<b>28</b>	<b>10</b>	<b>51</b>	<b>27</b>	<b>23</b>	<b>7</b>	<b>458</b>
<b>VI</b>	<b>Manpower</b>													
<b>i</b>	<b>Number of employees</b>													
	Increase 1-5	22.6%	11.1%	12.3%	22.8%	19.8%	17.2%	20.8%	29.2%	25.5%	38.8%	27.6%	26.3%	21.7%
	Increase 6-10	16.1%	33.3%	16.4%	14.0%	16.7%	3.4%	27.1%	12.5%	17.6%	10.2%	6.9%	5.3%	15.6%
	Increase >10	9.7%	55.6%	5.7%	14.0%	4.9%	10.3%	10.4%	4.2%	9.8%	14.3%	6.9%	5.3%	8.8%
	Unchanged	48.4%	0.0%	55.7%	45.6%	48.1%	62.1%	31.3%	41.7%	40.2%	22.4%	48.3%	47.4%	44.8%
	Decrease 1-5	3.2%	0.0%	5.7%	1.8%	8.6%	0.0%	6.3%	12.5%	5.9%	8.2%	3.4%	5.3%	6.0%
	Decrease 6-10	0.0%	0.0%	3.3%	0.0%	1.9%	3.4%	2.1%	0.0%	0.0%	4.1%	0.0%	10.5%	1.9%
	Decrease >10	0.0%	0.0%	0.8%	1.8%	0.0%	3.4%	2.1%	0.0%	1.0%	2.0%	6.9%	0.0%	1.2%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>29</b>	<b>48</b>	<b>24</b>	<b>102</b>	<b>49</b>	<b>29</b>	<b>19</b>	<b>681</b>
<b>ii</b>	<b>Wage growth</b>													
	Increase 1%-5%	38.7%	11.1%	35.8%	33.3%	39.1%	28.6%	23.4%	41.7%	40.6%	32.6%	37.9%	23.5%	35.5%
	Increase 6%-10%	16.1%	11.1%	22.5%	21.1%	14.9%	10.7%	31.9%	29.2%	21.8%	14.0%	24.1%	23.5%	19.9%
	Increase >10%	6.5%	66.7%	9.2%	17.5%	12.4%	14.3%	19.1%	8.3%	17.8%	18.6%	13.8%	5.9%	14.2%
	Unchanged	29.0%	11.1%	29.2%	26.3%	29.2%	35.7%	23.4%	12.5%	18.8%	30.2%	20.7%	41.2%	26.4%
	Decrease 1%-5%	9.7%	0.0%	3.3%	0.0%	3.7%	3.6%	2.1%	8.3%	0.0%	2.3%	0.0%	0.0%	2.7%
	Decrease 6%-10%	0.0%	0.0%	0.0%	1.8%	0.0%	7.1%	0.0%	0.0%	0.0%	2.3%	0.0%	5.9%	0.7%
	Decrease >10%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.0%	0.0%	3.4%	0.0%	0.4%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>120</b>	<b>57</b>	<b>161</b>	<b>28</b>	<b>47</b>	<b>24</b>	<b>101</b>	<b>43</b>	<b>29</b>	<b>17</b>	<b>667</b>
<b>VII</b>	<b>Other</b>													
<b>i</b>	<b>Capital expenditure</b>													
	Increase 1%-5%	31.0%	11.1%	18.1%	22.0%	22.1%	16.7%	27.9%	25.0%	31.0%	33.3%	38.5%	33.3%	24.9%
	Increase 6%-10%	13.8%	22.2%	24.1%	18.0%	23.5%	12.5%	32.6%	25.0%	22.6%	15.6%	15.4%	26.7%	22.0%
	Increase >10%	13.8%	33.3%	12.9%	20.0%	16.1%	8.3%	16.3%	10.0%	22.6%	11.1%	15.4%	6.7%	15.7%
	Unchanged	31.0%	33.3%	39.7%	34.0%	30.9%	45.8%	20.9%	25.0%	19.0%	33.3%	23.1%	26.7%	30.7%
	Decrease 1%-5%	6.9%	0.0%	3.4%	4.0%	5.4%	4.2%	2.3%	15.0%	3.6%	2.2%	7.7%	6.7%	4.6%
	Decrease 6%-10%	0.0%	0.0%	0.9%	2.0%	2.0%	4.2%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	1.1%
	Decrease >10%	3.4%	0.0%	0.9%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	4.4%	0.0%	0.0%	1.0%
	<b>Sample size (n)</b>	<b>29</b>	<b>9</b>	<b>116</b>	<b>50</b>	<b>149</b>	<b>24</b>	<b>43</b>	<b>20</b>	<b>84</b>	<b>45</b>	<b>26</b>	<b>15</b>	<b>610</b>

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS														
FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>Section C: Current Issue</b>														
<b>Economic and Business Policies as well as the Ringgit</b>														
<b>C1 How has the Ringgit's depreciation over the past two years impacted your business?</b>														
	Extremely positive	3.2%	22.2%	5.7%	5.3%	3.1%	6.9%	2.0%	8.3%	1.0%	0.0%	6.9%	0.0%	3.8%
	Somewhat positive	6.5%	33.3%	9.0%	12.3%	3.7%	13.8%	12.2%	8.3%	7.8%	12.0%	20.7%	0.0%	8.9%
	Neutral	41.9%	0.0%	33.6%	31.6%	27.6%	24.1%	32.7%	37.5%	52.0%	40.0%	27.6%	36.8%	34.6%
	Somewhat negative	32.3%	22.2%	32.8%	36.8%	47.2%	37.9%	36.7%	33.3%	23.5%	38.0%	34.5%	31.6%	36.0%
	Extremely negative	16.1%	22.2%	18.9%	14.0%	18.4%	17.2%	16.3%	12.5%	15.7%	10.0%	10.3%	31.6%	16.7%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>684</b>
<b>C2 How does your company cope with the depreciating Ringgit? (Multiple-answer allowed)</b>														
	Still manageable with some increases in prices of imported raw materials	16.1%	22.2%	25.4%	14.0%	19.0%	6.9%	10.2%	0.0%	15.7%	10.0%	27.6%	10.5%	16.8%
	Bear with higher costs and suffered margin squeeze	41.9%	55.6%	59.0%	49.1%	63.2%	55.2%	46.9%	54.2%	43.1%	24.0%	55.2%	78.9%	52.6%
	Increase selling price	32.3%	11.1%	41.8%	40.4%	62.0%	51.7%	59.2%	29.2%	49.0%	30.0%	58.6%	36.8%	47.7%
	Undertake currency hedging	12.9%	33.3%	14.8%	8.8%	11.7%	20.7%	10.2%	29.2%	6.9%	32.0%	0.0%	5.3%	13.3%
	Sourcing from cheaper inputs, including domestic materials	25.8%	55.6%	23.0%	31.6%	20.2%	20.7%	14.3%	16.7%	17.6%	14.0%	31.0%	21.1%	21.5%
	Renegotiating with suppliers	22.6%	44.4%	34.4%	26.3%	38.0%	27.6%	18.4%	25.0%	26.5%	22.0%	31.0%	21.1%	29.8%
	Explore to use bilateral domestic currencies for settlement	6.5%	11.1%	12.3%	7.0%	11.0%	13.8%	2.0%	4.2%	7.8%	22.0%	0.0%	5.3%	9.6%
	Other	3.2%	0.0%	2.5%	0.0%	1.2%	3.4%	0.0%	0.0%	10.8%	10.0%	0.0%	0.0%	3.4%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>684</b>
<b>C3 How concerned are you about the following potential economic and business policies to your company's growth in 2024?</b>														
<b>(a) Over-regulation and high compliance cost</b>														
	Not concerned	12.9%	33.3%	14.8%	19.3%	12.3%	14.3%	24.5%	12.5%	26.7%	24.0%	10.3%	16.7%	17.6%
	Somewhat concerned	58.1%	33.3%	55.7%	54.4%	61.1%	60.7%	51.0%	54.2%	50.5%	54.0%	55.2%	61.1%	55.7%
	Extremely concerned	29.0%	33.3%	29.5%	26.3%	26.5%	25.0%	24.5%	33.3%	22.8%	22.0%	34.5%	22.2%	26.6%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>28</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>680</b>
<b>(b) Persistent cost pressures</b>														
	Not concerned	6.5%	22.2%	4.1%	10.5%	4.9%	13.8%	14.3%	12.5%	10.9%	24.0%	10.3%	5.6%	9.4%
	Somewhat concerned	51.6%	55.6%	59.0%	52.6%	51.9%	58.6%	51.0%	45.8%	62.4%	44.0%	51.7%	55.6%	54.3%
	Extremely concerned	41.9%	22.2%	36.9%	36.8%	43.2%	27.6%	34.7%	41.7%	26.7%	32.0%	37.9%	38.9%	36.3%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>681</b>
<b>(c) Subsidy rationalisation</b>														
	Not concerned	29.0%	44.4%	34.4%	37.5%	37.0%	42.9%	34.7%	45.8%	39.6%	30.0%	20.7%	11.1%	35.2%
	Somewhat concerned	45.2%	44.4%	46.7%	46.4%	45.1%	46.4%	46.9%	20.8%	47.5%	50.0%	48.3%	55.6%	45.9%
	Extremely concerned	25.8%	11.1%	18.9%	16.1%	17.9%	10.7%	18.4%	33.3%	12.9%	20.0%	31.0%	33.3%	18.9%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>56</b>	<b>162</b>	<b>28</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>679</b>
<b>(d) Tiered levy of foreign workers</b>														
	Not concerned	25.8%	44.4%	23.8%	26.3%	51.2%	39.3%	49.0%	45.8%	63.4%	40.0%	27.6%	50.0%	42.1%
	Somewhat concerned	54.8%	44.4%	41.8%	40.4%	30.2%	57.1%	32.7%	33.3%	28.7%	48.0%	37.9%	38.9%	37.5%
	Extremely concerned	19.4%	11.1%	34.4%	33.3%	18.5%	3.6%	18.4%	20.8%	7.9%	12.0%	34.5%	11.1%	20.4%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>28</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>680</b>
<b>(e) Government's fiscal deficit and debt burden response</b>														
	Not concerned	25.8%	11.1%	24.6%	17.5%	18.5%	21.4%	34.7%	25.0%	23.8%	18.4%	17.2%	36.8%	22.5%
	Somewhat concerned	48.4%	77.8%	50.8%	54.4%	50.6%	53.6%	36.7%	37.5%	56.4%	55.1%	55.2%	36.8%	50.9%
	Extremely concerned	25.8%	11.1%	24.6%	28.1%	30.9%	25.0%	28.6%	37.5%	19.8%	26.5%	27.6%	26.3%	26.6%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>28</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>49</b>	<b>29</b>	<b>19</b>	<b>680</b>
<b>(f) Persistently weakening Ringgit</b>														
	Not concerned	16.1%	11.1%	9.0%	8.8%	4.9%	3.4%	12.2%	16.7%	13.7%	18.0%	6.9%	0.0%	9.7%
	Somewhat concerned	48.4%	33.3%	45.1%	38.6%	42.6%	51.7%	40.8%	37.5%	47.1%	48.0%	37.9%	61.1%	44.3%
	Extremely concerned	35.5%	55.6%	45.9%	52.6%	52.5%	44.8%	46.9%	45.8%	39.2%	34.0%	55.2%	38.9%	46.0%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>682</b>
<b>(g) Reduced consumer purchasing power</b>														
	Not concerned	9.7%	33.3%	4.9%	7.0%	6.2%	6.9%	12.2%	12.5%	7.9%	12.0%	6.9%	11.1%	8.1%
	Somewhat concerned	45.2%	66.7%	50.0%	56.1%	43.2%	51.7%	36.7%	62.5%	50.5%	44.0%	51.7%	44.4%	48.0%
	Extremely concerned	45.2%	0.0%	45.1%	36.8%	50.6%	41.4%	51.0%	25.0%	41.6%	44.0%	41.4%	44.4%	43.9%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>681</b>
<b>(h) Progressive Wage Model (PWM)</b>														
	Not concerned	29.0%	33.3%	20.5%	22.8%	16.0%	10.7%	34.7%	29.2%	29.7%	20.0%	27.6%	16.7%	22.6%
	Somewhat concerned	51.6%	55.6%	41.8%	49.1%	51.2%	64.3%	40.8%	41.7%	46.5%	52.0%	48.3%	55.6%	48.2%
	Extremely concerned	19.4%	11.1%	37.7%	28.1%	32.7%	25.0%	24.5%	29.2%	23.8%	28.0%	24.1%	27.8%	29.1%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>28</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>18</b>	<b>680</b>
<b>(i) Services Tax's rate increase and scope expansion</b>														
	Not concerned	12.9%	0.0%	12.3%	10.5%	9.3%	3.6%	6.1%	25.0%	15.8%	16.0%	13.8%	15.8%	11.9%
	Somewhat concerned	58.1%	100.0%	45.1%	52.6%	53.1%	60.7%	61.2%	37.5%	52.5%	46.0%	37.9%	47.4%	51.4%
	Extremely concerned	29.0%	0.0%	42.6%	36.8%	37.7%	35.7%	32.7%	37.5%	31.7%	38.0%	48.3%	36.8%	36.7%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>28</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>681</b>
<b>C4 In your view, what should the Government's top 3 priorities be in sustaining the economy and businesses? (Multiple-answer allowed, maximum three (3) answers)</b>														
	Ease the cost of doing business	45.2%	44.4%	50.0%	56.1%	53.4%	41.4%	53.1%	54.2%	56.9%	40.0%	62.1%	57.9%	52.0%
	Tackle high cost-of-living pressure	16.1%	33.3%	29.5%	28.8%	42.3%	34.5%	55.1%	33.3%	44.1%	38.0%	48.3%	26.3%	37.7%
	Reduce compliance costs and simplify the regulations	41.9%	33.3%	38.5%	42.1%	31.3%	31.0%	18.4%	37.5%	37.3%	26.0%	37.9%	26.3%	33.9%
	Clarity and consistency in business-friendly policies	48.4%	33.3%	48.4%	36.8%	42.9%	41.4%	26.5%	45.8%	34.3%	50.0%	37.9%	31.6%	41.1%
	Infrastructure and digital connectivity	6.5%	33.3%	13.9%	15.8%	11.0%	24.1%	16.3%	8.3%	12.7%	18.0%	24.1%	26.3%	14.6%
	Skilled manpower development	19.4%	44.4%	20.5%	24.6%	9.2%	6.9%	14.3%	16.7%	22.5%	22.0%	17.2%	47.4%	18.3%
	More trade and investment opportunities	22.6%	0.0%	22.1%	19.3%	30.1%	31.0%	18.4%	41.7%	20.6%	30.0%	27.6%	21.1%	24.9%
	Stable Ringgit	58.1%	33.3%	59.0%	63.2%	66.3%	55.2%	61.2%	33.3%	56.9%	54.0%	41.4%	47.4%	58.0%
	Other	3.2%	0.0%	1.6%	0.0%	1.2%	3.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	1.0%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>684</b>

MALAYSIA'S BUSINESS AND ECONOMIC CONDITIONS SURVEY (M-BECS) RESULTS														
FOR THE 2ND HALF-YEAR OF 2023 (JUL-DEC 2023) AND OUTLOOK FOR THE 1ST HALF-YEAR OF 2024 (JAN-JUN 2024)														
		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
<b>C5</b>	<b>Which of the following 2024 Budget's measures would benefit your company? (Multiple-answer allowed)</b>													
	None of them	19.4%	11.1%	13.1%	8.8%	19.6%	24.1%	12.2%	29.2%	13.9%	10.0%	20.7%	10.5%	15.7%
	E-invoicing	12.9%	11.1%	10.7%	14.0%	12.9%	6.9%	10.2%	4.2%	18.8%	16.0%	6.9%	36.8%	13.3%
	Enhanced Reinvestment Allowance (RA)	35.5%	22.2%	45.9%	19.3%	23.9%	31.0%	36.7%	12.5%	21.8%	18.0%	10.3%	0.0%	26.8%
	Review of green technology tax incentives	16.1%	22.2%	19.7%	21.1%	9.8%	13.8%	14.3%	8.3%	10.9%	14.0%	20.7%	5.3%	14.2%
	Tax deduction on Environment, Social and Governance (ESG)-related expenses	19.4%	33.3%	32.8%	38.6%	29.4%	34.5%	14.3%	25.0%	25.7%	32.0%	34.5%	26.3%	29.1%
	Introduce Long-Term Social Visit Pass for international graduates to meet the industry's need for skilled manpower	16.1%	22.2%	13.1%	28.1%	9.2%	10.3%	18.4%	8.3%	16.8%	20.0%	24.1%	10.5%	15.2%
	Improve Visa-On-Arrival facilities, Social Visit Pass and Multiple Entry Visa	29.0%	11.1%	14.8%	38.6%	19.6%	13.8%	30.6%	16.7%	15.8%	26.0%	24.1%	21.1%	21.2%
	Digitalisation grant	16.1%	22.2%	29.5%	24.6%	28.2%	20.7%	28.6%	16.7%	25.7%	44.0%	20.7%	42.1%	27.7%
	Various financing schemes	45.2%	22.2%	46.7%	52.6%	44.8%	20.7%	42.9%	29.2%	47.5%	46.0%	48.3%	31.6%	44.1%
	Other	3.2%	0.0%	4.1%	0.0%	0.6%	0.0%	2.0%	0.0%	1.0%	2.0%	0.0%	5.3%	1.6%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>101</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>683</b>
<b>C6</b>	<b>Will you voluntarily participate in the Progressive Wage Model?</b>													
	Yes	19.4%	44.4%	13.1%	36.8%	22.1%	13.8%	14.3%	4.2%	23.5%	22.0%	20.7%	21.1%	20.5%
	No	29.0%	33.3%	33.6%	28.1%	28.8%	37.9%	26.5%	33.3%	29.4%	30.0%	51.7%	26.3%	31.1%
	Unsure	51.6%	22.2%	53.3%	35.1%	49.1%	48.3%	59.2%	62.5%	47.1%	48.0%	27.6%	52.6%	48.4%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>684</b>
<b>C7</b>	<b>What impact do you anticipate the Progressive Wage Model (PWM) on your business? (Multiple-answer allowed)</b>													
	Concerns about increases in operating costs	64.5%	11.1%	72.1%	56.1%	71.8%	65.5%	51.0%	58.3%	58.8%	38.8%	69.0%	63.2%	62.5%
	Improve employees' productivity and wages	32.3%	44.4%	39.3%	47.4%	28.2%	13.8%	30.6%	29.2%	48.0%	38.8%	34.5%	15.8%	35.4%
	Attract talent	25.8%	33.3%	21.3%	33.3%	23.3%	24.1%	26.5%	29.2%	36.3%	38.8%	27.6%	42.1%	28.3%
	Administrative complexities in compliance	19.4%	33.3%	28.7%	31.6%	26.4%	13.8%	20.4%	25.0%	23.5%	14.3%	24.1%	10.5%	24.2%
	Challenges in understanding and adhering to PWM requirements	25.8%	33.3%	33.6%	33.3%	33.1%	31.0%	28.6%	25.0%	29.4%	16.3%	17.2%	26.3%	29.6%
	Potential resistance from employers	16.1%	44.4%	19.7%	26.3%	22.7%	34.5%	16.3%	12.5%	18.6%	24.5%	24.1%	0.0%	21.1%
	Other	3.2%	0.0%	0.8%	1.8%	2.5%	3.4%	2.0%	0.0%	2.0%	4.1%	0.0%	0.0%	1.9%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>163</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>49</b>	<b>29</b>	<b>19</b>	<b>683</b>
<b>C8</b>	<b>What are your expectations on the implementation of e-invoicing? (Multiple-answer allowed)</b>													
	Defer a full implementation for all taxpayers to 1 January 2027 as scheduled previously	35.5%	44.4%	32.0%	33.3%	35.8%	31.0%	26.5%	41.7%	21.6%	34.0%	34.5%	47.4%	32.4%
	Allow for voluntary participation for micro businesses	32.3%	22.2%	35.2%	50.9%	38.9%	20.7%	38.8%	29.2%	41.2%	34.0%	31.0%	26.3%	36.9%
	Grace period during the initial phase of implementation	41.9%	22.2%	59.0%	40.4%	46.3%	58.6%	38.8%	37.5%	44.1%	36.0%	51.7%	31.6%	46.0%
	Simplify the process of complying with e-invoicing	48.4%	55.6%	54.1%	50.9%	56.8%	51.7%	30.6%	33.3%	56.9%	58.0%	65.5%	47.4%	52.7%
	Other	6.5%	0.0%	0.0%	1.8%	3.7%	3.4%	4.1%	0.0%	1.0%	2.0%	0.0%	5.3%	2.2%
	<b>Sample size (n)</b>	<b>31</b>	<b>9</b>	<b>122</b>	<b>57</b>	<b>162</b>	<b>29</b>	<b>49</b>	<b>24</b>	<b>102</b>	<b>50</b>	<b>29</b>	<b>19</b>	<b>683</b>

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



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