



--	--	--	--	--	--

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). 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:

- | | | |
|--------------------------|----|----------------------|
| <input type="checkbox"/> | 1 | Terengganu CCCI |
| <input type="checkbox"/> | 2 | KLSCCCI |
| <input type="checkbox"/> | 3 | Negeri Sembilan CCCI |
| <input type="checkbox"/> | 4 | Sabah UCCC |
| <input type="checkbox"/> | 5 | Penang CCC |
| <input type="checkbox"/> | 6 | ACCCI Sarawak |
| <input type="checkbox"/> | 7 | Perak CCCI |
| <input type="checkbox"/> | 8 | Johor ACCCI |
| <input type="checkbox"/> | 9 | Klang CCCI |
| <input type="checkbox"/> | 10 | Kelantan CCC |
| <input type="checkbox"/> | 11 | ACCCI Pahang |
| <input type="checkbox"/> | 12 | Batu Pahat CCC |
| <input type="checkbox"/> | 13 | Kedah CCCI |
| <input type="checkbox"/> | 14 | Kluang CCCI |
| <input type="checkbox"/> | 15 | North Perak CCCI |
| <input type="checkbox"/> | 16 | Malacca CCCI |
| <input type="checkbox"/> | 17 | Perlis CCCI |

Other:

- | | | |
|--------------------------|----|-------|
| <input type="checkbox"/> | 43 | _____ |
| | | _____ |
| | | _____ |

Associate Members:

- | | | |
|--------------------------|----|--|
| <input type="checkbox"/> | 18 | Federation of Chinese Physicians and Medicine Dealers Associations of Malaysia |
| <input type="checkbox"/> | 19 | Malaysian Wood Industries Association |
| <input type="checkbox"/> | 20 | Malaysian Textile Manufacturers Association |
| <input type="checkbox"/> | 21 | Malaysia Mobile Content Provider Association |
| <input type="checkbox"/> | 22 | Malaysian Furniture Council |
| <input type="checkbox"/> | 23 | Federation of Goldsmith and Jewellers Association of Malaysia |
| <input type="checkbox"/> | 24 | The Federation of Malaysia Hardware, Machinery & Building Materials Dealers' Association |
| <input type="checkbox"/> | 25 | Malaysia Fujian Chamber of Commerce and Industry |
| <input type="checkbox"/> | 26 | Pawnbroker's Association of Malaysia |
| <input type="checkbox"/> | 27 | Malaysia Retailers Association |
| <input type="checkbox"/> | 28 | Malaysian Association of Convention & Exhibition Organisers & Suppliers |
| <input type="checkbox"/> | 29 | Malaysia Teochew Chamber of Commerce |
| <input type="checkbox"/> | 30 | Malaysian Photovoltaic Industry Association |
| <input type="checkbox"/> | 31 | Malaysian Nail Technicians & Make Up Association |
| <input type="checkbox"/> | 32 | Malaysian Hairdressing Association |
| <input type="checkbox"/> | 33 | Automotive Accessories Traders Association of Malaysia |
| <input type="checkbox"/> | 34 | Malaysia Guangxi Chamber of Commerce |
| <input type="checkbox"/> | 35 | Persatuan Anggun Menawan Malaysia |
| <input type="checkbox"/> | 36 | Malaysian Wood Moulding & Joinery Council |
| <input type="checkbox"/> | 37 | Malaysia Stationery Importers and Exporters Association |
| <input type="checkbox"/> | 38 | Malaysia Printers Association |
| <input type="checkbox"/> | 39 | Federation of Sundry Goods Merchants Associations of Malaysia |
| <input type="checkbox"/> | 40 | Branding Association of Malaysia |
| <input type="checkbox"/> | 41 | Persatuan Pemborong Malaysia |
| <input type="checkbox"/> | 42 | Persatuan Ubat Tradisional dan Makanan Kesihatan China-Malaysia |

A2. Type of principal industry or sub-sector: [Please select only ONE (1)]

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

A3. Annual turnover:

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

A4. Number of full-time employees:

- ☐ ₁ Less than 5
- ☐ ₂ 5 to 29
- ☐ ₃ 30 to 74
- ☐ ₄ 75 to 200
- ☐ ₅ More than 200

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

- ☐ ₁ 0%
- ☐ ₂ 1% to 25%
- ☐ ₃ 26% to 50%
- ☐ ₄ 51% to 75%
- ☐ ₅ 76% to 99%
- ☐ ₆ 100%

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

- ☐ ₁ 0%
- ☐ ₂ 1% to 25%
- ☐ ₃ 26% to 50%
- ☐ ₄ 51% to 75%
- ☐ ₅ 76% to 99%
- ☐ ₆ 100%

SECTION B: OVERALL ASSESSMENT

B1. Overall economic conditions and outlook:	B2. Overall business conditions and outlook:
(Tick✓ per row)	(Tick✓ per row)
<u>Better</u>	<u>Better</u>
<u>Neutral</u>	<u>Neutral</u>
<u>Worse</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"/> 2 High operating cost and cash flow problem
<input type="checkbox"/> 3 Supply chain disruptions
<input type="checkbox"/> 4 Shortage of raw materials
<input type="checkbox"/> 5 Increase in prices of raw materials
<input type="checkbox"/> 6 Shortage of workers
<input type="checkbox"/> 7 Digital disruption
<input type="checkbox"/> 8 Difficult to secure financing
<input type="checkbox"/> 9 Availability of skilled labour
<input type="checkbox"/> 10 The Ringgit's fluctuation | <input type="checkbox"/> 11 Declining business and consumer sentiment
<input type="checkbox"/> 12 Political climate
<input type="checkbox"/> 13 Lower external demand
<input type="checkbox"/> 14 Lower domestic demand
<input type="checkbox"/> 15 Increase in bad debt and delayed payments
<input type="checkbox"/> 16 ESG compliance
<input type="checkbox"/> 17 Climate-related risk |
|--|---|

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>Better</u>
	<u>Neutral</u>	<u>Neutral</u>
	<u>Worse</u>	<u>Worse</u>
B4.1 Overall		
i. Cash flows conditions	<input type="checkbox"/>	<input type="checkbox"/>
ii. Debtors' conditions	<input type="checkbox"/>	<input type="checkbox"/>
iii. Capacity utilisation level ◇ N/A or N/R	<input type="checkbox"/> Less than 50% <input type="checkbox"/> 50% to 74% <input type="checkbox"/> 75% to 90% <input type="checkbox"/> More than 90%	<input type="checkbox"/> Less than 50% <input type="checkbox"/> 50% to 74% <input type="checkbox"/> 75% to 90% <input type="checkbox"/> More than 90%
iv. Overall sales revenue	Increase <i>Unchanged</i> Decrease <input type="checkbox"/> 1-5% ○ <input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10% <input type="checkbox"/> > 10%	Increase <i>Unchanged</i> Decrease <input type="checkbox"/> 1-5% ○ <input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10% <input type="checkbox"/> > 10%
B4.2 Domestic sales		
i. Sales revenue ◇ N/A or N/R	<input type="checkbox"/> 1-5% ○ <input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10% <input type="checkbox"/> > 10%	<input type="checkbox"/> 1-5% ○ <input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> 6-10% <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"/> 6-10% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10% <input type="checkbox"/> > 10%	<input type="checkbox"/> 1-5% ○ <input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10% <input type="checkbox"/> > 10%

(B4 cont.) 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)		
	Increase	Unchanged	Decrease	Increase	Unchanged	Decrease
<u>B4.3 Foreign sales</u>						
i. Sales revenue	<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%
◇ N/A or N/R	<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	<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%
◇ N/A or N/R	<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%
<u>B4.4 Business operations</u>						
i. Production volume	<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%
◇ N/A or N/R	<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	<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%
◇ N/A or N/R	<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%
<u>B4.5 Cost of raw materials</u>						
i. Local	<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%
◇ N/A or N/R	<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	<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%
◇ N/A or N/R	<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%
<u>B4.6 Manpower</u>						
i. Number of employees	<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. Wage growth	<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%
<u>B4.7 Others</u>						
i. Capital expenditure	<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%
◇ N/A or N/R	<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	1	2	3	4	5
2. Transparency of information	1	2	3	4	5
3. Timeliness	1	2	3	4	5
4. Staff attitude	1	2	3	4	5
5. Staff competency	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5
8. Online services	1	2	3	4	5

b) Malaysian Investment Development Authority (MIDA)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	1	2	3	4	5
2. Transparency of information	1	2	3	4	5
3. Timeliness	1	2	3	4	5
4. Staff attitude	1	2	3	4	5
5. Staff competency	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5
8. Online services	1	2	3	4	5

c) Malaysia External Trade Development Corporation (MATRADE)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	1	2	3	4	5
2. Transparency of information	1	2	3	4	5
3. Timeliness	1	2	3	4	5
4. Staff attitude	1	2	3	4	5
5. Staff competency	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5
8. Online services	1	2	3	4	5

d) SME Corporation Malaysia (SME Corp.)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	1	2	3	4	5
2. Transparency of information	1	2	3	4	5
3. Timeliness	1	2	3	4	5
4. Staff attitude	1	2	3	4	5
5. Staff competency	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5
8. Online services	1	2	3	4	5

e) Inland Revenue Board (IRB)
Lembaga Hasil Dalam Negeri (LHDN)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	1	2	3	4	5
2. Transparency of information	1	2	3	4	5
3. Timeliness	1	2	3	4	5
4. Staff attitude	1	2	3	4	5
5. Staff competency	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5
8. Online services	1	2	3	4	5

f) Royal Malaysian Customs Department (RMCD)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1. Effectiveness of accessibility	1	2	3	4	5
2. Transparency of information	1	2	3	4	5
3. Timeliness	1	2	3	4	5
4. Staff attitude	1	2	3	4	5
5. Staff competency	1	2	3	4	5
6. Effectiveness of communication	1	2	3	4	5
7. Problem-solving mindset	1	2	3	4	5
8. Online services	1	2	3	4	5

g) Local Authorities (PBT)

Pihak Berkuasa Tempatan (PBT)

☐ No interaction

1. Effectiveness of accessibility
2. Transparency of information
3. Timeliness
4. Staff attitude
5. Staff competency
6. Effectiveness of communication
7. Problem-solving mindset
8. Online services

	Very unsatisfied		Neutral		Very satisfied
1	1	2	3	4	5
2	1	2	3	4	5
3	1	2	3	4	5
4	1	2	3	4	5
5	1	2	3	4	5
6	1	2	3	4	5
7	1	2	3	4	5
8	1	2	3	4	5

h) Department of Labour (JTK)

Jabatan Tenaga Kerja (JTK)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1	1	2	3	4	5
2	1	2	3	4	5
3	1	2	3	4	5
4	1	2	3	4	5
5	1	2	3	4	5
6	1	2	3	4	5
7	1	2	3	4	5
8	1	2	3	4	5

i) Human Resource Development Corporation (HRD Corp.)

☐ No interaction

1. Effectiveness of accessibility
2. Transparency of information
3. Timeliness
4. Staff attitude
5. Staff competency
6. Effectiveness of communication
7. Problem-solving mindset
8. Online services

	Very unsatisfied		Neutral		Very satisfied
1	1	2	3	4	5
2	1	2	3	4	5
3	1	2	3	4	5
4	1	2	3	4	5
5	1	2	3	4	5
6	1	2	3	4	5
7	1	2	3	4	5
8	1	2	3	4	5

j) Malaysia Digital Economy Corporation (MDEC)

☐ No interaction

	Very unsatisfied		Neutral		Very satisfied
1	1	2	3	4	5
2	1	2	3	4	5
3	1	2	3	4	5
4	1	2	3	4	5
5	1	2	3	4	5
6	1	2	3	4	5
7	1	2	3	4	5
8	1	2	3	4	5

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

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 ~