

Malaysia's Business and Economic Conditions Survey (M-BECS)

This is a survey jointly conducted by The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM) and Socio-Economic Research Centre (SERC) on **Malaysia's business and economic conditions in the second half-year of 2021** (2H 2021: Jul-Dec 2021) and **prospects for the first half-year of 2022** (1H 2022: Jan-Jun 2022) and beyond.

We seek your kind cooperation to return the duly completed questionnaire to ACCCIM Secretariat by **31 December 2021** (Email: 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 Malacca CCCI
- ₇ ACCCI Sarawak
- ₈ Perak CCCI
- ₉ Klang CCCI
- ₁₀ Kelantan CCC
- ₁₁ ACCCI Pahang
- ₁₂ Johor ACCCI
- ₁₃ CCC Batu Pahat
- ₁₄ Kedah CCCI
- ₁₅ Kluang CCCI
- ₁₆ North Perak CCCI
- ₁₇ Perlis CCCI

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 Others, please specify: _____

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 < 30
- ₃ 30 to < 75
- ₄ 75 to ≤ 200
- ₅ More than 200

A5. Share of total sales derived from:

Domestic market : _____%

Overseas market : _____%

A6. Share of total employees:

Local employees : _____%

Foreign employees : _____%

SECTION B: OVERALL ASSESSMENT

B1. Overall economic conditions and outlook:

	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>
2H 2021	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
1H 2022	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
2H 2022	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Estimation for 2021	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Forecast for 2022	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

B2. Overall business conditions and outlook:

	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>
2H 2021	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
1H 2022	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
2H 2022	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Estimation for 2021	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Forecast for 2022	<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 2H 2021? [Please select at least THREE (3)]

- | | |
|--|--|
| <input type="checkbox"/> 1 Changing consumer behaviour | <input type="checkbox"/> 9 Declining business and consumer sentiment |
| <input type="checkbox"/> 2 High operating cost and cash flow problem | <input type="checkbox"/> 10 Availability of skilled labour |
| <input type="checkbox"/> 3 Supply chain disruption | <input type="checkbox"/> 11 The Ringgit's fluctuation |
| <input type="checkbox"/> 4 Shortage of raw materials | <input type="checkbox"/> 12 Increase in bad debt and delay payments |
| <input type="checkbox"/> 5 Increase in prices of raw materials | <input type="checkbox"/> 13 Political climate |
| <input type="checkbox"/> 6 Shortage of workers | <input type="checkbox"/> 14 Lower external demand |
| <input type="checkbox"/> 7 Digital disruption | <input type="checkbox"/> 15 Lower domestic demand |
| <input type="checkbox"/> 8 Difficult to secure financing* | |

*If "Difficult to secure financing" is one of your answers, please share your experience.

B4. Performance and Forecast

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

B4.1 Overall

	<u>Current Performance</u> Actual for 2H 2021 (Jul-Dec) compared to 1H 2021 (Jan-Jun)			<u>Forecast</u> Outlook for 1H 2022 (Jan-Jun) compared to 2H 2021 (Jul-Dec)		
	<u>Good</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Poor</u>
i. Business conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Cash flows conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Debtors' conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv. Capacity utilization level ◇ N/A or N/R	<input type="checkbox"/> Less than 50%	<input type="checkbox"/> 50% to < 75%	<input type="checkbox"/> 75% to ≤ 90%	<input type="checkbox"/> Less than 50%	<input type="checkbox"/> 50% to < 75%	<input type="checkbox"/> 75% to ≤ 90%
	<input type="checkbox"/> More than 90%			<input type="checkbox"/> More than 90%		
v. Overall Sales	Increase	Unchanged	Decrease	Increase	Unchanged	Decrease
- Volume	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%
	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%

(B4 Cont.) Note: N/A=Not Applicable N/R= Not Relevant	<u>Current Performance</u> Actual for 2H 2021 (Jul-Dec) compared to 1H 2021 (Jan-Jun)			<u>Forecast</u> Outlook for 1H 2022 (Jan-Jun) compared to 2H 2021 (Jul-Dec)		
	Increase	<i>Unchanged</i>	Decrease	Increase	<i>Unchanged</i>	Decrease
<u>B4.2 Domestic sales</u>						
i. Volume	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
//////////						
ii. Price level	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
<u>B4.3 Foreign sales</u>						
i. Volume	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
//////////						
ii. Price level	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
<u>B4.4 Business operations</u>						
i. Production	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
//////////						
ii. Inventory or stock level	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
<u>B4.5 Cost of raw materials</u>						
i. Local	<input type="checkbox"/> 1-5%	○	<input type="checkbox"/> 1-5%	<input type="checkbox"/> 1-5%	○	<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="checkbox"/> 1-5%	<input type="checkbox"/> 1-5%	○	<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="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%
<u>B4.7 Others</u>						
i. Capital expenditure	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	○	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%

Section C: CURRENT ISSUES

ECONOMY AND BUSINESS DEVELOPMENT

C1a. How much your business sales have recovered when comparing to pre-pandemic level?

- ₁ More than 30% higher than pre-pandemic level
- ₂ 10-30% higher than pre-pandemic level
- ₃ About the same as per pre-pandemic level
- ₄ 10-30% below pre-pandemic level
- ₅ 31-50% below pre-pandemic level
- ₆ More than 50% below pre-pandemic level

C1b. Are you still confident of an economic recovery in 2022?


- ₁ Yes
- ₂ No
- ₃ Unsure

C1c. What is your level of concern about 3Cs (Cash flow, Cost and Credit)?

- ₁ Highly concerned
- ₂ Moderately concerned
- ₃ Manageable
- ₄ Not a concern

C1d. Please indicate current the number of full-time employees: _____

C1e. Does your company face the shortage of workers?

- ₁ Yes
 - ₂ No
- 

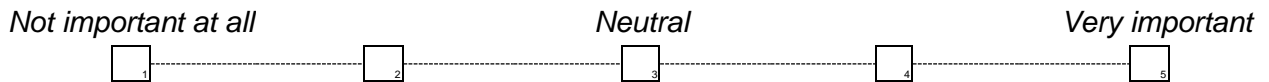
If answer is “Yes” in Question C1e, please state the number of workers shortage:

- i. Domestic workers : _____
- ii. Foreign workers : _____

What are your key concerns/challenges of Malaysia’s development over the next four years (2022-2025)? What are the current problems/issues faced by your industry? Kindly provide your recommendations.

GOING GREEN BUSINESS PRACTICE AND INVESTMENT

C2a. How important is it for your company to be "Green" and operate sustainably?



C2b. Are you a manufacturer/vendor of "Green" products or services?

₁ Yes ↓

₂ No

If answer is "Yes" in Question C2b, please briefly describe your products or services.

C2c. Describe your level of interest in the following "Green" practices.

Please tick (✓) only one appropriate score per row

	<i>Already implemented at our business /organization</i>	<i>Not implementing yet, would like to learn more</i>	<i>Little or no interest</i>
i. Sustainability is a priority in the organisational business goals, making people accountable to the plan of action	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
ii. Getting "buy-in" from employees and customers for resources conservation and green initiatives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
iii. Water, energy, waste as well as raw materials conservation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
iv. Sustainable supply chains - use sustainable friendly cum business practices vendors and suppliers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
v. Develop Three R's – Reduce, Reuse and Recycle program	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
vi. Chemical management. Strive to use green cleaning products and non-chemical products	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
vii. Use environmentally friendly settings on office equipment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
viii. Develop sustainability work environment policies and procedures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

C2d. What are the expected benefits derived from green business initiatives? (multiple-choice)

- ₁ Reduce operating costs and cost savings
- ₂ Organizational benefits (e.g. improved working conditions and safety)
- ₃ Reduce carbon emissions
- ₄ Prevent production disruption from environmental enforcement agencies
- ₅ Improve business brand image as an eco-friendly business (Green status symbol)
- ₆ Green business practices (products and raw materials) can attract green awareness customers
- ₇ Participate in green criteria compliance mandated public and private projects
- ₈ Enjoy eco-friendly incentives and rebates
- ₉ Easy to access green initiatives and business sustainability financing
- ₁₀ Others, please specify: _____

C2e. What are the barriers faced by your business when adopting green practices? (multiple-choice)

- ₁ High cost incurred on investing green practices at the initial stage (e.g. install new equipment)
- ₂ Uncertainty about the payback periods
- ₃ Lack of knowledge and information about green practices
- ₄ Lack of platform and mechanism to assist firms in practicing green
- ₅ Lack of clear standards and benchmark to evaluate green practices
- ₆ Lack of organisational and employees' commitment
- ₇ Lack of support from external stakeholders such as governments, business partners throughout the supply chain
- ₈ Stakeholders are more concerned about profits than environmental benefits
- ₉ Others, please specify: _____

C2f. Are your company planning to undertake green investment in Malaysia?

- ₁ Yes, we have already participated in green investment
- ₂ Yes, we are ready to invest if the project is suitable
- ₃ Yes, but lack of funds
- ₄ No, it is not relevant to my business development
- ₅ No, looking to explore opportunities outside Malaysia due to better prospects or incentives offered
- ₆ No interest at all

C2g. Please tick (✓) the type of green investment that your company is keen to participate. (multiple-choice)

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> ₁ None at all | <input type="checkbox"/> ₅ Waste Eco Park | <input type="checkbox"/> ₉ Green vehicles | <input type="checkbox"/> ₁₃ Electronic waste (e-waste) |
| <input type="checkbox"/> ₂ Green building | <input type="checkbox"/> ₆ Mini-hydro | <input type="checkbox"/> ₁₀ Electric vehicles | |
| <input type="checkbox"/> ₃ Green products | <input type="checkbox"/> ₇ Biogas | <input type="checkbox"/> ₁₁ Green technology for foods and agriculture | |
| <input type="checkbox"/> ₄ Solar energy | <input type="checkbox"/> ₈ Biomass | <input type="checkbox"/> ₁₂ Pollution prevention and control | |

C2h. What kind of support you would like to see from government to facilitate green business initiatives? (multiple-choice)

- ₁ Provide financial support and incentives as well as technical support
- ₂ Develop a Green Mentoring program
- ₃ Introduce Green Readiness Assessment program to assess businesses' readiness in adopting green practices
- ₄ Provide more tax incentives and grants to develop urban agriculture using indoor-planting technology
- ₅ Organise road-show/expos for companies to showcase their green products and services
- ₆ Putting "Adopted Green Practices" as one of the main criteria in the bidding of government projects
- ₇ Others, please specify: _____

Closing Date: 31 December 2021

Company name : _____	Respondent's name : _____
Email address : _____	Contact number : _____

Disclaimer: The information provided in this survey will be treated in strictest confidential.

~ Thank you very much for your cooperation ~