

Table A.4

## Selected Indicators for the Services Sector

	2008	2009	2010	2011	2012
	Annual change (%)				
<b>Utilities</b>					
Electricity production index	-11.6	-20.5	8.8	2.0	5.1
<b>Wholesale &amp; Retail Trade and Accommodation &amp; Restaurant</b>					
Consumption credit disbursed	1.6	24.3	13.7	7.1	0.7
Tourist arrivals	5.1	7.2	3.9	0.6	1.3
Total sales of motor vehicles	2.8	7.1	12.8	-0.9	4.6
<b>Finance &amp; Insurance and Real Estate &amp; Business Services</b>					
Loans outstanding in the banking system	12.8	7.8	12.7	13.6	10.4
Insurance premiums	1.8	5.3	10.8	5.9	10.5
Bursa Malaysia turnover (volume)	-59.5	70.0	2.1	30.0	-3.1
<b>Transport &amp; Storage and Communication</b>					
Total container handled at Port Klang and PTP (TEUs)	7.7	-1.8	15.6	11.3	3.4
Airport passenger traffic	5.9	6.9	12.2	10.6	4.9
Air cargo handled	-6.7	-13.7	14.2	-2.1	-1.7
SMS traffic	28.7	22.1	8.3	-3.8	-6.0
Penetration rate:	%				
- Broadband <sup>1</sup>	21.1	31.7	55.6	62.3	66.0
- Cellular phone <sup>2</sup>	98.9	106.2	119.2	127.7	141.6
- Fixed line <sup>1</sup>	44.9	44.0	42.5	37.3	34.4

<sup>1</sup> of household<sup>2</sup> of population

Source: Department of Statistics, Malaysia; Malaysia Tourism Promotion Board; Malaysian Automotive Association; Bursa Malaysia Berhad; Port Klang Authority; Pelabuhan Tanjung Pelepas Sdn Bhd; Malaysia Airports Holdings Berhad; Senai Airport Terminal Services Sdn Bhd; Malaysian Communications and Multimedia Commission; and Bank Negara Malaysia