

(iii) Computer Services

The three major types of computer services are education and training, computer consultancy and data processing (bureau) services.

3.0 METHODOLOGY

This study relied heavily on information developed from field interviews with major sources and participants in the industry and with relevant government departments. Specifically selected interviews and discussions were held with major distributors/representatives and end-users, the Malaysian Industrial Development Authority (MIDA), the Malaysian Administrative, Modernisation and Manpower Planning Unit (MAMPU), The Association of the Computer Industry of Malaysia (PIKOM), The Malaysian Computer Society and the Malaysian Institute of Microelectronic Systems (MIMOS). In addition, information and statistics from published sources such as the Department of Statistics and the weekly Computimes insert in the New Straits Times were used.

4.0 LIMITATIONS

Available official statistics are not sufficiently detailed to permit an exact breakdown of market segments. Furthermore, since most data pertain to customs declaration, the influence of wholesale and retail margins on market size is not taken into account. Thus, this study has also relied on industry estimates. These should be taken only as approximate indications of the respective market sizes.

Except for the trade statistics where the exchange rates used are the annual averages as released by the Central Bank, all dollar figures quoted in this study are based on the exchange rate of M\$2 for every C\$1.