

# MAIN FINDINGS

## USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT 2024

### USAGE OF ICT



**Computer**  
2023: 96.6%  
2022: 95.9%



**Internet**  
2023: 94.0%  
2022: 93.3%



**Web Presence**  
2023: 72.7%  
2022: 71.4%

### TYPES OF INTERNET ACCESS



**Fixed Broadband**  
2023: 93.0%  
2022: 92.3%



**Mobile Broadband**  
2023: 78.8%  
2022: 77.9%



**Fixed Broadband & Mobile Broadband**  
2023: 75.0%  
2022: 72.9%

### COMPUTER NETWORK INFRASTRUCTURE



**INTRANET**  
2023: 52.0%  
2022: 49.8%



**EXTRANET**  
2023: 25.7%  
2022: 24.0%



**LAN**  
2023: 76.9%  
2022: 75.8%



**WLAN**  
2023: 71.1%  
2022: 69.5%



**WAN**  
2023: 88.9%  
2022: 88.0%



**OTHERS**  
2023: 7.5%  
2022: 5.0%

### INCOME AND EXPENDITURE OF E-COMMERCE

**Income**  
2023: RM1,184.1b  
2022: RM1,126.9b | YoY: 5.1%

**Expenditure**  
2023: RM571.4b  
2022: RM531.6b | YoY: 7.5%

**Domestic**  
2023: RM1,053.0b  
2022: RM1,003.5b | YoY: 4.9%

**International**  
2023: RM131.1b  
2022: RM123.4b | YoY: 6.3%



**Domestic**  
2023: RM530.6b  
2022: RM494.2b | YoY: 7.4%

**International**  
2023: RM40.8b  
2022: RM37.5b | YoY: 8.9%

**B2B**  
2023: RM817.1b  
2022: RM786.5b | YoY: 3.9%

**B2C**  
2023: RM336.6b  
2022: RM312.6b | YoY: 7.7%

**B2G**  
2023: RM30.4b  
2022: RM27.8b | YoY: 9.3%

**B2B**  
2023: RM443.4b  
2022: RM432.2b | YoY: 2.6%

**B2C**  
2023: RM112.6b  
2022: RM87.9b | YoY: 28.1%

**B2G**  
2023: RM15.4b  
2022: RM11.5b | YoY: 33.6%

### QUARTERLY E-COMMERCE INCOME

**Income of E-commerce 2023**  
RM1,184.1 billion



Quarter	Year	QoQ	YoY
Q1	2023	1.6%	10.4%
Q2	2023	-3.8%	2.5%
Q3	2023	3.2%	5.4%
Q4	2023	0.8%	1.7%
Q1	2024	0.5%	0.5%
Q2	2024	3.1%	7.8%
Q3	2024	-0.6%	3.8%
Q4	2024	0.8%	3.7%
Q1	2025	0.1%	3.4%

Note: b - Billion  
Q - Quarter

QoQ - Percentage change quarter-on-quarter  
YoY - Percentage change year-on-year

Source: Usage of ICT and E-Commerce by Establishment 2024  
Department of Statistics Malaysia



@StatsMalaysia



20 October