

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%

Domestic

2023: RM1,053.0b YoY:
2022: RM1,003.5b 4.9%

International

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

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%

Expenditure

2023: RM571.4b
2022: RM531.6b

YoY:
7.5%

Domestic

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

International

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

B2B

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

B2C

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

B2G

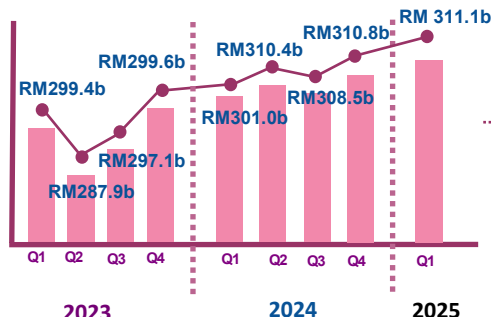
2023: RM15.4b
2022: RM11.5b
YoY: 33.6%

QUARTERLY E-COMMERCE INCOME



Income of E-commerce 2023

RM1,184.1 billion



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

