



## USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT 2024 (REFERENCE YEAR 2023)

### 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 | YoY: 5.1%  
2022: RM1,126.9b



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

#### Domestic

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

#### International

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

#### 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%

#### Domestic

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

#### International

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

#### 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



## In 2023, 94.0 per cent of businesses had internet access, while 72.7 per cent established a web presence

- 72.7 per cent of businesses had a web presence in 2023, up from 71.4 per cent in 2022, underscoring the increasing importance of online platforms in business strategies to maintain competitiveness.
- Meanwhile, 96.6 per cent of businesses used computers and 94.0 per cent had internet access in 2023, reflecting the reliance on digital connectivity to support operations, communication and service delivery.
- The expansion of web presence and digital engagement is underpinned by wider adoption of computer network infrastructure. Wide Area Network (WAN) remained the most used at 88.9 per cent, essential for supporting nationwide operations especially for large and multi-branch businesses. Local Area Network (LAN) usage rose to 76.9 per cent, while Wireless LAN (WLAN) reached 71.1 per cent, indicating businesses' reliance on integrated networks to streamline operations and enable real-time communication.
- The increasing adoption of digital technologies has translated to Malaysia's e-commerce income grew by 5.1 per cent to RM1.18 trillion in 2023 compared to RM1.13 trillion in 2022.
- E-commerce expenditure also grew in tandem, rising 7.5 per cent to RM571.4 billion in 2023.
- In line with this upward trend, e-commerce income reached RM310.6 billion in the first quarter of 2025, reflecting a 3.4 per cent increase from the first quarter of 2024. On a quarter-on-quarter basis, grew at 0.1 per cent.

