



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
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



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.

