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MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

MEDIA STATEMENT
ICT USE AND ACCESS BY INDIVIDUALS AND HOUSEHOLD 2023

99.3 per cent of Malaysian has access to mobile phone

PUTRAJAYA, 22 APRIL 2024 – Today, the Department of Statistics Malaysia published the *ICT Use and Access by Individuals and Households Survey Report 2023* which presents statistics on ICT use and access by individuals and households.

The Chief Statistician Malaysia, Dato' Sri Dr. Mohd Uzir Mahidin said that, "In 2023, 99.3 per cent of households in Malaysia have access to mobile phones. In terms of usage of phones, 97.6 per cent prefer smart phones while 16.3 per cent of households still comfortable in using feature phone. Meanwhile, household access to Internet and computer recorded 96.4 per cent and 91.6 per cent respectively. Pay-TV channel recorded accessibility of 77.0 per cent, while fixed-line telephone access is unpopular registering 27.4 per cent.

The survey findings showed that Internet access via mobile broadband (95.3%) was the main option for Malaysian households as compared to fixed (wired) broadband (47.1%). In the urban areas, 98.4 per cent of households have Internet access, while rural areas recorded 89.8 per cent.

According to the Chief Statistician of Malaysia, this survey also presents the use of ICT services and equipment by individuals. Based on the survey findings, computer use by individual, recorded 80.4 per cent in 2023. Computer use includes the usage of all types of computers, namely personal computers, laptops or tablets. The use of computers in urban areas was 86.0 per cent while in rural areas 63.6 per cent.

Five activities that showed the highest percentage of ICT usage in 2023 were copying or moving a file or folder (97.5%). This is followed by activities using copy and paste tools to duplicate or move information within a document (96.7%), sending an e-mail with attached files (89.9%), transferring files between a computer and other mobile devices (83.5%) and connecting & installing new devices (79.4%). However, higher technical skills such as activities of using basic arithmetic formulas in a spreadsheet and writing a computer programme using a specialised programming languages recorded a lower percentage of 67.7 per cent and 23.9 per cent, respectively.

Internet use among Malaysian community remained high at 97.7 per cent. The most popular Internet use activity in 2023 is participating in social networks at 99.4 per cent, followed by downloading pictures, movies, videos or music; playing or downloading games (93.9%) and finding information about goods or services (92.8%). In addition, the percentage of obtaining information online for e-health activities such as seeking health information reached 62.9 per cent while for e-government activities such as getting information from government organisations recorded 55.4 per cent. Apart from that, 70.6 per cent of Malaysians purchased goods or services via e-Commerce and 75.2 per cent used Internet banking in 2023.

The Department of Statistics Malaysia (DOSM) has launched OpenDOSM NextGen as a medium that provides a catalog of data and visualisations to facilitate users' analysis of various data and can be accessed through <https://open.dosm.gov.my>.

DOSM will conduct the Agricultural Census in 2024. Please visit <https://www.myagricensus.gov.my> for more information. The theme is "Agriculture Census, Key to Agricultural Development."

The Government of Malaysia has declared National Statistics Day (MyStats Day) on October 20th each year. MyStats Day theme is “Statistics is the Essence of Life”.

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