



KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

KENYATAAN MEDIA
PRESTASI PENGGUNAAN ICT DAN E-DAGANG
OLEH PERTUBUHAN 2022 & SUKU TAHUN PERTAMA 2023

Pendapatan Transaksi E-Dagang Melonjak 10.4 Peratus pada Suku Tahun Pertama 2023; Tahun 2022 Mencatatkan RM1,099.7 Bilion.

PUTRAJAYA, 6 Julai 2023 – Pendapatan e-dagang oleh pertubuhan di Malaysia mencatatkan pertumbuhan ketara 10.4 peratus tahun-ke-tahun pada suku tahun pertama 2023 untuk mencapai RM291.7 bilion. Pertumbuhan ini dipacu oleh sektor Pembuatan dan Perkhidmatan. Seterusnya pada tahun 2022, pendapatan e-dagang merekodkan RM1,099.7 bilion, meningkat 6.0 peratus berbanding tahun sebelumnya. Jabatan Perangkaan Malaysia (DOSM) melaporkan hari ini dalam penerbitan **Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022**.

Perbandingan suku tahun ke suku tahun pula, RM264.3 bilion direkodkan pada suku tahun pertama 2022, meningkat kepada RM273.8 bilion pada suku kedua. Pendapatan e-dagang terus menunjukkan trend peningkatan pada suku tahun ketiga dengan merekodkan RM274.6 bilion dan RM287.1 bilion pada suku tahun keempat.

Prestasi memberangsangkan ini dapat dikaitkan dengan inisiatif kerajaan antaranya menyediakan gerbang e-dagang serantau, melabur dalam syarikat-syarikat e-dagang baharu, menggalakkan inovasi melalui kerjasama dalam pematuhan peraturan, serta meningkatkan aksesibiliti komunikasi dan rangkaian jalur lebar. Usaha-usaha ini telah menghasilkan manfaat ekonomi yang signifikan, termasuk peningkatan dalam penggunaan teknologi digital dan prestasi keseluruhan yang lebih baik.

Menurut Jabatan Perangkaan Malaysia, pendapatan e-dagang meningkat 23.9 peratus pada tahun 2021 berbanding 2019, mencatatkan RM1,037.2 bilion. Analisis pendapatan e-dagang mengikut segmen pasaran mendapati, segmen pasaran tempatan yang dijana daripada jualan di Malaysia, mencatatkan peningkatan yang ketara sebanyak 25.5 peratus, berjumlah RM932.7 bilion pada tahun 2021. Sementara itu, jualan e-dagang di pasaran antarabangsa meningkat 11.9 peratus kepada RM104.5 bilion.

Pendapatan e-dagang mengikut jenis pelanggan pula mendapati *Business to Consumer* (B2C) meningkat 26.2 peratus kepada RM308.9 bilion. *Business to Business* (B2B) meningkat 25.9 peratus kepada RM713.1 bilion. Pada masa yang sama, *Business to Government* (B2G) menurun -31.0 peratus kepada RM15.2 bilion. Statistik ini menunjukkan pertumbuhan yang memberangsangkan dan kesan ekonomi terhadap e-dagang di Malaysia terutama di segmen pasaran tempatan, segmen transaksi B2B dan B2C. Walau bagaimanapun, B2G mengalami penurunan dalam tempoh yang sama.

Perbelanjaan e-dagang meningkat sebanyak 23.6 peratus kepada RM460.8 bilion. Segmen pasaran tempatan melonjak sebanyak 25.8 peratus kepada RM426.8 bilion, manakala pasaran antarabangsa bertumbuh sebanyak 3.2 peratus kepada RM34.0 bilion. Perbelanjaan e-dagang mengikut jenis pasaran melalui transaksi *Business to Business* (B2B) meningkat sebanyak 20.5 peratus kepada RM403.1 bilion, diikuti oleh *Business to Consumer* (B2C) sebanyak 85.0 peratus kepada RM50.8 bilion. Sementara itu, *Business to Government* (B2G) mengalami penurunan sebanyak -12.6 peratus kepada RM7.0 bilion.

Seterusnya, penggunaan komputer mencatat peningkatan sebanyak 7.6 mata peratus kepada 93.8 peratus, diikuti oleh penggunaan internet (peningkatan sebanyak 5.4 mata peratus kepada 90.6 peratus), dan *web presence* (peningkatan sebanyak 9.4 mata peratus kepada 63.3 peratus). Pertubuhan dalam sektor Maklumat & Komunikasi, Kewangan & Takaful/ Insurans, dan Hartanah menggunakan sepenuhnya internet dan komputer dalam perniagaan mereka.

Walaupun wabak COVID-19 memberi kesan negatif kepada kesihatan dan ekonomi secara keseluruhan, di sisi yang lain, ia juga memberikan kesan positif yang ketara dalam meningkatkan

aktiviti e-dagang di Malaysia. Sekatan dan langkah keselamatan yang dikenakan untuk mengawal penularan virus seperti kawalan pergerakan, penjarakan sosial dan operasi kedai fizikal yang terhad telah menyebabkan peningkatan dalam pembelian dalam talian dan transaksi digital. Secara keseluruhannya, wabak COVID-19 telah bertindak sebagai pemacu pertumbuhan e-dagang di Malaysia.

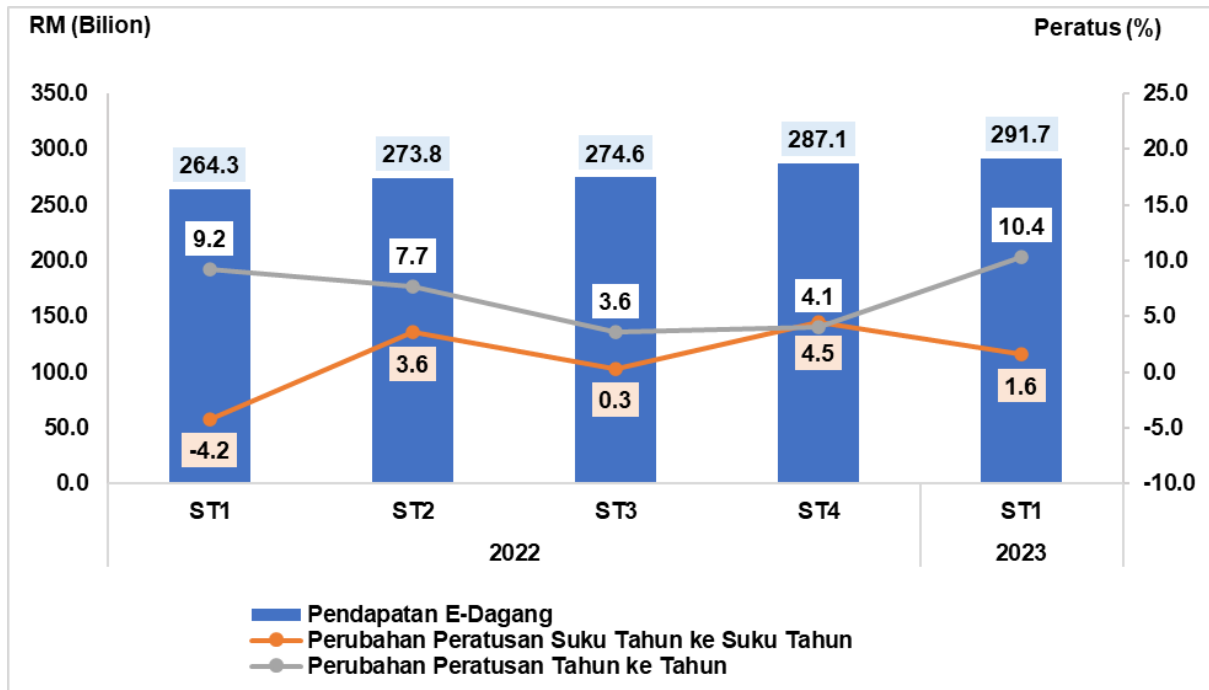
Jabatan Perangkaan Malaysia (DOSM) sedang menjalankan Banci Ekonomi pada tahun 2023. DOSM amat menghargai kerjasama daripada responden dalam memberikan maklumat kepada DOSM serta menjayakan banci ini. Sila layari www.dosm.gov.my untuk maklumat lanjut.

DOSM telah melancarkan OpenDOSM NextGen sebagai medium yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai data. OpenDOSM NextGen ialah platform perkongsian data sumber terbuka dan boleh diakses melalui portal <https://open.dosm.gov.my>.

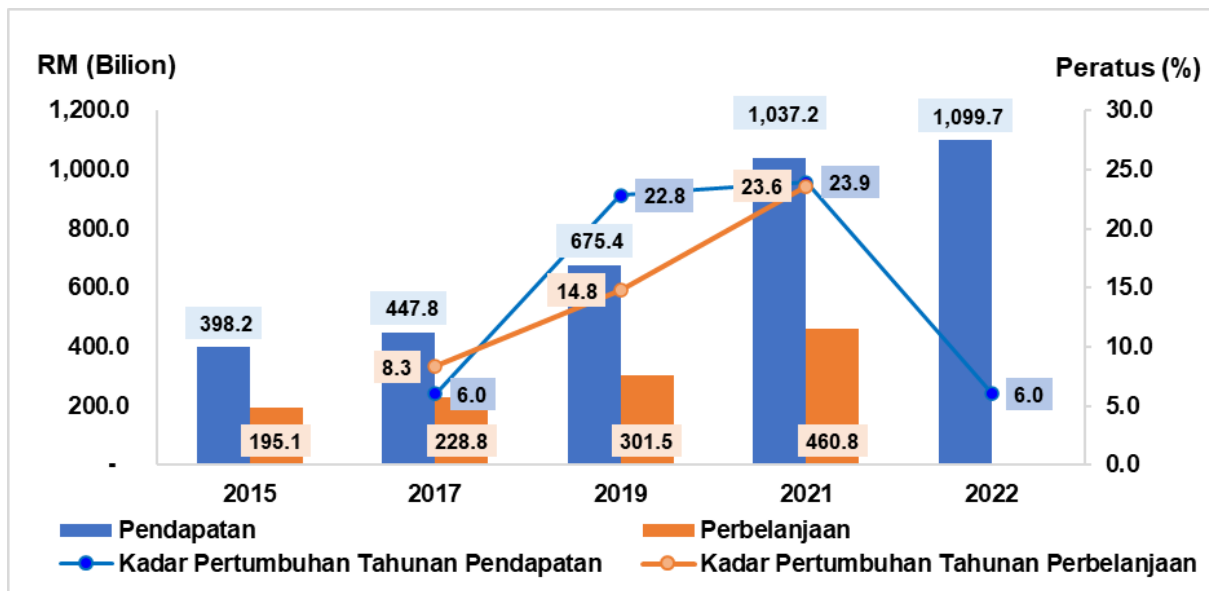
Dimaklumkan bahawa Kerajaan Malaysia telah mengisytiharkan Hari Statistik Negara (MyStats Day) pada 20 Oktober setiap tahun. Tema sambutan MyStats Day adalah “Connecting the World with Data We Can Trust”.

DOSM akan mengeluarkan Anggaran KDNK Awalan bermula pada suku tahun kedua 2023. Anggaran awalan ini merupakan inisiatif yang dilaksanakan oleh DOSM untuk memberikan gambaran prestasi ekonomi empat (4) minggu awal sebelum KDNK Suku Tahunan dikeluarkan.

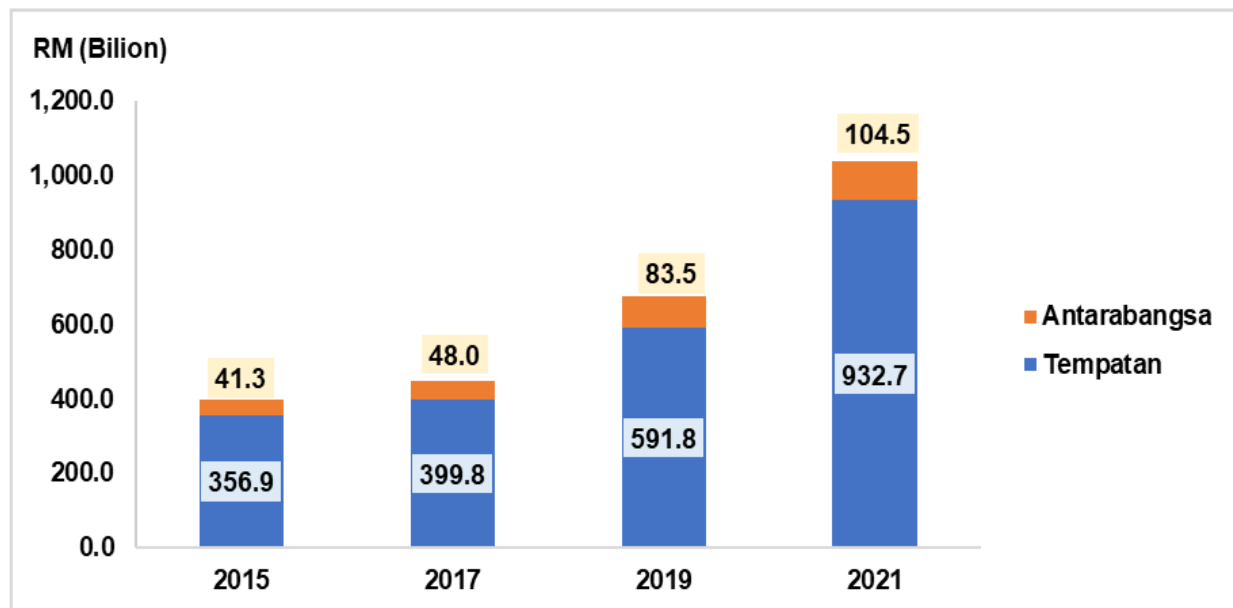
Carta 1: Prestasi Pendapatan E-Dagang, Malaysia, ST1 2022 - ST1 2023



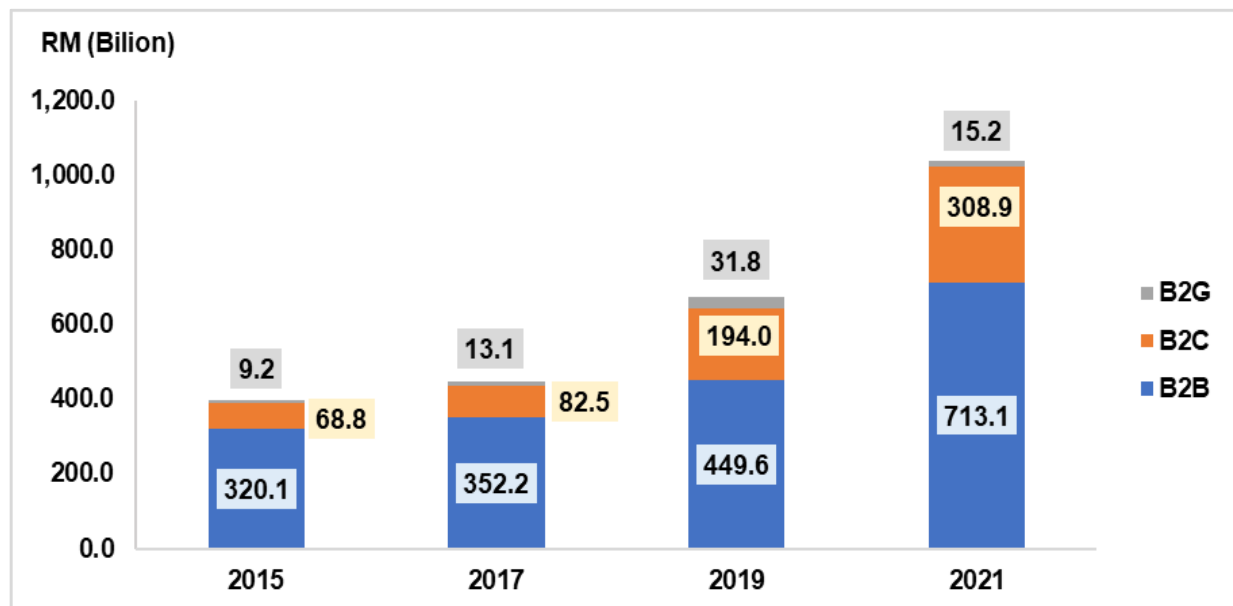
Carta 2: Prestasi E-Dagang, Malaysia, 2015 - 2022



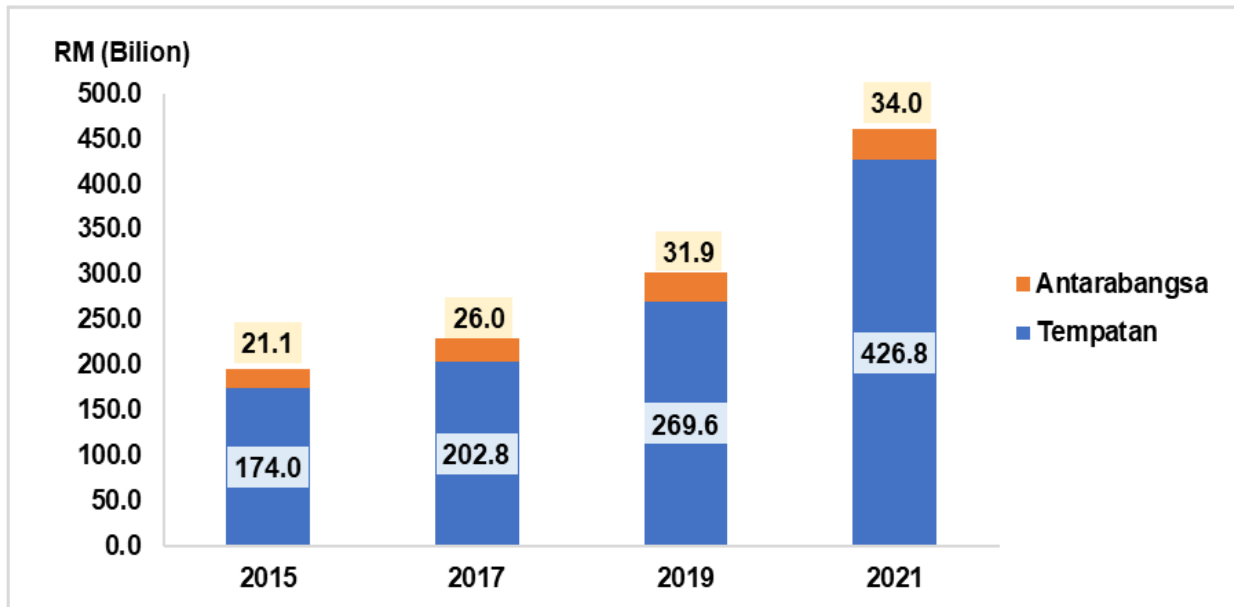
Carta 3: Pendapatan E-Dagang mengikut Jenis Pasaran, 2015 - 2021



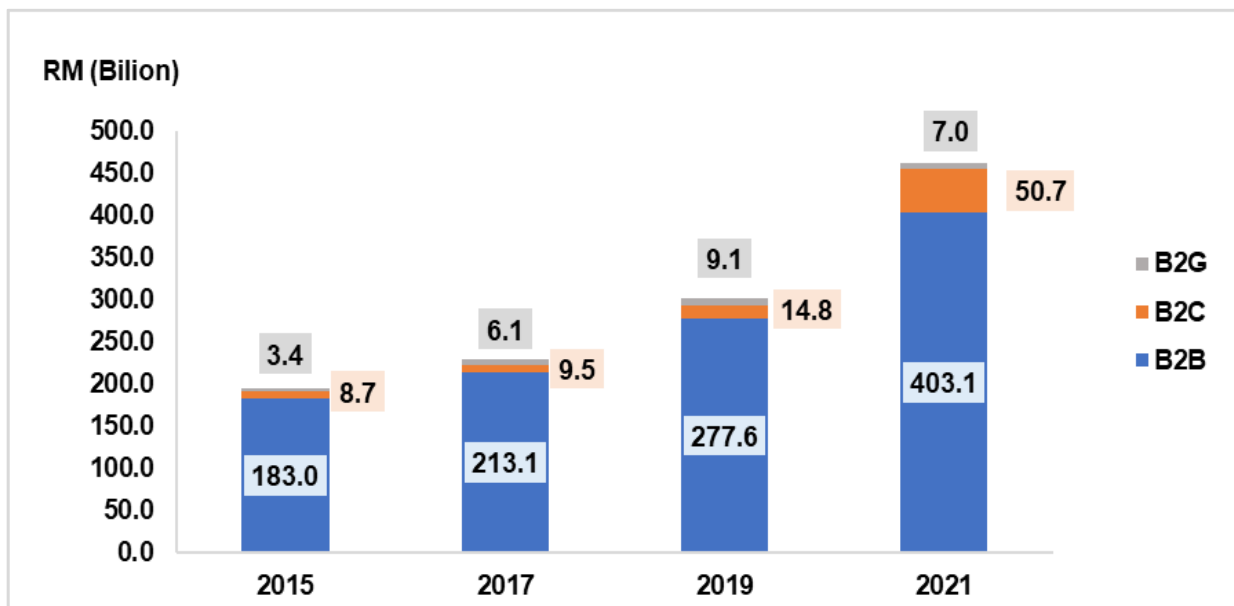
Carta 4: Pendapatan E-Dagang mengikut Jenis Pelanggan, 2015 - 2021



Carta 5: Perbelanjaan E-Dagang mengikut Jenis Pasaran, 2015 - 2021



Carta 6: Perbelanjaan E-Dagang mengikut Jenis Pelanggan, 2015 - 2021



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JABATAN PERANGKAAN MALAYSIA
6 JULAI 2023



MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

MEDIA STATEMENT
PERFORMANCE ON USAGE OF ICT AND E-COMMERCE
BY ESTABLISHMENT 2022 & FIRST QUARTER 2023

Income of E-Commerce Transactions Surged 10.4 Per Cent in the First Quarter 2023; Annual 2022 Recorded RM1,099.7 Billion

PUTRAJAYA, July 6, 2023 – Malaysia's e-commerce income by establishment recorded a notable growth of 10.4 per cent year-on-year in the first quarter of 2023, to reach RM291.7 billion. This growth was primarily driven by Manufacturing and Services sectors. In the previous year, e-commerce income for 2022 amounted to RM1,099.7 billion, rose 6.0 per cent growth compared to the previous year. The Department of Statistics Malaysia (DOSM) reported today on the release of **Usage of ICT and E-Commerce by Establishment 2022**.

On quarterly basis, the first quarter of 2022 recorded an income of RM264.3 billion, which increased to RM273.8 billion in the second quarter. The upward trend continued, with e-commerce income registering RM274.6 billion in the third quarter of 2022 and RM287.1 billion in the fourth quarter of the same year.

These positive results can be attributed to the government's initiatives aimed at establishing a regional e-commerce gateway, investing in e-commerce startups, promoting innovation through a regulatory sandbox, and enhancing communication and broadband facilities. These efforts have yielded substantial economic benefits, including increased adoption of digital technology and overall improved performance.

According to the Department of Statistics Malaysia, the income generated from e-commerce experienced a remarkable 23.9 per cent surge in 2021 compared to 2019, reaching RM1,037.2 billion. Examining the e-commerce income by market segment, the local market segment, which includes sales conducted within Malaysia, recorded a substantial increase of 25.5 per cent, amounting to RM932.7 billion in 2021. In contrast, the international market segment increased by 11.9 per cent, reaching RM104.5 billion.

Furthermore, analysing the e-commerce income based on the type of customer, Business to Consumer (B2C) transactions experienced a significant growth, rose 26.2 per cent to RM308.9 billion. Business to Business (B2B) transactions increased 25.9 per cent to RM713.1 billion. Conversely, the Business to Government (B2G) declined -31.0 per cent, amounting to RM15.2 billion. These statistics highlight the substantial growth and economic impact of e-commerce in Malaysia, with strong performances in the local market segment, B2B transactions, and B2C transactions. However, the B2G sector declined during the same period.

E-Commerce expenditure recorded an increase of 23.6 per cent to RM460.8 billion. The local market segment surged 25.8 per cent to RM426.8 billion, while the international market grew 3.2 per cent to RM34.0 billion. E-Commerce expenditure by type of market via Business to Business (B2B) rose 20.5 per cent to RM403.1 billion, followed by Business to Consumer (B2C) with 85.0 per cent to RM50.8 billion. Meanwhile, Business to Government (B2G) declined -12.6 per cent to RM7.0 billion.

Subsequently, computer usage recorded an increase of 7.6 percentage points to 93.8 per cent, followed by internet (increase 5.4 percentage points to 90.6 per cent), and web presence (increase 9.4 percentage points to 63.3 per cent). Information & Communication, Financial & Takaful/ Insurance, and Real Estate sectors fully utilised the use of the internet and computers in their businesses.

Even though the COVID-19 pandemic had a negative impact on the overall health and economy, on the other hand, it also had a significant positive effect on boosting Malaysia's

e-commerce activity. The restrictions and safety measures imposed to control the spread of the virus, such as lockdowns, social distancing, and limited physical store operations, have led to a surge in online shopping and digital transactions. Overall, the COVID-19 pandemic has acted as a catalyst for the growth of e-commerce in Malaysia.

The Department of Statistics Malaysia (DOSM) is conducting the Economic Census in 2023. DOSM greatly appreciates the cooperation of respondents in providing information and ensuring the success of this census. Please visit www.dosm.gov.my for more information.

DOSM has launched OpenDOSM NextGen as a medium that provides a catalogue of data and visualisation to facilitate users in analysing various data. OpenDOSM NextGen is an open source data sharing platform and accessible through <https://open.dosm.gov.my> portal.

Please be informed that the Government of Malaysia has declared National Statistics Day (MyStats Day) on October 20 each year. MyStats Day theme is “Connecting the World with Data We Can Trust”.

DOSM will release the Advance GDP Estimates beginning in the second quarter of 2023. These advance estimates are an initiative by DOSM to provide an overview of the economic performance four (4) weeks prior to the release of the Quarterly GDP.

Chart 1: Income of E-Commerce Performance, Malaysia, Q1 2022 - Q1 2023

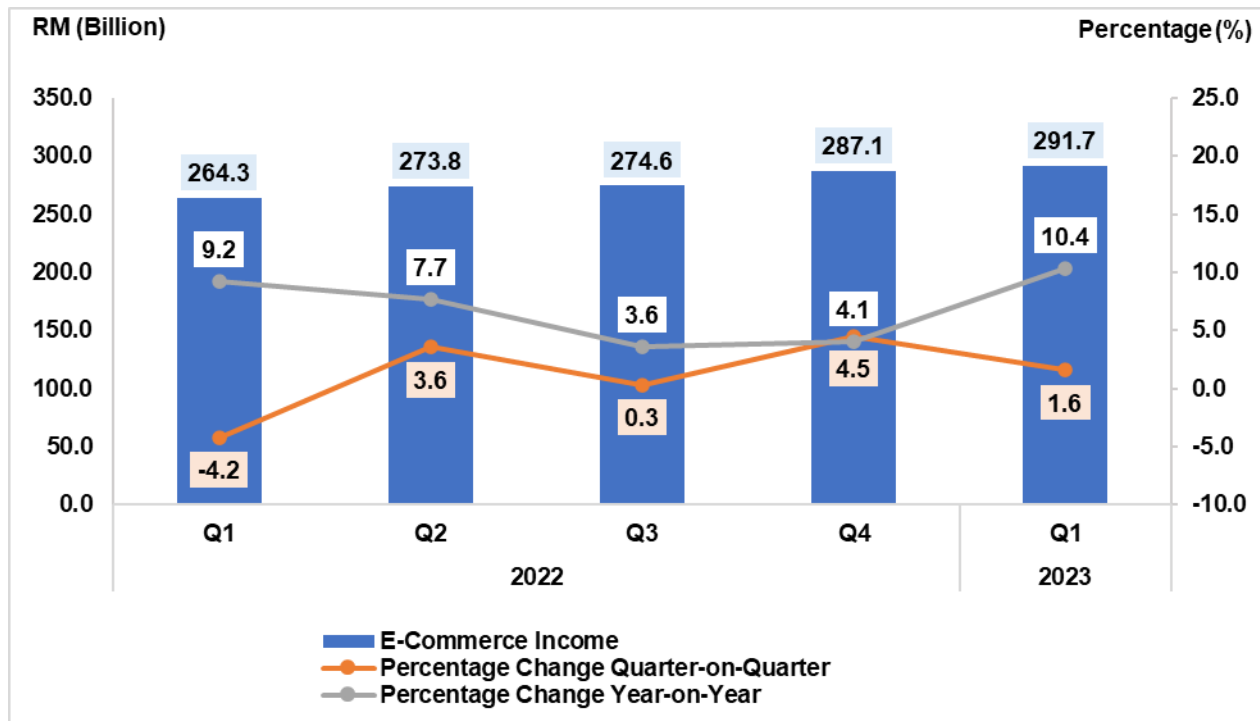


Chart 2: E-Commerce Performance, Malaysia, 2015 - 2022

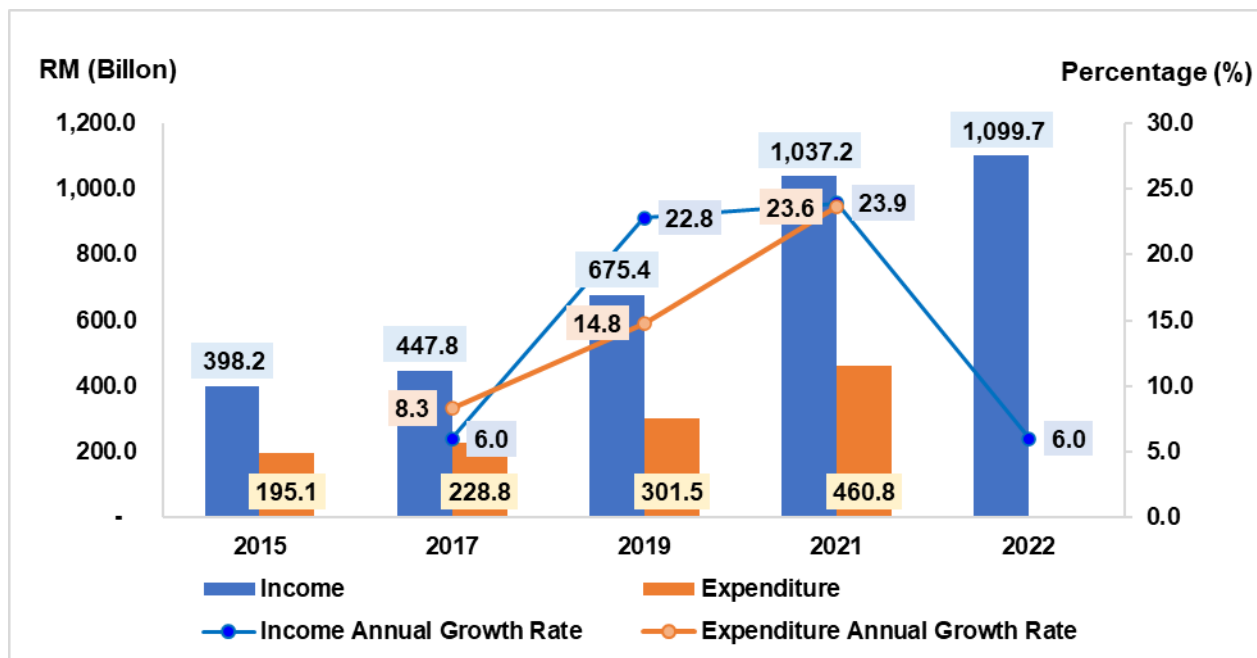


Chart 3: E-Commerce Income Performance by Types of Market, 2015 - 2021

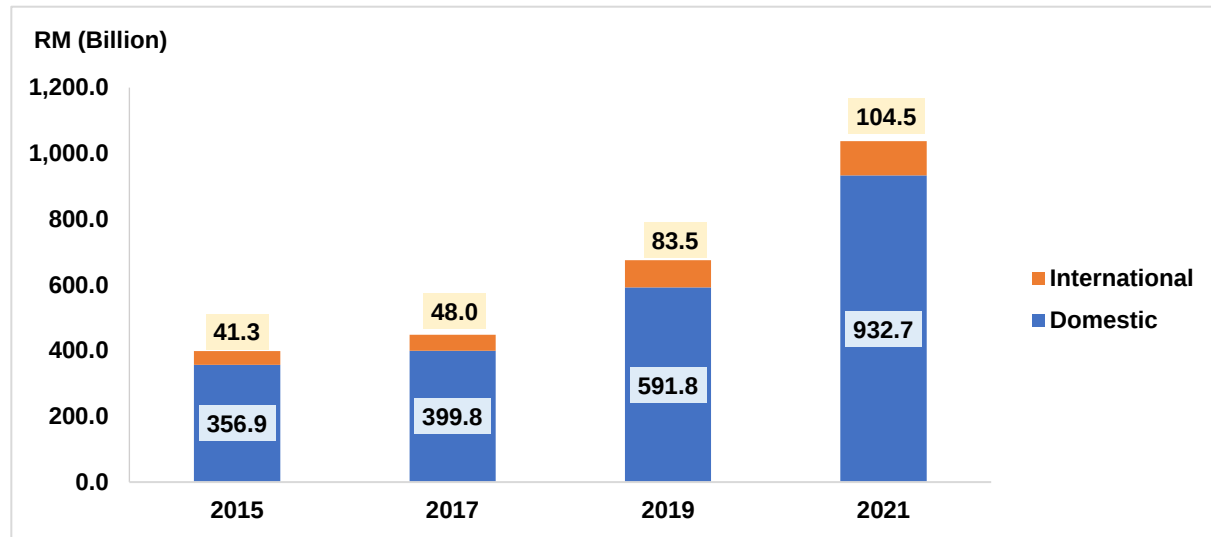


Chart 4: E-Commerce Income Performance by Types of Customer, 2015 - 2021

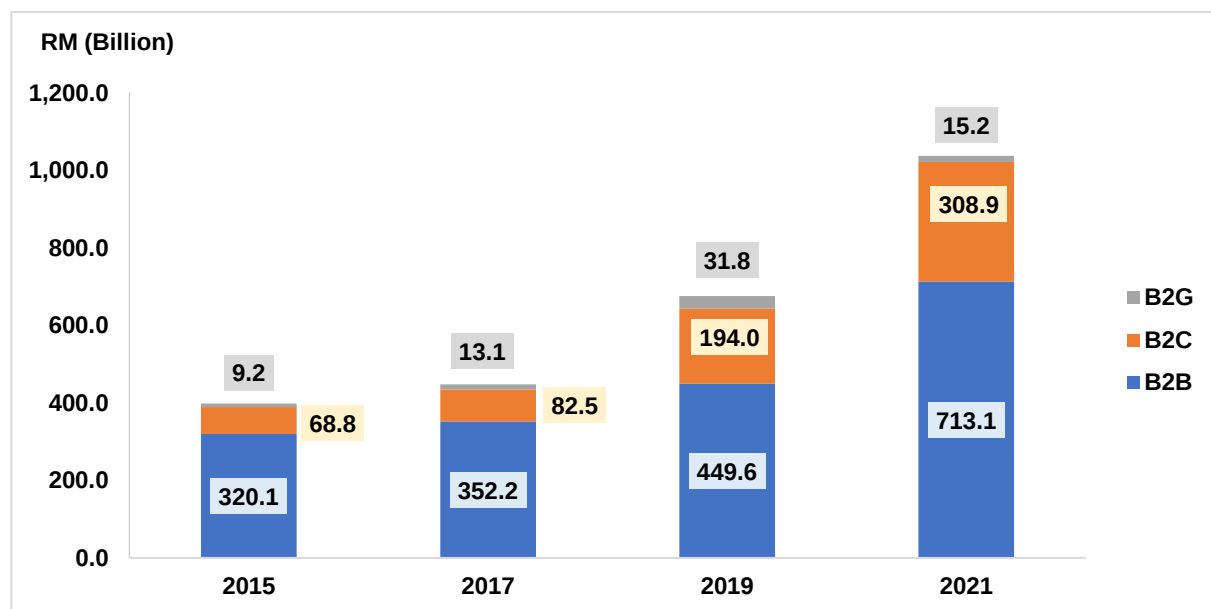


Chart 5: E-Commerce Expenditure Performance by Types of Market, 2015 - 2021

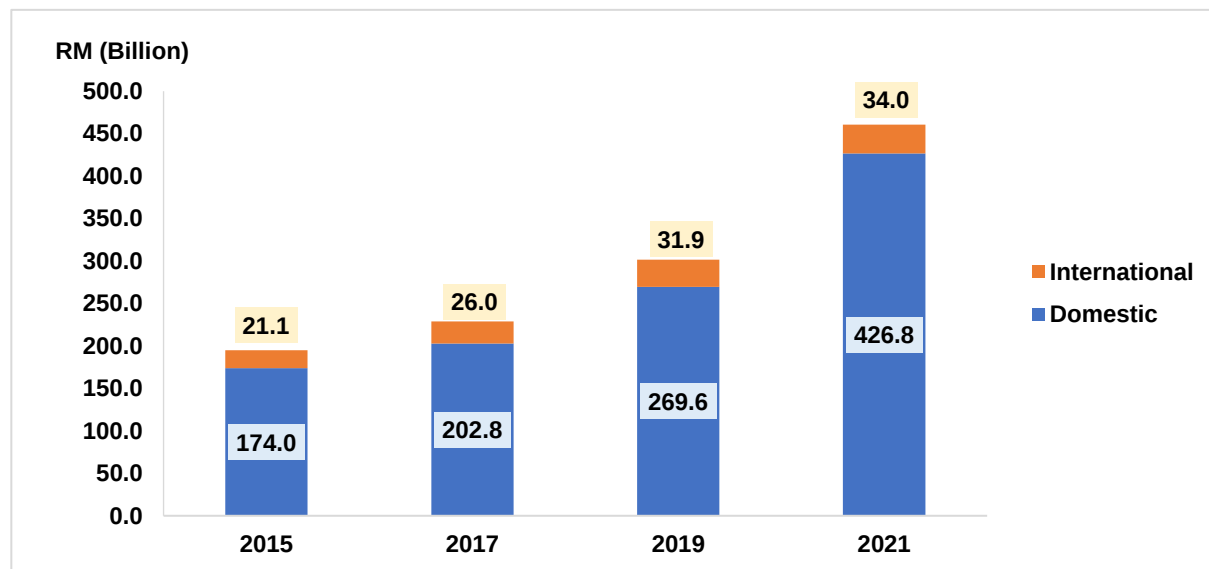
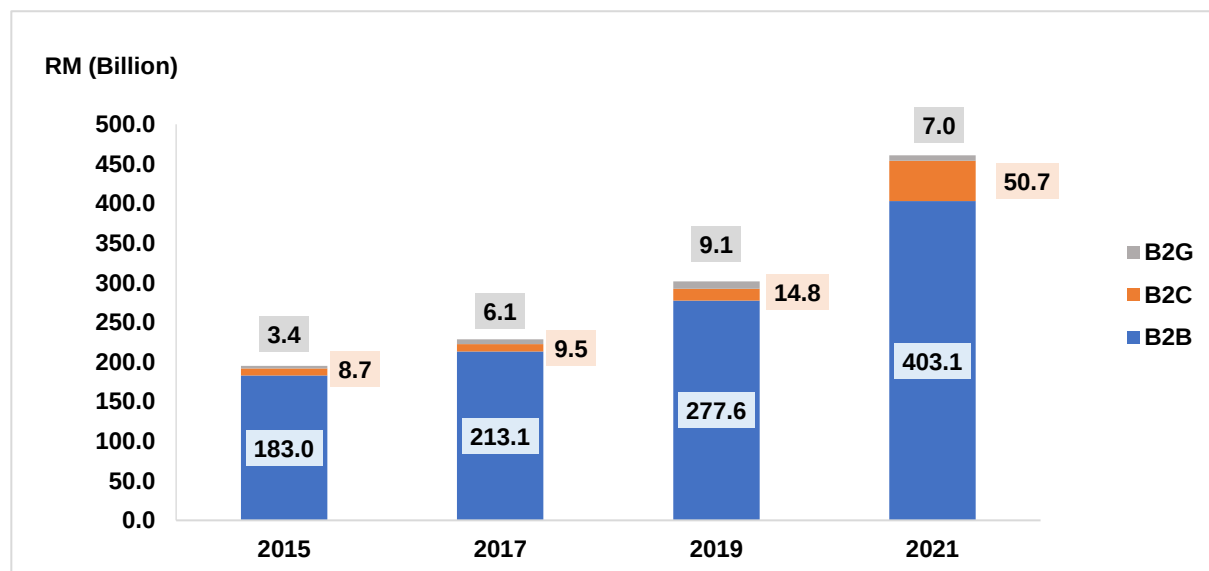


Chart 6: E-Commerce Expenditure Performance by Types of Customers, 2015 - 2021



Released by:

**DEPARTMENT OF STATISTICS, MALAYSIA
6 JULY 2023**