



KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

KENYATAAN MEDIA
PENGGUNAAN DAN CAPAIAN ICT OLEH INDIVIDU DAN ISI RUMAH 2023

99.3 peratus rakyat Malaysia mempunyai akses kepada telefon bimbit

PUTRAJAYA, 22 APRIL 2024 – Pada hari ini, Jabatan Perangkaan Malaysia menerbitkan Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2023 yang membentangkan statistik penggunaan dan capaian ICT oleh individu dan isi rumah. Statistik ini boleh dijadikan input bagi pengukuran pembangunan ICT negara.

Ketua Perangkawan Malaysia, Dato' Sri Dr. Mohd Uzir Mahidin menyatakan bahawa, “Pada tahun 2023, sebanyak 99.3 peratus isi rumah di Malaysia mempunyai akses kepada telefon bimbit. Dari segi penggunaan telefon, 97.6 peratus memilih telefon pintar manakala 16.3 peratus daripada isi rumah masih mempunyai capaian ke atas telefon biasa. Sementara itu, capaian isi rumah ke atas Internet dan komputer masing-masing merekodkan 96.4 peratus dan 91.6 peratus. Televisyen berbayar pula merekodkan capaian sebanyak 77.0 peratus, manakala capaian telefon talian tetap semakin tidak popular dalam kalangan isi rumah iaitu dengan hanya 27.4 peratus.

Dapatan survei menunjukkan capaian Internet melalui jalur lebar mudah alih (95.3%) terus menjadi pilihan isi rumah Malaysia berbanding jalur lebar tetap (47.1%). Dari sudut lokaliti, sebanyak 98.4 peratus isi rumah di bandar mempunyai capaian internet, sementara di kawasan luar bandar hanya merekodkan 89.8 peratus.

Menurut Ketua Perangkawan Malaysia, survei ini turut membentangkan penggunaan perkhidmatan dan peralatan ICT oleh individu. Berdasarkan penemuan survei, penggunaan komputer oleh individu merekodkan sebanyak 80.4 peratus pada tahun 2023. Penggunaan komputer merangkumi penggunaan semua jenis komputer iaitu komputer peribadi, komputer riba atau papan elektronik mudah alih. Penggunaan komputer di kawasan bandar direkodkan sebanyak 86.0 peratus manakala di kawasan luar bandar adalah 63.6 peratus.

Lima aktiviti menunjukkan peratus tertinggi penggunaan ICT pada tahun 2023 iaitu aktiviti menyalin atau memindahkan fail atau folder (97.5%). Ini diikuti dengan aktiviti menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen (96.7%), menghantar emel beserta fail (89.9%), memindahkan fail di antara komputer dan peranti mudah alih lain (83.5%) serta menghubungkan dan memasang peranti baru (79.4%). Walau bagaimanapun, kemahiran yang lebih teknikal seperti aktiviti menggunakan teknik aritmetik asas di dalam lembaran kerja dan menulis program komputer menggunakan bahasa pengaturcaraan yang khusus masih hanya merekodkan masing-masing sebanyak 67.7 peratus dan 23.9 peratus.

Penggunaan Internet dalam kalangan masyarakat Malaysia kekal tinggi pada 97.7 peratus. Aktiviti penggunaan Internet yang paling popular pada tahun 2023 adalah menyertai rangkaian sosial iaitu 99.4 peratus, diikuti oleh aktiviti memuat turun gambar, filem, video atau muzik; bermain atau memuat turun permainan (93.9%) dan mendapatkan maklumat tentang barangan atau perkhidmatan (92.8%). Di samping itu, peratusan untuk mendapatkan maklumat secara atas talian terus mendapat sambutan di mana bagi aktiviti e-kesihatan seperti mendapatkan maklumat kesihatan mencapai 62.9 peratus manakala dan untuk aktiviti e-kerajaan seperti mendapatkan maklumat daripada organisasi kerajaan mencapai 55.4 peratus. Selain dari itu, sebanyak 70.6 peratus masyarakat Malaysia telah membuat aktiviti pembelian barangan atau perkhidmatan melalui e-Dagang dan sebanyak 75.2 peratus telah menggunakan perbankan Internet pada tahun 2023.

Jabatan Perangkaan Malaysia (DOSM) telah melancarkan OpenDOSM NextGen sebagai medium yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai data dan boleh diakses melalui portal <https://open.dosm.gov.my>.

DOSM akan menjalankan Banci Pertanian pada tahun 2024. Mohon layari <https://www.myagricensus.gov.my> untuk maklumat lanjut. Tema adalah “Banci Pertanian, Kunci Kemajuan Pertanian.”

Kerajaan Malaysia telah mengisytiharkan Hari Statistik Negara (MyStats Day) pada 20 Oktober setiap tahun. Tema sambutan MyStats Day adalah “Statistik Nadi Kehidupan”.

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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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