



KEMENTERIAN EKONOMI
JABATAN PERANGKAAAN MALAYSIA



PENGUNAAN ICT DAN E-DAGANG OLEH PERTUBUHAN 2025

USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT

JABATAN PERANGKAAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA



KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

PENGUNAAN ICT DAN E-DAGANG OLEH PERTUBUHAN 2025

USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT 2025

Pemakluman

Jabatan Perangkaan Malaysia (DOSM) sedang melaksanakan **Banci Ekonomi 2026 (BE2026)** dengan tema “**Data Nadi Ekonomi Rakyat**”. Pelaksanaan Banci Ekonomi kali keenam ini berlangsung dari **5 Januari hingga 31 Oktober 2026**. BE2026 bertujuan untuk mengumpul data yang menyeluruh dan berstruktur daripada semua pertubuhan perniagaan berdaftar dan tidak berdaftar di Malaysia, bagi menilai prestasi, struktur serta ciri-ciri ekonomi negara secara komprehensif dan berasaskan bukti.

Malaysia buat julung kalinya telah menduduki **tangga pertama (1)** di peringkat global dalam laporan dwi-tahunan **Open Data Inventory (ODIN) 2024/25** yang dikeluarkan oleh Open Data Watch (ODW), mengatasi 197 negara lain. Pencapaian ini merupakan lonjakan ketara daripada kedudukan ke-67 dalam penilaian ODIN 2022/23.

OpenDOSM NextGen adalah medium yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai data dan boleh diakses melalui portal <https://open.dosm.gov.my>.

Announcement

*The Department of Statistics Malaysia (DOSM) is conducting the **Economic Census 2026 (BE2026)**, with themed “**Data Nadi Ekonomi Rakyat**”. The sixth Economic Census, will be carried out from **5th January to 31st October 2026**. BE2026 aims to collect comprehensive and structured data from all registered and unregistered business establishments in Malaysia to assess the nation's economic performance, structure and characteristics in an evidence-based manner.*

***Malaysia** has, for the first time, successfully secured the top position globally in the biennial **Open Data Inventory (ODIN) 2024/25** report released by Open Data Watch (ODW), surpassing 197 other countries. This achievement marks a significant leap from its 67th position in the ODIN 2022/23 assessment.*

***OpenDOSM NextGen** is a medium that provides data catalogue and visualisations to facilitate users' analysis and can be accessed through <https://open.dosm.gov.my>.*

JABATAN PERANGKAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA

Diterbitkan dan dicetak oleh / *Published and printed by:*

Jabatan Perangkaan Malaysia

Department of Statistics Malaysia

Blok C6 & C7, Kompleks C,
Pusat Pentadbiran Kerajaan Persekutuan,
62514 Putrajaya,
MALAYSIA

Tel.	: 03-8885 7000
Faks	: 03-8888 9248
Portal	: https://www.dosm.gov.my
Facebook / X / Instagram / YouTube	: StatsMalaysia
E-mel / <i>E-mail</i>	: info@dosm.gov.my (pertanyaan umum/ <i>general enquiries</i>) : data@dosm.gov.my (pertanyaan & permintaan data/ <i>data request & enquiries</i>)
Harga / <i>Price</i>	: RM70.00

Diterbitkan secara tahunan / *Published annually*

Edisi 2025 diterbitkan pada Jun 2026 / *2025 Edition published in June 2026*

Hakcipta terpelihara / *All rights reserved.*

Tiada bahagian daripada terbitan ini boleh diterbitkan semula, disimpan untuk pengeluaran atau ditukar dalam apa-apa bentuk atau alat apa jua pun kecuali setelah mendapat kebenaran daripada Jabatan Perangkaan Malaysia. Pengguna yang mengeluarkan sebarang maklumat dari terbitan ini sama ada yang asal atau diolah semula hendaklah meletakkan kenyataan berikut:

“Sumber: Jabatan Perangkaan Malaysia”

No part of this publication may be reproduced or distributed in any form or by any means or stored in database without the prior written permission from Department of Statistics, Malaysia. Users reproducing content of this publication with or without adaptation should quote the following:

“Source: Department of Statistics Malaysia”

ISSN 2637-1413

Penerbitan ini memaparkan statistik utama Penggunaan ICT dan E-dagang oleh Pertubuhan berdasarkan Survei E-dagang Tahunan 2025 bagi tahun rujukan 2024 mengikut sektor ekonomi. Statistik Penggunaan ICT dan E-dagang oleh Pertubuhan meliputi semua industri dalam sektor ekonomi di Malaysia yang dikelaskan mengikut Piawaian Klasifikasi Industri Malaysia (MSIC) 2008 Ver. 1.0, selaras dengan *International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4, 2008*. Statistik yang diterbitkan dalam penerbitan ini adalah berdasarkan konsep dan garis panduan daripada *The OECD Model Survey on ICT Usage by Businesses (2nd Revision)*, 2015 yang diterbitkan oleh *Organisation for Economic Co-operation and Development (OECD)*.

Penerbitan ini mengandungi empat bahagian utama. Bahagian pertama memaparkan penemuan utama statistik Penggunaan ICT dan E-dagang oleh Pertubuhan, diikuti bahagian kedua yang menerangkan ringkasan penemuan. Bahagian ketiga pula mengandungi jadual statistik terperinci, manakala bahagian seterusnya adalah penerangan aspek teknikal seperti skop dan liputan, konsep dan definisi serta penjelasan berkaitan pembolehubah utama. Statistik yang diterbitkan ini boleh digunakan oleh agensi kerajaan, ahli ekonomi, ahli akademik, sektor swasta dan individu awam sebagai rujukan dalam perancangan dan penggubalan dasar, analisis ekonomi, penyediaan unjuran dan perancangan pembangunan ICT dan e-dagang di peringkat pertubuhan.

Jabatan Perangkaan Malaysia (DOSM) merakamkan setinggi-tinggi penghargaan atas kerjasama yang diberikan oleh responden dan semua pihak yang telah menyumbang secara langsung mahupun tidak langsung dalam menjayakan penerbitan ini. Sebarang maklum balas dan cadangan untuk menahbah baik penerbitan ini pada masa akan datang amatlah dihargai.

DATO' SRI DR. MOHD UZIR MAHIDIN

Ketua Perangkawan Malaysia

Jun 2026



PREFACE



This publication presents the principal statistics on Usage of ICT and E-Commerce by Establishments based on the Annual Survey of E-Commerce 2025 for the reference year 2024 by economic sector. The statistics on Usage of ICT and E-Commerce by Establishments cover all industries within the economic sectors in Malaysia, classified according to the Malaysia Standard Industrial Classification (MSIC) 2008 Ver. 1.0, in accordance with the International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4, 2008. The statistics published in this publication are based on the concepts and guidelines set out in The OECD Model Survey on ICT Usage by Businesses (2nd Revision), 2015, published by the Organisation for Economic Co-operation and Development (OECD).

This publication consists of four main parts. The first part presents the key findings on Usage of ICT and E-Commerce by Establishments, followed by the second part, which provides a summary of the findings. The third part contains detailed statistical tables, while the following part describes the technical aspects, including the scope and coverage, concepts and definitions, and explanations of the key variables. The statistics published in this report may be used by government agencies, economists, academics, the private sector and the general public as a reference for planning and policy formulation, economic analysis, forecasting, and the planning of ICT and e-commerce development at the establishment level.

The Department of Statistics Malaysia (DOSM) gratefully acknowledges the co-operation of the respondents as well as all parties who have contributed directly or indirectly to the successful publication of this report. Any feedback and suggestions for improving future editions of this publication are highly appreciated.

DATO' SRI DR. MOHD UZIR MAHIDIN

Chief Statistician Malaysia

June 2026



KANDUNGAN | CONTENTS



Muka Surat
Page

	Kata Pengantar <i>Preface</i>	I
	Kandungan <i>Contents</i>	III
	Penemuan Utama <i>Main Findings</i>	3
	Ringkasan Penemuan <i>Summary of Findings</i>	7
	Jadual Statistik <i>Statistical Tables</i>	41



JADUAL: PENGGUNAAN ICT DAN E-DAGANG OLEH PERTUBUHAN **TABLE: USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT**

1	Penggunaan Komputer, Internet dan Web Presence mengikut Sektor/ Subsektor, 2015 dan 2022-2024 <i>Usage of Computer, Internet and Web Presence by Sector/ Sub sector, 2015 and 2022-2024</i>	41
2	Jenis Web Presence yang Dimiliki mengikut Sektor/ Subsektor, 2015 dan 2022-2024 <i>Type of Web Presence Owned by Sector/ Sub-sector, 2015 and 2022-2024</i>	43
3	Jenis Rangkaian Komputer yang Digunakan mengikut Sektor/ Subsektor, 2015 dan 2022-2024 <i>Type of Computer Network Infrastructure Used by Sector/ Sub-sector, 2015 and 2022-2024</i>	45
4	Jenis Capaian Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 <i>Type of Internet Access by Sector/ Sub-sector, 2015 and 2022-2024</i>	47
5	Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 <i>Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024</i>	49
6	Penggunaan Teknologi Digital mengikut Sektor/ Subsektor, 2022-2024 <i>Usage of Digital Technology by Sector/ Sub-sector, 2022-2024</i>	55
7	Pendapatan dan Perbelanjaan E-dagang mengikut Sektor/ Subsektor, 2015 dan 2022-2024 <i>Income and Expenditure of E-commerce by Sector/ Sub-sector, 2015 and 2022-2024</i>	59



KANDUNGAN | CONTENTS



Muka Surat Page

8	Pendapatan E-dagang mengikut Jenis Pasaran dan Sektor/ Subsektor, 2015 dan 2022-2024 <i>Income of E-commerce by Type of Market and Sector/ Sub-sector, 2015 and 2022-2024</i>	61
9	Pendapatan E-dagang mengikut Jenis Pelanggan dan Sektor/ Subsektor, 2015 dan 2022-2024 <i>Income of E-commerce by Type of Customer and Sector/ Sub-sector, 2015 and 2022-2024</i>	63
10	Perbelanjaan E-dagang mengikut Jenis Pasaran dan Sektor/ Subsektor, 2015 dan 2022-2024 <i>Expenditure of E-commerce by Type of Market and Sector/ Sub-sector, 2015 and 2022-2024</i>	65
11	Perbelanjaan E-dagang mengikut Jenis Pelanggan dan Sektor/ Subsektor, 2015 dan 2022-2024 <i>Expenditure of E-commerce by Type of Customer and Sector/ Sub-sector, 2015 and 2022-2024</i>	67
12	Pendapatan E-dagang Suku Tahunan, Q1 2020 - Q1 2026 <i>Quarterly Income of E-commerce, Q1 2020 - Q1 2026</i>	69
13	Nota Teknikal <i>Technical Notes</i>	73

Muka surat ini sengaja dibiarkan kosong

This page is deliberately left blank

PENEMUAN UTAMA

PENGUNAAN ICT DAN E-DAGANG OLEH PERTUBUHAN 2025

TAHUN RUJUKAN 2024

PENGUNAAN ICT



Komputer

97.2%

2023: 96.6%



Internet

95.3%

2023: 94.0%



Web Presence

74.4%

2023: 72.7%

JENIS CAPAIAN INTERNET



Jalur Lebar Tetap

94.0%

2023: 93.0%



Jalur Lebar Mudah Alih

79.8%

2023: 78.8%



Jalur Lebar Tetap & Mudah Alih

76.8%

2023: 75.0%

INFRASTRUKTUR RANGKAIAN KOMPUTER



Intranet

53.1%

2023: 52.0%



Extranet

26.2%

2023: 25.7%



LAN

77.5%

2023: 76.9%



WLAN

71.8%

2023: 71.1%



WAN

89.4%

2023: 88.9%



Lain-lain

8.0%

2023: 7.5%

PENDAPATAN

2024: RM1,288.1b

2023: RM1,184.1b

YoY: 8.8%

Tempatan

2024: RM1,150.1b

2023: RM1,053.0b

YoY: 9.2%

Antarabangsa

2024: RM138.0b

2023: RM131.1b

YoY: 5.2%

JENIS PELANGGAN

B2B

2024: RM879.6b

2023: RM817.1b

YoY: 7.6%

B2B

2024: RM481.7b

2023: RM443.4b

YoY: 8.6%

B2C

2024: RM374.7b

2023: RM336.6b

YoY: 11.3%

B2C

2024: RM127.0b

2023: RM112.6b

YoY: 12.7%

B2G

2024: RM33.8b

2023: RM30.4b

YoY: 11.4%

B2G

2024: RM16.7b

2023: RM15.4b

YoY: 8.2%

PERBELANJAAN

2024: RM625.3b

2023: RM571.4b

YoY: 9.4%

Tempatan

2024: RM580.4b

2023: RM530.6b

YoY: 9.4%

Antarabangsa

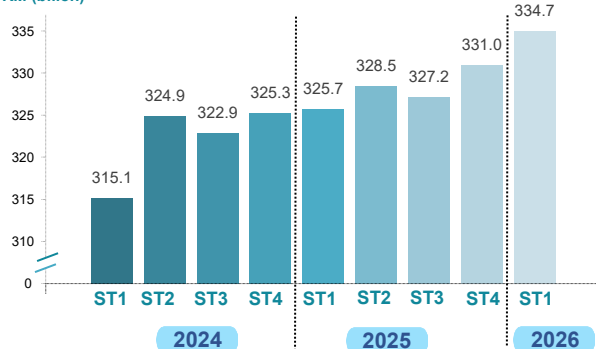
2024: RM44.9b

2023: RM40.8b

YoY: 10.1%

PENDAPATAN E-DAGANG SUKU TAHUNAN

RM (billion)



PENDAPATAN E-DAGANG 2024

RM1,288.1 billion

		ST1	ST2	ST3	ST4
2024	QoQ (%)	0.5	3.1	-0.6	0.8
	YoY (%)	0.5	7.8	3.8	3.7
2025	QoQ (%)	0.1	0.9	-0.4	1.2
	YoY (%)	3.4	1.1	1.3	1.8
2026	QoQ (%)	1.1			
	YoY (%)	2.8			



Data belum tersedia

Nota : b – billion
ST – suku tahun

QoQ – Perubahan peratusan suku tahun ke suku tahun
YoY – Perubahan peratusan tahun ke tahun

Sumber : Penggunaan ICT dan E-Dagang oleh Pertubuhan 2025
Jabatan Perangkaan Malaysia



@StatsMalaysia

BANI 26
BANKI EKONOMI 2026
DATA NADI EKONOMI RAKYAT

MALAYSIA
MADANI
kemampanan

ODIN
OPEN DATA INVENTORY
MALAYSIA
KESEKUTUPAN PERKUALA
DI DUNIA

20 Oktober

2016 - 2030



MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

MAIN FINDINGS

USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT 2025

REFERENCE YEAR 2024

USAGE OF ICT



Computer

97.2%

2023: 96.6%



Internet

95.3%

2023: 94.0%



Web Presence

74.4%

2023: 72.7%

TYPE OF INTERNET ACCESS



Fixed Broadband

94.0%

2023: 93.0%



Mobile Broadband

79.8%

2023: 78.8%



Fixed & Mobile Broadband

76.8%

2023: 75.0%

COMPUTER NETWORK INFRASTRUCTURE



Intranet

53.1%

2023: 52.0%



Extranet

26.2%

2023: 25.7%



LAN

77.5%

2023: 76.9%



WLAN

71.8%

2023: 71.1%



WAN

89.4%

2023: 88.9%



Others

8.0%

2023: 7.5%

INCOME

2024: RM1,288.1b

2023: RM1,184.1b

YoY: 8.8%

Domestic

2024: RM1,150.1b

2023: RM1,053.0b

YoY: 9.2%

International

2024: RM138.0b

2023: RM131.1b

YoY: 5.2%

TYPE OF CUSTOMER

B2B

2024: RM879.6b

2023: RM817.1b

YoY: 7.6%

B2C

2024: RM374.7b

2023: RM336.6b

YoY: 11.3%

B2G

2024: RM33.8b

2023: RM30.4b

YoY: 11.4%

B2B

2024: RM481.7b

2023: RM443.4b

YoY: 8.6%

B2C

2024: RM127.0b

2023: RM112.6b

YoY: 12.7%

B2G

2024: RM16.7b

2023: RM15.4b

YoY: 8.2%

EXPENDITURE

2024: RM625.3b

2023: RM571.4b

YoY: 9.4%

Domestic

2024: RM580.4b

2023: RM530.6b

YoY: 9.4%

International

2024: RM44.9b

2023: RM40.8b

YoY: 10.1%

QUARTERLY E-COMMERCE INCOME

RM (billion)



INCOME OF E-COMMERCE 2024

RM1,288.1 billion

		Q1	Q2	Q3	Q4
2024	QoQ (%)	0.5	3.1	-0.6	0.8
	YoY (%)	0.5	7.8	3.8	3.7
2025	QoQ (%)	0.1	0.9	-0.4	1.2
	YoY (%)	3.4	1.1	1.3	1.8
2026	QoQ (%)	1.1			
	YoY (%)	2.8			

Data is not yet available

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 2025
Department of Statistics Malaysia



@StatsMalaysia

BK26
BANKI EKONOMI 2026
DATA NADI EKONOMI RAKYAT

MALAYSIA
MADANI
kemajuan

ODIN
OPEN DATA INVENTORY
MALAYSIA
KESEKUTUPAN
DI DUNIA

20 Oktober

2016 - 2030

RINGKASAN PENEMUAN

SUMMARY OF FINDINGS

Muka surat ini sengaja dibiarkan kosong

This page is deliberately left blank



RINGKASAN PENEMUAN

PENGUNAAN ICT DAN E-DAGANG OLEH PERTUBUHAN

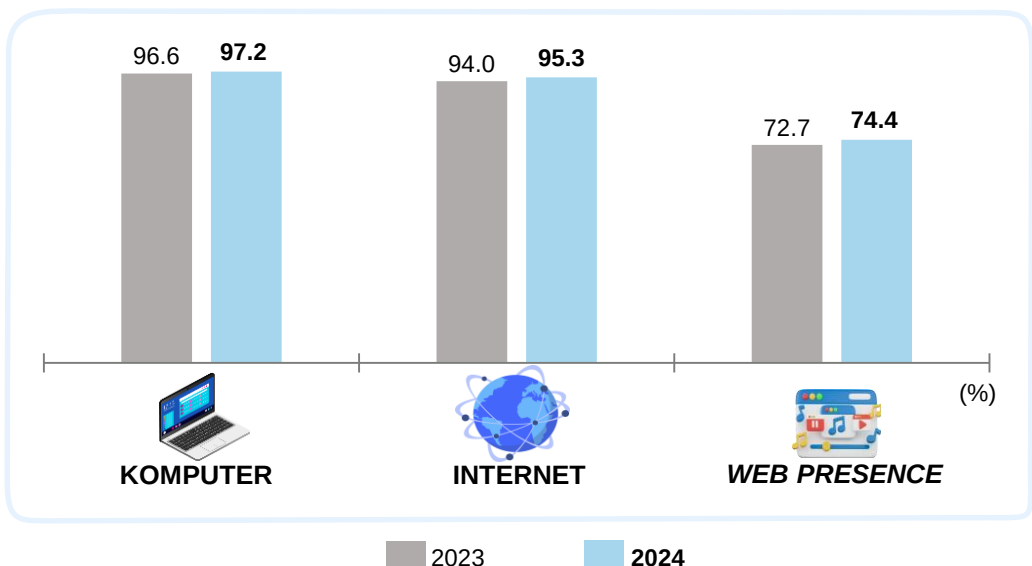
1. PENGENALAN

Laporan Penggunaan ICT dan E-dagang oleh Pertubuhan (ICTEC) 2025 menunjukkan statistik berkaitan penggunaan ICT serta aktiviti e-dagang oleh pertubuhan di Malaysia bagi tahun 2024. Penerbitan ini merangkumi lima sektor ekonomi utama, iaitu Pertanian, Perlombongan & pengkuarian, Pembuatan, Pembinaan serta Perkhidmatan.

2. PENGUNAAN ICT

Sebanyak 97.2 peratus pertubuhan dilaporkan menggunakan komputer pada tahun 2024, meningkat sebanyak 0.6 mata peratus berbanding 96.6 peratus pada tahun 2023. Tren peningkatan ini turut dapat dilihat dalam penggunaan internet, dengan 95.3 peratus pertubuhan mempunyai capaian internet berbanding 94.0 peratus pada tahun sebelumnya. Peningkatan ini mencerminkan usaha berterusan kerajaan dalam memperkukuh infrastruktur dan akses digital di seluruh negara. Di samping itu, peningkatan turut dicatatkan bagi pertubuhan yang mempunyai *web presence*, iaitu 74.4 peratus pada tahun 2024 berbanding 72.7 peratus pada tahun 2023, seperti ditunjukkan di **Carta 1**.

Carta 1: Penggunaan Komputer, Internet dan Web Presence, 2023 dan 2024

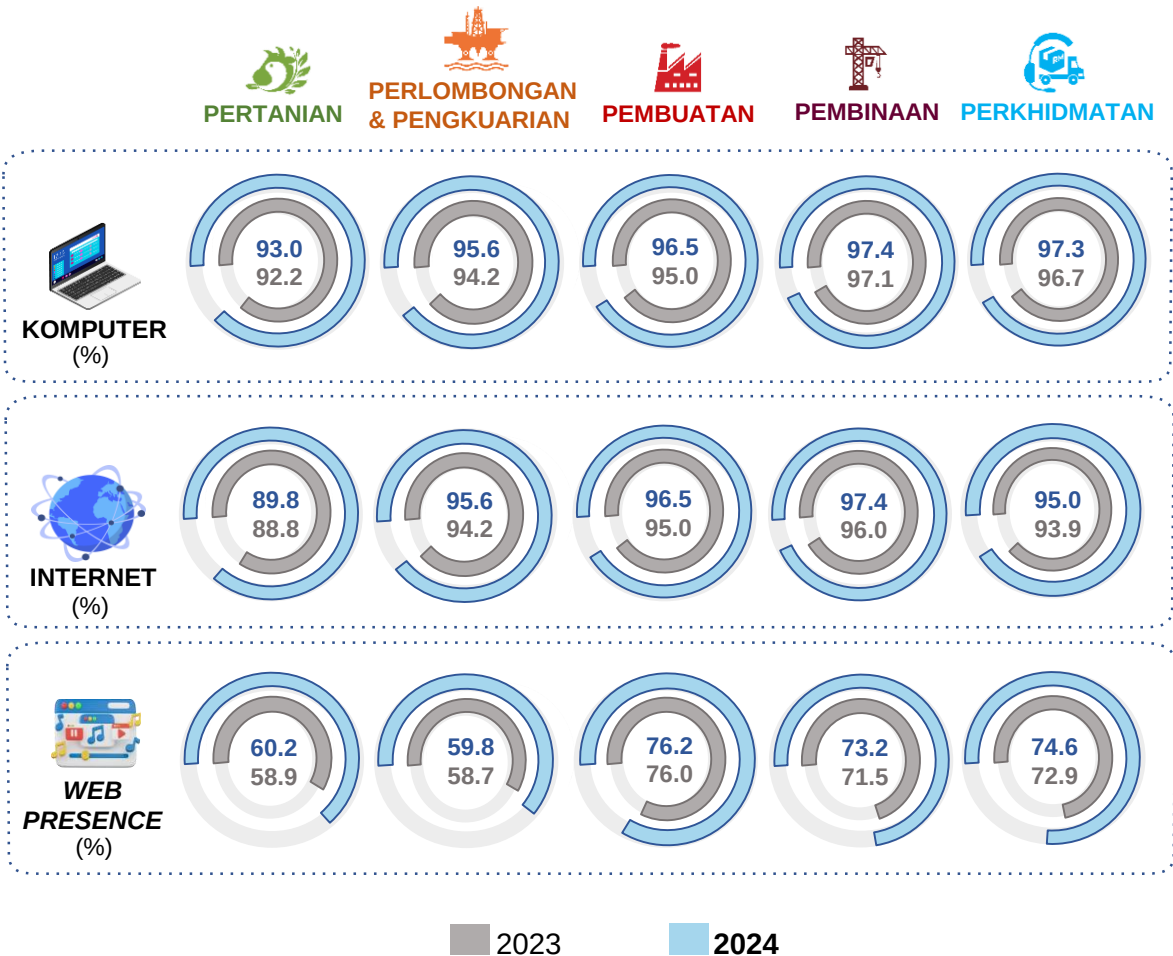


2.1 PENGGUNAAN ICT MENGIKUT SEKTOR

Rajah 1 memaparkan penggunaan komputer, internet dan *web presence* mengikut sektor bagi tahun 2023 dan 2024. Sektor Pembinaan mencatatkan peratus penggunaan komputer tertinggi, iaitu 97.4 peratus pada tahun 2024 berbanding 97.1 peratus pada tahun 2023. Sektor ini juga merekodkan peratus penggunaan internet tertinggi, iaitu 97.4 peratus pada tahun 2024, meningkat daripada 96.0 peratus pada tahun sebelumnya.

Sementara itu, sektor Pembuatan merekodkan peratus *web presence* tertinggi, iaitu 76.2 peratus pada tahun 2024 berbanding 76.0 peratus pada tahun 2023. Peningkatan ini mencerminkan komitmen berterusan pertubuhan dalam memperluas penggunaan teknologi digital bagi meningkatkan kecekapan operasi serta memperkukuh daya saing dalam sektor masing-masing.

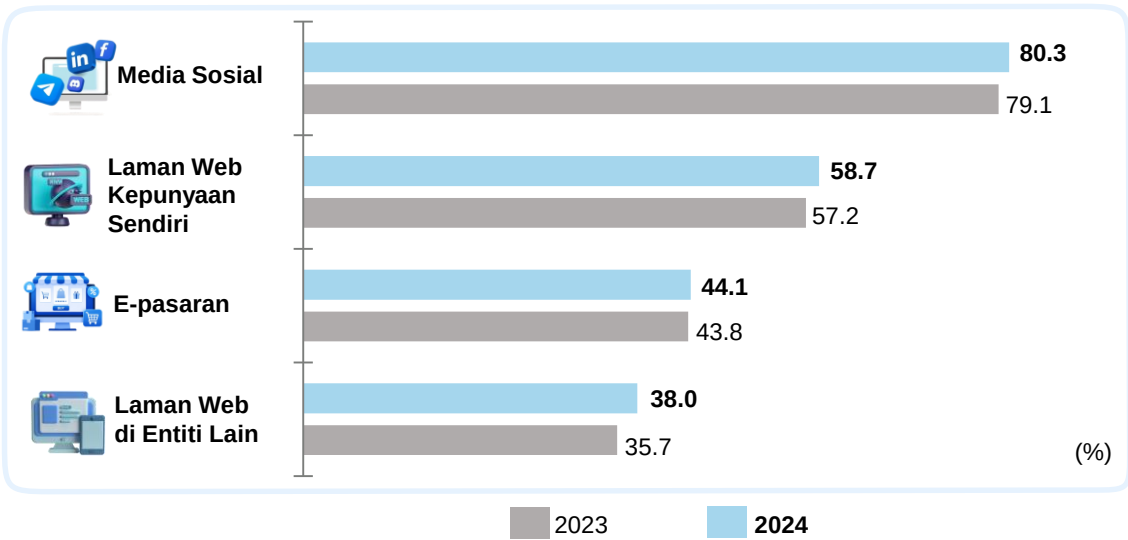
Rajah 1: Penggunaan Komputer, Internet dan Web Presence mengikut Sektor, 2023 dan 2024



3. JENIS PEMILIKAN *WEB PRESENCE*

Carta 2 menunjukkan jenis pemilikan *web presence* yang digunakan oleh pertubuhan bagi tahun 2023 dan 2024. Media sosial kekal sebagai platform paling dominan dengan penggunaan meningkat kepada 80.3 peratus pada tahun 2024 berbanding 79.1 peratus pada tahun sebelumnya. Penggunaan laman web kepunyaan sendiri turut mencatatkan peningkatan kepada 58.7 peratus berbanding 57.2 peratus pada tahun 2023. Selain itu, penggunaan e-pasaran meningkat kepada 44.1 peratus pada tahun 2024 berbanding 43.8 peratus pada tahun 2023. Penggunaan laman web di entiti lain juga meningkat kepada 38.0 peratus berbanding 35.7 peratus pada tahun sebelumnya. Perkembangan ini mencerminkan usaha berterusan pertubuhan untuk memperluaskan kehadiran digital melalui pelbagai platform dalam talian bagi meningkatkan capaian pasaran, memperkukuh interaksi dengan pelanggan dan mempertingkatkan daya saing perniagaan.

Carta 2: Jenis Pemilikan *Web Presence*, 2023 dan 2024

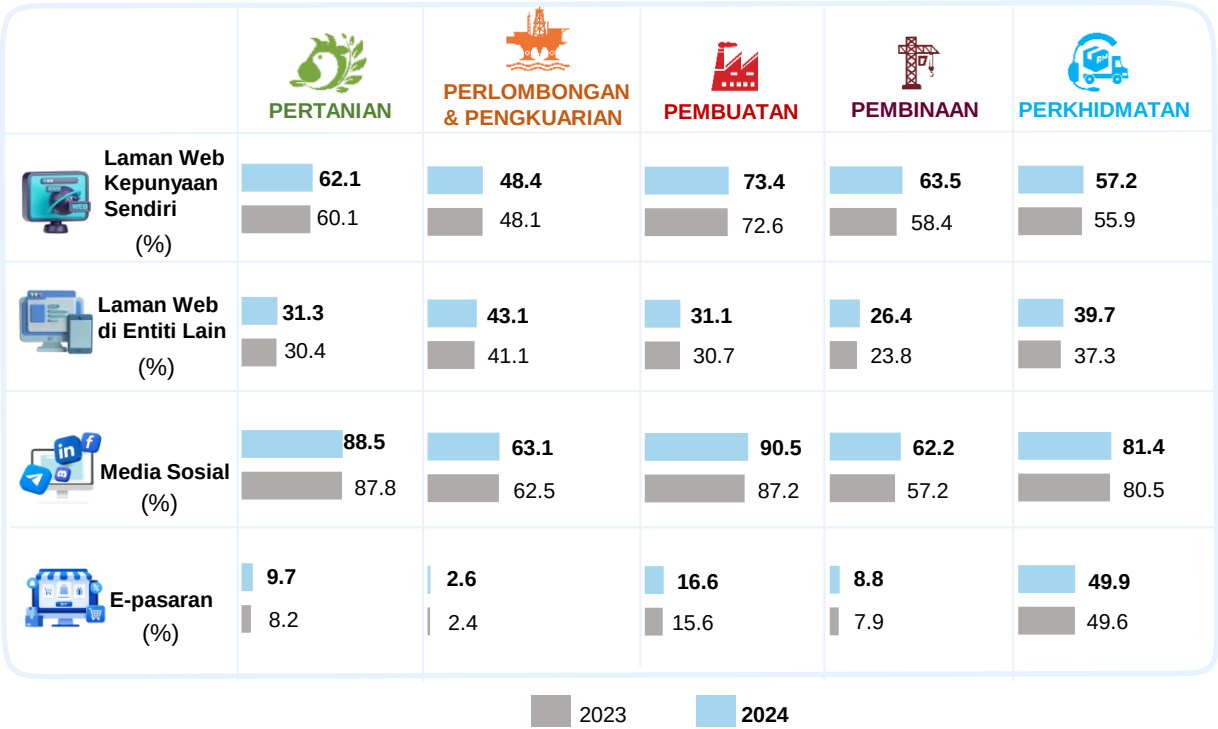


3.1 JENIS PEMILIKAN WEB PRESENCE MENGIKUT SEKTOR

Carta 3 menunjukkan jenis pemilikan *web presence* mengikut sektor bagi tahun 2023 dan 2024. Bagi penggunaan media sosial, sektor Pembuatan mencatatkan kadar tertinggi sebanyak 90.5 peratus pada tahun 2024 berbanding 87.2 peratus pada tahun sebelumnya, diikuti sektor Pertanian dengan 88.5 peratus. Sektor Pembuatan turut mencatatkan peratus tertinggi bagi penggunaan laman web kepunyaan sendiri, iaitu 73.4 peratus pada tahun 2024 berbanding 72.6 peratus pada tahun sebelumnya.

Sementara itu, sektor Perlombongan & pengkuarian merekodkan penggunaan tertinggi bagi laman web di entiti lain dengan 43.1 peratus, meningkat daripada 41.1 peratus pada tahun 2023. Dalam pada itu, sektor Perkhidmatan turut merekodkan penggunaan e-pasaran tertinggi, iaitu 49.9 peratus pada tahun 2024 berbanding 49.6 peratus pada tahun sebelumnya.

Carta 3: Jenis Pemilikan *Web Presence* mengikut Sektor, 2023 dan 2024

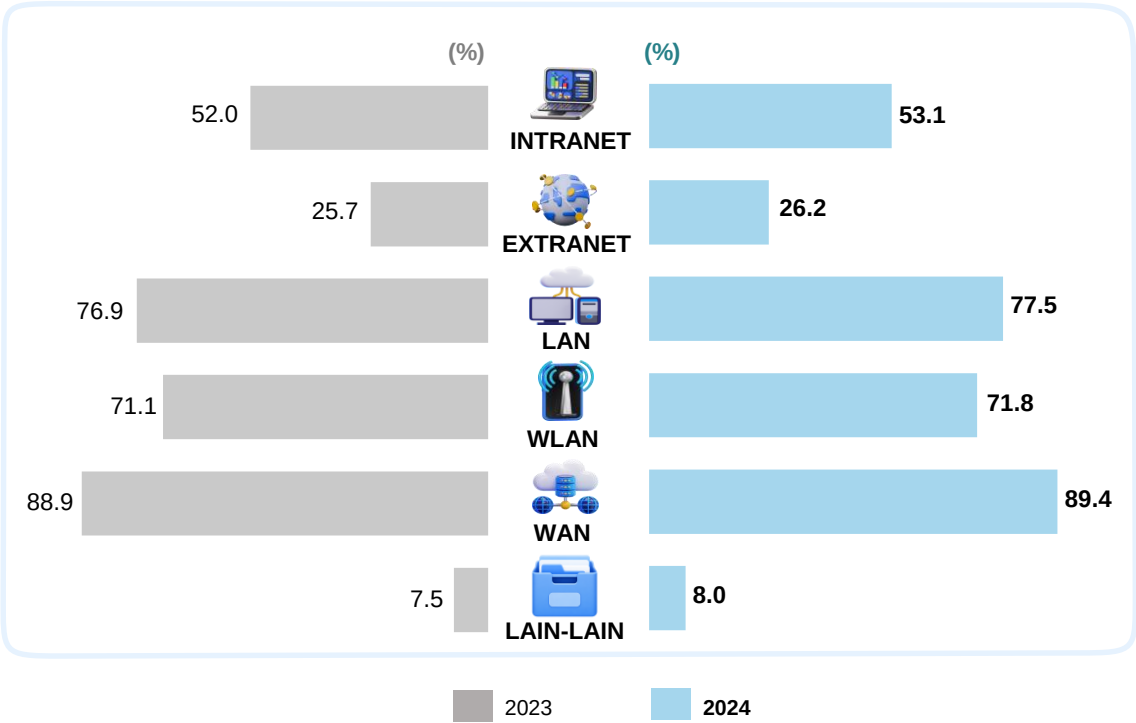


4. INFRASTRUKTUR RANGKAIAN KOMPUTER

Pada tahun 2024, penggunaan infrastruktur rangkaian komputer menunjukkan peningkatan berbanding tahun sebelumnya. Rangkaian Kawasan Luas (WAN) mencatatkan penggunaan sebanyak 89.4 peratus, meningkat daripada 88.9 peratus pada tahun 2023. Rangkaian Kawasan Tempatan (LAN) turut mencatatkan peningkatan kepada 77.5 peratus berbanding 76.9 peratus pada tahun sebelumnya. Penggunaan Rangkaian Kawasan Tempatan Tanpa Wayar (WLAN) juga meningkat kepada 71.8 peratus berbanding 71.1 peratus pada tahun sebelumnya.

Selain itu, penggunaan intranet turut meningkat kepada 53.1 peratus pada tahun 2024 berbanding 52.0 peratus pada tahun sebelumnya. Extranet juga menunjukkan peningkatan kepada 26.2 peratus berbanding 25.7 peratus pada tahun 2023. Penggunaan infrastruktur rangkaian lain-lain turut meningkat kepada 8.0 peratus berbanding 7.5 peratus pada tahun sebelumnya. Secara keseluruhan, penggunaan pelbagai jenis infrastruktur rangkaian komputer seperti ditunjukkan di **Carta 4** terus menunjukkan peningkatan bagi tempoh 2023 hingga 2024.

Carta 4: Jenis Penggunaan Infrastruktur Rangkaian Komputer, 2023 dan 2024

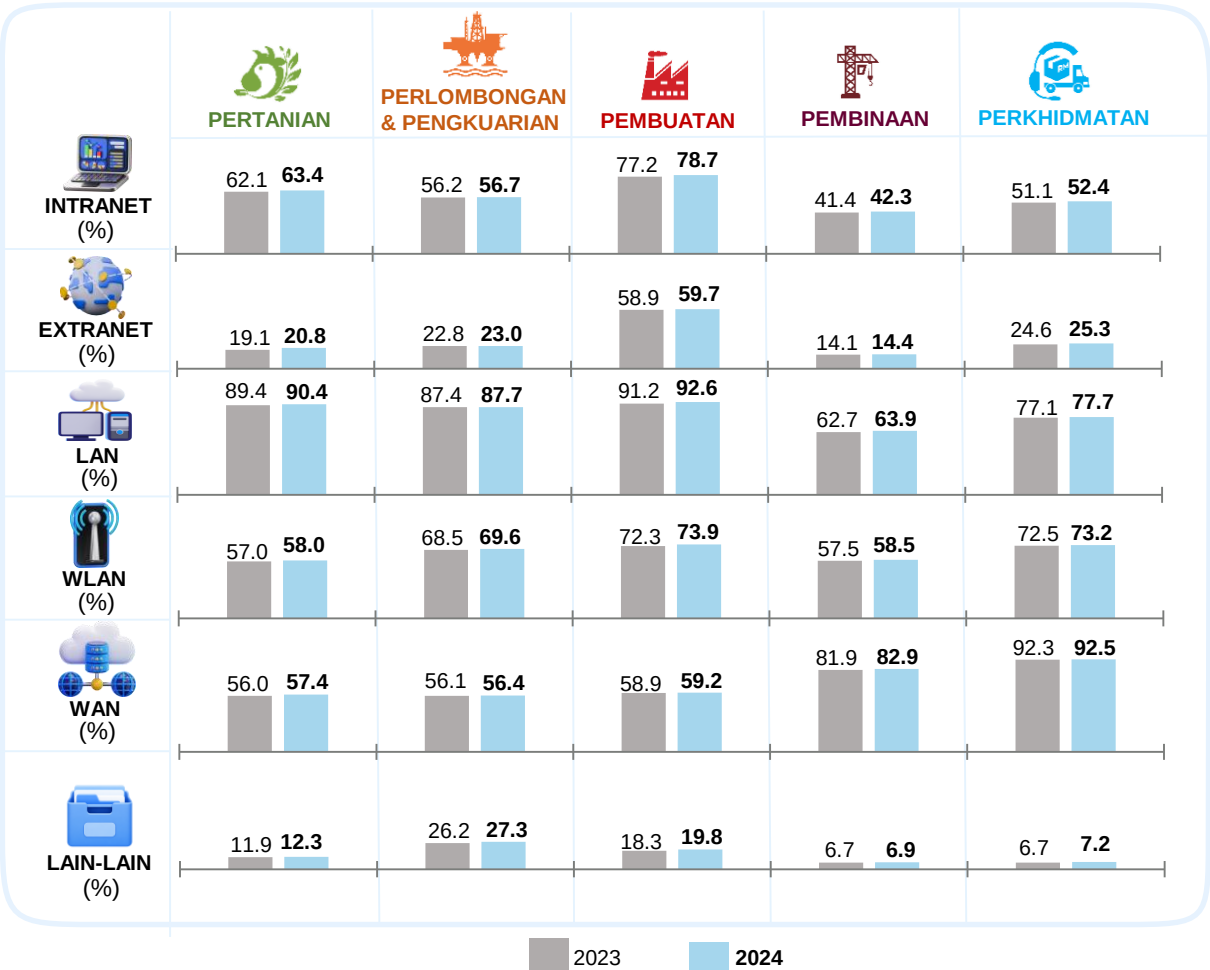


4.1 INFRASTRUKTUR RANGKAIAN KOMPUTER MENGIKUT SEKTOR

Sektor Pembuatan mencatatkan kadar penggunaan tertinggi bagi beberapa jenis teknologi rangkaian, khususnya Intranet (78.7%), Extranet (59.7%), LAN (92.6%) dan WLAN (73.9%), seperti ditunjukkan di **Carta 5**. Sementara itu, sektor Perkhidmatan merekodkan penggunaan tertinggi bagi WAN, iaitu 92.5 peratus. Situasi ini menunjukkan peningkatan penggunaan infrastruktur rangkaian yang lebih meluas bagi menyokong operasi perniagaan, perkongsian maklumat dan memperkukuh kecekapan sistem digital.

Bagi kategori infrastruktur lain-lain, sektor Perlombongan & pengkuarian mencatatkan penggunaan tertinggi sebanyak 27.3 peratus. Kategori ini merangkumi Rangkaian Kawasan Metropolitan (MAN), Rangkaian Kawasan Storan (SAN) dan Rangkaian Kawasan Peribadi (PAN), yang digunakan mengikut keperluan operasi dan kapasiti rangkaian pertubuhan.

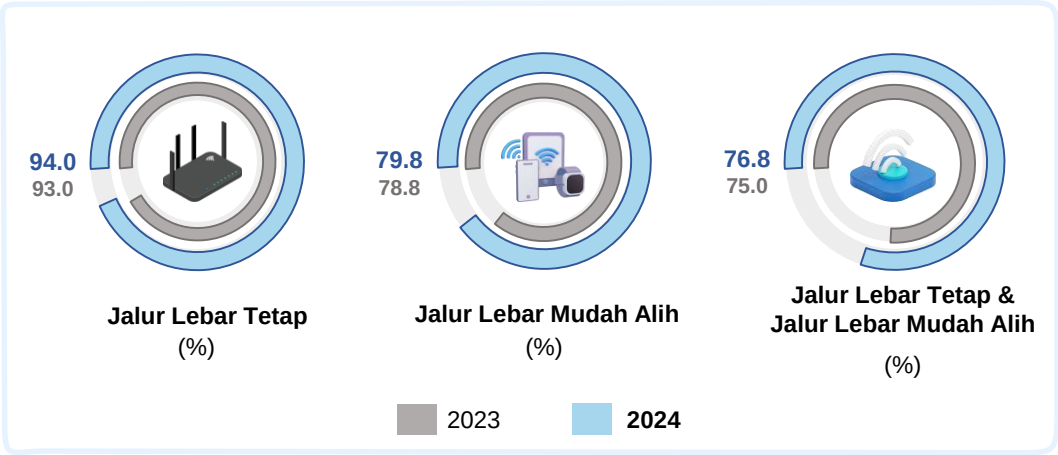
Carta 5: Jenis Penggunaan Infrastruktur Rangkaian Komputer mengikut Sektor, 2023 dan 2024



5. JENIS CAPAIAN INTERNET

Pada tahun 2024, penggunaan jalur lebar tetap mencapai 94.0 peratus, meningkat berbanding 93.0 peratus pada tahun 2023. Penggunaan jalur lebar mudah alih turut menunjukkan peningkatan kepada 79.8 peratus berbanding 78.8 peratus pada tahun sebelumnya. Selain itu, penggunaan kedua-dua jalur lebar tetap dan jalur lebar mudah alih meningkat kepada 76.8 peratus pada tahun 2024 berbanding 75.0 peratus pada tahun 2023. Peningkatan ini mencerminkan keperluan pertubuhan terhadap capaian internet yang stabil dan fleksibel bagi menyokong operasi perniagaan serta pelaksanaan pelbagai aplikasi dan perkhidmatan digital, seperti ditunjukkan di **Rajah 2**.

Rajah 2: Jenis Capaian Internet, 2023 dan 2024



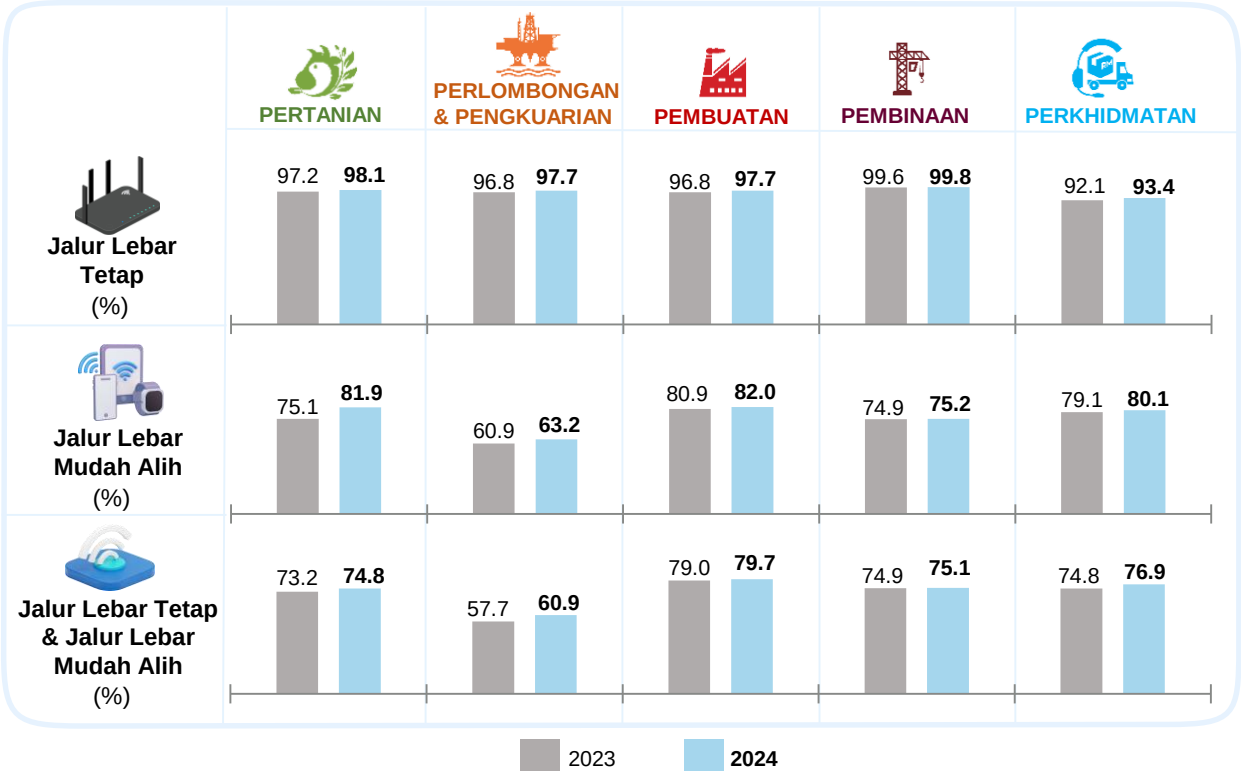
5.1 JENIS CAPAIAN INTERNET MENGIKUT SEKTOR

Carta 6 menunjukkan penggunaan capaian internet mengikut sektor bagi tahun 2023 dan 2024. Sektor Pembinaan mencatatkan penggunaan jalur lebar tetap tertinggi pada tahun 2024 dengan kadar 99.8 peratus, meningkat daripada 99.6 peratus pada tahun sebelumnya. Sektor Pertanian turut mencatatkan penggunaan yang tinggi, iaitu 98.1 peratus berbanding 97.2 peratus pada tahun 2023.

Bagi jalur lebar mudah alih, sektor Pembuatan mencatatkan kadar penggunaan tertinggi sebanyak 82.0 peratus pada tahun 2024 berbanding 80.9 peratus pada tahun sebelumnya. Sektor Pertanian pula merekodkan 81.9 peratus, meningkat daripada 75.1 peratus pada tahun 2023.

Dari segi penggunaan kedua-dua jalur lebar tetap dan jalur lebar mudah alih, sektor Pembuatan turut mendahului dengan 79.7 peratus berbanding 79.0 peratus pada tahun sebelumnya. Selain itu, sektor Perkhidmatan merekodkan penggunaan kedua tertinggi sebanyak 76.9 peratus, meningkat daripada 74.8 peratus pada tahun 2023.

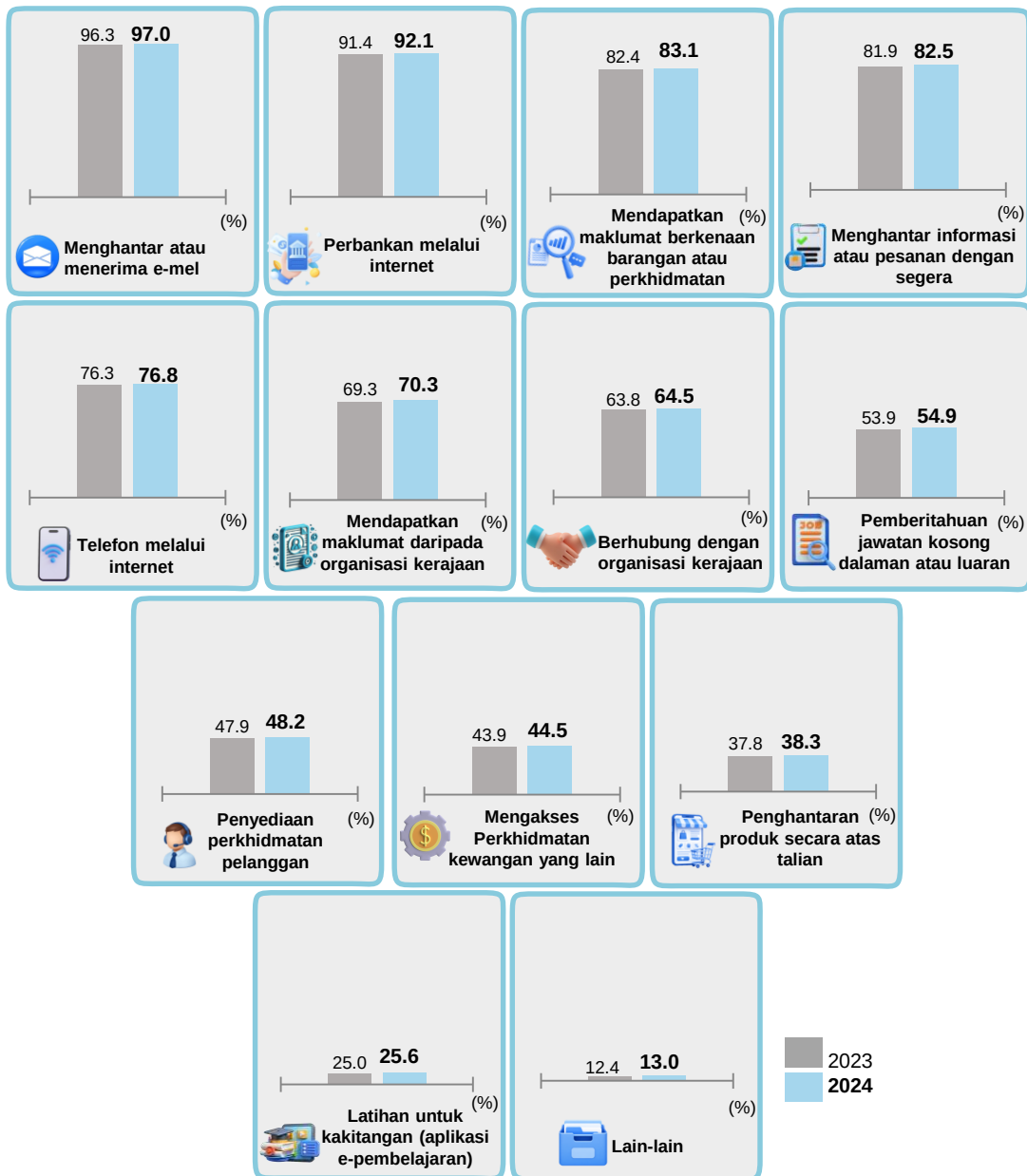
Carta 6: Jenis Capaian Internet mengikut Sektor, 2023 dan 2024



6. TUJUAN PENGGUNAAN INTERNET

Carta 7 menunjukkan tujuan penggunaan internet oleh pertubuhan bagi tahun 2023 dan 2024. Penggunaan internet tertinggi adalah bagi tujuan menghantar dan menerima e-mel dengan catatan 97.0 peratus pada tahun 2024 berbanding 96.3 peratus pada tahun sebelumnya. Selain itu, penggunaan internet bagi tujuan perbankan melalui internet turut meningkat kepada 92.1 peratus berbanding 91.4 peratus pada tahun 2023, sekaligus mencerminkan peningkatan penggunaan platform digital dalam pengurusan transaksi kewangan. Perkembangan ini menunjukkan bahawa internet terus menjadi medium penting dalam menyokong komunikasi, urusan kewangan dan operasi harian pertubuhan secara lebih cekap.

Carta 7: Tujuan Penggunaan Internet oleh Pertubuhan, 2023 dan 2024

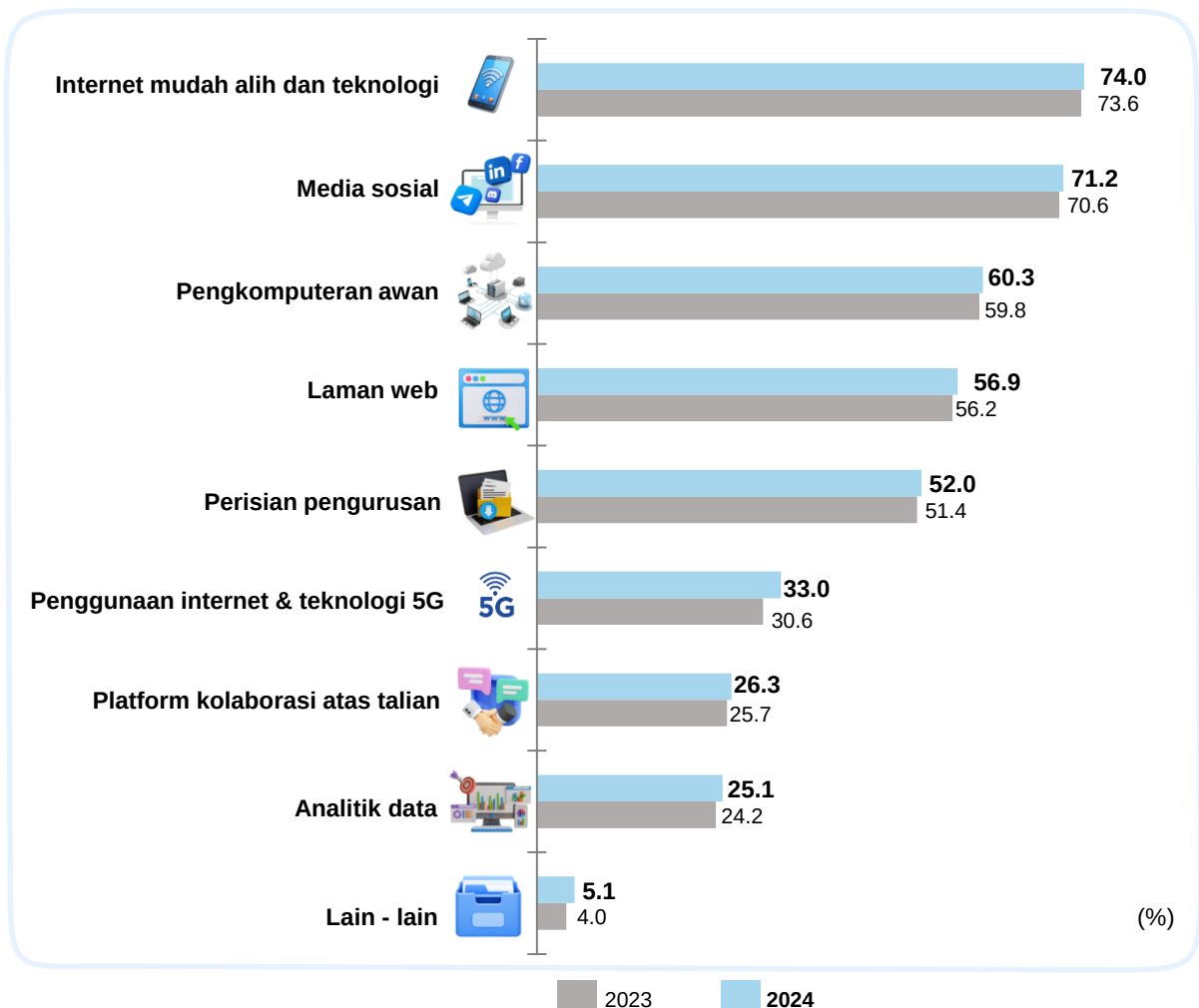


7. PENGGUNAAN TEKNOLOGI DIGITAL

Carta 8 menunjukkan tahap penggunaan teknologi digital oleh pertubuhan bagi tahun 2023 dan 2024. Internet mudah alih dan teknologi mencatatkan kadar penggunaan tertinggi dengan 74.0 peratus pada tahun 2024 berbanding 73.6 peratus pada tahun sebelumnya. Penggunaan media sosial turut meningkat kepada 71.2 peratus berbanding 70.6 peratus pada tahun 2023, diikuti oleh penggunaan pengkomputeran awan juga meningkat kepada 60.3 peratus berbanding 59.8 peratus pada tahun sebelumnya.

Selain itu, penggunaan internet dan teknologi 5G mencatatkan peningkatan mata peratus tertinggi, iaitu sebanyak 2.4 mata peratus kepada 33.0 peratus pada tahun 2024 berbanding 30.6 peratus pada tahun sebelumnya, mencerminkan perkembangan penggunaan teknologi komunikasi generasi baharu dalam kalangan pertubuhan.

Carta 8: Penggunaan Teknologi Digital, 2023 dan 2024

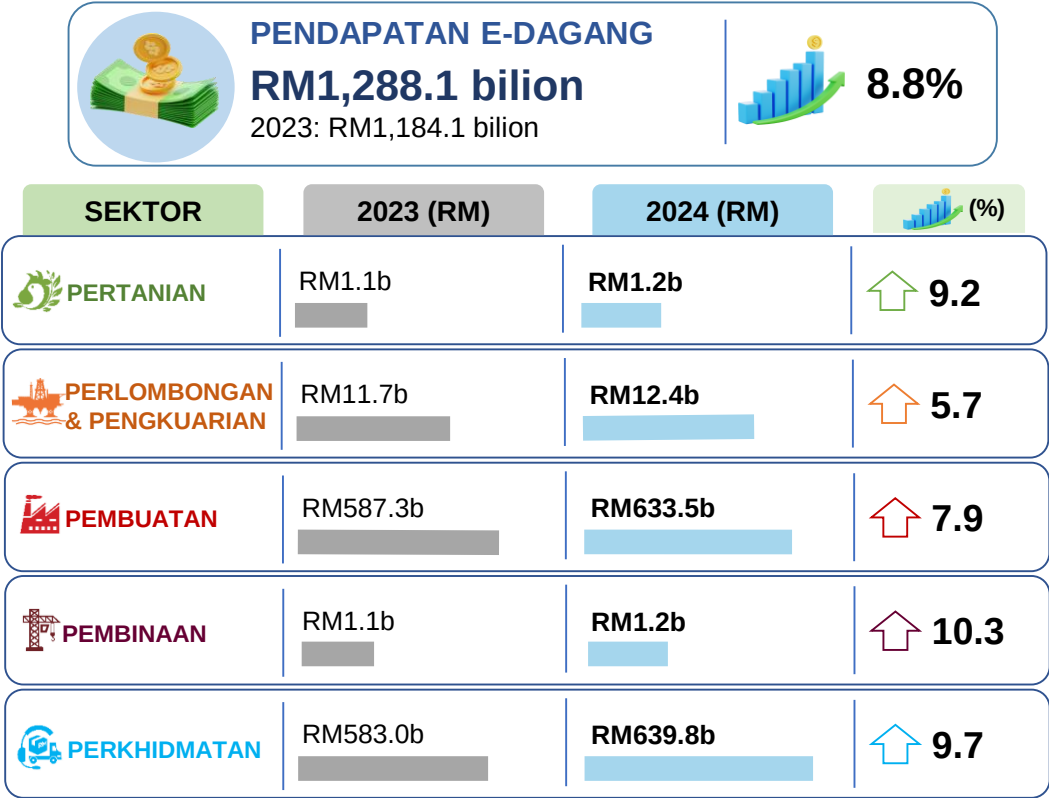


8. PENDAPATAN E-DAGANG

8.1 PENDAPATAN E-DAGANG MENGIKUT SEKTOR

Pendapatan daripada transaksi e-dagang terus menunjukkan pertumbuhan yang positif dengan nilai sebanyak RM1,288.1 bilion pada tahun 2024 berbanding RM1,184.1 bilion pada tahun 2023, mencatatkan kadar pertumbuhan tahunan sebanyak 8.8 peratus. Sektor Perkhidmatan merekodkan pendapatan tertinggi, iaitu RM639.8 bilion pada tahun 2024 berbanding RM583.0 bilion pada tahun 2023 dengan kadar pertumbuhan sebanyak 9.7 peratus. Seterusnya, sektor Pembuatan merekodkan pendapatan sebanyak RM633.5 bilion, meningkat 7.9 peratus berbanding tahun sebelumnya, seperti ditunjukkan di **Rajah 3**.

Rajah 3: Pendapatan E-Dagang mengikut Sektor, 2023 dan 2024



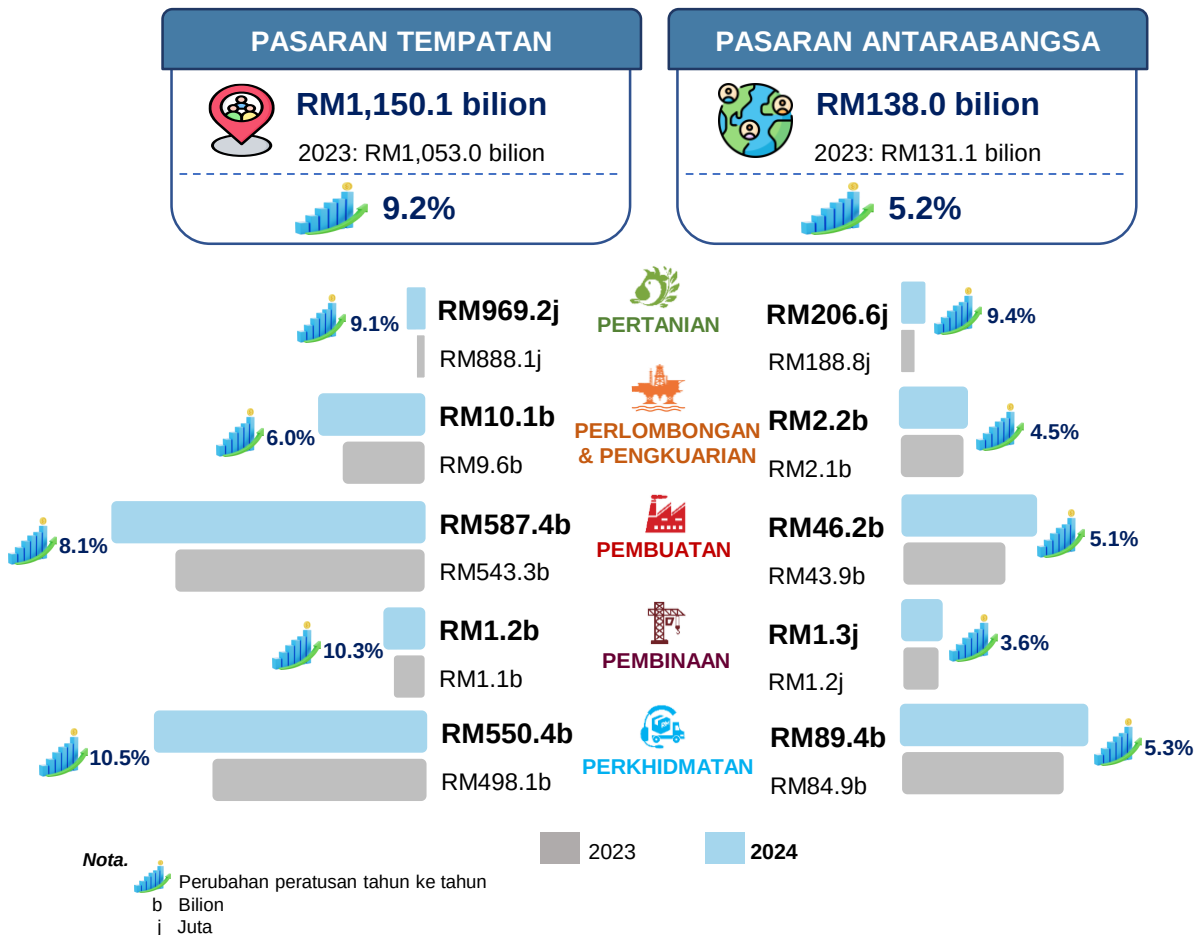
Nota.  Perubahan peratusan tahun ke tahun
b Bilion

8.2 PENDAPATAN E-DAGANG MENGIKUT JENIS PASARAN

Pendapatan e-dagang di Malaysia didominasi oleh pasaran tempatan yang merekodkan nilai sebanyak RM1,150.1 bilion pada tahun 2024 berbanding RM1,053.0 bilion pada tahun 2023, dengan kadar pertumbuhan tahunan sebanyak 9.2 peratus. Sektor Pembuatan kekal sebagai penyumbang utama dengan pendapatan sebanyak RM587.4 bilion, meningkat 8.1 peratus berbanding RM543.3 bilion pada tahun 2023.

Pasaran antarabangsa pula merekodkan pendapatan sebanyak RM138.0 bilion, meningkat 5.2 peratus berbanding RM131.1 bilion pada tahun sebelumnya. Dalam pasaran ini, sektor Perkhidmatan merupakan penyumbang utama dengan pendapatan sebanyak RM89.4 bilion pada tahun 2024 berbanding RM84.9 bilion pada tahun sebelumnya, mencatatkan kadar pertumbuhan sebanyak 5.3 peratus, seperti ditunjukkan di **Rajah 4**.

Rajah 4: Pendapatan E-Dagang mengikut Jenis Pasaran, 2023 dan 2024

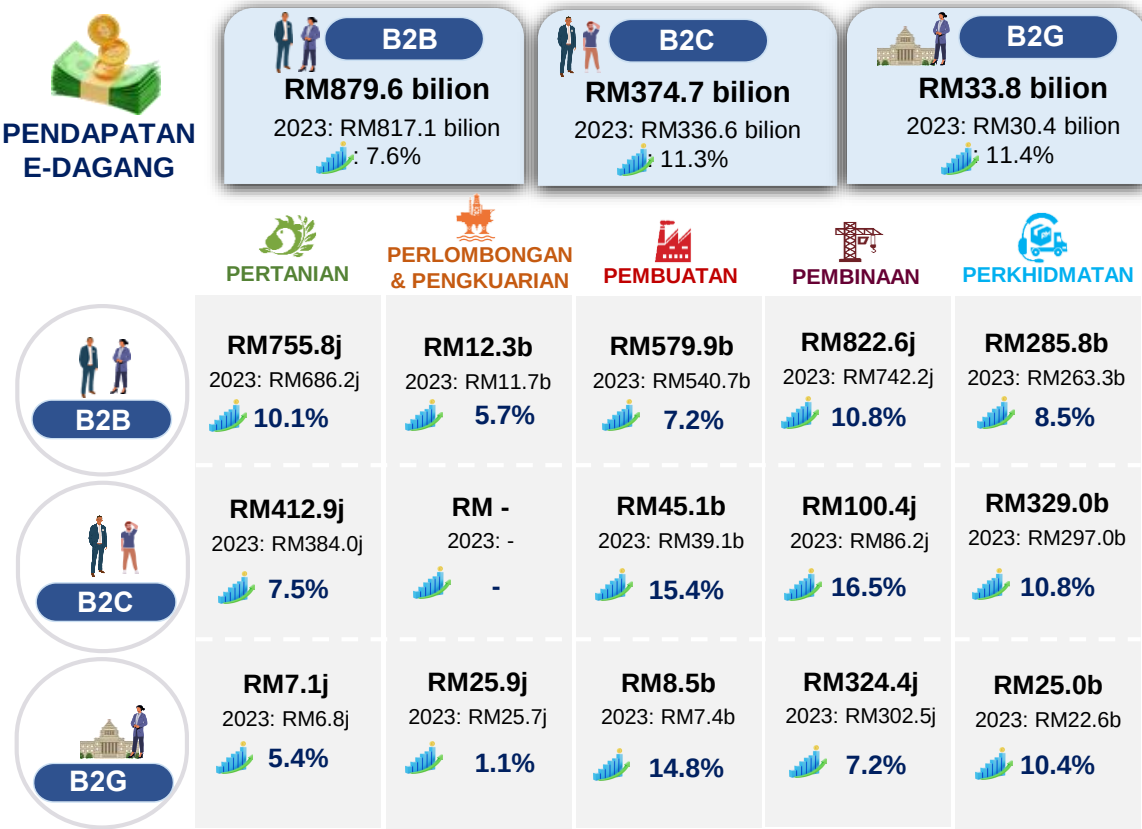


8.3 PENDAPATAN E-DAGANG MENGIKUT JENIS PELANGGAN

Pendapatan e-dagang melalui transaksi *Business-to-Business* (B2B) kekal sebagai penyumbang terbesar dengan jumlah RM879.6 bilion pada tahun 2024, meningkat sebanyak 7.6 peratus berbanding RM817.1 bilion pada tahun sebelumnya. Kategori *Business-to-Consumer* (B2C) pula mencatatkan pendapatan sebanyak RM374.7 bilion, meningkat 11.3 peratus berbanding RM336.6 bilion pada tahun sebelumnya. Sementara itu, kategori *Business-to-Government* (B2G) turut mencatatkan peningkatan sebanyak 11.4 peratus kepada RM33.8 bilion pada tahun 2024 berbanding RM30.4 bilion pada tahun sebelumnya.

Sektor Pembuatan kekal sebagai penyumbang utama bagi transaksi B2B dengan pendapatan sebanyak RM579.9 bilion, meningkat 7.2 peratus berbanding RM540.7 bilion pada tahun sebelumnya. Sektor Perkhidmatan pula mencatatkan pendapatan tertinggi bagi kategori B2C dan B2G dengan nilai masing-masing sebanyak RM329.0 bilion dan RM25.0 bilion, mencatatkan kadar pertumbuhan tahunan masing-masing sebanyak 10.8 peratus dan 10.4 peratus, seperti ditunjukkan di **Rajah 5**.

Rajah 5: Pendapatan E-Dagang mengikut Jenis Pelanggan, 2023 dan 2024



Nota.

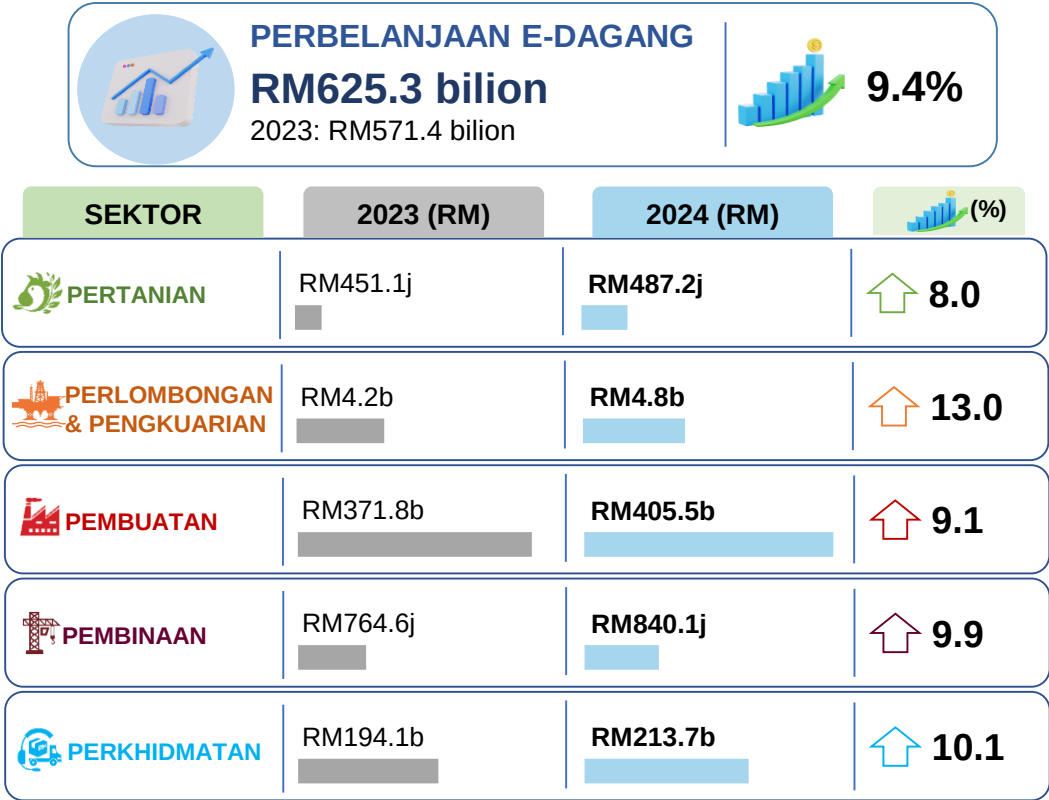
-  Perubahan peratusan tahun ke tahun
- b Bilion
- j Juta
- Data tidak tersedia

9. PERBELANJAAN E-DAGANG

9.1 PERBELANJAAN E-DAGANG MENGIKUT SEKTOR

Pada tahun 2024, jumlah perbelanjaan melalui transaksi e-dagang di Malaysia meningkat kepada RM625.3 bilion berbanding RM571.4 bilion pada tahun 2023, dengan kadar pertumbuhan tahunan sebanyak 9.4 peratus. Sektor Pembuatan mencatatkan perbelanjaan tertinggi dengan nilai RM405.5 bilion pada tahun 2024 berbanding RM371.8 bilion pada tahun sebelumnya, meningkat sebanyak 9.1 peratus. Ini diikuti oleh sektor Perkhidmatan yang merekodkan perbelanjaan sebanyak RM213.7 bilion berbanding RM194.1 bilion pada tahun 2023, dengan kadar pertumbuhan tahunan sebanyak 10.1 peratus, seperti ditunjukkan di **Rajah 6**. Walaupun sektor Pembuatan kekal merekodkan nilai perbelanjaan tertinggi, sektor Perkhidmatan mencatatkan kadar pertumbuhan yang lebih tinggi, menunjukkan pengembangan aktiviti e-dagang yang semakin rancak dalam sektor tersebut.

Rajah 6: Perbelanjaan E-Dagang mengikut sektor, 2023 dan 2024



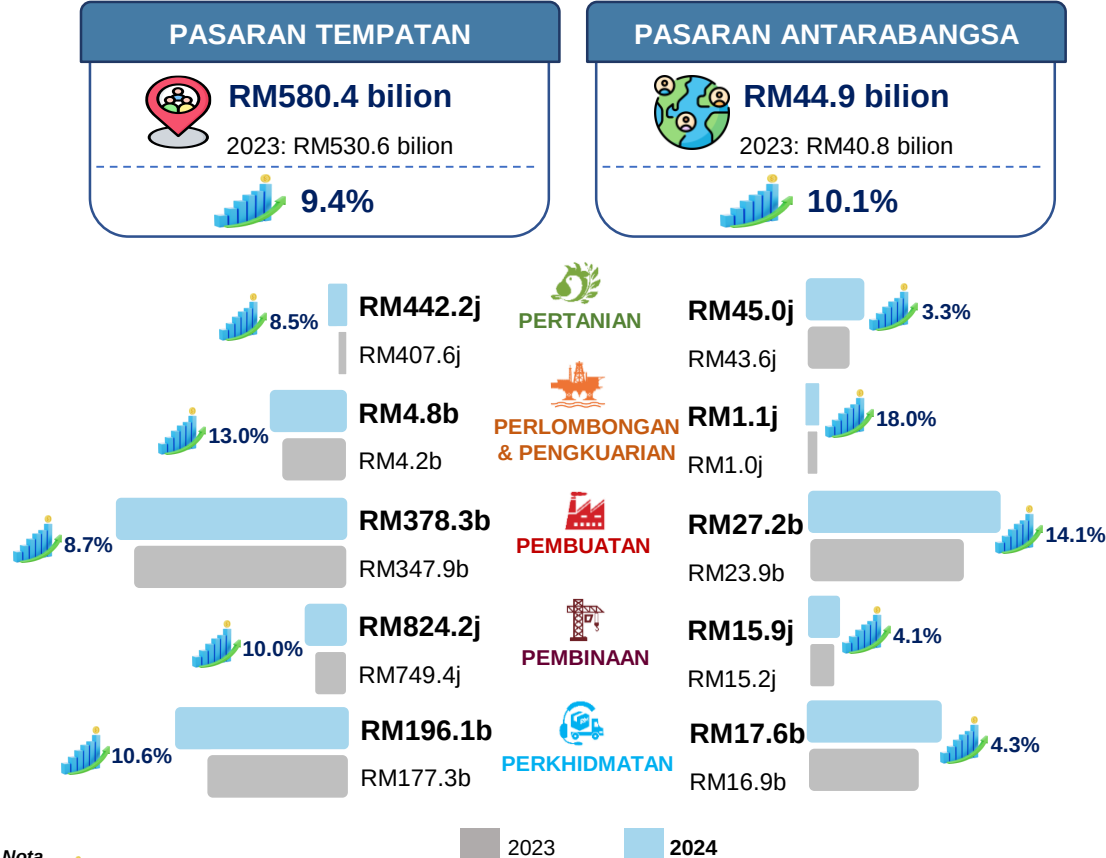
Nota:  Perubahan peratusan tahun ke tahun
b Bilion
j Juta

9.2 PERBELANJAAN E-DAGANG MENGIKUT JENIS PASARAN

Perbelanjaan e-dagang di Malaysia masih didominasi oleh pasaran tempatan yang mencatatkan nilai sebanyak RM580.4 bilion pada tahun 2024 berbanding RM530.6 bilion pada tahun 2023, dengan kadar pertumbuhan tahunan sebanyak 9.4 peratus. Pasaran antarabangsa pula mencatatkan perbelanjaan sebanyak RM44.9 bilion, meningkat 10.1 peratus berbanding RM40.8 bilion pada tahun sebelumnya.

Sektor Pembuatan kekal sebagai penyumbang utama bagi pasaran tempatan dan pasaran antarabangsa dengan perbelanjaan masing-masing sebanyak RM378.3 bilion (2023: RM347.9 bilion) dan RM27.2 bilion (2023: RM23.9 bilion). Prestasi ini mencerminkan pertumbuhan yang kukuh dengan kadar pertumbuhan masing-masing sebanyak 8.7 peratus bagi pasaran tempatan dan 14.1 peratus bagi pasaran antarabangsa, seperti ditunjukkan di **Rajah 7**.

Rajah 7: Perbelanjaan E-Dagang mengikut Jenis Pasaran, 2023 dan 2024



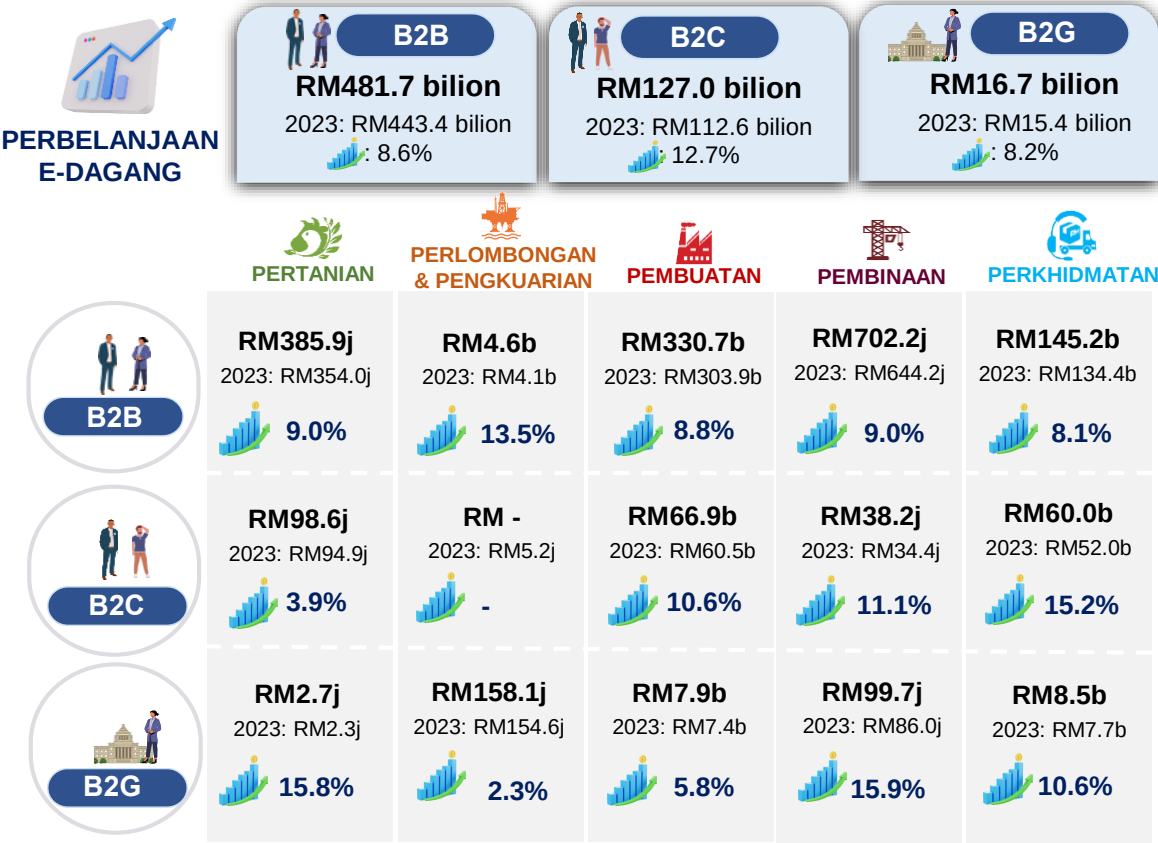
Nota. Perubahan peratusan tahun ke tahun
b Bilion
j Juta

9.3 PERBELANJAAN E-DAGANG MENGIKUT JENIS PELANGGAN

Pada tahun 2024, transaksi *Business-to-Business* (B2B) kekal sebagai penyumbang utama perbelanjaan e-dagang dengan nilai RM481.7 bilion, meningkat 8.6 peratus berbanding tahun sebelumnya. Sementara itu, transaksi *Business-to-Consumer* (B2C) merekodkan perbelanjaan sebanyak RM127.0 bilion dengan kadar pertumbuhan tertinggi, iaitu 12.7 peratus, diikuti oleh *Business-to-Government* (B2G) yang mencatatkan RM16.7 bilion, meningkat 8.2 peratus.

Sektor Pembuatan kekal sebagai penyumbang terbesar bagi transaksi B2B dengan jumlah perbelanjaan sebanyak RM330.7 bilion, meningkat 8.8 peratus berbanding tahun sebelumnya. Selain itu, sektor Pembuatan turut merekodkan perbelanjaan tertinggi bagi transaksi B2C dengan nilai RM66.9 bilion, meningkat 10.6 peratus. Bagi transaksi B2G pula, sektor Perkhidmatan mencatatkan perbelanjaan tertinggi sebanyak RM8.5 bilion, dengan kadar pertumbuhan sebanyak 10.6 peratus berbanding tahun sebelumnya, seperti ditunjukkan di Rajah 8.

Rajah 8: Perbelanjaan E-Dagang mengikut Jenis Pelanggan, 2023 dan 2024



Nota:

- Perubahan peratusan tahun ke tahun
- b Bilion
- j Juta
- Data tidak tersedia



SUMMARY OF FINDINGS



USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT

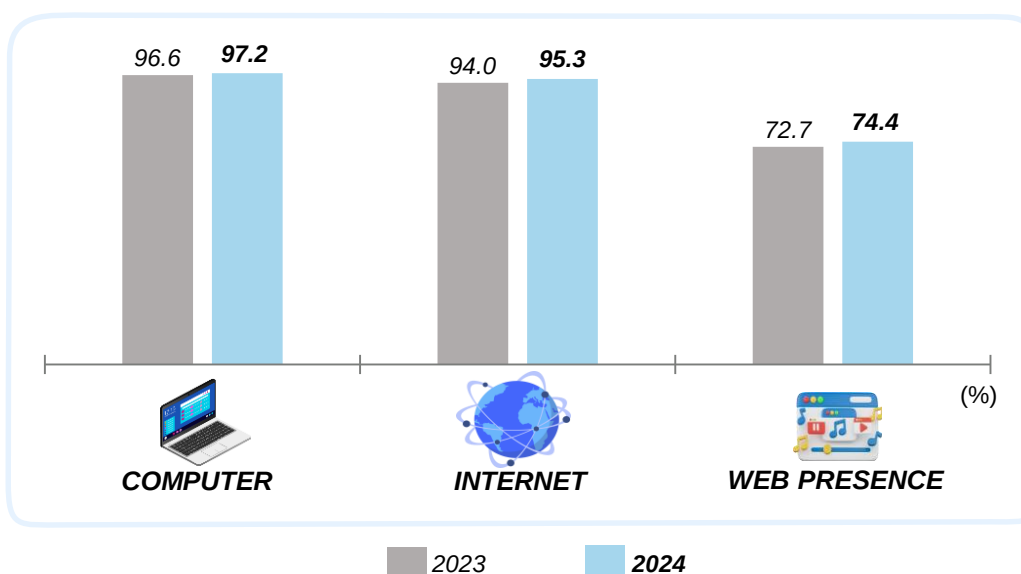
1. INTRODUCTION

The *Usage of ICT and E-Commerce by Establishments (ICTEC)*, 2025 publication presents statistics on ICT usage and e-commerce activities among establishments in Malaysia for the reference year 2024. The publication covers five major economic sectors, namely Agriculture, Mining & quarrying, Manufacturing, Construction and Services.

2. USAGE OF ICT

In 2024, 97.2 per cent of establishments reported using computers, including personal computers, laptops and tablets, representing an increase of 0.6 percentage points from 96.6 per cent in 2023. A similar upward trend was observed in internet usage, with 95.3 per cent of establishments having Internet access compared to 94.0 per cent in the previous year. The increase reflects the Government's continued efforts to strengthen digital infrastructure and expand digital connectivity nationwide. In addition, the proportion of establishments with a web presence increased to 74.4 per cent in 2024 from 72.7 per cent in 2023, as shown in **Chart 1**.

Chart 1: Usage of Computer, Internet and Web Presence, 2023 and 2024

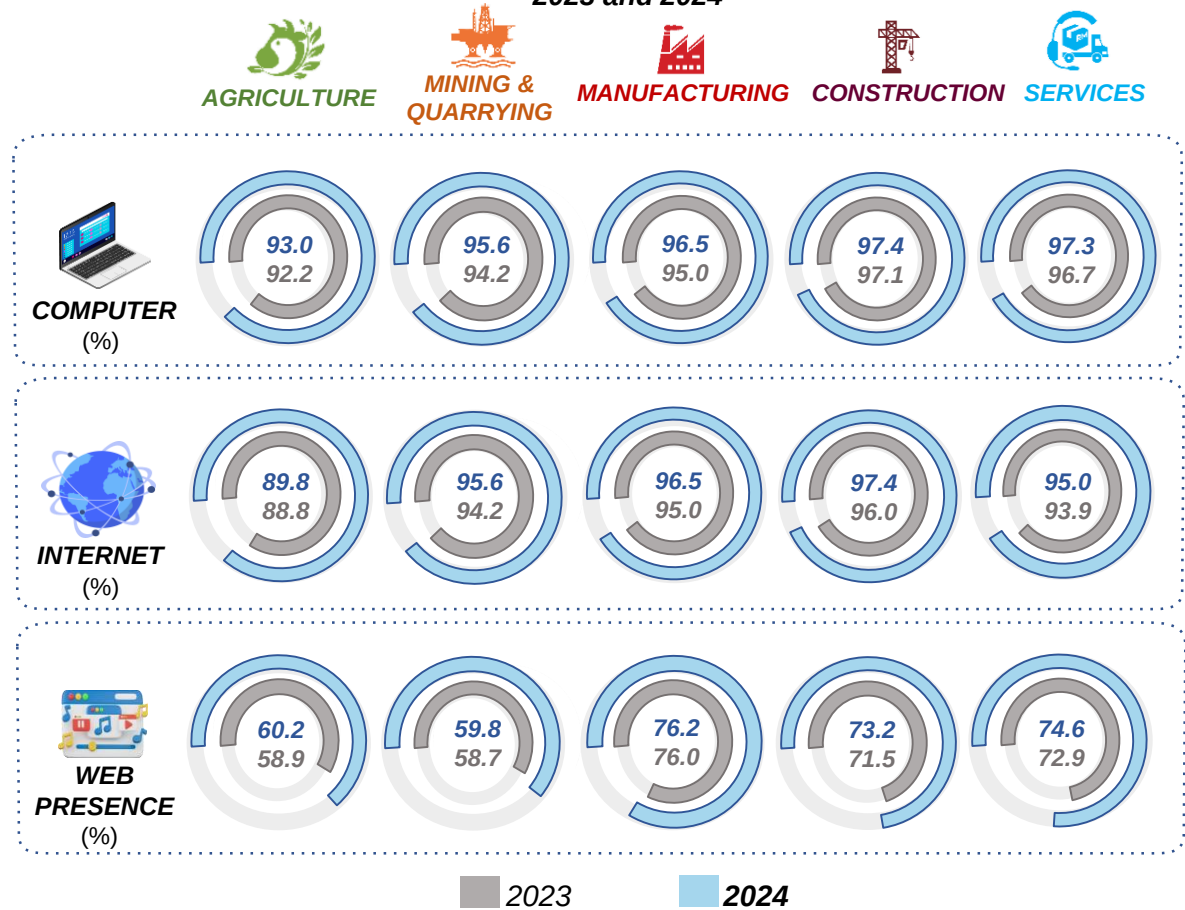


2.1 USAGE OF ICT BY SECTOR

Figure 1 presents the usage of computers, the Internet and web presence by sector for 2023 and 2024. The Construction sector recorded the highest proportion of establishments using computers, at 97.4 per cent in 2024 compared to 97.1 per cent in 2023. The sector also recorded the highest Internet usage, with 97.4 per cent of establishments having Internet access in 2024, up from 96.0 per cent in the previous year.

Meanwhile, the Manufacturing sector recorded the highest proportion of establishments with a web presence, at 76.2 per cent in 2024 compared to 76.0 per cent in 2023. This increase reflects establishments' continued commitment to expanding the adoption of digital technologies to enhance operational efficiency and strengthen competitiveness within their respective sectors.

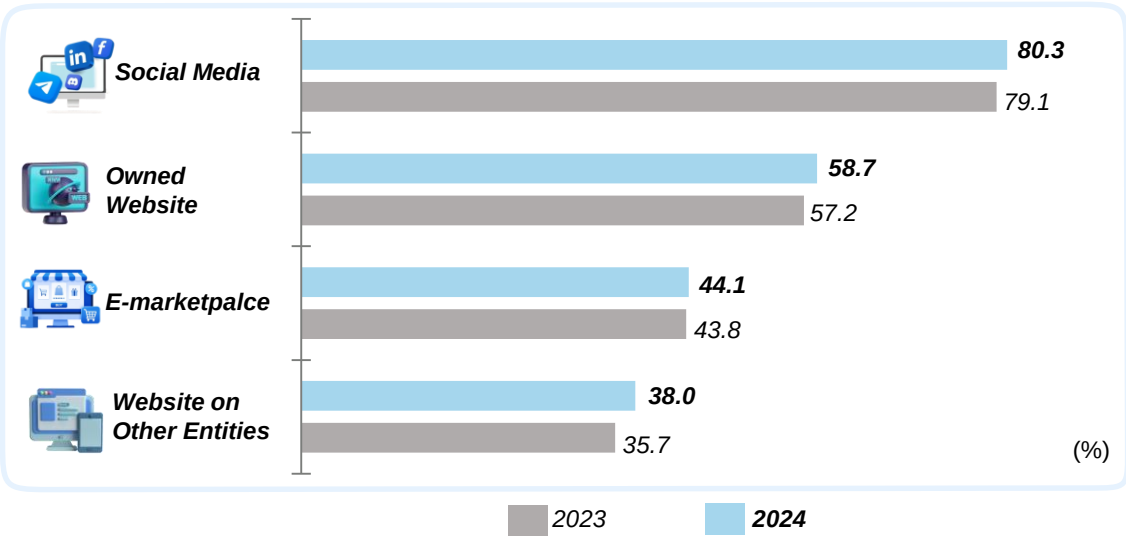
Figure 1: Usage of Computer, Internet and Web Presence by Sector, 2023 and 2024



3. TYPES OF WEB PRESENCE OWNERSHIP

Chart 2 illustrates the types of web presence used by establishments for 2023 and 2024. Social media remained the most widely used platform, with usage increasing to 80.3 per cent in 2024 from 79.1 per cent in the previous year. The use of own websites also increased to 58.7 per cent in 2024 compared to 57.2 per cent in 2023. In addition, the use of e-marketplaces increased to 44.1 per cent in 2024 from 43.8 per cent in 2023. The use of websites hosted by other entities also rose to 38.0 per cent compared to 35.7 per cent in the previous year. This development reflects establishments' continued efforts to expand their digital presence through various online platforms to broaden market reach, strengthen customer engagement and enhance business competitiveness.

Chart 2: Types of Web Presence Ownership, 2023 and 2024

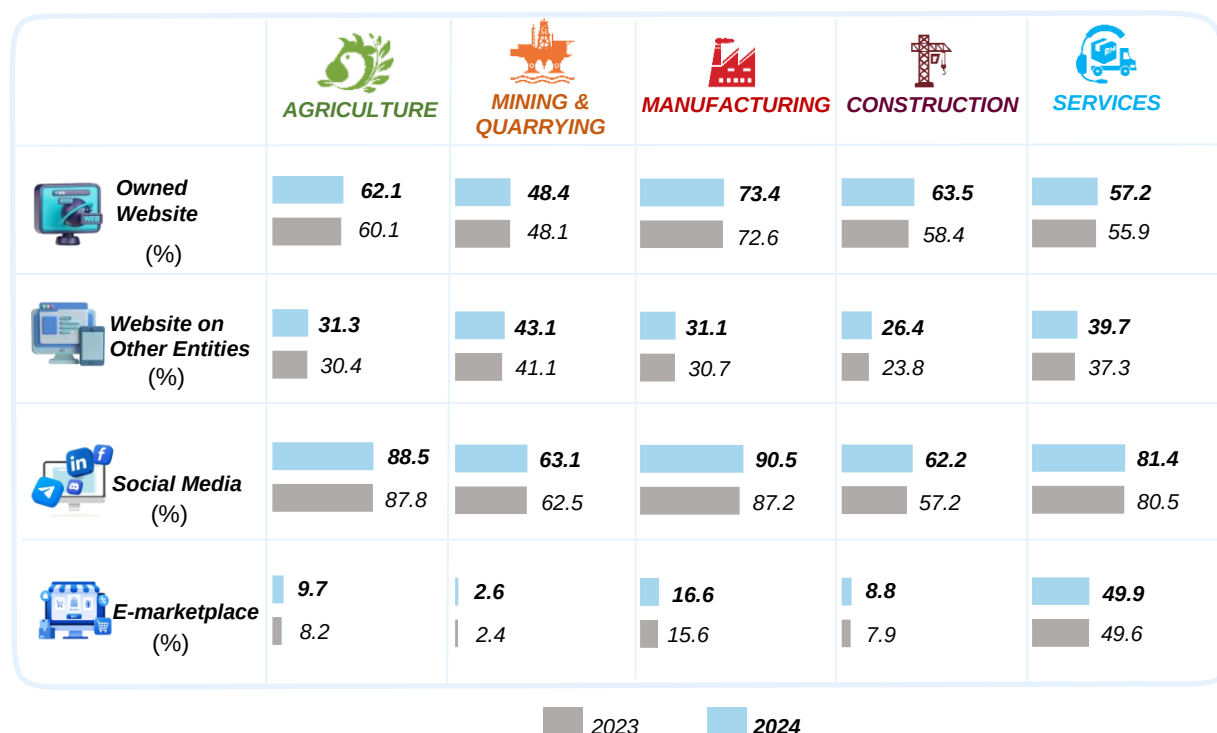


3.1 TYPES OF WEB PRESENCE OWNERSHIP BY SECTOR

Chart 3 shows the types of web presence used by establishments by sector for 2023 and 2024. In terms of social media usage, the Manufacturing sector recorded the highest proportion at 90.5 per cent in 2024, compared to 87.2 per cent in the previous year, followed by the Agriculture sector at 88.5 per cent. The Manufacturing sector also recorded the highest proportion of establishments using own websites, at 73.4 per cent in 2024 compared to 72.6 per cent in the previous year.

Meanwhile, the Mining & quarrying sector recorded the highest proportion of establishments using websites hosted by other entities, at 43.1 per cent in 2024, up from 41.1 per cent in 2023. In addition, the Services sector recorded the highest use of e-marketplaces, at 49.9 per cent in 2024 compared to 49.6 per cent in the previous year.

Chart 3: Types of Web Presence Ownership by Sector, 2023 and 2024

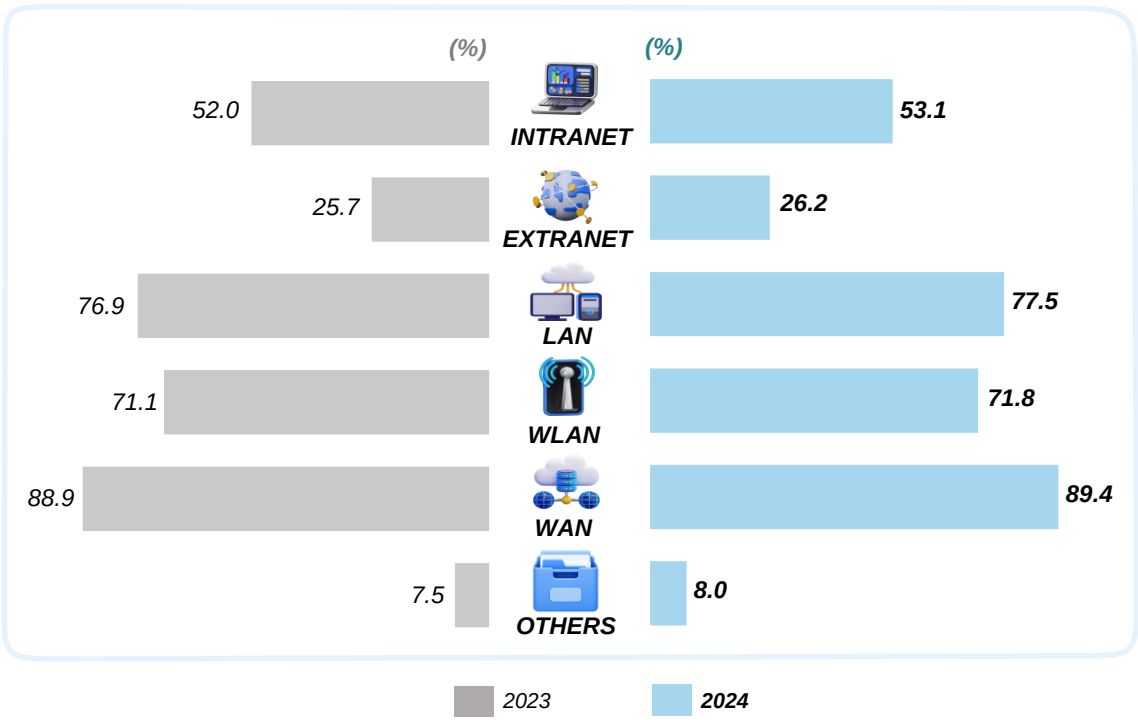


4. **COMPUTER NETWORK INFRASTRUCTURE**

In 2024, the use of computer network infrastructure continued to increase compared with the previous year. Wide Area Networks (WAN) recorded the highest usage at 89.4 per cent, up from 88.9 per cent in 2023. The use of Local Area Networks (LAN) also increased to 77.5 per cent from 76.9 per cent in the previous year. Similarly, the use of Wireless Local Area Networks (WLAN) rose to 71.8 per cent from 71.1 per cent in the previous year.

In addition, the use of intranets increased to 53.1 per cent in 2024 from 52.0 per cent in the previous year. The use of extranets also increased to 26.2 per cent from 25.7 per cent in 2023. The use of other types of computer network infrastructure rose to 8.0 per cent from 7.5 per cent in the previous year. Overall, as shown in **Chart 4**, the adoption of various types of computer network infrastructure continued to increase between 2023 and 2024.

Chart 4: Types of Computer Network Infrastructure Usage, 2023 and 2024

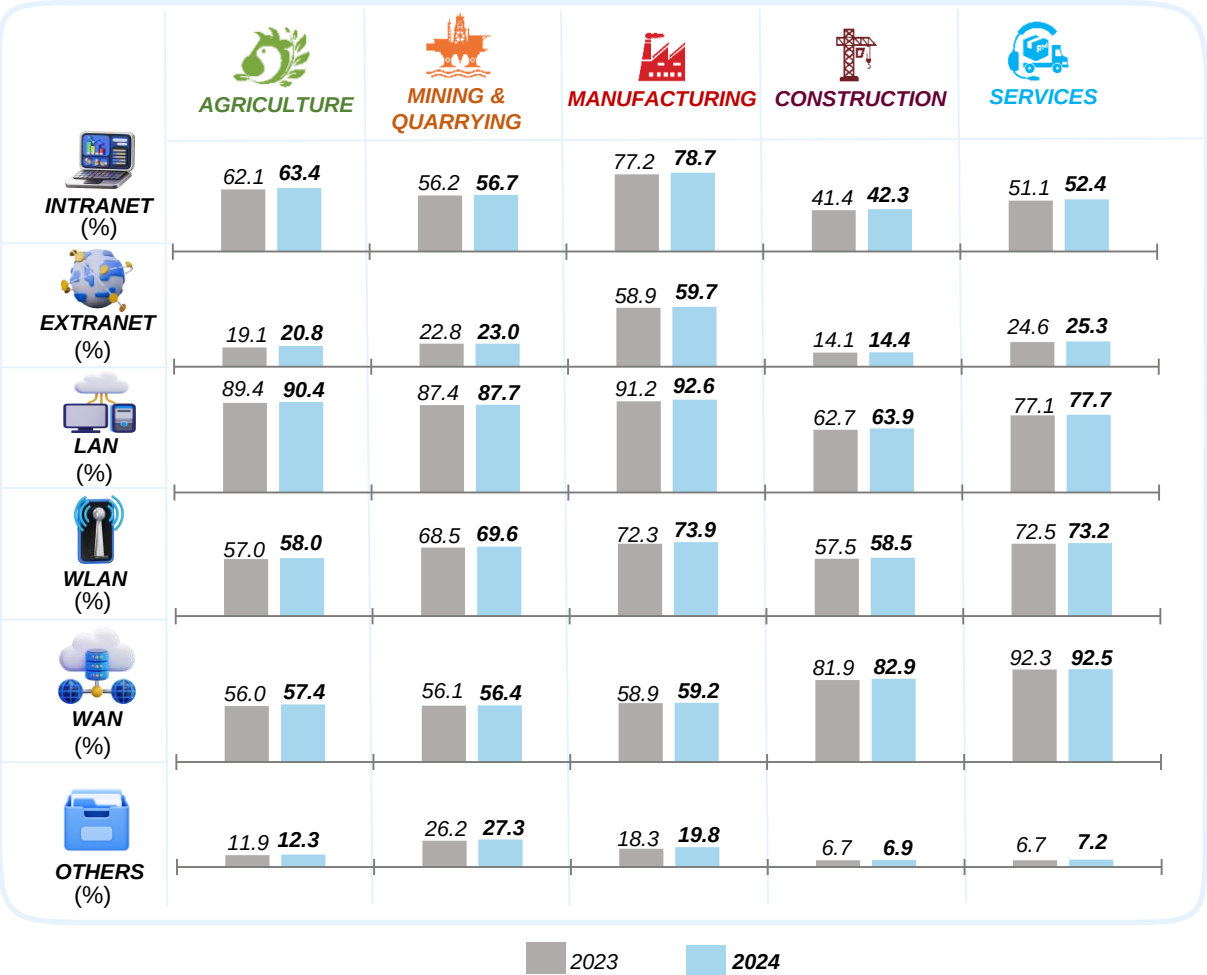


4.1 COMPUTER NETWORK INFRASTRUCTURE BY SECTOR

As shown in **Chart 5**, the Manufacturing sector recorded the highest usage rates for several types of network technologies, particularly intranets (78.7%), extranets (59.7%), LAN (92.6%) and WLAN (73.9%). Meanwhile, the Services sector recorded the highest usage of WAN, at 92.5 per cent. These findings indicate the increasing adoption of network infrastructure to support business operations, facilitate information sharing and strengthen the efficiency of digital systems.

For the category of other network infrastructure, the Mining & quarrying sector recorded the highest usage at 27.3 per cent. This category comprises Metropolitan Area Networks (MAN), Storage Area Networks (SAN) and Personal Area Networks (PAN), which are adopted according to establishments' operational requirements and network capacity.

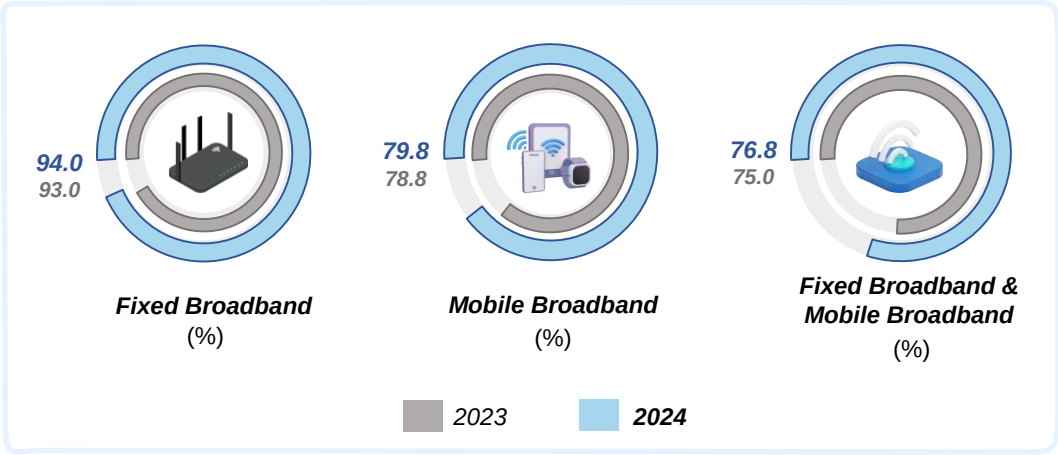
Chart 5: Types of Computer Network Infrastructure Usage by Sector, 2023 and 2024



5. TYPES OF INTERNET ACCESS

As shown in **Figure 2**, the use of fixed broadband reached 94.0 per cent in 2024, up from 93.0 per cent in 2023. Mobile broadband usage also increased to 79.8 per cent from 78.8 per cent in the previous year. In addition, the proportion of establishments using both fixed and mobile broadband rose to 76.8 per cent in 2024, compared to 75.0 per cent in 2023. This increase reflects establishments' growing need for stable and flexible Internet connectivity to support business operations and the implementation of a wide range of digital applications and services.

Figure 2: Types of Internet Access, 2023 and 2024



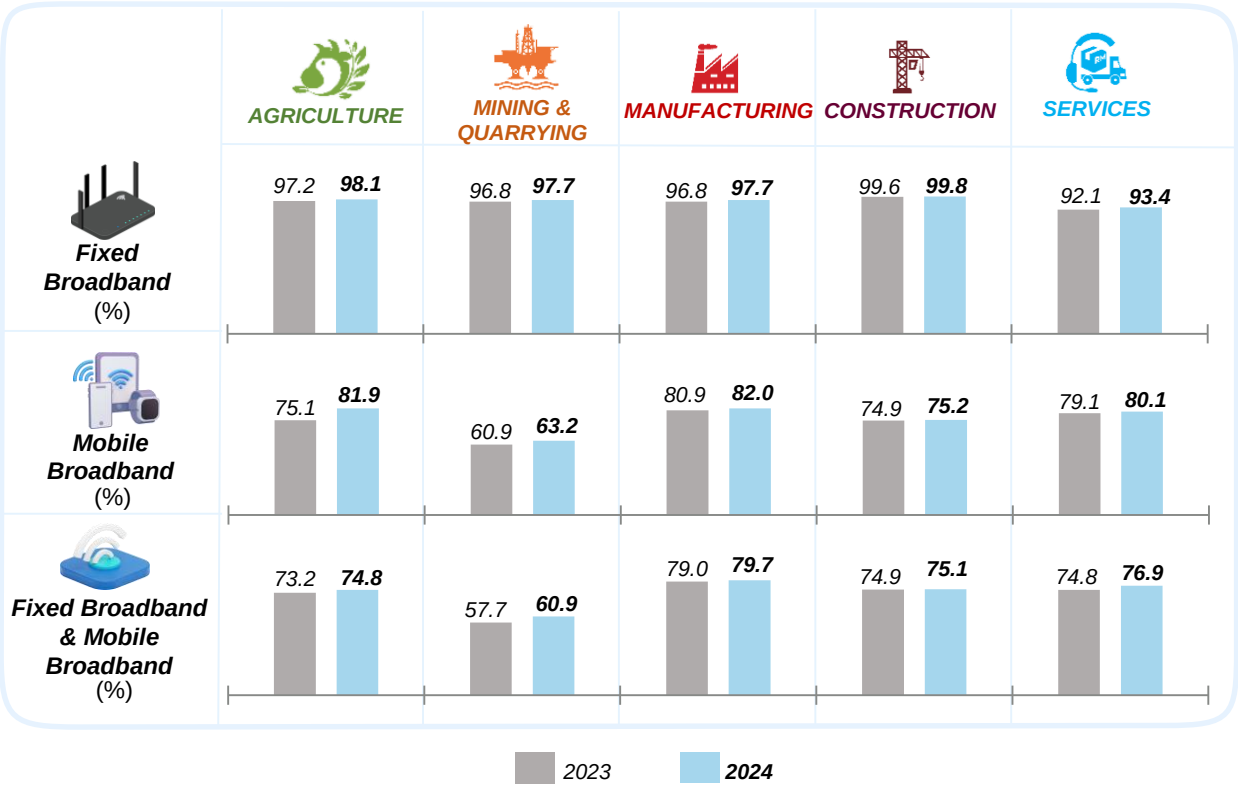
5.1 TYPES OF INTERNET ACCESS BY SECTOR

Chart 6 presents Internet access by sector for 2023 and 2024. The Construction sector recorded the highest usage of fixed broadband in 2024 at 99.8 per cent, up from 99.6 per cent in the previous year. The Agriculture sector also recorded a high usage rate of 98.1 per cent, compared to 97.2 per cent in 2023.

For mobile broadband, the Manufacturing sector recorded the highest usage rate at 82.0 per cent in 2024, up from 80.9 per cent in the previous year. This was followed by the Agriculture sector at 81.9 per cent, an increase from 75.1 per cent in 2023.

In terms of the use of both fixed and mobile broadband, the Manufacturing sector also recorded the highest proportion at 79.7 per cent in 2024, compared to 79.0 per cent in the previous year. Meanwhile, the Services sector recorded the second-highest proportion at 76.9 per cent, up from 74.8 per cent in 2023.

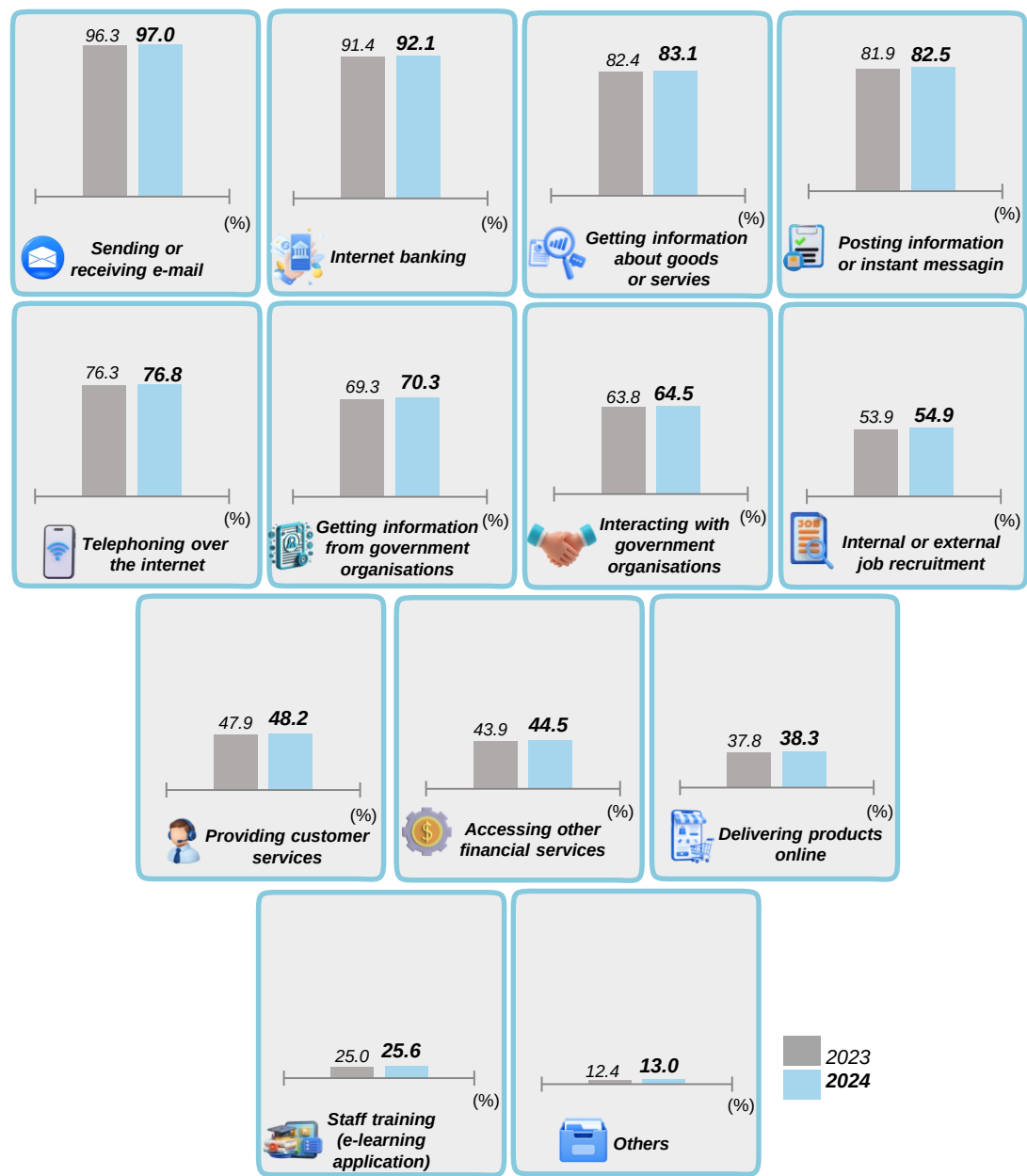
Chart 6: Types of Internet Access by Sector, 2023 and 2024



6. PURPOSE OF INTERNET USAGE

Chart 7 presents the purposes of Internet use among establishments for 2023 and 2024. The most common purpose of internet use was sending and receiving e-mails, with 97.0 per cent of establishments reporting this activity in 2024, compared to 96.3 per cent in the previous year. In addition, the use of the internet for internet banking increased to 92.1 per cent from 91.4 per cent in 2023, reflecting the growing adoption of digital platforms for managing financial transactions. These developments indicate that the internet continues to play a vital role in supporting communication, financial transactions and the day-to-day operations of establishments more efficiently.

Chart 7: Purpose of Internet Usage by Establishments, 2023 and 2024

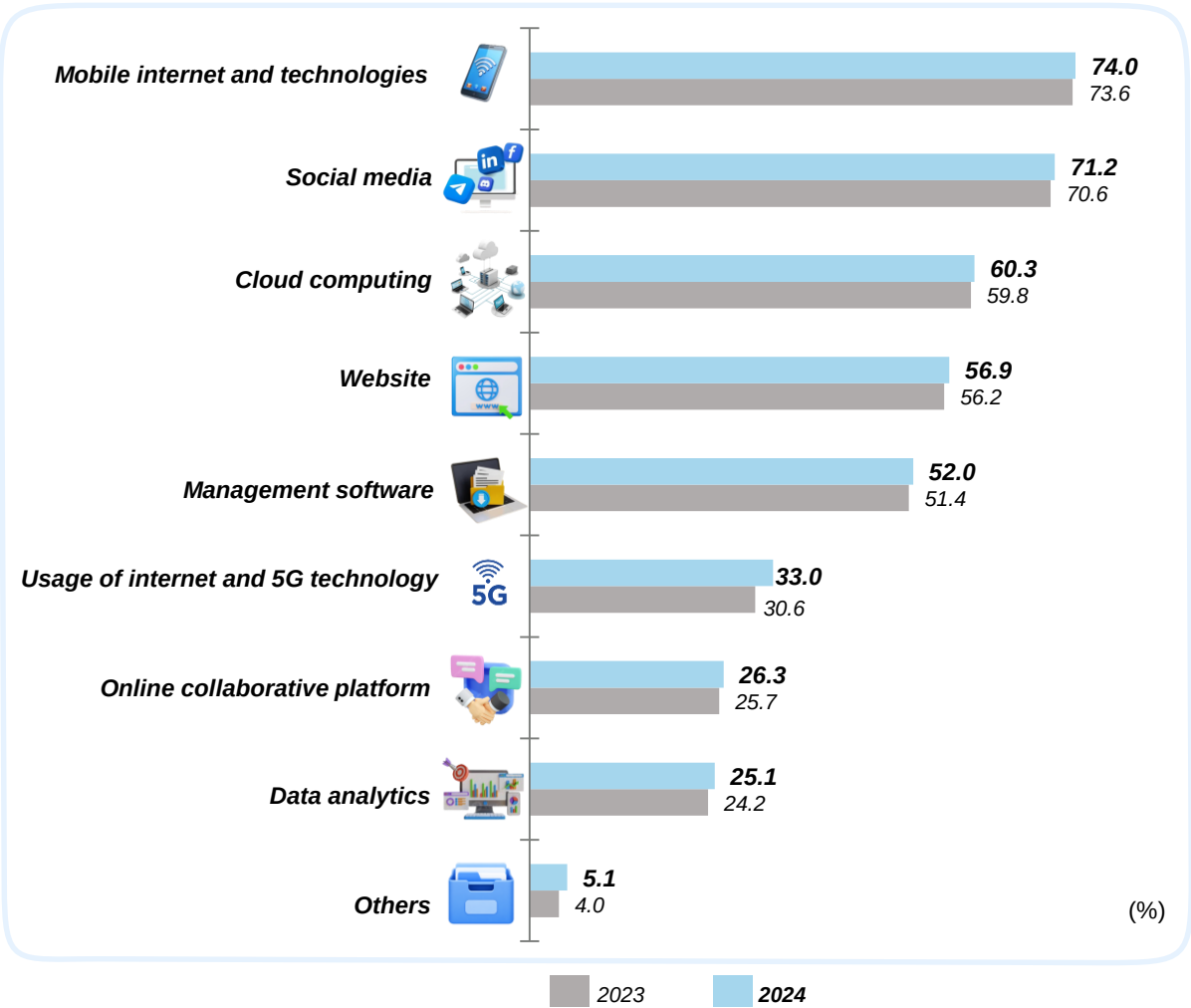


7. USAGE OF DIGITAL TECHNOLOGY

Chart 8 presents the level of digital technology usage among establishments for 2023 and 2024. Mobile internet and technologies recorded the highest usage rate at 74.0 per cent in 2024, compared to 73.6 per cent in the previous year. Social media usage also increased to 71.2 per cent from 70.6 per cent in 2023, followed by cloud computing, which rose to 60.3 per cent from 59.8 per cent in the previous year.

In addition, the use of internet and 5G technology recorded the highest increase, rising by 2.4 percentage points to 33.0 per cent in 2024 from 30.6 per cent in the previous year. This reflects the growing adoption of next-generation communication technologies among establishments.

Chart 8: Usage of Digital Technology, 2023 and 2024

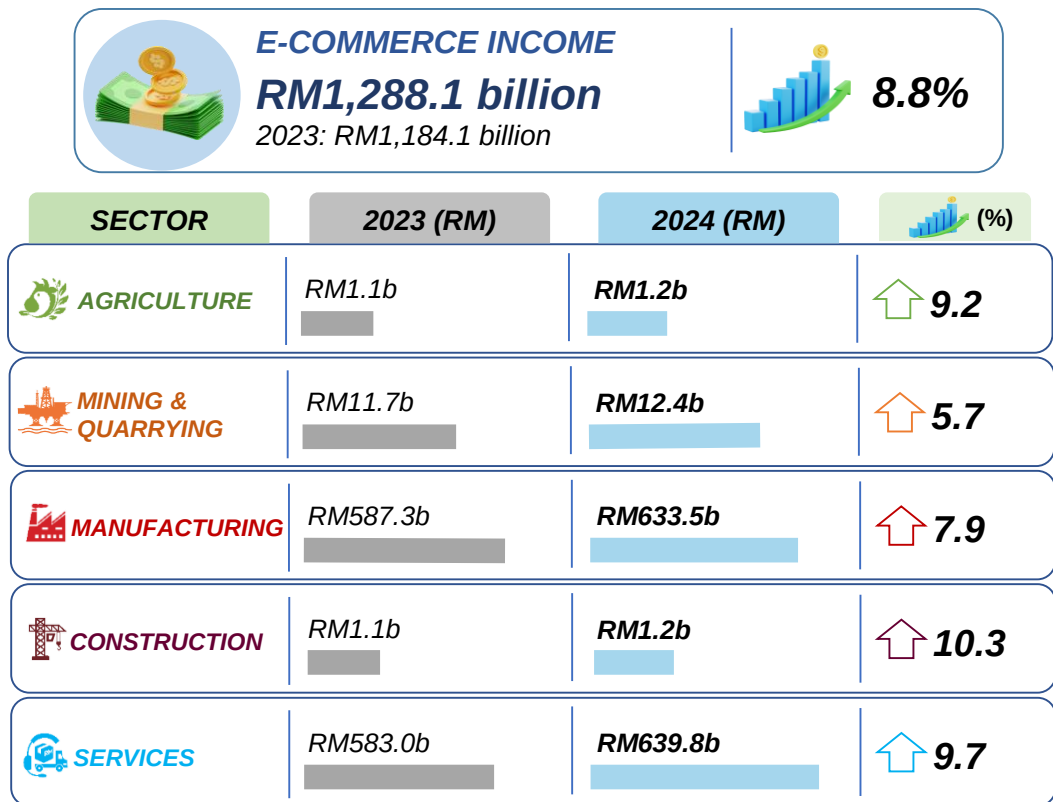


8. E-COMMERCE INCOME

8.1 E-COMMERCE INCOME BY SECTOR

Income from e-commerce transactions continued to record positive growth, reaching RM1,288.1 billion in 2024, compared to RM1,184.1 billion in 2023, representing an annual growth rate of 8.8 per cent. The Services sector recorded the highest e-commerce income at RM639.8 billion in 2024, up from RM583.0 billion in 2023, with a growth rate of 9.7 per cent. This was followed by the Manufacturing sector, which recorded e-commerce income of RM633.5 billion, an increase of 7.9 per cent compared to the previous year, as shown in **Figure 3**.

Figure 3: E-Commerce Income by Sector, 2023 and 2024



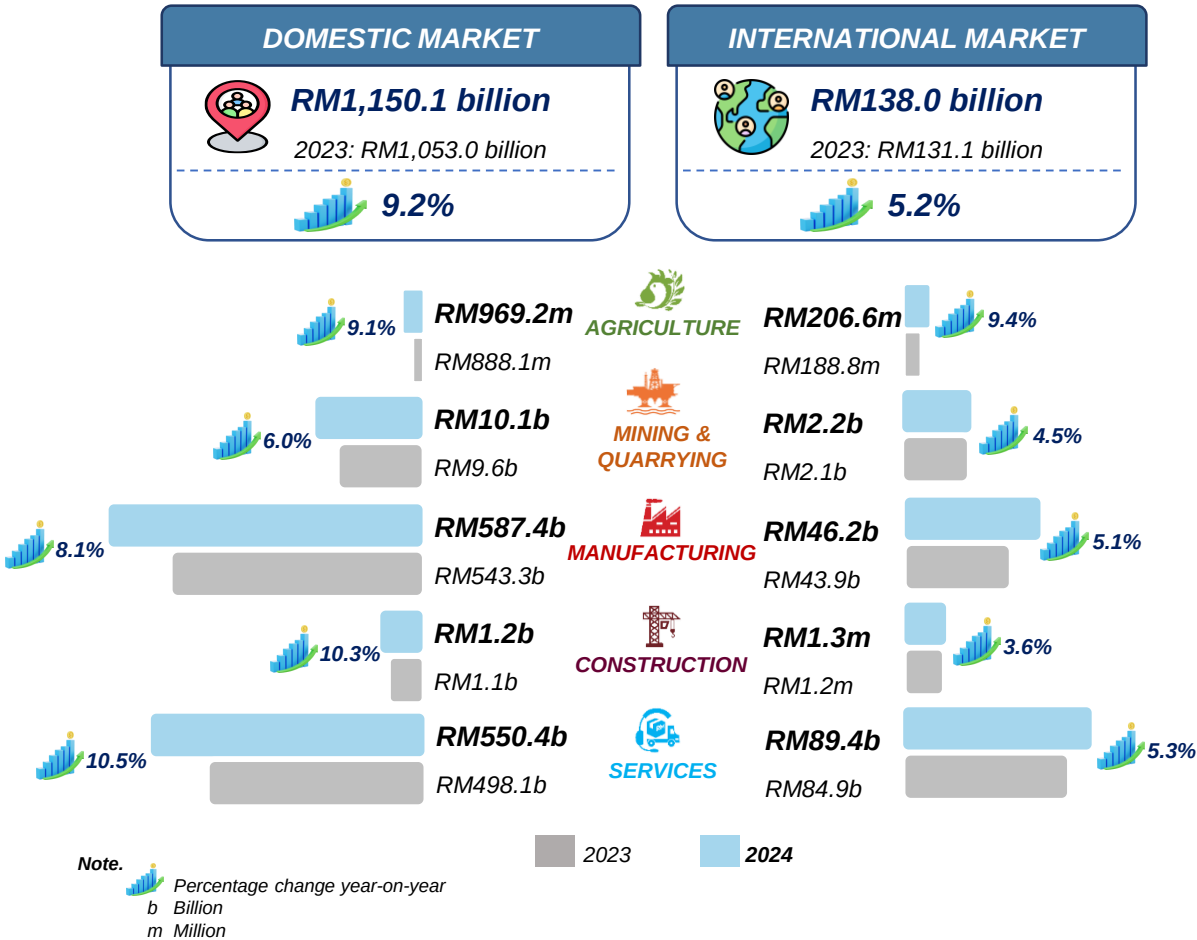
Note.  Percentage change year-on-year
b Billion

8.2 E-COMMERCE INCOME BY TYPE OF MARKET

Malaysia's e-commerce income continued to be dominated by the domestic market, which recorded a value of RM1,150.1 billion in 2024 compared to RM1,053.0 billion in 2023, representing an annual growth rate of 9.2 per cent. The Manufacturing sector remained the largest contributor, recording e-commerce income of RM587.4 billion, an increase of 8.1 per cent from RM543.3 billion in 2023.

Meanwhile, the international market recorded e-commerce income of RM138.0 billion in 2024, up 5.2 per cent from RM131.1 billion in the previous year. Within the international market, the Services sector was the largest contributor, recording e-commerce income of RM89.4 billion in 2024 compared to RM84.9 billion in the previous year, representing a growth rate of 5.3 per cent, as shown in **Figure 4**.

Figure 4: E-Commerce Income by Type of Market, 2023 and 2024

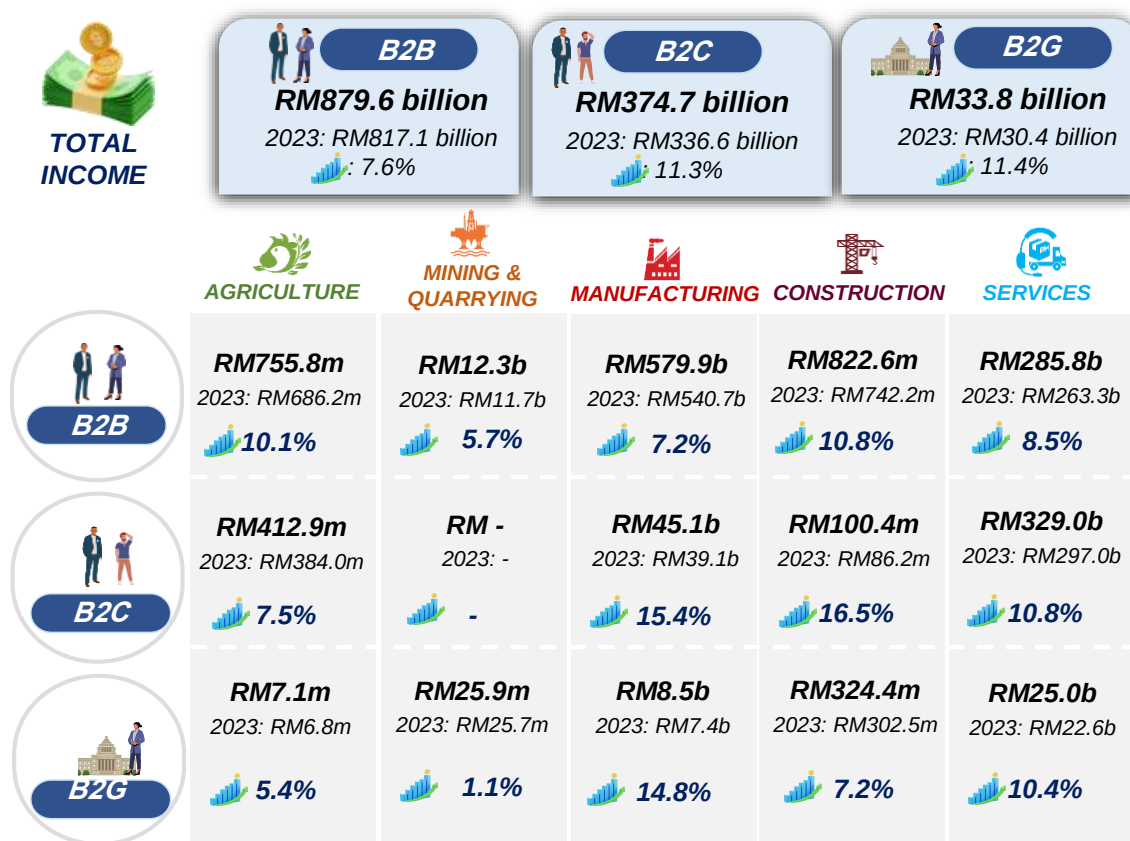


8.3 E-COMMERCE INCOME BY TYPE OF CUSTOMER

E-commerce income from Business-to-Business (B2B) transactions remained the largest contributor, amounting to RM879.6 billion in 2024, an increase of 7.6 per cent from RM817.1 billion in the previous year. Meanwhile, Business-to-Consumer (B2C) transactions recorded e-commerce income of RM374.7 billion, up 11.3 per cent from RM336.6 billion in the previous year. Business-to-Government (B2G) transactions also recorded an increase of 11.4 per cent, reaching RM33.8 billion in 2024 from RM30.4 billion in the previous year.

The Manufacturing sector remained the largest contributor to B2B transactions, with e-commerce income of RM579.9 billion, an increase of 7.2 per cent from RM540.7 billion in the previous year. Meanwhile, the Services sector recorded the highest e-commerce income in both the B2C and B2G categories, at RM329.0 billion and RM25.0 billion, respectively, representing annual growth rates of 10.8 per cent and 10.4 per cent, as shown in **Figure 5**.

Figure 5: E-Commerce Income by Type of Customer, 2023 and 2024



Note:

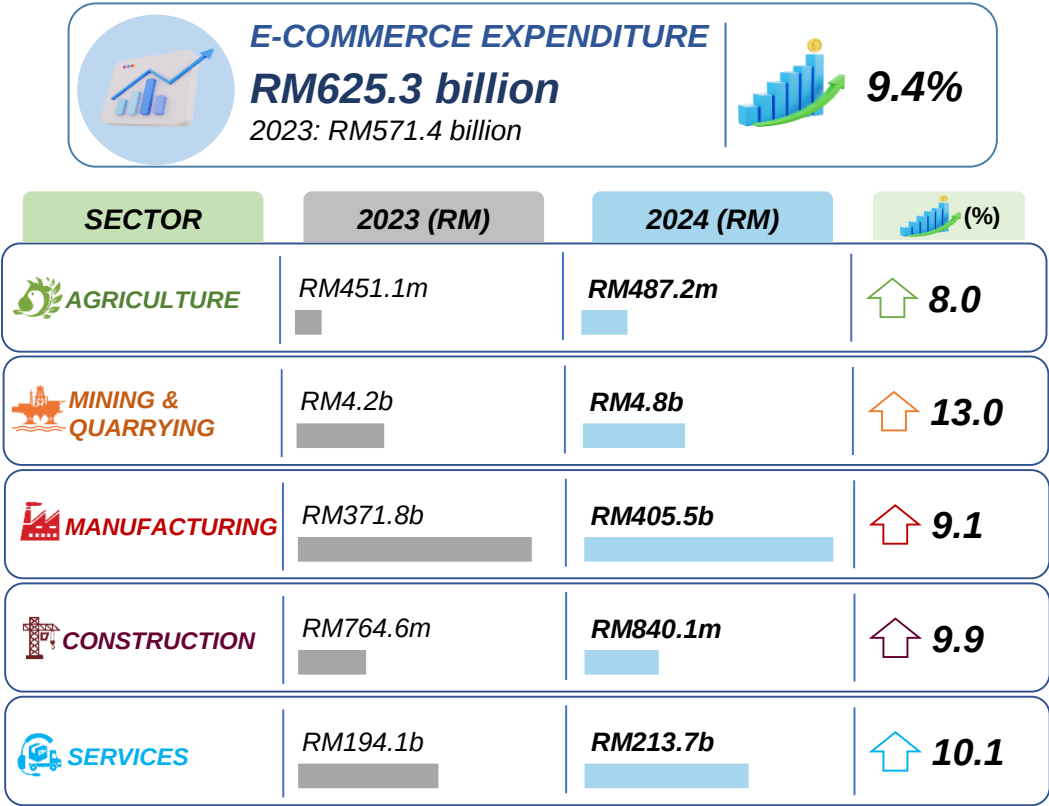
Percentage change year-on-year
b Billion
m Million
'-' Data not available

9. E-COMMERCE EXPENDITURE

9.1 E-COMMERCE EXPENDITURE BY SECTOR

In 2024, total e-commerce expenditure in Malaysia increased to RM625.3 billion compared to RM571.4 billion in 2023, representing an annual growth rate of 9.4 per cent. The Manufacturing sector recorded the highest e-commerce expenditure at RM405.5 billion in 2024, compared to RM371.8 billion in the previous year, an increase of 9.1 per cent. This was followed by the Services sector, which recorded e-commerce expenditure of RM213.7 billion, up from RM194.1 billion in 2023, representing an annual growth rate of 10.1 per cent, as shown in **Figure 6**. Although the Manufacturing sector continued to record the highest value of e-commerce expenditure, the Services sector registered a higher growth rate, reflecting the continued expansion of e-commerce activities within the sector.

Figure 6: E-Commerce Expenditure by Sector 2023 & 2024



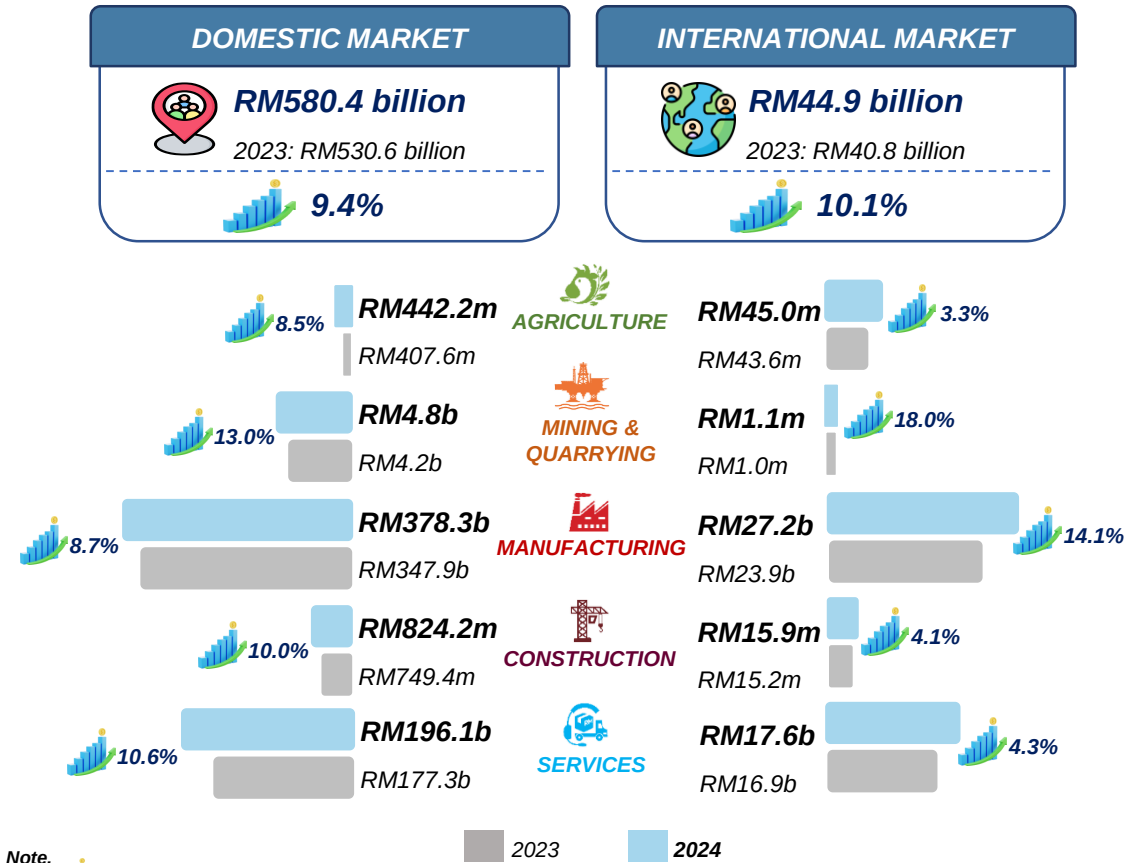
Note:  Percentage change year-on-year
b Billion
m Million

9.2 E-COMMERCE EXPENDITURE BY TYPE OF MARKET

Malaysia's e-commerce expenditure continued to be dominated by the domestic market, which recorded a value of RM580.4 billion in 2024 compared to RM530.6 billion in 2023, representing an annual growth rate of 9.4 per cent. Meanwhile, the international market recorded e-commerce expenditure of RM44.9 billion, an increase of 10.1 per cent from RM40.8 billion in the previous year.

The Manufacturing sector remained the largest contributor to both the domestic and international markets, recording e-commerce expenditure of RM378.3 billion (2023: RM347.9 billion) and RM27.2 billion (2023: RM23.9 billion), respectively. This performance reflects robust growth, with annual growth rates of 8.7 per cent in the domestic market and 14.1 per cent in the international market, as illustrates in Figure 7.

Figure 7: E-Commerce Expenditure by Type of Market, 2023 and 2024



Note. Percentage change year-on-year
b Billion
m Million

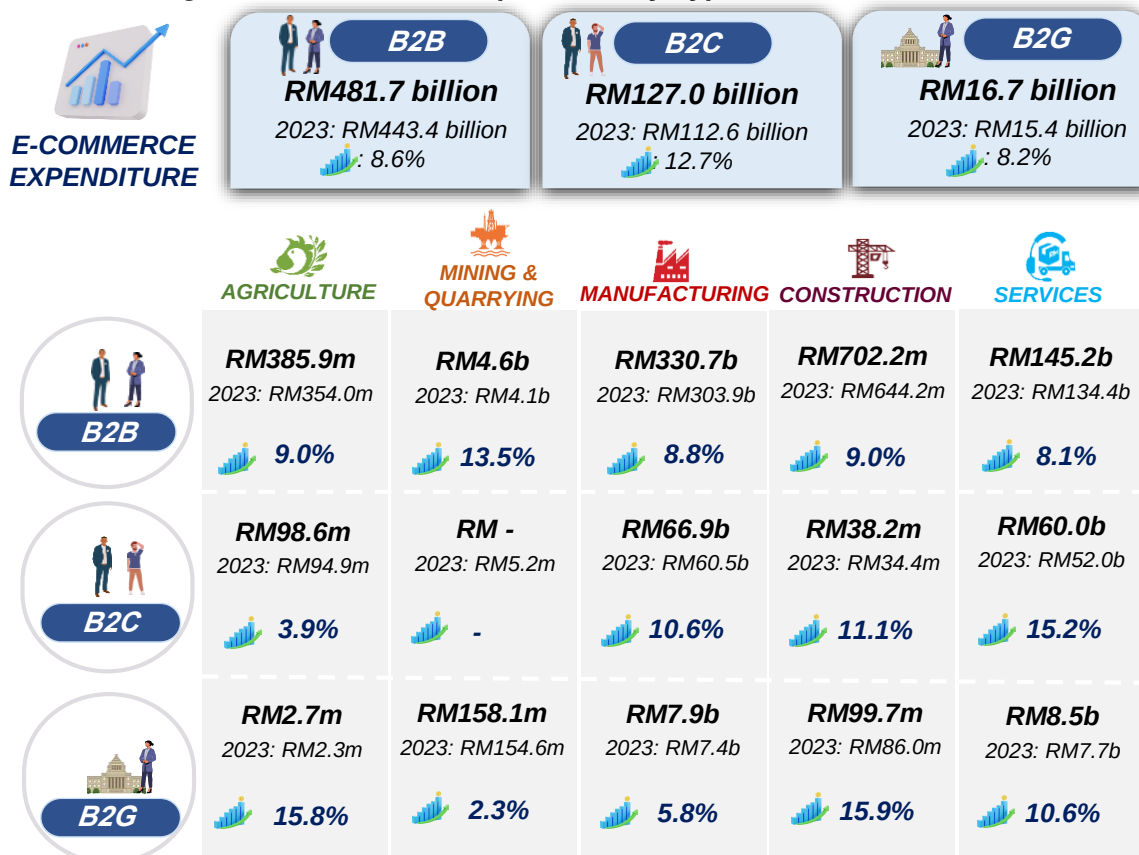
2023 2024

9.3 E-COMMERCE EXPENDITURE BY TYPE OF CUSTOMER

Business-to-Business (B2B) transactions remained the largest contributor to e-commerce expenditure, amounting to RM481.7 billion in 2024, an increase of 8.6 per cent from the previous year. Meanwhile, Business-to-Consumer (B2C) transactions recorded e-commerce expenditure of RM127.0 billion, registering the highest growth rate of 12.7 per cent, followed by Business-to-Government (B2G) transactions, which recorded RM16.7 billion, an increase of 8.2 per cent from the previous year.

The Manufacturing sector remained the largest contributor to B2B transactions, recording e-commerce expenditure of RM330.7 billion, an increase of 8.8 per cent from the previous year. In addition, the Manufacturing sector also recorded the highest e-commerce expenditure for B2C transactions at RM66.9 billion, up 10.6 per cent from the previous year. Meanwhile, the Services sector recorded the highest e-commerce expenditure for B2G transactions at RM8.5 billion, representing a growth rate of 10.6 per cent from the previous year, as shown in Figure 8.

Figure 8: E-Commerce Expenditure by Type of Customer, 2023 and 2024



Note:

Percentage change year-on-year
b Billion
m Million
- Data not available



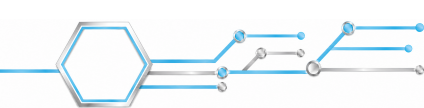
Muka surat ini sengaja dibiarkan kosong

This page is deliberately left blank



Jadual 1: Penggunaan Komputer, Internet dan Web Presence mengikut Sektor/ Subsektor, 2015 dan 2022-2024
Table 1: Usage of Computer, Internet and Web Presence by Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor Sector/ Sub-sector	Tahun Year	Penggunaan komputer Computer usage	Penggunaan internet Internet usage	Penggunaan web presence Web presence owned
		%	%	%
Jumlah <i>Total</i>	2024	97.2	95.3	74.4
	2023	96.6	94.0	72.7
	2022	95.9	93.3	71.4
	2015	73.5	61.5	28.4
Pertanian <i>Agriculture</i>	2024	93.0	89.8	60.2
	2023	92.2	88.8	58.9
	2022	89.9	85.0	54.8
	2015	69.2	49.4	8.5
Perombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	95.6	95.6	59.8
	2023	94.2	94.2	58.7
	2022	93.0	91.0	55.4
	2015	88.3	75.5	25.0
Pembuatan <i>Manufacturing</i>	2024	96.5	96.5	76.2
	2023	95.0	95.0	76.0
	2022	94.8	94.6	74.4
	2015	91.8	88.1	16.6
Pembinaan <i>Construction</i>	2024	97.4	97.4	73.2
	2023	97.1	96.0	71.5
	2022	96.8	95.7	70.8
	2015	73.4	67.7	12.2
Perkhidmatan <i>Services</i>	2024	97.3	95.0	74.6
	2023	96.7	93.9	72.9
	2022	96.0	93.1	71.6
	2015	72.4	59.8	30.2
Utiliti <i>Utility</i>	2024	100.0	100.0	78.7
	2023	100.0	100.0	76.6
	2022	98.2	97.9	70.4
	2015	78.7	71.5	17.3
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	97.1	96.1	68.1
	2023	96.7	95.4	67.5
	2022	96.3	95.0	67.4
	2015	87.0	74.3	46.2
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	92.5	90.0	75.4
	2023	91.9	89.7	68.2
	2022	91.7	88.6	65.3
	2015	33.7	38.5	22.2
Penginapan <i>Accommodation</i>	2024	100.0	99.8	94.2
	2023	100.0	99.8	93.3
	2022	99.6	99.5	92.8
	2015	90.9	76.1	28.6
Makanan dan Minuman <i>Food and Beverages</i>	2024	95.0	84.2	72.2
	2023	93.4	78.7	69.8
	2022	91.0	77.5	66.8
	2015	41.3	20.2	11.8



Jadual 1: Penggunaan Komputer, Internet dan Web Presence mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 1: Usage of Computer, Internet and Web Presence by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Penggunaan komputer <i>Computer usage</i>	Penggunaan internet <i>Internet usage</i>	Penggunaan web presence <i>Web presence owned</i>
		%	%	%
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	100.0	100.0	100.0
	2023	100.0	100.0	100.0
	2022	100.0	100.0	100.0
	2015	100.0	100.0	89.7
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	100.0	100.0	100.0
	2023	100.0	100.0	100.0
	2022	100.0	100.0	100.0
	2015	100.0	100.0	26.2
Hartanah <i>Real Estate</i>	2024	100.0	100.0	73.8
	2023	100.0	100.0	73.6
	2022	100.0	100.0	70.1
	2015	99.8	99.7	12.3
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	100.0	99.3	79.9
	2023	100.0	99.0	78.9
	2022	100.0	97.9	75.8
	2015	98.5	93.8	17.5
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	99.8	99.8	74.0
	2023	99.7	99.7	73.1
	2022	99.6	99.6	72.7
	2015	84.9	75.2	11.5
Pendidikan <i>Education</i>	2024	99.3	99.0	78.4
	2023	98.8	98.8	77.9
	2022	98.5	98.1	76.4
	2015	86.8	74.4	18.0
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	99.4	99.4	83.8
	2023	99.1	99.1	83.2
	2022	99.0	99.0	82.4
	2015	82.8	68.4	12.7
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	98.3	96.5	79.3
	2023	98.1	96.2	79.1
	2022	96.0	94.8	77.4
	2015	81.7	76.0	15.1
Perkhidmatan Lain <i>Other Services</i>	2024	97.1	96.4	86.6
	2023	96.3	96.3	85.0
	2022	95.2	95.2	80.3
	2015	38.7	23.5	10.2



Jadual 2: Jenis Web Presence yang Dimiliki mengikut Sektor/ Subsektor, 2015 dan 2022-2024
Table 2: Type of Web Presence Owned by Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor Sector/ Sub-sector	Tahun Year	Laman web kepunyaan sendiri Website owned by establishment	Laman web di entiti lain Presence on another entity's website	Media sosial Social media	E-Pasaran E-Marketplace
		%	%	%	%
Jumlah <i>Total</i>	2024	58.7	38.0	80.3	44.1
	2023	57.2	35.7	79.1	43.8
	2022	55.2	34.0	78.0	39.6
	2015	-	-	-	-
Pertanian <i>Agriculture</i>	2024	62.1	31.3	88.5	9.7
	2023	60.1	30.4	87.8	8.2
	2022	57.9	28.6	83.2	6.6
	2015	-	-	-	-
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	48.4	43.1	63.1	2.6
	2023	48.1	41.1	62.5	2.4
	2022	45.4	40.4	60.7	1.1
	2015	-	-	-	-
Pembuatan <i>Manufacturing</i>	2024	73.4	31.1	90.5	16.6
	2023	72.6	30.7	87.2	15.6
	2022	62.9	24.2	86.7	13.8
	2015	-	-	-	-
Pembinaan <i>Construction</i>	2024	63.5	26.4	62.2	8.8
	2023	58.4	23.8	57.2	7.9
	2022	57.6	22.6	57.1	7.5
	2015	-	-	-	-
Perkhidmatan <i>Services</i>	2024	57.2	39.7	81.4	49.9
	2023	55.9	37.3	80.5	49.6
	2022	54.5	35.5	79.0	43.9
	2015	-	-	-	-
Utiliti <i>Utility</i>	2024	42.0	19.5	96.1	3.0
	2023	41.5	18.4	95.6	2.6
	2022	38.4	14.1	94.3	1.9
	2015	-	-	-	-
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	52.9	32.1	80.5	70.5
	2023	52.2	31.5	79.9	70.0
	2022	52.0	31.4	79.6	60.0
	2015	-	-	-	-
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	64.7	65.0	67.4	55.1
	2023	64.3	40.7	68.7	52.3
	2022	56.6	31.0	57.8	43.6
	2015	-	-	-	-
Penginapan <i>Accommodation</i>	2024	72.7	51.3	87.9	63.9
	2023	69.4	49.6	85.7	61.5
	2022	68.1	48.6	84.8	59.8
	2015	-	-	-	-

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 2: Jenis Web Presence yang Dimiliki mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 2: Type of Web Presence Owned by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Laman web kepunyaan sendiri <i>Website owned by establishment</i>	Laman web di entiti lain <i>Presence on another entity's website</i>	Media sosial <i>Social media</i>	E-Pasaran <i>E-Marketplace</i>
		%	%	%	%
Makanan dan Minuman <i>Food and Beverages</i>	2024	52.1	58.3	94.9	72.4
	2023	51.2	57.2	92.2	66.1
	2022	47.4	52.4	90.4	61.1
	2015	-	-	-	-
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	86.6	58.4	97.8	38.9
	2023	85.6	58.0	96.5	36.6
	2022	84.4	53.4	95.3	33.7
	2015	-	-	-	-
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	67.6	31.9	82.6	14.9
	2023	67.0	31.6	82.2	13.5
	2022	66.7	31.2	82.1	12.4
	2015	-	-	-	-
Hartanah <i>Real Estate</i>	2024	55.5	41.9	81.8	21.2
	2023	54.1	41.6	81.6	20.2
	2022	50.1	39.6	77.1	17.0
	2015	-	-	-	-
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	64.7	59.2	77.4	27.0
	2023	60.3	52.7	72.0	12.7
	2022	59.3	49.5	70.2	11.4
	2015	-	-	-	-
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	48.0	43.9	77.8	27.0
	2023	47.2	43.2	77.2	15.0
	2022	46.9	42.6	76.0	8.0
	2015	-	-	-	-
Pendidikan <i>Education</i>	2024	50.9	25.2	78.2	8.3
	2023	47.6	22.9	75.7	5.8
	2022	46.6	20.3	74.3	4.2
	2015	-	-	-	-
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	52.0	30.8	81.4	9.1
	2023	51.0	30.4	80.8	8.6
	2022	50.7	29.2	80.6	8.0
	2015	-	-	-	-
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	82.6	36.6	97.8	27.2
	2023	78.3	34.7	94.3	53.9
	2022	77.1	31.8	91.3	24.9
	2015	-	-	-	-
Perkhidmatan Lain <i>Other Services</i>	2024	63.9	21.2	71.1	13.9
	2023	63.6	20.1	70.3	13.3
	2022	61.7	17.4	67.5	10.8
	2015	-	-	-	-

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



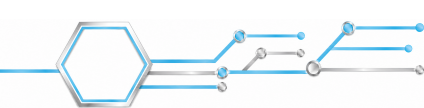
Jadual 3: Jenis Rangkaian Komputer yang Digunakan mengikut Sektor/ Subsektor, 2015 dan 2022-2024
Table 3: Type of Computer Network Infrastructure Used by Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Intranet <i>Intranet</i>	Extranet <i>Extranet</i>	Rangkaian kawasan setempat <i>Local area network (LAN)</i>	Rangkaian kawasan setempat tanpa wayar <i>Wireless local area network (WLAN)</i>	Rangkaian kawasan luas <i>Wide area network (WAN)</i>	Lain-lain <i>Others</i>
		%	%	%	%	%	%
Jumlah <i>Total</i>	2024	53.1	26.2	77.5	71.8	89.4	8.0
	2023	52.0	25.7	76.9	71.1	88.9	7.5
	2022	49.8	24.0	75.8	69.5	88.0	5.0
	2015	24.1	9.5	54.2	-	26.1	7.9
Pertanian <i>Agriculture</i>	2024	63.4	20.8	90.4	58.0	57.4	12.3
	2023	62.1	19.1	89.4	57.0	56.0	11.9
	2022	58.6	16.7	84.2	54.9	53.0	10.4
	2015	23.2	4.5	54.2	-	26.4	10.8
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	56.7	23.0	87.7	69.6	56.4	27.3
	2023	56.2	22.8	87.4	68.5	56.1	26.2
	2022	53.2	21.4	84.5	64.4	53.1	23.4
	2015	28.9	7.7	57.8	-	35.5	7.5
Pembuatan <i>Manufacturing</i>	2024	78.7	59.7	92.6	73.9	59.2	19.8
	2023	77.2	58.9	91.2	72.3	58.9	18.3
	2022	70.0	52.5	89.0	69.0	52.5	12.8
	2015	46.1	36.0	61.8	-	22.6	8.8
Pembinaan <i>Construction</i>	2024	42.3	14.4	63.9	58.5	82.9	6.9
	2023	41.4	14.1	62.7	57.5	81.9	6.7
	2022	40.5	13.2	62.4	57.2	81.4	5.8
	2015	16.8	2.6	50.8	-	34.1	11.8
Perkhidmatan <i>Services</i>	2024	52.4	25.3	77.7	73.2	92.5	7.2
	2023	51.1	24.6	77.1	72.5	92.3	6.7
	2022	49.2	23.2	75.9	70.7	91.0	4.4
	2015	22.5	7.6	53.7	-	26.0	7.5
Utiliti <i>Utility</i>	2024	58.0	26.9	71.0	71.0	99.5	3.0
	2023	57.0	26.0	69.8	69.8	98.6	2.6
	2022	50.4	20.3	61.4	69.3	98.1	1.9
	2015	26.4	8.0	50.8	-	36.6	11.9
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	45.8	21.3	77.6	73.1	97.5	7.1
	2023	45.2	20.9	77.3	72.5	96.9	6.9
	2022	45.0	20.8	77.1	72.4	96.7	4.0
	2015	17.3	9.0	48.8	-	24.6	8.6
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	88.3	34.8	80.5	78.7	100.0	15.1
	2023	84.4	33.1	79.1	77.9	99.5	13.0
	2022	76.7	25.5	75.7	69.9	97.6	5.3
	2015	50.8	4.0	43.5	-	19.9	8.3
Penginapan <i>Accommodation</i>	2024	56.1	32.3	84.5	73.8	67.2	9.2
	2023	53.8	29.9	83.3	71.3	65.8	8.3
	2022	52.4	28.8	80.6	68.8	65.3	8.0
	2015	16.3	6.5	60.2	-	35.9	7.9

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 3: Jenis Rangkaian Komputer yang Digunakan mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 3: Type of Computer Network Infrastructure Used by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Intranet <i>Intranet</i>	Extranet <i>Extranet</i>	Rangkaian kawasan luas <i>Wide area network (WAN)</i>	Rangkaian kawasan setempat tanpa wayar <i>Wireless local area network (WLAN)</i>	Rangkaian kawasan luas <i>Wide area network (WAN)</i>	Lain-lain <i>Others</i>
		%	%	%	%	%	%
Makanan dan Minuman <i>Food and Beverages</i>	2024	54.9	37.3	70.9	57.1	69.1	8.6
	2023	52.3	36.9	69.9	55.8	68.7	7.4
	2022	49.7	33.5	66.9	51.6	66.4	6.8
	2015	20.6	3.6	68.0	-	32.0	3.0
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	82.7	28.8	85.4	85.4	96.2	6.9
	2023	78.3	27.0	82.2	81.9	96.0	6.8
	2022	75.9	23.3	79.8	79.8	95.8	4.8
	2015	29.0	7.2	61.8	-	29.0	4.4
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	96.0	34.6	83.3	94.9	95.5	3.8
	2023	95.6	34.5	82.3	94.4	95.1	3.7
	2022	95.2	34.3	82.1	93.9	94.5	3.4
	2015	64.5	18.4	79.3	-	54.4	3.4
Hartanah <i>Real Estate</i>	2024	46.6	17.0	98.8	69.9	89.9	10.8
	2023	46.1	16.6	98.5	68.8	88.4	10.2
	2022	43.4	12.5	97.5	65.4	85.6	7.2
	2015	26.9	2.0	88.1	-	9.2	1.2
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	55.0	23.2	79.0	76.0	98.5	6.9
	2023	51.4	22.3	77.2	74.4	97.0	5.5
	2022	49.0	19.7	75.9	73.8	96.0	4.4
	2015	31.9	3.1	63.3	-	24.7	6.4
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	49.3	30.5	80.0	80.0	97.6	3.2
	2023	48.3	29.8	78.9	79.3	96.9	3.0
	2022	47.9	28.9	78.1	78.1	96.9	2.6
	2015	24.6	3.8	56.9	-	25.6	8.3
Pendidikan <i>Education</i>	2024	47.4	35.1	73.9	65.3	82.0	1.5
	2023	45.5	34.8	73.5	64.5	81.6	2.5
	2022	44.3	32.4	73.4	63.7	80.8	0.2
	2015	27.3	4.0	49.5	-	26.0	9.1
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	42.0	26.0	76.1	92.5	83.7	8.8
	2023	41.4	25.0	75.0	91.9	82.2	8.4
	2022	40.9	24.6	74.7	91.1	81.5	8.2
	2015	25.9	5.8	52.6	-	29.8	8.8
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	41.7	18.6	87.5	85.7	74.9	3.4
	2023	40.2	17.9	84.9	82.1	72.4	2.7
	2022	38.9	12.1	78.5	70.4	71.2	1.3
	2015	27.5	4.3	49.6	-	23.2	9.1
Perkhidmatan Lain <i>Other Services</i>	2024	38.2	18.7	71.4	69.9	94.4	5.1
	2023	37.6	18.4	70.7	69.6	94.0	4.8
	2022	35.5	16.8	68.2	67.8	92.4	2.2
	2015	19.3	4.5	42.0	-	36.9	8.4

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 4: Jenis Capaian Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024
Table 4: Type of Internet Access by Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Jalur lebar tetap <i>Fixed broadband</i>	Jalur lebar mudah alih <i>Mobile broadband</i>	Kedua-dua jalur lebar <i>Both types of broadband</i>
		%	%	%
Jumlah <i>Total</i>	2024	94.0	79.8	76.8
	2023	93.0	78.8	75.0
	2022	92.3	77.9	72.9
	2015	74.8	28.5	-
Pertanian <i>Agriculture</i>	2024	98.1	81.9	74.8
	2023	97.2	75.1	73.2
	2022	96.4	74.8	69.1
	2015	78.4	28.0	-
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	97.7	63.2	60.9
	2023	96.8	60.9	57.7
	2022	93.5	59.2	57.6
	2015	79.4	30.5	-
Pembuatan <i>Manufacturing</i>	2024	97.7	82.0	79.7
	2023	96.8	80.9	79.0
	2022	94.9	75.8	72.1
	2015	72.6	54.4	-
Pembinaan <i>Construction</i>	2024	99.8	75.2	75.1
	2023	99.6	74.9	74.9
	2022	99.5	74.1	74.1
	2015	70.1	36.3	-
Perkhidmatan <i>Services</i>	2024	93.1	80.1	76.9
	2023	92.1	79.1	74.8
	2022	91.6	78.3	72.9
	2015	75.2	25.8	-
Utiliti <i>Utility</i>	2024	93.8	69.5	67.9
	2023	92.6	67.0	67.0
	2022	91.3	65.1	62.1
	2015	82.2	27.2	-
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	92.4	76.5	73.9
	2023	91.8	76.0	71.3
	2022	91.5	75.6	70.5
	2015	71.1	25.7	-
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	93.6	93.8	90.5
	2023	88.5	88.8	83.5
	2022	90.5	86.5	85.0
	2015	75.9	23.6	-
Penginapan <i>Accommodation</i>	2024	97.3	73.9	73.9
	2023	96.9	70.6	70.4
	2022	95.4	69.4	69.0
	2015	86.3	22.3	-

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 4: Jenis Capaian Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 4: Type of Internet Access by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Jalur lebar tetap <i>Fixed broadband</i>	Jalur lebar mudah alih <i>Mobile broadband</i>	Kedua-dua jalur lebar <i>Both types of broadband</i>
		%	%	%
Makanan dan Minuman <i>Food and Beverages</i>	2024	90.8	88.6	82.6
	2023	88.7	87.5	84.7
	2022	88.5	87.3	81.7
	2015	87.1	30.0	-
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	100.0	97.2	97.2
	2023	100.0	96.5	96.5
	2022	100.0	95.4	86.8
	2015	81.1	30.3	-
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	96.3	69.7	68.6
	2023	95.7	69.3	68.5
	2022	95.3	69.1	66.1
	2015	93.5	46.4	-
Hartanah <i>Real Estate</i>	2024	99.5	74.2	74.2
	2023	98.5	73.7	73.7
	2022	97.5	71.1	69.6
	2015	92.0	8.0	-
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	96.2	78.6	73.5
	2023	94.2	77.4	72.4
	2022	93.0	76.6	69.6
	2015	79.6	20.3	-
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	99.6	97.6	97.3
	2023	99.0	97.1	97.1
	2022	98.1	96.5	96.5
	2015	78.5	24.8	-
Pendidikan <i>Education</i>	2024	97.0	92.7	91.3
	2023	95.4	89.1	89.1
	2022	94.2	88.9	82.6
	2015	77.1	25.1	-
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	97.5	71.1	71.1
	2023	96.8	70.8	70.2
	2022	96.7	63.9	66.1
	2015	76.7	26.8	-
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	100.0	76.5	76.5
	2023	98.0	76.3	76.3
	2022	99.5	75.6	75.5
	2015	84.1	19.7	-
Perkhidmatan Lain <i>Other Services</i>	2024	84.6	77.4	68.7
	2023	84.0	77.2	62.3
	2022	82.2	76.4	58.6
	2015	66.7	35.6	-

Nota/ Notes.

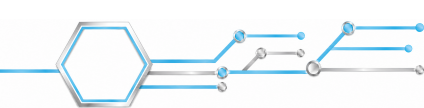
'-' data tidak tersedia

'-' data not available



Jadual 5: Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024
Table 5: Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Menghantar atau menerima e-mel <i>Sending or receiving e-mail</i>	Telefon melalui internet <i>Telephoning over the internet</i>	Menghantar informasi atau pesanan dengan segera <i>Posting information or instant messaging</i>	Mendapatkan maklumat berkenaan barangan atau perkhidmatan <i>Getting information about goods or services</i>
		%	%	%	%
Jumlah <i>Total</i>	2024	97.0	76.8	82.5	83.1
	2023	96.3	76.3	81.9	82.4
	2022	95.7	75.1	81.2	81.6
	2015	70.6	18.6	36.6	38.9
Pertanian <i>Agriculture</i>	2024	99.1	80.2	83.4	81.7
	2023	98.6	79.5	82.3	80.8
	2022	98.1	75.1	81.2	78.5
	2015	89.7	13.5	40.1	37.3
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	99.9	74.0	83.8	80.6
	2023	99.5	73.6	83.3	79.8
	2022	98.2	65.3	81.6	75.9
	2015	93.5	14.2	45.2	43.4
Pembuatan <i>Manufacturing</i>	2024	99.5	77.5	86.4	82.7
	2023	98.1	76.2	85.6	82.5
	2022	96.5	75.8	80.8	81.6
	2015	93.6	12.3	47.0	66.1
Pembinaan <i>Construction</i>	2024	94.6	71.1	77.9	80.6
	2023	94.1	69.9	76.8	80.0
	2022	93.2	68.4	76.3	78.6
	2015	90.0	18.6	42.2	38.9
Perkhidmatan <i>Services</i>	2024	97.0	77.4	82.8	83.5
	2023	96.4	76.8	82.2	82.7
	2022	95.9	75.6	81.6	81.9
	2015	67.2	19.2	35.3	36.5
Utiliti <i>Utility</i>	2024	100.0	60.8	77.2	80.3
	2023	100.0	59.3	75.7	79.8
	2022	98.6	57.0	73.7	73.5
	2015	94.1	25.8	45.6	45.7
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	96.9	75.8	82.7	84.2
	2023	96.3	75.4	82.4	83.9
	2022	96.0	75.0	82.0	83.6
	2015	54.3	20.1	30.7	36.1
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	98.5	89.8	89.6	89.6
	2023	98.8	89.7	89.0	83.3
	2022	98.1	86.6	88.5	79.8
	2015	91.5	16.1	29.9	20.2
Penginapan <i>Accommodation</i>	2024	99.9	59.3	85.1	91.4
	2023	99.8	57.7	82.9	89.5
	2022	99.7	56.8	81.8	88.6
	2015	93.3	20.3	41.6	36.5
Makanan dan Minuman <i>Food and Beverages</i>	2024	95.4	85.6	87.8	83.2
	2023	94.1	84.4	86.3	82.2
	2022	93.5	82.0	85.5	80.8
	2015	78.9	10.8	22.8	31.7



Jadual 5: Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 5: Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Menghantar atau menerima e-mel <i>Sending or receiving e-mail</i>	Telefon melalui internet <i>Telephoning over the internet</i>	Menghantar informasi atau pesanan dengan segera <i>Posting information or instant messaging</i>	Mendapatkan maklumat berkenaan barangan atau perkhidmatan <i>Getting information about goods or services</i>
		%	%	%	%
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	100.0	94.3	97.7	88.1
	2023	100.0	94.1	91.7	85.7
	2022	99.0	92.1	90.3	82.2
	2015	100.0	29.0	99.9	42.0
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	100.0	69.5	66.7	71.7
	2023	100.0	69.4	66.6	71.2
	2022	99.9	69.0	66.4	70.8
	2015	99.6	12.1	39.1	13.6
Hartanah <i>Real Estate</i>	2024	96.8	74.9	74.1	76.1
	2023	96.3	74.8	73.6	75.8
	2022	95.4	71.2	72.9	74.3
	2015	94.0	24.3	40.1	83.3
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	98.9	75.5	91.0	85.7
	2023	98.4	74.1	89.9	84.5
	2022	97.7	73.2	88.8	83.8
	2015	94.3	29.9	48.7	41.8
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	94.1	77.7	85.9	91.8
	2023	93.1	76.2	85.1	91.2
	2022	92.8	75.2	84.1	90.1
	2015	91.4	31.3	48.1	36.1
Pendidikan <i>Education</i>	2024	98.4	98.3	82.0	85.3
	2023	97.5	97.5	81.2	82.6
	2022	97.0	96.1	80.2	82.4
	2015	89.5	17.9	37.2	32.3
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	96.2	73.7	81.1	79.3
	2023	95.7	73.3	80.5	78.5
	2022	94.5	73.3	79.8	78.2
	2015	90.2	20.9	43.7	35.1
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	97.9	70.0	78.5	92.8
	2023	97.3	67.9	76.4	92.7
	2022	96.0	64.5	73.1	90.5
	2015	70.0	21.5	34.3	24.0
Perkhidmatan Lain <i>Other Services</i>	2024	95.9	68.0	72.5	77.0
	2023	95.1	67.3	72.0	76.5
	2022	93.6	65.1	69.8	74.5
	2015	83.8	19.8	52.6	37.9



Jadual 5: Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 5: Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Mendapatkan maklumat dari organisasi kerajaan <i>Getting information from government organisations</i>	Berhubung dengan organisasi kerajaan <i>Interacting with government organisations</i>	Perbankan melalui internet <i>Internet banking</i>	Mengakses perkhidmatan kewangan yang lain <i>Accessing other financial services</i>
		%	%	%	%
Jumlah <i>Total</i>	2024	70.3	64.5	92.1	44.5
	2023	69.3	63.8	91.4	43.9
	2022	68.6	63.2	90.2	42.3
	2015	23.5	16.5	41.3	9.9
Pertanian <i>Agriculture</i>	2024	76.9	69.2	94.6	50.3
	2023	75.6	68.9	93.9	49.5
	2022	73.2	65.8	90.1	43.3
	2015	42.6	31.6	34.2	6.8
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	71.1	70.9	80.3	46.4
	2023	70.4	70.4	79.8	45.9
	2022	65.2	64.0	79.3	44.0
	2015	39.5	26.5	43.4	9.9
Pembuatan <i>Manufacturing</i>	2024	71.3	67.6	94.7	46.7
	2023	70.8	66.5	94.5	45.6
	2022	69.9	66.4	90.3	44.2
	2015	48.4	23.4	76.1	9.8
Pembinaan <i>Construction</i>	2024	72.9	60.8	88.3	39.7
	2023	72.6	60.6	86.9	39.5
	2022	72.5	59.9	86.3	38.9
	2015	30.8	22.6	44.5	7.1
Perkhidmatan <i>Services</i>	2024	69.8	64.6	92.3	44.8
	2023	68.8	63.9	91.7	44.2
	2022	68.2	63.3	90.6	42.4
	2015	20.6	15.4	38.1	10.1
Utiliti <i>Utility</i>	2024	80.3	67.9	81.8	38.1
	2023	78.8	66.8	80.6	37.4
	2022	74.1	64.2	77.5	33.4
	2015	41.7	28.0	43.0	11.2
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	66.3	61.7	90.8	38.7
	2023	65.9	61.4	90.5	38.3
	2022	65.6	61.2	90.0	38.2
	2015	14.6	8.7	32.3	9.2
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	81.7	78.9	92.6	51.4
	2023	79.2	77.8	91.2	50.7
	2022	75.8	74.9	90.1	44.9
	2015	16.4	14.0	27.8	4.6
Penginapan <i>Accommodation</i>	2024	86.0	81.7	93.2	29.0
	2023	83.9	79.6	92.2	27.7
	2022	81.3	78.2	91.4	26.6
	2015	35.5	28.8	51.1	10.1
Makanan dan Minuman <i>Food and Beverages</i>	2024	71.5	59.9	94.3	41.5
	2023	70.3	58.9	93.7	40.9
	2022	69.8	58.2	90.9	39.9
	2015	12.1	9.2	26.2	8.9



Jadual 5: Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 5: Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Mendapatkan maklumat dari organisasi kerajaan <i>Getting information from government organisations</i>	Berhubung dengan organisasi kerajaan <i>Interacting with government organisations</i>	Perbankan melalui internet <i>Internet banking</i>	Mengakses perkhidmatan kewangan yang lain <i>Accessing other financial services</i>
		%	%	%	%
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	77.6	72.6	98.2	75.9
	2023	76.5	71.9	97.9	72.7
	2022	74.0	71.0	95.6	68.9
	2015	23.4	20.1	61.1	12.7
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	55.0	48.9	100.0	97.2
	2023	54.9	48.4	100.0	97.1
	2022	54.6	48.2	100.0	96.8
	2015	49.7	47.4	96.2	40.3
Hartanah <i>Real Estate</i>	2024	77.9	74.3	99.3	45.9
	2023	77.8	74.2	99.2	45.8
	2022	75.1	72.3	98.1	43.2
	2015	29.9	73.9	90.4	7.5
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	84.2	79.0	94.0	46.3
	2023	82.3	77.5	92.1	45.0
	2022	80.9	75.6	90.4	43.7
	2015	34.5	29.0	46.2	13.0
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	74.1	81.2	91.8	51.8
	2023	73.1	80.1	90.9	51.1
	2022	72.1	79.9	90.7	50.4
	2015	24.4	21.3	39.2	8.8
Pendidikan <i>Education</i>	2024	76.3	74.2	93.1	49.9
	2023	74.8	72.7	90.4	48.4
	2022	74.1	70.9	89.3	47.2
	2015	29.0	20.4	33.3	8.9
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	77.4	75.1	92.5	65.4
	2023	76.2	74.2	91.1	64.7
	2022	75.6	73.6	90.3	63.8
	2015	31.1	22.5	47.9	8.0
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	78.5	69.6	89.3	45.7
	2023	76.7	68.1	87.4	44.9
	2022	73.5	66.0	85.0	40.0
	2015	15.8	11.0	34.8	6.1
Perkhidmatan Lain <i>Other Services</i>	2024	62.7	53.7	88.3	31.8
	2023	62.3	53.2	88.1	31.2
	2022	60.1	51.9	86.2	29.5
	2015	27.7	23.4	41.4	4.2



Jadual 5: Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 5: Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Penyediaan perkhidmatan pelanggan <i>Providing customer services</i>	Penghantaran produk secara atas talian <i>Delivering products online</i>	Pemberitahuan jawatan kosong dalaman atau luaran <i>Internal or external recruitment</i>	Latihan untuk kakitangan (aplikasi e-pembelajaran) <i>Staff training (e-learning application)</i>	Lain-lain <i>Others</i>
		%	%	%	%	%
Jumlah <i>Total</i>	2024	48.2	38.3	54.9	25.6	13.0
	2023	47.9	37.8	53.9	25.0	12.4
	2022	46.8	36.8	53.1	24.2	11.6
	2015	10.3	5.7	10.8	2.5	12.5
Pertanian <i>Agriculture</i>	2024	29.8	27.1	20.9	24.0	17.3
	2023	28.8	26.2	19.0	23.3	16.9
	2022	26.3	24.6	17.3	20.0	15.4
	2015	4.9	1.6	6.8	3.3	20.9
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	32.1	28.5	54.8	26.2	10.0
	2023	32.0	28.0	54.1	25.5	9.9
	2022	29.5	27.9	53.8	23.3	7.9
	2015	7.1	7.4	9.5	4.6	19.2
Pembuatan <i>Manufacturing</i>	2024	50.0	35.3	58.2	21.3	13.6
	2023	49.4	34.3	58.1	20.0	13.3
	2022	48.0	32.3	52.6	19.8	11.2
	2015	11.0	14.9	10.2	3.2	12.8
Pembinaan <i>Construction</i>	2024	38.3	24.6	38.3	17.4	12.6
	2023	37.0	24.0	37.6	17.0	11.9
	2022	36.7	23.5	36.9	16.9	11.8
	2015	3.3	1.5	6.5	2.4	24.0
Perkhidmatan <i>Services</i>	2024	49.4	40.1	56.9	26.8	12.9
	2023	49.2	39.6	55.7	26.1	12.4
	2022	47.8	38.3	54.9	25.1	11.5
	2015	10.7	5.1	11.2	2.4	11.7
Utiliti <i>Utility</i>	2024	40.8	34.6	60.5	27.9	13.0
	2023	39.0	33.6	59.8	26.9	12.4
	2022	38.1	29.2	57.6	21.8	11.1
	2015	9.5	2.4	8.0	1.5	20.2
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	48.0	41.0	51.9	26.0	11.5
	2023	47.8	40.6	51.6	25.8	11.2
	2022	47.5	40.0	51.4	25.7	11.0
	2015	6.6	5.6	7.7	1.3	12.2
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	62.5	45.5	59.8	37.1	14.8
	2023	61.3	45.5	59.1	35.2	13.7
	2022	51.9	42.3	50.9	31.1	9.0
	2015	5.5	1.8	3.6	1.6	9.6
Penginapan <i>Accommodation</i>	2024	65.9	40.5	57.8	25.9	6.3
	2023	62.4	38.1	55.3	23.6	5.1
	2022	60.2	37.5	53.3	20.6	4.2
	2015	22.4	14.4	9.4	3.1	16.9
Makanan dan Minuman <i>Food and Beverages</i>	2024	47.3	43.5	63.6	34.0	21.4
	2023	46.4	42.8	62.5	32.4	20.2
	2022	45.9	40.2	61.1	30.1	19.6
	2015	10.1	5.9	10.4	1.4	8.5



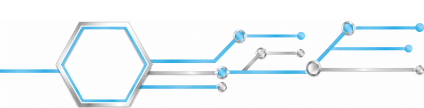
Jadual 5: Tujuan Penggunaan Internet mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 5: Purpose of Internet Usage by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Penyediaan perkhidmatan pelanggan <i>Providing customer services</i>	Penghantaran produk secara atas talian <i>Delivering products online</i>	Pemberitahuan jawatan kosong dalaman atau luaran <i>Internal or external recruitment</i>	Latihan untuk kakitangan (aplikasi e-pembelajaran) <i>Staff training (e-learning application)</i>	Lain-lain <i>Others</i>
		%	%	%	%	%
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	78.6	52.3	63.5	41.0	19.1
	2023	77.6	51.8	62.3	39.7	17.1
	2022	74.8	45.3	61.5	36.8	15.3
	2015	16.7	7.3	12.2	7.2	13.9
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	63.2	35.4	56.0	12.3	16.2
	2023	62.7	35.2	55.5	11.7	16.1
	2022	62.5	34.7	55.4	11.6	16.0
	2015	76.3	4.7	32.9	23.3	0.9
Hartanah <i>Real Estate</i>	2024	33.2	37.4	47.3	13.8	10.9
	2023	31.3	37.3	47.2	13.7	10.7
	2022	29.2	35.1	44.9	10.1	9.3
	2015	10.5	4.3	29.3	0.5	0.4
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	53.4	35.0	59.3	24.0	5.4
	2023	52.7	33.4	57.5	22.5	5.2
	2022	51.2	32.9	56.3	20.1	4.2
	2015	13.5	4.1	9.7	3.7	15.3
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	51.8	37.6	55.3	21.9	17.6
	2023	51.2	36.2	54.9	21.7	16.0
	2022	50.2	35.3	54.9	21.0	15.6
	2015	12.3	2.9	6.6	2.0	18.3
Pendidikan <i>Education</i>	2024	54.4	35.4	69.2	54.9	13.7
	2023	52.1	32.1	66.0	52.7	12.9
	2022	51.3	30.6	65.4	51.0	11.1
	2015	11.7	4.1	11.2	5.6	13.7
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	55.2	48.7	66.1	20.0	13.1
	2023	54.8	47.9	65.8	19.1	12.3
	2022	54.4	47.0	65.6	18.7	11.7
	2015	14.1	2.2	8.3	3.4	15.9
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	44.1	34.3	44.4	24.1	28.0
	2023	43.5	33.6	43.7	23.2	27.9
	2022	41.2	30.9	40.4	21.3	25.9
	2015	16.5	5.2	4.0	1.4	26.1
Perkhidmatan Lain <i>Other Services</i>	2024	36.0	31.5	71.0	23.5	7.5
	2023	35.7	31.0	69.3	23.3	7.0
	2022	32.5	27.9	67.9	20.5	5.2
	2015	21.5	2.3	16.9	1.5	11.6



Jadual 6: Penggunaan Teknologi Digital mengikut Sektor/ Subsektor, 2022-2024
Table 6: Usage of Digital Technology by Sector/ Sub-sector, 2022-2024

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Laman web <i>Website</i>	Media sosial <i>Social media</i>	Internet mudah alih dan teknologi <i>Mobile internet and technologies</i>	Pengkomputeran awan <i>Cloud computing</i>	Analitik data <i>Data analytics</i>
		%	%	%	%	%
Jumlah <i>Total</i>	2024	56.9	71.2	74.0	60.3	25.1
	2023	56.2	70.6	73.6	59.8	24.2
	2022	54.7	70.2	72.4	58.5	23.7
Pertanian <i>Agriculture</i>	2024	58.9	68.8	74.3	67.7	19.0
	2023	57.8	67.8	68.3	66.2	18.5
	2022	56.9	67.0	64.0	63.9	17.2
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	62.7	64.9	61.6	71.1	27.5
	2023	62.3	64.4	60.8	70.9	26.2
	2022	55.5	56.8	56.2	67.7	25.1
Pembuatan <i>Manufacturing</i>	2024	73.3	80.9	70.0	60.1	20.1
	2023	72.7	79.8	69.2	58.8	19.7
	2022	66.2	81.9	68.1	55.6	17.3
Pembinaan <i>Construction</i>	2024	59.4	54.9	65.3	59.0	21.0
	2023	58.1	54.7	63.7	58.9	20.7
	2022	57.8	54.6	63.7	58.6	20.3
Perkhidmatan <i>Services</i>	2024	55.5	72.3	75.2	60.3	25.9
	2023	54.9	71.6	75.0	59.8	24.9
	2022	53.8	70.7	73.4	58.5	24.4
Utiliti <i>Utility</i>	2024	43.9	89.2	77.2	74.1	28.4
	2023	42.3	88.6	75.2	62.1	27.9
	2022	41.5	86.4	72.7	59.8	25.2
Perdagangan borong dan runcit <i>Wholesale and retail trade</i>	2024	52.8	70.0	75.9	59.1	21.5
	2023	52.6	69.7	75.5	58.9	21.1
	2022	52.3	69.3	75.0	58.7	21.0
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	79.8	63.3	87.9	80.8	40.3
	2023	79.7	63.0	87.5	79.2	39.4
	2022	73.8	57.0	83.6	71.8	37.0
Penginapan <i>Accommodation</i>	2024	57.6	83.1	66.7	55.6	30.2
	2023	55.0	80.1	63.5	53.6	29.1
	2022	52.7	79.2	59.3	52.2	28.1
Makanan dan Minuman <i>Food and Beverages</i>	2024	54.6	94.4	69.1	42.6	33.2
	2023	53.1	92.9	67.8	41.0	32.6
	2022	50.7	90.3	66.5	40.3	30.4



Jadual 6: Penggunaan Teknologi Digital mengikut Sektor/ Subsektor, 2022-2024 (samb)
Table 6: Usage of Digital Technology by Sector/ Sub-sector, 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Laman web <i>Website</i>	Media sosial <i>Social media</i>	Internet mudah alih dan teknologi <i>Mobile internet and technologies</i>	Pengkomputeran awan <i>Cloud computing</i>	Analitik data <i>Data analytics</i>
		%	%	%	%	%
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	95.6	97.3	97.7	73.0	34.8
	2023	92.8	96.5	97.6	71.9	32.4
	2022	89.2	95.3	95.4	70.3	30.6
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	50.4	51.2	83.2	65.3	15.3
	2023	50.1	50.9	82.6	65.0	15.1
	2022	50.0	50.5	82.3	65.0	15.0
Hartanah <i>Real Estate</i>	2024	52.4	73.9	80.5	60.1	30.7
	2023	51.3	73.2	79.8	59.9	30.1
	2022	48.5	71.5	76.6	58.8	28.8
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	64.7	67.9	82.0	78.2	23.5
	2023	63.7	66.2	80.4	76.6	20.9
	2022	62.8	65.9	78.0	74.5	19.4
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	21.5	83.1	78.4	70.2	27.2
	2023	21.0	82.2	77.2	69.2	26.2
	2022	20.6	81.5	76.3	68.2	25.2
Pendidikan <i>Education</i>	2024	67.8	83.4	89.8	73.5	21.9
	2023	66.7	81.7	88.7	72.5	20.3
	2022	65.8	80.0	86.7	70.8	19.6
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	61.7	68.5	79.9	87.4	45.2
	2023	60.9	67.8	79.3	86.8	44.5
	2022	60.3	67.1	79.2	86.4	43.8
Kesenian, Hiburan dan Rekreasi <i>Art, Entertainment and Recreation</i>	2024	69.6	76.7	64.0	67.8	53.5
	2023	67.5	75.5	63.8	66.9	51.5
	2022	65.4	73.5	61.5	64.6	49.7
Perkhidmatan Lain <i>Other Services</i>	2024	56.3	56.7	48.8	42.8	26.9
	2023	55.8	56.1	48.4	42.6	26.4
	2022	52.1	54.5	47.3	41.2	25.8



Jadual 6: Penggunaan Teknologi Digital mengikut Sektor/ Subsektor, 2022-2024 (samb)
Table 6: Usage of Digital Technology by Sector/ Sub-sector, 2022-2024 (cont'd)

Sektor/ Subsektor Sector/ Sub-sector	Tahun Year	Perisian pengurusan Management software	Platform kolaborasi atas talian Online collaborative platforms	Penggunaan internet dan teknologi 5G Usage of internet and 5G technology	Lain-lain Others
		%	%	%	%
Jumlah <i>Total</i>	2024	52.0	26.3	33.0	5.1
	2023	51.4	25.7	30.6	4.0
	2022	50.7	24.7	-	2.4
Pertanian <i>Agriculture</i>	2024	50.3	31.7	20.9	6.1
	2023	49.7	30.8	20.8	5.0
	2022	48.1	27.1	-	3.4
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	54.8	42.8	25.9	5.3
	2023	54.7	42.1	25.1	4.9
	2022	53.6	41.9	-	0.2
Pembuatan <i>Manufacturing</i>	2024	58.5	29.2	33.5	4.3
	2023	57.2	28.9	30.9	4.2
	2022	53.9	27.1	-	2.9
Pembinaan <i>Construction</i>	2024	47.7	31.1	29.7	1.9
	2023	47.4	30.2	29.0	1.2
	2022	47.3	30.2	-	1.2
Perkhidmatan <i>Services</i>	2024	52.1	25.5	33.5	5.5
	2023	51.4	24.9	30.9	4.3
	2022	50.8	24.1	-	2.5
Utiliti <i>Utility</i>	2024	45.4	36.1	22.0	8.9
	2023	44.3	34.7	21.7	8.0
	2022	40.4	29.8	-	1.4
Perdagangan borong dan runcit <i>Wholesale and retail trade</i>	2024	51.0	22.0	34.3	3.2
	2023	50.8	21.8	31.2	2.8
	2022	50.7	21.7	-	2.6
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	55.4	39.1	40.3	11.5
	2023	55.1	38.7	36.4	10.1
	2022	54.4	35.1	-	0.0
Penginapan <i>Accommodation</i>	2024	65.2	39.7	33.1	6.4
	2023	63.9	37.8	26.2	5.3
	2022	60.3	36.7	-	0.8
Makanan dan Minuman <i>Food and Beverages</i>	2024	42.9	29.3	35.6	7.3
	2023	40.2	28.7	26.9	6.4
	2022	39.9	28.0	-	2.5

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 6: Penggunaan Teknologi Digital mengikut Sektor/ Subsektor, 2022-2024 (samb)
Table 6: Usage of Digital Technology by Sector/ Sub-sector, 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Tahun <i>Year</i>	Perisian pengurusan <i>Management software</i>	Platform kolaborasi atas talian <i>Online collaborative platforms</i>	Penggunaan internet dan teknologi 5G <i>Usage of internet and 5G technology</i>	Lain-lain <i>Others</i>
		%	%	%	%
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	89.9	35.9	41.0	6.6
	2023	88.4	35.7	39.7	6.3
	2022	85.2	30.7	-	0.0
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	53.1	35.5	30.7	5.2
	2023	52.6	35.3	27.1	5.8
	2022	52.0	35.0	-	4.7
Hartanah <i>Real Estate</i>	2024	52.9	36.3	40.1	5.8
	2023	52.1	35.7	36.1	5.7
	2022	50.2	32.2	-	0.3
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	61.0	17.3	25.3	7.2
	2023	58.9	15.7	24.3	2.5
	2022	57.6	14.4	-	2.2
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	46.9	23.8	29.6	10.6
	2023	46.2	23.2	45.0	10.0
	2022	45.8	22.0	-	8.2
Pendidikan <i>Education</i>	2024	55.6	31.3	34.9	7.7
	2023	54.9	29.8	25.6	7.0
	2022	53.6	28.2	-	0.1
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	49.1	24.4	29.7	6.0
	2023	48.3	23.5	28.7	5.5
	2022	48.1	23.3	-	1.2
Kesenian, Hiburan dan Rekreasi <i>Art, Entertainment and Recreation</i>	2024	60.6	20.4	31.6	3.9
	2023	59.0	19.5	30.0	3.4
	2022	57.5	14.0	-	1.6
Perkhidmatan Lain <i>Other Services</i>	2024	52.9	24.7	29.6	7.6
	2023	52.8	24.5	29.5	3.2
	2022	50.8	22.3	-	2.8

Nota/ Notes.

Lain-lain merujuk kepada selain daripada penggunaan teknologi digital yang dinyatakan.

'-' data tidak tersedia.

Others refers to other than the stated use of digital technology.

'-' data not available



Jadual 7 : Pendapatan dan Perbelanjaan E-dagang mengikut Sektor/ Subsektor, 2015 dan 2022-2024
Table 7 : Income and Expenditure of E-commerce by Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Year <i>Year</i>	Pendapatan <i>Income</i> (RM juta) (RM million)	Perbelanjaan <i>Expenditure</i> (RM juta) (RM million)
Jumlah <i>Total</i>	2024	1,288,108	625,325
	2023	1,184,122	571,399
	2022	1,126,854	531,631
	2015	398,207	195,098
Pertanian <i>Agriculture</i>	2024	1,176	487
	2023	1,077	451
	2022	995	424
	2015	185	80
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	12,363	4,796
	2023	11,695	4,245
	2022	10,895	3,730
	2015	6,827	2,204
Pembuatan <i>Manufacturing</i>	2024	633,525	405,493
	2023	587,258	371,800
	2022	561,260	347,617
	2015	275,857	160,584
Pembinaan <i>Construction</i>	2024	1,247	840
	2023	1,131	765
	2022	1,036	706
	2015	207	424
Perkhidmatan <i>Services</i>	2024	639,797	213,708
	2023	582,961	194,139
	2022	552,668	179,155
	2015	115,131	31,808
Utiliti <i>Utility</i>	2024	13,643	2,957
	2023	13,544	2,862
	2022	13,376	2,669
	2015	2,303	254
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	255,823	87,107
	2023	232,651	83,242
	2022	227,894	80,313
	2015	62,427	18,195
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	38,019	19,632
	2023	30,386	15,831
	2022	24,212	14,038
	2015	21,952	6,889
Penginapan <i>Accommodation</i>	2024	7,540	4,412
	2023	6,712	4,100
	2022	6,145	3,884
	2015	5,924	3,546
Makanan dan Minuman <i>Food and Beverages</i>	2024	10,961	2,379
	2023	9,742	2,230
	2022	8,932	2,112
	2015	2,043	604



Jadual 7 : Pendapatan dan Perbelanjaan E-dagang mengikut Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 7 : Income and Expenditure of E-commerce by Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Year <i>Year</i>	Pendapatan <i>Income</i> (RM juta) (RM million)	Perbelanjaan <i>Expenditure</i> (RM juta) (RM million)
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	110,441	32,997
	2023	99,559	28,948
	2022	92,373	26,600
	2015	8,575	173
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	194,352	61,527
	2023	182,116	54,474
	2022	171,939	47,242
	2015	9,268	1,818
Hartanah <i>Real Estate</i>	2024	95	47
	2023	90	45
	2022	87	42
	2015	9	9
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	550	82
	2023	524	81
	2022	496	78
	2015	206	33
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	3,294	832
	2023	2,983	779
	2022	2,749	743
	2015	1,611	181
Pendidikan <i>Education</i>	2024	1,574	430
	2023	1,315	365
	2022	1,283	332
	2015	317	61
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	1,455	826
	2023	1,361	748
	2022	1,275	683
	2015	4	17
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	1,968	428
	2023	1,901	385
	2022	1,834	373
	2015	483	25
Perkhidmatan Lain <i>Other Services</i>	2024	82	53
	2023	77	50
	2022	75	47
	2015	8	3



Jadual 8 : Pendapatan E-dagang mengikut Jenis Pasaran dan Sektor/ Subsektor, 2015 dan 2022-2024
Table 8 : Income of E-commerce by Type of Market and Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Year <i>Year</i>	Jumlah <i>Total</i>	Tempatan <i>Domestic</i>	Antarabangsa <i>International</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Jumlah <i>Total</i>	2024	1,288,108	1,150,128	137,979
	2023	1,184,122	1,052,993	131,129
	2022	1,126,854	1,003,480	123,374
	2015	398,207	356,887	41,320
Pertanian <i>Agriculture</i>	2024	1,176	969	207
	2023	1,077	888	189
	2022	995	819	176
	2015	185	129	56
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	12,363	10,149	2,214
	2023	11,695	9,576	2,119
	2022	10,895	8,917	1,977
	2015	6,827	4,922	1,906
Pembuatan <i>Manufacturing</i>	2024	633,525	587,367	46,158
	2023	587,258	543,322	43,935
	2022	561,260	520,611	40,649
	2015	275,857	255,691	20,166
Pembinaan <i>Construction</i>	2024	1,247	1,246	1
	2023	1,131	1,130	1
	2022	1,036	1,034	1
	2015	207	207	0
Perkhidmatan <i>Services</i>	2024	639,797	550,397	89,400
	2023	582,961	498,077	84,885
	2022	552,668	472,099	80,570
	2015	115,130	95,938	19,192
Utiliti <i>Utility</i>	2024	13,643	13,544	99
	2023	13,544	13,444	100
	2022	13,376	13,286	90
	2015	2,303	2,303	-
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	255,823	215,694	40,129
	2023	232,651	192,597	40,054
	2022	227,894	188,731	39,162
	2015	62,427	54,719	7,708
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	38,019	28,349	9,670
	2023	30,386	22,586	7,800
	2022	24,212	16,723	7,489
	2015	21,952	13,103	8,849
Penginapan <i>Accommodation</i>	2024	7,540	6,637	903
	2023	6,712	6,000	712
	2022	6,145	5,555	590
	2015	5,924	3,812	2,112
Makanan dan Minuman <i>Food and Beverages</i>	2024	10,961	10,927	34
	2023	9,742	9,716	26
	2022	8,932	8,912	20
	2015	2,043	2,032	11



Jadual 8 : Pendapatan E-dagang mengikut Jenis Pasaran dan Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 8 : Income of E-commerce by Type of Market and Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor <i>Sector/ Sub-sector</i>	Year <i>Year</i>	Jumlah <i>Total</i>	Tempatan <i>Domestic</i>	Antarabangsa <i>International</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	110,441	110,388	53
	2023	99,559	99,514	45
	2022	92,373	92,335	38
	2015	8,575	8,517	58
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	194,352	156,131	38,221
	2023	182,116	146,171	35,945
	2022	171,939	138,935	33,003
	2015	9,268	8,967	301
Hartanah <i>Real Estate</i>	2024	95	89	6
	2023	90	84	6
	2022	87	81	6
	2015	9	9	-
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	550	544	6
	2023	524	519	5
	2022	496	491	5
	2015	206	196	9
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	3,294	3,188	106
	2023	2,983	2,919	64
	2022	2,749	2,708	41
	2015	1,611	1,564	46
Pendidikan <i>Education</i>	2024	1,574	1,494	80
	2023	1,315	1,275	40
	2022	1,283	1,247	36
	2015	317	292	25
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	1,455	1,439	16
	2023	1,361	1,346	15
	2022	1,275	1,260	16
	2015	4	3	0
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	1,968	1,892	76
	2023	1,901	1,828	73
	2022	1,834	1,761	73
	2015	483	412	71
Perkhidmatan Lain <i>Other Services</i>	2024	82	81	1
	2023	77	76	1
	2022	75	74	1
	2015	8	6	1

Nota/ Notes.

'0' nilai kurang daripada RM500,000

'-' data tidak tersedia.

'0' value less than RM500,000

'-' data not available.



Jadual 9 : Pendapatan E-dagang mengikut Jenis Pelanggan dan Sektor/ Subsektor, 2015 dan 2022-2024
Table 9 : Income of E-commerce by Type of Customer and Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor Sector/ Sub-sector	Year Year	Jumlah Total	Perniagaan kepada Perniagaan Business to Business	Perniagaan kepada Pelanggan Business to Customer	Perniagaan kepada Kerajaan Business to Government
		(RM juta) (RM million)	(RM juta) (RM million)	(RM juta) (RM million)	(RM juta) (RM million)
Jumlah <i>Total</i>	2024	1,288,108	879,604	374,669	33,834
	2023	1,184,122	817,138	336,622	30,361
	2022	1,126,854	786,501	312,583	27,769
	2015	398,207	320,113	68,847	9,247
Pertanian <i>Agriculture</i>	2024	1,176	756	413	7
	2023	1,077	686	384	7
	2022	995	628	360	7
	2015	185	103	82	-
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	12,363	12,337	-	26
	2023	11,695	11,669	-	26
	2022	10,895	10,872	-	23
	2015	6,827	6,813	-	14
Pembuatan <i>Manufacturing</i>	2024	633,525	579,913	45,137	8,475
	2023	587,258	540,749	39,126	7,382
	2022	561,260	526,748	28,358	6,154
	2015	275,857	257,011	18,108	738
Pembinaan <i>Construction</i>	2024	1,247	823	100	324
	2023	1,131	742	86	303
	2022	1,036	681	72	283
	2015	207	206	0	0
Perkhidmatan <i>Services</i>	2024	639,797	285,776	329,019	25,002
	2023	582,961	263,291	297,026	22,643
	2022	552,668	247,573	283,793	21,303
	2015	115,131	55,979	50,657	8,495
Utiliti <i>Utility</i>	2024	13,643	13,409	175	59
	2023	13,544	13,321	178	45
	2022	13,376	13,190	147	39
	2015	2,303	2,302	1	-
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	255,823	111,255	137,182	7,386
	2023	232,651	103,459	122,761	6,431
	2022	227,894	101,838	120,132	5,923
	2015	62,427	43,917	12,684	5,826
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	38,019	14,045	22,744	1,230
	2023	30,386	10,883	18,451	1,052
	2022	24,212	8,120	15,250	842
	2015	21,952	3,512	17,627	812
Penginapan <i>Accommodation</i>	2024	7,540	1,598	5,241	702
	2023	6,712	1,376	4,872	464
	2022	6,145	1,210	4,618	317
	2015	5,924	1,603	3,241	1,080

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 9 : Pendapatan E-dagang mengikut Jenis Pelanggan dan Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 9 : Income of E-commerce by Type of Customer and Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor Sector/ Sub-sector	Year Year	Jumlah Total	Perniagaan kepada Perniagaan Business to Business	Perniagaan kepada Pelanggan Business to Customer	Perniagaan kepada Kerajaan Business to Government
		(RM Juta) (RM Million)	(RM Juta) (RM Million)	(RM Juta) (RM Million)	(RM Juta) (RM Million)
Makanan dan Minuman <i>Food and Beverages</i>	2024	10,961	1,113	9,666	182
	2023	9,742	916	8,668	158
	2022	8,932	767	8,025	139
	2015	2,043	406	1,588	49
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	110,441	55,304	53,518	1,620
	2023	99,559	50,367	47,656	1,536
	2022	92,373	44,651	46,267	1,454
	2015	8,575	1,473	6,931	171
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	194,352	85,609	95,394	13,349
	2023	182,116	79,907	89,629	12,579
	2022	171,939	74,997	84,629	12,312
	2015	9,268	2,152	6,706	410
Hartanah <i>Real Estate</i>	2024	95	39	55	1
	2023	90	35	54	1
	2022	87	35	52	1
	2015	9	4	5	0
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	550	320	226	5
	2023	524	306	212	5
	2022	496	300	191	4
	2015	206	113	79	14
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	3,294	1,416	1,517	362
	2023	2,983	1,302	1,407	274
	2022	2,749	1,195	1,379	174
	2015	1,611	462	1,021	128
Pendidikan <i>Education</i>	2024	1,574	630	902	41
	2023	1,315	528	754	33
	2022	1,283	516	736	31
	2015	317	18	297	3
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	1,455	636	812	7
	2023	1,361	550	805	6
	2022	1,275	426	842	7
	2015	4	0	3	0
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	1,968	373	1,538	57
	2023	1,901	315	1,530	57
	2022	1,834	300	1,477	56
	2015	483	15	468	0
Perkhidmatan Lain <i>Other Services</i>	2024	82	29	50	3
	2023	77	26	48	2
	2022	75	25	47	2
	2015	8	2	4	1

Nota/ Notes.

'0' nilai kurang daripada RM500,000

'0' value less than RM500,000



Jadual 10 : Perbelanjaan E-dagang mengikut Jenis Pasaran dan Sektor/ Subsektor, 2015 dan 2022-2024
Table 10 : Expenditure of E-commerce by Type of Market and Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor Sector/ Sub-sector	Year Year	Jumlah Total (RM juta) (RM million)	Tempatan Domestic (RM juta) (RM million)	Antarabangsa International (RM juta) (RM million)
Jumlah <i>Total</i>	2024	625,325	580,428	44,897
	2023	571,399	530,609	40,790
	2022	531,631	494,160	37,471
	2015	195,098	173,963	21,135
Pertanian <i>Agriculture</i>	2024	487	442	45
	2023	451	408	44
	2022	424	381	43
	2015	80	80	0
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	2024	4,796	4,795	1
	2023	4,245	4,244	1
	2022	3,730	3,729	1
	2015	2,204	2,204	-
Pembuatan <i>Manufacturing</i>	2024	405,493	378,254	27,239
	2023	371,800	347,931	23,869
	2022	347,617	326,505	21,112
	2015	160,584	149,387	11,197
Pembinaan <i>Construction</i>	2024	840	824	16
	2023	765	749	15
	2022	706	691	15
	2015	424	422	2
Perkhidmatan <i>Services</i>	2024	213,708	196,113	17,596
	2023	194,139	177,278	16,861
	2022	179,155	162,854	16,301
	2015	31,808	21,871	9,937
Utiliti <i>Utility</i>	2024	2,957	2,937	21
	2023	2,862	2,841	21
	2022	2,669	2,649	20
	2015	254	254	-
Perdagangan Borong dan Runcit <i>Wholesale and Retail Trade</i>	2024	87,107	77,907	9,200
	2023	83,242	74,191	9,051
	2022	80,313	71,368	8,944
	2015	18,195	14,920	3,275
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	2024	19,632	13,551	6,081
	2023	15,831	10,065	5,766
	2022	14,038	8,540	5,498
	2015	6,889	1,858	5,031
Penginapan <i>Accommodation</i>	2024	4,412	3,180	1,232
	2023	4,100	2,902	1,198
	2022	3,884	2,698	1,186
	2015	3,546	2,235	1,311

Nota/ Notes.

'-' data tidak tersedia

'-' data not available



Jadual 10 : Perbelanjaan E-dagang mengikut Jenis Pasaran dan Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 10 : Expenditure of E-commerce by Type of Market and Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor Sector/ Sub-sector	Year Year	Jumlah Total (RM juta) (RM million)	Tempatan Domestic (RM juta) (RM million)	Antarabangsa International (RM juta) (RM million)
Makanan dan Minuman <i>Food and Beverages</i>	2024	2,379	1,851	528
	2023	2,230	1,801	429
	2022	2,112	1,763	350
	2015	604	488	116
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	32,997	32,975	22
	2023	28,948	28,931	17
	2022	26,600	26,585	15
	2015	173	90	83
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	61,527	61,219	308
	2023	54,474	54,287	187
	2022	47,242	47,142	100
	2015	1,818	1,728	91
Hartanah <i>Real Estate</i>	2024	47	43	4
	2023	45	41	4
	2022	42	39	3
	2015	9	9	0
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	82	79	3
	2023	81	78	3
	2022	78	75	3
	2015	33	31	2
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	832	742	89
	2023	779	693	85
	2022	743	659	84
	2015	181	165	16
Pendidikan <i>Education</i>	2024	430	415	15
	2023	365	352	13
	2022	332	320	12
	2015	61	57	4
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	826	794	32
	2023	748	720	28
	2022	683	653	30
	2015	17	14	3
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	428	367	61
	2023	385	325	59
	2022	373	316	57
	2015	25	20	5
Perkhidmatan Lain <i>Other Services</i>	2024	53	53	0
	2023	50	49	0
	2022	47	47	0
	2015	3	2	0

Nota/ Notes.

'0' nilai kurang daripada RM500,000

'-' data tidak tersedia.

'0' value less than RM500,000

'-' data not available.



Jadual 11 : Perbelanjaan E-dagang mengikut Jenis Pelanggan dan Sektor/ Subsektor, 2015 dan 2022-2024
Table 11 : Expenditure of E-commerce by Type of Customer and Sector/ Sub-sector, 2015 and 2022-2024

Sektor/ Subsektor Sector/ Sub-Sector	Year Year	Jumlah Total	Perniagaan kepada Perniagaan Business to Business	Perniagaan kepada Pelanggan Business to Customer	Perniagaan kepada Kerajaan Business to Government
		(RM juta) (RM million)	(RM juta) (RM million)	(RM juta) (RM million)	(RM juta) (RM million)
Jumlah	2024	625,325	481,674	126,977	16,673
<i>Total</i>	2023	571,399	443,363	112,626	15,410
	2022	531,631	432,160	87,937	11,535
	2015	195,098	183,002	8,656	3,440
Pertanian	2024	487	386	99	3
<i>Agriculture</i>	2023	451	354	95	2
	2022	424	328	94	2
	2015	80	71	8	1
Perlombongan dan Pengkuarian	2024	4,796	4,638	-	158
<i>Mining and Quarrying</i>	2023	4,245	4,085	5	155
	2022	3,730	3,587	5	138
	2015	2,204	2,204	-	-
Pembuatan	2024	405,493	330,746	66,875	7,872
<i>Manufacturing</i>	2023	371,800	303,906	60,451	7,443
	2022	347,617	297,157	45,223	5,238
	2015	160,584	151,914	6,517	2,153
Pembinaan	2024	840	702	38	100
<i>Construction</i>	2023	765	644	34	86
	2022	706	603	27	75
	2015	424	422	1	0
Perkhidmatan	2024	213,708	145,203	59,966	8,540
<i>Services</i>	2023	194,139	134,373	52,041	7,725
	2022	179,155	130,484	42,588	6,082
	2015	31,808	28,391	2,130	1,286
Utiliti	2024	2,957	2,856	93	9
<i>Utility</i>	2023	2,862	2,783	73	6
	2022	2,669	2,599	64	6
	2015	254	254	-	-
Perdagangan Borong dan Runcit	2024	87,107	65,222	19,882	2,004
<i>Wholesale and Retail Trade</i>	2023	83,242	62,392	18,898	1,952
	2022	80,313	60,690	17,711	1,912
	2015	18,195	16,467	728	1,001
Pengangkutan dan Penyimpanan	2024	19,632	12,295	6,975	363
<i>Transportation and Storage</i>	2023	15,831	11,540	3,960	331
	2022	14,038	11,300	2,437	301
	2015	6,889	6,696	-	194
Penginapan	2024	4,412	2,589	1,361	462
<i>Accommodation</i>	2023	4,100	2,538	1,180	383
	2022	3,884	2,523	1,041	320
	2015	3,546	2,260	1,246	40

Nota/ Notes.

'0' nilai kurang daripada RM500,000

'-' data tidak tersedia.

'0' value less than RM500,000

'-' data not available.



Jadual 11 : Perbelanjaan E-dagang mengikut Jenis Pelanggan dan Sektor/ Subsektor, 2015 dan 2022-2024 (samb)
Table 11 : Expenditure of E-commerce by Type of Customer and Sector/ Sub-sector, 2015 and 2022-2024 (cont'd)

Sektor/ Subsektor Sector/ Sub-Sector	Year Year	Jumlah Total	Perniagaan kepada Perniagaan Business to Business	Perniagaan kepada Pelanggan Business to Customer	Perniagaan kepada Kerajaan Business to Government
		(RM juta) (RM million)	(RM juta) (RM million)	(RM juta) (RM million)	(RM juta) (RM million)
Makanan dan Minuman <i>Food and Beverages</i>	2024	2,379	2,178	185	15
	2023	2,230	2,055	165	10
	2022	2,112	1,955	148	9
	2015	604	576	28	0
Maklumat dan Komunikasi <i>Information and Communication</i>	2024	32,997	25,300	7,122	575
	2023	28,948	22,053	6,381	514
	2022	26,600	21,474	4,660	466
	2015	173	166	6	1
Kewangan dan Insurans/ Takaful <i>Financial and Insurance/ Takaful</i>	2024	61,527	32,990	23,493	5,044
	2023	54,474	29,418	20,592	4,463
	2022	47,242	28,455	15,781	3,006
	2015	1,818	1,687	87	45
Hartanah <i>Real Estate</i>	2024	47	34	12	1
	2023	45	33	11	1
	2022	42	31	10	1
	2015	9	9	-	-
Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical</i>	2024	82	50	31	1
	2023	81	50	31	1
	2022	78	47	30	1
	2015	33	30	3	0
Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service</i>	2024	832	445	334	52
	2023	779	417	312	50
	2022	743	399	295	49
	2015	181	148	27	5
Pendidikan <i>Education</i>	2024	430	244	173	12
	2023	365	206	147	11
	2022	332	190	132	11
	2015	61	55	5	0
Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work</i>	2024	826	691	135	0
	2023	748	616	132	0
	2022	683	553	130	0
	2015	17	17	0	0
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2024	428	291	135	2
	2023	385	258	125	2
	2022	373	255	116	2
	2015	25	24	1	0
Perkhidmatan Lain <i>Other Services</i>	2024	53	18	34	1
	2023	50	15	34	1
	2022	47	13	33	1
	2015	3	3	0	-

Nota/ Notes.

'0' nilai kurang daripada RM500,000

'-' data tidak tersedia.

'0' value less than RM500,000

'-' data not available.



Jadual 12 : Pendapatan E-dagang Suku Tahunan
Table 12 : Quarterly Income of E-commerce

Tahun Year	Suku Tahun Quarter	Pendapatan Income (RM juta) (RM million)	YoY %	QoQ %
2020		963,124		
	1	210,458	-	-
	2	233,058	-	10.7
	3	255,914	-	9.8
	4	263,692	-	3.0
2021^r		1,114,438	15.7	
	1	259,994	23.5	-1.4
	2	273,189	17.2	5.1
	3	284,864	11.3	4.3
	4	296,390	12.4	4.0
2022^r		1,181,587	6.0	
	1	283,942	9.2	-4.2
	2	294,164	7.7	3.6
	3	295,046	3.6	0.3
	4	308,434	4.1	4.5
2023^r		1,239,413	4.9	
	1	313,397	10.4	1.6
	2	301,389	2.5	-3.8
	3	311,006	5.4	3.2
	4	313,620	1.7	0.8
2024^r		1,288,108	3.9	
	1	315,079	0.5	0.5
	2	324,884	7.8	3.1
	3	322,860	3.8	-0.6
	4	325,285	3.7	0.8
2025^r		1,312,297	1.9	
	1	325,666	3.4	0.1
	2	328,463	1.1	0.9
	3	327,173	1.3	-0.4
	4	330,994	1.8	1.2
2026^r	1	334,668	2.8	1.1

Nota/ Notes.

'r' pindaan

'r' revision

Muka surat ini sengaja dibiarkan kosong

This page is deliberately left blank



Muka surat ini sengaja dibiarkan kosong

This page is deliberately left blank

NOTA TEKNIKAL

1. PENDAHULUAN

Penerbitan ini membekalkan maklumat petunjuk ICT bagi Penggunaan ICT dan E-Dagang oleh Pertubuhan bagi tahun rujukan 2024. Data tersebut dikumpul dan disusun daripada Survei E-Dagang Tahunan 2025.

Petunjuk ICT telah dibangunkan oleh *World Summit on the Information Society (WSIS)* dan telah dilancarkan pada Jun 2004. Tujuan senarai petunjuk ini adalah sebagai panduan/ input kepada negara-negara yang menjalankan survei data ICT. Senarai petunjuk ini juga boleh membantu dalam mengeluarkan data ICT yang berkualiti dan perbandingan di peringkat antarabangsa.

Terdapat 48 petunjuk ICT di dalam 6 kumpulan seperti berikut:

- | | |
|--|---------------|
| • Infrastruktur dan akses ICT | - 10 petunjuk |
| • Penggunaan dan akses ICT oleh isi rumah dan individu | - 13 petunjuk |
| • Penggunaan ICT oleh perniagaan | - 12 petunjuk |
| • Sektor ICT (Pengeluaran) | - 2 petunjuk |
| • Perdagangan Antarabangsa bagi barangan ICT | - 2 petunjuk |
| • ICT di dalam pendidikan | - 9 petunjuk |

2. KUASA PERUNDANGAN

Survei E-Dagang Tahunan dilaksanakan di bawah **Akta Perangkaan 1965 (Disemak 1989)**. Di bawah **Seksyen 5** Akta ini, mana-mana pertubuhan yang beroperasi di Malaysia dikehendaki memberikan maklumat sebenar atau anggaran terbaik kepada Jabatan. Mengikut Akta ini, kandungan soal selidik adalah **sulit** dan hanya angka agregat yang diterbitkan.

3. SKOP DAN LIPUTAN

Penerbitan ini menggunakan data daripada Survei E-Dagang Tahunan 2025 (tahun rujukan 2024). Survei ini mengumpul maklumat daripada pertubuhan berdaftar dalam sektor Pertanian, Perlombongan & pengkuarian, Pembuatan, Pembinaan dan Perkhidmatan. Klasifikasi industri merujuk kepada Piawaian Klasifikasi Industri Malaysia (MSIC) 2008 Versi 1.0 yang selaras dengan *International Standard Industrial Classification of All Economic Activities (ISIC), Revision. 4, United Nations*. Liputan bagi keseluruhan sektor merangkumi 1,122 kategori industri seperti yang ditunjukkan pada **Jadual 1**.

Jadual 1: Bilangan industri mengikut sektor

Sektor	Bilangan Industri
Pertanian*	140
Perlombongan & pengkuarian	56
Pembuatan	259
Pembinaan	72
Perkhidmatan	595
Jumlah	1,122

Nota:

(*) Usahawan dalam sektor Pertanian yang hanya berdaftar dengan agensi-agensi kerajaan yang berkaitan bagi maksud menerima bantuan **TIDAK** diliputi kecuali pengusaha kelapa sawit.

4. SUMBER RANGKA STATISTIK

Sumber utama rangka statistik pertubuhan adalah daripada *Malaysia Statistical Business Register (MSBR)* manakala bagi subsektor Penginapan termasuk perniagaan inap desa yang tidak berdaftar. MSBR adalah senarai pertubuhan/ perusahaan yang beroperasi di Malaysia yang merangkumi Daftar Syarikat (ROC), Daftar Perniagaan (ROB) dan Perkongsian Liabiliti Terhad (LLP) yang berdaftar dengan Suruhanjaya Syarikat Malaysia (SSM) serta pertubuhan yang berdaftar dengan Pihak Berkuasa Tempatan (PBT) dan badan profesional. Senarai di MSBR dikemaskini secara berkala berdasarkan survei dan bancian yang dijalankan oleh Jabatan Perangkaan Malaysia (DOSM) dan sumber data pentadbiran daripada pelbagai agensi. Sumber utama data pentadbiran adalah daripada SSM.

Selain itu, DOSM juga bekerjasama dengan agensi lain seperti Kumpulan Wang Simpanan Pekerja (KWSP), Jabatan Kastam Diraja Malaysia, Lembaga Hasil Dalam Negeri (LHDN), Pertubuhan Keselamatan Sosial (PERKESO), Pihak Berkuasa Tempatan (PBT), dan badan profesional. Rangka dikemaskini untuk mengambil kira pertubuhan baru dan sebarang perubahan yang berlaku kepada pertubuhan tersebut seperti tutup, tidak beroperasi, perubahan jenis aktiviti dan lokasi/ alamat pos untuk memastikan maklumat yang terdapat dalam rangka adalah yang paling terkini.

5. JENIS AKTIVITI PERNIAGAAN

Jenis aktiviti perniagaan merujuk kepada aktiviti utama dan sekunder. Aktiviti utama merujuk kepada aktiviti yang mana pertubuhan menumpukan sebahagian besar sumbernya atau memberi sumbangan besar dari segi pendapatan. Aktiviti sekunder didefinisikan sebagai aktiviti sampingan kepada aktiviti utama. Klasifikasi industri bagi pertubuhan adalah berasaskan kepada aktiviti utama dan Piawaian Klasifikasi Industri Malaysia (MSIC), 2008 Ver. 1.0. MSIC 2008 yang diselaraskan dengan *International Standard Industrial Classification of All Economics Activities (ISIC), Rev. 4*, yang diterbitkan oleh *United Nations Statistic Division*, dengan pengubahsuaian mengikut keperluan tempatan.

6. KONSEP DAN DEFINISI

Industri tersebut dikategorikan kepada lima sektor utama iaitu Pertanian, Perlombongan & pengkuarian, Pembuatan, Pembinaan, dan Perkhidmatan. Definisi sektor adalah seperti berikut:

6.1 Pertanian

Merangkumi aktiviti penanaman, pemeliharaan dan penternakan haiwan dan pengeluaran produk haiwan, penebangan kayu balak dan tanaman lain, serta perikanan tangkapan dan akuakultur termasuk penggunaan sumber semulajadi tumbuh-tumbuhan dan haiwan. Terdapat empat subsektor iaitu tanaman, ternakan, perhutanan & pembalakan dan perikanan.

- 6.1.1 Tanaman** merujuk kepada penanaman dan pengeluaran produk tanaman termasuk pertanian organik. Tanaman juga meliputi penanaman tanaman tidak kekal dan kekal untuk tujuan pengeluaran benih;
- 6.1.2 Ternakan** merujuk kepada binatang atau unggas yang dipelihara untuk tujuan komersil atau pembiakbakaan. Pengeluaran ternakan termasuk penternakan (ladang) dan pembiakan semua haiwan serta pengeluaran daripada hasil ternakan seperti telur, susu, madu, dan sebagainya;
- 6.1.3 Perhutanan & pembalakan** termasuk pengeluaran kayu balak untuk industry berasaskan kayu, meliputi pengestrakan dan pengumpulan produk hutan bukan kayu yang tumbuh liar. Selain pengeluaran kayu balak, aktiviti perhutanan yang menghasilkan produk melalui proses minima seperti kayu api, kayu arang, reja kayu dan kayu balak yang digunakan dalam bentuk yang belum diproses turut disertakan. Aktiviti ini boleh dijalankan dalam hutan asli dan ladang hutan. Ia juga termasuk sebahagian daripada aktiviti operasi perhutanan berdasarkan bayaran atau secara kontrak.
- 6.1.4 Perikanan** termasuk perikanan tangkapan dan akuakultur meliputi penggunaan sumber perikanan daripada laut, air payau atau air tawar dengan tujuan menangkap dan mengumpul ikan, krustasia, moluska dan organisma dan produk laut lain. Akuakultur ialah proses pengeluaran yang melibatkan pengkulturan (termasuk tuaian) organisma akuatik menggunakan teknik yang direka bentuk untuk meningkatkan pengeluaran organisma tersebut melebihi kapasiti persekitaran semulajadi.

6.2 Perlombongan & pengkuarian

Perlombongan dan pengkuarian termasuk pengekstrakan mineral yang terjadi secara semulajadi seperti pepejal (batu arang dan bijih), cecair (petroleum) atau gas (gas asli). Pengekstrakan boleh dijalankan melalui pelbagai kaedah seperti perlombongan bawah tanah atau dedah, pengoperasian telaga, perlombongan dasar laut dan lain-lain. Walau bagaimanapun, subsektor perlombongan mineral dan pengkuarian tidak diliputi dalam penerbitan ini.

6.3 Pembuatan

Perubahan fizikal atau kimia ke atas bahan atau komponen menjadi produk baru sama ada kerja itu dilakukan oleh jentera pacuan kuasa atau yang dijalankan dengan tangan, sama ada dilaksanakan di kilang atau di rumah pekerja dan sama ada barang keluaran dijual secara borong atau runcit.

Pengelasan lapan (8) subsektor mengikut bahagian adalah seperti berikut:

Bahagian		Keterangan
Produk makanan		
10	Pembuatan produk makanan	
Minuman & produk tembakau		
11	Pembuatan minuman	
12	Pembuatan produk tembakau	
Produk tekstil, pakaian & kulit		
13	Pembuatan tekstil	
14	Pembuatan pakaian	
15	Pembuatan produk kulit dan barangan berkaitan	
Produk kayu, perabot, keluaran kertas & percetakan		
16	Pembuatan kayu dan produk kayu dan gabus, kecuali perabot; pembuatan bagi artikel jerami dan bahan-bahan anyaman perabot	
17	Pembuatan kertas dan produk kertas	
18	Percetakan dan penerbitan semula media rakaman	
31	Pembuatan perabot	

Bahagian	Keterangan
Produk petroleum, kimia, getah & plastik	
19	Pembuatan kok dan produk petroleum bertapis
20	Pembuatan kimia dan produk kimia
21	Pembuatan produk farmaseutikal asas, kimia perubatan dan botani
22	Pembuatan produk getah dan plastik
Produk mineral bukan logam, logam asas & produk logam yang direka	
23	Pembuatan produk galian bukan logam lain
24	Pembuatan logam asas
25	Pembuatan produk logam, kecuali mesin dan kelengkapan
Produk elektrik, elektronik & optikal	
26	Pembuatan komputer, produk elektronik dan optikal
27	Pembuatan kelengkapan elektrik
28	Pembuatan jentera dan peralatan t.t.t.l.
Peralatan pengangkutan, pembuatan lain & pembaikan	
29	Pembuatan kenderaan bermotor, treler dan semi treler
30	Pembuatan kelengkapan pengangkutan lain
32	Pembuatan lain
33	Membaiki dan pemasangan jentera dan kelengkapan

6.4 Pembinaan

Ditakrifkan sebagai pembinaan baru, pengubahsuaian, pembaikan dan perobohan. Pemasangan sebarang jenis jentera atau peralatan yang dipasang ketika pembinaan asal adalah diambil kira, demikian juga bagi pemasangan jentera atau peralatan selepas pembinaan asal tetapi memerlukan perubahan struktur bagi pemasangannya.

6.5 Perkhidmatan

Perkhidmatan berkaitan Bekalan elektrik, gas, wap & pendingin udara; Bekalan air, pembentungan, pengurusan sisa & aktiviti pemulihan; Perdagangan Borong & runcit; Pengangkutan & penyimpanan; Maklumat & komunikasi; Penginapan; Makanan & minuman; Kewangan; Hartanah; Profesional, saintifik & teknikal; Pentadbiran & khidmat sokongan; Pendidikan swasta; Kesihatan swasta & kerja sosial; Kesenian, hiburan & rekreasi dan Perkhidmatan persendirian & lain-lain aktiviti.

6.5.1 Bekalan elektrik, gas, wap & pendinginan udara adalah ditakrifkan sebagai aktiviti pembekalan tenaga elektrik, gas asli, wap, air panas dan seumpamanya melalui satu infrastruktur (rangkaian) tetap bagi talian, saluran utama dan paip. Dimensi rangkaian ini tidak dapat ditentukan; juga termasuk pengagihan elektrik, gas, wap, air panas dan seumpamanya di kawasan perindustrian atau bangunan tempat kediaman. Oleh itu, seksyen ini termasuk operasi utiliti elektrik dan gas yang menjana, mengawal dan mengagih tenaga elektrik atau gas. Juga termasuk bekalan wap dan pendinginan udara.

6.5.2 Bekalan air, pembentungan, pengurusan sisa & aktiviti pemulihan meliputi aktiviti yang berkaitan dengan pengurusan sisa termasuk pungutan, perawatan dan pelupusan seperti sisa terjadual, sisa pepejal dan air sisa daripada perindustrian dan isi rumah, termasuk juga pemulihan bahan dan tapak yang tercemar. Hasil sisa daripada proses perawatan boleh dilupus atau menjadi input kepada proses pengeluaran yang lain. Aktiviti yang berkaitan dengan perawatan dan bekalan air juga dimasukkan dalam sektor ini.

6.5.3 Perdagangan borong & runcit merangkumi perdagangan borong, perdagangan runcit dan pembaikan kenderaan bermotor & motosikal.

- 6.5.4 Pengangkutan & penyimpanan** meliputi pertubuhan yang menyediakan perkhidmatan darat, pengangkutan muatan melalui jalan raya, pengangkutan darat lain, pengangkutan air, penggudangan & aktiviti sokongan seperti pengoperasian terminal, tempat letak kereta, pengoperasian lebuh raya, pengoperasian pelabuhan, pengendalian kargo/ pemunggahan, agensi perkapalan & penghantaran serta lain-lain aktiviti sokongan perkhidmatan pengangkutan.
- 6.5.5 Maklumat & komunikasi** terdiri daripada aktiviti penerbitan, penerbitan wayang gambar, video & program televisyen, rakaman bunyi & penerbitan muzik, pemrograman & penyiaran, perkhidmatan telekomunikasi, pengaturcaraan komputer, perundingan & aktiviti yang berkaitan dan perkhidmatan maklumat.
- 6.5.6 Perkhidmatan penginapan** merujuk kepada penyediaan tempat penginapan jangka pendek berbayar, sama ada dibuka kepada orang awam atau terhad kepada ahli sebuah pertubuhan tertentu. Ianya tidak termasuk penyewaan tempat tinggal berperabot jangka panjang yang dikelaskan dalam Hartanah.
- 6.5.7 Perkhidmatan makanan & minuman** termasuk perkhidmatan makanan & minuman yang menyediakan hidangan atau minuman lengkap untuk penggunaan segera, sama ada di restoran tradisional, restoran layan diri atau bawa pulang, yang didirikan secara kekal atau sementara dengan atau tiada kemudahan tempat duduk.
- 6.5.8 Perkhidmatan kewangan** adalah meliputi aktiviti perantaraan kewangan; aktiviti perkhidmatan kewangan lain dan aktiviti sokongan kepada perkhidmatan kewangan; aktiviti insurans/ takaful, insurans takaful semula dan tabungan pencen & hemat; dan aktiviti sokongan kepada insurans/ takaful dan tabungan pencen.

- 6.5.9 Perkhidmatan hartanah** termasuk tindakan seperti pemberi pajak, agen dan atau broker di dalam satu atau lebih daripada yang berikut: penjualan atau pembelian hartanah, penyewaan hartanah, penyediaan perkhidmatan hartanah lain seperti penilaian hartanah, pengurusan hartanah atau bertindak sebagai agen hartanah eskrow. Aktiviti dalam bahagian ini mungkin dijalankan di atas hartanah milikan sendiri atau pajakan dan mungkin berlaku atas dasar bayaran atau kontrak. Termasuk juga pembangunan struktur, berserta mengekalkan hak milik atau pajakan bagi struktur tersebut.
- 6.5.10 Perkhidmatan profesional, saintifik & teknikal** termasuk aktiviti profesional khusus, saintifik dan teknikal yang memerlukan tahap latihan yang tinggi dan menjadikan pengetahuan dan kemahiran khusus tersedia kepada pengguna. Aktiviti yang dijalankan termasuk aktiviti guaman & perakaunan, aktiviti ibu pejabat, aktiviti perundingan pengurusan, aktiviti arkitek & kejuruteraan, ujian & analisis teknikal, penyelidikan & pembangunan saintifik, pengiklanan & penyelidikan pasaran, profesional lain, aktiviti saintifik & teknikal dan veterineri.
- 6.5.11 Perkhidmatan pentadbiran & khidmat sokongan** termasuk pelbagai aktiviti yang menyokong operasi am perniagaan meliputi aktiviti sewaan & pajakan, aktiviti pekerjaan, agensi pengembaraan, operator pelancongan & aktiviti perkhidmatan penempahan lain, aktiviti keselamatan & penyiasatan, aktiviti perkhidmatan bangunan & lanskap dan aktiviti pengurusan pejabat, sokongan pejabat & perniagaan lain.
- 6.5.12 Perkhidmatan pendidikan swasta** merujuk kepada pertubuhan yang berdaftar dengan Kementerian Pendidikan Malaysia dan Kementerian Pengajian Tinggi yang menyediakan perkhidmatan pelajaran akademik, vokasional dan perdagangan. Aktiviti yang diliputi dalam kumpulan ini ialah pendidikan pra sekolah & pendidikan rendah, pendidikan menengah, pendidikan tinggi, pendidikan lain dan perkhidmatan sokongan lain.

- 6.5.13 Perkhidmatan kesihatan swasta & kerja sosial** meliputi aktiviti hospital, aktiviti amalan perubatan & pergigian, aktiviti kesihatan dan kemanusiaan lain, aktiviti rumah penjagaan, dan aktiviti kerja sosial tanpa penginapan.
- 6.5.14 Perkhidmatan kesenian, hiburan & rekreasi** termasuk pelbagai aktiviti bagi memenuhi minat orang awam dalam aktiviti kebudayaan, hiburan dan rekreasi meliputi persembahan secara langsung, operasi muzium, perjudian, sukan dan aktiviti rekreasi.
- 6.5.15 Perkhidmatan persendirian & lain-lain aktiviti** termasuk aktiviti keahlian organisasi, aktiviti organisasi keahlian perniagaan, majikan & profesional, aktiviti kesatuan buruh, aktiviti keahlian organisasi lain, pembaikan komputer & barangan persendirian dan isi rumah dan aktiviti perkhidmatan seperti basuhan dan cucian kering tekstil dan produk berbulu; dandanan rambut dan penjagaan kecantikan lain; dan pengebumian dan aktiviti perkhidmatan lain.

7. DEFINISI ICT

Berdasarkan definisi daripada *Organisation for Economic Co-operation and Development (OECD)*, 2015:

a) Komputer

Termasuk komputer peribadi, komputer mudah alih (cth. komputer riba), tablet dan peranti mudah alih yang lain seperti *telefon pintar.

b) Intranet

Merujuk kepada rangkaian komunikasi dalaman menggunakan protokol internet dan membolehkan komunikasi dalam organisasi

c) Extranet

Merujuk kepada rangkaian tertutup yang menggunakan protokol internet dengan selamat dalam perkongsian maklumat perniagaan dengan pembekal, *vendor*, pelanggan atau rakan kongsi perniagaan lain. Ia juga boleh menjadi sebahagian daripada laman web peribadi perniagaan, yang mana rakan perniagaan boleh melayari selepas disahkan dalam halaman log masuk.

d) Rangkaian kawasan setempat (LAN)

Rangkaian yang menghubungkan komputer dan peranti yang berkaitan di dalam kawasan setempat seperti bangunan persendirian, jabatan atau tapak; ia juga mungkin tanpa wayar.

e) Rangkaian kawasan setempat tanpa wayar (WLAN)

Rangkaian kawasan setempat yang menggunakan gelombang radio frekuensi tinggi dan bukannya wayar untuk berkomunikasi antara peranti yang dibolehkan oleh rangkaian. WLAN membolehkan pengguna bergerak di sekitar kawasan kecil dalam radius 20 hingga 91 meter.

f) Rangkaian kawasan luas (WAN)

Rangkaian yang menghubungkan komputer dan peranti yang berkaitan dalam kawasan geografi yang luas, seperti rantau atau negara.

g) Jalur lebar tetap

Merujuk kepada teknologi dengan kelajuan sekurang-kurangnya 256 kbit/s dalam satu atau kedua-dua arah. Ia terdiri daripada jalur lebar tetap berwayar dan jalur lebar tetap tanpa wayar.

Akses internet melalui jalur lebar tetap berwayar yang paling banyak digunakan untuk menghantar/ menerima maklumat adalah melalui kabel/ gentian optik (ADSL, SDSL, VDSL), teknologi fiber optik/ teknologi kabel.

h) Jalur lebar mudah alih

Merujuk kepada teknologi pada kelajuan tidak kurang daripada 256 kbit/s dalam satu atau kedua-dua arah. Ia meliputi teknologi seperti 3G/ LTE/ 4G, 5G, UMTS, CDMA2000 dan teknologi masa hadapan termasuk kedua-dua langganan data standard dan khusus. Kebiasaannya digunakan untuk peranti mudah alih (cth. komputer riba, tablet, modem tanpa wayar USB, telefon pintar dan peranti mudah alih lain).

Sambungan jalur lebar mudah alih ke internet merujuk kepada akses melalui WIFI *hotspot (tethering)* dan bukannya melalui *router* (cth. USB *dongle/ modem/ surfstick* seperti YES *dongle* dsb.).

i) Laman Web

Laman web adalah koleksi sumber web rangkaian yang berkaitan seperti laman sesawang, kandungan multimedia yang biasanya dikenal pasti dengan nama domain umum dan diterbitkan oleh sekurang-kurangnya satu pelayan sesawang. Laman sesawang boleh diakses menerusi rangkaian *Internet Protocol (IP)* awam seperti Internet atau rangkaian kawasan setempat peribadi (LAN) oleh URL yang mengenal pasti tapak tersebut. Sebuah laman sesawang boleh menjadi laman sesawang peribadi, laman sesawang korporat untuk sebuah syarikat, laman sesawang kerajaan, laman sesawang organisasi dan sebagainya.

j) Media sosial

Merujuk kepada mereka yang mempunyai profil pengguna, akaun atau lesen pengguna bergantung kepada keperluan dan jenis media sosial. Jenis media sosial adalah rangkaian sosial (cth. *Facebook, Instagram* dan *TikTok*), *Enterprise blogs* dan *microblogs Enterprise* (cth. *X*) dan laman sesawang perkongsian kandungan multimedia (cth. *YouTube*).

k) Internet mudah alih dan teknologi

Internet mudah alih dan teknologi adalah produk yang tidak dapat dielakkan dalam pembangunan internet PC. Ia menggabungkan komunikasi mudah alih dan internet menjadi satu. Ini adalah istilah umum untuk aktiviti di mana teknologi, platform, model perniagaan dan aplikasi internet digabungkan dengan teknologi komunikasi mudah alih (cth. peralatan *mobile IT*, peralatan *Global Positioning System (GPS)*, *wireless debit/ credit card payment terminals*).

l) Pengkomputeran awan

Pengkomputeran awan merujuk kepada perkhidmatan ICT yang digunakan melalui internet untuk mengakses perisian, kuasa pengkomputeran, kapasiti penyimpanan, dll. (cth. *HUAWEI Cloud Server, AVM Cloud*).

m) Analitik data

Analitik data ialah satu proses atau upaya pengolahan data menjadi sebuah informasi baru agar ciri-ciri data tersebut menjadi lebih mudah difahami dan berguna untuk penyelesaian suatu permasalahan khususnya yang berhubung dengan kajian (cth. *Tableau, Big Data Analytics, Mobile Business Intelligence*).

n) Perisian pengurusan

Perisian pengurusan ialah perisian aplikasi yang membantu pengguna semasa melakukan aktiviti pengurusan (cth. *Enterprise Resource Planning*, dll.).

o) Platform kolaborasi dalam talian

Merujuk kepada perkongsian ekonomi (cth. *Lazada, Shopee, Grab* dll.).

p) Keperluan penggunaan internet dan teknologi 5G

Merujuk kepada teknologi sambungan internet mudah alih yang menawarkan kelajuan yang lebih pantas dan sambungan lebih stabil pada peranti-peranti mudah alih.

8. DEFINISI E-DAGANG

Berdasarkan OECD, 2015, transaksi e-dagang adalah penjualan atau pembelian bagi barangan atau perkhidmatan, melalui rangkaian komputer yang telah direka untuk tujuan berkenaan. Transaksi e-dagang boleh berlaku di antara enterpris, isi rumah, inividu, kerajaan dan organisasi awam atau swasta yang lain.

Barangan atau perkhidmatan yang telah dipesan melalui kaedah e-dagang, namun pembayaran atau penerimaan barangan atau perkhidmatan berkenaan boleh diterima sama ada melalui *online* atau *offline*.

Transaksi e-dagang termasuk pesanan yang dibuat di laman sesawang, extranet atau *electronic data interchange* (EDI). Walau bagaimanapun, transaksi yang dibuat melalui panggilan telefon, faksimili, emel (emel yang ditaip manual) dan seumpamanya tidak dikategorikan sebagai urusniaga e-dagang.

- a) **Pendapatan e-dagang** bermaksud jumlah pendapatan yang diperolehi oleh pertubuhan daripada transaksi e-dagang. Pendapatan untuk pertubuhan perdagangan borong dan runcit merujuk kepada nilai jualan barangan dan perkhidmatan. Nilai jualan bermaksud nilai semua barang di mana hak milik atau hak mutlak untuk penggunaan telah dipindahkan kepada orang lain dengan tujuan barang itu akan dibeli akhirnya.
- b) **Perbelanjaan e-dagang** bermaksud jumlah perbelanjaan bagi pertubuhan yang mempunyai transaksi e-dagang.
- c) **E-dagang mengikut jenis pasaran**
 - i) **Tempatan** bermaksud urusanniaga pendapatan/ perbelanjaan e-dagang yang melibatkan transaksi dalam negara Malaysia.
 - ii) **Antarabangsa** bermaksud urusanniaga pendapatan/ perbelanjaan e-dagang yang melibatkan transaksi luar negara.
- d) **E-dagang mengikut jenis pelanggan**
 - i) **Perniagaan lain**

Perniagaan kepada Perniagaan (B2B) adalah transaksi e-dagang antara perniagaan yang menjual/ membeli produk atau perkhidmatan kepada/ daripada perniagaan lain. Sebagai contoh, pengeluar boleh menjual kepada pemborong atau pemborong boleh menjual kepada peruncit.
 - ii) **Pengguna individu**

Perniagaan kepada Pengguna (B2C) merupakan transaksi e-dagang di antara perniagaan dan pengguna, sama ada jualan, pembelian, atau perkhidmatan. Sebagai contoh perniagaan menjual produk pakaian kepada pengguna (pendapatan) atau perniagaan memberikan kupon diskaun kepada pengguna melalui platform e-dagang (perbelanjaan).

iii) Kerajaan dan organisasi bukan perniagaan lain

Perniagaan kepada Kerajaan (B2G) adalah model perniagaan yang merujuk kepada perniagaan yang menjual/ membayar bagi produk, perkhidmatan atau maklumat pihak kerajaan atau agensi kerajaan. Rangkaian atau model B2G menyediakan cara bagi perniagaan untuk membida projek atau produk kerajaan yang mungkin dibeli atau diperlukan oleh kerajaan untuk organisasi mereka. Ini boleh merangkumi organisasi sektor awam yang mencadangkan tawaran. Kegiatan B2G semakin dilakukan melalui internet melalui penawaran *real-time*. B2G juga dirujuk sebagai pemasaran sektor awam.

9. PENGIRAAN PERATUS PENGGUNAAN ICT

a) Penggunaan Komputer, Internet dan *Web Presence*

(i) Peratus penggunaan komputer

$$= \frac{\text{Bilangan pertubuhan yang menggunakan komputer}}{\text{Jumlah pertubuhan yang beroperasi}} \times 100$$

(ii) Peratus penggunaan internet

$$= \frac{\text{Bilangan pertubuhan yang menggunakan internet}}{\text{Jumlah pertubuhan yang beroperasi}} \times 100$$

(iii) Peratus pemilikan *web presence*

$$= \frac{\text{Bilangan pertubuhan yang menggunakan } \textit{web presence}}{\text{Jumlah pertubuhan yang beroperasi}} \times 100$$

b) Jenis *Web Presence* yang Dimiliki

- (i) Peratus laman web kepunyaan sendiri

$$= \frac{\text{Bilangan pertubuhan yang mempunyai laman web kepunyaan sendiri}}{\text{Jumlah pertubuhan yang mempunyai } \textit{web presence}} \times 100$$

- (ii) Peratus laman web di entiti lain

$$= \frac{\text{Bilangan pertubuhan yang mempunyai laman web di entiti lain}}{\text{Jumlah pertubuhan yang mempunyai } \textit{web presence}} \times 100$$

- (iii) Peratus media sosial

$$= \frac{\text{Bilangan pertubuhan yang mempunyai media sosial}}{\text{Jumlah pertubuhan yang mempunyai } \textit{web presence}} \times 100$$

- (iv) Peratus e-pasaran

$$= \frac{\text{Bilangan pertubuhan yang mempunyai e – pasaran}}{\text{Jumlah pertubuhan yang mempunyai } \textit{web presence}} \times 100$$

c) Jenis Rangkaian Komputer yang Digunakan

- (i) Peratus intranet

$$= \frac{\text{Bilangan pertubuhan yang mempunyai intranet}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

- (ii) Peratus extranet

$$= \frac{\text{Bilangan pertubuhan yang mempunyai extranet}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iii) Peratus rangkaian kawasan setempat (LAN)

$$= \frac{\text{Bilangan pertubuhan yang mempunyai LAN}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iv) Peratus rangkaian kawasan setempat tanpa wayar (WLAN)

$$= \frac{\text{Bilangan pertubuhan yang mempunyai WLAN}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(v) Peratus rangkaian kawasan luas (WAN)

$$= \frac{\text{Bilangan pertubuhan yang mempunyai WAN}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(vi) Peratus rangkaian komputer lain

$$= \frac{\text{Bilangan pertubuhan yang mempunyai rangkaian infrastruktur lain}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

d) Jenis Capaian Internet

(i) Peratus penggunaan jalur lebar tetap

$$= \frac{\text{Bilangan pertubuhan yang mempunyai jalur lebar tetap}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(ii) Peratus penggunaan jalur lebar mudah alih

$$= \frac{\text{Bilangan pertubuhan yang mempunyai jalur lebar mudah alih}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iii) Peratus penggunaan kedua-dua jalur lebar

$$= \frac{\text{Bilangan pertubuhan yang mempunyai kedua – dua jalur lebar}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

e) Tujuan Penggunaan Internet

(i) Peratus menghantar atau menerima emel

$$= \frac{\text{Bilangan pertubuhan yang menghantar atau menerima emel}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(ii) Peratus penggunaan telefon melalui internet

$$= \frac{\text{Bilangan pertubuhan yang menggunakan telefon melalui internet}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iii) Peratus menghantar informasi atau pesanan dengan segera

$$= \frac{\text{Bilangan pertubuhan yang menghantar informasi atau pesanan segera}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iv) Peratus mendapatkan maklumat barangan atau perkhidmatan

$$= \frac{\text{Bilangan pertubuhan yang mendapatkan maklumat barangan atau perkhidmatan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(v) Peratus mendapatkan maklumat dari organisasi kerajaan

$$= \frac{\text{Bilangan pertubuhan yang mendapatkan maklumat dari organisasi kerajaan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(vi) Peratus penggunaan berhubung dengan organisasi kerajaan

$$= \frac{\text{Bilangan pertubuhan yang berhubung dengan organisasi kerajaan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(vii) Peratus penggunaan perbankan internet

$$= \frac{\text{Bilangan pertubuhan yang menggunakan perbankan internet}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(viii) Peratus mengakses perkhidmatan kewangan yang lain

$$= \frac{\text{Bilangan pertubuhan yang mengakses perkhidmatan kewangan lain}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(ix) Peratus penyediaan perkhidmatan pelanggan

$$= \frac{\text{Bilangan pertubuhan yang menyediakan perkhidmatan pelanggan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(x) Peratus penggunaan penghantaran produk secara atas talian

$$= \frac{\text{Bilangan pertubuhan yang menghantar produk secara atas talian}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(xi) Peratus penggunaan pemberitahuan jawatan kosong dalaman atau luaran

$$= \frac{\text{Bilangan pertubuhan yang memberitahu jawatan kosong dalaman atau luaran}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(xii) Peratus penggunaan untuk latihan kakitangan (aplikasi e-pembelajaran)

$$= \frac{\text{Bilangan pertubuhan yang membuat latihan kakitangan (aplikasi e – pembelajaran)}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(xiii) Peratus penggunaan internet untuk lain-lain

$$= \frac{\text{Bilangan pertubuhan yang menggunakan internet untuk lain – lain tujuan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

f) Penggunaan Teknologi Digital

(i) Peratus penggunaan laman web

$$= \frac{\text{Bilangan pertubuhan yang menggunakan laman web}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(ii) Peratus penggunaan media sosial

$$= \frac{\text{Bilangan pertubuhan yang menggunakan media sosial}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iii) Peratus penggunaan internet mudah alih dan teknologi

$$= \frac{\text{Bilangan pertubuhan yang menggunakan internet mudah alih dan teknologi}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(iv) Peratus penggunaan pengkomputeran awam

$$= \frac{\text{Bilangan pertubuhan yang menggunakan pengkomputeran awam}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(v) Peratus penggunaan analitik data

$$= \frac{\text{Bilangan pertubuhan yang menggunakan analitik data}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(vi) Peratus penggunaan perisian pengurusan

$$= \frac{\text{Bilangan pertubuhan yang menggunakan perisian pengurusan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(vii) Peratus penggunaan platform kolaborasi atas talian

$$= \frac{\text{Bilangan pertubuhan yang menggunakan kolaborasi atas talian}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(viii) Peratus penggunaan internet dan teknologi 5G

$$= \frac{\text{Bilangan pertubuhan yang menggunakan internet dan teknologi 5G}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

(ix) Peratus penggunaan teknologi digital lain-lain

$$= \frac{\text{Bilangan pertubuhan yang menggunakan teknologi digital untuk lain – lain tujuan}}{\text{Jumlah pertubuhan yang menggunakan internet}} \times 100$$

10. TAHUN SURVEI

Tahun survei adalah merujuk kepada tahun pelaksanaan survei.

11. TAHUN RUJUKAN

Tahun rujukan bagi survei ini adalah tahun takwim 2024. Pertubuhan yang mempunyai tahun kewangan yang berbeza daripada tahun takwim diminta menyediakan laporan mengikut tahun perakaunan atau kewangan yang meliputi sebahagian besar daripada tahun rujukan.

12. KAEDAH PENGUMPULAN DATA

Survei ini secara umumnya dijalankan dengan menggunakan tiga (3) kaedah pengumpulan data seperti berikut:

a) **Kaedah atas talian melalui portal e-survey**

Kaedah ini menyasarkan responden yang telah menggunakan kaedah ini bagi survei rutin terdahulu.

b) **Kaedah kutipan data melalui e-mel, pos, faks dan telefon**

Kaedah ini menyasarkan responden yang pernah terlibat dengan survei rutin terdahulu. Responden diberi tempoh satu bulan untuk melengkapkan dan mengembalikan borang soal selidik tersebut kepada DOSM.

c) **Kaedah kutipan data secara bersemuka**

Kerja luar operasi di lapangan dijalankan untuk mendapatkan maklum balas daripada pertubuhan yang belum memberi jawapan dari kedua-dua kaedah ini menyasarkan pertubuhan yang tidak pernah terlibat dengan survei rutin DOSM.

13. UNIT PELAPOR

Unit pelapor bagi survei ini ialah pertubuhan. Sesebuah pertubuhan secara ideal ditakrifkan sebagai 'satu unit ekonomi yang bergiat di bawah satu hak milik atau penguasaan tunggal, iaitu di bawah satu entiti yang sah. Ia menjalankan satu jenis subsektor ekonomi utama di satu tempat/ lokasi fizikal'. Setiap pertubuhan diberikan klasifikasi industri berdasarkan aktiviti utamanya dan bukannya mengikut aktiviti syarikat induk.

Setiap cawangan daripada organisasi yang mempunyai beberapa cawangan di lokasi yang berbeza dari segi konsep dianggap sebagai pertubuhan yang berlainan. Pertubuhan berkenaan diminta memberikan penyata yang berasingan bagi setiap kegiatannya dari segi nilai. Walau bagaimanapun, dari segi praktis akaun biasanya disediakan secara berpusat kerana kesukaran untuk memperoleh data yang berasingan bagi setiap unit atau cawangan. Entiti atau 'enterprise' ini akan dianggap sebagai satu unit pelapor dan dibenarkan mengemukakan soal selidik yang menggabungkan semua unit atau cawangannya.

14. REKA BENTUK PENSAMPELAN

Reka bentuk pensampelan bagi survei ini adalah pensampelan rawak strata satu peringkat. Kategori industri di peringkat nasional telah diklasifikasikan sebagai strata manakala pertubuhan sebagai unit pensampelan.

Setiap strata (industri) telah dibentuk kepada empat substrata untuk memastikan sampel yang diagihkan mengambil kira ciri-ciri ekonomi industri tersebut. Substrata utama bersifat heterogen diliputi secara liputan penuh. Manakala, substrata selainnya bersifat homogen disampelkan.

Substrata utama meliputi pertubuhan kategori besar yang mempunyai jumlah hasil yang signifikan dalam industri liputan manakala bagi substrata kedua hingga keempat berdasarkan kategori perusahaan mikro, kecil dan sederhana (PMKS).

15. SAIZ SAMPEL

Statistik utama yang digunakan untuk penganggaran saiz sampel adalah jumlah hasil. Formula yang digunakan dalam penganggaran saiz sampel bagi strata adalah seperti berikut:

$$n = \frac{\sum N_i S_i^2}{V + \sum N_i S_i^2}$$

di mana;

n = Saiz sampel

N_i = Saiz populasi bagi strata i

S_i = Varian bagi strata i

V = Varian sasaran

$$V = RSE^2 \left(\frac{\hat{Y}_i}{Z} \right)^2$$

di mana;

$\hat{Y}_i$ = Jumlah hasil bagi strata i

Z = Ralat piawai relatif

RSE = Nilai aras keyakinan

Sampel akan diagihkan kepada substrata dalam industri liputan dengan menggunakan kaedah *Neyman Allocation* seperti berikut:

$$n_{hi} = \left(\frac{N_h S_h}{\sum N_h S_h} \right) n_i$$

$h = 2, 3 \text{ dan } 4, i = 1, 2, \dots k$

di mana;

n_{hi} = Saiz sampel bagi substrata h dalam strata i

N_h = Saiz populasi bagi substrata h

S_h = Sisihan piawai bagi substrata h

n_i = Saiz sampel bagi strata i

h = Substrata

i = Strata

Saiz sampel bagi survei ini adalah sebanyak 14,137 pertubuhan. Pertubuhan kategori besar diliputi sepenuhnya, manakala kategori lain dipilih secara rawak mengikut kaedah pensampelan bersistematik.

16. WAJARAN

Analisis berwajaran disediakan menggunakan wajaran bagi memastikan sampel yang dipilih dapat menggambarkan populasi survei. Wajaran yang diperlukan adalah wajaran di peringkat reka bentuk pensampelan dan wajaran tiada respons.

Wajaran reka bentuk pensampelan pada substrata h adalah seperti berikut :

$$W_h = \frac{N_h}{n_h} \quad h = 1, \dots, 4$$

di mana;

N_h = Bilangan populasi bagi substrata h ; dan

n_h = Bilangan sampel bagi substrata h

Wajaran tiada respons pada substrata h adalah seperti berikut:

$$NRW_h = \frac{1}{n'_n/n_n}, h = 1, \dots, 4$$

di mana;

n'_n = Bilangan sampel respons bagi substrata h

n_n = Bilangan sampel bagi substrata h

Kaedah pengiraan wajaran reka bentuk pensampelan selepas survei (*adjusted weight*) pada substrata h seperti berikut:

$$W_h = W_h^2 \times NRW_h, h = 1, \dots, 4$$

di mana;

W_h = Wajaran reka bentuk pensampelan pada substrata h

NRW_h = Wajaran tiada respons pada substrata h

17. PENERBITAN DAN SEMAKAN DATA

Penerbitan ini memberikan semakan anggaran pendapatan e-dagang bagi tahun 2023 hingga Suku Tahun Pertama 2026. Semakan adalah berdasarkan data terkini survei tahunan dan akaun syarikat bagi tahun 2024. Bagi tahun terkini 2022 hingga Suku Tahun Pertama 2026 anggaran adalah berdasarkan kepada sumber data suku tahunan.

18. PEMBUNDARAN

Jumlah bagi komponen mungkin berbeza dengan jumlah besar dalam jadual penerbitan disebabkan oleh pembundaran angka.

19. SIMBOL DAN SINGKATAN

-	:	Tiada
&	:	dan
%	:	peratus
b	:	bilion
cth	:	contoh
dll.	:	Dan lain-lain
RM	:	Ringgit Malaysia
ISIC	:	<i>International Standard Industrial Classification</i>
MSIC	:	Piawaian Klasifikasi Industri Malaysia
t.t.t.l.	:	tidak terkelas di tempat lain
Ver.	:	Versi
W.P.	:	Wilayah Persekutuan
ST	:	Suku Tahun
QoQ	:	Perubahan peratus suku tahun ke suku tahun
YoY	:	Perubahan peratus tahun ke tahun

TECHNICAL NOTES

1. INTRODUCTION

This report provides information on usage of ICT and e-commerce by establishment for reference year 2024. The data were collected and compiled from Annual E-Commerce Survey in 2025.

The ICT indicators has been developed by the World Summit on the Information Society (WSIS) and was launched in June 2004. The purpose of the core list as a guidance/ input to countries that are conducting ICT surveys. The core list also assists in produce quality and internationally comparable ICT data.

There are 48 ICT indicators in six groups as follows:

- *ICT infrastructure and access* - 10 indicators
- *Usage and access of ICT by households and individuals* - 13 indicators
- *Usage of ICT by businesses* - 12 indicators
- *ICT sector (producing)* - 2 indicators
- *International trade in ICT goods* - 2 indicators
- *ICT in education* - 9 indicators

2. LEGAL AUTHORITY

*The Annual E-Commerce Survey is conducts under the **Statistics Act 1965 (Revised 1989)**. Section 5 under this Act requires any establishment operating in Malaysia to provide actual or best estimate information to the Department. According to the Act, the contents of the questionnaire are **confidential** and only aggregate figures are published.*

3. SCOPE AND COVERAGE

This publication used data from Annual E-Commerce Survey 2025 (reference year 2024). The survey collected information from registered establishments in Agriculture, Mining & quarrying, Manufacturing, Construction and Services sectors. This classifications for industries were referring to Malaysia Standard Industrial Classification (MSIC) 2008 Version 1.0, which is in accordance with the International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4 United Nations. The coverage for all sectors encompasses 1,122 categories of industries as shown in **Table 1**.

Table 1: Number of industries by sector

Sector	Name of Industries
Agriculture*	140
Mining and Quarrying	56
Manufacturing	259
Construction	72
Services	595
Total	1,122

Note:

(*) Entrepreneurs in the Agriculture sector which registered with relevant government agencies for the purpose of receiving aid were **NOT** covered except palm oil's entrepreneurs.

4. SOURCE OF STATISTICAL FRAME

The main source for the establishment statistics frame is from the Malaysia Statistical Business Register (MSBR), while for the accommodation sub-sector, includes unregistered homestay. MSBR is a list of organisations/ enterprises operating in Malaysia that includes the Register of Companies (ROC), Register of Business (ROB), and Limited Liability Partnership (LLP) registered with the Companies Commission of Malaysia (CCM) as well as organisations registered with local authorities (LA) and professional bodies. The list in MSBR is updated regularly based on surveys and censuses conducted by the Department of Statistics Malaysia (DOSM) and administrative data sources from various agencies. The main source of administrative data is from the CCM.

In addition, DOSM also works together to obtain the latest information from other agencies such as the Employees' Provident Fund (EPF), the Royal Malaysian Customs Department, the Inland Revenue Board (IRB), Social Security Organisation (SOCSO), LA and professional bodies. The frame is updated by taking into account new establishments such as closed down, not in operation, change in activity and location/ correspondence address so as to ensure that the frame is at the most current status.

5. TYPES OF BUSINESS ACTIVITY

Type of business activity refers to both principal and secondary activities. The principal activity refers to the activity to which the establishment devoted most of its resources or activity which derived most of its income. Secondary activities are defined as those incidental or ancillary to the principal activity. The classification of the industry of the establishment is based on the principal activity and is in accordance with the Malaysia Standard Industrial Classification (MSIC), 2008 Ver. 1.0. The MSIC 2008 conforms to the International Standard Industrial Classification of All Economic Activities (ISIC), Rev. 4, published by United Nations Statistics Division, with modifications to suit local conditions.

6. CONCEPT AND DEFINITIONS

The industries are categorised into five main sectors namely Agriculture, Mining & quarrying, Manufacturing, Construction and Services. The sectoral definitions include the following activities:

6.1 Agriculture

Agriculture comprising the activities of growing, breeding and rearing of animals and production of animal products, felling of trees and other plants, as well as capture fishery and aquaculture includes the use/ utilisation of plants/ vegetal and animals natural resources. There are four subsectors crops, livestock, forestry & logging, and fisheries.

6.1.1 Crops *refer to production of crops products including organic farming. Crops also include the growing of non-perennial and perennial crops for the purpose of seed production.*

6.1.2 Livestocks refer to animals or bird that are preserved for commercial and breeding purposes. Livestock production includes raising (farming) and breeding of all animals, also production of livestock products such as eggs, milk, honey.

6.1.3 Forestry & logging includes the production of round wood for the forest based manufacturing industries as well as the extraction and gathering of wild growing non-wood forest product. Besides the production of timber, forestry activities which produce the product through the minimum process, such as fire wood, charcoal, wood chips and round wood used in unprocessed form are also included. These activities can be carried out in natural or forests plantation. This also includes part of the forestry operation based on fee or contract basis.

6.1.4 Fisheries comprise of fishing and aquaculture, covering the use of fishery resources from marine, brackish or freshwater, with the purpose of capturing or gathering fish, crustaceans, molluscs and other marine organisms and products. Aquaculture refers to the production process involving the culturing or farming (including harvesting) of aquatic organisms using techniques designed to increase the production of the organisms beyond the natural capacity of the environment.

6.2 Mining & quarrying

Mining & quarrying include the extraction of minerals occurring naturally as solids (coal and ores), liquids (petroleum) or gases (natural gas). Extraction can be achieved by different methods such as underground or surface mining, well operation, seabed mining, etc. However, the sub-sector of mineral mining & quarrying was not covered in this publication.

6.3 Manufacturing

The physical or chemical transformation of materials or components into new products, whether the work is performed by power-driven machines or by hand, whether it is done in a factory or in the worker's home, and whether the products are sold at wholesale or retail.

The classification of eight (8) sub-sectors by division are as follows:

Division	Description
<i>Food products</i>	
10	<i>Manufacture of food products</i>
<i>Beverages and tobacco products</i>	
11	<i>Manufacture of beverages</i>
12	<i>Manufacture of tobacco products</i>
<i>Textiles, wearing apparel and leather products</i>	
13	<i>Manufacture of textiles</i>
14	<i>Manufacture of wearing apparel</i>
15	<i>Manufacture of leather and related products</i>
<i>Wood products, furniture, paper products and printing</i>	
16	<i>Manufacture of wood and products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials</i>
17	<i>Manufacture of paper and paper products</i>
18	<i>Printing and reproduction of recorded media</i>
31	<i>Manufacture of furniture</i>
<i>Petroleum, chemical, rubber and plastic products</i>	
19	<i>Manufacture of coke and refined petroleum products</i>
20	<i>Manufacture of chemicals and chemical products</i>
21	<i>Manufacture of basic pharmaceutical, medicinal chemical and botanical products</i>
22	<i>Manufacture of rubber and plastics products</i>

Division	Description
<i>Non-metallic mineral products, basic metal & fabricated metal products</i>	
23	<i>Manufacture of other non-metallic mineral products</i>
24	<i>Manufacture of basic metals</i>
25	<i>Manufacture of fabricated metal products, except machinery and equipment</i>
<i>Electrical, electronic and optical products</i>	
26	<i>Manufacture of computer, electronics and optical products</i>
27	<i>Manufacture of electrical equipment</i>
28	<i>Manufacture of machinery and equipment n.e.c.</i>
<i>Transport equipment, other manufacturing and repair</i>	
29	<i>Manufacture of motor vehicles, trailers and semi-trailers</i>
30	<i>Manufacture of other transport equipment</i>
32	<i>Other manufacturing</i>
33	<i>Repair and installation of machinery and equipment</i>

6.4 Construction

New construction, alteration, repair and demolition. The installation of any machinery or equipment installed which is built-in at the time of the original construction is included, as well as installation of machinery or equipment after the original construction but which requires structural alteration in order install.

6.5 Services

Services related to Electricity, gas, steam & air conditioning supply; Water supply, sewerage, waste management & remediation activities, Wholesale & retail trade; Transportation & storage; Information & communication; Accommodation; Food & beverage; Finance; Real estate; Professional, scientific & technical; Administrative & support services; Private education; Private health & socialwork; Art, entertainment & recreation and Personal services & other activities.

- 6.5.1 Electricity, gas, steam & air conditioning** are defined as an activity of providing electric power, natural gas, steam, hot water and the like through a permanent infrastructure (network) of lines, mains and pipes. The dimensions of the network is not decisive; also included are the distribution of electricity, gas, steam, hot water and the like in industrial parks or residential buildings. This section therefore includes the operation of electric gas utilities, which generate, control and distribute electric power or gas. Also included is the provision of steam & air-conditioning supply.
- 6.5.2 Water supply; sewerage, waste management & remediation activities** comprised of activities related to waste management includes collection, treatment & disposal such as scheduled waste, solid waste and waste water from industrial and household, including recovery materials & contaminated sites. The waste from the treatment process can be disposed of or used as input for other production process. Related activities in water treatment and supply are also included in this sector.
- 6.5.3 Wholesale & retail trade** encompasses of wholesale and retail trades, sales and repair of motor vehicles & motorcycles.
- 6.5.4 Transportation & storage** includes all establishments provided land transport, freight transport by road, other land transport, water transport, warehousing & supporting activities such as storage & warehousing, terminal operations, car parking services, highway operations, port operations, cargo handling/stevedoring, shipping agencies & forwarding of eight and other supporting activities for transportation services.
- 6.5.5 Information & communication** comprises activities of publishing, motion picture, video & television programme production, sound recording & music publishing, programming & broadcasting, telecommunication services, computer programming, consultancy & related activities and information services.

- 6.5.6 Accommodation services** refer to the provision on a fee of short-term lodging, whether open to the general public or restricted to members of a particular organisation. It excludes rental of long term furnished accommodation which is classified in Real Estate.
- 6.5.7 Food & beverages services** include food and beverage serving activities providing complete meals or drinks fit for immediate consumption, whether in traditional restaurants, self-service or take-away restaurants, whether as permanent or temporary stands with or without seating.
- 6.5.8 Financial services** include monetary intermediation activities; other financial service activities and activities auxiliary to financial services; insurance/ takaful, reinsurance/ retakaful and pension & provident funding activities; and activities auxiliary to insurance/ takaful and pension funding.
- 6.5.9 Real estate services** include acting as lessors, agents and/or brokers in one or more of the following: selling or buying real estate, renting real estate, providing other real estate services such as appraising real estate, property management or acting as real estate escrow agents. Activities in this division may be carried out on own or leased property and may be done on a fee or contract basis. Also included is the building of structures, combined with maintaining ownership of leasing of such structures.
- 6.5.10 Professional, scientific & technical** includes specialised professional, scientific & technical activities which require a high degree of expertise and training, and specialised knowledge and skills available to users. Activities performed include legal & accounting activities, activities of head offices, management consultancy activities, architecture & engineering activities, technical testing & analysis, scientific research & development, advertising & market research, other professional, scientific & technical activities and veterinary activities.

- 6.5.11 Administrative & support services** includes a variety of activities that support general business operations, including rental & leasing activities, employment activities, travel agency, tour operator & other reservation service activities, security & investigation activities, services to buildings and landscape activities & office administrative, office support & other business support activities.
- 6.5.12 Private educational services** refer to establishments registered with the Ministry of Education, Malaysia and the Ministry of Higher Education that provides academic, pre-primary & primary education, secondary education, higher education, other education and educational support activities.
- 6.5.13 Private health & social work services** include hospital services, medical & dental practice activities, other human health activities, residential care activities and social work activities without accommodation.
- 6.5.14 Arts, entertainment & recreation services** include a wide range of activities to meet varied cultural, entertainment & recreational interests of the general public, including live performances, operation of museum sites, gambling, sport and recreation activities.
- 6.5.15 Personal services & other activities** includes activities of membership organisations, activities of business, employers and professional membership organizations, activities of trade unions, activities of others membership organizations, repair of computers and personal & household goods and other personal services activities such as washing and dry-cleaning of textiles and fur products; hairdressing and other beauty treatment and funeral and other services activities.

7. ICT DEFINITION

Based on Organisation for Economic Co-operation and Development (OECD) 2015 definition:

a) Computer

*Computer includes personal computer, portable computer (e.g. laptop), tablet and other devices such as *smartphone.*

b) Intranet

Refers to the internal communications network using internet protocols and allowing communication within the organisation.

c) Extranet

Refers to a closed network that uses internet protocols to secure the sharing of business information with suppliers, vendors, customers or other business partners. It also can be part of a personal website business, where business partners can navigate after being confirmed in the login page.

d) Local area network (LAN)

A network connecting computers and associated devices within a localised area such as a single building, department or site; it may be wireless.

e) Wireless local area network (WLAN)

Local area network using high frequency radio waves instead of wires to communicate between networks-enabled devices. WLAN allows users to move around a small area within a radius of 20 to 91 meters.

f) Wide area network (WAN)

A network that connects computers and associated devices within a wide geographic area, such as a region or country.

Note.

**Malaysia including smartphone*

g) Fixed broadband

Refers to a technology with a speed of at least 256 kbit/s in one or both directions. It consists of wired fixed broadband and fixed wireless broadband.

Wired fixed broadband internet access most commonly used to send/ receive information via cable/ fiber optic (ADSL, SDSL, VDSL), fiber optic technology/ cable technology.

h) Mobile broadband

Refers to technology at speeds of not less than 256 kbit/s in one or both directions. It covers technologies such as 3G/ LTE/ 4G, 5G, UMTS, CDMA2000 and future technologies including both standard and dedicated data subscriptions. Typically used by mobile devices (e.g. laptops, tablets, USB wireless modems, smart phones and other mobile device.

Mobile broadband connection to the internet refers to access via WIFI hotspot (tethering) and not through a router (e.g. USB dongle/ modem/ surf stick such as YES dongle etc.).

i) Website

A website is a collection of network-related web resources such as a website, multimedia content that is usually identified by a common domain name and published by at least one web server. Websites can be accessed through public Internet Protocol (IP) networks such as the Internet or private local area network (LAN) by the URL that identifies the site. A website can be a personal website, a corporate website for a company, a government website, an organisation website and so on.

j) Social media

Refers to those who have a user profile, account or user license depending on the needs and types of social media. Types of social media are social networks (e.g. Facebook, Instagram and TikTok), enterprise blogs or enterprise microblogs (e.g. X) and multimedia content sharing websites (e.g. YouTube).

k) Mobile internet and technologies

Refers to an inevitable product in the development of the PC internet. It combines mobile and internet communications into one. This is a general term for activities where technology, platforms, business models and internet applications are combined with mobile communication technology (e.g. mobile IT equipment, Global Positioning System (GPS) equipment, wireless debit/ credit card payment terminals).

l) Cloud computing

Cloud computing refers to ICT services used over the internet to access software, computing power, storage capacity, etc. (e.g. HUAWEI Cloud Server, AVM Cloud).

m) Data analytic

Data analytic is a process or effort to process data into new information so that the characteristics of the data become easier to understand and useful for solving problems, especially those related to research (e.g. Tableau, Big Data Analytics, Mobile Business Intelligence).

n) Management software

Management software is application software that helps users while performing management activities (e.g. Enterprise Resource Planning, etc.).

o) Collaborative online platforms

Refers to economic partnerships (e.g. Lazada, Shopee, Grab, etc.).

p) Usage of internet and 5G technology necessity

Refer to a mobile internet connection technology that offers faster speeds and more stable connections on mobile devices.

8. E-COMMERCE DEFINITIONS

Based on OECD, 2015, e-commerce transaction is defined as sale or purchase of goods or services, through a network of computers that have been designed for this purpose. E-commerce transactions can occur between enterprises, households, individuals, governments and public or private organisation to another.

Goods or services that have been ordered through e-commerce methods, but the payment or receipt of goods or services can be received either through online or offline.

E-commerce transaction, includes orders placed on websites, extranet or Electronic Data Interchange (EDI). However, the transactions made by telephone, fax, e-mail (mail that is typed manually) and the similar transactions are not categorised as e-commerce transactions.

- a) **E-commerce income** means the total income of establishments with e-commerce transactions. Income for wholesale and retail trade establishments refers to the value of sales of goods and services. Sales value means the value of all items for which ownership or effective right to use with a view to ultimate purchase, has been transferred to others.
- b) **E-commerce expenditure** means the amount of expenses for establishments that have e-commerce transactions
- c) **E-commerce by type of market**
 - (i) **Domestic** means e-commerce transactions sales/ purchase that conducted in Malaysia.
 - (ii) **International** means e-commerce transactions sales/ purchase that conducted which involves international transaction.

d) E-commerce by type of customers

i) Other business

Business to Business (B2B) is related to e-commerce transaction between businesses which sell/ buy products or services to/ from another business. For example, a manufacturer can sell to a wholesaler or a wholesaler can sell to a retailer.

ii) Individual consumers

Business to Consumer (B2C) is related to e-commerce transaction between businesses and consumers which sell/ buy products or services. For example, business sells garment to consumer (income) or business provide discount coupon to consumers through e-commerce platform (expenditure).

iii) Government and other non-business organisations

Business to Government (B2G) is a business model that refers to businesses selling/ paying for products, services or information governments or government agencies. B2G networks or models provide a way for businesses to bid on government projects or products that governments might purchase or need for their organisations. This can encompass public sector organisations that propose the bids. B2G activities are increasingly being conducted via the internet through real-time bidding. B2G is also referred to as public sector marketing.

9. USAGE OF ICT PERCENTAGE CALCULATION

a) Usage of Computer, Internet and Web Presence

i) Percentage of computer usage

$$= \frac{\text{Number of establishment used computer}}{\text{Number of establishment operating}} \times 100$$

(ii) *Percentage of internet usage*

$$= \frac{\text{Number of establishment used internet}}{\text{Number of establishment operating}} \times 100$$

(iii) *Percentage of business having web presence*

$$= \frac{\text{Number of establishment having web presence}}{\text{Number of establishment operating}} \times 100$$

b) Type of Web Presence Owned

(i) *Percentage of owned website*

$$= \frac{\text{Number of establishment with owned website}}{\text{Number of establishment having web presence}} \times 100$$

(ii) *Percentage of presence on another entity's website*

$$= \frac{\text{Number of establishment with web presence on another entity's website}}{\text{Number of establishment operating having web presence}} \times 100$$

(iii) *Percentage of social media*

$$= \frac{\text{Number of establishment with social media}}{\text{Number of establishment operating having web presence}} \times 100$$

(iv) *Percentage of e-marketplace*

$$= \frac{\text{Number of establishment with e – marketplace}}{\text{Number of establishment operating having web presence}} \times 100$$

c) Type of Computer Network Infrastructure Used

(i) *Percentage of intranet*

$$= \frac{\text{Number of establishment owned intranet}}{\text{Number of establishment operating using internet}} \times 100$$

(ii) *Percentage of extranet*

$$= \frac{\text{Number of establishment owned extranet}}{\text{Number of establishment operating using internet}} \times 100$$

(iii) *Percentage of local area network (LAN)*

$$= \frac{\text{Number of establishment LAN}}{\text{Number of establishment operating using internet}} \times 100$$

(iv) *Percentage of wireless local area network (WLAN)*

$$= \frac{\text{Number of establishment WLAN}}{\text{Number of establishment operating using internet}} \times 100$$

(v) *Percentage of wide area network (WAN)*

$$= \frac{\text{Number of establishment WAN}}{\text{Number of establishment operating using internet}} \times 100$$

(vi) *Percentage of other area network*

$$= \frac{\text{Number of establishment owned other infrastructure network}}{\text{Number of establishment operating using internet}} \times 100$$

d) Type of Internet Access

i) *Percentage of fixed broadband usage*

$$= \frac{\text{Number of establishment owned fixed broadband}}{\text{Number of establishment operating using internet}} \times 100$$

(ii) *Percentage of mobile broadband usage*

$$= \frac{\text{Number of establishment owned mobile broadband}}{\text{Number of establishment operating using internet}} \times 100$$

(iii) *Percentage of both types of broadband usage*

$$= \frac{\text{Number of establishment owned both types of broadband}}{\text{Number of establishment operating using internet}} \times 100$$

e) Purpose of Internet Usage

(i) *Percentage of sending or receiving email*

$$= \frac{\text{Number of establishment used for sending or receiving email}}{\text{Number of establishment operating using internet}} \times 100$$

(ii) *Percentage of telephoning over the internet usage*

$$= \frac{\text{Number of establishment used telephoning over the internet}}{\text{Number of establishment operating using internet}} \times 100$$

(iii) *Percentage of posting information or instant messaging*

$$= \frac{\text{Number of establishment posting information or instant messaging}}{\text{Number of establishment operating using internet}} \times 100$$

(iv) *Percentage of getting information about goods or services*

$$= \frac{\text{Number of establishment information about goods or services}}{\text{Number of establishment operating using internet}} \times 100$$

(v) *Percentage of getting information from government organisations*

$$= \frac{\text{Number of establishment getting information from gov. organisations}}{\text{Number of establishment operating using internet}} \times 100$$

(vi) *Percentage of interacting with government organisations usage*

$$= \frac{\text{Number of establishment interacting with government organisations}}{\text{Number of establishment operating using internet}} \times 100$$

(vii) *Percentage of internet banking usage*

$$= \frac{\text{Number of establishment used internet banking}}{\text{Number of establishment operating using internet}} \times 100$$

(viii) *Percentage of accessing other financial services*

$$= \frac{\text{Number of establishment accesing other financial services}}{\text{Number of establishment operating using internet}} \times 100$$

(ix) *Percentage of providing customer service*

$$= \frac{\text{Number of establishment providing customer service}}{\text{Number of establishment operating using internet}} \times 100$$

(x) *Percentage of delivering products online*

$$= \frac{\text{Number of establishment delivering product online}}{\text{Number of establishment operating using internet}} \times 100$$

(xi) *Percentage of internal or external recruitment*

$$= \frac{\text{Number of establishment used internal or external recruitment}}{\text{Number of establishment operating using internet}} \times 100$$

(xii) *Percentage of staff training usage (e-learning applications)*

$$= \frac{\text{Number of establishment used for staff (e – learning)}}{\text{Number of establishment operating using internet}} \times 100$$

(xiii) *Percentage of internet usage for others*

$$= \frac{\text{Number of establishment used for others}}{\text{Number of establishment operating using internet}} \times 100$$

f) Usage of Digital Technology

i) *Percentage of website usage*

$$= \frac{\text{Number of establishment used for website}}{\text{Number of establishment operating using internet}} \times 100$$

(ii) *Percentage of social media usage*

$$= \frac{\text{Number of establishment used for social media}}{\text{Number of establishment operating using internet}} \times 100$$

(iii) *Percentage of mobile internet and technologies usage*

$$= \frac{\text{Number of establishment used mobile internet and technologies}}{\text{Number of establishment operating using internet}} \times 100$$

(iv) *Percentage of cloud computing usage*

$$= \frac{\text{Number of establishment used for cloud computing}}{\text{Number of establishment operating using internet}} \times 100$$

(v) *Percentage of data analytics usage*

$$= \frac{\text{Number of establishment used for data analytics}}{\text{Number of establishment operating using internet}} \times 100$$

(vi) *Percentage of managements software usage*

$$= \frac{\text{Number of establishment used for management software}}{\text{Number of establishment operating using internet}} \times 100$$

(vii) *Percentage of online collaborative platforms usage*

$$= \frac{\text{Number of establishment used for online collaborative platforms}}{\text{Number of establishment operating using internet}} \times 100$$

viii) *Percentage usage of internet and 5G technology necessity*

$$= \frac{\text{Number of establishment usage of internet and 5G technology necessity}}{\text{Number of establishment operating using internet}} \times 100$$

(ix) *Percentage of digital technology usage for other purposes*

$$= \frac{\text{Number of establishment used for other purposes}}{\text{Number of establishment operating using internet}} \times 100$$

10. SURVEY YEAR

Survey year refers to the year in which a survey was conducted.

11. REFERENCE YEAR

The reference year of the survey was the calendar year 2024. Establishments whose accounting year differed from calendar year were requested to report according to the accounting year or financial year covering the major part of the reference period.

12. METHOD OF DATA COLLECTION

This survey generally conducted through three (3) methods, namely;

a) Data collection method via Online method through the e-survey portal

This method targets respondents who have used this method for previous routine surveys.

b) Data collection method via e-mail, post, fax and telephone

This method targets respondents who have used this method for previous routine surveys. Respondents were given a period of one (1) month to complete and return the questionnaire to DOSM.

c) Face-to-face data collection method

Field work operation is carried out to get feedback from establishments that have not yet given answers from the two (2) methods above and this method also targets establishments that have never been involved in a routine DOSM

13. REPORTING UNIT

The reporting unit used in the survey was establishment. An establishment is defined as “an economic unit that engaged in one activity, under a single legal entity and operating in a single physical location”. Each establishment was assigned an industry classification based on its principal activity.

Each branch of a multi-branch organisation at a different location was conceptually treated as a different establishment. The establishment was requested to give separate returns for each activity in terms of value. However, if in practice, the accounts were centrally kept such that it was not possible to obtain separate data for each individual unit or branch, that entity or enterprise was treated as a single reporting unit and allowed to submit a consolidated questionnaire covering all units or branches.

14. SAMPLING DESIGN

Sampling design of the survey is a one-stage stratified random sampling. Categories of industries at national level have been classified as stratum and the establishment as the sampling unit.

Each stratum (industry) has been set up to four substrata to ensure the distributed sample takes into account the economic characteristics of the industry. The main substratum is heterogeneous, was fully covered. Whereas, other substratum that are homogeneous were sampled.

Main substratum include large establishments that have a significant total revenue in the Industry while for the second to fourth substratum are based on micro, small and medium enterprise (MSME) categories.

15. SAMPLE SIZE

The main statistics used to estimate the sample size is the total revenue. The formula used in the estimation of the sample size for a stratum is as follows:

$$n = \frac{\sum N_i S_i^2}{V + \sum N_i S_i^2}$$

where;

n = Sample size

N_i = Population size for stratum i

S_i = Variance for stratum i

V = Desired variance

$$V = RSE^2 \left(\frac{\hat{Y}_i}{Z} \right)^2$$

$\hat{Y}_i$ = Estimated total revenue for stratum i

Z = Relative standard error

RSE = Value of confidence level

Sample is distributed to substratum of the industry using Neyman Allocation method as follows:

$$n_{hi} = \left(\frac{N_h S_h}{\sum N_h S_h} \right) n_i$$

$h = 2, 3 \text{ and } 4, i = 1, 2, \dots k$

where;

n_{hi} = Sample size for substratum h of stratum i

N_h = Population size for stratum h

S_h = Standard deviation for substratum h

n_i = Sample size for stratum i

h = substratum

i = Stratum

The sample size for this survey is 14,137 establishments. Establishments of the large categories were fully covered while establishments in the other categories were selected using a systematic random sampling method.

16. WEIGHTS

Weighted analysis is done using sampling weight to ensure that the selected sample can reflect population survey. The weights required are the sampling design weight and non-response weight.

The sampling design weight for the establishment at stratum h is as follows :

where;

$$W_h = \frac{N_h}{n_h} \quad h = 1, \dots, 4$$

N_h = Total population of substratum h ; and

n_h = Total sample of substratum h

Non response weight at substratum h as below:

where;

$$NRW_h = \frac{1}{n'_n / n_n}, h = 1, \dots, 4$$

n'_n = Sampling design weight at substratum h

n_n = Non response weight at substratum h

The method of calculating the sampling design weight after the survey (adjusted weight) on substratum h as below:

$$W'h = W_h \times NRW_h, h = 1, \dots, 4$$

where;

W_h = Sampling design weight at substratum h

NRW_h = Non response weight at substratum h

17. PUBLICATION AND DATA REVISION

This publication presents the revised estimates of e-commerce income for the period 2023 to the First Quarter of 2026. The revisions were made based on the latest data from the annual survey and company accounts for the year 2024. Meanwhile, for the most recent estimates covering the period 2022 to the First Quarter of 2026, the estimates are compiled based on quarterly data sources.

18. ROUNDING

The sum of the component figures may not tally with the sub-total or total figures due to rounding.

19. SYMBOLS AND ABBREVIATIONS

- : Nil

& : and

% : per cent

b : billion

etc. : et cetera

e.g. : example

RM : Ringgit Malaysia

ISIC : International Standard Industrial Classification

MSIC : Malaysian Standard Industrial Classification

n.e.c. : not elsewhere classified

Ver. : Version

W.P. : Federal Territory

QoQ : Percentage change quarter-on-quarter

YoY : Percentage change year-on-year

ISSN 2637-1413



9 772637 141005



@StatsMalaysia



20 Oktober



2016 - 2030