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MINISTRY OF ECONOMY  
DEPARTMENT OF STATISTICS MALAYSIA

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## USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT

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## INTRODUCTION

This publication presents statistics on the Usage of ICT and E-Commerce by Establishment, which is the result of the Usage of ICT and E-Commerce Survey by Establishment 2022. It provides statistics by economic sector and state to meet the needs of the government agencies, academicians, private sector, and individuals for planning and formulation of policies for ICT and e-commerce.

## ICT USAGE

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

## E-COMMERCE PERFORMANCE

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

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

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

## QUARTERLY PERFORMANCE OF E-COMMERCE INCOME

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

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