



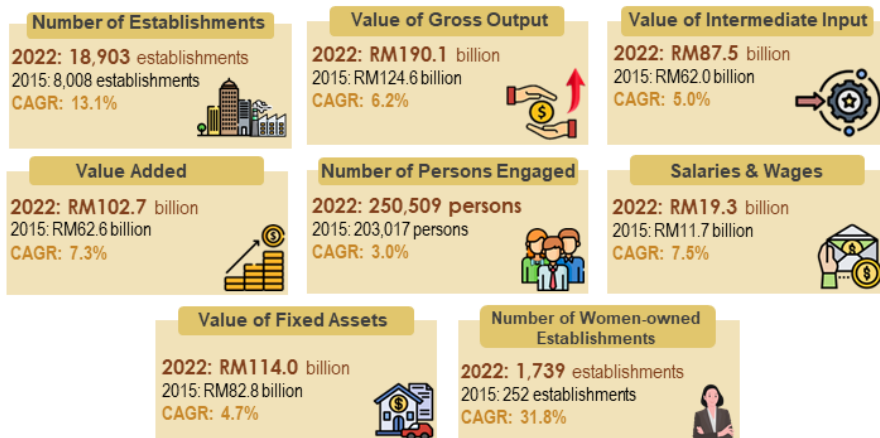
MINISTRY OF ECONOMY  
DEPARTMENT OF STATISTICS MALAYSIA

## ECONOMIC CENSUS 2023: INFORMATION AND COMMUNICATION SERVICES SECTOR



### MAIN STATISTICS

#### INFORMATION AND COMMUNICATION SERVICES



#### HIGHEST VALUE ADDED

##### BY ACTIVITY

###### Telecommunication services

RM70.0 billion CAGR: 9.0%  
2015: RM38.3 billion

###### Computer programming, consultancy and related activities

RM19.1 billion CAGR: 4.2%  
2015: RM14.3 billion

###### Information services

RM4.8 billion CAGR: 8.7%  
2015: RM2.7 billion

##### BY STATE

###### W.P. Kuala Lumpur

RM68.5 billion CAGR: 7.5%  
2015: RM41.3 billion

###### Selangor

RM30.0 billion CAGR: 7.2%  
2015: RM18.4 billion

###### Pulau Pinang

RM2.5 billion CAGR: 6.1%  
2015: RM1.7 billion

CAGR: 2022/2015

Source: Economic Census 2023, Information and Communication Services  
Department of Statistics Malaysia (DOSM)

The number of establishments operating in Information and Communication Services was 18,903 establishments in 2022 compared to 8,008 establishments in 2015, increased by 10,895 establishments with an annual growth rate of 13.1 per cent. Computer programming, consultancy and related activities recorded the highest number of establishments of 10,501 with a share of 55.6 per cent. This was followed by telecommunications services (2,426 establishments; share: 12.8%) and motion picture, video and television programme production, sound recording and music publishing activities (2,054 establishments; share: 10.9%).

The Information and Communication Services experienced tremendous expansion, generating a gross output of RM190.1 billion in 2022, an increase from RM124.6 billion in 2015, with annual growth rate of 6.2 per cent. The telecommunications services drove this expansion, increased by 7.6 per cent to RM121.0 billion from RM72.3 billion in 2015. Additionally, the information services recorded a significant annual growth rate of 7.4 per cent, reaching RM8.4 billion in 2022. Telecommunications services accounted for 63.6 per cent of the total gross output. Computer programming, consultancy and related activities contributed 21.7 per cent of the total output. Together, these two activities constitute 85.3 per cent of the total gross output of the Information and Communication Services, demonstrating their essential significance in generating growth and contributing to Malaysia's economy. These changes illustrate the ongoing transition towards a more digital and high-value economy.

The intermediate input for the Information and Communication Services rose by 5.0 per cent in 2022, to RM87.5 billion from RM62.0 billion in 2015. Telecommunications services accounted for the majority of the rise, increased 6.0 per cent to RM51.0 billion from RM34.0 billion in 2015. Furthermore, computer programming, consulting and related activities experienced a significant annual growth rate of 3.4 per cent, reaching RM22.2 billion in 2022.

In relation to Information and Communication Services, in Malaysia has experienced robust growth, gross output RM190.1 billion, This indicates a growing demand for these services, which drives the demand for reaching intermediate inputs, totaling RM87.5 billion. The value added in this services amounted to RM102.7 billion (2015: RM62.6 billion) with an annual growth rate of 7.3 per cent. This growth was mainly contributed by the telecommunication services, which registered an annual growth rate of 9.0 per cent to RM70.0 billion, compared to RM38.3 billion in 2015. This was followed by computer programming, consultancy and related activities which showed a significant annual growth rate of 4.2 per cent, amounting to RM19.1 billion in 2022.

In 2022, the number of persons engaged in Information and Communication Services were 250,509 persons compared to 203,017 persons in 2015, to representing an annual growth rate of 3.0 per cent. Computer programming, consultancy & related activities engaged the highest number of persons, to record 122,949 persons contributing 49.1 per cent. This was followed by telecommunications services (68,837 persons; share: 27.5%) and information services activities (17,832 persons; share: 7.1%). The employment landscape was predominantly by skilled workers, made up 58.7 per cent of the total with 246,752 persons engaged in 2022. This was followed by semi-skilled workers comprising 31.7 per cent with 78,321 persons, while low-skilled workers represented 6.9 per cent with 23,700. In terms of salaries & wages, skilled workers topped the chart with RM15.6 billion (share: 80.9%), followed by semi-skilled workers at RM3.1 billion (share: 16.2%), and low-skilled workers at RM0.6 billion (share: 2.9%).

Total salaries & wages in 2022 were RM19.3 billion compared to RM11.7 billion in 2015, registering

*an annual growth rate of 7.5 per cent. Computer programming, consultancy and related activities recorded the highest salaries & wages at RM8.5 billion with percentage share of 44.2 per cent, followed by telecommunications services (RM7.0 billion; share: 36.5%) and information services activities (RM1.4 billion; share: 7.4%). Average monthly salary of Information and Communication Services recorded RM6,442 compared to RM4,802 in 2015. The highest average monthly salary was recorded in telecommunications services with RM8,566, followed by programming & broadcasting (RM 8,199) and information services (RM6,746).*

*Value of fixed assets in the Communication and Services as a whole showed an increase of 4.7 per cent annually from RM114.0 billion in 2022 compared to RM82.8 billion in 2015. The main contributor was telecommunication services which recorded the highest fixed asset amounting to RM87.2 billion in 2022 as compared to RM61.1 billion in 2015. This was followed by computer programming, consultancy and related activities (RM14.2 billion; share: 12.5%) and programming & broadcasting (RM6.7 billion; share: 5.9%).*

*There were 1,739 women-owned establishments in Information and Communication Services in 2022, as compared to 252 establishments in 2015, reflecting an annual growth rate of 31.8 per cent. These women-owned establishments generated a gross output of RM2.2 billion with an annual growth rate of 30.2 per cent. Intermediate input also increased by RM1.2 billion, which grew annually by 29.8 per cent. This resulted in value added of RM1.0 billion (2015: RM0.2 billion). Additionally, the number of persons engaged for women-owned establishments were 9,177 persons, surged 24.2 per cent annually. As for salaries & wages, it posted RM0.5 billion with an annual growth rate of 28.8 per cent (2015: RM0.08 billion). The value of fixed assets in this services showed an increase of 27.9 per cent annually from RM0.09 billion in 2015 to RM0.5 billion in 2022.*

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