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MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

ECONOMIC CENSUS 2023: USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT



INTRODUCTION

This publication presents principal statistics on the Usage of ICT and E-Commerce by Establishment, which is the result of Economic Census 2023 for the reference year 2022 by economic sector and state. The statistics published in this publication are based on concepts and guidelines from The OECD Model Survey on ICT Usage by Businesses (2nd Revision), 2015, published by the Organisation for Economic Co-operation and Development (OECD). The previous census was conducted in 2016 for the reference year of 2015.

ICT USAGE

The census findings show that a total of 1,091,867 establishments were operating in 2022 with 95.9 per cent of establishments used computers (including personal computers, laptops, and tablets), compared to 73.5 per cent in 2015. Internet usage (using the internet accessible through computers and other devices such as mobile phones) in establishments increased 93.3 per cent (2015: 61.5%). Meanwhile, establishments with web presence recorded 70.9 per cent (2015: 28.4%).

E-COMMERCE PERFORMANCE

A total of 78,236 establishments engaged in e-commerce transactions were recorded, from the overall 1,091,867 establishments in 2022 (2015: 47,556 establishments). Income from e-commerce transactions in Malaysia reached RM1,126.9 billion in 2022, compared to RM398.2 billion in 2015 with an annual growth rate of 16.0 per cent. Expenditure recorded from e-commerce transactions in 2022 amounted to RM531.6 billion, an increase from RM195.1 billion in 2015, with an annual growth rate of 15.4 per cent.

The highest e-commerce income by type of customer comes from Business to Business (B2B), totalling RM786.5 billion with an annual growth rate of 13.7 per cent. Subsequently, Business to Consumer (B2C) recorded RM312.6 billion (CAGR: 24.1%), and Business to Government (B2G) contributed RM27.8 billion (CAGR: 17.0%). Expenditure from e-commerce transactions by type of customer shows that B2B recorded RM432.2 billion with an annual growth rate of 13.1 per cent. Subsequently, B2C recorded RM87.9 billion (CAGR: 39.3%), while B2G contributed RM11.5 billion (CAGR: 18.9%).

E-commerce income in Malaysia is primarily driven by the domestic market, totalling RM1,003.5 billion. Meanwhile, the international market contributes only RM123.4 billion in 2022. E-commerce expenditure in Malaysia is dominated by the domestic market, totalling RM494.2 billion while the international market recorded RM37.5 billion.

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