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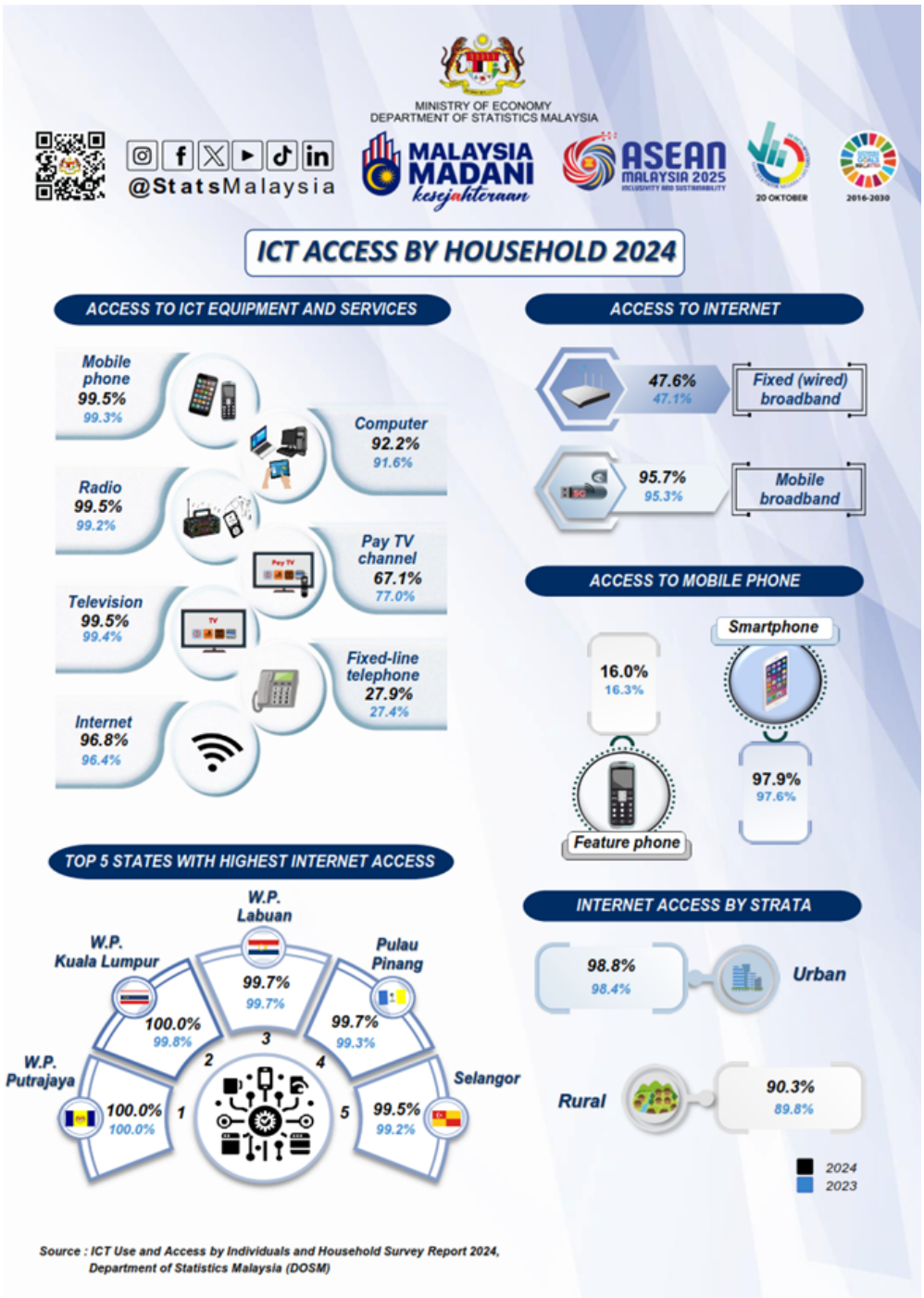
MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

ICT USE AND ACCESS BY INDIVIDUALS AND HOUSEHOLDS SURVEY REPORT, 2024



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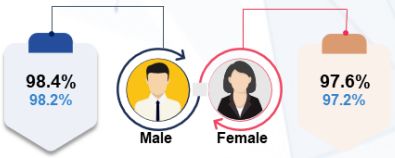
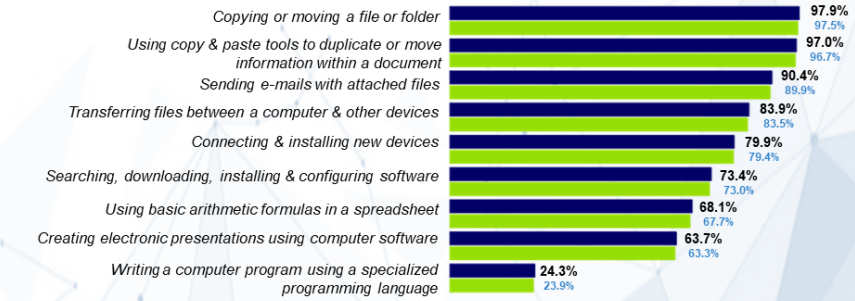
ICT USE BY INDIVIDUAL 2024

USED OF ICT EQUIPMENT AND SERVICES

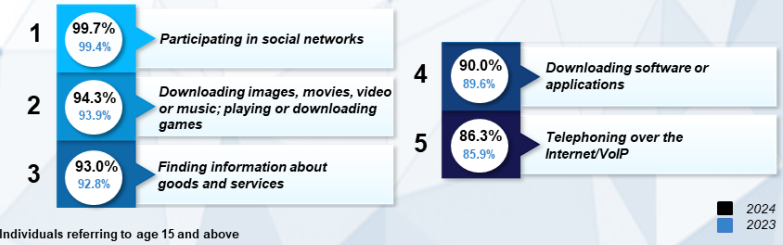
INTERNET USE BY SEX



USAGE OF COMPUTER BY ICT SKILLS



5 POPULAR ACTIVITIES OF INTERNET USAGE



Note. Individuals referring to age 15 and above
Source : ICT Use and Access by Individuals and Household Survey Report 2024, Department of Statistics Malaysia (DOSM)

Access to ICT equipment and services by households

Overall, in 2024, all ICT equipment and services recorded an increase except for pay TV channel, which showed a significant decrease of 9.9 percentage points to 67.1 per cent (2023: 77.0%). The highest percentage access by households were recorded for mobile phone, television, and radio, each at 99.5 per cent, followed by the Internet (96.8%) and computer.

Internet access by urban households showed an increase of 0.4 percentage points to 98.8 per cent. Meanwhile, Internet access by rural households also recorded an increase of 0.5 percentage points to 90.3 per cent compared to the previous year.

Use to ICT equipment and services by individuals

In 2024, mobile phone usage by individuals recorded an increase to 99.5 per cent as compared to year before (99.4%). This increase was driven by a rise in mobile phone usage in both urban (0.2 percentage points; 99.8%) and rural areas (0.3 percentage points; 98.9%).

Computer usage showed an increase of 0.3 percentage points to 80.7 per cent as compared to 80.4 per cent in 2023. This increase was contributed by a rise in computer usage in urban by 0.5 percentage points (86.5%) and in rural by 0.7 percentage points (64.3%).

Internet usage showed an increase of 0.3 percentage points to 98.0 per cent as compared to 97.7 per cent in 2023. This increase was influenced by a rise in Internet usage in urban by 0.4 percentage points (99.0%) and in rural by 0.3 percentage points (95.3%).

A comparison by sex recorded that Internet usage for male registered a higher rate at 98.4 per cent as compared to female 97.6 per cent in 2024. The differences between both sexes narrowed by 0.8 percentage points in 2024 as compared to the previous year gap of 1.0 percentage points. This development reflects an improvement in digital equity between male and female.

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