



MINISTRY OF ECONOMY  
DEPARTMENT OF STATISTICS MALAYSIA

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## MALAYSIA E-COMMERCE INCOME SOARED 17.1 PER CENT TO RM279.0 BILLION IN THE THIRD QUARTER 2021

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### INTRODUCTION

Malaysia Digital Economy 2021 publication is a compilation of statistics from publication the Usage of ICT and E-Commerce by Establishments (ICTEC) 2020; Annual Economic Statistics All Sectors (AES) 2020 for Information and Communication (ICT) Services Sector; ICT Use and Access by Individuals and Households (ICTHS) 2020; Information and Communication Technology Satellite Account (ICTSA) 2020; and, Quarterly Services Statistics (QSS) third quarter 2021. This publication provides statistics of digital economy to meet the needs of government agencies, economists, academicians, private sectors and individuals for planning and formulating policies, economic analysis, projection and assist in business development planning.



# MAIN FINDINGS MALAYSIA DIGITAL ECONOMY

## PERFORMANCE OF DIGITAL ECONOMY

### 1. Contribution of Information and Communication Technology (ICT) to GDP

2020: RM320.0 billion  
2019: RM289.8 billion

10.4%

Share to National Economy  
2019: 19.2%

22.6%

14.2%

Gross Value Added  
ICT (GVAICT)

8.4%

E-commerce of  
other industries



### 2. Imports & Exports



Net Exports  
of ICT Products  
remain Surplus of  
**RM98.7 billion**

2019: Surplus of RM91.5 billion

### 3. Employment & Compensation



1.2 million persons employed in ICT Industry  
contributed **7.7%** to total employment

2019: 1.14 million | 7.5% share



Compensation of employees **RM74.7 billion** share  
of **37.0%** to total ICT income

2019: RM73.4 billion | 37.6% share

## PERFORMANCE OF E-COMMERCE

### 4. Contribution of E-Commerce to GDP

Share of  
e-commerce to GDP  
**11.5%**

2019: 8.5%

3.1%  
ICT Industry  
2019: 2.2%

8.4%  
Other Industries  
2019: 6.3%

26.5%  
2020: RM163.3 billion  
2019: RM129.2 billion

### 5. Quarterly Performance of E-Commerce Income by Establishments

	2020				2021		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
RM billion	195.9	216.9	238.2	245.4	254.6	267.6	279.0
QoQ (%)	-	10.7	9.8	3.0	3.8	5.1	4.3
YoY (%)	-	-	-	-	30.0	23.3	17.1

2020: RM896.4 billion  
32.7%

2019: RM675.4 billion  
22.8%

## ICT USAGE BY ESTABLISHMENTS & INDIVIDUALS

### 7. Usage of Computer



Establishments  
**7.3**  
2019: 86.2%  
2017: 78.9%



Individuals  
**7.9**  
2020: 80.0%  
2019: 72.1%



Rural Area  
2020: 61.0%  
2019: 54.0%



Urban Area  
2020: 85.3%  
2019: 77.3%

## PERFORMANCE OF ICT SERVICES SECTOR

### 6. Principal Statistics of ICT Services



Value of  
Gross Output

5.7%  
2019: RM163.8b  
2018: RM155.0b



Value of  
Intermediate  
Input

5.0%  
2019: RM78.2b  
2018: RM74.5b



Value  
Added

6.4%  
2019: RM85.6b  
2018: RM80.5b



Number of  
Persons  
Engaged

3.1%  
2019: 240,693  
2018: 233,543



Salaries  
& Wages  
paid

4.0%  
2019: RM14.9b  
2018: RM14.4b



Value of  
Fixed Assets

4.3%  
2019: RM101.0b  
2018: RM96.9b

### 8. Usage of Internet



Establishments  
**11.9**  
2019: 85.2%  
2017: 73.3%



Individuals  
**5.4**  
2020: 89.6%  
2019: 84.2%



Rural Area  
2020: 79.4%  
2019: 72.7%



Urban Area  
2020: 92.4%  
2019: 87.5%



Annual growth rate



Quarter



Percentage point change

GDP : Gross domestic product

QoQ : Percentage change quarter-on-quarter

YoY : Percentage change year-on-year

Source: Malaysia Digital Economy 2021  
Department of Statistics Malaysia

## CONTRIBUTION AND PERFORMANCE OF DIGITAL ECONOMY

According to the Information and Communication Technology Satellite Account (ICTSA) 2020 publication, ICT was recorded at RM320.0 billion in 2020, a rise of 10.4 per cent as compared to 2019 (7.3%). It contributed 22.6 per cent to Malaysia's Gross Domestic Product (GDP), which comprises of the gross value added of the ICT industry (GVAICT: 14.2%) and e-commerce of other industries (8.4%).

## **PERFORMANCE OF INFORMATION AND COMMUNICATION SERVICES**

ICT services which comprise of the activity of publishing; motion picture, video and television programme production, sound recording and music publishing; programming and broadcasting; telecommunications services; computer programming, consultancy & related activities and information services recorded gross output RM163.8 billion in 2019, an increase of 5.7 per cent when compared to 2018. In line with the rapid growth in gross output, the value of intermediate input and value added also increased, 5.0 per cent and 6.4 per cent, respectively, to record RM78.2 billion and RM85.6 billion for the year 2019.

## **PERFORMANCE OF E-COMMERCE**

Malaysia e-commerce income by establishments recorded RM279.0 billion, a jump of 17.1 per cent year-on-year in the third quarter of 2021. In terms of quarter-on-quarter growth, it maintained a positive trend with 4.3 per cent. From January to September, e-commerce revenue totaled RM801.2 billion, a 23.1 percent increase year-on-year.

## **USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGY**

In 2019, 86.2 per cent of establishments used computers, while 85.2 per cent used internet. W.P. Putrajaya had the highest percentage of computer and internet use, with both recorded 99.9 per cent. Meanwhile in 2020, percentage of individuals using the computer was 80.0 per cent, and the internet was 89.6 per cent. W.P. Putrajaya also registered the highest percentage of the individual computer and internet usage with 99.9 per cent and 99.7 per cent, respectively.

### **Released By:**

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