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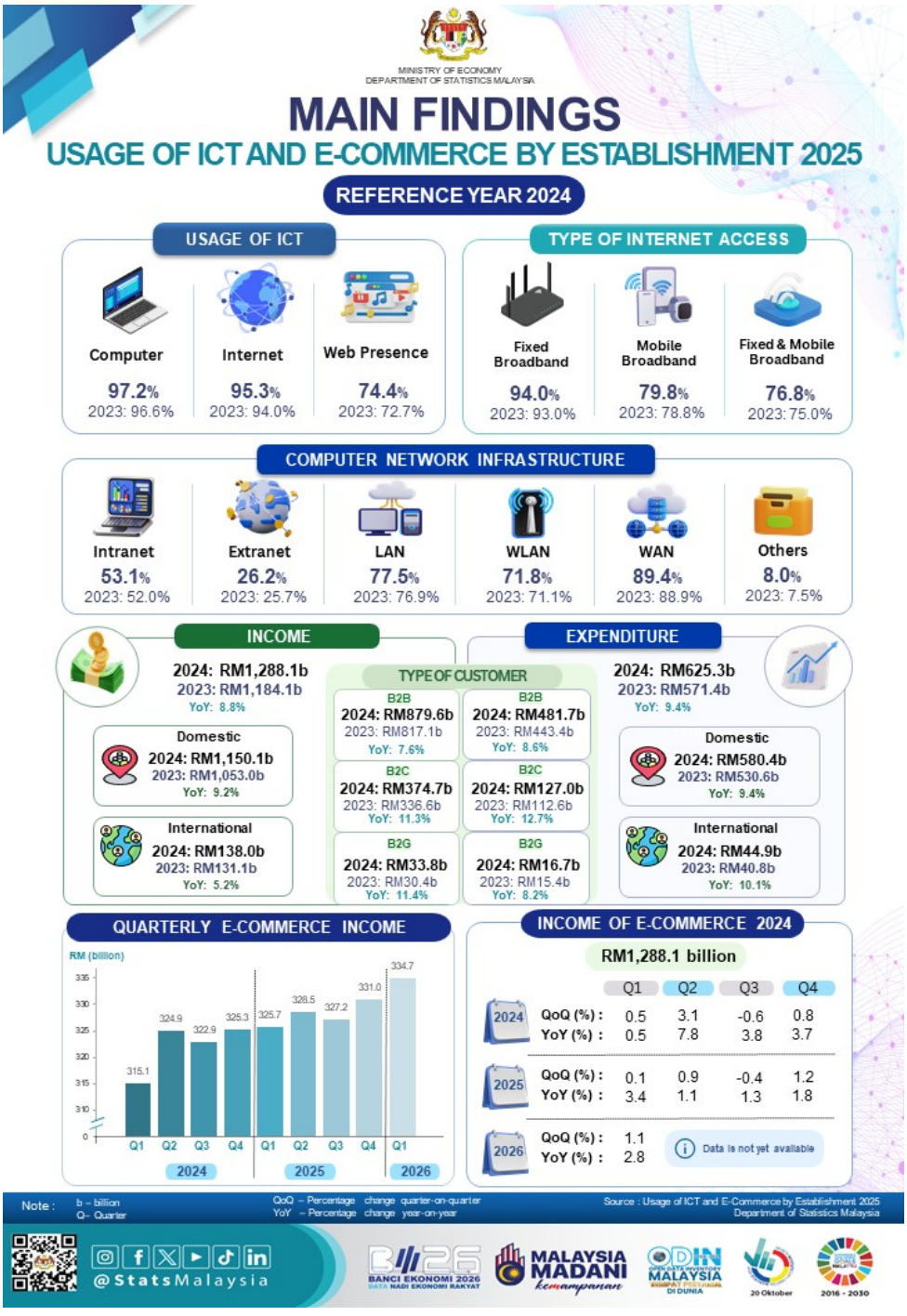
MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT



INTRODUCTION

Usage of ICT and E-commerce (ICTEC) by Establishment 2025 publication presents statistics on Usage of ICT and E-commerce activities among establishments in Malaysia for the year 2024. This publication covers five major economic sectors, namely Agriculture, Mining & quarrying, Manufacturing, Construction, and Services.

USAGE OF ICT

In 2024, 97.2 per cent of establishments reported using computers, including personal computers, laptops and tablets, marking an increase of 0.6 percentage points from 96.6 per cent in 2023. A similar upward trend was observed in internet adoption, with 95.3 per cent of establishments having internet access compared to 94.0 per cent in the previous year. This increase reflects the government's continuous efforts in strengthening digital infrastructure and expanding digital access nationwide. In addition, a notable increase was also recorded in establishments with web presence, accounting for 74.4 per cent compared to 72.7 per cent in 2023.

E-COMMERCE INCOME BY SECTOR

Income from e-commerce transactions continued to record positive growth, reaching RM1,288.1 billion in 2024 compared to RM1,184.1 billion in 2023, representing an annual growth rate of 8.8 per cent. The Services sector also recorded an increase to RM639.8 billion in 2024 from RM583.0 billion in 2023, with a growth rate of 9.7 per cent. Meanwhile, the Manufacturing sector recorded RM633.5 billion, an increase of 7.9 per cent compared to the previous year.

E-commerce transaction income in Malaysia continued to be dominated by the domestic market, which recorded a value of RM1,150.1 billion in 2024 compared to RM1,053.0 billion in 2023, representing an annual growth rate of 9.2 per cent. The Manufacturing sector remained the main contributor, recording a value of RM587.4 billion, reflecting a growth of 8.1 per cent compared to RM543.3 billion in 2023. Meanwhile, the international market recorded e-commerce income of RM138.0 billion in 2024, up 5.2 per cent from RM131.1 billion in the previous year. Within the international market, the Services sector was the largest contributor, recording e-commerce income of RM89.4 billion in 2024 compared to RM84.9 billion in the previous year, representing a growth rate of 5.3 per cent.

E-commerce income from Business-to-Business (B2B) transactions remained the largest contributor, amounting to RM879.6 billion in 2024, an increase of 7.6 per cent from RM817.1 billion in the previous year. Meanwhile, Business-to-Consumer (B2C) transactions recorded e-commerce income of RM374.7 billion, up 11.3 per cent from RM336.6 billion in the previous year. Business-to-Government (B2G) transactions also recorded an increase of 11.4 per cent, reaching RM33.8 billion in 2024 from RM30.4 billion in the previous year.

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