MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

TODAY'S STATISTICS
by DOSM at 12:00 pm

30 JUNE 2026 | #148

USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT 2025

MAIN FINDINGS

USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT 2025

REFERENCE YEAR 2024

USAGE OF ICT



Computer

97.2%
2023: 96.6%



Internet

95.3%
2023: 94.0%



Web Presence

74.4%
2023: 72.7%

TYPE OF INTERNET ACCESS



Fixed Broadband

94.0%
2023: 93.0%



Mobile Broadband

79.8%
2023: 78.8%



Fixed & Mobile Broadband

76.8%
2023: 75.0%

COMPUTER NETWORK INFRASTRUCTURE



Intranet

53.1%
2023: 52.0%



Extranet

26.2%
2023: 25.7%



LAN

77.5%
2023: 76.9%



WLAN

71.8%
2023: 71.1%



WAN

89.4%
2023: 88.9%



Others

8.0%
2023: 7.5%

INCOME



2024: RM1,288.1b
2023: RM1,184.1b
YoY : 8.8%

Domestic
2024: RM1,150.1b
2023: RM1,053.0b
YoY : 9.2%

International
2024: RM138.0b
2023: RM131.1b
YoY : 5.2%

TYPE OF CUSTOMER

B2B **2024: RM879.6b** 2023: RM817.1b **YoY : 7.6%**	**B2B** **2024: RM481.7b** 2023: RM443.4b **YoY : 8.6%**
B2C **2024: RM374.7b** 2023: RM336.6b **YoY : 11.3%**	**B2C** **2024: RM127.0b** 2023: RM112.6b **YoY : 12.7%**
B2G **2024: RM33.8b** 2023: RM30.4b **YoY : 11.4%**	**B2G** **2024: RM16.7b** 2023: RM15.4b **YoY : 8.2%**

EXPENDITURE



2024: RM625.3b
2023: RM571.4b
YoY : 9.4%

Domestic
2024: RM580.4b
2023: RM530.6b
YoY : 9.4%

International
2024: RM44.9b
2023: RM40.8b
YoY : 10.1%

Quarterly E-Commerce Income

QUARTERLY E-COMMERCE INCOME



INCOME OF E-COMMERCE 2024

RM1,288.1 billion

		Q1	Q2	Q3	Q4
2024	QoQ (%) :	0.5	3.1	-0.6	0.8
	YoY (%) :	0.5	7.8	3.8	3.7
2025	QoQ (%) :	0.1	0.9	-0.4	1.2
	YoY (%) :	3.4	1.1	1.3	1.8
2026	QoQ (%) :	1.1			
	YoY (%) :	2.8			

ⓘ Data is not yet available

@StatsMalaysia

BANCI EKONOMI 2026
DATA NADI EKONOMI RAKYAT

MALAYSIA MADANI
kemampanan

ODIN 2024-2025
OPEN DATA INVENTORY MALAYSIA
NUMBER ONE IN THE WORLD

20 October

2016 - 2030

80.3 per cent of businesses embrace social media in 2024

- *Web presence among businesses strengthened further in 2024, with 74.4 per cent of establishments reporting an online presence compared to 72.7 per cent in 2023.*

- *Social media remained the most utilised platform, adopted by 80.3 per cent of businesses, followed by owned websites (58.7%), e-marketplaces (44.1%) and websites hosted on other entities (38.0%).*

- *The report also revealed that 97.2 per cent of businesses utilised computers and 95.3 per cent had internet access in 2024.*

- *Strong digital infrastructure was complemented by high internet penetration, with fixed broadband remaining dominant at 94.0 per cent and mobile broadband reaching 79.8 per cent.*

- *Wide Area Network (WAN) remained the most widely used network at 89.4 per cent, followed by Local Area Network (LAN) (77.5%) and Wireless Local Area Network (WLAN) (71.8%), reflecting growing reliance on integrated digital systems to support efficient operations and communication.*

- *The usage of intranet and extranet reached 53.1 per cent and 26.2 per cent, respectively, reflecting businesses' efforts to strengthen internal collaboration and expand connections with customers, suppliers and business partners.*

- *Malaysia’s e-commerce income grew by 8.8 per cent to RM1.29 trillion in 2024, compared to RM1.18 trillion in the previous year.*

- *E-commerce expenditure also grew in tandem, rising by 9.4 per cent to RM625.3 billion in 2024.*

- *The sustained growth in e-commerce income highlights increasing digital adoption among businesses.*