



KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

LAPORAN SURVEI PENGGUNAAN DAN CAPAIAN ICT OLEH INDIVIDU DAN ISI RUMAH

ICT USE AND ACCESS BY INDIVIDUALS AND HOUSEHOLDS

SURVEY REPORT

2024

Pemakluman

Kepengerusian ASEAN-Malaysia 2025: Jabatan Perangkaan Malaysia (DOSM) akan mempengerusikan Jawatankuasa Sistem Statistik Komuniti ASEAN Ke-15 (ACSS15) yang bertujuan untuk memperkukuh kerjasama statistik ke arah pembangunan serantau yang mampan.

Kerajaan Malaysia telah mengisytiharkan 20 Oktober sebagai Hari Statistik Negara (MyStats Day), dengan tema 'Statistik Nadi Kehidupan.' Sementara itu, Hari Statistik Dunia Keempat akan disambut pada 20 Oktober 2025 dengan tema 'Driving Change with Quality Statistics and Data for Everyone'.

OpenDOSM NextGen adalah medium yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai data dan boleh diakses melalui portal <https://open.dosm.gov.my>.

Announcement

ASEAN-Malaysia 2025 Chairmanship: the Department of Statistics Malaysia (DOSM) will chair the 15th ASEAN Community Statistical System Committee (ACSS15) which aim to strengthen the statistical cooperation towards sustainable regional development.

The Government of Malaysia has declared October 20th as National Statistics Day (MyStats Day), with the theme 'Statistics is the Essence of Life.' Meanwhile, the Fourth World Statistics Day will be celebrated on 20 October 2025, with the theme 'Driving Change with Quality Statistics and Data for Everyone'.

OpenDOSM NextGen is a medium that provides data catalogue and visualisations to facilitate users' analysis and can be accessed through <https://open.dosm.gov.my>.

JABATAN PERANGKAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA

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Pengguna yang mengeluarkan sebarang maklumat dari terbitan ini sama ada yang asal atau diolah semula hendaklah meletakkan kenyataan berikut:

"Sumber: Jabatan Perangkaan Malaysia".

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PRAKATA

Laporan ini memaparkan statistik terkini ICT bagi tahun rujukan 2024. Statistik yang diterbitkan adalah berdasarkan konsep dan garis panduan dalam *Manual for Measuring ICT Access and Use by Households and Individuals*, Edisi 2020, yang diterbitkan *International Telecommunication Union* (ITU).

Statistik utama dalam penerbitan ini merangkumi capaian peralatan dan perkhidmatan ICT oleh isi rumah dan penggunaan oleh individu di Malaysia. Penemuan ini juga dilaporkan di peringkat nasional, negeri dan daerah pentadbiran. Selain itu, indikator berkaitan ICT juga turut dimuatkan dalam laporan ini.

Laporan ini dibahagikan kepada empat bahagian. Bahagian pertama, memaparkan statistik utama, diikuti bahagian kedua, mengandungi ringkasan penemuan. Sementara itu, bahagian ketiga mengandungi jadual statistik terperinci. Manakala bahagian keempat merangkumi nota teknikal termasuk skop dan liputan, konsep dan definisi serta penjelasan berkaitan indikator utama.

Jabatan Perangkaan Malaysia (DOSM) merakamkan setinggi-tinggi penghargaan atas kerjasama yang diberikan oleh responden dan juga semua pihak yang telah menyumbang secara langsung dan tidak langsung dalam menjayakan penerbitan ini. Setiap maklum balas dan cadangan untuk penambahbaikan laporan ini pada masa akan datang amat dihargai penghargaan atas kerjasama semua pihak dalam membekalkan data yang diperlukan serta menyumbang kepada kejayaan penerbitan ini.

DATO' SRI DR. MOHD UZIR MAHIDIN

Ketua Perangkawan Malaysia

April 2025



PREFACE

This report presents the latest ICT statistics for the reference year 2024. The statistics published are based on the concepts and guidelines in the Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition, published by the International Telecommunication Union (ITU).

The key statistics in this publication cover access by households equipment and services and individual usage of ICT in Malaysia. These statistics are also reported at the national, state and administrative district levels. Besides, ICT related indicators are also included in this report.

This report is divided into four sections. The first section presents the key statistics followed by the second section, which contains a summary of findings. Meanwhile, the third section includes detailed statistical tables, while the fourth section covers technical notes, including scope and coverage, concepts and definitions, as well as explanations related to main indicators.

The Department of Statistics Malaysia (DOSM) extends its highest appreciation for the cooperation provided by the respondents, as well as all parties who have contributed directly or indirectly to the success of this publication. All feedback and suggestions for improving this report in the future are highly valued. The department is grateful for the support of all parties in providing the necessary data and contributing to the success of this publication.

DATO' SRI DR. MOHD UZIR MAHIDIN

Chief Statistician Malaysia

April 2025

KANDUNGAN CONTENTS

Bahagian <i>Part</i>		Muka Surat <i>Page</i>
	Prakata <i>Preface</i>	i
	Senarai Jadual <i>List of Tables</i>	vii
1	Statistik Utama <i>Main Statistics</i>	1
2	Ringkasan Penemuan <i>Summary of Findings</i>	7
3	Jadual Statistik <i>Statistical Tables</i>	
	Capaian ICT oleh Isi Rumah <i>ICT Access by Households</i>	27
	Penggunaan ICT oleh Individu <i>ICT Use by Individuals</i>	33
	Capaian dan Penggunaan ICT mengikut Daerah Pentadbiran <i>ICT Access and Use by Administrative District</i>	71
	Statistik Terpilih Malaysia <i>Selected Statistics of Malaysia</i>	93
	Tanda Aras ICT Negara Terpilih <i>ICT Benchmarks of Selected Countries</i>	105
	Siri Masa <i>Time Series</i>	111
	Ralat Piawai Relatif <i>Relative Standard Error</i>	141
4	Nota Teknikal <i>Technical Notes</i>	145

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SENARAI JADUAL

LIST OF TABLES

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SENARAI JADUAL

LIST OF TABLES

1

Capaian ICT oleh Isi Rumah

ICT Access by Households

Muka Surat
Page

1.1	Peratusan capaian telefon bimbit oleh isi rumah mengikut negeri, jenis dan strata, Malaysia, 2024	27
	<i>Percentage of households with access to mobile phone by state, type and strata, Malaysia, 2024</i>	
1.2	Peratusan capaian Internet oleh isi rumah mengikut negeri, jenis perkhidmatan dan strata, Malaysia, 2024	28
	<i>Percentage of households with Internet access by state, type of service and strata, Malaysia, 2024</i>	
1.3	Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan strata, Malaysia, 2024	29
	<i>Percentage of households with access to ICT equipment and services by state and strata, Malaysia, 2024</i>	

2

Penggunaan ICT oleh Individu

ICT Use by Individuals

2.1	Peratusan penggunaan dan pemilikan telefon bimbit oleh individu mengikut negeri dan strata, Malaysia, 2024	33
	<i>Percentage of individuals using and owning mobile phone by state and strata, Malaysia, 2024</i>	
2.2	Peratusan pemilikan telefon bimbit mengikut negeri dan jantina, Malaysia, 2024	34
	<i>Percentage of mobile phone ownership by state and sex, Malaysia, 2024</i>	
2.3	Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2024	35
	<i>Percentage of individuals using computer by state and strata, Malaysia, 2024</i>	
2.4	Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024	36
	<i>Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2024</i>	
2.5	Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024	39
	<i>Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2024</i>	
2.6	Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan jantina, Malaysia, 2024	42
	<i>Percentage of individuals using computer by type of ICT skills and sex, Malaysia, 2024</i>	

SENARAI JADUAL LIST OF TABLES

Muka Surat
Page

2.7	Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan kumpulan umur, Malaysia, 2024	43
	<i>Percentage of individuals using computer by type of ICT skills and age group, Malaysia, 2024</i>	
2.8	Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2024	44
	<i>Percentage of individuals using the Internet by state and strata, Malaysia, 2024</i>	
2.9	Peratusan individu menggunakan Internet mengikut negeri dan jantina, Malaysia, 2024	45
	<i>Percentage of individuals using the Internet by state and sex, Malaysia, 2024</i>	
2.10	Peratusan individu menggunakan Internet mengikut strata dan jantina, Malaysia, 2024	46
	<i>Percentage of individuals using the Internet by strata and sex, Malaysia, 2024</i>	
2.11	Peratusan individu menggunakan Internet mengikut negeri, jenis peranti mudah alih yang digunakan dan strata, Malaysia, 2024	47
	<i>Percentage of individuals using the Internet by state, type of portable devices used and strata, Malaysia, 2024</i>	
2.12	Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024	48
	<i>Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024</i>	
2.13	Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024	55
	<i>Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024</i>	
2.14	Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024	62
	<i>Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024</i>	

SENARAI JADUAL LIST OF TABLES

3 Capaian dan Penggunaan ICT mengikut Daerah Pentadbiran Muka Surat Page

- | | | |
|-----|---|----|
| 3.1 | Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024
<i>Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024</i> | 71 |
| 3.2 | Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024
<i>Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024</i> | 81 |

4 Statistik Terpilih Malaysia Selected Statistics of Malaysia

- | | | |
|-----|--|-----|
| 4.1 | Penggunaan komputer, Internet dan web presence mengikut negeri, Malaysia, 2019 - 2022
<i>Usage of computer, Internet and web presence by state, Malaysia, 2019 - 2022</i> | 93 |
| 4.2 | Pendapatan dan perbelanjaan e-Dagang mengikut negeri, Malaysia, 2019 -2022
<i>Income and expenditure of e-Commerce by state, Malaysia, 2019 - 2022</i> | 94 |
| 4.3 | Pendapatan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2019 - 2022
<i>Income of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2019 - 2022</i> | 95 |
| 4.4 | Perbelanjaan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2019 - 2022
<i>Expenditure of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2019 - 2022</i> | 97 |
| 4.5 | Perangkaan utama jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat, Malaysia, 2021 - 2024
<i>Principal statistics retail sale of information and communication equipment in specialised stores, Malaysia, 2021 - 2024</i> | 99 |
| 4.6 | Perangkaan utama maklumat dan komunikasi, Malaysia, 2021 - 2024
<i>Principal statistics information and communication, Malaysia, 2021 - 2024</i> | 99 |
| 4.7 | Siri masa perbelanjaan penggunaan isi rumah bulanan purata, Malaysia, 2016 - 2022
<i>Time series of mean monthly household consumption expenditure, 2016 - 2022</i> | 100 |
| 4.8 | Kadar penembusan peralatan dan perkhidmatan ICT, Malaysia, 2020 - 2024
<i>ICT equipment and services penetration rate, Malaysia, 2020- 2024</i> | 101 |

SENARAI JADUAL

LIST OF TABLES

Muka Surat
Page

4.9	Bilangan langganan TV berbayar, Malaysia, 2020 - 2024	101
	<i>Number of pay TV subscriptions, Malaysia, 2020 - 2024</i>	
4.10	Bilangan langganan jalur lebar, Malaysia, 2020 - 2024	102
	<i>Number of broadband subscriptions, Malaysia, 2020 - 2024</i>	
4.11	Bilangan langganan selular mudah alih, Malaysia, 2020 - 2024	102
	<i>Number of mobile-cellular subscriptions, Malaysia, 2020 - 2024</i>	

5

Tanda Aras ICT Negara Terpilih *ICT Benchmarks of Selected Countries*

5.1	Peratusan capaian Internet oleh isi rumah mengikut negara terpilih, 2019 - 2022	105
	<i>Percentage of households with Internet access by selected countries, 2019 - 2022</i>	
5.2	Peratusan capaian komputer oleh isi rumah mengikut negara terpilih, 2019 - 2022	105
	<i>Percentage of households with access to computer by selected countries, 2019 - 2022</i>	
5.3	Peratusan individu menggunakan Internet mengikut negara terpilih, 2019 - 2022	106
	<i>Percentage of individuals using the Internet by selected countries, 2019 - 2022</i>	
5.4	Peratusan individu menggunakan komputer mengikut negara terpilih, 2019 - 2022	106
	<i>Percentage of individuals using computer by selected countries, 2019 - 2022</i>	
5.5	Peratusan individu menggunakan Internet mengikut jantina dan negara terpilih, 2022	107
	<i>Percentage of individuals using the Internet by sex and selected countries, 2022</i>	
5.6	Kedudukan indeks berkaitan ICT bagi negara terpilih, 2017 dan 2024	107
	<i>Ranking of ICT-related indices for selected countries, 2017 and 2024</i>	

SENARAI JADUAL LIST OF TABLES

6

Siri Masa
Time Series

Muka Surat
Page

6.1	Peratusan capaian telefon bimbit oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	111
	<i>Percentage of households with access to mobile phone by state and strata, Malaysia, 2020 - 2024</i>	
6.2	Peratusan capaian telefon biasa oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	112
	<i>Percentage of households with access to feature phone by state and strata, Malaysia, 2020 - 2024</i>	
6.3	Peratusan capaian telefon pintar oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	113
	<i>Percentage of households with access to smart phone by state and strata, Malaysia, 2020 - 2024</i>	
6.4	Peratusan capaian Internet oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	114
	<i>Percentage of households with Internet access by state and strata, Malaysia, 2020 - 2024</i>	
6.5	Peratusan capaian jalur lebar tetap oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	115
	<i>Percentage of households with fixed (wired) broadband access by state and strata, Malaysia, 2020 - 2024</i>	
6.6	Peratusan capaian jalur lebar mudah alih oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	116
	<i>Percentage of households with mobile broadband access by state and strata, Malaysia, 2020 - 2024</i>	
6.7	Peratusan capaian komputer oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	117
	<i>Percentage of households with access to computer by state and strata, Malaysia, 2020 - 2024</i>	
6.8	Peratusan capaian siaran TV berbayar oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	118
	<i>Percentage of households with access to pay TV channel by state and strata, Malaysia, 2020 - 2024</i>	
6.9	Peratusan capaian televisyen oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	119
	<i>Percentage of households with access to television by state and strata, Malaysia, 2020 - 2024</i>	
6.10	Peratusan capaian radio oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	120
	<i>Percentage of households with access to radio by state and strata, Malaysia, 2020 - 2024</i>	

SENARAI JADUAL

LIST OF TABLES

Muka Surat
Page

6.11	Peratusan capaian telefon talian tetap oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2024	121
	<i>Percentage of households with access to fixed-line telephone by state and strata, Malaysia, 2020 - 2024</i>	
6.12	Peratusan individu menggunakan telefon bimbit mengikut negeri dan strata, Malaysia, 2020 - 2024	122
	<i>Percentage of individuals using mobile phone by state and strata, Malaysia, 2020 - 2024</i>	
6.13	Peratusan individu memiliki telefon bimbit mengikut jantina, Malaysia, 2020 - 2024	123
	<i>Percentage of individuals owning mobile phone by sex, Malaysia, 2020 - 2024</i>	
6.14	Peratusan individu memiliki telefon bimbit mengikut negeri dan strata, Malaysia, 2020 - 2024	124
	<i>Percentage of individuals owning mobile phone by state and strata, Malaysia, 2020 - 2024</i>	
6.15	Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2020 - 2024	125
	<i>Percentage of individuals using computer by state and strata, Malaysia, 2020 - 2024</i>	
6.16	Peratusan individu menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2021 - 2024	126
	<i>Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2021 - 2024</i>	
6.17	Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2021 - 2024	128
	<i>Percentage of youth using computer by state and type of ICT skills, Malaysia, 2021 - 2024</i>	
6.18	Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2020 - 2024	130
	<i>Percentage of individuals using the Internet by state and strata, Malaysia, 2020 - 2024</i>	
6.19	Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2024	131
	<i>Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2024</i>	

SENARAI JADUAL

LIST OF TABLES

7

Ralat Piawai Relatif

Relative Standard Error

Muka Surat
Page

- | | | |
|-----|---|-----|
| 7.1 | Ralat piawai relatif bagi anggaran peratusan capaian peralatan dan perkhidmatan ICT oleh isi rumah mengikut strata, Malaysia, 2024
<i>Relative standard error of estimates for percentage of households with access to ICT equipment and services by strata, Malaysia, 2024</i> | 141 |
| 7.2 | Ralat piawai relatif bagi anggaran peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut strata, Malaysia, 2024
<i>Relative standard error of estimates for percentage of individuals using ICT equipment and services by strata, Malaysia, 2024</i> | 142 |

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STATISTIK UTAMA

MAIN STATISTICS

BAHAGIAN
PART

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KEMENTERIAN EKONOMI
JABATAN PERANGKAAAN MALAYSIA

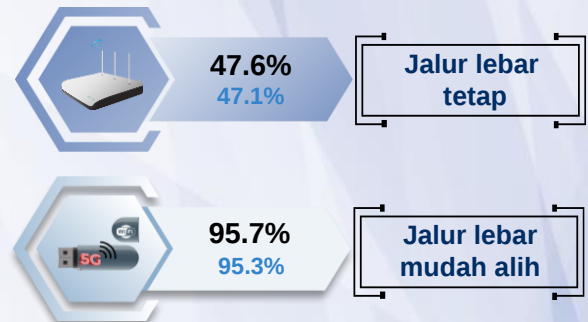


CAPAIAN ICT OLEH ISI RUMAH 2024

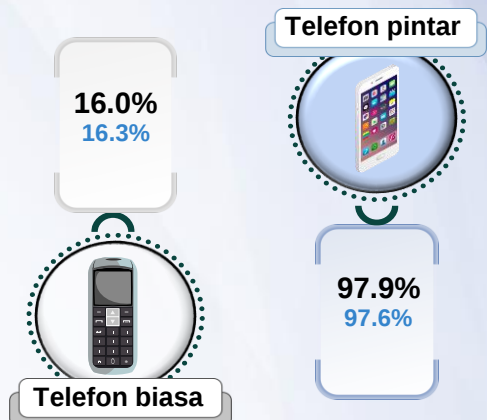
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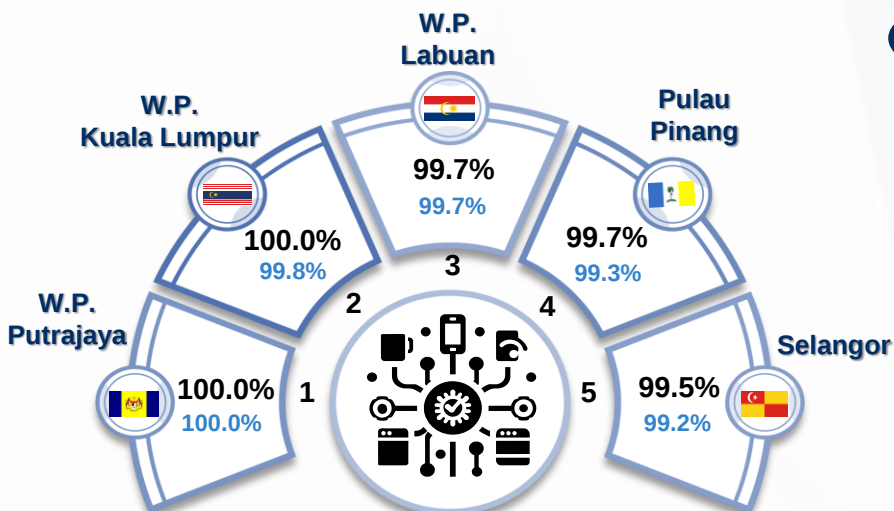
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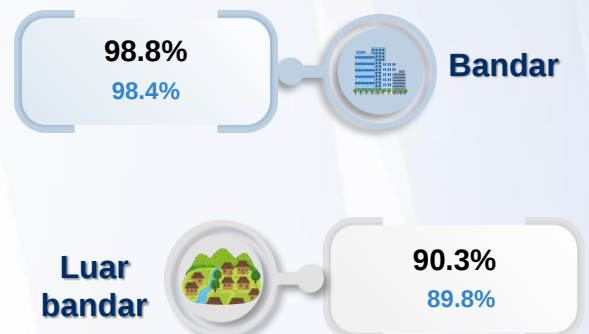
CAPAIAN TELEFON BIMBIT



5 NEGERI DENGAN CAPAIAN INTERNET TERTINGGI



CAPAIAN INTERNET MENGIKUT STRATA



■ 2024
■ 2023



PENGUNAAN ICT OLEH INDIVIDU 2024

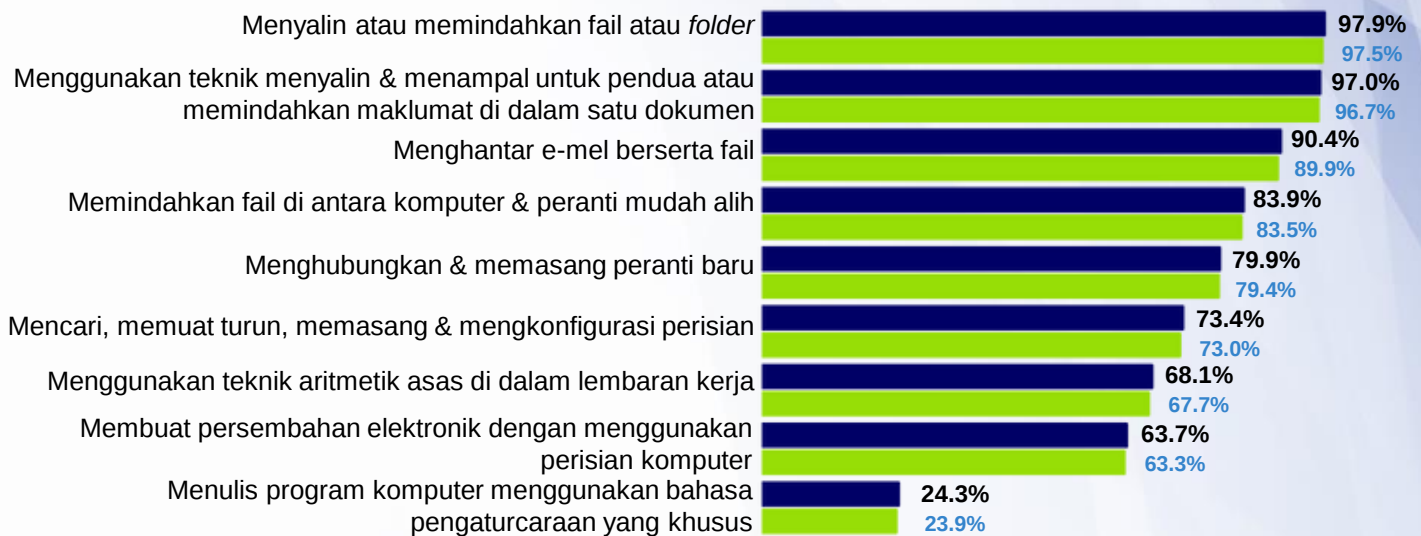
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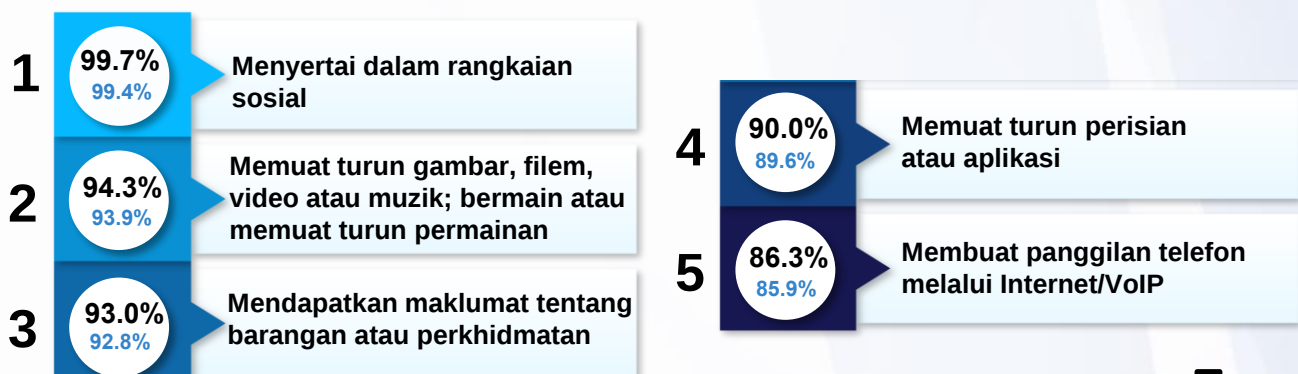
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PENGUNAAN KOMPUTER MENGIKUT KEMAHIRAN ICT



5 AKTIVITI POPULAR PENGUNAAN INTERNET



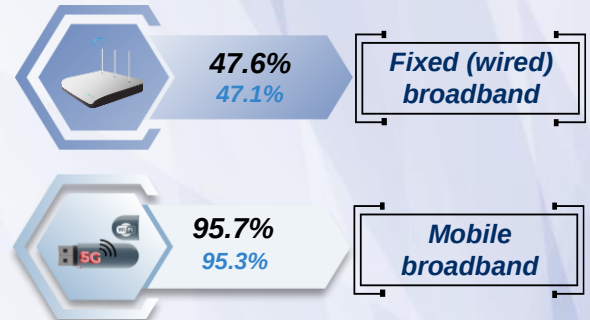


ICT ACCESS BY HOUSEHOLD 2024

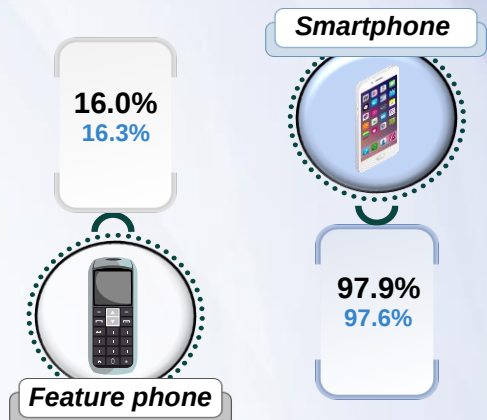
ACCESS TO ICT EQUIPMENT AND SERVICES



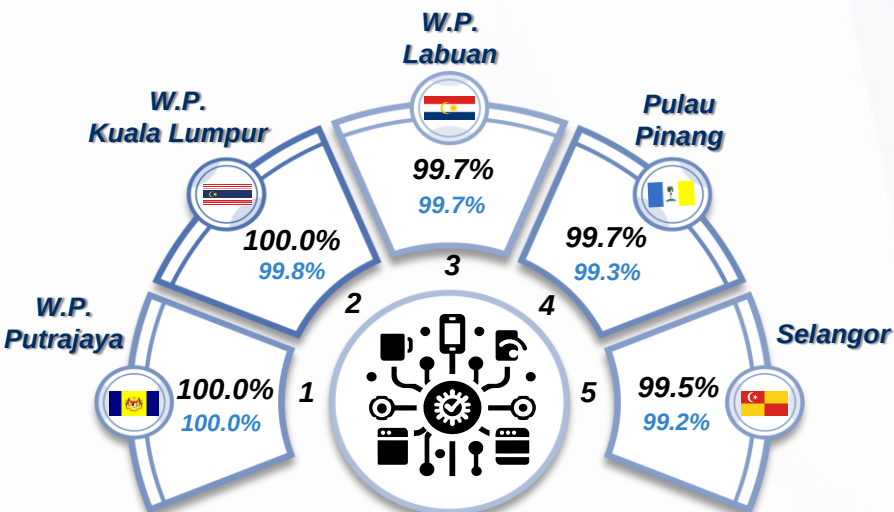
ACCESS TO INTERNET



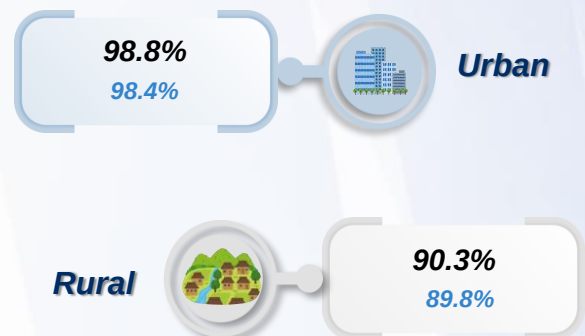
ACCESS TO MOBILE PHONE



TOP 5 STATES WITH HIGHEST INTERNET ACCESS



INTERNET ACCESS BY STRATA



2024
2023

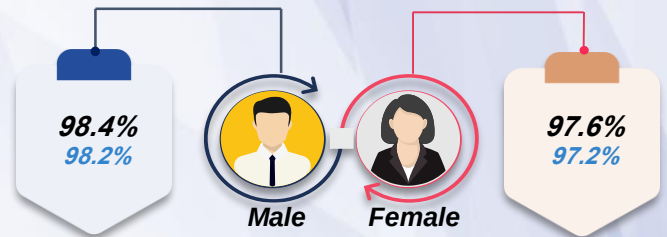


ICT USE BY INDIVIDUAL 2024

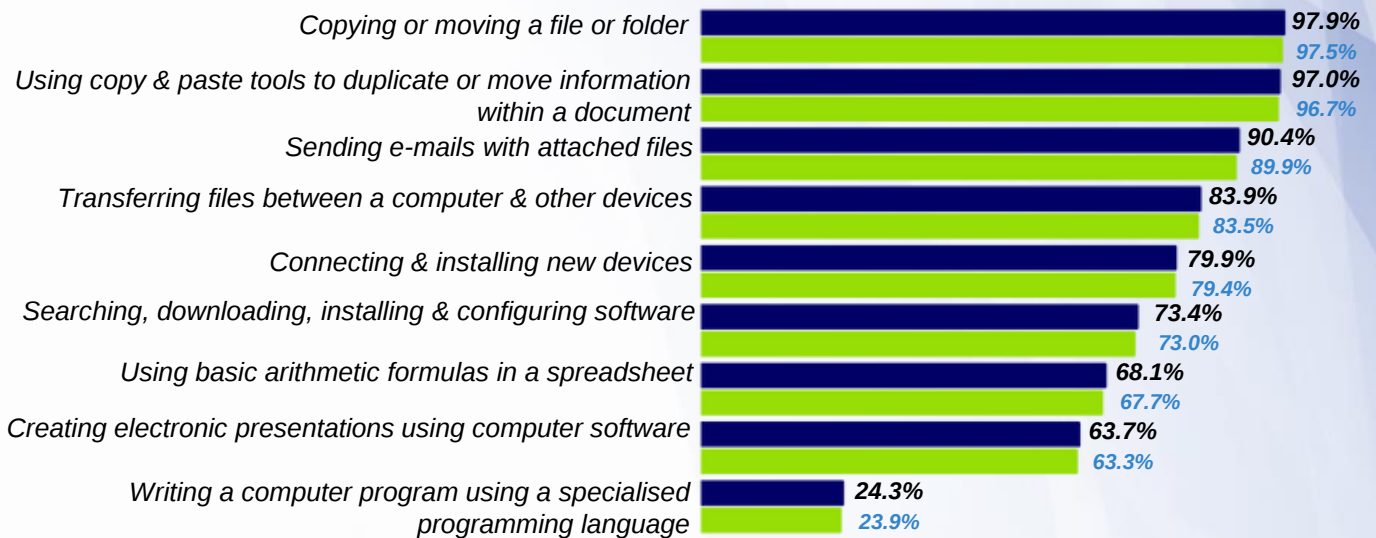
USED OF ICT EQUIPMENT AND SERVICES



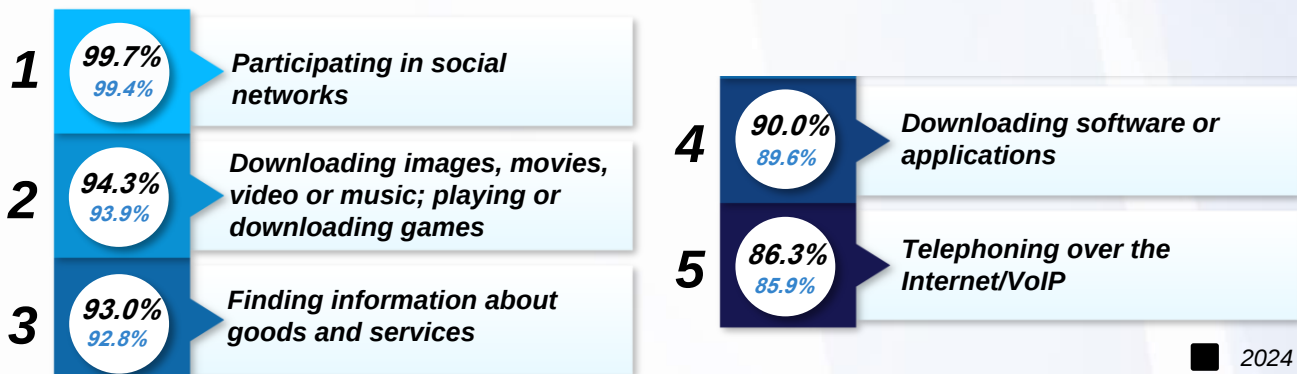
INTERNET USE BY SEX



USAGE OF COMPUTER BY ICT SKILLS



5 POPULAR ACTIVITIES OF INTERNET USAGE



2024
2023

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)

**RINGKASAN
PENEMUAN**
SUMMARY OF FINDINGS

BAHAGIAN
PART

2

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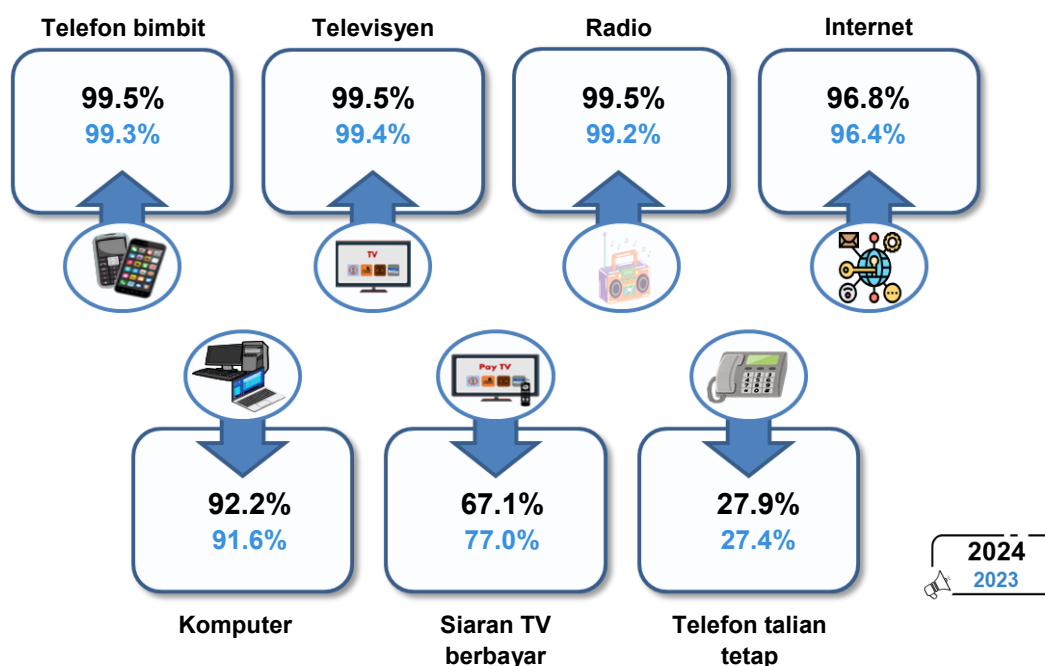
1. PENGENALAN

Laporan ini memaparkan hasil penemuan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah (ICTHS) yang dilaksanakan pada tahun 2024. Penemuan ini memaparkan statistik terkini capaian oleh isi rumah dan penggunaan oleh individu di Malaysia bagi peralatan dan perkhidmatan ICT.

2. CAPAIAN PERALATAN DAN PERKHIDMATAN ICT OLEH ISI RUMAH

Terdapat tujuh statistik capaian peralatan dan perkhidmatan ICT oleh isi rumah yang dimuatkan dalam laporan ini. Sesebuah isi rumah dianggap mempunyai capaian kepada peralatan dan perkhidmatan ICT sekiranya ia masih boleh digunakan semasa survei dijalankan. Secara keseluruhan, pada tahun 2024 semua peralatan dan perkhidmatan ICT menunjukkan peningkatan kecuali siaran TV berbayar yang mencatatkan penurunan ketara sebanyak 9.9 mata peratus kepada 67.1 peratus (2023: 77.0%). Peratusan capaian oleh isi rumah tertinggi direkodkan oleh peralatan telefon bimbit, televisyen dan radio yang masing-masing mencatatkan 99.5 peratus diikuti oleh Internet (96.8%), komputer (92.2%) dan telefon talian tetap (27.9%) seperti di **Paparan 1**.

Paparan 1: Peratusan Capaian Peralatan dan Perkhidmatan ICT oleh Isi Rumah, Malaysia, 2023 dan 2024

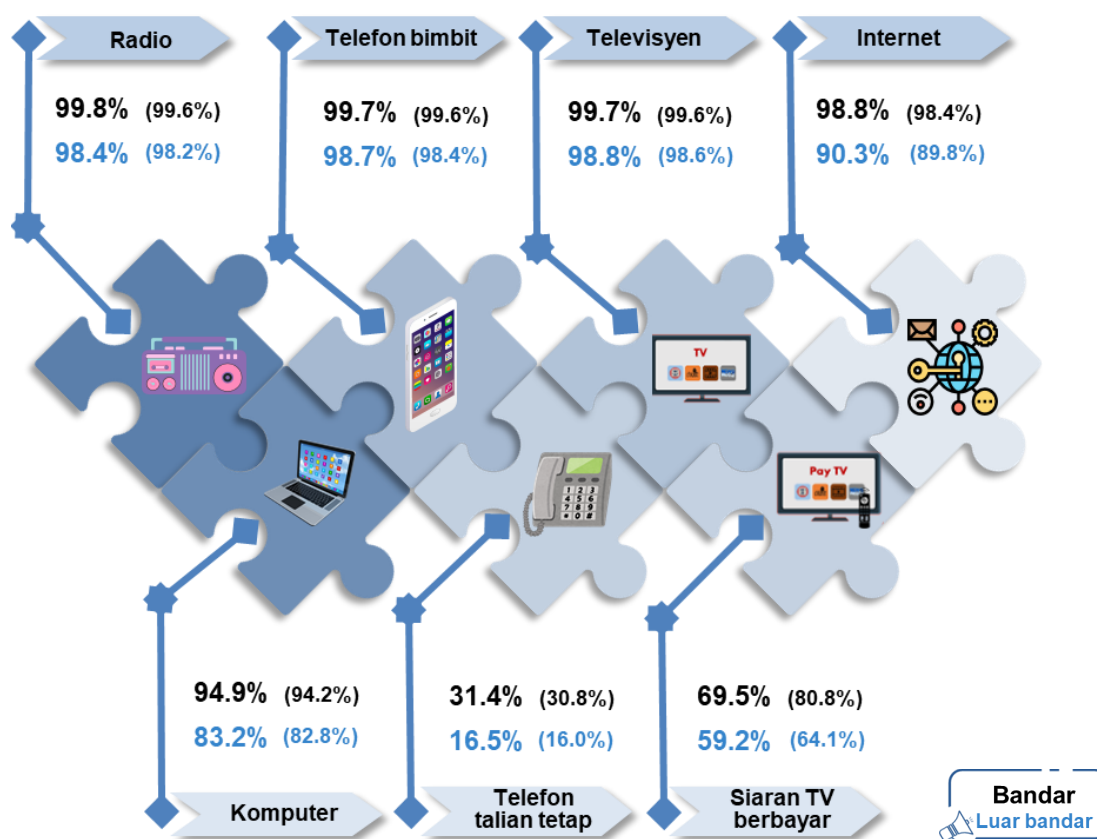


2.1 Capaian Peralatan dan Perkhidmatan ICT oleh Isi Rumah mengikut Strata

Peratusan capaian tertinggi direkodkan oleh radio sebanyak 99.8 peratus, diikuti oleh televisyen (99.7%), telefon bimbit (99.7%), Internet (98.8%), komputer (94.9%), siaran TV berbayar (69.5%) dan telefon talian tetap (31.4%).

Seterusnya, isi rumah di luar bandar juga turut mencatatkan peningkatan bagi capaian peralatan dan perkhidmatan ICT iaitu televisyen (98.8%), telefon bimbit (98.7%), radio (98.4%), Internet (90.3%), komputer (83.2%), siaran TV berbayar (59.2%) dan telefon talian tetap (16.5%) (**Paparan 2**).

Paparan 2: Peratusan Capaian Peralatan dan Perkhidmatan ICT oleh Isi Rumah mengikut Strata, Malaysia, 2023 dan 2024



Nota. Angka di dalam kurungan merujuk kepada akses kepada ICT tahun 2023

3. PENGGUNAAN PERALATAN DAN PERKHIDMATAN ICT OLEH INDIVIDU

Pengukuran penggunaan peralatan dan perkhidmatan ICT oleh individu merangkumi penggunaan dan pemilikan telefon bimbit, penggunaan komputer dan penggunaan Internet oleh penduduk di Malaysia yang berumur 15 tahun dan ke atas.

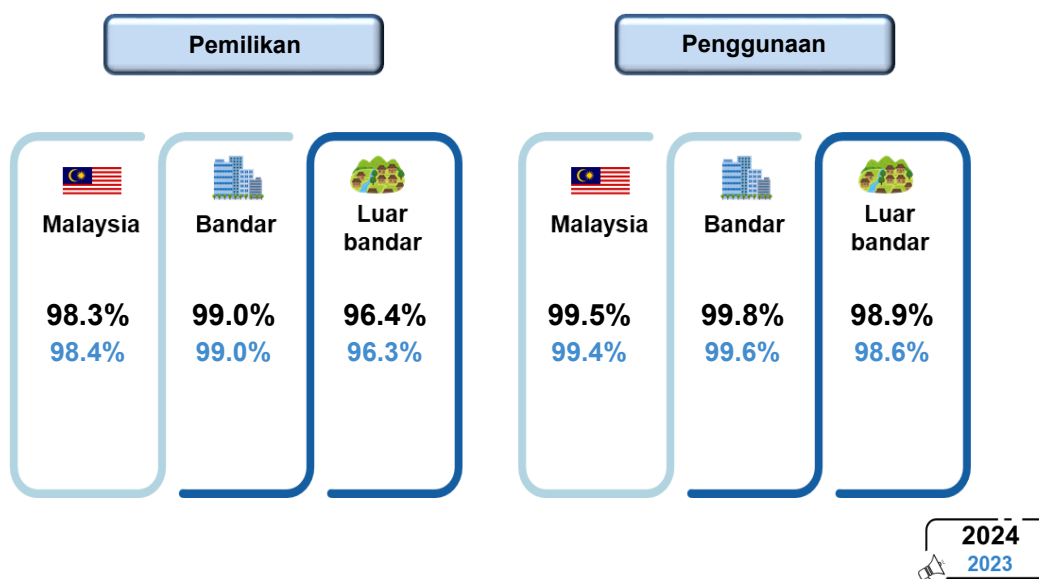
Penggunaan merujuk kepada penggunaan peralatan dan perkhidmatan ICT oleh individu tanpa mengira lokasi penggunaan serta tidak terhad kepada tempat kediaman sahaja. Manakala, pemilikan telefon bimbit merujuk kepada individu yang mempunyai telefon bimbit dan kad *Subscriber Identity Module* (SIM) aktif untuk tujuan persendirian.

3.1 Pemilikan dan Penggunaan Telefon Bimbit

Pemilikan telefon bimbit oleh individu pada tahun 2024 menunjukkan penurunan marginal sebanyak 0.1 mata peratus kepada 98.3 peratus yang didorong oleh penurunan pemilikan telefon bimbit di bandar (0.0 mata peratus). Walau bagaimanapun, pemilikan telefon bimbit di luar bandar merekodkan peningkatan sebanyak 0.1 mata peratus (96.4 %).

Seterusnya, penggunaan telefon bimbit oleh individu merekodkan peningkatan kepada 99.5 peratus berbanding tahun sebelumnya (99.4%). Kenaikan ini didorong oleh peningkatan penggunaan telefon bimbit di bandar (0.2 mata peratus; 99.8%) dan luar bandar (0.3 mata peratus; 98.9%) seperti di **Paparan 3**.

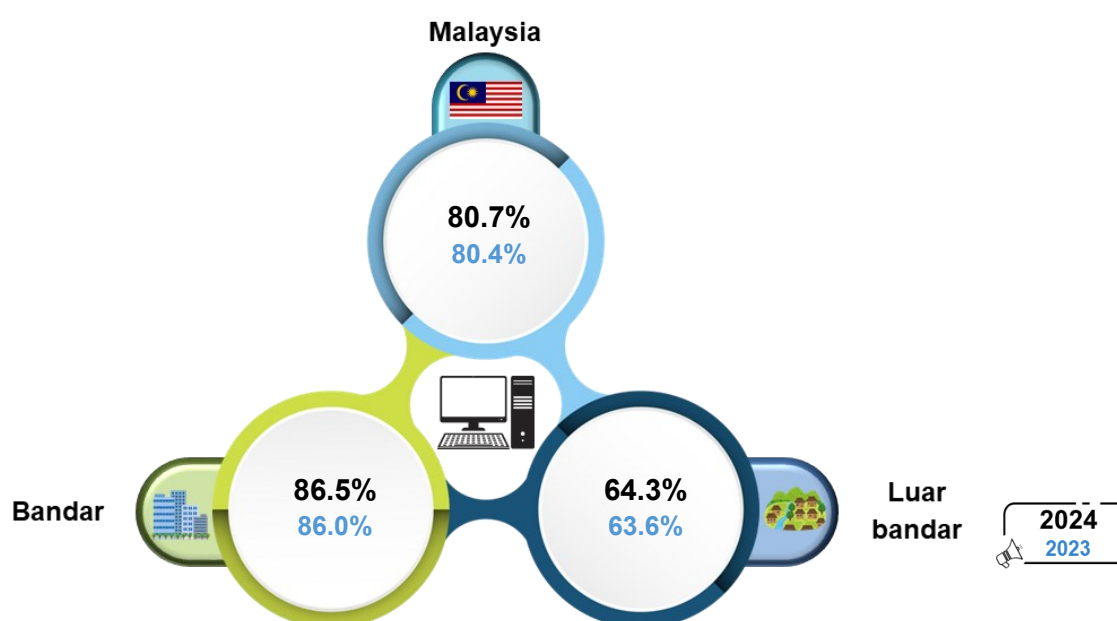
Paparan 3: Peratusan Pemilikan dan Penggunaan Telefon Bimbit oleh Individu mengikut Strata, Malaysia, 2023 dan 2024



3.2 Penggunaan Komputer

Penggunaan komputer merangkumi penggunaan komputer peribadi, komputer riba atau papan elektronik mudah alih. Penggunaan komputer menunjukkan peningkatan sebanyak 0.3 mata peratus kepada 80.7 peratus berbanding 80.4 peratus pada tahun 2023. Peningkatan ini disumbangkan oleh peningkatan penggunaan komputer di bandar sebanyak 0.5 mata peratus (86.5%) dan luar bandar sebanyak 0.7 mata peratus (64.3%) seperti tertera di **Paparan 4**.

Paparan 4: Peratusan Penggunaan Komputer oleh Individu mengikut Strata, Malaysia, 2023 dan 2024

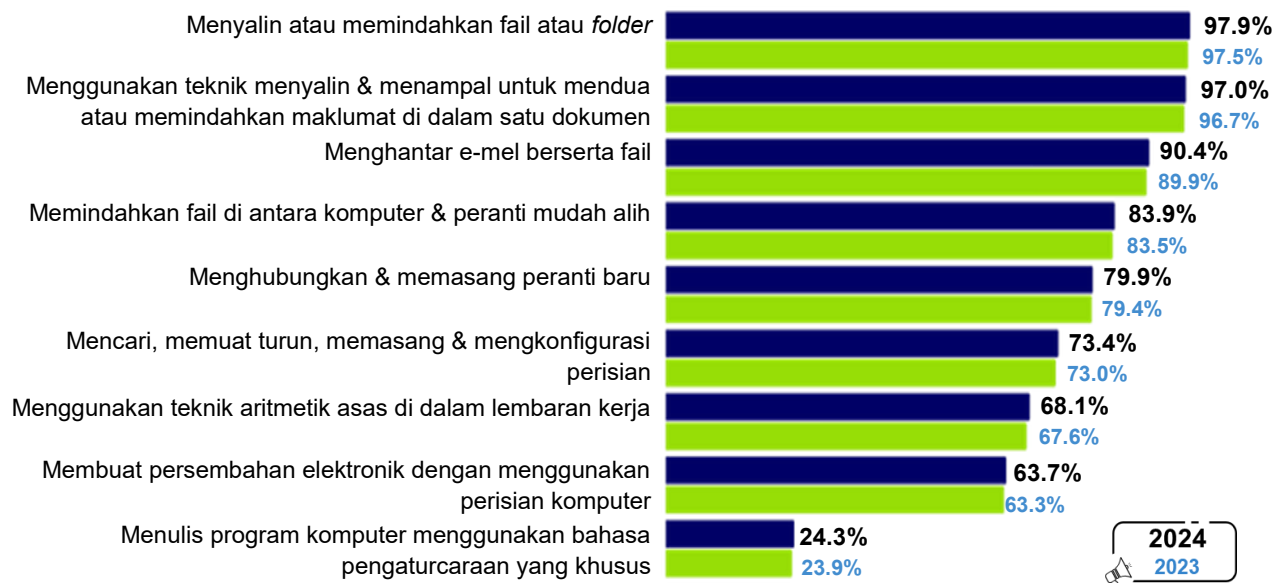


3.2.1 Kemahiran ICT

Kemahiran ICT merupakan salah satu indikator yang dipantau dalam Matlamat Pembangunan Mampan (SDG) Indikator 4.4.1 yang mengukur peratusan belia dan dewasa dengan kemahiran teknologi maklumat dan komunikasi (ICT). Bagi ICTHS, sembilan jenis kemahiran ICT diukur.

Empat kemahiran merekodkan peratusan melebihi 80.0 peratus pada tahun 2024 iaitu menyalin atau memindahkan fail atau *folder* (97.9%) diikuti oleh menggunakan teknik menyalin & menampal untuk mendua atau memindahkan maklumat di dalam satu dokumen (97.0%), menghantar e-mel berserta fail (90.4%) dan memindahkan fail di antara komputer & peranti mudah alih lain (83.9%). Peratusan kemahiran terendah direkodkan oleh menulis program komputer menggunakan bahasa pengaturcaraan yang khusus sebanyak 24.3 peratus (**Carta 1**).

Carta 1: Peratusan Penggunaan Komputer oleh Individu mengikut Kemahiran Komputer Malaysia, 2023 dan 2024



3.2.2 Kemahiran Komputer di Kalangan Belia

Laporan ini juga memaparkan statistik kemahiran komputer di kalangan belia iaitu individu yang berumur 15 hingga 24 tahun. Secara keseluruhannya, hampir semua jenis kemahiran mencatatkan peratusan melebihi 80.0 peratus kecuali kemahiran menulis program komputer menggunakan bahasa pengaturcaraan yang khusus (51.0%). Tiga kemahiran yang mencatatkan peratusan tertinggi adalah menggunakan komputer menjalankan aktiviti menyalin atau memindahkan fail atau *folder* iaitu 99.0 peratus, diikuti oleh menggunakan teknik menyalin & menampal untuk mendua atau memindahkan di dalam satu dokumen (97.9%) dan menghantar e-mel berserta fail (94.6%) seperti di **Carta 2**.

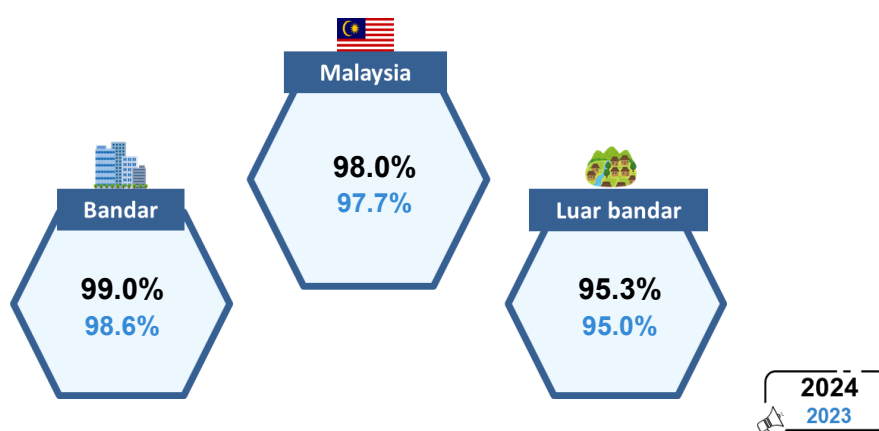
Carta 2: Peratusan Penggunaan Komputer oleh Belia mengikut Kemahiran Komputer, Malaysia, 2023 dan 2024



3.3 Penggunaan Internet

Penggunaan Internet juga dinyatakan dalam SDG di bawah matlamat 17, Indikator 17.8.1 Peratusan individu yang menggunakan Internet. Di Malaysia, penggunaan Internet menunjukkan peningkatan sebanyak 0.3 mata peratus kepada 98.0 peratus berbanding 97.7 peratus pada tahun 2023. Peningkatan ini dipengaruhi oleh peningkatan penggunaan Internet di bandar sebanyak 0.4 mata peratus (99.0%) dan di luar bandar sebanyak 0.3 mata peratus (95.3%) (**Paparan 5**).

Paparan 5: Peratusan Penggunaan Internet oleh Individu mengikut Strata, Malaysia, 2023 dan 2024



3.3.1 Penggunaan Internet mengikut Jantina

Perbandingan mengikut jantina merekodkan penggunaan Internet bagi lelaki menunjukkan peratusan yang lebih tinggi iaitu 98.4 peratus berbanding perempuan 97.6 peratus pada tahun 2024.

Perbezaan peratusan antara kedua-dua jantina menguncup sebanyak 0.8 mata peratus pada tahun 2024 berbanding tahun sebelumnya sebanyak 1.0 mata peratus. Perkembangan ini mencerminkan peningkatan kesaksamaan digital antara lelaki dan perempuan (**Paparan 6**).

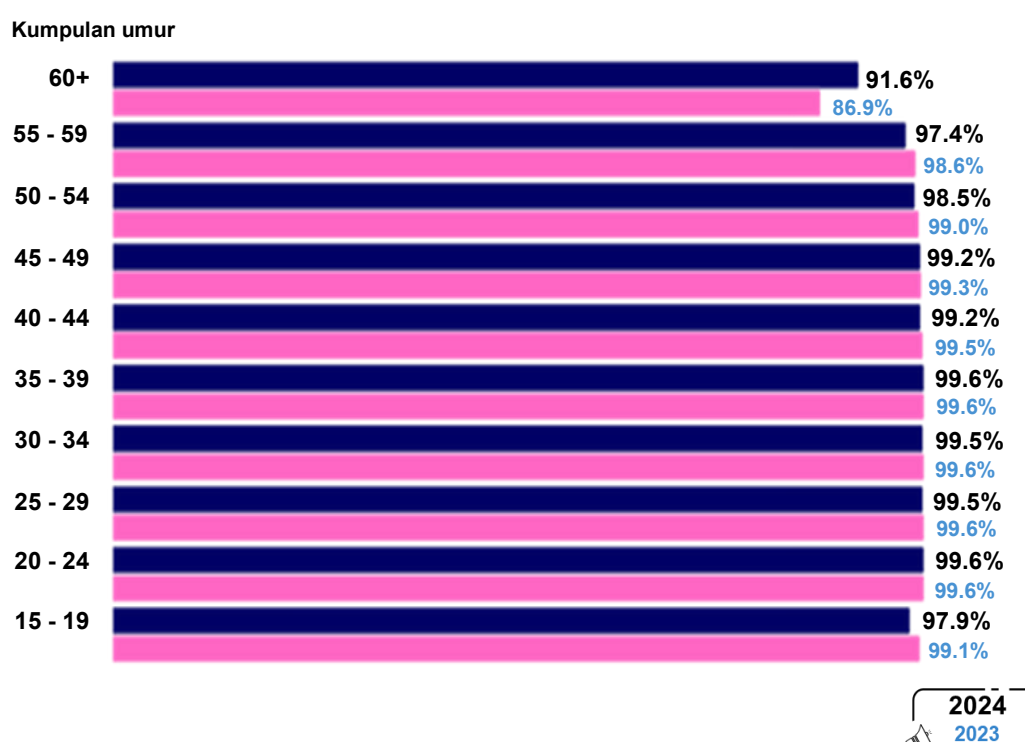
Paparan 6: Peratusan Penggunaan Internet oleh Individu mengikut Jantina, Malaysia, 2023 dan 2024



3.3.2 Penggunaan Internet mengikut Kumpulan Umur

Secara keseluruhannya, semua kumpulan umur merekodkan prestasi penggunaan Internet melebihi 90.0 peratus. Peratusan pengguna Internet yang tertinggi adalah dalam kumpulan umur 20 - 24 tahun dan 35 - 39 tahun iaitu 99.6 peratus diikuti oleh kumpulan umur 25 - 29 tahun dan 30 - 34 tahun iaitu 99.5 peratus. Namun begitu, peratus penggunaan Internet bagi yang berumur 15 - 19 tahun menurun kepada 97.9 peratus (2023: 99.1%). Manakala, bagi kumpulan umur 60 tahun dan ke atas menunjukkan peningkatan ketara berbanding tahun sebelumnya iaitu 91.6 peratus (2023: 86.9%) seperti yang ditunjukkan di **Carta 3**.

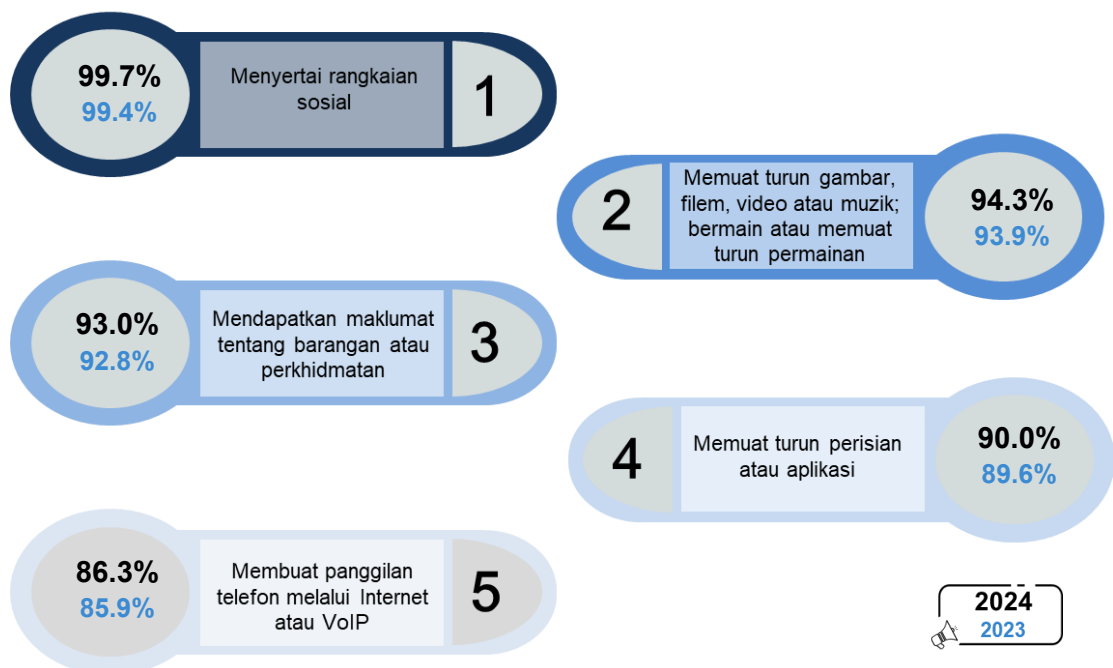
Carta 3: Peratusan Penggunaan Internet oleh Individu mengikut Kumpulan Umur, Malaysia, 2023 dan 2024



3.3.3 Penggunaan Internet mengikut Aktiviti

Aktiviti penggunaan Internet yang paling popular pada tahun 2024 adalah menyertai dalam rangkaian sosial iaitu 99.7 peratus diikuti oleh aktiviti memuat turun gambar, filem, video atau muzik; bermain atau memuat turun permainan (94.3%), mendapatkan maklumat tentang barangan atau perkhidmatan (93.0%), memuat turun perisian atau aplikasi (90.0%) dan membuat panggilan telefon melalui Internet/ VoIP (86.3%) (**Paparan 7**).

Paparan 7: Peratusan Penggunaan Internet oleh Individu mengikut Lima Aktiviti Internet Tertinggi, Malaysia, 2023 dan 2024



Nota. Individu boleh memilih lebih daripada satu aktiviti Internet

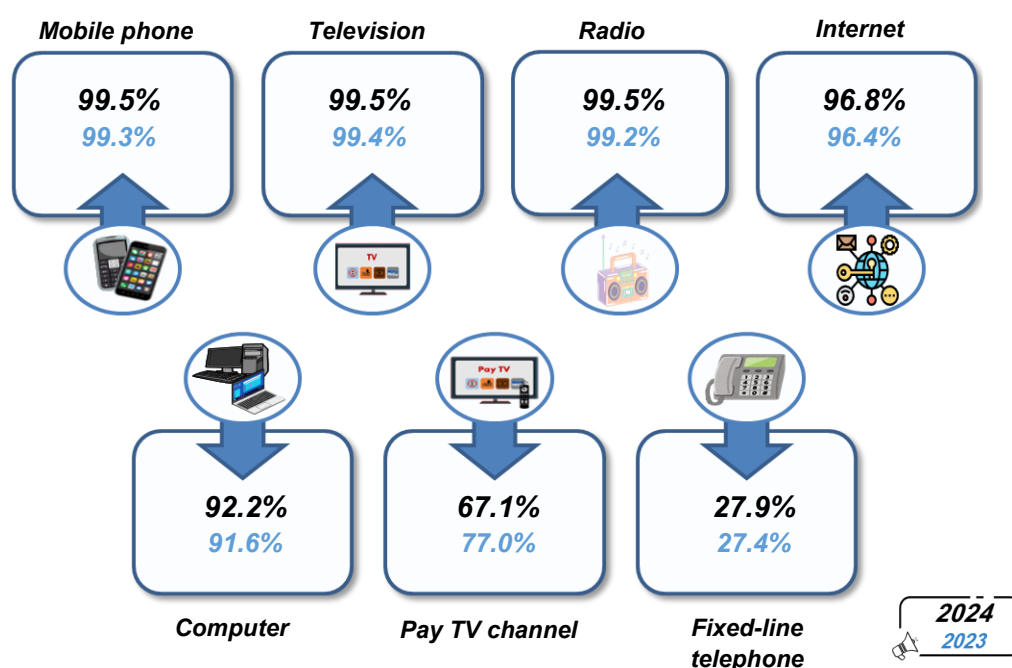
1. INTRODUCTION

This report presents the findings of the ICT Use and Access by Individuals and Households (ICTHS) conducted in 2024. The findings provide the latest statistics on households access and individual usage of ICT equipment and services in Malaysia.

2. ACCESS TO ICT EQUIPMENT AND SERVICES BY HOUSEHOLDS

There are seven statistics on access to ICT equipment and services by households included in this report. A household is considered to have access to ICT equipment and services if they are still functional at the time the survey is conducted. Overall, in 2024, all ICT equipment and services recorded an increase except for pay TV channel, which showed a notable decline 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%), computer (92.2%) and fixed-line telephone (27.9%) as shown in **Exhibit 1**.

Exhibit 1: Percentage of Households with Access to ICT Equipment and Services, Malaysia, 2023 and 2024

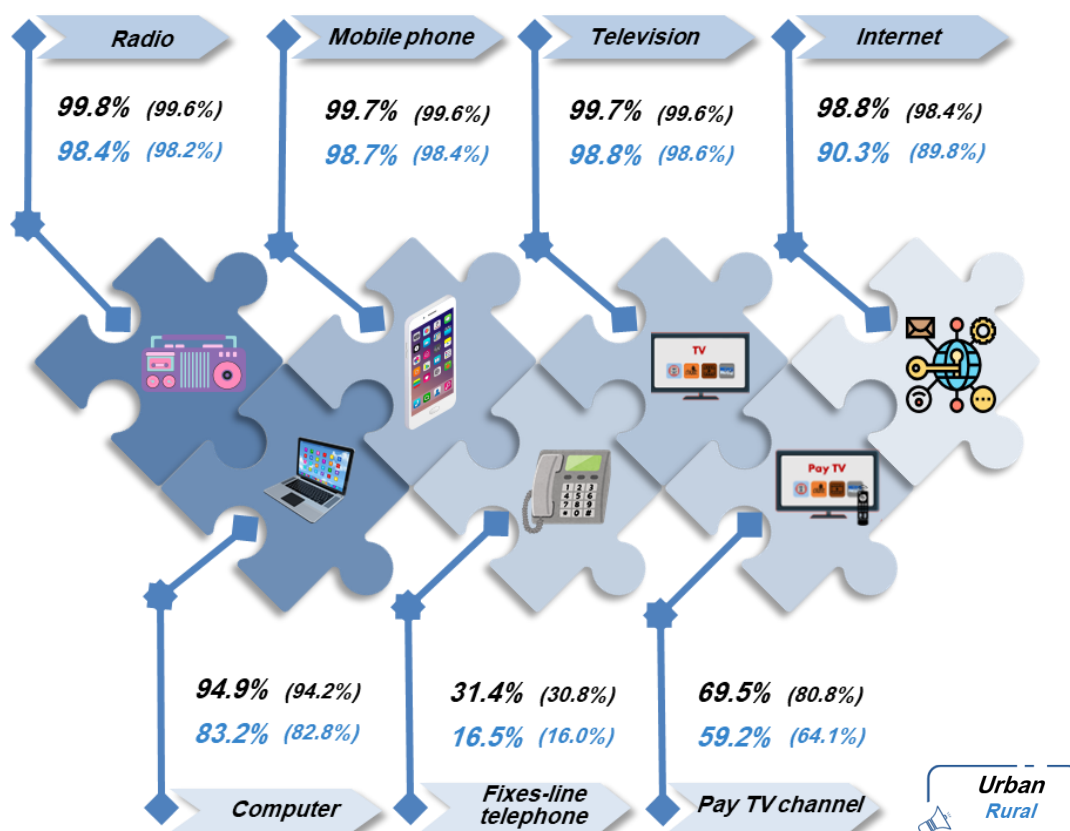


2.1 Households with Access to ICT Equipment and Services by Strata

Access to radio had the highest percentage at 99.8 per cent, followed by television (99.7%), mobile phone (99.7%), Internet (98.8%), computer (94.9%), pay TV channel (69.5%) and fixed-line telephone (31.4%).

Furthermore, rural households also showed a notable increase in access to ICT equipment and services such as television (98.8%), mobile phone (98.7%), radio (98.4%), Internet (90.3%), computer (83.2%), pay TV channel (59.2%) and fixed-line telephone (16.5%) (**Exhibit 2**).

Exhibit 2: Percentage of Households with Access to ICT Equipment and Services by Strata, Malaysia, 2023 and 2024



Note. Figures in brackets refer to the percentage of ICT access in 2023

3. USE OF ICT EQUIPMENT AND SERVICES BY INDIVIDUALS

The measurement of ICT equipment and service usage by individuals includes mobile phone usage and ownership, computer usage and Internet usage among the population in Malaysia aged 15 years and above.

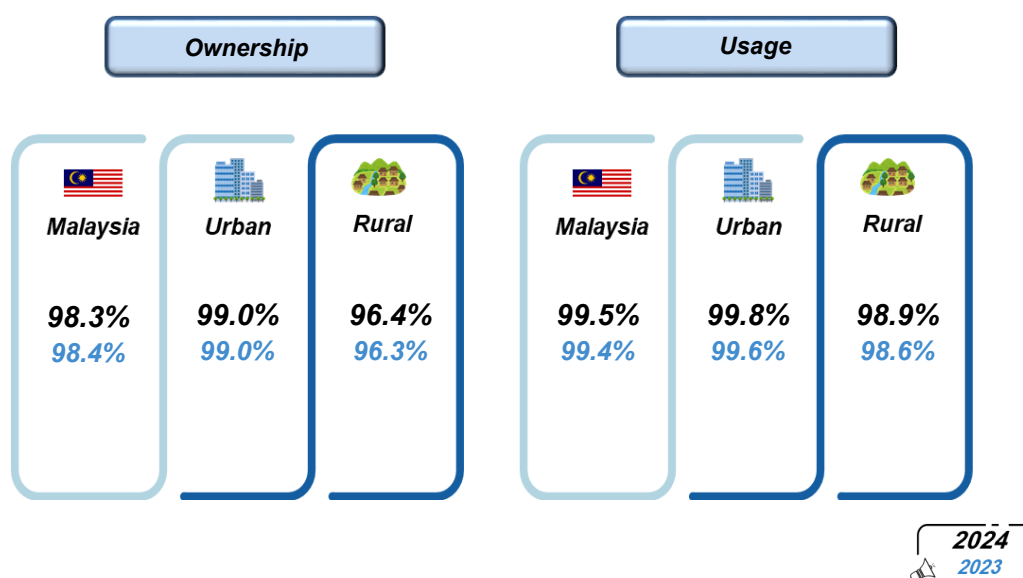
Usage refers to the use of ICT equipment and services by individuals regardless of location, and is not limited to use at their place of residence. Meanwhile, mobile phone ownership refers to individuals who possess a mobile phone along with an active Subscriber Identity Module (SIM) card for personal use.

3.1 Mobile Phone Ownership and Usage

Mobile phone ownership by individuals in 2024 showed a marginal decrease of 0.1 percentage points to 98.3 per cent driven by decrease of mobile phone ownership in urban (0.0 percentage points). However, mobile phone ownership in rural recorded an increase of 0.1 percentage points (96.4%).

Meanwhile, mobile phone usage by individuals recorded an increase to 99.5 per cent as compared to the previous year (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%) as shown in **Exhibit 3**.

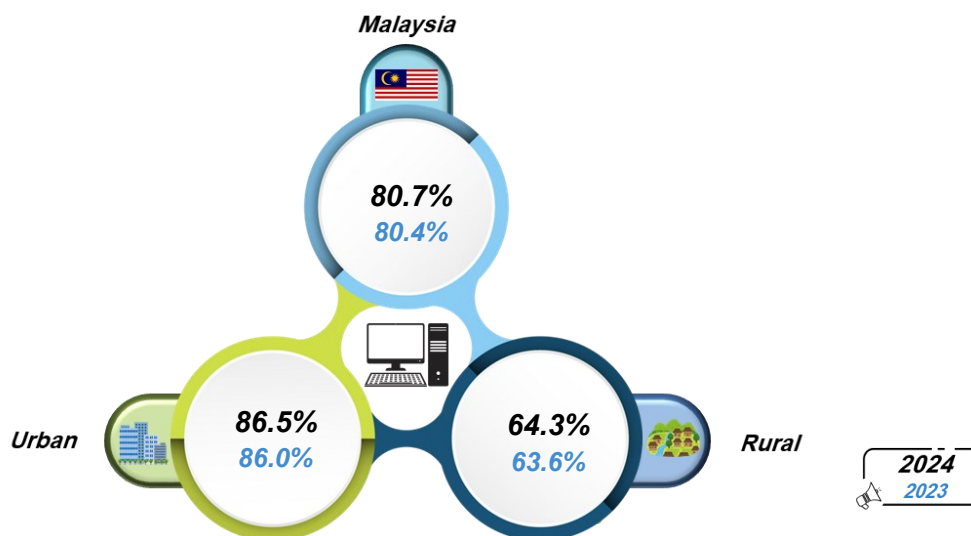
Exhibit 3: Percentage of Individuals Owning and Using Mobile Phone by Strata, Malaysia, 2023 and 2024



3.2 Computer Usage

Computer usage includes personal computer, laptop or tablet. 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%) as shown in **Exhibit 4**.

Exhibit 4: Percentage of Individuals Using Computer by Strata, Malaysia, 2023 and 2024

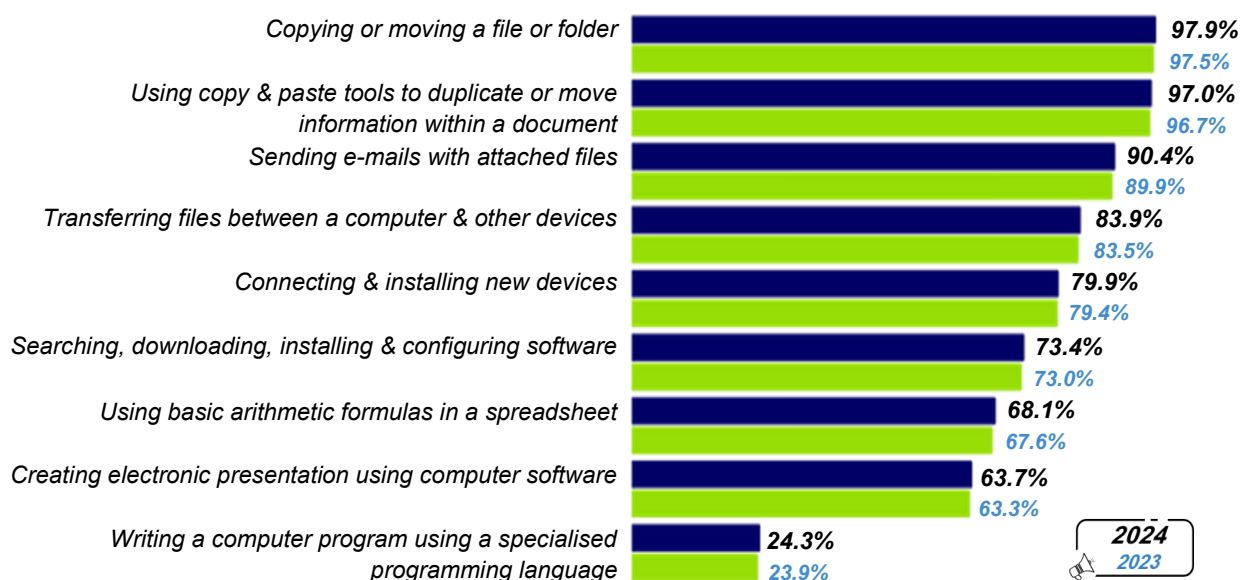


3.2.1 ICT Skills

ICT skills are one of the indicators monitored in the Sustainable Development Goals (SDG) Indicator 4.4.1 which measures the proportion of youth and adults with information and communications technology (ICT) skills. For ICTHS, nine types of ICT skills were measured.

Four activities recorded percentages exceeding 80.0 per cent in 2024 which were copying or moving a file or folder (97.9%) followed by using copy & paste tools to duplicate or move information within a document (97.0%), sending e-mails with attached files (90.4%), and transferring files between a computer & other mobile devices (83.9%). The lowest percentage was recorded for writing a computer program using a specialised programming language at 24.3 per cent (**Chart 1**).

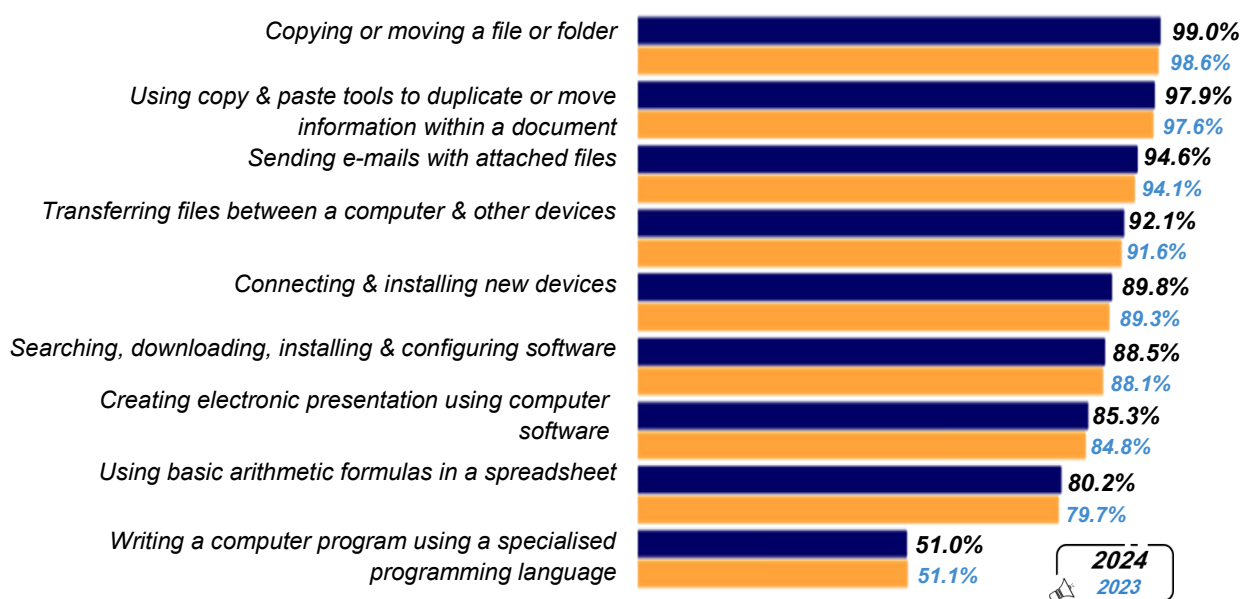
Chart 1: Percentage of Individuals Using Computer by ICT Skills, Malaysia, 2023 and 2024



3.2.2 Computer skills by Youth

This report also displayed statistics on computer skills among youth individuals aged 15 to 24 years. Overall, almost all computer skills recorded percentages exceeding 80.0 per cent except writing a computer program using a specialised programming language (51.0%). Three skills with the highest percentages were using a computer to copy or transfer file or folder (99.0%), followed by using copy & paste tools to duplicate or move information within a document (97.9%), and sending emails with attachments (94.6%), as shown in **Chart 2**.

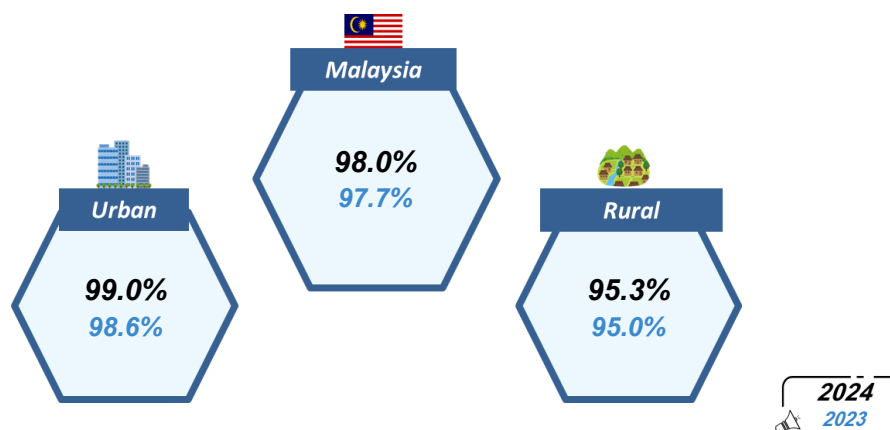
Chart 2: Percentage of Youth Using Computer by ICT skills, Malaysia, 2023 and 2024



3.3 Internet Usage

Internet usage is also reflected in SDG under goal 17, Indicator 17.8.1 Proportion of individuals using the Internet. In Malaysia, 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%) (**Exhibit 5**).

Exhibit 5: Percentage of Individuals Using Internet by Strata, Malaysia, 2023 and 2024

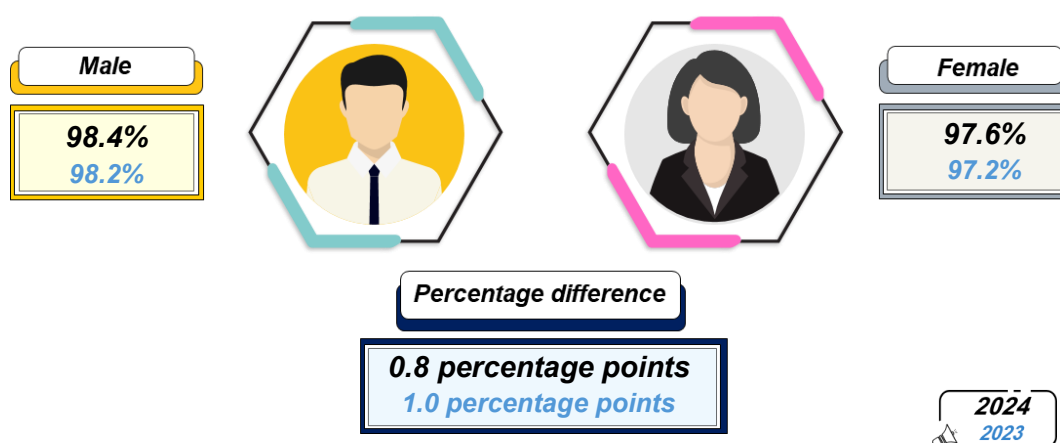


3.3.1 Internet Usage by Sex

A comparison by sex showed 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 percentage difference between the two sexes narrowed by 0.8 percentage points in 2024 as compared to the previous year's gap of 1.0 percentage points. This development reflects an improvement in digital equity between male and female (**Exhibit 6**).

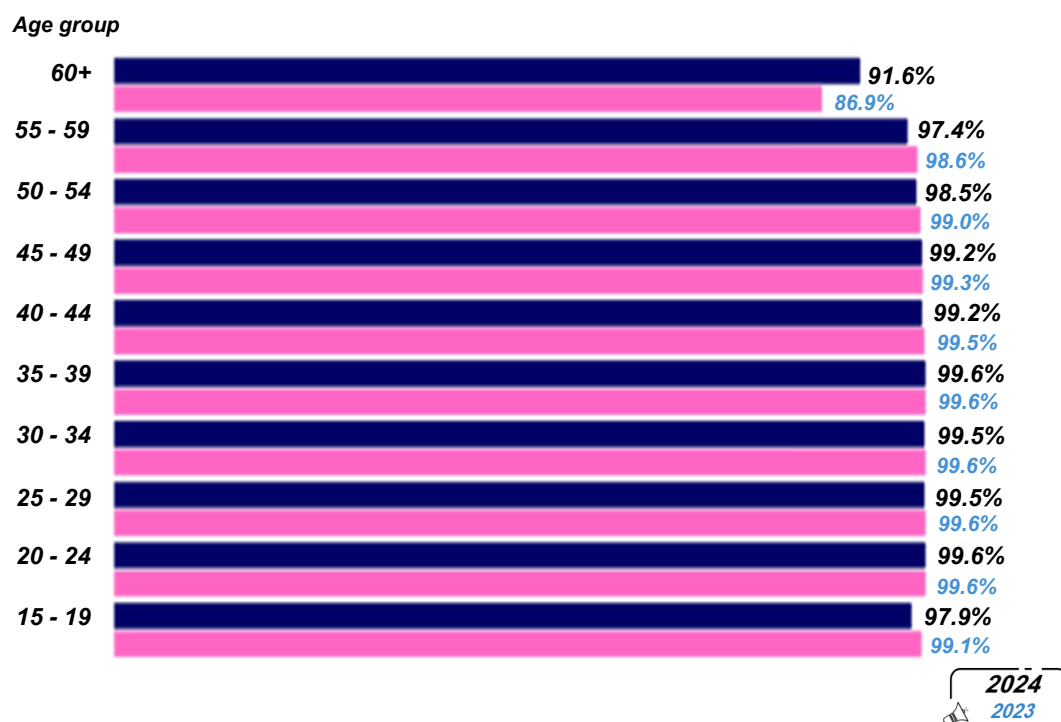
Exhibit 6: Percentage of Individuals Using the Internet by Sex, Malaysia, 2023 and 2024



3.3.2 Internet Usage by Age Group

Overall, all age groups recorded Internet usage rates exceeding 90.0 per cent. The highest percentage of Internet users was observed in the 20 – 24 and 35 – 39 age groups, both at 99.6 per cent followed by the 25 – 29 and 30 – 34 age groups at 99.5 per cent. However, Internet usage among those aged 15 – 19 declined to 97.9 per cent (2023: 99.1%). Meanwhile, the age group 60 and above recorded a notable increase compared to the previous year, reaching 91.6 per cent (2023: 86.9%) as shown in **Chart 3**.

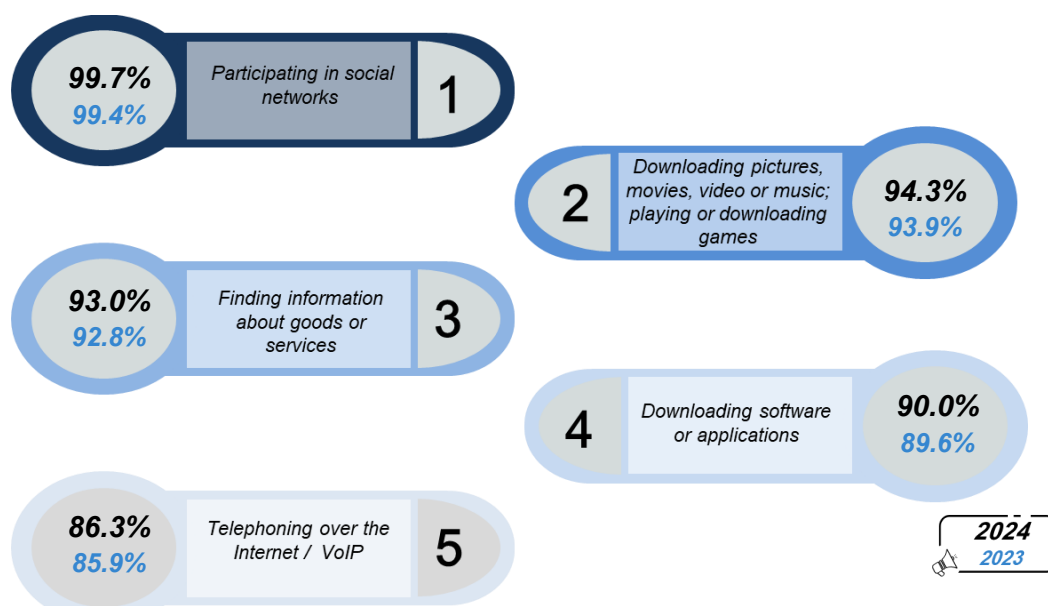
Chart 3: Percentage of Individuals Using the Internet by Age Group, Malaysia, 2023 and 2024



3.3.3 Internet Usage by Activities

The most popular Internet usage activity in 2024 was participating in social networks with 99.7 per cent followed by downloading pictures, movies, videos or music; playing or downloading games (94.3%), finding information about goods or services (93.0%), downloading software or applications (90.0%), and making phone calls via Internet/ VoIP (86.3%) (*Exhibit 7*).

Exhibit 7: Percentage of Individuals Using the Internet by Top Five Internet Activities, Malaysia, 2023 and 2024



Note: Each individuals can choose more than one Internet activities

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JADUAL STATISTIK

STATISTICAL TABLES

BAHAGIAN
PART

3

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**STATISTIK CAPAIAN
ICT OLEH ISI RUMAH**
*STATISTICS OF ICT
ACCESS BY HOUSEHOLDS*

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Jadual 1.1 : Peratusan capaian telefon bimbit oleh isi rumah mengikut negeri, jenis dan strata, Malaysia, 2024

Table 1.1 : Percentage of households with access to mobile phone by state, type and strata, Malaysia, 2024

Negeri State	Telefon bimbit Mobile phone			Telefon biasa Feature phone			Telefon pintar Smartphone		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.5	99.7	98.7	16.0	13.3	25.1	97.9	98.9	94.5
Johor	99.4	99.5	99.0	20.7	21.0	19.6	99.3	99.5	98.9
Kedah	99.3	99.4	99.1	21.1	15.4	32.9	96.4	97.3	94.6
Kelantan	99.3	99.5	99.0	25.4	21.3	28.9	95.0	96.7	93.7
Melaka	99.9	99.9	99.5	19.5	19.0	24.0	97.8	97.9	96.6
Negeri Sembilan	99.6	99.9	98.9	12.2	9.2	19.7	98.3	99.8	94.4
Pahang	99.4	99.4	99.4	16.7	15.7	17.9	95.4	96.3	94.4
Pulau Pinang	99.9	99.9	100.0	13.9	13.8	14.7	98.5	98.5	99.1
Perak	99.3	99.2	99.5	19.1	16.4	26.6	96.5	96.7	96.1
Perlis	99.6	99.7	99.6	22.8	22.8	22.8	97.4	97.1	97.8
Selangor	99.9	99.9	99.3	8.9	8.6	16.9	99.8	99.9	97.4
Terengganu	98.8	99.2	98.1	15.8	13.0	20.6	97.9	98.4	96.9
Sabah	99.5	99.8	99.1	20.0	13.9	27.6	97.8	99.3	95.9
Sarawak	98.1	99.8	95.7	21.1	14.0	30.8	93.7	99.5	85.8
W.P. Kuala Lumpur	100.0	100.0	n.a.	7.7	7.7	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.5	99.5	100.0	4.8	4.0	12.5	99.5	99.5	100.0
W.P. Putrajaya	100.0	100.0	n.a.	10.0	10.0	n.a.	100.0	100.0	n.a.

Nota. Telefon bimbit meliputi telefon biasa dan telefon pintar

Note. Mobile phone includes feature phone and smartphone

Jadual 1.2 : Peratusan capaian Internet oleh isi rumah mengikut negeri, jenis perkhidmatan dan strata, Malaysia, 2024

Table 1.2 : Percentage of households with Internet access by state, type of service and strata, Malaysia, 2024

Negeri State	Internet			Jalur lebar mudah alih Mobile broadband			Jalur lebar tetap Fixed (wired) broadband		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	96.8	98.8	90.3	95.7	97.8	88.9	47.6	54.4	24.7
Johor	99.0	99.3	97.9	97.9	98.3	96.4	53.9	57.5	40.4
Kedah	96.4	97.8	93.5	95.7	97.0	93.0	34.9	43.4	17.2
Kelantan	94.9	96.0	94.1	94.0	94.7	93.4	25.2	34.6	17.4
Melaka	96.8	97.0	94.6	96.0	96.2	93.6	55.7	57.6	36.2
Negeri Sembilan	96.4	98.7	90.8	95.2	97.8	88.8	47.8	53.8	33.1
Pahang	95.8	96.7	94.7	93.9	94.4	93.4	32.3	40.1	23.1
Pulau Pinang	99.7	99.7	99.1	97.7	97.8	96.7	55.8	56.5	45.8
Perak	95.6	97.0	91.8	92.3	94.1	87.4	40.8	45.9	26.4
Perlis	96.2	98.8	92.9	95.4	97.7	92.4	32.6	38.9	24.6
Selangor	99.5	99.6	97.7	99.4	99.5	97.7	60.2	60.8	44.3
Terengganu	95.2	96.3	93.3	93.4	95.0	90.6	28.9	30.2	26.7
Sabah	91.0	98.2	82.1	90.9	98.2	81.8	31.7	43.0	17.6
Sarawak	91.1	98.9	80.4	90.3	98.9	78.5	33.4	44.7	18.0
W.P. Kuala Lumpur	100.0	100.0	n.a.	97.7	97.7	n.a.	74.3	74.3	n.a.
W.P. Labuan	99.7	100.0	96.9	94.9	95.0	93.8	42.2	42.0	43.8
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	76.0	76.0	n.a.

Nota. Internet meliputi jalur lebar mudah alih dan jalur lebar tetap
 Note. Internet includes mobile broadband and fixed (wired) broadband

Jadual 1.3 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan strata, Malaysia, 2024

Table 1.3 : Percentage of households with access to ICT equipment and services by state and strata, Malaysia, 2024

Negeri State	Komputer Computer			Siaran TV berbayar Pay TV channel			Televisyen Television		
	Jumlah Total	Bandar Urban		Jumlah Total	Bandar Urban		Jumlah Total	Bandar Urban	
		Luar bandar Rural			Luar bandar Rural			Luar bandar Rural	
MALAYSIA	92.2	94.9	83.2	67.1	69.5	59.2	99.5	99.7	98.8
Johor	93.1	94.6	87.5	63.6	65.2	57.6	99.7	99.8	99.2
Kedah	86.8	89.8	80.6	57.3	60.2	51.5	99.4	99.7	99.0
Kelantan	88.1	91.0	85.7	56.7	56.8	56.6	99.2	99.5	99.0
Melaka	92.6	92.6	92.8	77.3	77.8	72.1	100.0	100.0	99.5
Negeri Sembilan	90.3	96.3	75.3	77.3	77.9	75.8	100.0	100.0	100.0
Pahang	88.5	92.3	84.1	76.6	78.0	75.0	99.2	99.5	98.8
Pulau Pinang	96.4	96.3	97.7	73.9	74.6	64.1	99.8	99.8	100.0
Perak	91.4	90.8	93.1	75.9	77.5	71.4	99.5	99.7	99.0
Perlis	89.9	91.8	87.5	67.5	71.1	62.9	99.5	99.4	99.6
Selangor	96.4	96.7	90.9	68.3	68.6	60.6	99.9	99.9	99.7
Terengganu	90.3	93.2	85.3	69.7	67.7	73.3	99.8	99.9	99.7
Sabah	84.4	92.8	73.9	58.2	63.3	51.9	98.1	98.2	98.1
Sarawak	88.7	94.3	81.1	63.0	77.0	43.9	98.6	99.1	97.9
W.P. Kuala Lumpur	99.8	99.8	n.a.	67.0	67.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	97.3	98.0	90.6	86.7	87.0	84.4	100.0	100.0	100.0
W.P. Putrajaya	100.0	100.0	n.a.	65.5	65.5	n.a.	100.0	100.0	n.a.

Jadual 1.3 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan strata, Malaysia, 2024 (samb.)

Table 1.3 : Percentage of households with access to ICT equipment and services by state and strata, Malaysia, 2024 (cont'd)

Negeri State	Radio			Telefon talian tetap Fixed-line telephone		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.5	99.8	98.4	27.9	31.4	16.5
Johor	99.9	100.0	99.7	31.2	32.7	25.6
Kedah	99.7	99.9	99.3	16.3	18.9	11.0
Kelantan	99.6	99.8	99.5	16.8	21.0	13.3
Melaka	100.0	100.0	99.5	54.1	56.7	26.6
Negeri Sembilan	99.8	99.8	99.7	49.2	58.0	27.3
Pahang	99.7	99.9	99.5	22.3	24.5	19.8
Pulau Pinang	99.9	99.9	99.4	29.8	29.3	36.4
Perak	98.3	98.7	97.2	20.5	20.4	20.8
Perlis	100.0	100.0	100.0	35.4	44.4	23.7
Selangor	99.9	99.9	99.4	29.8	30.1	21.7
Terengganu	99.9	100.0	99.8	23.9	22.7	26.1
Sabah	98.4	99.2	97.4	18.0	26.5	7.5
Sarawak	98.0	99.8	95.6	17.5	24.7	7.7
W.P. Kuala Lumpur	100.0	100.0	n.a.	43.6	43.6	n.a.
W.P. Labuan	99.7	100.0	96.9	37.8	38.5	31.3
W.P. Putrajaya	100.0	100.0	n.a.	55.0	55.0	n.a.



STATISTIK PENGUNAAN ICT OLEH INDIVIDU

*STATISTICS OF ICT USE
BY INDIVIDUALS*



Jadual 2.1 : Peratusan penggunaan dan pemilikan telefon bimbit oleh individu mengikut negeri dan strata, Malaysia, 2024

Table 2.1 : Percentage of individuals using and owning mobile phone by state and strata, Malaysia, 2024

Negeri State	Penggunaan / Usage			Pemilikan / Ownership			(%)
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	
MALAYSIA	99.5	99.8	98.9	98.3	99.0	96.4	
Johor	99.8	99.9	99.6	99.5	99.8	99.0	
Kedah	99.5	99.7	99.1	98.1	98.7	97.1	
Kelantan	99.6	99.9	99.4	96.7	98.5	95.2	
Melaka	99.8	99.8	99.8	99.5	99.6	98.3	
Negeri Sembilan	99.4	99.9	98.4	98.0	99.3	95.5	
Pahang	99.7	99.8	99.6	98.9	99.4	98.3	
Pulau Pinang	99.9	99.9	99.4	98.8	98.8	98.5	
Perak	99.0	99.3	98.4	97.3	98.2	95.3	
Perlis	99.3	99.6	99.0	96.7	97.6	95.6	
Selangor	99.9	99.9	99.8	99.3	99.4	98.2	
Terengganu	99.4	99.6	99.0	97.7	97.7	97.6	
Sabah	99.3	99.5	99.1	96.6	96.9	96.2	
Sarawak	98.2	99.6	96.7	96.6	99.3	93.4	
W.P. Kuala Lumpur	99.9	99.9	n.a.	99.9	99.9	n.a.	
W.P. Labuan	99.9	99.9	99.7	99.6	99.6	98.9	
W.P. Putrajaya	99.7	99.7	n.a.	99.7	99.7	n.a.	

Jadual 2.2 : Peratusan pemilikan telefon bimbit mengikut negeri dan jantina, Malaysia, 2024

Table 2.2 : Percentage of mobile phone ownership by state and sex, Malaysia, 2024

Negeri State	Jumlah Total	Lelaki Male		Perempuan Female	
MALAYSIA	98.3	98.6		98.0	
Johor	99.5	99.5		99.6	
Kedah	98.1	98.7		97.5	
Kelantan	96.7	97.5		95.9	
Melaka	99.5	99.5		99.4	
Negeri Sembilan	98.0	98.1		98.0	
Pahang	98.9	99.2		98.5	
Pulau Pinang	98.8	99.2		98.4	
Perak	97.3	97.7		96.9	
Perlis	96.7	97.3		96.2	
Selangor	99.3	99.1		99.6	
Terengganu	97.7	98.0		97.3	
Sabah	96.6	97.2		95.9	
Sarawak	96.6	97.7		95.4	
W.P. Kuala Lumpur	99.9	100.0		99.8	
W.P. Labuan	99.6	100.0		99.1	
W.P. Putrajaya	99.7	99.5		100.0	

Jadual 2.3 : Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2024

Table 2.3 : Percentage of individuals using computer by state and strata, Malaysia, 2024

Negeri State	Jumlah Total	Bandar Urban	Luar bandar Rural	
MALAYSIA	80.7	86.5	64.3	
Johor	84.6	88.1	74.9	
Kedah	73.5	77.5	66.0	
Kelantan	74.4	82.2	68.1	
Melaka	86.6	87.5	78.4	
Negeri Sembilan	76.8	82.3	65.7	
Pahang	78.1	84.4	71.1	
Pulau Pinang	85.7	86.4	79.0	
Perak	78.2	81.6	70.6	
Perlis	75.2	76.0	74.3	
Selangor	91.9	92.3	85.4	
Terengganu	80.9	84.9	73.7	
Sabah	61.0	74.1	45.4	
Sarawak	67.9	79.6	54.5	
W.P. Kuala Lumpur	95.9	95.9	n.a.	
W.P. Labuan	88.6	89.6	78.1	
W.P. Putrajaya	97.8	97.8	n.a.	

Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2024

Negeri State	Menyalin atau memindahkan fail atau folder Copying or moving a file or folder				Menggunakan teknik menyalin & menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen Using copy & paste tools to duplicate or move information within a document				Menghantar e-mel berserta fail Sending an e-mail with attached files			
	Jumlah Total		Bandar Urban		Jumlah Total		Bandar Urban		Jumlah Total		Bandar Urban	
	Luar bandar Rural		Luar bandar Rural		Luar bandar Rural		Luar bandar Rural		Jumlah Total		Luar bandar Rural	
MALAYSIA	97.9	97.9	98.0	97.4	97.0	97.5	95.2	90.4	90.6	89.3		
Johor	97.1	97.1	96.8	98.2	95.0	95.0	95.0	93.1	93.1	93.0		
Kedah	99.3	99.3	99.0	99.9	99.8	99.9	99.6	94.9	95.3	94.0		
Kelantan	99.1	99.1	98.6	99.5	96.3	93.1	99.5	91.5	92.3	90.6		
Melaka	100.0	100.0	100.0	99.6	95.7	96.0	92.7	86.0	86.4	81.8		
Negeri Sembilan	98.9	98.9	99.8	96.6	95.1	96.6	91.3	97.0	99.6	90.4		
Pahang	97.7	97.7	99.4	95.5	97.6	98.2	96.9	91.7	93.0	89.9		
Pulau Pinang	95.8	95.8	95.5	99.2	97.8	97.8	98.0	80.2	80.1	81.2		
Perak	95.1	95.1	95.6	93.9	96.5	98.8	90.4	86.3	87.7	82.7		
Perlis	98.3	98.3	97.1	99.8	97.8	97.2	98.6	97.4	97.3	97.6		
Selangor	97.8	97.8	97.9	95.1	97.0	97.0	97.8	92.0	92.2	89.4		
Terengganu	99.1	99.1	99.2	98.9	95.6	98.5	89.6	78.7	78.2	79.6		
Sabah	98.0	98.0	98.9	96.2	97.8	98.7	96.1	89.7	86.7	95.6		
Sarawak	98.1	98.1	98.3	97.9	95.7	98.6	90.8	82.1	81.8	82.6		
W.P. Kuala Lumpur	99.8	99.8	99.8	n.a	100.0	100.0	n.a	97.5	97.5	n.a		
W.P. Labuan	99.6	99.6	99.6	100.0	99.7	100.0	96.4	93.2	94.0	84.1		
W.P. Putrajaya	99.5	99.5	99.5	n.a	99.8	99.8	n.a	96.5	96.5	n.a		

Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024 (samb.)

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2024 (cont'd)

Negeri State	Menggunakan teknik aritmetik asas di dalam lembaran kerja <i>Using basic arithmetic formulas in a spreadsheet</i>			Menghubungkan & memasang peranti baru <i>Connecting & installing new devices</i>			Mencari, memuat turun, memasang & mengkonfigurasi perisian <i>Searching, downloading, installing & configuring software</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	68.1	69.0	64.6	79.9	80.9	76.5	73.4	74.3	70.2
Johor	72.6	71.7	75.6	74.4	75.5	70.7	71.0	72.3	66.7
Kedah	73.5	77.0	65.5	83.0	84.0	81.0	78.9	79.1	78.4
Kelantan	52.6	56.5	48.8	75.4	73.0	77.6	70.9	68.2	73.5
Melaka	71.8	71.8	71.5	76.2	76.4	73.8	76.3	77.6	63.6
Negeri Sembilan	76.1	77.8	71.7	76.5	75.9	78.0	76.0	74.0	81.2
Pahang	70.1	75.1	63.6	74.3	74.5	74.1	70.9	73.9	67.0
Pulau Pinang	64.4	64.5	63.5	80.5	80.1	85.2	70.6	70.4	73.2
Perak	54.9	54.7	55.3	80.1	81.3	77.0	65.0	66.4	61.4
Pertlis	48.4	51.7	44.3	74.7	76.8	72.0	66.3	68.5	63.4
Selangor	68.3	69.0	56.7	84.2	84.5	78.4	74.7	75.5	59.6
Terengganu	59.8	58.7	62.0	72.8	72.6	73.1	64.3	61.9	69.2
Sabah	73.7	69.8	81.4	79.8	80.0	79.3	74.2	72.3	78.0
Sarawak	62.7	64.3	59.9	77.8	78.6	76.5	71.7	73.2	69.1
W.P. Kuala Lumpur	77.4	77.4	n.a	86.1	86.1	n.a	84.8	84.8	n.a
W.P. Labuan	91.2	92.1	81.0	89.6	91.2	72.1	77.0	77.1	76.6
W.P. Putrajaya	78.7	78.7	n.a	90.8	90.8	n.a	87.4	87.4	n.a

Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024 (samb.)

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2024 (cont'd)

Negeri State	Membuat persembahan elektronik dengan menggunakan perisian komputer <i>Creating electronic presentations using computer software</i>			Memindahkan fail di antara komputer & peranti mudah alih lain <i>Transferring files between a computer & other devices</i>			Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus <i>Writing a computer program using a specialised programming language</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	63.7	64.2	62.0	83.9	84.5	81.8	24.3	25.4	20.0
Johor	65.0	65.3	64.3	81.8	81.5	82.9	23.2	25.2	16.7
Kedah	61.0	64.2	54.0	87.6	90.1	81.8	22.5	24.7	17.7
Kelantan	63.9	66.9	61.1	87.6	88.8	86.5	25.2	26.1	24.3
Melaka	60.9	62.5	45.2	85.3	85.3	85.0	26.8	27.3	21.0
Negeri Sembilan	75.3	79.2	65.4	85.4	87.0	81.4	27.5	30.3	20.4
Pahang	60.2	64.3	54.8	88.0	87.8	88.3	22.7	24.4	20.4
Pulau Pinang	54.5	54.8	50.6	73.0	72.9	74.2	26.2	25.9	29.5
Perak	48.3	49.3	45.9	72.7	74.3	68.8	23.9	25.9	19.0
Perlis	51.3	51.2	51.4	88.9	84.6	94.4	19.1	24.6	12.1
Selangor	60.2	60.9	46.9	88.0	88.4	81.3	21.6	21.6	21.9
Terengganu	69.8	67.7	74.1	72.0	70.7	74.6	24.8	25.3	23.7
Sabah	74.9	71.4	81.5	85.0	82.6	89.8	24.8	25.3	23.9
Sarawak	66.6	64.8	69.5	75.7	76.3	74.7	18.7	21.4	14.1
W.P. Kuala Lumpur	77.1	77.1	n.a	93.0	93.0	n.a	37.6	37.6	n.a
W.P. Labuan	92.9	92.2	100.0	98.4	99.0	91.6	23.3	24.1	14.4
W.P. Putrajaya	90.8	90.8	n.a	99.5	99.5	n.a	36.5	36.5	n.a

Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2024

Negeri State	Menyalin atau memindahkan fail atau folder <i>Copying or moving a file or folder</i>				Menggunakan teknik menyalin & menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen <i>Using copy & paste tools to duplicate or move information within a document</i>				Menghantar e-mel berserta fail <i>Sending an e-mail with attached files</i>			
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Jumlah Total	Bandar Urban	Luar bandar Rural	
MALAYSIA	99.0	99.0	99.0	97.9	97.8	98.1	94.6	95.3	94.6	92.4		
Johor	99.3	99.1	99.9	97.6	98.5	94.7	96.4	97.0	94.6			
Kedah	99.4	99.2	100.0	99.9	99.9	100.0	98.5	99.9	95.5			
Kelantan	99.5	99.6	99.5	95.7	91.5	99.5	90.7	91.0	90.4			
Melaka	99.9	100.0	99.1	96.3	96.5	93.6	89.0	89.7	82.3			
Negeri Sembilan	99.2	100.0	97.0	97.0	99.0	91.7	97.3	100.0	90.2			
Pahang	99.5	99.5	99.5	97.7	97.1	98.6	77.5	82.8	70.6			
Pulau Pinang	99.6	99.8	98.1	100.0	100.0	100.0	95.3	95.0	98.3			
Perak	98.7	98.7	98.8	97.9	97.6	98.8	94.5	93.5	97.3			
Perlis	100.0	100.0	100.0	99.7	99.4	100.0	100.0	100.0	100.0			
Selangor	97.5	97.6	97.3	96.0	96.0	97.3	94.8	94.8	94.2			
Terengganu	100.0	100.0	100.0	100.0	100.0	100.0	99.3	99.6	98.8			
Sabah	99.0	99.8	97.6	98.6	98.7	98.5	99.0	99.0	98.9			
Sarawak	99.1	99.3	98.8	99.1	99.6	98.5	93.1	93.5	92.5			
W.P. Kuala Lumpur	100.0	100.0	n.a	100.0	100.0	n.a	96.5	96.5	n.a			
W.P. Labuan	100.0	100.0	100.0	100.0	100.0	100.0	97.4	97.1	100.0			
W.P. Putrajaya	100.0	100.0	n.a	100.0	100.0	n.a	100.0	100.0	n.a			

Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024 (samb.)

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2024 (cont'd)

Negeri State	Menggunakan teknik aritmetik asas di dalam lembaran kerja <i>Using basic arithmetic formulas in a spreadsheet</i>			Menghubungkan & memasang peranti baru <i>Connecting & installing new devices</i>			Mencari, memuat turun, memasang & mengkonfigurasi perisian <i>Searching, downloading, installing & configuring software</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	80.2	80.3	79.7	89.8	91.1	85.6	88.5	88.5	88.6
Johor	83.5	82.0	88.2	85.2	89.9	70.7	85.0	87.8	76.0
Kedah	89.7	92.9	82.8	95.1	99.9	84.8	98.5	99.9	95.4
Kelantan	62.3	67.4	57.8	74.6	72.0	77.0	83.0	78.9	86.5
Melaka	87.1	87.0	88.3	78.9	78.8	80.2	92.0	93.3	78.0
Negeri Sembilan	93.9	97.1	85.7	80.5	81.1	79.0	92.9	91.2	97.2
Pahang	64.3	63.0	66.0	90.2	85.5	96.3	88.3	84.6	93.1
Pulau Pinang	76.6	77.9	64.1	91.5	90.8	98.6	86.4	85.9	91.4
Perak	92.2	91.9	92.9	91.0	89.6	94.8	89.9	88.0	94.8
Perlis	66.2	67.8	64.0	76.2	78.8	72.8	73.0	76.7	68.2
Selangor	79.5	79.3	84.2	93.9	94.2	84.2	84.6	84.6	85.6
Terengganu	71.4	64.7	85.0	91.5	92.3	89.9	95.9	96.9	94.0
Sabah	90.2	89.8	90.9	96.1	96.3	95.7	93.9	94.3	93.1
Sarawak	69.4	61.7	80.6	87.9	89.5	85.5	85.5	85.6	85.4
W.P. Kuala Lumpur	77.7	77.7	n.a	96.1	96.1	n.a	92.2	92.2	n.a
W.P. Labuan	96.6	100.0	66.6	96.6	100.0	66.4	96.6	96.2	100.0
W.P. Putrajaya	82.9	82.9	n.a	100.0	100.0	n.a	94.2	94.2	n.a

Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2024 (samb.)

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2024 (cont'd)

Negeri State	Membuat persembahan elektronik dengan menggunakan perisian komputer <i>Creating electronic presentations using computer software</i>			Memindahkan fail di antara komputer & peranti mudah alih lain <i>Transferring files between a computer & other devices</i>			Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus <i>Writing a computer program using a specialised programming language</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	85.3	85.9	83.3	92.1	92.5	90.9	51.0	56.6	32.8
Johor	85.0	85.8	82.5	87.0	88.3	82.8	27.4	25.7	32.7
Kedah	87.5	92.3	77.1	90.5	92.9	85.3	47.2	57.1	25.8
Kelantan	82.3	83.3	81.4	86.9	87.3	86.5	42.2	55.3	30.7
Melaka	82.6	84.5	62.0	88.7	88.9	86.6	55.0	58.3	19.6
Negeri Sembilan	95.6	99.2	86.3	87.3	89.5	81.5	52.0	59.9	31.6
Pahang	83.1	79.1	88.3	92.0	89.8	95.0	42.3	36.4	50.2
Pulau Pinang	87.2	88.2	77.5	92.3	92.3	92.8	47.8	49.0	35.4
Perak	89.0	87.7	92.6	96.1	95.5	97.9	68.1	83.3	27.2
Perlis	60.4	66.5	52.6	84.8	73.0	100.0	37.8	43.9	29.8
Selangor	82.3	82.5	76.8	92.7	92.8	88.8	87.7	88.3	67.1
Terengganu	91.7	92.7	89.7	98.1	99.1	95.9	25.3	24.2	27.4
Sabah	89.9	90.9	87.8	97.0	96.5	97.9	28.9	22.5	41.1
Sarawak	79.0	78.3	80.0	91.6	91.6	91.7	21.4	24.7	16.5
W.P. Kuala Lumpur	86.5	86.5	n.a	96.5	96.5	n.a	64.5	64.5	n.a
W.P. Labuan	100.0	100.0	100.0	96.6	100.0	66.8	32.2	35.8	0.0
W.P. Putrajaya	100.0	100.0	n.a	100.0	100.0	n.a	60.1	60.1	n.a

Jadual 2.6 : Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan jantina, Malaysia, 2024

Table 2.6 : Percentage of individuals using computer by type of ICT skills and sex, Malaysia, 2024

Jenis Kemahiran ICT Type of ICT Skills	Jantina / sex			Jumlah Total	Lelaki Male	Perempuan Female
Jumlah / Total				80.7	80.9	80.4
Menyalin atau memindahkan fail atau folder Copying or moving a file or folder				97.9	97.9	97.9
Menggunakan teknik menyalin & menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen Using copy & paste tools to duplicate or move information within a document				97.0	96.9	97.1
Menghantar e-mel berserta fail Sending an e-mail with attached files				90.4	89.8	91.0
Menggunakan teknik aritmetik asas di dalam lembaran kerja Using basic arithmetic formulas in a spreadsheet				68.1	71.7	64.1
Menghubungkan & memasang peranti baru Connecting & installing new devices				79.9	81.8	77.8
Mencari, memuat turun, memasang & mengkonfigurasi perisian Searching, downloading, installing & configuring software				73.4	74.1	72.7
Membuat persembahan elektronik dengan menggunakan perisian komputer Creating electronic presentations using computer software				63.7	69.0	57.8
Memindahkan fail di antara komputer & peranti mudah alih lain Transferring files between a computer & other devices				83.9	84.6	83.1
Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus Writing a computer program using a specialised programming language				24.3	25.7	22.7

Jadual 2.7 : Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan kumpulan umur, Malaysia, 2024

Table 2.7 : Percentage of individuals using computer by type of ICT skills and age group, Malaysia, 2024

Jenis Kemahiran ICT Type of ICT Skills	Kumpulan Umur / Age Group											(%)
	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60+		
Jumlah / Total	81.2	82.9	83.2	81.5	83.0	83.6	81.6	79.5	79.2	72.2		
Menyalin atau memindahkan fail atau folder Copying or moving a file or folder	99.0	98.9	98.4	98.9	99.0	98.6	98.1	97.5	97.2	93.3		
Menggunakan teknik menyalin & menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen Using copy & paste tools to duplicate or move information within a document	97.9	97.8	97.4	96.4	96.9	96.9	97.5	96.3	94.6	96.9		
Menghantar e-mel berserta fail Sending an e-mail with attached files	94.2	94.9	88.5	88.2	90.2	90.6	90.9	89.8	87.9	87.6		
Menggunakan teknik aritmetik asas di dalam lembaran kerja Using basic arithmetic formulas in a spreadsheet	80.3	80.1	69.3	70.1	69.0	68.7	67.8	64.7	63.2	46.4		
Menghubungkan & memasang peranti baru Connecting & installing new devices	90.0	89.7	80.4	80.2	81.6	81.4	81.5	79.7	75.8	59.7		
Mencari, memuat turun, memasang & mengkonfigurasi perisian Searching, downloading, installing & configuring software	87.5	89.4	70.5	72.8	74.4	74.0	71.8	71.7	67.6	53.4		
Membuat persembahan elektronik dengan menggunakan perisian komputer Creating electronic presentations using computer software	82.0	88.1	73.8	72.1	65.2	62.6	60.8	55.4	50.0	19.6		
Memindahkan fail di antara komputer & peranti mudah alih lain Transferring files between a computer & other devices	90.8	93.2	88.1	88.1	89.2	87.2	87.3	84.0	80.1	53.1		
Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus Writing a computer program using a specialised programming language	47.6	53.9	21.4	21.4	21.1	18.5	15.4	14.3	14.0	5.5		

Jadual 2.8 : Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2024

Table 2.8 : Percentage of individuals using the Internet by state and strata, Malaysia, 2024

Negeri State	Jumlah Total	Bandar Urban	Luar bandar Rural	
MALAYSIA	98.0	99.0	95.3	
Johor	98.9	99.5	97.1	
Kedah	97.4	98.3	95.6	
Kelantan	97.3	98.6	96.2	
Melaka	98.5	98.5	98.1	
Negeri Sembilan	98.6	99.7	96.4	
Pahang	97.3	98.3	96.3	
Pulau Pinang	99.4	99.6	97.2	
Perak	96.7	97.0	96.0	
Perlis	96.6	97.0	96.1	
Selangor	99.2	99.3	97.3	
Terengganu	97.6	97.7	97.5	
Sabah	97.4	98.7	95.9	
Sarawak	94.2	99.0	88.7	
W.P. Kuala Lumpur	100.0	100.0	n.a.	
W.P. Labuan	97.7	98.3	91.3	
W.P. Putrajaya	100.0	100.0	n.a.	

Jadual 2.9 : Peratusan individu menggunakan Internet mengikut negeri dan jantina, Malaysia, 2024

Table 2.9 : Percentage of individuals using the Internet by state and sex, Malaysia, 2024

Negeri State	Jumlah Total	Lelaki Male	Perempuan Female	
			Male	
MALAYSIA	98.0	98.4	97.6	
Johor	98.9	99.0	98.7	
Kedah	97.4	98.0	96.8	
Kelantan	97.3	98.2	96.4	
Melaka	98.5	98.6	98.2	
Negeri Sembilan	98.6	98.8	98.4	
Pahang	97.3	97.7	96.9	
Pulau Pinang	99.4	99.6	99.1	
Perak	96.7	97.1	96.2	
Perlis	96.6	96.3	96.8	
Selangor	99.2	99.2	99.2	
Terengganu	97.6	98.4	96.8	
Sabah	97.4	97.6	97.3	
Sarawak	94.2	95.6	92.8	
W.P. Kuala Lumpur	100.0	100.0	100.0	
W.P. Labuan	97.7	97.1	98.2	
W.P. Putrajaya	100.0	100.0	100.0	

Jadual 2.10 : Peratusan individu menggunakan Internet mengikut strata dan jantina, Malaysia, 2024

Table 2.10 : Percentage of individuals using the Internet by strata and sex, Malaysia, 2024

Jantina Sex	Jumlah Total	Bandar Urban	Luar bandar Rural
Jumlah / Total	98.0	99.0	95.3
Lelaki / Male	98.4	99.1	96.2
Perempuan / Female	97.6	98.8	94.2

Jadual 2.11 : Peratusan individu menggunakan Internet mengikut negeri, jenis peranti mudah alih yang digunakan dan strata, Malaysia, 2024

Table 2.11 : Percentage of individuals using the Internet by state, type of portable devices used and strata, Malaysia, 2024

Negeri State	Telefon bimbit Mobile phone			Papan elektronik mudah alih Tablet			Komputer mudah alih Portable computer			Lain-lain peranti mudah alih Other portable devices		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.3	99.3	99.2	26.9	29.7	18.7	39.0	43.3	26.7	14.0	16.2	7.6
Johor	99.7	99.7	99.9	24.2	24.0	24.7	44.9	46.4	40.7	15.1	15.6	13.6
Kedah	99.9	99.9	99.8	20.7	25.0	12.4	30.1	35.3	20.0	5.9	7.1	3.6
Kelantan	98.2	97.8	98.6	21.4	28.1	15.8	31.8	36.8	27.8	3.2	4.2	2.4
Melaka	99.4	99.3	99.9	22.2	23.4	11.0	31.2	32.4	20.7	6.1	6.5	2.7
Negeri Sembilan	99.9	100.0	99.8	21.9	24.9	15.4	31.5	36.2	21.6	2.6	2.8	2.1
Pahang	99.1	99.9	98.1	23.7	30.0	16.5	32.7	38.3	26.3	4.0	5.3	2.6
Pulau Pinang	99.9	99.9	100.0	32.4	32.7	28.6	44.5	45.2	36.8	6.5	6.7	4.3
Perak	99.6	99.9	98.7	18.3	18.3	18.3	37.1	38.4	34.1	23.1	25.5	17.8
Perlis	91.7	92.9	90.1	34.8	39.1	29.6	27.2	31.8	21.5	19.2	20.7	17.3
Selangor	100.0	100.0	99.3	37.7	38.0	31.5	50.4	50.8	43.1	25.8	26.0	22.1
Terengganu	99.8	99.9	99.5	28.7	26.6	32.5	25.1	25.9	23.6	3.7	4.0	3.1
Sabah	99.5	99.3	99.7	17.4	19.6	14.7	25.9	31.2	19.3	11.5	15.7	6.3
Sarawak	99.5	99.6	99.3	19.9	22.3	16.7	29.9	38.3	19.0	7.1	8.7	4.9
W.P. Kuala Lumpur	95.9	95.9	n.a.	38.4	38.4	n.a.	50.8	50.8	n.a.	16.4	16.4	n.a.
W.P. Labuan	93.7	95.2	77.7	35.6	35.6	35.6	72.2	77.8	13.8	10.7	11.3	4.3
W.P. Putrajaya	98.4	98.4	n.a.	57.0	57.0	n.a.	75.3	75.3	n.a.	22.6	22.6	n.a.

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024

Negeri State	Mendapatkan Maklumat Access to Information			Profesional Professional	
	Mendapatkan maklumat barangan atau perkhidmatan Finding information about goods or services	Membaca akhbar atau majalah atas talian Reading newspaper or magazines online	Memohon pekerjaan Applying for jobs	Menyertai rangkaian profesional Participating in professional networks	Bekerja dari rumah Work from home
MALAYSIA	93.0	69.2	36.9	13.5	17.0
Johor	98.4	67.7	35.6	10.4	9.5
Kedah	94.8	72.0	32.4	6.1	4.8
Kelantan	91.2	68.4	39.8	3.5	5.8
Melaka	95.3	72.2	35.5	32.6	5.5
Negeri Sembilan	91.7	67.6	41.4	10.6	6.4
Pahang	91.7	70.3	36.5	4.8	6.0
Pulau Pinang	96.5	75.2	33.6	12.5	21.1
Perak	96.6	72.9	35.8	3.2	19.8
Perlis	78.7	57.0	30.1	4.4	6.5
Selangor	98.7	73.0	33.4	21.3	29.4
Terengganu	98.0	71.6	36.4	25.2	20.0
Sabah	78.9	56.6	46.4	11.3	14.3
Sarawak	80.3	56.9	40.3	12.0	18.5
W.P. Kuala Lumpur	94.8	80.9	37.4	20.3	22.9
W.P. Labuan	96.9	83.5	37.4	8.2	15.9
W.P. Putrajaya	97.2	90.1	30.8	17.0	28.5

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024 (cont'd)

u	Komunikasi Communication							(%)
	Menyertai dalam rangkaian sosial Participating in social networks	Menghantar e-mel Sending e-mail	Membuat panggilan telefon melalui Internet Telephoning over the Internet	Memuat naik kandungan ke laman web Uploading content to a website	Mengurus laman web persendirian Managing personal homepage	Menguruskan blog Managing blog	Mengakses perbincangan atas talian Accessing online discussion	
MALAYSIA	99.7	82.4	86.3	19.1	11.4	6.6	40.3	
Johor	99.6	80.9	85.9	22.8	5.3	6.6	35.2	
Kedah	99.9	86.7	88.4	17.3	1.5	1.8	23.3	
Kelantan	99.9	80.1	90.7	27.3	6.7	4.1	37.2	
Melaka	99.7	84.3	88.3	19.7	3.0	3.1	48.5	
Negeri Sembilan	99.9	78.1	88.2	21.6	8.0	8.4	43.6	
Pahang	99.5	82.0	88.4	16.0	2.9	2.7	29.7	
Pulau Pinang	100.0	77.1	83.7	15.8	17.4	5.5	28.1	
Perak	99.2	73.4	79.2	16.0	18.2	5.5	28.5	
Perlis	99.6	78.5	83.8	9.4	1.3	1.6	32.9	
Selangor	99.6	88.7	86.1	23.9	16.1	12.2	53.3	
Terengganu	99.8	92.3	90.9	9.7	11.4	1.6	19.9	
Sabah	99.5	78.9	93.2	11.2	15.2	3.9	38.9	
Sarawak	99.6	74.8	75.1	8.6	2.7	2.6	36.2	
W.P. Kuala Lumpur	100.0	86.5	87.5	29.3	23.5	10.8	67.4	
W.P. Labuan	99.9	85.3	98.7	24.5	30.9	23.6	35.3	
W.P. Putrajaya	100.0	98.6	98.6	23.2	22.4	11.3	65.6	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024 (cont'd)

Negeri State	Lain-lain Perkhidmatan Atas Talian Other Online Services						(%)
	Melaksanakan tugas jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation	Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce	Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce	Menggunakan perbankan Internet Using Internet banking	Menggunakan perisian untuk menyunting teks Using software for editing texts	Memuat turun perisian atau aplikasi Downloading software or applications
MALAYSIA	16.4	37.4	15.7	51.4	75.5	36.7	90.0
Johor	17.0	38.8	13.7	53.5	76.4	34.2	86.4
Kedah	13.0	20.3	12.4	47.6	74.4	26.6	97.7
Kelantan	13.5	23.9	12.8	39.3	67.7	25.5	86.3
Melaka	16.8	24.9	18.7	51.9	75.2	28.4	86.1
Negeri Sembilan	18.2	18.9	10.8	47.2	73.7	46.7	94.0
Pahang	13.9	31.1	11.6	41.3	74.4	22.4	86.2
Pulau Pinang	11.1	36.5	9.5	53.7	79.3	32.9	87.4
Perak	14.9	32.5	13.9	41.8	68.6	33.2	81.1
Perlis	7.5	26.3	9.9	41.6	54.5	13.7	73.1
Selangor	19.2	53.5	23.0	69.2	90.4	57.0	95.5
Terengganu	22.4	50.1	24.6	71.2	84.2	38.7	90.6
Sabah	12.9	31.1	16.4	41.4	54.2	24.2	98.1
Sarawak	13.0	25.4	12.4	28.8	60.5	24.7	84.7
W.P. Kuala Lumpur	25.5	52.9	10.7	51.3	86.7	43.2	84.2
W.P. Labuan	30.4	34.7	11.8	40.1	88.2	22.6	51.2
W.P. Putrajaya	22.8	34.4	17.5	73.5	91.9	43.4	96.5

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024 (cont'd)

Negeri State	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment			(%)
	Menjalani kursus formal atas talian Doing a formal online course	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes	Menjalani kursus tidak formal atas talian Doing an informal online course	Mendengar radio secara atas talian Listening to radio online	Menonton televisyen secara atas talian Watching television online	Muat turun gambar, filem atau permainan Downloading pictures, movie or games	
MALAYSIA	27.4	53.8	27.1	73.4	68.8	94.3	
Johor	23.6	54.0	23.6	81.3	65.9	93.7	
Kedah	20.8	49.7	18.7	80.1	69.1	98.4	
Kelantan	22.5	40.3	24.0	68.2	64.3	91.9	
Melaka	23.2	58.7	23.3	79.6	78.8	95.8	
Negeri Sembilan	23.5	49.2	20.2	79.8	71.2	96.7	
Pahang	23.1	50.1	22.9	65.8	59.8	89.4	
Pulau Pinang	17.2	56.9	16.8	83.1	89.6	93.9	
Perak	25.2	47.1	30.7	61.3	68.5	87.6	
Perlis	22.3	43.5	27.1	72.2	35.8	87.0	
Selangor	38.6	63.9	40.8	78.3	72.2	97.9	
Terengganu	44.8	54.0	39.2	97.3	79.9	98.1	
Sabah	21.3	46.9	18.9	55.0	58.0	95.9	
Sarawak	21.3	48.8	13.2	57.5	69.4	87.1	
W.P. Kuala Lumpur	33.9	58.7	35.2	80.0	66.2	94.6	
W.P. Labuan	18.9	61.5	15.0	86.5	54.6	100.0	
W.P. Putrajaya	32.4	68.6	21.8	97.5	82.8	99.2	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024 (cont'd)

Negeri State	Ruang Penyimpanan Storage Space	e-Kesihatan e-Health		e-Kerajaan e-Government		Berinteraksi dengan organisasi Interacting with government organisations
	Menggunakan ruang simpanan di Internet Using storage space on the internet	Mendapatkan maklumat kesihatan Seeking health information	Membuat temujanji kesihatan Making a medical appointment	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations		
MALAYSIA	52.2	63.4	32.9	55.7	38.9	
Johor	52.5	66.8	25.9	68.1	48.3	
Kedah	52.0	68.8	18.2	85.4	46.9	
Kelantan	42.6	51.9	20.7	40.4	30.1	
Melaka	45.9	55.5	19.5	57.1	31.4	
Negeri Sembilan	56.2	53.6	23.6	44.9	29.0	
Pahang	41.9	52.4	18.2	36.1	31.0	
Pulau Pinang	47.9	58.5	22.4	60.3	44.8	
Perak	56.1	63.4	28.4	52.5	43.2	
Perlis	26.9	47.3	10.6	47.2	36.1	
Selangor	58.8	66.6	50.3	55.1	42.9	
Terengganu	50.2	72.0	65.5	65.0	70.4	
Sabah	47.1	77.4	42.6	58.1	25.0	
Sarawak	51.9	46.0	25.5	33.0	21.7	
W.P. Kuala Lumpur	56.7	64.6	24.7	55.6	39.3	
W.P. Labuan	29.2	50.1	24.2	49.7	40.4	
W.P. Putrajaya	78.2	82.5	16.1	62.7	57.4	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024 (cont'd)

Keselamatan, Perlindungan Atas Talian dan Kesedaran <i>Safety, Online Protection and Awareness</i>				
Negeri <i>State</i>	Sivik dan Politik <i>Civic and Politics</i>	e-Dagang <i>e-Commerce</i>		Mempunyai perisian keselamatan & perlindungan dalam talian <i>Owning online security software & protection</i>
	Memberi pendapat atau undi <i>Posting opinions or voting</i>	Membeli barangan atau perkhidmatan melalui e-Dagang <i>Purchasing goods or services via e-Commerce</i>	Menjual barangan atau perkhidmatan melalui e-Dagang <i>Selling goods or services via e-Commerce</i>	
MALAYSIA	44.0	70.8	9.3	75.4
Johor	44.2	70.0	9.1	84.2
Kedah	30.6	76.1	7.3	72.1
Kelantan	52.6	66.9	5.8	78.1
Melaka	58.7	78.8	4.4	81.1
Negeri Sembilan	31.0	73.8	4.1	67.4
Pahang	35.5	72.3	3.4	73.9
Pulau Pinang	44.1	67.5	6.7	88.1
Perak	27.2	55.3	6.7	73.0
Perlis	28.1	53.4	5.4	68.7
Selangor	62.6	88.3	15.4	79.9
Terengganu	72.7	82.7	5.6	73.6
Sabah	25.9	49.4	8.9	59.4
Sarawak	37.0	48.6	6.7	59.6
W.P. Kuala Lumpur	37.7	80.8	13.5	87.2
W.P. Labuan	44.9	93.7	25.7	60.8
W.P. Putrajaya	50.8	97.3	6.3	94.4

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024 (cont'd)

Jantina Sex	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment		
	Menjalani kursus formal atas talian Doing a formal online course	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes	Menjalani kursus tidak formal atas talian Doing an informal online course	Mendengar radio secara atas talian Listening to radio online	Menonton televisyen secara atas talian Watching television online	Muat turun gambar, filem atau permainan Downloading pictures, movie or games
Jumlah / Total	27.4	53.8	27.1	73.4	68.8	94.3
Lelaki / Male	27.9	56.6	27.2	74.5	69.3	94.7
Perempuan / Female	26.9	50.7	27.0	72.0	68.4	93.8

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2024 (cont'd)

(%)

Negeri State	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness			
	Mengesahkan kebolehpercayaan maklumat yang terdapat dalam talian Verifying the reliability of information found online	Menetapkan langkah keselamatan yang berkesan untuk melindungi peranti & akaun dalam talian Setting up effective measure to protect devices & online accounts	Mengubah tetapan privasi pada peranti, akaun atau aplikasi Changing privacy settings on your devices, accounts or app	Kesedaran jenayah siber Cyber crime awareness
MALAYSIA	29.5	80.0	78.7	66.2
Johor	25.9	87.3	83.8	64.5
Kedah	28.6	79.5	76.8	68.6
Kelantan	25.7	79.4	77.7	67.1
Melaka	24.9	82.6	79.8	58.0
Negeri Sembilan	27.5	66.8	64.1	59.3
Pahang	25.8	69.8	76.1	57.5
Pulau Pinang	38.7	90.1	80.8	63.8
Perak	29.4	78.2	77.0	68.5
Perlis	27.1	73.8	66.8	64.2
Selangor	37.1	84.4	83.7	70.5
Terengganu	27.0	69.4	75.3	68.1
Sabah	20.5	74.2	78.7	65.1
Sarawak	21.5	71.9	65.5	65.6
W.P. Kuala Lumpur	37.7	82.9	81.5	66.1
W.P. Labuan	25.4	80.9	77.9	66.1
W.P. Putrajaya	38.2	92.9	85.0	61.8

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024

Jantina Sex	Mendapatkan Maklumat Access to Information				Profesional Professional	
	Jumlah Total	Mendapatkan maklumat barangan atau perkhidmatan Finding information about goods or services	Membaca akhbar atau majalah atas talian Reading newspaper or magazines online	Memohon pekerjaan Applying for jobs	Menyertai rangkaian profesional Participating in professional networks	Bekerja dari rumah Work from home
Jumlah / Total	98.0	93.0	69.2	36.9	13.5	17.0
Lelaki / Male	98.4	93.1	69.3	39.7	13.8	17.6
Perempuan / Female	97.6	93.0	69.1	33.8	13.1	16.3

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024 (cont'd)

Jantina Sex	Komunikasi Communication					Mengakses perbincangan atas talian Accessing online discussion
	Menyertai dalam rangkaian sosial Participating in social networks	Menghantar e-mel Sending e-mail	Membuat panggilan telefon melalui Internet Telephoning over the Internet	Memuat naik kandungan ke laman web Uploading content to a website	Mengurus laman web persendirian Managing personal homepage	Menguruskan blog Managing blog
Jumlah / Total	99.7	82.4	86.3	19.1	11.4	6.6
Lelaki / Male	99.7	82.9	87.0	19.3	11.5	6.7
Perempuan / Female	99.6	81.8	85.6	18.9	11.4	6.5

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024 (cont'd)

(%)

Lain-lain Perkhidmatan Atas Talian Other Online Services							
Jantina Sex	Melaksanakan tugas jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation	Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce	Menggunakan perbankan Internet Using Internet banking	Menggunakan perisian untuk menyunting teks Using software for editing texts	Memuat turun perisian atau aplikasi Downloading software or applications	Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce
Jumlah / Total	16.4	37.4	15.7	75.5	36.7	90.1	51.4
Lelaki / Male	16.3	38.7	15.4	75.4	37.2	90.4	50.4
Perempuan / Female	16.5	35.8	16.1	75.5	36.1	89.7	52.4

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024 (cont'd)

Jantina Sex	Ruang Penyimpanan Storage Space		e-Kesihatan e-Health		e-Kerajaan e-Government	
	Menggunakan ruang simpanan di Internet Using storage space on the internet		Mendapatkan maklumat kesihatan Seeking health information	Membuat temujanji kesihatan Making a medical appointment	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations	Berinteraksi dengan organisasi kerajaan Interacting with government organisations
Jumlah / Total	52.2		63.4	32.9	55.7	38.9
Lelaki / Male	52.7		62.9	32.4	57.1	39.5
Perempuan / Female	51.6		63.9	33.3	54.1	38.2

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024 (cont'd)

Jantina Sex	Sivik dan Politik Civic and Politics		e-Dagang e-Commerce		Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness
	Memberi pendapat atau undi Posting opinions or voting	Membeli barangan atau perkhidmatan melalui e-Dagang Purchasing goods or services via e-Commerce	Menjual barangan atau perkhidmatan melalui e-Dagang Selling goods or services via e-Commerce	Mempunyai perisian keselamatan & perlindungan dalam talian Owning online security software & protection	
Jumlah / Total	44.0	70.8	9.3	75.4	
Lelaki / Male	44.9	69.7	9.9	76.1	
Perempuan / Female	43.0	72.2	8.7	74.7	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2024 (cont'd)

Jantina Sex	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness			
	Mengesahkan kebolehpercayaan maklumat yang terdapat dalam talian Verifying the reliability of information found online	Menetapkan langkah keselamatan yang berkesan untuk melindungi peranti & akaun dalam talian Setting up effective measure to protect devices & online accounts	Mengubah tetapan privasi pada peranti, akaun atau aplikasi Changing privacy settings on your devices, accounts or app	Kesedaran jenayah siber Cyber crime awareness
Jumlah / Total	29.5	80.0	78.7	66.2
Lelaki / Male	31.4	81.3	79.6	67.5
Perempuan / Female	27.3	78.5	77.6	64.6

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024

Kumpulan Umur Age Group	Mendapatkan Maklumat Access to Information				Professional		Bekerja dari rumah Work from home
	Jumlah Total	Mendapatkan maklumat barangan atau perkhidmatan Finding information about goods or services			Memohon pekerjaan Applying for jobs	Menyertai rangkaian profesional Participating in professional networks	
		Membaca akhbar atau majalah atas talian Reading newspaper or magazines online					
Jumlah / Total	98.0	93.0	69.2	36.9	13.5	17.0	
15 - 19	97.9	87.2	61.6	24.3	8.3	6.2	
20 - 24	99.6	94.3	71.3	58.7	18.0	11.9	
25 - 29	99.5	95.4	72.0	58.0	15.9	18.3	
30 - 34	99.5	94.9	71.9	56.1	17.4	22.4	
35 - 39	99.6	95.7	73.6	39.6	16.7	25.4	
40 - 44	99.2	94.9	71.2	31.8	14.6	23.8	
45 - 49	99.2	94.7	71.8	27.1	12.7	20.8	
50 - 54	98.5	94.0	70.2	20.3	9.5	16.7	
55 - 59	97.4	91.6	69.0	17.2	7.3	13.3	
60+	91.6	87.6	60.8	15.1	9.4	10.6	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
 Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024 (cont'd)

Kumpulan Umur <i>Age Group</i>	Komunikasi <i>Communication</i>						Mengkakses perbincangan atas talian <i>Accessing online discussion</i>
	Menyertai dalam rangkaian sosial <i>Participating in social networks</i>	Menghantar e-mel <i>Sending e-mail</i>	Membuat panggilan telefon melalui Internet <i>Telephoning over the Internet</i>	Memuat naik kandungan ke laman web <i>Uploading content to a website</i>	Mengurus laman web persendirian <i>Managing personal homepage</i>	Menguruskan blog <i>Managing blog</i>	
Jumlah / Total	99.7	82.4	86.3	19.1	11.4	6.6	40.3
15 - 19	99.8	81.8	87.3	16.5	8.0	5.3	35.7
20 - 24	100.0	90.7	89.0	22.5	11.4	6.5	48.4
25 - 29	100.0	86.7	89.3	19.4	11.5	6.9	46.6
30 - 34	100.0	87.5	89.0	18.7	12.3	7.4	44.8
35 - 39	100.0	86.7	85.9	21.5	15.4	9.2	45.7
40 - 44	99.9	85.6	88.0	20.8	13.4	7.5	42.0
45 - 49	99.9	82.2	88.0	21.9	13.7	8.2	42.7
50 - 54	99.8	80.6	85.8	21.7	13.2	8.6	38.6
55 - 59	99.6	74.3	83.8	16.1	8.9	4.6	30.2
60+	98.1	64.9	77.5	12.9	7.2	2.7	24.3

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024 (cont'd)

Kumpulan Umur Age Group	Lain-lain Perkhidmatan Atas Talian Other Online Services						Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce
	Melaksanakan tugas jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation	Menjual barangan atau perkhidmatan selain e-Dagang Selling goods atau services other than e-Commerce	Menggunakan perbankan Internet Using Internet banking	Menggunakan perisian untuk menyunting teks Using software for editing texts	Memuat turun perisian atau aplikasi Downloading software or applications	
Jumlah / Total	16.4	37.4	15.7	75.5	36.7	90.1	51.4
15 - 19	9.6	21.1	9.7	49.8	33.6	91.4	41.5
20 - 24	18.9	39.1	16.6	82.8	45.2	95.0	54.8
25 - 29	18.1	43.5	16.6	81.6	38.7	93.4	55.1
30 - 34	18.2	43.6	17.3	83.4	39.0	91.1	56.9
35 - 39	20.7	47.3	18.4	85.3	41.8	93.7	58.5
40 - 44	19.9	48.0	17.7	83.9	41.5	92.1	55.8
45 - 49	19.2	42.6	18.3	81.4	37.4	91.3	56.4
50 - 54	18.5	36.8	16.4	78.5	35.0	89.7	52.8
55 - 59	12.9	30.6	13.6	70.1	29.2	85.7	47.3
60+	8.5	20.1	12.5	58.2	22.8	76.9	35.8

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024 (cont'd)

Kumpulan Umur Age Group	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment		
	Menjalani kursus formal atas talian Doing a formal online course	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes	Menjalani kursus tidak formal atas talian Doing an informal online course	Mendengar radio secara atas talian Listening to radio online	Menonton televisyen secara atas talian Watching television online	Muat turun gambar, filem atau permainan Downloading pictures, movie or games
Jumlah / Total	27.4	53.8	27.1	73.4	68.8	94.3
15 - 19	31.5	65.8	29.7	70.0	70.6	96.4
20 - 24	35.2	64.2	34.8	75.1	74.7	97.8
25 - 29	27.2	59.1	28.4	77.4	77.0	97.9
30 - 34	28.2	57.2	28.6	77.2	70.9	96.5
35 - 39	31.9	58.2	32.5	74.6	71.5	96.9
40 - 44	31.5	56.5	31.9	75.2	68.6	95.2
45 - 49	28.7	52.8	29.8	73.2	66.6	94.0
50 - 54	23.3	46.0	22.4	74.3	65.5	94.0
55 - 59	19.8	41.9	18.7	72.2	62.0	92.1
60+	13.9	30.7	11.5	64.7	56.6	82.4

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024 (cont'd)

Kumpulan Umur Age Group	Ruang Penyimpanan Storage Space		e-Kesihatan e-Health		e-Kerajaan e-Government		Berinteraksi dengan organisasi kerajaan Interacting with government organisations
	Menggunakan ruang simpanan di internet Using storage space on the internet		Mendapatkan maklumat kesihatan Seeking health information	Membuat temujanji kesihatan Making a medical appointment	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations		
Jumlah / Total	52.2	63.4	32.9	55.7	38.9		
15 - 19	50.0	48.8	22.3	40.4	23.9		
20 - 24	60.9	61.1	26.8	57.0	37.6		
25 - 29	59.4	63.7	25.6	58.2	42.3		
30 - 34	56.9	66.4	37.1	58.3	42.5		
35 - 39	58.2	70.4	39.1	59.1	44.1		
40 - 44	54.8	67.3	38.5	60.6	44.1		
45 - 49	52.0	68.6	37.8	60.3	42.0		
50 - 54	47.5	69.0	38.9	60.1	40.8		
55 - 59	40.0	67.2	36.5	59.0	39.5		
60+	35.4	56.9	32.1	48.3	33.6		

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024 (cont'd)

Kumpulan Umur <i>Age Group</i>	Sivik dan Politik <i>Civic and Politics</i>	e-Dagang <i>e-Commerce</i>		Keselamatan, Perlindungan Atas Talian dan Kesedaran <i>Safety, Online Protection and Awareness</i>
	Memberi pendapat/ undi <i>Posting opinions/ voting</i>	Membeli barangan atau perkhidmatan melalui e-Dagang <i>Purchasing goods atau services via e-Commerce</i>	Menjual barangan atau perkhidmatan melalui e-Dagang <i>Selling goods atau services via e-Commerce</i>	Mempunyai perisian keselamatan & perlindungan dalam talian <i>Owning online security software & protection</i>
Jumlah / Total	44.0	70.8	9.3	75.4
15 - 19	30.3	58.1	4.9	72.4
20 - 24	47.4	79.3	9.8	80.0
25 - 29	51.7	77.5	11.4	77.3
30 - 34	49.1	78.6	10.5	77.8
35 - 39	48.7	78.8	11.3	80.2
40 - 44	48.3	77.7	11.3	79.2
45 - 49	48.1	75.2	11.9	78.1
50 - 54	45.7	71.0	11.1	77.6
55 - 59	42.5	62.1	7.8	72.3
60+	29.8	48.7	4.3	61.1

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti
Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2024 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2024 (cont'd)

(%)

Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness				
Kumpulan Umur Age Group	Mengesahkan kebolehpercayaan maklumat yang terdapat dalam talian Verifying the reliability of information found online	Menetapkan langkah keselamatan yang berkesan untuk melindungi peranti & akaun dalam talian Setting up effective measure to protect devices & online accounts	Mengubah tetapan privasi pada peranti, akaun atau aplikasi Changing privacy settings on your devices, accounts or app	Kesedaran jenayah siber Cyber crime awareness
Jumlah / Total	29.5	80.0	78.7	66.2
15 - 19	20.2	76.3	76.7	56.6
20 - 24	30.7	85.1	83.9	71.3
25 - 29	33.5	86.2	84.7	69.9
30 - 34	34.9	83.2	81.5	71.1
35 - 39	34.2	85.0	84.2	71.8
40 - 44	33.0	83.5	82.4	70.3
45 - 49	29.6	82.4	80.4	68.3
50 - 54	27.3	79.4	77.5	65.8
55 - 59	27.2	77.5	74.9	64.3
60+	22.1	62.2	60.6	52.5

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

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**CAPAIAN DAN
PENGUNAAN ICT
MENGIKUT
DAERAH PENTADBIRAN**
*ICT ACCESS AND USE BY
ADMINISTRATIVE DISTRICT*

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Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
JOHOR	99.0	93.1	99.4	63.6	99.7	99.9	31.2
Batu Pahat	98.9	93.0	98.9	64.2	100.0	100.0	26.1
Johor Bahru	99.4	95.4	99.7	64.0	100.0	100.0	32.2
Kluang	97.9	88.4	99.0	62.0	99.3	99.7	29.5
Kota Tinggi	99.0	90.8	99.1	65.1	99.5	100.0	20.9
Mersing	97.5	88.7	98.7	58.5	99.2	100.0	36.3
Muar	98.6	91.9	99.0	60.4	99.0	99.4	40.8
Pontian	98.7	90.7	98.7	61.7	99.5	100.0	31.3
Segamat	98.2	90.6	98.9	65.3	99.3	99.3	21.2
Kulai	99.1	91.3	99.5	65.9	99.1	100.0	36.3
Tangkak	98.0	90.2	99.4	60.5	99.4	100.0	35.2
KEDAH	96.4	86.8	99.3	57.3	99.4	99.7	16.3
Baling	94.0	83.1	99.5	51.2	99.3	99.3	10.0
Bandar Baharu	94.6	83.7	98.8	70.0	99.6	100.0	9.2
Kota Setar	99.1	89.6	99.6	71.8	99.4	99.4	19.7
Kuala Muda	96.2	87.5	99.5	55.0	99.4	100.0	13.9
Kubang Pasu	95.0	85.5	99.1	61.0	99.5	99.5	21.2
Kulim	96.9	88.6	99.4	53.2	99.8	100.0	24.7

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Langkawi	98.5	91.9	99.3	56.8	100.0	100.0	12.5
Padang Terap	93.8	76.3	99.4	52.5	99.4	99.4	15.6
Sik	93.2	81.7	99.0	55.3	99.0	99.0	6.4
Yan	95.8	85.3	98.8	42.3	98.7	100.0	5.7
Pendang	95.7	83.3	98.9	43.7	99.2	99.2	8.3
Pokok Sena	95.1	84.1	98.1	47.4	98.9	99.5	15.1
KELANTAN	94.9	88.1	99.3	56.7	99.2	99.6	16.8
Bachok	96.3	83.1	99.3	54.4	99.3	99.3	13.2
Kota Bharu	96.3	90.1	99.4	52.2	99.7	99.7	19.0
Machang	90.7	88.2	99.4	62.3	99.4	100.0	14.2
Pasir Mas	92.5	87.9	99.2	54.5	99.2	99.5	25.0
Pasir Puteh	94.5	89.8	99.4	53.5	98.3	99.4	26.7
Tanah Merah	94.7	88.4	98.8	58.1	98.6	100.0	7.0
Tumpat	93.9	88.8	99.5	59.9	99.0	99.5	11.1
Gua Musang	96.0	88.3	99.6	69.3	99.6	100.0	14.8
Kuala Krai	96.1	90.1	98.7	66.8	99.2	100.0	16.4
Jeli	95.6	83.7	99.3	57.0	99.3	100.0	4.4
Lojing	93.8	18.8	93.8	62.5	93.8	93.8	0.0

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
MELAKA	96.8	92.6	99.9	77.3	100.0	100.0	54.1
Alor Gajah	96.4	94.7	99.7	77.8	100.0	100.0	52.2
Jasin	96.8	93.3	99.7	78.6	99.7	99.7	55.9
Melaka Tengah	96.9	91.6	100.0	76.8	100.0	100.0	54.5
NEGERI SEMBILAN	96.4	90.3	99.6	77.3	100.0	99.8	49.2
Jejebu	89.6	73.9	99.3	76.9	100.0	97.8	37.3
Kuala Pilah	96.0	79.5	98.4	77.4	99.6	100.0	39.2
Port Dickson	98.8	86.9	100.0	81.6	100.0	100.0	55.8
Rembau	92.8	78.9	99.3	69.7	100.0	100.0	30.3
Seremban	98.0	96.1	99.9	77.1	100.0	99.7	53.5
Tampin	93.6	83.3	98.6	81.3	100.0	100.0	45.2
Jempol	90.2	78.8	99.1	74.2	100.0	100.0	35.4
PAHANG	95.8	88.5	99.4	76.6	99.2	99.7	22.3
Bentong	93.5	91.4	100.0	82.2	100.0	100.0	20.7
Cameron Highlands	95.5	92.9	100.0	72.2	97.9	100.0	17.6
Jerantut	98.5	90.0	99.5	74.6	99.0	99.0	28.4
Kuantan	97.1	94.0	99.0	75.7	99.4	100.0	24.6
Lipis	91.8	81.1	100.0	81.5	99.3	98.8	12.6

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Pekan	94.6	89.2	99.0	77.0	97.1	99.5	25.7
Raub	92.3	82.1	100.0	75.5	99.2	100.0	35.0
Temerloh	97.1	88.5	99.6	75.9	99.6	99.6	20.8
Rompin	95.3	79.3	100.0	75.9	99.4	100.0	7.7
Maran	92.8	81.4	100.0	82.2	99.3	99.3	14.6
Bera	96.8	77.8	99.3	73.8	99.3	99.3	25.1
PULAU PINANG	99.7	96.4	99.9	73.9	99.8	99.9	29.8
Seberang Prai Tengah	100.0	94.3	100.0	69.8	99.2	100.0	31.2
Seberang Prai Utara	99.4	91.7	99.3	53.6	100.0	100.0	38.4
Seberang Prai Selatan	99.8	96.3	100.0	68.6	100.0	100.0	19.4
Timur Laut	99.6	99.2	100.0	82.8	100.0	100.0	31.2
Barat Daya	99.6	98.2	100.0	86.8	100.0	99.3	22.3
PERAK	95.6	91.4	99.3	75.9	99.5	98.3	20.5
Batang Padang	90.2	97.0	99.0	66.3	100.0	99.1	36.1
Manjung	97.0	86.6	96.9	74.4	99.7	99.2	22.8
Kinta	98.5	97.1	100.0	78.8	99.4	99.4	16.4
Kerian	93.6	89.9	99.2	70.0	99.2	98.0	8.3
Kuala Kangsar	98.0	84.2	100.0	72.2	100.0	96.1	16.5

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Larut Dan Matang	95.8	81.6	99.5	70.3	99.7	96.7	14.7
Hilir Perak	91.5	81.3	96.5	83.1	99.7	97.8	36.9
Hulu Perak	88.4	98.0	99.5	67.8	99.0	98.6	23.9
Perak Tengah	99.1	89.4	99.6	84.0	99.5	98.0	30.1
Kampar	93.1	93.6	100.0	65.4	99.1	97.2	17.3
Muallim	80.4	87.0	98.1	92.0	100.0	95.5	54.6
Bagan Datuk	89.6	86.3	99.1	87.3	99.4	97.2	36.9
Selama	93.8	100.0	100.0	68.8	96.9	96.9	9.4
PERLIS	96.2	89.9	99.6	67.5	99.5	100.0	35.4
SELANGOR	99.5	96.4	99.9	68.3	99.9	99.9	29.8
Gombak	99.5	95.1	100.0	79.3	100.0	100.0	35.1
Klang	99.3	88.9	99.5	49.8	99.5	100.0	16.4
Kuala Langat	99.6	90.4	100.0	64.8	100.0	99.6	30.1
Kuala Selangor	97.9	92.2	99.6	49.9	100.0	100.0	27.8
Petaling	100.0	99.4	100.0	64.4	100.0	100.0	29.3
Sabak Bernam	97.6	99.2	97.5	47.9	100.0	98.4	27.8
Sepang	98.8	98.7	100.0	81.3	99.8	100.0	35.2
Hulu Langat	99.5	98.7	100.0	81.1	100.0	99.5	36.2
Hulu Selangor	99.6	98.2	100.0	78.7	98.7	100.0	26.0

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

(%)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
TERENGGANU	95.2	90.3	98.8	69.7	99.8	99.9	23.9
Besut	97.5	87.5	97.5	72.0	100.0	100.0	20.9
Dungun	98.6	94.3	100.0	60.5	100.0	100.0	25.4
Kemaman	97.1	90.2	99.2	70.1	100.0	100.0	19.9
Kuala Terengganu	99.2	92.7	98.7	69.5	99.8	100.0	25.3
Marang	95.4	88.6	99.1	69.8	99.1	99.6	30.9
Hulu Terengganu	91.1	84.9	97.5	79.2	99.5	99.5	21.5
Setiu	88.6	87.5	99.5	77.7	100.0	100.0	17.9
Kuala Nerus	82.2	90.6	98.5	69.4	99.8	99.8	28.6
SABAH	91.0	84.4	99.5	58.2	98.1	98.4	18.0
Tawau	93.7	95.0	99.6	59.3	98.6	99.6	8.4
Lahad Datu	91.6	85.8	99.5	77.9	100.0	100.0	10.0
Semporna	86.9	78.4	99.5	69.0	99.5	99.5	14.6
Sandakan	93.9	90.5	99.4	32.5	97.0	99.4	17.9
Kinabatangan	64.0	37.6	97.8	24.9	98.6	97.6	6.8
Beluran	66.2	70.3	100.0	28.4	97.3	97.3	5.4
Kota Kinabalu	98.2	92.7	99.7	77.9	98.0	99.5	35.6
Ranau	81.1	94.8	99.3	65.7	100.0	98.6	29.3
Kota Belud	87.4	90.9	99.4	62.6	100.0	97.4	14.5

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Tuaran	89.6	88.7	100.0	79.4	98.7	97.5	4.9
Penampang	98.5	91.9	99.0	64.9	98.5	98.7	18.7
Papar	95.7	89.9	99.7	75.1	97.2	97.8	30.1
Kudat	84.4	73.1	98.6	36.2	98.0	98.6	23.4
Kota Marudu	81.1	74.0	99.0	46.8	94.2	95.6	17.7
Pitas	97.2	66.2	98.6	43.7	97.2	97.2	5.6
Beaufort	78.3	79.1	98.1	70.0	99.1	97.2	30.7
Kuala Penyu	93.8	93.8	100.0	77.1	97.9	97.9	4.2
Sipitang	90.5	93.1	99.2	52.7	97.7	98.4	17.1
Tenom	81.5	75.9	100.0	33.3	98.1	100.0	7.4
Nabawan	97.7	95.3	100.0	37.2	97.7	100.0	2.3
Keningau	92.2	87.1	99.2	46.7	94.9	99.2	12.8
Tambunan	97.8	68.9	100.0	46.7	100.0	100.0	0.0
Kunak	96.5	73.6	100.0	64.3	98.9	96.6	11.6
Tongod	96.6	67.8	100.0	35.6	93.2	96.6	18.6
Putatan	100.0	98.6	100.0	72.6	100.0	98.6	31.5
Telupid	100.0	93.9	100.0	30.6	98.0	95.9	8.2
Kalabakan	87.5	29.2	100.0	58.3	100.0	87.5	12.5
Membakut	87.5	62.7	100.0	49.1	99.6	87.8	14.4

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
SARAWAK	91.1	88.7	98.1	63.0	98.6	98.0	17.5
Kuching	98.4	89.5	99.5	64.3	99.5	100.0	20.4
Bau	76.0	92.0	98.7	32.0	100.0	97.3	4.0
Lundu	84.1	72.5	89.9	31.9	98.6	95.7	2.9
Samarahan	98.4	90.5	99.0	73.9	98.7	98.7	7.8
Serian	71.0	82.7	97.6	40.7	100.0	97.6	10.3
Simunjan	65.2	69.6	84.1	31.9	98.6	97.1	2.9
Sri Aman	84.2	98.0	100.0	66.4	97.2	97.2	23.2
Lubok Antu	79.4	77.9	92.6	42.6	98.5	97.1	13.2
Betong	80.3	88.2	97.4	63.2	100.0	98.7	1.3
Saratok	80.8	83.6	100.0	50.7	100.0	97.3	2.7
Sarikei	90.8	83.8	94.9	74.4	98.6	97.4	17.4
Maradong	74.3	80.9	92.7	57.7	98.8	93.9	7.3
Daro	78.1	81.3	98.4	45.3	98.4	95.3	6.3
Julau	89.3	82.1	96.4	46.4	96.4	96.4	3.6
Sibu	99.4	98.8	100.0	70.3	98.1	98.8	28.3
Dalat	75.0	95.5	97.7	45.5	97.7	95.5	2.3
Mukah	85.7	91.3	98.6	59.5	95.7	95.7	7.3

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Kanowit	60.7	85.7	98.2	42.9	96.4	98.2	10.7
Bintulu	100.0	94.9	100.0	82.2	98.9	98.0	30.7
Tatau	78.6	85.7	94.6	53.6	98.2	92.9	1.8
Kapit	85.2	83.2	97.3	59.8	98.9	97.9	7.2
Song	64.8	92.6	96.3	50.0	98.1	100.0	13.0
Belaga	83.3	85.4	100.0	66.7	97.9	97.9	14.6
Miri	98.7	90.0	99.2	92.2	98.7	99.5	36.7
Marudi	79.5	94.9	97.4	64.1	97.4	97.4	2.6
Limbang	93.3	93.2	98.5	64.0	98.5	98.5	13.8
Lawas	86.8	86.8	100.0	50.9	100.0	96.2	5.7
Matu	77.6	82.8	94.8	39.7	98.3	94.8	6.9
Asajaya	77.6	91.8	95.9	49.0	98.0	95.9	0.0
Pakan	79.5	88.6	93.2	52.3	100.0	88.6	2.3
Selangau	71.1	91.1	91.1	46.7	97.8	95.6	8.9
Tebedu	66.7	75.4	84.2	42.1	98.2	94.7	0.0
Pusa	78.6	77.1	95.7	44.3	98.6	97.1	0.0
Kabong	81.8	81.8	97.0	42.4	100.0	97.0	1.5
Tanjung Manis	87.5	83.9	94.6	33.9	98.2	98.2	10.7
Sebauh	81.0	87.3	96.8	20.6	98.4	93.7	9.5

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

(%)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Bukit Mabong	78.4	75.7	81.1	51.4	94.6	100.0	29.7
Subis	74.6	66.1	94.9	39.0	100.0	98.3	5.1
Beluru	83.0	84.9	100.0	39.6	98.1	94.3	15.1
Telang Usan	93.3	77.8	93.3	28.9	95.6	93.3	4.4
Gedong	85.7	78.6	100.0	42.9	92.9	92.9	7.1
Sebuyau	87.5	75.0	100.0	43.8	93.8	93.8	6.3
Siburan	77.6	74.9	92.5	50.0	92.5	92.5	10.0
Pantu	87.5	75.0	100.0	43.8	93.8	93.8	6.3
Lingga	85.7	71.4	100.0	42.9	92.9	92.9	7.1
WILAYAH PERSEKUTUAN							
Kuala Lumpur	100.0	99.8	100.0	67.0	100.0	100.0	43.6
Labuan	99.7	97.3	99.5	86.7	100.0	99.7	37.8
Putrajaya	100.0	100.0	100.0	65.5	100.0	100.0	55.0

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
JOHOR	98.9	84.6	99.8
Batu Pahat	99.5	81.3	99.6
Johor Bahru	99.6	87.6	99.9
Kluang	98.7	85.8	99.6
Kota Tinggi	99.3	72.7	99.5
Mersing	99.6	73.8	99.6
Muar	98.6	86.6	100.0
Pontian	89.0	76.7	99.7
Segamat	99.0	79.0	99.8
Kulai	99.5	88.8	99.9
Tangkak	98.0	81.9	99.9
KEDAH	97.4	73.5	99.5
Baling	97.8	65.4	99.6
Bandar Baharu	97.3	68.2	99.4
Kota Setar	96.9	78.9	99.7
Kuala Muda	97.5	70.9	99.3
Kubang Pasu	96.8	78.8	99.4
Kulim	98.9	76.2	99.7

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Langkawi	97.6	68.0	99.6
Padang Terap	96.4	72.4	99.3
Sik	95.7	71.2	99.5
Yan	97.6	68.0	99.4
Pendang	95.7	70.1	99.6
Pokok Sena	96.7	73.1	99.3
KELANTAN	97.3	74.4	99.6
Bachok	96.4	75.3	99.4
Kota Bharu	98.4	79.9	99.9
Machang	96.1	76.5	99.6
Pasir Mas	96.6	70.0	99.7
Pasir Puteh	96.9	72.3	98.5
Tanah Merah	97.8	73.9	99.7
Tumpat	97.0	72.8	99.9
Gua Musang	98.1	64.1	100.0
Kuala Krai	96.5	70.1	99.7
Jeli	95.5	71.6	99.9
Lojing	89.2	49.5	91.3

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
MELAKA	98.5	86.6	99.8
Alor Gajah	97.9	88.3	99.9
Jasin	98.0	78.1	99.7
Melaka Tengah	98.8	88.1	99.7
NEGERI SEMBILAN	98.6	76.8	99.4
Jejebu	94.0	58.9	98.4
Kuala Pilah	93.5	68.1	97.1
Port Dickson	99.5	73.0	99.9
Rembau	96.9	60.7	96.5
Seremban	100.0	85.7	100.0
Tampin	96.6	64.6	97.6
Jempol	97.0	58.9	99.9
PAHANG	97.3	78.1	99.7
Bentong	97.1	80.8	99.6
Cameron Highlands	96.9	79.7	99.7
Jerantut	96.5	74.8	99.3
Kuantan	96.9	81.3	100.0
Lipis	97.8	75.0	99.8

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Pekan	98.5	78.9	99.0
Raub	97.8	77.8	99.7
Temerloh	97.2	74.9	99.9
Rompin	99.2	75.3	99.5
Maran	98.1	73.9	99.5
Bera	96.9	73.9	99.5
PULAU PINANG	99.4	85.7	99.9
Seberang Prai Tengah	100.0	87.5	99.7
Seberang Prai Utara	99.3	85.1	100.0
Seberang Prai Selatan	99.0	87.4	99.6
Timur Laut	99.1	84.2	100.0
Barat Daya	99.3	85.7	100.0
PERAK	96.7	78.2	99.0
Batang Padang	97.5	76.3	98.5
Manjung	97.7	83.0	99.8
Kinta	96.6	78.6	99.5
Kerian	96.1	73.5	97.9
Kuala Kangsar	96.5	77.2	99.2

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Larut Dan Matang	96.7	76.5	98.7
Hilir Perak	94.6	76.0	97.5
Hulu Perak	96.4	75.7	98.5
Perak Tengah	96.5	78.9	98.0
Kampar	97.3	77.8	98.9
Muallim	99.4	87.1	99.5
Bagan Datuk	96.2	80.7	98.8
Selama	95.0	70.1	99.5
PERLIS	96.6	75.2	99.3
SELANGOR	99.2	91.9	99.9
Gombak	100.0	92.5	100.0
Klang	98.8	90.9	99.5
Kuala Langat	99.0	91.3	99.9
Kuala Selangor	97.5	90.7	100.0
Petaling	99.5	91.5	99.8
Sabak Bernam	97.7	89.8	99.7
Sepang	100.0	95.3	100.0
Hulu Langat	99.0	92.8	100.0
Hulu Selangor	98.0	90.7	100.0

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
TERENGGANU	97.6	80.9	99.4
Besut	97.1	84.5	99.7
Dungun	97.8	85.6	99.6
Kemaman	98.8	84.8	99.4
Kuala Terengganu	97.7	85.0	99.5
Marang	97.6	71.2	98.7
Hulu Terengganu	97.2	76.5	99.6
Setiu	98.5	74.7	99.6
Kuala Nerus	96.0	72.7	99.0
SABAH	97.4	61.0	99.3
Tawau	98.8	71.2	99.7
Lahad Datu	99.6	59.6	99.9
Semporna	98.8	59.1	99.3
Sandakan	99.5	77.9	99.7
Kinabatangan	98.5	45.0	99.8
Beluran	100.0	26.8	99.8
Kota Kinabalu	99.6	80.6	99.2
Ranau	96.7	61.9	99.8

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Kota Belud	98.9	61.1	99.7
Tuaran	98.5	42.3	99.2
Penampang	96.9	64.2	99.6
Papar	98.9	61.5	99.3
Kudat	97.8	51.5	99.3
Kota Marudu	93.4	45.2	99.5
Pitas	92.8	45.6	99.3
Beaufort	92.3	60.8	99.7
Kuala Penyu	95.1	56.3	99.3
Sipitang	95.2	54.9	99.3
Tenom	95.5	46.5	99.0
Nabawan	96.2	44.8	99.3
Keningau	96.4	50.2	99.4
Tambunan	94.6	42.4	99.5
Kunak	90.3	55.7	99.4
Tongod	67.0	12.8	99.4
Putatan	97.4	53.0	99.3
Telupid	100.0	32.9	99.4
Kalabakan	99.7	9.2	100.0

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
SARAWAK	94.2	67.9	98.2
Kuching	98.8	77.8	99.9
Bau	98.5	54.4	99.7
Lundu	93.2	68.6	99.6
Samarahan	94.0	75.6	99.6
Serian	82.9	49.3	97.9
Simunjan	82.6	64.3	99.8
Sri Aman	90.7	53.1	97.2
Lubok Antu	78.8	50.0	96.6
Betong	85.7	72.4	97.3
Saratok	84.5	56.6	98.1
Sarikei	92.9	65.2	96.4
Maradong	83.1	60.1	97.6
Daro	85.4	59.9	97.0
Julau	71.9	29.9	97.1
Sibu	97.9	72.5	98.8
Dalat	88.1	29.7	98.0
Mukah	91.8	57.8	97.3

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Kanowit	82.7	48.8	96.2
Bintulu	98.2	77.3	99.8
Tatau	92.5	52.3	98.2
Kapit	93.7	66.3	97.3
Song	93.1	14.5	93.9
Belaga	96.0	28.9	98.0
Miri	98.8	80.7	99.6
Marudi	67.3	32.4	92.3
Limbang	96.1	63.9	98.1
Lawas	95.8	69.0	97.3
Matu	89.2	48.4	96.5
Asajaya	92.1	69.8	95.5
Pakan	85.7	50.6	95.2
Selangau	87.3	55.5	95.6
Tebedu	92.1	84.0	94.3
Pusa	87.3	58.4	97.3
Kabong	92.7	61.3	96.1
Tanjung Manis	95.7	73.3	96.2
Sebauh	98.1	61.2	98.6

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2024 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2024 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Bukit Mabong	55.5	29.3	90.8
Subis	96.9	83.5	97.0
Beluru	93.0	59.8	99.2
Telang Usan	82.1	43.1	97.3
WILAYAH PERSEKUTUAN			
Kuala Lumpur	100.0	95.9	99.9
Labuan	97.7	88.6	99.9
Putrajaya	100.0	97.8	99.7

**STATISTIK TERPILIH
MALAYSIA**
*SELECTED STATISTICS
OF MALAYSIA*

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Jadual 4.1 : Penggunaan komputer, Internet dan web presence mengikut negeri, Malaysia, 2019 - 2022

Table 4.1 : Usage of computer, Internet and web presence by state, Malaysia, 2019 - 2022

Negeri State	Penggunaan komputer Computer usage			Penggunaan Internet Internet usage			Penggunaan web presence Web presence usage		
	2019	2021	2022	2019	2021	2022	2019	2021	2022
Jumlah / Total	86.2	93.8	95.9	85.2	90.6	93.3	53.9	63.3	71.4
Johor	82.7	95.8	97.9	83.1	92.2	97.6	45.7	73.7	79.7
Kedah	74.2	86.7	90.7	72.5	81.6	81.8	29.7	46.7	55.7
Kelantan	67.4	86.2	93.2	67.3	80.1	79.3	37.1	41.1	40.5
Melaka	92.6	96.3	97.0	94.8	95.5	93.1	69.5	73.0	67.7
Negeri Sembilan	76.3	90.3	93.8	72.0	82.6	92.9	25.1	54.4	60.8
Pahang	73.5	91.7	94.0	66.8	88.3	92.6	21.8	53.6	58.6
Perak	78.1	90.6	95.5	78.7	84.8	84.9	28.7	54.6	58.7
Perlis	62.0	86.8	93.8	54.7	82.4	78.4	28.7	46.5	56.6
Pulau Pinang	96.9	99.2	99.0	96.6	98.2	98.7	66.4	74.0	78.9
Sabah	67.5	85.1	88.3	59.6	75.3	84.8	21.4	34.5	45.6
Sarawak	69.5	82.8	85.6	60.5	75.9	82.3	31.0	36.1	47.8
Selangor	98.9	99.7	99.2	98.8	99.5	98.9	79.8	80.1	85.2
Terengganu	66.3	85.3	92.1	68.5	81.5	91.3	38.3	42.0	62.1
W.P. Kuala Lumpur	98.8	100.0	99.8	98.8	99.7	99.6	75.9	78.4	91.0
W.P. Labuan	76.9	90.3	95.3	73.1	87.8	93.3	36.1	48.4	64.3
W.P. Putrajaya	99.9	100.0	99.2	99.9	100.0	99.2	55.3	74.0	88.9

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022/ Usage of ICT and E-Commerce Establishment 2022
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.2 : Pendapatan dan perbelanjaan e-Dagang mengikut negeri, Malaysia, 2019 - 2022

Table 4.2 : Income and expenditure of e-Commerce by state, Malaysia, 2019 - 2022

Negeri State	(RM juta/ RM million)					
	Pendapatan Income			Perbelanjaan Expenditure		
	2019	2021	2022	2019	2021	2022
Jumlah / Total	675,353	1,037,224	1,126,854	301,498	460,755	531,631
Johor	71,398	86,602	95,162	35,147	43,257	46,665
Kedah	28,167	28,205	29,603	14,687	15,109	17,223
Kelantan	5,421	5,741	7,278	3,901	4,047	4,671
Melaka	30,828	54,489	56,099	22,115	30,821	31,531
Negeri Sembilan	29,614	41,265	42,188	22,624	30,639	30,986
Pahang	16,564	30,688	31,215	8,447	19,330	19,812
Perak	17,626	29,497	33,390	7,314	16,341	19,259
Perlis	1,086	1,332	1,674	625	763	912
Pulau Pinang	58,219	89,375	101,359	27,807	54,662	68,134
Sabah	20,294	20,387	22,478	9,423	9,549	12,197
Sarawak	25,695	35,910	39,143	18,939	30,066	35,214
Selangor	227,231	341,356	371,129	98,253	133,176	147,940
Terengganu	19,288	25,544	26,913	8,285	13,482	14,418
W.P. Kuala Lumpur	122,196	239,203	259,084 ^a	23,306	57,619	80,828 ^a
W.P. Labuan	1,275	7,142	9,072	483	1,751	1,607
W.P. Putrajaya	451	488	1,067	141	143	235

Nota/ Note.

^aTermasuk Supra. Supra merangkumi aktiviti pengeluaran yang melangkaui pusat kepentingan ekonomi utama bagi mana-mana negeri

^a Including Supra. Supra covers production activities that beyond centre of predominant economic interest for any state

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022/ Usage of ICT and E-Commerce Establishment 2022

2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.3 : Pendapatan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2019 - 2022

Table 4.3 : Income of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2019 - 2022

Negeri State	(RM juta/ RM million)									
	Jumlah Total		Perniagaan kepada perniagaan Business to business (B2B)		Perniagaan kepada pengguna Business to consumer (B2C)		Perniagaan kepada kerajaan Business to government (B2G)			
	2019	2021	2022	2019	2021	2022	2019	2021	2022	2022
Jumlah / Total	675,353	1,037,224	1,126,854	449,556	713,125	786,501	193,983	308,940	312,583	27,769
Pertanian Agriculture	603	898	995	361	570	628	241	324	360	7
Perlomongan dan pengkuarian Mining and quarrying	8,902	8,658	10,895	8,886	8,642	10,872	0	0	-	23
Pembuatan Manufacturing	354,265	553,820	561,260	327,848	524,065	526,748	21,168	24,737	28,358	6,154
Pembinaan Construction	1,042	873	1,036	584	556	681	76	42	72	283
Perkhidmatan Services	310,541	472,976	552,668	111,877	179,292	247,573	172,497	283,836	283,793	21,303
Utiliti Utility	5,922	12,641	13,376	5,882	12,465	13,190	10	143	147	39
Perdagangan borong dan runcit Wholesale and retail trade	160,678	217,075	227,894	68,934	94,770	101,838	75,171	116,950	120,132	5,923
Pengangkutan dan penyimpanan Transportation and storage	41,728	23,836	24,212	7,985	8,030	8,120	31,965	15,043	15,250	842
Penginapan Accommodation	11,099	4,185	6,145	2,087	775	1,210	8,065	3,210	4,618	317
Makanan dan minuman Food and beverages	8,422	8,795	8,932	1,099	708	767	7,012	7,962	8,025	139

Nota/ Notes:

'0' Merujuk kepada nilai kurang daripada RM500,000/ '0' Refers to value less than RM500,000

.. Merujuk kepada data tidak tersedia/ .. Refers to data not available

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022/ Usage of ICT and E-Commerce Establishment 2022
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.3 : Pendapatan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2019 - 2022 (samb.)

Table 4.3 : Income of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2019 - 2022 (cont'd)

Negeri State	(RM juta/ RM million)									
	Jumlah Total		Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)	
	2019	2021	2022	2019	2021	2022	2019	2021	2022	2022
Jumlah / Total	675,353	1,037,224	1,126,854	449,556	713,125	786,501	193,983	308,940	312,583	27,769
Maklumat dan komunikasi Information and communication	29,861	68,038	92,373	11,020	20,331	44,651	17,329	46,304	46,267	1,454
Kewangan dan insurans/ takaful Financial and insurance/ takaful	45,822	131,734	171,939	12,797	40,195	74,997	28,516	89,857	84,629	12,312
Hartanah Real estate	43	57	87	25	23	35	18	33	52	1
Profesional, saintifik dan teknikal Professional, scientific and technical	454	491	496	259	295	300	180	190	191	4
Pentadbiran dan khidmat sokongan Administrative and support service	3,623	2,715	2,749	1,162	1,027	1,195	2,075	1,483	1,379	174
Pendidikan Education	854	692	1,283	84	91	516	729	580	736	31
Kesihatan kemanusiaan dan kerja sosial Human health and social work	247	1,002	1,275	162	343	426	79	652	842	7
Kesenian, hiburan dan rekreasi Arts, entertainment and recreation	1,763	1,692	1,834	368	226	300	1,339	1,417	1,477	56
Perkhidmatan lain Other services	24	23	75	13	11	25	9	11	47	2

Nota/ Notes:

'0' Merujuk kepada nilai kurang daripada RM500,000/ '0' Refers to value less than RM500,000

.. Merujuk kepada data tidak tersedia/ .. Refers to data not available

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022/ Usage of ICT and E-Commerce Establishment 2022
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.4 : Perbelanjaan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2019 - 2022

Table 4.4 : Expenditure of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2019 - 2022

Negeri State	(RM juta/ RM million)											
	Jumlah Total			Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)		
	2019	2021	2022	2019	2021	2022	2019	2021	2022	2019	2021	2022
Jumlah / Total	301,498	460,755	531,631	277,581	403,084	432,160	14,816	50,719	87,937	9,100	6,952	11,535
Pertanian Agriculture	204	317	424	191	285	328	9	31	94	4	0	2
Perlombongan dan pengkuarian Mining and quarrying	3,039	2,925	3,730	2,750	2,803	3,587	0	1	5	289	120	138
Pembuatan Manufacturing	204,168	325,166	347,617	192,312	284,786	297,157	7,521	36,383	45,223	4,334	3,997	5,238
Pembinaan Construction	762	666	706	635	576	603	55	23	27	73	67	75
Perkhidmatan Services	93,325	131,682	179,155	81,693	114,634	130,484	7,231	14,281	42,588	4,400	2,767	6,082
Utiliti Utility	898	2,340	2,669	892	2,278	2,599	2	57	64	4	5	6
Perdagangan borong dan runcit Wholesale and retail trade	51,430	67,002	80,313	46,488	56,304	60,690	2,026	8,879	17,711	2,916	1,818	1,912
Pengangkutan dan penyimpanan Transportation and storage	18,007	13,316	14,038	13,985	11,119	11,300	3,314	1,911	2,437	707	286	301
Penginapan Accommodation	5,209	1,490	3,884	3,524	993	2,523	1,465	371	1,041	220	126	320
Makanan dan minuman Food and beverages	1,752	1,954	2,112	1,683	1,854	1,955	49	94	148	19	6	9

Nota/ Note.

'0' Merujuk kepada nilai kurang daripada RM500,000/ '0' Refers to value less than RM500,000

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022/ Usage of ICT and E-Commerce Establishment 2022
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.4 : Perbelanjaan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2019 - 2022 (samb.)

Table 4.4 : Expenditure of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2019 - 2022 (cont'd)

Negeri State	(RM juta/ RM million)											
	Jumlah Total			Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)		
	2019	2021	2022	2019	2021	2022	2019	2021	2022	2019	2021	2022
Jumlah / Total	301,498	460,755	531,631	277,581	403,084	432,160	14,816	50,719	87,937	9,100	6,952	11,535
Maklumat dan komunikasi Information and communication	8,766	26,212	26,600	8,559	25,811	21,474	70	278	4,660	138	123	466
Kewangan dan insurans/ takaful Financial and insurance/ takaful	4,699	17,047	47,242	4,328	14,297	28,455	118	2,424	15,781	253	327	3,006
Hartanah Real estate	30	39	42	28	34	31	2	4	10	0	1	1
Profesional, saintifik dan teknikal Professional, scientific and technical	58	59	78	50	49	47	5	8	30	4	3	1
Pentadbiran dan khidmat sokongan Administrative and support service	1,086	758	743	897	549	399	121	171	295	69	38	49
Pendidikan Education	917	647	332	839	563	190	29	56	132	49	29	11
Kesihatan kemanusiaan dan kerja sosial Human health and social work	303	649	683	281	628	553	11	16	130	10	5	0
Kesenian, hiburan dan rekreasi Arts, entertainment and recreation	157	155	373	127	143	255	19	10	116	11	1	2
Perkhidmatan lain Other services	13	13	47	13	12	13	1	1	33	0	0	1

Nota/ Note.

'0' Merujuk kepada nilai kurang daripada RM500,000/ '0' Refers to value less than RM500,000

Sumber/ Sources:

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2022/ Usage of ICT and E-Commerce Establishment 2022
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.5 : Perangkaan utama jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat, Malaysia, 2021 - 2024

Table 4.5 : Principal statistics retail sale of information and communication equipment in specialised stores, Malaysia, 2021 - 2024

474 Jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat Retail sale of information and communication equipment in specialised stores						
Tahun Year	Nilai jualan Sales value (RM '000)	YoY (%)	Bilangan pekerja Number of persons engaged	YoY (%)	Gaji & Upah Salaries & Wages (RM '000)	YoY (%)
2024	60,017,610	0.5	117,273	1.0	3,557,688	0.8
2023	59,724,054	0.3	116,129	-1.0	3,554,446	-0.7
2022	59,562,145	9.0	117,315	2.1	3,580,654	7.1
2021	54,627,699	7.2	114,884	4.4	3,344,040	2.4

Jadual 4.6 : Perangkaan utama maklumat dan komunikasi, Malaysia, 2021 - 2024

Table 4.6 : Principal statistics information and communication, Malaysia, 2021 - 2024

Maklumat dan komunikasi Information and communication						
Tahun Year	Hasil Revenue (RM '000)	YoY (%)	Bilangan pekerja Number of persons engaged	YoY (%)	Gaji & Upah Salaries & Wages (RM '000)	YoY (%)
2024	176,231,650	3.4	145,544	1.9	9,344,554	2.3
2023	170,490,771	5.3	142,770	0.9	9,135,463	3.9
2022	161,886,256	5.6	141,433	2.0	8,789,676	6.2
2021	153,347,247	5.0	138,660	3.8	8,277,499	-6.9

Sumber/ Source.

Perangkaan Perkhidmatan Suku Tahunan Keempat 2024/ Quarterly Services Statistics Fourt Quarter 2024

Jadual 4.7 : Siri masa perbelanjaan penggunaan isi rumah bulanan purata, Malaysia, 2016 - 2022

Table 4.7 : Time series of mean monthly household consumption expenditure, 2016 - 2022

Kumpulan perbelanjaan Expenditure group		2016*	2019*	2022
		(RM)		
01 Makanan dan Minuman Food and Beverages		723	780	841
02 Minuman Alkohol dan Tembakau Alcoholic Beverages and Tobacco		98	105	95
03 Pakaian dan Kasut Clothing and Footwear		135	151	140
04 Perumahan, Air, Elektrik, Gas dan Bahan Api Lain Housing, Water, Electricity, Gas and Other Fuels		969	1,068	1,193
05 Hiasan, Perkakasan dan Penyelenggaraan Isi Rumah Furnishings, Household Equipment and Routine Household Maintenance		169	201	242
06 Kesihatan Health		75	95	140
07 Pengangkutan Transport		558	618	584
08 Maklumat dan Komunikasi Information and Communication		281	306	337
09 Rekreasi, Sukan dan Kebudayaan Recreation, Sport and Culture		112	139	156
10 Perkhidmatan Pendidikan Education Services		54	70	68
11 Restoran dan Perkhidmatan Penginapan Restaurants and Accommodation Services		542	634	831
12 Insurans dan Perkhidmatan Kewangan Insurance and Financial Services		128	162	208
13 Penjagaan Diri, Perlindungan Sosial dan Pelbagai Barangan Perkhidmatan Personal Care, Social Protection and Miscellaneous Goods and Services		235	280	314
Perbelanjaan penggunaan isi rumah purata (01-13) Mean monthly household consumption expenditure (01-13)		4,078	4,608	5,150

Nota/ Note:

* Data 2016 dan 2019 telah diselaraskan mengikut Malaysia Classification of Individual Consumption According to Purpose (MCOICOP) 2021

* Data for 2016 and 2019 were adjusted according to Malaysia Classification of Individual Consumption According to Purpose (MCOICOP) 2021

Sumber/ Source :

Laporan Survei Perbelanjaan Isi Rumah 2022/ Household Expenditure Survey Report 2022

Jadual 4.8 : Kadar penembusan peralatan dan perkhidmatan ICT, Malaysia, 2020 - 2024

Table 4.8 : ICT equipment and services penetration rate, Malaysia, 2020 - 2024

Peralatan dan Perkhidmatan ICT ICT Equipment and Services					(%)
	2020	2021	2022	2023	2024
Jalur lebar Broadband	n.a.	n.a.	n.a.	n.a.	n.a.
Mudah alih Mobile	118.7	126.4	131.0	134.5	131.1
Tetap Fixed (wired)	37.2	40.8	47.6	50.6	48.7
Selular mudah alih Mobile-cellular	133.6	144.0	145.3	148.7	145.4
TV berbayar Pay TV	83.4	81.1	80.6	76.4	66.2

Nota/ Notes.

1. Jalur lebar tetap merujuk kepada kadar penembusan bagi 100 premis/ Fixed (wired) broadband refers to penetration rate per 100 premises
2. Jalur lebar mudah alih dan selular mudah alih merujuk kepada kadar penembusan bagi 100 penduduk/ Mobile-broadband and mobile-cellular refer to penetration rate per 100 inhabitants
3. TV berbayar merujuk kepada kadar penembusan bagi 100 isi rumah/ Pay TV refers to penetration rate per 100 households

Jadual 4.9 : Bilangan langganan TV berbayar, Malaysia, 2020 - 2024

Table 4.9 : Number of pay TV subscriptions, Malaysia, 2020 -2024

TV berbayar Pay TV channel					('000)
	2020	2021	2022	2023	2024
Jumlah langganan isi rumah Total household subscriptions	6,880.5	6,699.6	6,509.4	6,303.1	5,957.9

Nota/ Note.

TV berbayar termasuk IPTVI Pay TV is inclusive of IPTV

Sumber/ Source :

Komunikasi dan Multimedia, Buku Maklumat Statistik (Suruhanjaya Komunikasi dan Multimedia Malaysia)
Communications and Multimedia, Pocket Book of Statistics (Malaysian Communications and Multimedia Commission)

Jadual 4.10 : Bilangan langganan jalur lebar, Malaysia, 2020 - 2024

Table 4.10 : Number of broadband subscriptions, Malaysia, 2020 - 2024

	2020	2021	2022	2023	2024
Jalur lebar <i>Broadband</i>					
Mudah alih <i>Mobile</i>	38,837.2	42,016.0	43,239.5	45,336.7	44,782.9
Tetap <i>Fixed (wired)</i>	3,349.5	3,727.4	4,220.5	4,574.1	4,815.0

Jadual 4.11 : Bilangan langganan selular mudah alih, Malaysia, 2020 - 2024

Table 4.11 : Number of mobile-cellular subscriptions, Malaysia, 2020 - 2024

	2020	2021	2022	2023	2024
Selular mudah alih <i>Mobile-cellular</i>					
Prabayar <i>Prepaid</i>	30,152.9	33,023.0	33,657.9	35,311.3	33,912.6
Pascabayar <i>Postpaid</i>	13,570.7	14,178.6	14,294.2	14,825.2	15,748.9

Nota/ Note:

Bermula 2017, kadar penembusan mudah alih adalah berdasarkan data sekunder/ Commencing 2017, the mobile-cellular penetration rate is based on secondary data

Sumber/ Source :

Komunikasi dan Multimedia, Buku Maklumat Statistik (Suruhanjaya Komunikasi dan Multimedia Malaysia)
Communications and Multimedia, Pocket Book of Statistics (Malaysian Communications and Multimedia Commission)



TANDA ARAS ICT NEGARA TERPILIH

ICT BENCHMARKS OF SELECTED COUNTRIES

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Jadual 5.1 : Peratusan capaian Internet oleh isi rumah mengikut negara terpilih, 2019 - 2022

Table 5.1 : Percentage of households with Internet access by selected countries, 2019 - 2022

(%)

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2022	96.0	98.7	90.4	100.0	89.5	96.1	86.5
2021	94.9	99.3	88.7	99.9	88.2	94.4	82.1
2020	91.0	98.4	85.2	99.7	97.3	93.9	78.2
2019	89.6	98.4	74.6	99.7	96.9	94.1	73.7

Jadual 5.2 : Peratusan capaian komputer oleh isi rumah mengikut negara terpilih, 2019 - 2022

Table 5.2 : Percentage of households with access to computer by selected countries, 2019 - 2022

(%)

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2022	91.3	90.0	24.5	81.0	75.4	75.1	18.0
2021	88.3	91.8	25.8	73.6	75.5	75.8	18.2
2020	77.6	89.1	19.3	71.6	75.9	75.3	18.8
2019	71.3	88.8	15.9	71.7	74.6	77.6	18.8

Sumber/ Source : International Telecommunication Union (ITU)

Jadual 5.3 : Peratusan individu menggunakan Internet mengikut negara terpilih, 2019 - 2022

Table 5.3 : Percentage of individuals using the Internet by selected countries, 2019 - 2022

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2022	97.4	96.0	88.0	97.2	84.9	95.6	66.5
2021	96.8	96.9	85.3	97.6	82.9	93.1	62.1
2020	89.6	92.0	77.8	96.5	90.2	92.4	53.7
2019	84.2	88.9	66.7	96.2	92.7	91.7	47.7

Jadual 5.4 : Peratusan individu menggunakan komputer mengikut negara terpilih, 2019 - 2022

Table 5.4 : Percentage of individuals using computer by selected countries, 2019 - 2022

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2022	80.2	-	-	-	-	-	-
2021	83.5	-	-	79.9	-	78.6	11.7
2020	80.0	-	26.4	82.3	-	79.8	14.1
2019	72.1	73.5	25.3	83.0	75.5	82.7	14.5

Sumber/ Source : International Telecommunication Union (ITU)

Jadual 5.5 : Peratusan individu menggunakan Internet mengikut jantina dan negara terpilih, 2022

Table 5.5 : Percentage of individuals using the Internet by sex and selected countries, 2022

Jantina Sex	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
Lelaki / Male	98.8	96.9	89.3	97.8	87.9	96.6	69.4
Perempuan / Female	95.9	95.0	86.7	96.6	82.1	94.7	63.5

Jadual 5.6 : Kedudukan indeks berkaitan ICT bagi negara terpilih, 2017 dan 2024

Table 5.6 : Ranking of ICT-related indices for selected countries, 2017 and 2024

Kedudukan Rank	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
ICT Development Index (IDI) 2017¹	63	18	78	2	10	6	111
E-Government Development Index (EGDI) 2024²	57	3	52	4	13	-	64

Sumber/ Source :

¹ Measuring the Information Society Report 2017 Volume 1, International Telecommunication Union (ITU)

² United Nation e-Government Survey 2024, United Nation

Nota/ Note:

ICT Development Index (IDI) is a unique benchmark of the level of ICT development in countries across the world. The IDI combines 11 indicators on ICT access, use and skills, capturing key aspects of ICT development in one measure that allows for comparisons to be made between countries and over time. IDI 2017 covers 176 economies worldwide.

E-Government Development Index (EGDI) is a composite index based on the weighted average of three normalize indices. One-third is derived from a Telecommunication Infrastructure Index (TII) based on data provided by the International Telecommunication Union (ITU), one-third from a Human Capital Index (HCI) based on data provided by the United Nations Educational, Scientific and Cultural Organisation (UNESCO), and one-third from the Online Service Index (OSI), based on data collected from an independent survey questionnaire, conducted by UNDESA. The EGDI is used to measure the readiness and capacity of national institutions to use ICTs to deliver public services. This measure is useful for government official, policy maker, researchers and representatives of civil society and the private sector to gain a deeper understanding of the relative position of a country in utilising e-Government for the delivery of public services.

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SIRI MASA

TIME SERIES



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Jadual 6.1 : Peratusan capaian telefon bimbit oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.1 : Percentage of households with access to mobile phone by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total			Jumlah Total			Jumlah Total			Jumlah Total		
	Bandar Urban	Luar bandar Rural		Bandar Urban	Luar bandar Rural		Bandar Urban	Luar bandar Rural		Bandar Urban	Luar bandar Rural	
MALAYSIA	99.6	99.6	99.2	99.3	99.6	98.2	99.3	99.6	98.4	99.5	99.7	98.7
Johor	99.9	99.9	99.6	99.5	99.6	99.2	99.5	99.6	99.1	99.4	99.5	99.0
Kedah	99.7	99.7	99.6	99.4	99.6	99.2	99.4	99.5	99.2	99.3	99.4	99.1
Kelantan	99.8	99.7	99.8	99.2	99.4	99.1	99.2	99.4	99.0	99.3	99.5	99.0
Melaka	98.8	98.8	98.8	99.6	99.6	99.6	99.6	99.6	99.5	99.9	99.9	99.5
Negeri Sembilan	99.6	99.8	99.1	99.3	99.7	98.2	99.3	99.7	98.4	99.6	99.9	98.9
Pahang	98.7	98.8	98.6	99.1	99.3	98.9	99.1	99.2	99.0	99.4	99.4	99.4
Pulau Pinang	99.8	99.8	99.7	99.8	99.9	99.5	99.8	99.8	100.0	99.9	99.9	100.0
Perak	98.5	98.7	97.7	99.1	99.1	99.3	99.3	99.2	99.6	99.3	99.2	99.5
Perlis	99.3	99.3	99.3	99.6	99.5	99.7	99.6	99.5	99.7	99.6	99.7	99.6
Selangor	99.9	99.9	99.4	99.7	99.7	99.1	99.6	99.7	98.4	99.9	99.9	99.3
Terengganu	99.2	99.3	98.9	98.0	98.5	97.3	98.5	99.0	97.8	98.8	99.2	98.1
Sabah	99.8	99.8	99.8	99.2	99.6	98.8	99.4	99.8	99.0	99.5	99.8	99.1
Sarawak	99.4	99.8	98.8	97.2	99.8	93.8	97.4	99.6	94.5	98.1	99.8	95.7
W.P. Kuala Lumpur	99.9	99.9	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.0	99.0	99.3	99.3	99.6	96.8	99.6	99.6	100.0	99.5	99.5	100.0
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.2 : Peratusan capaian telefon biasa oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.2 : Percentage of households with access to feature phone by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total			Jumlah Total			Jumlah Total			Jumlah Total		
	Bandar Urban	Luar bandar Rural		Bandar Urban	Luar bandar Rural		Bandar Urban	Luar bandar Rural		Bandar Urban	Luar bandar Rural	
MALAYSIA	15.2	13.1	24.5	16.2	13.5	25.4	16.3	13.6	25.5	16.0	13.3	25.1
Johor	16.1	15.3	19.8	21.1	21.3	20.4	21.2	21.4	20.4	20.7	21.0	19.6
Kedah	20.3	16.4	31.9	21.3	15.7	33.0	21.4	15.8	33.1	21.1	15.4	32.9
Kelantan	21.2	17.0	26.2	25.8	21.5	29.4	25.8	21.5	29.4	25.4	21.3	28.9
Melaka	19.9	19.8	22.7	19.5	19.1	24.3	19.6	19.2	24.1	19.5	19.0	24.0
Negeri Sembilan	11.6	10.7	14.9	12.4	9.4	19.8	12.4	9.4	19.9	12.2	9.2	19.7
Pahang	18.8	16.4	23.1	17.1	16.3	18.1	17.1	16.3	18.1	16.7	15.7	17.9
Pulau Pinang	11.4	11.2	19.3	14.1	14.0	14.7	14.1	14.0	14.7	13.9	13.8	14.7
Perak	20.2	19.0	26.3	19.5	16.8	27.2	19.5	16.8	27.2	19.1	16.4	26.6
Perlis	21.3	19.6	25.4	23.3	23.3	23.2	23.3	23.3	23.2	22.8	22.8	22.8
Selangor	9.0	8.8	12.4	9.1	8.8	16.9	9.2	8.8	16.9	8.9	8.6	16.9
Terengganu	17.3	15.2	22.3	15.9	13.3	20.7	16.1	13.4	20.9	15.8	13.0	20.6
Sabah	21.5	17.2	29.4	20.0	13.9	27.4	20.2	14.1	27.6	20.0	13.9	27.6
Sarawak	17.9	13.1	26.1	21.1	13.8	30.7	21.2	14.0	30.9	21.1	14.0	30.8
W.P. Kuala Lumpur	8.6	8.6	n.a.	7.8	7.8	n.a.	7.9	7.9	n.a.	7.7	7.7	n.a.
W.P. Labuan	10.4	9.9	14.8	4.7	3.8	12.9	4.9	4.1	12.9	4.8	4.0	12.5
W.P. Putrajaya	4.2	4.2	n.a.	10.9	10.9	n.a.	11.2	11.2	n.a.	10.0	10.0	n.a.

Jadual 6.3 : Peratusan capaian telefon pintar oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.3 : Percentage of households with access to smartphone by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah			Jumlah			Jumlah			Jumlah		
	Total	Bandar Urban	Luar bandar Rural	Total	Bandar Urban	Luar bandar Rural	Total	Bandar Urban	Luar bandar Rural	Total	Bandar Urban	Luar bandar Rural
MALAYSIA	96.6	97.7	91.8	97.3	98.4	93.7	97.6	98.6	94.1	97.9	98.9	94.5
Johor	98.9	99.0	98.6	99.0	99.1	98.6	99.1	99.2	98.9	99.3	99.5	98.9
Kedah	94.8	96.1	91.2	96.0	96.9	94.2	96.1	97.0	94.3	96.4	97.3	94.6
Kelantan	93.6	95.0	91.9	94.3	95.8	93.0	94.5	96.0	93.2	95.0	96.7	93.7
Melaka	96.3	96.4	95.8	97.2	97.3	96.1	97.3	97.4	96.2	97.8	97.9	96.6
Negeri Sembilan	97.2	99.0	90.4	97.5	99.1	93.4	97.9	99.5	93.9	98.3	99.8	94.4
Pahang	93.8	95.2	91.4	94.8	95.6	93.9	94.9	95.6	94.1	95.4	96.3	94.4
Pulau Pinang	97.6	97.6	95.9	98.0	98.1	96.9	98.2	98.1	99.1	98.5	98.5	99.1
Perak	93.8	94.2	91.8	95.9	96.1	95.2	96.2	96.5	95.5	96.5	96.7	96.1
Perlis	95.0	96.2	92.2	96.6	96.3	97.0	97.0	96.8	97.3	97.4	97.1	97.8
Selangor	98.5	98.6	95.8	99.2	99.3	96.3	99.4	99.5	96.7	99.8	99.9	97.4
Terengganu	94.6	95.2	93.1	96.9	97.4	95.9	97.4	98.0	96.5	97.9	98.4	96.9
Sabah	96.5	97.8	94.1	96.7	98.2	94.7	97.2	98.7	95.3	97.8	99.3	95.9
Sarawak	92.7	98.3	83.2	93.0	99.1	84.8	93.6	99.6	85.3	93.7	99.5	85.8
W.P. Kuala Lumpur	99.7	99.7	n.a.	99.8	99.8	n.a.	99.8	99.8	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.0	99.0	99.3	99.3	99.6	96.8	99.6	99.6	100.0	99.5	99.5	100.0
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.4 : Peratusan capaian Internet oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.4 : Percentage of households with Internet access by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	94.9	96.8	86.7	96.0	98.1	89.1	96.4	98.4	89.8	96.8	98.8	90.3
Johor	98.0	98.5	95.7	98.5	98.9	97.3	98.8	99.1	97.4	99.0	99.3	97.9
Kedah	95.1	96.3	91.5	95.8	97.2	92.8	95.9	97.3	93.0	96.4	97.8	93.5
Kelantan	92.6	94.3	90.6	93.9	95.2	92.9	94.6	95.8	93.6	94.9	96.0	94.1
Melaka	95.1	95.3	91.6	96.2	96.4	94.2	96.3	96.5	94.3	96.8	97.0	94.6
Negeri Sembilan	94.4	96.3	87.7	95.9	98.2	90.1	96.0	98.3	90.4	96.4	98.7	90.8
Pahang	93.8	94.9	91.7	94.9	95.8	94.0	95.4	96.4	94.2	95.8	96.7	94.7
Pulau Pinang	97.4	97.4	96.4	99.2	99.3	96.9	99.3	99.3	99.1	99.7	99.7	99.1
Perak	89.1	89.4	87.7	94.4	95.9	90.3	95.0	96.4	91.2	95.6	97.0	91.8
Perlis	93.8	95.0	90.9	94.6	97.3	91.4	95.6	98.3	92.3	96.2	98.8	92.9
Selangor	98.4	98.6	96.2	99.0	99.1	96.3	99.2	99.3	97.4	99.5	99.6	97.7
Terengganu	92.7	94.2	89.3	93.9	95.0	92.1	94.6	95.7	92.7	95.2	96.3	93.3
Sabah	89.4	96.0	77.2	89.6	97.1	80.6	90.4	97.9	81.3	91.0	98.2	82.1
Sarawak	89.3	97.4	75.6	89.8	97.9	79.1	90.6	98.4	79.9	91.1	98.9	80.4
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.8	99.8	n.a.	99.8	99.8	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.9	100.0	99.3	99.7	100.0	96.8	99.7	100.0	96.8	99.7	100.0	96.9
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.5 : Peratusan capaian jalur lebar tetap oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.5 : Percentage of households with fixed (wired) broadband access by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	41.2	46.5	18.1	46.4	53.3	23.7	47.1	54.0	24.2	47.6	54.4	24.7
Johor	47.4	50.7	33.3	52.3	55.8	39.4	53.5	57.2	39.8	53.9	57.5	40.4
Kedah	32.5	38.4	14.8	34.3	42.9	16.4	34.5	43.1	16.5	34.9	43.4	17.2
Kelantan	17.8	21.2	13.8	23.7	32.7	16.3	24.8	34.4	16.9	25.2	34.6	17.4
Melaka	48.3	48.9	32.7	55.2	57.1	35.1	55.3	57.2	35.6	55.7	57.6	36.2
Negeri Sembilan	45.9	52.3	22.6	46.8	52.8	32.4	47.2	53.1	32.6	47.8	53.8	33.1
Pahang	23.8	28.7	15.0	31.1	38.9	22.0	31.9	39.7	22.5	32.3	40.1	23.1
Pulau Pinang	42.6	42.9	33.8	54.9	55.6	44.9	55.3	56.1	45.1	55.8	56.5	45.8
Perak	37.2	40.4	21.6	39.5	44.6	25.5	40.2	45.3	25.9	40.8	45.9	26.4
Perlis	29.5	35.0	16.1	31.5	37.7	23.8	32.0	38.5	24.1	32.6	38.9	24.6
Selangor	52.9	53.6	39.2	59.3	59.9	43.7	59.9	60.5	43.8	60.2	60.8	44.3
Terengganu	25.9	28.2	20.6	27.9	29.2	25.6	28.5	29.8	26.1	28.9	30.2	26.7
Sabah	24.3	31.3	11.4	30.6	42.0	16.7	31.2	42.6	17.2	31.7	43.0	17.6
Sarawak	25.3	35.8	7.2	32.2	43.6	17.0	32.8	44.1	17.5	33.4	44.7	18.0
W.P. Kuala Lumpur	72.6	72.6	n.a.	73.6	73.6	n.a.	73.7	73.7	n.a.	74.3	74.3	n.a.
W.P. Labuan	41.1	41.1	40.7	41.6	41.5	41.9	41.7	41.6	41.9	42.2	42.0	43.8
W.P. Putrajaya	66.2	66.2	n.a.	73.7	73.7	n.a.	75.6	75.6	n.a.	76.0	76.0	n.a.

Jadual 6.6 : Peratusan capaian jalur lebar mudah alih oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.6 : Percentage of households with mobile broadband access by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	94.0	95.3	88.1	95.5	97.1	90.1	95.3	97.4	88.5	95.7	97.8	88.9
Johor	96.4	97.0	93.4	97.3	97.7	95.9	97.4	97.8	96.2	97.9	98.3	96.4
Kedah	94.7	96.1	90.8	95.4	96.8	92.5	95.6	97.0	92.8	95.7	97.0	93.0
Kelantan	90.9	91.8	89.7	93.0	93.9	92.2	93.7	94.5	93.1	94.0	94.7	93.4
Melaka	95.1	95.3	91.3	95.5	95.7	92.6	95.6	95.9	93.3	96.0	96.2	93.6
Negeri Sembilan	94.0	96.3	85.7	94.4	97.0	88.2	94.7	97.2	88.4	95.2	97.8	88.8
Pahang	91.8	92.4	90.9	92.9	93.1	92.6	93.5	93.9	93.0	93.9	94.4	93.4
Pulau Pinang	96.3	96.4	96.0	96.9	97.0	96.2	97.3	97.4	96.5	97.7	97.8	96.7
Perak	82.5	82.0	85.2	91.3	93.0	86.4	91.8	93.5	86.8	92.3	94.1	87.4
Perlis	92.2	93.2	89.7	94.6	97.3	91.4	94.8	97.3	91.7	95.4	97.7	92.4
Selangor	97.9	98.0	95.9	99.0	99.1	97.1	99.1	99.2	97.4	99.4	99.5	97.7
Terengganu	92.3	93.7	89.0	92.5	94.1	89.5	92.9	94.6	90.0	93.4	95.0	90.6
Sabah	89.4	96.0	77.2	88.7	97.1	78.4	90.4	97.9	81.3	90.9	98.2	81.8
Sarawak	88.7	97.2	74.4	89.1	97.8	77.6	89.7	98.3	78.1	90.3	98.9	78.5
W.P. Kuala Lumpur	95.9	95.9	n.a.	97.1	97.1	n.a.	97.3	97.3	n.a.	97.7	97.7	n.a.
W.P. Labuan	98.1	98.0	99.3	93.9	94.3	90.3	94.6	94.7	93.5	94.9	95.0	93.8
W.P. Putrajaya	99.2	99.2	n.a.	99.2	99.2	n.a.	99.6	99.6	n.a.	100.0	100.0	n.a.

Jadual 6.7 : Peratusan capaian komputer oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.7 : Percentage of households with access to computer by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	88.3	91.0	76.3	91.3	94.0	82.4	91.6	94.2	82.8	92.2	94.9	83.2
Johor	91.7	93.3	85.0	92.4	94.0	86.8	92.6	94.1	86.9	93.1	94.6	87.5
Kedah	85.6	87.7	79.3	86.3	89.3	80.1	86.5	89.4	80.3	86.8	89.8	80.6
Kelantan	87.5	89.9	84.5	87.5	90.3	85.2	87.7	90.4	85.4	88.1	91.0	85.7
Melaka	90.9	90.8	91.8	91.6	91.6	92.2	91.8	91.7	92.3	92.6	92.6	92.8
Negeri Sembilan	85.5	88.9	73.0	85.7	90.2	74.7	85.8	90.2	74.8	90.3	96.3	75.3
Pahang	87.2	91.3	80.1	87.2	91.5	82.2	88.1	92.0	83.4	88.5	92.3	84.1
Pulau Pinang	89.6	89.6	90.7	95.1	95.0	97.2	95.9	95.8	97.6	96.4	96.3	97.7
Perak	86.0	86.8	82.5	90.6	90.1	92.1	91.0	90.3	93.0	91.4	90.8	93.1
Perlis	88.0	89.0	85.7	88.7	90.4	86.6	89.3	91.2	86.9	89.9	91.8	87.5
Selangor	94.7	94.7	96.1	95.7	95.9	90.1	95.9	96.1	90.8	96.4	96.7	90.9
Terengganu	87.1	89.6	81.1	89.4	92.4	84.1	89.8	92.8	84.7	90.3	93.2	85.3
Sabah	73.1	77.3	65.4	83.4	91.7	73.2	83.8	92.2	73.6	84.4	92.8	73.9
Sarawak	77.1	87.7	58.9	87.7	93.5	79.9	88.2	94.0	80.4	88.7	94.3	81.1
W.P. Kuala Lumpur	99.1	99.1	n.a.	100.0	100.0	n.a.	99.6	99.6	n.a.	99.8	99.8	n.a.
W.P. Labuan	93.8	94.1	91.1	97.0	97.7	90.3	97.2	98.0	90.3	97.3	98.0	90.6
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	99.6	99.6	n.a.	100.0	100.0	n.a.

Jadual 6.8 : Peratusan capaian siaran TV berbayar oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.8 : Percentage of households with access to pay TV channel by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	83.2	85.8	71.9	76.9	80.8	63.9	77.0	80.8	64.1	67.1	69.5	59.2
Johor	83.5	85.3	75.7	82.8	83.7	79.2	82.8	83.8	79.2	63.6	65.2	57.6
Kedah	71.7	73.9	65.1	57.7	60.5	52.0	57.7	60.5	51.9	57.3	60.2	51.5
Kelantan	67.7	69.2	65.9	57.2	57.1	57.2	57.1	57.2	57.1	56.7	56.8	56.6
Melaka	92.6	92.8	85.3	82.1	82.3	79.9	82.1	82.3	79.7	77.3	77.8	72.1
Negeri Sembilan	86.3	87.0	83.9	77.4	77.9	76.1	77.4	78.0	75.9	77.3	77.9	75.8
Pahang	82.2	83.9	79.0	77.1	78.3	75.7	77.1	78.5	75.4	76.6	78.0	75.0
Pulau Pinang	83.0	83.3	73.8	81.3	82.0	72.4	81.5	82.2	72.4	73.9	74.6	64.1
Perak	84.3	86.0	76.4	76.0	77.9	70.5	76.3	77.9	71.8	75.9	77.5	71.4
Perlis	82.2	84.5	76.6	78.0	81.1	74.1	78.0	81.1	74.1	67.5	71.1	62.9
Selangor	89.4	89.5	88.3	84.8	85.2	76.3	84.8	85.0	80.0	68.3	68.6	60.6
Terengganu	82.5	84.0	78.9	69.9	68.0	73.3	70.0	68.1	73.4	69.7	67.7	73.3
Sabah	73.3	77.7	65.2	66.2	73.0	57.9	66.3	73.1	57.9	58.2	63.3	51.9
Sarawak	76.6	83.6	64.6	63.0	77.2	44.1	63.2	77.3	44.2	63.0	77.0	43.9
W.P. Kuala Lumpur	95.9	95.9	n.a.	96.0	96.0	n.a.	96.1	96.1	n.a.	67.0	67.0	n.a.
W.P. Labuan	97.1	97.0	97.8	90.5	90.6	90.3	90.6	90.6	90.3	86.7	87.0	84.4
W.P. Putrajaya	96.6	96.6	n.a.	96.8	96.8	n.a.	96.8	96.8	n.a.	65.5	65.5	n.a.

Jadual 6.9 : Peratusan capaian televisyen oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.9 : Percentage of households with access to television by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.0	99.2	98.0	99.2	99.5	98.4	99.4	99.6	98.6	99.5	99.7	98.8
Johor	99.5	99.6	99.2	99.6	99.7	99.3	99.7	99.8	99.3	99.7	99.8	99.2
Kedah	99.3	99.5	98.8	99.4	99.7	98.9	99.4	99.6	98.9	99.4	99.7	99.0
Kelantan	98.2	99.1	97.1	99.0	99.5	98.5	99.1	99.6	98.7	99.2	99.5	99.0
Melaka	99.6	99.6	99.3	99.9	100.0	99.2	99.9	100.0	99.5	100.0	100.0	99.5
Negeri Sembilan	99.2	99.5	98.4	99.7	99.7	99.8	99.7	99.7	99.8	100.0	100.0	100.0
Pahang	98.1	99.1	96.4	99.0	99.4	98.6	99.1	99.4	98.8	99.2	99.5	98.8
Pulau Pinang	99.6	99.6	99.4	99.7	99.6	100.0	99.8	99.8	100.0	99.8	99.8	100.0
Perak	99.3	99.7	97.4	99.2	99.7	98.0	99.5	99.7	99.0	99.5	99.7	99.0
Perlis	98.9	98.8	99.2	98.8	98.8	98.8	99.1	99.0	99.1	99.5	99.4	99.6
Selangor	99.3	99.2	99.5	99.8	99.8	99.3	99.9	99.9	99.2	99.9	99.9	99.7
Terengganu	99.8	99.8	99.7	99.8	99.9	99.4	99.6	99.7	99.3	99.8	99.9	99.7
Sabah	96.3	96.3	96.2	97.1	96.8	97.5	97.6	97.4	97.8	98.1	98.2	98.1
Sarawak	98.4	98.3	98.6	97.6	98.3	96.7	98.1	98.8	97.2	98.6	99.1	97.9
W.P. Kuala Lumpur	99.9	99.9	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.0	99.0	99.3	99.0	98.9	100.0	99.6	99.6	100.0	100.0	100.0	100.0
W.P. Putrajaya	99.8	99.8	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.10 : Peratusan capaian radio oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.10 : Percentage of households with access to radio by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	98.9	99.2	97.6	99.1	99.4	98.0	99.2	99.6	98.2	99.5	99.8	98.4
Johor	99.6	99.6	99.3	99.9	100.0	99.8	99.9	100.0	99.8	99.9	100.0	99.7
Kedah	99.3	99.6	98.4	99.6	99.9	99.1	99.7	99.9	99.4	99.7	99.9	99.3
Kelantan	98.7	99.2	98.1	99.7	99.8	99.6	99.7	99.8	99.7	99.6	99.8	99.5
Melaka	98.5	98.5	98.1	99.6	99.7	98.8	99.7	99.7	99.0	100.0	100.0	99.5
Negeri Sembilan	98.6	99.1	96.5	99.5	99.6	99.5	99.6	99.6	99.5	99.8	99.8	99.7
Pahang	97.6	98.2	96.5	99.7	99.8	99.5	99.7	99.7	99.6	99.7	99.9	99.5
Pulau Pinang	99.8	99.8	99.4	99.9	99.9	100.0	99.9	99.9	99.4	99.9	99.9	99.4
Perak	97.3	97.4	96.6	97.4	97.6	96.8	97.9	98.2	97.0	98.3	98.7	97.2
Perlis	98.2	98.0	98.7	99.2	99.3	99.1	99.9	100.0	99.7	100.0	100.0	100.0
Selangor	99.4	99.6	97.2	99.5	99.6	97.7	99.6	99.7	97.2	99.9	99.9	99.4
Terengganu	99.8	99.7	99.9	99.8	99.8	99.9	99.7	99.7	99.8	99.9	100.0	99.8
Sabah	97.3	98.4	95.4	97.4	98.2	96.3	97.9	98.7	97.0	98.4	99.2	97.4
Sarawak	98.9	99.3	98.2	97.0	98.8	94.7	97.5	99.3	95.2	98.0	99.8	95.6
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.8	99.8	n.a.	99.8	99.8	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.5	99.5	99.3	99.3	99.6	96.8	99.3	99.6	96.8	99.7	100.0	96.9
W.P. Putrajaya	99.8	99.8	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.11 : Peratusan capaian telefon talian tetap oleh isi rumah mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.11 : Percentage of households with access to fixed-line telephone by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	31.3	34.9	15.7	27.3	30.7	15.8	27.4	30.8	16.0	27.9	31.4	16.5
Johor	31.2	31.3	30.8	30.5	31.9	25.1	30.5	32.0	25.1	31.2	32.7	25.6
Kedah	17.3	20.6	7.6	16.0	18.6	10.7	16.0	18.6	10.6	16.3	18.9	11.0
Kelantan	19.0	24.8	12.1	16.3	20.4	12.9	16.4	20.5	13.0	16.8	21.0	13.3
Melaka	57.5	58.8	25.9	53.4	56.1	25.7	53.4	56.1	25.9	54.1	56.7	26.6
Negeri Sembilan	53.1	61.6	22.0	48.5	57.3	27.1	48.6	57.3	26.9	49.2	58.0	27.3
Pahang	21.0	23.1	17.3	21.8	25.8	17.1	21.8	24.0	19.3	22.3	24.5	19.8
Pulau Pinang	37.0	36.9	38.9	28.6	28.1	35.7	29.3	28.8	35.7	29.8	29.3	36.4
Perak	25.7	28.0	14.4	20.1	20.7	18.2	20.1	20.0	20.3	20.5	20.4	20.8
Perlis	33.3	41.4	13.3	34.6	43.9	23.2	34.6	43.9	23.2	35.4	44.4	23.7
Selangor	32.9	33.4	24.5	29.2	29.2	30.0	29.2	29.6	21.0	29.8	30.1	21.7
Terengganu	29.6	31.9	24.3	23.2	22.0	25.4	23.5	22.3	25.4	23.9	22.7	26.1
Sabah	24.9	32.8	10.4	17.4	26.2	6.6	17.7	26.4	7.1	18.0	26.5	7.5
Sarawak	18.8	25.9	6.7	17.0	24.5	7.0	17.3	24.5	7.4	17.5	24.7	7.7
W.P. Kuala Lumpur	54.4	54.4	n.a.	42.9	42.9	n.a.	42.9	42.9	n.a.	43.6	43.6	n.a.
W.P. Labuan	38.1	38.6	34.1	36.2	37.4	25.8	36.8	38.0	25.8	37.8	38.5	31.3
W.P. Putrajaya	59.9	59.9	n.a.	54.3	54.3	n.a.	54.4	54.4	n.a.	55.0	55.0	n.a.

Jadual 6.12 : Peratusan individu menggunakan telefon bimbit mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.12 : Percentage of individuals using mobile phone by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	98.7	99.0	97.7	99.1	99.4	98.3	99.4	99.6	98.6	99.5	99.8	98.9
Johor	99.0	99.3	98.0	99.4	99.5	99.1	99.8	99.9	99.4	99.8	99.9	99.6
Kedah	97.7	98.2	96.3	98.9	99.1	98.4	99.2	99.4	98.7	99.5	99.7	99.1
Kelantan	98.6	98.7	98.4	99.1	99.7	98.6	99.3	99.8	98.9	99.6	99.9	99.4
Melaka	97.7	97.8	97.5	99.2	99.2	99.6	99.5	99.4	99.8	99.8	99.8	99.8
Negeri Sembilan	98.3	98.8	97.0	99.1	99.8	97.7	99.3	99.8	98.0	99.4	99.9	98.4
Pahang	98.9	99.2	98.5	99.2	99.2	99.1	99.5	99.6	99.4	99.7	99.8	99.6
Pulau Pinang	99.0	99.1	96.9	99.6	99.7	99.0	99.9	99.9	99.3	99.9	99.9	99.4
Perak	98.1	98.2	97.4	98.4	98.7	97.7	98.6	98.8	97.8	99.0	99.3	98.4
Perlis	98.0	98.2	97.6	98.4	98.8	98.0	98.8	99.0	98.4	99.3	99.6	99.0
Selangor	99.5	99.5	98.8	99.6	99.6	98.9	99.7	99.7	99.4	99.9	99.9	99.8
Terengganu	98.3	98.3	98.5	98.8	98.8	98.6	99.1	99.2	98.9	99.4	99.6	99.0
Sabah	99.0	99.1	98.8	99.0	99.3	98.7	99.3	99.6	99.0	99.3	99.5	99.1
Sarawak	97.5	98.7	95.7	97.9	99.0	96.4	98.2	99.3	96.7	98.2	99.6	96.7
W.P. Kuala Lumpur	99.7	99.7	n.a.	99.8	99.8	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.
W.P. Labuan	99.8	99.8	99.6	99.9	99.9	99.6	99.9	99.9	99.7	99.9	99.9	99.7
W.P. Putrajaya	99.8	99.8	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.	99.7	99.7	n.a.

Jadual 6.13 : Peratusan individu memiliki telefon bimbit mengikut jantina, Malaysia, 2021 - 2024

Table 6.13 : Percentage of individuals owning mobile phone by sex, Malaysia, 2021 - 2024

Jantina Sex	2021	2022	2023	2024
Jumlah / Total	97.4	98.2	98.4	98.3
Lelaki / Male	98.2	99.1	98.7	98.6
Perempuan / Female	96.6	97.2	98.0	98.0

Goal 5: Achieve gender equality and empower all women and girls

Target 5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women

Indicator 5.b.1: Proportion of individuals who own a mobile telephone, by sex

Jadual 6.14 : Peratusan individu memiliki telefon bimbit mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.14 : Percentage of individuals owning mobile phone by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	97.4	98.1	95.1	98.2	98.9	96.1	98.4	99.0	96.3	98.3	99.0	96.4
Johor	98.9	99.3	97.4	99.6	99.9	98.7	99.6	99.9	99.0	99.5	99.8	99.0
Kedah	96.6	97.1	95.4	98.0	98.6	97.0	98.3	98.8	97.2	98.1	98.7	97.1
Kelantan	94.7	95.8	93.5	96.6	98.5	94.9	96.7	98.6	95.3	96.7	98.5	95.2
Melaka	96.7	96.7	96.9	98.9	99.0	98.0	99.1	99.3	98.0	99.5	99.6	98.3
Negeri Sembilan	96.4	96.8	95.1	97.8	99.1	95.1	98.3	99.4	95.6	98.0	99.3	95.5
Pahang	97.0	99.1	93.7	98.7	99.2	98.2	99.0	99.5	98.4	98.9	99.4	98.3
Pulau Pinang	98.4	98.6	95.8	98.7	98.8	97.9	99.0	99.0	98.6	98.8	98.8	98.5
Perak	95.0	95.4	93.5	97.1	97.8	95.1	97.5	98.2	95.4	97.3	98.2	95.3
Perlis	96.0	96.2	95.5	96.4	97.1	95.6	96.8	97.7	95.7	96.7	97.6	95.6
Selangor	99.3	99.3	98.0	99.3	99.4	98.1	99.5	99.5	98.3	99.3	99.4	98.2
Terengganu	97.2	97.4	96.8	97.5	97.6	97.4	97.8	97.8	97.6	97.7	97.7	97.6
Sabah	96.8	96.9	96.7	95.9	96.2	95.5	96.1	96.4	95.7	96.6	96.9	96.2
Sarawak	95.5	97.7	92.0	96.4	98.9	92.9	96.5	99.1	93.0	96.6	99.3	93.4
W.P. Kuala Lumpur	99.7	99.7	n.a.	99.8	99.8	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.
W.P. Labuan	99.7	99.8	99.0	99.1	99.2	98.3	99.7	99.7	99.0	99.6	99.6	98.9
W.P. Putrajaya	99.6	99.6	n.a.	99.7	99.7	n.a.	99.8	99.8	n.a.	99.7	99.7	n.a.

Jadual 6.15 : Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.15 : Percentage of individuals using computer by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	83.5	88.2	66.7	80.2	85.7	63.1	80.4	86.0	63.6	80.7	86.5	64.3
Johor	89.2	92.1	79.9	83.7	86.9	72.9	84.1	87.5	74.1	84.6	88.1	74.9
Kedah	76.6	80.1	66.4	73.0	76.9	65.5	73.3	77.0	65.7	73.5	77.5	66.0
Kelantan	78.8	84.4	72.1	73.7	81.3	67.4	73.8	81.6	67.7	74.4	82.2	68.1
Melaka	88.1	88.7	81.6	86.0	86.9	77.6	86.0	87.0	77.8	86.6	87.5	78.4
Negeri Sembilan	80.1	84.9	66.2	75.8	81.8	62.7	76.5	81.9	63.6	76.8	82.3	65.7
Pahang	81.6	87.7	72.6	77.6	83.7	70.5	77.8	83.9	70.8	78.1	84.4	71.1
Pulau Pinang	87.5	87.8	79.9	84.8	85.5	78.1	85.4	86.0	78.4	85.7	86.4	79.0
Perak	80.4	82.0	73.6	77.5	80.5	69.1	78.0	81.0	69.9	78.2	81.6	70.6
Perlis	79.2	80.8	75.3	74.4	75.0	73.8	74.8	75.6	74.0	75.2	76.0	74.3
Selangor	95.0	95.4	87.4	91.2	91.6	80.5	91.3	91.8	80.8	91.9	92.3	85.4
Terengganu	85.3	88.7	77.1	80.2	84.1	73.1	80.4	84.4	73.5	80.9	84.9	73.7
Sabah	65.2	75.4	48.0	60.3	73.4	44.6	60.6	73.6	45.1	61.0	74.1	45.4
Sarawak	74.2	84.2	58.4	67.7	78.5	52.9	67.9	78.7	53.5	67.9	79.6	54.5
W.P. Kuala Lumpur	96.0	96.0	n.a.	94.9	94.9	n.a.	95.6	95.6	n.a.	95.9	95.9	n.a.
W.P. Labuan	91.6	93.3	82.9	87.3	88.7	77.3	88.3	89.1	77.9	88.6	89.6	78.1
W.P. Putrajaya	99.9	99.9	n.a.	97.0	97.0	n.a.	97.1	97.1	n.a.	97.8	97.8	n.a.

Jadual 6.16 : Peratusan individu menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2022 - 2024

Table 6.16 : Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2022- 2024

Negeri State	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	Menggunakan teknik aritmetik asas di dalam lembaran kerja Using basic arithmetic formulas in spreadsheet
	Menyalin atau memindahkan fail atau folder Copying or moving a file or folder			Menyalin & menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen Using copy & paste tools to duplicate or move information within a document			Menghantar e-mel berserta fail Sending an e-mail with attached files						
Malaysia	97.0	97.5	97.9	96.3	96.7	97.0	89.4	89.9	90.4	67.1	67.7	68.1	
Johor	96.4	96.8	97.1	94.3	94.6	95.0	92.3	92.6	93.1	71.8	72.2	72.6	
Kedah	98.6	98.9	99.3	99.6	99.7	99.8	94.2	94.5	94.9	72.4	73.0	73.5	
Kelantan	98.3	98.6	99.1	95.8	96.1	96.3	90.7	90.9	91.5	52.0	52.3	52.6	
Melaka	99.5	99.7	100.0	94.9	95.2	95.7	85.2	85.4	86.0	71.1	71.4	71.8	
Negeri Sembilan	98.1	98.4	98.9	94.5	94.9	95.1	96.2	96.6	97.0	75.4	75.8	76.1	
Pahang	96.8	97.3	97.7	96.6	97.1	97.6	91.0	91.2	91.7	69.2	69.7	70.1	
Pulau Pinang	94.6	95.4	95.8	97.0	97.2	97.8	79.2	79.7	80.2	63.1	63.9	64.4	
Perak	94.1	94.8	95.1	96.0	96.2	96.5	85.6	86.0	86.3	53.6	54.3	54.9	
Perlis	97.7	98.0	98.3	97.0	97.4	97.8	96.6	97.0	97.4	47.5	47.8	48.4	
Selangor	96.5	97.4	97.8	96.2	96.8	97.0	90.8	91.6	92.0	67.4	68.2	68.3	
Terengganu	98.4	98.6	99.1	94.8	95.1	95.6	78.0	78.3	78.7	59.1	59.4	59.8	
Sabah	97.0	97.2	98.0	97.3	97.6	97.8	88.7	89.0	89.7	72.7	73.1	73.7	
Sarawak	97.4	97.6	98.1	95.4	95.6	95.7	81.2	81.5	82.1	61.9	62.2	62.7	
W.P. Kuala Lumpur	99.6	99.7	99.8	99.7	99.8	100.0	96.6	97.0	97.5	76.0	76.8	77.4	
W.P. Labuan	99.0	99.3	99.6	99.5	99.7	99.7	92.1	92.9	93.2	89.2	90.6	91.2	
W.P. Putrajaya	98.8	99.2	99.5	98.9	99.2	99.8	95.2	95.9	96.5	77.4	77.9	78.7	

Jadual 6.16 : Peratusan individu menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2022 - 2024 (samb.)

Table 6.16 : Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2022- 2024 (cont'd)

	2022			2023			2024			2022			2023			2024			%											
Negeri State	Menghubungkan & memasang peranti baru Connecting & installing new device						Mencari, memuat turun, memasang & mengkonfigurasi perisian Searching, downloading, installing & configuring software						Membuat persembahan elektronik dengan menggunakan perisian komputer Creating electronic presentations using computer software						Memindahkan fail di antara komputer & peranti mudah alih lain Transferring files between a computer & other devices						Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus Writing a computer program using a specialised programming language					

Goal 4 : Ensure inclusive and equitable education and promote lifelong learning opportunities for all

Target 4.4 : By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

Indicator 4.4.1 : Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill

Jadual 6.17 : Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2022 - 2024

Table 6.17 : Percentage of youth using computer by state and type of ICT skills, Malaysia, 2022 - 2024

(%)												
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Negeri State	Menyalin atau memindahkan fail atau folder Copying or moving a file or folder			Menyalin & menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen Using copy & paste tools to duplicate or move information within a document			Menghantar e-mel berserta fail Sending an e-mail with attached files			Menggunakan teknik aritmetik asas di dalam lembaran kerja Using basic arithmetic formulas in spreadsheet		

Goal 4 : Ensure inclusive and equitable education and promote lifelong learning opportunities for all

Target 4.4 : By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

Indicator 4.4.1 : Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill

Jadual 6.17 : Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2022 - 2024 (samb.)

Table 6.17 : Percentage of youth using computer by state and type of ICT skills, Malaysia, 2022 - 2024 (cont'd)

	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	%
	Menghubungkan & memasang peranti baru Connecting & installing new device			Mencari, memuat turun, memasang & mengkonfigurasi perisian Searching, downloading, installing & configuring software			Membuat persembahan elektronik dengan menggunakan perisian komputer Creating electronic presentations using computer software			Memindahkan fail di antara komputer & peranti mudah alih lain Transferring files between a computer & other devices			Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus Writing a computer program using a specialised programming language			
Negeri State																
MALAYSIA	85.8	89.3	89.8	84.4	88.1	88.5	76.9	84.8	85.3	87.5	91.6	92.1	31.1	51.1	51.0	
Johor	78.6	85.2	85.2	83.0	84.9	85.0	69.3	84.4	85.0	81.4	86.5	87.0	28.8	26.8	27.4	
Kedah	95.4	94.8	95.1	88.1	98.2	98.5	82.3	87.1	87.5	91.5	90.0	90.5	31.7	46.9	47.2	
Kelantan	83.8	73.9	74.6	80.9	82.4	83.0	82.5	81.8	82.3	82.3	86.4	86.9	38.7	41.6	42.2	
Melaka	76.5	78.3	78.9	89.6	91.3	92.0	77.1	81.9	82.6	82.8	88.2	88.7	46.8	54.1	55.0	
Negeri Sembilan	81.1	80.2	80.5	86.8	92.3	92.9	80.2	95.6	95.6	75.2	87.3	87.3	49.5	52.2	52.0	
Pahang	81.8	89.8	90.2	84.5	88.1	88.3	82.4	82.7	83.1	84.9	91.7	92.0	32.7	41.8	42.3	
Pulau Pinang	86.7	91.0	91.5	89.6	85.9	86.4	72.4	87.1	87.2	89.3	91.8	92.3	25.4	47.7	47.8	
Perak	86.0	90.2	91.0	79.5	89.4	89.9	62.9	88.7	89.0	88.3	95.4	96.1	31.8	67.9	68.1	
Perlis	87.9	75.5	76.2	80.2	72.1	73.0	59.6	58.2	60.4	81.8	84.8	84.8	20.8	36.5	37.8	
Selangor	92.0	93.4	93.9	88.4	84.4	84.6	75.6	81.9	82.3	95.5	92.3	92.7	28.6	87.1	87.7	
Terengganu	91.3	91.1	91.5	80.9	95.2	95.9	92.1	90.3	91.7	92.0	97.4	98.1	27.5	24.8	25.3	
Sabah	90.7	95.7	96.1	78.4	93.4	93.9	86.0	89.0	89.9	91.9	96.5	97.0	29.9	28.7	28.9	
Sarawak	88.2	87.6	87.9	92.3	85.2	85.5	80.6	78.3	79.0	88.2	91.2	91.6	28.5	21.3	21.4	
W.P. Kuala Lumpur	68.9	95.7	96.1	72.1	92.0	92.2	65.6	86.3	86.5	81.5	95.8	96.5	13.6	64.2	64.5	
W.P. Labuan	96.3	99.7	96.6	94.2	95.6	96.6	97.1	100.0	100.0	98.5	99.7	96.6	23.2	33.9	32.2	
W.P. Putrajaya	94.3	100.0	100.0	75.8	93.8	94.2	94.3	100.0	100.0	98.9	100.0	100.0	22.4	59.6	60.1	

Goal 4 : Ensure inclusive and equitable education and promote lifelong learning opportunities for all

Target 4.4 : By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

Indicator 4.4.1 : Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill

Jadual 6.18 : Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2021 - 2024

Table 6.18 : Percentage of individuals using the Internet by state and strata, Malaysia, 2021 - 2024

Negeri State	2021			2022			2023			2024		
	Jumlah Total			Jumlah Total			Jumlah Total			Jumlah Total		
	Bandar Urban	Luar bandar Rural	(%)	Bandar Urban	Luar bandar Rural	(%)	Bandar Urban	Luar bandar Rural	(%)	Bandar Urban	Luar bandar Rural	(%)
MALAYSIA	96.8	97.7	93.5	97.4	98.3	94.5	97.7	98.6	95.0	98.0	99.0	95.3
Johor	98.1	98.6	96.4	98.3	99.0	96.3	98.6	99.2	96.6	98.9	99.5	97.1
Kedah	95.5	96.6	92.4	96.5	97.5	94.8	96.9	97.8	95.1	97.4	98.3	95.6
Kelantan	95.9	96.9	94.7	96.3	97.5	95.3	96.6	97.9	95.6	97.3	98.6	96.2
Melaka	96.4	96.5	95.6	97.7	97.8	97.3	98.0	98.1	97.5	98.5	98.5	98.1
Negeri Sembilan	95.5	97.1	90.8	98.0	99.2	95.3	98.4	99.6	95.7	98.6	99.7	96.4
Pahang	94.9	96.8	92.2	96.5	97.5	95.3	97.0	97.9	96.0	97.3	98.3	96.3
Pulau Pinang	97.8	97.9	95.6	98.7	98.9	96.6	99.0	99.2	96.8	99.4	99.6	97.2
Perak	95.7	95.9	94.6	96.1	96.4	95.3	96.3	96.6	95.6	96.7	97.0	96.0
Perlis	95.0	95.4	94.1	95.5	96.2	94.7	96.0	96.4	95.6	96.6	97.0	96.1
Selangor	98.0	98.1	96.1	98.5	98.5	96.7	98.8	98.9	96.9	99.2	99.3	97.3
Terengganu	95.5	96.0	94.4	97.0	97.2	96.7	97.2	97.3	97.1	97.6	97.7	97.5
Sabah	97.3	98.0	96.2	96.8	98.0	95.4	97.2	98.2	95.9	97.4	98.7	95.9
Sarawak	93.6	98.0	86.7	93.9	98.4	87.7	94.2	98.6	88.3	94.2	99.0	88.7
W.P. Kuala Lumpur	99.6	99.6	n.a.	99.8	99.8	n.a.	99.9	99.9	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.8	99.8	99.5	96.6	98.2	85.7	97.4	98.3	86.6	97.7	98.3	91.3
W.P. Putrajaya	99.8	99.8	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.	100.0	100.0	n.a.

Goal 17 : Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development

Target 17.8 : Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology

Indicator 17.8.1 : Proportion of individuals using the Internet

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024

Negeri State	Mendapatkan Maklumat Access to Information												Profesional Professional			
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2024
	Mendapatkan maklumat barang atau perkhidmatan Finding information about goods or services			Membaca akhbar atau majalah online Reading newspaper or magazines online			Memohon pekerjaan Applying for jobs			Menyertai rangkaian profesional Participating in professional networks			Bekerja dari rumah Work from home			
MALAYSIA	92.5	92.8	93.0	68.5	68.9	69.2	35.8	36.3	36.9	11.7	12.2	13.5	15.9	16.4	17.0	
Johor	97.6	98.4	98.4	67.1	67.3	67.7	34.3	35.0	35.6	9.3	10.2	10.4	8.3	8.9	9.5	
Kedah	93.6	94.8	94.8	71.0	71.4	72.0	31.4	31.9	32.4	4.9	5.5	6.1	3.7	4.5	4.8	
Kelantan	90.3	91.2	91.2	67.3	67.7	68.4	38.5	39.2	39.8	2.5	3.0	3.5	4.7	5.3	5.8	
Melaka	94.5	95.3	95.3	71.3	71.6	72.2	34.3	35.2	35.5	4.6	5.1	32.6	4.2	4.8	5.5	
Negeri Sembilan	91.0	91.7	91.7	66.7	67.2	67.6	40.2	40.9	41.4	9.8	10.4	10.6	5.5	6.1	6.4	
Pahang	90.6	91.7	91.7	69.8	69.9	70.3	35.8	35.9	36.5	3.3	4.0	4.8	5.0	5.6	6.0	
Pulau Pinang	96.0	96.5	96.5	74.6	74.9	75.2	32.5	33.1	33.6	11.6	11.9	12.5	20.0	20.6	21.1	
Perak	95.8	96.6	96.6	72.4	72.9	72.9	34.7	35.3	35.8	2.1	2.5	3.2	18.6	19.5	19.8	
Perlis	78.1	78.7	78.7	56.0	56.6	57.0	29.3	29.6	30.1	3.4	3.9	4.4	5.8	6.0	6.5	
Selangor	98.2	98.7	98.7	71.9	72.6	73.0	32.6	32.9	33.4	20.2	20.8	21.3	28.6	29.1	29.4	
Terengganu	97.6	98.0	98.0	70.7	71.2	71.6	35.4	36.0	36.4	24.3	24.8	25.2	19.1	19.4	20.0	
Sabah	78.1	78.9	78.9	55.7	56.2	56.6	45.4	45.9	46.4	10.3	10.7	11.3	13.2	13.7	14.3	
Sarawak	79.8	80.3	80.3	56.2	56.6	56.9	39.2	39.7	40.3	11.2	11.7	12.0	17.8	18.1	18.5	
W.P. Kuala Lumpur	93.5	94.8	94.8	80.0	80.3	80.9	36.3	36.6	37.4	19.6	19.8	20.3	22.0	22.4	22.9	
W.P. Labuan	95.0	96.9	96.9	82.4	82.9	83.5	36.3	36.6	37.4	7.1	7.2	8.2	14.9	15.0	15.9	
W.P. Putrajaya	96.6	97.2	97.2	89.4	89.6	90.1	29.9	30.5	30.8	15.9	16.2	17.0	27.3	28.1	28.5	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2024 (cont'd)

Negeri State	Komunikasi Communication												(%)			
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2024
	Menyertai dalam rangkaian sosial Participating in social networks			Menghantar e-mel Sending e-mail			Membuat panggilan telefon melalui Internet Telephoning over the Internet			Memuat naik kandungan ke laman web Uploading content to a website			Mengurus laman web persendirian Managing personal homepage			
MALAYSIA	99.2	99.4	99.7	81.7	82.0	82.4	85.2	85.9	86.3	17.6	18.4	19.1	10.3	10.9	11.4	
Johor	99.2	99.2	99.6	80.5	80.5	80.9	84.3	85.3	85.9	18.7	22.4	22.8	3.8	4.5	5.3	
Kedah	99.2	99.4	99.9	85.6	86.3	86.7	87.6	88.2	88.4	16.1	16.8	17.3	0.4	0.9	1.5	
Kelantan	99.4	99.6	99.9	79.1	79.3	80.1	89.5	90.0	90.7	26.0	26.7	27.3	5.8	6.2	6.7	
Melaka	99.1	99.4	99.7	83.0	83.8	84.3	87.4	88.0	88.3	18.2	19.0	19.7	2.1	2.4	3.0	
Negeri Sembilan	99.4	99.6	99.9	77.7	78.2	78.1	87.3	87.9	88.2	20.6	21.3	21.6	7.2	7.7	8.0	
Pahang	98.9	99.0	99.5	81.0	81.4	82.0	87.6	87.9	88.4	15.0	15.4	16.0	1.4	2.2	2.9	
Pulau Pinang	99.5	99.7	100.0	76.6	76.8	77.1	82.9	83.0	83.7	14.9	15.5	15.8	16.8	17.1	17.4	
Perak	98.5	98.6	99.2	72.0	72.8	73.4	77.9	78.7	79.2	15.7	15.8	16.0	17.2	17.8	18.2	
Perlis	99.5	99.2	99.6	78.4	78.2	78.5	82.3	82.1	83.8	8.7	9.0	9.4	0.7	0.8	1.3	
Selangor	99.2	99.3	99.6	88.3	88.5	88.7	85.1	85.8	86.1	23.3	23.7	23.9	14.8	15.7	16.1	
Terengganu	99.4	99.5	99.8	91.3	91.8	92.3	93.7	90.5	90.9	8.7	9.1	9.7	10.6	11.0	11.4	
Sabah	99.4	99.6	99.5	77.9	78.3	78.9	92.5	92.9	93.2	10.1	10.5	11.2	14.3	14.7	15.2	
Sarawak	99.5	99.6	99.6	74.2	74.5	74.8	73.5	74.1	75.1	3.7	4.0	8.6	1.5	2.0	2.7	
W.P. Kuala Lumpur	99.5	99.8	100.0	85.6	86.2	86.5	87.0	87.1	87.5	28.1	28.7	29.3	22.6	23.0	23.5	
W.P. Labuan	99.5	99.6	99.9	83.9	85.1	85.3	98.0	98.4	98.7	23.6	24.2	24.5	29.8	30.6	30.9	
W.P. Putrajaya	99.9	99.9	100.0	97.8	98.2	98.6	97.9	98.0	98.6	22.4	22.9	23.2	21.4	21.8	22.4	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024 (cont'd)

Negeri State	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
	Komunikasi Communication						Lain-lain Perkhidmatan Atas Talian Other Online Services						Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce								
	Menguruskan blog Managing blog	Mengakses perbincangan atas talian Accessing online discussion	Melaksanakan tugasan jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation																	
MALAYSIA	5.5	6.1	6.6	39.3	39.7	40.3	15.5	15.9	16.4	36.6	37.0	37.4	14.2	14.9	15.7						
Johor	5.7	6.3	6.6	34.7	34.8	35.2	16.0	16.4	17.0	37.8	38.5	38.8	12.6	13.2	13.7						
Kedah	0.4	1.1	1.8	22.2	22.7	23.3	12.0	12.5	13.0	19.1	19.6	20.3	11.2	11.7	12.4						
Kelantan	3.0	3.4	4.1	36.2	36.5	37.2	12.4	12.8	13.5	22.9	23.4	23.9	11.7	12.2	12.8						
Melaka	2.1	2.5	3.1	47.1	47.9	48.5	15.7	16.3	16.8	23.6	24.4	24.9	13.0	18.2	18.7						
Negeri Sembilan	7.4	7.9	8.4	42.8	43.2	43.6	17.3	18.0	18.2	18.0	18.5	18.9	10.0	10.4	10.8						
Pahang	1.6	2.4	2.7	29.0	29.3	29.7	12.8	13.2	13.9	29.9	30.6	31.1	10.8	11.1	11.6						
Pulau Pinang	4.2	5.1	5.5	27.4	27.5	28.1	9.8	10.7	11.1	35.3	36.2	36.5	8.4	9.0	9.5						
Perak	4.8	5.1	5.5	27.6	28.2	28.5	13.5	14.4	14.9	32.2	32.4	32.5	12.9	13.8	13.9						
Perlis	0.5	1.3	1.6	32.0	32.5	32.9	6.4	7.0	7.5	25.2	25.8	26.3	9.3	9.5	9.9						
Selangor	10.9	11.8	12.2	52.0	52.7	53.3	18.6	18.7	19.2	53.2	53.3	53.5	21.9	22.5	23.0						
Terengganu	0.6	1.1	1.6	19.0	19.4	19.9	21.4	21.9	22.4	49.3	49.7	50.1	23.5	24.0	24.6						
Sabah	3.0	3.4	3.9	38.0	38.4	38.9	11.9	12.3	12.9	30.2	30.7	31.1	12.6	13.1	16.4						
Sarawak	1.5	2.0	2.6	35.7	36.1	36.2	12.2	12.6	13.0	24.7	25.1	25.4	11.4	11.9	12.4						
W.P. Kuala Lumpur	10.1	10.3	10.8	66.4	66.9	67.4	24.4	25.1	25.5	51.9	52.6	52.9	9.5	10.4	10.7						
W.P. Labuan	22.3	23.1	23.6	33.9	34.8	35.3	29.4	30.0	30.4	33.9	34.1	34.7	10.8	10.9	11.8						
W.P. Putrajaya	10.6	10.8	11.3	64.8	65.3	65.6	21.9	22.5	22.8	33.8	34.0	34.4	16.5	17.0	17.5						

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024 (cont'd)

Negeri State	Lain-lain Perkhidmatan Atas Talian Other Online Services												Aktiviti Pembelajaran Learning Activities			
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	
	Menggunakan perbankan Internet Using Internet banking			Menggunakan perisian untuk menyunting teks Using software for editing texts			Memuat turun perisian atau aplikasi Downloading software or applications			Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce			Menjalani kursus formal atas talian Doing a formal online course			
MALAYSIA	74.8	75.2	75.5	35.9	36.3	36.7	89.1	89.6	90.0	50.4	50.8	51.4	26.4	27.0	27.4	
Johor	75.6	76.0	76.4	33.7	33.9	34.2	85.6	85.9	86.4	53.2	53.5	53.5	22.8	23.3	23.6	
Kedah	73.3	74.1	74.4	25.4	26.0	26.6	96.7	97.1	97.7	46.3	47.0	47.6	19.4	20.2	20.8	
Kelantan	66.6	67.2	67.7	24.5	25.0	25.5	85.4	85.8	86.3	38.1	38.7	39.3	21.5	21.7	22.5	
Melaka	74.2	74.7	75.2	27.5	27.9	28.4	84.8	85.4	86.1	50.6	51.5	51.9	22.5	22.6	23.2	
Negeri Sembilan	72.5	73.5	73.7	45.8	46.4	46.7	93.1	93.7	94.0	45.9	47.1	47.2	22.4	23.1	23.5	
Pahang	73.6	74.0	74.4	21.4	22.0	22.4	85.5	85.6	86.2	40.0	40.7	41.3	21.8	22.6	23.1	
Pulau Pinang	78.1	78.9	79.3	31.8	32.5	32.9	86.4	86.7	87.4	52.5	53.2	53.7	16.1	16.8	17.2	
Perak	67.6	68.5	68.6	32.6	33.2	33.2	79.6	80.4	81.1	40.7	41.3	41.8	23.7	24.4	25.2	
Perlis	53.6	54.0	54.5	13.0	13.3	13.7	72.4	72.6	73.1	41.0	41.1	41.6	21.5	21.8	22.3	
Selangor	89.8	90.0	90.4	55.7	56.5	57.0	94.7	95.2	95.5	68.7	68.8	69.2	37.6	38.3	38.6	
Terengganu	83.2	83.6	84.2	37.8	38.3	38.7	89.6	90.2	90.6	70.4	70.8	71.2	43.9	44.4	44.8	
Sabah	52.9	53.4	54.2	23.0	23.5	24.2	97.6	98.1	98.1	40.3	40.8	41.4	20.1	20.6	21.3	
Sarawak	60.1	60.4	60.5	24.0	24.4	24.7	84.4	84.7	84.7	25.1	25.5	28.8	20.8	21.2	21.3	
W.P. Kuala Lumpur	85.9	86.3	86.7	42.8	42.9	43.2	83.3	83.7	84.2	50.1	50.8	51.3	32.9	33.6	33.9	
W.P. Labuan	86.7	87.6	88.2	21.3	22.2	22.6	50.4	50.5	51.2	39.2	39.3	40.1	18.0	18.2	18.9	
W.P. Putrajaya	90.9	91.3	91.9	42.6	43.0	43.4	95.9	96.2	96.5	72.7	73.3	73.5	31.1	32.0	32.4	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024 (cont'd)

Negeri State	2022	2023	2024	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment			Muat turun gambar, filem atau permainan Downloading pictures, movie or games					
	2022	2023	2024	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes			Menonton televisyen secara atas talian Watching television online								
				Mendengar radio secara atas talian Listening to radio online											
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024			
MALAYSIA	52.9	53.3	53.8	26.1	26.7	27.1	72.8	73.1	73.4	68.1	68.4	68.8	93.5	93.9	94.3
Johor	52.8	53.4	54.0	22.6	22.9	23.6	79.7	80.5	81.3	64.5	65.2	65.9	92.7	93.2	93.7
Kedah	48.7	49.3	49.7	17.7	18.1	18.7	79.1	79.6	80.1	67.8	68.5	69.1	97.5	98.0	98.4
Kelantan	39.3	39.6	40.3	22.9	23.3	24.0	66.7	67.6	68.2	62.8	63.6	64.3	90.8	91.5	91.9
Melaka	57.5	58.1	58.7	22.2	22.6	23.3	79.0	79.3	79.6	77.9	78.3	78.8	94.9	95.5	95.8
Negeri Sembilan	48.4	48.9	49.2	19.2	19.8	20.2	78.7	79.4	79.8	70.1	70.9	71.2	96.0	96.4	96.7
Pahang	49.5	49.7	50.1	21.5	22.2	22.9	64.8	65.1	65.8	59.0	59.3	59.8	88.8	88.9	89.4
Pulau Pinang	56.1	56.4	56.9	15.6	16.5	16.8	82.5	82.6	83.1	88.8	89.0	89.6	93.2	93.4	93.9
Perak	46.4	46.6	47.1	30.4	30.8	30.7	60.8	61.2	61.3	67.8	68.1	68.5	86.9	87.3	87.6
Perlis	42.8	43.2	43.5	26.2	26.6	27.1	71.7	71.8	72.2	34.9	35.5	35.8	86.3	86.5	87.0
Selangor	62.9	63.5	63.9	39.5	40.4	40.8	77.9	78.1	78.3	71.6	71.8	72.2	97.3	97.4	97.9
Terengganu	53.1	53.5	54.0	38.2	38.7	39.2	96.4	96.9	97.3	78.9	79.3	79.9	97.2	97.7	98.1
Sabah	45.9	46.4	46.9	17.8	18.2	18.9	54.0	54.5	55.0	56.9	57.4	58.0	95.1	95.6	95.9
Sarawak	48.0	48.4	48.8	12.5	12.9	13.2	56.4	56.9	57.5	68.7	69.1	69.4	86.4	86.8	87.1
W.P. Kuala Lumpur	57.6	58.3	58.7	33.8	34.7	35.2	78.9	79.7	80.0	65.5	65.8	66.2	93.2	94.1	94.6
W.P. Labuan	60.4	61.2	61.5	14.1	14.2	15.0	85.3	86.2	86.5	53.8	53.9	54.6	99.6	99.7	100.0
W.P. Putrajaya	67.6	68.1	68.6	20.5	21.1	21.8	96.9	97.0	97.5	82.3	82.5	82.8	98.2	98.5	99.2

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024 (cont'd)

	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	(%)
Negeri State	Ruang Penyimpanan Storage Space			e-Kesihatan e-Health			e-Kerajaan e-Government									
	Menggunakan ruang simpanan di Internet Using storage space on the Internet			Mendapatkan maklumat kesihatan Seeking health information			Membuat temujanji kesihatan Making a medical appointment			Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations			Berinteraksi dengan organisasi kerajaan Interacting with government organisations			
MALAYSIA	51.2	51.8	52.2	62.3	62.9	63.4	31.7	32.3	32.9	54.8	55.4	55.7	38.4	38.7	38.9	
Johor	51.7	52.3	52.5	65.7	66.1	66.8	24.7	25.3	25.9	67.4	67.7	68.1	47.2	47.8	48.3	
Kedah	50.8	51.7	52.0	67.5	68.3	68.8	16.9	17.4	18.2	84.4	85.0	85.4	45.9	46.3	46.9	
Kelantan	41.3	41.9	42.6	50.7	51.3	51.9	19.4	20.1	20.7	39.2	39.8	40.4	29.3	29.6	30.1	
Melaka	44.9	45.6	45.9	54.2	54.9	55.5	18.3	18.8	19.5	55.9	56.5	57.1	30.2	30.8	31.4	
Negeri Sembilan	55.2	56.0	56.2	52.4	53.3	53.6	22.4	23.3	23.6	43.9	44.5	44.9	28.1	28.7	29.0	
Pahang	40.9	41.4	41.9	51.4	52.0	52.4	17.2	17.9	18.2	35.2	35.6	36.1	30.3	30.6	31.0	
Pulau Pinang	46.7	47.4	47.9	57.9	58.1	58.5	21.1	21.8	22.4	59.1	59.9	60.3	43.9	44.4	44.8	
Perak	55.4	56.0	56.1	62.6	63.2	63.4	27.5	28.1	28.4	51.6	52.1	52.5	42.5	43.2	43.2	
Perlis	26.3	26.5	26.9	46.7	47.0	47.3	9.6	10.0	10.6	46.6	46.8	47.2	35.4	35.7	36.1	
Selangor	57.7	58.4	58.8	65.7	66.3	66.6	49.6	49.9	50.3	53.8	54.8	55.1	42.4	42.6	42.9	
Terengganu	49.4	49.7	50.2	71.1	71.5	72.0	64.6	65.0	65.5	63.9	64.2	65.0	69.4	69.9	70.4	
Sabah	45.9	46.4	47.1	76.4	76.8	77.4	41.7	42.1	42.6	57.1	57.6	58.1	24.2	24.7	25.0	
Sarawak	51.3	51.7	51.9	45.5	45.9	46.0	24.4	24.8	25.5	32.4	32.8	33.0	20.9	21.3	21.7	
W.P. Kuala Lumpur	55.7	56.2	56.7	63.7	64.3	64.6	23.9	24.4	24.7	54.5	55.1	55.6	38.1	38.9	39.3	
W.P. Labuan	28.2	28.3	29.2	49.2	49.3	50.1	22.9	24.0	24.2	48.7	48.8	49.7	39.8	40.0	40.4	
W.P. Putrajaya	77.7	77.9	78.2	81.2	82.0	82.5	15.2	15.6	16.1	61.6	62.2	62.7	56.1	56.7	57.4	

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024 (cont'd)

(%)												
Negeri State	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
	Sivik dan Politik Civic and Politics			e-Dagang e-Commerce			Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness					
	Memberi pendapat atau undi Posting opinions or voting			Membeli barangan atau perkhidmatan melalui e-Dagang Purchasing goods or services via e-Commerce			Menjual barangan atau perkhidmatan melalui e-Dagang Selling goods or services via e-Commerce			Mempunyai perisian keselamatan & perlindungan dalam talian Owning online security software and protection		
MALAYSIA	43.3	43.7	44.0	70.4	70.6	70.8	8.2	8.7	9.3	72.9	75.2	75.4
Johor	43.2	43.8	44.2	69.7	69.9	70.0	8.0	8.4	9.1	83.8	84.0	84.2
Kedah	29.7	30.4	30.6	75.2	76.0	76.1	6.4	6.9	7.3	71.0	71.6	72.1
Kelantan	51.4	51.9	52.6	65.9	66.3	66.9	4.6	5.1	5.8	74.2	77.8	78.1
Melaka	57.9	58.2	58.7	77.7	78.1	78.8	3.4	3.9	4.4	80.0	80.6	81.1
Negeri Sembilan	30.1	30.6	31.0	72.4	73.4	73.8	3.2	3.6	4.1	66.2	67.2	67.4
Pahang	35.0	35.1	35.5	71.6	71.9	72.3	2.4	3.1	3.4	47.4	73.3	73.9
Pulau Pinang	42.7	43.6	44.1	66.2	67.0	67.5	5.6	6.0	6.7	87.5	87.8	88.1
Perak	26.6	26.9	27.2	54.6	55.2	55.3	5.8	6.3	6.7	72.5	73.2	73.0
Perlis	27.4	27.7	28.1	52.6	52.9	53.4	4.6	4.8	5.4	47.8	68.2	68.7
Selangor	61.3	62.1	62.6	87.9	88.0	88.3	14.3	14.8	15.4	78.8	79.6	79.9
Terengganu	71.9	72.3	72.7	81.9	82.3	82.7	4.6	5.2	5.6	72.6	73.0	73.6
Sabah	24.8	25.2	25.9	48.3	48.8	49.4	7.9	8.4	8.9	58.2	58.7	59.4
Sarawak	36.2	36.6	37.0	48.1	48.5	48.6	5.8	6.3	6.7	58.9	59.4	59.6
W.P. Kuala Lumpur	37.1	37.3	37.7	79.7	80.2	80.8	12.3	12.9	13.5	78.6	86.8	87.2
W.P. Labuan	43.5	44.2	44.9	92.8	93.1	93.7	24.4	25.0	25.7	97.4	60.2	60.8
W.P. Putrajaya	49.9	50.3	50.8	96.7	97.0	97.3	5.2	5.8	6.3	93.8	94.0	94.4

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2022 - 2024 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2022 - 2024 (cont'd)

Negeri State	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness										Kededaran jenayah siber Cyber crime awareness			
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2024	2022	2023	2024	2024
	Mengesahkan kebolehpercayaan maklumat yang terdapat dalam talian Verifying the reliability of information found online										Menetapkan langkah keselamatan yang berkesan untuk melindungi peranti & akaun dalam talian Setting up effective measure to protect devices & online accounts			
	28.6	29.0	29.5	79.1	79.6	80.0	77.8	78.3	78.7	78.7	65.2	65.7	66.2	66.2
MALAYSIA	24.9	25.5	25.9	86.8	87.2	87.3	83.0	83.4	83.8	83.8	63.9	64.3	64.5	64.5
Johor	27.3	28.1	28.6	78.4	79.0	79.5	76.0	76.7	76.8	76.8	67.3	68.0	68.6	68.6
Kedah	24.5	25.1	25.7	78.3	79.1	79.4	77.0	77.4	77.7	77.7	66.0	66.7	67.1	67.1
Kelantan	23.9	24.3	24.9	81.7	82.1	82.6	78.8	79.4	79.8	79.8	56.9	57.6	58.0	58.0
Melaka	26.6	27.0	27.5	65.8	66.5	66.8	63.1	63.7	64.1	64.1	58.2	59.1	59.3	59.3
Negeri Sembilan	24.4	25.1	25.8	68.6	69.1	69.8	75.4	75.5	76.1	76.1	56.6	57.0	57.5	57.5
Pahang	37.8	38.2	38.7	89.1	89.8	90.1	79.9	80.2	80.8	80.8	62.9	63.5	63.8	63.8
Pulau Pinang	28.7	29.1	29.4	77.6	78.2	78.2	76.4	77.1	77.0	77.0	67.2	68.0	68.5	68.5
Perak	26.3	26.6	27.1	72.9	73.2	73.8	66.3	66.4	66.8	66.8	63.8	63.7	64.2	64.2
Perlis	36.5	36.7	37.1	83.5	84.0	84.4	82.8	83.2	83.7	83.7	69.6	70.2	70.5	70.5
Selangor	26.1	26.5	27.0	68.5	69.0	69.4	74.3	74.7	75.3	75.3	67.1	67.6	68.1	68.1
Terengganu	19.4	19.9	20.5	73.0	73.5	74.2	77.6	78.1	78.7	78.7	63.9	64.4	65.1	65.1
Sabah	20.5	20.9	21.5	71.3	71.7	71.9	64.8	65.2	65.5	65.5	64.6	65.1	65.6	65.6
Sarawak	36.3	37.1	37.7	82.4	82.5	82.9	80.3	81.1	81.5	81.5	65.2	65.7	66.1	66.1
W.P. Kuala Lumpur	24.5	25.0	25.4	79.8	80.6	80.9	77.0	77.4	77.9	77.9	65.0	65.7	66.1	66.1
W.P. Labuan	37.1	37.7	38.2	92.2	92.4	92.9	84.0	84.4	85.0	85.0	60.4	61.1	61.8	61.8
W.P. Putrajaya														

Nota. Rujuk nota teknikal muka surat 155 - 157 untuk perincian aktiviti

Note. Refer to technical notes page 169 - 171 for detailed activities



RALAT PIAWAI RELATIF

RELATIVE STANDARD ERROR



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Jadual 7.1 : Ralat piawai relatif bagi anggaran peratusan peralatan dan perkhidmatan ICT oleh isi rumah mengikut strata, Malaysia, 2024

Table 7.1 : Relative standard error of estimates for percentage of households with access to ICT equipment and services by strata, Malaysia, 2024

Peralatan dan Perkhidmatan ICT ICT equipment and services	Peratusan capaian ICT oleh isi rumah Percentage of ICT access by households			Ralat piawai bagi anggaran Standard error of estimates (%)				Peratusan capaian ICT oleh isi rumah pada 95% selang keyakinan Percentage of ICT access by households at 95% confidence interval			
	Malaysia	Bandar Urban	Luar bandar Rural	Nilai relatif Relative value		Ralat piawai Standard error		Malaysia	Bandar Urban	Luar bandar Rural	
Internet	96.8	98.8	90.3	0.1	0.1	0.3	0.1	0.1	0.1	0.3	96.6 - 97.0 98.5 - 98.9 89.7 - 90.9
Komputer Computer	92.2	94.9	83.2	0.2	0.2	0.5	0.2	0.2	0.2	0.4	91.8 - 92.6 94.4 - 95.3 82.4 - 84.0
Telefon bimbit Mobile phone	99.5	99.7	98.7	0.0	0.0	0.1	0.0	0.0	0.0	0.1	99.4 - 99.6 99.6 - 99.8 98.4 - 98.9
Siaran TV berbayar Pay TV channel	67.1	69.5	59.2	0.7	0.9	0.9	0.5	0.6	0.6	0.5	66.2 - 68.0 68.3 - 70.6 58.2 - 60.2
Televisyen Television	99.5	99.7	98.8	0.0	0.0	0.1	0.0	0.0	0.0	0.1	99.4 - 99.6 99.6 - 99.8 98.6 - 99.0
Radio	99.5	99.8	98.4	0.0	0.0	0.1	0.0	0.0	0.0	0.1	99.4 - 99.5 99.7 - 99.8 98.1 - 98.7
Telefon talian tetap Fixed-line telephone	27.9	31.4	16.5	1.7	1.9	2.3	0.5	0.6	0.6	0.4	27.0 - 28.8 30.2 - 32.5 15.7 - 17.2

Jadual 7.2 : Ralat piawai relatif bagi anggaran peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut strata, Malaysia, 2024

Table 7.2 : Relative standard error of estimates for percentage of individuals using ICT equipment and services by strata, Malaysia, 2024

Peralatan dan Perkhidmatan ICT ICT equipment and services	Peratusan penggunaan ICT oleh individu Percentage of individuals using ICT			Ralat piawai bagi anggaran Standard error of estimates (%)				Peratusan penggunaan ICT oleh individu pada 95% selang keyakinan Percentage of individuals using ICT at 95% confidence interval			
	Malaysia	Bandar Urban	Luar bandar Rural	Nilai relatif Relative value	Ralat piawai Standard error			Malaysia	Bandar Urban	Luar bandar Rural	
					Malaysia	Bandar Urban	Luar bandar Rural				
Penggunaan Internet Internet Usage	98.0	99.0	95.3	0.1	0.1	0.1	0.2	97.9 - 98.2	98.8 - 99.1	94.9 - 95.7	
Penggunaan komputer Computer usage	80.7	86.5	64.3	0.4	0.4	0.4	1.2	80.0 - 81.3	85.8 - 87.2	62.8 - 65.8	
Penggunaan telefon bimbit Mobile phone usage	99.5	99.8	98.9	0.0	0.0	0.0	0.1	99.5 - 99.6	99.7 - 99.8	98.7 - 99.0	
Pemilikan telefon bimbit Mobile phone ownership	98.3	99.0	96.4	0.1	0.1	0.1	0.2	98.2 - 98.5	98.9 - 99.2	96.0 - 96.8	



NOTA TEKNIKAL

TECHNICAL NOTES



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1. PENGENALAN

Statistik yang diterbitkan dalam laporan ini adalah hasil dapatan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah (ICTHS) 2024. Ianya menyediakan data di peringkat nasional, negeri dan daerah pentadbiran. Garis panduan, konsep dan definisi yang digunakan dalam penerbitan ini adalah berdasarkan daripada *Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition* yang diterbitkan oleh *International Telecommunication Union* (ITU).

ICTHS telah dijalankan bermula tahun rujukan 2013, diikuti pada 2015 dan 2017. Bermula tahun 2018, survei ini dijalankan secara tahunan. Nota teknikal ini membantu pengguna untuk memahami dengan lebih jelas berkaitan data yang diterbitkan.

2. OBJEKTIF SURVEI

Objektif utama adalah seperti berikut:

- i. Mengumpul maklumat yang lengkap dan terkini berkenaan penggunaan dan capaian ICT oleh individu dan isi rumah (IR);
- ii. Menjadi input dalam penyusunan Akaun Satelit ICT (ICTSA);
- iii. Input kepada *ICT Development Index* (IDI) dan *Telecommunication Infrastructure Index* (TII); dan
- iv. Petunjuk ICT yang diperolehi dapat membantu kerajaan dalam pembangunan ICT negara dan penjana Ekonomi Digital.

3. KAEDAH PENGUMPULAN DATA

- 3.1 Survei ini menggunakan kaedah temu ramah bersemuka dengan menggunakan borang soal selidik bagi mendapatkan maklumat daripada responden. Dalam tempoh survei, penemuramah yang dilatih akan melawat isi rumah (IR) di tempat kediaman (TK) terpilih bagi mengumpul maklumat berkaitan demografi ahli isi rumah dan maklumat terperinci berkaitan penggunaan dan capaian peralatan dan perkhidmatan ICT.
- 3.2 Semakan kualiti data dibuat oleh pegawai berpengalaman dari DOSM Negeri bagi mengesan dan membetulkan sebarang kesilapan atau maklumat yang tertinggal ketika survei dilaksanakan. Proses semakan semula juga dilaksanakan bagi IR terpilih untuk memastikan kualiti pungutan data.

4. TEMPOH RUJUKAN

ICTHS 2024 dilaksanakan selama dua bulan iaitu pada November hingga Disember 2024. Tempoh rujukan bagi penggunaan ICT oleh individu adalah merujuk kepada tiga bulan yang lalu sebelum temuramah. Contoh, sekiranya bulan survei adalah November 2024, maka tempoh rujukan yang diukur adalah mulai 1 Ogos 2024 sehingga 31 Oktober 2024.

5. SKOP DAN LIPUTAN

- 5.1 Pemilihan sampel bagi survei ini telah mengambil kira kedua-dua kawasan bandar dan luar bandar dalam daerah pentadbiran bagi semua negeri di Malaysia.
- 5.2 Liputan survei meliputi IR yang tinggal di TK persendirian dan tidak termasuk mereka yang tinggal di TK institusi seperti asrama, hotel, hospital, rumah orang tua, berek tentera dan polis, penjara dan rumah kebajikan.
- 5.3 Survei ini meliputi ahli isi rumah yang berumur lima tahun dan ke atas. Walau bagaimanapun, bagi membolehkan perbandingan dibuat dengan survei terdahulu, analisis bagi penggunaan ICT hanya melibatkan individu berusia 15 tahun dan ke atas sahaja.
- 5.4 Survei ini meliputi warganegara dan bukan warganegara yang menetap di tempat kediaman persendirian di Malaysia semasa tempoh survei dijalankan.

6. RANGKA PENSAMPELAN

- 6.1 Rangka yang digunakan bagi pemilihan sampel ICTHS 2024 adalah berdasarkan Rangka Pensampelan Isi Rumah yang terdiri daripada blok penghitungan (BP) yang diwujudkan untuk Banci Penduduk dan Perumahan 2020 yang dikemaskini dari semasa ke semasa. BP merupakan suatu kawasan muka bumi yang diwujudkan untuk tujuan pelaksanaan operasi survei yang secara puratanya mengandungi antara 80 hingga 120 TK. Semua BP dibentuk dalam lingkungan sempadan yang diwartakan iaitu di dalam daerah pentadbiran, mukim atau kawasan pihak berkuasa tempatan.

- 6.2 BP dalam rangka pensampelan dikelaskan mengikut kawasan bandar dan luar bandar. Kawasan bandar ialah kawasan yang diwartakan serta kawasan tepu bina yang bersempadan dengannya dan gabungan kedua-dua kawasan ini mempunyai jumlah penduduk seramai 10,000 atau lebih semasa Banci Penduduk dan Perumahan 2020. Kawasan selainnya yang diwartakan dan mempunyai jumlah penduduk kurang daripada 10,000 orang serta kawasan yang tidak diwartakan dikelaskan sebagai kawasan luar bandar.
- 6.3 Kawasan tepu bina adalah kawasan yang terletak bersebelahan kawasan yang diwartakan dan mempunyai sekurang-kurangnya 60 peratus penduduk (berumur 15 tahun dan ke atas) yang terlibat di dalam aktiviti bukan pertanian.
- 6.4 Definisi kawasan bandar juga mengambil kira kawasan pembangunan khusus iaitu kawasan pembangunan yang tidak diwartakan dan boleh dikenalpasti serta terpisah dari kawasan yang diwartakan atau kawasan tepu bina melebihi lima kilometer dan mempunyai penduduk sekurang-kurangnya 10,000 orang dengan 60 peratus penduduk (berumur 15 tahun dan ke atas) yang terlibat dalam aktiviti bukan pertanian.
- 6.5 Pembandaran merupakan proses yang dinamik dan sentiasa berubah mengikut kemajuan dan pembangunan. Oleh itu, kawasan bandar bagi Banci Penduduk dan Perumahan 2010 dan 2020 tidak semestinya merujuk kepada kawasan yang sama kerana kawasan yang memenuhi kriteria bandar akan terus bertambah dan berkembang mengikut masa.
- 6.6 Klasifikasi kawasan mengikut strata yang digunakan adalah seperti berikut:

Strata	Jumlah penduduk dalam kawasan yang diwartakan, tepu bina dan kawasan pembangunan
Metropolitan	75,000 dan ke atas
Bandar besar	10,000 hingga 74,999
Bandar kecil	1,000 hingga 9,999
Luar bandar	Kawasan selebihnya

6.7 Bagi tujuan pensampelan, klasifikasi kawasan seperti di perkara 6.6 adalah digunakan untuk semua negeri serta Wilayah Persekutuan. Bagi Sabah dan Sarawak, memandangkan masalah kesukaran untuk akses ke kawasan pedalaman, strata luar bandar dikembangkan lagi berdasarkan kepada jangka waktu yang diambil untuk sampai ke sesuatu tempat dari pusat bandar yang terdekat.

6.8 Bagi tujuan penjadualan laporan, strata-strata dicantumkan seperti berikut:

Bandar = Metropolitan + Bandar besar

Luar bandar = Bandar kecil + Keseluruhan luar bandar

7. REKA BENTUK PENSAMPELAN

7.1 Reka bentuk pensampelan berstrata dua peringkat (*two-stage stratified sampling*) telah digunakan dalam ICTHS 2024. Unit pensampelan peringkat pertama adalah BP, dipilih secara rawak menggunakan kaedah *Systematic Random Sampling*.

7.2 BP dipilih secara berasingan mengikut strata seperti berikut:

Strata pertama	Negeri
Strata kedua	Daerah pentadbiran mengikut negeri
Strata ketiga	Bandar/ luar bandar mengikut daerah pentadbiran

7.3 Seterusnya unit pensampelan peringkat kedua adalah TK dan sampel TK dipilih dari BP yang terpilih menggunakan kaedah *Systematic Random Sampling* melalui penjaan nombor rawak dan menetapkan selang pemilihan supaya setiap TK mempunyai kebarangkalian yang sama untuk terpilih. Prosedur ini dilaksanakan secara teratur dan saintifik untuk menghasilkan sampel yang tidak pincang (*unbiased*) dan boleh mewakili keseluruhan populasi IR di Malaysia.

8. SAIZ SAMPEL

8.1 Saiz sampel ICTHS 2024 mewakili populasi mengikut peringkat analisis yang ditetapkan. Saiz sampel ini telah mengambil kira faktor-faktor berikut:

- i. Statistik terpilih daripada survei yang lepas;
- ii. Peringkat reka bentuk pensampelan;
- iii. Ralat yang disasarkan; dan
- iv. Kadar respon

8.2 Agihan saiz sampel ICTHS 2024 adalah seperti berikut:

Negeri	Bilangan BP terpilih	Bilangan TK terpilih
Johor	258	2,064
Kedah	316	2,528
Kelantan	282	2,256
Melaka	131	1,048
Negeri Sembilan	204	1,632
Pahang	271	2,168
Pulau Pinang	172	1,376
Perak	307	2,456
Perlis	73	584
Selangor	263	2,104
Terengganu	238	1,904
Sabah	437	3,392
Sarawak	442	3,536
W.P. Kuala Lumpur	60	480
W.P. Labuan	29	232
W.P. Putrajaya	25	200
MALAYSIA	3,508	27,960

9. PENILAIAN DATA

- 9.1 Data yang diperoleh daripada survei yang dijalankan secara sampel berkebarangkalian ini tertakluk kepada dua jenis ralat iaitu ralat pensampelan dan ralat bukan pensampelan.

i. Ralat pensampelan

Ralat pensampelan berpunca daripada anggaran data yang terhasil daripada sampel berkebarangkalian. Ralat ini boleh diukur dengan menganggarkan Ralat Piawai Relatif dan dinyatakan dalam bentuk peratusan. Ia digunakan sebagai penunjuk kepada kepersisan anggaran parameter yang dikaji. Ini memberi gambaran tahap variasi anggaran pembolehubah yang dianggarkan melalui survei berbanding dengan parameter populasi.

Sebagai contoh, penemuan ICTHS 2024 mendapati peratusan capaian isi rumah terhadap Internet bagi Malaysia adalah 96.8 peratus dengan Ralat Piawai Relatif 0.1 peratus. Dalam erti kata lain, peratus Ralat Piawai adalah 0.1 peratus. Berasaskan 95 peratus selang keyakinan ($\alpha=0.05$), peratusan capaian isi rumah terhadap Internet berada dalam batasan antara 96.6% - 97.0%.

ii. Ralat bukan pensampelan

Ralat ini boleh berpunca daripada liputan survei yang tidak lengkap, kelemahan rangka, ralat maklumbalas, tiada respons dan kesilapan semasa prosesan seperti di peringkat penyuntingan, pengekodan dan tangkapan data. Bagi memastikan kualiti data berada pada tahap yang tinggi, beberapa langkah pentadbiran telah diambil supaya **ralat bukan pensampelan** berada di tahap minimum. Antaranya, latihan intensif kepada penyelia dan penemuramah. Selain daripada itu, penyeliaan yang rapi dan semakan rambang dijalankan ke atas isi rumah yang telah diliputi oleh penemuramah untuk memastikan kesahihan maklumat yang direkodkan.

Bagi mengatasi kes tiada respons yang berpunca daripada beberapa sebab seperti TK kosong, tiada penghuni di rumah, enggan bekerjasama atau TK tidak layak diliputi dalam survei, maka penganggaran saiz sampel ICTHS 2024 telah mengambil kira semua kemungkinan tersebut.

Pengemaskinian rangka pensampelan yang dilaksanakan dari semasa ke semasa telah dapat mengurangkan kadar tiada respons yang berpunca daripada TK kosong. Publisiti yang meluas dilaksanakan melalui media elektronik serta media cetak bagi mengurangkan kes tiada penghuni di rumah dan enggan bekerjasama.

Selain daripada itu, di peringkat prosesan data, semakin konsistensi bagi setiap pembolehubah dan proses validasi telah dilaksanakan secara sistematik bagi meminimumkan kesemua ralat bukan pensampelan.

10. LIMITASI SURVEI

Terdapat beberapa limitasi dan juga cabaran yang dihadapi dalam pelaksanaan survei ini. Antaranya:

- i. Survei ini dijalankan ke atas isi rumah dan individu yang terpilih di seluruh Malaysia. Namun, ia digunakan untuk menyokong dalam memberi gambaran tentang capaian dan penggunaan ICT.
- ii. Selain itu, liputan survei ini hanya merangkumi pada peringkat negeri bagi strata 1 dan 2 untuk bandar dan strata 3 hingga 6 bagi luar bandar.
- iii. Analisis terperinci data penggunaan dan capaian ICT oleh individu dan isi rumah bagi peringkat daerah pentadbiran adalah berdasarkan kebolehpercayaan nilai relatif sehingga tidak melebihi selang toleransi 20 peratus.
- iv. Oleh yang demikian, penemuan survei ini perlu digunakan secara berhati-hati dan DOSM tidak bertanggungjawab ke atas sebarang implikasi daripada penggunaan statistik ini.

11. KONSEP DAN DEFINISI

11.1 TEMPAT KEDIAMAN

Tempat kediaman adalah suatu struktur yang dibina **berasingan** dan **bebas** yang lazimnya digunakan untuk tempat tinggal. Istilah berasingan dan bebas bermaksud seperti berikut:

- i. **Berasingan:** Struktur dianggap sebagai berasingan jika ia dikelilingi oleh dinding, pagar dan lain-lain serta ditutupi oleh bumbung.
- ii. **Bebas:** Struktur dikatakan bebas apabila ia mempunyai jalan masuk terus dari laluan umum, tempat lalu lintas atau ruang lapang (iaitu penghuni boleh masuk atau keluar dari TK mereka tanpa melalui perkarangan orang lain).

11.2 ISI RUMAH

Isi rumah ditakrifkan sebagai seseorang atau sekumpulan orang yang bersaudara atau tidak bersaudara yang biasanya tinggal bersama dalam satu TK serta membuat peruntukan (perbelanjaan) secara bersama untuk makanan dan keperluan hidup yang lain.

11.3 KETUA ISI RUMAH

Ketua IR ditakrifkan sebagai seorang ahli biasa sama ada lelaki atau perempuan yang dianggap sebagai ketua oleh ahli IR yang lain. Ketua IR mesti seorang penerima pendapatan dan berumur 15 tahun dan ke atas.

11.4 CAPAIAN DAN PENGGUNAAN ICT

11.4.1 Capaian ICT oleh isi rumah: Sesebuah isi rumah dianggap mempunyai capaian kepada perkhidmatan dan peralatan ICT sekiranya ia masih boleh digunakan ketika temu ramah dijalankan.

11.4.2 Penggunaan ICT oleh individu:

- Penggunaan peralatan dan perkhidmatan ICT oleh seorang atau beberapa individu atau beberapa individu di dalam sesebuah isi rumah, sama ada digunakan di TK atau di tempat lain;
- Individu di sesebuah isi rumah yang berusia 15 tahun dan ke atas; dan
- Penggunaan peralatan telefon bimbit, komputer dan perkhidmatan Internet bagi tempoh tiga bulan yang lalu.

11.4.3

Indikator Utama ICT

i. Radio

Radio didefinisikan sebagai peranti yang mampu menerima isyarat penyiaran radio, menggunakan frekuensi biasa seperti FM, AM, LW dan SW. Radio boleh menjadi peranti yang berdiri sendiri, atau termasuk radio set bersepadu dengan alat yang lain seperti jam penggera, pemain audio, telefon bimbit atau komputer. Ia juga termasuk radio dalam kereta.

$$\frac{(\text{bilangan IR terpilih yang memiliki radio})}{(\text{jumlah IR terpilih})} \times 100$$

ii. Televisyen

Televisyen (TV) adalah alat yang mampu menerima isyarat siaran televisyen, menggunakan akses popular seperti *over-the-air*, kabel dan satelit. Satu set televisyen lazimnya merupakan peranti yang berdiri sendiri, namun ia boleh juga termasuk fungsi TV yang bersepadu dengan peranti lain seperti komputer atau telefon bimbit.

$$\frac{(\text{bilangan IR terpilih yang memiliki televisyen})}{(\text{jumlah IR terpilih})} \times 100$$

iii. Telefon talian tetap

Telefon talian tetap merujuk kepada talian telefon yang menyambungkan peralatan terminal pelanggan (contohnya set telefon, mesin faksimili) kepada Rangkaian Telefon Bersuis Awam (PSTN) dan yang mempunyai sebuah port pada pertukaran telefon. Istilah ini adalah sinonim dengan stesen istilah utama atau Pertukaran Talian Terus (DEL) yang biasanya digunakan dalam dokumen telekomunikasi. Ia mungkin tidak sama seperti akses dalam talian atau langganan.

$$\frac{(\text{bilangan IR terpilih yang memiliki telefon talian tetap})}{(\text{jumlah IR terpilih})} \times 100$$

iv. Telefon bimbit

Telefon bimbit merujuk kepada telefon mudah alih yang melanggan kepada satu perkhidmatan telefon mudah alih awam menggunakan teknologi selular yang menyediakan akses bagi PSTN. Ini termasuk sistem selular analog dan digital, serta teknologi seperti IMT-2000 (3G) dan IMT-Advanced. Ia adalah termasuk akaun bagi kedua-dua pelanggan pascabayar dan prabayar.

$$\frac{(\text{bilangan IR terpilih yang memiliki telefon bimbit})}{(\text{jumlah IR terpilih})} \times 100$$

v. Komputer

Komputer merujuk kepada *desktop*, komputer riba atau papan elektronik mudah alih. Ia tidak termasuk peralatan dengan beberapa *embedded computing ability* seperti telefon bimbit, *Personal Digital Assistant* (PDA) atau set TV.

$$\frac{(\text{bilangan IR terpilih yang memiliki komputer})}{(\text{jumlah IR terpilih})} \times 100$$

vi. Internet

Internet adalah rangkaian komputer awam di seluruh dunia. Ia menyediakan akses kepada beberapa perkhidmatan komunikasi termasuk *World Wide Web* dan membawa emel, berita, hiburan dan fail data, tanpa mengira peranti yang digunakan (tidak dianggap hanya melalui komputer - ia juga boleh dibuat melalui telefon bimbit, PDA, mesin permainan, TV digital dan sebagainya). Mengakses Internet juga boleh dibuat melalui rangkaian talian tetap atau telefon bimbit.

$$\frac{(\text{bilangan IR terpilih yang memiliki Internet})}{(\text{jumlah IR terpilih})} \times 100$$

vii. Aktiviti Penggunaan Internet

Aktiviti penggunaan Internet dikategorikan seperti berikut:

a) Mendapatkan maklumat

- Mendapatkan maklumat tentang barangan atau perkhidmatan
- Membaca atau memuat turun akhbar atau majalah *online*, buku elektronik

b) Komunikasi

- Menyertai dalam rangkaian sosial (Cth: *Facebook*, *WhatsApp*, *Instagram*, *X* dll)
- Menghantar atau menerima emel
- Membuat panggilan telefon melalui Internet / VoIP
- Memuat naik kandungan yang dicipta sendiri ke laman web
- Menguruskan laman web persendirian
- *Blogging*: Menyelenggara atau menambah kandungan ke dalam blog
- Mengakses laman perbualan, blog, kelompok berita atau perbincangan atas talian

c) Profesional

- Mencari pekerjaan atau menghantar permohonan kerja
- Mengambil bahagian dalam rangkaian professional (Cth: *LinkedIn* dan *Xing*)
- Mengakses sistem pengkomputeran pejabat untuk tujuan membuat kerja pejabat dari rumah

d) Sivik dan Politik

- Mengemukakan pendapat atau mengundi berkenaan isu-isu politik atau sivik (Cth: blog, media sosial, laman web)

e) Lain-lain Perkhidmatan Atas Talian

- Melaksanakan tugas yang boleh menjana pendapatan secara atas talian
- Menggunakan perkhidmatan berkaitan perjalanan atau penginapan perjalanan
- Menjual barangan atau perkhidmatan (melalui *mudah.my*, *Facebook*, *WhatsApp* dsb.)
- Membeli atau membuat pesanan barangan atau perkhidmatan selain e-Dagang (melalui *mudah.my*, *Facebook*, *WhatsApp* dsb.)
- Perbankan Internet
- Menggunakan perisian melalui Internet untuk menyunting teks pada dokumen, lembaran kerja atau persembahan
- Memuat turun perisian atau aplikasi

f) Ruang Penyimpanan

- Menggunakan ruang simpanan di Internet untuk menyimpan dokumen, gambar, muzik, video atau fail lain (Cth: *Google Drive*, *Dropbox*, *Window SkyDrive*, *iCloud*, *Amazon Cloud Drive*)

g) Aktiviti Pembelajaran

- Menjalani kursus formal atas talian
- Merujuk kepada wiki (*Wikipedia* dsb.), ensiklopedia atas talian atau laman web lain untuk tujuan pembelajaran formal
- Menjalani kursus/ latihan tidak formal atas talian

h) e-Kesihatan

- Mendapatkan maklumat berkaitan kesihatan atau perkhidmatan kesihatan (Cth: berkaitan penyakit, kecederaan, nutrisi dll.)
- Membuat temu janji dengan pengamal perubatan melalui laman web

i) e-Kerajaan

- Mendapatkan maklumat daripada organisasi kerajaan
- Berinteraksi dengan organisasi kerajaan

j) Hiburan

- Mendengar radio secara atas talian
- Menonton televisyen secara atas talian
- Memuat turun gambar, filem, video atau muzik; bermain atau memuat turun permainan

k) e-Dagang

- Membeli atau membuat pesanan barangan atau perkhidmatan (e-Dagang)
- Menjual barangan atau perkhidmatan melalui e-Dagang

l) Keselamatan, Perlindungan *Online* dan Kesedaran

- Mempunyai peralatan keselamatan & mengambil langkah perlindungan dalam talian yang mencukupi
- Mengesahkan kebolehpercayaan maklumat yang terdapat di dalam talian
- Menetapkan langkah-langkah keselamatan yang berkesan (Cth: kata laluan yang kuat, pemberitahuan percubaan log masuk) untuk melindungi peranti dan akaun dalam talian
- Mengubah tetapan privasi pada peranti, akaun atau aplikasi anda untuk membatasi perkongsian data dan maklumat peribadi. (Cth: nama, maklumat perhubungan, foto)
- Sebagai pengguna Internet adakah anda sedar tentang jenayah siber berikut? (Cth: spam, penggodaman, penipuan dalam talian, komplot penipuan, mengintai/menghendap siber, pancingan data, buli siber, pemalsuan identiti, berita palsu dan penyebaran virus komputer)

11.4.4 Statistik Terpilih Malaysia daripada Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM)

i. Jalur lebar

Kadar penembusan jalur lebar bagi 100 penduduk dikira dengan membahagi jumlah langganan jalur lebar tetap dan jalur lebar mudah alih dengan jumlah penduduk dan didarab dengan 100. Langganan Wi-Fi awam tidak diambil kira.

ii. Selular mudah alih

Kadar penembusan selular mudah alih dikira sebagai jumlah langganan dibahagi jumlah penduduk dan didarabkan dengan 100. Penembusan yang melebihi 100 peratus boleh berpunca daripada pelanggan yang melanggan melebihi daripada satu langganan.

iii. Talian tetap

Kadar penembusan talian tetap dikira sebagai jumlah langganan dibahagi dengan jumlah penduduk dan didarabkan dengan 100.

iv. TV berbayar

Kadar penembusan TV berbayar bagi 100 isi rumah dikira dengan membahagi jumlah langganan isi rumah dengan jumlah isi rumah dan didarab dengan 100.

11.5 PEMBUNDARAN ANGGARAN

Pengiraan bagi sesuatu kategori mungkin tidak sentiasa sama antara jadual disebabkan oleh pembundaran secara bebas. Walau bagaimanapun, perbezaan ini adalah tidak ketara.

Peratusan yang ditunjukkan dalam jadual adalah diperolehi daripada angka sebenar dan tidak semestinya memberikan jumlah genap 100 peratus disebabkan pembundaran, walaupun jumlah yang ditunjukkan adalah 100 peratus.

11.6 NOTA DAN SIMBOL

W.P.	Wilayah Persekutuan
n.a.	Tidak berkenaan
ICT	Teknologi Maklumat dan Komunikasi
-	Tidak tersedia
0.0	Kurang daripada sesetengah unit terkecil yang ditunjukkan. Misalnya, kurang daripada 0.05 peratus

1. INTRODUCTION

The statistics released in this report are findings of the ICT Use and Access by Individuals and Households Survey (ICTHS) 2024. It provides data at national, state and administrative district levels. The guidelines, concepts and definitions used in this publication are based on the Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition published by the International Telecommunication Union (ITU).

ICTHS was carried out starting reference year 2013, followed by 2015 and 2017. Since 2018, this survey is conducted annually. These technical notes will facilitate users with better understanding pertaining to the published statistics.

2. OBJECTIVES OF SURVEY

The main objectives are as follows:

- i. To collect the latest and specific information on ICT use and access by individuals and households (HH);*
- ii. To serve as an input in the compilation of ICT Satellite Account (ICTSA);*
- iii. To serve as input in ICT Development Index (IDI) and Telecommunication Infrastructure Index (TII); and*
- iv. The ICT indicators obtained can assist the government in the development of the country's ICT sector and the generation of the Digital Economy.*

2. METHOD OF DATA COLLECTION

- 3.1 ICTHS uses the personal interview method using the questionnaire form to obtain information from respondents. During the survey period, trained interviewers visit households (HH) in selected living quarters (LQs) to collect demographic information on all household members and detailed information on the use and access of ICT equipment and services.*
- 3.2 Quality checks were done by experienced officers from the DOSM State office to detect and correct any possibility of errors or omissions at the time when the survey is conducted. The review processes were also implemented for selected HH to ensure the quality of the data collected.*

4. REFERENCE PERIOD

ICTHS 2024 was conducted for two months from November to December 2024. The reference period for ICT use by individuals was for the last three months prior to the interview. Example, if the survey month is in November 2024, then the reference period for individuals is calculated from 1st August 2024 until 31th October 2024.

5. SCOPE AND COVERAGE

- 5.1 The selection of the sample of this survey has taken into consideration both urban and rural areas in administrative district for all states in Malaysia.*
- 5.2 The coverage of the survey is households living in private LQs only and excluding those who are living in residential institutions such as hostels, hotels, hospitals, old folk's homes, military barracks and police, prisons, welfare homes and other institutions.*
- 5.3 This survey involved individuals aged five years and above. However, to enable the comparison to be made with the previous survey, the analysis for the use of ICT only involves individuals aged 15 years and above.*
- 5.4 This survey covered citizens and non-citizens in private residences in Malaysia during the survey period.*

6. SAMPLING FRAME

- 6.1 The sampling frame used for the selection of ICTHS 2024 sample are based on the Household Sampling Frame which is made up of enumeration blocks (EBs) created for the 2020 Population and Housing Census which was updated from time to time. EBs are geographical contiguous areas of land with identifiable boundaries created for survey operation purposes, which on average, contains about 80 to 120 LQs. All EBs are formed within gazette boundaries i.e. within administrative districts, sub-districts or local authority areas.*
- 6.2 The EBs in the sampling frame is classified by urban and rural areas. Urban areas are defined as in 2020 Population and Housing Census. Urban areas are gazetted areas with their adjoining built-up areas which had a combined population of 10,000 or more. Meanwhile, gazetted area with population less than 10,000 and not gazetted area are classified as rural area.*

- 6.3 *Built-up areas are the areas contiguous to a gazetted area and have at least 60 per cent of their population (aged 15 years and above) engaged in non-agricultural activities.*
- 6.4 *The definition of urban areas also takes into account the special development areas i.e. areas that are not gazetted and development can be identified and separated from the gazetted areas or built-up area of more than five kilometres and has a population of at least 10,000 people with 60 per cent of the population (aged 15 years and above) engaged in non-agricultural activities.*
- 6.5 *Urbanisation is a dynamic process and keeps changing with development and growth. Thus, the urban areas for 2010 and 2020 Population and Housing Censuses do not necessarily refer to the same areas, as areas fulfilling the above criteria of urban continue to expand and grow within the time.*
- 6.6 *The classification of areas by strata is as follows:*

Strata	Population of gazetted, built-up areas and special development area
<i>Metropolitan</i>	<i>75,000 and above</i>
<i>Urban large</i>	<i>10,000 to 74,999</i>
<i>Urban small</i>	<i>1,000 to 9,999</i>
<i>Rural</i>	<i>All other areas</i>

- 6.7 *For sampling purposes, classification of areas as stated in item 6.6 is used for all states and federal territories. For Sabah and Sarawak, due to inaccessibility, the rural strata had to be further stratified based on the time taken to reach the area from the nearest urban centre.*
- 6.8 *For the purpose of tabulation, the strata reclassified were combined as follows:*

$$\begin{aligned}
 \text{Urban} &= \text{Metropolitan} + \text{urban large} \\
 \text{Rural} &= \text{Urban small} + \text{all rural}
 \end{aligned}$$

7. SAMPLE DESIGN

7.1 The two-stage stratified sampling design was used in ICTHS 2024. The first level sampling unit were EBs, randomly selected using Probability Proportionate to Size Sampling.

7.2 EBs were selected separately according to the following strata:

Primary strata	State
Secondary strata	Administrative district by state
Tertiary strata	Urban/ rural area by administrative district

7.3 Next, the second level sampling unit were LQs and sample for LQs were selected from the EBs by using Systematic Random Sampling method that generates random number and interval class to ensure every LQs have an equal probability to be selected as a sample. This procedure is performed systematically and scientifically to produce an unbiased sample and can represent the entire populations of HH in Malaysia.

8. SAMPLE SIZE

8.1 The sample of ICTHS 2024 represents the population of the analysis level. The sample size calculation has considered the following elements:

- i. Selected statistics from previous surveys;
- ii. The level of sampling design;
- iii. Desired error; and
- iv. Respond rate

8.2 The distribution of sample size for ICTHS 2024 is as follows:

State	Number of selected EBs	Number of selected LQs
Johor	258	2,064
Kedah	316	2,528
Kelantan	282	2,256
Melaka	131	1,048
Negeri Sembilan	204	1,632
Pahang	271	2,168
Pulau Pinang	172	1,376
Perak	307	2,456
Perlis	73	584
Selangor	263	2,104
Terengganu	238	1,904
Sabah	437	3,392
Sarawak	442	3,536
W.P. Kuala Lumpur	60	480
W.P. Labuan	29	232
W.P. Putrajaya	25	200
MALAYSIA	3,508	27,960

9. DATA EVALUATION

9.1 Data obtained from probability sample survey are subject to two types of error i.e. sampling error and non-sampling error.

i. Sampling Error

Sampling error is a result of estimating data based on a probability sampling. This error can be measured by estimating the Relative Standard Error (RSE) and expressed as a percentage. It is used as an indicator of the precision of the estimated parameters studied. This estimate reflects the level of variation that was estimated through a survey variables compared with the population parameter.

For instance, in ICTHS 2024, the percentage of Internet access by household for Malaysia was 96.8 per cent with RSE of 0.1 per cent. In other words, the standard error (SE) is approximately 0.1 per cent. Based on a 95 per cent confidence level ($\alpha=0.05$), the percentage of Internet access by households was found to be in the range of 96.6% - 97.0%.

ii. **Non-Sampling Error**

These errors may arise through incomplete survey coverage, weaknesses in the frame, response errors, non-response errors and also errors during processing such as editing, coding and data capture. To ensure high quality data, several administrative procedures were taken to keep **non-sampling errors** to a minimum. Intensive training was conducted for the supervisors and enumerators. In addition, close supervision and random checks were carried out on households which were covered by the enumerators to ensure the validity of the information recorded.

In order to resolve the case of non-response error due to several reasons such as vacant house, no one at home, refusal to co-operate or not qualified LQ, the sample size estimation for ICTHS 2024 has taken into account all the possibilities.

The survey frame is updated regularly to overcome the problem of non-response due to vacant home. Wide publicity was carried out through electronic and printed media to minimise the case of 'no one at home' and refusal to cooperate.

In addition, at the data processing stage, each variable's consistency checking and validation process has been systematically implemented in order to minimise the non-sampling error.

10. **LIMITATIONS OF SURVEY**

Several challenges and limitations occurred during the implementation of this survey. Among them are:

- i. This survey was conducted among selected households and individuals throughout Malaysia. However, it can also be used to provide an overview of ICT accessibility and usage.

- ii. *The coverage of this survey only covers the state level for strata 1 and 2 for urban areas, whereas for strata 3 to 6 for rural areas.*
- iii. *A detailed analysis of ICT use and access by individuals and households by administrative district level is based on a relative value reliability of not more than 20 per cent tolerance interval.*
- iv. *The findings of the survey should be used with high precaution and DOSM will not be responsible for any implications resulting from the use of these statistics.*

11. CONCEPTS AND DEFINITIONS

11.1 LIVING QUARTERS

*Living quarters are defined as **independent** and **separate** structures and are usually used as place of abode. The terms separate and independent mean the following:*

- i. **Separate:** *A structure is considered separate if it is surrounded by walls, fence, etc. and is covered by roof.*
- ii. **Independent:** *A structure is said to be independent if it has direct access via public path, communal passageway or space (that is occupants can come in or go out of their LQs without passing through others' premises).*

11.2 HOUSEHOLD

A person or group of people, whether related or unrelated who usually live together in a living quarter and make provisions (expenses) for food and necessities of life together.

11.3 HEAD OF HOUSEHOLD

Head of household is defined as any members whether male or female which is considered as head of HH by other members. The Head of HH must be an income recipient and is aged 15 years and above.

11.4 ICT ACCESS AND USAGE

- 11.4.1** **ICT access by households:** *In order for a household to have access to ICT services or equipment, it should be able to be used during interview.*

11.4.2 ICT use by individuals:

- *Use of ICT equipment and services by one or more individuals in a household, either it was used in LQ or elsewhere;*
- *Individuals in a household aged 15 years and above; and*
- *Use of mobile phone, computer and Internet for the last three months.*

11.4.3 Core ICT Indicators

i. Radio

A radio is defined as a device capable of receiving broadcast radio signals, using common frequencies, such as FM, AM, LW and SW. A radio may be a stand-alone device, or it may be integrated with another device, such as an alarm clock, an audio player, a mobile phone or a computer. It includes radio in a car.

$$\frac{(\text{number of in-scope household with a radio})}{(\text{total number of in-scope households})} \times 100$$

ii. Television

A television (TV) is a device capable of receiving broadcast television signals, using popular access means such as over-the-air, cable and satellite. A television set is typically a stand-alone device, but it may also be integrated with another device, such as a computer or a mobile phone.

$$\frac{(\text{number of in-scope household with a television})}{(\text{total number of in-scope households})} \times 100$$

iii. **Fixed-line telephone**

A fixed telephone refers to a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the Public Switched Telephone Network (PSTN) and which has a dedicated port on a telephone exchange. This term is synonymous with the terms main station or Direct Exchange Line (DEL) that are commonly used in telecommunication documents. It may not be the same as an access line or a subscription.

$$\frac{(\text{number of in-scope household with a fixed-line telephone})}{(\text{total number of in-scope households})} \times 100$$

iv. **Mobile phone**

A mobile phone refers to a portable telephone subscribing to a public mobile phone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT-Advanced. Users of both postpaid subscriptions and prepaid accounts are included.

$$\frac{(\text{number of in-scope household with a mobile phone})}{(\text{total number of in-scope households})} \times 100$$

v. **Computer**

A computer refers to a desktop, a laptop (portable) computer or a tablet (or similar handheld computer). It does not include equipment with some embedded computing ability such as mobile phones, Personal Digital Assistant (PDA) or a TV set.

$$\frac{(\text{number of in-scope household with a computer})}{(\text{total number of in-scope households})} \times 100$$

vi. Internet

The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer - it may also be by mobile phone, tablet, PDA, games machine, digital TV and etc.). Internet can be accessed via a fixed or mobile network.

$$\frac{(\text{number of in-scope household with a Internet})}{(\text{total number of in-scope households})} \times 100$$

vii. Internet Activities

Internet activities are categorised as follows:

a) Access to information

- *Finding information about goods or services*
- *Reading or downloading online newspaper or magazines, electronic books*

b) Communication

- *Participating in social networks (e.g. Facebook, WhatsApp, Instagram, X etc.)*
- *Sending or receiving e-mail*
- *Telephoning over the Internet/ VoIP*
- *Uploading self - created content to a website*
- *Managing personal homepage*
- *Blogging: Maintaining or adding contents to a blog*
- *Accessing chat sites, blogs, newsgroups or online discussions*

c) Professional

- *Looking for a job or submitting a job application*
- *Participating in professional networks (e.g. LinkedIn and Xing)*
- *Accessing office's computing system for the purpose of doing work from home*

d) *Civic and Politics*

- *Posting opinions or voting on civic or political issues (e.g. blogs, social networks, websites)*

e) *Other Online Services*

- *Performing tasks online to generate income*
- *Using services related to travel or travel-related accommodation*
- *Selling goods or services (via mudah.my, Facebook, WhatsApp etc.)*
- *Purchasing or ordering goods or services other than e-Commerce (via mudah.my, Facebook, WhatsApp etc.)*
- *Internet Banking*
- *Using software run over the Internet for editing text documents, spreadsheets or presentations*
- *Downloading software or applications*

f) *Storage Space*

- *Using storage space on the Internet to save documents, pictures, music, video or other files (e.g. Google Drive, Dropbox, Window Sky Drive, iCloud, Amazon Cloud Drive)*

g) *Learning Activities*

- *Doing a formal online course*
- *Consulting wikis (Wikipedia etc.), online encyclopedias or other websites for formal learning purposes*
- *Doing an informal online course/ assessment*

h) *e-Health*

- *Seeking health related information or services related information (e.g. on disease, injuries, nutrition etc.)*
- *Making an appointment with a health practitioner via a website*

i) *e-Government*

- *Getting information from government organisations*
- *Interacting with government organisations*

j) Entertainment

- *Listening to radio online*
- *Watching television online*
- *Downloading images, movies, videos or music; playing or downloading games*

k) e-Commerce

- *Purchasing or ordering goods or services (e-Commerce)*
- *Selling goods or services via e-commerce*

l) Safety, Online Protection and Awareness

- *Owning online security tools & adopt measures to ensure online protection*
- *Verifying the reliability of information found online*
- *Setting up effective measure (E.g: strong password, log-in attempt notifications) to protect devices and online accounts*
- *Changing privacy settings on devices, accounts or app to limit the sharing of personal data and information (E.g: name, contact information, photos)*
- *As an Internet user are you aware of the following cybercrimes: (E.g: spam, hacking, online, fraud stalking, phishing, cyber-bullying, catfish, fake news and spreading of computer virus)*

11.4.4 Selected Statistics of Malaysia from Malaysian Communications and Multimedia Commission (MCMC)

i. Broadband

The broadband penetration rate per 100 inhabitants is calculated by dividing the sum of fixed and mobile-broadband subscriptions by total number of population and multiplying by 100. Public Wi-Fi subscriptions are not taken into account.

ii. Mobile-cellular

The mobile-cellular penetration rate refers to the total subscriptions divided by total number of population and multiplied by 100. A penetration rate over 100 per cent can occur because of multiple subscriptions.

iii. Fixed-telephone

The fixed-telephone penetration rate refers to the total subscriptions divided by total number of population and multiplied by 100.

iv. Pay TV

The pay TV penetration rate per 100 households is calculated by dividing the number of household subscriptions by the number of households and multiplied by 100.

11.5 ROUNDING OF ESTIMATES

The calculation of certain categories may not always be the same between tables due to independent rounding. However, the differences were insignificant.

Percentages shown in the tables were computed from actual absolute figures and may not always add up exactly to 100 per cent due to rounding, although the totals were shown as 100 per cent.

11.6 NOTES AND SYMBOLS

<i>W.P.</i>	<i>Wilayah Persekutuan</i>
<i>n.a.</i>	<i>Not applicable</i>
<i>ICT</i>	<i>Information and Communication Technology</i>
<i>-</i>	<i>Not available</i>
<i>0.0</i>	<i>Less than half the smallest unit shown. For example, less than 0.05 per cent.</i>

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