



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

2023

## Pemakluman

Jabatan Perangkaan Malaysia (DOSM) telah melancarkan OpenDOSM NextGen sebagai medium yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai jenis data dan boleh diakses melalui portal <https://open.dosm.gov.my>.

DOSM akan menjalankan Banci Pertanian pada tahun 2024. Mohon layari <https://www.myagricencus.gov.my> untuk maklumat lanjut. Tema adalah "Banci Pertanian, Kunci Kemajuan Pertanian".

Kerajaan Malaysia telah mengisytiharkan Hari Statistik Negara (MyStats Day) pada 20 Oktober setiap tahun. Tema sambutan MyStats Day adalah "Statistik Nadi Kehidupan".

## Announcement

*The Department of Statistics Malaysia (DOSM) has launched OpenDOSM NextGen as a medium that provides a catalogue of data and visualisations to facilitate users' analysis of various data and can be accessed through <https://open.dosm.gov.my>.*

*DOSM will conduct the Agricultural Census in 2024. Please visit <https://www.myagricencus.gov.my> for more information. The theme is "Agriculture Census, Key to Agriculture Development".*

*The Government of Malaysia has declared National Statistics Day (MyStats Day) on October 20th each year. MyStats Day Theme is "Statistics is the Essence of Life".*

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

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# PRAKATA

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2023 membentangkan statistik mengenai penggunaan dan capaian ICT oleh individu dan isi rumah. Statistik yang diterbitkan dalam laporan ini adalah berdasarkan konsep dan garis panduan daripada *Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition* yang diterbitkan oleh *International Telecommunication Union (ITU)*.

Statistik daripada laporan ini digunakan oleh agensi kerajaan dan pihak swasta sebagai input dalam perancangan, pembentukan dan pemantauan rancangan pembangunan ICT negara. Statistik ini juga digunakan oleh ahli ekonomi, ahli akademik serta individu lain bagi tujuan penyelidikan dan penganalisisan.

Laporan ini mengandungi tiga bahagian utama. Ringkasan penemuan dibentangkan di bahagian pertama manakala bahagian kedua memuatkan jadual terperinci mengenai statistik penggunaan dan capaian ICT. Aspek teknikal seperti konsep, definisi dan metodologi diterangkan di bahagian ketiga bagi memudahkan pengguna memahami statistik dan terma yang diterbitkan.

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

**DATO' SRI DR. MOHD UZIR MAHIDIN**

Ketua Perangkawan Malaysia

**April 2024**



## ***PREFACE***

*The ICT Use and Access by Individuals and Households 2023 Survey Report presents statistics on the use and access of ICT by individuals and households. Statistics published in this report are based on the concepts and guidelines from the Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition published by the International Telecommunication Union (ITU).*

*Statistics from this report are primarily used by government and private agencies as an input in the planning, formulating and monitoring of national ICT development plans. These statistics can be used by economists, academicians and other individuals for research and analysis purposes.*

*This report consists of three main sections. Summary of findings is presented in the first section while second section contains detailed tables on the use and access of ICT statistics. Technical aspects such as concepts, definitions and methodologies are described in section three in order to facilitate users with better understanding pertaining to the published statistics.*

*The Department of Statistics Malaysia (DOSM) gratefully acknowledges cooperation provided by all parties that provided the required data and contributed to the success of this publication. Every feedback and suggestion towards improving future reports are highly appreciated.*

**DATO' SRI DR. MOHD UZIR MAHIDIN**

*Chief Statistician Malaysia*

**April 2024**

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# **RINGKASAN PENEMUAN**

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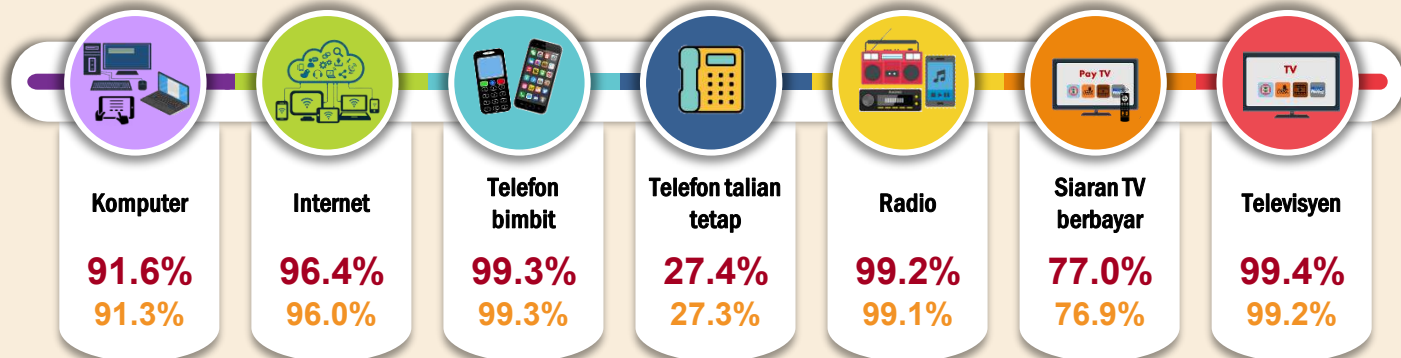
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## CAPAIAN ICT OLEH ISI RUMAH 2023

■ 2023  
■ 2022

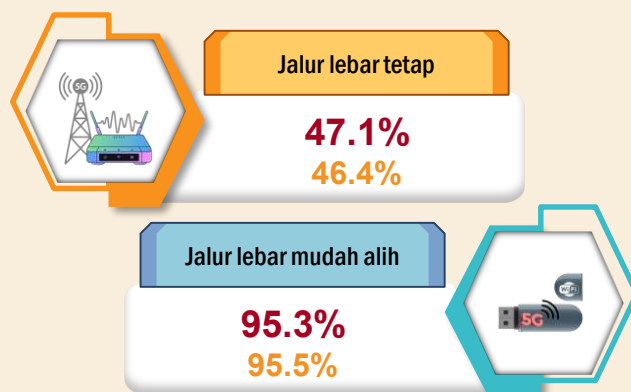
### CAPAIAN PERKHIDMATAN DAN PERALATAN ICT



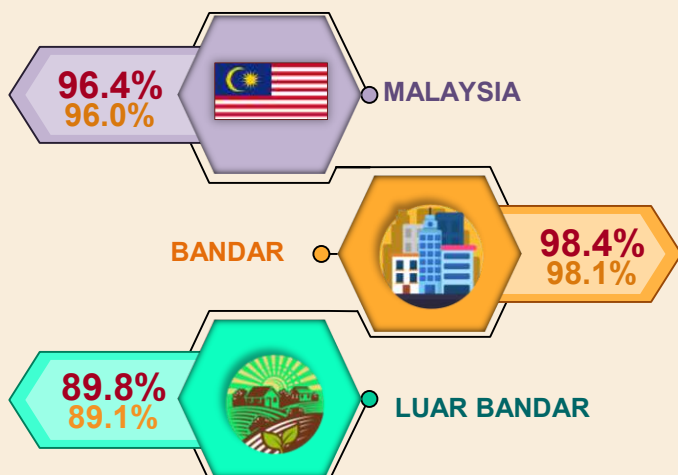
### CAPAIAN TELEFON BIMBIT



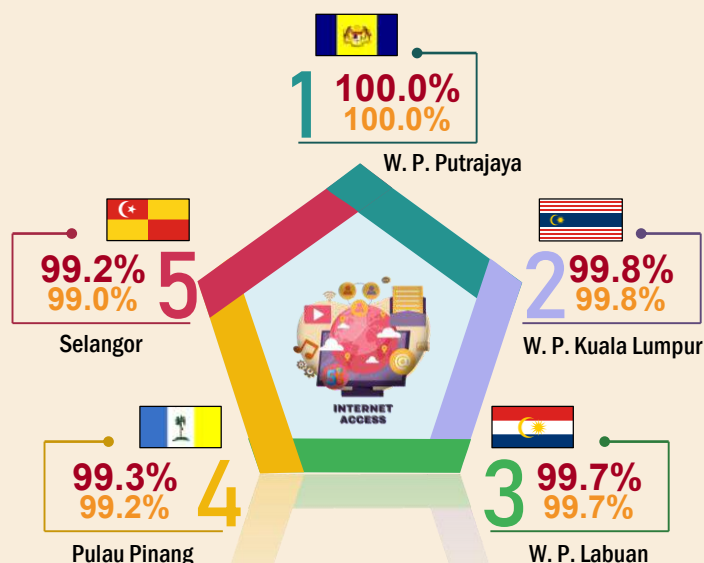
### CAPAIAN INTERNET



### CAPAIAN INTERNET MENGIKUT STRATA



### 5 NEGERI DENGAN CAPAIAN INTERNET TERTINGGI

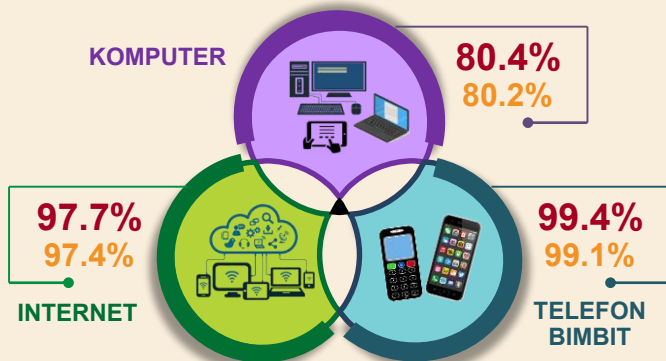




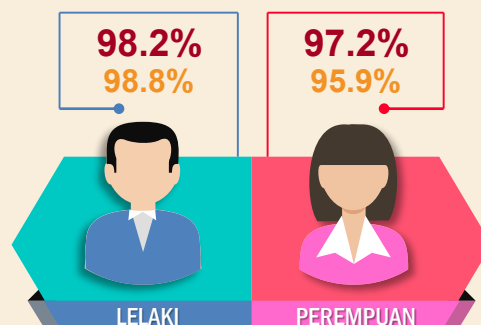
## PENGUNAAN ICT OLEH INDIVIDU 2023

2023  
2022

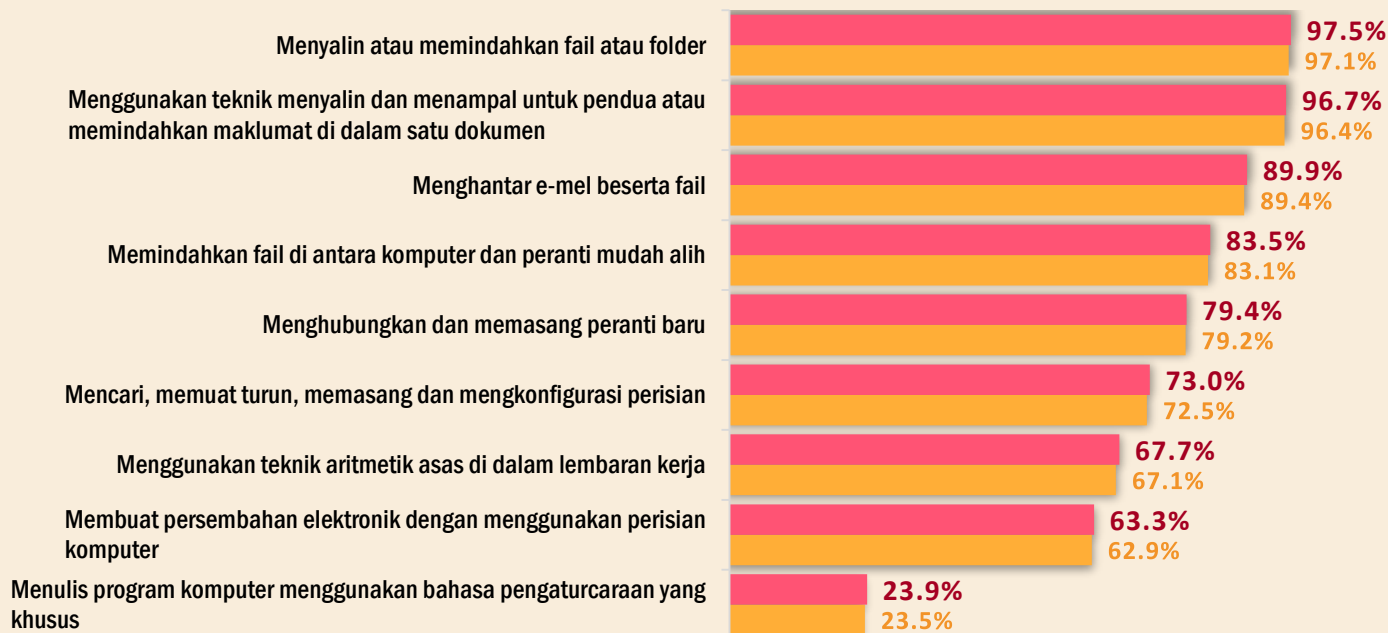
### PENGUNAAN PERALATAN DAN PERKHIDMATAN ICT



### PENGUNAAN INTERNET MENGIKUT JANTINA



### PENGUNAAN KOMPUTER MENGIKUT KEMAHIRAN



### 5 AKTIVITI POPULAR PENGUNAAN INTERNET

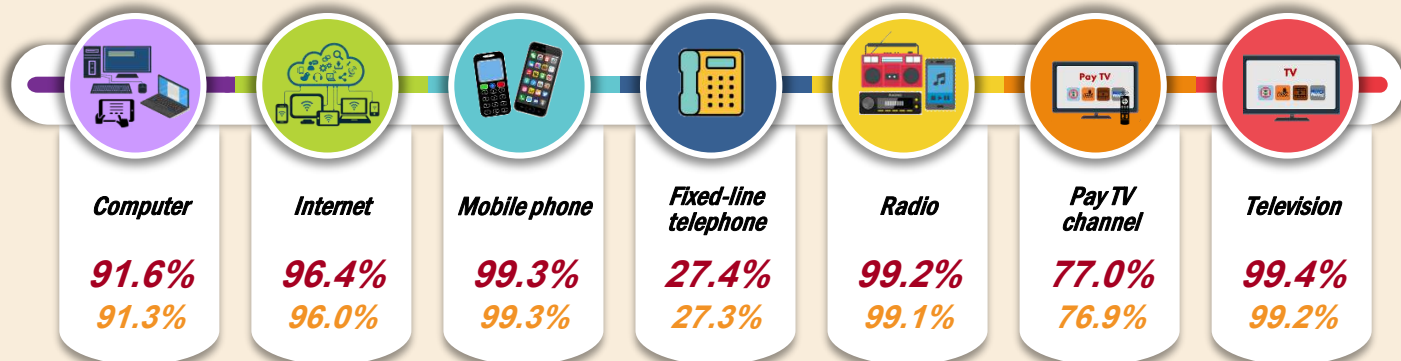




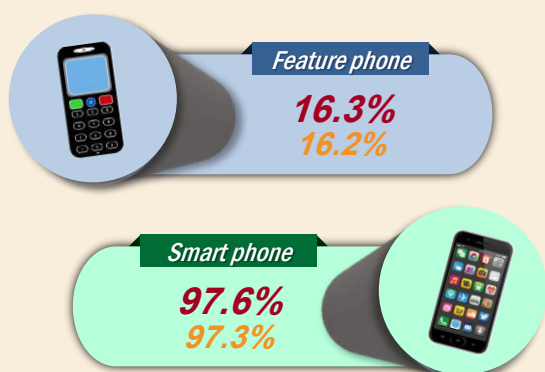
## ICT ACCESS BY HOUSEHOLD 2023

2023  
2022

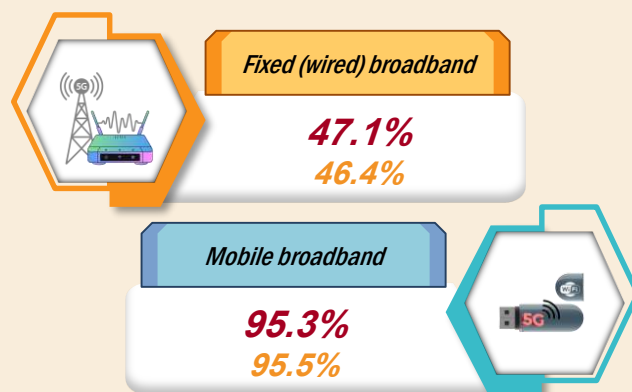
### ACCESS TO ICT SERVICES AND EQUIPMENT



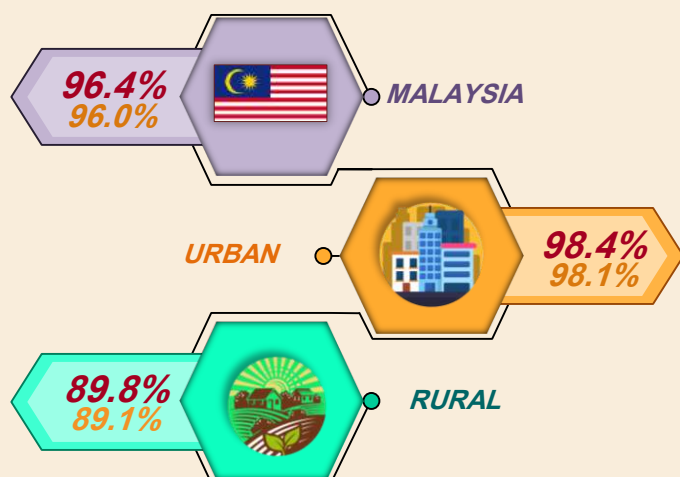
### ACCESS TO MOBILE PHONE



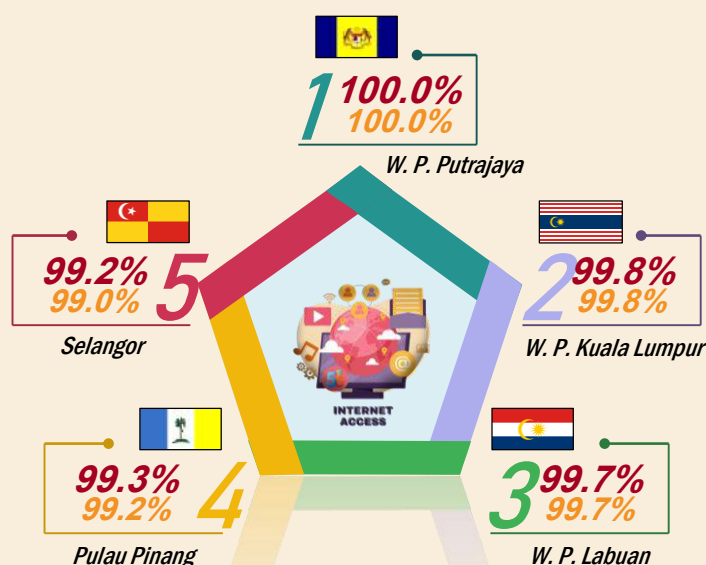
### ACCESS TO INTERNET



### INTERNET ACCESS BY STRATA



### TOP 5 STATES WITH HIGHEST INTERNET ACCESS

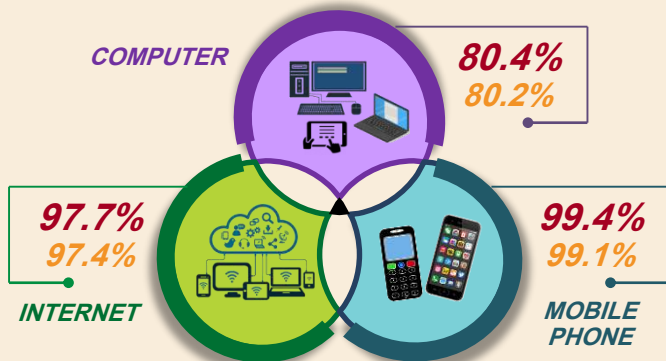




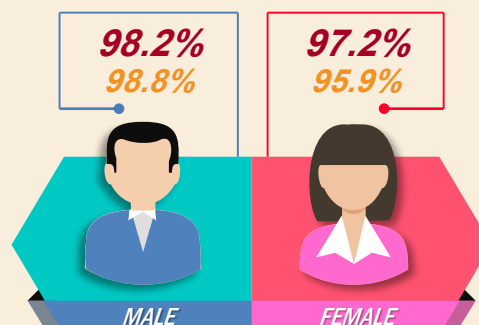
## ICT USE BY INDIVIDUAL 2023

2023  
2022

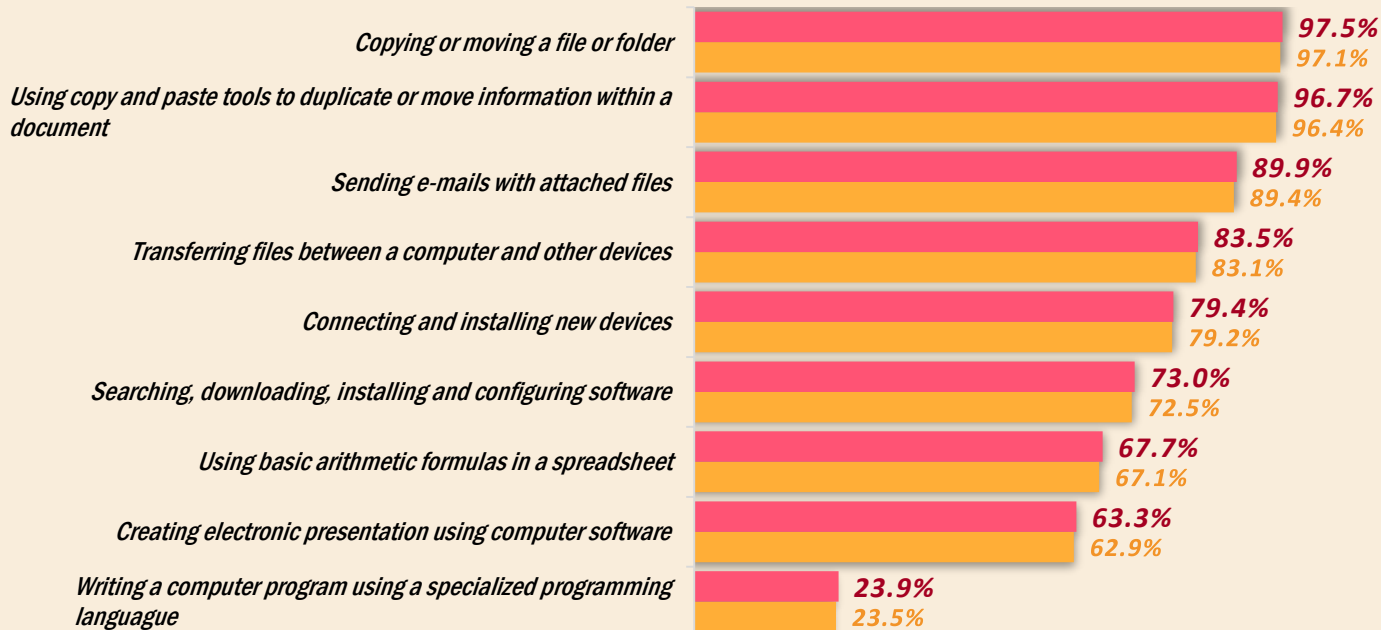
### USED OF ICT SERVICES AND EQUIPMENT



### INTERNET USE BY SEX



### ICT SKILLS BY COMPUTER USAGE



### 5 POPULAR ACTIVITIES OF INTERNET USAGE



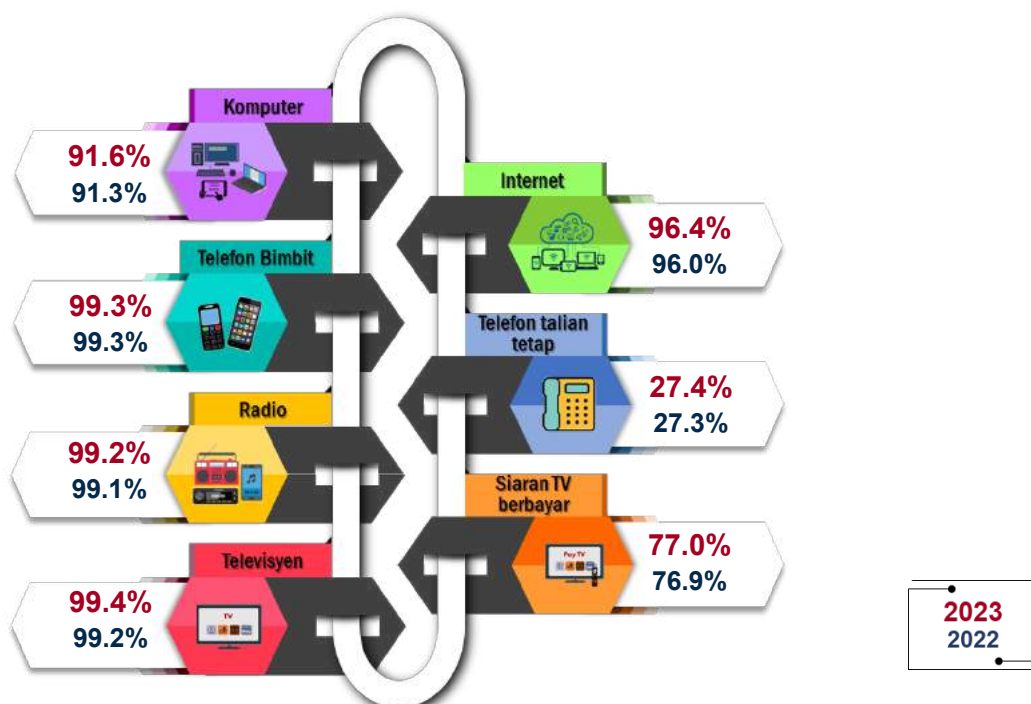
## 1. PENGENALAN

Laporan ini membentangkan hasil penemuan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah (ICTHS) yang dilaksanakan pada 2023. Penemuan ini menunjukkan statistik terkini mengenai capaian dan penggunaan perkhidmatan serta peralatan ICT oleh individu dan isi rumah. Garis panduan, konsep dan definisi yang digunakan dalam laporan ini adalah berdasarkan *Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition* yang diterbitkan oleh *International Telecommunication Union (ITU)*. Objektif utama survei ini adalah untuk mendapatkan maklumat yang lengkap dan terkini berkenaan penggunaan dan capaian ICT oleh individu dan isi rumah.

## 2. CAPAIAN PERKHIDMATAN DAN PERALATAN ICT OLEH ISI RUMAH

Berdasarkan penemuan survei, peratusan capaian isi rumah kepada perkhidmatan dan peralatan ICT menunjukkan sedikit peningkatan berbanding 2022. Televisyen mencatatkan 99.4 peratus diikuti radio (99.2%) dan Internet (96.4%) pada 2023. Manakala, peratusan isi rumah yang mempunyai capaian terhadap telefon talian tetap dan siaran TV berbayar masing-masing menunjukkan peningkatan kepada 27.4 peratus dan 77.0 peratus.

**Paparan 1: Peratusan capaian perkhidmatan dan peralatan ICT oleh isi rumah, Malaysia, 2022 dan 2023**

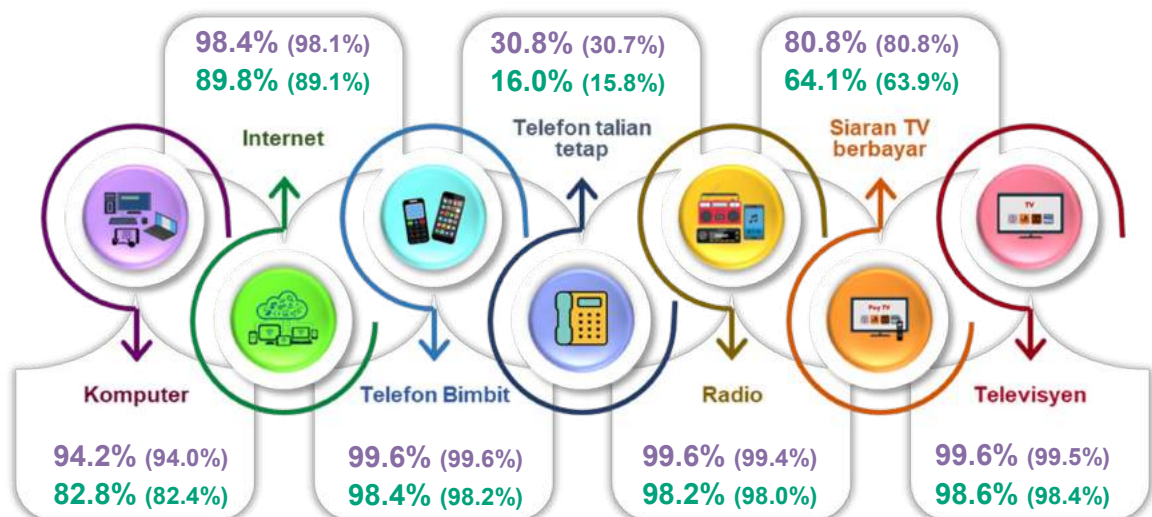


## 2.1 Capaian Perkhidmatan dan Peralatan ICT Mengikut Strata

Isi rumah di bandar menunjukkan trend peningkatan dalam peratusan capaian bagi peralatan dan perkhidmatan ICT iaitu, radio (99.6%), televisyen (99.6%), Internet (98.4%), komputer (94.2%) dan telefon talian tetap (30.8%). Manakala, peratusan capaian isi rumah terhadap telefon bimbit dan siaran TV berbayar kekal masing-masing pada 99.6 dan 80.8 peratus.

Isi rumah di luar bandar juga turut menunjukkan peningkatan bagi capaian perkhidmatan dan peralatan ICT iaitu Internet (89.8%), televisyen (98.6%), radio (98.2%), komputer (82.8%), telefon talian tetap (16.0%), telefon bimbit (98.4%) dan siaran TV berbayar (64.1%).

**Paparan 2: Peratusan capaian perkhidmatan dan peralatan ICT oleh isi rumah mengikut strata, Malaysia, 2022 dan 2023**



Nota: Angka di dalam kurungan merujuk kepada peratus capaian ICT pada tahun 2022

Bandar  
Luar Bandar

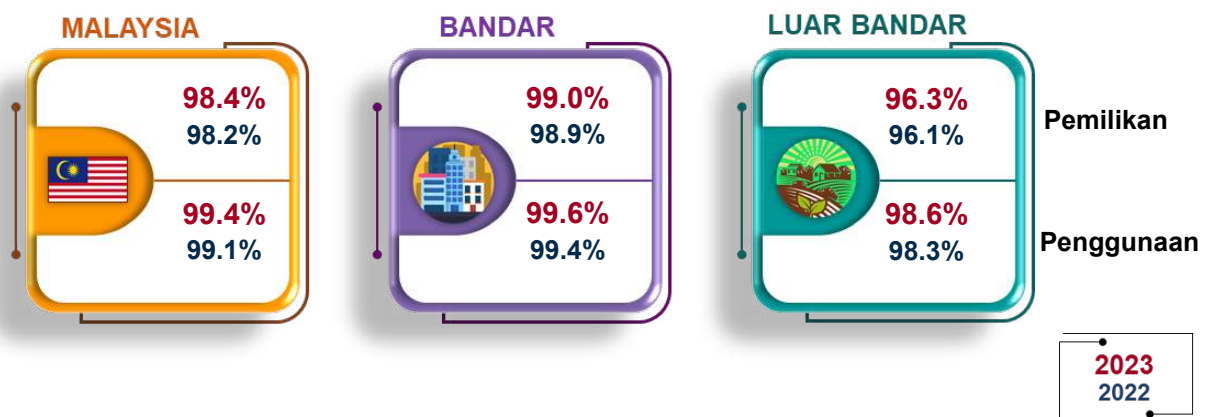
## 3. PENGGUNAAN PERKHIDMATAN DAN PERALATAN ICT OLEH INDIVIDU

### 3.1 Pemilikan dan Penggunaan Telefon Bimbit

Pemilikan telefon bimbit oleh individu di Malaysia menunjukkan peningkatan kepada 98.4 peratus pada 2023 berbanding 98.2 peratus pada 2022. Sumbangan peratusan pemilikan telefon bimbit oleh individu di kawasan bandar dan luar bandar masing-masing merekodkan 99.0 peratus dan 96.3 peratus.

Dari segi penggunaan pula, individu yang menggunakan telefon bimbit mencapai 99.4 peratus. Penggunaan telefon bimbit di kawasan bandar dan luar bandar masing-masing adalah 99.6 peratus dan 98.6 peratus.

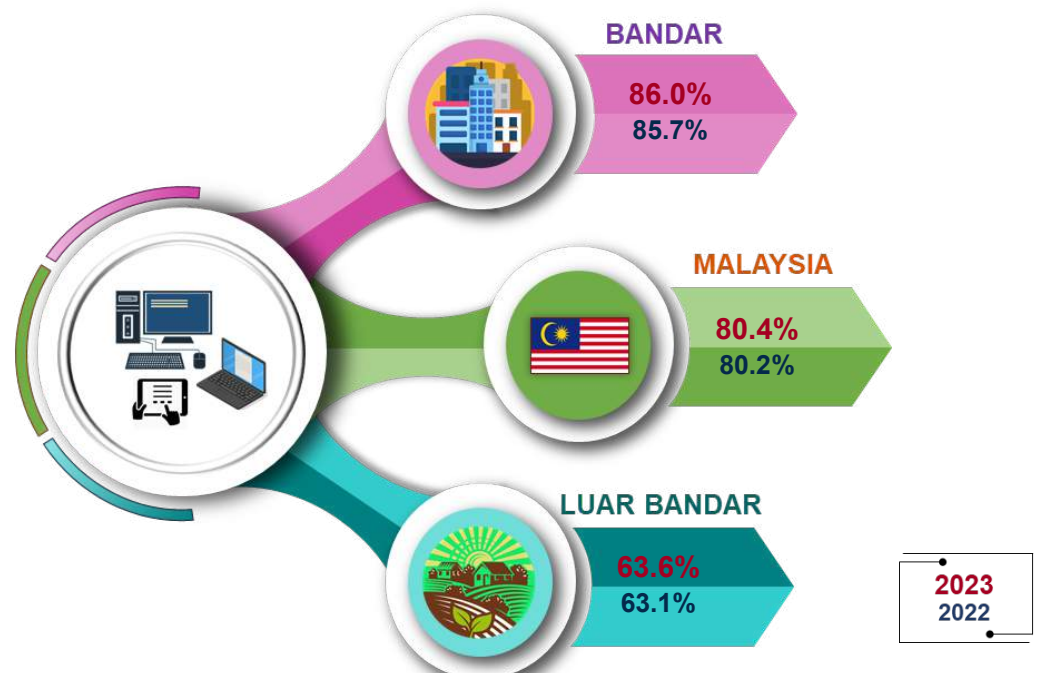
**Paparan 3: Peratusan pemilikan dan penggunaan telefon bimbit oleh individu mengikut strata, Malaysia, 2022 dan 2023**



### 3.2 Penggunaan Komputer

Penggunaan komputer merangkumi penggunaan semua jenis komputer iaitu komputer peribadi, komputer riba atau papan elektronik mudah alih. Berdasarkan penemuan survei, penggunaan komputer menunjukkan peningkatan sebanyak 0.2 mata peratus kepada 80.4 peratus pada tahun 2023 (2022: 80.2%). Begitu juga penggunaan komputer di bandar dan luar bandar masing-masing meningkat kepada 86.0 peratus (0.3 mata peratus) dan 63.6 peratus (0.5 mata peratus).

**Paparan 4: Peratusan penggunaan komputer oleh individu mengikut strata, Malaysia, 2022 dan 2023**

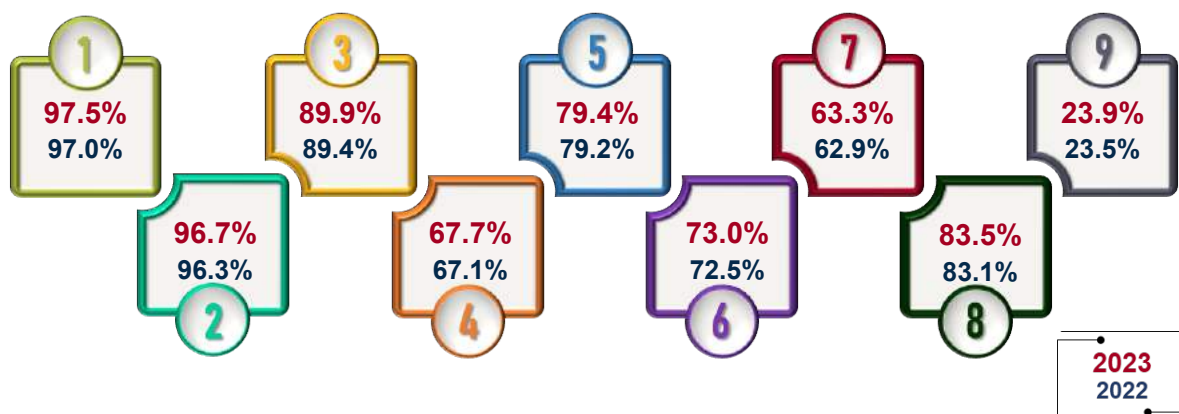


### 3.3 Kemahiran ICT

Kemahiran ICT merupakan salah satu indikator yang dipantau dalam Matlamat Pembangunan Mampan (SDG) iaitu SDG 4.4.1, Peratusan belia dan dewasa dengan kemahiran teknologi maklumat dan komunikasi (ICT) mengikut jenis kemahiran. Statistik yang diperolehi daripada aktiviti ini dapat menyediakan informasi yang bernilai untuk penggubal dasar yang bertujuan dalam meningkatkan kemahiran ICT. Dengan mengutamakan penambahbaikan dalam kemahiran ICT ini akan memupuk masyarakat yang bermaklumat dan komuniti yang berpengetahuan.

Lima aktiviti yang menunjukkan peratus tertinggi pada tahun 2023 adalah aktiviti menyalin atau memindahkan fail atau *folder* (97.5%). Ini diikuti dengan aktiviti menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen (96.7%), menghantar emel beserta fail (89.9%), memindahkan fail di antara komputer dan peranti mudah alih lain (83.5%) serta menghubungkan dan memasang peranti baru (79.4%).

**Paparan 5: Peratusan penggunaan komputer oleh individu mengikut kemahiran ICT, Malaysia, 2022 dan 2023**



**Nota:**

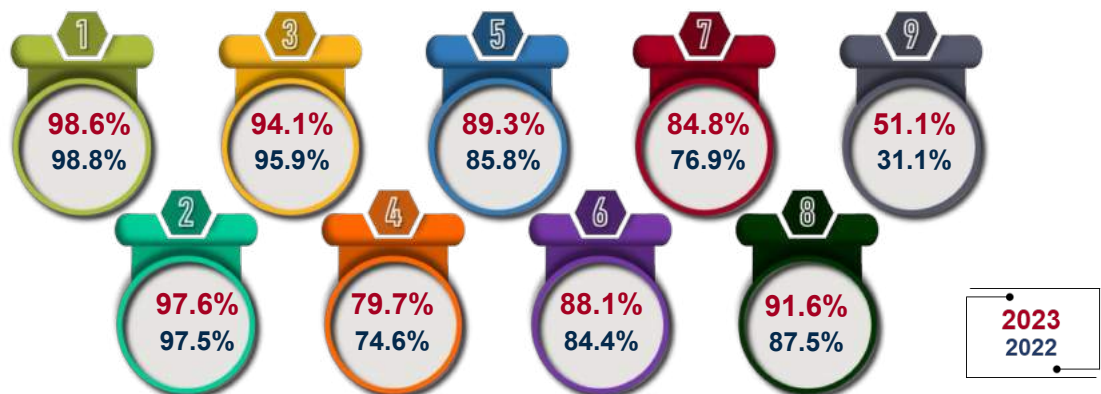
- |                                                                                                 |                                                                           |
|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| 1. Menyalin atau memindahkan fail atau <i>folder</i>                                            | 6. Mencari, memuat turun, memasang dan mengkonfigurasi perisian           |
| 2. Menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan di dalam satu dokumen | 7. Membuat persembahan elektronik dengan menggunakan perisian komputer    |
| 3. Menghantar emel beserta fail                                                                 | 8. Memindahkan fail di antara komputer dan peranti mudah alih lain        |
| 4. Menggunakan teknik aritmetik asas di dalam lembaran kerja                                    | 9. Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus |
| 5. Menghubungkan dan memasang peranti baru                                                      |                                                                           |

### 3.4 Kemahiran Komputer di Kalangan Belia

Kemahiran komputer dikategorikan kepada asas, pertengahan dan lanjutan. Belia merujuk kepada individu yang berumur 15 hingga 24 tahun.

Secara keseluruhan, prestasi kemahiran ICT belia mencapai tahap pertengahan dan menghampiri prestasi kemahiran lanjutan. Berdasarkan penemuan survei, 98.6 peratus daripada belia yang menggunakan komputer menjalankan aktiviti menyalin atau memindahkan fail atau *folder*. Bagi tahap pertengahan, 84.8 peratus belia menjalankan aktiviti membuat persembahan elektronik dengan menggunakan perisian komputer. Hampir, 51.1 peratus mempunyai kemahiran menulis program komputer menggunakan bahasa pengaturcaraan yang khusus.

**Paparan 6: Peratusan penggunaan komputer oleh belia mengikut kemahiran, Malaysia, 2022 dan 2023**



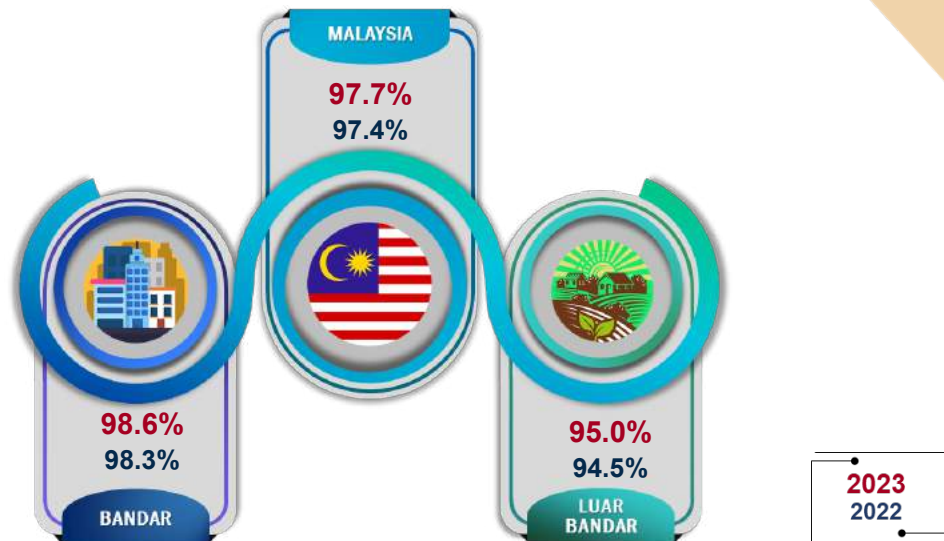
**Nota:**

1. Menyalin atau memindahkan fail atau *folder*
2. Menggunakan teknik menyalin dan menampal untuk mendua atau memindahkan di dalam satu dokumen
3. Menghantar emel beserta fail
4. Menggunakan teknik aritmetik asas di dalam lembaran kerja
5. Menghubungkan dan memasang peranti baru
6. Mencari, memuat turun, memasang dan mengkonfigurasi perisian
7. Membuat persembahan elektronik dengan menggunakan perisian komputer
8. Memindahkan fail di antara komputer dan peranti mudah alih lain
9. Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus

### 3.5 Penggunaan Internet

Penggunaan Internet oleh individu di Malaysia meningkat kepada 97.7 peratus pada tahun 2023 daripada 97.4 peratus pada tahun 2022 (0.3 mata peratus). Sementara itu, pengguna Internet di bandar dan luar bandar masing-masing adalah 98.6 peratus dan 95.0 peratus bagi tahun 2023.

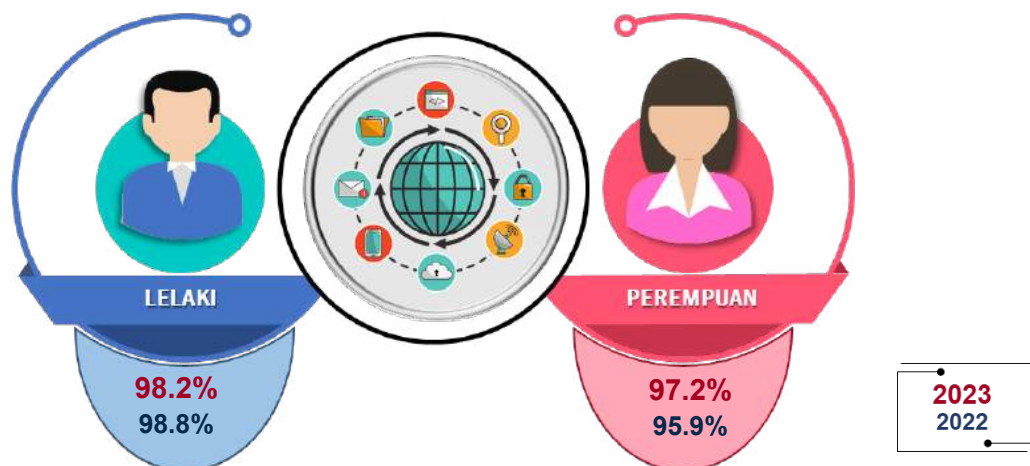
**Paparan 7: Peratusan penggunaan Internet oleh individu mengikut strata, Malaysia, 2022 dan 2023**



### 3.6 Penggunaan Internet Mengikut Jantina

Penggunaan Internet bagi lelaki menunjukkan kadar yang lebih tinggi, iaitu 98.2 peratus berbanding perempuan 97.2 peratus pada tahun 2023. Jurang jantina dalam penggunaan Internet merujuk kepada perbezaan peratusan penggunaan Internet antara pengguna lelaki dan perempuan. Jurang jantina dalam penggunaan Internet menguncup sebanyak 1.0 mata peratus pada 2023 berbanding jurang tahun sebelumnya sebanyak 2.9 mata peratus.

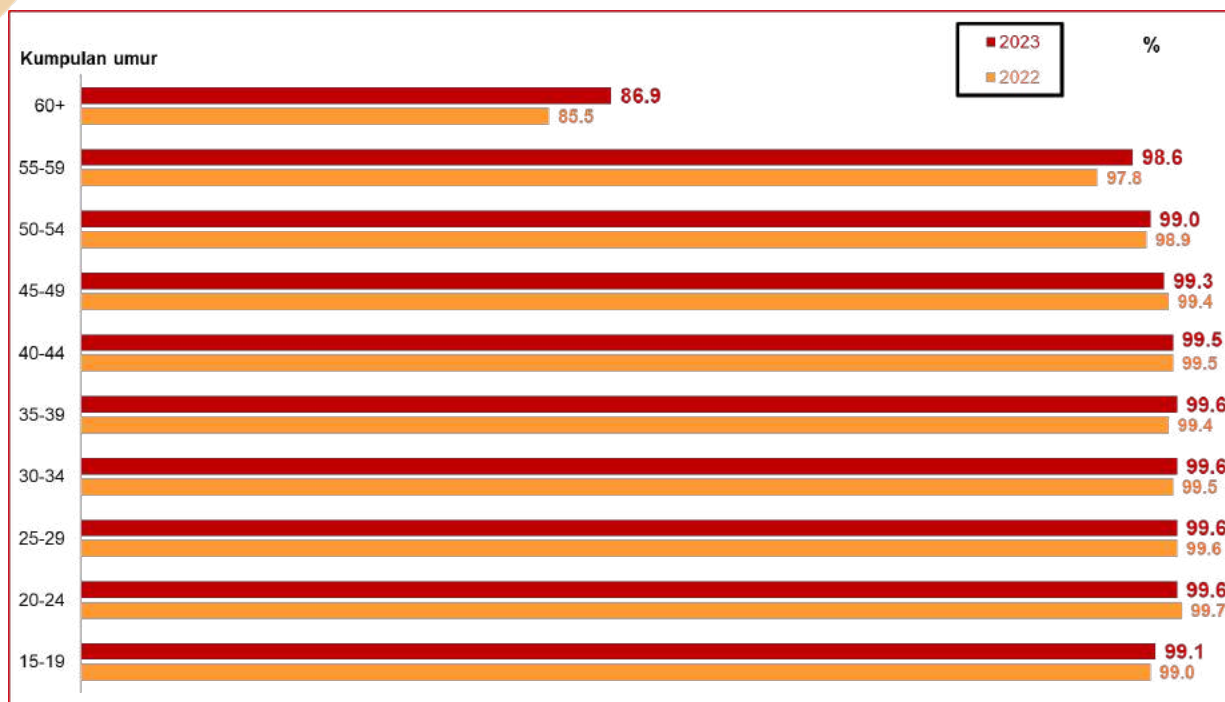
**Paparan 8: Peratusan penggunaan Internet oleh individu mengikut jantina, Malaysia, 2022 dan 2023**



### 3.7 Penggunaan Internet Mengikut Kumpulan Umur

Penggunaan Internet mengikut kumpulan umur adalah melebihi 95.0 peratus bagi semua kumpulan umur kecuali kategori kumpulan umur 60 tahun dan ke atas yang mana mencatatkan peratusan terendah iaitu 86.9 peratus bagi tahun 2023. Manakala, pengguna Internet yang tertinggi adalah dalam kumpulan umur 20 hingga 39 tahun iaitu (99.6%).

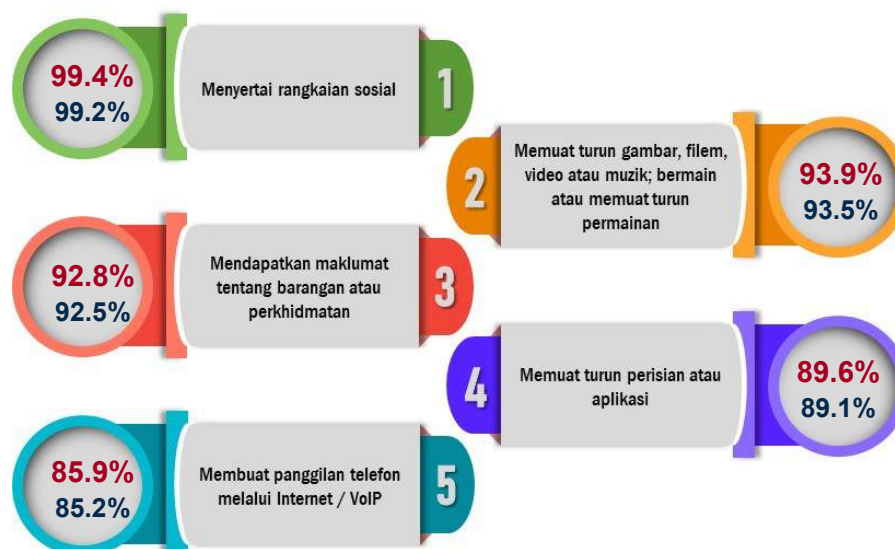
**Carta 1: Peratusan penggunaan Internet oleh individu mengikut kumpulan umur, Malaysia, 2022 dan 2023**



### 3.8 Penggunaan Internet Mengikut Aktiviti

Aktiviti penggunaan Internet yang paling popular pada tahun 2023 adalah menyertai rangkaian sosial iaitu 99.4 peratus, diikuti oleh aktiviti memuat turun gambar, filem, video atau muzik; bermain atau memuat turun permainan (93.9%), mendapatkan maklumat tentang barangan atau perkhidmatan (92.8%), memuat turun perisian atau aplikasi (89.6%) dan membuat panggilan telefon melalui Internet/ VoIP (85.9%).

**Paparan 9: Peratusan penggunaan Internet oleh individu mengikut lima aktiviti Internet tertinggi, Malaysia, 2022 dan 2023**



Nota: Individu boleh memilih lebih daripada satu aktiviti Internet

**2023**  
**2022**

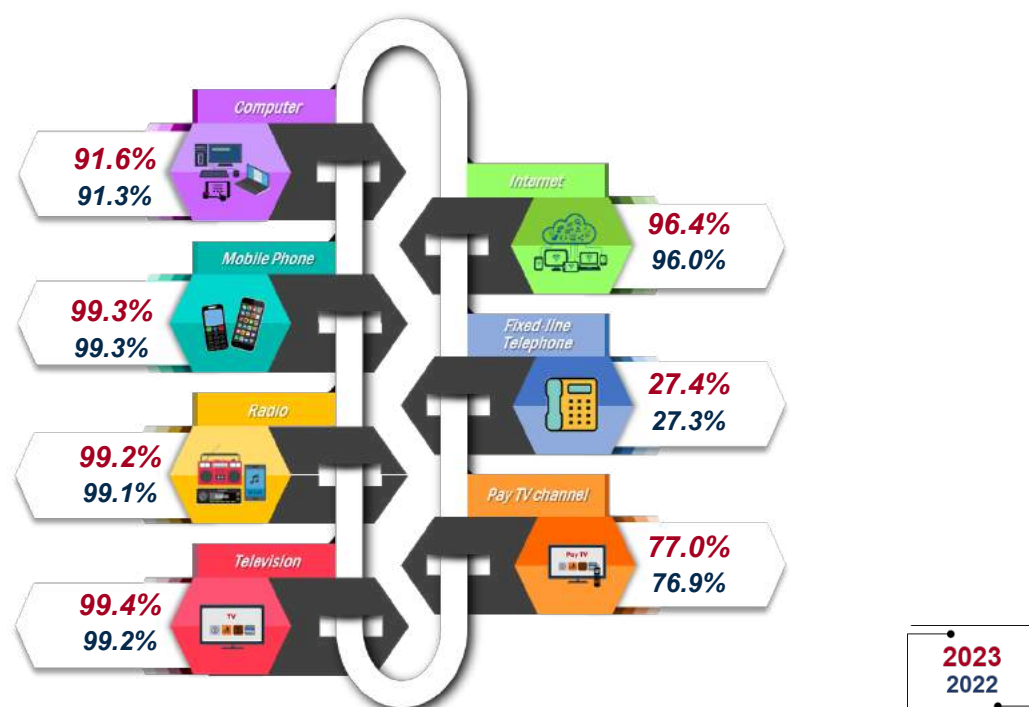
## 1. INTRODUCTION

This report presents the findings of the 2023 Survey of ICT Use and Access by Individuals and Households (ICTHS). The report provides the most recent statistics on the access and use of ICT equipment and services by individuals and households. The guidelines, concepts and definitions used in this report are based on the Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition published by the International Telecommunication Union (ITU). The main objectives of these survey to obtain the latest and specific information on ICT use and access by individuals and households.

## 2. ACCESS TO ICT SERVICES AND EQUIPMENT BY HOUSEHOLDS

Based on the survey findings, the percentage of household access to ICT services and equipment showed a marginal increase as compared to 2022. Television registered 99.4 per cent followed by radio (99.2%) and Internet (96.4%) in 2023. Meanwhile, the percentage of households with access to fixed-line telephone and pay TV channel rose to 27.4 per cent and 77.0 per cent, respectively.

**Exhibit 1: Percentage of households with access to ICT services and equipment, Malaysia, 2022 and 2023**

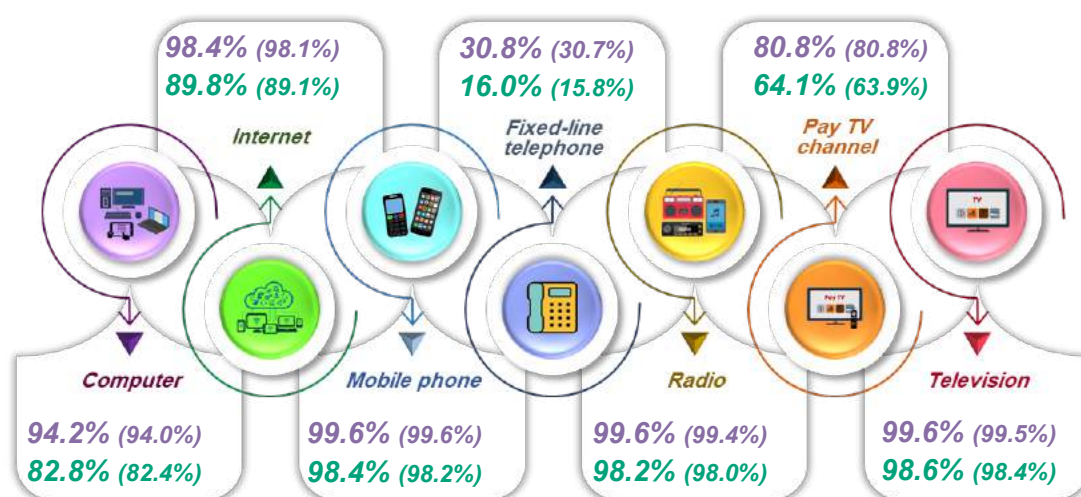


## 2.1 Access to ICT Services and Equipment by Strata

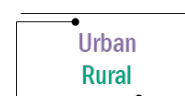
Urban households exhibited an upward trend in the percentage of access to ICT equipment and services, namely, radio (99.6%), television (99.6%), Internet (98.4%), computer (94.2%) and fixed-line telephone (30.8%). Meanwhile, the percentage of household access to mobile phones and pay TV channel remained unchanged 99.6 per cent and 80.8 per cent, respectively.

Rural households also witnessed an increase in access to ICT services and equipment which include Internet (89.8%), television (98.6%), radio (98.2%), computer (82.8%), fixed-line telephone (16.0%), mobile phone (98.4%) and pay TV channel (64.1%).

**Exhibit 2: Percentage of households with access to ICT services and equipment by strata, Malaysia, 2022 and 2023**



Note: Figures in bracket refer to the percentage of ICT access in 2022



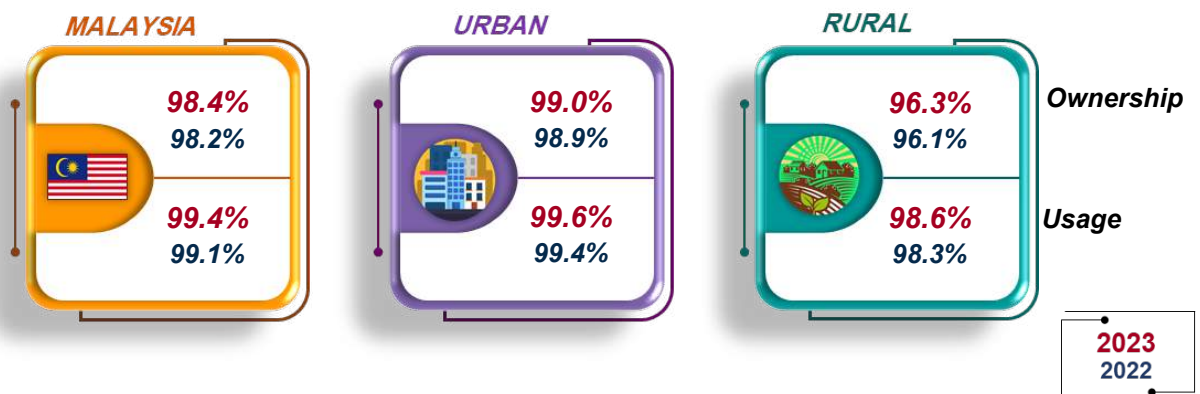
## 3. USE OF ICT SERVICES AND EQUIPMENT BY INDIVIDUALS

### 3.1 Mobile Phone Ownership and Usage

Mobile phone ownership by individuals in Malaysia increased to 98.4 per cent in 2023 as compared to 98.2 per cent in 2022. The percentage contribution of mobile phone ownership by individuals in urban and rural areas was 99.0 per cent and 96.3 per cent, respectively.

In terms of usage, individuals who use mobile phone reached 99.4 per cent. Mobile phone usage in urban and rural areas was 99.6 per cent and 98.6 per cent, respectively.

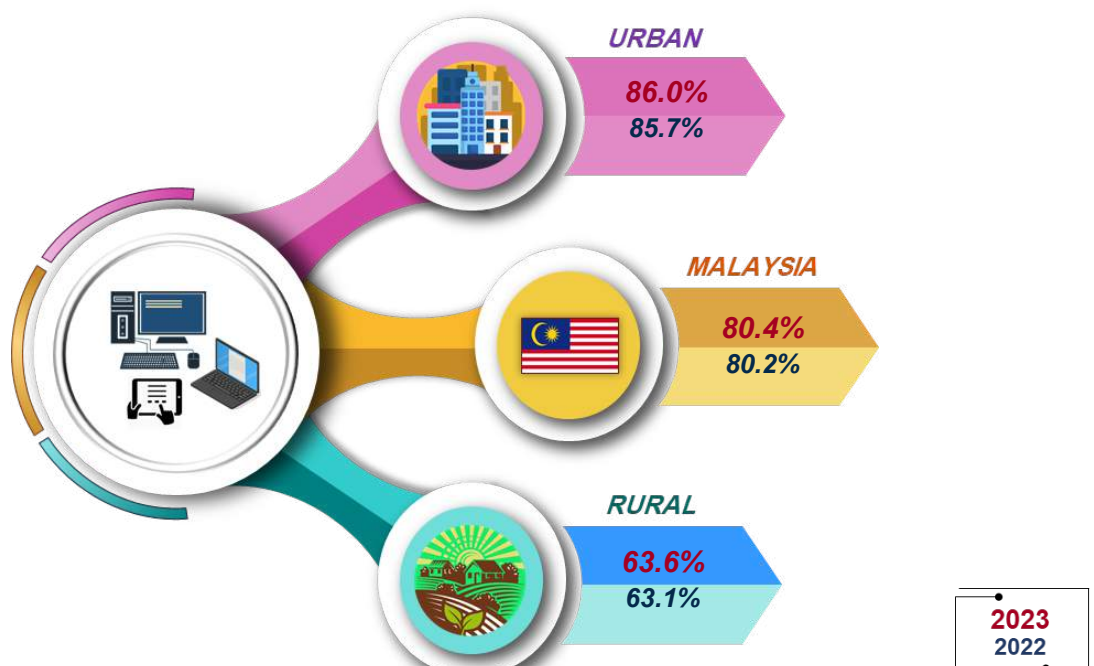
**Exhibit 3: Percentage of individuals owning and using mobile phone by strata, Malaysia, 2022 and 2023**



### 3.2 Computer Usage

Computer usage includes the use of all types of computers, namely personal computers, laptops or portable electronic boards. Based on the survey findings, computer usage also showed 0.2 percentage points increment to 80.4 per cent in 2023 (2022: 80.2%). Similarly, computer usage in urban and rural areas also increased to 86.0 per cent (0.3 percentage points) and 63.6 per cent (0.5 percentage points), respectively.

**Exhibit 4: Percentage of individuals using computer by strata, Malaysia, 2022 and 2023**

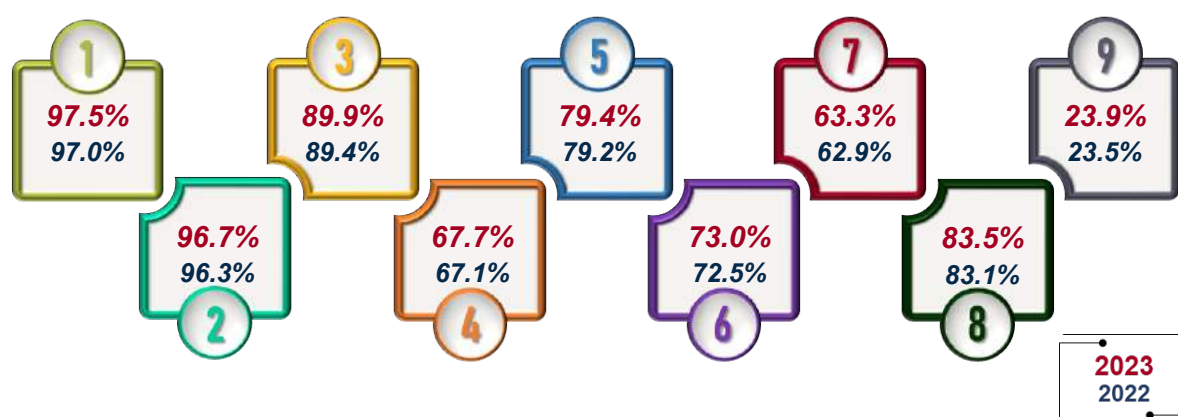


### 3.3 ICT Skills

ICT skills is one of the indicators monitored in the Sustainable Development Goals (SDGs) which is SDG 4.4.1, Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill. The statistics derived from these activities can provide valuable information for policymaker aiming to enhance ICT skills. By prioritising the improvement of ICT skills, societies can foster an informed and knowledgeable community.

Five activities that showed the highest percentage in 2023 are copying or moving a file or folder (97.5%). This is followed by the activity of using copy and paste tools to duplicate or move information within a document (96.7%), sending an e-mail with attached files (89.9%), transferring files between a computer and other mobile devices (83.5%) and connecting and installing new devices (79.4%).

**Exhibit 5: Percentage of individuals using computer by ICT skills, Malaysia, 2022 and 2023**



**Note:**

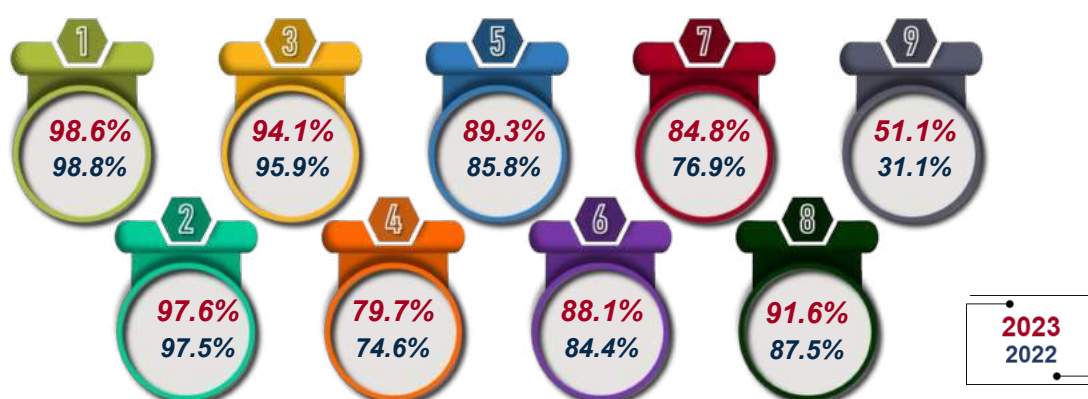
- |                                                                                  |                                                                        |
|----------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1. Copying or moving a file or folder                                            | 6. Searching, downloading, installing and configuring software         |
| 2. Using copy and paste tools to duplicate or move information within a document | 7. Creating electronic presentations using computer software           |
| 3. Sending an e-mail with attached files                                         | 8. Transferring files between a computer and other mobile devices      |
| 4. Using basic arithmetic formulas in a spreadsheet                              | 9. Writing a computer program using a specialised programming language |
| 5. Connecting and installing new devices                                         |                                                                        |

### 3.4 Computer skills by Youth

Computer skills are categorised as basic, intermediate and advance. Youth refer to individuals aged between 15 to 24 years.

Overall, the performance of youth ICT skills reached an intermediate level and approached the performance of advanced skills. Based on the findings of the survey, 98.6 per cent of youth who use a computer carry out the activity of copying or transferring files or folders. For the intermediate level, 84.8 per cent of youth create electronic presentation activities using computer software. Approximately, 51.1 per cent has the skill to write a computer program using a specialised programming language.

**Exhibit 6: Percentage of Youth using computer by ICT skills, Malaysia, 2022 and 2023**



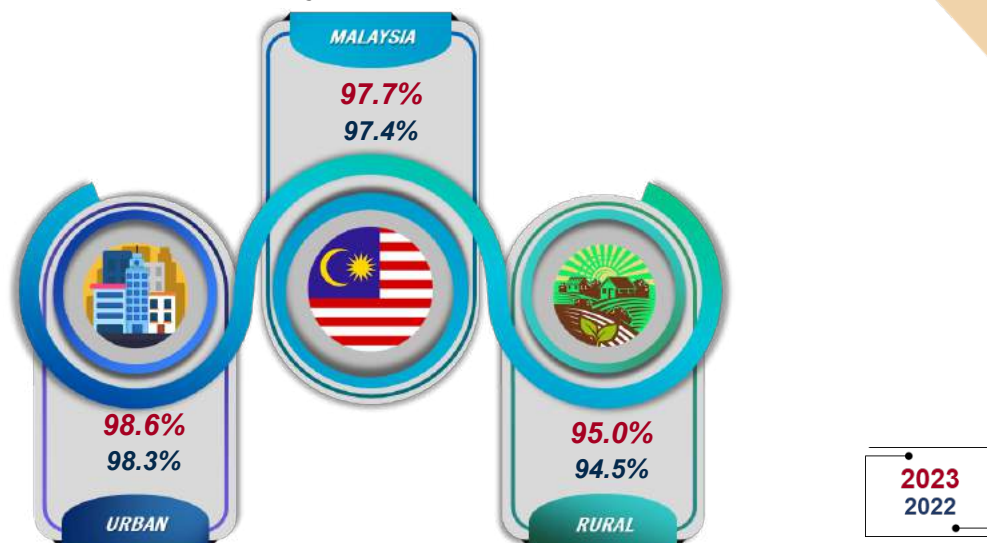
Note:

- |                                                                                  |                                                                        |
|----------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1. Copying or moving a file or folder                                            | 6. Searching, downloading, installing and configuring software         |
| 2. Using copy and paste tools to duplicate or move information within a document | 7. Creating electronic presentations using computer software           |
| 3. Sending an e-mail with attached files                                         | 8. Transferring files between a computer and other mobile devices      |
| 4. Using basic arithmetic formulas in a spreadsheet                              | 9. Writing a computer program using a specialised programming language |
| 5. Connecting and installing new devices                                         |                                                                        |

### 3.5 Internet Usage

Internet usage by individuals in Malaysia increased to 97.7 per cent in 2023 from 97.4 per cent in 2022 (0.3 percentage point). Meanwhile, Internet users in urban and rural areas were 98.6 per cent and 95.0 per cent, respectively in 2023.

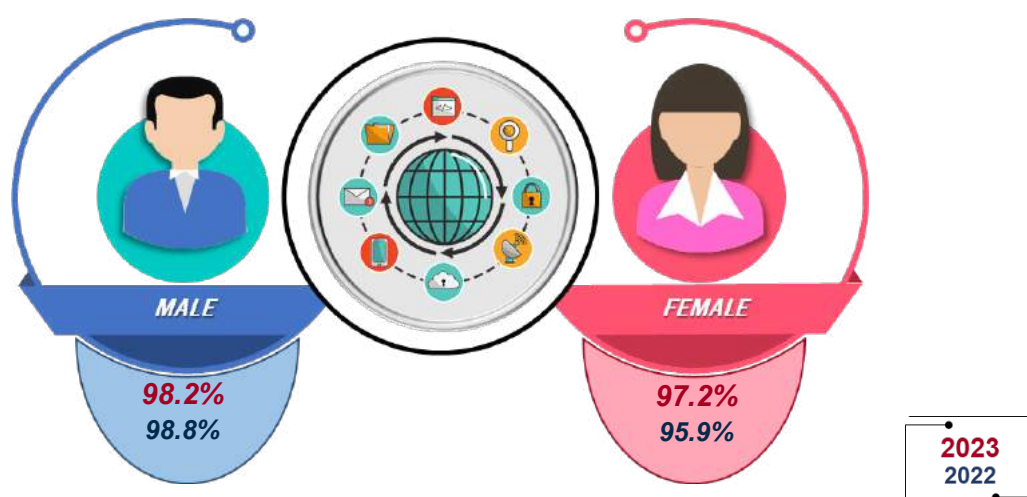
**Exhibit 7: Percentage of individuals using the Internet by strata, Malaysia, 2022 and 2023**



### 3.6 Internet Usage by Sex

Internet usage for male displayed a higher rate at 98.2 per cent as compared to female 97.2 per cent in 2023. The gender gap in Internet usage refers to the disparity in the percentage of Internet usage between male and female users. The gender gap in Internet usage narrowed by 1.0 percentage points in 2023 as compared to the previous year gap of 2.9 percentage points.

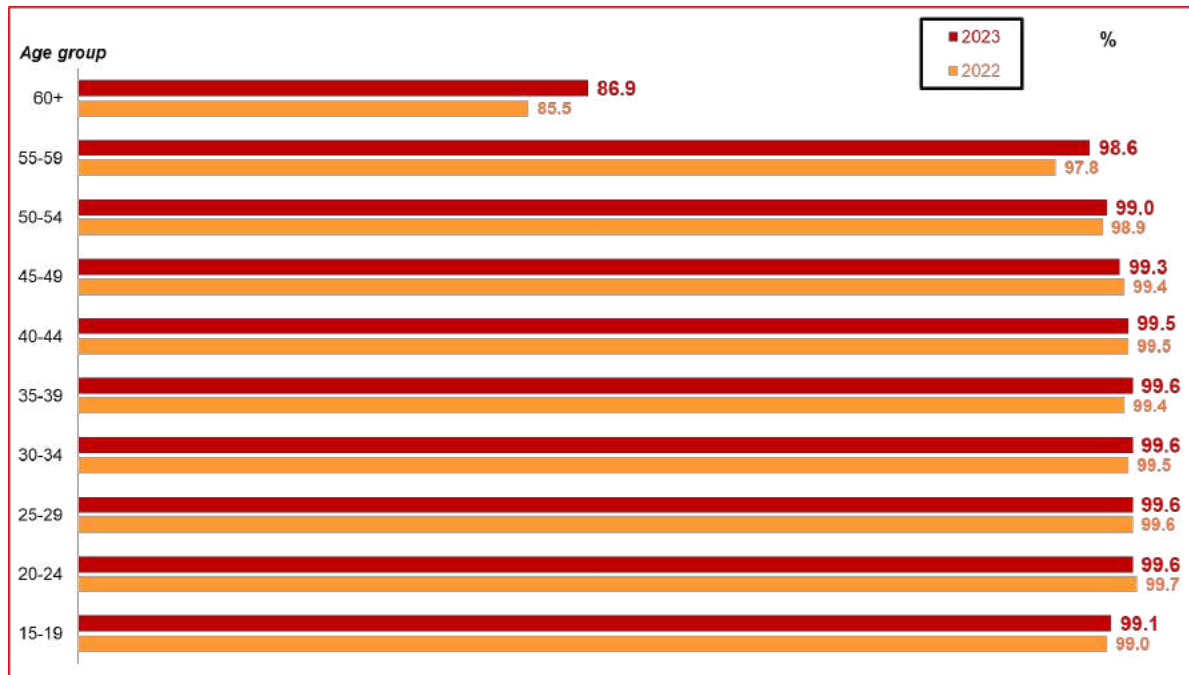
**Exhibit 8: Percentage of individuals using the Internet by sex, Malaysia, 2022 and 2023**



### 3.7 Internet Usage by Age Group

Internet usage by age group are exceeded 95.0 per cent for all age groups except for the age group of 60 years and above which recorded a lower percentage at 86.9 per cent in 2023. Meanwhile, the highest Internet users were in the age group of 20 to 39 years (99.6%).

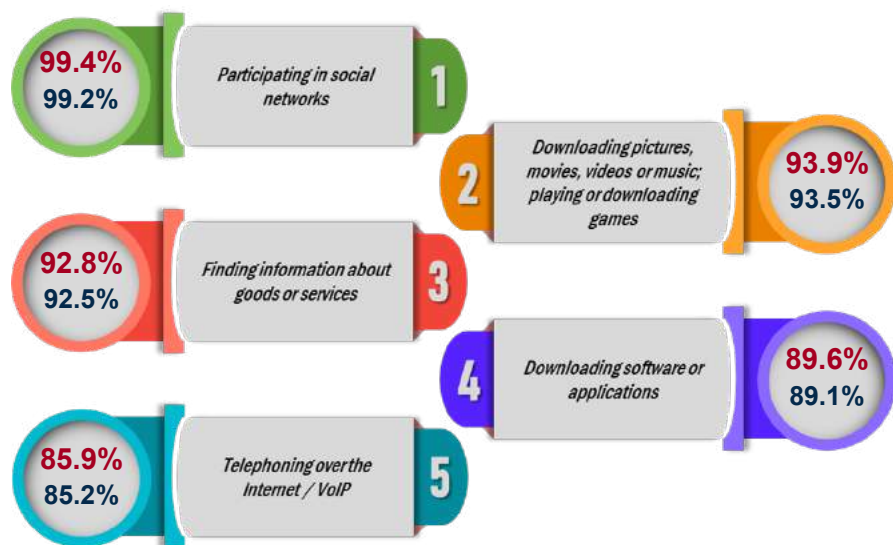
**Chart 1: Percentage of individuals using the Internet by age group, Malaysia, 2022 and 2023**



### 3.8 Internet Usage by Activities

The most popular Internet usage activity in 2023 was participating in social networks with 99.4 per cent, followed by downloading pictures, movies, videos or music; playing or downloading games (93.9%), finding information about goods or services (92.8%), downloading software or applications (89.6%) and making phone calls via Internet/VoIP (85.9%).

**Exhibit 9: Percentage of individuals using the Internet by top five Internet activities, Malaysia, 2022 and 2023**



**2023**  
**2022**

Note: Each individual can choose more than one Internet activities

# **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, 2023**

Table 1.1 : Percentage of households with access to mobile phone by state, type and strata, Malaysia, 2023

| Negeri<br>State   | Telefon bimbit<br>Mobile phone |                 |                      | Telefon biasa<br>Feature phone |                 |                      | Telefon pintar<br>Smart phone |                 |                      |
|-------------------|--------------------------------|-----------------|----------------------|--------------------------------|-----------------|----------------------|-------------------------------|-----------------|----------------------|
|                   | Jumlah<br>Total                | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total               | Bandar<br>Urban | Luar bandar<br>Rural |
|                   |                                |                 |                      |                                |                 |                      |                               |                 |                      |
| <b>MALAYSIA</b>   | <b>99.3</b>                    | <b>99.6</b>     | <b>98.4</b>          | <b>16.3</b>                    | <b>13.6</b>     | <b>25.5</b>          | <b>97.6</b>                   | <b>98.6</b>     | <b>94.1</b>          |
| Johor             | 99.5                           | 99.6            | 99.1                 | 21.2                           | 21.4            | 20.4                 | 99.1                          | 99.2            | 98.9                 |
| Kedah             | 99.4                           | 99.5            | 99.2                 | 21.4                           | 15.8            | 33.1                 | 96.1                          | 97.0            | 94.3                 |
| Kelantan          | 99.2                           | 99.4            | 99.0                 | 25.8                           | 21.5            | 29.4                 | 94.5                          | 96.0            | 93.2                 |
| Melaka            | 99.6                           | 99.6            | 99.5                 | 19.6                           | 19.2            | 24.1                 | 97.3                          | 97.4            | 96.2                 |
| Negeri Sembilan   | 99.3                           | 99.7            | 98.4                 | 12.4                           | 9.4             | 19.9                 | 97.9                          | 99.5            | 93.9                 |
| Pahang            | 99.1                           | 99.2            | 99.0                 | 17.1                           | 16.3            | 18.1                 | 94.9                          | 95.6            | 94.1                 |
| Pulau Pinang      | 99.8                           | 99.8            | 100.0                | 14.1                           | 14.0            | 14.7                 | 98.2                          | 98.1            | 99.1                 |
| Perak             | 99.3                           | 99.2            | 99.6                 | 19.5                           | 16.8            | 27.2                 | 96.2                          | 96.5            | 95.5                 |
| Perlis            | 99.6                           | 99.5            | 99.7                 | 23.3                           | 23.3            | 23.2                 | 97.0                          | 96.8            | 97.3                 |
| Selangor          | 99.6                           | 99.7            | 98.4                 | 9.2                            | 8.8             | 16.9                 | 99.4                          | 99.5            | 96.7                 |
| Terengganu        | 98.5                           | 99.0            | 97.8                 | 16.1                           | 13.4            | 20.9                 | 97.4                          | 98.0            | 96.5                 |
| Sabah             | 99.4                           | 99.8            | 99.0                 | 20.2                           | 14.1            | 27.6                 | 97.2                          | 98.7            | 95.3                 |
| Sarawak           | 97.4                           | 99.6            | 94.5                 | 21.2                           | 14.0            | 30.9                 | 93.6                          | 99.6            | 85.3                 |
| W.P. Kuala Lumpur | 100.0                          | 100.0           | n.a.                 | 7.9                            | 7.9             | n.a.                 | 99.8                          | 99.8            | n.a.                 |
| W.P. Labuan       | 99.6                           | 99.6            | 100.0                | 4.9                            | 4.1             | 12.9                 | 99.6                          | 99.6            | 100.0                |
| W.P. Putrajaya    | 100.0                          | 100.0           | n.a.                 | 11.2                           | 11.2            | n.a.                 | 100.0                         | 100.0           | n.a.                 |

**Nota: Telefon bimbit meliputi telefon biasa dan telefon pintar**

Note: Mobile phone includes feature phone and smart phone

**Jadual 1.2 : Peratusan capaian Internet oleh isi rumah mengikut negeri, jenis perkhidmatan dan strata, Malaysia, 2023**

Table 1.2 : Percentage of households with Internet access by state, type of service and strata, Malaysia, 2023

| Negeri<br>State   | Internet        |                 |                      | Jalur lebar mudah alih<br>Mobile broadband |                 |                      | Jalur lebar tetap<br>Fixed broadband |                 |                      |
|-------------------|-----------------|-----------------|----------------------|--------------------------------------------|-----------------|----------------------|--------------------------------------|-----------------|----------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                            | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                      | Bandar<br>Urban | Luar bandar<br>Rural |
|                   |                 |                 |                      |                                            |                 |                      |                                      |                 |                      |
| <b>MALAYSIA</b>   | <b>96.4</b>     | <b>98.4</b>     | <b>89.8</b>          | <b>95.3</b>                                | <b>97.4</b>     | <b>88.5</b>          | <b>47.1</b>                          | <b>54.0</b>     | <b>24.2</b>          |
| Johor             | 98.8            | 99.1            | 97.4                 | 97.4                                       | 97.8            | 96.2                 | 53.5                                 | 57.2            | 39.8                 |
| Kedah             | 95.9            | 97.3            | 93.0                 | 95.6                                       | 97.0            | 92.8                 | 34.5                                 | 43.1            | 16.5                 |
| Kelantan          | 94.6            | 95.8            | 93.6                 | 93.7                                       | 94.5            | 93.1                 | 24.8                                 | 34.4            | 16.9                 |
| Melaka            | 96.3            | 96.5            | 94.3                 | 95.6                                       | 95.9            | 93.3                 | 55.3                                 | 57.2            | 35.6                 |
| Negeri Sembilan   | 96.0            | 98.3            | 90.4                 | 94.7                                       | 97.2            | 88.4                 | 47.2                                 | 53.1            | 32.6                 |
| Pahang            | 95.4            | 96.4            | 94.2                 | 93.5                                       | 93.9            | 93.0                 | 31.9                                 | 39.7            | 22.5                 |
| Pulau Pinang      | 99.3            | 99.3            | 99.1                 | 97.3                                       | 97.4            | 96.5                 | 55.3                                 | 56.1            | 45.1                 |
| Perak             | 95.0            | 96.4            | 91.2                 | 91.8                                       | 93.5            | 86.8                 | 40.2                                 | 45.3            | 25.9                 |
| Perlis            | 95.6            | 98.3            | 92.3                 | 94.8                                       | 97.3            | 91.7                 | 32.0                                 | 38.5            | 24.1                 |
| Selangor          | 99.2            | 99.3            | 97.4                 | 99.1                                       | 99.2            | 97.4                 | 59.9                                 | 60.5            | 43.8                 |
| Terengganu        | 94.6            | 95.7            | 92.7                 | 92.9                                       | 94.6            | 90.0                 | 28.5                                 | 29.8            | 26.1                 |
| Sabah             | 90.4            | 97.9            | 81.3                 | 90.4                                       | 97.9            | 81.3                 | 31.2                                 | 42.6            | 17.2                 |
| Sarawak           | 90.6            | 98.4            | 79.9                 | 89.7                                       | 98.3            | 78.1                 | 32.8                                 | 44.1            | 17.5                 |
| W.P. Kuala Lumpur | 99.8            | 99.8            | n.a.                 | 97.3                                       | 97.3            | n.a.                 | 73.7                                 | 73.7            | n.a.                 |
| W.P. Labuan       | 99.7            | 100.0           | 96.8                 | 94.6                                       | 94.7            | 93.5                 | 41.7                                 | 41.6            | 41.9                 |
| W.P. Putrajaya    | 100.0           | 100.0           | n.a.                 | 99.6                                       | 99.6            | n.a.                 | 75.6                                 | 75.6            | n.a.                 |

**Nota: Internet meliputi jalur lebar mudah alih dan jalur lebar tetap**  
*Note: Internet includes mobile broadband and fixed broadband*

**Jadual 1.3 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan strata, Malaysia, 2023**

Table 1.3 : Percentage of households with access to ICT services and equipment by state and strata, Malaysia, 2023

| Negeri<br>State   | Komputer<br>Computer |                 |                      | Siaran TV berbayar<br>Pay TV channel |                 |                      | Televisyen<br>Television |                 |                      |
|-------------------|----------------------|-----------------|----------------------|--------------------------------------|-----------------|----------------------|--------------------------|-----------------|----------------------|
|                   | Jumlah<br>Total      | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                      | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total          | Bandar<br>Urban | Luar bandar<br>Rural |
|                   |                      |                 |                      |                                      |                 |                      |                          |                 |                      |
| <b>MALAYSIA</b>   | <b>91.6</b>          | <b>94.2</b>     | <b>82.8</b>          | <b>77.0</b>                          | <b>80.8</b>     | <b>64.1</b>          | <b>99.4</b>              | <b>99.6</b>     | <b>98.6</b>          |
| Johor             | 92.6                 | 94.1            | 86.9                 | 82.8                                 | 83.8            | 79.2                 | 99.7                     | 99.8            | 99.3                 |
| Kedah             | 86.5                 | 89.4            | 80.3                 | 57.7                                 | 60.5            | 51.9                 | 99.4                     | 99.6            | 98.9                 |
| Kelantan          | 87.7                 | 90.4            | 85.4                 | 57.1                                 | 57.2            | 57.1                 | 99.1                     | 99.6            | 98.7                 |
| Melaka            | 91.8                 | 91.7            | 92.3                 | 82.1                                 | 82.3            | 79.7                 | 99.9                     | 100.0           | 99.5                 |
| Negeri Sembilan   | 85.8                 | 90.2            | 74.8                 | 77.4                                 | 78.0            | 75.9                 | 99.7                     | 99.7            | 99.8                 |
| Pahang            | 88.1                 | 92.0            | 83.4                 | 77.1                                 | 78.5            | 75.4                 | 99.1                     | 99.4            | 98.8                 |
| Pulau Pinang      | 95.9                 | 95.8            | 97.6                 | 81.5                                 | 82.2            | 72.4                 | 99.8                     | 99.8            | 100.0                |
| Perak             | 91.0                 | 90.3            | 93.0                 | 76.3                                 | 77.9            | 71.8                 | 99.5                     | 99.7            | 99.0                 |
| Perlis            | 89.3                 | 91.2            | 86.9                 | 78.0                                 | 81.1            | 74.1                 | 99.1                     | 99.0            | 99.1                 |
| Selangor          | 95.9                 | 96.1            | 90.8                 | 84.8                                 | 85.0            | 80.0                 | 99.9                     | 99.9            | 99.2                 |
| Terengganu        | 89.8                 | 92.8            | 84.7                 | 70.0                                 | 68.1            | 73.4                 | 99.6                     | 99.7            | 99.3                 |
| Sabah             | 83.8                 | 92.2            | 73.6                 | 66.3                                 | 73.1            | 57.9                 | 97.6                     | 97.4            | 97.8                 |
| Sarawak           | 88.2                 | 94.0            | 80.4                 | 63.2                                 | 77.3            | 44.2                 | 98.1                     | 98.8            | 97.2                 |
| W.P. Kuala Lumpur | 99.6                 | 99.6            | n.a.                 | 96.1                                 | 96.1            | n.a.                 | 100.0                    | 100.0           | n.a.                 |
| W.P. Labuan       | 97.2                 | 98.0            | 90.3                 | 90.6                                 | 90.6            | 90.3                 | 99.6                     | 99.6            | 100.0                |
| W.P. Putrajaya    | 99.6                 | 99.6            | n.a.                 | 96.8                                 | 96.8            | n.a.                 | 100.0                    | 100.0           | n.a.                 |

**Jadual 1.3 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan strata, Malaysia, 2023 (samb.)**

Table 1.3 : Percentage of households with access to ICT services and equipment by state and strata, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Radio           |                 |                      | Telefon talian tetap<br>Fixed-line telephone |                 |                      |
|-------------------|-----------------|-----------------|----------------------|----------------------------------------------|-----------------|----------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                              | Bandar<br>Urban | Luar bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>99.2</b>     | <b>99.6</b>     | <b>98.2</b>          | <b>27.4</b>                                  | <b>30.8</b>     | <b>16.0</b>          |
| Johor             | 99.9            | 100.0           | 99.8                 | 30.5                                         | 32.0            | 25.1                 |
| Kedah             | 99.7            | 99.9            | 99.4                 | 16.0                                         | 18.6            | 10.6                 |
| Kelantan          | 99.7            | 99.8            | 99.7                 | 16.4                                         | 20.5            | 13.0                 |
| Melaka            | 99.7            | 99.7            | 99.0                 | 53.4                                         | 56.1            | 25.9                 |
| Negeri Sembilan   | 99.6            | 99.6            | 99.5                 | 48.6                                         | 57.3            | 26.9                 |
| Pahang            | 99.7            | 99.7            | 99.6                 | 21.8                                         | 24.0            | 19.3                 |
| Pulau Pinang      | 99.9            | 99.9            | 99.4                 | 29.3                                         | 28.8            | 35.7                 |
| Perak             | 97.9            | 98.2            | 97.0                 | 20.1                                         | 20.0            | 20.3                 |
| Perlis            | 99.9            | 100.0           | 99.7                 | 34.6                                         | 43.9            | 23.2                 |
| Selangor          | 99.6            | 99.7            | 97.2                 | 29.2                                         | 29.6            | 21.0                 |
| Terengganu        | 99.7            | 99.7            | 99.8                 | 23.5                                         | 22.3            | 25.4                 |
| Sabah             | 97.9            | 98.7            | 97.0                 | 17.7                                         | 26.4            | 7.1                  |
| Sarawak           | 97.5            | 99.3            | 95.2                 | 17.3                                         | 24.5            | 7.4                  |
| W.P. Kuala Lumpur | 99.8            | 99.8            | n.a.                 | 42.9                                         | 42.9            | n.a.                 |
| W.P. Labuan       | 99.3            | 99.6            | 96.8                 | 36.8                                         | 38.0            | 25.8                 |
| W.P. Putrajaya    | 100.0           | 100.0           | n.a.                 | 54.4                                         | 54.4            | n.a.                 |

# **STATISTIK PENGGUNAAN ICT OLEH INDIVIDU**

## *STATISTICS OF ICT USE BY INDIVIDUALS*



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**Jadual 2.1 : Peratusan penggunaan dan pemilikan telefon bimbit oleh individu mengikut negeri dan strata, Malaysia, 2023**

*Table 2.1 : Percentage of individuals using and owning mobile phone by state and strata, Malaysia, 2023*

| Negeri<br>State   | Penggunaan / Usage |                 |                      | Pemilikan / Ownership |                 |                      |
|-------------------|--------------------|-----------------|----------------------|-----------------------|-----------------|----------------------|
|                   | Jumlah<br>Total    | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total       | Bandar<br>Urban | Luar bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>99.4</b>        | <b>99.6</b>     | <b>98.6</b>          | <b>98.4</b>           | <b>99.0</b>     | <b>96.3</b>          |
| Johor             | 99.8               | 99.9            | 99.4                 | 99.6                  | 99.9            | 99.0                 |
| Kedah             | 99.2               | 99.4            | 98.7                 | 98.3                  | 98.8            | 97.2                 |
| Kelantan          | 99.3               | 99.8            | 98.9                 | 96.7                  | 98.6            | 95.3                 |
| Melaka            | 99.5               | 99.4            | 99.8                 | 99.1                  | 99.3            | 98.0                 |
| Negeri Sembilan   | 99.3               | 99.8            | 98.0                 | 98.3                  | 99.4            | 95.6                 |
| Pahang            | 99.5               | 99.6            | 99.4                 | 99.0                  | 99.5            | 98.4                 |
| Pulau Pinang      | 99.9               | 99.9            | 99.3                 | 99.0                  | 99.0            | 98.6                 |
| Perak             | 98.6               | 98.8            | 97.8                 | 97.5                  | 98.2            | 95.4                 |
| Perlis            | 98.8               | 99.0            | 98.4                 | 96.8                  | 97.7            | 95.7                 |
| Selangor          | 99.7               | 99.7            | 99.4                 | 99.5                  | 99.5            | 98.3                 |
| Terengganu        | 99.1               | 99.2            | 98.9                 | 97.8                  | 97.8            | 97.6                 |
| Sabah             | 99.3               | 99.6            | 99.0                 | 96.1                  | 96.4            | 95.7                 |
| Sarawak           | 98.2               | 99.3            | 96.7                 | 96.5                  | 99.1            | 93.0                 |
| 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                 | 99.7                  | 99.7            | 99.0                 |
| W.P. Putrajaya    | 99.9               | 99.9            | n.a.                 | 99.8                  | 99.8            | n.a.                 |

**Jadual 2.2 : Peratusan pemilikan telefon bimbit mengikut negeri dan jantina, Malaysia, 2023**

*Table 2.2 : Percentage of mobile phone ownership by state and sex, Malaysia, 2023*

| Negeri<br>State   | Jumlah<br>Total | Lelaki<br>Male | Perempuan<br>Female | (%) |
|-------------------|-----------------|----------------|---------------------|-----|
|                   |                 |                |                     |     |
| <b>MALAYSIA</b>   | <b>98.4</b>     | <b>98.7</b>    | <b>98.0</b>         |     |
| Johor             | 99.6            | 99.8           | 99.5                |     |
| Kedah             | 98.3            | 98.9           | 97.6                |     |
| Kelantan          | 96.7            | 97.6           | 95.9                |     |
| Melaka            | 99.1            | 99.1           | 99.1                |     |
| Negeri Sembilan   | 98.3            | 98.3           | 98.2                |     |
| Pahang            | 99.0            | 99.3           | 98.7                |     |
| Pulau Pinang      | 99.0            | 99.6           | 98.2                |     |
| Perak             | 97.5            | 98.1           | 96.8                |     |
| Perlis            | 96.8            | 97.3           | 96.4                |     |
| Selangor          | 99.5            | 99.6           | 99.3                |     |
| Terengganu        | 97.8            | 98.1           | 97.4                |     |
| Sabah             | 96.1            | 96.4           | 95.7                |     |
| Sarawak           | 96.5            | 97.1           | 95.9                |     |
| W.P. Kuala Lumpur | 99.9            | 100.0          | 99.8                |     |
| W.P. Labuan       | 99.7            | 99.7           | 99.6                |     |
| W.P. Putrajaya    | 99.8            | 100.0          | 99.6                |     |

**Jadual 2.3 : Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2023**

*Table 2.3 : Percentage of individuals using computer by state and strata, Malaysia, 2023*

| Negeri<br>State   | Jumlah<br>Total | Bandar<br>Urban | Luar bandar<br>Rural |  |
|-------------------|-----------------|-----------------|----------------------|--|
|                   |                 |                 |                      |  |
| <b>MALAYSIA</b>   | <b>80.4</b>     | <b>86.0</b>     | <b>63.6</b>          |  |
| Johor             | 84.1            | 87.5            | 74.1                 |  |
| Kedah             | 73.3            | 77.0            | 65.7                 |  |
| Kelantan          | 73.8            | 81.6            | 67.7                 |  |
| Melaka            | 86.0            | 87.0            | 77.8                 |  |
| Negeri Sembilan   | 76.5            | 81.9            | 63.6                 |  |
| Pahang            | 77.8            | 83.9            | 70.8                 |  |
| Pulau Pinang      | 85.4            | 86.0            | 78.4                 |  |
| Perak             | 78.0            | 81.0            | 69.9                 |  |
| Perlis            | 74.8            | 75.6            | 74.0                 |  |
| Selangor          | 91.3            | 91.8            | 80.8                 |  |
| Terengganu        | 80.4            | 84.4            | 73.5                 |  |
| Sabah             | 60.6            | 73.6            | 45.1                 |  |
| Sarawak           | 67.9            | 78.7            | 53.5                 |  |
| W.P. Kuala Lumpur | 95.6            | 95.6            | n.a.                 |  |
| W.P. Labuan       | 88.3            | 89.1            | 77.9                 |  |
| W.P. Putrajaya    | 97.1            | 97.1            | n.a.                 |  |

**Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2023**

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2023

(%)

| Negeri<br>State   | Menyalin atau memindahkan fail atau folder<br><i>Copying or moving a file or folder</i> |                 |                      | Menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen<br><i>Using copy and paste tools to duplicate or move information within a document</i> |                 |                      | Menghantar e-mel berserta fail<br><i>Sending an e-mail with attached files</i> |                 |                      |
|-------------------|-----------------------------------------------------------------------------------------|-----------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------|--------------------------------------------------------------------------------|-----------------|----------------------|
|                   | Jumlah<br>Total                                                                         | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                                                                                                                                                                               | Bandar<br>Urban | Luar bandar<br>Rural | Jumlah<br>Total                                                                | Bandar<br>Urban | Luar bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>97.5</b>                                                                             | <b>97.6</b>     | <b>97.1</b>          | <b>96.7</b>                                                                                                                                                                                   | <b>97.2</b>     | <b>94.8</b>          | <b>89.9</b>                                                                    | <b>90.1</b>     | <b>88.8</b>          |
| Johor             | 96.8                                                                                    | 96.5            | 97.7                 | 94.6                                                                                                                                                                                          | 94.6            | 94.4                 | 92.6                                                                           | 92.6            | 92.7                 |
| Kedah             | 98.9                                                                                    | 98.4            | 99.9                 | 99.7                                                                                                                                                                                          | 99.7            | 99.5                 | 94.5                                                                           | 94.9            | 93.5                 |
| Kelantan          | 98.6                                                                                    | 98.1            | 99.1                 | 96.1                                                                                                                                                                                          | 92.7            | 99.4                 | 90.9                                                                           | 91.9            | 90.0                 |
| Melaka            | 99.7                                                                                    | 99.8            | 99.1                 | 95.2                                                                                                                                                                                          | 95.5            | 92.1                 | 85.4                                                                           | 85.9            | 81.4                 |
| Negeri Sembilan   | 98.4                                                                                    | 99.1            | 96.3                 | 94.9                                                                                                                                                                                          | 96.3            | 90.7                 | 96.6                                                                           | 98.8            | 89.7                 |
| Pahang            | 97.3                                                                                    | 98.9            | 95.2                 | 97.1                                                                                                                                                                                          | 97.6            | 96.5                 | 91.2                                                                           | 92.7            | 89.2                 |
| Pulau Pinang      | 95.4                                                                                    | 95.1            | 98.7                 | 97.2                                                                                                                                                                                          | 97.2            | 97.6                 | 79.7                                                                           | 79.6            | 80.7                 |
| Perak             | 94.8                                                                                    | 95.1            | 93.7                 | 96.2                                                                                                                                                                                          | 98.2            | 89.8                 | 86.0                                                                           | 87.2            | 82.1                 |
| Perlis            | 98.0                                                                                    | 96.8            | 99.6                 | 97.4                                                                                                                                                                                          | 96.8            | 98.2                 | 97.0                                                                           | 96.7            | 97.4                 |
| Selangor          | 97.4                                                                                    | 97.5            | 94.8                 | 96.8                                                                                                                                                                                          | 96.8            | 97.4                 | 91.6                                                                           | 91.7            | 89.1                 |
| Terengganu        | 98.6                                                                                    | 98.7            | 98.5                 | 95.1                                                                                                                                                                                          | 98.1            | 89.1                 | 78.3                                                                           | 77.7            | 79.3                 |
| Sabah             | 97.2                                                                                    | 98.1            | 95.5                 | 97.6                                                                                                                                                                                          | 98.6            | 95.6                 | 89.0                                                                           | 86.0            | 94.9                 |
| Sarawak           | 97.6                                                                                    | 97.5            | 97.8                 | 95.6                                                                                                                                                                                          | 98.3            | 90.2                 | 81.5                                                                           | 81.4            | 81.9                 |
| W.P. Kuala Lumpur | 99.7                                                                                    | 99.7            | n.a                  | 99.8                                                                                                                                                                                          | 99.8            | n.a                  | 97.0                                                                           | 97.0            | n.a                  |
| W.P. Labuan       | 99.3                                                                                    | 99.2            | 99.9                 | 99.7                                                                                                                                                                                          | 100.0           | 96.2                 | 92.9                                                                           | 93.6            | 83.3                 |
| W.P. Putrajaya    | 99.2                                                                                    | 99.2            | n.a                  | 99.2                                                                                                                                                                                          | 99.2            | n.a                  | 95.9                                                                           | 95.9            | n.a                  |

**Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2023 (samb.)**

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Menggunakan teknik aritmetik asas<br>di dalam lembaran kerja<br><i>Using basic arithmetic formulas in a spreadsheet</i> |                 |                         | Menghubungkan dan memasang<br>peranti baru<br><i>Connecting and installing new devices</i> |                 |                         | Mencari, memuat turun, memasang<br>dan mengkonfigurasi perisian<br><i>Searching, downloading, installing and configuring software</i> |                 |                         |
|-------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|--------------------------------------------------------------------------------------------|-----------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|
|                   | Jumlah<br>Total                                                                                                         | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                            | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                                                                       | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>67.7</b>                                                                                                             | <b>68.5</b>     | <b>64.2</b>             | <b>79.4</b>                                                                                | <b>80.3</b>     | <b>75.9</b>             | <b>73.0</b>                                                                                                                           | <b>73.7</b>     | <b>70.1</b>             |
| Johor             | 72.2                                                                                                                    | 71.3            | 75.3                    | 74.1                                                                                       | 75.2            | 70.1                    | 70.8                                                                                                                                  | 72.0            | 66.5                    |
| Kedah             | 73.0                                                                                                                    | 76.3            | 65.2                    | 82.7                                                                                       | 83.5            | 80.7                    | 78.6                                                                                                                                  | 78.7            | 78.1                    |
| Kelantan          | 52.3                                                                                                                    | 56.3            | 48.4                    | 74.7                                                                                       | 72.2            | 77.1                    | 70.4                                                                                                                                  | 67.5            | 73.1                    |
| Melaka            | 71.4                                                                                                                    | 71.4            | 71.2                    | 75.6                                                                                       | 75.9            | 73.5                    | 75.8                                                                                                                                  | 77.2            | 62.9                    |
| Negeri Sembilan   | 75.8                                                                                                                    | 77.3            | 71.1                    | 75.7                                                                                       | 75.1            | 77.4                    | 75.4                                                                                                                                  | 73.6            | 80.7                    |
| Pahang            | 69.7                                                                                                                    | 74.6            | 63.0                    | 73.9                                                                                       | 73.9            | 73.7                    | 70.4                                                                                                                                  | 73.4            | 66.4                    |
| Pulau Pinang      | 63.9                                                                                                                    | 64.0            | 62.9                    | 80.1                                                                                       | 79.7            | 84.8                    | 70.1                                                                                                                                  | 69.9            | 72.7                    |
| Perak             | 54.3                                                                                                                    | 54.0            | 55.0                    | 79.5                                                                                       | 80.5            | 76.3                    | 64.6                                                                                                                                  | 65.7            | 60.7                    |
| Perlis            | 47.8                                                                                                                    | 51.1            | 43.8                    | 74.3                                                                                       | 76.4            | 71.7                    | 65.8                                                                                                                                  | 68.1            | 63.1                    |
| Selangor          | 68.2                                                                                                                    | 68.7            | 56.3                    | 83.7                                                                                       | 84.0            | 78.0                    | 74.2                                                                                                                                  | 74.8            | 59.0                    |
| Terengganu        | 59.4                                                                                                                    | 58.3            | 61.6                    | 72.2                                                                                       | 72.0            | 72.7                    | 63.9                                                                                                                                  | 61.4            | 68.8                    |
| Sabah             | 73.1                                                                                                                    | 69.0            | 81.0                    | 79.5                                                                                       | 79.8            | 78.9                    | 74.1                                                                                                                                  | 71.9            | 78.5                    |
| Sarawak           | 62.2                                                                                                                    | 63.8            | 59.2                    | 77.3                                                                                       | 77.9            | 76.1                    | 71.7                                                                                                                                  | 73.3            | 68.6                    |
| W.P. Kuala Lumpur | 76.8                                                                                                                    | 76.8            | n.a                     | 85.7                                                                                       | 85.7            | n.a                     | 84.4                                                                                                                                  | 84.4            | n.a                     |
| W.P. Labuan       | 90.6                                                                                                                    | 91.4            | 79.8                    | 89.5                                                                                       | 90.8            | 71.2                    | 76.7                                                                                                                                  | 76.8            | 75.5                    |
| W.P. Putrajaya    | 77.9                                                                                                                    | 77.9            | n.a                     | 90.1                                                                                       | 90.1            | n.a                     | 87.1                                                                                                                                  | 87.1            | n.a                     |

**Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2023 (samb.)**

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Membuat persembahan elektronik<br>dengan menggunakan perisian<br>komputer<br><i>Creating electronic presentations using<br/>computer software</i> |                 |                         | Memindahkan fail di antara komputer<br>dan peranti mudah alih lain<br><i>Transferring files between a computer<br/>and other devices</i> |                 |                         | Menulis program komputer<br>menggunakan bahasa pengaturcaraan<br>yang khusus<br><i>Writing a computer program using a<br/>specialised programming language</i> |                 |                         |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|
|                   | Jumlah<br>Total                                                                                                                                   | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                                                                          | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                                                                                                | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>63.3</b>                                                                                                                                       | <b>63.6</b>     | <b>61.9</b>             | <b>83.5</b>                                                                                                                              | <b>84.0</b>     | <b>81.6</b>             | <b>23.9</b>                                                                                                                                                    | <b>24.9</b>     | <b>19.6</b>             |
| Johor             | 64.5                                                                                                                                              | 64.8            | 63.6                    | 81.5                                                                                                                                     | 81.2            | 82.3                    | 22.8                                                                                                                                                           | 24.7            | 16.0                    |
| Kedah             | 60.7                                                                                                                                              | 63.7            | 53.4                    | 87.3                                                                                                                                     | 89.8            | 81.3                    | 22.1                                                                                                                                                           | 24.2            | 17.3                    |
| Kelantan          | 63.5                                                                                                                                              | 66.3            | 60.8                    | 87.1                                                                                                                                     | 88.2            | 86.1                    | 24.6                                                                                                                                                           | 25.5            | 23.7                    |
| Melaka            | 60.6                                                                                                                                              | 62.2            | 45.0                    | 85.0                                                                                                                                     | 85.0            | 84.9                    | 26.2                                                                                                                                                           | 26.8            | 20.6                    |
| Negeri Sembilan   | 75.2                                                                                                                                              | 78.6            | 65.0                    | 85.1                                                                                                                                     | 86.5            | 80.8                    | 27.2                                                                                                                                                           | 29.7            | 19.8                    |
| Pahang            | 59.7                                                                                                                                              | 63.9            | 54.0                    | 87.7                                                                                                                                     | 87.5            | 88.0                    | 22.1                                                                                                                                                           | 23.6            | 20.0                    |
| Pulau Pinang      | 54.0                                                                                                                                              | 54.3            | 50.1                    | 72.7                                                                                                                                     | 72.6            | 73.6                    | 25.7                                                                                                                                                           | 25.4            | 28.9                    |
| Perak             | 48.0                                                                                                                                              | 48.7            | 45.6                    | 72.3                                                                                                                                     | 73.7            | 68.0                    | 23.8                                                                                                                                                           | 25.4            | 18.7                    |
| Perlis            | 50.3                                                                                                                                              | 50.1            | 50.6                    | 88.5                                                                                                                                     | 84.1            | 94.0                    | 18.4                                                                                                                                                           | 24.0            | 11.5                    |
| Selangor          | 59.8                                                                                                                                              | 60.4            | 46.2                    | 87.6                                                                                                                                     | 87.9            | 80.7                    | 21.2                                                                                                                                                           | 21.1            | 21.6                    |
| Terengganu        | 69.3                                                                                                                                              | 67.0            | 73.8                    | 71.5                                                                                                                                     | 70.3            | 74.0                    | 24.2                                                                                                                                                           | 24.8            | 23.0                    |
| Sabah             | 74.6                                                                                                                                              | 71.1            | 81.4                    | 84.7                                                                                                                                     | 82.3            | 89.5                    | 24.3                                                                                                                                                           | 24.7            | 23.6                    |
| Sarawak           | 66.0                                                                                                                                              | 64.3            | 69.2                    | 75.2                                                                                                                                     | 75.5            | 74.5                    | 18.3                                                                                                                                                           | 20.6            | 13.7                    |
| W.P. Kuala Lumpur | 76.8                                                                                                                                              | 76.8            | n.a                     | 92.7                                                                                                                                     | 92.7            | n.a                     | 37.1                                                                                                                                                           | 37.1            | n.a                     |
| W.P. Labuan       | 92.5                                                                                                                                              | 91.9            | 100.0                   | 98.1                                                                                                                                     | 98.7            | 91.2                    | 23.1                                                                                                                                                           | 23.7            | 14.3                    |
| W.P. Putrajaya    | 90.5                                                                                                                                              | 90.5            | n.a                     | 99.1                                                                                                                                     | 99.1            | n.a                     | 36.1                                                                                                                                                           | 36.1            | n.a                     |

**Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2023**

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2023

| Negeri<br>State   | Menyalin atau memindahkan fail atau folder<br>Copying or moving a file or folder |             |                      |             | Menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen<br>Using copy and paste tools to duplicate or move information within a document |             |                      |             | Menghantar e-mel berserta fail<br>Sending an e-mail with attached files |             |                 |             |
|-------------------|----------------------------------------------------------------------------------|-------------|----------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------|-------------|-------------------------------------------------------------------------|-------------|-----------------|-------------|
|                   | Jumlah<br>Total                                                                  |             | Bandar<br>Urban      |             | Jumlah<br>Total                                                                                                                                                                        |             | Bandar<br>Urban      |             | Jumlah<br>Total                                                         |             | Bandar<br>Urban |             |
|                   | Luar bandar<br>Rural                                                             |             | Luar bandar<br>Rural |             | Luar bandar<br>Rural                                                                                                                                                                   |             | Luar bandar<br>Rural |             | Jumlah<br>Total                                                         |             | Bandar<br>Urban |             |
| <b>MALAYSIA</b>   | <b>98.6</b>                                                                      | <b>98.6</b> | <b>98.7</b>          | <b>98.7</b> | <b>97.6</b>                                                                                                                                                                            | <b>97.5</b> | <b>98.0</b>          | <b>98.0</b> | <b>94.1</b>                                                             | <b>94.1</b> | <b>94.8</b>     | <b>91.6</b> |
| Johor             | 98.8                                                                             | 98.6        | 99.6                 | 99.6        | 97.0                                                                                                                                                                                   | 97.9        | 94.0                 | 94.0        | 96.0                                                                    | 96.0        | 96.4            | 94.3        |
| Kedah             | 98.9                                                                             | 98.6        | 99.7                 | 99.7        | 99.5                                                                                                                                                                                   | 99.4        | 99.6                 | 99.6        | 98.4                                                                    | 98.4        | 100.0           | 95.1        |
| Kelantan          | 99.3                                                                             | 99.3        | 99.2                 | 99.2        | 95.6                                                                                                                                                                                   | 91.1        | 99.6                 | 99.6        | 90.3                                                                    | 90.3        | 90.5            | 90.1        |
| Melaka            | 99.8                                                                             | 99.9        | 98.5                 | 98.5        | 96.1                                                                                                                                                                                   | 96.4        | 93.0                 | 93.0        | 88.6                                                                    | 88.6        | 89.3            | 81.8        |
| Negeri Sembilan   | 99.2                                                                             | 100.0       | 96.7                 | 96.7        | 96.8                                                                                                                                                                                   | 98.5        | 91.6                 | 91.6        | 96.9                                                                    | 96.9        | 99.3            | 89.7        |
| Pahang            | 99.0                                                                             | 99.1        | 99.0                 | 99.0        | 97.2                                                                                                                                                                                   | 96.6        | 97.9                 | 97.9        | 76.8                                                                    | 76.8        | 82.3            | 70.0        |
| Pulau Pinang      | 98.7                                                                             | 98.8        | 97.7                 | 97.7        | 99.8                                                                                                                                                                                   | 99.8        | 100.0                | 100.0       | 94.9                                                                    | 94.9        | 94.7            | 97.7        |
| Perak             | 98.2                                                                             | 98.1        | 98.4                 | 98.4        | 97.5                                                                                                                                                                                   | 97.2        | 98.3                 | 98.3        | 94.1                                                                    | 94.1        | 93.1            | 96.9        |
| Perlis            | 100.0                                                                            | 100.0       | 100.0                | 100.0       | 99.3                                                                                                                                                                                   | 99.0        | 99.5                 | 99.5        | 100.0                                                                   | 100.0       | 100.0           | 100.0       |
| Selangor          | 97.0                                                                             | 97.1        | 96.7                 | 96.7        | 95.7                                                                                                                                                                                   | 95.6        | 96.5                 | 96.5        | 94.4                                                                    | 94.4        | 94.4            | 93.8        |
| Terengganu        | 99.8                                                                             | 99.6        | 100.0                | 100.0       | 99.8                                                                                                                                                                                   | 99.7        | 99.9                 | 99.9        | 99.0                                                                    | 99.0        | 99.3            | 98.5        |
| Sabah             | 98.6                                                                             | 99.5        | 97.2                 | 97.2        | 98.4                                                                                                                                                                                   | 98.5        | 98.4                 | 98.4        | 98.8                                                                    | 98.8        | 98.9            | 98.7        |
| Sarawak           | 98.8                                                                             | 99.0        | 98.4                 | 98.4        | 100.0                                                                                                                                                                                  | 100.0       | 100.0                | 100.0       | 92.9                                                                    | 92.9        | 93.4            | 92.1        |
| W.P. Kuala Lumpur | 100.0                                                                            | 100.0       | n.a                  | n.a         | 100.0                                                                                                                                                                                  | 100.0       | n.a                  | n.a         | 96.1                                                                    | 96.1        | 96.1            | n.a         |
| W.P. Labuan       | 99.2                                                                             | 99.2        | 100.0                | 100.0       | 100.0                                                                                                                                                                                  | 100.0       | 100.0                | 100.0       | 96.8                                                                    | 96.8        | 96.7            | 100.0       |
| W.P. Putrajaya    | 100.0                                                                            | 100.0       | n.a                  | n.a         | 100.0                                                                                                                                                                                  | 100.0       | n.a                  | n.a         | 100.0                                                                   | 100.0       | 100.0           | n.a         |

**Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2023 (samb.)**

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Menggunakan teknik aritmetik asas<br>di dalam lembaran kerja<br><i>Using basic arithmetic formulas in a spreadsheet</i> |                 |                         | Menghubungkan dan memasang<br>peranti baru<br><i>Connecting and installing new devices</i> |                 |                         | Mencari, memuat turun, memasang<br>dan mengkonfigurasi perisian<br><i>Searching, downloading, installing and configuring software</i> |                 |                         |
|-------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|--------------------------------------------------------------------------------------------|-----------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|
|                   | Jumlah<br>Total                                                                                                         | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                            | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                                                                       | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>79.7</b>                                                                                                             | <b>80.0</b>     | <b>78.6</b>             | <b>89.3</b>                                                                                | <b>90.4</b>     | <b>85.5</b>             | <b>88.1</b>                                                                                                                           | <b>88.0</b>     | <b>88.5</b>             |
| Johor             | 83.0                                                                                                                    | 81.7            | 87.8                    | 85.2                                                                                       | 89.1            | 70.1                    | 84.9                                                                                                                                  | 87.4            | 75.7                    |
| Kedah             | 89.4                                                                                                                    | 92.6            | 82.4                    | 94.8                                                                                       | 99.5            | 84.4                    | 98.2                                                                                                                                  | 99.9            | 94.7                    |
| Kelantan          | 61.8                                                                                                                    | 67.1            | 57.2                    | 73.9                                                                                       | 71.3            | 76.3                    | 82.4                                                                                                                                  | 78.1            | 86.2                    |
| Melaka            | 86.7                                                                                                                    | 86.7            | 87.2                    | 78.3                                                                                       | 78.2            | 79.8                    | 91.3                                                                                                                                  | 92.9            | 77.2                    |
| Negeri Sembilan   | 93.6                                                                                                                    | 96.5            | 84.7                    | 80.2                                                                                       | 80.6            | 78.7                    | 92.3                                                                                                                                  | 90.7            | 96.9                    |
| Pahang            | 64.0                                                                                                                    | 62.5            | 65.8                    | 89.8                                                                                       | 85.1            | 95.6                    | 88.1                                                                                                                                  | 84.2            | 92.8                    |
| Pulau Pinang      | 76.5                                                                                                                    | 77.5            | 63.2                    | 91.0                                                                                       | 90.5            | 97.6                    | 85.9                                                                                                                                  | 85.6            | 90.8                    |
| Perak             | 91.6                                                                                                                    | 91.3            | 92.6                    | 90.2                                                                                       | 88.8            | 94.2                    | 89.4                                                                                                                                  | 87.8            | 94.1                    |
| Perlis            | 65.6                                                                                                                    | 67.4            | 63.5                    | 75.5                                                                                       | 78.4            | 72.4                    | 72.1                                                                                                                                  | 76.1            | 67.6                    |
| Selangor          | 79.1                                                                                                                    | 78.9            | 83.4                    | 93.4                                                                                       | 93.8            | 83.7                    | 84.4                                                                                                                                  | 84.4            | 85.1                    |
| Terengganu        | 71.2                                                                                                                    | 63.9            | 84.4                    | 91.1                                                                                       | 91.9            | 89.7                    | 95.2                                                                                                                                  | 96.2            | 93.4                    |
| Sabah             | 89.3                                                                                                                    | 88.9            | 89.9                    | 95.7                                                                                       | 95.8            | 95.6                    | 93.4                                                                                                                                  | 93.6            | 93.0                    |
| Sarawak           | 67.7                                                                                                                    | 61.1            | 79.7                    | 87.6                                                                                       | 89.0            | 85.3                    | 85.2                                                                                                                                  | 85.3            | 85.1                    |
| W.P. Kuala Lumpur | 77.3                                                                                                                    | 77.3            | n.a                     | 95.7                                                                                       | 95.7            | n.a                     | 92.0                                                                                                                                  | 92.0            | n.a                     |
| W.P. Labuan       | 99.7                                                                                                                    | 100.0           | 65.4                    | 99.7                                                                                       | 100.0           | 65.4                    | 95.6                                                                                                                                  | 95.6            | 100.0                   |
| W.P. Putrajaya    | 82.0                                                                                                                    | 82.0            | n.a                     | 100.0                                                                                      | 100.0           | n.a                     | 93.8                                                                                                                                  | 93.8            | n.a                     |

**Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2023 (samb.)**

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Membuat persembahan elektronik<br>dengan menggunakan perisian<br>komputer<br><i>Creating electronic presentations using<br/>computer software</i> |                 |                         | Memindahkan fail di antara komputer<br>dan peranti mudah alih lain<br><i>Transferring files between a computer<br/>and other devices</i> |                 |                         | Menulis program komputer<br>menggunakan bahasa pengaturcaraan<br>yang khusus<br><i>Writing a computer program using a<br/>specialised programming language</i> |                 |                         |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|
|                   | Jumlah<br>Total                                                                                                                                   | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                                                                          | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                                                                                                                                                | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>84.8</b>                                                                                                                                       | <b>85.3</b>     | <b>82.8</b>             | <b>91.6</b>                                                                                                                              | <b>91.9</b>     | <b>90.7</b>             | <b>51.1</b>                                                                                                                                                    | <b>56.6</b>     | <b>33.0</b>             |
| Johor             | 84.4                                                                                                                                              | 85.1            | 81.7                    | 86.5                                                                                                                                     | 87.6            | 82.3                    | 26.8                                                                                                                                                           | 25.4            | 32.1                    |
| Kedah             | 87.1                                                                                                                                              | 91.9            | 76.6                    | 90.0                                                                                                                                     | 92.4            | 84.9                    | 46.9                                                                                                                                                           | 56.8            | 25.3                    |
| Kelantan          | 81.8                                                                                                                                              | 82.5            | 81.1                    | 86.4                                                                                                                                     | 87.0            | 85.9                    | 41.6                                                                                                                                                           | 54.9            | 29.9                    |
| Melaka            | 81.9                                                                                                                                              | 84.1            | 61.8                    | 88.2                                                                                                                                     | 88.4            | 86.1                    | 54.1                                                                                                                                                           | 58.0            | 19.0                    |
| Negeri Sembilan   | 95.6                                                                                                                                              | 98.8            | 85.7                    | 87.3                                                                                                                                     | 89.3            | 81.1                    | 52.2                                                                                                                                                           | 59.1            | 31.2                    |
| Pahang            | 82.7                                                                                                                                              | 78.3            | 88.0                    | 91.7                                                                                                                                     | 89.3            | 94.5                    | 41.8                                                                                                                                                           | 35.6            | 49.4                    |
| Pulau Pinang      | 87.1                                                                                                                                              | 87.8            | 77.1                    | 91.8                                                                                                                                     | 91.7            | 92.5                    | 47.7                                                                                                                                                           | 48.7            | 34.7                    |
| Perak             | 88.7                                                                                                                                              | 87.4            | 92.2                    | 95.4                                                                                                                                     | 94.8            | 97.2                    | 67.9                                                                                                                                                           | 82.8            | 26.6                    |
| Perlis            | 58.2                                                                                                                                              | 63.6            | 52.3                    | 84.8                                                                                                                                     | 70.9            | 100.0                   | 36.5                                                                                                                                                           | 43.2            | 29.1                    |
| Selangor          | 81.9                                                                                                                                              | 82.1            | 76.4                    | 92.3                                                                                                                                     | 92.4            | 88.6                    | 87.1                                                                                                                                                           | 88.0            | 66.6                    |
| Terengganu        | 90.3                                                                                                                                              | 90.8            | 89.3                    | 97.4                                                                                                                                     | 98.3            | 95.7                    | 24.8                                                                                                                                                           | 23.6            | 27.0                    |
| Sabah             | 89.0                                                                                                                                              | 90.2            | 86.9                    | 96.5                                                                                                                                     | 96.1            | 97.2                    | 28.7                                                                                                                                                           | 21.9            | 40.5                    |
| Sarawak           | 78.3                                                                                                                                              | 77.8            | 79.3                    | 91.2                                                                                                                                     | 91.2            | 91.2                    | 21.3                                                                                                                                                           | 24.1            | 16.2                    |
| W.P. Kuala Lumpur | 86.3                                                                                                                                              | 86.3            | n.a                     | 95.8                                                                                                                                     | 95.8            | n.a                     | 64.2                                                                                                                                                           | 64.2            | n.a                     |
| W.P. Labuan       | 100.0                                                                                                                                             | 100.0           | 100.0                   | 99.7                                                                                                                                     | 100.0           | 65.4                    | 33.9                                                                                                                                                           | 34.3            | 0.0                     |
| W.P. Putrajaya    | 100.0                                                                                                                                             | 100.0           | n.a                     | 100.0                                                                                                                                    | 100.0           | n.a                     | 59.6                                                                                                                                                           | 59.6            | n.a                     |

**Jadual 2.6 : Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan jantina, Malaysia, 2023**

Table 2.6 : Percentage of individuals using computer by type of ICT skills and sex, Malaysia, 2023

| Jenis Kemahiran ICT<br>Type of ICT Skills                                                                                                                                                            | Jantina / sex   |                |  | Perempuan<br>Female |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|--|---------------------|
|                                                                                                                                                                                                      | Jumlah<br>Total | Lelaki<br>Male |  |                     |
| <b>Jumlah / Total</b>                                                                                                                                                                                | <b>80.4</b>     | <b>81.3</b>    |  | <b>79.4</b>         |
| <b>Menyalin atau memindahkan fail atau folder</b><br><i>Copying or moving a file or folder</i>                                                                                                       | 97.5            | 97.6           |  | 97.4                |
| <b>Menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen</b><br><i>Using copy and paste tools to duplicate or move information within a document</i> | 96.7            | 97.1           |  | 96.3                |
| <b>Menghantar emel berserta fail</b><br><i>Sending an e-mail with attached files</i>                                                                                                                 | 89.9            | 90.3           |  | 89.3                |
| <b>Menggunakan teknik aritmetik asas di dalam lembaran kerja</b><br><i>Using basic arithmetic formulas in a spreadsheet</i>                                                                          | 67.7            | 73.4           |  | 61.1                |
| <b>Menghubungkan dan memasang peranti baru</b><br><i>Connecting and installing new devices</i>                                                                                                       | 79.4            | 81.7           |  | 76.8                |
| <b>Mencari, memuat turun, memasang dan mengkonfigurasi perisian</b><br><i>Searching, downloading, installing and configuring software</i>                                                            | 73.0            | 78.4           |  | 67.0                |
| <b>Membuat persembahan elektronik dengan menggunakan perisian komputer</b><br><i>Creating electronic presentations using computer software</i>                                                       | 63.3            | 68.3           |  | 57.6                |
| <b>Memindahkan fail di antara komputer dan peranti mudah alih lain</b><br><i>Transferring files between a computer and other devices</i>                                                             | 83.5            | 84.3           |  | 82.6                |
| <b>Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus</b><br><i>Writing a computer program using a specialised programming language</i>                                          | 23.9            | 24.5           |  | 23.1                |

**Jadual 2.7 : Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan kumpulan umur, Malaysia, 2023**

Table 2.7 : Percentage of individuals using computer by type of ICT skills and age group, Malaysia, 2023

| Jenis Kemahiran ICT<br>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                                                                                                                                                                         | 87.5                      | 89.8    | 87.8    | 89.2    | 90.5    | 89.9    | 88.4    | 83.4    | 74.0    | 33.8 |     |
| Menyalin atau memindahkan fail atau folder<br>Copying or moving a file or folder                                                                                                       | 98.3                      | 98.8    | 98.8    | 98.7    | 98.6    | 98.3    | 97.4    | 96.2    | 90.3    | 91.1 |     |
| Menggunakan teknik menyalin dan menampal untuk pendua atau memindahkan maklumat di dalam satu dokumen<br>Using copy and paste tools to duplicate or move information within a document | 97.2                      | 98.0    | 98.1    | 98.0    | 98.5    | 97.6    | 97.2    | 94.1    | 93.8    | 86.1 |     |
| Menghantar emel berserta fail<br>Sending an e-mail with attached files                                                                                                                 | 90.7                      | 97.1    | 97.1    | 96.3    | 97.7    | 96.3    | 91.2    | 79.9    | 65.2    | 42.8 |     |
| Menggunakan teknik aritmetik asas di dalam lembaran kerja<br>Using basic arithmetic formulas in a spreadsheet                                                                          | 78.1                      | 81.1    | 83.9    | 81.6    | 73.4    | 66.6    | 62.4    | 34.9    | 28.2    | 20.2 |     |
| Menghubungkan dan memasang peranti baru<br>Connecting and installing new devices                                                                                                       | 87.6                      | 90.8    | 91.0    | 89.4    | 89.4    | 84.0    | 75.6    | 57.0    | 38.6    | 26.9 |     |
| Mencari, memuat turun, memasang dan mengkonfigurasi perisian<br>Searching, downloading, installing and configuring software                                                            | 86.7                      | 89.4    | 89.1    | 86.3    | 82.4    | 70.6    | 58.5    | 45.2    | 28.3    | 20.8 |     |
| Membuat persembahan elektronik dengan menggunakan perisian komputer<br>Creating electronic presentations using computer software                                                       | 86.4                      | 83.2    | 80.8    | 74.6    | 70.0    | 53.2    | 38.1    | 34.8    | 25.9    | 16.2 |     |
| Memindahkan fail di antara komputer dan peranti mudah alih lain<br>Transferring files between a computer and other devices                                                             | 90.4                      | 92.7    | 92.7    | 92.5    | 92.0    | 85.9    | 77.0    | 71.8    | 48.7    | 38.8 |     |
| Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus<br>Writing a computer program using a specialised programming language                                          | 47.4                      | 54.5    | 33.0    | 18.2    | 15.9    | 9.3     | 9.0     | 7.6     | 6.1     | 4.3  |     |

**Jadual 2.8 : Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2023**

Table 2.8 : Percentage of individuals using the Internet by state and strata, Malaysia, 2023

| Negeri<br>State   | Jumlah<br>Total | Bandar<br>Urban | Luar bandar<br>Rural | (%) |
|-------------------|-----------------|-----------------|----------------------|-----|
| <b>MALAYSIA</b>   | <b>97.7</b>     | <b>98.6</b>     | <b>95.0</b>          |     |
| Johor             | 98.6            | 99.2            | 96.6                 |     |
| Kedah             | 96.9            | 97.8            | 95.1                 |     |
| Kelantan          | 96.6            | 97.9            | 95.6                 |     |
| Melaka            | 98.0            | 98.1            | 97.5                 |     |
| Negeri Sembilan   | 98.4            | 99.6            | 95.7                 |     |
| Pahang            | 97.0            | 97.9            | 96.0                 |     |
| Pulau Pinang      | 99.0            | 99.2            | 96.8                 |     |
| Perak             | 96.3            | 96.6            | 95.6                 |     |
| Perlis            | 96.0            | 96.4            | 95.6                 |     |
| Selangor          | 98.8            | 98.9            | 96.9                 |     |
| Terengganu        | 97.2            | 97.3            | 97.1                 |     |
| Sabah             | 97.2            | 98.2            | 95.9                 |     |
| Sarawak           | 94.2            | 98.6            | 88.3                 |     |
| W.P. Kuala Lumpur | 99.9            | 99.9            | n.a.                 |     |
| W.P. Labuan       | 97.4            | 98.3            | 86.6                 |     |
| W.P. Putrajaya    | 99.9            | 99.9            | n.a.                 |     |

**Jadual 2.9 : Peratusan individu menggunakan Internet mengikut negeri dan jantina, Malaysia, 2023**

Table 2.9 : Percentage of individuals using the Internet by state and sex, Malaysia, 2023

| Negeri<br>State   | Jumlah<br>Total | Lelaki<br>Male | Perempuan<br>Female |     |
|-------------------|-----------------|----------------|---------------------|-----|
|                   |                 |                |                     | (%) |
| <b>MALAYSIA</b>   | <b>97.7</b>     | <b>98.2</b>    | <b>97.2</b>         |     |
| Johor             | 98.6            | 98.9           | 98.2                |     |
| Kedah             | 96.9            | 97.5           | 96.3                |     |
| Kelantan          | 96.6            | 97.4           | 95.8                |     |
| Melaka            | 98.0            | 98.3           | 97.8                |     |
| Negeri Sembilan   | 98.4            | 98.8           | 98.1                |     |
| Pahang            | 97.0            | 97.6           | 96.2                |     |
| Pulau Pinang      | 99.0            | 99.4           | 98.6                |     |
| Perak             | 96.3            | 97.2           | 95.3                |     |
| Perlis            | 96.0            | 97.0           | 95.1                |     |
| Selangor          | 98.8            | 99.0           | 98.5                |     |
| Terengganu        | 97.2            | 98.1           | 96.3                |     |
| Sabah             | 97.2            | 97.4           | 96.9                |     |
| Sarawak           | 94.2            | 94.8           | 93.5                |     |
| W.P. Kuala Lumpur | 99.9            | 100.0          | 99.7                |     |
| W.P. Labuan       | 97.4            | 98.7           | 96.0                |     |
| W.P. Putrajaya    | 99.9            | 99.7           | 100.0               |     |

**Jadual 2.10 : Peratusan individu menggunakan Internet mengikut strata dan jantina, Malaysia, 2023**

*Table 2.10 : Percentage of individuals using the Internet by strata and sex, Malaysia, 2023*

| <b>Jantina<br/>Sex</b>    | <b>Jumlah<br/>Total</b> | <b>Bandar<br/>Urban</b> | <b>Luar bandar<br/>Rural</b> | <b>(%)</b> |
|---------------------------|-------------------------|-------------------------|------------------------------|------------|
| <b>Jumlah / Total</b>     | <b>97.7</b>             | <b>98.6</b>             | <b>95.0</b>                  |            |
| <b>Lelaki / Male</b>      | 98.2                    | 98.9                    | 95.8                         |            |
| <b>Perempuan / Female</b> | 97.2                    | 98.2                    | 94.0                         |            |

**Jadual 2.11 : Peratusan individu menggunakan Internet mengikut negeri, jenis peranti mudah alih yang digunakan dan strata, Malaysia, 2023**

Table 2.11 : Percentage of individuals using the Internet by state, type of portable devices used and strata, Malaysia, 2023

| Negeri<br>State   | Lain-lain peranti mudah alih<br>Other portable devices |                 |                         |                                       |                 |                         |                                          |                 |                         |
|-------------------|--------------------------------------------------------|-----------------|-------------------------|---------------------------------------|-----------------|-------------------------|------------------------------------------|-----------------|-------------------------|
|                   | Telefon bimbit<br>Mobile phone                         |                 |                         | Papan elektronik mudah alih<br>Tablet |                 |                         | Komputer mudah alih<br>Portable computer |                 |                         |
|                   | Jumlah<br>Total                                        | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                       | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total                          | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>99.0</b>                                            | <b>99.0</b>     | <b>98.8</b>             | <b>26.5</b>                           | <b>29.2</b>     | <b>18.1</b>             | <b>38.7</b>                              | <b>42.7</b>     | <b>26.0</b>             |
| Johor             | 99.4                                                   | 99.4            | 99.6                    | 23.5                                  | 23.4            | 24.1                    | 44.7                                     | 46.1            | 40.3                    |
| Kedah             | 99.7                                                   | 99.8            | 99.6                    | 20.3                                  | 24.3            | 11.9                    | 30.0                                     | 35.0            | 19.5                    |
| Kelantan          | 97.7                                                   | 97.4            | 98.0                    | 21.0                                  | 27.7            | 15.5                    | 31.1                                     | 36.0            | 27.1                    |
| Melaka            | 98.9                                                   | 98.8            | 99.8                    | 21.7                                  | 23.0            | 10.4                    | 30.8                                     | 32.0            | 20.3                    |
| Negeri Sembilan   | 99.8                                                   | 99.9            | 99.5                    | 21.7                                  | 24.4            | 15.0                    | 31.5                                     | 35.7            | 21.1                    |
| Pahang            | 98.6                                                   | 99.5            | 97.7                    | 23.2                                  | 29.5            | 15.9                    | 32.3                                     | 37.8            | 25.9                    |
| Pulau Pinang      | 99.6                                                   | 99.6            | 99.9                    | 32.0                                  | 32.3            | 28.3                    | 44.1                                     | 44.7            | 36.3                    |
| Perak             | 99.1                                                   | 99.4            | 98.1                    | 17.7                                  | 17.6            | 17.7                    | 36.8                                     | 37.9            | 33.8                    |
| Perlis            | 91.2                                                   | 92.5            | 89.7                    | 34.5                                  | 38.8            | 29.2                    | 26.9                                     | 31.3            | 21.5                    |
| Selangor          | 99.4                                                   | 99.4            | 98.8                    | 37.4                                  | 37.7            | 30.7                    | 50.0                                     | 50.4            | 42.3                    |
| Terengganu        | 99.4                                                   | 99.6            | 99.1                    | 28.5                                  | 26.3            | 32.2                    | 24.6                                     | 25.5            | 23.2                    |
| Sabah             | 99.5                                                   | 99.4            | 99.6                    | 16.9                                  | 19.0            | 14.3                    | 25.2                                     | 30.2            | 19.0                    |
| Sarawak           | 99.2                                                   | 99.2            | 99.2                    | 19.4                                  | 21.7            | 16.0                    | 29.8                                     | 37.5            | 18.2                    |
| W.P. Kuala Lumpur | 95.6                                                   | 95.6            | n.a.                    | 38.1                                  | 38.1            | n.a.                    | 50.4                                     | 50.4            | n.a.                    |
| W.P. Labuan       | 93.5                                                   | 94.7            | 76.7                    | 35.3                                  | 35.3            | 35.1                    | 72.6                                     | 77.0            | 13.0                    |
| W.P. Putrajaya    | 98.0                                                   | 98.0            | n.a.                    | 56.7                                  | 56.7            | n.a.                    | 75.0                                     | 75.0            | n.a.                    |

**Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023**

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023

| Negeri<br>State   | Mendapatkan Maklumat<br>Access to Information                                                     |                                                                                  |                                        | Professional                                                                    |                                      |     |
|-------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------|--------------------------------------|-----|
|                   | Mendapatkan maklumat<br>barangan/<br>perkhidmatan<br>Finding information about<br>goods/ services | Membaca akhbar/<br>majalah atas talian<br>Reading newspaper/<br>magazines online | Memohon pekerjaan<br>Applying for jobs | Menyertai rangkaian<br>profesional<br>Participating in<br>professional networks | Bekerja dari rumah<br>Work from home | (%) |
| <b>MALAYSIA</b>   | <b>92.8</b>                                                                                       | <b>68.9</b>                                                                      | <b>36.3</b>                            | <b>12.2</b>                                                                     | <b>16.4</b>                          |     |
| Johor             | 98.1                                                                                              | 67.3                                                                             | 35.0                                   | 10.2                                                                            | 8.9                                  |     |
| Kedah             | 94.3                                                                                              | 71.4                                                                             | 31.9                                   | 5.5                                                                             | 4.5                                  |     |
| Kelantan          | 90.7                                                                                              | 67.7                                                                             | 39.2                                   | 3.0                                                                             | 5.3                                  |     |
| Melaka            | 94.9                                                                                              | 71.6                                                                             | 35.2                                   | 5.1                                                                             | 4.8                                  |     |
| Negeri Sembilan   | 91.6                                                                                              | 67.2                                                                             | 40.9                                   | 10.4                                                                            | 6.1                                  |     |
| Pahang            | 91.1                                                                                              | 69.9                                                                             | 35.9                                   | 4.0                                                                             | 5.6                                  |     |
| Pulau Pinang      | 96.2                                                                                              | 74.9                                                                             | 33.1                                   | 11.9                                                                            | 20.6                                 |     |
| Perak             | 96.3                                                                                              | 72.9                                                                             | 35.3                                   | 2.5                                                                             | 19.5                                 |     |
| Perlis            | 78.2                                                                                              | 56.6                                                                             | 29.6                                   | 3.9                                                                             | 6.0                                  |     |
| Selangor          | 98.3                                                                                              | 72.6                                                                             | 32.9                                   | 20.8                                                                            | 29.1                                 |     |
| Terengganu        | 97.7                                                                                              | 71.2                                                                             | 36.0                                   | 24.8                                                                            | 19.4                                 |     |
| Sabah             | 78.5                                                                                              | 56.2                                                                             | 45.9                                   | 10.7                                                                            | 13.7                                 |     |
| Sarawak           | 80.1                                                                                              | 56.6                                                                             | 39.7                                   | 11.7                                                                            | 18.1                                 |     |
| W.P. Kuala Lumpur | 94.4                                                                                              | 80.3                                                                             | 36.6                                   | 19.8                                                                            | 22.4                                 |     |
| W.P. Labuan       | 96.8                                                                                              | 82.9                                                                             | 36.6                                   | 7.2                                                                             | 15.0                                 |     |
| W.P. Putrajaya    | 96.9                                                                                              | 89.6                                                                             | 30.5                                   | 16.2                                                                            | 28.1                                 |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Komunikasi<br>Communication                                             |                                         |                                                                                      |                                                                             |                                                                           |                                      | Mengkakses<br>perbincangan atas<br>talian<br>Accessing online<br>discussion |
|-------------------|-------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------|
|                   | Menyertai<br>rangkaian<br>sosial<br>Participating in<br>social networks | Menghantar<br>emel<br>Sending<br>e-mail | Membuat<br>panggilan telefon<br>melalui Internet<br>Telephoning over<br>the Internet | Mengkakses<br>perbincangan<br>atas talian<br>Accessing online<br>discussion | Mengurus<br>laman web<br>persendirian<br>Managing<br>personal<br>homepage | Menguruskan<br>blog<br>Managing blog |                                                                             |
| <b>MALAYSIA</b>   | <b>99.4</b>                                                             | <b>82.0</b>                             | <b>85.9</b>                                                                          | <b>18.4</b>                                                                 | <b>10.9</b>                                                               | <b>6.1</b>                           | <b>39.7</b>                                                                 |
| Johor             | 99.2                                                                    | 80.5                                    | 85.3                                                                                 | 22.4                                                                        | 4.5                                                                       | 6.3                                  | 34.8                                                                        |
| Kedah             | 99.4                                                                    | 86.3                                    | 88.2                                                                                 | 16.8                                                                        | 0.9                                                                       | 1.1                                  | 22.7                                                                        |
| Kelantan          | 99.6                                                                    | 79.3                                    | 90.0                                                                                 | 26.7                                                                        | 6.2                                                                       | 3.4                                  | 36.5                                                                        |
| Melaka            | 99.4                                                                    | 83.8                                    | 88.0                                                                                 | 19.0                                                                        | 2.4                                                                       | 2.5                                  | 47.9                                                                        |
| Negeri Sembilan   | 99.6                                                                    | 78.2                                    | 87.9                                                                                 | 21.3                                                                        | 7.7                                                                       | 7.9                                  | 43.2                                                                        |
| Pahang            | 99.0                                                                    | 81.4                                    | 87.9                                                                                 | 15.4                                                                        | 2.2                                                                       | 2.4                                  | 29.3                                                                        |
| Pulau Pinang      | 99.7                                                                    | 76.8                                    | 83.0                                                                                 | 15.5                                                                        | 17.1                                                                      | 5.1                                  | 27.5                                                                        |
| Perak             | 98.6                                                                    | 72.8                                    | 78.7                                                                                 | 15.8                                                                        | 17.8                                                                      | 5.1                                  | 28.2                                                                        |
| Perlis            | 99.2                                                                    | 78.2                                    | 82.1                                                                                 | 9.0                                                                         | 0.8                                                                       | 1.3                                  | 32.5                                                                        |
| Selangor          | 99.3                                                                    | 88.5                                    | 85.8                                                                                 | 23.7                                                                        | 15.7                                                                      | 11.8                                 | 52.7                                                                        |
| Terengganu        | 99.5                                                                    | 91.8                                    | 90.5                                                                                 | 9.1                                                                         | 11.0                                                                      | 1.1                                  | 19.4                                                                        |
| Sabah             | 99.6                                                                    | 78.3                                    | 92.9                                                                                 | 10.5                                                                        | 14.7                                                                      | 3.4                                  | 38.4                                                                        |
| Sarawak           | 99.6                                                                    | 74.5                                    | 74.1                                                                                 | 4.0                                                                         | 2.0                                                                       | 2.0                                  | 36.1                                                                        |
| W.P. Kuala Lumpur | 99.8                                                                    | 86.2                                    | 87.1                                                                                 | 28.7                                                                        | 23.0                                                                      | 10.3                                 | 66.9                                                                        |
| W.P. Labuan       | 99.6                                                                    | 85.1                                    | 98.4                                                                                 | 24.2                                                                        | 30.6                                                                      | 23.1                                 | 34.8                                                                        |
| W.P. Putrajaya    | 99.9                                                                    | 98.2                                    | 98.0                                                                                 | 22.9                                                                        | 21.8                                                                      | 10.8                                 | 65.3                                                                        |

Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Lain-lain Perkhidmatan Atas Talian<br>Other Online Services                                |                                                                                                                                |                                                                                                                   |                                                                                                                                               |                                                                   |                                                                                            | Memuat turun<br>perisian/ aplikasi<br>Downloading<br>software/<br>applications |
|-------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
|                   | Melaksanakan<br>tugasan jana<br>pendapatan<br>Performing<br>tasks to<br>generate<br>income | Menggunakan<br>perkhidmatan<br>berkaitan<br>perjalanan/<br>penginapan<br>Using services<br>related to travel/<br>accommodation | Menjual<br>barangan/<br>perkhidmatan<br>selain e-Dagang<br>Selling goods/<br>services other<br>than<br>e-Commerce | Membuat pesanan<br>barangan/<br>perkhidmatan atas<br>talian selain<br>e-Dagang<br>Ordering goods/<br>services online other<br>than e-Commerce | Menggunakan<br>perbankan<br>Internet<br>Using Internet<br>banking | Menggunakan<br>perisian untuk<br>menyunting<br>teks<br>Using software<br>for editing texts |                                                                                |
| <b>MALAYSIA</b>   | <b>15.9</b>                                                                                | <b>37.0</b>                                                                                                                    | <b>14.9</b>                                                                                                       | <b>50.8</b>                                                                                                                                   | <b>75.2</b>                                                       | <b>36.3</b>                                                                                | <b>89.6</b>                                                                    |
| Johor             | 16.4                                                                                       | 38.5                                                                                                                           | 13.2                                                                                                              | 53.5                                                                                                                                          | 76.0                                                              | 33.9                                                                                       | 85.9                                                                           |
| Kedah             | 12.5                                                                                       | 19.6                                                                                                                           | 11.7                                                                                                              | 47.0                                                                                                                                          | 74.1                                                              | 26.0                                                                                       | 97.1                                                                           |
| Kelantan          | 12.8                                                                                       | 23.4                                                                                                                           | 12.2                                                                                                              | 38.7                                                                                                                                          | 67.2                                                              | 25.0                                                                                       | 85.8                                                                           |
| Melaka            | 16.3                                                                                       | 24.4                                                                                                                           | 18.2                                                                                                              | 51.5                                                                                                                                          | 74.7                                                              | 27.9                                                                                       | 85.4                                                                           |
| Negeri Sembilan   | 18.0                                                                                       | 18.5                                                                                                                           | 10.4                                                                                                              | 47.1                                                                                                                                          | 73.5                                                              | 46.4                                                                                       | 93.7                                                                           |
| Pahang            | 13.2                                                                                       | 30.6                                                                                                                           | 11.1                                                                                                              | 40.7                                                                                                                                          | 74.0                                                              | 22.0                                                                                       | 85.6                                                                           |
| Pulau Pinang      | 10.7                                                                                       | 36.2                                                                                                                           | 9.0                                                                                                               | 53.2                                                                                                                                          | 78.9                                                              | 32.5                                                                                       | 86.7                                                                           |
| Perak             | 14.4                                                                                       | 32.4                                                                                                                           | 13.8                                                                                                              | 41.3                                                                                                                                          | 68.5                                                              | 33.2                                                                                       | 80.4                                                                           |
| Perlis            | 7.0                                                                                        | 25.8                                                                                                                           | 9.5                                                                                                               | 41.1                                                                                                                                          | 54.0                                                              | 13.3                                                                                       | 72.6                                                                           |
| Selangor          | 18.7                                                                                       | 53.3                                                                                                                           | 22.5                                                                                                              | 68.8                                                                                                                                          | 90.0                                                              | 56.5                                                                                       | 95.2                                                                           |
| Terengganu        | 21.9                                                                                       | 49.7                                                                                                                           | 24.0                                                                                                              | 70.8                                                                                                                                          | 83.6                                                              | 38.3                                                                                       | 90.2                                                                           |
| Sabah             | 12.3                                                                                       | 30.7                                                                                                                           | 13.1                                                                                                              | 40.8                                                                                                                                          | 53.4                                                              | 23.5                                                                                       | 98.1                                                                           |
| Sarawak           | 12.6                                                                                       | 25.1                                                                                                                           | 11.9                                                                                                              | 25.5                                                                                                                                          | 60.4                                                              | 24.4                                                                                       | 84.7                                                                           |
| W.P. Kuala Lumpur | 25.1                                                                                       | 52.6                                                                                                                           | 10.4                                                                                                              | 50.8                                                                                                                                          | 86.3                                                              | 42.9                                                                                       | 83.7                                                                           |
| W.P. Labuan       | 30.0                                                                                       | 34.1                                                                                                                           | 10.9                                                                                                              | 39.3                                                                                                                                          | 87.6                                                              | 22.2                                                                                       | 50.5                                                                           |
| W.P. Putrajaya    | 22.5                                                                                       | 34.0                                                                                                                           | 17.0                                                                                                              | 73.3                                                                                                                                          | 91.3                                                              | 43.0                                                                                       | 96.2                                                                           |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Aktiviti Pembelajaran<br>Learning Activities                        |                                                                                                 |                                                                              | Hiburan<br>Entertainment                                        |                                                                      |                                                                           | (%) |
|-------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------|-----|
|                   | Menjalani kursus formal atas talian<br>Doing a formal online course | Merujuk laman web untuk pembelajaran formal<br>Consulting websites for formal learning purposes | Menjalani kursus tidak formal atas talian<br>Doing an informal online course | Mendengar radio secara atas talian<br>Listening to radio online | Menonton televisyen secara atas talian<br>Watching television online | Muat turun gambar/ filem/ permainan<br>Downloading pictures/ movie/ games |     |
| <b>MALAYSIA</b>   | <b>27.0</b>                                                         | <b>53.3</b>                                                                                     | <b>26.7</b>                                                                  | <b>73.1</b>                                                     | <b>68.4</b>                                                          | <b>93.9</b>                                                               |     |
| Johor             | 23.3                                                                | 53.4                                                                                            | 22.9                                                                         | 80.5                                                            | 65.2                                                                 | 93.2                                                                      |     |
| Kedah             | 20.2                                                                | 49.3                                                                                            | 18.1                                                                         | 79.6                                                            | 68.5                                                                 | 98.0                                                                      |     |
| Kelantan          | 21.7                                                                | 39.6                                                                                            | 23.3                                                                         | 67.6                                                            | 63.6                                                                 | 91.5                                                                      |     |
| Melaka            | 22.6                                                                | 58.1                                                                                            | 22.6                                                                         | 79.3                                                            | 78.3                                                                 | 95.5                                                                      |     |
| Negeri Sembilan   | 23.1                                                                | 48.9                                                                                            | 19.8                                                                         | 79.4                                                            | 70.9                                                                 | 96.4                                                                      |     |
| Pahang            | 22.6                                                                | 49.7                                                                                            | 22.2                                                                         | 65.1                                                            | 59.3                                                                 | 88.9                                                                      |     |
| Pulau Pinang      | 16.8                                                                | 56.4                                                                                            | 16.5                                                                         | 82.6                                                            | 89.0                                                                 | 93.4                                                                      |     |
| Perak             | 24.4                                                                | 46.6                                                                                            | 30.8                                                                         | 61.2                                                            | 68.1                                                                 | 87.3                                                                      |     |
| Perlis            | 21.8                                                                | 43.2                                                                                            | 26.6                                                                         | 71.8                                                            | 35.5                                                                 | 86.5                                                                      |     |
| Selangor          | 38.3                                                                | 63.5                                                                                            | 40.4                                                                         | 78.1                                                            | 71.8                                                                 | 97.4                                                                      |     |
| Terengganu        | 44.4                                                                | 53.5                                                                                            | 38.7                                                                         | 96.9                                                            | 79.3                                                                 | 97.7                                                                      |     |
| Sabah             | 20.6                                                                | 46.4                                                                                            | 18.2                                                                         | 54.5                                                            | 57.4                                                                 | 95.6                                                                      |     |
| Sarawak           | 21.2                                                                | 48.4                                                                                            | 12.9                                                                         | 56.9                                                            | 69.1                                                                 | 86.8                                                                      |     |
| W.P. Kuala Lumpur | 33.6                                                                | 58.3                                                                                            | 34.7                                                                         | 79.7                                                            | 65.8                                                                 | 94.1                                                                      |     |
| W.P. Labuan       | 18.2                                                                | 61.2                                                                                            | 14.2                                                                         | 86.2                                                            | 53.9                                                                 | 99.7                                                                      |     |
| W.P. Putrajaya    | 32.0                                                                | 68.1                                                                                            | 21.1                                                                         | 97.0                                                            | 82.5                                                                 | 98.5                                                                      |     |

Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Ruang Penyimpanan<br>Storage Space                                                  |             | e-Kesihatan<br>e-Health                                            |                                                                   | e-Kerajaan<br>e-Government                                                                                         |  | Berinteraksi<br>dengan organisasi<br>kerajaan<br>Interacting with<br>government<br>organisations |
|-------------------|-------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------|
|                   | Menggunakan ruang<br>simpanan di internet<br>Using storage space<br>on the internet |             | Mendapatkan<br>maklumat kesihatan<br>Seeking health<br>information | Membuat temujanji<br>kesihatan<br>Making a medical<br>appointment | Mendapatkan<br>maklumat daripada<br>organisasi kerajaan<br>Getting information<br>from government<br>organisations |  |                                                                                                  |
| <b>MALAYSIA</b>   | <b>51.8</b>                                                                         | <b>62.9</b> | <b>32.3</b>                                                        | <b>55.4</b>                                                       | <b>38.7</b>                                                                                                        |  |                                                                                                  |
| Johor             | 52.3                                                                                | 66.1        | 25.3                                                               | 67.7                                                              | 47.8                                                                                                               |  |                                                                                                  |
| Kedah             | 51.7                                                                                | 68.3        | 17.4                                                               | 85.0                                                              | 46.3                                                                                                               |  |                                                                                                  |
| Kelantan          | 41.9                                                                                | 51.3        | 20.1                                                               | 39.8                                                              | 29.6                                                                                                               |  |                                                                                                  |
| Melaka            | 45.6                                                                                | 54.9        | 18.8                                                               | 56.5                                                              | 30.8                                                                                                               |  |                                                                                                  |
| Negeri Sembilan   | 56.0                                                                                | 53.3        | 23.3                                                               | 44.5                                                              | 28.7                                                                                                               |  |                                                                                                  |
| Pahang            | 41.4                                                                                | 52.0        | 17.9                                                               | 35.6                                                              | 30.6                                                                                                               |  |                                                                                                  |
| Pulau Pinang      | 47.4                                                                                | 58.1        | 21.8                                                               | 59.9                                                              | 44.4                                                                                                               |  |                                                                                                  |
| Perak             | 56.0                                                                                | 63.2        | 28.1                                                               | 52.1                                                              | 43.2                                                                                                               |  |                                                                                                  |
| Perlis            | 26.5                                                                                | 47.0        | 10.0                                                               | 46.8                                                              | 35.7                                                                                                               |  |                                                                                                  |
| Selangor          | 58.4                                                                                | 66.3        | 49.9                                                               | 54.8                                                              | 42.6                                                                                                               |  |                                                                                                  |
| Terengganu        | 49.7                                                                                | 71.5        | 65.0                                                               | 64.2                                                              | 69.9                                                                                                               |  |                                                                                                  |
| Sabah             | 46.4                                                                                | 76.8        | 42.1                                                               | 57.6                                                              | 24.7                                                                                                               |  |                                                                                                  |
| Sarawak           | 51.7                                                                                | 45.9        | 24.8                                                               | 32.8                                                              | 21.3                                                                                                               |  |                                                                                                  |
| W.P. Kuala Lumpur | 56.2                                                                                | 64.3        | 24.4                                                               | 55.1                                                              | 38.9                                                                                                               |  |                                                                                                  |
| W.P. Labuan       | 28.3                                                                                | 49.3        | 24.0                                                               | 48.8                                                              | 40.0                                                                                                               |  |                                                                                                  |
| W.P. Putrajaya    | 77.9                                                                                | 82.0        | 15.6                                                               | 62.2                                                              | 56.7                                                                                                               |  |                                                                                                  |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Sivik dan Politik<br>Civic and Politics                  | e-Dagang<br>e-Commerce                                                                                      |                                                                                                          | Keselamatan, Perlindungan Online dan<br>Kesedaran<br>Safety, Online Protection and Awareness |
|-------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
|                   | Memberi pendapat/<br>undi<br>Posting opinions/<br>voting | Membeli barangan/<br>perkhidmatan<br>melalui<br>e-Dagang<br>Purchasing goods/<br>services via<br>e-Commerce | Menjual barangan/<br>perkhidmatan<br>melalui<br>e-Dagang<br>Selling goods/<br>services via<br>e-Commerce |                                                                                              |
| <b>MALAYSIA</b>   | <b>43.7</b>                                              | <b>70.6</b>                                                                                                 | <b>8.7</b>                                                                                               | <b>75.2</b>                                                                                  |
| Johor             | 43.8                                                     | 69.9                                                                                                        | 8.4                                                                                                      | 84.0                                                                                         |
| Kedah             | 30.4                                                     | 76.0                                                                                                        | 6.9                                                                                                      | 71.6                                                                                         |
| Kelantan          | 51.9                                                     | 66.3                                                                                                        | 5.1                                                                                                      | 77.8                                                                                         |
| Melaka            | 58.2                                                     | 78.1                                                                                                        | 3.9                                                                                                      | 80.6                                                                                         |
| Negeri Sembilan   | 30.6                                                     | 73.4                                                                                                        | 3.6                                                                                                      | 67.2                                                                                         |
| Pahang            | 35.1                                                     | 71.9                                                                                                        | 3.1                                                                                                      | 73.3                                                                                         |
| Pulau Pinang      | 43.6                                                     | 67.0                                                                                                        | 6.0                                                                                                      | 87.8                                                                                         |
| Perak             | 26.9                                                     | 55.2                                                                                                        | 6.3                                                                                                      | 73.2                                                                                         |
| Perlis            | 27.7                                                     | 52.9                                                                                                        | 4.8                                                                                                      | 68.2                                                                                         |
| Selangor          | 62.1                                                     | 88.0                                                                                                        | 14.8                                                                                                     | 79.6                                                                                         |
| Terengganu        | 72.3                                                     | 82.3                                                                                                        | 5.2                                                                                                      | 73.0                                                                                         |
| Sabah             | 25.2                                                     | 48.8                                                                                                        | 8.4                                                                                                      | 58.7                                                                                         |
| Sarawak           | 36.6                                                     | 48.5                                                                                                        | 6.3                                                                                                      | 59.4                                                                                         |
| W.P. Kuala Lumpur | 37.3                                                     | 80.2                                                                                                        | 12.9                                                                                                     | 86.8                                                                                         |
| W.P. Labuan       | 44.2                                                     | 93.1                                                                                                        | 25.0                                                                                                     | 60.2                                                                                         |
| W.P. Putrajaya    | 50.3                                                     | 97.0                                                                                                        | 5.8                                                                                                      | 94.0                                                                                         |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 (cont'd)

(%)

| Negeri<br>State   | Keselamatan, Perlindungan Online dan Kesedaran<br>Safety, Online Protection and Awareness                                             |                                                                                                                                                                              |                                                                                                                                      |  | Kesedaran jenayah siber<br>Cyber crime awareness |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------|
|                   | Mengesahkan<br>kebolehpercayaan<br>maklumat yang<br>terdapat dalam talian<br>Verifying the reliability of<br>information found online | Menetapkan langkah keselamatan<br>yang berkesan untuk melindungi<br>peranti dan akaun dalam talian<br>Setting up effective measure to<br>protect devices and online accounts | Mengubah tetapan privasi<br>pada peranti, akaun atau<br>aplikasi<br>Changing privacy settings on<br>your devices, accounts or<br>app |  |                                                  |
| <b>MALAYSIA</b>   | <b>29.0</b>                                                                                                                           | <b>79.6</b>                                                                                                                                                                  | <b>78.3</b>                                                                                                                          |  | <b>65.7</b>                                      |
| Johor             | 25.5                                                                                                                                  | 87.2                                                                                                                                                                         | 83.4                                                                                                                                 |  | 64.3                                             |
| Kedah             | 28.1                                                                                                                                  | 79.0                                                                                                                                                                         | 76.7                                                                                                                                 |  | 68.0                                             |
| Kelantan          | 25.1                                                                                                                                  | 79.1                                                                                                                                                                         | 77.4                                                                                                                                 |  | 66.7                                             |
| Melaka            | 24.3                                                                                                                                  | 82.1                                                                                                                                                                         | 79.4                                                                                                                                 |  | 57.6                                             |
| Negeri Sembilan   | 27.0                                                                                                                                  | 66.5                                                                                                                                                                         | 63.7                                                                                                                                 |  | 59.1                                             |
| Pahang            | 25.1                                                                                                                                  | 69.1                                                                                                                                                                         | 75.5                                                                                                                                 |  | 57.0                                             |
| Pulau Pinang      | 38.2                                                                                                                                  | 89.8                                                                                                                                                                         | 80.2                                                                                                                                 |  | 63.5                                             |
| Perak             | 29.1                                                                                                                                  | 78.2                                                                                                                                                                         | 77.1                                                                                                                                 |  | 68.0                                             |
| Perlis            | 26.6                                                                                                                                  | 73.2                                                                                                                                                                         | 66.4                                                                                                                                 |  | 63.7                                             |
| Selangor          | 36.7                                                                                                                                  | 84.0                                                                                                                                                                         | 83.2                                                                                                                                 |  | 70.2                                             |
| Terengganu        | 26.5                                                                                                                                  | 69.0                                                                                                                                                                         | 74.7                                                                                                                                 |  | 67.6                                             |
| Sabah             | 19.9                                                                                                                                  | 73.5                                                                                                                                                                         | 78.1                                                                                                                                 |  | 64.4                                             |
| Sarawak           | 20.9                                                                                                                                  | 71.7                                                                                                                                                                         | 65.2                                                                                                                                 |  | 65.1                                             |
| W.P. Kuala Lumpur | 37.1                                                                                                                                  | 82.5                                                                                                                                                                         | 81.1                                                                                                                                 |  | 65.7                                             |
| W.P. Labuan       | 25.0                                                                                                                                  | 80.6                                                                                                                                                                         | 77.4                                                                                                                                 |  | 65.7                                             |
| W.P. Putrajaya    | 37.7                                                                                                                                  | 92.4                                                                                                                                                                         | 84.4                                                                                                                                 |  | 61.1                                             |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023**

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023

| Jantina<br>Sex     | Mendapatkan Maklumat<br>Access to Information |                                                                                                   |                                                                                  |                                        | Professional<br>Professional                                                    |                                      |
|--------------------|-----------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------|--------------------------------------|
|                    | Jumlah<br>Total                               | Mendapatkan<br>maklumat barangan/<br>perkhidmatan<br>Finding information<br>about goods/ services | Membaca akhbar/<br>majalah atas talian<br>Reading newspaper/<br>magazines online | Memohon pekerjaan<br>Applying for jobs | Menyertai rangkaian<br>profesional<br>Participating in<br>professional networks | Bekerja dari rumah<br>Work from home |
| Jumlah / Total     | 97.7                                          | 92.8                                                                                              | 68.9                                                                             | 36.3                                   | 12.2                                                                            | 16.4                                 |
| Lelaki / Male      | 98.2                                          | 93.0                                                                                              | 68.9                                                                             | 36.0                                   | 12.1                                                                            | 17.0                                 |
| Perempuan / Female | 97.2                                          | 92.5                                                                                              | 68.8                                                                             | 36.7                                   | 12.3                                                                            | 15.8                                 |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023 (cont'd)

| Jantina<br>Sex     | Komunikasi<br>Communication                                             |                                         |                                                                                      |                                                                               |                                                                           |                                      | Mengeskses<br>perbincangan atas<br>talian<br>Accessing online<br>discussion |
|--------------------|-------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------|
|                    | Menyertai<br>rangkaian<br>sosial<br>Participating in<br>social networks | Menghantar<br>emel<br>Sending<br>e-mail | Membuat<br>panggilan telefon<br>melalui Internet<br>Telephoning over<br>the Internet | Memuat naik<br>kandungan ke<br>laman web<br>Uploading content<br>to a website | Mengurus<br>laman web<br>persendirian<br>Managing<br>personal<br>homepage | Menguruskan<br>blog<br>Managing blog |                                                                             |
| Jumlah / Total     | 99.4                                                                    | 82.0                                    | 85.9                                                                                 | 18.4                                                                          | 10.9                                                                      | 6.1                                  | 39.7                                                                        |
| Lelaki / Male      | 99.5                                                                    | 82.4                                    | 86.4                                                                                 | 19.0                                                                          | 11.4                                                                      | 6.2                                  | 40.6                                                                        |
| Perempuan / Female | 99.2                                                                    | 81.5                                    | 85.3                                                                                 | 17.8                                                                          | 10.3                                                                      | 6.0                                  | 38.8                                                                        |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

*Note: Refer to technical notes page 155 - 157 for detailed activities*

**Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023 (cont'd)

| Jantina<br>Sex            | Lain-lain Perkhidmatan Atas Talian<br>Other Online Services               |                                                                                                              |                                                                                                 |                                                          |                                                                                |                                                                       | (%)                                                                                                                         |
|---------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|                           | Melaksanakan tugas jana pendapatan<br>Performing tasks to generate income | Menggunakan perkhidmatan berkaitan perjalanan/ penginapan<br>Using services related to travel/ accommodation | Menjual barangan/ perkhidmatan selain e-Dagang<br>Selling goods/ services other than e-Commerce | Menggunakan perbankan Internet<br>Using Internet banking | Menggunakan perisian untuk menyunting teks<br>Using software for editing texts | Memuat turun perisian/ aplikasi<br>Downloading software/ applications | Membuat pesanan barangan/ perkhidmatan atas talian selain e-Dagang<br>Ordering goods/ services online other than e-Commerce |
| <b>Jumlah / Total</b>     | <b>15.9</b>                                                               | <b>37.0</b>                                                                                                  | <b>14.9</b>                                                                                     | <b>50.8</b>                                              | <b>75.2</b>                                                                    | <b>36.3</b>                                                           | <b>89.6</b>                                                                                                                 |
| <b>Lelaki / Male</b>      | 15.2                                                                      | 37.7                                                                                                         | 13.8                                                                                            | 49.7                                                     | 76.2                                                                           | 36.4                                                                  | 90.2                                                                                                                        |
| <b>Perempuan / Female</b> | 16.7                                                                      | 36.2                                                                                                         | 16.3                                                                                            | 52.1                                                     | 74.0                                                                           | 36.2                                                                  | 88.9                                                                                                                        |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

*Note: Refer to technical notes page 155 - 157 for detailed activities*

**Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023 (cont'd)

| Jantina<br>Sex            | Aktiviti Pembelajaran<br>Learning Activities                        |                                                                                                 |                                                                              | Hiburan<br>Entertainment                                        |                                                                      |                                                                           | (%) |
|---------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------|-----|
|                           | Menjalani kursus formal atas talian<br>Doing a formal online course | Merujuk laman web untuk pembelajaran formal<br>Consulting websites for formal learning purposes | Menjalani kursus tidak formal atas talian<br>Doing an informal online course | Mendengar radio secara atas talian<br>Listening to radio online | Menonton televisyen secara atas talian<br>Watching television online | Muat turun gambar/ filem/ permainan<br>Downloading pictures/ movie/ games |     |
| <b>Jumlah / Total</b>     | <b>27.0</b>                                                         | <b>53.3</b>                                                                                     | <b>26.7</b>                                                                  | <b>73.1</b>                                                     | <b>68.4</b>                                                          | <b>93.9</b>                                                               |     |
| <b>Lelaki / Male</b>      | 27.6                                                                | 55.3                                                                                            | 27.2                                                                         | 74.1                                                            | 68.8                                                                 | 94.6                                                                      |     |
| <b>Perempuan / Female</b> | 26.3                                                                | 51.1                                                                                            | 26.1                                                                         | 72.0                                                            | 68.0                                                                 | 93.1                                                                      |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

*Note: Refer to technical notes page 155 - 157 for detailed activities*

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023 (cont'd)

| Jantina<br>Sex     | e-Kesihatan<br>e-Health                                                       |                                                              |                                                             |                                                                                                        | e-Kerajaan<br>e-Government                                                           |  |
|--------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--|
|                    | Ruang Penyimpanan<br>Storage Space                                            |                                                              |                                                             |                                                                                                        |                                                                                      |  |
|                    | Menggunakan ruang simpanan di Internet<br>Using storage space on the internet | Mendapatkan maklumat kesihatan<br>Seeking health information | Membuat temujanji kesihatan<br>Making a medical appointment | Mendapatkan maklumat daripada organisasi kerajaan<br>Getting information from government organisations | Berinteraksi dengan organisasi kerajaan<br>Interacting with government organisations |  |
| Jumlah / Total     | 51.8                                                                          | 62.9                                                         | 32.3                                                        | 55.4                                                                                                   | 38.7                                                                                 |  |
| Lelaki / Male      | 52.5                                                                          | 62.5                                                         | 33.2                                                        | 54.6                                                                                                   | 38.9                                                                                 |  |
| Perempuan / Female | 51.0                                                                          | 63.4                                                         | 31.2                                                        | 56.2                                                                                                   | 38.5                                                                                 |  |

Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023 (cont'd)

| Jantina<br>Sex            | Sivik dan Politik<br>Civic and Politics                  | e-Dagang<br>e-Commerce                                                                                      |                                                                                                          | Keselamatan, Perlindungan Online dan Kesedaran<br>Safety, Online Protection and Awareness |
|---------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
|                           | Memberi pendapat/<br>undi<br>Posting opinions/<br>voting | Membeli barangan/<br>perkhidmatan<br>melalui<br>e-Dagang<br>Purchasing goods/<br>services via<br>e-Commerce | Menjual barangan/<br>perkhidmatan<br>melalui<br>e-Dagang<br>Selling goods/<br>services via<br>e-Commerce |                                                                                           |
| <b>Jumlah / Total</b>     | <b>43.7</b>                                              | <b>70.6</b>                                                                                                 | <b>8.7</b>                                                                                               | <b>75.2</b>                                                                               |
| <b>Lelaki / Male</b>      | 44.2                                                     | 70.7                                                                                                        | 8.9                                                                                                      | 75.9                                                                                      |
| <b>Perempuan / Female</b> | 43.0                                                     | 70.6                                                                                                        | 8.6                                                                                                      | 74.4                                                                                      |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

*Note: Refer to technical notes page 155 - 157 for detailed activities*

**Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2023 (cont'd)

(%)

| Jantina<br>Sex            | Keselamatan, Perlindungan Online dan Kesedaran<br>Safety, Online Protection and Awareness                                             |                                                                                                                                                                                    |                                                                                                                                      |                                                  |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
|                           | Mengesahkan<br>kebolehpercayaan<br>maklumat yang terdapat<br>dalam talian<br>Verifying the reliability of<br>information found online | Menetapkan langkah<br>keselamatan yang berkesan<br>untuk melindungi peranti dan<br>akaun dalam talian<br>Setting up effective measure to<br>protect devices and online<br>accounts | Mengubah tetapan privasi<br>pada peranti, akaun atau<br>aplikasi<br>Changing privacy settings<br>on your devices, accounts<br>or app | Kesedaran jenayah siber<br>Cyber crime awareness |
| <b>Jumlah / Total</b>     | <b>29.0</b>                                                                                                                           | <b>79.6</b>                                                                                                                                                                        | <b>78.3</b>                                                                                                                          | <b>65.7</b>                                      |
| <b>Lelaki / Male</b>      | 29.9                                                                                                                                  | 82.1                                                                                                                                                                               | 80.0                                                                                                                                 | 66.9                                             |
| <b>Perempuan / Female</b> | 28.0                                                                                                                                  | 76.8                                                                                                                                                                               | 76.3                                                                                                                                 | 64.4                                             |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

*Note: Refer to technical notes page 155 - 157 for detailed activities*

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023

| Kumpulan Umur<br>Age Group | Jumlah<br>Total | Mendapatkan Maklumat<br>Access to Information                                            |                                                                            |                                        | Profesional<br>Professional                                               |                                      |     |
|----------------------------|-----------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------|--------------------------------------|-----|
|                            |                 | Mendapatkan maklumat barangan/ perkhidmatan<br>Finding information about goods/ services | Membaca akhbar/ majalah atas talian<br>Reading newspaper/ magazines online | Memohon pekerjaan<br>Applying for jobs | Menyertai rangkaian profesional<br>Participating in professional networks | Bekerja dari rumah<br>Work from home | (%) |
| <b>Jumlah / Total</b>      | <b>97.7</b>     | <b>92.8</b>                                                                              | <b>68.9</b>                                                                | <b>36.3</b>                            | <b>12.2</b>                                                               | <b>16.4</b>                          |     |
| <b>15 - 19</b>             | 99.1            | 84.9                                                                                     | 61.1                                                                       | 33.4                                   | 4.7                                                                       | 4.4                                  |     |
| <b>20 - 24</b>             | 99.6            | 96.2                                                                                     | 71.6                                                                       | 63.7                                   | 13.6                                                                      | 14.6                                 |     |
| <b>25 - 29</b>             | 99.6            | 96.1                                                                                     | 71.6                                                                       | 74.3                                   | 14.3                                                                      | 21.9                                 |     |
| <b>30 - 34</b>             | 99.6            | 96.2                                                                                     | 75.6                                                                       | 42.1                                   | 33.7                                                                      | 37.5                                 |     |
| <b>35 - 39</b>             | 99.6            | 97.5                                                                                     | 77.5                                                                       | 34.3                                   | 10.1                                                                      | 15.5                                 |     |
| <b>40 - 44</b>             | 99.5            | 96.6                                                                                     | 78.1                                                                       | 29.8                                   | 11.0                                                                      | 19.5                                 |     |
| <b>45 - 49</b>             | 99.3            | 94.7                                                                                     | 72.3                                                                       | 24.5                                   | 11.6                                                                      | 17.1                                 |     |
| <b>50 - 54</b>             | 99.0            | 92.8                                                                                     | 69.0                                                                       | 11.9                                   | 7.9                                                                       | 12.1                                 |     |
| <b>55 - 59</b>             | 98.6            | 91.5                                                                                     | 64.6                                                                       | 11.6                                   | 4.7                                                                       | 9.7                                  |     |
| <b>60+</b>                 | 86.9            | 81.4                                                                                     | 47.5                                                                       | 9.9                                    | 3.5                                                                       | 6.5                                  |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023 (cont'd)

| Kumpulan Umur<br>Age Group | Komunikasi<br>Communication                                             |                                         |                                                                                      |                                                                               |                                                                           |                                      | Mengakses<br>perbincangan atas<br>talian<br>Accessing online<br>discussion |
|----------------------------|-------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------|
|                            | Menyertai<br>rangkaian<br>sosial<br>Participating in<br>social networks | Menghantar<br>emel<br>Sending<br>e-mail | Membuat<br>panggilan telefon<br>melalui Internet<br>Telephoning over<br>the Internet | Memuat naik<br>kandungan ke<br>laman web<br>Uploading content<br>to a website | Mengurus<br>laman web<br>persendirian<br>Managing<br>personal<br>homepage | Menguruskan<br>blog<br>Managing blog |                                                                            |
| <b>Jumlah / Total</b>      | <b>99.4</b>                                                             | <b>82.0</b>                             | <b>85.9</b>                                                                          | <b>18.4</b>                                                                   | <b>10.9</b>                                                               | <b>6.1</b>                           | <b>39.7</b>                                                                |
| <b>15 - 19</b>             | 99.8                                                                    | 76.9                                    | 87.4                                                                                 | 18.3                                                                          | 10.3                                                                      | 5.7                                  | 34.0                                                                       |
| <b>20 - 24</b>             | 99.9                                                                    | 89.2                                    | 92.5                                                                                 | 23.2                                                                          | 16.4                                                                      | 11.6                                 | 40.6                                                                       |
| <b>25 - 29</b>             | 100.0                                                                   | 91.0                                    | 90.6                                                                                 | 20.4                                                                          | 15.2                                                                      | 7.3                                  | 35.9                                                                       |
| <b>30 - 34</b>             | 99.9                                                                    | 91.4                                    | 90.0                                                                                 | 23.5                                                                          | 16.7                                                                      | 3.1                                  | 40.9                                                                       |
| <b>35 - 39</b>             | 99.9                                                                    | 91.9                                    | 90.0                                                                                 | 23.6                                                                          | 18.5                                                                      | 9.0                                  | 40.0                                                                       |
| <b>40 - 44</b>             | 99.9                                                                    | 89.3                                    | 89.1                                                                                 | 21.2                                                                          | 5.7                                                                       | 7.4                                  | 54.8                                                                       |
| <b>45 - 49</b>             | 99.8                                                                    | 85.6                                    | 88.2                                                                                 | 18.8                                                                          | 5.3                                                                       | 6.1                                  | 54.3                                                                       |
| <b>50 - 54</b>             | 99.1                                                                    | 80.3                                    | 86.2                                                                                 | 15.7                                                                          | 4.4                                                                       | 5.6                                  | 49.8                                                                       |
| <b>55 - 59</b>             | 99.4                                                                    | 76.3                                    | 83.9                                                                                 | 10.1                                                                          | 3.6                                                                       | 4.3                                  | 33.6                                                                       |
| <b>60+</b>                 | 96.1                                                                    | 46.9                                    | 61.5                                                                                 | 4.9                                                                           | 3.5                                                                       | 0.3                                  | 21.8                                                                       |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023 (cont'd)

| Kumpulan Umur<br>Age Group | Lain-lain Perkhidmatan Atas Talian<br>Other Online Services               |                                                                                                              |                                                                                                 |                                                          |                                                                                |                                                                       | (%)                                                                                                                         |
|----------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|                            | Melaksanakan tugas jana pendapatan<br>Performing tasks to generate income | Menggunakan perkhidmatan berkaitan perjalanan/ penginapan<br>Using services related to travel/ accommodation | Menjual barangan/ perkhidmatan selain e-Dagang<br>Selling goods/ services other than e-Commerce | Menggunakan perbankan Internet<br>Using Internet banking | Menggunakan perisian untuk menyunting teks<br>Using software for editing texts | Memuat turun perisian/ aplikasi<br>Downloading software/ applications | Membuat pesanan barangan/ perkhidmatan atas talian selain e-Dagang<br>Ordering goods/ services online other than e-Commerce |
| <b>Jumlah / Total</b>      | <b>15.9</b>                                                               | <b>37.0</b>                                                                                                  | <b>14.9</b>                                                                                     | <b>50.8</b>                                              | <b>75.2</b>                                                                    | <b>36.3</b>                                                           | <b>89.6</b>                                                                                                                 |
| <b>15 - 19</b>             | 12.8                                                                      | 17.3                                                                                                         | 6.4                                                                                             | 38.0                                                     | 42.6                                                                           | 26.3                                                                  | 93.2                                                                                                                        |
| <b>20 - 24</b>             | 19.3                                                                      | 40.1                                                                                                         | 19.8                                                                                            | 48.8                                                     | 84.8                                                                           | 45.2                                                                  | 96.6                                                                                                                        |
| <b>25 - 29</b>             | 18.8                                                                      | 46.5                                                                                                         | 21.5                                                                                            | 47.8                                                     | 87.3                                                                           | 50.1                                                                  | 96.3                                                                                                                        |
| <b>30 - 34</b>             | 20.5                                                                      | 48.4                                                                                                         | 19.0                                                                                            | 56.3                                                     | 86.9                                                                           | 53.2                                                                  | 94.9                                                                                                                        |
| <b>35 - 39</b>             | 19.0                                                                      | 48.0                                                                                                         | 18.6                                                                                            | 63.0                                                     | 88.1                                                                           | 41.1                                                                  | 94.6                                                                                                                        |
| <b>40 - 44</b>             | 16.2                                                                      | 49.2                                                                                                         | 15.0                                                                                            | 64.4                                                     | 86.5                                                                           | 40.4                                                                  | 93.0                                                                                                                        |
| <b>45 - 49</b>             | 16.3                                                                      | 45.6                                                                                                         | 15.3                                                                                            | 63.9                                                     | 83.7                                                                           | 32.8                                                                  | 91.2                                                                                                                        |
| <b>50 - 54</b>             | 15.2                                                                      | 31.4                                                                                                         | 14.4                                                                                            | 53.6                                                     | 76.3                                                                           | 28.2                                                                  | 84.2                                                                                                                        |
| <b>55 - 59</b>             | 12.8                                                                      | 25.7                                                                                                         | 10.7                                                                                            | 45.3                                                     | 70.0                                                                           | 21.4                                                                  | 81.7                                                                                                                        |
| <b>60+</b>                 | 6.5                                                                       | 13.1                                                                                                         | 6.0                                                                                             | 31.1                                                     | 45.8                                                                           | 12.0                                                                  | 65.6                                                                                                                        |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023 (cont'd)

| Kumpulan Umur<br>Age Group | Aktiviti Pembelajaran<br>Learning Activities                        |                                                                                                 |                                                                              | Hiburan<br>Entertainment                                        |                                                                      |                                                                           |
|----------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------|
|                            | Menjalani kursus formal atas talian<br>Doing a formal online course | Merujuk laman web untuk pembelajaran formal<br>Consulting websites for formal learning purposes | Menjalani kursus tidak formal atas talian<br>Doing an informal online course | Mendengar radio secara atas talian<br>Listening to radio online | Menonton televisyen secara atas talian<br>Watching television online | Muat turun gambar/ filem/ permainan<br>Downloading pictures/ movie/ games |
| <b>Jumlah / Total</b>      | <b>27.0</b>                                                         | <b>53.3</b>                                                                                     | <b>26.7</b>                                                                  | <b>73.1</b>                                                     | <b>68.4</b>                                                          | <b>93.9</b>                                                               |
| <b>15 - 19</b>             | 28.8                                                                | 67.4                                                                                            | 25.1                                                                         | 71.5                                                            | 67.9                                                                 | 98.2                                                                      |
| <b>20 - 24</b>             | 51.9                                                                | 75.2                                                                                            | 28.3                                                                         | 75.5                                                            | 77.3                                                                 | 98.7                                                                      |
| <b>25 - 29</b>             | 40.4                                                                | 78.4                                                                                            | 22.5                                                                         | 73.9                                                            | 74.4                                                                 | 98.5                                                                      |
| <b>30 - 34</b>             | 26.1                                                                | 70.9                                                                                            | 45.8                                                                         | 81.9                                                            | 72.1                                                                 | 97.8                                                                      |
| <b>35 - 39</b>             | 26.6                                                                | 64.2                                                                                            | 44.2                                                                         | 81.7                                                            | 72.4                                                                 | 98.0                                                                      |
| <b>40 - 44</b>             | 25.5                                                                | 34.2                                                                                            | 22.6                                                                         | 77.8                                                            | 74.2                                                                 | 96.7                                                                      |
| <b>45 - 49</b>             | 22.2                                                                | 35.6                                                                                            | 22.9                                                                         | 77.1                                                            | 69.3                                                                 | 94.2                                                                      |
| <b>50 - 54</b>             | 15.4                                                                | 28.9                                                                                            | 16.5                                                                         | 75.8                                                            | 64.6                                                                 | 91.9                                                                      |
| <b>55 - 59</b>             | 13.4                                                                | 27.3                                                                                            | 14.4                                                                         | 62.4                                                            | 58.1                                                                 | 87.6                                                                      |
| <b>60+</b>                 | 6.3                                                                 | 19.8                                                                                            | 11.5                                                                         | 51.3                                                            | 48.4                                                                 | 74.5                                                                      |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023 (cont'd)

| Kumpulan Umur<br>Age Group | Ruang Penyimpanan<br>Storage Space                                                  |  | e-Kesihatan<br>e-Health                                            |                                                                   | e-Kerajaan<br>e-Government                                                                                         |  | Berinteraksi<br>dengan organisasi<br>kerajaan<br>Interacting with<br>government<br>organisations |
|----------------------------|-------------------------------------------------------------------------------------|--|--------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------|
|                            | Menggunakan ruang<br>simpanan di internet<br>Using storage space<br>on the internet |  | Mendapatkan<br>maklumat kesihatan<br>Seeking health<br>information | Membuat temujanji<br>kesihatan<br>Making a medical<br>appointment | Mendapatkan<br>maklumat daripada<br>organisasi kerajaan<br>Getting information<br>from government<br>organisations |  |                                                                                                  |
| <b>Jumlah / Total</b>      | <b>51.8</b>                                                                         |  | <b>62.9</b>                                                        | <b>32.3</b>                                                       | <b>55.4</b>                                                                                                        |  | <b>38.7</b>                                                                                      |
| <b>15 - 19</b>             | 47.9                                                                                |  | 41.7                                                               | 14.0                                                              | 39.4                                                                                                               |  | 23.2                                                                                             |
| <b>20 - 24</b>             | 65.4                                                                                |  | 56.4                                                               | 21.0                                                              | 54.1                                                                                                               |  | 35.3                                                                                             |
| <b>25 - 29</b>             | 67.1                                                                                |  | 61.1                                                               | 24.2                                                              | 53.9                                                                                                               |  | 35.9                                                                                             |
| <b>30 - 34</b>             | 61.5                                                                                |  | 66.3                                                               | 30.3                                                              | 54.6                                                                                                               |  | 36.9                                                                                             |
| <b>35 - 39</b>             | 57.1                                                                                |  | 70.4                                                               | 37.0                                                              | 59.9                                                                                                               |  | 44.7                                                                                             |
| <b>40 - 44</b>             | 55.4                                                                                |  | 72.6                                                               | 39.6                                                              | 64.0                                                                                                               |  | 48.4                                                                                             |
| <b>45 - 49</b>             | 51.7                                                                                |  | 71.4                                                               | 40.2                                                              | 61.6                                                                                                               |  | 46.4                                                                                             |
| <b>50 - 54</b>             | 40.3                                                                                |  | 69.8                                                               | 46.1                                                              | 55.6                                                                                                               |  | 43.5                                                                                             |
| <b>55 - 59</b>             | 34.7                                                                                |  | 69.5                                                               | 42.5                                                              | 57.4                                                                                                               |  | 44.2                                                                                             |
| <b>60+</b>                 | 23.5                                                                                |  | 59.1                                                               | 41.3                                                              | 56.3                                                                                                               |  | 36.5                                                                                             |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023 (cont'd)

| Kumpulan Umur<br>Age Group | Sivik dan Politik<br>Civic and Politics                  |                                                                                                             | e-Dagang<br>e-Commerce                                                                                   |                                                                                                                | Keselamatan, Perlindungan Online dan Kesedaran<br>Safety, Online Protection and Awareness |
|----------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
|                            | Memberi pendapat/<br>undi<br>Posting opinions/<br>voting | Membeli barangan/<br>perkhidmatan<br>melalui<br>e-Dagang<br>Purchasing goods/<br>services via<br>e-Commerce | Menjual barangan/<br>perkhidmatan<br>melalui<br>e-Dagang<br>Selling goods/<br>services via<br>e-Commerce | Mempunyai perisian keselamatan dan perlindungan dalam talian<br>Owning online security software and protection |                                                                                           |
|                            |                                                          |                                                                                                             |                                                                                                          |                                                                                                                |                                                                                           |
| Jumlah / Total             | 43.7                                                     | 70.6                                                                                                        | 8.7                                                                                                      | 75.2                                                                                                           |                                                                                           |
| 15 - 19                    | 26.6                                                     | 47.1                                                                                                        | 4.4                                                                                                      | 79.0                                                                                                           |                                                                                           |
| 20 - 24                    | 41.5                                                     | 80.3                                                                                                        | 14.1                                                                                                     | 86.4                                                                                                           |                                                                                           |
| 25 - 29                    | 43.9                                                     | 83.0                                                                                                        | 12.6                                                                                                     | 85.2                                                                                                           |                                                                                           |
| 30 - 34                    | 44.7                                                     | 83.1                                                                                                        | 11.1                                                                                                     | 84.6                                                                                                           |                                                                                           |
| 35 - 39                    | 38.6                                                     | 85.1                                                                                                        | 10.7                                                                                                     | 84.3                                                                                                           |                                                                                           |
| 40 - 44                    | 49.8                                                     | 82.2                                                                                                        | 8.7                                                                                                      | 82.3                                                                                                           |                                                                                           |
| 45 - 49                    | 53.8                                                     | 80.2                                                                                                        | 7.4                                                                                                      | 82.3                                                                                                           |                                                                                           |
| 50 - 54                    | 52.9                                                     | 68.9                                                                                                        | 6.2                                                                                                      | 72.7                                                                                                           |                                                                                           |
| 55 - 59                    | 50.8                                                     | 56.8                                                                                                        | 5.8                                                                                                      | 57.0                                                                                                           |                                                                                           |
| 60+                        | 44.7                                                     | 35.3                                                                                                        | 3.1                                                                                                      | 32.5                                                                                                           |                                                                                           |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2023 (samb.)**

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2023 (cont'd)

| Kumpulan Umur<br>Age Group | Keselamatan, Perlindungan Online dan Kesedaran<br>Safety, Online Protection and Awareness                                          |                                                                                                                                                                              |                                                                                                                                   |  | Kesedaran jenayah siber<br>Cyber crime awareness |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------|
|                            | Mengesahkan<br>kebolehpercayaan maklumat<br>yang terdapat dalam talian<br>Verifying the reliability of<br>information found online | Menetapkan langkah keselamatan<br>yang berkesan untuk melindungi<br>peranti dan akaun dalam talian<br>Setting up effective measure to<br>protect devices and online accounts | Mengubah tetapan privasi<br>pada peranti, akaun atau<br>aplikasi<br>Changing privacy settings on<br>your devices, accounts or app |  |                                                  |
| <b>Jumlah / Total</b>      | <b>29.0</b>                                                                                                                        | <b>79.6</b>                                                                                                                                                                  | <b>78.3</b>                                                                                                                       |  | <b>65.7</b>                                      |
| <b>15 - 19</b>             | 24.9                                                                                                                               | 64.5                                                                                                                                                                         | 76.7                                                                                                                              |  | 50.6                                             |
| <b>20 - 24</b>             | 32.6                                                                                                                               | 91.2                                                                                                                                                                         | 85.7                                                                                                                              |  | 67.0                                             |
| <b>25 - 29</b>             | 40.8                                                                                                                               | 90.3                                                                                                                                                                         | 89.5                                                                                                                              |  | 65.2                                             |
| <b>30 - 34</b>             | 44.1                                                                                                                               | 87.1                                                                                                                                                                         | 87.5                                                                                                                              |  | 69.0                                             |
| <b>35 - 39</b>             | 30.5                                                                                                                               | 88.1                                                                                                                                                                         | 88.3                                                                                                                              |  | 69.9                                             |
| <b>40 - 44</b>             | 27.4                                                                                                                               | 87.1                                                                                                                                                                         | 86.8                                                                                                                              |  | 75.4                                             |
| <b>45 - 49</b>             | 25.3                                                                                                                               | 85.7                                                                                                                                                                         | 82.5                                                                                                                              |  | 75.3                                             |
| <b>50 - 54</b>             | 25.8                                                                                                                               | 80.3                                                                                                                                                                         | 77.2                                                                                                                              |  | 70.5                                             |
| <b>55 - 59</b>             | 23.1                                                                                                                               | 70.3                                                                                                                                                                         | 68.9                                                                                                                              |  | 63.5                                             |
| <b>60+</b>                 | 9.6                                                                                                                                | 49.8                                                                                                                                                                         | 37.5                                                                                                                              |  | 55.2                                             |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

# **CAPAIAN DAN PENGGUNAAN ICT MENGIKUT DAERAH PENTADBIRAN**

*ICT ACCESS AND USE  
BY ADMINISTRATIVE DISTRICT*



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**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023

| Negeri<br>State | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|-----------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
| <b>JOHOR</b>    | <b>98.8</b> | <b>92.6</b>          | <b>99.5</b>                    | <b>82.8</b>                          | <b>99.7</b>              | <b>99.9</b> | <b>30.5</b>                                  |
| Batu Pahat      | 98.9        | 92.7                 | 99.2                           | 85.5                                 | 100.0                    | 100.0       | 26.1                                         |
| Johor Bahru     | 99.4        | 95.1                 | 99.7                           | 84.4                                 | 100.0                    | 100.0       | 31.4                                         |
| Kluang          | 97.0        | 88.3                 | 99.4                           | 69.4                                 | 99.0                     | 99.7        | 28.8                                         |
| Kota Tinggi     | 98.7        | 90.2                 | 99.6                           | 83.3                                 | 99.6                     | 100.0       | 20.2                                         |
| Mersing         | 96.9        | 88.0                 | 99.2                           | 69.8                                 | 99.5                     | 100.0       | 35.5                                         |
| Muar            | 98.2        | 91.4                 | 99.3                           | 82.5                                 | 99.3                     | 99.7        | 40.4                                         |
| Pontian         | 98.2        | 90.1                 | 99.1                           | 84.0                                 | 99.5                     | 100.0       | 30.5                                         |
| Segamat         | 97.5        | 89.8                 | 99.0                           | 81.2                                 | 99.5                     | 99.5        | 20.4                                         |
| Kulai           | 98.8        | 90.8                 | 99.6                           | 83.4                                 | 99.3                     | 100.0       | 36.1                                         |
| Tangkak         | 98.1        | 89.1                 | 99.5                           | 89.0                                 | 99.5                     | 100.0       | 34.4                                         |
| <b>KEDAH</b>    | <b>95.9</b> | <b>86.5</b>          | <b>99.4</b>                    | <b>57.7</b>                          | <b>99.4</b>              | <b>99.7</b> | <b>16.0</b>                                  |
| Baling          | 93.9        | 83.3                 | 99.6                           | 51.9                                 | 99.4                     | 99.4        | 9.9                                          |
| Bandar Baharu   | 94.1        | 83.0                 | 99.1                           | 70.2                                 | 99.5                     | 100.0       | 8.7                                          |
| Kota Setar      | 99.0        | 89.1                 | 99.6                           | 72.1                                 | 99.4                     | 99.4        | 19.3                                         |
| Kuala Muda      | 95.4        | 87.4                 | 99.4                           | 55.4                                 | 99.4                     | 100.0       | 13.6                                         |
| Kubang Pasu     | 94.5        | 85.1                 | 99.3                           | 61.3                                 | 99.6                     | 99.6        | 21.2                                         |
| Kulim           | 96.3        | 88.2                 | 99.4                           | 53.2                                 | 99.4                     | 100.0       | 24.6                                         |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|-----------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
| Langkawi        | 97.6        | 91.5                 | 99.4                           | 57.1                                 | 99.4                     | 100.0       | 12.2                                         |
| Padang Terap    | 93.3        | 75.8                 | 99.6                           | 52.9                                 | 99.6                     | 99.6        | 15.2                                         |
| Sik             | 93.1        | 81.1                 | 99.4                           | 55.9                                 | 99.4                     | 99.4        | 6.2                                          |
| Yan             | 95.8        | 85.1                 | 99.1                           | 43.0                                 | 98.6                     | 100.0       | 5.2                                          |
| Pendang         | 95.3        | 82.8                 | 99.1                           | 43.7                                 | 99.4                     | 98.7        | 7.9                                          |
| Pokok Sena      | 94.8        | 83.6                 | 98.1                           | 47.7                                 | 99.0                     | 99.6        | 14.9                                         |
| <b>KELANTAN</b> | <b>94.6</b> | <b>87.7</b>          | <b>99.2</b>                    | <b>57.1</b>                          | <b>99.1</b>              | <b>99.7</b> | <b>16.4</b>                                  |
| Bachok          | 95.6        | 82.8                 | 99.0                           | 54.9                                 | 99.5                     | 99.5        | 13.2                                         |
| Kota Bharu      | 96.0        | 89.8                 | 99.3                           | 52.5                                 | 99.7                     | 99.7        | 18.5                                         |
| Machang         | 90.5        | 87.5                 | 99.0                           | 62.4                                 | 99.0                     | 100.0       | 13.9                                         |
| Pasir Mas       | 92.5        | 87.3                 | 99.1                           | 54.8                                 | 99.0                     | 99.6        | 24.6                                         |
| Pasir Puteh     | 93.9        | 89.3                 | 99.5                           | 54.2                                 | 98.0                     | 99.5        | 26.6                                         |
| Tanah Merah     | 94.5        | 88.0                 | 98.6                           | 58.8                                 | 98.2                     | 100.0       | 6.1                                          |
| Tumpat          | 93.5        | 88.2                 | 99.6                           | 60.5                                 | 98.9                     | 99.6        | 10.7                                         |
| Gua Musang      | 95.2        | 88.3                 | 99.6                           | 69.8                                 | 99.2                     | 100.0       | 14.2                                         |
| Kuala Krai      | 95.7        | 89.8                 | 98.5                           | 67.1                                 | 99.3                     | 100.0       | 16.4                                         |
| Jeli            | 95.2        | 83.2                 | 99.4                           | 57.5                                 | 98.8                     | 100.0       | 4.2                                          |
| Lojing          | 95.5        | 18.2                 | 95.5                           | 63.6                                 | 95.5                     | 95.5        | 0.0                                          |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State        | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|------------------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
| <b>MELAKA</b>          | <b>96.3</b> | <b>91.8</b>          | <b>99.6</b>                    | <b>82.1</b>                          | <b>99.9</b>              | <b>99.7</b> | <b>53.4</b>                                  |
| Alor Gajah             | 95.8        | 92.3                 | 99.4                           | 86.2                                 | 100.0                    | 99.5        | 51.6                                         |
| Jasin                  | 96.3        | 92.2                 | 99.0                           | 82.6                                 | 99.4                     | 99.4        | 54.4                                         |
| Melaka Tengah          | 96.6        | 91.5                 | 99.8                           | 80.3                                 | 100.0                    | 99.8        | 53.9                                         |
| <b>NEGERI SEMBILAN</b> | <b>96.0</b> | <b>85.8</b>          | <b>99.3</b>                    | <b>77.4</b>                          | <b>99.7</b>              | <b>99.6</b> | <b>48.6</b>                                  |
| Jelebu                 | 88.9        | 73.4                 | 98.6                           | 76.8                                 | 99.5                     | 97.6        | 36.7                                         |
| Kuala Pilah            | 95.7        | 79.3                 | 98.1                           | 77.7                                 | 99.7                     | 99.7        | 39.0                                         |
| Port Dickson           | 98.4        | 86.6                 | 99.7                           | 81.6                                 | 100.0                    | 100.0       | 55.5                                         |
| Rembau                 | 92.0        | 78.3                 | 98.6                           | 70.3                                 | 99.5                     | 100.0       | 29.7                                         |
| Seremban               | 97.6        | 89.0                 | 99.7                           | 77.1                                 | 99.8                     | 99.6        | 52.7                                         |
| Tampin                 | 93.3        | 82.8                 | 97.9                           | 81.5                                 | 99.3                     | 99.6        | 45.0                                         |
| Jempol                 | 89.8        | 78.3                 | 98.9                           | 74.3                                 | 99.7                     | 99.4        | 35.3                                         |
| <b>PAHANG</b>          | <b>95.4</b> | <b>88.1</b>          | <b>99.1</b>                    | <b>77.1</b>                          | <b>99.1</b>              | <b>99.7</b> | <b>21.8</b>                                  |
| Bentong                | 93.0        | 91.1                 | 100.0                          | 82.4                                 | 99.6                     | 100.0       | 20.5                                         |
| Cameron Highlands      | 94.8        | 92.4                 | 99.6                           | 72.4                                 | 97.9                     | 100.0       | 17.0                                         |
| Jerantut               | 98.0        | 89.2                 | 99.6                           | 75.0                                 | 99.2                     | 99.2        | 28.1                                         |
| Kuantan                | 96.8        | 93.9                 | 98.8                           | 76.1                                 | 99.5                     | 100.0       | 24.2                                         |
| Lipis                  | 91.3        | 80.7                 | 99.5                           | 82.1                                 | 98.9                     | 99.1        | 12.4                                         |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State       | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|-----------------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
|                       |             |                      |                                |                                      |                          |             | (%)                                          |
| Pekan                 | 94.2        | 88.5                 | 98.7                           | 77.3                                 | 96.7                     | 99.2        | 25.2                                         |
| Raub                  | 91.7        | 82.3                 | 100.0                          | 76.3                                 | 99.5                     | 99.6        | 34.2                                         |
| Temerloh              | 97.0        | 86.9                 | 99.1                           | 76.4                                 | 99.4                     | 99.4        | 20.0                                         |
| Rompin                | 95.0        | 78.5                 | 99.3                           | 75.9                                 | 99.1                     | 100.0       | 7.2                                          |
| Maran                 | 92.1        | 81.1                 | 99.4                           | 83.1                                 | 99.4                     | 99.4        | 14.0                                         |
| Bera                  | 95.9        | 77.4                 | 98.7                           | 74.2                                 | 99.0                     | 99.0        | 24.6                                         |
| <b>PULAU PINANG</b>   | <b>99.3</b> | <b>95.9</b>          | <b>99.8</b>                    | <b>81.5</b>                          | <b>99.8</b>              | <b>99.9</b> | <b>29.3</b>                                  |
| Seberang Prai Tengah  | 99.7        | 93.5                 | 100.0                          | 78.0                                 | 99.0                     | 100.0       | 30.8                                         |
| Seberang Prai Utara   | 99.1        | 91.2                 | 99.0                           | 68.5                                 | 100.0                    | 100.0       | 37.7                                         |
| Seberang Prai Selatan | 99.4        | 96.1                 | 100.0                          | 81.3                                 | 100.0                    | 100.0       | 18.8                                         |
| Timur Laut            | 99.3        | 98.9                 | 100.0                          | 87.1                                 | 100.0                    | 100.0       | 30.8                                         |
| Barat Daya            | 98.9        | 97.9                 | 100.0                          | 89.1                                 | 100.0                    | 99.4        | 21.8                                         |
| <b>PERAK</b>          | <b>95.0</b> | <b>91.0</b>          | <b>99.3</b>                    | <b>76.3</b>                          | <b>99.5</b>              | <b>97.9</b> | <b>20.1</b>                                  |
| Batang Padang         | 89.6        | 96.8                 | 100.0                          | 66.8                                 | 100.0                    | 99.3        | 35.1                                         |
| Manjung               | 96.2        | 86.1                 | 96.8                           | 74.9                                 | 99.7                     | 98.9        | 22.2                                         |
| Kinta                 | 97.9        | 96.8                 | 100.0                          | 78.9                                 | 99.4                     | 98.7        | 15.7                                         |
| Kerian                | 93.1        | 89.7                 | 99.0                           | 70.1                                 | 99.3                     | 97.7        | 7.6                                          |
| Kuala Kangsar         | 97.1        | 83.8                 | 99.6                           | 72.8                                 | 100.0                    | 96.0        | 16.2                                         |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State  | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|------------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
| Larut Dan Matang | 95.5        | 81.0                 | 99.3                           | 70.8                                 | 99.7                     | 96.3        | 14.3                                         |
| Hilir Perak      | 91.5        | 80.8                 | 96.6                           | 83.5                                 | 99.7                     | 97.5        | 36.6                                         |
| Hulu Perak       | 88.0        | 97.4                 | 99.6                           | 68.3                                 | 99.3                     | 98.2        | 23.8                                         |
| Perak Tengah     | 98.8        | 89.2                 | 99.6                           | 85.6                                 | 99.2                     | 98.1        | 29.0                                         |
| Kampar           | 92.7        | 93.1                 | 100.0                          | 65.7                                 | 99.2                     | 96.3        | 16.7                                         |
| Muallim          | 79.9        | 86.8                 | 99.1                           | 94.2                                 | 100.0                    | 95.2        | 54.2                                         |
| Bagan Datuk      | 88.8        | 86.0                 | 98.8                           | 88.1                                 | 99.4                     | 97.5        | 36.6                                         |
| Selama           | 93.2        | 100.0                | 100.0                          | 69.9                                 | 97.3                     | 95.9        | 8.2                                          |
| <b>PERLIS</b>    | <b>95.6</b> | <b>89.3</b>          | <b>99.6</b>                    | <b>78.0</b>                          | <b>99.1</b>              | <b>99.9</b> | <b>34.6</b>                                  |
| <b>SELANGOR</b>  | <b>99.2</b> | <b>95.9</b>          | <b>99.6</b>                    | <b>84.8</b>                          | <b>99.9</b>              | <b>99.6</b> | <b>29.2</b>                                  |
| Gombak           | 99.2        | 94.3                 | 100.0                          | 95.2                                 | 100.0                    | 99.6        | 34.5                                         |
| Klang            | 99.3        | 88.2                 | 98.9                           | 70.0                                 | 99.6                     | 99.6        | 15.7                                         |
| Kuala Langat     | 98.9        | 90.1                 | 100.0                          | 83.6                                 | 100.0                    | 99.3        | 29.6                                         |
| Kuala Selangor   | 97.4        | 92.3                 | 98.7                           | 68.2                                 | 99.4                     | 99.4        | 27.6                                         |
| Petaling         | 99.7        | 99.0                 | 99.7                           | 81.4                                 | 100.0                    | 99.7        | 28.7                                         |
| Sabak Bernam     | 97.3        | 98.7                 | 96.8                           | 66.9                                 | 99.6                     | 98.5        | 27.3                                         |
| Sepang           | 98.2        | 98.0                 | 100.0                          | 96.3                                 | 99.8                     | 99.8        | 34.4                                         |
| Hulu Langat      | 99.3        | 98.2                 | 100.0                          | 95.2                                 | 100.0                    | 99.5        | 35.8                                         |
| Hulu Selangor    | 98.8        | 97.6                 | 99.2                           | 89.5                                 | 98.4                     | 98.9        | 25.1                                         |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|-------------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
| (%)               |             |                      |                                |                                      |                          |             |                                              |
| <b>TERENGGANU</b> | <b>94.6</b> | <b>89.8</b>          | <b>98.5</b>                    | <b>70.0</b>                          | <b>99.6</b>              | <b>99.7</b> | <b>23.5</b>                                  |
| Besut             | 96.7        | 86.9                 | 97.4                           | 72.2                                 | 99.7                     | 100.0       | 20.3                                         |
| Dungun            | 98.1        | 93.8                 | 100.0                          | 60.8                                 | 99.4                     | 100.0       | 24.7                                         |
| Kemaman           | 96.6        | 89.9                 | 99.2                           | 70.2                                 | 99.7                     | 100.0       | 19.4                                         |
| Kuala Terengganu  | 99.0        | 92.3                 | 98.4                           | 69.8                                 | 99.6                     | 100.0       | 24.9                                         |
| Marang            | 95.0        | 87.9                 | 98.6                           | 70.1                                 | 99.3                     | 99.3        | 30.2                                         |
| Hulu Terengganu   | 90.6        | 84.4                 | 97.2                           | 79.3                                 | 99.1                     | 99.5        | 21.3                                         |
| Setiu             | 88.0        | 86.7                 | 98.7                           | 78.1                                 | 99.6                     | 99.6        | 17.2                                         |
| Kuala Nerus       | 81.1        | 90.3                 | 97.6                           | 70.2                                 | 99.7                     | 98.7        | 28.5                                         |
| <b>SABAH</b>      | <b>90.4</b> | <b>83.8</b>          | <b>99.4</b>                    | <b>66.3</b>                          | <b>97.6</b>              | <b>97.9</b> | <b>17.7</b>                                  |
| Tawau             | 93.0        | 94.2                 | 100.0                          | 65.9                                 | 98.1                     | 99.2        | 7.8                                          |
| Lahad Datu        | 91.1        | 84.8                 | 100.0                          | 85.7                                 | 99.5                     | 100.0       | 9.6                                          |
| Semporna          | 86.2        | 77.4                 | 100.0                          | 76.3                                 | 99.1                     | 99.0        | 14.4                                         |
| Sandakan          | 93.4        | 90.0                 | 100.0                          | 38.4                                 | 96.2                     | 98.8        | 17.4                                         |
| Kinabatangan      | 63.9        | 36.7                 | 96.5                           | 33.0                                 | 98.0                     | 96.4        | 6.5                                          |
| Beluran           | 65.3        | 69.4                 | 100.0                          | 34.7                                 | 96.8                     | 96.8        | 4.8                                          |
| Kota Kinabalu     | 97.4        | 92.0                 | 99.6                           | 82.8                                 | 97.7                     | 99.0        | 35.0                                         |
| Ranau             | 80.8        | 93.8                 | 99.3                           | 68.5                                 | 100.0                    | 98.6        | 28.5                                         |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State | Internet | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio | Telefon talian tetap<br>Fixed-line telephone |
|-----------------|----------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------|----------------------------------------------|
| Kota Belud      | 87.0     | 90.0                 | 99.0                           | 70.8                                 | 99.5                     | 96.4  | 14.4                                         |
| Tuaran          | 88.8     | 88.1                 | 100.0                          | 88.6                                 | 98.5                     | 97.0  | 4.6                                          |
| Penampang       | 98.2     | 91.1                 | 99.1                           | 73.1                                 | 98.5                     | 97.9  | 17.8                                         |
| Papar           | 95.0     | 89.1                 | 100.0                          | 83.7                                 | 95.9                     | 96.8  | 29.9                                         |
| Kudat           | 83.7     | 72.6                 | 98.1                           | 45.9                                 | 97.6                     | 97.7  | 23.4                                         |
| Kota Marudu     | 80.9     | 74.2                 | 98.6                           | 57.1                                 | 94.0                     | 94.9  | 17.4                                         |
| Pitas           | 97.1     | 65.2                 | 98.6                           | 49.3                                 | 95.7                     | 95.7  | 5.8                                          |
| Beaufort        | 77.7     | 78.4                 | 97.7                           | 82.0                                 | 98.5                     | 96.9  | 30.0                                         |
| Kuala Penyu     | 92.5     | 91.3                 | 100.0                          | 86.3                                 | 96.3                     | 96.3  | 3.8                                          |
| Sipitang        | 89.8     | 92.1                 | 98.4                           | 69.2                                 | 96.8                     | 96.1  | 16.6                                         |
| Tenom           | 81.7     | 75.0                 | 99.0                           | 41.3                                 | 97.1                     | 100.0 | 7.7                                          |
| Nabawan         | 96.4     | 94.6                 | 98.2                           | 46.4                                 | 96.4                     | 100.0 | 1.8                                          |
| Keningau        | 91.5     | 86.4                 | 99.2                           | 59.3                                 | 94.8                     | 99.1  | 13.1                                         |
| Tambunan        | 97.9     | 66.7                 | 100.0                          | 56.3                                 | 97.9                     | 100.0 | 1.0                                          |
| Kunak           | 95.8     | 72.8                 | 100.0                          | 78.9                                 | 98.6                     | 95.8  | 11.2                                         |
| Tongod          | 95.9     | 67.3                 | 100.0                          | 42.9                                 | 91.8                     | 93.9  | 18.4                                         |
| Putatan         | 100.0    | 99.2                 | 99.2                           | 85.0                                 | 99.2                     | 98.3  | 30.8                                         |
| Telupid         | 100.0    | 92.1                 | 100.0                          | 39.5                                 | 97.4                     | 94.7  | 7.9                                          |
| Kalabakan       | 87.5     | 25.0                 | 100.0                          | 75.0                                 | 100.0                    | 81.3  | 12.5                                         |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio       | Telefon talian tetap<br>Fixed-line telephone |
|-----------------|-------------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------------|----------------------------------------------|
| <b>SARAWAK</b>  | <b>90.6</b> | <b>88.2</b>          | <b>97.4</b>                    | <b>63.2</b>                          | <b>98.1</b>              | <b>97.5</b> | <b>17.3</b>                                  |
| Kuching         | 97.7        | 88.7                 | 98.8                           | 64.1                                 | 99.0                     | 99.4        | 19.7                                         |
| Bau             | 75.2        | 91.7                 | 98.2                           | 33.0                                 | 99.1                     | 97.2        | 4.6                                          |
| Lundu           | 83.3        | 72.2                 | 90.0                           | 33.3                                 | 97.8                     | 95.6        | 3.3                                          |
| Samarahan       | 100.0       | 90.8                 | 97.5                           | 74.1                                 | 97.6                     | 98.1        | 7.2                                          |
| Serian          | 82.2        | 82.2                 | 96.8                           | 40.9                                 | 99.2                     | 97.6        | 10.3                                         |
| Simunjan        | 64.4        | 69.0                 | 83.9                           | 32.2                                 | 97.7                     | 96.6        | 3.4                                          |
| Sri Aman        | 76.8        | 97.7                 | 98.8                           | 66.5                                 | 96.7                     | 96.7        | 22.5                                         |
| Lubok Antu      | 79.0        | 77.8                 | 91.4                           | 43.2                                 | 97.5                     | 96.3        | 13.6                                         |
| Betong          | 79.2        | 88.1                 | 97.0                           | 63.4                                 | 99.0                     | 98.0        | 1.0                                          |
| Saratok         | 80.2        | 83.0                 | 99.1                           | 51.9                                 | 99.1                     | 97.2        | 2.8                                          |
| Sarikei         | 88.7        | 82.0                 | 94.1                           | 75.0                                 | 98.0                     | 97.0        | 16.9                                         |
| Maradong        | 80.2        | 80.3                 | 91.8                           | 58.0                                 | 98.1                     | 92.8        | 7.3                                          |
| Daro            | 77.8        | 81.1                 | 97.8                           | 45.6                                 | 97.8                     | 94.4        | 6.7                                          |
| Julau           | 87.9        | 82.8                 | 98.3                           | 50.0                                 | 96.6                     | 93.1        | 5.2                                          |
| Sibu            | 99.2        | 98.3                 | 99.6                           | 70.7                                 | 98.0                     | 98.3        | 28.1                                         |
| Dalat           | 73.5        | 93.9                 | 98.0                           | 46.9                                 | 98.0                     | 93.9        | 2.0                                          |
| Mukah           | 88.2        | 90.7                 | 98.8                           | 59.8                                 | 95.4                     | 95.2        | 6.8                                          |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State | Internet | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio | Telefon talian tetap<br>Fixed-line telephone |
|-----------------|----------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------|----------------------------------------------|
| Kanowit         | 60.7     | 85.2                 | 98.4                           | 44.3                                 | 96.7                     | 96.7  | 11.5                                         |
| Bintulu         | 99.6     | 94.4                 | 99.6                           | 82.7                                 | 98.2                     | 97.2  | 30.3                                         |
| Tatau           | 78.1     | 84.4                 | 93.8                           | 54.7                                 | 96.9                     | 92.2  | 1.6                                          |
| Kapit           | 87.3     | 83.1                 | 96.8                           | 60.2                                 | 97.7                     | 97.3  | 6.8                                          |
| Song            | 63.8     | 91.3                 | 95.0                           | 51.3                                 | 97.5                     | 100.0 | 12.5                                         |
| Belaga          | 82.8     | 84.4                 | 98.4                           | 67.2                                 | 98.4                     | 96.9  | 14.1                                         |
| Miri            | 97.7     | 88.9                 | 99.7                           | 92.6                                 | 97.8                     | 98.7  | 36.0                                         |
| Marudi          | 78.9     | 93.0                 | 97.2                           | 64.8                                 | 97.2                     | 95.8  | 2.8                                          |
| Limbang         | 92.7     | 92.6                 | 98.1                           | 64.2                                 | 98.0                     | 98.1  | 13.1                                         |
| Lawas           | 85.9     | 85.9                 | 98.7                           | 52.6                                 | 98.7                     | 96.2  | 6.4                                          |
| Matu            | 77.6     | 81.6                 | 94.7                           | 40.8                                 | 97.4                     | 94.7  | 7.9                                          |
| Asajaya         | 76.1     | 90.1                 | 94.4                           | 50.7                                 | 97.2                     | 95.8  | 1.4                                          |
| Pakan           | 78.8     | 88.5                 | 92.3                           | 53.8                                 | 98.1                     | 88.5  | 1.9                                          |
| Selangau        | 70.9     | 90.9                 | 90.9                           | 47.3                                 | 98.2                     | 94.5  | 9.1                                          |
| Tebedu          | 65.9     | 75.0                 | 84.1                           | 42.0                                 | 97.7                     | 93.2  | 1.1                                          |
| Pusa            | 77.5     | 76.4                 | 95.5                           | 44.9                                 | 97.8                     | 96.6  | 1.1                                          |
| Kabong          | 81.3     | 81.3                 | 96.3                           | 45.0                                 | 98.8                     | 96.3  | 2.5                                          |
| Tanjung Manis   | 86.3     | 83.6                 | 93.2                           | 37.0                                 | 97.3                     | 97.3  | 11.0                                         |
| Sebauh          | 79.6     | 86.0                 | 96.8                           | 20.4                                 | 97.8                     | 93.5  | 9.7                                          |

**Jadual 3.1 : Peratusan capaian isi rumah terhadap perkhidmatan dan peralatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.1 : Percentage of households with access to ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State            | Internet | Komputer<br>Computer | Telefon bimbit<br>Mobile phone | Siaran TV berbayar<br>Pay TV channel | Televisyen<br>Television | Radio | Telefon talian tetap<br>Fixed-line telephone |
|----------------------------|----------|----------------------|--------------------------------|--------------------------------------|--------------------------|-------|----------------------------------------------|
| Bukit Mabong               | 78.8     | 75.8                 | 81.8                           | 51.5                                 | 93.9                     | 100.0 | 30.3                                         |
| Subis                      | 72.4     | 65.0                 | 93.5                           | 39.0                                 | 98.4                     | 97.6  | 5.7                                          |
| Beluru                     | 82.4     | 83.8                 | 100.0                          | 42.6                                 | 97.1                     | 94.1  | 14.7                                         |
| Telang Usan                | 92.5     | 77.4                 | 92.5                           | 30.2                                 | 96.2                     | 92.5  | 3.8                                          |
| <b>WILAYAH PERSEKUTUAN</b> |          |                      |                                |                                      |                          |       |                                              |
| Kuala Lumpur               | 99.8     | 99.6                 | 100.0                          | 96.1                                 | 100.0                    | 99.8  | 42.9                                         |
| Labuan                     | 99.7     | 97.2                 | 99.6                           | 90.6                                 | 99.6                     | 99.3  | 36.8                                         |
| Putrajaya                  | 100.0    | 99.6                 | 100.0                          | 96.8                                 | 100.0                    | 100.0 | 54.4                                         |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023**

*Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023*

| Negeri<br>State | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|-----------------|-------------|----------------------|--------------------------------|
| <b>JOHOR</b>    | <b>98.6</b> | <b>84.1</b>          | <b>99.8</b>                    |
| Batu Pahat      | 99.4        | 80.8                 | 99.4                           |
| Johor Bahru     | 99.3        | 87.2                 | 99.9                           |
| Kluang          | 98.5        | 85.8                 | 99.4                           |
| Kota Tinggi     | 99.0        | 73.1                 | 99.3                           |
| Mersing         | 99.4        | 73.5                 | 99.8                           |
| Muar            | 98.0        | 86.1                 | 99.9                           |
| Pontian         | 88.9        | 76.7                 | 99.8                           |
| Segamat         | 98.7        | 79.0                 | 99.9                           |
| Kulai           | 99.3        | 88.4                 | 99.9                           |
| Tangkak         | 97.5        | 81.7                 | 99.7                           |
| <b>KEDAH</b>    | <b>96.9</b> | <b>73.3</b>          | <b>99.2</b>                    |
| Baling          | 97.2        | 65.2                 | 99.1                           |
| Bandar Baharu   | 96.7        | 66.9                 | 99.2                           |
| Kota Setar      | 96.2        | 78.1                 | 99.7                           |
| Kuala Muda      | 97.1        | 71.2                 | 98.8                           |
| Kubang Pasu     | 96.7        | 79.1                 | 99.3                           |
| Kulim           | 98.2        | 75.9                 | 99.4                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|-----------------|-------------|----------------------|--------------------------------|
| Langkawi        | 97.0        | 67.7                 | 99.2                           |
| Padang Terap    | 96.0        | 72.1                 | 99.0                           |
| Sik             | 95.2        | 70.8                 | 98.8                           |
| Yan             | 97.4        | 67.5                 | 99.0                           |
| Pendang         | 95.5        | 69.2                 | 99.1                           |
| Pokok Sena      | 96.2        | 72.3                 | 98.9                           |
| <b>KELANTAN</b> | <b>96.6</b> | <b>73.8</b>          | <b>99.3</b>                    |
| Bachok          | 95.7        | 74.8                 | 98.6                           |
| Kota Bharu      | 97.6        | 79.1                 | 99.7                           |
| Machang         | 95.4        | 75.7                 | 99.2                           |
| Pasir Mas       | 95.9        | 69.6                 | 99.3                           |
| Pasir Puteh     | 96.3        | 71.5                 | 97.9                           |
| Tanah Merah     | 97.2        | 73.4                 | 99.4                           |
| Tumpat          | 96.4        | 72.6                 | 99.5                           |
| Gua Musang      | 97.8        | 64.0                 | 99.9                           |
| Kuala Krai      | 96.1        | 69.1                 | 99.6                           |
| Jeli            | 95.3        | 71.0                 | 99.7                           |
| Lojing          | 89.1        | 48.9                 | 90.8                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State        | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|------------------------|-------------|----------------------|--------------------------------|
| <b>MELAKA</b>          | <b>98.0</b> | <b>86.0</b>          | <b>99.5</b>                    |
| Alor Gajah             | 97.6        | 87.7                 | 99.7                           |
| Jasin                  | 97.8        | 77.4                 | 99.3                           |
| Melaka Tengah          | 98.3        | 87.5                 | 99.4                           |
| <b>NEGERI SEMBILAN</b> | <b>98.4</b> | <b>76.5</b>          | <b>99.3</b>                    |
| Jejebu                 | 93.7        | 58.2                 | 98.1                           |
| Kuala Pilah            | 93.1        | 66.5                 | 96.5                           |
| Port Dickson           | 99.4        | 72.4                 | 99.8                           |
| Rembau                 | 96.6        | 60.3                 | 96.1                           |
| Seremban               | 99.8        | 85.4                 | 99.9                           |
| Tampin                 | 96.2        | 64.6                 | 97.4                           |
| Jempol                 | 96.5        | 58.5                 | 99.7                           |
| <b>PAHANG</b>          | <b>97.0</b> | <b>77.8</b>          | <b>99.5</b>                    |
| Bentong                | 96.5        | 80.6                 | 99.1                           |
| Cameron Highlands      | 96.5        | 79.4                 | 99.6                           |
| Jerantut               | 96.0        | 74.1                 | 98.9                           |
| Kuantan                | 96.7        | 81.2                 | 100.0                          |
| Lipis                  | 97.4        | 74.4                 | 99.6                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State       | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|-----------------------|-------------|----------------------|--------------------------------|
| Pekan                 | 97.8        | 78.2                 | 98.6                           |
| Raub                  | 97.1        | 77.2                 | 99.5                           |
| Temerloh              | 96.7        | 74.9                 | 99.6                           |
| Rompin                | 98.6        | 74.6                 | 99.3                           |
| Maran                 | 97.5        | 73.4                 | 99.3                           |
| Bera                  | 96.7        | 74.0                 | 99.7                           |
| <b>PULAU PINANG</b>   | <b>99.0</b> | <b>85.4</b>          | <b>99.9</b>                    |
| Seberang Prai Tengah  | 99.6        | 87.0                 | 99.7                           |
| Seberang Prai Utara   | 98.8        | 84.7                 | 99.9                           |
| Seberang Prai Selatan | 99.0        | 87.3                 | 99.6                           |
| Timur Laut            | 98.7        | 83.9                 | 100.0                          |
| Barat Daya            | 99.0        | 85.3                 | 100.0                          |
| <b>PERAK</b>          | <b>96.3</b> | <b>78.0</b>          | <b>98.6</b>                    |
| Batang Padang         | 96.8        | 75.5                 | 98.1                           |
| Manjung               | 97.3        | 82.1                 | 99.1                           |
| Kinta                 | 96.1        | 78.8                 | 99.0                           |
| Kerian                | 95.8        | 73.7                 | 97.6                           |
| Kuala Kangsar         | 96.1        | 76.5                 | 98.5                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State  | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|------------------|-------------|----------------------|--------------------------------|
| Larut Dan Matang | 96.4        | 76.0                 | 98.2                           |
| Hilir Perak      | 94.1        | 76.0                 | 97.2                           |
| Hulu Perak       | 96.2        | 75.1                 | 98.1                           |
| Perak Tengah     | 96.4        | 79.1                 | 97.9                           |
| Kampar           | 96.7        | 77.8                 | 98.5                           |
| Muallim          | 99.1        | 87.2                 | 99.6                           |
| Bagan Datuk      | 96.2        | 81.0                 | 98.4                           |
| Selama           | 94.8        | 69.6                 | 99.3                           |
| <b>PERLIS</b>    | <b>96.0</b> | <b>74.8</b>          | <b>98.8</b>                    |
| <b>SELANGOR</b>  | <b>98.8</b> | <b>91.3</b>          | <b>99.7</b>                    |
| Gombak           | 99.8        | 92.2                 | 100.0                          |
| Klang            | 98.0        | 90.1                 | 99.3                           |
| Kuala Langat     | 98.0        | 90.5                 | 99.9                           |
| Kuala Selangor   | 99.3        | 90.7                 | 99.9                           |
| Petaling         | 99.0        | 90.9                 | 99.6                           |
| Sabak Bernam     | 97.3        | 89.3                 | 99.4                           |
| Sepang           | 99.7        | 95.0                 | 99.9                           |
| Hulu Langat      | 98.6        | 92.1                 | 100.0                          |
| Hulu Selangor    | 97.8        | 89.9                 | 99.8                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State   | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|-------------------|-------------|----------------------|--------------------------------|
| <b>TERENGGANU</b> | <b>97.2</b> | <b>80.4</b>          | <b>99.1</b>                    |
| Besut             | 96.6        | 83.5                 | 99.6                           |
| Dungun            | 97.5        | 85.2                 | 99.3                           |
| Kemaman           | 98.6        | 83.9                 | 99.7                           |
| Kuala Terengganu  | 97.4        | 84.8                 | 98.9                           |
| Marang            | 97.0        | 71.0                 | 98.2                           |
| Hulu Terengganu   | 96.7        | 75.9                 | 99.2                           |
| Setiu             | 98.2        | 74.2                 | 99.2                           |
| Kuala Nerus       | 95.6        | 72.4                 | 98.5                           |
| <b>SABAH</b>      | <b>97.2</b> | <b>60.6</b>          | <b>99.3</b>                    |
| Tawau             | 98.0        | 70.7                 | 99.8                           |
| Lahad Datu        | 99.1        | 59.2                 | 99.7                           |
| Semporna          | 98.3        | 58.5                 | 99.4                           |
| Sandakan          | 98.8        | 77.2                 | 99.8                           |
| Kinabatangan      | 98.3        | 44.6                 | 98.9                           |
| Beluran           | 99.6        | 26.2                 | 99.8                           |
| Kota Kinabalu     | 99.4        | 80.1                 | 99.4                           |
| Ranau             | 95.9        | 61.3                 | 99.3                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

*Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)*

| <b>Negeri<br/>State</b> | <b>Internet</b> | <b>Komputer<br/>Computer</b> | <b>Telefon bimbit<br/>Mobile phone</b> |
|-------------------------|-----------------|------------------------------|----------------------------------------|
| Kota Belud              | 98.2            | 60.6                         | 99.6                                   |
| Tuaran                  | 97.7            | 41.8                         | 98.1                                   |
| Penampang               | 96.2            | 63.7                         | 99.5                                   |
| Papar                   | 97.4            | 61.1                         | 99.2                                   |
| Kudat                   | 96.7            | 50.9                         | 98.5                                   |
| Kota Marudu             | 92.5            | 44.2                         | 98.7                                   |
| Pitas                   | 92.0            | 44.7                         | 99.2                                   |
| Beaufort                | 91.6            | 60.2                         | 97.6                                   |
| Kuala Penyu             | 94.3            | 55.7                         | 99.2                                   |
| Sipitang                | 94.4            | 54.3                         | 99.2                                   |
| Tenom                   | 94.6            | 45.9                         | 98.8                                   |
| Nabawan                 | 94.6            | 44.0                         | 98.5                                   |
| Keningau                | 95.7            | 49.5                         | 98.9                                   |
| Tambunan                | 93.9            | 41.2                         | 99.3                                   |
| Kunak                   | 89.4            | 54.8                         | 98.6                                   |
| Tongod                  | 66.0            | 0.0                          | 99.4                                   |
| Putatan                 | 97.4            | 52.4                         | 99.7                                   |
| Telupid                 | 99.6            | 31.3                         | 99.3                                   |
| Kalabakan               | 100.0           | 8.4                          | 100.0                                  |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)

| Negeri<br>State | Internet    | Komputer<br>Computer | Telefon bimbit<br>Mobile phone |
|-----------------|-------------|----------------------|--------------------------------|
| <b>SARAWAK</b>  | <b>94.2</b> | <b>67.9</b>          | <b>98.2</b>                    |
| Kuching         | 98.6        | 76.3                 | 99.4                           |
| Bau             | 97.6        | 53.5                 | 99.0                           |
| Lundu           | 92.3        | 67.8                 | 100.0                          |
| Samarahan       | 93.5        | 74.2                 | 99.0                           |
| Serian          | 82.4        | 48.4                 | 97.4                           |
| Simunjan        | 82.4        | 63.6                 | 99.2                           |
| Sri Aman        | 90.7        | 50.9                 | 96.7                           |
| Lubok Antu      | 78.6        | 49.3                 | 95.8                           |
| Betong          | 85.2        | 71.2                 | 97.0                           |
| Saratok         | 84.1        | 54.7                 | 97.7                           |
| Sarikei         | 92.3        | 64.3                 | 95.8                           |
| Maradong        | 82.4        | 58.6                 | 97.2                           |
| Daro            | 85.0        | 59.1                 | 96.7                           |
| Julau           | 71.0        | 29.0                 | 96.5                           |
| Sibu            | 97.6        | 71.4                 | 98.2                           |
| Dalat           | 87.4        | 28.8                 | 97.5                           |
| Mukah           | 91.4        | 56.7                 | 96.6                           |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

*Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)*

| <b>Negeri<br/>State</b> | <b>Internet</b> | <b>Komputer<br/>Computer</b> | <b>Telefon bimbit<br/>Mobile phone</b> |
|-------------------------|-----------------|------------------------------|----------------------------------------|
| Kanowit                 | 81.9            | 48.1                         | 95.6                                   |
| Bintulu                 | 97.7            | 75.9                         | 99.4                                   |
| Tatau                   | 92.3            | 51.4                         | 97.8                                   |
| Kapit                   | 93.1            | 65.3                         | 96.9                                   |
| Song                    | 93.0            | 13.1                         | 92.9                                   |
| Belaga                  | 95.6            | 27.1                         | 97.7                                   |
| Miri                    | 98.7            | 79.7                         | 99.2                                   |
| Marudi                  | 67.0            | 31.0                         | 90.6                                   |
| Limbang                 | 96.0            | 62.8                         | 97.7                                   |
| Lawas                   | 95.6            | 67.5                         | 97.1                                   |
| Matu                    | 88.3            | 47.6                         | 96.0                                   |
| Asajaya                 | 91.7            | 68.2                         | 95.0                                   |
| Pakan                   | 84.8            | 49.8                         | 93.9                                   |
| Selangau                | 86.8            | 54.3                         | 95.2                                   |
| Tebedu                  | 91.5            | 81.9                         | 94.5                                   |
| Pusa                    | 86.7            | 57.5                         | 96.4                                   |
| Kabong                  | 91.9            | 60.3                         | 95.1                                   |
| Tanjung Manis           | 95.5            | 71.9                         | 96.0                                   |
| Sebauh                  | 98.0            | 60.2                         | 98.4                                   |

**Jadual 3.2 : Peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2023 (samb.)**

*Table 3.2 : Percentage of individuals using ICT services and equipment by state and administrative district, Malaysia, 2023 (cont'd)*

| <b>Negeri<br/>State</b>    | <b>Internet</b> | <b>Komputer<br/>Computer</b> | <b>Telefon bimbit<br/>Mobile phone</b> |
|----------------------------|-----------------|------------------------------|----------------------------------------|
| Bukit Mabong               | 54.6            | 25.7                         | 78.0                                   |
| Subis                      | 96.9            | 82.6                         | 97.3                                   |
| Beluru                     | 92.5            | 58.3                         | 98.5                                   |
| Telang Usan                | 82.1            | 42.0                         | 96.8                                   |
| <b>WILAYAH PERSEKUTUAN</b> |                 |                              |                                        |
| Kuala Lumpur               | 99.9            | 95.6                         | 99.9                                   |
| Labuan                     | 97.4            | 88.3                         | 99.9                                   |
| Putrajaya                  | 99.9            | 97.1                         | 99.9                                   |

# **STATISTIK TERPILIH MALAYSIA**

## *SELECTED STATISTICS OF MALAYSIA*



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**Jadual 4.1 : Kadar penembusan perkhidmatan dan peralatan ICT, Malaysia, 2019 - 2023**

Table 4.1 : ICT services and equipment penetration rate, Malaysia, 2019 - 2023

| Perkhidmatan dan Peralatan ICT<br>ICT Services and Equipment | 2019  | 2020  | 2021  | 2022  | 2023  |
|--------------------------------------------------------------|-------|-------|-------|-------|-------|
| (%)                                                          |       |       |       |       |       |
| <b>Jalur lebar<br/>Broadband</b>                             | 131.7 | n.a.  | n.a.  | n.a.  | n.a.  |
| <b>Mudah alih<br/>Mobile</b>                                 | n.a.  | 118.7 | 126.4 | 131.0 | 134.5 |
| <b>Tetap<br/>Fixed</b>                                       | n.a.  | 37.2  | 40.8  | 47.6  | 50.6  |
| <b>Selular mudah alih<br/>Mobile-cellular</b>                | 135.4 | 133.6 | 144.0 | 145.3 | 148.7 |
| <b>TV berbayar<br/>Pay TV</b>                                | 86.4  | 83.4  | 81.1  | 80.6  | 76.4  |

**Nota/ Note**

1. Jalur lebar tetap merujuk kepada kadar penembusan bagi 100 premis/ Fixed-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 4.2 : Bilangan langganan TV berbayar, Malaysia, 2019 - 2023**

Table 4.2 : Number of pay TV subscriptions, Malaysia, 2019 -2023

| TV berbayar<br>Pay TV channel                                       | 2019    | 2020    | 2021     | 2022    | 2023    |
|---------------------------------------------------------------------|---------|---------|----------|---------|---------|
| ('000)                                                              |         |         |          |         |         |
| <b>Jumlah langganan isi rumah<br/>Total household subscriptions</b> | 7,103.4 | 6,880.5 | 6,699.60 | 6,509.4 | 6,303.1 |

**Nota: Televisyen berbayar termasuk IPTV**

Note: Pay TV is inclusive of IPTV

**Sumber: Komunikasi dan Multimedia, Buku Maklumat Statistik (Suruhanjaya Komunikasi dan Multimedia Malaysia)**

Source: Communications and Multimedia, Pocket Book of Statistics (Malaysian Communications and Multimedia Commission)

**Jadual 4.3 : Bilangan langganan jalur lebar, Malaysia, 2019 - 2023**

Table 4.3 : Number of broadband subscriptions, Malaysia, 2019 - 2023

|                                        | 2019     | 2020     | 2021     | 2022     | 2023     |
|----------------------------------------|----------|----------|----------|----------|----------|
| <b>Jalur lebar</b><br><i>Broadband</i> |          |          |          |          |          |
| <b>Mudah alih</b><br><i>Mobile</i>     | 40,430.9 | 38,837.2 | 42,016.0 | 43,239.5 | 45,336.7 |
| <b>Tetap</b><br><i>Fixed</i>           | 2,947.0  | 3,349.5  | 3,727.4  | 4,220.5  | 4,574.1  |

**Jadual 4.4 : Bilangan langganan selular mudah alih, Malaysia, 2019 - 2023**

Table 4.4 : Number of mobile-cellular subscriptions, Malaysia, 2019 - 2023

|                                                     | 2019     | 2020     | 2021     | 2022     | 2023     |
|-----------------------------------------------------|----------|----------|----------|----------|----------|
| <b>Selular mudah alih</b><br><i>Mobile-cellular</i> |          |          |          |          |          |
| <b>Prabayar</b><br><i>Prepaid</i>                   | 31,260.8 | 30,152.9 | 33,023.0 | 33,657.9 | 35,311.3 |
| <b>Pascabayar</b><br><i>Postpaid</i>                | 13,340.6 | 13,570.7 | 14,178.6 | 14,294.2 | 14,825.2 |

**Sumber:** Komunikasi dan Multimedia, Buku Maklumat Statistik (Suruhanjaya Komunikasi dan Multimedia Malaysia)

*Source: Communications and Multimedia, Pocket Book of Statistics (Malaysian Communications and Multimedia Commission)*

**Nota:** Bermula 2017, kadar penembusan mudah alih adalah berdasarkan data sekunder

*Note: Commencing 2017, the mobile-cellular penetration rate is based on secondary data*

# **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<br>Singapore | Thailand | Republik Korea<br>Republic of Korea | Jepun<br>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<br>Singapore | Thailand | Republik Korea<br>Republic of Korea | Jepun<br>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<br>Singapore | Thailand | Republik Korea<br>Republic of Korea | Jepun<br>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<br>Singapore | Thailand | Republik Korea<br>Republic of Korea | Jepun<br>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<br>Sex     | Malaysia | Singapura<br>Singapore | Thailand | Republik Korea<br>Republic of Korea | Jepun<br>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 2022**

Table 5.6 : Ranking of ICT-related indices for selected countries, 2017 and 2022

| Kedudukan<br>Rank                                             | Malaysia | Singapura<br>Singapore | Thailand | Republik Korea<br>Republic of Korea | Jepun<br>Japan | Hong Kong | Indonesia |
|---------------------------------------------------------------|----------|------------------------|----------|-------------------------------------|----------------|-----------|-----------|
| ICT Development Index<br>(IDI) 2017 <sup>1</sup>              | 63       | 18                     | 78       | 2                                   | 10             | 6         | 111       |
| E-Government<br>Development Index<br>(EGDI) 2022 <sup>2</sup> | 53       | 12                     | 55       | 3                                   | 14             | -         | 77        |

Sumber<sup>1</sup> Source :

<sup>1</sup> Measuring the Information Society Report 2017 Volume 1, International Telecommunication Union (ITU)

<sup>2</sup> United Nation e-Government Survey 2022, 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, 2020 - 2023**

Table 6.1 : Percentage of households with access to mobile phone by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   |                 |                 |                         |                 |                 |                         |                 |                 |                         |                 |                 |                         |
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>98.6</b>     | <b>99.0</b>     | <b>96.8</b>             | <b>99.6</b>     | <b>99.6</b>     | <b>99.2</b>             | <b>99.3</b>     | <b>99.6</b>     | <b>98.2</b>             | <b>99.3</b>     | <b>99.6</b>     | <b>98.4</b>             |
| Johor             | 99.4            | 99.5            | 99.1                    | 99.9            | 99.9            | 99.6                    | 99.5            | 99.6            | 99.2                    | 99.5            | 99.6            | 99.1                    |
| Kedah             | 98.6            | 98.7            | 98.0                    | 99.7            | 99.7            | 99.6                    | 99.4            | 99.6            | 99.2                    | 99.4            | 99.5            | 99.2                    |
| Kelantan          | 97.3            | 98.2            | 96.3                    | 99.8            | 99.7            | 99.8                    | 99.2            | 99.4            | 99.1                    | 99.2            | 99.4            | 99.0                    |
| Melaka            | 98.5            | 98.5            | 97.0                    | 98.8            | 98.8            | 98.8                    | 99.6            | 99.6            | 99.6                    | 99.6            | 99.6            | 99.5                    |
| Negeri Sembilan   | 98.4            | 99.4            | 95.3                    | 99.6            | 99.8            | 99.1                    | 99.3            | 99.7            | 98.2                    | 99.3            | 99.7            | 98.4                    |
| Pahang            | 98.0            | 98.7            | 96.9                    | 98.7            | 98.8            | 98.6                    | 99.1            | 99.3            | 98.9                    | 99.1            | 99.2            | 99.0                    |
| Pulau Pinang      | 98.9            | 98.9            | 98.1                    | 99.8            | 99.8            | 99.7                    | 99.8            | 99.9            | 99.5                    | 99.8            | 99.8            | 100.0                   |
| Perak             | 97.4            | 97.6            | 96.1                    | 98.5            | 98.7            | 97.7                    | 99.1            | 99.1            | 99.3                    | 99.3            | 99.2            | 99.6                    |
| Perlis            | 97.7            | 97.6            | 97.8                    | 99.3            | 99.3            | 99.3                    | 99.6            | 99.5            | 99.7                    | 99.6            | 99.5            | 99.7                    |
| Selangor          | 99.3            | 99.4            | 98.7                    | 99.9            | 99.9            | 99.4                    | 99.7            | 99.7            | 99.1                    | 99.6            | 99.7            | 98.4                    |
| Terengganu        | 98.2            | 98.4            | 97.6                    | 99.2            | 99.3            | 98.9                    | 98.0            | 98.5            | 97.3                    | 98.5            | 99.0            | 97.8                    |
| Sabah             | 98.6            | 98.8            | 98.2                    | 99.8            | 99.8            | 99.8                    | 99.2            | 99.6            | 98.8                    | 99.4            | 99.8            | 99.0                    |
| Sarawak           | 96.6            | 99.0            | 92.8                    | 99.4            | 99.8            | 98.8                    | 97.2            | 99.8            | 93.8                    | 97.4            | 99.6            | 94.5                    |
| W.P. Kuala Lumpur | 99.5            | 99.5            | n.a.                    | 99.9            | 99.9            | n.a.                    | 100.0           | 100.0           | n.a.                    | 100.0           | 100.0           | n.a.                    |
| W.P. Labuan       | 98.6            | 98.6            | 99.2                    | 99.0            | 99.0            | 99.3                    | 99.3            | 99.6            | 96.8                    | 99.6            | 99.6            | 100.0                   |
| W.P. Putrajaya    | 99.5            | 99.5            | 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, 2020 - 2023

Table 6.2 : Percentage of households with access to feature phone by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   |                 |                 |                         |                 |                 |                         |                 |                 |                         |                 |                 |                         |
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>22.7</b>     | <b>20.1</b>     | <b>33.7</b>             | <b>15.2</b>     | <b>13.1</b>     | <b>24.5</b>             | <b>16.2</b>     | <b>13.5</b>     | <b>25.4</b>             | <b>16.3</b>     | <b>13.6</b>     | <b>25.5</b>             |
| Johor             | 18.9            | 17.2            | 25.8                    | 16.1            | 15.3            | 19.8                    | 21.1            | 21.3            | 20.4                    | 21.2            | 21.4            | 20.4                    |
| Kedah             | 28.0            | 24.2            | 39.2                    | 20.3            | 16.4            | 31.9                    | 21.3            | 15.7            | 33.0                    | 21.4            | 15.8            | 33.1                    |
| Kelantan          | 34.8            | 32.1            | 38.0                    | 21.2            | 17.0            | 26.2                    | 25.8            | 21.5            | 29.4                    | 25.8            | 21.5            | 29.4                    |
| Melaka            | 25.8            | 26.0            | 22.7                    | 19.9            | 19.8            | 22.7                    | 19.5            | 19.1            | 24.3                    | 19.6            | 19.2            | 24.1                    |
| Negeri Sembilan   | 13.9            | 11.8            | 21.2                    | 11.6            | 10.7            | 14.9                    | 12.4            | 9.4             | 19.8                    | 12.4            | 9.4             | 19.9                    |
| Pahang            | 27.3            | 23.6            | 33.7                    | 18.8            | 16.4            | 23.1                    | 17.1            | 16.3            | 18.1                    | 17.1            | 16.3            | 18.1                    |
| Pulau Pinang      | 15.7            | 15.4            | 24.4                    | 11.4            | 11.2            | 19.3                    | 14.1            | 14.0            | 14.7                    | 14.1            | 14.0            | 14.7                    |
| Perak             | 34.6            | 34.0            | 37.2                    | 20.2            | 19.0            | 26.3                    | 19.5            | 16.8            | 27.2                    | 19.5            | 16.8            | 27.2                    |
| Perlis            | 24.9            | 21.1            | 33.8                    | 21.3            | 19.6            | 25.4                    | 23.3            | 23.3            | 23.2                    | 23.3            | 23.3            | 23.2                    |
| Selangor          | 18.6            | 18.1            | 28.7                    | 9.0             | 8.8             | 12.4                    | 9.1             | 8.8             | 16.9                    | 9.2             | 8.8             | 16.9                    |
| Terengganu        | 36.9            | 37.2            | 36.2                    | 17.3            | 15.2            | 22.3                    | 15.9            | 13.3            | 20.7                    | 16.1            | 13.4            | 20.9                    |
| Sabah             | 26.1            | 21.4            | 34.3                    | 21.5            | 17.2            | 29.4                    | 20.0            | 13.9            | 27.4                    | 20.2            | 14.1            | 27.6                    |
| Sarawak           | 24.1            | 16.0            | 37.2                    | 17.9            | 13.1            | 26.1                    | 21.1            | 13.8            | 30.7                    | 21.2            | 14.0            | 30.9                    |
| W.P. Kuala Lumpur | 9.9             | 9.9             | n.a.                    | 8.6             | 8.6             | n.a.                    | 7.8             | 7.8             | n.a.                    | 7.9             | 7.9             | n.a.                    |
| W.P. Labuan       | 21.7            | 21.1            | 27.2                    | 10.4            | 9.9             | 14.8                    | 4.7             | 3.8             | 12.9                    | 4.9             | 4.1             | 12.9                    |
| W.P. Putrajaya    | 10.1            | 10.1            | n.a.                    | 4.2             | 4.2             | n.a.                    | 10.9            | 10.9            | n.a.                    | 11.2            | 11.2            | n.a.                    |

**Jadual 6.3 : Peratusan capaian telefon pintar oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.3 : Percentage of households with access to smart phone by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   |                 |                 |                         |                 |                 |                         |                 |                 |                         |                 |                 |                         |
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>95.9</b>     | <b>97.1</b>     | <b>91.0</b>             | <b>96.6</b>     | <b>97.7</b>     | <b>91.8</b>             | <b>97.3</b>     | <b>98.4</b>     | <b>93.7</b>             | <b>97.6</b>     | <b>98.6</b>     | <b>94.1</b>             |
| Johor             | 98.9            | 99.0            | 98.5                    | 98.9            | 99.0            | 98.6                    | 99.0            | 99.1            | 98.6                    | 99.1            | 99.2            | 98.9                    |
| Kedah             | 93.9            | 95.2            | 90.3                    | 94.8            | 96.1            | 91.2                    | 96.0            | 96.9            | 94.2                    | 96.1            | 97.0            | 94.3                    |
| Kelantan          | 93.0            | 94.0            | 91.8                    | 93.6            | 95.0            | 91.9                    | 94.3            | 95.8            | 93.0                    | 94.5            | 96.0            | 93.2                    |
| Melaka            | 96.1            | 96.1            | 94.9                    | 96.3            | 96.4            | 95.8                    | 97.2            | 97.3            | 96.1                    | 97.3            | 97.4            | 96.2                    |
| Negeri Sembilan   | 96.9            | 99.0            | 89.8                    | 97.2            | 99.0            | 90.4                    | 97.5            | 99.1            | 93.4                    | 97.9            | 99.5            | 93.9                    |
| Pahang            | 92.1            | 94.3            | 88.3                    | 93.8            | 95.2            | 91.4                    | 94.8            | 95.6            | 93.9                    | 94.9            | 95.6            | 94.1                    |
| Pulau Pinang      | 97.3            | 97.3            | 95.3                    | 97.6            | 97.6            | 95.9                    | 98.0            | 98.1            | 96.9                    | 98.2            | 98.1            | 99.1                    |
| Perak             | 92.0            | 92.2            | 90.8                    | 93.8            | 94.2            | 91.8                    | 95.9            | 96.1            | 95.2                    | 96.2            | 96.5            | 95.5                    |
| Perlis            | 94.4            | 95.8            | 91.2                    | 95.0            | 96.2            | 92.2                    | 96.6            | 96.3            | 97.0                    | 97.0            | 96.8            | 97.3                    |
| Selangor          | 97.8            | 98.0            | 94.7                    | 98.5            | 98.6            | 95.8                    | 99.2            | 99.3            | 96.3                    | 99.4            | 99.5            | 96.7                    |
| Terengganu        | 94.3            | 94.9            | 92.9                    | 94.6            | 95.2            | 93.1                    | 96.9            | 97.4            | 95.9                    | 97.4            | 98.0            | 96.5                    |
| Sabah             | 96.4            | 97.8            | 93.8                    | 96.5            | 97.8            | 94.1                    | 96.7            | 98.2            | 94.7                    | 97.2            | 98.7            | 95.3                    |
| Sarawak           | 91.9            | 97.8            | 82.1                    | 92.7            | 98.3            | 83.2                    | 93.0            | 99.1            | 84.8                    | 93.6            | 99.6            | 85.3                    |
| W.P. Kuala Lumpur | 99.1            | 99.1            | n.a.                    | 99.7            | 99.7            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.8            | 99.8            | n.a.                    |
| W.P. Labuan       | 99.1            | 99.0            | 99.2                    | 99.0            | 99.0            | 99.3                    | 99.3            | 99.6            | 96.8                    | 99.6            | 99.6            | 100.0                   |
| W.P. Putrajaya    | 99.7            | 99.7            | 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, 2020 - 2023**

Table 6.4 : Percentage of households with Internet access by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>91.0</b>     | <b>93.4</b>     | <b>81.3</b>             | <b>94.9</b>     | <b>96.8</b>     | <b>86.7</b>             | <b>96.0</b>     | <b>98.1</b>     | <b>89.1</b>             | <b>96.4</b>     | <b>98.4</b>     | <b>89.8</b>             |
| Johor             | 92.9            | 93.7            | 89.5                    | 98.0            | 98.5            | 95.7                    | 98.5            | 98.9            | 97.3                    | 98.8            | 99.1            | 97.4                    |
| Kedah             | 90.8            | 92.1            | 86.9                    | 95.1            | 96.3            | 91.5                    | 95.8            | 97.2            | 92.8                    | 95.9            | 97.3            | 93.0                    |
| Kelantan          | 89.3            | 91.2            | 87.1                    | 92.6            | 94.3            | 90.6                    | 93.9            | 95.2            | 92.9                    | 94.6            | 95.8            | 93.6                    |
| Melaka            | 93.1            | 93.2            | 91.6                    | 95.1            | 95.3            | 91.6                    | 96.2            | 96.4            | 94.2                    | 96.3            | 96.5            | 94.3                    |
| Negeri Sembilan   | 93.3            | 95.8            | 85.0                    | 94.4            | 96.3            | 87.7                    | 95.9            | 98.2            | 90.1                    | 96.0            | 98.3            | 90.4                    |
| Pahang            | 86.8            | 88.7            | 83.6                    | 93.8            | 94.9            | 91.7                    | 94.9            | 95.8            | 94.0                    | 95.4            | 96.4            | 94.2                    |
| Pulau Pinang      | 94.7            | 94.8            | 92.3                    | 97.4            | 97.4            | 96.4                    | 99.2            | 99.3            | 96.9                    | 99.3            | 99.3            | 99.1                    |
| Perak             | 81.1            | 82.5            | 74.5                    | 89.1            | 89.4            | 87.7                    | 94.4            | 95.9            | 90.3                    | 95.0            | 96.4            | 91.2                    |
| Perlis            | 93.0            | 94.7            | 89.2                    | 93.8            | 95.0            | 90.9                    | 94.6            | 97.3            | 91.4                    | 95.6            | 98.3            | 92.3                    |
| Selangor          | 94.6            | 94.9            | 88.9                    | 98.4            | 98.6            | 96.2                    | 99.0            | 99.1            | 96.3                    | 99.2            | 99.3            | 97.4                    |
| Terengganu        | 90.5            | 91.0            | 89.4                    | 92.7            | 94.2            | 89.3                    | 93.9            | 95.0            | 92.1                    | 94.6            | 95.7            | 92.7                    |
| Sabah             | 87.1            | 94.0            | 74.8                    | 89.4            | 96.0            | 77.2                    | 89.6            | 97.1            | 80.6                    | 90.4            | 97.9            | 81.3                    |
| Sarawak           | 85.4            | 95.8            | 68.5                    | 89.3            | 97.4            | 75.6                    | 89.8            | 97.9            | 79.1                    | 90.6            | 98.4            | 79.9                    |
| W.P. Kuala Lumpur | 98.0            | 98.0            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.8            | 99.8            | n.a.                    |
| W.P. Labuan       | 98.1            | 98.1            | 98.4                    | 99.9            | 100.0           | 99.3                    | 99.7            | 100.0           | 96.8                    | 99.7            | 100.0           | 96.8                    |
| W.P. Putrajaya    | 99.2            | 99.2            | 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, 2020 - 2023**

Table 6.5 : Percentage of households with fixed (wired) broadband access by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>34.2</b>     | <b>39.2</b>     | <b>12.9</b>             | <b>41.2</b>     | <b>46.5</b>     | <b>18.1</b>             | <b>46.4</b>     | <b>53.3</b>     | <b>23.7</b>             | <b>47.1</b>     | <b>54.0</b>     | <b>24.2</b>             |
| Johor             | 30.4            | 32.0            | 23.8                    | 47.4            | 50.7            | 33.3                    | 52.3            | 55.8            | 39.4                    | 53.5            | 57.2            | 39.8                    |
| Kedah             | 18.2            | 21.6            | 8.8                     | 32.5            | 38.4            | 14.8                    | 34.3            | 42.9            | 16.4                    | 34.5            | 43.1            | 16.5                    |
| Kelantan          | 13.5            | 19.3            | 6.8                     | 17.8            | 21.2            | 13.8                    | 23.7            | 32.7            | 16.3                    | 24.8            | 34.4            | 16.9                    |
| Melaka            | 39.9            | 40.3            | 28.9                    | 48.3            | 48.9            | 32.7                    | 55.2            | 57.1            | 35.1                    | 55.3            | 57.2            | 35.6                    |
| Negeri Sembilan   | 33.5            | 37.7            | 19.0                    | 45.9            | 52.3            | 22.6                    | 46.8            | 52.8            | 32.4                    | 47.2            | 53.1            | 32.6                    |
| Pahang            | 22.3            | 27.5            | 13.4                    | 23.8            | 28.7            | 15.0                    | 31.1            | 38.9            | 22.0                    | 31.9            | 39.7            | 22.5                    |
| Pulau Pinang      | 37.1            | 37.7            | 20.2                    | 42.6            | 42.9            | 33.8                    | 54.9            | 55.6            | 44.9                    | 55.3            | 56.1            | 45.1                    |
| Perak             | 25.6            | 28.1            | 14.4                    | 37.2            | 40.4            | 21.6                    | 39.5            | 44.6            | 25.5                    | 40.2            | 45.3            | 25.9                    |
| Perlis            | 28.5            | 34.1            | 15.7                    | 29.5            | 35.0            | 16.1                    | 31.5            | 37.7            | 23.8                    | 32.0            | 38.5            | 24.1                    |
| Selangor          | 52.3            | 53.1            | 38.6                    | 52.9            | 53.6            | 39.2                    | 59.3            | 59.9            | 43.7                    | 59.9            | 60.5            | 43.8                    |
| Terengganu        | 23.6            | 27.6            | 14.5                    | 25.9            | 28.2            | 20.6                    | 27.9            | 29.2            | 25.6                    | 28.5            | 29.8            | 26.1                    |
| Sabah             | 23.9            | 35.0            | 4.3                     | 24.3            | 31.3            | 11.4                    | 30.6            | 42.0            | 16.7                    | 31.2            | 42.6            | 17.2                    |
| Sarawak           | 23.2            | 34.4            | 4.8                     | 25.3            | 35.8            | 7.2                     | 32.2            | 43.6            | 17.0                    | 32.8            | 44.1            | 17.5                    |
| W.P. Kuala Lumpur | 68.2            | 68.2            | n.a.                    | 72.6            | 72.6            | n.a.                    | 73.6            | 73.6            | n.a.                    | 73.7            | 73.7            | n.a.                    |
| W.P. Labuan       | 32.8            | 34.0            | 22.4                    | 41.1            | 41.1            | 40.7                    | 41.6            | 41.5            | 41.9                    | 41.7            | 41.6            | 41.9                    |
| W.P. Putrajaya    | 61.7            | 61.7            | n.a.                    | 66.2            | 66.2            | n.a.                    | 73.7            | 73.7            | n.a.                    | 75.6            | 75.6            | n.a.                    |

**Jadual 6.6 : Peratusan capaian jalur lebar mudah alih oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.6 : Percentage of households with mobile broadband access by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State             | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-----------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                             | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA<sup>r</sup></b> | <b>89.7</b>     | <b>91.6</b>     | <b>82.1</b>             | <b>94.0</b>     | <b>95.3</b>     | <b>88.1</b>             | <b>95.5</b>     | <b>97.1</b>     | <b>90.1</b>             | <b>95.3</b>     | <b>97.4</b>     | <b>88.5</b>             |
| Johor                       | 91.1            | 92.1            | 86.7                    | 96.4            | 97.0            | 93.4                    | 97.3            | 97.7            | 95.9                    | 97.4            | 97.8            | 96.2                    |
| Kedah                       | 90.6            | 92.0            | 86.4                    | 94.7            | 96.1            | 90.8                    | 95.4            | 96.8            | 92.5                    | 95.6            | 97.0            | 92.8                    |
| Kelantan                    | 88.8            | 90.5            | 86.9                    | 90.9            | 91.8            | 89.7                    | 93.0            | 93.9            | 92.2                    | 93.7            | 94.5            | 93.1                    |
| Melaka                      | 92.3            | 92.4            | 89.5                    | 95.1            | 95.3            | 91.3                    | 95.5            | 95.7            | 92.6                    | 95.6            | 95.9            | 93.3                    |
| Negeri Sembilan             | 91.0            | 93.5            | 82.6                    | 94.0            | 96.3            | 85.7                    | 94.4            | 97.0            | 88.2                    | 94.7            | 97.2            | 88.4                    |
| Pahang                      | 84.4            | 85.9            | 81.9                    | 91.8            | 92.4            | 90.9                    | 92.9            | 93.1            | 92.6                    | 93.5            | 93.9            | 93.0                    |
| Pulau Pinang                | 94.3            | 94.4            | 90.6                    | 96.3            | 96.4            | 96.0                    | 96.9            | 97.0            | 96.2                    | 97.3            | 97.4            | 96.5                    |
| Perak                       | 76.3            | 77.4            | 71.6                    | 82.5            | 82.0            | 85.2                    | 91.3            | 93.0            | 86.4                    | 91.8            | 93.5            | 86.8                    |
| Perlis                      | 89.4            | 91.2            | 85.2                    | 92.2            | 93.2            | 89.7                    | 94.6            | 97.3            | 91.4                    | 94.8            | 97.3            | 91.7                    |
| Selangor                    | 94.0            | 94.3            | 88.4                    | 97.9            | 98.0            | 95.9                    | 99.0            | 99.1            | 97.1                    | 99.1            | 99.2            | 97.4                    |
| Terengganu                  | 87.7            | 89.0            | 84.7                    | 92.3            | 93.7            | 89.0                    | 92.5            | 94.1            | 89.5                    | 92.9            | 94.6            | 90.0                    |
| Sabah <sup>r</sup>          | 86.9            | 94.0            | 74.4                    | 89.4            | 96.0            | 77.2                    | 88.7            | 97.1            | 78.4                    | 90.4            | 97.9            | 81.3                    |
| Sarawak                     | 83.3            | 94.2            | 65.4                    | 88.7            | 97.2            | 74.4                    | 89.1            | 97.8            | 77.6                    | 89.7            | 98.3            | 78.1                    |
| W.P. Kuala Lumpur           | 90.1            | 90.1            | n.a.                    | 95.9            | 95.9            | n.a.                    | 97.1            | 97.1            | n.a.                    | 97.3            | 97.3            | n.a.                    |
| W.P. Labuan                 | 97.2            | 97.1            | 97.6                    | 98.1            | 98.0            | 99.3                    | 93.9            | 94.3            | 90.3                    | 94.6            | 94.7            | 93.5                    |
| W.P. Putrajaya              | 88.6            | 88.6            | n.a.                    | 99.2            | 99.2            | n.a.                    | 99.2            | 99.2            | n.a.                    | 99.6            | 99.6            | n.a.                    |

Nota/ notes :  
<sup>r</sup> dikemaskini / revised

**Jadual 6.7 : Peratusan capaian komputer oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.7 : Percentage of households with access to computer by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>77.6</b>     | <b>82.8</b>     | <b>55.5</b>             | <b>88.3</b>     | <b>91.0</b>     | <b>76.3</b>             | <b>91.3</b>     | <b>94.0</b>     | <b>82.4</b>             | <b>91.6</b>     | <b>94.2</b>     | <b>82.8</b>             |
| Johor             | 81.4            | 85.9            | 62.9                    | 91.7            | 93.3            | 85.0                    | 92.4            | 94.0            | 86.8                    | 92.6            | 94.1            | 86.9                    |
| Kedah             | 62.1            | 65.8            | 51.6                    | 85.6            | 87.7            | 79.3                    | 86.3            | 89.3            | 80.1                    | 86.5            | 89.4            | 80.3                    |
| Kelantan          | 56.6            | 68.5            | 42.7                    | 87.5            | 89.9            | 84.5                    | 87.5            | 90.3            | 85.2                    | 87.7            | 90.4            | 85.4                    |
| Melaka            | 87.2            | 87.2            | 87.8                    | 90.9            | 90.8            | 91.8                    | 91.6            | 91.6            | 92.2                    | 91.8            | 91.7            | 92.3                    |
| Negeri Sembilan   | 74.1            | 80.9            | 50.7                    | 85.5            | 88.9            | 73.0                    | 85.7            | 90.2            | 74.7                    | 85.8            | 90.2            | 74.8                    |
| Pahang            | 71.2            | 77.1            | 60.9                    | 87.2            | 91.3            | 80.1                    | 87.2            | 91.5            | 82.2                    | 88.1            | 92.0            | 83.4                    |
| Pulau Pinang      | 86.7            | 87.2            | 72.6                    | 89.6            | 89.6            | 90.7                    | 95.1            | 95.0            | 97.2                    | 95.9            | 95.8            | 97.6                    |
| Perak             | 69.0            | 71.7            | 57.1                    | 86.0            | 86.8            | 82.5                    | 90.6            | 90.1            | 92.1                    | 91.0            | 90.3            | 93.0                    |
| Perlis            | 70.6            | 75.0            | 60.5                    | 88.0            | 89.0            | 85.7                    | 88.7            | 90.4            | 86.6                    | 89.3            | 91.2            | 86.9                    |
| Selangor          | 91.4            | 91.8            | 83.6                    | 94.7            | 94.7            | 96.1                    | 95.7            | 95.9            | 90.1                    | 95.9            | 96.1            | 90.8                    |
| Terengganu        | 74.2            | 81.1            | 58.4                    | 87.1            | 89.6            | 81.1                    | 89.4            | 92.4            | 84.1                    | 89.8            | 92.8            | 84.7                    |
| Sabah             | 60.7            | 67.2            | 49.4                    | 73.1            | 77.3            | 65.4                    | 83.4            | 91.7            | 73.2                    | 83.8            | 92.2            | 73.6                    |
| Sarawak           | 64.8            | 74.0            | 49.7                    | 77.1            | 87.7            | 58.9                    | 87.7            | 93.5            | 79.9                    | 88.2            | 94.0            | 80.4                    |
| W.P. Kuala Lumpur | 94.5            | 94.5            | n.a.                    | 99.1            | 99.1            | n.a.                    | 100.0           | 100.0           | n.a.                    | 99.6            | 99.6            | n.a.                    |
| W.P. Labuan       | 89.3            | 90.0            | 84.0                    | 93.8            | 94.1            | 91.1                    | 97.0            | 97.7            | 90.3                    | 97.2            | 98.0            | 90.3                    |
| W.P. Putrajaya    | 99.2            | 99.2            | n.a.                    | 100.0           | 100.0           | n.a.                    | 100.0           | 100.0           | n.a.                    | 99.6            | 99.6            | n.a.                    |

**Jadual 6.8 : Peratusan capaian siaran TV berbayar oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.8 : Percentage of households with access to pay TV channel by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>78.9</b>     | <b>81.9</b>     | <b>66.5</b>             | <b>83.2</b>     | <b>85.8</b>     | <b>71.9</b>             | <b>76.9</b>     | <b>80.8</b>     | <b>63.9</b>             | <b>77.0</b>     | <b>80.8</b>     | <b>64.1</b>             |
| Johor             | 78.6            | 80.1            | 72.3                    | 83.5            | 85.3            | 75.7                    | 82.8            | 83.7            | 79.2                    | 82.8            | 83.8            | 79.2                    |
| Kedah             | 69.7            | 73.9            | 57.5                    | 71.7            | 73.9            | 65.1                    | 57.7            | 60.5            | 52.0                    | 57.7            | 60.5            | 51.9                    |
| Kelantan          | 63.1            | 67.4            | 58.0                    | 67.7            | 69.2            | 65.9                    | 57.2            | 57.1            | 57.2                    | 57.1            | 57.2            | 57.1                    |
| Melaka            | 89.7            | 90.3            | 75.8                    | 92.6            | 92.8            | 85.3                    | 82.1            | 82.3            | 79.9                    | 82.1            | 82.3            | 79.7                    |
| Negeri Sembilan   | 82.2            | 84.6            | 73.9                    | 86.3            | 87.0            | 83.9                    | 77.4            | 77.9            | 76.1                    | 77.4            | 78.0            | 75.9                    |
| Pahang            | 79.6            | 80.8            | 77.5                    | 82.2            | 83.9            | 79.0                    | 77.1            | 78.3            | 75.7                    | 77.1            | 78.5            | 75.4                    |
| Pulau Pinang      | 80.3            | 80.7            | 67.9                    | 83.0            | 83.3            | 73.8                    | 81.3            | 82.0            | 72.4                    | 81.5            | 82.2            | 72.4                    |
| Perak             | 74.8            | 76.9            | 65.6                    | 84.3            | 86.0            | 76.4                    | 76.0            | 77.9            | 70.5                    | 76.3            | 77.9            | 71.8                    |
| Perlis            | 74.5            | 76.2            | 70.6                    | 82.2            | 84.5            | 76.6                    | 78.0            | 81.1            | 74.1                    | 78.0            | 81.1            | 74.1                    |
| Selangor          | 86.4            | 86.6            | 81.5                    | 89.4            | 89.5            | 88.3                    | 84.8            | 85.2            | 76.3                    | 84.8            | 85.0            | 80.0                    |
| Terengganu        | 80.7            | 81.8            | 78.2                    | 82.5            | 84.0            | 78.9                    | 69.9            | 68.0            | 73.3                    | 70.0            | 68.1            | 73.4                    |
| Sabah             | 70.9            | 77.5            | 59.3                    | 73.3            | 77.7            | 65.2                    | 66.2            | 73.0            | 57.9                    | 66.3            | 73.1            | 57.9                    |
| Sarawak           | 68.7            | 72.9            | 61.9                    | 76.6            | 83.6            | 64.6                    | 63.0            | 77.2            | 44.1                    | 63.2            | 77.3            | 44.2                    |
| W.P. Kuala Lumpur | 91.4            | 91.4            | n.a.                    | 95.9            | 95.9            | n.a.                    | 96.0            | 96.0            | n.a.                    | 96.1            | 96.1            | n.a.                    |
| W.P. Labuan       | 92.0            | 91.4            | 97.6                    | 97.1            | 97.0            | 97.8                    | 90.5            | 90.6            | 90.3                    | 90.6            | 90.6            | 90.3                    |
| W.P. Putrajaya    | 96.5            | 96.5            | n.a.                    | 96.6            | 96.6            | n.a.                    | 96.8            | 96.8            | n.a.                    | 96.8            | 96.8            | n.a.                    |

**Jadual 6.9 : Peratusan capaian televisyen oleh isi rumah mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.9 : Percentage of households with access to television by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   |                 |                 |                         |                 |                 |                         |                 |                 |                         |                 |                 |                         |
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>98.5</b>     | <b>99.0</b>     | <b>96.3</b>             | <b>99.0</b>     | <b>99.2</b>     | <b>98.0</b>             | <b>99.2</b>     | <b>99.5</b>     | <b>98.4</b>             | <b>99.4</b>     | <b>99.6</b>     | <b>98.6</b>             |
| Johor             | 99.7            | 99.7            | 99.4                    | 99.5            | 99.6            | 99.2                    | 99.6            | 99.7            | 99.3                    | 99.7            | 99.8            | 99.3                    |
| Kedah             | 99.1            | 99.2            | 98.7                    | 99.3            | 99.5            | 98.8                    | 99.4            | 99.7            | 98.9                    | 99.4            | 99.6            | 98.9                    |
| Kelantan          | 98.2            | 98.4            | 98.0                    | 98.2            | 99.1            | 97.1                    | 99.0            | 99.5            | 98.5                    | 99.1            | 99.6            | 98.7                    |
| Melaka            | 99.0            | 99.1            | 98.5                    | 99.6            | 99.6            | 99.3                    | 99.9            | 100.0           | 99.2                    | 99.9            | 100.0           | 99.5                    |
| Negeri Sembilan   | 99.2            | 99.7            | 97.3                    | 99.2            | 99.5            | 98.4                    | 99.7            | 99.7            | 99.8                    | 99.7            | 99.7            | 99.8                    |
| Pahang            | 98.1            | 98.7            | 97.2                    | 98.1            | 99.1            | 96.4                    | 99.0            | 99.4            | 98.6                    | 99.1            | 99.4            | 98.8                    |
| Pulau Pinang      | 99.0            | 99.0            | 98.6                    | 99.6            | 99.6            | 99.4                    | 99.7            | 99.6            | 100.0                   | 99.8            | 99.8            | 100.0                   |
| Perak             | 99.0            | 99.4            | 97.3                    | 99.3            | 99.7            | 97.4                    | 99.2            | 99.7            | 98.0                    | 99.5            | 99.7            | 99.0                    |
| Perlis            | 96.5            | 96.6            | 96.2                    | 98.9            | 98.8            | 99.2                    | 98.8            | 98.8            | 98.8                    | 99.1            | 99.0            | 99.1                    |
| Selangor          | 98.9            | 99.0            | 98.1                    | 99.3            | 99.2            | 99.5                    | 99.8            | 99.8            | 99.3                    | 99.9            | 99.9            | 99.2                    |
| Terengganu        | 98.9            | 99.5            | 97.8                    | 99.8            | 99.8            | 99.7                    | 99.8            | 99.9            | 99.4                    | 99.6            | 99.7            | 99.3                    |
| Sabah             | 95.4            | 97.5            | 91.8                    | 96.3            | 96.3            | 96.2                    | 97.1            | 96.8            | 97.5                    | 97.6            | 97.4            | 97.8                    |
| Sarawak           | 96.2            | 97.8            | 93.6                    | 98.4            | 98.3            | 98.6                    | 97.6            | 98.3            | 96.7                    | 98.1            | 98.8            | 97.2                    |
| W.P. Kuala Lumpur | 99.9            | 99.9            | n.a.                    | 99.9            | 99.9            | n.a.                    | 100.0           | 100.0           | n.a.                    | 100.0           | 100.0           | n.a.                    |
| W.P. Labuan       | 98.2            | 98.1            | 99.2                    | 99.0            | 99.0            | 99.3                    | 99.0            | 98.9            | 100.0                   | 99.6            | 99.6            | 100.0                   |
| W.P. Putrajaya    | 99.5            | 99.5            | n.a.                    | 99.8            | 99.8            | 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, 2020 - 2023**

Table 6.10 : Percentage of households with access to radio by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>98.5</b>     | <b>98.9</b>     | <b>97.0</b>             | <b>98.9</b>     | <b>99.2</b>     | <b>97.6</b>             | <b>99.1</b>     | <b>99.4</b>     | <b>98.0</b>             | <b>99.2</b>     | <b>99.6</b>     | <b>98.2</b>             |
| Johor             | 99.0            | 99.2            | 98.5                    | 99.6            | 99.6            | 99.3                    | 99.9            | 100.0           | 99.8                    | 99.9            | 100.0           | 99.8                    |
| Kedah             | 97.9            | 98.4            | 96.4                    | 99.3            | 99.6            | 98.4                    | 99.6            | 99.9            | 99.1                    | 99.7            | 99.9            | 99.4                    |
| Kelantan          | 98.0            | 98.7            | 97.1                    | 98.7            | 99.2            | 98.1                    | 99.7            | 99.8            | 99.6                    | 99.7            | 99.8            | 99.7                    |
| Melaka            | 98.5            | 98.5            | 96.9                    | 98.5            | 98.5            | 98.1                    | 99.6            | 99.7            | 98.8                    | 99.7            | 99.7            | 99.0                    |
| Negeri Sembilan   | 98.4            | 99.1            | 95.8                    | 98.6            | 99.1            | 96.5                    | 99.5            | 99.6            | 99.5                    | 99.6            | 99.6            | 99.5                    |
| Pahang            | 97.8            | 98.7            | 96.2                    | 97.6            | 98.2            | 96.5                    | 99.7            | 99.8            | 99.5                    | 99.7            | 99.7            | 99.6                    |
| Pulau Pinang      | 99.4            | 99.4            | 98.6                    | 99.8            | 99.8            | 99.4                    | 99.9            | 99.9            | 100.0                   | 99.9            | 99.9            | 99.4                    |
| Perak             | 97.6            | 97.6            | 97.4                    | 97.3            | 97.4            | 96.6                    | 97.4            | 97.6            | 96.8                    | 97.9            | 98.2            | 97.0                    |
| Perlis            | 97.7            | 98.3            | 96.2                    | 98.2            | 98.0            | 98.7                    | 99.2            | 99.3            | 99.1                    | 99.9            | 100.0           | 99.7                    |
| Selangor          | 99.2            | 99.3            | 96.7                    | 99.4            | 99.6            | 97.2                    | 99.5            | 99.6            | 97.7                    | 99.6            | 99.7            | 97.2                    |
| Terengganu        | 97.0            | 96.6            | 97.8                    | 99.8            | 99.7            | 99.9                    | 99.8            | 99.8            | 99.9                    | 99.7            | 99.7            | 99.8                    |
| Sabah             | 97.2            | 98.2            | 95.5                    | 97.3            | 98.4            | 95.4                    | 97.4            | 98.2            | 96.3                    | 97.9            | 98.7            | 97.0                    |
| Sarawak           | 98.7            | 99.2            | 97.9                    | 98.9            | 99.3            | 98.2                    | 97.0            | 98.8            | 94.7                    | 97.5            | 99.3            | 95.2                    |
| W.P. Kuala Lumpur | 99.9            | 99.9            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.8            | 99.8            | n.a.                    |
| W.P. Labuan       | 99.1            | 99.0            | 99.2                    | 99.5            | 99.5            | 99.3                    | 99.3            | 99.6            | 96.8                    | 99.3            | 99.6            | 96.8                    |
| W.P. Putrajaya    | 99.5            | 99.5            | n.a.                    | 99.8            | 99.8            | 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, 2020 - 2023**

Table 6.11 : Percentage of households with access to fixed-line telephone by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>22.4</b>     | <b>25.5</b>     | <b>9.2</b>              | <b>31.3</b>     | <b>34.9</b>     | <b>15.7</b>             | <b>27.3</b>     | <b>30.7</b>     | <b>15.8</b>             | <b>27.4</b>     | <b>30.8</b>     | <b>27.4</b>             |
| Johor             | 18.8            | 20.1            | 13.4                    | 31.2            | 31.3            | 30.8                    | 30.5            | 31.9            | 25.1                    | 30.5            | 32.0            | 25.1                    |
| Kedah             | 14.0            | 16.4            | 7.1                     | 17.3            | 20.6            | 7.6                     | 16.0            | 18.6            | 10.7                    | 16.0            | 18.6            | 10.6                    |
| Kelantan          | 7.7             | 10.7            | 4.2                     | 19.0            | 24.8            | 12.1                    | 16.3            | 20.4            | 12.9                    | 16.4            | 20.5            | 13.0                    |
| Melaka            | 36.3            | 36.9            | 23.7                    | 57.5            | 58.8            | 25.9                    | 53.4            | 56.1            | 25.7                    | 53.4            | 56.1            | 25.9                    |
| Negeri Sembilan   | 30.7            | 33.5            | 21.2                    | 53.1            | 61.6            | 22.0                    | 48.5            | 57.3            | 27.1                    | 48.6            | 57.3            | 26.9                    |
| Pahang            | 15.1            | 18.2            | 9.8                     | 21.0            | 23.1            | 17.3                    | 21.8            | 25.8            | 17.1                    | 21.8            | 24.0            | 19.3                    |
| Pulau Pinang      | 31.9            | 32.0            | 29.6                    | 37.0            | 36.9            | 38.9                    | 28.6            | 28.1            | 35.7                    | 29.3            | 28.8            | 35.7                    |
| Perak             | 20.9            | 21.8            | 16.5                    | 25.7            | 28.0            | 14.4                    | 20.1            | 20.7            | 18.2                    | 20.1            | 20.0            | 20.3                    |
| Perlis            | 24.4            | 27.7            | 16.8                    | 33.3            | 41.4            | 13.3                    | 34.6            | 43.9            | 23.2                    | 34.6            | 43.9            | 23.2                    |
| Selangor          | 28.1            | 28.4            | 23.5                    | 32.9            | 33.4            | 24.5                    | 29.2            | 29.2            | 30.0                    | 29.2            | 29.6            | 21.0                    |
| Terengganu        | 13.0            | 15.7            | 6.9                     | 29.6            | 31.9            | 24.3                    | 23.2            | 22.0            | 25.4                    | 23.5            | 22.3            | 25.4                    |
| Sabah             | 9.2             | 12.7            | 3.0                     | 24.9            | 32.8            | 10.4                    | 17.4            | 26.2            | 6.6                     | 17.7            | 26.4            | 7.1                     |
| Sarawak           | 15.0            | 22.6            | 2.5                     | 18.8            | 25.9            | 6.7                     | 17.0            | 24.5            | 7.0                     | 17.3            | 24.5            | 7.4                     |
| W.P. Kuala Lumpur | 42.7            | 42.7            | n.a.                    | 54.4            | 54.4            | n.a.                    | 42.9            | 42.9            | n.a.                    | 42.9            | 42.9            | n.a.                    |
| W.P. Labuan       | 36.6            | 37.3            | 30.4                    | 38.1            | 38.6            | 34.1                    | 36.2            | 37.4            | 25.8                    | 36.8            | 38.0            | 25.8                    |
| W.P. Putrajaya    | 36.1            | 36.1            | n.a.                    | 59.9            | 59.9            | n.a.                    | 54.3            | 54.3            | n.a.                    | 54.4            | 54.4            | n.a.                    |

**Jadual 6.12 : Peratusan individu menggunakan telefon bimbit mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.12 : Percentage of individuals using mobile phone by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>98.2</b>     | <b>98.5</b>     | <b>97.2</b>             | <b>98.7</b>     | <b>99.0</b>     | <b>97.7</b>             | <b>99.1</b>     | <b>99.4</b>     | <b>98.3</b>             | <b>99.4</b>     | <b>99.6</b>     | <b>98.6</b>             |
| Johor             | 98.7            | 99.0            | 97.6                    | 99.0            | 99.3            | 98.0                    | 99.4            | 99.5            | 99.1                    | 99.8            | 99.9            | 99.4                    |
| Kedah             | 97.4            | 97.8            | 96.2                    | 97.7            | 98.2            | 96.3                    | 98.9            | 99.1            | 98.4                    | 99.2            | 99.4            | 98.7                    |
| Kelantan          | 97.8            | 97.5            | 98.2                    | 98.6            | 98.7            | 98.4                    | 99.1            | 99.7            | 98.6                    | 99.3            | 99.8            | 98.9                    |
| Melaka            | 97.2            | 97.3            | 95.6                    | 97.7            | 97.8            | 97.5                    | 99.2            | 99.2            | 99.6                    | 99.5            | 99.4            | 99.8                    |
| Negeri Sembilan   | 97.4            | 97.8            | 96.3                    | 98.3            | 98.8            | 97.0                    | 99.1            | 99.8            | 97.7                    | 99.3            | 99.8            | 98.0                    |
| Pahang            | 98.5            | 98.8            | 98.1                    | 98.9            | 99.2            | 98.5                    | 99.2            | 99.2            | 99.1                    | 99.5            | 99.6            | 99.4                    |
| Pulau Pinang      | 97.4            | 97.5            | 96.7                    | 99.0            | 99.1            | 96.9                    | 99.6            | 99.7            | 99.0                    | 99.9            | 99.9            | 99.3                    |
| Perak             | 97.1            | 97.3            | 96.2                    | 98.1            | 98.2            | 97.4                    | 98.4            | 98.7            | 97.7                    | 98.6            | 98.8            | 97.8                    |
| Perlis            | 97.3            | 97.7            | 96.5                    | 98.0            | 98.2            | 97.6                    | 98.4            | 98.8            | 98.0                    | 98.8            | 99.0            | 98.4                    |
| Selangor          | 99.0            | 99.1            | 97.1                    | 99.5            | 99.5            | 98.8                    | 99.6            | 99.6            | 98.9                    | 99.7            | 99.7            | 99.4                    |
| Terengganu        | 97.4            | 97.7            | 96.6                    | 98.3            | 98.3            | 98.5                    | 98.8            | 98.8            | 98.6                    | 99.1            | 99.2            | 98.9                    |
| Sabah             | 99.0            | 99.1            | 98.7                    | 99.0            | 99.1            | 98.8                    | 99.0            | 99.3            | 98.7                    | 99.3            | 99.6            | 99.0                    |
| Sarawak           | 97.1            | 98.3            | 95.3                    | 97.5            | 98.7            | 95.7                    | 97.9            | 99.0            | 96.4                    | 98.2            | 99.3            | 96.7                    |
| W.P. Kuala Lumpur | 99.6            | 99.6            | n.a.                    | 99.7            | 99.7            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.9            | 99.9            | n.a.                    |
| W.P. Labuan       | 99.7            | 99.7            | 99.6                    | 99.8            | 99.8            | 99.6                    | 99.9            | 99.9            | 99.6                    | 99.9            | 99.9            | 99.7                    |
| W.P. Putrajaya    | 99.8            | 99.8            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.9            | 99.9            | n.a.                    | 99.9            | 99.9            | n.a.                    |

**Jadual 6.13 : Peratusan individu memiliki telefon bimbit mengikut jantina, Malaysia, 2020 - 2023**

Table 6.13 : Percentage of individuals owning mobile phone by sex, Malaysia, 2020 - 2023

| Jantina<br>Sex     | 2020 | 2021 | 2022 | 2023 |
|--------------------|------|------|------|------|
| Jumlah / Total     | 96.4 | 97.4 | 98.2 | 98.4 |
| Lelaki / Male      | 97.7 | 98.2 | 99.1 | 98.7 |
| Perempuan / Female | 95.0 | 96.6 | 97.2 | 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, 2020 - 2023**

Table 6.14 : Percentage of individuals owning mobile phone by state and strata, Malaysia, 2020 - 2022

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>96.4</b>     | <b>97.2</b>     | <b>93.4</b>             | <b>97.4</b>     | <b>98.1</b>     | <b>95.1</b>             | <b>98.2</b>     | <b>98.9</b>     | <b>96.1</b>             | <b>98.4</b>     | <b>99.0</b>     | <b>96.3</b>             |
| Johor             | 98.8            | 99.2            | 97.3                    | 98.9            | 99.3            | 97.4                    | 99.6            | 99.9            | 98.7                    | 99.6            | 99.9            | 99.0                    |
| Kedah             | 93.7            | 94.8            | 91.0                    | 96.6            | 97.1            | 95.4                    | 98.0            | 98.6            | 97.0                    | 98.3            | 98.8            | 97.2                    |
| Kelantan          | 93.2            | 95.2            | 90.9                    | 94.7            | 95.8            | 93.5                    | 96.6            | 98.5            | 94.9                    | 96.7            | 98.6            | 95.3                    |
| Melaka            | 95.7            | 95.9            | 93.7                    | 96.7            | 96.7            | 96.9                    | 98.9            | 99.0            | 98.0                    | 99.1            | 99.3            | 98.0                    |
| Negeri Sembilan   | 95.3            | 96.4            | 91.8                    | 96.4            | 96.8            | 95.1                    | 97.8            | 99.1            | 95.1                    | 98.3            | 99.4            | 95.6                    |
| Pahang            | 96.0            | 97.8            | 93.1                    | 97.0            | 99.1            | 93.7                    | 98.7            | 99.2            | 98.2                    | 99.0            | 99.5            | 98.4                    |
| Pulau Pinang      | 96.8            | 96.8            | 95.3                    | 98.4            | 98.6            | 95.8                    | 98.7            | 98.8            | 97.9                    | 99.0            | 99.0            | 98.6                    |
| Perak             | 94.5            | 95.3            | 91.4                    | 95.0            | 95.4            | 93.5                    | 97.1            | 97.8            | 95.1                    | 97.5            | 98.2            | 95.4                    |
| Perlis            | 95.7            | 96.0            | 95.1                    | 96.0            | 96.2            | 95.5                    | 96.4            | 97.1            | 95.6                    | 96.8            | 97.7            | 95.7                    |
| Selangor          | 98.1            | 98.2            | 96.0                    | 99.3            | 99.3            | 98.0                    | 99.3            | 99.4            | 98.1                    | 99.5            | 99.5            | 98.3                    |
| Terengganu        | 95.9            | 95.8            | 96.3                    | 97.2            | 97.4            | 96.8                    | 97.5            | 97.6            | 97.4                    | 97.8            | 97.8            | 97.6                    |
| Sabah             | 95.7            | 95.9            | 95.4                    | 96.8            | 96.9            | 96.7                    | 95.9            | 96.2            | 95.5                    | 96.1            | 96.4            | 95.7                    |
| Sarawak           | 94.5            | 97.4            | 89.9                    | 95.5            | 97.7            | 92.0                    | 96.4            | 98.9            | 92.9                    | 96.5            | 99.1            | 93.0                    |
| W.P. Kuala Lumpur | 99.2            | 99.2            | n.a.                    | 99.7            | 99.7            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.9            | 99.9            | n.a.                    |
| W.P. Labuan       | 99.5            | 99.6            | 99.0                    | 99.7            | 99.8            | 99.0                    | 99.1            | 99.2            | 98.3                    | 99.7            | 99.7            | 99.0                    |
| W.P. Putrajaya    | 99.6            | 99.6            | n.a.                    | 99.6            | 99.6            | n.a.                    | 99.7            | 99.7            | n.a.                    | 99.8            | 99.8            | n.a.                    |

**Jadual 6.15 : Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2020 - 2023**

Table 6.15 : Percentage of individuals using computer by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
| <b>MALAYSIA</b>   | <b>80.0</b>     | <b>85.3</b>     | <b>61.0</b>             | <b>83.5</b>     | <b>88.2</b>     | <b>66.7</b>             | <b>80.2</b>     | <b>85.7</b>     | <b>63.1</b>             | <b>80.4</b>     | <b>86.0</b>     | <b>63.6</b>             |
| Johor             | 86.9            | 90.7            | 73.5                    | 89.2            | 92.1            | 79.9                    | 83.7            | 86.9            | 72.9                    | 84.1            | 87.5            | 74.1                    |
| Kedah             | 68.5            | 70.6            | 63.1                    | 76.6            | 80.1            | 66.4                    | 73.0            | 76.9            | 65.5                    | 73.3            | 77.0            | 65.7                    |
| Kelantan          | 73.2            | 82.0            | 62.6                    | 78.8            | 84.4            | 72.1                    | 73.7            | 81.3            | 67.4                    | 73.8            | 81.6            | 67.7                    |
| Melaka            | 86.1            | 86.5            | 81.1                    | 88.1            | 88.7            | 81.6                    | 86.0            | 86.9            | 77.6                    | 86.0            | 87.0            | 77.8                    |
| Negeri Sembilan   | 74.7            | 80.1            | 58.3                    | 80.1            | 84.9            | 66.2                    | 75.8            | 81.8            | 62.7                    | 76.5            | 81.9            | 63.6                    |
| Pahang            | 79.2            | 85.7            | 68.9                    | 81.6            | 87.7            | 72.6                    | 77.6            | 83.7            | 70.5                    | 77.8            | 83.9            | 70.8                    |
| Pulau Pinang      | 87.1            | 87.5            | 77.6                    | 87.5            | 87.8            | 79.9                    | 84.8            | 85.5            | 78.1                    | 85.4            | 86.0            | 78.4                    |
| Perak             | 76.8            | 79.5            | 65.4                    | 80.4            | 82.0            | 73.6                    | 77.5            | 80.5            | 69.1                    | 78.0            | 81.0            | 69.9                    |
| Perlis            | 76.8            | 80.6            | 68.5                    | 79.2            | 80.8            | 75.3                    | 74.4            | 75.0            | 73.8                    | 74.8            | 75.6            | 74.0                    |
| Selangor          | 93.2            | 93.7            | 84.8                    | 95.0            | 95.4            | 87.4                    | 91.2            | 91.6            | 80.5                    | 91.3            | 91.8            | 80.8                    |
| Terengganu        | 82.4            | 88.5            | 69.2                    | 85.3            | 88.7            | 77.1                    | 80.2            | 84.1            | 73.1                    | 80.4            | 84.4            | 73.5                    |
| Sabah             | 59.3            | 67.7            | 44.1                    | 65.2            | 75.4            | 48.0                    | 60.3            | 73.4            | 44.6                    | 60.6            | 73.6            | 45.1                    |
| Sarawak           | 69.8            | 81.8            | 50.7                    | 74.2            | 84.2            | 58.4                    | 67.7            | 78.5            | 52.9                    | 67.9            | 78.7            | 53.5                    |
| W.P. Kuala Lumpur | 94.3            | 94.3            | n.a.                    | 96.0            | 96.0            | n.a.                    | 94.9            | 94.9            | n.a.                    | 95.6            | 95.6            | n.a.                    |
| W.P. Labuan       | 88.4            | 90.0            | 80.4                    | 91.6            | 93.3            | 82.9                    | 87.3            | 88.7            | 77.3                    | 88.3            | 89.1            | 77.9                    |
| W.P. Putrajaya    | 99.9            | 99.9            | n.a.                    | 99.9            | 99.9            | n.a.                    | 97.0            | 97.0            | n.a.                    | 97.1            | 97.1            | n.a.                    |

**Jadual 6.16 : Peratusan individu menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2021 - 2023**

Table 6.16 : Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2021- 2023

| Negeri<br>State   | Menyalin dan memindahkan<br>pendua atau memindahkan<br>maklumat di dalam satu<br>dokumen<br><i>Using copy and paste tools to<br/>duplicate or move information<br/>within a document</i> |             |             |             |             | Menghantar e-mel berserta fail<br><i>Sending an e-mail with attached<br/>files</i> |             |             |             |             | Menggunakan teknik aritmetik<br>asas di dalam lembaran kerja<br><i>Using basic arithmetic formulas in<br/>spreadsheets</i> |             |      |      |      |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|----------------------------------------------------------------------------------------------------------------------------|-------------|------|------|------|
|                   | 2021                                                                                                                                                                                     | 2022        | 2023        | 2021        | 2022        | 2023                                                                               | 2021        | 2022        | 2023        | 2021        | 2022                                                                                                                       | 2023        | 2021 | 2022 | 2023 |
| <b>MALAYSIA</b>   | <b>94.6</b>                                                                                                                                                                              | <b>97.0</b> | <b>97.5</b> | <b>93.2</b> | <b>96.3</b> | <b>96.7</b>                                                                        | <b>78.7</b> | <b>89.4</b> | <b>89.9</b> | <b>52.6</b> | <b>67.1</b>                                                                                                                | <b>67.7</b> |      |      |      |
| Johor             | 96.4                                                                                                                                                                                     | 96.4        | 96.8        | 93.4        | 94.3        | 94.6                                                                               | 78.6        | 92.3        | 92.6        | 48.1        | 71.8                                                                                                                       | 72.2        |      |      |      |
| Kedah             | 96.3                                                                                                                                                                                     | 98.6        | 98.9        | 91.5        | 99.6        | 99.7                                                                               | 75.7        | 94.2        | 94.5        | 59.5        | 72.4                                                                                                                       | 73.0        |      |      |      |
| Kelantan          | 96.5                                                                                                                                                                                     | 98.3        | 98.6        | 91.5        | 95.8        | 96.1                                                                               | 70.2        | 90.7        | 90.9        | 40.1        | 52.0                                                                                                                       | 52.3        |      |      |      |
| Melaka            | 99.4                                                                                                                                                                                     | 99.5        | 99.7        | 93.7        | 94.9        | 95.2                                                                               | 76.8        | 85.2        | 85.4        | 53.9        | 71.1                                                                                                                       | 71.4        |      |      |      |
| Negeri Sembilan   | 96.5                                                                                                                                                                                     | 98.1        | 98.4        | 93.5        | 94.5        | 94.9                                                                               | 73.6        | 96.2        | 96.6        | 62.7        | 75.4                                                                                                                       | 75.8        |      |      |      |
| Pahang            | 94.6                                                                                                                                                                                     | 96.8        | 97.3        | 94.5        | 96.6        | 97.1                                                                               | 74.3        | 91.0        | 91.2        | 51.0        | 69.2                                                                                                                       | 69.7        |      |      |      |
| Pulau Pinang      | 90.1                                                                                                                                                                                     | 94.6        | 95.4        | 87.6        | 97.0        | 97.2                                                                               | 73.5        | 79.2        | 79.7        | 55.0        | 63.1                                                                                                                       | 63.9        |      |      |      |
| Perak             | 89.5                                                                                                                                                                                     | 94.1        | 94.8        | 93.4        | 96.0        | 96.2                                                                               | 80.2        | 85.6        | 86.0        | 42.7        | 53.6                                                                                                                       | 54.3        |      |      |      |
| Perlis            | 90.7                                                                                                                                                                                     | 97.7        | 98.0        | 92.0        | 97.0        | 97.4                                                                               | 62.1        | 96.6        | 97.0        | 45.6        | 47.5                                                                                                                       | 47.8        |      |      |      |
| Selangor          | 92.6                                                                                                                                                                                     | 96.5        | 97.4        | 93.0        | 96.2        | 96.8                                                                               | 85.2        | 90.8        | 91.6        | 53.2        | 67.4                                                                                                                       | 68.2        |      |      |      |
| Terengganu        | 96.8                                                                                                                                                                                     | 98.4        | 98.6        | 92.1        | 94.8        | 95.1                                                                               | 69.1        | 78.0        | 78.3        | 52.0        | 59.1                                                                                                                       | 59.4        |      |      |      |
| Sabah             | 94.8                                                                                                                                                                                     | 97.0        | 97.2        | 94.7        | 97.3        | 97.6                                                                               | 77.0        | 88.7        | 89.0        | 58.8        | 72.7                                                                                                                       | 73.1        |      |      |      |
| Sarawak           | 95.6                                                                                                                                                                                     | 97.4        | 97.6        | 91.7        | 95.4        | 95.6                                                                               | 74.8        | 81.2        | 81.5        | 50.6        | 61.9                                                                                                                       | 62.2        |      |      |      |
| W.P. Kuala Lumpur | 99.4                                                                                                                                                                                     | 99.6        | 99.7        | 99.6        | 99.7        | 99.8                                                                               | 89.2        | 96.6        | 97.0        | 60.2        | 76.0                                                                                                                       | 76.8        |      |      |      |
| W.P. Labuan       | 97.7                                                                                                                                                                                     | 99.0        | 99.3        | 98.2        | 99.5        | 99.7                                                                               | 83.6        | 92.1        | 92.9        | 56.8        | 89.2                                                                                                                       | 90.6        |      |      |      |
| W.P. Putrajaya    | 98.5                                                                                                                                                                                     | 98.8        | 99.2        | 98.6        | 98.9        | 99.2                                                                               | 93.2        | 95.2        | 95.9        | 75.4        | 77.4                                                                                                                       | 77.9        |      |      |      |

**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 6.16 : Peratusan individu menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2021 - 2023 (samb.)**

Table 6.16 : Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2021- 2023 (cont'd)

| Negeri<br>State   | 2021                                                                            | 2022                                                                                                                        | 2023                                                                                                                             | 2021                                                                                                                       | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 |      |      | 2022 | 2023 | Menulis program komputer menggunakan bahasa pengaturcaraan yang khusus<br><br>Writing a computer program using a specialised programming language |
|-------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | Menghubungkan dan memasang peranti baru<br>Connecting and installing new device | Mencari, memuat turun, memasang dan mengkonfigurasi perisian<br>Searching, downloading, installing and configuring software | Membuat persembahan elektronik dengan menggunakan perisian komputer<br>Creating electronic presentations using computer software | Memindahkan fail di antara komputer dan peranti mudah alih lain<br>Transferring files between a computer and other devices |      |      |      |      |      |      |      |      |      |      |      |      |      |                                                                                                                                                   |
| MALAYSIA          | 76.0                                                                            | 79.2                                                                                                                        | 79.4                                                                                                                             | 67.0                                                                                                                       | 72.5 | 73.0 | 51.8 | 62.9 | 63.3 | 74.4 | 83.1 | 83.5 | 19.2 | 23.5 | 23.9 |      |      |                                                                                                                                                   |
| Johor             | 71.9                                                                            | 73.9                                                                                                                        | 74.1                                                                                                                             | 56.9                                                                                                                       | 70.6 | 70.8 | 42.0 | 64.2 | 64.5 | 72.6 | 80.9 | 81.5 | 13.6 | 22.7 | 22.8 |      |      |                                                                                                                                                   |
| Kedah             | 78.8                                                                            | 82.4                                                                                                                        | 82.7                                                                                                                             | 61.9                                                                                                                       | 78.3 | 78.6 | 59.4 | 60.3 | 60.7 | 75.5 | 86.9 | 87.3 | 15.4 | 21.7 | 22.1 |      |      |                                                                                                                                                   |
| Kelantan          | 67.5                                                                            | 74.4                                                                                                                        | 74.7                                                                                                                             | 62.7                                                                                                                       | 70.0 | 70.4 | 50.3 | 63.2 | 63.5 | 59.3 | 86.8 | 87.1 | 16.3 | 24.3 | 24.6 |      |      |                                                                                                                                                   |
| Melaka            | 75.1                                                                            | 75.4                                                                                                                        | 75.6                                                                                                                             | 59.0                                                                                                                       | 75.7 | 75.8 | 49.1 | 60.5 | 60.6 | 67.5 | 84.7 | 85.0 | 25.3 | 26.0 | 26.2 |      |      |                                                                                                                                                   |
| Negeri Sembilan   | 78.2                                                                            | 75.4                                                                                                                        | 75.7                                                                                                                             | 67.5                                                                                                                       | 75.1 | 75.4 | 56.0 | 74.7 | 75.2 | 73.7 | 84.7 | 85.1 | 19.2 | 26.8 | 27.2 |      |      |                                                                                                                                                   |
| Pahang            | 71.0                                                                            | 73.7                                                                                                                        | 73.9                                                                                                                             | 67.4                                                                                                                       | 70.3 | 70.4 | 45.9 | 59.2 | 59.7 | 70.9 | 87.1 | 87.7 | 19.6 | 21.6 | 22.1 |      |      |                                                                                                                                                   |
| Pulau Pinang      | 78.5                                                                            | 79.6                                                                                                                        | 80.1                                                                                                                             | 67.8                                                                                                                       | 69.4 | 70.1 | 50.3 | 53.5 | 54.0 | 65.5 | 72.4 | 72.7 | 21.2 | 25.1 | 25.7 |      |      |                                                                                                                                                   |
| Perak             | 74.3                                                                            | 79.3                                                                                                                        | 79.5                                                                                                                             | 63.2                                                                                                                       | 63.9 | 64.6 | 42.7 | 47.8 | 48.0 | 67.2 | 71.7 | 72.3 | 18.4 | 23.2 | 23.8 |      |      |                                                                                                                                                   |
| Perlis            | 76.2                                                                            | 74.0                                                                                                                        | 74.3                                                                                                                             | 63.2                                                                                                                       | 65.3 | 65.8 | 48.3 | 49.9 | 50.3 | 64.7 | 87.7 | 88.5 | 20.0 | 17.8 | 18.4 |      |      |                                                                                                                                                   |
| Selangor          | 78.3                                                                            | 83.7                                                                                                                        | 83.7                                                                                                                             | 72.3                                                                                                                       | 73.6 | 74.2 | 54.2 | 59.4 | 59.8 | 84.6 | 87.5 | 87.6 | 18.8 | 20.7 | 21.2 |      |      |                                                                                                                                                   |
| Terengganu        | 71.1                                                                            | 71.9                                                                                                                        | 72.2                                                                                                                             | 60.0                                                                                                                       | 63.5 | 63.9 | 52.7 | 69.0 | 69.3 | 63.8 | 71.1 | 71.5 | 20.5 | 23.9 | 24.2 |      |      |                                                                                                                                                   |
| Sabah             | 77.4                                                                            | 79.2                                                                                                                        | 79.5                                                                                                                             | 71.9                                                                                                                       | 73.8 | 74.1 | 55.7 | 74.4 | 74.6 | 77.0 | 84.4 | 84.7 | 20.9 | 24.1 | 24.3 |      |      |                                                                                                                                                   |
| Sarawak           | 75.6                                                                            | 77.0                                                                                                                        | 77.3                                                                                                                             | 70.4                                                                                                                       | 71.4 | 71.7 | 51.4 | 65.8 | 66.0 | 70.1 | 74.9 | 75.2 | 12.7 | 18.1 | 18.3 |      |      |                                                                                                                                                   |
| W.P. Kuala Lumpur | 81.8                                                                            | 85.2                                                                                                                        | 85.7                                                                                                                             | 75.3                                                                                                                       | 83.5 | 84.4 | 65.9 | 76.6 | 76.8 | 83.8 | 92.0 | 92.7 | 32.8 | 36.6 | 37.1 |      |      |                                                                                                                                                   |
| W.P. Labuan       | 84.4                                                                            | 88.5                                                                                                                        | 89.5                                                                                                                             | 72.7                                                                                                                       | 76.4 | 76.7 | 51.7 | 92.4 | 92.5 | 75.6 | 97.6 | 98.1 | 55.5 | 21.9 | 23.1 |      |      |                                                                                                                                                   |
| W.P. Putrajaya    | 88.6                                                                            | 89.6                                                                                                                        | 90.1                                                                                                                             | 85.7                                                                                                                       | 87.0 | 87.1 | 86.3 | 90.3 | 90.5 | 97.1 | 98.8 | 99.1 | 72.9 | 35.8 | 36.1 |      |      |                                                                                                                                                   |

**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 6.17 : Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2021 - 2023**

Table 6.17 : Percentage of youth using computer by state and type of ICT skills, Malaysia, 2021 - 2023

|                   |                                                                                     | 2021                                                                                                                                                                               | 2022  | 2023 | 2021  | 2022  | 2023 | 2021                                                                       | 2022  | 2023 | [<br>(%)                                                                                                          |      |      |      |
|-------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|-------|-------|------|----------------------------------------------------------------------------|-------|------|-------------------------------------------------------------------------------------------------------------------|------|------|------|
| Negeri<br>State   | Menyalin atau memindahkan fail<br>atau folder<br>Copying or moving a file or folder | Menyalin dan menampal untuk<br>pendua atau memindahkan<br>maklumat di dalam satu<br>dokumen<br>Using copy and paste tools to<br>duplicate or move information<br>within a document |       |      |       |       |      | Menghantar e-mel berserta fail<br>Sending an e-mail with attached<br>files |       |      | Menggunakan teknik aritmetik<br>asas di dalam lembaran kerja<br>Using basic arithmetic formulas in<br>spreadsheet |      |      |      |
|                   |                                                                                     | 95.1                                                                                                                                                                               | 98.8  | 98.6 | 95.6  | 97.5  | 97.6 | 85.9                                                                       | 95.9  | 94.1 | 45.0                                                                                                              | 74.6 | 79.7 |      |
|                   |                                                                                     | Johor                                                                                                                                                                              | 94.2  | 97.9 | 98.8  | 94.2  | 93.8 | 97.0                                                                       | 86.4  | 98.8 | 96.0                                                                                                              | 42.6 | 71.6 | 83.0 |
|                   |                                                                                     | Kedah                                                                                                                                                                              | 92.2  | 98.2 | 98.9  | 92.2  | 99.4 | 99.5                                                                       | 81.8  | 98.2 | 98.4                                                                                                              | 44.6 | 87.3 | 89.4 |
|                   |                                                                                     | Kelantan                                                                                                                                                                           | 93.1  | 99.4 | 99.3  | 93.1  | 96.9 | 95.6                                                                       | 89.0  | 99.2 | 90.3                                                                                                              | 36.9 | 75.8 | 61.8 |
|                   |                                                                                     | Melaka                                                                                                                                                                             | 97.9  | 99.9 | 99.8  | 97.9  | 97.4 | 96.1                                                                       | 82.7  | 97.1 | 88.6                                                                                                              | 50.7 | 88.8 | 86.7 |
|                   |                                                                                     | Negeri Sembilan                                                                                                                                                                    | 91.4  | 99.7 | 99.2  | 91.4  | 96.0 | 96.8                                                                       | 77.5  | 98.9 | 96.9                                                                                                              | 53.3 | 80.1 | 93.6 |
|                   |                                                                                     | Pahang                                                                                                                                                                             | 92.0  | 96.8 | 99.0  | 96.9  | 96.0 | 97.2                                                                       | 82.8  | 97.8 | 76.8                                                                                                              | 41.0 | 85.3 | 64.0 |
|                   |                                                                                     | Pulau Pinang                                                                                                                                                                       | 94.5  | 99.8 | 98.7  | 94.5  | 99.2 | 99.8                                                                       | 90.3  | 93.6 | 94.9                                                                                                              | 54.9 | 74.2 | 76.5 |
|                   |                                                                                     | Perak                                                                                                                                                                              | 98.1  | 99.4 | 98.2  | 98.1  | 97.7 | 97.5                                                                       | 92.7  | 94.4 | 94.1                                                                                                              | 48.5 | 60.4 | 91.6 |
| Perlis            | 91.9                                                                                | 97.3                                                                                                                                                                               | 100.0 | 94.3 | 96.8  | 99.3  | 78.7 | 94.7                                                                       | 100.0 | 41.5 | 42.0                                                                                                              | 65.6 |      |      |
| Selangor          | 99.2                                                                                | 99.8                                                                                                                                                                               | 97.0  | 98.5 | 99.4  | 95.7  | 89.4 | 95.6                                                                       | 94.4  | 47.9 | 77.5                                                                                                              | 79.1 |      |      |
| Terengganu        | 94.6                                                                                | 100.0                                                                                                                                                                              | 99.8  | 94.6 | 99.2  | 99.8  | 84.7 | 94.5                                                                       | 99.0  | 49.1 | 63.8                                                                                                              | 71.2 |      |      |
| Sabah             | 92.9                                                                                | 96.3                                                                                                                                                                               | 98.6  | 95.2 | 98.4  | 98.4  | 79.1 | 94.7                                                                       | 98.8  | 42.9 | 75.6                                                                                                              | 89.3 |      |      |
| Sarawak           | 94.1                                                                                | 99.7                                                                                                                                                                               | 98.8  | 94.1 | 96.9  | 100.0 | 84.6 | 92.4                                                                       | 92.9  | 36.7 | 70.8                                                                                                              | 67.7 |      |      |
| W.P. Kuala Lumpur | 96.6                                                                                | 100.0                                                                                                                                                                              | 100.0 | 97.9 | 100.0 | 100.0 | 90.3 | 86.2                                                                       | 96.1  | 47.2 | 53.1                                                                                                              | 77.3 |      |      |
| W.P. Labuan       | 94.7                                                                                | 100.0                                                                                                                                                                              | 99.2  | 98.5 | 97.0  | 100.0 | 91.5 | 78.1                                                                       | 96.8  | 53.7 | 97.6                                                                                                              | 99.7 |      |      |
| W.P. Putrajaya    | 98.2                                                                                | 97.6                                                                                                                                                                               | 100.0 | 98.2 | 92.1  | 100.0 | 83.8 | 70.7                                                                       | 100.0 | 54.7 | 69.7                                                                                                              | 82.0 |      |      |

**Jadual 6.17 : Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2021 - 2023 (samb.)**

Table 6.17 : Percentage of youth using computer by state and type of ICT skills, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                                                                                  | 2022 | 2023  | 2021                                                                                                                                    | 2022 | 2023 | 2021                                                                                                                                            | 2022 | 2023  | 2021                                                                                                                                   | 2022 | 2023  | [<br>(%)]                                                                                                                                                    |      |      |  |
|-------------------|---------------------------------------------------------------------------------------|------|-------|-----------------------------------------------------------------------------------------------------------------------------------------|------|------|-------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|----------------------------------------------------------------------------------------------------------------------------------------|------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|--|
| Negeri<br>State   | Menghubungkan dan<br>memasang peranti baru<br>Connecting and installing<br>new device |      |       | Mencari, memuat turun,<br>memasang dan<br>mengkonfigurasi perisian<br>Searching, downloading,<br>installing and configuring<br>software |      |      | Membuat persembahan<br>elektronik dengan<br>menggunakan perisian<br>komputer<br>Creating electronic<br>presentations using<br>computer software |      |       | Memindahkan fail di antara<br>komputer dan peranti<br>mudah alih lain<br>Transferring files between<br>a computer and other<br>devices |      |       | Menulis program komputer<br>menggunakan bahasa<br>pengaturcaraan yang<br>khusus<br>Writing a computer program<br>using a specialised<br>programming language |      |      |  |
|                   |                                                                                       |      |       |                                                                                                                                         |      |      |                                                                                                                                                 |      |       |                                                                                                                                        |      |       |                                                                                                                                                              |      |      |  |
| MALAYSIA          | 86.0                                                                                  | 85.8 | 89.3  | 73.7                                                                                                                                    | 84.4 | 88.1 | 50.6                                                                                                                                            | 76.9 | 84.8  | 77.4                                                                                                                                   | 87.5 | 91.6  | 20.9                                                                                                                                                         | 31.1 | 51.1 |  |
| Johor             | 84.3                                                                                  | 78.6 | 85.2  | 63.6                                                                                                                                    | 83.0 | 84.9 | 44.1                                                                                                                                            | 69.3 | 84.4  | 78.3                                                                                                                                   | 81.4 | 86.5  | 14.8                                                                                                                                                         | 28.8 | 26.8 |  |
| Kedah             | 89.5                                                                                  | 95.4 | 94.8  | 63.4                                                                                                                                    | 88.1 | 98.2 | 63.1                                                                                                                                            | 82.3 | 87.1  | 80.3                                                                                                                                   | 91.5 | 90.0  | 13.2                                                                                                                                                         | 31.7 | 46.9 |  |
| Kelantan          | 75.7                                                                                  | 83.8 | 73.9  | 65.0                                                                                                                                    | 80.9 | 82.4 | 49.8                                                                                                                                            | 82.5 | 81.8  | 68.4                                                                                                                                   | 82.3 | 86.4  | 18.6                                                                                                                                                         | 38.7 | 41.6 |  |
| Melaka            | 88.3                                                                                  | 76.5 | 78.3  | 65.7                                                                                                                                    | 89.6 | 91.3 | 50.1                                                                                                                                            | 77.1 | 81.9  | 69.7                                                                                                                                   | 82.8 | 88.2  | 28.3                                                                                                                                                         | 46.8 | 54.1 |  |
| Negeri Sembilan   | 80.5                                                                                  | 81.1 | 80.2  | 72.1                                                                                                                                    | 86.8 | 92.3 | 55.9                                                                                                                                            | 80.2 | 95.6  | 82.8                                                                                                                                   | 75.2 | 87.3  | 22.7                                                                                                                                                         | 49.5 | 52.2 |  |
| Pahang            | 70.7                                                                                  | 81.8 | 89.8  | 74.8                                                                                                                                    | 84.5 | 88.1 | 47.5                                                                                                                                            | 82.4 | 82.7  | 79.3                                                                                                                                   | 84.9 | 91.7  | 19.2                                                                                                                                                         | 32.7 | 41.8 |  |
| Pulau Pinang      | 91.6                                                                                  | 86.7 | 91.0  | 77.2                                                                                                                                    | 89.6 | 85.9 | 56.7                                                                                                                                            | 72.4 | 87.1  | 70.7                                                                                                                                   | 89.3 | 91.8  | 27.9                                                                                                                                                         | 25.4 | 47.7 |  |
| Perak             | 91.2                                                                                  | 86.0 | 90.2  | 72.5                                                                                                                                    | 79.5 | 89.4 | 49.9                                                                                                                                            | 62.9 | 88.7  | 77.6                                                                                                                                   | 88.3 | 95.4  | 33.6                                                                                                                                                         | 31.8 | 67.9 |  |
| Perlis            | 86.8                                                                                  | 87.9 | 75.5  | 78.8                                                                                                                                    | 80.2 | 72.1 | 41.6                                                                                                                                            | 59.6 | 58.2  | 67.1                                                                                                                                   | 81.8 | 84.8  | 24.2                                                                                                                                                         | 20.8 | 36.5 |  |
| Selangor          | 91.4                                                                                  | 92.0 | 93.4  | 90.1                                                                                                                                    | 88.4 | 84.4 | 53.7                                                                                                                                            | 75.6 | 81.9  | 77.6                                                                                                                                   | 95.5 | 92.3  | 18.5                                                                                                                                                         | 28.6 | 87.1 |  |
| Terengganu        | 85.7                                                                                  | 91.3 | 91.1  | 66.4                                                                                                                                    | 80.9 | 95.2 | 51.8                                                                                                                                            | 92.1 | 90.3  | 68.8                                                                                                                                   | 92.0 | 97.4  | 25.1                                                                                                                                                         | 27.5 | 24.8 |  |
| Sabah             | 82.0                                                                                  | 90.7 | 95.7  | 66.1                                                                                                                                    | 78.4 | 93.4 | 40.6                                                                                                                                            | 86.0 | 89.0  | 84.2                                                                                                                                   | 91.9 | 96.5  | 17.5                                                                                                                                                         | 29.9 | 28.7 |  |
| Sarawak           | 85.3                                                                                  | 88.2 | 87.6  | 70.5                                                                                                                                    | 92.3 | 85.2 | 48.1                                                                                                                                            | 80.6 | 78.3  | 77.7                                                                                                                                   | 88.2 | 91.2  | 20.7                                                                                                                                                         | 28.5 | 21.3 |  |
| W.P. Kuala Lumpur | 95.6                                                                                  | 68.9 | 95.7  | 96.7                                                                                                                                    | 72.1 | 92.0 | 62.3                                                                                                                                            | 65.6 | 86.3  | 75.4                                                                                                                                   | 81.5 | 95.8  | 26.5                                                                                                                                                         | 13.6 | 64.2 |  |
| W.P. Labuan       | 84.9                                                                                  | 96.3 | 99.7  | 83.6                                                                                                                                    | 94.2 | 95.6 | 64.3                                                                                                                                            | 97.1 | 100.0 | 81.7                                                                                                                                   | 98.5 | 99.7  | 57.3                                                                                                                                                         | 23.2 | 33.9 |  |
| W.P. Putrajaya    | 90.2                                                                                  | 94.3 | 100.0 | 90.7                                                                                                                                    | 75.8 | 93.8 | 82.2                                                                                                                                            | 94.3 | 100.0 | 95.4                                                                                                                                   | 98.9 | 100.0 | 71.1                                                                                                                                                         | 22.4 | 59.6 |  |

**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, 2020 - 2023

Table 6.18 : Percentage of individuals using the Internet by state and strata, Malaysia, 2020 - 2023

| Negeri<br>State   | 2020            |                 |                         | 2021            |                 |                         | 2022            |                 |                         | 2023            |                 |                         |
|-------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|-----------------|-----------------|-------------------------|
|                   | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural | Jumlah<br>Total | Bandar<br>Urban | Luar<br>bandar<br>Rural |
|                   |                 |                 |                         |                 |                 |                         |                 |                 |                         |                 |                 |                         |
| <b>MALAYSIA</b>   | <b>89.6</b>     | <b>92.4</b>     | <b>79.4</b>             | <b>96.8</b>     | <b>97.7</b>     | <b>93.5</b>             | <b>97.4</b>     | <b>98.3</b>     | <b>94.5</b>             | <b>97.7</b>     | <b>98.6</b>     | <b>95.0</b>             |
| Johor             | 93.9            | 95.3            | 89.2                    | 98.1            | 98.6            | 96.4                    | 98.3            | 99.0            | 96.3                    | 98.6            | 99.2            | 96.6                    |
| Kedah             | 82.9            | 84.8            | 77.8                    | 95.5            | 96.6            | 92.4                    | 96.5            | 97.5            | 94.8                    | 96.9            | 97.8            | 95.1                    |
| Kelantan          | 81.6            | 85.3            | 77.2                    | 95.9            | 96.9            | 94.7                    | 96.3            | 97.5            | 95.3                    | 96.6            | 97.9            | 95.6                    |
| Melaka            | 92.2            | 92.3            | 90.8                    | 96.4            | 96.5            | 95.6                    | 97.7            | 97.8            | 97.3                    | 98.0            | 98.1            | 97.5                    |
| Negeri Sembilan   | 88.9            | 92.7            | 77.4                    | 95.5            | 97.1            | 90.8                    | 98.0            | 99.2            | 95.3                    | 98.4            | 99.6            | 95.7                    |
| Pahang            | 88.8            | 93.3            | 81.6                    | 94.9            | 96.8            | 92.2                    | 96.5            | 97.5            | 95.3                    | 97.0            | 97.9            | 96.0                    |
| Pulau Pinang      | 90.2            | 90.2            | 88.2                    | 97.8            | 97.9            | 95.6                    | 98.7            | 98.9            | 96.6                    | 99.0            | 99.2            | 96.8                    |
| Perak             | 87.5            | 88.6            | 82.9                    | 95.7            | 95.9            | 94.6                    | 96.1            | 96.4            | 95.3                    | 96.3            | 96.6            | 95.6                    |
| Perlis            | 90.2            | 93.9            | 82.3                    | 95.0            | 95.4            | 94.1                    | 95.5            | 96.2            | 94.7                    | 96.0            | 96.4            | 95.6                    |
| Selangor          | 96.1            | 96.8            | 85.8                    | 98.0            | 98.1            | 96.1                    | 98.5            | 98.5            | 96.7                    | 98.8            | 98.9            | 96.9                    |
| Terengganu        | 84.2            | 85.8            | 80.5                    | 95.5            | 96.0            | 94.4                    | 97.0            | 97.2            | 96.7                    | 97.2            | 97.3            | 97.1                    |
| Sabah             | 85.8            | 88.6            | 80.7                    | 97.3            | 98.0            | 96.2                    | 96.8            | 98.0            | 95.4                    | 97.2            | 98.2            | 95.9                    |
| Sarawak           | 81.3            | 91.0            | 65.8                    | 93.6            | 98.0            | 86.7                    | 93.9            | 98.4            | 87.7                    | 94.2            | 98.6            | 88.3                    |
| W.P. Kuala Lumpur | 97.3            | 97.3            | n.a.                    | 99.6            | 99.6            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.9            | 99.9            | n.a.                    |
| W.P. Labuan       | 95.9            | 98.3            | 84.2                    | 99.8            | 99.8            | 99.5                    | 96.6            | 98.2            | 85.7                    | 97.4            | 98.3            | 86.6                    |
| W.P. Putrajaya    | 99.7            | 99.7            | n.a.                    | 99.8            | 99.8            | n.a.                    | 99.9            | 99.9            | n.a.                    | 99.9            | 99.9            | 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, 2021 - 2023**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023

|                   | 2021                                                                                           | 2022        | 2023        | 2021                                                                        | 2022        | 2023        | 2021                                   | 2022        | 2023        | 2021                                                                            | 2022        | 2023        | 2021                                 | 2022        | 2023        | (%) |
|-------------------|------------------------------------------------------------------------------------------------|-------------|-------------|-----------------------------------------------------------------------------|-------------|-------------|----------------------------------------|-------------|-------------|---------------------------------------------------------------------------------|-------------|-------------|--------------------------------------|-------------|-------------|-----|
| Negeri<br>State   | Mendapatkan Maklumat<br>Access to Information                                                  |             |             |                                                                             |             |             |                                        |             |             |                                                                                 |             |             |                                      |             |             |     |
|                   | Mendapatkan maklumat<br>barangan/ perkhidmatan<br>Finding information about<br>goods/ services |             |             | Membaca akhbar/ majalah<br>online<br>Reading newspaper/<br>magazines online |             |             | Memohon pekerjaan<br>Applying for jobs |             |             | Menyertai rangkaian<br>profesional<br>Participating in professional<br>networks |             |             | Bekerja dari rumah<br>Work from home |             |             |     |
|                   |                                                                                                |             |             |                                                                             |             |             |                                        |             |             |                                                                                 |             |             |                                      |             |             |     |
|                   |                                                                                                |             |             |                                                                             |             |             |                                        |             |             |                                                                                 |             |             |                                      |             |             |     |
| <b>MALAYSIA</b>   | <b>89.4</b>                                                                                    | <b>92.5</b> | <b>92.8</b> | <b>78.0</b>                                                                 | <b>68.5</b> | <b>68.9</b> | <b>33.0</b>                            | <b>35.8</b> | <b>36.3</b> | <b>12.4</b>                                                                     | <b>11.7</b> | <b>12.2</b> | <b>18.1</b>                          | <b>15.9</b> | <b>16.4</b> |     |
| Johor             | 97.3                                                                                           | 97.6        | 98.1        | 76.8                                                                        | 67.1        | 67.3        | 29.9                                   | 34.3        | 35.0        | 10.1                                                                            | 9.3         | 10.2        | 14.9                                 | 8.3         | 8.9         |     |
| Kedah             | 92.4                                                                                           | 93.6        | 94.3        | 84.5                                                                        | 71.0        | 71.4        | 28.6                                   | 31.4        | 31.9        | 1.7                                                                             | 4.9         | 5.5         | 10.0                                 | 3.7         | 4.5         |     |
| Kelantan          | 89.6                                                                                           | 90.3        | 90.7        | 69.5                                                                        | 67.3        | 67.7        | 36.7                                   | 38.5        | 39.2        | 12.2                                                                            | 2.5         | 3.0         | 11.0                                 | 4.7         | 5.3         |     |
| Melaka            | 91.6                                                                                           | 94.5        | 94.9        | 76.1                                                                        | 71.3        | 71.6        | 31.2                                   | 34.3        | 35.2        | 9.0                                                                             | 4.6         | 5.1         | 21.2                                 | 4.2         | 4.8         |     |
| Negeri Sembilan   | 89.0                                                                                           | 91.0        | 91.6        | 79.6                                                                        | 66.7        | 67.2        | 33.8                                   | 40.2        | 40.9        | 6.7                                                                             | 9.8         | 10.4        | 18.7                                 | 5.5         | 6.1         |     |
| Pahang            | 88.8                                                                                           | 90.6        | 91.1        | 72.9                                                                        | 69.8        | 69.9        | 34.9                                   | 35.8        | 35.9        | 13.9                                                                            | 3.3         | 4.0         | 14.6                                 | 5.0         | 5.6         |     |
| Pulau Pinang      | 93.8                                                                                           | 96.0        | 96.2        | 86.3                                                                        | 74.6        | 74.9        | 29.5                                   | 32.5        | 33.1        | 9.6                                                                             | 11.6        | 11.9        | 18.0                                 | 20.0        | 20.6        |     |
| Perak             | 90.4                                                                                           | 95.8        | 96.3        | 79.3                                                                        | 72.4        | 72.9        | 31.9                                   | 34.7        | 35.3        | 7.5                                                                             | 2.1         | 2.5         | 14.7                                 | 18.6        | 19.5        |     |
| Perlis            | 85.8                                                                                           | 78.1        | 78.2        | 65.3                                                                        | 56.0        | 56.6        | 27.9                                   | 29.3        | 29.6        | 4.4                                                                             | 3.4         | 3.9         | 10.0                                 | 5.8         | 6.0         |     |
| Selangor          | 93.1                                                                                           | 98.2        | 98.3        | 83.9                                                                        | 71.9        | 72.6        | 28.7                                   | 32.6        | 32.9        | 16.8                                                                            | 20.2        | 20.8        | 24.6                                 | 28.6        | 29.1        |     |
| Terengganu        | 96.5                                                                                           | 97.6        | 97.7        | 74.9                                                                        | 70.7        | 71.2        | 33.9                                   | 35.4        | 36.0        | 22.4                                                                            | 24.3        | 24.8        | 16.8                                 | 19.1        | 19.4        |     |
| Sabah             | 74.1                                                                                           | 78.1        | 78.5        | 74.6                                                                        | 55.7        | 56.2        | 42.2                                   | 45.4        | 45.9        | 9.8                                                                             | 10.3        | 10.7        | 12.2                                 | 13.2        | 13.7        |     |
| Sarawak           | 78.3                                                                                           | 79.8        | 80.1        | 68.3                                                                        | 56.2        | 56.6        | 38.7                                   | 39.2        | 39.7        | 12.4                                                                            | 11.2        | 11.7        | 17.7                                 | 17.8        | 18.1        |     |
| W.P. Kuala Lumpur | 95.0                                                                                           | 93.5        | 94.4        | 79.4                                                                        | 80.0        | 80.3        | 32.4                                   | 36.3        | 36.6        | 25.4                                                                            | 19.6        | 19.8        | 34.4                                 | 22.0        | 22.4        |     |
| W.P. Labuan       | 98.3                                                                                           | 95.0        | 96.8        | 91.0                                                                        | 82.4        | 82.9        | 34.8                                   | 36.3        | 36.6        | 30.4                                                                            | 7.1         | 7.2         | 28.4                                 | 14.9        | 15.0        |     |
| W.P. Putrajaya    | 95.1                                                                                           | 96.6        | 96.9        | 74.0                                                                        | 89.4        | 89.6        | 24.1                                   | 29.9        | 30.5        | 18.9                                                                            | 15.9        | 16.2        | 50.0                                 | 27.3        | 28.1        |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                                                           | 2022        | 2023        | 2021                              | 2022        | 2023        | 2021                                                                        | 2022        | 2023        | 2021                                                                 | 2022        | 2023        | 2021                                                          | 2022        | 2023        | (%) |
|-------------------|----------------------------------------------------------------|-------------|-------------|-----------------------------------|-------------|-------------|-----------------------------------------------------------------------------|-------------|-------------|----------------------------------------------------------------------|-------------|-------------|---------------------------------------------------------------|-------------|-------------|-----|
| Negeri<br>State   | Komunikasi<br>Communication                                    |             |             |                                   |             |             |                                                                             |             |             |                                                                      |             |             |                                                               |             |             |     |
|                   | Menyertai rangkaian sosial<br>Participating in social networks |             |             | Menghantar emel<br>Sending e-mail |             |             | Membuat panggilan telefon melalui Internet<br>Telephoning over the Internet |             |             | Memuat naik kandungan ke laman web<br>Uploading content to a website |             |             | Mengurus laman web persendirian<br>Managing personal homepage |             |             |     |
| <b>MALAYSIA</b>   | <b>99.0</b>                                                    | <b>99.2</b> | <b>99.4</b> | <b>79.6</b>                       | <b>81.7</b> | <b>82.0</b> | <b>89.2</b>                                                                 | <b>85.2</b> | <b>85.9</b> | <b>10.3</b>                                                          | <b>17.6</b> | <b>18.4</b> | <b>7.2</b>                                                    | <b>10.3</b> | <b>10.9</b> |     |
| Johor             | 99.0                                                           | 99.2        | 99.2        | 78.2                              | 80.5        | 80.5        | 88.2                                                                        | 84.3        | 85.3        | 10.9                                                                 | 18.7        | 22.4        | 2.8                                                           | 3.8         | 4.5         |     |
| Kedah             | 99.2                                                           | 99.2        | 99.4        | 84.9                              | 85.6        | 86.3        | 96.9                                                                        | 87.6        | 88.2        | 1.1                                                                  | 16.1        | 16.8        | 0.4                                                           | 0.4         | 0.9         |     |
| Kelantan          | 99.4                                                           | 99.4        | 99.6        | 78.1                              | 79.1        | 79.3        | 94.6                                                                        | 89.5        | 90.0        | 4.7                                                                  | 26.0        | 26.7        | 1.3                                                           | 5.8         | 6.2         |     |
| Melaka            | 98.4                                                           | 99.1        | 99.4        | 75.5                              | 83.0        | 83.8        | 91.9                                                                        | 87.4        | 88.0        | 5.2                                                                  | 18.2        | 19.0        | 3.7                                                           | 2.1         | 2.4         |     |
| Negeri Sembilan   | 98.5                                                           | 99.4        | 99.6        | 76.2                              | 77.7        | 78.2        | 93.1                                                                        | 87.3        | 87.9        | 12.6                                                                 | 20.6        | 21.3        | 11.5                                                          | 7.2         | 7.7         |     |
| Pahang            | 98.7                                                           | 98.9        | 99.0        | 79.4                              | 81.0        | 81.4        | 86.2                                                                        | 87.6        | 87.9        | 3.6                                                                  | 15.0        | 15.4        | 0.9                                                           | 1.4         | 2.2         |     |
| Pulau Pinang      | 99.2                                                           | 99.5        | 99.7        | 74.6                              | 76.6        | 76.8        | 82.0                                                                        | 82.9        | 83.0        | 12.9                                                                 | 14.9        | 15.5        | 12.7                                                          | 16.8        | 17.1        |     |
| Perak             | 98.3                                                           | 98.5        | 98.6        | 70.4                              | 72.0        | 72.8        | 84.1                                                                        | 77.9        | 78.7        | 12.8                                                                 | 15.7        | 15.8        | 8.8                                                           | 17.2        | 17.8        |     |
| Perlis            | 99.2                                                           | 99.5        | 99.2        | 76.2                              | 78.4        | 78.2        | 86.8                                                                        | 82.3        | 82.1        | 7.5                                                                  | 8.7         | 9.0         | 7.0                                                           | 0.7         | 0.8         |     |
| Selangor          | 99.2                                                           | 99.2        | 99.3        | 86.3                              | 88.3        | 88.5        | 88.0                                                                        | 85.1        | 85.8        | 14.1                                                                 | 23.3        | 23.7        | 11.7                                                          | 14.8        | 15.7        |     |
| Terengganu        | 99.8                                                           | 99.4        | 99.5        | 89.9                              | 91.3        | 91.8        | 86.2                                                                        | 93.7        | 90.5        | 3.4                                                                  | 8.7         | 9.1         | 2.0                                                           | 10.6        | 11.0        |     |
| Sabah             | 99.2                                                           | 99.4        | 99.6        | 77.7                              | 77.9        | 78.3        | 94.0                                                                        | 92.5        | 92.9        | 8.8                                                                  | 10.1        | 10.5        | 5.6                                                           | 14.3        | 14.7        |     |
| Sarawak           | 98.9                                                           | 99.5        | 99.6        | 73.1                              | 74.2        | 74.5        | 82.4                                                                        | 73.5        | 74.1        | 2.3                                                                  | 3.7         | 4.0         | 1.5                                                           | 1.5         | 2.0         |     |
| W.P. Kuala Lumpur | 98.8                                                           | 99.5        | 99.8        | 85.1                              | 85.6        | 86.2        | 92.9                                                                        | 87.0        | 87.1        | 28.7                                                                 | 28.1        | 28.7        | 23.9                                                          | 22.6        | 23.0        |     |
| W.P. Labuan       | 99.1                                                           | 99.5        | 99.6        | 82.2                              | 83.9        | 85.1        | 99.4                                                                        | 98.0        | 98.4        | 30.7                                                                 | 23.6        | 24.2        | 29.5                                                          | 29.8        | 30.6        |     |
| W.P. Putrajaya    | 99.9                                                           | 99.9        | 99.9        | 96.1                              | 97.8        | 98.2        | 97.2                                                                        | 97.9        | 98.0        | 3.3                                                                  | 22.4        | 22.9        | 2.9                                                           | 21.4        | 21.8        |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                              | 2022                                                                 | 2023 | 2021 | 2022 | 2023                                                                              | 2021                                                                                                                  | 2022 | 2023 | 2021                                                                                                     | 2022 | 2023 | 2021 | 2022 | 2023 | (%) |
|-------------------|-----------------------------------|----------------------------------------------------------------------|------|------|------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|------|------|----------------------------------------------------------------------------------------------------------|------|------|------|------|------|-----|
| Negeri<br>State   | Komunikasi<br>Communication       |                                                                      |      |      |      |                                                                                   | Lain-lain Perkhidmatan Atas Talian<br>Other Online Services                                                           |      |      |                                                                                                          |      |      |      |      |      |     |
|                   | Menguruskan blog<br>Managing blog | Mengakses perbincangan<br>atas talian<br>Accessing online discussion |      |      |      | Melaksanakan tugasan<br>jana pendapatan<br>Performing tasks to<br>generate income | Menggunakan<br>perkhidmatan berkaitan<br>perjalanan/ penginapan<br>Using services related to<br>travel/ accommodation |      |      | Menjual barangan/<br>perkhidmatan selain<br>e-Dagang<br>Selling goods/ services other<br>than e-Commerce |      |      |      |      |      |     |
| MALAYSIA          | 5.3                               | 5.5                                                                  | 6.1  | 38.2 | 39.3 | 39.7                                                                              | 10.9                                                                                                                  | 15.5 | 15.9 | 40.8                                                                                                     | 36.6 | 37.0 | 11.3 | 14.2 | 14.9 |     |
| Johor             | 2.6                               | 5.7                                                                  | 6.3  | 33.7 | 34.7 | 34.8                                                                              | 9.9                                                                                                                   | 16.0 | 16.4 | 36.3                                                                                                     | 37.8 | 38.5 | 11.4 | 12.6 | 13.2 |     |
| Kedah             | 0.3                               | 0.4                                                                  | 1.1  | 20.3 | 22.2 | 22.7                                                                              | 3.6                                                                                                                   | 12.0 | 12.5 | 41.4                                                                                                     | 19.1 | 19.6 | 5.5  | 11.2 | 11.7 |     |
| Kelantan          | 1.2                               | 3.0                                                                  | 3.4  | 34.2 | 36.2 | 36.5                                                                              | 10.4                                                                                                                  | 12.4 | 12.8 | 31.5                                                                                                     | 22.9 | 23.4 | 9.9  | 11.7 | 12.2 |     |
| Melaka            | 5.1                               | 2.1                                                                  | 2.5  | 46.7 | 47.1 | 47.9                                                                              | 9.5                                                                                                                   | 15.7 | 16.3 | 39.8                                                                                                     | 23.6 | 24.4 | 10.2 | 13.0 | 18.2 |     |
| Negeri Sembilan   | 11.2                              | 7.4                                                                  | 7.9  | 42.0 | 42.8 | 43.2                                                                              | 8.1                                                                                                                   | 17.3 | 18.0 | 46.9                                                                                                     | 18.0 | 18.5 | 5.7  | 10.0 | 10.4 |     |
| Pahang            | 1.1                               | 1.6                                                                  | 2.4  | 24.0 | 29.0 | 29.3                                                                              | 6.1                                                                                                                   | 12.8 | 13.2 | 26.7                                                                                                     | 29.9 | 30.6 | 6.7  | 10.8 | 11.1 |     |
| Pulau Pinang      | 5.0                               | 4.2                                                                  | 5.1  | 28.4 | 27.4 | 27.5                                                                              | 8.6                                                                                                                   | 9.8  | 10.7 | 44.9                                                                                                     | 35.3 | 36.2 | 6.7  | 8.4  | 9.0  |     |
| Perak             | 8.0                               | 4.8                                                                  | 5.1  | 26.1 | 27.6 | 28.2                                                                              | 7.5                                                                                                                   | 13.5 | 14.4 | 32.0                                                                                                     | 32.2 | 32.4 | 11.5 | 12.9 | 13.8 |     |
| Perlis            | 5.8                               | 0.5                                                                  | 1.3  | 28.4 | 32.0 | 32.5                                                                              | 5.0                                                                                                                   | 6.4  | 7.0  | 14.6                                                                                                     | 25.2 | 25.8 | 5.4  | 9.3  | 9.5  |     |
| Selangor          | 9.0                               | 10.9                                                                 | 11.8 | 53.1 | 52.0 | 52.7                                                                              | 17.2                                                                                                                  | 18.6 | 18.7 | 52.1                                                                                                     | 53.2 | 53.3 | 16.0 | 21.9 | 22.5 |     |
| Terengganu        | 0.9                               | 0.6                                                                  | 1.1  | 16.2 | 19.0 | 19.4                                                                              | 20.0                                                                                                                  | 21.4 | 21.9 | 60.3                                                                                                     | 49.3 | 49.7 | 20.6 | 23.5 | 24.0 |     |
| Sabah             | 4.0                               | 3.0                                                                  | 3.4  | 39.0 | 38.0 | 38.4                                                                              | 9.1                                                                                                                   | 11.9 | 12.3 | 32.2                                                                                                     | 30.2 | 30.7 | 10.1 | 12.6 | 13.1 |     |
| Sarawak           | 1.3                               | 1.5                                                                  | 2.0  | 38.5 | 35.7 | 36.1                                                                              | 9.8                                                                                                                   | 12.2 | 12.6 | 28.9                                                                                                     | 24.7 | 25.1 | 9.6  | 11.4 | 11.9 |     |
| W.P. Kuala Lumpur | 13.4                              | 10.1                                                                 | 10.3 | 62.3 | 66.4 | 66.9                                                                              | 12.6                                                                                                                  | 24.4 | 25.1 | 61.4                                                                                                     | 51.9 | 52.6 | 13.7 | 9.5  | 10.4 |     |
| W.P. Labuan       | 28.9                              | 22.3                                                                 | 23.1 | 30.0 | 33.9 | 34.8                                                                              | 28.4                                                                                                                  | 29.4 | 30.0 | 59.8                                                                                                     | 33.9 | 34.1 | 30.7 | 10.8 | 10.9 |     |
| W.P. Putrajaya    | 4.6                               | 10.6                                                                 | 10.8 | 60.8 | 64.8 | 65.3                                                                              | 10.2                                                                                                                  | 21.9 | 22.5 | 52.2                                                                                                     | 33.8 | 34.0 | 16.2 | 16.5 | 17.0 |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

| Negeri<br>State   | 2021                                                        | 2022 | 2023 | 2021                                                                           | 2022 | 2023 | 2021                                                                  | 2022 | 2023 | 2021                                                                                                                        | 2022 | 2023 | (%)                                          |      |      |
|-------------------|-------------------------------------------------------------|------|------|--------------------------------------------------------------------------------|------|------|-----------------------------------------------------------------------|------|------|-----------------------------------------------------------------------------------------------------------------------------|------|------|----------------------------------------------|------|------|
|                   | Lain-lain Perkhidmatan Atas Talian<br>Other Online Services |      |      |                                                                                |      |      |                                                                       |      |      |                                                                                                                             |      |      | Aktiviti Pembelajaran<br>Learning Activities |      |      |
|                   | Menggunakan perbankan Internet<br>Using Internet banking    |      |      | Menggunakan perisian untuk menyunting teks<br>Using software for editing texts |      |      | Memuat turun perisian/ aplikasi<br>Downloading software/ applications |      |      | Membuat pesanan barangan/ perkhidmatan atas talian selain e-Dagang<br>Ordering goods/ services online other than e-Commerce |      |      |                                              |      |      |
| MALAYSIA          | 70.5                                                        | 74.8 | 75.2 | 39.9                                                                           | 35.9 | 36.3 | 86.3                                                                  | 89.1 | 89.6 | 60.6                                                                                                                        | 50.4 | 50.8 | 29.9                                         | 26.4 | 27.0 |
| Johor             | 72.0                                                        | 75.6 | 76.0 | 34.2                                                                           | 33.7 | 33.9 | 79.9                                                                  | 85.6 | 85.9 | 60.7                                                                                                                        | 53.2 | 53.5 | 28.0                                         | 22.8 | 23.3 |
| Kedah             | 72.4                                                        | 73.3 | 74.1 | 27.2                                                                           | 25.4 | 26.0 | 95.7                                                                  | 96.7 | 97.1 | 59.7                                                                                                                        | 46.3 | 47.0 | 24.5                                         | 19.4 | 20.2 |
| Kelantan          | 61.3                                                        | 66.6 | 67.2 | 37.4                                                                           | 24.5 | 25.0 | 83.4                                                                  | 85.4 | 85.8 | 49.3                                                                                                                        | 38.1 | 38.7 | 30.9                                         | 21.5 | 21.7 |
| Melaka            | 69.2                                                        | 74.2 | 74.7 | 45.1                                                                           | 27.5 | 27.9 | 82.7                                                                  | 84.8 | 85.4 | 67.9                                                                                                                        | 50.6 | 51.5 | 24.3                                         | 22.5 | 22.6 |
| Negeri Sembilan   | 69.0                                                        | 72.5 | 73.5 | 59.9                                                                           | 45.8 | 46.4 | 92.3                                                                  | 93.1 | 93.7 | 61.4                                                                                                                        | 45.9 | 47.1 | 17.7                                         | 22.4 | 23.1 |
| Pahang            | 66.7                                                        | 73.6 | 74.0 | 35.0                                                                           | 21.4 | 22.0 | 80.3                                                                  | 85.5 | 85.6 | 52.3                                                                                                                        | 40.0 | 40.7 | 25.2                                         | 21.8 | 22.6 |
| Pulau Pinang      | 75.4                                                        | 78.1 | 78.9 | 32.2                                                                           | 31.8 | 32.5 | 86.3                                                                  | 86.4 | 86.7 | 58.0                                                                                                                        | 52.5 | 53.2 | 22.7                                         | 16.1 | 16.8 |
| Perak             | 66.2                                                        | 67.6 | 68.5 | 30.4                                                                           | 32.6 | 33.2 | 73.3                                                                  | 79.6 | 80.4 | 50.4                                                                                                                        | 40.7 | 41.3 | 33.7                                         | 23.7 | 24.4 |
| Perlis            | 52.7                                                        | 53.6 | 54.0 | 15.6                                                                           | 13.0 | 13.3 | 78.2                                                                  | 72.4 | 72.6 | 45.4                                                                                                                        | 41.0 | 41.1 | 26.7                                         | 21.5 | 21.8 |
| Selangor          | 84.6                                                        | 89.8 | 90.0 | 63.2                                                                           | 55.7 | 56.5 | 93.4                                                                  | 94.7 | 95.2 | 79.3                                                                                                                        | 68.7 | 68.8 | 40.1                                         | 37.6 | 38.3 |
| Terengganu        | 81.0                                                        | 83.2 | 83.6 | 39.1                                                                           | 37.8 | 38.3 | 85.8                                                                  | 89.6 | 90.2 | 80.2                                                                                                                        | 70.4 | 70.8 | 46.3                                         | 43.9 | 44.4 |
| Sabah             | 49.2                                                        | 52.9 | 53.4 | 22.4                                                                           | 23.0 | 23.5 | 91.7                                                                  | 97.6 | 98.1 | 49.7                                                                                                                        | 40.3 | 40.8 | 21.4                                         | 20.1 | 20.6 |
| Sarawak           | 59.5                                                        | 60.1 | 60.4 | 28.2                                                                           | 24.0 | 24.4 | 83.0                                                                  | 84.4 | 84.7 | 34.2                                                                                                                        | 25.1 | 25.5 | 28.9                                         | 20.8 | 21.2 |
| W.P. Kuala Lumpur | 85.8                                                        | 85.9 | 86.3 | 54.2                                                                           | 42.8 | 42.9 | 83.2                                                                  | 83.3 | 83.7 | 78.0                                                                                                                        | 50.1 | 50.8 | 29.0                                         | 32.9 | 33.6 |
| W.P. Labuan       | 85.5                                                        | 86.7 | 87.6 | 59.2                                                                           | 21.3 | 22.2 | 83.6                                                                  | 50.4 | 50.5 | 82.0                                                                                                                        | 39.2 | 39.3 | 38.7                                         | 18.0 | 18.2 |
| W.P. Putrajaya    | 89.5                                                        | 90.9 | 91.3 | 36.2                                                                           | 42.6 | 43.0 | 95.3                                                                  | 95.9 | 96.2 | 72.4                                                                                                                        | 72.7 | 73.3 | 61.1                                         | 31.1 | 32.0 |

Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                                                                                                  | 2022 | 2023 | 2021                                                                               | 2022 | 2023 | 2021                                                               | 2022 | 2023 | 2021                                                                    | 2022 | 2023 | 2021                                                                            | 2022 | 2023 | (%) |
|-------------------|-------------------------------------------------------------------------------------------------------|------|------|------------------------------------------------------------------------------------|------|------|--------------------------------------------------------------------|------|------|-------------------------------------------------------------------------|------|------|---------------------------------------------------------------------------------|------|------|-----|
| Negeri<br>State   | Aktiviti Pembelajaran<br>Learning Activities                                                          |      |      |                                                                                    |      |      | Hiburan<br>Entertainment                                           |      |      |                                                                         |      |      |                                                                                 |      |      |     |
|                   | Merujuk laman web untuk<br>pembelajaran formal<br>Consulting websites for<br>formal learning purposes |      |      | Menjalani kursus tidak<br>formal atas talian<br>Doing an informal online<br>course |      |      | Mendengar radio secara<br>atas talian<br>Listening to radio online |      |      | Menonton televisyen<br>secara atas talian<br>Watching television online |      |      | Muat turun gambar/ file/m<br>permainan<br>Downloading pictures/<br>movie/ games |      |      |     |
| MALAYSIA          | 59.0                                                                                                  | 52.9 | 53.3 | 28.7                                                                               | 26.1 | 26.7 | 64.9                                                               | 72.8 | 73.1 | 65.0                                                                    | 68.1 | 68.4 | 91.8                                                                            | 93.5 | 93.9 |     |
| Johor             | 59.3                                                                                                  | 52.8 | 53.4 | 21.9                                                                               | 22.6 | 22.9 | 78.3                                                               | 79.7 | 80.5 | 63.1                                                                    | 64.5 | 65.2 | 88.9                                                                            | 92.7 | 93.2 |     |
| Kedah             | 56.0                                                                                                  | 48.7 | 49.3 | 18.5                                                                               | 17.7 | 18.1 | 68.2                                                               | 79.1 | 79.6 | 63.8                                                                    | 67.8 | 68.5 | 96.7                                                                            | 97.5 | 98.0 |     |
| Kelantan          | 47.4                                                                                                  | 39.3 | 39.6 | 29.2                                                                               | 22.9 | 23.3 | 48.0                                                               | 66.7 | 67.6 | 49.5                                                                    | 62.8 | 63.6 | 90.0                                                                            | 90.8 | 91.5 |     |
| Melaka            | 61.7                                                                                                  | 57.5 | 58.1 | 31.3                                                                               | 22.2 | 22.6 | 73.6                                                               | 79.0 | 79.3 | 72.6                                                                    | 77.9 | 78.3 | 92.1                                                                            | 94.9 | 95.5 |     |
| Negeri Sembilan   | 56.2                                                                                                  | 48.4 | 48.9 | 25.3                                                                               | 19.2 | 19.8 | 73.7                                                               | 78.7 | 79.4 | 65.5                                                                    | 70.1 | 70.9 | 93.9                                                                            | 96.0 | 96.4 |     |
| Pahang            | 56.7                                                                                                  | 49.5 | 49.7 | 20.3                                                                               | 21.5 | 22.2 | 38.3                                                               | 64.8 | 65.1 | 50.8                                                                    | 59.0 | 59.3 | 85.5                                                                            | 88.8 | 88.9 |     |
| Pulau Pinang      | 60.3                                                                                                  | 56.1 | 56.4 | 20.6                                                                               | 15.6 | 16.5 | 80.3                                                               | 82.5 | 82.6 | 84.5                                                                    | 88.8 | 89.0 | 92.6                                                                            | 93.2 | 93.4 |     |
| Perak             | 54.7                                                                                                  | 46.4 | 46.6 | 38.0                                                                               | 30.4 | 30.8 | 55.1                                                               | 60.8 | 61.2 | 67.4                                                                    | 67.8 | 68.1 | 86.1                                                                            | 86.9 | 87.3 |     |
| Perlis            | 50.1                                                                                                  | 42.8 | 43.2 | 17.4                                                                               | 26.2 | 26.6 | 67.8                                                               | 71.7 | 71.8 | 55.1                                                                    | 34.9 | 35.5 | 85.7                                                                            | 86.3 | 86.5 |     |
| Selangor          | 69.4                                                                                                  | 62.9 | 63.5 | 46.3                                                                               | 39.5 | 40.4 | 71.8                                                               | 77.9 | 78.1 | 66.9                                                                    | 71.6 | 71.8 | 96.6                                                                            | 97.3 | 97.4 |     |
| Terengganu        | 60.6                                                                                                  | 53.1 | 53.5 | 49.0                                                                               | 38.2 | 38.7 | 94.5                                                               | 96.4 | 96.9 | 78.0                                                                    | 78.9 | 79.3 | 96.6                                                                            | 97.2 | 97.7 |     |
| Sabah             | 51.8                                                                                                  | 45.9 | 46.4 | 17.4                                                                               | 17.8 | 18.2 | 45.5                                                               | 54.0 | 54.5 | 54.3                                                                    | 56.9 | 57.4 | 92.5                                                                            | 95.1 | 95.6 |     |
| Sarawak           | 52.7                                                                                                  | 48.0 | 48.4 | 16.2                                                                               | 12.5 | 12.9 | 49.3                                                               | 56.4 | 56.9 | 67.8                                                                    | 68.7 | 69.1 | 86.0                                                                            | 86.4 | 86.8 |     |
| W.P. Kuala Lumpur | 65.9                                                                                                  | 57.6 | 58.3 | 28.2                                                                               | 33.8 | 34.7 | 78.7                                                               | 78.9 | 79.7 | 69.4                                                                    | 65.5 | 65.8 | 92.2                                                                            | 93.2 | 94.1 |     |
| W.P. Labuan       | 62.3                                                                                                  | 60.4 | 61.2 | 37.8                                                                               | 14.1 | 14.2 | 83.2                                                               | 85.3 | 86.2 | 98.4                                                                    | 53.8 | 53.9 | 98.5                                                                            | 99.6 | 99.7 |     |
| W.P. Putrajaya    | 76.0                                                                                                  | 67.6 | 68.1 | 33.7                                                                               | 20.5 | 21.1 | 76.8                                                               | 96.9 | 97.0 | 83.3                                                                    | 82.3 | 82.5 | 96.2                                                                            | 98.2 | 98.5 |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                                                                                | 2022                                                            | 2023                                                              | 2021                                                                                                            | 2022                                                                                       | 2023        | 2021                       | 2022        | 2023        | 2021        | 2022        | 2023        | 2021        | 2022        | 2023        | (%) |
|-------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-------------|----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----|
| Negeri<br>State   | Ruang Penyimpanan<br>Storage Space                                                  |                                                                 |                                                                   | e-Kesihatan<br>e-Health                                                                                         |                                                                                            |             | e-Kerajaan<br>e-Government |             |             |             |             |             |             |             |             |     |
|                   |                                                                                     |                                                                 |                                                                   |                                                                                                                 |                                                                                            |             |                            |             |             |             |             |             |             |             |             |     |
|                   |                                                                                     |                                                                 |                                                                   |                                                                                                                 |                                                                                            |             |                            |             |             |             |             |             |             |             |             |     |
|                   |                                                                                     |                                                                 |                                                                   |                                                                                                                 |                                                                                            |             |                            |             |             |             |             |             |             |             |             |     |
|                   |                                                                                     |                                                                 |                                                                   |                                                                                                                 |                                                                                            |             |                            |             |             |             |             |             |             |             |             |     |
|                   | Menggunakan ruang<br>simpanan di Internet<br>Using storage space on the<br>Internet | Mendapatkan maklumat<br>kesihatan<br>Seeking health information | Membuat temujanji<br>kesihatan<br>Making a medical<br>appointment | Mendapatkan maklumat<br>daripada organisasi<br>kerajaan<br>Getting information from<br>government organisations | Berinteraksi dengan<br>organisasi kerajaan<br>Interacting with government<br>organisations |             |                            |             |             |             |             |             |             |             |             |     |
| <b>MALAYSIA</b>   | <b>64.6</b>                                                                         | <b>51.2</b>                                                     | <b>51.8</b>                                                       | <b>73.8</b>                                                                                                     | <b>62.3</b>                                                                                | <b>62.9</b> | <b>43.5</b>                | <b>31.7</b> | <b>32.3</b> | <b>68.1</b> | <b>54.8</b> | <b>55.4</b> | <b>51.9</b> | <b>38.4</b> | <b>38.7</b> |     |
| Johor             | 65.5                                                                                | 51.7                                                            | 52.3                                                              | 75.7                                                                                                            | 65.7                                                                                       | 66.1        | 41.7                       | 24.7        | 25.3        | 74.9        | 67.4        | 67.7        | 62.3        | 47.2        | 47.8        |     |
| Kedah             | 68.0                                                                                | 50.8                                                            | 51.7                                                              | 87.6                                                                                                            | 67.5                                                                                       | 68.3        | 22.8                       | 16.9        | 17.4        | 95.8        | 84.4        | 85.0        | 67.5        | 45.9        | 46.3        |     |
| Kelantan          | 60.8                                                                                | 41.3                                                            | 41.9                                                              | 77.7                                                                                                            | 50.7                                                                                       | 51.3        | 63.3                       | 19.4        | 20.1        | 60.7        | 39.2        | 39.8        | 29.4        | 29.3        | 29.6        |     |
| Melaka            | 64.9                                                                                | 44.9                                                            | 45.6                                                              | 74.6                                                                                                            | 54.2                                                                                       | 54.9        | 29.3                       | 18.3        | 18.8        | 63.3        | 55.9        | 56.5        | 43.1        | 30.2        | 30.8        |     |
| Negeri Sembilan   | 62.4                                                                                | 55.2                                                            | 56.0                                                              | 81.8                                                                                                            | 52.4                                                                                       | 53.3        | 24.8                       | 22.4        | 23.3        | 71.5        | 43.9        | 44.5        | 29.8        | 28.1        | 28.7        |     |
| Pahang            | 62.7                                                                                | 40.9                                                            | 41.4                                                              | 63.5                                                                                                            | 51.4                                                                                       | 52.0        | 38.6                       | 17.2        | 17.9        | 59.3        | 35.2        | 35.6        | 40.8        | 30.3        | 30.6        |     |
| Pulau Pinang      | 58.7                                                                                | 46.7                                                            | 47.4                                                              | 66.2                                                                                                            | 57.9                                                                                       | 58.1        | 22.0                       | 21.1        | 21.8        | 68.6        | 59.1        | 59.9        | 65.9        | 43.9        | 44.4        |     |
| Perak             | 59.5                                                                                | 55.4                                                            | 56.0                                                              | 71.1                                                                                                            | 62.6                                                                                       | 63.2        | 37.2                       | 27.5        | 28.1        | 68.9        | 51.6        | 52.1        | 69.9        | 42.5        | 43.2        |     |
| Perlis            | 54.9                                                                                | 26.3                                                            | 26.5                                                              | 70.9                                                                                                            | 46.7                                                                                       | 47.0        | 11.9                       | 9.6         | 10.0        | 74.9        | 46.6        | 46.8        | 60.2        | 35.4        | 35.7        |     |
| Selangor          | 75.1                                                                                | 57.7                                                            | 58.4                                                              | 74.7                                                                                                            | 65.7                                                                                       | 66.3        | 56.5                       | 49.6        | 49.9        | 65.4        | 53.8        | 54.8        | 44.5        | 42.4        | 42.6        |     |
| Terengganu        | 67.2                                                                                | 49.4                                                            | 49.7                                                              | 91.5                                                                                                            | 71.1                                                                                       | 71.5        | 75.5                       | 64.6        | 65.0        | 93.6        | 63.9        | 64.2        | 90.8        | 69.4        | 69.9        |     |
| Sabah             | 54.6                                                                                | 45.9                                                            | 46.4                                                              | 79.9                                                                                                            | 76.4                                                                                       | 76.8        | 47.8                       | 41.7        | 42.1        | 66.3        | 57.1        | 57.6        | 41.2        | 24.2        | 24.7        |     |
| Sarawak           | 58.3                                                                                | 51.3                                                            | 51.7                                                              | 57.9                                                                                                            | 45.5                                                                                       | 45.9        | 39.2                       | 24.4        | 24.8        | 46.6        | 32.4        | 32.8        | 45.4        | 20.9        | 21.3        |     |
| W.P. Kuala Lumpur | 70.1                                                                                | 55.7                                                            | 56.2                                                              | 65.6                                                                                                            | 63.7                                                                                       | 64.3        | 43.7                       | 23.9        | 24.4        | 66.6        | 54.5        | 55.1        | 54.2        | 38.1        | 38.9        |     |
| W.P. Labuan       | 76.5                                                                                | 28.2                                                            | 28.3                                                              | 79.3                                                                                                            | 49.2                                                                                       | 49.3        | 49.7                       | 22.9        | 24.0        | 54.8        | 48.7        | 48.8        | 29.6        | 39.8        | 40.0        |     |
| W.P. Putrajaya    | 86.2                                                                                | 77.7                                                            | 77.9                                                              | 71.4                                                                                                            | 81.2                                                                                       | 82.0        | 31.3                       | 15.2        | 15.6        | 94.8        | 61.6        | 62.2        | 87.7        | 56.1        | 56.7        |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                                               | 2022        | 2023        | 2021                                                                                                  | 2022        | 2023        | 2021                                                                                               | 2022       | 2023       | 2021                                                                                                                 | 2022        | 2023        |
|-------------------|----------------------------------------------------|-------------|-------------|-------------------------------------------------------------------------------------------------------|-------------|-------------|----------------------------------------------------------------------------------------------------|------------|------------|----------------------------------------------------------------------------------------------------------------------|-------------|-------------|
| Negeri<br>State   | Sivik dan Politik<br>Civic and Politics            |             |             | e-Dagang<br>e-Commerce                                                                                |             |             | Keselamatan, Perlindungan Online<br>Safety, Online Protection and Awareness                        |            |            | dan Kesedaran<br>Safety, Online Protection and Awareness                                                             |             |             |
|                   | Memberi pendapat/ undi<br>Posting opinions/ voting |             |             | Membeli barangan/<br>perkhidmatan melalui<br>e-Dagang<br>Purchasing goods/ services<br>via e-Commerce |             |             | Menjual barangan/<br>perkhidmatan melalui<br>e-Dagang<br>Selling goods/ services via<br>e-Commerce |            |            | Mempunyai perisian keselamatan<br>dan perlindungan dalam talian<br>Owning online security software and<br>protection |             |             |
| <b>MALAYSIA</b>   | <b>41.2</b>                                        | <b>43.3</b> | <b>43.7</b> | <b>64.7</b>                                                                                           | <b>70.4</b> | <b>70.6</b> | <b>7.0</b>                                                                                         | <b>8.2</b> | <b>8.7</b> | <b>48.3</b>                                                                                                          | <b>72.9</b> | <b>75.2</b> |
| Johor             | 43.5                                               | 43.2        | 43.8        | 65.8                                                                                                  | 69.7        | 69.9        | 5.7                                                                                                | 8.0        | 8.4        | 54.5                                                                                                                 | 83.8        | 84.0        |
| Kedah             | 29.2                                               | 29.7        | 30.4        | 71.2                                                                                                  | 75.2        | 76.0        | 1.6                                                                                                | 6.4        | 6.9        | 57.2                                                                                                                 | 71.0        | 71.6        |
| Kelantan          | 50.6                                               | 51.4        | 51.9        | 61.5                                                                                                  | 65.9        | 66.3        | 5.7                                                                                                | 4.6        | 5.1        | 36.1                                                                                                                 | 74.2        | 77.8        |
| Melaka            | 53.9                                               | 57.9        | 58.2        | 66.7                                                                                                  | 77.7        | 78.1        | 6.4                                                                                                | 3.4        | 3.9        | 47.2                                                                                                                 | 80.0        | 80.6        |
| Negeri Sembilan   | 29.7                                               | 30.1        | 30.6        | 64.2                                                                                                  | 72.4        | 73.4        | 4.9                                                                                                | 3.2        | 3.6        | 57.9                                                                                                                 | 66.2        | 67.2        |
| Pahang            | 27.1                                               | 35.0        | 35.1        | 58.8                                                                                                  | 71.6        | 71.9        | 4.2                                                                                                | 2.4        | 3.1        | 22.0                                                                                                                 | 47.4        | 73.3        |
| Pulau Pinang      | 40.6                                               | 42.7        | 43.6        | 56.3                                                                                                  | 66.2        | 67.0        | 3.5                                                                                                | 5.6        | 6.0        | 72.1                                                                                                                 | 87.5        | 87.8        |
| Perak             | 24.9                                               | 26.6        | 26.9        | 53.3                                                                                                  | 54.6        | 55.2        | 3.8                                                                                                | 5.8        | 6.3        | 34.4                                                                                                                 | 72.5        | 73.2        |
| Perlis            | 13.0                                               | 27.4        | 27.7        | 43.8                                                                                                  | 52.6        | 52.9        | 3.4                                                                                                | 4.6        | 4.8        | 46.7                                                                                                                 | 47.8        | 68.2        |
| Selangor          | 59.0                                               | 61.3        | 62.1        | 83.7                                                                                                  | 87.9        | 88.0        | 13.9                                                                                               | 14.3       | 14.8       | 56.9                                                                                                                 | 78.8        | 79.6        |
| Terengganu        | 70.3                                               | 71.9        | 72.3        | 79.5                                                                                                  | 81.9        | 82.3        | 4.2                                                                                                | 4.6        | 5.2        | 68.2                                                                                                                 | 72.6        | 73.0        |
| Sabah             | 22.7                                               | 24.8        | 25.2        | 47.1                                                                                                  | 48.3        | 48.8        | 7.0                                                                                                | 7.9        | 8.4        | 35.9                                                                                                                 | 58.2        | 58.7        |
| Sarawak           | 35.9                                               | 36.2        | 36.6        | 45.4                                                                                                  | 48.1        | 48.5        | 4.7                                                                                                | 5.8        | 6.3        | 19.2                                                                                                                 | 58.9        | 59.4        |
| W.P. Kuala Lumpur | 46.9                                               | 37.1        | 37.3        | 79.5                                                                                                  | 79.7        | 80.2        | 8.3                                                                                                | 12.3       | 12.9       | 72.6                                                                                                                 | 78.6        | 86.8        |
| W.P. Labuan       | 49.4                                               | 43.5        | 44.2        | 91.4                                                                                                  | 92.8        | 93.1        | 27.9                                                                                               | 24.4       | 25.0       | 95.9                                                                                                                 | 97.4        | 60.2        |
| W.P. Putrajaya    | 55.8                                               | 49.9        | 50.3        | 90.9                                                                                                  | 96.7        | 97.0        | 9.5                                                                                                | 5.2        | 5.8        | 29.4                                                                                                                 | 93.8        | 94.0        |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

**Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2021 - 2023 (samb.)**

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2021 - 2023 (cont'd)

|                   | 2021                                                                                                                      | 2022                                                                                                                                                                | 2023                                                                                                                     | 2021                                             | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | (%) |
|-------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|------|------|------|------|------|------|------|------|-----|
| Negeri<br>State   | Keselamatan, Perlindungan Online dan Kesedaran<br>Safety, Online Protection and Awareness                                 |                                                                                                                                                                     |                                                                                                                          |                                                  |      |      |      |      |      |      |      |      |     |
|                   | Mengesahkan kebolehpercayaan maklumat yang terdapat dalam talian<br>Verifying the reliability of information found online | Menetapkan langkah keselamatan yang berkesan untuk melindungi peranti dan akaun dalam talian<br>Setting up effective measure to protect devices and online accounts | Mengubah tetapan privasi pada peranti, akaun atau aplikasi<br>Changing privacy settings on your devices, accounts or app | Kesedaran jenayah siber<br>Cyber crime awareness |      |      |      |      |      |      |      |      |     |
| <b>MALAYSIA</b>   | -                                                                                                                         | 28.6                                                                                                                                                                | 29.0                                                                                                                     | -                                                | 79.1 | 79.6 | -    | 77.8 | 78.3 | -    | 65.2 | 65.7 |     |
| Johor             | -                                                                                                                         | 24.9                                                                                                                                                                | 25.5                                                                                                                     | -                                                | 86.8 | 87.2 | -    | 83.0 | 83.4 | -    | 63.9 | 64.3 |     |
| Kedah             | -                                                                                                                         | 27.3                                                                                                                                                                | 28.1                                                                                                                     | -                                                | 78.4 | 79.0 | -    | 76.0 | 76.7 | -    | 67.3 | 68.0 |     |
| Kelantan          | -                                                                                                                         | 24.5                                                                                                                                                                | 25.1                                                                                                                     | -                                                | 78.3 | 79.1 | -    | 77.0 | 77.4 | -    | 66.0 | 66.7 |     |
| Melaka            | -                                                                                                                         | 23.9                                                                                                                                                                | 24.3                                                                                                                     | -                                                | 81.7 | 82.1 | -    | 78.8 | 79.4 | -    | 56.9 | 57.6 |     |
| Negeri Sembilan   | -                                                                                                                         | 26.6                                                                                                                                                                | 27.0                                                                                                                     | -                                                | 65.8 | 66.5 | -    | 63.1 | 63.7 | -    | 58.2 | 59.1 |     |
| Pahang            | -                                                                                                                         | 24.4                                                                                                                                                                | 25.1                                                                                                                     | -                                                | 68.6 | 69.1 | -    | 75.4 | 75.5 | -    | 56.6 | 57.0 |     |
| Pulau Pinang      | -                                                                                                                         | 37.8                                                                                                                                                                | 38.2                                                                                                                     | -                                                | 89.1 | 89.8 | -    | 79.9 | 80.2 | -    | 62.9 | 63.5 |     |
| Perak             | -                                                                                                                         | 28.7                                                                                                                                                                | 29.1                                                                                                                     | -                                                | 77.6 | 78.2 | -    | 76.4 | 77.1 | -    | 67.2 | 68.0 |     |
| Perlis            | -                                                                                                                         | 26.3                                                                                                                                                                | 26.6                                                                                                                     | -                                                | 72.9 | 73.2 | -    | 66.3 | 66.4 | -    | 63.8 | 63.7 |     |
| Selangor          | -                                                                                                                         | 36.5                                                                                                                                                                | 36.7                                                                                                                     | -                                                | 83.5 | 84.0 | -    | 82.8 | 83.2 | -    | 69.6 | 70.2 |     |
| Terengganu        | -                                                                                                                         | 26.1                                                                                                                                                                | 26.5                                                                                                                     | -                                                | 68.5 | 69.0 | -    | 74.3 | 74.7 | -    | 67.1 | 67.6 |     |
| Sabah             | -                                                                                                                         | 19.4                                                                                                                                                                | 19.9                                                                                                                     | -                                                | 73.0 | 73.5 | -    | 77.6 | 78.1 | -    | 63.9 | 64.4 |     |
| Sarawak           | -                                                                                                                         | 20.5                                                                                                                                                                | 20.9                                                                                                                     | -                                                | 71.3 | 71.7 | -    | 64.8 | 65.2 | -    | 64.6 | 65.1 |     |
| W.P. Kuala Lumpur | -                                                                                                                         | 36.3                                                                                                                                                                | 37.1                                                                                                                     | -                                                | 82.4 | 82.5 | -    | 80.3 | 81.1 | -    | 65.2 | 65.7 |     |
| W.P. Labuan       | -                                                                                                                         | 24.5                                                                                                                                                                | 25.0                                                                                                                     | -                                                | 79.8 | 80.6 | -    | 77.0 | 77.4 | -    | 65.0 | 65.7 |     |
| W.P. Putrajaya    | -                                                                                                                         | 37.1                                                                                                                                                                | 37.7                                                                                                                     | -                                                | 92.2 | 92.4 | -    | 84.0 | 84.4 | -    | 60.4 | 61.1 |     |

**Nota: Rujuk nota teknikal muka surat 141 - 143 untuk perincian aktiviti**

Note: Refer to technical notes page 155 - 157 for detailed activities

# **RALAT PIAWAI RELATIF** *RELATIVE STANDARD ERROR*



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**Jadual 7.1 : Ralat piawai relatif bagi anggaran peratusan capaian perkhidmatan dan peralatan ICT oleh isi rumah mengikut strata, Malaysia, 2023**  
 Table 7.1 : Relative standard error of estimates for percentage of households with access to ICT services and equipment by strata, Malaysia, 2023

| Perkhidmatan dan peralatan ICT<br>ICT services and equipment | Peratusan capaian ICT oleh isi rumah<br>Percentage of ICT access by households |              |                   | Ralat piawai bagi anggaran<br>Standard error of estimates (%) |              |                   |                                |              |                   | Peratusan capaian ICT oleh isi rumah pada 95% selang keyakinan<br>Percentage of ICT access by households at 95% confidence interval |              |                   |
|--------------------------------------------------------------|--------------------------------------------------------------------------------|--------------|-------------------|---------------------------------------------------------------|--------------|-------------------|--------------------------------|--------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------|
|                                                              | Malaysia                                                                       | Bandar Urban | Luar bandar Rural | Nilai relatif<br>Relative value                               |              |                   | Ralat piawai<br>Standard error |              |                   | Malaysia                                                                                                                            | Bandar Urban | Luar bandar Rural |
|                                                              |                                                                                |              |                   | Malaysia                                                      | Bandar Urban | Luar bandar Rural | Malaysia                       | Bandar Urban | Luar bandar Rural |                                                                                                                                     |              |                   |
| Internet                                                     | 96.4                                                                           | 98.4         | 89.8              | 0.1                                                           | 0.1          | 0.3               | 0.1                            | 0.1          | 0.3               | 96.2 - 96.6                                                                                                                         | 98.2 - 98.6  | 89.2 - 90.3       |
| Komputer<br>Computer                                         | 91.6                                                                           | 94.2         | 82.8              | 0.2                                                           | 0.2          | 0.4               | 0.2                            | 0.2          | 0.4               | 91.2 - 91.9                                                                                                                         | 93.8 - 94.6  | 82.1 - 83.5       |
| Telefon bimbit<br>Mobile phone                               | 99.3                                                                           | 99.6         | 98.4              | 0.1                                                           | 0.1          | 0.1               | 0.1                            | 0.1          | 0.1               | 99.2 - 99.4                                                                                                                         | 99.5 - 99.7  | 98.2 - 98.6       |
| Siaran TV berbayar<br>Pay TV channel                         | 77.0                                                                           | 80.8         | 64.1              | 0.4                                                           | 0.5          | 0.7               | 0.3                            | 0.4          | 0.4               | 76.3 - 77.6                                                                                                                         | 80.0 - 81.6  | 63.3 - 65.0       |
| Televisyen<br>Television                                     | 99.4                                                                           | 99.6         | 98.6              | 0.0                                                           | 0.0          | 0.1               | 0.0                            | 0.0          | 0.1               | 99.3 - 99.4                                                                                                                         | 99.5 - 99.7  | 98.4 - 98.8       |
| Radio                                                        | 99.2                                                                           | 99.6         | 98.2              | 0.1                                                           | 0.1          | 0.1               | 0.1                            | 0.1          | 0.1               | 99.1 - 99.3                                                                                                                         | 99.4 - 99.7  | 97.9 - 98.4       |
| Telefon talian tetap<br>Fixed-line telephone                 | 27.4                                                                           | 30.8         | 16.0              | 1.5                                                           | 1.7          | 2.1               | 0.4                            | 0.5          | 0.3               | 26.6 - 28.2                                                                                                                         | 29.8 - 31.8  | 15.4 - 16.7       |

Jadual 7.2 : Ralat piawai relatif bagi anggaran peratusan penggunaan perkhidmatan dan peralatan ICT oleh individu mengikut strata, Malaysia, 2023

Table 7.2 : Relative standard error of estimates for percentage of individuals using ICT services and equipment by strata, Malaysia, 2023

| Perkhidmatan dan peralatan ICT<br>ICT services and equipment | Peratusan penggunaan ICT oleh individu<br>Percentage of individuals using ICT |                 |                      | Ralat piawai bagi anggaran<br>Standard error of estimates (%) |                 |                                |                 | Peratusan penggunaan ICT oleh individu pada 95% selang keyakinan<br>Percentage of individuals using ICT at 95% confidence interval |                 |                      |                      |
|--------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------|----------------------|---------------------------------------------------------------|-----------------|--------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------|----------------------|
|                                                              |                                                                               |                 |                      | Nilai relatif<br>Relative value                               |                 | Ralat piawai<br>Standard error |                 |                                                                                                                                    |                 |                      |                      |
|                                                              | Malaysia                                                                      | Bandar<br>Urban | Luar bandar<br>Rural | Malaysia                                                      | Bandar<br>Urban | Malaysia                       | Bandar<br>Urban | Malaysia                                                                                                                           | Bandar<br>Urban | Luar bandar<br>Rural | Luar bandar<br>Rural |
| Internet                                                     | 97.7                                                                          | 98.6            | 95.0                 | 0.1                                                           | 0.1             | 0.1                            | 0.1             | 0.1                                                                                                                                | 97.5 - 97.8     | 98.4 - 98.7          | 94.7 - 95.2          |
| Komputer<br>Computer                                         | 80.4                                                                          | 86.0            | 63.6                 | 0.4                                                           | 0.4             | 0.3                            | 0.3             | 0.6                                                                                                                                | 79.8 - 81.0     | 85.3 - 86.6          | 62.5 - 64.7          |
| Telefon bimbit<br>Mobile phone                               | 99.4                                                                          | 99.6            | 98.6                 | 0.0                                                           | 0.0             | 0.0                            | 0.0             | 0.1                                                                                                                                | 99.3 - 99.4     | 99.5 - 99.7          | 98.5 - 98.8          |

# **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) 2023. 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); dan
- iii. Mengira penunjuk ICT bagi mengukur pembangunan ICT negara dan penjanaaan 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 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 2023 dilaksanakan selama tiga bulan iaitu pada September hingga November 2023. Tempoh rujukan bagi penggunaan ICT oleh individu adalah merujuk kepada tiga bulan yang lalu sebelum temuramah. Contoh, sekiranya bulan survei adalah Oktober 2023, maka tempoh rujukan yang diukur adalah mulai 1 Julai 2023 sehingga 30 September 2023.

#### **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.

#### **6. RANGKA PENSAMPELAN**

- 6.1 Rangka yang digunakan bagi pemilihan sampel ICTHS 2023 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:

| <b>Strata</b> | <b>Jumlah penduduk dalam kawasan yang diwartakan, tepu bina dan kawasan pembangunan khusus</b> |
|---------------|------------------------------------------------------------------------------------------------|
| 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 2023. 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 2023 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 2023 adalah seperti berikut:

| Negeri            | Bilangan BP<br>terpilih | Bilangan TK<br>terpilih |
|-------------------|-------------------------|-------------------------|
| Johor             | 336                     | 2,675                   |
| Kedah             | 374                     | 2,967                   |
| Kelantan          | 335                     | 2,483                   |
| Melaka            | 152                     | 1,206                   |
| Negeri Sembilan   | 267                     | 2,119                   |
| Pahang            | 354                     | 2,824                   |
| Pulau Pinang      | 198                     | 1,446                   |
| Perak             | 388                     | 3,126                   |
| Perlis            | 93                      | 744                     |
| Selangor          | 314                     | 2,510                   |
| Terengganu        | 284                     | 2,272                   |
| Sabah             | 514                     | 4,010                   |
| Sarawak           | 584                     | 4,251                   |
| W.P. Kuala Lumpur | 71                      | 520                     |
| W.P. Labuan       | 37                      | 276                     |
| W.P. Putrajaya    | 32                      | 249                     |
| <b>MALAYSIA</b>   | <b>4,333</b>            | <b>33,678</b>           |

## 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 2023 mendapati peratusan capaian isi rumah terhadap Internet bagi Malaysia adalah 96.0 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 95.8% - 96.3%.

### 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 2023 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, semakan 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 perkhidmatan dan peralatan 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.
- Umur belia yang digunakan adalah berdasarkan konsep dan garis panduan daripada *Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition* yang diterbitkan oleh *International Telecommunication Union (ITU)*.

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*, *Twitter* 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 profesional (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)

**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% 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. |

## **1. INTRODUCTION**

*The statistics released in this report are findings of the ICT Use and Access by Individuals and Households Survey (ICTHS) 2023. 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); and*
- iii. To calculate ICT indicators to measure development of national ICT and Digital Economy.*

## **3. 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 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 2023 was conducted for three months from September to November 2023. 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 October 2023, then the reference period for individuals is calculated from 1st July 2023 until 30th September 2023.*

#### **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 HH 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.*

#### **6. SAMPLING FRAME**

- 6.1 The sampling frame used for the selection of ICTHS 2023 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 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:

| <b>Strata</b>       | <b>Population of gazetted, built-up areas and special development area</b> |
|---------------------|----------------------------------------------------------------------------|
| <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:

*Urban* = *Metropolitan + urban large*

*Rural* = *Urban small + all rural*

## **7. SAMPLE DESIGN**

7.1 The two-stage stratified sampling design was used in ICTHS 2023. 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. SAMPEL SIZE**

8.1 The sample of ICTHS 2023 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 2023 is as follows:

| State             | Number of<br>selected EBs | Number of<br>selected LQs |
|-------------------|---------------------------|---------------------------|
| Johor             | 336                       | 2,675                     |
| Kedah             | 374                       | 2,967                     |
| Kelantan          | 335                       | 2,483                     |
| Melaka            | 152                       | 1,206                     |
| Negeri Sembilan   | 267                       | 2,119                     |
| Pahang            | 354                       | 2,824                     |
| Pulau Pinang      | 198                       | 1,446                     |
| Perak             | 388                       | 3,126                     |
| Perlis            | 93                        | 744                       |
| Selangor          | 314                       | 2,510                     |
| Terengganu        | 284                       | 2,272                     |
| Sabah             | 514                       | 4,010                     |
| Sarawak           | 584                       | 4,251                     |
| W.P. Kuala Lumpur | 71                        | 520                       |
| W.P. Labuan       | 37                        | 276                       |
| W.P. Putrajaya    | 32                        | 249                       |
| <b>MALAYSIA</b>   | <b>4,333</b>              | <b>33,678</b>             |

## 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 2023, the percentage of Internet access by household for Malaysia was 96.0 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 household was found to be in the range of 95.8% - 96.3%.

## 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 2023 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 services and equipment 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.*
- *The youth age is based on the concepts and guidelines from the Manual for Measuring ICT access and Use by Households and Individuals, 2020 Edition published by the International Telecommunication Union (ITU).*

#### **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 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, Twitter 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% 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.*

## **11.8 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.*

## **11.9 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</i> |

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