



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*

2025

Pemakluman

Jabatan Perangkaan Malaysia (DOSM) sedang melaksanakan **Banci Ekonomi 2026 (BE2026)** dengan tema “**Data Nadi Ekonomi Rakyat**”. Pelaksanaan Banci Ekonomi kali keenam ini berlangsung **dari 5 Januari hingga 30 Oktober 2026**. BE2026 bertujuan untuk mengumpulkan data yang menyeluruh dan berstruktur daripada semua pertubuhan perniagaan berdaftar dan tidak berdaftar di Malaysia, bagi menilai prestasi, struktur serta ciri-ciri ekonomi negara secara komprehensif dan berasaskan bukti.

Malaysia buat julung kalinya telah menduduki **tangga pertama (1)** di peringkat global dalam laporan dwi-tahunan **Open Data Inventory (ODIN) 2024/25** yang dikeluarkan oleh Open Data Watch (ODW), mengatasi 197 negara lain. Pencapaian ini merupakan lonjakan ketara daripada kedudukan ke-67 dalam penilaian ODIN 2022/23.

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

Announcement

The Department of Statistics Malaysia (DOSM) is conducting the **Economic Census 2026 (BE2026)**, with themed “**Data Nadi Ekonomi Rakyat**”. The sixth Economic Census, will be carried out from **5th January to 31st October 2026**. BE2026 aims to collect comprehensive and structured data from all registered and unregistered business establishments in Malaysia to assess the nation's economic performance, structure and characteristics in an evidence-based manner.

Malaysia, for the first time, ranked as number one (1) globally in the biennial **Open Data Inventory (ODIN) 2024/25** report released by Open Data Watch (ODW), surpassing 197 other countries. This achievement marks a significant leap from its 67th position in the ODIN 2022/23 assessment.

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

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

"Sumber: Jabatan Perangkaan Malaysia".

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KATA PENGANTAR

Laporan ini memaparkan statistik terkini ICT bagi tahun rujukan 2025. Statistik yang diterbitkan adalah berdasarkan konsep dan garis panduan dalam *Manual for Measuring ICT Access and Use by Households and Individuals*, Edisi 2020, yang diterbitkan *International Telecommunication Union* (ITU).

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

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

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

DATO' SRI DR. MOHD UZIR MAHIDIN

Ketua Perangkawan Malaysia

April 2026



PREFACE

This report presents the latest ICT statistics for the reference year 2025. The statistics published are based on the concepts and guidelines in the Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition, published by the International Telecommunication Union (ITU).

Key statistics in this publication include access to ICT equipment and services by households and usage by individuals in Malaysia. These statistics are also reported at the national, state and administrative district levels. Besides, ICT related indicators are also included in this report.

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

The Department of Statistics Malaysia (DOSM) extends its highest appreciation for the cooperation provided by the respondents, as well as all parties who have contributed directly or indirectly to the success of this publication. Every feedback and suggestions from all parties towards improving this report in the future are highly appreciated.

DATO' SRI DR. MOHD UZIR MAHIDIN

Chief Statistician Malaysia

April 2026

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BAHAGIAN
PART



1

STATISTIK UTAMA
MAIN STATISTICS

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CAPAIAN ICT OLEH ISI RUMAH 2025

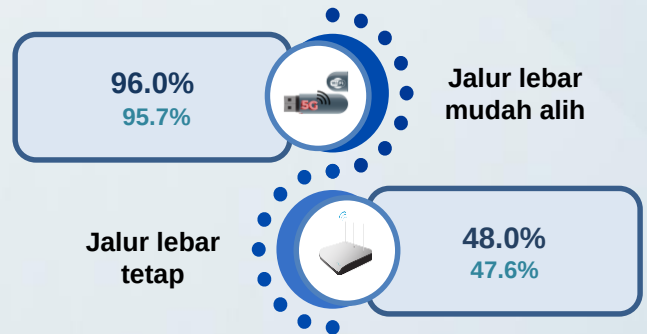
CAPAIAN PERALATAN DAN PERKHIDMATAN ICT



5 NEGERI DENGAN CAPAIAN INTERNET TERTINGGI



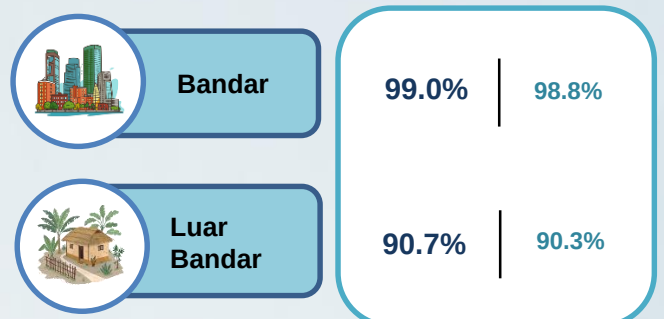
CAPAIAN INTERNET



CAPAIAN TELEFON BIMBIT



CAPAIAN INTERNET MENGIKUT STRATA



Sumber :

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2025,
Jabatan Perangkaan Malaysia (DOSM)

2025
2024



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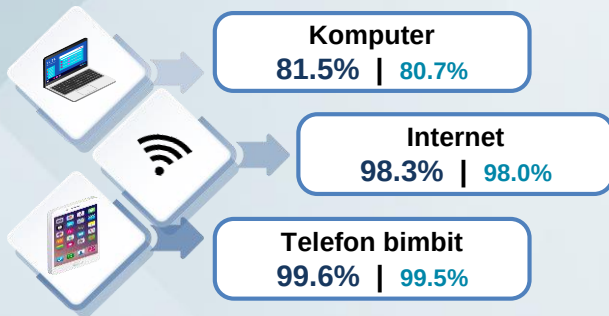
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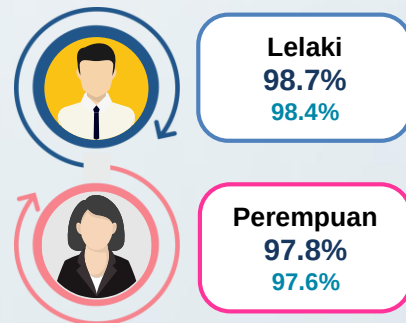


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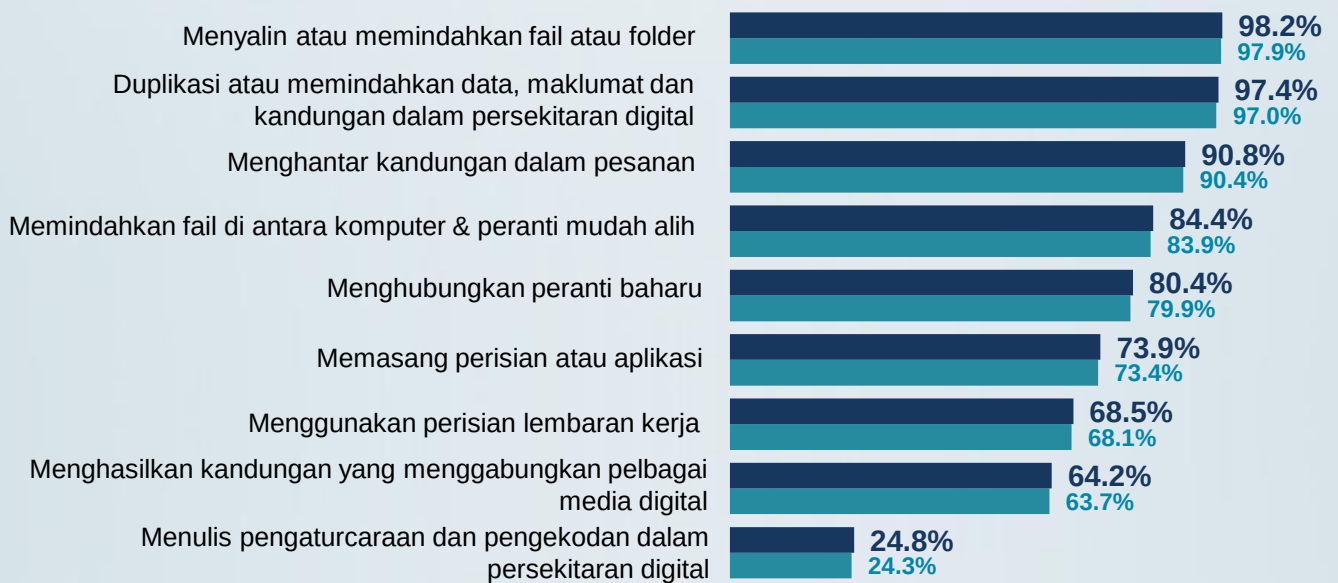
PENGUNAAN PERALATAN DAN PERKHIDMATAN ICT



PENGUNAAN INTERNET MENGIKUT JANTINA



PENGUNAAN KOMPUTER MENGIKUT KEMAHIRAN ICT



5 AKTIVITI POPULAR PENGGUNAAN INTERNET



Nota. Individu merujuk kepada yang berumur 15 tahun dan ke atas

Sumber :

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2025, Jabatan Perangkaan Malaysia (DOSM)

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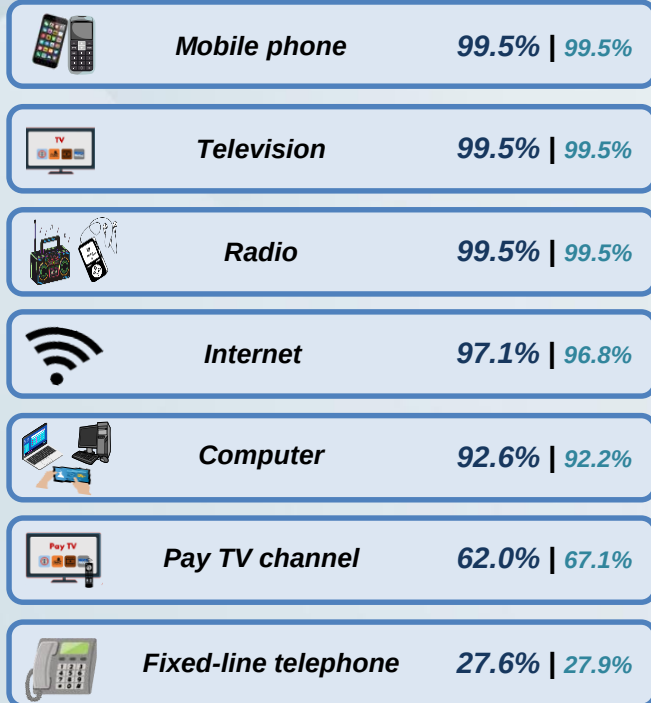
2016 - 2030



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ICT ACCESS BY HOUSEHOLDS 2025

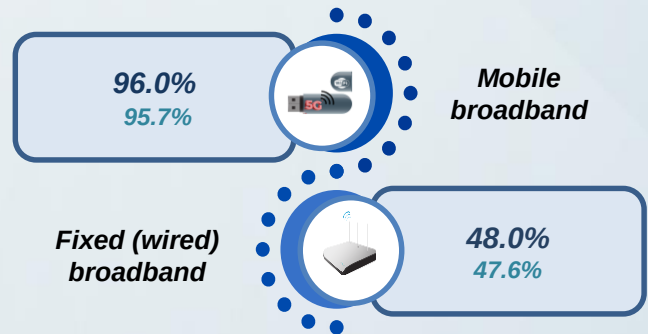
ACCESS TO ICT EQUIPMENT AND SERVICES



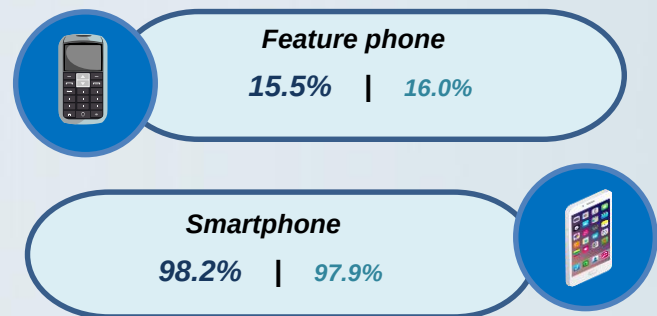
TOP 5 STATES WITH HIGHEST INTERNET ACCESS



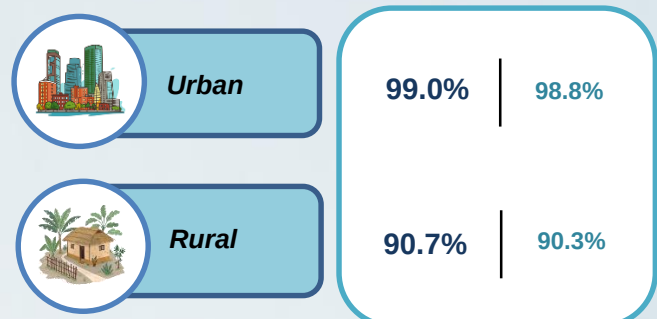
ACCESS TO INTERNET



ACCESS TO MOBILE PHONE



INTERNET ACCESS BY STRATA



Source :
ICT Use and Access by Individuals and Household Survey Report 2025,
Department of Statistics Malaysia (DOSM)

2025
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MADANI
kesejahteraan

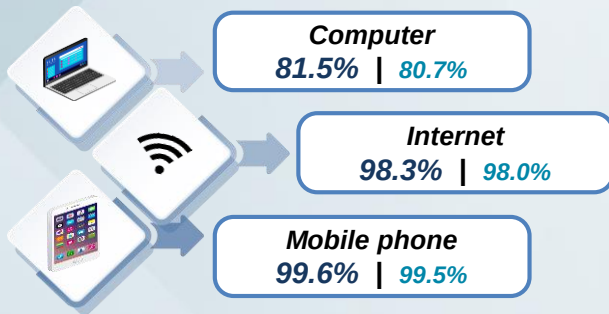
ODIN
OPEN DATA INVENTORY
MALAYSIA
NUMBER ONE
IN THE WORLD

20 October

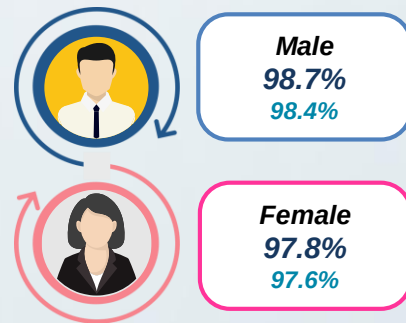
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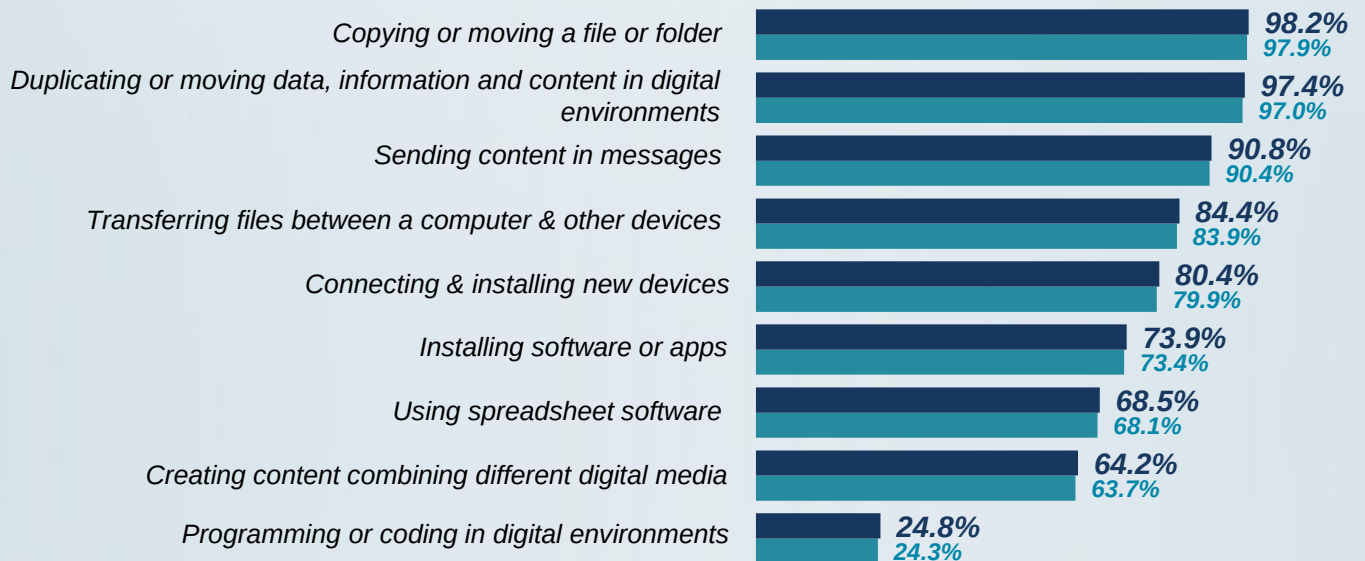
USE OF ICT EQUIPMENT AND SERVICES



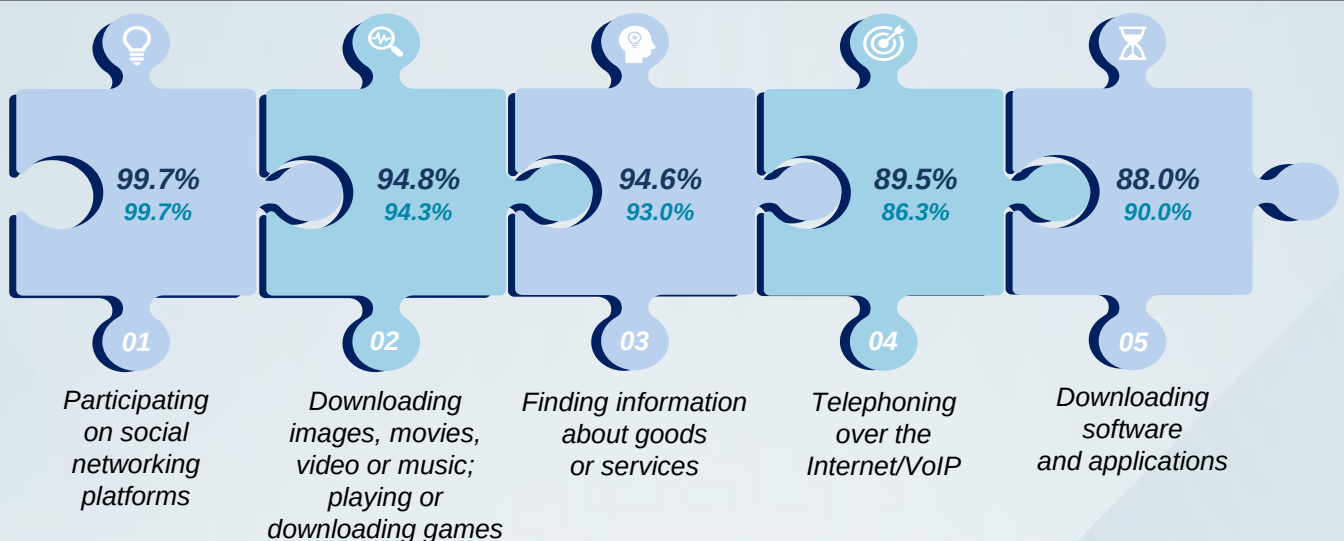
INTERNET USE BY SEX



COMPUTER USAGE BY ICT SKILLS



5 POPULAR ACTIVITIES OF INTERNET USAGE



Note. Individuals referring to age 15 and above

Source :

ICT Use and Access by Individuals and Household Survey Report 2025,
Department of Statistics Malaysia (DOSM)

2025
2024



BAHAGIAN
PART

2

RINGKASAN PENEMUAN
SUMMARY OF FINDINGS

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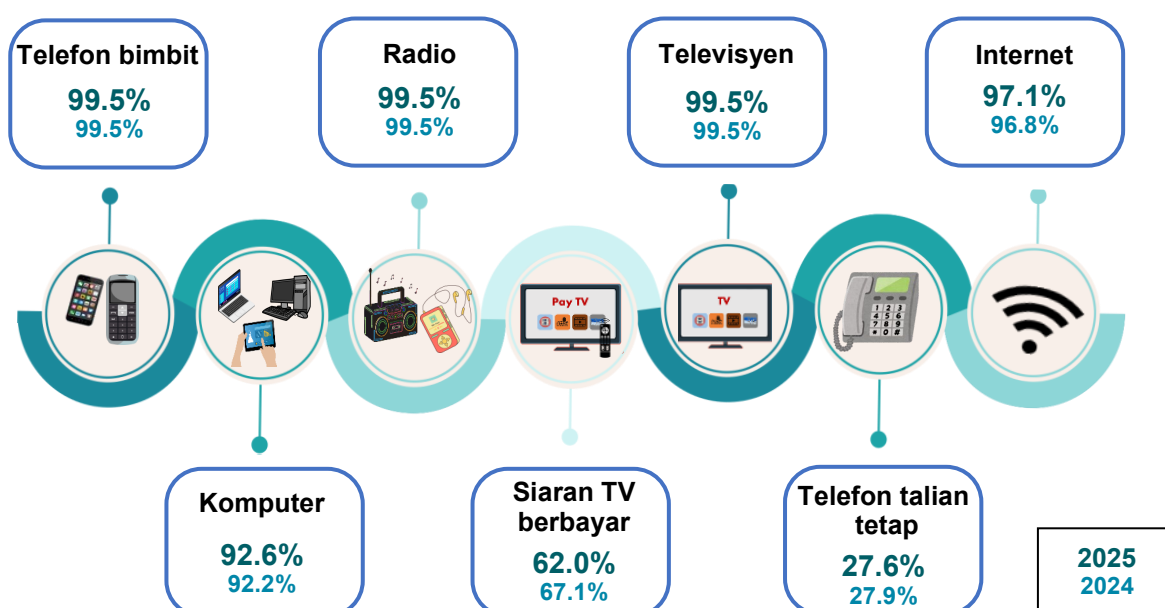
1. PENGENALAN

Laporan ini membentangkan dapatan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah (ICTHS) bagi tahun 2025. Dapatan ini merangkumi statistik semasa berkaitan tahap capaian ICT oleh isi rumah serta penggunaan ICT oleh individu di Malaysia, termasuk pemilikan peralatan dan penggunaan perkhidmatan ICT.

2. CAPAIAN PERALATAN DAN PERKHIDMATAN ICT OLEH ISI RUMAH

Laporan ini menunjukkan tujuh statistik capaian peralatan dan perkhidmatan ICT oleh isi rumah telah dibentangkan. Sesebuah isi rumah ditakrifkan mempunyai capaian kepada peralatan dan perkhidmatan ICT sekiranya peralatan atau perkhidmatan tersebut telah digunakan dalam tempoh tiga bulan sebelum temuramah. Peratusan capaian isi rumah tertinggi pada tahun 2025 direkodkan oleh telefon bimbit, radio dan televisyen yang masing-masing kekal pada 99.5 peratus. Ini diikuti oleh capaian Internet sebanyak 97.1 peratus dan komputer sebanyak 92.6 peratus seperti ditunjukkan dalam **Paparan 1**. Namun begitu, siaran TV berbayar menurun sebanyak 5.1 mata peratus kepada 62.0 peratus (2024: 67.1%), manakala telefon talian tetap turut berkurang sebanyak 0.3 mata peratus kepada 27.6 peratus (2024: 27.9%).

Paparan 1: Peratusan Capaian Peralatan dan Perkhidmatan ICT oleh Isi Rumah, Malaysia, 2024 dan 2025

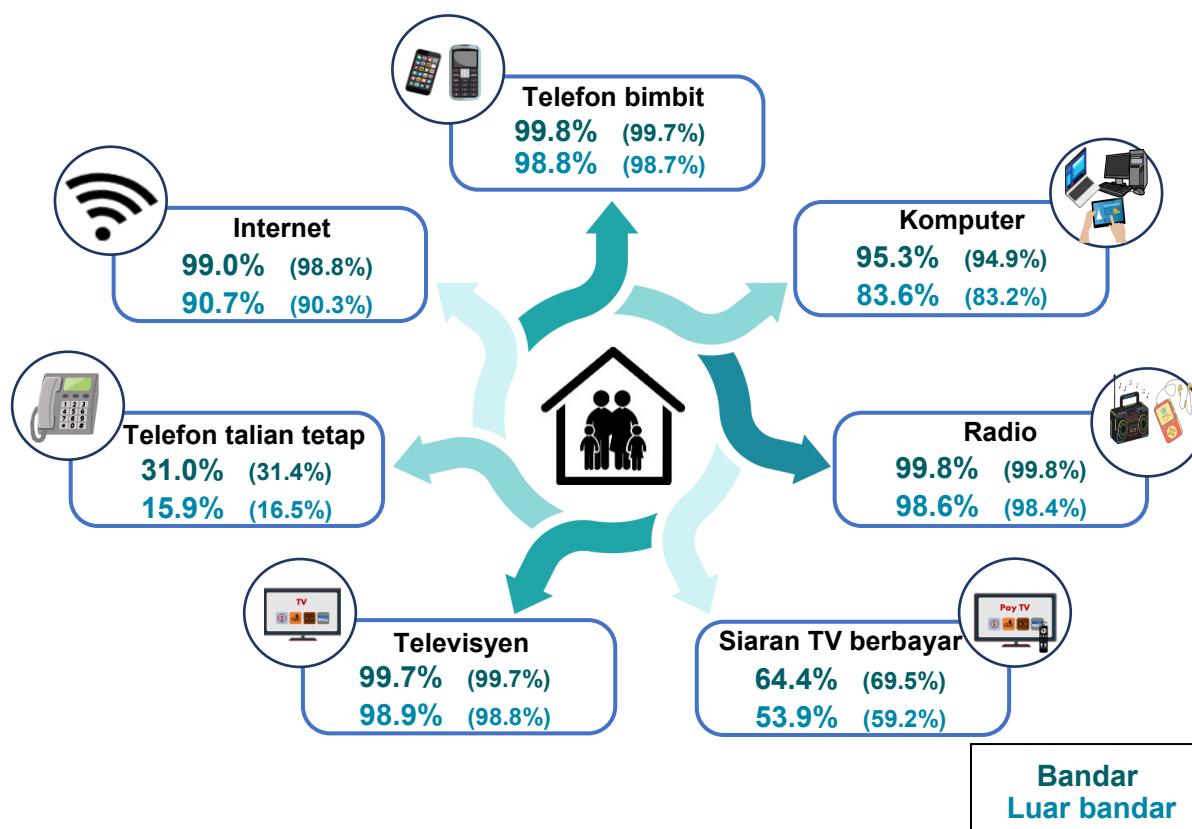


2.1 Capaian Peralatan dan Perkhidmatan ICT oleh Isi Rumah mengikut Strata

Statistik capaian dan penggunaan perkhidmatan ICT dalam kalangan isi rumah bandar adalah konsisten dengan trend nasional. Capaian tertinggi direkodkan bagi radio dan telefon bimbit, masing-masing sebanyak 99.8 peratus, diikuti oleh televisyen (99.7%), Internet (99.0%) dan komputer (95.3%). Sementara itu, capaian kepada siaran TV berbayar dan telefon talian tetap menurun kepada 64.4 peratus (2024: 69.5%) dan 31.0 peratus (2024: 31.4%).

Di luar bandar, isi rumah turut mencatatkan peningkatan dalam capaian peralatan dan perkhidmatan ICT. Televisyen kekal sebagai peralatan dengan capaian tertinggi pada kadar 98.9 peratus, diikuti oleh telefon bimbit (98.8%), radio (98.6%), Internet (90.7%) dan komputer (83.6%). Walau bagaimanapun, capaian kepada siaran TV berbayar dan telefon talian tetap masing-masing menurun sebanyak 5.3 mata peratus kepada 53.9 peratus (2024: 59.2%) dan 0.6 mata peratus kepada 15.9 peratus (2024: 16.5%) (**Paparan 2**).

Paparan 2: Peratusan Capaian Peralatan dan Perkhidmatan ICT oleh Isi Rumah mengikut Strata, Malaysia, 2024 dan 2025



Nota. Angka di dalam kurungan merujuk kepada akses kepada ICT tahun 2024

3. PENGGUNAAN PERALATAN DAN PERKHIDMATAN ICT OLEH INDIVIDU

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

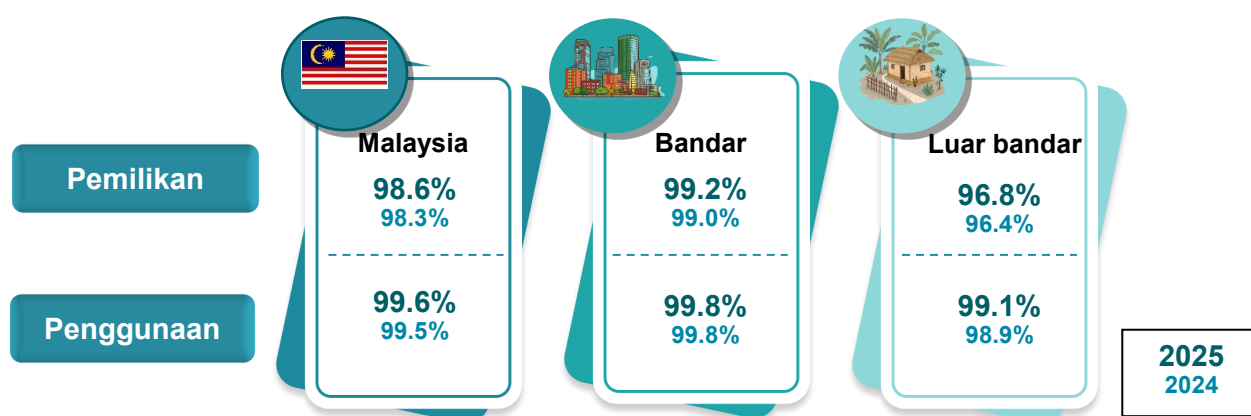
Penggunaan merujuk kepada penggunaan peralatan dan perkhidmatan ICT oleh individu tanpa mengira lokasi penggunaan serta tidak terhad kepada tempat kediaman sahaja. Manakala, pemilikan telefon bimbit merujuk kepada individu yang mempunyai telefon bimbit dan kad *Subscriber Identity Module* (SIM) aktif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

3.1 Pemilikan dan Penggunaan Telefon Bimbit

Pemilikan telefon bimbit oleh individu pada tahun 2025 menunjukkan peningkatan marginal sebanyak 0.3 mata peratus kepada 98.6 peratus. Kenaikan ini didorong oleh peningkatan pemilikan telefon bimbit di bandar (0.2 mata peratus; 99.2%) dan luar bandar (0.4 mata peratus; 96.8%).

Penggunaan telefon bimbit oleh individu pula merekodkan peningkatan kepada 99.6 peratus berbanding tahun sebelumnya (99.5%). Kenaikan ini didorong oleh peningkatan penggunaan telefon bimbit di luar bandar sebanyak 0.2 mata peratus kepada 99.1 peratus, manakala peratusan di bandar kekal pada 99.8 peratus berbanding tahun 2024 seperti ditunjukkan dalam **Paparan 3**.

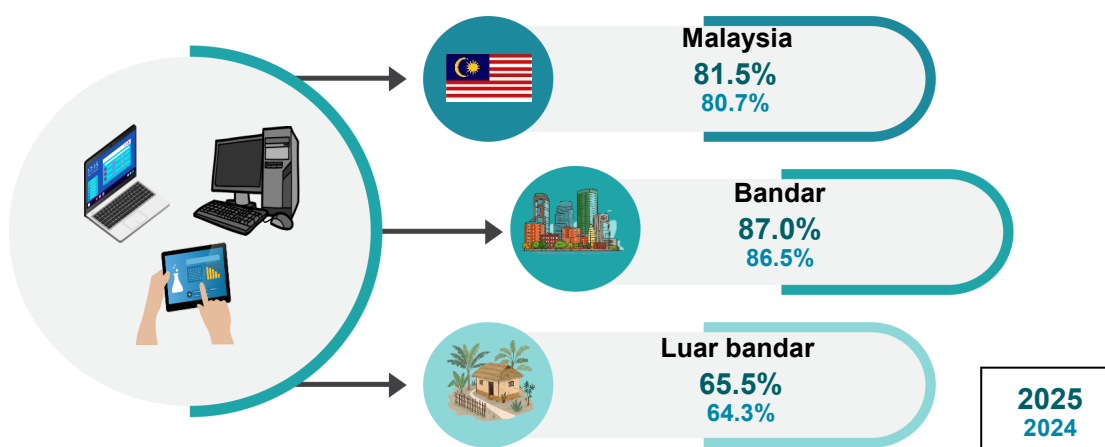
Paparan 3: Peratusan Pemilikan dan Penggunaan Telefon Bimbit oleh Individu mengikut Strata, Malaysia, 2024 dan 2025



3.2 Penggunaan Komputer

Penggunaan komputer yang merangkumi komputer peribadi, komputer riba dan papan elektronik mudah alih terus mencatatkan peningkatan. Kadar penggunaan komputer meningkat sebanyak 0.8 mata peratus kepada 81.5 peratus berbanding 80.7 peratus pada tahun 2024. Peningkatan ini didorong oleh pertambahan penggunaan komputer di kawasan bandar sebanyak 0.5 mata peratus kepada 87.0 peratus dan di luar bandar meningkat dengan lebih ketara iaitu sebanyak 1.2 mata peratus kepada 65.5 peratus, seperti yang ditunjukkan dalam **Paparan 4**.

Paparan 4: Peratusan Penggunaan Komputer oleh Individu mengikut Strata, Malaysia, 2024 dan 2025

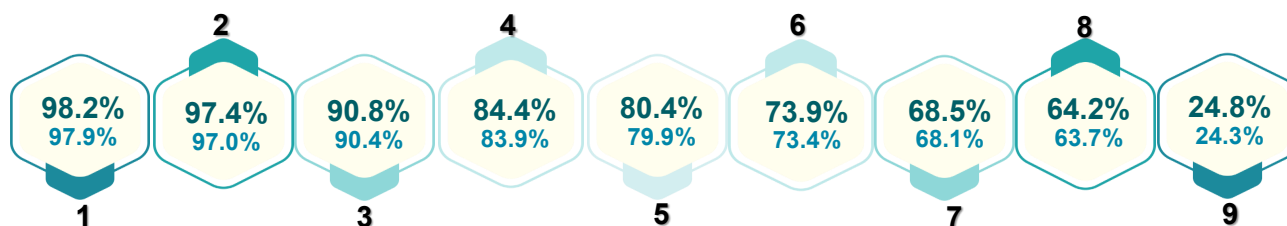


3.2.1 Kemahiran ICT

Kemahiran ICT merupakan antara indikator yang dipantau dalam Matlamat Pembangunan Mampan (SDG) Indikator 4.4.1 yang mengukur peratusan belia dan dewasa dengan kemahiran teknologi maklumat dan komunikasi (ICT). Skop ICTHS merangkumi sembilan jenis kemahiran ICT yang khusus.

Lima kemahiran merekodkan peratusan melebihi 80.0 peratus pada tahun 2025 iaitu menyalin atau memindahkan fail atau *folder* (98.2%) diikuti oleh duplikasi atau memindahkan data, maklumat dan kandungan dalam persekitaran digital (97.4%), menghantar kandungan dalam pesanan (90.8%), memindahkan fail di antara komputer & peranti mudah alih (84.4%) dan menghubungkan & memasang peranti baharu (80.4%). Peratusan kemahiran terendah direkodkan bagi menulis pengaturcaraan dan pengekodan dalam persekitaran digital iaitu sebanyak 24.8 peratus (**Paparan 5**).

Paparan 5: Peratusan Penggunaan Komputer oleh Individu mengikut Kemahiran Komputer Malaysia, 2024 dan 2025



Nota.

1. Menyalin atau memindahkan fail atau *folder*
2. Duplikasi atau memindahkan data, maklumat dan kandungan dalam persekitaran digital
3. Menghantar kandungan dalam pesanan
4. Memindahkan fail di antara komputer & peranti mudah alih
5. Menghubungkan peranti baharu
6. Memasang perisian atau aplikasi
7. Menggunakan perisian lembaran kerja
8. Menghasilkan kandungan yang menggabungkan pelbagai media digital
9. Menulis pengaturcaraan dan pengekodan dalam persekitaran digital

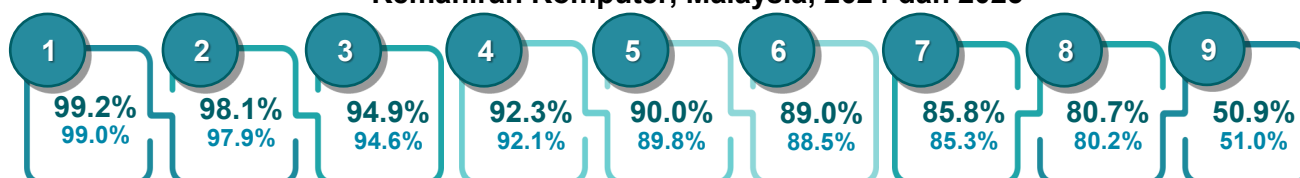
2025
2024

3.2.2 Kemahiran Komputer di Kalangan Belia

Dapatan menunjukkan statistik kemahiran komputer dalam kalangan belia yang ditakrifkan sebagai individu berumur 15 hingga 24 tahun. Secara keseluruhan, hampir semua jenis kemahiran mencatatkan peratusan melebihi 80.0 peratus, kecuali kemahiran menulis pengaturcaraan dan pengekodan dalam persekitaran digital yang merekodkan 50.9 peratus.

Tiga kemahiran dengan peratusan tertinggi ialah menjalankan aktiviti menyalin atau memindahkan fail atau *folder* (99.2%), diikuti oleh duplikasi atau memindahkan data, maklumat dan kandungan dalam persekitaran digital (98.1%), serta menghantar kandungan dalam pesanan (94.9%), seperti yang ditunjukkan dalam **Paparan 6**.

Paparan 6: Peratusan Penggunaan Komputer oleh Belia mengikut Kemahiran Komputer, Malaysia, 2024 dan 2025



Nota.

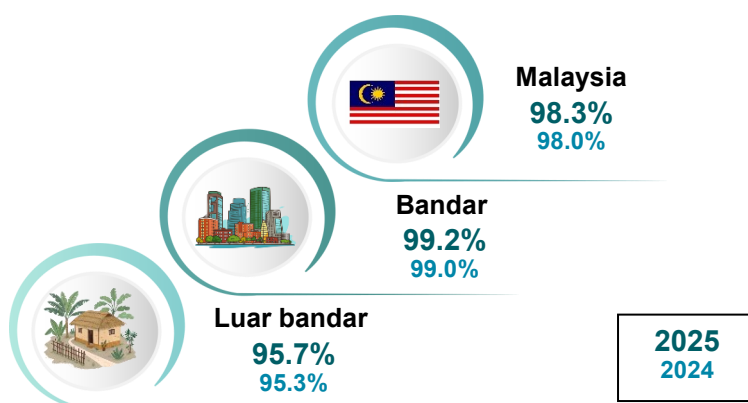
1. Menyalin atau memindahkan fail atau *folder*
2. Duplikasi atau memindahkan data, maklumat dan kandungan dalam persekitaran digital
3. Menghantar kandungan dalam pesanan
4. Memindahkan fail di antara komputer & peranti mudah alih
5. Menghubungkan peranti baharu
6. Memasang perisian atau aplikasi
7. Menghasilkan kandungan yang menggabungkan pelbagai media digital
8. Menggunakan perisian lembaran kerja
9. Menulis pengaturcaraan dan pengekodan dalam persekitaran digital

2025
2024

3.3 Penggunaan Internet

Penggunaan Internet menunjukkan peningkatan sebanyak 0.3 mata peratus kepada 98.3 peratus berbanding 98.0 peratus pada tahun 2024. Peningkatan ini dipengaruhi oleh peningkatan penggunaan Internet di bandar sebanyak 0.2 mata peratus (99.2%) dan di luar bandar sebanyak 0.4 mata peratus (95.7%) (**Paparan 7**).

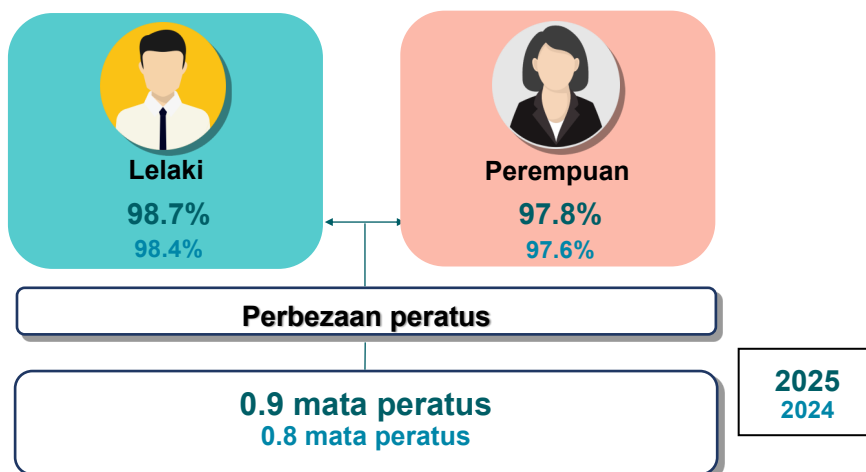
Paparan 7: Peratusan Penggunaan Internet oleh Individu mengikut Strata, Malaysia, 2024 dan 2025



3.3.1 Penggunaan Internet mengikut Jantina

Perbandingan mengikut jantina merekodkan penggunaan Internet bagi lelaki menunjukkan peratusan yang lebih tinggi iaitu 98.7 peratus berbanding perempuan 97.8 peratus pada tahun 2025. Perbezaan peratusan antara kedua-dua jantina meningkat sedikit daripada 0.8 kepada 0.9 mata peratus pada tahun 2025. Jurang yang kecil ini menunjukkan bahawa tahap kesaksamaan digital antara lelaki dan perempuan kekal stabil (**Paparan 8**).

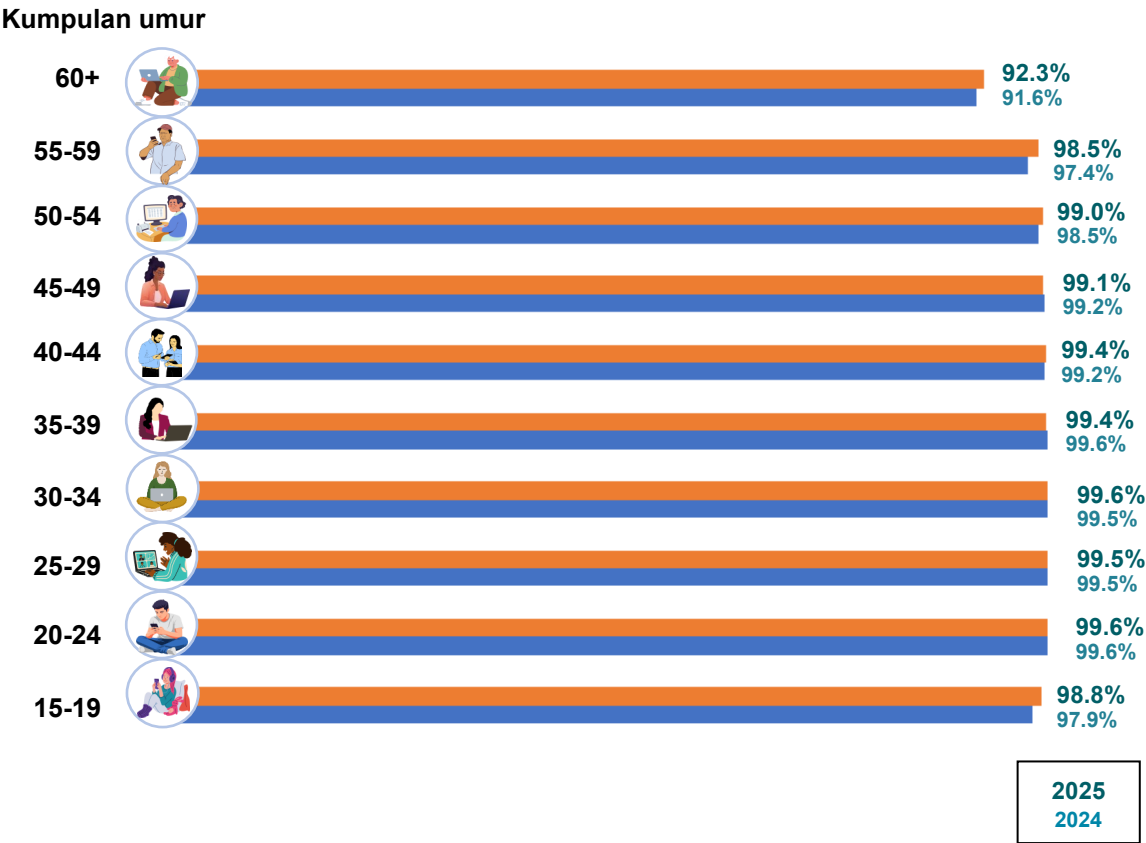
Paparan 8: Peratusan Penggunaan Internet oleh Individu mengikut Jantina, Malaysia, 2024 dan 2025



3.3.2 Penggunaan Internet mengikut Kumpulan Umur

Dapatan keseluruhan menunjukkan bahawa semua kumpulan umur merekodkan prestasi penggunaan Internet melebihi 90.0 peratus. Peratusan penggunaan Internet yang tertinggi adalah dalam kumpulan umur 20-24 tahun dan 30-34 tahun iaitu 99.6 peratus diikuti oleh kumpulan umur 25-29 tahun iaitu 99.5 peratus. Namun begitu, peratus penggunaan Internet bagi yang berumur 35-39 tahun menurun kepada 99.4 peratus (2024: 99.6%), diikuti oleh kumpulan umur 45-49 tahun yang turut mencatatkan penurunan kepada 99.1 peratus (2024: 99.2%). Manakala, bagi kumpulan umur 60 tahun dan ke atas menunjukkan peningkatan berbanding tahun sebelumnya iaitu 92.3 peratus (2024: 91.6%) seperti yang ditunjukkan di **Carta 1**.

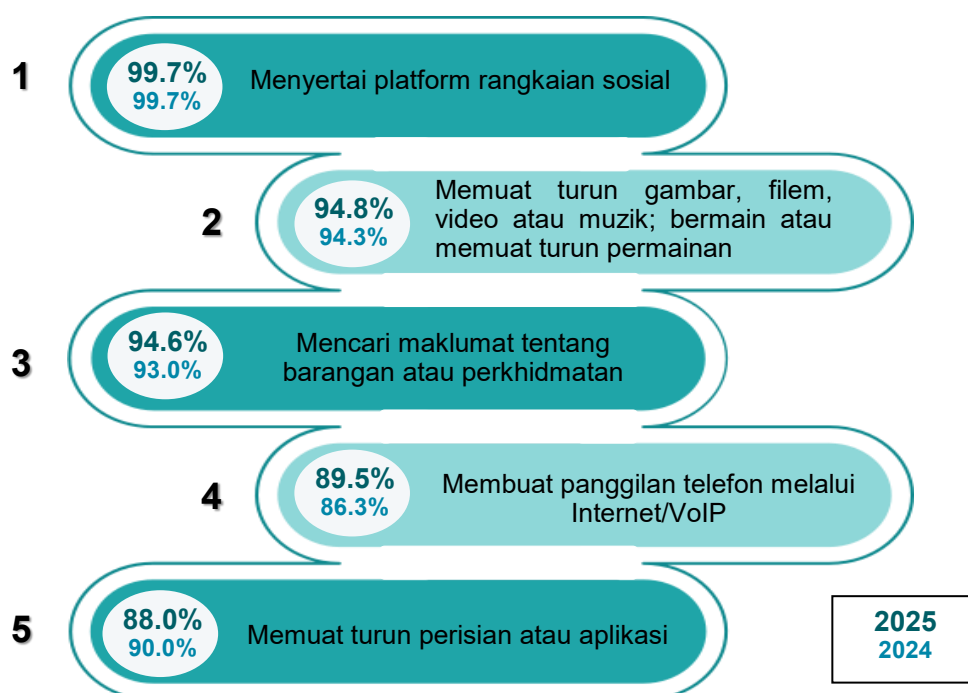
Carta 1: Peratusan Penggunaan Internet oleh Individu mengikut Kumpulan Umur, Malaysia, 2024 dan 2025



3.3.3 Penggunaan Internet mengikut Aktiviti

Sebanyak 38 aktiviti internet telah diukur, di mana penyertaan dalam rangkaian sosial dikenal pasti sebagai aktiviti utama dengan penglibatan sebanyak 99.7 peratus. Ini diikuti oleh aktiviti memuat turun gambar, filem, video atau muzik; bermain atau memuat turun permainan (94.8%). Selain itu, majoriti pengguna turut menggunakan Internet untuk mencari maklumat berkaitan barangan atau perkhidmatan (94.6%), diikuti oleh membuat panggilan telefon melalui Internet/VoIP (89.5%) dan memuat turun perisian atau aplikasi dengan 88.0 peratus (**Paparan 9**).

Paparan 9: Peratusan Penggunaan Internet oleh Individu mengikut Lima Aktiviti Internet Tertinggi, Malaysia, 2024 dan 2025



Nota. Individu boleh memilih lebih daripada satu aktiviti Internet

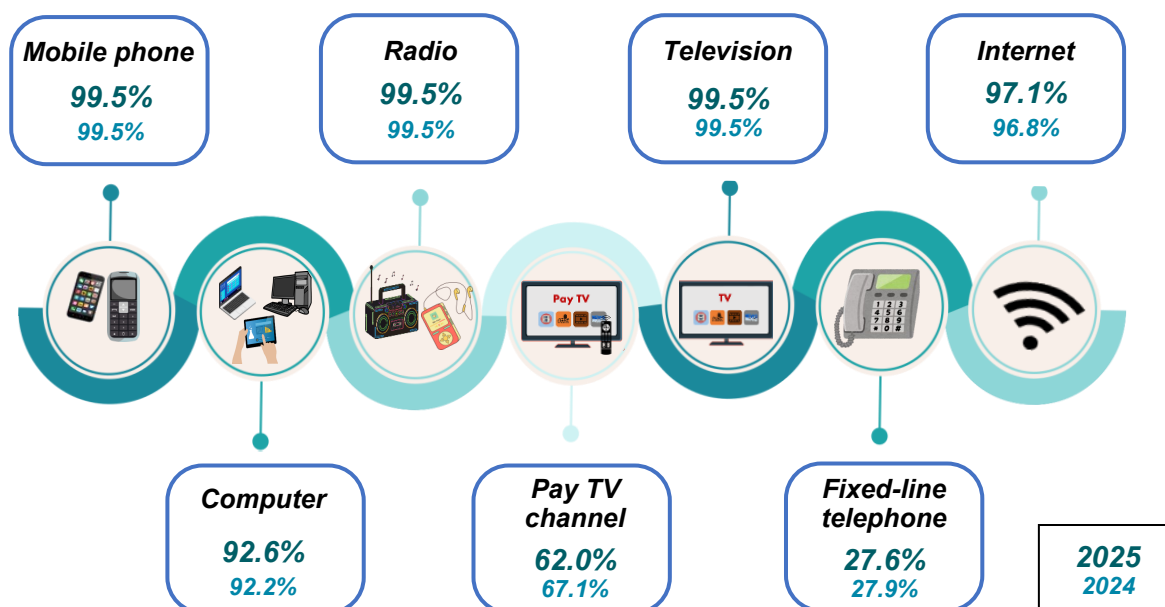
1. INTRODUCTION

This report presents the findings of the ICT Usage and Access Survey by Individuals and Households (ICTHS) for the year 2025. The findings provide current statistics related to the level of ICT access by households as well as ICT usage by individuals in Malaysia, including ownership of ICT equipment and the use of ICT services.

2. ACCESS TO ICT EQUIPMENT AND SERVICES BY HOUSEHOLDS

This report presents seven statistics of household access to ICT equipment and services. A household is defined as having access to ICT equipment and services if the equipment or service was used within the three months prior to the interview. The highest percentage of household access in 2025 was recorded by mobile phones, radio and television, which each remained at 99.5 per cent. This was followed by Internet access at 97.1 per cent and computer at 92.6 per cent, as shown in **Exhibit 1**. However, pay TV channel declined by 5.1 percentage points to 62.0 per cent (2024: 67.1%), while fixed-line telephone access also decreased by 0.3 percentage points to 27.6 per cent (2024: 27.9%).

Exhibit 1: Percentage of Households with Access to ICT Equipment and Services, Malaysia, 2024 and 2025

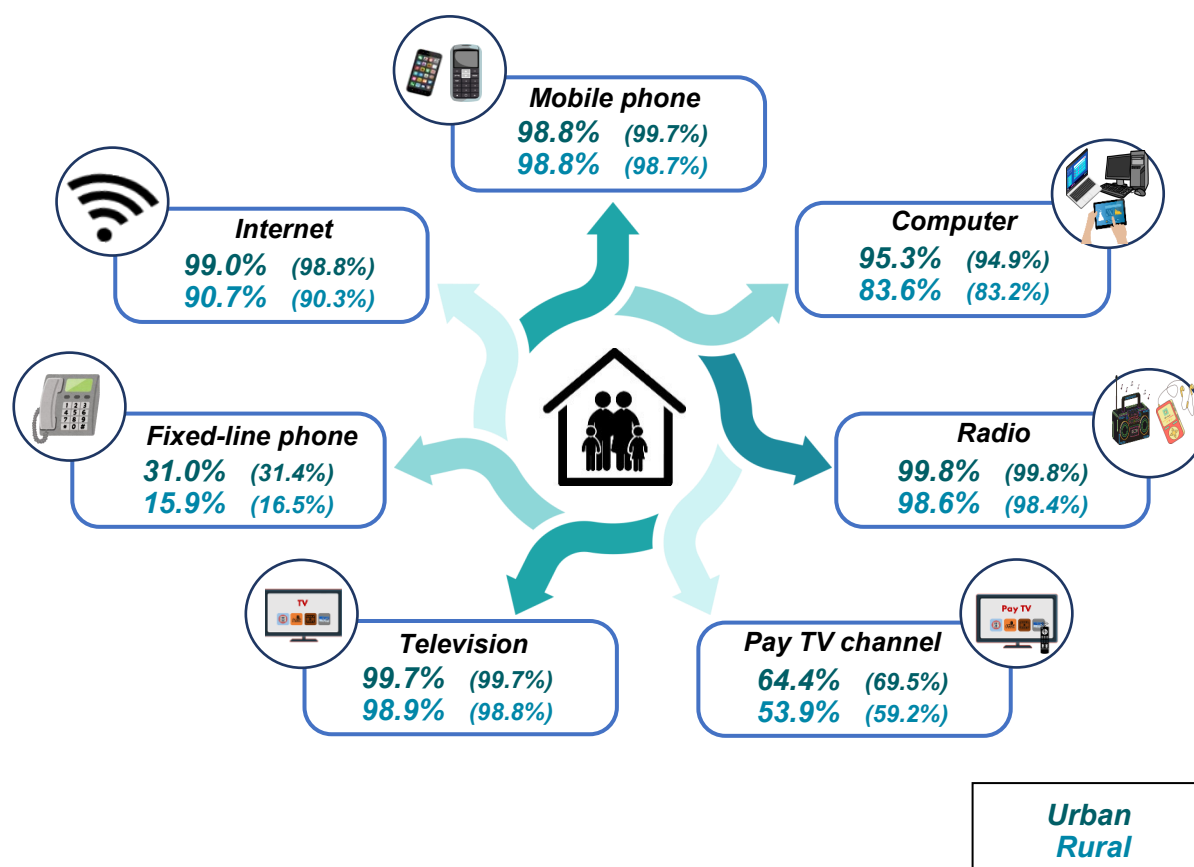


2.1 Households with Access to ICT Equipment and Services by Strata

ICT access and usage among urban households are generally consistent with the national trend. The highest access was recorded for radio and mobile phone, both at 99.8 per cent, followed by television (99.7%), Internet (99.0%) and computer (95.3%). Meanwhile, access to pay TV channel and fixed-line telephone declined to 64.4 per cent (2024: 69.5%) and 31.0 per cent (2024: 31.4%), respectively.

In rural areas, households also recorded increases in access to ICT equipment and services. Television remained the most accessible device at 98.9 per cent, followed by mobile phone (98.8%), radio (98.6%), Internet (90.7%) and computer (83.6%). However, access to pay TV channel and fixed-line telephone decreased by 5.3 percentage points to 53.9 per cent (2024: 59.2%) and by 0.6 percentage points to 15.9 per cent (2024: 16.5%), respectively (**Exhibit 2**).

Exhibit 2: Percentage of Households with Access to ICT Equipment and Services by Strata, Malaysia, 2024 and 2025



Note. Figures in brackets refer to the percentage of ICT access in 2024

3. USE OF ICT EQUIPMENT AND SERVICES BY INDIVIDUALS

The measurement of ICT equipment and service usage by individuals includes mobile phone usage and ownership, along with computer and Internet usage among Malaysians aged 15 years and above.

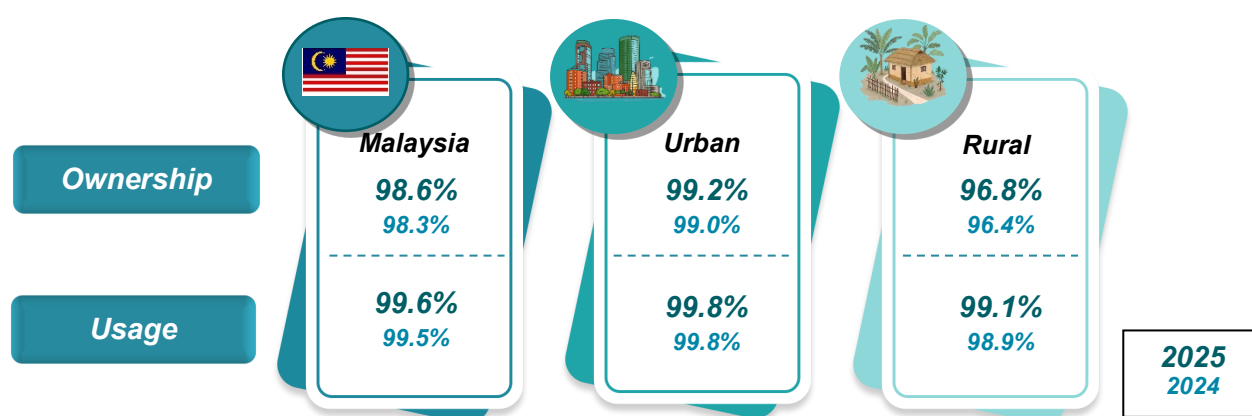
Usage is defined as the utilisation of ICT equipment and services by individuals regardless of location and is not restricted to the place of residence. Meanwhile, mobile phone ownership refers to individuals who own a mobile phone with an active Subscriber Identity Module (SIM) card for personal use.

3.1 Mobile Phone Ownership and Usage

Individual mobile phone ownership in 2025 showed a marginal increase of 0.3 percentage points to 98.6 per cent. This rise was driven by an increase in mobile phone ownership in urban areas (0.2 percentage points; 99.2%) and rural areas (0.4 percentage points; 96.8%).

Mobile phone usage among individuals recorded an increase to 99.6 per cent as compared to the previous year (99.5%). This increase was driven by a 0.2 percentage point rise in mobile phone usage in rural areas to 99.1 per cent, while the percentage in urban areas remained at 99.8 per cent as compared to 2024, as shown in **Exhibit 3**.

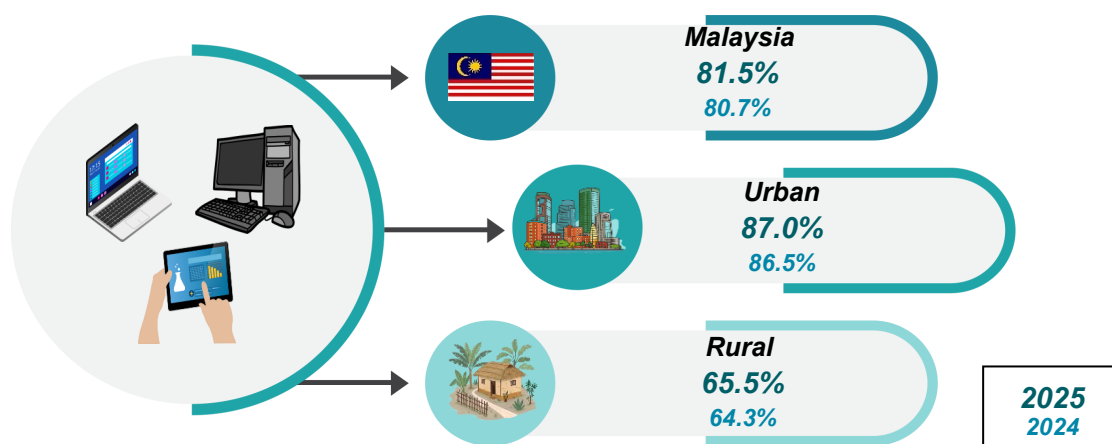
Exhibit 3: Percentage of Individuals Owning and Using Mobile Phone by Strata, Malaysia, 2024 and 2025



3.2 Computer Usage

Computer usage, which includes personal computers, laptops and tablets, continued to increase. The rate of computer usage rose by 0.8 percentage points to 81.5 per cent as compared to 80.7 per cent in 2024. This increase was driven by a rise in computer usage in urban areas by 0.5 percentage points to 87.0 per cent, while rural areas recorded a more notable increase of 1.2 percentage points to 65.5 per cent, as shown in **Exhibit 4**.

Exhibit 4: Percentage of Individuals Using Computer by Strata, Malaysia, 2024 and 2025

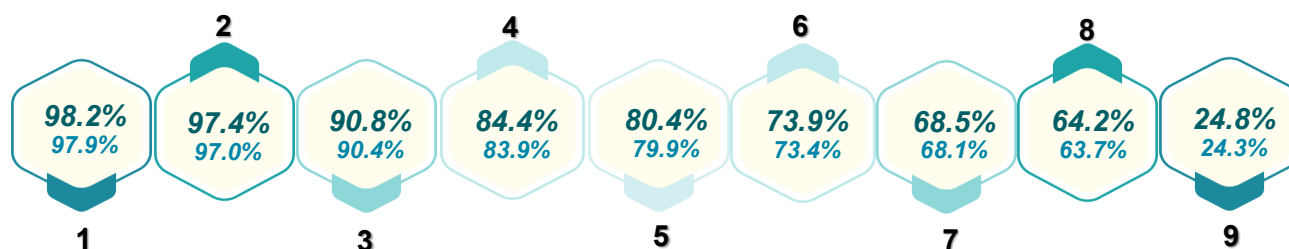


3.2.1 ICT Skills

ICT skills are among the indicators monitored under the Sustainable Development Goals (SDG) Indicator 4.4.1, which evaluates the percentage of youth and adults possessing information and communication technology (ICT) competencies. ICTHS scope encompasses nine specific types of ICT skills.

Five skills recorded a percentage of over 80.0 per cent in 2025, namely copying or moving a file or folder (98.2%), followed by duplicating or moving data, information and content in digital environments (97.4%), sending content in messages (90.8%), transferring files between a computer & other devices (84.4%) and connecting as well as installing new devices (80.4%). The lowest percentage was observed in programming or coding in digital environments, which stood at 24.8 per cent (**Exhibit 5**).

Exhibit 5: Percentage of Individuals Using Computer by ICT Skills, Malaysia, 2024 and 2025



Note.

1. Copying or moving a file or folder
2. Duplicating or moving data, information and content in digital environments
3. Sending content in messages
4. Transferring files between a computer & other devices
5. Connecting new devices
6. Installing software or apps
7. Using spreadsheet software
8. Creating content combining different digital media
9. Programming or coding in digital environments

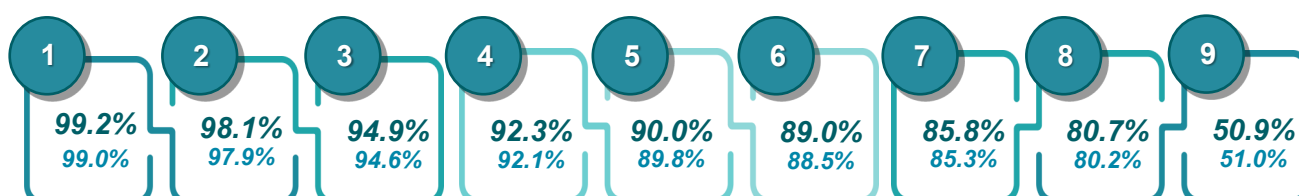
2025
2024

3.2.2 Computer skills by Youth

The findings showed statistics on computer skills among youth, defined as individuals aged 15 to 24 years. Overall, nearly all skill categories registered percentages exceeding 80.0 per cent, with the exception of programming and coding in digital environments, which recorded 50.9 per cent.

The three skills with the highest percentages were copying or moving files or folder (99.2%), followed by duplicating or moving data, information and content in digital environments (98.1%) and sending content in messages (94.9%), as illustrated in **Exhibit 6**.

Exhibit 6: Percentage of Youth Using Computer by ICT skills, Malaysia, 2024 and 2025



Note.

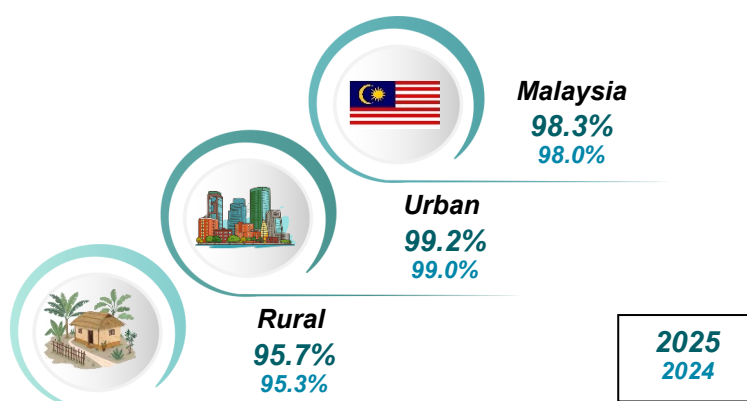
1. Copying or moving a file or folder
2. Duplicating or moving data, information and content in digital environments
3. Sending content in messages
4. Transferring files between a computer & other devices
5. Connecting new devices
6. Installing software or apps
7. Creating content combining different digital media
8. Using spreadsheet software
9. Programming or coding in digital environments

2025
2024

3.3 Internet Usage

Internet usage showed an increase of 0.3 percentage points to 98.3 per cent, as compared to 98.0 per cent in 2024. This increase was affected by an increase in Internet usage in urban areas by 0.2 percentage points (99.2%) and in rural areas by 0.4 percentage points (95.7%) (**Exhibit 7**).

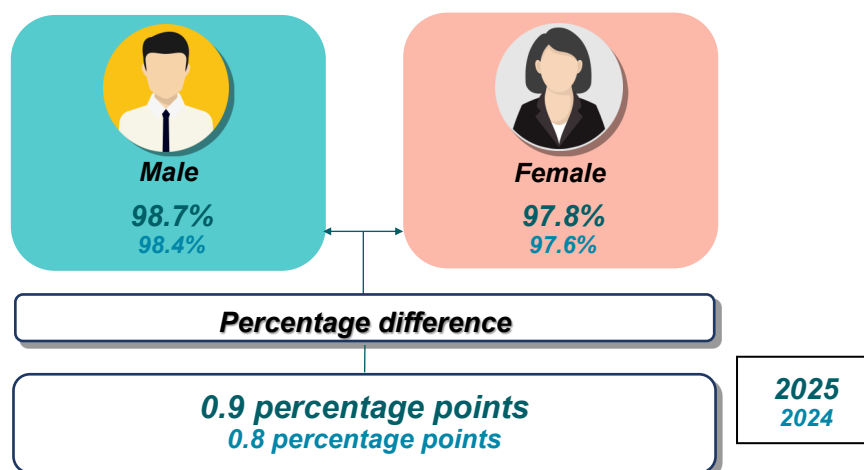
Exhibit 7: Percentage of Individuals Using Internet by Strata, Malaysia, 2024 and 2025



3.3.1 Internet Usage by Sex

A comparison by sex shows that Internet usage among males recorded a higher percentage at 98.7 per cent, as compared to 97.8 per cent for females in 2025. The percentage point difference between genders increased slightly from 0.8 to 0.9 in 2025. This narrow margin indicates that the level of digital equality between males and females remains stable (**Exhibit 8**).

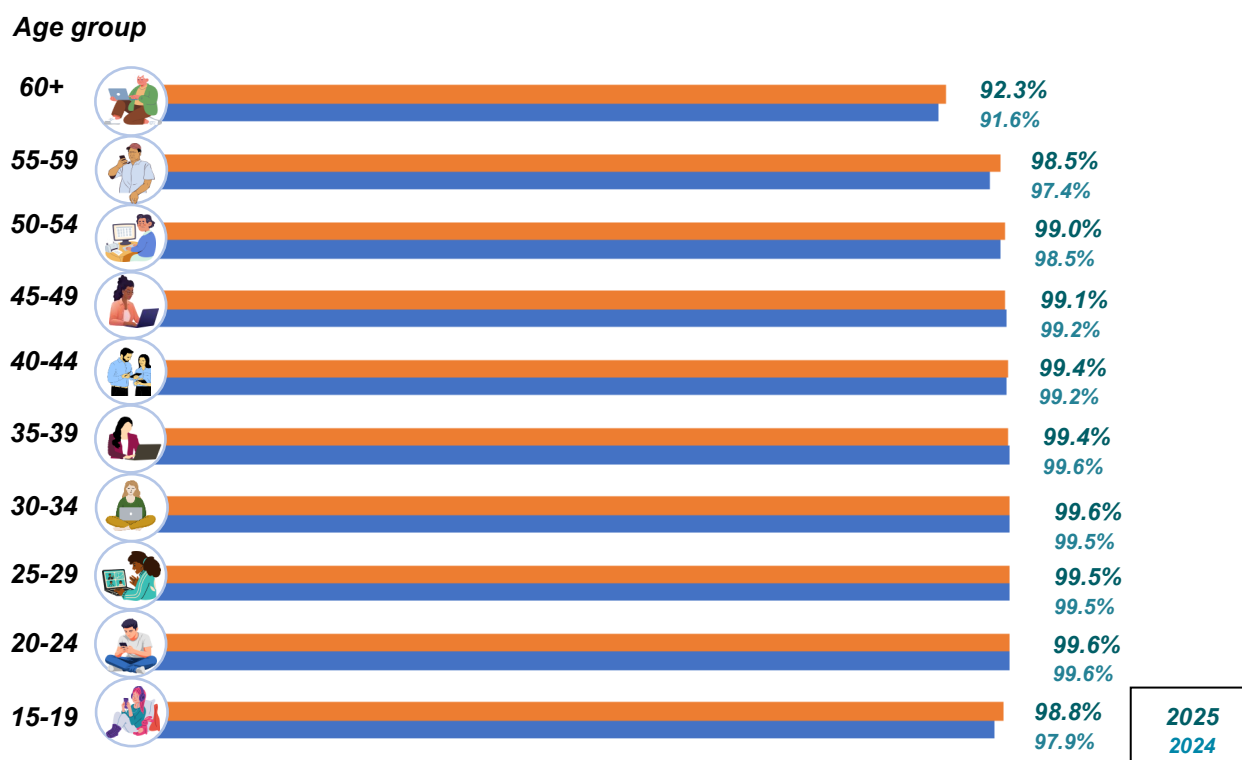
Exhibit 8: Percentage of Individuals Using the Internet by Sex, Malaysia, 2024 and 2025



3.3.2 Internet Usage by Age Group

Overall findings indicate that all age groups recorded Internet usage performance exceeding 90.0 per cent. The highest percentages of Internet users were within the 20–24 and 30–34 age groups at 99.6 per cent, followed by the 25–29 age group at 99.5 per cent. However, the Internet usage percentage for those aged 35–39 declined to 99.4 per cent (2024: 99.6%), followed by the 45–49 age group, which also recorded a decrease to 99.1 per cent (2024: 99.2%). Meanwhile, the age group of 60 years and above showed an increase as compared to the previous year at 92.3 per cent (2024: 91.6%), as shown in **Chart 1**.

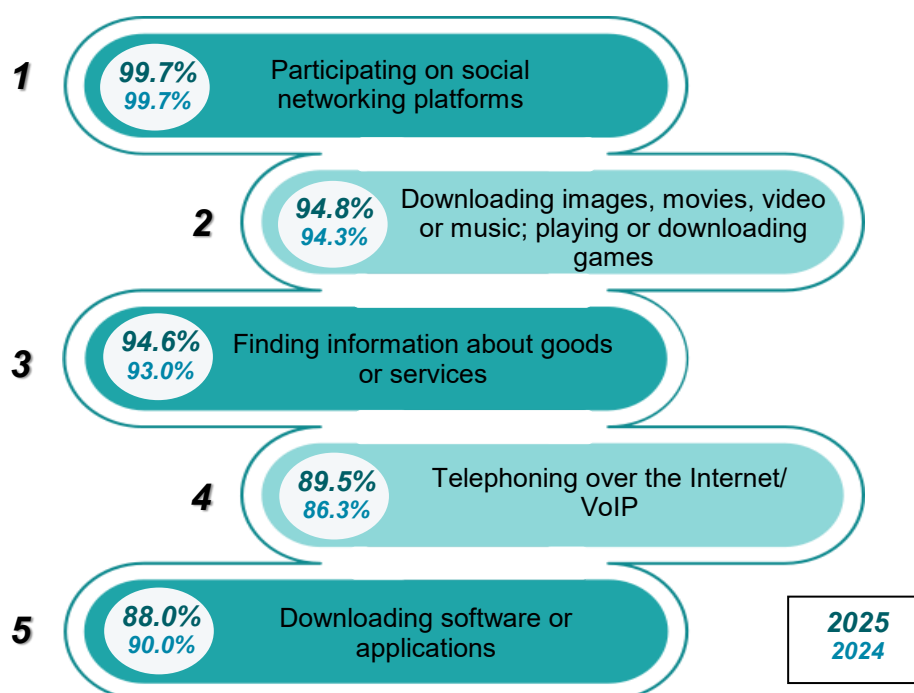
Chart 1: Percentage of Individuals Using the Internet by Age Group, Malaysia, 2024 and 2025



3.3.3 Internet Usage by Activities

Among the 38 internet activities assessed, participating on social networking platforms emerged as the leading activity, recording a rate of 99.7 per cent. This was followed by downloading images, movies, video or music; playing or downloading games (94.8%). Additionally, a majority of users also used the Internet to find information about goods or services (94.6%), followed by making telephone or video calls over the Internet/VoIP (89.5%) and downloading software or applications at 88.0 per cent (**Exhibit 9**).

Exhibit 9: Percentage of Individuals Using the Internet by Top Five Internet Activities, Malaysia, 2024 and 2025



Note. Each individuals can choose more than one Internet activities

BAHAGIAN
PART



3

JADUAL STATISTIK
STATISTICAL TABLES

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**STATISTIK CAPAIAN ICT
OLEH ISI RUMAH**

*STATISTICS OF ICT
ACCESS BY HOUSEHOLDS*



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Jadual 1.1 : Peratusan capaian telefon bimbit oleh isi rumah mengikut negeri, jenis dan strata, Malaysia, 2025

Table 1.1 : Percentage of households with access to mobile phone by state, type and strata, Malaysia, 2025

Negeri State	Telefon bimbit Mobile phone			Telefon biasa Feature phone			Telefon pintar Smartphone		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.5	99.8	98.8	15.5	12.8	24.7	98.2	99.1	95.0
Johor	99.4	99.5	99.1	20.3	20.5	19.3	99.4	99.5	99.1
Kedah	99.3	99.4	99.1	20.7	15.0	32.5	96.7	97.6	94.8
Kelantan	99.3	99.5	99.1	25.0	20.8	28.4	95.4	97.0	94.2
Melaka	99.9	99.9	99.5	19.0	18.6	23.5	98.3	98.5	97.1
Negeri Sembilan	99.7	100.0	99.1	11.6	8.7	19.0	98.4	99.9	94.7
Pahang	99.6	99.7	99.5	16.3	15.4	17.4	95.8	96.6	94.9
Pulau Pinang	99.9	99.9	100.0	13.5	13.4	14.5	98.9	98.8	99.1
Perak	99.4	99.4	99.5	18.7	16.0	26.2	97.0	97.2	96.3
Perlis	99.6	99.7	99.6	22.4	22.4	22.4	98.0	97.7	98.3
Selangor	99.9	99.9	99.4	8.4	8.0	16.8	99.8	99.9	97.7
Terengganu	99.0	99.3	98.6	15.3	12.6	20.1	98.3	98.8	97.5
Sabah	99.6	99.8	99.3	19.4	13.3	27.1	98.2	99.6	96.4
Sarawak	98.3	99.8	96.1	20.5	13.4	30.1	94.0	99.5	86.5
W.P. Kuala Lumpur	100.0	100.0	n.a.	7.2	7.2	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.5	99.5	100.0	4.5	3.6	12.5	99.5	99.5	100.0
W.P. Putrajaya	100.0	100.0	n.a.	9.5	9.5	n.a.	100.0	100.0	n.a.

Nota. Telefon bimbit meliputi telefon biasa dan telefon pintar

Note. Mobile phone includes feature phone and smartphone

Jadual 1.2 : Peratusan capaian Internet oleh isi rumah mengikut negeri, jenis perkhidmatan dan strata, Malaysia, 2025

Table 1.2 : Percentage of households with Internet access by state, type of service and strata, Malaysia, 2025

Negeri State	Internet			Jalur lebar mudah alih Mobile broadband			Jalur lebar tetap Fixed (wired) broadband		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	97.1	99.0	90.7	96.0	98.1	89.3	48.0	54.9	25.2
Johor	99.0	99.3	98.0	98.1	98.4	96.8	54.2	57.8	40.8
Kedah	96.7	98.1	93.8	96.0	97.3	93.3	35.2	43.8	17.5
Kelantan	95.4	96.3	94.5	94.3	95.1	93.7	25.8	35.2	17.9
Melaka	97.3	97.5	95.1	96.5	96.7	94.1	56.1	58.0	36.7
Negeri Sembilan	97.0	99.2	91.3	95.7	98.4	89.2	48.3	54.2	33.6
Pahang	96.1	97.0	95.0	94.3	94.8	93.7	32.5	40.3	23.5
Pulau Pinang	99.7	99.7	99.1	98.1	98.2	97.1	56.1	56.9	46.3
Perak	96.1	97.5	92.3	92.9	94.7	87.8	41.4	46.5	27.1
Perlis	96.9	99.4	93.5	95.8	98.3	92.7	33.1	39.4	25.0
Selangor	99.6	99.6	97.8	99.4	99.5	97.8	60.6	61.3	44.8
Terengganu	95.4	96.5	93.5	93.8	95.3	91.2	29.4	30.7	27.0
Sabah	91.6	98.8	82.6	91.4	98.8	82.3	32.2	43.5	18.2
Sarawak	91.7	99.5	81.1	90.8	99.3	79.1	34.0	45.3	18.5
W.P. Kuala Lumpur	100.0	100.0	n.a.	98.3	98.3	n.a.	74.8	74.8	n.a.
W.P. Labuan	99.8	100.0	97.5	95.3	95.4	95.0	42.8	42.6	45.0
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	76.4	76.4	n.a.

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

Jadual 1.3 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan strata, Malaysia, 2025

Table 1.3 : Percentage of households with access to ICT equipment and services by state and strata, Malaysia, 2025

Negeri State	Komputer Computer			Siaran TV berbayar Pay TV channel			Televisyen Television		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	92.6	95.3	83.6	62.0	64.4	53.9	99.5	99.7	98.9
Johor	93.5	95.0	87.7	57.9	59.3	52.6	99.7	99.8	99.2
Kedah	87.1	90.2	80.8	52.6	55.4	46.8	99.4	99.7	99.0
Kelantan	88.5	91.4	86.0	51.8	52.2	51.6	99.3	99.5	99.1
Melaka	93.2	93.1	93.3	71.6	72.0	67.3	100.0	100.0	99.5
Negeri Sembilan	90.7	96.6	75.8	73.0	73.9	70.8	100.0	100.0	100.0
Pahang	89.0	92.8	84.5	71.5	73.0	69.6	99.2	99.5	98.9
Pulau Pinang	97.0	96.9	97.7	69.4	69.9	61.8	99.8	99.8	100.0
Perak	91.8	91.3	93.4	70.9	72.5	66.4	99.5	99.7	99.1
Perlis	90.4	92.2	87.9	62.6	66.1	58.2	99.5	99.4	99.6
Selangor	96.7	96.9	91.1	63.2	63.5	55.5	99.9	99.9	99.8
Terengganu	90.7	93.5	85.8	65.1	63.4	68.0	99.8	99.9	99.8
Sabah	84.9	93.4	74.3	52.6	58.1	45.6	98.4	98.5	98.2
Sarawak	89.3	94.9	81.6	57.5	71.7	38.2	98.8	99.3	98.2
W.P. Kuala Lumpur	99.8	99.8	n.a.	61.8	61.8	n.a.	100.0	100.0	n.a.
W.P. Labuan	97.9	98.5	92.5	81.9	82.1	80.0	100.0	100.0	100.0
W.P. Putrajaya	100.0	100.0	n.a.	60.8	60.8	n.a.	100.0	100.0	n.a.

Jadual 1.3 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan strata, Malaysia, 2025 (samb.)

Table 1.3 : Percentage of households with access to ICT equipment and services by state and strata, Malaysia, 2025 (cont'd)

Negeri State	Radio			Telefon talian tetap Fixed-line telephone		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.5	99.8	98.6	27.6	31.0	15.9
Johor	99.9	100.0	99.8	31.5	33.0	25.9
Kedah	99.7	99.9	99.3	13.8	16.8	7.6
Kelantan	99.7	99.8	99.6	17.1	21.2	13.7
Melaka	100.0	100.0	99.5	51.5	54.1	24.3
Negeri Sembilan	99.8	99.8	99.8	49.4	58.3	27.4
Pahang	99.7	99.9	99.5	22.6	24.7	20.2
Pulau Pinang	99.9	99.9	99.4	27.9	27.4	35.2
Perak	98.6	98.9	97.7	20.7	20.5	21.0
Perlis	100.0	100.0	100.0	33.4	42.5	21.6
Selangor	99.9	99.9	99.6	30.0	30.3	21.9
Terengganu	99.9	100.0	99.8	24.2	23.0	26.1
Sabah	98.6	99.3	97.7	16.3	24.7	5.9
Sarawak	98.3	99.8	96.2	17.6	24.8	7.7
W.P. Kuala Lumpur	100.0	100.0	n.a.	43.7	43.7	n.a.
W.P. Labuan	99.8	100.0	97.5	35.8	36.4	30.0
W.P. Putrajaya	100.0	100.0	n.a.	52.8	52.8	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, 2025

Table 2.1 : Percentage of individuals using and owning mobile phone by state and strata, Malaysia, 2025

Negeri State	Penggunaan / Usage			Pemilikan / Ownership		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.6	99.8	99.1	98.6	99.2	96.8
Johor	99.8	99.9	99.6	99.6	99.8	99.0
Kedah	99.5	99.7	99.2	98.2	98.8	97.2
Kelantan	99.6	99.9	99.4	96.8	98.6	95.3
Melaka	99.8	99.8	99.8	99.5	99.7	98.2
Negeri Sembilan	99.4	99.9	98.4	98.2	99.4	95.5
Pahang	99.7	99.8	99.6	99.0	99.5	98.4
Pulau Pinang	99.9	99.9	99.6	99.1	99.1	98.8
Perak	99.2	99.4	98.7	97.9	98.7	95.9
Perlis	99.4	99.7	99.1	97.1	98.0	96.0
Selangor	99.9	99.9	99.9	99.5	99.5	98.8
Terengganu	99.5	99.7	99.2	98.1	98.2	98.0
Sabah	99.5	99.5	99.4	97.0	97.4	96.7
Sarawak	98.7	99.6	97.5	97.1	99.4	94.0
W.P. Kuala Lumpur	99.9	99.9	n.a.	99.9	99.9	n.a.
W.P. Labuan	99.9	99.9	99.9	99.7	99.7	99.4
W.P. Putrajaya	100.0	100.0	n.a.	99.8	99.8	n.a.

Jadual 2.2 : Peratusan pemilikan telefon bimbit mengikut negeri dan jantina, Malaysia, 2025

Table 2.2 : Percentage of mobile phone ownership by state and sex, Malaysia, 2025

Negeri State	Jumlah Total	Lelaki Male	Perempuan Female	
MALAYSIA	98.6	98.8	98.3	
Johor	99.6	99.7	99.6	
Kedah	98.2	99.0	97.5	
Kelantan	96.8	97.2	96.4	
Melaka	99.5	99.6	99.4	
Negeri Sembilan	98.2	98.8	97.5	
Pahang	99.0	99.5	98.5	
Pulau Pinang	99.1	99.2	99.0	
Perak	97.9	98.6	97.1	
Perlis	97.1	98.1	96.2	
Selangor	99.5	99.4	99.6	
Terengganu	98.1	98.3	97.9	
Sabah	97.0	96.8	97.3	
Sarawak	97.1	97.7	96.4	
W.P. Kuala Lumpur	99.9	99.9	99.9	
W.P. Labuan	99.7	99.8	99.6	
W.P. Putrajaya	99.8	99.7	100.0	

Jadual 2.3 : Peratusan individu menggunakan komputer mengikut negeri dan strata, Malaysia, 2025

Table 2.3 : Percentage of individuals using computer by state and strata, Malaysia, 2025

Negeri State	Jumlah Total	Bandar Urban	Luar bandar Rural	
MALAYSIA	81.5	87.0	65.5	
Johor	85.0	88.4	75.2	
Kedah	74.1	78.0	66.2	
Kelantan	74.9	82.6	68.5	
Melaka	87.0	88.0	78.9	
Negeri Sembilan	77.7	82.8	65.9	
Pahang	78.5	84.8	71.6	
Pulau Pinang	86.2	86.8	79.5	
Perak	79.0	82.2	71.2	
Perlis	75.7	76.5	74.8	
Selangor	92.4	92.8	85.9	
Terengganu	81.5	85.4	74.2	
Sabah	62.5	75.0	47.8	
Sarawak	69.5	80.3	55.3	
W.P. Kuala Lumpur	96.4	96.4	n.a.	
W.P. Labuan	89.0	90.3	78.6	
W.P. Putrajaya	98.3	98.3	n.a.	

Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2025

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2025

(%)

Negeri State	Menyalin atau memindahkan fail atau folder <i>Copying or moving a file or folder</i>			Duplikasi atau memindahkan data, maklumat dan kandungan <i>Duplicating or moving data, information and content</i>			Menghantar kandungan melalui pesanan <i>Sending content in messages</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	98.2	98.4	97.7	97.4	97.8	95.6	90.8	91.1	89.8
Johor	97.4	97.1	98.2	95.4	95.4	95.5	93.4	93.5	93.2
Kedah	99.3	99.0	99.9	99.8	99.9	99.6	95.3	95.7	94.4
Kelantan	99.3	98.9	99.6	96.5	93.5	99.5	91.8	92.6	91.0
Melaka	100.0	100.0	99.6	96.0	96.3	93.0	86.3	86.8	82.1
Negeri Sembilan	99.0	99.8	96.9	95.5	96.9	91.5	97.3	99.6	90.7
Pahang	97.9	99.4	95.9	97.9	98.4	97.3	92.1	93.4	90.3
Pulau Pinang	96.3	96.0	99.3	98.2	98.2	98.6	80.8	80.7	81.8
Perak	95.6	96.0	94.5	97.1	99.2	91.0	86.9	88.2	83.3
Perlis	98.8	97.9	99.9	98.3	97.7	99.1	97.8	97.8	98.0
Selangor	98.3	98.5	95.5	97.4	97.4	98.3	92.6	92.7	89.9
Terengganu	99.2	99.3	99.2	96.2	99.0	90.0	79.1	78.7	80.0
Sabah	98.4	99.3	96.8	98.2	99.0	96.7	90.4	87.3	96.0
Sarawak	98.6	98.7	98.4	96.4	99.0	91.3	82.6	82.4	83.1
W.P. Kuala Lumpur	99.9	99.9	n.a	100.0	100.0	n.a	97.9	97.9	n.a
W.P. Labuan	99.7	99.6	100.0	99.8	100.0	97.5	93.6	94.5	84.6
W.P. Putrajaya	99.6	99.6	n.a	99.9	99.9	n.a	97.0	97.0	n.a

Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2025 (samb.)

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2025 (cont'd)

Negeri State	Menggunakan perisian lembaran kerja <i>Using spreadsheet software</i>				Menghubungkan peranti baru <i>Connecting new devices</i>				Memasang perisian atau aplikasi <i>Installing software or apps</i>			
	Jumlah Total		Bandar Urban		Jumlah Total		Bandar Urban		Jumlah Total		Bandar Urban	
	Luar bandar Rural		Luar bandar Rural		Luar bandar Rural		Luar bandar Rural		Luar bandar Rural		Luar bandar Rural	
MALAYSIA	68.5	69.4	65.1	80.4	81.3	76.9	73.9	74.7	70.7			
Johor	73.0	72.0	76.2	74.7	75.8	71.0	71.5	72.7	67.5			
Kedah	74.0	77.4	65.8	83.4	84.3	81.4	79.3	79.5	78.8			
Kelantan	53.0	56.9	49.1	75.7	73.4	78.0	71.2	68.6	73.9			
Melaka	72.1	72.2	71.8	76.4	76.7	74.1	76.6	78.0	64.0			
Negeri Sembilan	76.6	78.1	72.0	76.9	76.4	78.3	76.3	74.4	81.6			
Pahang	70.5	75.5	64.0	74.6	74.8	74.4	71.3	74.3	67.4			
Pulau Pinang	64.8	64.9	64.1	81.0	80.6	85.7	71.0	70.8	73.7			
Perak	55.4	55.2	55.9	80.7	81.9	77.4	65.7	66.9	62.0			
Perlis	48.9	52.1	44.8	75.1	77.2	72.5	66.7	69.0	63.8			
Selangor	68.8	69.5	57.2	84.8	85.1	78.9	75.1	76.0	60.1			
Terengganu	60.2	59.2	62.5	73.2	73.0	73.5	64.8	62.5	69.6			
Sabah	74.4	70.4	81.9	80.3	80.5	79.9	74.8	72.8	78.5			
Sarawak	63.4	64.9	60.4	78.4	79.1	77.0	72.3	73.7	69.6			
W.P. Kuala Lumpur	77.8	77.8	n.a	86.6	86.6	n.a	85.2	85.2	n.a			
W.P. Labuan	91.6	92.6	81.6	90.0	91.7	72.7	77.6	77.6	77.1			
W.P. Putrajaya	79.2	79.2	n.a	91.2	91.2	n.a	87.9	87.9	n.a			

Jadual 2.4 : Peratusan individu menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2025 (samb.)

Table 2.4 : Percentage of individuals using computer by state, type of ICT skills and strata, Malaysia, 2025 (cont'd)

Negeri State	Menghasilkan kandungan yang menggabungkan pelbagai media digital <i>Creating content combining different digital media</i>			Memindahkan fail di antara komputer & peranti mudah alih lain <i>Transferring files between a computer & other devices</i>			Menulis pengaturcaraan dan pengkodan dalam persekitaran digital <i>Programming or coding in digital environments</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	64.2	64.6	62.5	84.4	84.8	82.5	24.8	25.9	20.5
Johor	65.4	65.6	64.7	82.2	81.9	83.4	23.7	25.6	16.9
Kedah	61.6	64.6	54.4	88.0	90.4	82.2	22.9	25.0	18.1
Kelantan	64.3	67.3	61.4	87.9	89.1	86.8	25.6	26.4	24.7
Melaka	61.0	62.8	45.6	85.7	85.7	85.4	27.0	27.6	21.2
Negeri Sembilan	76.0	79.5	65.7	86.0	87.4	81.8	28.0	30.6	20.5
Pahang	60.5	64.7	55.2	88.4	88.2	88.7	23.0	24.7	20.8
Pulau Pinang	54.9	55.2	51.0	73.5	73.4	74.8	26.7	26.4	30.1
Perak	48.9	49.7	46.5	73.3	74.8	69.2	24.5	26.3	19.4
Perlis	51.7	51.6	51.9	89.4	85.1	94.8	19.6	25.1	12.5
Selangor	60.7	61.5	47.5	88.5	88.9	81.8	22.1	22.1	22.3
Terengganu	70.2	68.2	74.5	72.4	71.2	75.0	25.2	25.7	24.2
Sabah	75.5	71.9	82.1	85.7	83.2	90.4	25.3	25.8	24.4
Sarawak	67.0	65.4	70.1	76.3	76.9	75.2	19.4	21.9	14.7
W.P. Kuala Lumpur	77.7	77.7	n.a	93.4	93.4	n.a	38.0	38.0	n.a
W.P. Labuan	93.4	92.7	100.0	98.8	99.5	92.0	23.7	24.6	14.9
W.P. Putrajaya	91.3	91.3	n.a	99.6	99.6	n.a	36.9	36.9	n.a

Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2025

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2025

Negeri State	Menyalin atau memindahkan fail atau folder Copying or moving a file or folder			Duplikasi atau memindahkan data, maklumat dan kandungan Duplicating or moving data, information and content			Menghantar kandungan melalui pesanan Sending content in messages		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.2	99.2	99.1	98.1	98.0	98.2	94.9	95.6	92.7
Johor	99.3	99.1	99.9	97.6	98.5	94.8	96.6	97.1	95.0
Kedah	99.5	99.3	100.0	99.9	99.9	100.0	98.6	99.9	95.7
Kelantan	99.5	99.6	99.4	95.8	91.8	99.5	90.8	91.1	90.6
Melaka	99.9	100.0	99.1	96.7	97.1	93.6	89.1	89.9	82.3
Negeri Sembilan	99.2	100.0	97.2	97.2	99.2	91.8	97.5	100.0	90.6
Pahang	99.4	99.5	99.3	98.0	97.2	99.0	77.8	83.3	71.0
Pulau Pinang	99.8	99.9	98.5	100.0	100.0	100.0	95.9	95.7	98.7
Perak	99.1	99.0	99.3	98.5	98.2	99.3	95.1	94.0	97.8
Perlis	100.0	100.0	100.0	99.7	99.5	100.0	100.0	100.0	100.0
Selangor	98.1	98.2	97.8	96.5	96.5	97.8	95.2	95.2	94.7
Terengganu	100.0	100.0	100.0	100.0	100.0	100.0	99.5	99.7	99.1
Sabah	99.0	99.6	98.1	98.9	99.0	98.8	99.1	99.1	99.1
Sarawak	99.2	99.4	98.9	99.1	99.4	98.6	93.3	93.6	92.8
W.P. Kuala Lumpur	100.0	100.0	n.a	100.0	100.0	n.a	96.9	96.9	n.a
W.P. Labuan	100.0	100.0	100.0	100.0	100.0	100.0	97.9	97.6	100.0
W.P. Putrajaya	100.0	100.0	n.a	100.0	100.0	n.a	100.0	100.0	n.a

Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2025 (samb.)

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2025 (cont'd)

Negeri State	Menggunakan perisian lembaran kerja <i>Using spreadsheet software</i>			Menghubungkan peranti baru <i>Connecting new devices</i>			Memasang perisian atau aplikasi <i>Installing software or apps</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	80.7	80.9	80.3	90.0	91.4	85.7	89.0	89.0	88.9
Johor	84.0	82.5	88.6	85.4	90.0	71.2	85.4	88.3	76.5
Kedah	90.2	93.2	83.3	95.4	99.9	85.0	98.7	99.9	96.1
Kelantan	62.7	67.7	58.2	74.8	72.0	77.3	83.4	79.5	87.0
Melaka	87.5	87.4	88.5	79.5	79.4	80.6	92.4	94.0	78.8
Negeri Sembilan	94.4	97.5	85.7	80.7	81.2	79.4	93.2	91.6	97.7
Pahang	64.6	63.4	66.2	90.7	85.7	96.8	88.8	85.1	93.4
Pulau Pinang	77.0	78.3	64.4	92.0	91.3	99.1	87.0	86.5	91.9
Perak	92.8	92.5	93.5	91.6	90.1	95.3	90.4	88.4	95.3
Perlis	66.6	68.4	64.4	76.6	79.4	73.4	73.3	77.2	68.7
Selangor	80.0	79.8	84.7	94.2	94.7	84.8	85.2	85.2	86.1
Terengganu	72.0	65.0	85.5	92.0	92.8	90.4	96.4	97.4	94.5
Sabah	90.6	90.1	91.4	96.5	96.7	96.2	94.3	94.7	93.7
Sarawak	69.5	62.5	81.5	88.5	90.0	86.0	86.0	85.9	86.0
W.P. Kuala Lumpur	78.1	78.1	n.a	96.6	96.6	n.a	92.6	92.6	n.a
W.P. Labuan	96.8	100.0	75.4	97.1	100.0	78.0	97.1	96.7	100.0
W.P. Putrajaya	83.3	83.3	n.a	100.0	100.0	n.a	94.7	94.7	n.a

(%)

Jadual 2.5 : Peratusan belia menggunakan komputer mengikut negeri, jenis kemahiran ICT dan strata, Malaysia, 2025 (samb.)

Table 2.5 : Percentage of youth using computer by state, type of ICT skills and strata, Malaysia, 2025 (cont'd)

Negeri State	Menghasilkan kandungan yang menggabungkan pelbagai media digital <i>Creating content combining different digital media</i>			Memindahkan fail di antara komputer & peranti mudah alih lain <i>Transferring files between a computer & other devices</i>			Menulis pengaturcaraan dan pengekodan dalam persekitaran digital <i>Programming or coding in digital environments</i>		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	85.8	86.4	83.7	92.3	92.7	91.1	50.9	56.3	34.1
Johor	85.4	86.2	82.6	87.2	88.6	82.9	27.8	26.1	33.2
Kedah	88.1	92.9	77.2	90.7	92.9	85.5	47.9	57.5	26.1
Kelantan	82.5	83.4	81.7	87.2	87.6	86.9	42.6	55.5	30.9
Melaka	82.7	85.1	62.1	89.0	89.3	86.5	55.1	59.0	20.4
Negeri Sembilan	95.8	99.2	86.4	88.0	89.7	83.4	52.7	60.2	31.9
Pahang	83.4	79.1	88.7	92.3	89.9	95.3	42.8	36.8	50.4
Pulau Pinang	87.8	88.8	78.1	92.8	92.8	93.2	48.4	49.6	35.9
Perak	89.6	88.2	93.1	96.7	96.1	98.4	68.1	84.3	28.2
Perlis	60.7	67.0	53.3	85.3	73.0	100.0	38.2	44.8	30.3
Selangor	82.7	83.0	77.4	93.2	93.4	89.4	88.0	89.0	67.8
Terengganu	92.2	93.2	90.2	98.2	99.2	96.4	25.7	24.6	27.9
Sabah	90.3	91.4	88.4	97.5	96.9	98.4	29.7	22.8	41.5
Sarawak	79.5	78.9	80.4	92.1	92.1	92.2	22.0	25.0	16.8
W.P. Kuala Lumpur	87.2	87.2	n.a	96.9	96.9	n.a	65.0	65.0	n.a
W.P. Labuan	100.0	100.0	100.0	97.0	100.0	77.0	32.4	37.3	0.0
W.P. Putrajaya	100.0	100.0	n.a	100.0	100.0	n.a	60.6	60.6	n.a

Jadual 2.6 : Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan jantina, Malaysia, 2025

Table 2.6 : Percentage of individuals using computer by type of ICT skills and sex, Malaysia, 2025

Jenis Kemahiran ICT Type of ICT Skills	Jantina / sex			Perempuan Female
	Jumlah Total	Lelaki Male		
Jumlah / Total	81.5	79.3		83.9
Menyalin atau memindahkan fail atau folder <i>Copying or moving a file or folder</i>	98.2	98.2		98.2
Duplikasi atau memindahkan data, maklumat dan kandungan <i>Duplicating or moving data, information and content</i>	97.4	97.5		97.2
Menghantar kandungan melalui pesanan <i>Sending content in messages</i>	90.8	91.9		89.7
Menggunakan perisian lembaran kerja <i>Using spreadsheet software</i>	68.5	73.4		63.5
Menghubungkan peranti baru <i>Connecting new devices</i>	80.4	80.4		80.3
Memasang perisian atau aplikasi <i>Installing software or apps</i>	73.9	73.7		74.0
Menghasilkan kandungan yang menggabungkan pelbagai media digital <i>Creating content combining different digital media</i>	64.2	64.3		64.1
Memindahkan fail di antara komputer & peranti mudah alih lain <i>Transferring files between a computer & other devices</i>	84.4	84.6		84.1
Menulis pengaturcaraan dan pengkodan dalam persekitaran digital <i>Programming or coding in digital environments</i>	24.8	26.2		23.3

Jadual 2.7 : Peratusan individu menggunakan komputer mengikut jenis kemahiran ICT dan kumpulan umur, Malaysia, 2025

Table 2.7 : Percentage of individuals using computer by type of ICT skills and age group, Malaysia, 2025

Jenis Kemahiran ICT Type of ICT Skills	Kumpulan Umur / Age Group											(%)
	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60+		
Jumlah / Total	89.2	84.7	78.4	79.5	82.7	85.3	85.3	84.7	85.0	69.2		
Menyalin atau memindahkan fail atau folder <i>Copying or moving a file or folder</i>	98.8	99.5	99.0	99.2	98.9	98.8	99.1	99.2	99.3	92.2		
Duplikasi atau memindahkan data, maklumat dan kandungan <i>Duplicating or moving data, information and content</i>	97.6	98.5	98.0	98.6	98.4	98.5	98.8	98.9	98.6	90.2		
Menghantar kandungan melalui pesanan <i>Sending content in messages</i>	93.9	95.7	93.1	94.2	94.7	94.3	93.9	93.3	91.9	67.7		
Menggunakan perisian lembaran kerja <i>Using spreadsheet software</i>	78.3	82.9	68.5	71.3	73.0	70.7	70.1	61.2	59.3	45.2		
Menghubungkan peranti baru <i>Connecting new devices</i>	88.9	91.1	77.5	80.4	81.9	79.8	79.0	76.9	73.5	70.2		
Memasang perisian atau aplikasi <i>Installing software or apps</i>	87.9	90.0	72.4	75.0	76.3	74.9	73.8	70.5	65.3	49.0		
Menghasilkan kandungan yang menggabungkan pelbagai media digital <i>Creating content combining different digital media</i>	84.0	87.4	62.7	64.6	66.0	65.7	63.2	57.7	49.4	33.8		
Memindahkan fail di antara komputer & peranti mudah alih lain <i>Transferring files between a computer & other devices</i>	90.6	93.9	86.4	88.9	88.8	88.1	87.7	84.1	81.2	56.0		
Menulis pengaturcaraan dan pengekodan dalam persekitaran digital <i>Programming or coding in digital environments</i>	47.7	53.9	22.3	20.5	21.2	21.6	18.2	13.9	11.9	5.0		

Jadual 2.8 : Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2025

Table 2.8 : Percentage of individuals using the Internet by state and strata, Malaysia, 2025

Negeri State	Jumlah Total	Bandar Urban	Luar bandar Rural	
MALAYSIA	98.3	99.2	95.7	
Johor	98.9	99.6	96.9	
Kedah	97.5	98.4	95.7	
Kelantan	97.3	98.6	96.3	
Melaka	98.5	98.5	98.1	
Negeri Sembilan	98.7	99.8	96.3	
Pahang	97.4	98.3	96.5	
Pulau Pinang	99.5	99.6	97.4	
Perak	97.2	97.4	96.5	
Perlis	97.1	97.5	96.6	
Selangor	99.4	99.5	97.7	
Terengganu	98.1	98.3	97.8	
Sabah	98.1	99.2	96.7	
Sarawak	94.9	99.3	89.1	
W.P. Kuala Lumpur	100.0	100.0	n.a.	
W.P. Labuan	98.1	98.8	91.8	
W.P. Putrajaya	100.0	100.0	n.a.	

Jadual 2.9 : Peratusan individu menggunakan Internet mengikut negeri dan jantina, Malaysia, 2025

Table 2.9 : *Percentage of individuals using the Internet by state and sex, Malaysia, 2025*

Negeri State	Jumlah Total	Lelaki Male	Perempuan Female
MALAYSIA	98.3	98.7	97.8
Johor	98.9	99.2	98.6
Kedah	97.5	98.3	96.7
Kelantan	97.3	97.8	96.9
Melaka	98.5	98.9	97.9
Negeri Sembilan	98.7	99.1	98.2
Pahang	97.4	98.0	96.9
Pulau Pinang	99.5	99.4	99.5
Perak	97.2	97.9	96.5
Perlis	97.1	97.3	97.0
Selangor	99.4	99.7	98.9
Terengganu	98.1	98.7	97.5
Sabah	98.1	98.4	97.7
Sarawak	94.9	95.6	94.1
W.P. Kuala Lumpur	100.0	100.0	100.0
W.P. Labuan	98.1	98.7	97.5
W.P. Putrajaya	100.0	100.0	100.0

Jadual 2.10 : Peratusan individu menggunakan Internet mengikut strata dan jantina, Malaysia, 2025

Table 2.10 : Percentage of individuals using the Internet by strata and sex, Malaysia, 2025

Jantina Sex	Jumlah Total	Bandar Urban	Luar bandar Rural
Jumlah / Total	98.3	99.2	95.7
Lelaki / Male	98.7	99.4	96.6
Perempuan / Female	97.8	98.9	94.8

Jadual 2.11 : Peratusan individu menggunakan Internet mengikut negeri, jenis peranti mudah alih yang digunakan dan strata, Malaysia, 2025

Table 2.11 : Percentage of individuals using the Internet by state, type of portable devices used and strata, Malaysia, 2025

Negeri State	Telefon bimbit Mobile phone			Papan elektronik mudah alih Tablet			Komputer mudah alih Portable computer			Lain-lain peranti mudah alih Other portable devices		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.4	99.4	99.3	27.4	30.1	19.2	39.5	43.6	27.2	14.4	16.5	8.0
Johor	99.7	99.7	99.8	24.5	24.4	25.0	45.4	46.8	41.0	15.4	15.9	14.0
Kedah	99.8	99.8	99.8	21.2	25.3	12.8	30.7	35.6	20.4	6.3	7.4	4.0
Kelantan	98.6	98.2	99.0	21.8	28.6	16.1	32.3	37.2	28.2	3.6	4.6	2.7
Melaka	99.4	99.3	100.0	22.3	23.7	11.1	31.4	32.7	21.0	6.5	6.9	3.0
Negeri Sembilan	99.9	100.0	99.9	22.4	25.2	15.8	32.2	36.5	22.0	2.9	3.1	2.5
Pahang	99.2	99.9	98.4	23.9	30.4	16.8	32.9	38.6	26.6	4.4	5.6	3.0
Pulau Pinang	99.9	99.9	100.0	32.9	33.2	29.0	45.1	45.8	37.3	7.0	7.2	5.0
Perak	99.7	99.9	99.3	18.8	18.7	18.8	37.7	39.0	34.6	23.6	25.8	18.2
Perlis	92.2	93.4	90.6	35.3	39.5	30.1	27.8	32.3	22.1	19.7	21.2	17.7
Selangor	100.0	100.0	99.4	38.0	38.4	31.9	50.8	51.2	43.7	26.3	26.5	22.6
Terengganu	99.8	99.9	99.6	29.2	27.2	32.9	25.5	26.3	24.0	4.1	4.4	3.5
Sabah	99.5	99.4	99.6	18.0	20.2	15.3	26.4	31.8	20.0	12.0	16.3	6.8
Sarawak	99.6	99.7	99.4	20.6	22.9	17.3	31.0	38.8	19.7	7.7	9.2	5.4
W.P. Kuala Lumpur	96.4	96.4	n.a.	38.9	38.9	n.a.	51.3	51.3	n.a.	16.8	16.8	n.a.
W.P. Labuan	94.0	95.7	78.2	36.2	36.2	36.2	72.3	78.5	14.5	11.2	11.8	4.9
W.P. Putrajaya	98.9	98.9	n.a.	57.6	57.6	n.a.	75.9	75.9	n.a.	23.0	23.0	n.a.

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025

Negeri State	Mendapatkan Maklumat Access to Information			Professional		
	Mencari maklumat tentang barangan atau perkhidmatan Finding information about goods or services	Mengakses berita atau buku dalam format digital Accessing news or books in a digital format	Mencari pekerjaan atau menghantar permohonan kerja Looking for a job or submitting a job application	Mengambil bahagian dalam rangkaian profesional Participating on professional networks	Bekerja dari rumah Work from home	
MALAYSIA	94.6	69.7	37.3	20.8	17.4	
Johor	98.5	68.1	35.8	33.3	9.8	
Kedah	95.1	72.3	32.7	22.1	5.2	
Kelantan	93.0	68.8	40.2	21.6	6.2	
Melaka	95.8	72.6	36.2	33.8	6.0	
Negeri Sembilan	93.8	68.0	41.8	19.8	7.1	
Pahang	93.0	70.8	36.9	19.1	6.5	
Pulau Pinang	95.8	75.7	34.0	16.7	21.6	
Perak	93.6	73.5	36.2	14.8	20.3	
Perlis	94.2	57.6	30.5	14.9	7.0	
Selangor	96.1	73.4	33.8	21.9	30.0	
Terengganu	93.2	71.9	37.0	14.1	20.6	
Sabah	91.2	57.1	46.9	14.0	14.8	
Sarawak	90.1	57.9	40.8	13.7	19.1	
W.P. Kuala Lumpur	95.8	81.4	37.9	20.7	23.4	
W.P. Labuan	94.9	81.9	38.0	18.9	16.6	
W.P. Putrajaya	95.5	90.5	31.4	17.6	29.1	

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

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

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025 (cont'd)

(%)

Negeri State	Komunikasi Communication						
	Menghantar atau menerima e-mel Sending or receiving e-mail	Membuat panggilan telefon melalui Internet Telephoning over the Internet	Memuat naik kandungan ke laman web Uploading content to a website	Mengurus laman web persendirian Managing personal homepage	Menguruskan blog Managing blog	Mengakses perbincangan atas talian Accessing online discussion	
MALAYSIA	99.7	82.6	89.5	20.2	11.9	7.1	45.5
Johor	99.7	81.4	86.4	23.4	5.6	7.0	47.5
Kedah	99.9	87.1	89.1	22.6	1.9	2.2	43.9
Kelantan	99.9	80.5	91.2	27.6	7.1	4.5	45.7
Melaka	99.7	84.9	88.9	20.3	3.3	3.6	49.0
Negeri Sembilan	99.9	79.0	88.7	22.2	8.6	9.0	44.0
Pahang	99.6	82.5	88.9	16.6	3.5	3.1	45.6
Pulau Pinang	100.0	77.6	89.5	16.4	17.8	6.0	44.0
Perak	99.3	73.9	88.2	16.5	18.8	5.9	40.2
Perlis	99.7	79.0	88.4	11.6	1.8	2.2	43.5
Selangor	99.7	89.3	91.7	24.4	16.5	12.8	49.7
Terengganu	99.9	82.9	88.4	10.2	12.0	2.1	41.2
Sabah	99.5	79.5	89.0	12.0	15.7	4.4	41.7
Sarawak	99.3	75.5	88.7	12.2	3.3	3.1	40.4
W.P. Kuala Lumpur	100.0	86.9	91.8	29.7	23.9	11.2	49.8
W.P. Labuan	99.9	85.8	91.0	24.9	31.4	24.1	48.9
W.P. Putrajaya	100.0	99.1	92.0	23.8	23.0	11.9	50.0

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

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

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025 (cont'd)

(%)

Negeri State	Lain-lain Perkhidmatan Atas Talian Other Online Services						
	Melaksanakan tugas jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation	Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce	Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce	Menggunakan perbankan Internet Using Internet banking	Menggunakan perisian untuk menyunting teks Using software for editing texts	Memuat turun perisian atau aplikasi Downloading software or applications
MALAYSIA	30.4	38.6	30.6	52.1	80.0	36.1	88.0
Johor	31.0	39.3	30.1	54.3	77.1	35.2	86.9
Kedah	31.9	38.8	30.7	48.1	75.2	35.8	98.0
Kelantan	26.2	35.2	29.8	40.0	74.5	35.2	86.7
Melaka	31.0	37.9	30.2	52.3	75.7	36.1	86.6
Negeri Sembilan	26.6	36.1	30.5	48.1	74.7	46.8	94.6
Pahang	30.8	37.3	30.8	41.8	74.8	35.7	86.6
Pulau Pinang	36.7	38.8	30.9	54.1	84.9	36.0	87.8
Perak	25.9	38.4	29.3	42.4	73.0	35.5	81.6
Perlis	29.3	38.1	29.0	42.1	73.4	35.1	86.6
Selangor	37.0	39.3	31.8	69.8	91.0	36.4	92.5
Terengganu	25.0	38.2	29.4	71.7	84.9	35.2	80.7
Sabah	21.0	38.9	29.7	41.9	72.6	35.0	81.2
Sarawak	22.3	38.4	30.7	29.5	72.1	35.7	81.9
W.P. Kuala Lumpur	37.7	39.6	31.5	51.9	87.1	36.8	93.6
W.P. Labuan	27.9	38.6	29.6	40.7	88.7	35.6	86.5
W.P. Putrajaya	38.0	40.0	32.0	74.0	92.4	37.0	94.9

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

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

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025 (cont'd)

Negeri State	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment			(%)
	Mengikuti kursus atau mengakses bahan pembelajaran Doing an online course or accessing learning material	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes	Menjalani kursus tidak formal atas talian Doing an informal online course	Mendengar radio secara atas talian Listening to radio online	Menonton televisyen secara atas talian Watching television online	Muat turun gambar, filem atau permainan Downloading pictures, movie or games	
MALAYSIA	27.9	54.3	24.6	80.3	71.0	94.8	
Johor	24.2	54.4	23.9	81.7	66.1	94.3	
Kedah	21.2	50.3	22.6	80.7	69.8	98.6	
Kelantan	22.8	40.6	24.4	80.2	64.7	92.5	
Melaka	23.7	59.3	23.9	80.0	79.2	96.2	
Negeri Sembilan	24.2	50.0	21.0	80.4	72.0	97.2	
Pahang	23.5	50.5	23.4	81.4	63.3	90.0	
Pulau Pinang	28.6	57.3	27.8	83.6	79.3	94.5	
Perak	25.5	47.7	23.2	72.7	69.1	88.1	
Perlis	31.8	44.0	27.7	80.0	73.1	87.6	
Selangor	39.0	64.5	28.0	86.4	80.1	98.3	
Terengganu	23.3	54.4	21.9	71.8	63.9	98.7	
Sabah	21.9	47.4	20.8	72.5	63.7	96.4	
Sarawak	22.2	49.6	21.0	72.6	62.5	87.9	
W.P. Kuala Lumpur	34.3	59.3	30.0	87.0	75.3	95.1	
W.P. Labuan	31.3	62.0	25.4	79.7	77.9	100.0	
W.P. Putrajaya	32.9	69.1	28.4	85.4	83.3	99.3	

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

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

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025 (cont'd)

Negeri State	Ruang Penyimpanan Storage Space		e-Kesihatan e-Health		e-Kerajaan e-Government	
	Menggunakan ruang simpanan di Internet Using storage space on the internet		Mencari maklumat kesihatan Finding health information	Membuat temujanji kesihatan Making a medical appointment	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations	Berinteraksi dengan organisasi kerajaan Interacting with government organisations
MALAYSIA	52.8	64.0	34.8	59.6	54.6	
Johor	53.1	67.3	37.3	68.8	56.7	
Kedah	52.6	69.3	33.8	85.9	53.9	
Kelantan	43.0	52.6	34.3	60.3	52.1	
Melaka	46.6	56.0	37.6	57.5	56.4	
Negeri Sembilan	56.9	54.3	36.0	59.3	56.1	
Pahang	42.3	52.9	35.5	60.2	56.0	
Pulau Pinang	49.7	59.0	35.6	60.9	54.0	
Perak	56.7	64.0	33.6	53.2	51.9	
Perlis	55.4	47.8	32.1	55.4	54.4	
Selangor	59.3	67.2	36.4	55.6	56.7	
Terengganu	50.8	72.6	31.6	52.5	52.5	
Sabah	47.7	77.9	31.4	55.0	51.6	
Sarawak	48.8	47.0	30.7	52.9	51.1	
W.P. Kuala Lumpur	57.3	65.0	36.8	56.0	57.6	
W.P. Labuan	47.0	50.8	34.5	53.1	55.8	
W.P. Putrajaya	78.6	83.1	37.9	63.1	57.9	

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

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

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025 (cont'd)

Negeri State	Sivik dan Politik Civic and Politics		e-Dagang e-Commerce		Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness
	Mengambil bahagian dalam perbincangan mengenai isu sivik atau sosial Taking part in consultations to define civic or social issues		Membeli barangan atau perkhidmatan melalui e-Dagang Purchasing or ordering goods or services via e-Commerce	Menjual barangan atau perkhidmatan melalui e-Dagang Selling goods or services via e-Commerce	
MALAYSIA	44.6		77.8	31.0	76.1
Johor	44.6		70.8	35.4	85.0
Kedah	31.1		76.9	31.1	72.9
Kelantan	52.9		71.6	26.7	78.6
Melaka	58.9		79.1	35.0	81.5
Negeri Sembilan	31.7		75.0	32.8	68.4
Pahang	35.9		72.8	28.4	74.4
Pulau Pinang	44.5		80.6	35.2	88.7
Perak	27.7		75.3	21.4	73.7
Perlis	28.5		77.7	25.5	69.2
Selangor	63.1		88.8	37.8	80.3
Terengganu	73.2		73.3	23.3	74.2
Sabah	26.4		72.0	23.9	59.9
Sarawak	37.6		72.1	21.5	60.5
W.P. Kuala Lumpur	38.2		81.3	36.7	87.6
W.P. Labuan	45.3		94.3	26.4	61.2
W.P. Putrajaya	51.3		97.8	27.3	94.8

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

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

Jadual 2.12 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.12 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2025 (cont'd)

(%)

Negeri State	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness				Kesedaran jenayah siber Cyber crime awareness
	Mengesahkan kesahihan maklumat yang terdapat dalam talian Verifying the truthfulness of information found online	Mengambil langkah keselamatan untuk melindungi peranti & akaun dalam talian Taking security measures to protect devices & online accounts	Mengambil langkah untuk melindungi privasi ada peranti, akaun atau aplikasi Taking measures to protect privacy on your device, account or app		
MALAYSIA	30.0	80.5	79.2		66.7
Johor	26.4	88.0	84.5		65.3
Kedah	29.2	80.1	77.4		69.1
Kelantan	26.1	79.9	78.1		67.7
Melaka	25.5	83.0	80.2		58.6
Negeri Sembilan	28.0	67.5	64.8		60.3
Pahang	26.4	70.2	76.7		58.1
Pulau Pinang	39.1	90.6	81.2		64.4
Perak	30.0	78.9	77.7		69.1
Perlis	27.5	74.4	67.3		64.7
Selangor	37.5	84.8	84.1		70.9
Terengganu	27.6	70.0	75.9		68.5
Sabah	21.1	74.7	79.2		65.6
Sarawak	22.2	72.8	66.3		66.3
W.P. Kuala Lumpur	38.2	83.5	82.1		66.6
W.P. Labuan	25.8	81.3	78.5		66.6
W.P. Putrajaya	38.8	93.4	85.6		62.3

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

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025

Jantina Sex	Mendapatkan Maklumat Access to Information				Professional Professional	
	Jumlah Total	Mencari maklumat tentang barangan atau perkhidmatan Finding information about goods or services	Mengakses berita atau buku dalam format digital Accessing news or books in a digital format	Mencari pekerjaan atau menghantar permohonan kerja Looking for a job or submitting a job application	Mengambil bahagian dalam rangkaian profesional Participating on professional networks	Bekerja dari rumah Work from home
Jumlah / Total	98.3	94.6	69.7	37.3	20.8	17.4
Lelaki / Male	98.7	95.2	70.1	37.7	22.2	17.8
Perempuan / Female	97.8	94.0	69.3	36.8	19.2	17.0

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

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025 (cont'd)

(%)

Komunikasi Communication							
Jantina Sex	Menyertai platform rangkaian sosial Participating on social networking platforms	Menghantar atau menerima e-mel Sending or receiving e-mail	Membuat panggilan telefon melalui Internet Telephoning over the Internet	Memuat naik kandungan ke laman web Uploading content to a website	Mengurus laman web persendirian Managing personal homepage	Menguruskan blog Managing blog	Mengakses perbincangan atas talian Accessing online discussion
Jumlah / Total	99.7	82.6	89.5	20.2	11.9	7.1	45.5
Lelaki / Male	99.8	83.6	90.0	20.4	12.0	7.0	45.6
Perempuan / Female	99.6	81.5	89.0	20.0	11.8	7.1	45.5

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

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025 (cont'd)

Jantina Sex	Lain-lain Perkhidmatan Atas Talian Other Online Services					Memuat turun perisian atau aplikasi Downloading software or applications
	Melaksanakan tugasan jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation	Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce	Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce	Menggunakan perbankan Internet Using Internet banking	Menggunakan perisian untuk menyunting teks Using software for editing texts
Jumlah / Total	30.4	38.6	30.6	52.1	80.0	36.1
Lelaki / Male	30.9	39.4	30.5	51.4	80.7	36.7
Perempuan / Female	30.0	37.7	30.8	52.8	79.1	35.5

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025 (cont'd)

Jantina Sex	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment		
	Mengikuti kursus atau mengakses bahan pembelajaran Doing an online course or accessing learning material	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes	Menjalani kursus tidak formal atas talian Doing an informal online course	Mendengar radio secara atas talian Listening to radio online	Menonton televisyen secara atas talian Watching television online	Muat turun gambar, filem atau permainan Downloading pictures, movie or games
Jumlah / Total	27.9	54.3	24.6	80.3	71.0	94.8
Lelaki / Male	27.2	54.7	24.6	80.8	71.7	95.5
Perempuan / Female	28.7	53.9	24.7	79.7	70.2	94.0

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

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025 (cont'd)

Jantina Sex	Ruang Penyimpanan Storage Space	e-Kesihatan e-Health		e-Kerajaan e-Government	
		Mencari maklumat kesihatan Finding health information	Membuat temujanji kesihatan Making a medical appointment	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations	Berinteraksi dengan organisasi kerajaan Interacting with government organisations
	Menggunakan ruang simpanan di Internet Using storage space on the internet				
Jumlah / Total	52.8	64.0	34.8	59.6	54.6
Lelaki / Male	53.5	62.8	33.4	58.9	54.9
Perempuan / Female	52.0	65.3	36.4	60.4	54.4

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025 (cont'd)

Jantina Sex	Sivik dan Politik Civic and Politics		e-Dagang e-Commerce		Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness	
	Mengambil bahagian dalam perbincangan mengenai isu sivik atau sosial Taking part in consultations to define civic or social issues		Membeli barangan atau perkhidmatan melalui e-Dagang Purchasing or ordering goods or services via e-Commerce	Menjual barangan atau perkhidmatan melalui e-Dagang Selling goods or services via e-Commerce	Mempunyai perisian keselamatan & perlindungan dalam talian Owning online security software & protection	
Jumlah / Total	44.6		77.8	31.0		76.1
Lelaki / Male	45.3		78.0	30.8		77.2
Perempuan / Female	43.9		77.6	31.2		75.0

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

Jadual 2.13 : Peratusan individu menggunakan Internet mengikut jantina dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.13 : Percentage of individuals using the Internet by sex and type of activity, Malaysia, 2025 (cont'd)

Jantina Sex	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness				Kesedaran jenayah siber Cyber crime awareness
	Mengesahkan kesahihan maklumat yang terdapat dalam talian Verifying the truthfulness of information found online	Mengambil langkah keselamatan untuk melindungi peranti & akaun dalam talian Taking security measures to protect devices & online accounts	Mengambil langkah melindungi privasi ada peranti, akaun atau aplikasi Taking measures to protect privacy on your device, account or app		
Jumlah / Total	30.0	80.5	79.2	66.7	
Lelaki / Male	30.8	81.6	80.3	67.6	
Perempuan / Female	29.1	79.4	78.0	65.8	

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

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025

Kumpulan Umur Age Group	Mendapatkan Maklumat Access to Information				Professional		Bekerja dari rumah Work from home
	Jumlah Total	Mencari maklumat tentang barangan atau perkhidmatan Finding information about goods or services	Mengakses berita atau buku dalam format digital Accessing news or books in a digital format	Mencari pekerjaan atau menghantar permohonan kerja Looking for a job or submitting a job application	Mengambil bahagian dalam rangkaian profesional Participating on professional networks		
Jumlah / Total	98.3	94.6	69.7	37.3	20.8	17.4	
15 - 19	98.8	90.6	62.4	32.7	9.2	8.4	
20 - 24	99.6	96.6	72.9	62.0	30.9	13.9	
25 - 29	99.5	97.6	73.1	53.0	29.8	20.3	
30 - 34	99.6	95.8	74.1	43.5	25.9	21.9	
35 - 39	99.4	96.7	75.4	38.5	25.0	25.6	
40 - 44	99.4	97.0	73.8	36.4	24.4	25.4	
45 - 49	99.1	96.0	72.9	33.0	22.3	24.5	
50 - 54	99.0	95.7	71.0	30.0	19.4	18.9	
55 - 59	98.5	94.4	70.1	22.3	14.9	17.0	
60+	92.3	87.7	55.8	13.2	4.8	3.6	

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

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025 (cont'd)

Kumpulan Umur Age Group	Komunikasi Communication						(%)
	Menyertai platform rangkaian sosial Participating on social networking platforms	Menghantar atau menerima e-mel Sending or receiving e-mail	Membuat panggilan telefon melalui Internet Telephoning over the Internet	Memuat naik kandungan ke laman web Uploading content to a website	Mengurus laman web persendirian Managing personal homepage	Menguruskan blog Managing blog	Mengakses perbincangan atas talian Accessing online discussion
Jumlah / Total	99.7	82.6	89.5	20.2	11.9	7.1	45.5
15 - 19	99.4	77.2	87.5	20.2	12.0	6.4	45.2
20 - 24	100.0	88.7	93.7	26.9	12.5	7.1	52.1
25 - 29	99.9	87.3	92.6	23.8	12.8	7.6	46.1
30 - 34	100.0	88.9	93.1	25.0	13.9	8.4	47.9
35 - 39	99.9	89.4	92.5	22.5	14.3	9.1	47.3
40 - 44	99.9	88.3	90.8	21.2	13.2	8.6	48.2
45 - 49	99.9	86.3	91.2	19.0	12.6	7.7	46.9
50 - 54	99.8	82.4	91.4	16.3	10.6	6.6	42.9
55 - 59	99.9	78.3	89.7	14.5	10.0	6.3	43.0
60+	98.6	62.1	76.5	10.2	7.0	3.5	35.7

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

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025 (cont'd)

Kumpulan Umur Age Group	Lain-lain Perkhidmatan Atas Talian Other Online Services						(%)
	Melaksanakan tugas jana pendapatan Performing tasks to generate income	Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation	Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce	Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce	Menggunakan perbankan Internet Using Internet banking	Menggunakan perisian untuk menyunting teks Using software for editing texts	Memuat turun perisian atau aplikasi Downloading software or applications
Jumlah / Total	30.4	38.6	30.6	52.1	80.0	36.1	88.0
15 - 19	19.9	20.3	21.3	32.9	49.6	41.2	87.6
20 - 24	36.2	42.7	34.1	59.6	89.8	47.1	92.0
25 - 29	33.6	44.9	36.5	58.7	87.1	40.3	90.1
30 - 34	35.3	47.6	35.6	59.1	88.7	41.9	91.7
35 - 39	36.6	47.5	37.4	60.0	90.0	43.0	91.8
40 - 44	35.1	44.3	36.2	59.3	89.5	40.8	90.9
45 - 49	35.1	41.8	36.8	56.4	88.6	38.5	89.4
50 - 54	30.6	40.3	30.2	53.4	86.4	34.9	86.9
55 - 59	27.7	38.5	25.5	51.2	81.5	24.6	88.0
60+	16.3	21.5	14.2	33.8	56.4	9.7	74.7

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025 (cont'd)

Kumpulan Umur Age Group	Aktiviti Pembelajaran Learning Activities			Hiburan Entertainment		
	Mengikuti kursus atau mengakses bahan pembelajaran Doing an online course or accessing learning material	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes	Menjalani kursus tidak formal atas talian Doing an informal online course	Mendengar radio secara atas talian Listening to radio online	Menonton televisyen secara atas talian Watching television online	Muat turun gambar, filem atau permainan Downloading pictures, movie or games
Jumlah / Total	27.9	54.3	24.6	80.3	71.0	94.8
15 - 19	44.8	79.6	33.2	78.0	70.8	96.1
20 - 24	38.1	65.0	32.5	84.0	78.8	98.3
25 - 29	27.9	54.4	25.8	83.1	73.4	98.5
30 - 34	28.0	53.9	25.7	83.2	76.1	96.7
35 - 39	30.9	55.4	27.8	81.0	75.5	97.2
40 - 44	30.3	55.5	28.0	81.8	73.9	96.8
45 - 49	27.9	54.7	26.3	80.0	70.0	95.4
50 - 54	22.4	51.4	20.6	81.4	71.0	94.3
55 - 59	23.3	46.2	19.8	79.9	65.1	93.0
60+	7.0	29.9	7.7	72.0	55.2	83.5

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025 (cont'd)

Kumpulan Umur Age Group	Ruang Penyimpanan Storage Space	e-Kesihatan e-Health		e-Kerajaan e-Government	
		Mencari maklumat kesihatan Finding health information	Membuat temujanji kesihatan Making a medical appointment	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations	Berinteraksi dengan organisasi kerajaan Interacting with government organisations
Jumlah / Total	52.8	64.0	34.8	59.6	54.6
15 - 19	52.5	45.4	24.5	46.4	44.6
20 - 24	59.1	61.7	32.7	58.9	53.7
25 - 29	59.4	66.6	35.3	60.7	54.8
30 - 34	61.7	68.6	35.5	62.4	55.0
35 - 39	60.6	71.0	39.5	64.7	61.4
40 - 44	58.7	71.3	39.1	64.4	61.2
45 - 49	56.7	70.1	36.9	63.4	60.5
50 - 54	47.4	67.2	38.2	64.7	58.9
55 - 59	46.0	70.6	39.3	65.4	58.5
60+	27.3	54.2	31.5	51.9	44.9

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

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025 (cont'd)

Kumpulan Umur Age Group	Sivik dan Politik Civic and Politics		e-Dagang e-Commerce		Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness
	Mengambil bahagian dalam perbincangan mengenai isu sivik atau sosial Taking part in consultations to define civic or social issues	Membeli barangan atau perkhidmatan melalui e-Dagang Purchasing or ordering goods or services via e-Commerce	Menjual barangan atau perkhidmatan melalui e-Dagang Selling goods or services via e-Commerce	Mempunyai perisian keselamatan & perlindungan dalam talian Owning online security software & protection	
Jumlah / Total	44.6	77.8	31.0	76.1	
15 - 19	29.5	62.8	20.1	70.9	
20 - 24	40.5	86.8	35.2	78.7	
25 - 29	45.8	85.7	36.3	81.1	
30 - 34	47.9	85.6	34.8	81.2	
35 - 39	50.0	86.7	36.5	81.7	
40 - 44	50.4	87.7	38.3	81.1	
45 - 49	49.8	83.8	36.5	78.6	
50 - 54	49.1	79.6	35.8	75.8	
55 - 59	49.6	74.6	30.0	76.0	
60+	39.6	50.5	12.6	60.0	

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

Jadual 2.14 : Peratusan individu menggunakan Internet mengikut kumpulan umur dan jenis aktiviti, Malaysia, 2025 (samb.)

Table 2.14 : Percentage of individuals using the Internet by age group and type of activity, Malaysia, 2025 (cont'd)

(%)

Kumpulan Umur Age Group	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness				Kesedaran jenayah siber Cyber crime awareness
	Mengesahkan kesahihan maklumat yang terdapat dalam talian Verifying the truthfulness of information found online	Mengambil langkah keselamatan untuk melindungi peranti & akaun dalam talian Taking security measures to protect devices & online accounts	Mengambil langkah untuk melindungi privasi ada peranti, akaun atau aplikasi Taking measures to protect privacy on your device, account or app		
Jumlah / Total	30.0	80.5	79.2		66.7
15 - 19	19.7	76.6	75.5		63.4
20 - 24	32.2	85.0	84.0		67.3
25 - 29	34.1	85.8	84.6		72.4
30 - 34	33.9	85.4	84.3		71.1
35 - 39	34.6	86.3	84.6		71.7
40 - 44	33.0	85.3	83.7		70.0
45 - 49	29.4	84.8	83.1		67.3
50 - 54	30.0	80.4	77.5		65.8
55 - 59	29.4	81.8	79.1		67.0
60+	23.8	60.0	60.2		53.7

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

Note. Refer to technical notes page 169 - 171 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 peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
JOHOR							
Batu Pahat	99.0	93.5	99.4	57.9	99.7	99.9	31.5
Johor Bahru	98.9	93.0	98.9	58.8	100.0	100.0	26.5
Kluang	99.4	96.0	99.7	58.1	100.0	100.0	32.7
Kota Tinggi	98.0	88.9	99.0	55.9	99.4	99.7	29.9
Mersing	99.0	90.9	99.1	59.9	99.5	100.0	21.2
Muar	97.5	89.2	98.8	53.1	99.3	100.0	37.4
Pontian	98.7	92.3	99.1	55.0	99.1	99.5	40.9
Segamat	98.7	90.8	98.7	55.9	99.5	100.0	31.2
Kulai	98.5	91.0	99.0	60.5	99.5	99.5	21.2
Tangkak	99.5	91.8	99.5	59.9	99.2	100.0	36.3
KEDAH							
Baling	98.3	90.6	99.5	56.3	99.5	100.0	35.4
Bandar Baharu	96.7	87.1	99.3	52.6	99.4	99.7	13.8
Kota Setar	94.5	83.1	99.5	47.0	99.3	99.3	10.2
Kuala Muda	95.3	84.0	98.8	65.7	99.6	100.0	8.8
Kubang Pasu	99.2	90.0	99.6	66.8	99.4	99.4	16.9
Kulim	96.6	87.9	99.5	50.1	99.4	100.0	12.2
	95.0	85.5	99.1	56.5	99.5	99.5	12.0
	97.3	89.0	99.4	48.5	99.8	100.0	24.2

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Langkawi	99.3	92.5	99.3	52.5	100.0	100.0	9.4
Padang Terap	94.4	76.9	99.4	46.3	99.4	99.4	13.8
Sik	93.2	81.7	99.0	49.6	99.0	99.0	4.0
Yan	96.3	85.8	98.8	38.3	98.7	100.0	3.2
Pendang	95.7	83.6	98.9	38.5	99.2	99.2	6.9
Pokok Sena	95.8	84.1	98.1	42.8	98.9	99.5	12.7
KELANTAN	95.4	88.5	99.3	51.8	99.3	99.7	17.1
Bachok	97.2	83.1	99.3	50.0	99.3	99.3	13.4
Kota Bharu	96.8	90.6	99.4	47.8	99.7	99.7	19.2
Machang	91.3	88.3	99.4	56.1	99.4	100.0	14.2
Pasir Mas	92.8	88.4	99.2	50.5	99.2	99.5	25.4
Pasir Puteh	95.2	90.1	99.4	49.3	98.9	99.4	27.1
Tanah Merah	94.8	88.5	98.8	52.3	98.6	100.0	7.6
Tumpat	93.9	88.9	99.5	54.0	99.0	99.5	11.6
Gua Musang	96.5	88.7	99.6	63.8	99.6	100.0	15.3
Kuala Krai	96.2	91.0	98.8	61.2	99.2	100.0	16.5
Jeli	95.6	84.6	99.3	52.2	99.3	100.0	4.4
Lojing	95.7	17.4	95.7	56.5	95.7	95.7	0.0

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
(%)							
MELAKA	97.3	93.2	99.9	71.6	100.0	100.0	51.5
Alor Gajah	96.7	95.0	99.7	72.4	100.0	100.0	51.0
Jasin	97.7	93.9	99.7	73.3	99.7	99.7	53.0
Melaka Tengah	97.5	92.2	100.0	70.8	100.0	100.0	51.4
NEGERI SEMBILAN	97.0	90.7	99.7	73.0	100.0	99.8	49.4
Jejebu	90.4	74.3	99.3	72.8	100.0	98.5	37.5
Kuala Pilah	96.1	80.3	98.5	72.5	99.6	100.0	39.3
Port Dickson	98.8	87.4	100.0	77.4	100.0	100.0	56.0
Rembau	93.4	79.5	99.3	65.6	100.0	100.0	30.5
Seremban	98.6	96.5	99.9	73.1	100.0	99.7	53.8
Tampin	94.0	83.3	99.1	75.5	100.0	100.0	45.2
Jempol	91.0	79.2	99.6	69.6	100.0	100.0	35.9
PAHANG	96.1	89.0	99.6	71.5	99.2	99.7	22.6
Bentong	93.5	91.8	100.0	77.1	100.0	100.0	20.7
Cameron Highlands	95.5	92.9	100.0	67.7	98.4	100.0	17.6
Jerantut	98.4	90.8	99.5	68.9	99.0	99.0	28.8
Kuantan	97.5	94.4	99.4	70.9	99.4	100.0	24.9
Lipis	92.1	81.7	100.0	76.4	99.3	98.9	13.0

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Pekan	94.8	89.9	99.4	71.5	97.4	99.4	25.9
Raub	92.3	82.6	100.0	70.2	99.2	100.0	35.4
Temerloh	97.4	88.5	99.6	70.1	99.6	99.6	21.5
Rompin	95.8	79.8	100.0	70.6	99.4	100.0	8.1
Maran	93.6	82.1	100.0	76.8	99.3	99.3	14.8
Bera	96.9	78.2	99.4	68.4	99.4	99.4	25.2
PULAU PINANG	99.7	97.0	99.9	69.4	99.8	99.9	27.9
Seberang Prai Tengah	100.0	95.0	100.0	64.5	99.2	100.0	28.2
Seberang Prai Utara	99.4	92.5	99.6	49.5	100.0	100.0	36.6
Seberang Prai Selatan	99.8	97.0	100.0	64.6	100.0	100.0	17.0
Timur Laut	99.6	99.6	100.0	79.0	100.0	100.0	30.4
Barat Daya	99.6	98.7	100.0	81.1	100.0	99.3	19.9
PERAK	96.1	91.8	99.4	70.9	99.5	98.6	20.7
Batang Padang	90.7	97.4	99.5	61.5	100.0	99.1	36.1
Manjung	97.1	87.0	97.5	69.4	99.7	99.2	22.9
Kinta	99.0	97.7	100.0	74.0	99.5	99.5	16.6
Kerian	94.1	90.5	99.2	64.5	99.2	98.4	8.3
Kuala Kangsar	98.1	84.2	100.0	66.7	100.0	96.8	16.5

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Larut Dan Matang	96.6	82.0	99.5	65.5	99.7	97.2	14.7
Hilir Perak	92.3	81.3	97.5	77.9	99.7	98.8	36.9
Hulu Perak	88.9	98.1	99.6	61.9	99.1	99.1	24.4
Perak Tengah	99.1	90.0	99.6	79.9	99.5	98.6	30.1
Kampar	93.9	94.2	100.0	59.9	99.1	97.8	17.7
Muallim	80.7	87.0	98.1	86.9	100.0	95.6	54.6
Bagan Datuk	90.2	86.5	99.3	81.8	99.4	98.0	37.2
Selama	93.8	100.0	100.0	64.6	97.9	97.9	10.4
PERLIS	96.9	90.4	99.6	62.6	99.5	100.0	33.4
SELANGOR	99.6	96.7	99.9	63.2	99.9	99.9	30.0
Gombak	99.5	95.9	100.0	74.5	100.0	100.0	35.5
Klang	99.3	89.3	99.5	44.7	99.5	100.0	16.7
Kuala Langat	99.6	90.9	100.0	59.7	100.0	99.6	30.4
Kuala Selangor	98.4	92.9	99.6	44.7	100.0	100.0	28.0
Petaling	100.0	99.5	100.0	59.2	100.0	100.0	29.3
Sabak Bernam	97.9	99.6	97.9	43.2	100.0	98.9	28.1
Sepang	99.3	98.7	100.0	76.7	99.9	100.0	35.2
Hulu Langat	99.5	98.7	100.0	75.9	100.0	99.5	36.6
Hulu Selangor	99.6	98.7	100.0	74.0	99.1	100.0	26.1

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
TERENGGANU							
Besut	95.4	90.7	99.0	65.1	99.8	99.9	24.2
Dungun	97.9	87.9	98.3	67.0	100.0	100.0	20.9
Kemaman	98.6	94.7	100.0	56.0	100.0	100.0	25.8
Kuala Terengganu	97.4	90.6	99.6	64.9	100.0	100.0	20.3
Marang	99.2	93.1	98.7	65.5	99.8	100.0	25.6
Hulu Terengganu	96.0	89.0	99.1	64.5	99.1	99.6	31.3
Setiu	91.1	85.4	98.0	75.7	99.5	99.5	21.5
Kuala Nerus	89.1	88.0	99.5	71.7	100.0	100.0	17.9
SABAH							
Tawau	82.2	90.7	98.5	65.4	99.8	99.8	28.6
Lahad Datu	91.6	84.9	99.6	52.6	98.4	98.6	16.3
Semporna	94.1	95.4	100.0	54.4	98.8	99.5	6.9
Sandakan	92.1	86.2	100.0	72.0	100.0	99.5	7.7
Kinabatangan	87.5	79.0	99.5	63.5	99.5	99.0	12.7
Beluran	94.5	91.2	99.5	26.9	97.5	99.0	16.3
Kota Kinabalu	64.8	37.8	98.2	19.5	98.9	98.1	4.6
Ranau	67.1	70.6	100.0	23.5	97.6	97.6	3.5
Kota Belud	98.9	93.2	99.8	72.1	98.2	99.4	33.3
	81.8	95.0	99.4	60.1	100.0	98.7	27.2
	87.7	91.2	99.4	56.7	100.0	97.6	13.6

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Tuaran	90.0	89.2	99.5	73.8	98.9	97.8	4.4
Penampang	98.9	92.3	99.7	59.0	98.5	98.9	17.7
Papar	96.4	90.2	99.7	69.3	97.2	98.0	28.4
Kudat	84.6	73.4	98.7	30.5	98.0	98.7	21.2
Kota Marudu	82.1	74.3	99.3	41.5	94.7	96.4	16.8
Pitas	98.6	67.6	98.6	38.0	97.2	97.2	4.2
Beaufort	79.1	79.6	98.4	64.4	99.3	97.7	29.0
Kuala Penyu	94.6	94.6	100.0	71.4	98.2	98.2	3.6
Sipitang	90.9	93.3	99.2	47.1	97.8	99.2	15.6
Tenom	81.8	76.1	100.0	28.4	98.9	100.0	5.7
Nabawan	98.6	95.8	100.0	31.9	98.6	100.0	1.4
Keningau	92.8	87.6	99.0	41.0	95.4	99.5	10.4
Tambunan	98.8	70.0	100.0	41.3	100.0	100.0	0.0
Kunak	97.8	74.5	100.0	59.6	99.1	96.6	10.6
Tongod	98.3	69.5	100.0	30.5	94.9	96.6	16.9
Putatan	100.0	98.8	100.0	67.5	100.0	98.8	28.8
Telupid	100.0	94.3	100.0	24.5	98.1	96.2	7.5
Kalabakan	87.5	33.3	100.0	54.2	100.0	87.5	12.5
Membakut	87.2	62.2	100.0	37.8	100.0	99.7	14.1

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
SARAWAK	91.7	89.3	98.3	57.5	98.8	98.3	17.6
Kuching	99.1	90.3	99.7	58.9	99.5	100.0	20.6
Bau	76.7	93.2	98.6	26.0	100.0	97.3	4.1
Lundu	84.8	72.7	90.9	25.8	98.5	97.0	3.0
Samarahan	99.2	90.5	99.6	68.8	99.2	98.8	7.9
Serian	72.1	83.5	97.9	35.7	100.0	97.9	10.9
Simunjan	66.2	70.8	84.6	26.2	98.5	98.5	3.1
Sri Aman	84.6	98.1	100.0	60.9	97.6	98.4	23.8
Lubok Antu	80.0	78.8	92.5	37.5	98.8	97.5	13.8
Betong	81.3	88.8	97.5	57.5	100.0	98.8	1.3
Saratok	81.8	84.4	100.0	45.5	100.0	97.4	2.6
Sarikei	91.4	84.5	95.3	69.5	98.9	97.7	17.7
Maradong	74.7	81.4	92.8	52.1	98.9	93.9	7.9
Daro	79.4	82.4	98.5	39.7	98.5	95.6	5.9
Julau	88.5	84.6	96.2	38.5	96.2	96.2	3.8
Sibu	99.4	98.8	100.0	65.0	98.6	98.8	28.6
Dalat	75.0	95.8	97.9	39.6	97.9	95.8	2.1
Mukah	86.4	91.5	98.9	53.9	96.5	96.5	8.0

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Kanowit	61.8	87.3	98.2	36.4	96.4	98.2	10.9
Bintulu	99.4	94.8	99.4	77.1	99.4	98.5	31.1
Tatau	79.7	85.9	95.3	48.4	98.4	93.8	1.6
Kapit	85.6	83.6	97.7	54.6	99.2	98.0	7.8
Song	65.4	92.3	96.2	44.2	98.1	100.0	13.5
Belaga	83.9	85.7	100.0	60.7	98.2	98.2	14.3
Miri	99.4	90.4	99.8	87.1	99.1	99.8	36.7
Marudi	80.4	96.1	98.0	58.8	98.0	98.0	0.0
Limbang	94.0	93.9	99.3	58.7	98.5	98.5	14.3
Lawas	87.0	87.0	100.0	44.4	100.0	96.3	5.6
Matu	78.3	83.3	95.0	33.3	98.3	95.0	6.7
Asajaya	79.1	92.5	95.5	43.3	98.5	97.0	0.0
Pakan	81.5	88.9	92.6	46.3	100.0	92.6	1.9
Selangau	73.3	91.1	91.1	40.0	97.8	95.6	8.9
Tebedu	68.3	76.7	85.0	36.7	98.3	95.0	0.0
Pusa	78.8	77.5	96.3	38.8	98.8	97.5	0.0
Kabong	83.3	81.9	97.2	36.1	100.0	97.2	0.0
Tanjung Manis	89.1	85.5	94.5	27.3	98.2	98.2	10.9
Sebauh	81.3	87.5	96.9	15.6	98.4	93.8	9.4

Jadual 3.1 : Peratusan capaian isi rumah terhadap peralatan dan perkhidmatan ICT mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.1 : Percentage of households with access to ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone	Siaran TV berbayar Pay TV channel	Televisyen Television	Radio	Telefon talian tetap Fixed-line telephone
Bukit Mabong	80.5	75.6	80.5	46.3	95.1	100.0	26.8
Subis	74.6	67.2	95.5	32.8	100.0	98.5	6.0
Beluru	84.3	86.3	100.0	33.3	98.0	94.1	15.7
Telang Usan	94.1	78.4	94.1	23.5	96.1	94.1	2.0
Gedong	86.4	81.8	100.0	36.4	95.5	95.5	4.5
Sebuyau	93.3	80.0	100.0	40.0	93.3	93.3	6.7
Siburan	80.0	77.5	92.5	45.0	92.5	92.5	7.5
Pantu	87.0	78.3	100.0	39.1	95.7	95.7	4.3
Lingga	87.0	73.9	100.0	34.8	95.7	95.7	4.3
WILAYAH PERSEKUTUAN							
Kuala Lumpur	100.0	99.8	100.0	61.8	100.0	100.0	43.7
Labuan	99.8	97.9	99.5	81.9	100.0	99.8	35.8
Putrajaya	100.0	100.0	100.0	60.8	100.0	100.0	52.8

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
JOHOR	98.9	85.0	99.8
Batu Pahat	99.6	82.7	99.8
Johor Bahru	99.6	87.8	99.9
Kluang	98.8	87.7	99.7
Kota Tinggi	99.3	72.8	99.5
Mersing	99.6	73.8	99.7
Muar	98.7	86.9	100.0
Pontian	89.1	77.1	99.8
Segamat	99.1	80.4	99.8
Kulai	99.4	88.8	99.8
Tangkak	98.1	82.4	99.9
KEDAH	97.5	74.1	99.5
Baling	98.0	66.1	99.6
Bandar Baharu	97.4	68.3	99.4
Kota Setar	96.9	79.0	99.7
Kuala Muda	97.7	72.1	99.4
Kubang Pasu	97.1	80.1	99.4
Kulim	99.0	76.7	99.7

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Langkawi	97.7	68.3	99.6
Padang Terap	96.4	73.0	99.3
Sik	95.8	71.1	99.5
Yan	97.7	68.1	99.4
Pendang	95.8	70.1	99.6
Pokok Sena	96.7	73.5	99.3
KELANTAN	97.3	74.9	99.6
Bachok	96.5	75.6	99.4
Kota Bharu	98.4	80.2	99.8
Machang	96.1	76.5	99.5
Pasir Mas	96.8	70.5	99.6
Pasir Puteh	96.9	72.2	98.5
Tanah Merah	97.8	74.8	99.7
Tumpat	97.0	73.7	99.9
Gua Musang	98.2	65.9	99.9
Kuala Krai	96.5	70.1	99.7
Jeli	95.6	72.0	99.9
Lojing	89.1	50.5	91.3

(%)

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
MELAKA	98.5	87.0	99.8
Alor Gajah	97.9	88.3	99.9
Jasin	98.1	78.4	99.7
Melaka Tengah	98.8	88.7	99.7
NEGERI SEMBILAN	98.7	77.7	99.4
Jejebu	94.2	59.2	98.4
Kuala Pilah	93.7	68.9	97.1
Port Dickson	99.6	74.4	99.9
Rembau	96.9	61.0	96.6
Seremban	100.0	86.4	100.0
Tampin	96.8	65.4	97.7
Jempol	97.0	59.3	99.9
PAHANG	97.4	78.5	99.7
Bentong	96.9	80.4	99.5
Cameron Highlands	96.8	80.0	99.6
Jerantut	96.5	74.8	99.2
Kuantan	97.1	82.1	100.0
Lipis	98.0	75.7	99.8

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Pekan	98.6	79.2	99.1
Raub	97.9	78.5	99.7
Temerloh	97.0	74.6	99.9
Rompin	99.2	75.3	99.4
Maran	98.0	74.0	99.5
Bera	96.9	74.7	99.6
PULAU PINANG	99.5	86.2	99.9
Seberang Prai Tengah	100.0	87.9	99.8
Seberang Prai Utara	99.4	85.6	100.0
Seberang Prai Selatan	99.2	88.0	99.7
Timur Laut	99.2	84.7	100.0
Barat Daya	99.4	86.3	100.0
PERAK	97.2	79.0	99.2
Batang Padang	97.8	76.7	98.7
Manjung	98.3	83.4	99.9
Kinta	97.1	80.0	99.5
Kerian	96.6	74.0	98.4
Kuala Kangsar	97.1	77.5	99.3

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Larut Dan Matang	97.3	77.1	99.0
Hilir Perak	95.2	76.5	98.0
Hulu Perak	97.0	76.3	99.0
Perak Tengah	96.9	79.3	98.3
Kampar	97.8	78.5	99.4
Muallim	99.5	87.7	99.7
Bagan Datuk	96.8	81.5	99.2
Selama	95.5	70.6	99.6
PERLIS	97.1	75.7	99.4
SELANGOR	99.4	92.4	99.9
Gombak	100.0	93.1	100.0
Klang	99.2	91.3	99.6
Kuala Langat	99.2	91.7	99.9
Kuala Selangor	97.9	91.2	100.0
Petaling	99.6	92.0	99.9
Sabak Bernam	98.1	90.1	99.8
Sepang	100.0	95.9	100.0
Hulu Langat	99.1	93.5	100.0
Hulu Selangor	98.4	91.4	100.0

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
TERENGGANU			
Besut	98.1	81.5	99.5
Dungun	97.5	85.0	99.8
Kemaman	98.4	86.2	99.8
Kuala Terengganu	99.3	85.7	99.6
Marang	98.2	85.5	99.6
Hulu Terengganu	98.1	71.7	99.0
Setiu	97.7	77.0	99.6
Kuala Nerus	99.0	75.1	99.7
SABAH			
Tawau	96.5	73.2	99.0
Lahad Datu	98.1	62.5	99.5
Semporna	99.1	71.5	99.4
Sandakan	99.5	60.1	99.7
Kinabatangan	99.1	59.6	99.2
Beluran	99.5	78.2	99.6
Kota Kinabalu	99.1	45.5	99.7
Ranau	99.7	27.1	99.4
	99.8	80.8	99.5
	97.2	62.4	99.8

(%)

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Kota Belud	99.2	61.6	99.7
Tuaran	98.7	42.9	99.2
Penampang	97.4	64.5	99.7
Papar	99.5	61.9	99.5
Kudat	98.2	52.1	99.4
Kota Marudu	93.8	45.6	99.4
Pitas	93.4	46.0	99.2
Beaufort	92.9	61.4	99.7
Kuala Penyu	95.1	56.7	99.7
Sipitang	95.8	55.4	99.5
Tenom	95.9	46.9	99.1
Nabawan	96.7	45.3	99.5
Keningau	96.9	50.7	99.5
Tambunan	95.0	42.8	99.6
Kunak	90.9	56.2	99.4
Tongod	67.6	13.2	99.4
Putatan	97.9	53.5	99.6
Telupid	99.0	33.2	99.0
Kalabakan	99.5	10.6	99.0

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

(%)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
SARAWAK	94.9	69.5	98.7
Kuching	99.0	78.0	99.7
Bau	99.0	54.9	100.0
Lundu	93.7	68.9	100.0
Samarahan	94.7	76.2	99.7
Serian	83.3	49.9	98.0
Simunjan	83.0	64.9	99.6
Sri Aman	91.0	53.6	97.2
Lubok Antu	79.1	50.6	96.6
Betong	86.3	72.8	97.5
Saratok	84.9	57.2	98.3
Sarikei	93.3	65.7	96.5
Maradong	83.4	60.1	97.8
Daro	86.0	60.3	97.4
Julau	72.3	30.4	97.4
Sibu	98.5	73.1	99.2
Dalat	88.6	30.3	98.4
Mukah	92.3	58.0	97.6

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Kanowit	82.9	49.0	96.1
Bintulu	98.5	77.8	99.8
Tatau	93.1	52.9	98.5
Kapit	94.0	66.7	97.6
Song	93.5	15.3	93.9
Belaga	96.7	29.1	98.1
Miri	99.0	81.0	99.3
Marudi	67.9	32.5	92.2
Limbang	96.6	64.3	98.5
Lawas	96.4	69.3	97.7
Matu	89.8	48.8	96.8
Asajaya	92.7	70.2	95.4
Pakan	86.1	51.2	95.1
Selangau	87.8	55.7	95.7
Tebedu	92.5	84.5	94.2
Pusa	87.7	58.8	97.7
Kabong	93.1	61.4	96.5
Tanjung Manis	96.0	73.9	96.4
Sebauh	98.7	61.4	98.7

(%)

Jadual 3.2 : Peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut negeri dan daerah pentadbiran, Malaysia, 2025 (samb.)

Table 3.2 : Percentage of individuals using ICT equipment and services by state and administrative district, Malaysia, 2025 (cont'd)

(%)

Negeri State	Internet	Komputer Computer	Telefon bimbit Mobile phone
Bukit Mabong	56.2	29.9	90.8
Subis	97.5	84.0	97.4
Beluru	93.7	60.1	99.3
Telang Usan	82.8	43.6	97.4
WILAYAH PERSEKUTUAN			
Kuala Lumpur	100.0	96.4	99.9
Labuan	98.1	89.0	99.9
Putrajaya	100.0	98.3	100.0

**STATISTIK TERPILIH
MALAYSIA**

*SELECTED STATISTICS
OF MALAYSIA*



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

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

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

Sumber/ Sources :

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

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

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

Negeri State	(RM juta/ RM million)			
	Pendapatan Income		Perbelanjaan Expenditure	
	2019	2021	2019	2022
Jumlah / Total	675,353	1,037,224	301,498	531,631
Johor	71,398	86,602	35,147	46,665
Kedah	28,167	28,205	14,687	17,223
Kelantan	5,421	5,741	3,901	4,671
Melaka	30,828	54,489	22,115	31,531
Negeri Sembilan	29,614	41,265	22,624	30,986
Pahang	16,564	30,688	8,447	19,812
Perak	17,626	29,497	7,314	19,259
Perlis	1,086	1,332	625	912
Pulau Pinang	58,219	89,375	27,807	68,134
Sabah	20,294	20,387	9,423	12,197
Sarawak	25,695	35,910	18,939	35,214
Selangor	227,231	341,356	98,253	147,940
Terengganu	19,288	25,544	8,285	14,418
W.P. Kuala Lumpur	122,196	239,203	23,306	80,828 ^a
W.P. Labuan	1,275	7,142	483	1,607
W.P. Putrajaya	451	488	141	235

Nota/ Note.

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

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

Sumber/ Sources :

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

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

Jadual 4.3 : Pendapatan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2021 - 2023

Table 4.3 : Income of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2021 - 2023

Negeri State	(RM juta/ RM million)									
	Jumlah Total		Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)	
	2021	2022	2023	2021	2022	2023	2021	2022	2021	2023
Jumlah / Total	1,037,224	1,126,854	1,184,122	713,125	786,501	817,138	308,940	312,583	15,160	30,361
Pertanian Agriculture	898	995	1,077	570	628	686	324	360	5	7
Perlombongan dan pengkuarian Mining and quarrying	8,658	10,895	11,695	8,642	10,872	11,669	0	-	16	26
Pembuatan Manufacturing	553,820	561,260	587,258	524,065	526,748	540,749	24,737	28,358	5,017	7,382
Pembinaan Construction	873	1,036	1,131	556	681	742	42	72	274	303
Perkhidmatan Services	472,976	552,668	582,961	179,292	247,573	263,291	283,836	283,793	9,847	22,643
Utiliti Utility	12,641	13,376	13,544	12,465	13,190	13,321	143	147	33	45
Perdagangan borong dan runcit Wholesale and retail trade	217,075	227,894	232,651	94,770	101,838	103,459	116,950	120,132	5,355	6,431
Pengangkutan dan penyimpanan Transportation and storage	23,836	24,212	30,386	8,030	8,120	10,883	15,043	15,250	763	1,052
Penginapan Accommodation	4,185	6,145	6,712	775	1,210	1,376	3,210	4,618	200	464
Makanan dan minuman Food and beverages	8,795	8,932	9,742	708	767	916	7,962	8,025	124	158

Nota/ Notes:

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

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

Sumber/ Sources :

- Penggunaan ICT dan E-Dagang oleh Pertubuhan 2024/ Usage of ICT and E-Commerce Establishment 2024
- Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.3 : Pendapatan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2021 - 2023 (samb.)

Table 4.3 : Income of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2021 - 2023 (cont'd)

Negeri State	(RM juta/ RM million)									
	Jumlah Total		Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)	
	2021	2022	2023	2021	2022	2023	2021	2022	2021	2023
Jumlah / Total	1,037,224	1,126,854	1,184,122	713,125	786,501	817,138	308,940	312,583	15,160	30,361
Maklumat dan komunikasi Information and communication	68,038	92,373	99,559	20,331	44,651	50,367	46,304	46,267	1,402	1,536
Kewangan dan insurans/ takaful Financial and insurance/ takaful	131,734	171,939	182,116	40,195	74,997	79,907	89,857	84,629	1,682	12,579
Hartanah Real estate	57	87	90	23	35	35	33	52	0	1
Profesional, saintifik dan teknikal Professional, scientific and technical	491	496	524	295	300	306	190	191	6	5
Pentadbiran dan khidmat sokongan Administrative and support service	2,715	2,749	2,983	1,027	1,195	1,302	1,483	1,379	205	274
Pendidikan Education	692	1,283	1,315	91	516	528	580	736	21	33
Kesihatan kemanusiaan dan kerja sosial Human health and social work	1,002	1,275	1,361	343	426	550	652	842	6	6
Kesenian, hiburan dan rekreasi Arts, entertainment and recreation	1,692	1,834	1,901	226	300	315	1,417	1,477	48	57
Perkhidmatan lain Other services	23	75	77	11	25	26	11	47	1	2

Nota/ Notes:

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

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

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2024/ Usage of ICT and E-Commerce Establishment 2024
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.4 : Perbelanjaan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2021 - 2023

Table 4.4 : Expenditure of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2021 - 2023

Negeri State	(RM juta/ RM million)											
	Jumlah Total			Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Jumlah / Total	460,755	531,631	571,399	403,084	432,160	443,363	50,719	87,937	112,626	6,952	11,535	15,410
Pertanian Agriculture	317	424	451	285	328	354	31	94	95	0	2	2
Perlombongan dan pengkuarian Mining and quarrying	2,925	3,730	4,245	2,803	3,587	4,085	1	5	5	120	138	155
Pembuatan Manufacturing	325,166	347,617	371,800	284,786	297,157	303,906	36,383	45,223	60,451	3,997	5,238	7,443
Pembinaan Construction	666	706	765	576	603	644	23	27	34	67	75	86
Perkhidmatan Services	131,682	179,155	194,139	114,634	130,484	134,373	14,281	42,588	52,041	2,767	6,082	7,725
Utiliti Utility	2,340	2,669	2,862	2,278	2,599	2,783	57	64	73	5	6	6
Perdagangan borong dan runcit Wholesale and retail trade	67,002	80,313	83,242	56,304	60,690	62,392	8,879	17,711	18,898	1,818	1,912	1,952
Pengangkutan dan penyimpanan Transportation and storage	13,316	14,038	15,831	11,119	11,300	11,540	1,911	2,437	3,960	286	301	331
Penginapan Accommodation	1,490	3,884	4,100	993	2,523	2,538	371	1,041	1,180	126	320	383
Makanan dan minuman Food and beverages	1,954	2,112	2,230	1,854	1,955	2,055	94	148	165	6	9	10

Nota/ Note.

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

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2024/ Usage of ICT and E-Commerce Establishment 2024
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.4 : Perbelanjaan e-Dagang mengikut jenis pelanggan dan sektor/ subsektor, Malaysia, 2021 - 2023 (samb.)

Table 4.4 : Expenditure of e-Commerce by type of customer and sector/ sub-sector, Malaysia, 2021 - 2023 (cont'd)

Negeri State	(RM juta/ RM million)									
	Jumlah Total		Perniagaan kepada perniagaan Business to business (B2B)			Perniagaan kepada pengguna Business to consumer (B2C)			Perniagaan kepada kerajaan Business to government (B2G)	
	2021	2022	2023	2021	2022	2023	2021	2022	2021	2023
Jumlah / Total	460,755	531,631	571,399	403,084	432,160	443,363	50,719	87,937	112,626	15,410
Maklumat dan komunikasi Information and communication	26,212	26,600	28,948	25,811	21,474	22,053	278	4,660	6,381	514
Kewangan dan insurans/ takaful Financial and insurance/ takaful	17,047	47,242	54,474	14,297	28,455	29,418	2,424	15,781	20,592	4,463
Hartanah Real estate	39	42	45	34	31	33	4	10	11	1
Profesional, saintifik dan teknikal Professional, scientific and technical	59	78	81	49	47	50	8	30	31	1
Pentadbiran dan khidmat sokongan Administrative and support service	758	743	779	549	399	417	171	295	312	50
Pendidikan Education	647	332	365	563	190	206	56	132	147	11
Kesihatan kemandusiaan dan kerja sosial Human health and social work	649	683	748	628	553	616	16	130	132	0
Kesenian, hiburan dan rekreasi Arts, entertainment and recreation	155	373	385	143	255	258	10	116	125	2
Perkhidmatan lain Other services	13	47	50	12	13	15	1	33	34	1

Nota/ Note.

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

Sumber/ Sources :

1. Penggunaan ICT dan E-Dagang oleh Pertubuhan 2024/ Usage of ICT and E-Commerce Establishment 2024
2. Banci Ekonomi 2023 Penggunaan ICT dan E-Dagang oleh Pertubuhan/ Economic Census 2023 Usage of ICT and E-Commerce Establishment

Jadual 4.5 : Perangkaan utama jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat, Malaysia, 2022 - 2025

Table 4.5 : Principal statistics retail sale of information and communication equipment in specialised stores, Malaysia, 2022 - 2025

474 Jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat						
Retail sale of information and communication equipment in specialised stores						
Tahun Year	Nilai jualan Sales value (RM '000)	YoY (%)	Bilangan pekerja Number of persons engaged	YoY (%)	Gaji & Upah Salaries & Wages (RM '000)	YoY (%)
2025	62,962,549	4.9	121,424	3.5	3,742,697	4.6
2024	60,017,610	0.5	117,273	1.0	3,557,688	0.8
2023	59,724,054	0.3	116,129	-1.0	3,554,446	-0.7
2022	59,562,145	9.0	117,315	2.1	3,580,654	7.1

Jadual 4.6 : Perangkaan utama maklumat dan komunikasi, Malaysia, 2022 - 2025

Table 4.6 : Principal statistics information and communication, Malaysia, 2022 - 2025

Maklumat dan komunikasi Information and communication						
Tahun Year	Hasil Revenue (RM '000)	YoY (%)	Bilangan pekerja Number of persons engaged	YoY (%)	Gaji & Upah Salaries & Wages (RM '000)	YoY (%)
2025	189,465,466	7.5	145,943	0.3	9,604,118	2.8
2024	176,231,650	3.4	145,544	1.9	9,344,554	2.3
2023	170,490,771	5.3	142,770	0.9	9,135,463	3.9
2022	161,886,256	5.6	141,433	2.0	8,789,676	6.2

Sumber/ Source.

Perangkaan Perkhidmatan Suku Tahunan Keempat 2025/ Quarterly Services Statistics Fourt Quarter 2025

Jadual 4.7 : Siri masa perbelanjaan penggunaan isi rumah bulanan purata, Malaysia, 2019 - 2024

Table 4.7 : Time series of mean monthly household consumption expenditure, 2019 - 2024

		(RM)	
Kumpulan perbelanjaan Expenditure group		2019*	2022* 2024
01 Makanan dan Minuman Food and Beverages		780	841 876
02 Minuman Alkohol dan Tembakau Alcoholic Beverages and Tobacco		105	95 92
03 Pakaian dan Kasut Clothing and Footwear		151	140 151
04 Perumahan, Air, Elektrik, Gas dan Bahan Api Lain Housing, Water, Electricity, Gas and Other Fuels		1,068	1,193 1,307
05 Hiasan, Perkakasan dan Penyelenggaraan Isi Rumah Furnishings, Household Equipment and Routine Household Maintenance		201	242 259
06 Kesihatan Health		95	140 147
07 Pengangkutan Transport		618	584 611
08 Maklumat dan Komunikasi Information and Communication		307	337 347
09 Rekreasi, Sukan dan Kebudayaan Recreation, Sport and Culture		139	156 179
10 Perkhidmatan Pendidikan Education Services		70	68 77
11 Restoran dan Perkhidmatan Penginapan Restaurants and Accommodation Services		634	831 948
12 Insurans dan Perkhidmatan Kewangan Insurance and Financial Services		162	208 259
13 Penjagaan Diri, Perlindungan Sosial dan Pelbagai Barangan Perkhidmatan Personal Care, Social Protection and Miscellaneous Goods and Services		280	314 313
Perbelanjaan penggunaan isi rumah purata (01-13) Mean monthly household consumption expenditure (01-13)		4,609	5,150 5,566

Nota/ Note:

* Data 2019 dan 2022 telah diselaraskan mengikut Classification of Individual Consumption According to Purpose (COICOP) 2018

* Data for 2019 and 2022 were adjusted according to Classification of Individual Consumption According to Purpose (COICOP) 2018

Sumber/ Source :

Laporan Survei Perbelanjaan Isi Rumah 2024/ Household Expenditure Survey Report 2024

Jadual 4.8 : Kadar penembusan peralatan dan perkhidmatan ICT, Malaysia, 2021 - 2025

Table 4.8 : ICT equipment and services penetration rate, Malaysia, 2021 - 2025

Peralatan dan Perkhidmatan ICT ICT Equipment and Services					(%)
	2021	2022	2023	2024	2025
Jalur lebar Broadband	n.a.	n.a.	n.a.	n.a.	n.a.
Mudah alih Mobile	126.4	131.0	134.5	131.1	130.7
Tetap Fixed (wired)	40.8	47.6	50.6	48.7	49.9
Selular mudah alih Mobile-cellular	144.0	145.3	148.7	145.4	144.6
TV berbayar Pay TV	81.1	80.6	76.4	65.4	62.9

Nota/ Notes.

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

Jadual 4.9 : Bilangan langganan TV berbayar, Malaysia, 2021 - 2025

Table 4.9 : Number of pay TV subscriptions, Malaysia, 2021 -2025

TV berbayar Pay TV channel					('000)
	2021	2022	2023	2024	2025
Jumlah langganan isi rumah Total household subscriptions	6,699.6	6,509.4	6,303.1	5,957.9	5,781.5

Nota/ Note.

TV berbayar termasuk IPTV/ Pay TV is inclusive of IPTV

Sumber/ Source :

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

Jadual 4.10 : Bilangan langganan jalur lebar, Malaysia, 2021 - 2025

Table 4.10 : Number of broadband subscriptions, Malaysia, 2021 - 2025

	('000)				
Jalur lebar Broadband	2021	2022	2023	2024	2025
Mudah alih Mobile	42,016.0	43,239.5	45,333.9	44,782.9	43,624.9
Tetap Fixed (wired)	3,727.4	4,220.5	4,574.1	4,815.0	5,038.2

Jadual 4.11 : Bilangan langganan selular mudah alih, Malaysia, 2021 - 2025

Table 4.11 : Number of mobile-cellular subscriptions, Malaysia, 2021 - 2025

	('000)				
Selular mudah alih Mobile-cellular	2021	2022	2023	2024	2025
Prabayar Prepaid	33,023.0	33,657.9	35,311.3	33,912.6	32,935.7
Pascabayar Postpaid	14,178.6	14,294.2	14,825.2	15,748.9	16,851.1

Nota/ Note:

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

Sumber/ Source :

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



TANDA ARAS ICT NEGARA TERPILIH

*ICT BENCHMARKS OF
SELECTED COUNTRIES*



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Jadual 5.1 : Peratusan capaian Internet oleh isi rumah mengikut negara terpilih, 2021 - 2024

Table 5.1 : Percentage of households with Internet access by selected countries, 2021 - 2024

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2024	96.8	98.5	92.6	100.0	91.0	96.7	89.8
2023	96.4	98.5	91.6	100.0	90.3	96.6	87.1
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

Jadual 5.2 : Peratusan capaian komputer oleh isi rumah mengikut negara terpilih, 2020 - 2023

Table 5.2 : Percentage of households with access to computer by selected countries, 2020 - 2023

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2023	91.6	88.8	22.6	78.1	-	-	18.1
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

Nota/ Note.

‘-’ Merujuk kepada data tidak tersedia ‘-’ Refers to data not available

Sumber/ Source : International Telecommunication Union (ITU)

Jadual 5.3 : Peratusan individu menggunakan Internet mengikut negara terpilih, 2021 - 2024

Table 5.3 : Percentage of individuals using the Internet by selected countries, 2021 - 2024

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2024	98.0	94.4	90.9	97.9	85.5	95.8	72.8
2023	97.7	94.3	89.5	97.4	85.0	96.0	69.2
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

Jadual 5.4 : Peratusan individu menggunakan komputer mengikut negara terpilih, 2021 - 2024

Table 5.4 : Percentage of individuals using computer by selected countries, 2021 - 2024

Tahun / Year	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
2024	80.7	80.4	-	83.2	-	76.6	12.2
2023	80.4	78.9	-	82.3	-	78.9	12.3
2022	80.2	85.4	-	79.3	-	80.2	11.9
2021	83.5	85.2	-	79.9	-	78.6	11.7

Nota/ Note.
'- ' Merujuk kepada data tidak tersedia / '-' Refers to data not available
Sumber/ Source : International Telecommunication Union (ITU)

Jadual 5.5 : Peratusan individu menggunakan Internet mengikut jantina dan negara terpilih, 2024

Table 5.5 : Percentage of individuals using the Internet by sex and selected countries, 2024

Jantina Sex	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
Lelaki / Male	98.4	95.0	91.9	97.6	88.6	96.7	75.7
Perempuan / Female	97.6	93.8	89.9	98.2	82.6	94.9	69.9

Jadual 5.6 : Skor indeks berkaitan ICT bagi negara terpilih, 2024 dan 2025

Table 5.6 : Score of ICT-related indices for selected countries, 2024 and 2025

Kedudukan Rank	Malaysia	Singapura Singapore	Thailand	Republik Korea Republic of Korea	Jepun Japan	Hong Kong	Indonesia
ICT Development Index (IDI) 2025 ¹	95.3	97.9	91.9	95.1	93.6	97.6	84.7
E-Government Development Index (EGDI) 2024 ²	0.8111	0.9691	0.8351	0.9679	0.9351	-	0.7991

Sumber/ Source :

¹DataHub International Telecommunication Union (ITU)

² United Nation e-Government Survey 2024, United Nation

Nota/ Note:

ICT Development Index (IDI) is a unique benchmark of the level of ICT development in countries across the world. The IDI combines 11 indicators on ICT access, use and skills, capturing key aspects of ICT development in one measure that allows for comparisons to be made between countries and over time. IDI 2025 covers 164 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, 2022 - 2025

Table 6.1 : Percentage of households with access to mobile phone by state and strata, Malaysia, 2022 - 2025

(%)

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.3	99.6	98.2	99.3	99.6	98.4	99.5	99.7	98.7	99.5	99.8	98.8
Johor	99.5	99.6	99.2	99.5	99.6	99.1	99.4	99.5	99.0	99.4	99.5	99.1
Kedah	99.4	99.6	99.2	99.4	99.5	99.2	99.3	99.4	99.1	99.3	99.4	99.1
Kelantan	99.2	99.4	99.1	99.2	99.4	99.0	99.3	99.5	99.0	99.3	99.5	99.1
Melaka	99.6	99.6	99.6	99.6	99.6	99.5	99.9	99.9	99.5	99.9	99.9	99.5
Negeri Sembilan	99.3	99.7	98.2	99.3	99.7	98.4	99.6	99.9	98.9	99.7	100.0	99.1
Pahang	99.1	99.3	98.9	99.1	99.2	99.0	99.4	99.4	99.4	99.6	99.7	99.5
Pulau Pinang	99.8	99.9	99.5	99.8	99.8	100.0	99.9	99.9	100.0	99.9	99.9	100.0
Perak	99.1	99.1	99.3	99.3	99.2	99.6	99.3	99.2	99.5	99.4	99.4	99.5
Perlis	99.6	99.5	99.7	99.6	99.5	99.7	99.6	99.7	99.6	99.6	99.7	99.6
Selangor	99.7	99.7	99.1	99.6	99.7	98.4	99.9	99.9	99.3	99.9	99.9	99.4
Terengganu	98.0	98.5	97.3	98.5	99.0	97.8	98.8	99.2	98.1	99.0	99.3	98.6
Sabah	99.2	99.6	98.8	99.4	99.8	99.0	99.5	99.8	99.1	99.6	99.8	99.3
Sarawak	97.2	99.8	93.8	97.4	99.6	94.5	98.1	99.8	95.7	98.3	99.8	96.1
W.P. Kuala Lumpur	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.3	99.6	96.8	99.6	99.6	100.0	99.5	99.5	100.0	99.5	99.5	100.0
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.2 : Peratusan capaian telefon biasa oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.2 : Percentage of households with access to feature phone by state and strata, Malaysia, 2022 - 2025

(%)

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	16.2	13.5	25.4	16.3	13.6	25.5	16.0	13.3	25.1	15.5	12.8	24.7
Johor	21.1	21.3	20.4	21.2	21.4	20.4	20.7	21.0	19.6	20.3	20.5	19.3
Kedah	21.3	15.7	33.0	21.4	15.8	33.1	21.1	15.4	32.9	20.7	15.0	32.5
Kelantan	25.8	21.5	29.4	25.8	21.5	29.4	25.4	21.3	28.9	25.0	20.8	28.4
Melaka	19.5	19.1	24.3	19.6	19.2	24.1	19.5	19.0	24.0	19.0	18.6	23.5
Negeri Sembilan	12.4	9.4	19.8	12.4	9.4	19.9	12.2	9.2	19.7	11.6	8.7	19.0
Pahang	17.1	16.3	18.1	17.1	16.3	18.1	16.7	15.7	17.9	16.3	15.4	17.4
Pulau Pinang	14.1	14.0	14.7	14.1	14.0	14.7	13.9	13.8	14.7	13.5	13.4	14.5
Perak	19.5	16.8	27.2	19.5	16.8	27.2	19.1	16.4	26.6	18.7	16.0	26.2
Perlis	23.3	23.3	23.2	23.3	23.3	23.2	22.8	22.8	22.8	22.4	22.4	22.4
Selangor	9.1	8.8	16.9	9.2	8.8	16.9	8.9	8.6	16.9	8.4	8.0	16.8
Terengganu	15.9	13.3	20.7	16.1	13.4	20.9	15.8	13.0	20.6	15.3	12.6	20.1
Sabah	20.0	13.9	27.4	20.2	14.1	27.6	20.0	13.9	27.6	19.4	13.3	27.1
Sarawak	21.1	13.8	30.7	21.2	14.0	30.9	21.1	14.0	30.8	20.5	13.4	30.1
W.P. Kuala Lumpur	7.8	7.8	n.a.	7.9	7.9	n.a.	7.7	7.7	n.a.	7.2	7.2	n.a.
W.P. Labuan	4.7	3.8	12.9	4.9	4.1	12.9	4.8	4.0	12.5	4.5	3.6	12.5
W.P. Putrajaya	10.9	10.9	n.a.	11.2	11.2	n.a.	10.0	10.0	n.a.	9.5	9.5	n.a.

Jadual 6.3 : Peratusan capaian telefon pintar oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.3 : Percentage of households with access to smartphone by state and strata, Malaysia, 2022 - 2025

(%)

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	97.3	98.4	93.7	97.6	98.6	94.1	97.9	98.9	94.5	98.2	99.1	95.0
Johor	99.0	99.1	98.6	99.1	99.2	98.9	99.3	99.5	98.9	99.4	99.5	99.1
Kedah	96.0	96.9	94.2	96.1	97.0	94.3	96.4	97.3	94.6	96.7	97.6	94.8
Kelantan	94.3	95.8	93.0	94.5	96.0	93.2	95.0	96.7	93.7	95.4	97.0	94.2
Melaka	97.2	97.3	96.1	97.3	97.4	96.2	97.8	97.9	96.6	98.3	98.5	97.1
Negeri Sembilan	97.5	99.1	93.4	97.9	99.5	93.9	98.3	99.8	94.4	98.4	99.9	94.7
Pahang	94.8	95.6	93.9	94.9	95.6	94.1	95.4	96.3	94.4	95.8	96.6	94.9
Pulau Pinang	98.0	98.1	96.9	98.2	98.1	99.1	98.5	98.5	99.1	98.9	98.8	99.1
Perak	95.9	96.1	95.2	96.2	96.5	95.5	96.5	96.7	96.1	97.0	97.2	96.3
Perlis	96.6	96.3	97.0	97.0	96.8	97.3	97.4	97.1	97.8	98.0	97.7	98.3
Selangor	99.2	99.3	96.3	99.4	99.5	96.7	99.8	99.9	97.4	99.8	99.9	97.7
Terengganu	96.9	97.4	95.9	97.4	98.0	96.5	97.9	98.4	96.9	98.3	98.8	97.5
Sabah	96.7	98.2	94.7	97.2	98.7	95.3	97.8	99.3	95.9	98.2	99.6	96.4
Sarawak	93.0	99.1	84.8	93.6	99.6	85.3	93.7	99.5	85.8	94.0	99.5	86.5
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.8	99.8	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.3	99.6	96.8	99.6	99.6	100.0	99.5	99.5	100.0	99.5	99.5	100.0
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.4 : Peratusan capaian Internet oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.4 : Percentage of households with Internet access by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	96.0	98.1	89.1	96.4	98.4	89.8	96.8	98.8	90.3	97.1	99.0	90.7
Johor	98.5	98.9	97.3	98.8	99.1	97.4	99.0	99.3	97.9	99.0	99.3	98.0
Kedah	95.8	97.2	92.8	95.9	97.3	93.0	96.4	97.8	93.5	96.7	98.1	93.8
Kelantan	93.9	95.2	92.9	94.6	95.8	93.6	94.9	96.0	94.1	95.4	96.3	94.5
Melaka	96.2	96.4	94.2	96.3	96.5	94.3	96.8	97.0	94.6	97.3	97.5	95.1
Negeri Sembilan	95.9	98.2	90.1	96.0	98.3	90.4	96.4	98.7	90.8	97.0	99.2	91.3
Pahang	94.9	95.8	94.0	95.4	96.4	94.2	95.8	96.7	94.7	96.1	97.0	95.0
Pulau Pinang	99.2	99.3	96.9	99.3	99.3	99.1	99.7	99.7	99.1	99.7	99.7	99.1
Perak	94.4	95.9	90.3	95.0	96.4	91.2	95.6	97.0	91.8	96.1	97.5	92.3
Perlis	94.6	97.3	91.4	95.6	98.3	92.3	96.2	98.8	92.9	96.9	99.4	93.5
Selangor	99.0	99.1	96.3	99.2	99.3	97.4	99.5	99.6	97.7	99.6	99.6	97.8
Terengganu	93.9	95.0	92.1	94.6	95.7	92.7	95.2	96.3	93.3	95.4	96.5	93.5
Sabah	89.6	97.1	80.6	90.4	97.9	81.3	91.0	98.2	82.1	91.6	98.8	82.6
Sarawak	89.8	97.9	79.1	90.6	98.4	79.9	91.1	98.9	80.4	91.7	99.5	81.1
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.8	99.8	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.7	100.0	96.8	99.7	100.0	96.8	99.7	100.0	96.9	99.8	100.0	97.5
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.5 : Peratusan capaian jalur lebar tetap oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.5 : Percentage of households with fixed (wired) broadband access by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	46.4	53.3	23.7	47.1	54.0	24.2	47.6	54.4	24.7	48.0	54.9	25.2
Johor	52.3	55.8	39.4	53.5	57.2	39.8	53.9	57.5	40.4	54.2	57.8	40.8
Kedah	34.3	42.9	16.4	34.5	43.1	16.5	34.9	43.4	17.2	35.2	43.8	17.5
Kelantan	23.7	32.7	16.3	24.8	34.4	16.9	25.2	34.6	17.4	25.8	35.2	17.9
Melaka	55.2	57.1	35.1	55.3	57.2	35.6	55.7	57.6	36.2	56.1	58.0	36.7
Negeri Sembilan	46.8	52.8	32.4	47.2	53.1	32.6	47.8	53.8	33.1	48.3	54.2	33.6
Pahang	31.1	38.9	22.0	31.9	39.7	22.5	32.3	40.1	23.1	32.5	40.3	23.5
Pulau Pinang	54.9	55.6	44.9	55.3	56.1	45.1	55.8	56.5	45.8	56.1	56.9	46.3
Perak	39.5	44.6	25.5	40.2	45.3	25.9	40.8	45.9	26.4	41.4	46.5	27.1
Perlis	31.5	37.7	23.8	32.0	38.5	24.1	32.6	38.9	24.6	33.1	39.4	25.0
Selangor	59.3	59.9	43.7	59.9	60.5	43.8	60.2	60.8	44.3	60.6	61.3	44.8
Terengganu	27.9	29.2	25.6	28.5	29.8	26.1	28.9	30.2	26.7	29.4	30.7	27.0
Sabah	30.6	42.0	16.7	31.2	42.6	17.2	31.7	43.0	17.6	32.2	43.5	18.2
Sarawak	32.2	43.6	17.0	32.8	44.1	17.5	33.4	44.7	18.0	34.0	45.3	18.5
W.P. Kuala Lumpur	73.6	73.6	n.a.	73.7	73.7	n.a.	74.3	74.3	n.a.	74.8	74.8	n.a.
W.P. Labuan	41.6	41.5	41.9	41.7	41.6	41.9	42.2	42.0	43.8	42.8	42.6	45.0
W.P. Putrajaya	73.7	73.7	n.a.	75.6	75.6	n.a.	76.0	76.0	n.a.	76.4	76.4	n.a.

Jadual 6.6 : Peratusan capaian jalur lebar mudah alih oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.6 : Percentage of households with mobile broadband access by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	95.5	97.1	90.1	95.3	97.4	88.5	95.7	97.8	88.9	96.0	98.1	89.3
Johor	97.3	97.7	95.9	97.4	97.8	96.2	97.9	98.3	96.4	98.1	98.4	96.8
Kedah	95.4	96.8	92.5	95.6	97.0	92.8	95.7	97.0	93.0	96.0	97.3	93.3
Kelantan	93.0	93.9	92.2	93.7	94.5	93.1	94.0	94.7	93.4	94.3	95.1	93.7
Melaka	95.5	95.7	92.6	95.6	95.9	93.3	96.0	96.2	93.6	96.5	96.7	94.1
Negeri Sembilan	94.4	97.0	88.2	94.7	97.2	88.4	95.2	97.8	88.8	95.7	98.4	89.2
Pahang	92.9	93.1	92.6	93.5	93.9	93.0	93.9	94.4	93.4	94.3	94.8	93.7
Pulau Pinang	96.9	97.0	96.2	97.3	97.4	96.5	97.7	97.8	96.7	98.1	98.2	97.1
Perak	91.3	93.0	86.4	91.8	93.5	86.8	92.3	94.1	87.4	92.9	94.7	87.8
Perlis	94.6	97.3	91.4	94.8	97.3	91.7	95.4	97.7	92.4	95.8	98.3	92.7
Selangor	99.0	99.1	97.1	99.1	99.2	97.4	99.4	99.5	97.7	99.4	99.5	97.8
Terengganu	92.5	94.1	89.5	92.9	94.6	90.0	93.4	95.0	90.6	93.8	95.3	91.2
Sabah	88.7	97.1	78.4	90.4	97.9	81.3	90.9	98.2	81.8	91.4	98.8	82.3
Sarawak	89.1	97.8	77.6	89.7	98.3	78.1	90.3	98.9	78.5	90.8	99.3	79.1
W.P. Kuala Lumpur	97.1	97.1	n.a.	97.3	97.3	n.a.	97.7	97.7	n.a.	98.3	98.3	n.a.
W.P. Labuan	93.9	94.3	90.3	94.6	94.7	93.5	94.9	95.0	93.8	95.3	95.4	95.0
W.P. Putrajaya	99.2	99.2	n.a.	99.6	99.6	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.7 : Peratusan capaian komputer oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.7 : Percentage of households with access to computer by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	91.3	94.0	82.4	91.6	94.2	82.8	92.2	94.9	83.2	92.6	95.3	83.6
Johor	92.4	94.0	86.8	92.6	94.1	86.9	93.1	94.6	87.5	93.5	95.0	87.7
Kedah	86.3	89.3	80.1	86.5	89.4	80.3	86.8	89.8	80.6	87.1	90.2	80.8
Kelantan	87.5	90.3	85.2	87.7	90.4	85.4	88.1	91.0	85.7	88.5	91.4	86.0
Melaka	91.6	91.6	92.2	91.8	91.7	92.3	92.6	92.6	92.8	93.2	93.1	93.3
Negeri Sembilan	85.7	90.2	74.7	85.8	90.2	74.8	90.3	96.3	75.3	90.7	96.6	75.8
Pahang	87.2	91.5	82.2	88.1	92.0	83.4	88.5	92.3	84.1	89.0	92.8	84.5
Pulau Pinang	95.1	95.0	97.2	95.9	95.8	97.6	96.4	96.3	97.7	97.0	96.9	97.7
Perak	90.6	90.1	92.1	91.0	90.3	93.0	91.4	90.8	93.1	91.8	91.3	93.4
Perlis	88.7	90.4	86.6	89.3	91.2	86.9	89.9	91.8	87.5	90.4	92.2	87.9
Selangor	95.7	95.9	90.1	95.9	96.1	90.8	96.4	96.7	90.9	96.7	96.9	91.1
Terengganu	89.4	92.4	84.1	89.8	92.8	84.7	90.3	93.2	85.3	90.7	93.5	85.8
Sabah	83.4	91.7	73.2	83.8	92.2	73.6	84.4	92.8	73.9	84.9	93.4	74.3
Sarawak	87.7	93.5	79.9	88.2	94.0	80.4	88.7	94.3	81.1	89.3	94.9	81.6
W.P. Kuala Lumpur	100.0	100.0	n.a.	99.6	99.6	n.a.	99.8	99.8	n.a.	99.8	99.8	n.a.
W.P. Labuan	97.0	97.7	90.3	97.2	98.0	90.3	97.3	98.0	90.6	97.9	98.5	92.5
W.P. Putrajaya	100.0	100.0	n.a.	99.6	99.6	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.8 : Peratusan capaian siaran TV berbayar oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.8 : Percentage of households with access to pay TV channel by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2022			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	76.9	80.8	63.9	77.0	80.8	64.1	67.1	69.5	59.2	62.0	64.4	53.9
Johor	82.8	83.7	79.2	82.8	83.8	79.2	63.6	65.2	57.6	57.9	59.3	52.6
Kedah	57.7	60.5	52.0	57.7	60.5	51.9	57.3	60.2	51.5	52.6	55.4	46.8
Kelantan	57.2	57.1	57.2	57.1	57.2	57.1	56.7	56.8	56.6	51.8	52.2	51.6
Melaka	82.1	82.3	79.9	82.1	82.3	79.7	77.3	77.8	72.1	71.6	72.0	67.3
Negeri Sembilan	77.4	77.9	76.1	77.4	78.0	75.9	77.3	77.9	75.8	73.0	73.9	70.8
Pahang	77.1	78.3	75.7	77.1	78.5	75.4	76.6	78.0	75.0	71.5	73.0	69.6
Pulau Pinang	81.3	82.0	72.4	81.5	82.2	72.4	73.9	74.6	64.1	69.4	69.9	61.8
Perak	76.0	77.9	70.5	76.3	77.9	71.8	75.9	77.5	71.4	70.9	72.5	66.4
Perlis	78.0	81.1	74.1	78.0	81.1	74.1	67.5	71.1	62.9	62.6	66.1	58.2
Selangor	84.8	85.2	76.3	84.8	85.0	80.0	68.3	68.6	60.6	63.2	63.5	55.5
Terengganu	69.9	68.0	73.3	70.0	68.1	73.4	69.7	67.7	73.3	65.1	63.4	68.0
Sabah	66.2	73.0	57.9	66.3	73.1	57.9	58.2	63.3	51.9	52.6	58.1	45.6
Sarawak	63.0	77.2	44.1	63.2	77.3	44.2	63.0	77.0	43.9	57.5	71.7	38.2
W.P. Kuala Lumpur	96.0	96.0	n.a.	96.1	96.1	n.a.	67.0	67.0	n.a.	61.8	61.8	n.a.
W.P. Labuan	90.5	90.6	90.3	90.6	90.6	90.3	86.7	87.0	84.4	81.9	82.1	80.0
W.P. Putrajaya	96.8	96.8	n.a.	96.8	96.8	n.a.	65.5	65.5	n.a.	60.8	60.8	n.a.

Jadual 6.9 : Peratusan capaian televisyen oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.9 : Percentage of households with access to television by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.2	99.5	98.4	99.4	99.6	98.6	99.5	99.7	98.8	99.5	99.7	98.9
Johor	99.6	99.7	99.3	99.7	99.8	99.3	99.7	99.8	99.2	99.7	99.8	99.2
Kedah	99.4	99.7	98.9	99.4	99.6	98.9	99.4	99.7	99.0	99.4	99.7	99.0
Kelantan	99.0	99.5	98.5	99.1	99.6	98.7	99.2	99.5	99.0	99.3	99.5	99.1
Melaka	99.9	100.0	99.2	99.9	100.0	99.5	100.0	100.0	99.5	100.0	100.0	99.5
Negeri Sembilan	99.7	99.7	99.8	99.7	99.7	99.8	100.0	100.0	100.0	100.0	100.0	100.0
Pahang	99.0	99.4	98.6	99.1	99.4	98.8	99.2	99.5	98.8	99.2	99.5	98.9
Pulau Pinang	99.7	99.6	100.0	99.8	99.8	100.0	99.8	99.8	100.0	99.8	99.8	100.0
Perak	99.2	99.7	98.0	99.5	99.7	99.0	99.5	99.7	99.0	99.5	99.7	99.1
Perlis	98.8	98.8	98.8	99.1	99.0	99.1	99.5	99.4	99.6	99.5	99.4	99.6
Selangor	99.8	99.8	99.3	99.9	99.9	99.2	99.9	99.9	99.7	99.9	99.9	99.8
Terengganu	99.8	99.9	99.4	99.6	99.7	99.3	99.8	99.9	99.7	99.8	99.9	99.8
Sabah	97.1	96.8	97.5	97.6	97.4	97.8	98.1	98.2	98.1	98.4	98.5	98.2
Sarawak	97.6	98.3	96.7	98.1	98.8	97.2	98.6	99.1	97.9	98.8	99.3	98.2
W.P. Kuala Lumpur	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.0	98.9	100.0	99.6	99.6	100.0	100.0	100.0	100.0	100.0	100.0	100.0
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.10 : Peratusan capaian radio oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.10 : Percentage of households with access to radio by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.1	99.4	98.0	99.2	99.6	98.2	99.5	99.8	98.4	99.5	99.8	98.6
Johor	99.9	100.0	99.8	99.9	100.0	99.8	99.9	100.0	99.7	99.9	100.0	99.8
Kedah	99.6	99.9	99.1	99.7	99.9	99.4	99.7	99.9	99.3	99.7	99.9	99.3
Kelantan	99.7	99.8	99.6	99.7	99.8	99.7	99.6	99.8	99.5	99.7	99.8	99.6
Melaka	99.6	99.7	98.8	99.7	99.7	99.0	100.0	100.0	99.5	100.0	100.0	99.5
Negeri Sembilan	99.5	99.6	99.5	99.6	99.6	99.5	99.8	99.8	99.7	99.8	99.8	99.8
Pahang	99.7	99.8	99.5	99.7	99.7	99.6	99.7	99.9	99.5	99.7	99.9	99.5
Pulau Pinang	99.9	99.9	100.0	99.9	99.9	99.4	99.9	99.9	99.4	99.9	99.9	99.4
Perak	97.4	97.6	96.8	97.9	98.2	97.0	98.3	98.7	97.2	98.6	98.9	97.7
Perlis	99.2	99.3	99.1	99.9	100.0	99.7	100.0	100.0	100.0	100.0	100.0	100.0
Selangor	99.5	99.6	97.7	99.6	99.7	97.2	99.9	99.9	99.4	99.9	99.9	99.6
Terengganu	99.8	99.8	99.9	99.7	99.7	99.8	99.9	100.0	99.8	99.9	100.0	99.8
Sabah	97.4	98.2	96.3	97.9	98.7	97.0	98.4	99.2	97.4	98.6	99.3	97.7
Sarawak	97.0	98.8	94.7	97.5	99.3	95.2	98.0	99.8	95.6	98.3	99.8	96.2
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.8	99.8	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	99.3	99.6	96.8	99.3	99.6	96.8	99.7	100.0	96.9	99.8	100.0	97.5
W.P. Putrajaya	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

Jadual 6.11 : Peratusan capaian telefon talian tetap oleh isi rumah mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.11 : Percentage of households with access to fixed-line telephone by state and strata, Malaysia, 2022 - 2025

(%)

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	27.3	30.7	15.8	27.4	30.8	16.0	27.9	31.4	16.5	27.6	31.0	15.9
Johor	30.5	31.9	25.1	30.5	32.0	25.1	31.2	32.7	25.6	31.5	33.0	25.9
Kedah	16.0	18.6	10.7	16.0	18.6	10.6	16.3	18.9	11.0	13.8	16.8	7.6
Kelantan	16.3	20.4	12.9	16.4	20.5	13.0	16.8	21.0	13.3	17.1	21.2	13.7
Melaka	53.4	56.1	25.7	53.4	56.1	25.9	54.1	56.7	26.6	51.5	54.1	24.3
Negeri Sembilan	48.5	57.3	27.1	48.6	57.3	26.9	49.2	58.0	27.3	49.4	58.3	27.4
Pahang	21.8	25.8	17.1	21.8	24.0	19.3	22.3	24.5	19.8	22.6	24.7	20.2
Pulau Pinang	28.6	28.1	35.7	29.3	28.8	35.7	29.8	29.3	36.4	27.9	27.4	35.2
Perak	20.1	20.7	18.2	20.1	20.0	20.3	20.5	20.4	20.8	20.7	20.5	21.0
Perlis	34.6	43.9	23.2	34.6	43.9	23.2	35.4	44.4	23.7	33.4	42.5	21.6
Selangor	29.2	29.2	30.0	29.2	29.6	21.0	29.8	30.1	21.7	30.0	30.3	21.9
Terengganu	23.2	22.0	25.4	23.5	22.3	25.4	23.9	22.7	26.1	24.2	23.0	26.1
Sabah	17.4	26.2	6.6	17.7	26.4	7.1	18.0	26.5	7.5	16.3	24.7	5.9
Sarawak	17.0	24.5	7.0	17.3	24.5	7.4	17.5	24.7	7.7	17.6	24.8	7.7
W.P. Kuala Lumpur	42.9	42.9	n.a.	42.9	42.9	n.a.	43.6	43.6	n.a.	43.7	43.7	n.a.
W.P. Labuan	36.2	37.4	25.8	36.8	38.0	25.8	37.8	38.5	31.3	35.8	36.4	30.0
W.P. Putrajaya	54.3	54.3	n.a.	54.4	54.4	n.a.	55.0	55.0	n.a.	52.8	52.8	n.a.

Jadual 6.12 : Peratusan individu menggunakan telefon bimbit mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.12 : Percentage of individuals using mobile phone by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	99.1	99.4	98.3	99.4	99.6	98.6	99.5	99.8	98.9	99.6	99.8	99.1
Johor	99.4	99.5	99.1	99.8	99.9	99.4	99.8	99.9	99.6	99.8	99.9	99.6
Kedah	98.9	99.1	98.4	99.2	99.4	98.7	99.5	99.7	99.1	99.5	99.7	99.2
Kelantan	99.1	99.7	98.6	99.3	99.8	98.9	99.6	99.9	99.4	99.6	99.9	99.4
Melaka	99.2	99.2	99.6	99.5	99.4	99.8	99.8	99.8	99.8	99.8	99.8	99.8
Negeri Sembilan	99.1	99.8	97.7	99.3	99.8	98.0	99.4	99.9	98.4	99.4	99.9	98.4
Pahang	99.2	99.2	99.1	99.5	99.6	99.4	99.7	99.8	99.6	99.7	99.8	99.6
Pulau Pinang	99.6	99.7	99.0	99.9	99.9	99.3	99.9	99.9	99.4	99.9	99.9	99.6
Perak	98.4	98.7	97.7	98.6	98.8	97.8	99.0	99.3	98.4	99.2	99.4	98.7
Perlis	98.4	98.8	98.0	98.8	99.0	98.4	99.3	99.6	99.0	99.4	99.7	99.1
Selangor	99.6	99.6	98.9	99.7	99.7	99.4	99.9	99.9	99.8	99.9	99.9	99.9
Terengganu	98.8	98.8	98.6	99.1	99.2	98.9	99.4	99.6	99.0	99.5	99.7	99.2
Sabah	99.0	99.3	98.7	99.3	99.6	99.0	99.3	99.5	99.1	99.5	99.5	99.4
Sarawak	97.9	99.0	96.4	98.2	99.3	96.7	98.2	99.6	96.7	98.7	99.6	97.5
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.
W.P. Labuan	99.9	99.9	99.6	99.9	99.9	99.7	99.9	99.9	99.7	99.9	99.9	99.9
W.P. Putrajaya	99.9	99.9	n.a.	99.9	99.9	n.a.	99.7	99.7	n.a.	100.0	100.0	n.a.

Jadual 6.13 : Peratusan individu memiliki telefon bimbit mengikut jantina, Malaysia, 2022 - 2025

Table 6.13 : Percentage of individuals owning mobile phone by sex, Malaysia, 2022 - 2025

Jantina Sex	2022	2023	2024	2025
Jumlah / Total	98.2	98.4	98.3	98.6
Lelaki / Male	99.1	98.7	98.6	98.8
Perempuan / Female	97.2	98.0	98.0	98.3

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, 2022 - 2025

Table 6.14 : Percentage of individuals owning mobile phone by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	98.2	98.9	96.1	98.4	99.0	96.3	98.3	99.0	96.4	98.6	99.2	96.8
Johor	99.6	99.9	98.7	99.6	99.9	99.0	99.5	99.8	99.0	99.6	99.8	99.0
Kedah	98.0	98.6	97.0	98.3	98.8	97.2	98.1	98.7	97.1	98.2	98.8	97.2
Kelantan	96.6	98.5	94.9	96.7	98.6	95.3	96.7	98.5	95.2	96.8	98.6	95.3
Melaka	98.9	99.0	98.0	99.1	99.3	98.0	99.5	99.6	98.3	99.5	99.7	98.2
Negeri Sembilan	97.8	99.1	95.1	98.3	99.4	95.6	98.0	99.3	95.5	98.2	99.4	95.5
Pahang	98.7	99.2	98.2	99.0	99.5	98.4	98.9	99.4	98.3	99.0	99.5	98.4
Pulau Pinang	98.7	98.8	97.9	99.0	99.0	98.6	98.8	98.8	98.5	99.1	99.1	98.8
Perak	97.1	97.8	95.1	97.5	98.2	95.4	97.3	98.2	95.3	97.9	98.7	95.9
Perlis	96.4	97.1	95.6	96.8	97.7	95.7	96.7	97.6	95.6	97.1	98.0	96.0
Selangor	99.3	99.4	98.1	99.5	99.5	98.3	99.3	99.4	98.2	99.5	99.5	98.8
Terengganu	97.5	97.6	97.4	97.8	97.8	97.6	97.7	97.7	97.6	98.1	98.2	98.0
Sabah	95.9	96.2	95.5	96.1	96.4	95.7	96.6	96.9	96.2	97.0	97.4	96.7
Sarawak	96.4	98.9	92.9	96.5	99.1	93.0	96.6	99.3	93.4	97.1	99.4	94.0
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.	99.9	99.9	n.a.
W.P. Labuan	99.1	99.2	98.3	99.7	99.7	99.0	99.6	99.6	98.9	99.7	99.7	99.4
W.P. Putrajaya	99.7	99.7	n.a.	99.8	99.8	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, 2022 - 2025

Table 6.15 : Percentage of individuals using computer by state and strata, Malaysia, 2022 - 2025

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	80.2	85.7	63.1	80.4	86.0	63.6	80.7	86.5	64.3	81.5	87.0	65.5
Johor	83.7	86.9	72.9	84.1	87.5	74.1	84.6	88.1	74.9	85.0	88.4	75.2
Kedah	73.0	76.9	65.5	73.3	77.0	65.7	73.5	77.5	66.0	74.1	78.0	66.2
Kelantan	73.7	81.3	67.4	73.8	81.6	67.7	74.4	82.2	68.1	74.9	82.6	68.5
Melaka	86.0	86.9	77.6	86.0	87.0	77.8	86.6	87.5	78.4	87.0	88.0	78.9
Negeri Sembilan	75.8	81.8	62.7	76.5	81.9	63.6	76.8	82.3	65.7	77.7	82.8	65.9
Pahang	77.6	83.7	70.5	77.8	83.9	70.8	78.1	84.4	71.1	78.5	84.8	71.6
Pulau Pinang	84.8	85.5	78.1	85.4	86.0	78.4	85.7	86.4	79.0	86.2	86.8	79.5
Perak	77.5	80.5	69.1	78.0	81.0	69.9	78.2	81.6	70.6	79.0	82.2	71.2
Perlis	74.4	75.0	73.8	74.8	75.6	74.0	75.2	76.0	74.3	75.7	76.5	74.8
Selangor	91.2	91.6	80.5	91.3	91.8	80.8	91.9	92.3	85.4	92.4	92.8	85.9
Terengganu	80.2	84.1	73.1	80.4	84.4	73.5	80.9	84.9	73.7	81.5	85.4	74.2
Sabah	60.3	73.4	44.6	60.6	73.6	45.1	61.0	74.1	45.4	62.5	75.0	47.8
Sarawak	67.7	78.5	52.9	67.9	78.7	53.5	67.9	79.6	54.5	69.5	80.3	55.3
W.P. Kuala Lumpur	94.9	94.9	n.a.	95.6	95.6	n.a.	95.9	95.9	n.a.	96.4	96.4	n.a.
W.P. Labuan	87.3	88.7	77.3	88.3	89.1	77.9	88.6	89.6	78.1	89.0	90.3	78.6
W.P. Putrajaya	97.0	97.0	n.a.	97.1	97.1	n.a.	97.8	97.8	n.a.	98.3	98.3	n.a.

Jadual 6.16 : Peratusan individu menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2023 - 2025

Table 6.16 : Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2023- 2025

	2023		2024		2025		2023		2024		2025		2023		2024		2025							
	Menyalin atau memindahkan fail atau folder Copying or moving a file or folder						Duplikasi atau memindahkan data, maklumat dan kandungan Duplicating or moving data, information and content						Menghantar kandungan melalui pesanan Sending content in messages						Menggunakan perisian lembaran kerja Using spreadsheet software					
Negeri State																								
MALAYSIA	97.5	97.9	98.2	97.0	96.7	97.4	89.9	90.4	90.8	67.7	68.1	68.5												
Johor	96.8	97.1	97.4	95.0	94.6	95.4	92.6	93.1	93.4	72.2	72.6	73.0												
Kedah	98.9	99.3	99.3	99.8	99.7	99.8	94.5	94.9	95.3	73.0	73.5	74.0												
Kelantan	98.6	99.1	99.3	96.3	96.1	96.5	90.9	91.5	91.8	52.3	52.6	53.0												
Melaka	99.7	100.0	100.0	95.7	95.2	96.0	85.4	86.0	86.3	71.4	71.8	72.1												
Negeri Sembilan	98.4	98.9	99.0	95.1	94.9	95.5	96.6	97.0	97.3	75.8	76.1	76.6												
Pahang	97.3	97.7	97.9	97.6	97.1	97.9	91.2	91.7	92.1	69.7	70.1	70.5												
Pulau Pinang	95.4	95.8	96.3	97.8	97.2	98.2	79.7	80.2	80.8	63.9	64.4	64.8												
Perak	94.8	95.1	95.6	96.5	96.2	97.1	86.0	86.3	86.9	54.3	54.9	55.4												
Perlis	98.0	98.3	98.8	97.8	97.4	98.3	97.0	97.4	97.8	47.8	48.4	48.9												
Selangor	97.4	97.8	98.3	97.0	96.8	97.4	91.6	92.0	92.6	68.2	68.3	68.8												
Terengganu	98.6	99.1	99.2	95.6	95.1	96.2	78.3	78.7	79.1	59.4	59.8	60.2												
Sabah	97.2	98.0	98.4	97.8	97.6	98.2	89.0	89.7	90.4	73.1	73.7	74.4												
Sarawak	97.6	98.1	98.6	95.7	95.6	96.4	81.5	82.1	82.6	62.2	62.7	63.4												
W.P. Kuala Lumpur	99.7	99.8	99.9	100.0	99.8	100.0	97.0	97.5	97.9	76.8	77.4	77.8												
W.P. Labuan	99.3	99.6	99.7	99.7	99.7	99.8	92.9	93.2	93.6	90.6	91.2	91.6												
W.P. Putrajaya	99.2	99.5	99.6	99.8	99.2	99.9	95.9	96.5	97.0	77.9	78.7	79.2												

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, 2023 - 2025 (samb.)

Table 6.16 : Percentage of individuals using computer by state and type of ICT skills, Malaysia, 2023- 2025 (cont'd)

Negeri State	Menghubungkan peranti baru Connecting new devices					Memasang perisian atau aplikasi Installing software or apps					Menghasilkan kandungan yang menggabungkan pelbagai media digital Creating content combining different digital media					Memindahkan fail di antara komputer & peranti mudah alih lain Transferring files between a computer & other devices					Menulis pengaturcaraan dan pengkodan dalam persekitaran digital Programming or coding in digital environments				
	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027
MALAYSIA	79.4	79.9	80.4			73.0	73.4	73.9			63.3	63.7	64.2			83.5	83.9	84.4			23.9	24.3	24.8		
Johor	74.1	74.4	74.7			70.8	71.0	71.5			64.5	65.0	65.4			81.5	81.8	82.2			22.8	23.2	23.7		
Kedah	82.7	83.0	83.4			78.6	78.9	79.3			60.7	61.0	61.6			87.3	87.6	88.0			22.1	22.5	22.9		
Kelantan	74.7	75.4	75.7			70.4	70.9	71.2			63.5	63.9	64.3			87.1	87.6	87.9			24.6	25.2	25.6		
Melaka	75.6	76.2	76.4			75.8	76.3	76.6			60.6	60.9	61.0			85.0	85.3	85.7			26.2	26.8	27.0		
Negeri Sembilan	75.7	76.5	76.9			75.4	76.0	76.3			75.2	75.3	76.0			85.1	85.4	86.0			27.2	27.5	28.0		
Pahang	73.9	74.3	74.6			70.4	70.9	71.3			59.7	60.2	60.5			87.7	88.0	88.4			22.1	22.7	23.0		
Pulau Pinang	80.1	80.5	81.0			70.1	70.6	71.0			54.0	54.5	54.9			72.7	73.0	73.5			25.7	26.2	26.7		
Perak	79.5	80.1	80.7			64.6	65.0	65.7			48.0	48.3	48.9			72.3	72.7	73.3			23.8	23.9	24.5		
Perlis	74.3	74.7	75.1			65.8	66.3	66.7			50.3	51.3	51.7			88.5	88.9	89.4			18.4	19.1	19.6		
Selangor	83.7	84.2	84.8			74.2	74.7	75.1			59.8	60.2	60.7			87.6	88.0	88.5			21.2	21.6	22.1		
Terengganu	72.2	72.8	73.2			63.9	64.3	64.8			69.3	69.8	70.2			71.5	72.0	72.4			24.2	24.8	25.2		
Sabah	79.5	79.8	80.3			74.1	74.2	74.8			74.6	74.9	75.5			84.7	85.0	85.7			24.3	24.8	25.3		
Sarawak	77.3	77.8	78.4			71.7	71.7	72.3			66.0	66.6	67.0			75.2	75.7	76.3			18.3	18.7	19.4		
W.P. Kuala Lumpur	85.7	86.1	86.6			84.4	84.8	85.2			76.8	77.1	77.7			92.7	93.0	93.4			37.1	37.6	38.0		
W.P. Labuan	89.5	89.6	90.0			76.7	77.0	77.6			92.5	92.9	93.4			98.1	98.4	98.8			23.1	23.3	23.7		
W.P. Putrajaya	90.1	90.8	91.2			87.1	87.4	87.9			90.5	90.8	91.3			99.1	99.5	99.6			36.1	36.5	36.9		

Jadual 6.17 : Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2023 - 2025

Table 6.17 : Percentage of youth using computer by state and type of ICT skills, Malaysia, 2023 - 2025

	2023					2024					2025					2025				
Negeri State	Menyalin atau memindahkan fail atau folder Copying or moving a file or folder					Duplikasi atau memindahkan data, maklumat dan kandungan Duplicating or moving data, information and content					Menghantar kandungan melalui pesanan Sending content in messages					Menggunakan perisian lembaran kerja Using spreadsheet software				

Jadual 6.17 : Peratusan belia menggunakan komputer mengikut negeri dan jenis kemahiran ICT, Malaysia, 2023 - 2025 (samb.)

Table 6.17 : Percentage of youth using computer by state and type of ICT skills, Malaysia, 2023 - 2025 (cont'd)

Negeri State	Menghubungkan peranti baru Connecting new devices					Memasang perisian atau aplikasi Installing software or apps					Menghasilkan kandungan yang menggabungkan pelbagai media digital Creating content combining different digital media					Memindahkan fail di antara komputer & peranti mudah alih lain Transferring files between a computer & other devices					Menulis pengaturcaraan dan pengekodan dalam persekitaran digital Programming or coding in digital environments				
	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027	2023	2024	2025	2026	2027
MALAYSIA	89.3	89.8	90.0			88.1	88.5	89.0			84.8	85.3	85.8			91.6	92.1	92.3			51.1	51.0	50.9		
Johor	85.2	85.2	85.4			84.9	85.0	85.4			84.4	85.0	85.4			86.5	87.0	87.2			26.8	27.4	27.8		
Kedah	94.8	95.1	95.4			98.2	98.5	98.7			87.1	87.5	88.1			90.0	90.5	90.7			46.9	47.2	47.9		
Kelantan	73.9	74.6	74.8			82.4	83.0	83.4			81.8	82.3	82.5			86.4	86.9	87.2			41.6	42.2	42.6		
Melaka	78.3	78.9	79.5			91.3	92.0	92.4			81.9	82.6	82.7			88.2	88.7	89.0			54.1	55.0	55.1		
Negeri Sembilan	80.2	80.5	80.7			92.3	92.9	93.2			95.6	95.6	95.8			87.3	87.3	88.0			52.2	52.0	52.7		
Pahang	89.8	90.2	90.7			88.1	88.3	88.8			82.7	83.1	83.4			91.7	92.0	92.3			41.8	42.3	42.8		
Pulau Pinang	91.0	91.5	92.0			85.9	86.4	87.0			87.1	87.2	87.8			91.8	92.3	92.8			47.7	47.8	48.4		
Perak	90.2	91.0	91.6			89.4	89.9	90.4			88.7	89.0	89.6			95.4	96.1	96.7			67.9	68.1	68.1		
Perlis	75.5	76.2	76.6			72.1	73.0	73.3			58.2	60.4	60.7			84.8	84.8	85.3			36.5	37.8	38.2		
Selangor	93.4	93.9	94.2			84.4	84.6	85.2			81.9	82.3	82.7			92.3	92.7	93.2			87.1	87.7	88.0		
Terengganu	91.1	91.5	92.0			95.2	95.9	96.4			90.3	91.7	92.2			97.4	98.1	98.2			24.8	25.3	25.7		
Sabah	95.7	96.1	96.5			93.4	93.9	94.3			89.0	89.9	90.3			96.5	97.0	97.5			28.7	28.9	29.7		
Sarawak	87.6	87.9	88.5			85.2	85.5	86.0			78.3	79.0	79.5			91.2	91.6	92.1			21.3	21.4	22.0		
W.P. Kuala Lumpur	95.7	96.1	96.6			92.0	92.2	92.6			86.3	86.5	87.2			95.8	96.5	96.9			64.2	64.5	65.0		
W.P. Labuan	99.7	96.6	97.1			95.6	96.6	97.1			100.0	100.0	100.0			99.7	96.6	97.0			33.9	32.2	32.4		
W.P. Putrajaya	100.0	100.0	100.0			93.8	94.2	94.7			100.0	100.0	100.0			100.0	100.0	100.0			59.6	60.1	60.6		

Jadual 6.18 : Peratusan individu menggunakan Internet mengikut negeri dan strata, Malaysia, 2022 - 2025

Table 6.18 : Percentage of individuals using the Internet by state and strata, Malaysia, 2022 - 2025

(%)

Negeri State	2022			2023			2024			2025		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	97.4	98.3	94.5	97.7	98.6	95.0	98.0	99.0	95.3	98.3	99.2	95.7
Johor	98.3	99.0	96.3	98.6	99.2	96.6	98.9	99.5	97.1	98.9	99.6	96.9
Kedah	96.5	97.5	94.8	96.9	97.8	95.1	97.4	98.3	95.6	97.5	98.4	95.7
Kelantan	96.3	97.5	95.3	96.6	97.9	95.6	97.3	98.6	96.2	97.3	98.6	96.3
Melaka	97.7	97.8	97.3	98.0	98.1	97.5	98.5	98.5	98.1	98.5	98.5	98.1
Negeri Sembilan	98.0	99.2	95.3	98.4	99.6	95.7	98.6	99.7	96.4	98.7	99.8	96.3
Pahang	96.5	97.5	95.3	97.0	97.9	96.0	97.3	98.3	96.3	97.4	98.3	96.5
Pulau Pinang	98.7	98.9	96.6	99.0	99.2	96.8	99.4	99.6	97.2	99.5	99.6	97.4
Perak	96.1	96.4	95.3	96.3	96.6	95.6	96.7	97.0	96.0	97.2	97.4	96.5
Perlis	95.5	96.2	94.7	96.0	96.4	95.6	96.6	97.0	96.1	97.1	97.5	96.6
Selangor	98.5	98.5	96.7	98.8	98.9	96.9	99.2	99.3	97.3	99.4	99.5	97.7
Terengganu	97.0	97.2	96.7	97.2	97.3	97.1	97.6	97.7	97.5	98.1	98.3	97.8
Sabah	96.8	98.0	95.4	97.2	98.2	95.9	97.4	98.7	95.9	98.1	99.2	96.7
Sarawak	93.9	98.4	87.7	94.2	98.6	88.3	94.2	99.0	88.7	94.9	99.3	89.1
W.P. Kuala Lumpur	99.8	99.8	n.a.	99.9	99.9	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.
W.P. Labuan	96.6	98.2	85.7	97.4	98.3	86.6	97.7	98.3	91.3	98.1	98.8	91.8
W.P. Putrajaya	99.9	99.9	n.a.	99.9	99.9	n.a.	100.0	100.0	n.a.	100.0	100.0	n.a.

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

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

Indicator 17.8.1 : Proportion of individuals using the Internet

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025

	Mendapatkan Maklumat Access to Information															Profesional Professional			Bekerja dari rumah Work from home		
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025			
Negeri State	Mencari maklumat tentang barangan atau perkhidmatan Finding information about goods or services						Mengakses berita atau buku dalam format digital Accessing news or books in a digital format			Mencari pekerjaan atau menghantar permohonan kerja Looking for a job or submitting a job application			Mengambil bahagian dalam rangkaian profesional Participating on professional networks								
MALAYSIA	92.8	93.0	94.6	68.9	69.2	69.7	36.3	36.9	37.3	12.2	13.5	20.8	16.4	17.0	17.4						
Johor	98.4	98.4	98.5	67.3	67.7	68.1	35.0	35.6	35.8	10.2	10.4	33.3	8.9	9.5	9.8						
Kedah	94.8	94.7	95.1	71.4	72.0	72.3	31.9	32.4	32.7	5.5	6.1	22.1	4.5	4.8	5.2						
Kelantan	91.2	91.2	93.0	67.7	68.4	68.8	39.2	39.8	40.2	3.0	3.5	21.6	5.3	5.8	6.2						
Melaka	95.3	95.3	95.8	71.6	72.2	72.6	35.2	35.5	36.2	5.1	32.6	33.8	4.8	5.5	6.0						
Negeri Sembilan	91.7	91.7	93.8	67.2	67.6	68.0	40.9	41.4	41.8	10.4	10.6	19.8	6.1	6.4	7.1						
Pahang	91.7	91.7	93.0	69.9	70.3	70.8	35.9	36.5	36.9	4.0	4.8	19.1	5.6	6.0	6.5						
Pulau Pinang	96.5	96.5	95.8	74.9	75.2	75.7	33.1	33.6	34.0	11.9	12.5	16.7	20.6	21.0	21.6						
Perak	96.6	96.6	93.6	72.9	72.9	73.5	35.3	35.8	36.2	2.5	3.2	14.8	19.5	19.8	20.3						
Perlis	78.7	78.7	94.2	56.6	57.0	57.6	29.6	30.0	30.5	3.9	4.4	14.9	6.0	6.5	7.0						
Selangor	98.7	98.7	96.1	72.6	73.0	73.4	32.9	33.4	33.8	20.8	21.3	21.9	29.1	29.4	30.0						
Terengganu	98.0	98.0	93.2	71.2	71.6	71.9	36.0	36.4	37.0	24.8	25.2	14.1	19.4	20.0	20.6						
Sabah	78.9	78.9	91.2	56.2	56.6	57.1	45.9	46.4	46.9	10.7	11.3	14.0	13.7	14.3	14.8						
Sarawak	80.3	80.3	90.1	56.6	56.9	57.9	39.7	40.3	40.8	11.7	12.0	13.7	18.1	18.5	19.1						
W.P. Kuala Lumpur	94.8	94.8	95.8	80.3	80.9	81.4	36.6	37.4	37.9	19.8	20.3	20.7	22.4	22.9	23.4						
W.P. Labuan	96.9	96.9	94.9	82.9	83.5	81.9	36.6	37.4	38.0	7.2	8.2	18.9	15.0	15.9	16.6						
W.P. Putrajaya	97.2	97.2	95.5	89.6	90.1	90.5	30.5	30.8	31.4	16.2	17.0	17.6	28.1	28.5	29.1						

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

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

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

[(%)]															
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025			
Negeri State	Komunikasi Communication														
	Menyertai platform rangkaian sosial Participating on social networking platforms			Menghantar atau menerima e-mel Sending or receiving e-mail			Membuat panggilan telefon melalui Internet Telephoning over the Internet			Memuat naik kandungan ke laman web Uploading content to a website			Mengurus laman web persendirian Managing personal homepage		
											</				

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

Negeri State	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
	Komunikasi Communication						Lain-lain Perkhidmatan Atas Talian Other Online Services														
	Menguruskan blog Managing blog			Mengkakses perbincangan atas talian Accessing online discussion			Melaksanakan tugasan jana pendapatan Performing tasks to generate income			Menggunakan perkhidmatan berkaitan perjalanan atau penginapan Using services related to travel or accommodation			Menjual barangan atau perkhidmatan selain e-Dagang Selling goods or services other than e-Commerce								
MALAYSIA	6.1	6.6	7.1	39.7	40.3	45.5	15.9	16.4	30.4	37.0	37.4	38.6	14.9	15.7	30.6	37.0	37.4	38.6	14.9	15.7	30.6
Johor	6.3	6.6	7.0	34.8	35.2	47.5	16.4	17.0	31.0	38.5	38.8	39.3	13.2	13.7	30.1	38.5	38.8	39.3	13.2	13.7	30.1
Kedah	1.1	1.8	2.2	22.7	23.3	43.9	12.5	13.0	31.9	19.6	20.3	38.8	11.7	12.4	30.7	19.6	20.3	38.8	11.7	12.4	30.7
Kelantan	3.4	4.1	4.5	36.5	37.2	45.7	12.8	13.5	26.2	23.4	23.9	35.2	12.2	12.8	29.8	23.4	23.9	35.2	12.2	12.8	29.8
Melaka	2.5	3.1	3.6	47.9	48.5	49.0	16.3	16.8	31.0	24.4	24.9	37.9	18.2	18.7	30.2	24.4	24.9	37.9	18.2	18.7	30.2
Negeri Sembilan	7.9	8.4	9.0	43.2	43.6	44.0	18.0	18.3	26.6	18.5	18.9	36.1	10.4	10.8	30.5	18.5	18.9	36.1	10.4	10.8	30.5
Pahang	2.4	2.7	3.1	29.3	29.7	45.6	13.2	13.9	30.8	30.6	31.1	37.3	11.1	11.6	30.8	30.6	31.1	37.3	11.1	11.6	30.8
Pulau Pinang	5.1	5.5	6.0	27.5	28.1	44.0	10.7	11.1	36.7	36.2	36.5	38.8	9.0	9.5	30.9	36.2	36.5	38.8	9.0	9.5	30.9
Perak	5.1	5.5	5.9	28.2	28.5	40.2	14.4	14.9	25.9	32.4	32.5	38.4	13.8	13.9	29.3	32.4	32.5	38.4	13.8	13.9	29.3
Perlis	1.3	1.6	2.2	32.5	32.9	43.5	7.0	7.5	29.3	25.8	26.3	38.1	9.5	9.9	29.0	25.8	26.3	38.1	9.5	9.9	29.0
Selangor	11.8	12.2	12.8	52.7	53.3	49.7	18.7	19.2	37.0	53.3	53.5	39.3	22.5	23.0	31.8	53.3	53.5	39.3	22.5	23.0	31.8
Terengganu	1.1	1.6	2.1	19.4	19.9	41.2	21.9	22.4	25.0	49.7	50.1	38.2	24.0	24.6	29.4	49.7	50.1	38.2	24.0	24.6	29.4
Sabah	3.4	3.9	4.4	38.4	38.9	41.7	12.3	12.9	21.0	30.7	31.1	38.9	13.1	16.4	29.7	30.7	31.1	38.9	13.1	16.4	29.7
Sarawak	2.0	2.6	3.1	36.1	36.2	40.4	12.6	13.0	22.3	25.1	25.4	38.4	11.9	12.4	30.7	25.1	25.4	38.4	11.9	12.4	30.7
W.P. Kuala Lumpur	10.3	10.8	11.2	66.9	67.4	49.8	25.1	25.5	37.7	52.6	52.9	39.6	10.4	10.7	31.5	52.6	52.9	39.6	10.4	10.7	31.5
W.P. Labuan	23.1	23.6	24.1	34.8	35.3	48.9	30.0	30.4	27.9	34.1	34.7	38.6	10.9	11.8	29.6	34.1	34.7	38.6	10.9	11.8	29.6
W.P. Putrajaya	10.8	11.3	11.9	65.3	65.6	50.0	22.5	22.8	38.0	34.0	34.4	40.0	17.0	17.5	32.0	34.0	34.4	40.0	17.0	17.5	32.0

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

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

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

Negeri State	2023					2024					2025					2026					2027				
	Lain-lain Perkhidmatan Atas Talian Other Online Services					Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce					Aktiviti Pembelajaran Learning Activities					2028					2029				
Negeri State	Menggunakan perbankan Internet Using Internet banking					Menggunakan perisian untuk menyunting teks Using software for editing texts					Memuat turun perisian atau aplikasi Downloading software or applications					Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce					Aktiviti Pembelajaran Learning Activities				
	Menggunakan perbankan Internet Using Internet banking					Menggunakan perisian untuk menyunting teks Using software for editing texts					Memuat turun perisian atau aplikasi Downloading software or applications					Membuat pesanan barangan atau perkhidmatan atas talian selain e-Dagang Ordering goods or services online other than e-Commerce					Aktiviti Pembelajaran Learning Activities				
MALAYSIA	75.2	75.5	80.0	36.3	36.7	36.1	89.6	90.1	88.0	50.8	51.4	52.1	27.0	27.4	27.9	27.0	27.4	27.9	27.9	27.9	27.0	27.4	27.9	27.9	27.9
Johor	76.0	76.4	77.1	33.9	34.2	35.2	85.9	86.4	86.9	53.5	53.5	54.3	23.3	23.6	24.2	23.3	23.6	24.2	24.2	24.2	23.3	23.6	24.2	24.2	24.2
Kedah	74.1	74.4	75.2	26.0	26.6	35.8	97.1	97.7	98.0	47.0	47.6	48.1	20.2	20.8	21.2	20.2	20.8	21.2	21.2	21.2	20.2	20.8	21.2	21.2	21.2
Kelantan	67.2	67.7	74.5	25.0	25.5	35.2	85.8	86.3	86.7	38.7	39.3	40.0	21.7	22.5	22.8	21.7	22.5	22.8	22.8	22.8	21.7	22.5	22.8	22.8	22.8
Melaka	74.7	75.2	75.7	27.9	28.4	36.1	85.4	86.1	86.6	51.5	51.9	52.3	22.6	23.2	23.7	22.6	23.2	23.7	23.7	23.7	22.6	23.2	23.7	23.7	23.7
Negeri Sembilan	73.5	73.7	74.7	46.4	46.7	46.8	93.7	94.0	94.6	47.1	47.2	48.1	23.1	23.5	24.2	23.1	23.5	24.2	24.2	24.2	23.1	23.5	24.2	24.2	24.2
Pahang	74.0	74.4	74.8	22.0	22.4	35.7	85.6	86.2	86.6	40.7	41.3	41.8	22.6	23.1	23.5	22.6	23.1	23.5	23.5	23.5	22.6	23.1	23.5	23.5	23.5
Pulau Pinang	78.9	79.3	84.9	32.5	32.8	36.0	86.7	87.3	87.8	53.2	53.7	54.1	16.8	17.2	17.2	16.8	17.2	17.2	17.2	17.2	16.8	17.2	17.2	17.2	17.2
Perak	68.5	68.6	73.0	33.2	33.2	35.5	80.4	81.1	81.6	41.3	41.8	42.4	24.4	25.2	25.5	24.4	25.2	25.5	25.5	25.5	24.4	25.2	25.5	25.5	25.5
Perlis	54.0	54.5	73.4	13.3	13.6	35.1	72.6	73.1	86.6	41.1	41.6	42.1	21.8	22.3	31.8	21.8	22.3	31.8	31.8	31.8	21.8	22.3	31.8	31.8	31.8
Selangor	90.0	90.4	91.0	56.5	57.0	36.4	95.2	95.5	92.5	68.8	69.2	69.8	38.3	38.6	39.0	38.3	38.6	39.0	39.0	39.0	38.3	38.6	39.0	39.0	39.0
Terengganu	83.6	84.2	84.9	38.3	38.7	35.2	90.2	90.6	80.7	70.8	71.2	71.7	44.4	44.8	44.8	44.4	44.8	44.8	44.8	44.8	44.4	44.8	44.8	44.8	44.8
Sabah	53.4	54.2	72.6	23.5	24.2	35.0	98.1	98.1	81.2	40.8	41.4	41.9	20.6	21.3	21.9	20.6	21.3	21.9	21.9	21.9	20.6	21.3	21.9	21.9	21.9
Sarawak	60.4	60.5	72.1	24.4	24.7	35.7	84.7	84.7	81.9	25.5	28.8	29.5	21.2	21.3	22.2	21.2	21.3	22.2	22.2	22.2	21.2	21.3	22.2	22.2	22.2
W.P. Kuala Lumpur	86.3	86.7	87.1	42.9	43.2	36.8	83.7	84.2	93.6	50.8	51.3	51.9	33.6	33.9	34.3	33.6	33.9	34.3	34.3	34.3	33.6	33.9	34.3	34.3	34.3
W.P. Labuan	87.6	88.2	88.7	22.2	22.6	35.6	50.5	51.2	86.5	39.3	40.1	40.7	18.2	18.9	31.3	18.2	18.9	31.3	31.3	31.3	18.2	18.9	31.3	31.3	31.3
W.P. Putrajaya	91.3	91.9	92.4	43.0	43.4	37.0	96.2	96.5	94.9	73.3	73.5	74.0	32.0	32.4	32.9	32.0	32.4	32.9	32.9	32.9	32.0	32.4	32.9	32.9	32.9

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

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

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

Negeri State	Aktiviti Pembelajaran Learning Activities					Hiburan Entertainment					Muat turun gambar, filem atau permainan Downloading pictures, movie or games				
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
MALAYSIA	Merujuk laman web untuk pembelajaran formal Consulting websites for formal learning purposes					Menjalani kursus tidak formal atas talian Doing an informal online course					Mendengar radio secara atas talian Listening to radio online				
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
Johor	53.3	53.8	54.3	26.7	27.1	24.6	73.1	73.3	80.3	68.4	68.8	71.0	93.9	94.3	94.8
Kedah	53.4	54.0	54.4	22.9	23.6	23.9	80.5	81.3	81.7	65.2	65.9	66.1	93.2	93.7	94.3
Kelantan	49.3	49.7	50.3	18.1	18.7	22.6	79.6	80.1	80.7	68.5	69.1	69.8	98.0	98.4	98.6
Melaka	39.6	40.3	40.6	23.3	24.0	24.4	67.6	68.2	80.2	63.6	64.3	64.7	91.5	91.9	92.5
Negeri Sembilan	58.1	58.7	59.3	22.6	23.3	23.9	79.3	79.6	80.0	78.3	78.8	79.2	95.5	95.8	96.2
Pahang	48.9	49.2	50.0	19.8	20.2	21.0	79.4	79.8	80.4	70.9	71.2	72.0	96.4	96.7	97.2
Pulau Pinang	49.7	50.1	50.5	22.2	22.9	23.4	65.1	65.8	81.4	59.3	59.8	63.3	88.9	89.4	90.0
Perak	56.4	56.8	57.3	16.5	16.8	27.8	82.6	83.1	83.6	89.0	89.6	79.3	93.4	93.9	94.5
Perlis	46.6	47.1	47.7	30.8	30.8	23.2	61.2	61.3	72.7	68.1	68.5	69.1	87.3	87.6	88.1
Selangor	43.2	43.4	44.0	26.6	27.1	27.7	71.8	72.1	80.0	35.5	35.8	73.1	86.5	87.0	87.6
Terengganu	63.5	63.9	64.5	40.4	40.8	28.0	78.1	78.3	86.4	71.8	72.2	80.1	97.4	97.9	98.3
Sabah	53.5	54.0	54.4	38.7	39.2	21.9	96.9	97.3	71.8	79.3	79.9	63.9	97.7	98.1	98.7
Sarawak	46.4	46.9	47.4	18.2	18.9	20.8	54.5	55.0	72.5	57.4	58.0	63.7	95.6	95.9	96.4
W.P. Kuala Lumpur	48.4	48.8	49.6	12.9	13.2	21.0	56.9	57.5	72.6	69.1	69.4	62.5	86.8	87.1	87.9
W.P. Labuan	58.3	58.7	59.3	34.7	35.2	30.0	79.7	80.0	87.0	65.8	66.2	75.3	94.1	94.6	95.1
W.P. Putrajaya	61.2	61.5	62.0	14.2	15.0	25.4	86.2	86.5	79.7	53.9	54.6	77.9	99.7	100.0	100.0
	68.1	68.6	69.1	21.1	21.8	28.4	97.0	97.5	85.4	82.5	82.8	83.3	98.5	99.2	99.3

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

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

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

Negeri State	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
	Ruang Penyimpanan Storage Space			e-Kesihatan e-Health			e-Kerajaan e-Government			Berinteraksi dengan organisasi kerajaan Interacting with government organisations					
	Mendapatkan maklumat daripada organisasi kerajaan Getting information from government organisations			Membuat temujanji kesihatan Making a medical appointment			Mencari maklumat kesihatan Finding health information			Menggunakan ruang simpanan di Internet Using storage space on the Internet					
MALAYSIA	51.8	52.2	52.8	62.9	63.4	64.0	32.3	32.9	34.8	55.4	55.7	59.6	38.7	38.9	54.6
Johor	52.3	52.5	53.1	66.1	66.8	67.3	25.3	25.9	37.3	67.7	68.1	68.8	47.8	48.3	56.7
Kedah	51.7	52.0	52.6	68.3	68.8	69.3	17.4	18.2	33.8	85.0	85.4	85.9	46.3	46.9	53.9
Kelantan	41.9	42.6	43.0	51.3	51.9	52.6	20.1	20.7	34.3	39.8	40.4	60.3	29.6	30.1	52.1
Melaka	45.6	45.9	46.6	54.9	55.5	56.0	18.8	19.5	37.6	56.5	57.1	57.5	30.8	31.4	56.4
Negeri Sembilan	56.0	56.2	56.9	53.3	53.6	54.3	23.3	23.6	36.0	44.5	44.9	59.3	28.7	29.0	56.1
Pahang	41.4	41.9	42.3	52.0	52.4	52.9	17.9	18.2	35.5	35.6	36.1	60.2	30.6	31.0	56.0
Pulau Pinang	47.4	47.8	49.7	58.1	58.5	59.0	21.8	22.3	35.6	59.9	60.3	60.9	44.4	44.8	54.0
Perak	56.0	56.1	56.7	63.2	63.5	64.0	28.1	28.4	33.6	52.1	52.6	53.2	43.2	43.2	51.9
Perlis	26.5	26.9	55.4	47.0	47.3	47.8	10.0	10.5	32.1	46.8	47.1	55.4	35.7	36.1	54.4
Selangor	58.4	58.8	59.3	66.3	66.6	67.2	49.9	50.3	36.4	54.8	55.1	55.6	42.6	42.9	56.7
Terengganu	49.7	50.2	50.8	71.5	72.0	72.6	65.0	65.5	31.6	64.2	65.0	52.5	69.9	70.4	52.5
Sabah	46.4	47.1	47.7	76.8	77.4	77.9	42.1	42.6	31.4	57.6	58.1	55.0	24.7	25.0	51.6
Sarawak	51.7	51.9	48.8	45.9	46.0	47.0	24.8	25.5	30.7	32.8	33.0	52.9	21.3	21.7	51.1
W.P. Kuala Lumpur	56.2	56.7	57.3	64.3	64.6	65.0	24.4	24.7	36.8	55.1	55.6	56.0	38.9	39.3	57.6
W.P. Labuan	28.3	29.2	47.0	49.3	50.1	50.8	24.0	24.2	34.5	48.8	49.6	53.1	40.0	40.4	55.8
W.P. Putrajaya	77.9	78.2	78.6	82.0	82.5	83.1	15.6	16.1	37.9	62.2	62.7	63.1	56.7	57.4	57.9

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

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

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

Negeri State	Sivik dan Politik Civic and Politics				e-Dagang e-Commerce				Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness			
	2023	2024	2025		2022	2023	2024		2022	2023	2024	
	Mengambil bahagian dalam perbincangan mengenai isu sivik atau sosial Taking part in consultations to define civic or social issues				Membeli barangan atau perkhidmatan melalui e-Dagang Purchasing goods or services via e-Commerce				Menjual barangan atau perkhidmatan melalui e-Dagang Selling goods or services via e-Commerce			
	2023	2024	2025		2022	2023	2024		2022	2023	2024	
MALAYSIA	43.7	44.0	44.6		70.6	70.8	77.8		8.7	9.3	31.0	
Johor	43.8	44.2	44.6		69.9	70.0	70.8		8.4	9.1	35.4	
Kedah	30.4	30.6	31.1		76.0	76.1	76.9		6.9	7.3	31.1	
Kelantan	51.9	52.6	52.9		66.3	66.9	71.6		5.1	5.8	26.7	
Melaka	58.2	58.7	58.9		78.1	78.8	79.1		3.9	4.4	35.0	
Negeri Sembilan	30.6	31.0	31.7		73.4	73.8	75.0		3.6	4.1	32.8	
Pahang	35.1	35.5	35.9		71.9	72.3	72.8		3.1	3.4	28.4	
Pulau Pinang	43.6	44.1	44.5		67.0	67.5	80.6		6.0	6.7	35.2	
Perak	26.9	27.2	27.7		55.2	55.3	75.3		6.3	6.7	21.4	
Perlis	27.7	28.1	28.5		52.9	53.3	77.7		4.8	5.4	25.5	
Selangor	62.1	62.6	63.1		88.0	88.3	88.8		14.8	15.4	37.8	
Terengganu	72.3	72.7	73.2		82.3	82.7	73.3		5.2	5.6	23.3	
Sabah	25.2	25.9	26.4		48.8	49.4	72.0		8.4	8.9	23.9	
Sarawak	36.6	37.0	37.6		48.5	48.6	72.1		6.3	6.7	21.5	
W.P. Kuala Lumpur	37.3	37.7	38.2		80.2	80.8	81.3		12.9	13.5	36.7	
W.P. Labuan	44.2	44.9	45.3		93.1	93.7	94.3		25.0	25.7	26.4	
W.P. Putrajaya	50.3	50.8	51.3		97.0	97.3	97.8		5.8	6.3	27.3	

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

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

Jadual 6.19 : Peratusan individu menggunakan Internet mengikut negeri dan jenis aktiviti, Malaysia, 2023 - 2025 (samb.)

Table 6.19 : Percentage of individuals using the Internet by state and type of activity, Malaysia, 2023 - 2025 (cont'd)

Negeri State	Keselamatan, Perlindungan Atas Talian dan Kesedaran Safety, Online Protection and Awareness												Kededaran jenayah siber Cyber crime awareness
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	
MALAYSIA	Mengesahkan kesahihan maklumat yang terdapat dalam talian Verifying the truthfulness of information found online			Mengambil langkah keselamatan untuk melindungi peranti & akaun dalam talian Taking security measures to protect devices & online accounts			Mengambil langkah untuk melindungi privasi ada peranti, akaun atau aplikasi Taking measures to protect privacy on your device, account or app						
	29.0	29.5	30.0	79.6	80.0	80.5	78.3	78.7	79.2	65.7	66.2	66.7	
Johor	25.5	25.9	26.4	87.2	87.3	88.0	83.4	83.8	84.5	64.3	64.5	65.3	
Kedah	28.1	28.6	29.2	79.0	79.5	80.1	76.7	76.8	77.4	68.0	68.6	69.1	
Kelantan	25.1	25.7	26.1	79.1	79.4	79.9	77.4	77.7	78.1	66.7	67.1	67.7	
Melaka	24.3	24.9	25.5	82.1	82.6	83.0	79.4	79.8	80.2	57.6	58.0	58.6	
Negeri Sembilan	27.0	27.5	28.0	66.5	66.8	67.5	63.7	64.1	64.8	59.1	59.3	60.3	
Pahang	25.1	25.8	26.4	69.1	69.8	70.2	75.5	76.1	76.7	57.0	57.5	58.1	
Pulau Pinang	38.2	38.6	39.1	89.8	90.1	90.6	80.2	80.8	81.2	63.5	63.8	64.4	
Perak	29.1	29.5	30.0	78.2	78.2	78.9	77.1	77.0	77.7	68.0	68.5	69.1	
Perlis	26.6	27.1	27.5	73.2	73.8	74.4	66.4	66.8	67.3	63.7	64.2	64.7	
Selangor	36.7	37.1	37.5	84.0	84.4	84.8	83.2	83.7	84.1	70.2	70.5	70.9	
Terengganu	26.5	27.1	27.6	69.0	69.4	70.0	74.7	75.3	75.9	67.6	68.1	68.5	
Sabah	19.9	20.5	21.1	73.5	74.2	74.7	78.1	78.7	79.2	64.4	65.1	65.6	
Sarawak	20.9	21.5	22.2	71.7	71.9	72.8	65.2	65.5	66.3	65.1	65.6	66.3	
W.P. Kuala Lumpur	37.1	37.7	38.2	82.5	82.9	83.5	81.1	81.5	82.1	65.7	66.1	66.6	
W.P. Labuan	25.0	25.4	25.8	80.6	80.9	81.3	77.4	77.9	78.5	65.7	66.1	66.6	
W.P. Putrajaya	37.7	38.2	38.8	92.4	92.9	93.4	84.4	85.0	85.6	61.1	61.8	62.3	

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

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

SIRI MASA
TIME SERIES

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Jadual 7.1 : Ralat piawai relatif bagi anggaran peratusan peralatan dan perkhidmatan ICT oleh isi rumah mengikut strata, Malaysia, 2025

Table 7.1 : Relative standard error of estimates for percentage of households with access to ICT equipment and services by strata, Malaysia, 2025

Peralatan dan Perkhidmatan ICT ICT equipment and services	Peratusan capaian ICT oleh isi rumah Percentage of ICT access by households			Ralat piawai bagi anggaran Standard error of estimates (%)						Peratusan capaian ICT oleh isi rumah pada 95% selang keyakinan Percentage of ICT access by households at 95% confidence interval		
	Malaysia	Bandar Urban	Luar bandar Rural	Nilai relatif Relative value			Ralat piawai Standard error			Malaysia	Bandar Urban	Luar bandar Rural
				Malaysia	Bandar Urban	Luar bandar Rural	Malaysia	Bandar Urban	Luar bandar Rural			
Internet	97.1	99.0	90.7	0.1	0.1	0.3	0.1	0.1	0.3	96.9 - 97.3	98.8 - 99.1	90.1 - 91.3
Komputer Computer	92.6	95.3	83.6	0.2	0.2	0.5	0.2	0.2	0.4	92.2 - 92.9	94.8 - 95.6	82.8 - 84.3
Telefon bimbit Mobile phone	99.5	99.8	98.8	0.0	0.0	0.1	0.0	0.0	0.1	99.4 - 99.6	99.6 - 99.8	98.6 - 99.0
Siaran TV berbayar Pay TV channel	62.0	64.4	53.9	0.8	0.9	0.9	0.5	0.6	0.5	61.0 - 62.9	63.2 - 65.6	52.9 - 54.9
Televisyen Television	99.5	99.7	98.9	0.0	0.0	0.1	0.0	0.0	0.1	99.4 - 99.6	99.6 - 99.8	98.7 - 99.1
Radio	99.5	99.8	98.6	0.0	0.0	0.1	0.0	0.0	0.1	99.4 - 99.6	99.7 - 99.9	98.4 - 98.8
Telefon talian tetap Fixed-line telephone	27.6	31.0	15.9	1.7	1.9	2.3	0.5	0.6	0.4	26.7 - 28.5	29.9 - 32.2	15.2 - 16.7

Jadual 7.2 : Ralat piawai relatif bagi anggaran peratusan penggunaan peralatan dan perkhidmatan ICT oleh individu mengikut strata, Malaysia, 2025

Table 7.2 : Relative standard error of estimates for percentage of individuals using ICT equipment and services by strata, Malaysia, 2025

Peralatan dan Perkhidmatan ICT <i>ICT equipment and services</i>	Peratusan penggunaan ICT oleh individu <i>Percentage of individuals using ICT</i>			Ralat piawai bagi anggaran <i>Standard error of estimates (%)</i>						Peratusan penggunaan ICT oleh individu pada 95% selang keyakinan <i>Percentage of individuals using ICT at 95% confidence interval</i>		
	Malaysia	Bandar <i>Urban</i>	Luar bandar <i>Rural</i>	Nilai relatif <i>Relative value</i>			Ralat piawai <i>Standard error</i>			Malaysia	Bandar <i>Urban</i>	Luar bandar <i>Rural</i>
				Malaysia	Bandar <i>Urban</i>	Luar bandar <i>Rural</i>	Malaysia	Bandar <i>Urban</i>	Luar bandar <i>Rural</i>			
Penggunaan Internet <i>Internet Usage</i>	98.3	99.2	95.7	0.1	0.1	0.1	0.1	0.1	0.1	98.2 - 98.4	99.0 - 99.3	95.4 - 96.0
Penggunaan komputer <i>Computer usage</i>	81.5	87.0	65.5	0.6	0.7	0.9	0.5	0.6	0.6	80.6 - 82.4	85.8 - 88.1	64.2 - 66.7
Penggunaan telefon bimbit <i>Mobile phone usage</i>	99.6	99.8	99.1	0.0	0.0	0.1	0.0	0.0	0.1	99.6 - 99.7	99.7 - 99.8	99.0 - 99.2
Pemilikan telefon bimbit <i>Mobile phone ownership</i>	98.6	99.2	96.8	0.0	0.0	0.0	0.0	0.0	0.0	98.5 - 98.7	99.1 - 99.3	96.5 - 97.0

BAHAGIAN
PART



4

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) 2025. Ianya menyediakan data di peringkat nasional, negeri dan daerah pentadbiran. Garis panduan, konsep dan definisi yang digunakan dalam penerbitan ini adalah berdasarkan daripada *Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition* yang diterbitkan oleh *International Telecommunication Union* (ITU).

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

2. OBJEKTIF SURVEI

Objektif utama adalah seperti berikut:

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

3. KAEDAH PENGUMPULAN DATA

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

4. TEMPOH RUJUKAN

ICTHS 2025 dilaksanakan selama tiga bulan iaitu pada September hingga November 2025. Tempoh rujukan bagi penggunaan ICT oleh individu adalah merujuk kepada tiga bulan yang lalu sebelum temuramah. Contoh, sekiranya bulan survei adalah November 2025, maka tempoh rujukan yang diukur adalah mulai 1 Ogos 2025 sehingga 31 Oktober 2025.

5. SKOP DAN LIPUTAN

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

6. RANGKA PENSAMPELAN

- 6.1 Rangka yang digunakan bagi pemilihan sampel ICTHS 2025 adalah berdasarkan Rangka Pensampelan Isi Rumah yang terdiri daripada blok penghitungan (BP) yang diwujudkan untuk Banci Penduduk dan Perumahan 2020 yang dikemaskini dari semasa ke semasa. BP merupakan suatu kawasan muka bumi yang diwujudkan untuk tujuan pelaksanaan operasi survei yang secara puratanya mengandungi antara 80 hingga 120 TK. Semua BP dibentuk dalam lingkungan sempadan yang diwartakan iaitu di dalam daerah pentadbiran, mukim atau kawasan pihak berkuasa tempatan.

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

Strata	Jumlah penduduk dalam kawasan yang diwartakan, tepu bina dan kawasan pembangunan khusus
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 2025. 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 2025 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 2025 adalah seperti berikut:

Negeri	Bilangan BP terpilih	Bilangan TK terpilih
Johor	263	2,104
Kedah	318	2,544
Kelantan	284	2,272
Melaka	131	1,048
Negeri Sembilan	204	1,632
Pahang	273	2,184
Pulau Pinang	172	1,376
Perak	313	2,504
Perlis	73	584
Selangor	267	2,136
Terengganu	239	1,912
Sabah	451	3,608
Sarawak	467	3,736
W.P. Kuala Lumpur	60	480
W.P. Labuan	30	240
W.P. Putrajaya	25	200
MALAYSIA	3,570	28,560

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 2025 mendapati peratusan capaian isi rumah terhadap Internet bagi Malaysia adalah 97.1 peratus dengan Ralat Piawai Relatif 0.1 peratus. Dalam erti kata lain, peratus Ralat Piawai adalah 0.1 peratus. Berasaskan 95 peratus selang keyakinan ($\alpha=0.05$), peratusan capaian isi rumah terhadap Internet berada dalam batasan antara 96.9% - 97.3%.

ii. Ralat bukan pensampelan

Ralat ini boleh berpunca daripada liputan survei yang tidak lengkap, kelemahan rangka, ralat maklumbalas, tiada respons dan kesilapan semasa proses 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 2025 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. Liputan survei ini hanya merangkumi pada peringkat negeri bagi strata 1 dan 2 untuk kawasan bandar, manakala strata 3 hingga 6 bagi luar bandar.
- iii. Analisis terperinci data penggunaan dan capaian ICT oleh individu dan isi rumah bagi peringkat daerah pentadbiran adalah berdasarkan kebolehpercayaan nilai relatif sehingga tidak melebihi selang toleransi 20 peratus.
- iv. Oleh yang demikian, penemuan survei ini perlu digunakan secara berhati-hati dan DOSM tidak bertanggungjawab ke atas sebarang implikasi daripada penggunaan statistik ini.

11. KONSEP DAN DEFINISI

11.1 TEMPAT KEDIAMAN

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

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

11.2 ISI RUMAH

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

11.3 KETUA ISI RUMAH

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

11.4 CAPAIAN DAN PENGGUNAAN ICT

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

11.4.2 Penggunaan ICT oleh individu:

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

11.4.3

Indikator Utama ICT

i. Radio

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

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

ii. Televisyen

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

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

iii. Telefon talian tetap

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

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

iv. Telefon bimbit

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

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

v. Komputer

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

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

vi. Internet

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

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

vii. Aktiviti Penggunaan Internet

Aktiviti penggunaan Internet dikategorikan seperti berikut:

a) Mendapatkan maklumat

- Mencari maklumat tentang barangan atau perkhidmatan
- Mengakses berita atau buku dalam format digital

b) Komunikasi

- Menyertai platform rangkaian sosial (Cth: *Facebook*, *WhatsApp*, *Instagram*, *X* dll)
- Menghantar atau menerima emel
- Membuat panggilan telefon atau video melalui Internet / VoIP
- Memuat naik kandungan yang dicipta sendiri ke laman web
- Menguruskan laman web persendirian
- *Bloggng*: 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

- Mengambil bahagian dalam perbincangan mengenai isu-isu sivik atau sosial

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.)
- Menggunakan perbankan Internet atau mudah alih
- Menyunting teks pada dokumen, lembaran kerja atau pembentangan dengan menggunakan alat digital (Cth: Goodle Docs, Sharepoint, Apple iCloud)
- 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

- Mengikuti kursus atau mengakses bahan pembelajaran 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 kesahihan maklumat yang terdapat di dalam talian
- Mengambil langkah keselamatan untuk melindungi peranti dan akaun dalam talian (Cth: Menukar kata laluan, mengelakkan pautan atau muat turun yang tidak selamat, menetapkan pengesahan dua faktor)
- Mengambil langkah untuk melindungi privasi pada peranti, akaun atau aplikasi anda (Cth: Mengehadkan perkongsian data dan maklumat peribadi, menyekat akses kepada profil media sosial atau lokasi, mengelakkan pemasaran yang disasarkan)
- Sebagai pengguna Internet adakah anda sedar tentang jenayah siber berikut? (Cth: spam, penggodaman, penipuan dalam talian, komplot penipuan, mengintai/menghendap siber, pancingan data, buli siber, pemalsuan identiti, berita palsu dan penyebaran virus komputer)

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

i. Jalur lebar

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

ii. Selular mudah alih

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

iii. Talian tetap

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

iv. TV berbayar

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

11.5 PEMBUNDARAN ANGGARAN

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

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

11.6 NOTA DAN SIMBOL

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

1. INTRODUCTION

The statistics released in this report are findings of the ICT Use and Access by Individuals and Households Survey (ICTHS) 2025. It provides data at national, state and administrative district levels. The guidelines, concepts and definitions used in this publication are based on the Manual for Measuring ICT Access and Use by Households and Individuals, 2020 Edition published by the International Telecommunication Union (ITU).

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

2. OBJECTIVES OF SURVEY

The main objectives are as follows:

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

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 (HH) in selected living quarters (LQs) to collect demographic information on all household members and detailed information on the use and access of ICT equipment and services.*
- 3.2 Quality checks were done by experienced officers from the DOSM State office to detect and correct any possibility of errors or omissions at the time when the survey is conducted. The review processes were also implemented for selected HH to ensure the quality of the data collected.*

4. REFERENCE PERIOD

ICTHS 2025 was conducted for three months from September to November 2025. The reference period for ICT use by individuals was for the last three months prior to the interview. Example, if the survey month is in November 2025, then the reference period for individuals is calculated from 1st August 2025 until 31th October 2025.

5. SCOPE AND COVERAGE

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

6. SAMPLING FRAME

- 6.1 The sampling frame used for the selection of ICTHS 2025 sample are based on the Household Sampling Frame which is made up of enumeration blocks (EBs) created for the 2020 Population and Housing Census which was updated from time to time. EBs are geographical contiguous areas of land with identifiable boundaries created for survey operation purposes, which on average, contains about 80 to 120 LQs. All EBs are formed within gazette boundaries i.e. within administrative districts, sub-districts or local authority areas.*
- 6.2 The EBs in the sampling frame is classified by urban and rural areas. Urban areas are defined as in 2020 Population and Housing Census. Urban areas are gazetted areas with their adjoining built-up areas which had a combined population of 10,000 or more. Meanwhile, gazetted area with population less than 10,000 and not gazetted area are classified as rural area.*

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

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

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

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

7. SAMPLE DESIGN

7.1 The two-stage stratified sampling design was used in ICTHS 2025. The first level sampling unit were EBs, randomly selected using Probability Proportionate to Size Sampling.

7.2 EBs were selected separately according to the following strata:

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

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

8. SAMPLE SIZE

8.1 The sample of ICTHS 2025 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 2025 is as follows:

State	Number of selected EBs	Number of selected LQs
Johor	263	2,104
Kedah	318	2,544
Kelantan	284	2,272
Melaka	131	1,048
Negeri Sembilan	204	1,632
Pahang	273	2,184
Pulau Pinang	172	1,376
Perak	313	2,504
Perlis	73	584
Selangor	267	2,136
Terengganu	239	1,912
Sabah	451	3,608
Sarawak	467	3,736
W.P. Kuala Lumpur	60	480
W.P. Labuan	30	240
W.P. Putrajaya	25	200
MALAYSIA	3,570	28,560

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 2025, the percentage of Internet access by household for Malaysia was 97.1 per cent with RSE of 0.1 per cent. In other words, the standard error (SE) is approximately 0.1 per cent. Based on a 95 per cent confidence level ($\alpha=0.05$), the percentage of Internet access by households was found to be in the range of 96.9% - 97.3%.

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 2025 has taken into account all the possibilities.

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

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

10. LIMITATIONS OF SURVEY

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

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

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

11. CONCEPTS AND DEFINITIONS

11.1 LIVING QUARTERS

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

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

11.2 HOUSEHOLD

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

11.3 HEAD OF HOUSEHOLD

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

11.4 ICT ACCESS AND USAGE

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

11.4.2 ICT use by individuals:

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

11.4.3 Core ICT Indicators

i. Radio

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

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

ii. Television

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

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

iii. Fixed-line telephone

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

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

iv. Mobile phone

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

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

v. Computer

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

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

vi. Internet

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

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

vii. Internet Activities

Internet activities are categorised as follows:

a) Access to information

- *Finding information about goods or services*
- *Accessing news or books in a digital format*

b) Communication

- *Participating on social networks (e.g. Facebook, WhatsApp, Instagram, X etc.)*
- *Sending or receiving e-mail*
- *Making calls (Telephoning over the Internet/VoIP includes video calls)*
- *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*

- *Taking part in consultations to define civic or social issues*

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.)*
- *Using Internet or mobile banking*
- *Using text documents, spreadsheets or presentations using digital tools (e.g. GoogleDocs, Sharepoint, Apple iCloud, etc.)*
- *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 an online course or accessing online learning material*
- *Consulting wikis (Wikipedia etc.), online encyclopedias or other websites for formal learning purposes*
- *Doing an informal online course/ assessment*

h) *e-Health*

- *Finding health information*
- *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 via Internet (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 truthfulness of information found online*
- *Taking security measures to protect devices and online accounts (E.g: changing passwords, avoiding unsecure links or downloads, setting up two-factor authentication)*
- *Taking measures to protect privacy on you device, account or app (E.g: to limit the sharing of personal data and information, restrict access to social network profiles or geolocation, prevent targeted marketing)*
- *As an Internet user are you aware of the following cybercrimes: (E.g: spam, hacking, online, fraud stalking, phishing, cyber-bullying, catfish, fake news and spreading of computer virus)*

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

i. Broadband

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

ii. Mobile-cellular

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

iii. Fixed-telephone

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

iv. Pay TV

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

11.5 ROUNDING OF ESTIMATES

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

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

11.6 NOTES AND SYMBOLS

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

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