



Suruhanjaya Komunikasi dan Multimedia Malaysia  
Malaysian Communications and Multimedia Commission

# KOMUNIKASI DAN MULTIMEDIA

## BUKU MAKLUMAT STATISTIK

COMMUNICATIONS AND MULTIMEDIA  
*Pocket Book of Statistics*

2020



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# 10 MATLAMAT DASAR KEBANGSAAN BAGI INDUSTRI KOMUNIKASI DAN MULTIMEDIA

## NATIONAL POLICY OBJECTIVES FOR THE COMMUNICATIONS AND MULTIMEDIA INDUSTRY

- a. Menjadikan Malaysia sebagai pusat dan tumpuan utama dunia bagi perkhidmatan komunikasi dan perkhidmatan maklumat dan kandungan multimedia;  
*Establish Malaysia as a major global centre and hub for communications and multimedia information and content services;*
- b. Menggalakkan pewujudan masyarakat madani yang dalamnya perkhidmatan berdasarkan maklumat akan menyediakan asas bagi peningkatan yang berterusan kepada mutu kerja dan hidup;  
*Promote a civil society where information-based services will provide the basis of continuing enhancements to quality of work and life;*
- c. Mencambahkan dan memupuk sumber maklumat dan perlambangan budaya tempatan yang membantu mengetahahkan identiti kebangsaan dan kepelbagaiannya dunia;  
*Grow and nurture local information resources and cultural representation that facilitate the national identity and global diversity;*
- d. Mengawalselia bagi faedah jangka panjang pengguna akhir;  
*Regulate for the long-term benefit of the end user;*
- e. Menggalakkan tahap keyakinan pengguna yang tinggi dalam penyampaian perkhidmatan daripada industri itu;  
*Promote a high level of consumer confidence in service delivery from the industry;*
- f. Memastikan penyediaan perkhidmatan sama rata yang mampu dibayar melalui infrastruktur kebangsaan yang sentiasa ada;  
*Ensure an equitable provision of affordable services over ubiquitous national infrastructure;*
- g. Mewujudkan suasana aplikasi yang teguh bagi pengguna akhir;  
*Create a robust applications environment for end users;*
- h. Memudahkan pengagihan secara berkesan sumber seperti tenaga buruh mahir, modal, pengetahuan dan aset kebangsaan;  
*Facilitate the efficient allocation of resources such as skilled labour, capital, knowledge and national assets;*
- i. Menggalakkan pembangunan keupayaan dan kecekapan dalam industri percantuman Malaysia; dan  
*Promote the development of capabilities and skills within Malaysia's convergence industries; and*
- j. Menjamin keselamatan maklumat dan kebolehpercayaan dan keutuhan rangkaian.  
*Ensure information security and network reliability and integrity.*

## NOTA

### NOTES

- 1** Angka yang terkandung dalam sesuatu jadual merujuk kepada penghujung tempoh. Sebagai contoh, kadar penembusan tahunan bagi sesuatu perkhidmatan dikira dengan menggunakan jumlah langganan dan anggaran jumlah penduduk pada penghujung tahun. Sekiranya, kedua-dua amalan ini hendaklah diselaraskan kepada norma demografi, maka kadar penembusan seperti pada penghujung Jun hendaklah digunakan

*Figures presented in tables are as at the end of the period. Hence the penetration rate for a given year is calculated using the number of subscriptions and estimated population as at the end of the year. This is different from the Malaysian demographic practice of using mid-year population as the the population for that year. If the practices need to be syncronised to the demographic norm, then the penetration rates as at the end of June of that year must be used.*

- 2** Sekiranya sesuatu jadual tidak diikuti oleh nota tentang sumber data, maka seluruh data yang terkandung di dalamnya berpunca semata-mata daripada Suruhanjaya Komunikasi dan Multimedia Malaysia (MCMC)

*Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from the Malaysian Communications and Multimedia Commission (MCMC)*

- 3** Angka-angka awalan dicondongkan. Angka-angka yang dipinda digariskan.

*Preliminary figures are italicised. Revised figures are underlined*

- 4** Jumlah campuran mungkin berbeza kerana pembundaran

*The added total may differ due to rounding*

- 5** Wilayah Persekutuan merangkumi Wilayah Persekutuan Kuala Lumpur, Wilayah Persekutuan Labuan dan Wilayah Persekutuan Putrajaya

*Wilayah Persekutuan includes Wilayah Persekutuan Kuala Lumpur, Wilayah Persekutuan Labuan and Wilayah Persekutuan Putrajaya*

## SIMBOL DAN SINGKATAN

### SYMBOLS AND ABBREVIATIONS

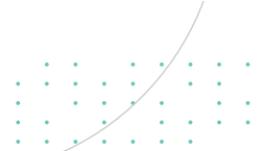
<b>KKMM</b> Kementerian Komunikasi dan Multimedia Malaysia <i>Ministry of Communications and Multimedia Malaysia</i>	<b>DOSM</b> Jabatan Perangkaan Malaysia <i>Department of Statistics Malaysia</i>	<b>MCMC</b> Suruhanjaya Komunikasi dan Multimedia Malaysia <i>Malaysian Communications and Multimedia Commission</i>	<b>ICT</b> Teknologi Maklumat dan Komunikasi <i>Information and Communications Technology</i>
<b>ITU</b> International Telecommunication Union	Tidak ada Nil	..	Data tidak tersedia <i>Data not available</i>

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## SEPINTAS LALU 2020 SNAPSHOT 2020



### Jalur Lebar Broadband

**37.2** %

Kadar penembusan jalur lebar tetap bagi 100 premis  
*Fixed-broadband penetration rate per 100 premises*

**118.7** %

Kadar penembusan jalur lebar mudah alih bagi 100 penduduk  
*Mobile-broadband penetration rate per 100 inhabitants*

**42.2** (Juta/ Million)

Jumlah langganan jalur lebar  
*Total broadband subscriptions*

**3.3** (Juta/ Million)

Jumlah langganan jalur lebar tetap  
*Total fixed-broadband subscriptions*

**38.8** (Juta/ Million)

Jumlah langganan jalur lebar mudah alih  
*Total mobile-broadband subscriptions*



### Selular Mudah Alih Mobile-Cellular

**133.6** %

Kadar penembusan selular mudah alih bagi 100 penduduk  
*Mobile-cellular penetration rate per 100 inhabitants*

**43.7** (Juta/ Million)

Jumlah langganan selular mudah alih  
*Total mobile-cellular subscriptions*

**13.6** (Juta/ Million)

Langganan pascabayar  
*Postpaid subscriptions*

**30.2** (Juta/ Million)

Langganan prabayar  
*Prepaid subscriptions*



### TV Berbayar Pay TV

**89.0**  
%

Kadar penembusan TV berbayar  
bagi 100 isi rumah  
*Pay TV penetration rate per 100  
households*

**7.3** (Juta/ Million)

Jumlah langganan TV berbayar  
*Total pay TV subscriptions*



### Tandatangan Digital *Digital Signature*

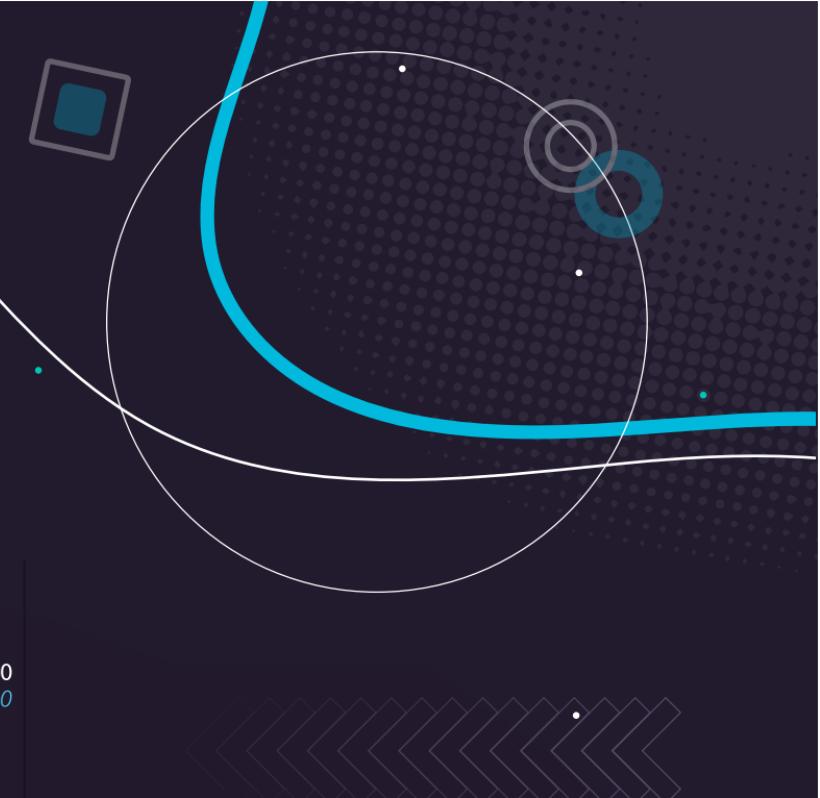
**15.5** (Juta/ Million)

Jumlah langganan tandatangan  
digital  
*Total digital signature subscriptions*



# PETUNJUK- PETUNJUK ASAS

*BASIC INDICATORS*

- 
- 1 Petunjuk-petunjuk asas Malaysia  
*Malaysia basic indicators*
  - 2 Kadar penembusan sepiantas lalu (%)  
*Penetration rates at a glance (%)*
  - 3 Bilangan lesen sehingga 31 Disember 2020  
*Number of licenses until 31 December 2020*
- 

# 1 PETUNJUK-PETUNJUK ASAS MALAYSIA

MALAYSIA BASIC INDICATORS

Tahun Year	Suku Quarter	Penduduk Population (juta/ million)	Isi rumah Households ('000)	Keluaran Dalam Negara Kasar (KDNK) Gross Domestic Product (GDP)		Indeks Harga Pengguna (IHP) Consumer Price Index (CPI)
				Harga semasa Current prices	Harga malar Constant prices	
				(RM bilion/ billion)	(RM bilion/ billion)	
<b>Nota/ Note</b>		<b>a</b>	<b>b</b>		<b>c</b>	<b>d</b>
2019	4	32.7	8,170.7	395.8	370.1	122.3
	1	32.6	8,209.4	367.2	344.1	120.9
	2	32.7	8,217.9	301.8	289.4	119.1
	3	32.7	8,226.6	368.0	351.1	120.1
	4	32.7	8,235.5	378.2	357.4	120.6

Sumber/ Source: DOSM, MCMC

**Nota penjelasan:**  
*Explanatory notes:*

a. Unjuran penduduk seperti pada penghujung tempoh berdasarkan Banci 2010

b. Bilangan isi rumah diperolehi dengan membahagikan penduduk dengan purata saiz isi rumah

Isi rumah ditakrifkan sebagai seorang atau sekumpulan orang yang bersaudara atau orang tidak bersaudara yang biasanya tinggal bersama dan membuat peruntukan yang sama untuk makanan dan keperluan hidup yang lain

c. Tahun asas adalah 2015

d. Tahun asas adalah 2010

IHP bagi sesuatu suku tahun merujuk kepada indeks purata dari 1 Januari hingga hujung suku tahun tersebut

a. Population projections as at end of period, based on Census 2010

b. Number of households derived by dividing populations by average household size

A household consists of related and/or unrelated persons who usually live together and make common provisions for food and other essentials of living

c. Base year is 2015

d. Base year is 2010

The CPI reported against a quarter refers to the average index for the period spanning 1 January to the end of that quarter

## 2 KADAR PENEMBUSAN SEPINTAS LALU (%)

PENETRATION RATES AT A GLANCE (%)

Tahun Year	Suku Quarter	Jalur lebar tetap bagi 100 premis Fixed-broadband per 100 premises	Jalur lebar mudah alih bagi 100 penduduk Mobile-broadband per 100 inhabitants	Selular mudah alih bagi 100 penduduk Mobile-cellular per 100 inhabitants	TV berbayar bagi 100 isi rumah Pay TV per 100 households
Nota/ Note		a	b	c	d
2019	4	32.8	123.7	135.4	86.3
	1	33.8	118.5	134.2	87.3
2020	2	34.5	116.7	132.8	87.6
	3	35.6	117.4	132.8	88.1
	4	37.2	118.7	133.6	89.0

## Nota penjelasan:

Explanatory notes:

- a. Kadar penembusan jalur lebar tetap bagi 100 premis dikira dengan membahagi jumlah langganan jalur lebar tetap dengan jumlah premis dan didarabkan dengan 100. Jumlah premis merangkumi jumlah isi rumah dan bukan isi rumah. Langganan Wi-Fi awam tidak diambil kira. Hanya langganan jalur lebar tetap dengan kelajuan 1Mbps dan ke atas sahaja diambil bagi tujuan pengiraan  
*The fixed-broadband penetration rate per 100 premises is calculated by dividing the total fixed-broadband subscriptions by total number of premises and multiplying by 100. Number of premises include household and non-household. Public Wi-Fi subscriptions are not taken into account. Only subscriptions with speed of 1Mbit/s and above is taken into account for calculation*
- b. Kadar penembusan jalur lebar mudah alih bagi 100 penduduk dikira dengan membahagi jumlah langganan jalur lebar mudah alih dengan jumlah penduduk dan didarabkan dengan 100. Kadar penembusan yang melebihi 100% boleh berpunca daripada pelanggan yang melanggan melebihi daripada satu langganan  
*The mobile-broadband penetration rate per 100 inhabitants is calculated by dividing the total mobile-broadband subscriptions by total number of population and multiplying by 100. A penetration rate over 100% can occur because of multiple subscriptions*
- c. Kadar penembusan selular mudah alih dikira sebagai jumlah langganan dibahagi dengan jumlah penduduk dan didarabkan dengan 100. Kadar penembusan yang melebihi 100% boleh berpunca daripada pelanggan yang melanggan melebihi daripada satu langganan  
*The mobile-cellular penetration rate refers to the total subscriptions divided by total number of population and multiplied by 100. A penetration rate over 100% can occur because of multiple subscriptions*
- d. Kadar penembusan TV berbayar bagi 100 isi rumah dikira dengan membahagi jumlah langganan isi rumah dengan jumlah isi rumah dan didarabkan dengan 100  
*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. Calculation for penetration rate includes household that may have more than one subscriptions from different service providers*
- e. Kadar penembusan jalur lebar bagi 100 penduduk tidak lagi diterbitkan oleh MCMC. Bermula 2020, MCMC menerbitkan kadar penembusan jalur lebar tetap bagi 100 premis dan kadar penembusan jalur lebar mudah alih bagi 100 penduduk  
*Broadband penetration rate per 100 inhabitants is no longer published by MCMC. Commencing 2020, MCMC publishes fixed-broadband penetration rate per 100 premises and mobile-broadband penetration rate per 100 inhabitants*

### 3 BILANGAN LESEN SEHINGGA 31 DISEMBER 2020

NUMBER OF LICENCES UNTIL 31 DECEMBER 2020

	Bilangan lesen No. of licences		
	Individu Individual	Kelas Class	Jumlah Total
<b>Nota/ Note</b>	<b>a</b>		
<b>Penyedia Kemudahan Rangkaian</b> <i>Network Facilities Provider (NFP)</i>	220	17	237
<b>Penyedia Perkhidmatan Rangkaian</b> <i>Network Service Provider (NSP)</i>	170	17	187
<b>Penyedia Perkhidmatan Aplikasi</b> <i>Applications Service Provider (ASP)</i>	-	450	450
<b>Penyedia Perkhidmatan Aplikasi Kandungan</b> <i>Content Applications Service Provider (CASP)</i>	48	15	63
<b>Jumlah</b> <i>Total</i>	<b>438</b>	<b>499</b>	<b>937</b>

#### Nota penjelasan:

Explanatory notes:

a. Lesen kelas didaftarkan untuk tempoh satu tahun

*Class licence is registered for a period of 1 year*



# JALUR LEBAR DAN INTERNET

*BROADBAND AND INTERNET*

4 Kadar penembusan jalur lebar tetap bagi 100 premis mengikut negeri (%) <i>Fixed-broadband penetration rate per 100 premises by state (%)</i>	9 Bilangan langganan jalur lebar mudah alih mengikut teknologi <i>Number of mobile-broadband subscriptions by technology</i>	13 Peratusan capaian komputer isi rumah mengikut negeri <i>Percentage of computer access by household by state</i>
5 Kadar penembusan jalur lebar mudah alih bagi 100 penduduk mengikut negeri (%) <i>Mobile-broadband penetration rate per 100 inhabitants by state (%)</i>	10 Peratusan pengguna Internet mengikut jantina <i>Percentage of Internet users by gender</i>	14 Langganan jalur lebar tetap bagi 100 penduduk, negara-negara ASEAN (%) <i>Fixed-broadband subscriptions per 100 inhabitants, ASEAN countries (%)</i>
6 Bilangan langganan jalur lebar <i>Number of broadband subscriptions</i>	11 Peratusan pengguna Internet mengikut kategori umur <i>Percentage of Internet users by age category</i>	15 Langganan jalur lebar tetap bagi 100 penduduk bagi 10 rakan dagang terbesar, Malaysia (%) <i>Fixed-broadband subscriptions per 100 inhabitants for 10 biggest trading partners, Malaysia (%)</i>
7 Bilangan langganan jalur lebar tetap mengikut julat kelajuan <i>Number of fixed-broadband subscriptions by speed range</i>	12 Peratusan capaian Internet isi rumah mengikut negeri <i>Percentage of Internet access by household by state</i>	
8 Bilangan langganan jalur lebar tetap mengikut teknologi <i>Number of fixed-broadband subscriptions by technology</i>		

#### 4 KADAR PENEMBUSAN JALUR LEBAR TETAP BAGI 100 PREMIS MENGIKUT NEGERI (%)

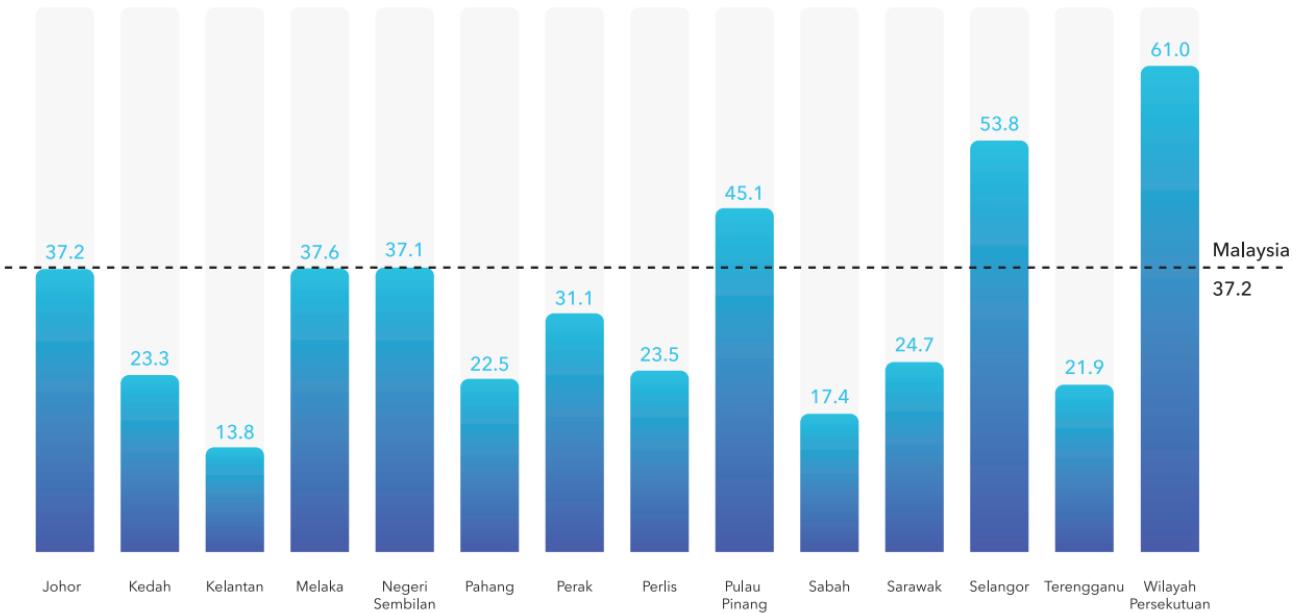
FIXED-BROADBAND PENETRATION RATE PER 100 PREMISES BY STATE (%)

Tahun/ Year	2019	2020			
Suku/ Quarter	4	1	2	3	4
Nota/ Note					
Negeri/ State					
Johor	34.2	35.2	35.6	36.4	37.2
Kedah	20.1	20.7	21.4	22.2	23.3
Kelantan	11.6	12.0	12.2	12.8	13.8
Melaka	34.0	35.1	35.5	36.5	37.6
Negeri Sembilan	32.5	33.5	34.5	35.6	37.1
Pahang	20.0	20.6	20.8	21.5	22.5
Perak	28.1	28.9	29.3	30.1	31.1
Perlis	20.5	21.1	21.9	22.5	23.5
Pulau Pinang	41.1	42.0	42.9	44.0	45.1
Sabah	15.3	16.0	16.1	16.8	17.4
Sarawak	22.0	22.8	23.0	23.9	24.7
Selangor	48.3	49.5	50.9	52.4	53.8
Terengganu	19.6	20.0	20.3	20.9	21.9
Wilayah Persekutuan	47.6	49.1	50.0	52.3	61.0
<b>Malaysia</b>	<b>32.8</b>	<b>33.8</b>	<b>34.5</b>	<b>35.6</b>	<b>37.2</b>

**Nota penjelasan:**  
Explanatory notes:

Sila rujuk nota (a) di Jadual 2  
Please see note (a) in Table 2

KADAR PENEMBUSAN JALUR LEBAR TETAP BAGI 100 PREMIS MENGIKUT NEGERI, 2020 (%)  
FIXED-BROADBAND PENETRATION RATE PER 100 PREMISES BY STATE, 2020 (%)



## 5 KADAR PENEMBUSAN JALUR LEBAR MUDAH ALIH BAGI 100 PENDUDUK MENGIKUT NEGERI (%)

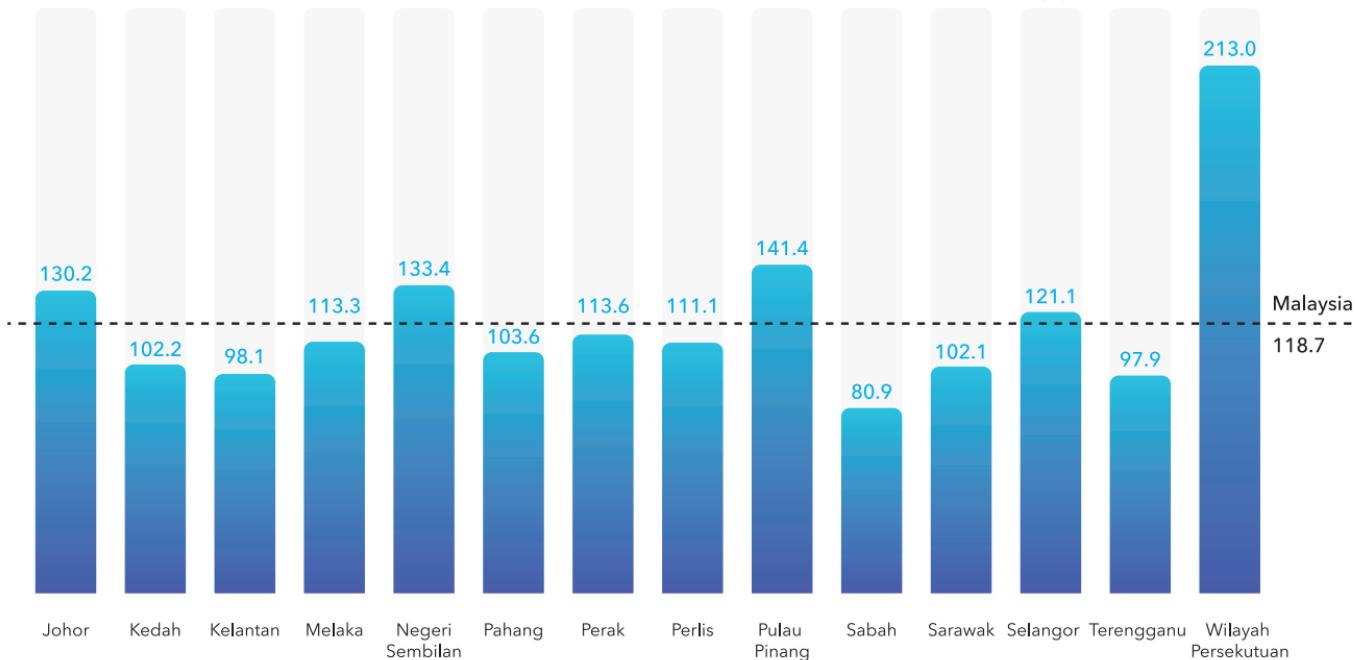
MOBILE-BROADBAND PENETRATION RATE PER 100 INHABITANTS BY STATE (%)

Tahun/ Year	2019		2020		
Suku/ Quarter	4	1	2	3	4
Nota/ Note					
Negeri/ State					
Johor	141.7	135.5	130.7	129.3	130.2
Kedah	99.6	96.1	98.6	99.5	102.2
Kelantan	92.4	89.0	92.2	92.6	98.1
Melaka	115.7	112.5	111.5	111.7	113.3
Negeri Sembilan	137.0	133.5	130.2	132.9	133.4
Pahang	102.0	97.2	98.7	99.9	103.6
Perak	116.0	111.1	110.7	113.6	113.6
Perlis	108.2	104.9	110.5	110.8	111.1
Pulau Pinang	142.8	141.9	136.9	132.9	141.4
Sabah	81.9	77.9	78.8	80.1	80.9
Sarawak	107.0	102.5	102.0	103.2	102.1
Selangor	130.0	126.7	122.4	122.7	121.1
Terengganu	95.7	91.5	93.2	95.4	97.9
Wilayah Persekutuan	234.9	217.7	209.8	210.1	213.0
<b>Malaysia</b>	<b>123.7</b>	<b>118.5</b>	<b>116.7</b>	<b>117.4</b>	<b>118.7</b>

**Nota penjelasan:**  
Explanatory notes:

Sila rujuk nota (b) di Jadual 2  
Please see note (b) in Table 2

KADAR PENEMBUSAN JALUR LEBAR MUDAH ALIH BAGI 100 PENDUDUK MENGIKUT NEGERI, 2020 (%)  
MOBILE-BROADBAND PENETRATION RATE PER 100 INHABITANTS BY STATE, 2020 (%)



## 6 BILANGAN LANGGANAN JALUR LEBAR

NUMBER OF BROADBAND SUBSCRIPTIONS

Tahun Year	Suku Quarter	Tetap Fixed	Mudah alih Mobile	Jumlah Total	Kadar penembusan jalur lebar tetap bagi 100 premis Fixed-broadband penetration rate per 100 premises	Kadar penembusan jalur lebar mudah alih bagi 100 penduduk Mobile-broadband penetration rate per 100 inhabitants
		(juta/ million)			(%)	(%)
Nota/ Note		a	b	c	d	
2019	4	2.95	40.43	43.38	32.8	123.7
2020	1	3.04	38.67	41.71	33.8	118.5
	2	3.10	38.12	41.22	34.5	116.7
	3	3.20	38.37	41.57	35.6	117.4
	4	3.35	38.84	42.19	37.2	118.7

### Nota penjelasan: Explanatory notes:

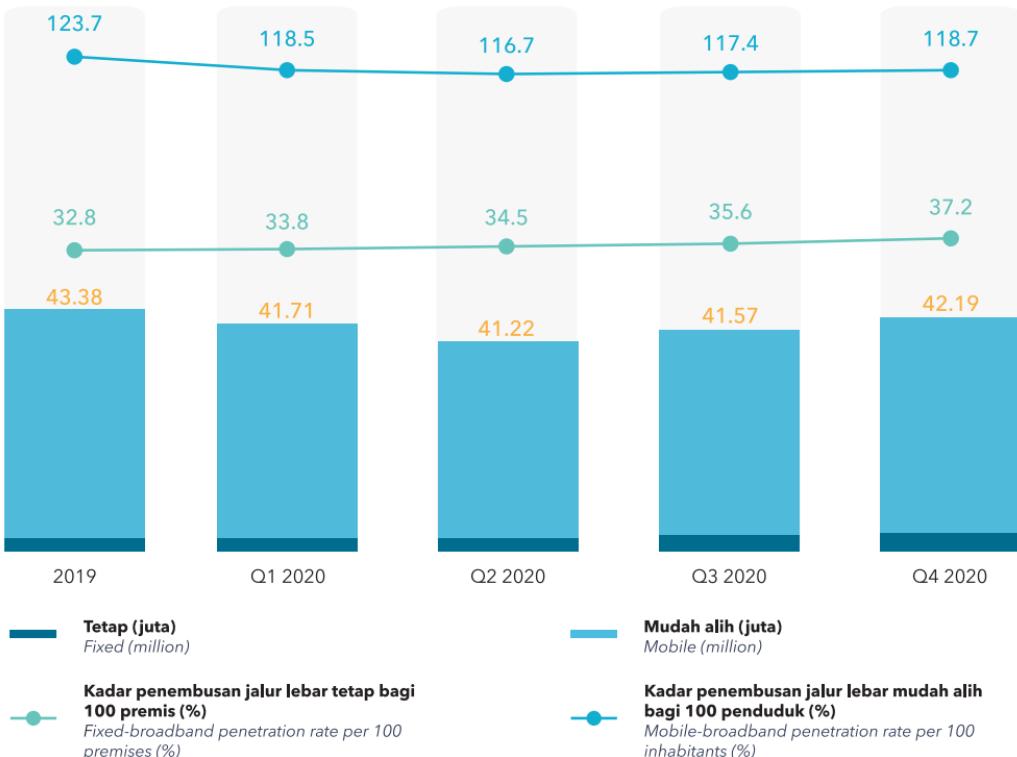
Jumlah campuran mungkin berbeza kerana pembundaran

The added total may differ due to rounding

- a. Termasuk ADSL, SDSL, VDSL, satelit, FTTH/B, fixed wireless, WiMAX Tetap, Ethernet, Metro-E dan Gigawire
- b. Termasuk prabayar, pascabayar dan Pay Per Use
- c. Sila rujuk nota (a) di Jadual 2
- d. Sila rujuk nota (b) di Jadual 2

- a. Includes ADSL, SDSL, VDSL, satellite, FTTH/B, fixed wireless, fixed WiMAX, Ethernet, Metro-E and Gigawire
- b. Includes prepaid, postpaid and Pay Per Use
- c. Please see note (a) in Table 2
- d. Please see note (b) in Table 2

BILANGAN LANGGANAN JALUR LEBAR DAN KADAR PENEMBUSAN  
NUMBER OF BROADBAND SUBSCRIPTIONS AND PENETRATION RATES



## 7 BILANGAN LANGGANAN JALUR LEBAR TETAP MENGIKUT JULAT KELAJUAN

NUMBER OF FIXED-BROADBAND SUBSCRIPTIONS BY SPEED RANGE

Tahun Year	Suku Quarter	1 - 30 Mbit/s	30 Mbit/s - 50 Mbit/s	50 Mbit/s - 100 Mbit/s	100 Mbit/s - 500 Mbit/s	500 Mbit/s - 1 Gbit/s	$\geq 1$ Gbit/s
(juta/ million)							
<b>Nota/ Note</b>							
2019	4	0.83	0.54	0.06	0.80	0.71	-
	1	0.79	0.60	0.06	0.85	0.72	0.02
2020	2	0.78	0.66	0.06	0.89	0.70	0.02
	3	0.72	0.76	0.06	0.95	0.70	0.02
	4	0.66	0.88	0.06	1.03	0.71	0.02

**Nota penjelasan:**  
Explanatory notes:

Jumlah campuran mungkin berbeza kerana pembundaran

The added total may differ due to rounding

Setiap julat kelajuan termasuk kelajuan di sempadan bawah; contohnya 1 Mbit/s - 10 Mbit/s bermaksud dari 1 Mbit/s sehingga kurang daripada 10 Mbit/s

Each speed range includes the lower bound speed; i.e. 1 Mbit/s - 10 Mbit/s means 1 Mbit/s to less than 10 Mbit/s

## 8 BILANGAN LANGGANAN JALUR LEBAR TETAP MENGIKUT TEKNOLOGI

NUMBER OF FIXED-BROADBAND SUBSCRIPTIONS BY TECHNOLOGY

Tahun Year	Suku Quarter	Gentian optik Fibre optic	Kuprum Copper	Lain-lain Others
		(juta/ million)		
<b>Nota/ Note</b>		<b>a</b>	<b>b</b>	<b>c</b>
2019	4	2.04	0.73	0.18
	1	2.11	0.68	0.24
	2	2.20	0.67	0.23
	3	2.33	0.61	0.26
	4	2.51	0.55	0.29

### Nota penjelasan: Explanatory notes:

Jumlah campuran mungkin berbeza kerana pembundaran

a. Termasuk FTTH/B dan VDSL

b. Termasuk ADSL dan SDSL

c. Termasuk satelit, fixed wireless, WiMAX tetap, Ethernet, Metro-E dan Gigawire

The added total may differ due to rounding

a. Includes FTTH/B and VDSL

b. Includes ADSL and SDSL

c. Includes satellite, fixed wireless, fixed WiMAX, Ethernet, Metro-E and Gigawire

## 9 BILANGAN LANGGANAN JALUR LEBAR MUDAH ALIH MENGIKUT TEKNOLOGI

NUMBER OF MOBILE-BROADBAND SUBSCRIPTIONS BY TECHNOLOGY

Tahun Year	Suku Quarter	Selebih-lebihnya 3G At most 3G	Selebih-lebihnya 4G At most 4G
		(juta/ million)	(juta/ million)
<b>Nota/ Note</b>			
2019	4	5.15	35.28
	1	3.95	34.72
2020	2	3.98	34.14
	3	2.79	35.58
	4	2.61	36.23

### Nota penjelasan:

Explanatory notes:

Jumlah campuran mungkin berbeza kerana pembundaran  
*The added total may differ due to rounding*

## 10 PERATUSAN PENGGUNA INTERNET MENGIKUT JANTINA

PERCENTAGE OF INTERNET USERS BY GENDER

Tahun Year	Jumlah Total	Lelaki Male	Perempuan Female
		(%)	
<b>Nota/ Note</b>			
2016	76.9	57.4	42.6
2017	..	..	..
2018	87.4	59.0	41.0
2019	..	..	..
2020	88.7	54.3	45.7

### Nota penjelasan: Explanatory notes:

Jadual 10 adalah daripada Kajian Pengguna Internet yang dijalankan oleh MCMC

Tables 10 is from Internet Users Surveys conducted by the MCMC

Bagi kaedah pensampelan, Kajian Pengguna Internet pada tahun 2020 telah menggunakan kaedah Pensampelan Rawak Berstrata. Manakala, Kajian Pengguna Internet sebelum tahun 2020 telah menggunakan kaedah Pensampelan Rawak Mudah

For sampling methodology, Internet Users Survey in 2020 used Stratified Random Sampling. Meanwhile, Internet Users Survey prior to 2020 used Simple Random Sampling

## 11 PERATUSAN PENGUNA INTERNET MENGIKUT KATEGORI UMUR

PERCENTAGE OF INTERNET USERS BY AGE CATEGORY

Kategori umur Age category	2016	2017	2018	2019	2020
	(%)				
<b>Nota/ Note</b>					
Bawah 15 ( <i>Below 15</i> )	0.4	..	0.5	..	0.4
15-19	12.6	..	7.6	..	9.3
20-24	21.4	..	15.6	..	34.1
25-29	16.7	..	14.3	..	11.8
30-34	15.4	..	15.3	..	11.7
35-39	10.5	..	10.6	..	9.5
40-44	8.0	..	10.8	..	6.4
45-49	6.2	..	7.1	..	5.9
50 dan ke atas ( <i>50 and above</i> )	8.7	..	18.1	..	10.9

**Nota penjelasan:**  
Explanatory notes:

Sila rujuk nota di Jadual 10

Please see note in Table 10

## 12 PERATUSAN CAPAIAN INTERNET ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF INTERNET ACCESS BY HOUSEHOLD BY STATE

Negeri State	2019	2020
	(%)	
Johor	94.1	92.9
Kedah	82.6	90.8
Kelantan	83.4	89.3
Melaka	88.8	93.1
Negeri Sembilan	90.8	93.3
Pahang	85.2	86.8
Perak	90.0	94.7
Perlis	83.0	81.1
Pulau Pinang	92.2	93.0
Sabah	95.3	94.6
Sarawak	91.2	90.5
Selangor	91.4	94.6
Terengganu	83.4	85.4
Wilayah Persekutuan	96.5	98.4
<b>Malaysia</b>	<b>90.1</b>	<b>91.7</b>

Sumber/ Source:

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2020, DOSM  
*ICT Use and Access by Individuals and Households Survey Report 2020, DOSM*

## 13 PERATUSAN CAPAIAN KOMPUTER ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF COMPUTER ACCESS BY HOUSEHOLD BY STATE

Negeri State	2019	2020
	(%)	
Johor	71.7	81.4
Kedah	59.6	62.1
Kelantan	58.2	56.6
Melaka	73.3	87.2
Negeri Sembilan	61.7	74.1
Pahang	59.7	71.2
Perak	66.9	86.7
Perlis	68.2	69.0
Pulau Pinang	76.9	70.6
Sabah	59.8	91.4
Sarawak	63.6	74.2
Selangor	86.2	60.7
Terengganu	71.3	64.8
Wilayah Persekutuan	80.8	94.3
<b>Malaysia</b>	<b>71.3</b>	<b>77.6</b>

Sumber/ Source:

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2020, DOSM  
*ICT Use and Access by Individuals and Households Survey Report 2020, DOSM*



## 14 LANGGANAN JALUR LEBAR TETAP BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN (%)

FIXED-BROADBAND SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES (%)

Tahun Year	Singapura Singapore	Viet Nam	Thailand	Brunei Darussalam	Malaysia	Filipina Philippines	Indonesia	Kemboja Cambodia	Lao P.D.R.	Myanmar
<b>Nota/ Note</b>	<b>a</b>									
2016	28.2	9.7	10.5	8.6	8.8	2.9	2.0	0.6	0.4	0.2
2017	25.9	11.9	11.9	9.7	8.0	3.2	2.3	0.8	0.4	0.2
2018	25.9	13.6	13.2	11.5	8.2	3.6	3.3	1.0	0.6	0.2
2019	25.9	15.3	14.5	12.5	8.2	5.5	3.8	1.1	1.1	..
2020	..	..	..	..	..	..	..	..	..	..

Sumber/ Source: MCMC, ITU

### Nota penjelasan: Explanatory notes:

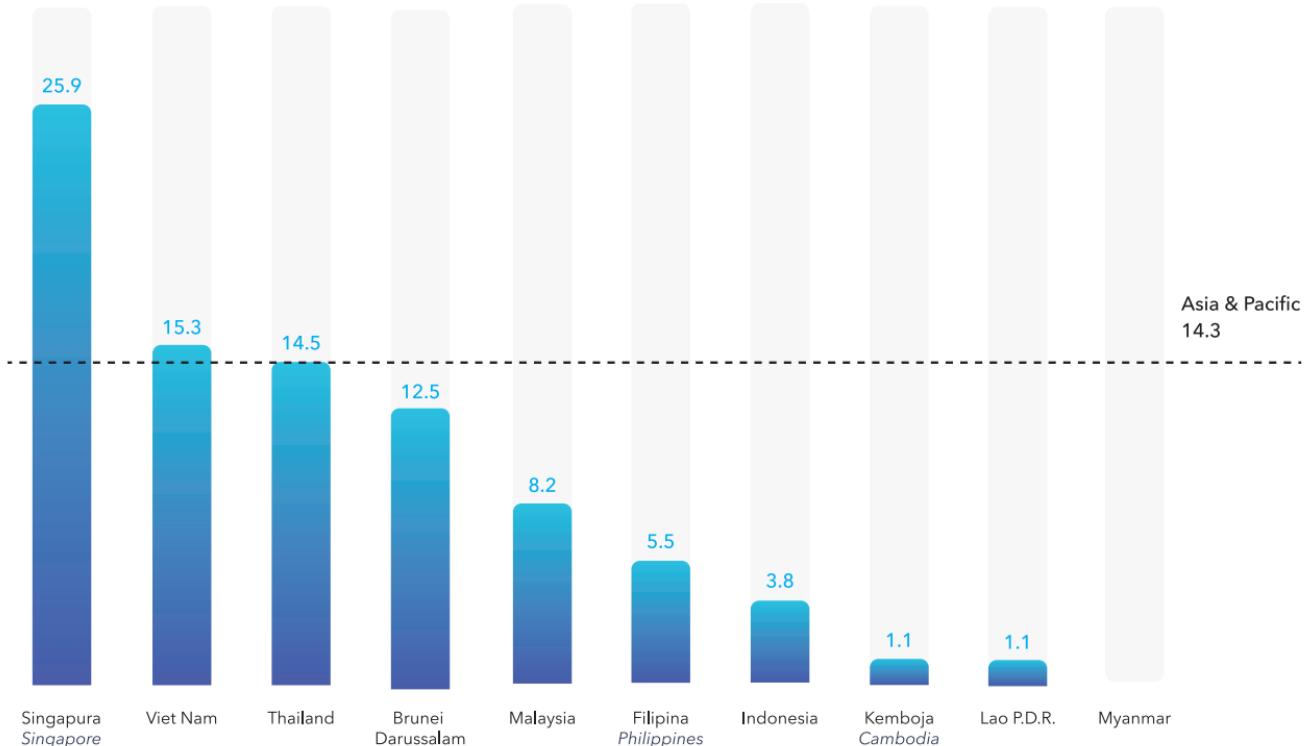
Jalur lebar tetap merujuk kepada akses langganan jalur lebar tetap berkelajuan tinggi dengan kelajuan muat turun menyamai atau lebih daripada 256 kbit/s

Fixed-broadband refers to fixed-broadband subscriptions for high speed access at downstream speeds equal to or higher than 256 kbit/s

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan perbezaan bilangan penduduk dan jumlah langganan yang digunakan

- a. Figure may differ from ITU calculation due to the difference in the number of population and subscriptions used

LANGGANAN JALUR LEBAR TETAP BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN, 2019 (%)  
FIXED-BROADBAND SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES, 2019 (%)



## 15 LANGGANAN JALUR LEBAR TETAP BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA (%)

FIXED-BROADBAND SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA (%)

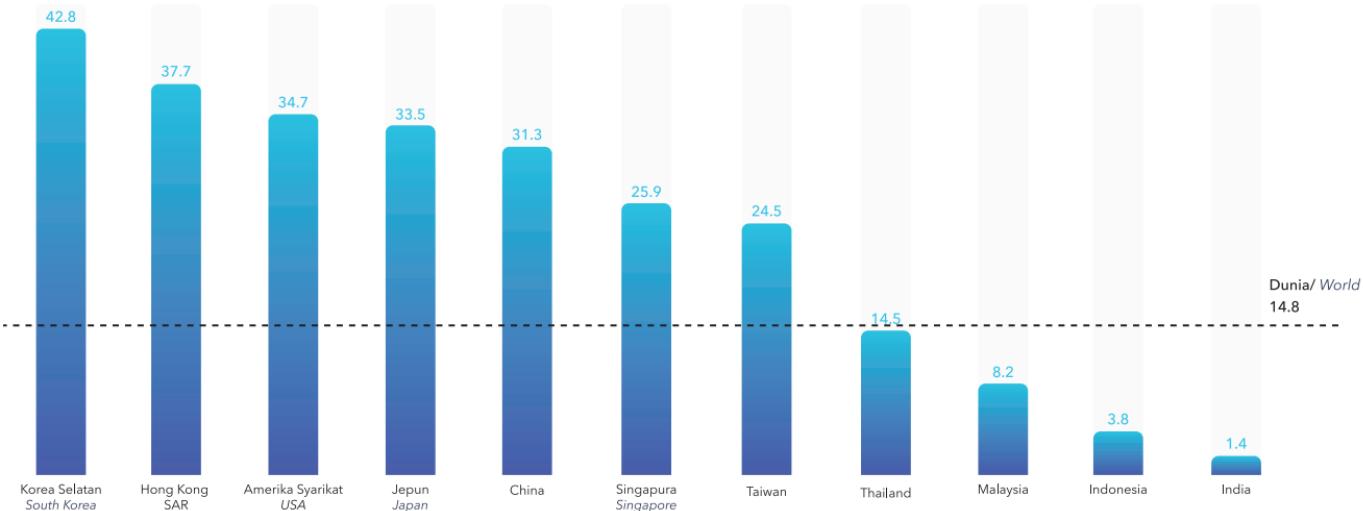
Tahun Year	Korea Selatan South Korea	Hong Kong SAR	Amerika Syarikat USA	Jepun Japan	China	Singapura Singapore	Taiwan	Thailand	Malaysia	Indonesia	India
Nota/ Note	<b>a</b>										
2016	40.3	36.3	32.7	31.2	22.8	28.2	24.1	10.5	8.8	2.0	1.4
2017	41.5	36.4	33.3	31.8	27.7	25.9	24.1	11.9	8.0	2.3	1.3
2018	41.6	36.8	33.9	32.6	28.5	25.9	24.1	13.2	8.2	3.3	1.3
2019	42.8	37.7	34.7	33.5	31.3	25.9	24.5	14.5	8.2	3.8	1.4
2020	..	..	..	..	..	..	..	..	..	..	..

Sumber/ Source: MCMC, ITU

**Nota penjelasan:**  
Explanatory notes:

Sila rujuk nota di Jadual 14  
Please see note in Table 14

LANGGANAN JALUR LEBAR TETAP BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA, 2019 (%)  
FIXED-BROADBAND SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA, 2019 (%)





# SELULAR MUDAH ALIH

*MOBILE-CELLULAR*

- - 16 Bilangan langganan selular mudah alih dan kadar penembusan  
*Number of mobile-cellular subscriptions and penetration rate*
  - 17 Kadar penembusan selular mudah alih bagi 100 penduduk mengikut negeri (%)  
*Mobile-cellular penetration rate per 100 inhabitants by state (%)*
  - 18 Kemudahanilahan nombor  
*Mobile number portability*
  - 19 Peratusan pengguna telefon bimbit mengikut jantina  
*Percentage of handphone users by gender*
- - 20 Bilangan khidmat pesanan ringkas (SMS)  
*Number of short message services (SMS)*
  - 21 Langganan selular mudah alih bagi 100 penduduk, negara-negara ASEAN (%)  
*Mobile-cellular subscriptions per 100 inhabitants, ASEAN countries (%)*
  - 22 Langganan selular mudah alih bagi 100 penduduk bagi 10 rakan dagang terbesar, Malaysia (%)  
*Mobile-cellular subscriptions per 100 inhabitants for 10 biggest (%) trading partners, Malaysia*

## 16 BILANGAN LANGGANAN SELULAR MUDAH ALIH DAN KADAR PENEMBUSAN

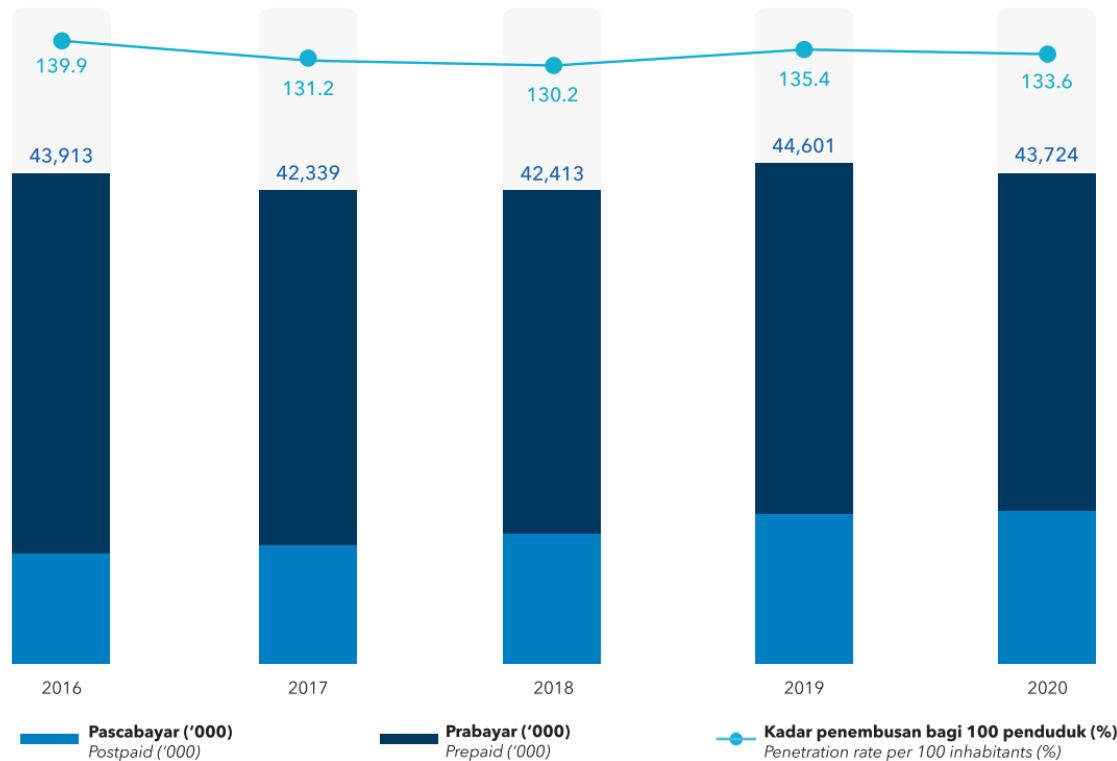
NUMBER OF MOBILE-CELLULAR SUBSCRIPTIONS AND PENETRATION RATE

Tahun Year	Suku Quarter	Pascabayar <i>Postpaid</i>	Prabayar <i>Prepaid</i>	Jumlah <i>Total</i>	Kadar penembusan bagi 100 penduduk <i>Penetration rate per 100 inhabitants</i>
		('000)	(%)		
<b>Nota/ Note</b>					
2019	4	13,342	31,259	44,601	135.4
	1	13,503	30,263	43,766	134.2
2020	2	13,412	29,968	43,380	132.8
	3	13,460	29,959	43,420	132.8
	4	13,571	30,153	43,724	133.6

**Nota penjelasan:**  
*Explanatory notes:*

Sila rujuk nota (c) di Jadual 2  
Please see note (c) in Table 2

BILANGAN LANGGANAN SELULAR MUDAH ALIH DAN KADAR PENEMBUSAN  
 NUMBER OF MOBILE-CELLULAR SUBSCRIPTIONS AND PENETRATION RATE



## 17 KADAR PENEMBUSAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK MENGIKUT NEGERI (%)

MOBILE-CELLULAR PENETRATION RATE PER 100 INHABITANTS BY STATE (%)

Negeri State	2019	2020
	(%)	
Johor	150.5	146.4
Kedah	114.6	115.7
Kelantan	109.8	112.5
Melaka	128.3	126.4
Negeri Sembilan	146.0	146.3
Pahang	114.0	116.1
Perak	125.8	129.0
Perlis	137.9	126.2
Pulau Pinang	153.9	158.5
Sabah	85.7	87.5
Sarawak	116.5	114.7
Selangor	136.0	135.2
Terengganu	110.7	110.6
Wilayah Persekutuan	256.5	243.3
<b>Malaysia</b>	<b>135.4</b>	<b>133.6</b>

## 18 KEMUDAHALIHAN NOMBOR

MOBILE NUMBER PORTABILITY

Tahun Year	Suku Quarter	Permintaan pengalihan nombor Number of porting request	Pengalihan nombor yang berjaya Number of successful porting
		('000)	
2019	4	1,271.5	564.2
	1	1,019.1	454.5
2020	2	973.8	431.8
	3	1,248.5	541.5
	4	1,130.4	484.7

\*

## 19 PERATUSAN LANGGANAN SELULAR MUDAH ALIH MENGIKUT JANTINA

PERCENTAGE OF MOBILE-CELLULAR SUBSCRIPTIONS BY GENDER

Tahun Year	Lelaki Male	Perempuan Female
	(%)	
2018	63.4	36.6
2019	63.4	36.6
2020	61.9	38.1

## 20 BILANGAN KHIDMAT PESANAN RINGKAS (SMS)

NUMBER OF SHORT MESSAGE SERVICES (SMS)

Tahun Year	Suku Quarter	Jumlah Total	
		(juta/ million)	Bagi langganan Per subscription
<b>Nota/ Note</b>			
2019	4	1,199.0	26.9
	1	975.2	22.3
2020	2	705.1	16.3
	3	806.8	18.6
	4	511.6	11.7

### Nota penjelasan:

Explanatory notes:

- a. Angka menunjukkan bilangan SMS dihantar dalam tempoh rujukan

Figure refers to the number of SMSes sent within the period

## 21 LANGGANAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN (%)

MOBILE-CELLULAR SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES (%)

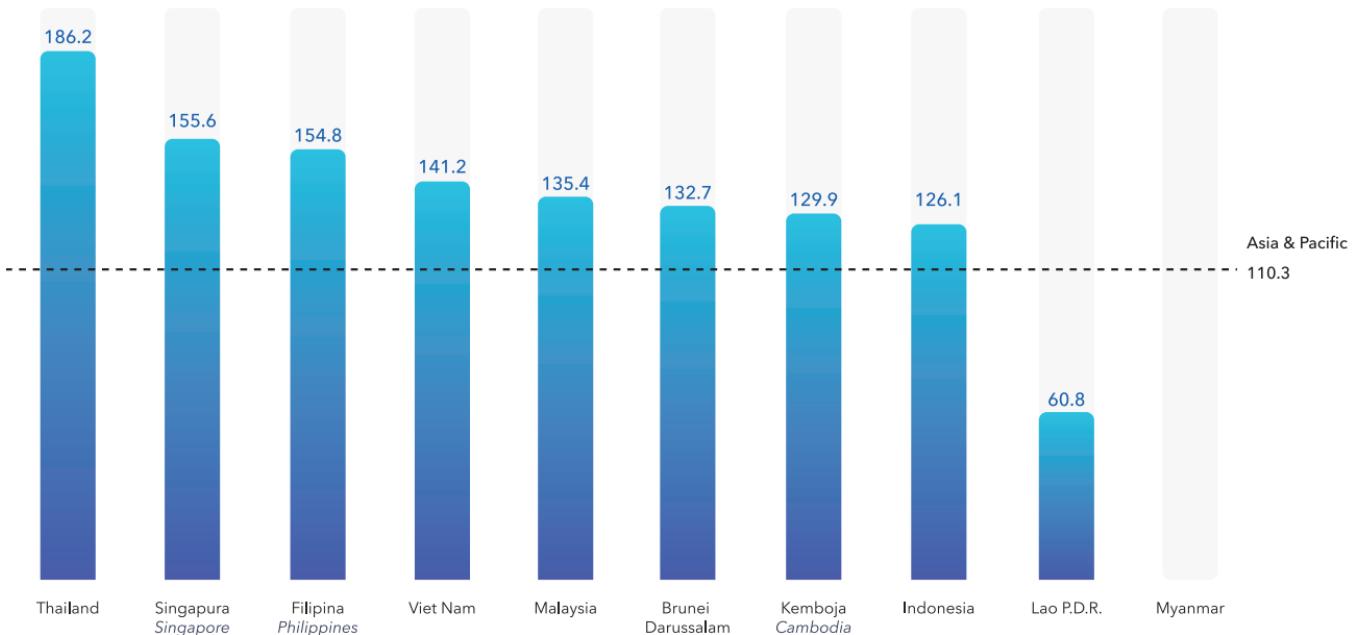
Tahun Year	Thailand	Singapura Singapore	Filipina Philippines	Viet Nam	Malaysia	Brunei Darussalam	Kemboja Cambodia	Indonesia	Lao P.D.R.	Myanmar
<b>Nota/ Note</b>										
					<b>a</b>					
2016	173.5	149.7	115.9	128.8	139.9	124.7	126.3	147.4	57.8	95.4
2017	175.6	146.8	114.1	126.9	131.2	128.3	116.0	164.4	53.4	89.8
2018	180.2	148.8	126.2	147.2	130.2	131.9	119.5	119.3	51.9	113.8
2019	186.2	155.6	154.8	141.2	135.4	132.7	129.9	126.1	60.8	..
2020	..	..	..	..	..	..	..	..	..	..

Sumber/Source: MCMC, ITU

### Nota penjelasan: Explanatory notes:

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan oleh perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the difference in the number of population used*

LANGGANAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN, 2019 (%)  
MOBILE-CELLULAR SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES, 2019 (%)



## 22 LANGGANAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA (%)

MOBILE-CELLULAR SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA (%)

Tahun Year	Hong Kong SAR	Thailand	Singapura Singapore	Jepun Japan	Malaysia	Korea Selatan South Korea	Amerika Syarikat USA	Indonesia	Taiwan	China	India
<b>Nota/Note</b>											
							<b>a</b>				
2016	242.8	173.5	149.7	130.6	139.9	120.2	122.6	147.4	123.8	96.5	85.1
2017	251.8	175.6	146.8	135.5	131.2	124.6	123.0	164.4	121.6	103.4	87.3
2018	270.0	180.2	148.8	141.4	130.2	129.7	129.0	119.3	123.7	115.5	86.9
2019	288.5	186.2	155.6	147.0	135.4	134.5	134.5	126.1	123.2	121.8	84.3
2020	..	..	..	..	..	..	..	..	..	..	..

Sumber:/Source: MCMC, ITU

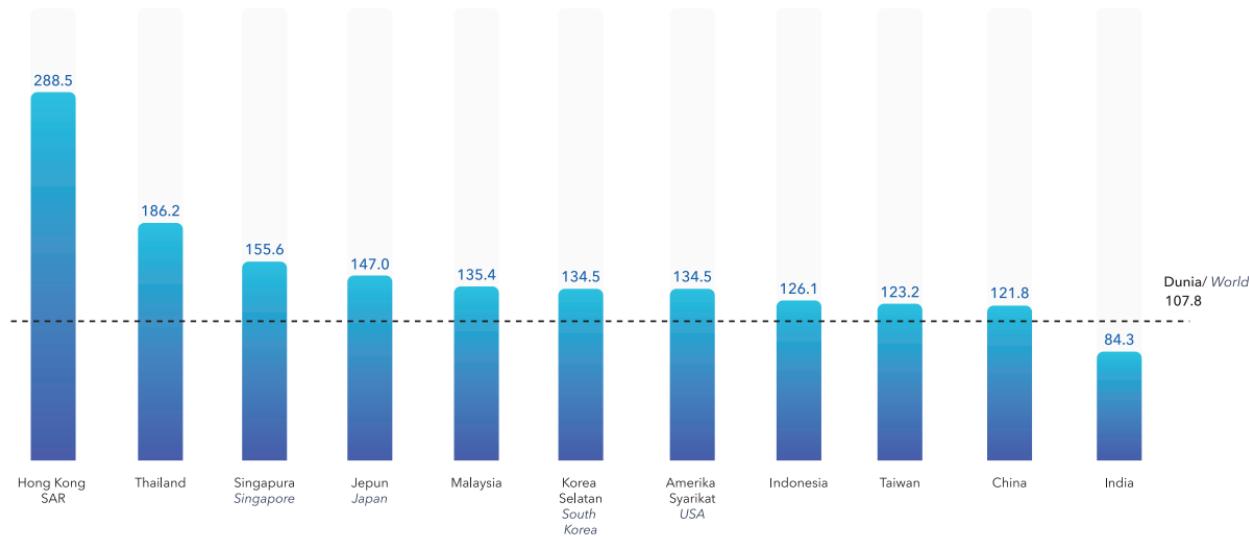
### Nota penjelasan:

Explanatory notes:

a. Angka mungkin berbeza dengan pengiraan ITU disebabkan oleh perbezaan bilangan penduduk yang digunakan

Figure may differ from ITU calculation due to the difference in the number of population used

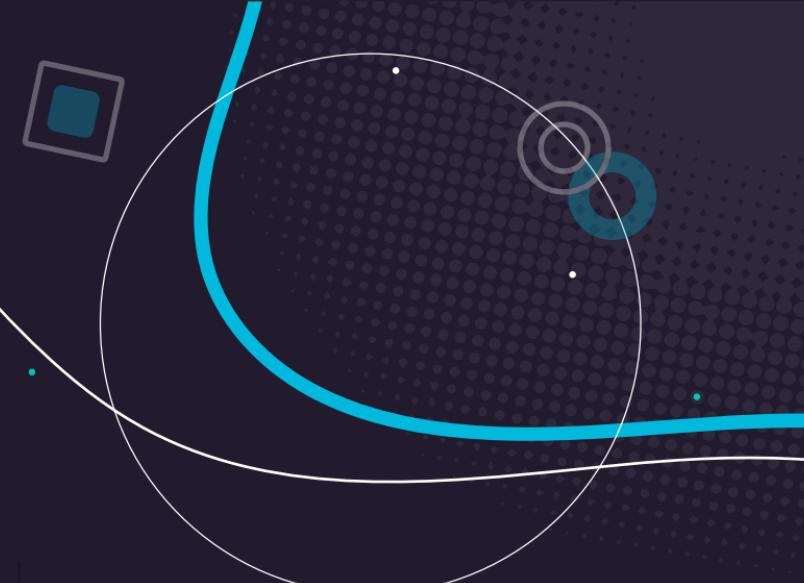
LANGGANAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA, 2019 (%)  
MOBILE-CELLULAR SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA, 2019 (%)





# TV DAN RADIO

TV AND RADIO

- 
- 
- 23 Bilangan langganan TV berbayar dan kadar penembusan  
*Number of pay TV subscriptions and penetration rate*
- 24 Peratusan capaian televisyen isi rumah mengikut negeri  
*Percentage of television access by household by state*
- 25 Peratusan capaian radio isi rumah mengikut negeri  
*Percentage of radio access by household by state*

## 23 BILANGAN LANGGANAN TV BERBAYAR DAN KADAR PENEMBUSAN

NUMBER OF PAY TV SUBSCRIPTIONS AND PENETRATION RATE

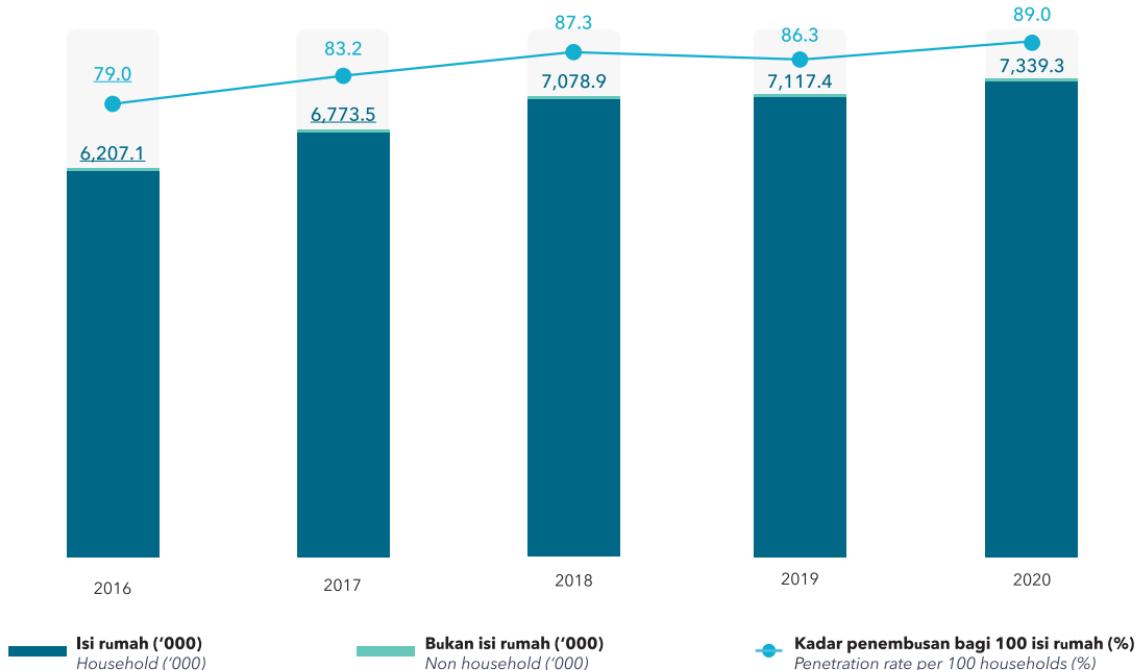
Tahun Year	Suku Quarter	Bilangan langganan Number of subscriptions			Kadar penembusan bagi 100 isi rumah <i>Penetration rate per 100 households</i>
		Isi rumah Households	Bukan isi rumah Non households	Jumlah Total	
		('000)			(%)
<b>Nota/ Note</b>					
2019	4	7,103.4	13.9	7,117.4	<u>86.3</u> <sup>a</sup>
	1	7,168.9	14.1	7,183.0	87.3
2020	2	7,202.0	10.0	7,212.0	87.6
	3	7,247.0	11.1	7,258.2	88.1
	4	7,328.9	10.4	7,339.3	89.0

**Nota penjelasan:**  
Explanatory notes:

Televisyen berbayar termasuk IPTV dan TV Satelit  
Pay TV is inclusive of IPTV and Satellite TV

- a. Sila rujuk nota (d) di Jadual 2  
Please refer to note (d) in Table 2

BILANGAN LANGGANAN TV BERBAYAR DAN KADAR PENEMBUSAN  
 NUMBER OF PAY TV SUBSCRIPTIONS AND PENETRATION RATE



## 24 PERATUSAN CAPAIAN TELEVISYEN ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF TELEVISION ACCESS BY HOUSEHOLD BY STATE

Negeri State	2019	2020
	(%)	
Johor	98.7	99.7
Kedah	98.3	99.1
Kelantan	95.7	98.2
Melaka	97.8	99.0
Negeri Sembilan	98.7	99.2
Pahang	97.8	98.1
Perak	96.7	99.0
Perlis	96.9	99.0
Pulau Pinang	97.0	96.5
Sabah	95.2	98.9
Sarawak	95.3	98.9
Selangor	98.5	95.4
Terengganu	98.9	96.2
Wilayah Persekutuan	98.7	99.2
<b>Malaysia</b>	<b>97.6</b>	<b>98.5</b>

Sumber/Source:

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2020, DOSM  
*ICT Use and Access by Individuals and Households Survey Report 2020, DOSM*

## 25 PERATUSAN CAPAIAN RADIO ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF RADIO ACCESS BY HOUSEHOLD BY STATE

Negeri State	2019	2020
	(%)	
Johor	99.0	99.0
Kedah	96.1	97.9
Kelantan	95.5	98.0
Melaka	93.8	98.5
Negeri Sembilan	98.8	98.4
Pahang	97.1	97.8
Perak	94.5	99.4
Perlis	98.0	97.6
Pulau Pinang	97.7	97.7
Sabah	90.6	99.2
Sarawak	97.8	97.0
Selangor	99.2	97.2
Terengganu	98.7	98.7
Wilayah Persekutuan	98.7	99.5
<b>Malaysia</b>	<b>97.2</b>	<b>98.5</b>

Sumber/Source:

Laporan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah 2020, DOSM  
*ICT Use and Access by Individuals and Households Survey Report 2020, DOSM*



# TANDATANGAN DIGITAL

*DIGITAL SIGNATURE*

- 
- 26 Bilangan lesen pihak berkuasa pemerakuan  
*Number of certification authorities*
- 27 Bilangan sijil yang dikeluarkan mengikut jenis  
*Number of certificates issued by type*

## 26 BILANGAN LESEN PIHAK BERKUASA PEMERAKUAN

NUMBER OF CERTIFICATION AUTHORITIES

Tahun Year	Suku Quarter	Bilangan lesen Number of licences
<b>Nota/ Note</b>		
2019	4	4
	1	4
2020	2	4
	3	4
	4	4

### Nota penjelasan:

Explanatory notes:

Merujuk kepada Pihak Berkuasa Pemerakuan yang dilesenkan di bawah Akta Tandatangan Digital 1997

Refers to Certification Authorities licenced under the Digital Signature Act 1997

## 27 BILANGAN SIJIL YANG DIKELUARKAN MENGIKUT JENIS

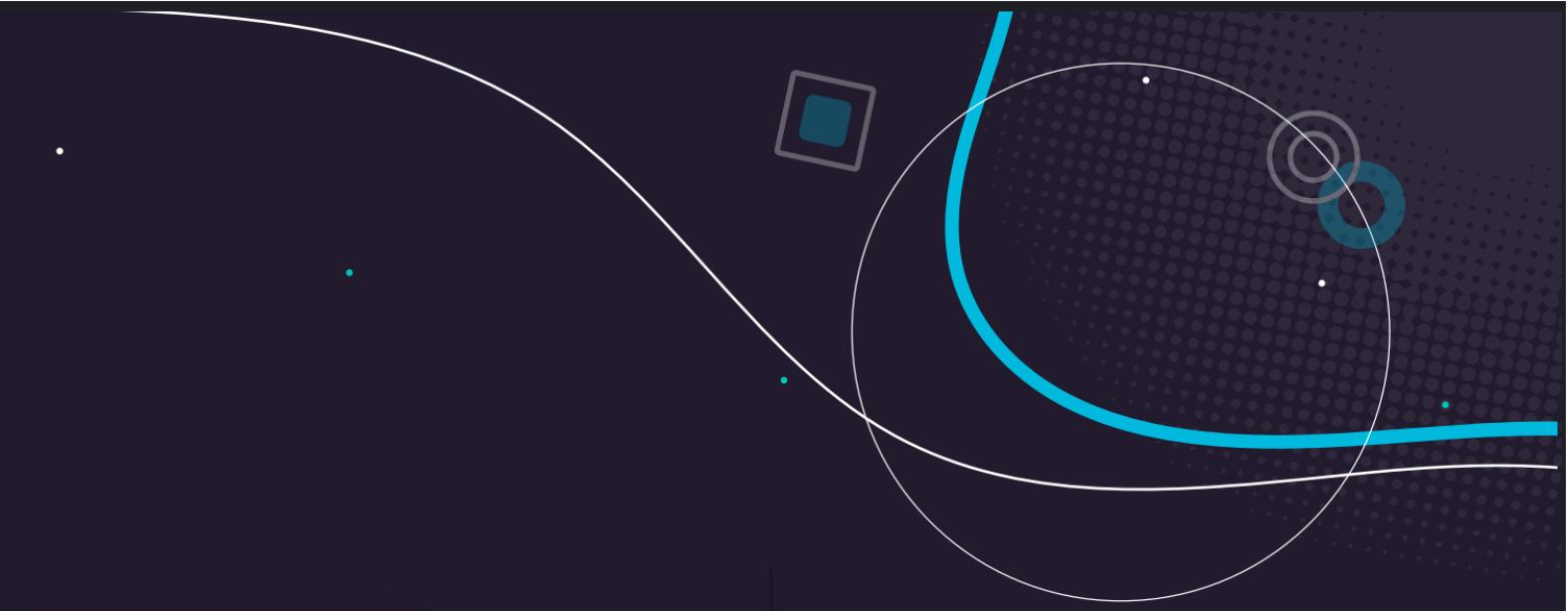
NUMBER OF CERTIFICATES ISSUED BY TYPE

Tahun Year	Suku Quarter	Pemegang domestik Domestic holder			Pemegang luar negara Foreign holder	Jumlah Total	
		Individu Individual	Organisasi Organisation				
			Korporat Corporate	Kerajaan Government	Organisasi Organisation		
('000)							
2019	4	43.4	456.7	13,310.1	1.2	13,811.3	
	1	46.4	473.9	13,673.2	1.2	14,194.7	
2020	2	48.2	493.5	14,568.9	1.2	15,111.8	
	3	53.4	516.3	14,819.6	1.2	15,390.5	
	4	53.4	533.5	14,898.1	1.2	15,486.1	



# KEDUDUKAN MALAYSIA DALAM INDEKS BERKAITAN ICT

*MALAYSIA RANKING FOR  
ICT RELATED INDICES*



## 28 Kedudukan Malaysia dalam indeks berkaitan ICT

*Malaysia ranking for ICT related indices*

## 28 KEDUDUKAN MALAYSIA DALAM INDEKS BERKAITAN ICT

MALAYSIA RANKING FOR ICT RELATED INDICES

Tahun Year	ICT Development Index (IDI)	Telecommunication Infrastructure Index (TII)	Network Readiness Index (NRI)	Inclusive Internet Index (III)
Nota/ Note	a	b	c	d
2017	63	..	..	..
2018	..	59	..	29
2019	..	..	32	37
2020	..	50	34	41

### Nota penjelasan:

Explanatory notes:

a. **ICT Development Index (IDI):** Indeks ini mengukur tahap kemajuan ICT antara 176 negara. Ia juga mengukur jurang digital global dan mengkaji bagaimana jurang ini berkembang pada tahun-tahun kebelakangan ini. Indeks ini diterbitkan oleh *International Telecommunication Union*

b. **Telecommunication Infrastructure Index (TII):** Indikator komposit yang mengukur ketersediaan infrastruktur telekomunikasi negara untuk memanfaatkan peluang-peluang ICT bagi meningkatkan daya saing sesebuah negara. Indeks ini terdiri daripada 5 sub-indikator:

- i) Langganan aktif jalur lebar mudah alih bagi setiap 100 penduduk
- ii) Langganan Internet jalur lebar tetap bagi setiap 100 penduduk
- iii) Talian telefon tetap
- iv) Pengguna Internet
- v) Langganan telefon mudah alih

Bagi tahun 2018 dan 2020, kedudukan indeks merangkumi 193 negara

a. **ICT Development Index (IDI):** IDI captures the level of advancement of ICTs among 176 countries. It also measures the global digital divide and examines how it has developed in recent years. This index is produced by the International Telecommunication Union

b. **Telecommunication Infrastructure Index (TII):** Composite indicator that measures the countries' telecommunication infrastructure readiness to adopt the opportunities offered by ICT as to enhance their competitiveness. The index consists of 5 sub-indicators:

- i) Active Mobile-broadband subscriptions per 100 population
- ii) Fixed-broadband Internet subscriptions per 100 population
- iii) Fixed telephone lines
- iv) Internet users
- v) Mobile telephone subscriptions

For 2018 and 2020, ranking of index covered 193 countries

c. **Network Readiness Index (NRI):** Pembaharuan rangka kerja Indeks Ketersediaan Jaringan (NRI) yang menilai faktor, polisi dan institusi bagi membolehkan sesebuah negara memanfaatkan sepenuhnya teknologi maklumat dan komunikasi (ICT) demi pertumbuhan inklusif, berdaya saing, dan kesejahteraan yang mamparn

Pada tahun 2019, kedudukan indeks merangkumi 121 negara. Manakala pada tahun 2020, merangkumi 134 negara

d. **Internet Inclusive Index (III):** Indeks ini menyediakan penanda aras keterangkuman Internet di kalangan 120 negara. Skor indeks keseluruhan berdasarkan pada skor daripada empat kategori: Ketersediaan, Kemampuan, Kesesuaian dan Kesediaan

i. Ketersediaan: meneliti kualiti dan keluasan infrastruktur yang tersedia yang diperlukan untuk mengakses Internet serta penggunaan internet

ii. Kemampuan: meneliti kos akses berdasarkan pendapatan serta tahap persaingan di pasaran Internet

iii. Kesesuaian: meneliti kewujudan kandungan dalam bahasa tempatan dan kandungan bersesuaian

iv. Kesediaan: meneliti keupayaan untuk mengakses Internet melibatkan kemahiran, penerimaan budaya serta dasar yang menyokong

c. **Network Readiness Index (NRI):** The renewed Network Readiness Index (NRI) framework, which assesses the factors, policies, and institutions that enable a country to fully leverage information and communication technologies (ICTs) for inclusive, sustainable growth, competitiveness, and well-being

For 2019, ranking of index covered 121 countries. While for 2020, it covered 134 countries

d. **Internet Inclusive Index(III):** This index provides a benchmark of national-level internet inclusion in 120 countries. The overall index score is based on the scores of across four categories: Availability, Affordability, Relevance and Readiness

i. Availability: examines the quality and breadth of available infrastructure required for access and levels of internet usage

ii. Affordability: examines the cost of access relative to income and the level of competition in the Internet marketplace

iii. Relevance: examines the existence and extent of local language content and relevant content

iv. Readiness: examines the capacity to access the Internet, including skills, cultural acceptance, and supporting policy

## UNTUK STATISTIK-STATISTIK LAIN

FOR OTHER STATISTICS



### LAMAN SESAWANG

WEBSITE

Laman sesawang MCMC mengandungi ekstrak statistik-statistik yang berkaitan industri komunikasi & multimedia dan pos & kurier. Statistik-statistik ini dikemaskini pada setiap suku/setengah tahun. *The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industries, updated quarterly/ half yearly*

Layari [www.mcmc.gov.my/en/resources/statistics](http://www.mcmc.gov.my/en/resources/statistics)  
Visit [www.mcmc.gov.my/en/resources/statistics](http://www.mcmc.gov.my/en/resources/statistics)



### PENERBITAN STATISTIK YANG LAIN

OTHER STATISTICAL PUBLICATIONS

1. Komunikasi dan Multimedia: Buku Maklumat Statistik (ISSN: 2180-4656)  
*Communication and Multimedia: Pocket Book of Statistics (ISSN: 2180-4656)*
2. Kajian Pengguna Telefon Bimbit Tahunan (ISSN: 1823-2523)  
*Yearly Hand Phone User Survey (ISSN: 1823-2523)*
3. Kajian Pengguna Internet Tahunan (ISSN: 1823-2523)  
*Yearly Internet User Survey (ISSN: 1823-2523)*
4. Kajian Pengguna Radio 2017 (e-Penerbitan)  
*Radio User Survey 2017 (e-Publication)*
5. Kajian Pengguna e-Dagang 2018 (e-Penerbitan)  
*e-Commerce Consumers Survey 2018 (e-Publication)*

# JABATAN STATISTIK DAN RISIKAN DATA

## STATISTICS & DATA INTELLIGENCE DEPARTMENT



### HUBUNGI

#### CONTACTS

Sila hubungi Jabatan Statistik dan Risikan Data MCMC sekiranya anda mempunyai pertanyaan berkaitan statistik-statistik yang diterbitkan oleh MCMC di alamat e-mel berikut:  
*Please contact the Statistics and Data Intelligence Department MCMC if you have any queries regarding the statistics published by MCMC at the following email address:*

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