



NOTICE

MCMC WILL BE CONDUCTING A SURVEY TO ASCERTAIN THE NUMBER OF USERS AND USER EXPERIENCES ON INTERNET MESSAGING AND SOCIAL MEDIA PLATFORMS IN MALAYSIA

CYBERJAYA, 19 MAY 2025 – The Malaysian Communications and Multimedia Commission (MCMC) will be conducting a Survey to Ascertain the Number of Users and User Experiences on Internet Messaging and Social Media Platforms (Platforms) in Malaysia (Survey) to:

- a) Ascertain the number of users of these Platforms in Malaysia;
- b) Assess the penetration and usage patterns of these Platforms;
- c) Understand user experiences, including satisfaction, challenges and security concerns and
- d) Evaluate user's awareness of data protection, privacy, and safe online environment.

The Survey will be conducted by Ipsos Sdn Bhd from 19 May to 31 July 2025 through online participation and telephone interviews via the number 03-2283 9000 to meet the Survey's objectives.

For online participation, users aged 7 and above (with parental or guardian consent for those under 17) are invited to take part by accessing the Survey portal via the provided QR code or link below.



<https://mmweb.ipsosinteractive.com/mriweb/mriweb.dll?i.project=S25023421&i.user7=ip&i.user9=S25021938>

The data collected through this online platform is SSL encrypted, stored locally in a password-protected database, and does not capture IP addresses. To further protect your privacy, it is recommended that you clear your computer's cache and browser history after completing the Survey.

No personal data, such as full names, credit/debit card information, or bank details, will be collected. No money will be solicited, and no sales will be conducted. Participation is voluntary, but public cooperation is greatly appreciated.

Any changes to the Survey period will be announced on the MCMC website: www.mcmc.gov.my.

For more information, please contact:

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