



Statistical Brief Number Thirteen

HOUSEHOLD USE OF THE INTERNET SURVEY 2011



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

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Off Persiaran Multimedia
63000 Cyberjaya, Selangor Darul Ehsan
Tel: +60 3 86 88 80 00 Fax: +60 3 86 88 10 06
Aduan SKMM: 1-800-888-030
<http://www.skmm.gov.my>

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Introduction



INTRODUCTION



The Household Use of the Internet Survey 2011 is the sixth in the series of surveys conducted by the Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM).

The main objectives of the HUIS 2011 were to collect data for the compilation of descriptive statistics pertaining to access and use of the Internet in Malaysian homes. Two sets of data were collected, a core set and a trends set. The core set consisted of key questions canvassed in all editions of the survey to provide a time series that will grow as future surveys are undertaken to allow meaningful tracking. For instance, household Internet users that fell into the various categorisation schemes of the key variables are presented and proper use of these estimated proportions in conjunction with population estimates at like reference date will facilitate the derivation of various Internet penetration rates.

The core data were demographic and socioeconomic in nature and included:

- a. nationality
- b. urban / rural distribution
- c. ethnicity
- d. gender
- e. age
- f. income
- g. number of internet users in the household

The set of questions touching on trends probed current trends in usage and these may change from one survey to another.

Trends studied in HUIS 2011 were related to:

- a. length of stay with ISP
- b. type of connectivity
- c. access device
- d. intensity of use
- e. speed versus quota
- f. speed subscribed to
- g. Internet spend
- h. purpose of use of the Internet
- i. child online protection
- j. social networking



REFERENCE DATE

The reference date of the survey was set at 30th June 2011. To qualify for inclusion into the sample, a potential respondent must be able to answer “yes” to a screening question on whether he was a user at reference date.

TARGET POPULATION

The universe of household Internet users who access the Internet via ADSL, Mobile Broadband, Unifi and WiMAX from their own homes at least once in the past month. Note however that insofar as an individual is concerned, this need not be the exclusive means and/or location of access. Other means could be in a hotspot or even an office.

This is not a household survey in the conventional sense and the survey was founded not on a frame of households but on a frame of subscribing households furnished by Internet service providers.

SAMPLING

Two stages were identified in the selection of a respondent. In the first stage, a subscribing household is selected at random from the frame above. A user from that household is then selected at random. This is done by asking to speak to the Internet user whose birthday is next. Information pertaining to that individual as well as that household is then collected.

The SKMM Household Use of the Internet Survey 2011 broke new ground in that it made available for the first time, statistically valid estimates for all states as well as the national domain. The earlier surveys in the same series provided estimates for the national domain only.

This was achieved by using sub-samples of a standard size for all 16 states and territories making up the Federation of Malaysia. The sub-sample size was chosen to give a confidence level of 95 percent with a precision of 5 percent for each state. Within each sub-sample, sampling proportional to size of the service provider was done. The estimates from the 16 sub-samples were then weighted to yield national estimates.

DATA COLLECTION

The survey was conducted by trained interviewers operating out of SKMM CATI Centre located at Wisma Pahlawan, Kuala Lumpur.

In both user and non-user instances, pains were taken to explain to respondents the purposes & objectives of the survey.

Fieldwork started 15th October 2011 and ended on 21st January 2012.

The survey achieved its sample size of 6,144.

Main Findings



DEMOGRAPHICS



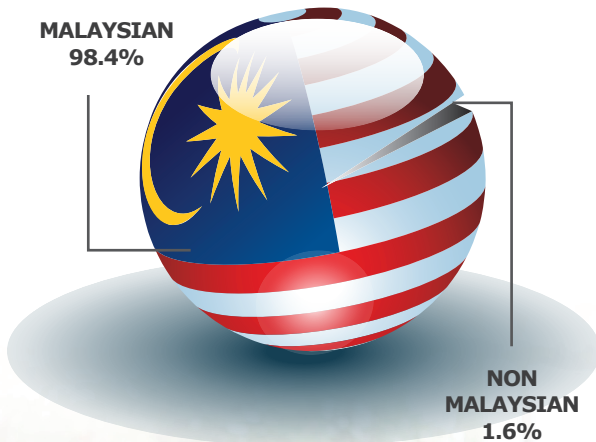
Distribution of nationality, ethnicity, gender, age and household

NATIONALITY

The SKMM Household Use of the Internet Survey 2011 indicated that 98.4 percent of Internet users were Malaysians while 1.6 percent were other nationalities. The latter was nowhere near the 10.4 percent of hand phone users who were non-Malaysians in the same period.¹

This survey finding was reflected across all states.

MALAYSIAN
98.4%

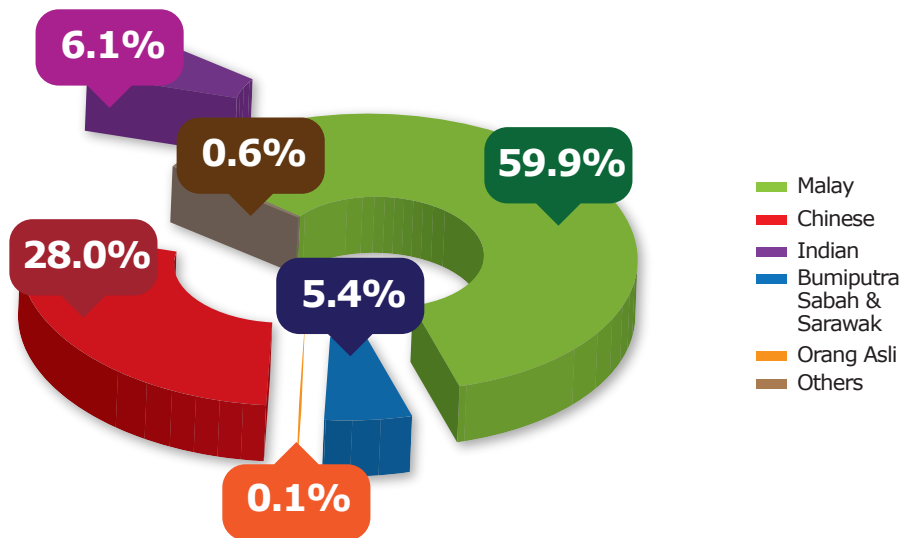


**NON
MALAYSIAN**
1.6%



ETHNICITY

The survey determined that among Malaysian users, no ethnic group was left out. Among Malaysian users, 59.9 percent were Malay followed by 28.0 percent Chinese, 6.1 percent Indian and 5.4 percent Bumiputra Sabah and Sarawak. Orang Asli recorded 0.1 percent while the balance of 0.6 percent were from other races.

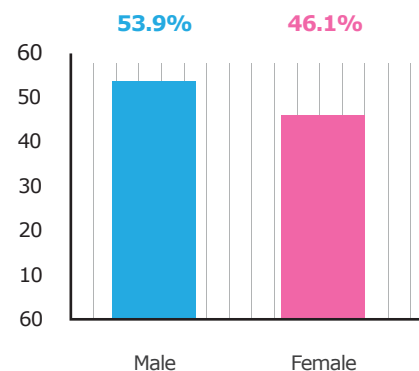


GENDER

Overall, males accounted for 53.9 percent of all users, while females, 46.1 percent. Although there were more male than female users, the gap was relatively small. This was consistent with findings of previous surveys of the same series.

Selangor had the most pronounced difference with 58.0 percent for males and 42.0 percent for females; followed by WPKL with 55.7 percent for males and 44.3 percent for females.

The states in which the gender ratio was reversed were Kelantan (54.2% female, 45.8% male); and Sarawak and Putrajaya where female users pipped male users.

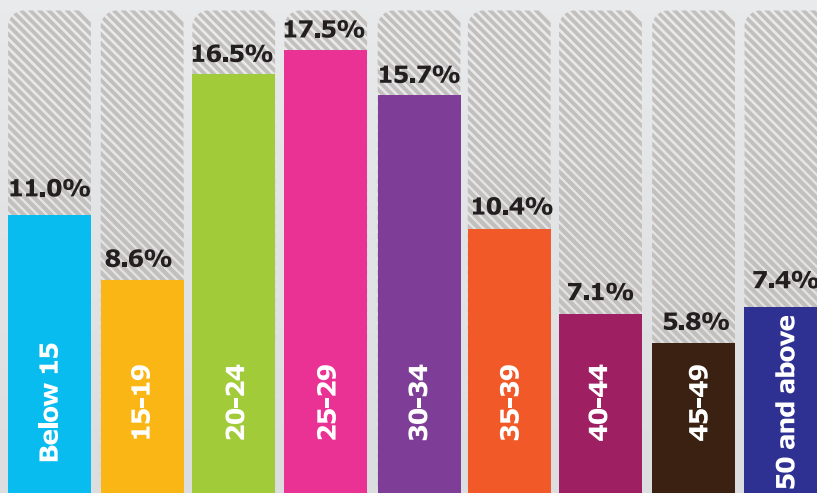


AGE

At a glance, age group 25-29 had the highest percentage of users with 17.5 percent, flanked by age groups 20-24 and 30-34 with 16.5 percent and 15.7 percent respectively.

Meanwhile, users in the younger age groups were making themselves felt. The survey found that users below 15 years old had already accounted for 11.0 percent of all users. This is remarkable considering that this group had surpassed users in the 35-39 years old group which managed only 10.4 percent.

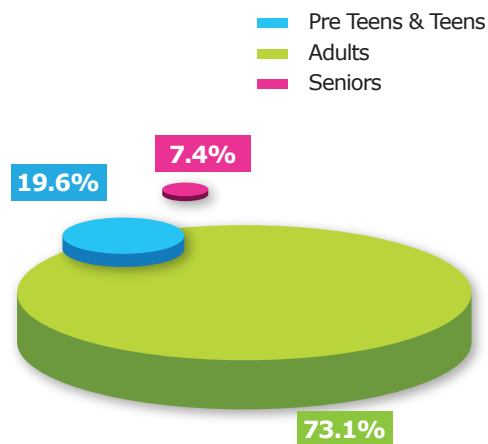
Ages were in terms of completed years.



AGE BANDS

When grouped into broad age bands namely – Pre-teens & Teens (up to age 19), Adults (20-49) and Seniors (50 and above), it emerged that the adults predominated the home Internet users with a percentage of 73.1.

In second place were pre-teens and teens of age up to 19 with 19.6 percent while seniors came in third place with 7.4 percent.





Out of the 16 states and territories making up Malaysia, 12 states had pre-teens and teens in its user base that were above the national average of 19.6. Notable among these were Perlis (27.8%), Perak (27.1%), Terengganu (24.5%) and Labuan (24.1%).

Although a higher percentage in the younger age group means a corresponding lower percentage in the adult and senior group, it nevertheless augurs well as the younger age groups are the successor generations who will bring their ICT savviness as they age and move into the economically active and competitive world of adulthood.



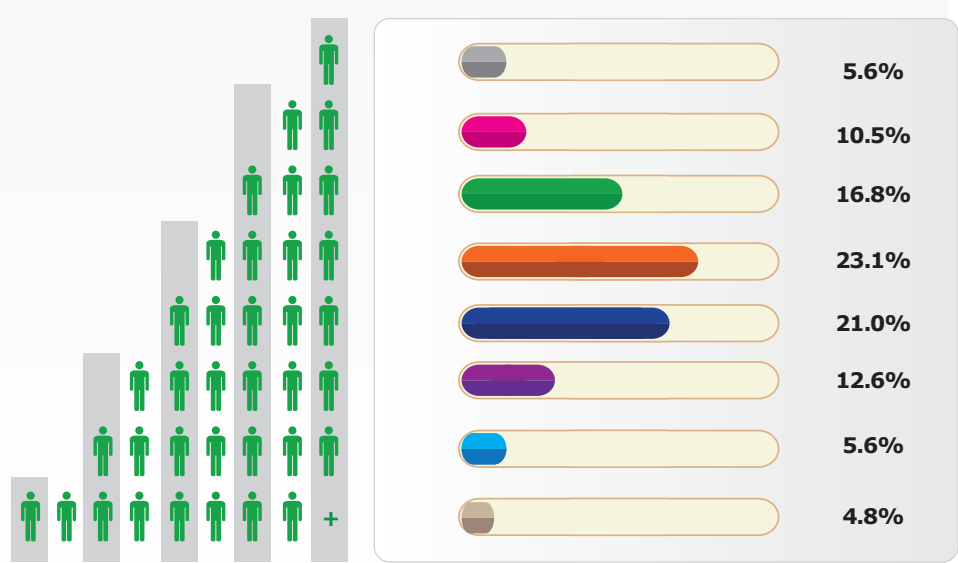
Conversely, 4 out of the 16 states and territories had pre-teens and teens in its user base that were below the national average of 19.6. These states and territories were WPKL, Selangor, Putrajaya and Negeri Sembilan. It also meant a correspondingly higher percentage of users in the adult group reflecting that these states had already achieved a high degree of ICT know-how in its adult workforce.

Over time the group of 12 states and territories above will catch up with these 4 on the back of the burgeoning percentage of young users among their ranks.

SUBSCRIBER HOUSEHOLDS

Briefly, 23.1 percent of subscriber households in the survey had four persons in their households. This was the most common or modal household size. This was followed by 21.0 percent with five persons, 12.6 percent with six persons, 5.6 percent with seven persons and 4.8 percent with eight and more persons.

On the other side of the mode, 16.8 percent were three-member households; 10.5 percent, two-member and 5.6 percent were single-member households.



A look at states showed that subscriber households in Melaka, Perak, Perlis, Penang and Sarawak had modes of 5 members in a household. Other states except Pahang followed the national average with 4 members in a subscriber household. In Pahang, the mode was 3 members in a subscriber household.

Overall, the weighted average household size was 4.3. This means that an average subscriber household would consist of 4.3 members.

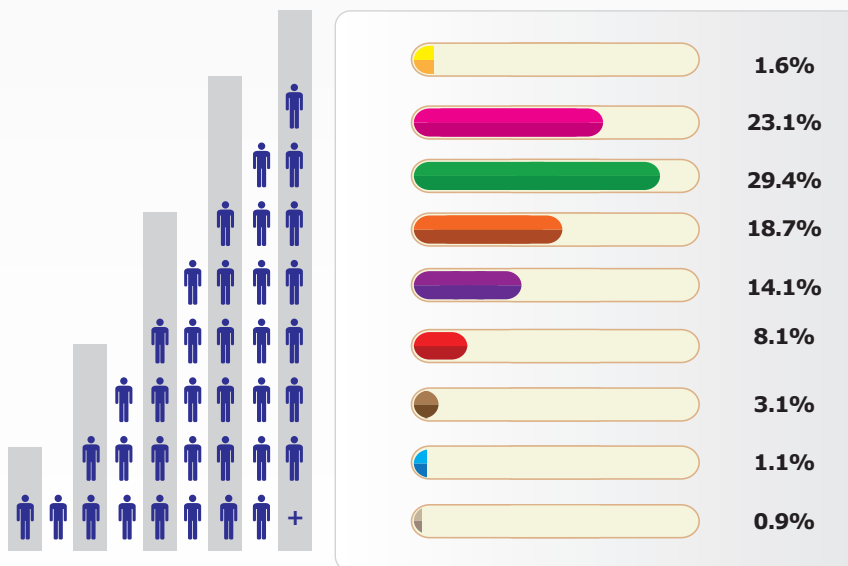


USERS PER HOUSEHOLD ACCOUNT

The distribution of users sharing a household account had a mode of two; these households accounted for 29.4 percent of all households. This was followed by 18.7 percent with three sharers and 14.1 percent with four sharers.

The percentages tapered gradually to 8.1, 3.1, 1.1 and 0.9 for five, six, seven and eight and more sharers respectively.

The weighted average number of sharers per household was 2.68 which means, on average, a household would consist of 2.68 users who share one Internet account.



On the shorter tail of the mode, 23.1 percent were single user households while 1.6 percent had only non-household users. These are users who were not members of the household. They included family members who, if not for the fact that they were staying away from home, would have been counted as household members. Examples are students staying in boarding school returning to stay (and using the Internet) on weekends and holidays.

Among the states, Terengganu had the highest number of sharers per household account at 3.0. This was followed by Sabah at 2.9. In contrast, the states with the smallest number sharing a household account were Pahang and WPKL at 2.5 each.





Educational level and income status of Internet users



EDUCATIONAL ATTAINMENT

It has been revealed in previous surveys and researches that educational attainment and Internet usage are correlated which means the higher the education level one possessed, the higher the likelihood that one used the Internet.

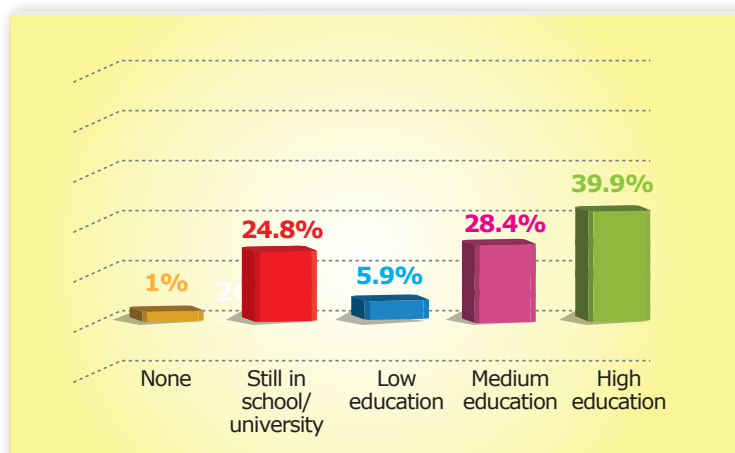
Eurostat of European Commission in its report, 'Internet use in households and by individuals in 2011' has reported that in Europe, the percentage of people with high formal education using the Internet was more than twice that of the people with a low level of education.²

This was also reflected in a survey titled 'Digital Nation: Expanding Internet Usage' conducted by U.S. Department of Commerce – National Telecommunications and Information Administration.

In the said survey, education was mentioned as a strong predictor of broadband use. As at October 2010 those possessing at least a bachelor's degree were most likely to use Internet at home while the reverse was true as the level of education lowered.³

The SKMM Household Use of the Internet Survey 2011 showed that the same was true in Malaysia where those with high education accounted for 39.9 percent of all Internet users. This was even higher for Putrajaya (56.9%), Kuala Lumpur (47.2%), Sarawak (42.1%), Selangor (42.0%), Kedah (41.3%) and Kelantan (40.2%).

From the high of 39.9 percent with high education, the survey showed that the percentage dropped to 28.4 percent for those who possessed medium education and to 5.9 percent for those with low education.

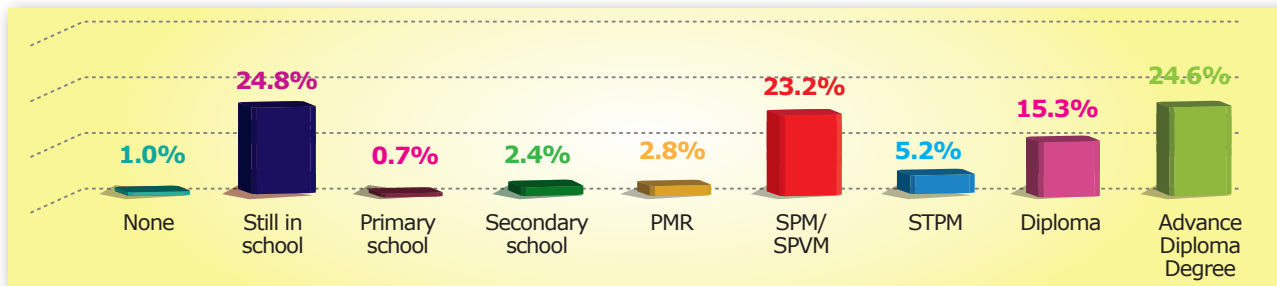


Low education: Primary schools, Secondary school and PMR

Medium education: SPM/SPVM and STPM

High education: Diploma, Advance diploma. Degree and higher

The diagram below shows a more granular breakdown:

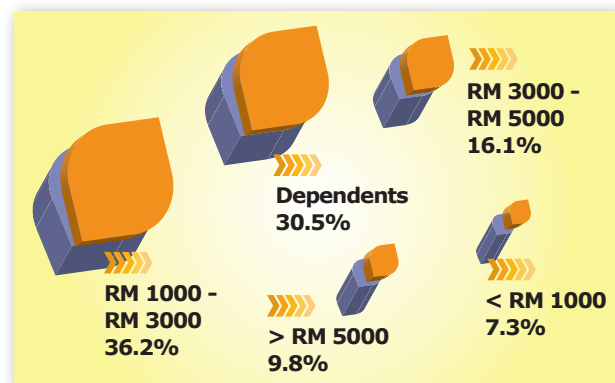


Nationally, no group, by educational attainment, was left out of the user base.

INCOME

36.2 percent of home Internet users fell in the RM 1,000 to RM 3,000 income range. This made it the biggest group of users in terms of income.

Knowing that home Internet users may consist of dependents such as housewives, students, unemployed and retirees, it is therefore not surprising that the survey recorded a percentage of 30.5 percent of users from this group which basically had no recurrent income.

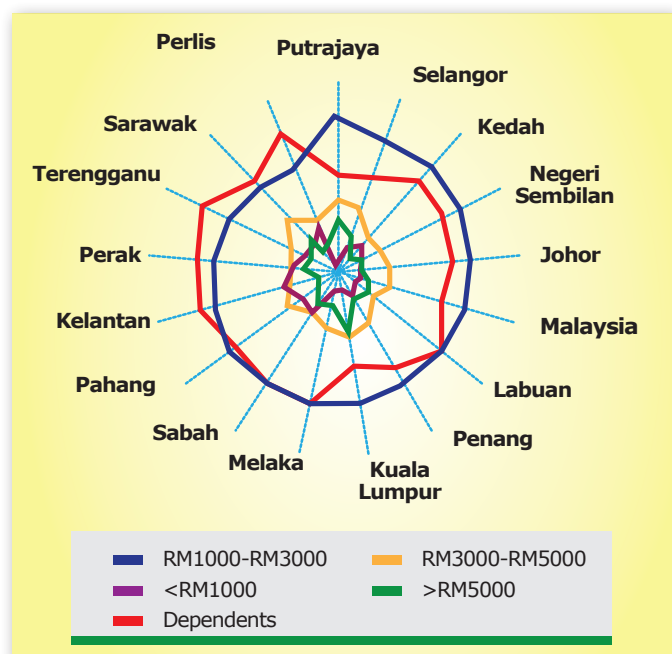


Users with incomes between RM 3,000 to RM 5,000 were at third place with 16.1 percent followed by those with incomes in excess of RM 5,000 with 9.8 percent. Meanwhile users with income less than RM 1,000 were the smallest group at 7.3 percent.

Most states reflected the national finding that the majority of users had incomes around RM 1,000 to RM 3,000 per month.

However this was not true for some states namely Melaka, Kelantan, Perak, Terengganu, Sarawak and Perlis which recorded majorities in the group of users with no recurrent income. This is the group swelled up by students and also populated by stay-homers and the unemployed. In this context, the survey recognised that household income might be more relevant but was hampered by ignorance and resistance on the part of respondents.

Users who earned between RM 3,000 to RM 5,000 seemed to be the third largest user group, nationally as well as in the states.




































Analyzing user experience and preference

ACCESS DEVICE

Across Malaysia, Mobile Internet has already overtaken fixed Internet with the notebook being the predominant device. This is an earlier than expected dawn of the fifth major technology cycle of the past five decades put forth by Mary Meeker of Morgan and Stanley. The five cycles are the Mainframe in the 50s and 60s, the minicomputer in the 70s; Desktop Internet in the 80s and the Mobile Internet which is expected to overtake the Desktop Internet in 2013/14. ⁴

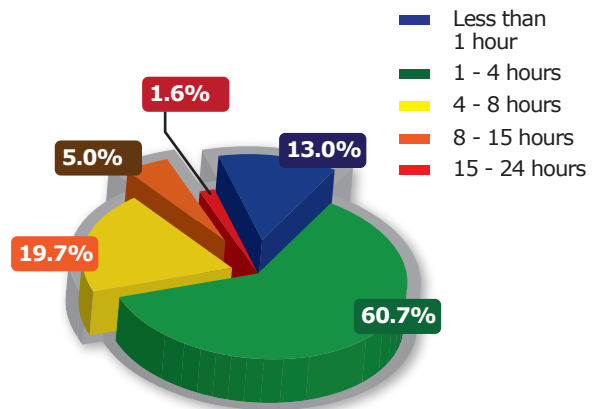


Netbook/ Laptop	                              
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INTENSITY OF USE

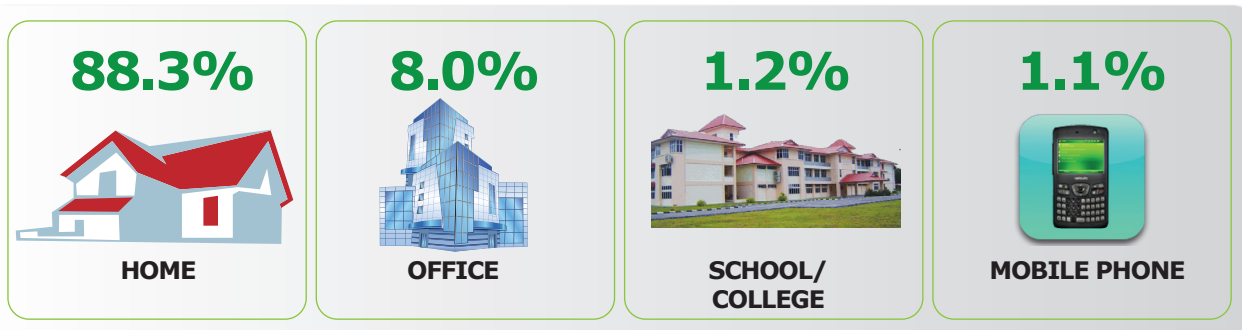
Intensity of use refers to the number of hours of use in a day. 60.7 percent of users spent around 1 to 4 hours a day on the Internet. 19.7 percent of users spent 4 hours to 8 hours, while 5.0 percent took it further with 8 to 15 hours a day.

A fringe 1.6 percent stayed glued with more than 15 hours a day; the biggest contribution to this came from Selangor with 2.9 percent users in this category. In contrast, light users accounting for some 12.9 percent spent less than an hour a day using the Internet.



The national weighted average was 3.7 hours a day. Among the states, the weighted average ranged from 3.4 hours in Perak to 3.9 hours in Kelantan. The differential was a mere half an hour a day. That notwithstanding, the variation came to the fore when comparing the intensity of use classes across states, with Kelantan and Sarawak showing larger percentages in intense use groups.

PLACE OF USE



The survey showed that for most respondents home was the number one place to go online. This was indicated by 88.3 percent of respondents.

Other choices for the first place included the place of work at a distant 8.0 percent, school 1.2 percent and anywhere on a mobile phone, 1.1 percent.



The most enthusiastic Internet shoppers were to be found in Putrajaya (34.7%) and Labuan (34.5%) while lesser interest prevailed in Perak (17.2%), Melaka (20.1%), and Perlis (20.5%).

Social networking had caught on in a big way, returning above 80 percent usage across all states without exception.

Government services were rated very highly in Putrajaya where 52.4 percent of users transacted with government online. Other states where a relatively higher proportion of users reported transacting with the government online were Kelantan with 43.4 percent and Pahang with 41.6 percent.



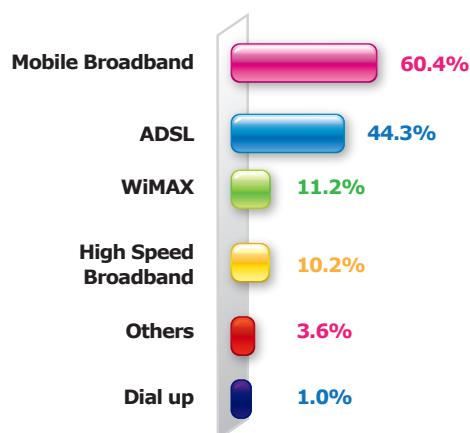
Internet service and subscription

ACCESS TECHNOLOGY

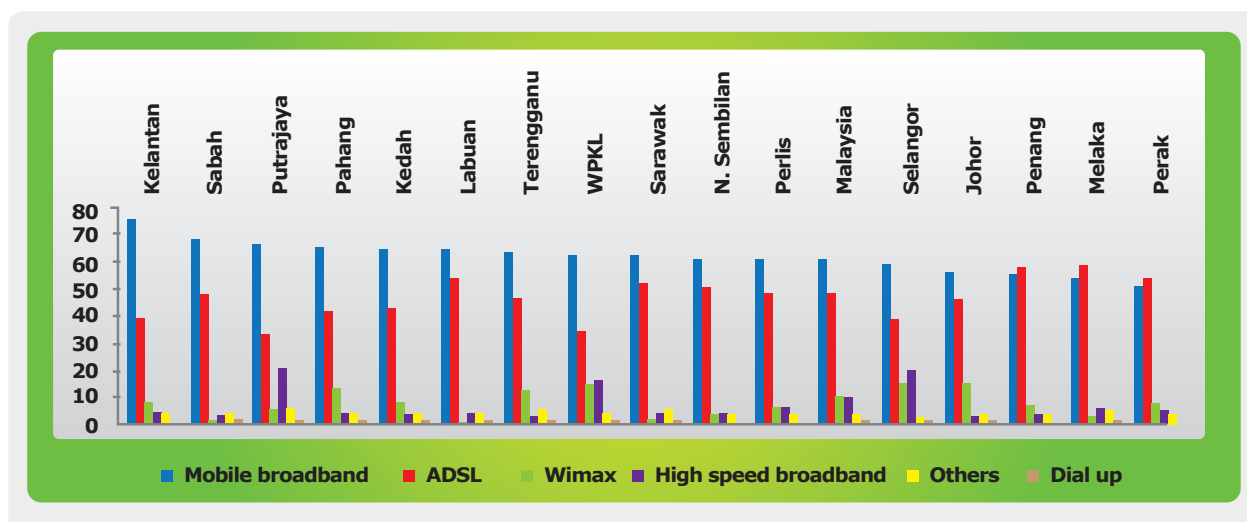
Mobile broadband was the most used access technology among Malaysian users with a strong showing of 60.4 percent. This was followed by ADSL with 44.3 percent and WiMAX with 11.2 percent.

The latest offering, high speed broadband featuring fiber has chalked up 10.2 percent and would most likely increase in the near future. Administrative records submitted to the SKMM shows that it already has a following of close to half a million as at week 40 of 2012.

The erstwhile dial up is still around with a following of 1 percent.



Except for Penang, Melaka and Perak, mobile broadband was the most widely used Internet connection. For the three states mentioned, ADSL beat mobile broadband, although marginally. ADSL placed second in all other states. Third position went to HSBB in Putrajaya, Selangor, Kuala Lumpur, Negeri Sembilan and Melaka; and to WiMax for all other states with the exception of Sabah and Sarawak where users depended on public Internet access points without knowing the underlying technology.

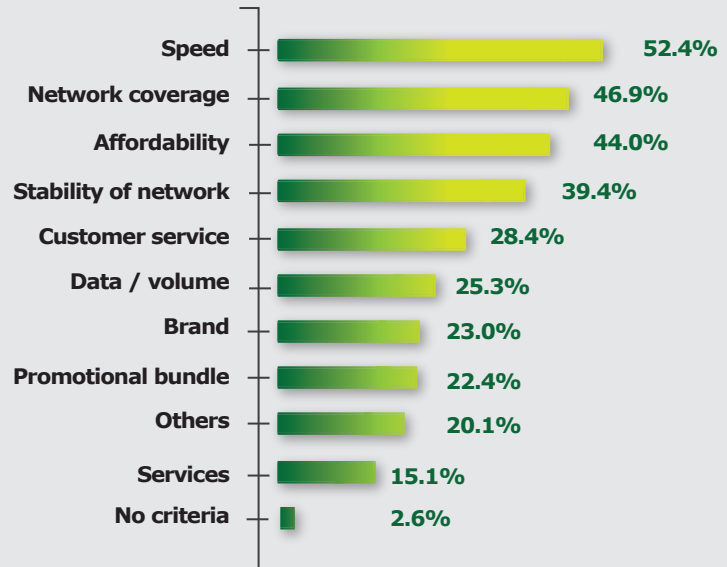


CHOOSING AN INTERNET ACCESS SERVICE

The all-importance of speed was underscored when respondents were asked to list what they looked for in an Internet access service. 52.4 percent of users chose speed as the all important consideration. This was followed by network coverage with 46.9 percent and affordability with 44.0 percent.

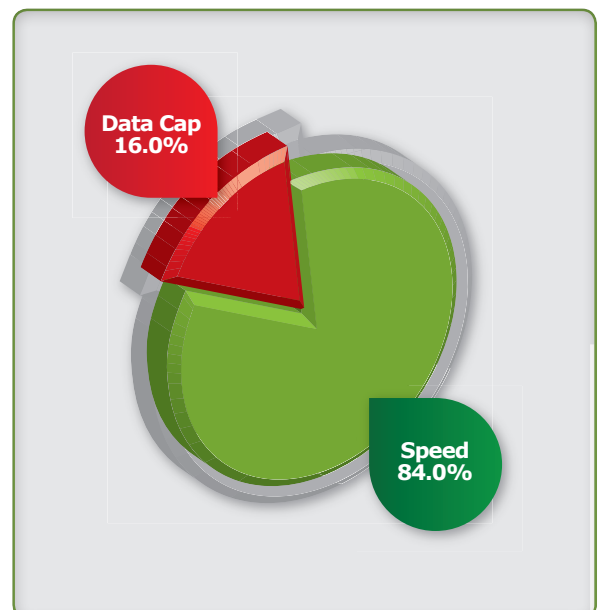
39.4 percent of users reported that stability of network was the attribute they looked at when choosing an Internet access service while 28.4 percent of users cared more about the customer service provided.

The importance of speed as testified nationally was echoed in all the states without exception. Most states also chose network coverage as the second most important consideration with affordability at third.



SPEED VERSUS DATA CAP

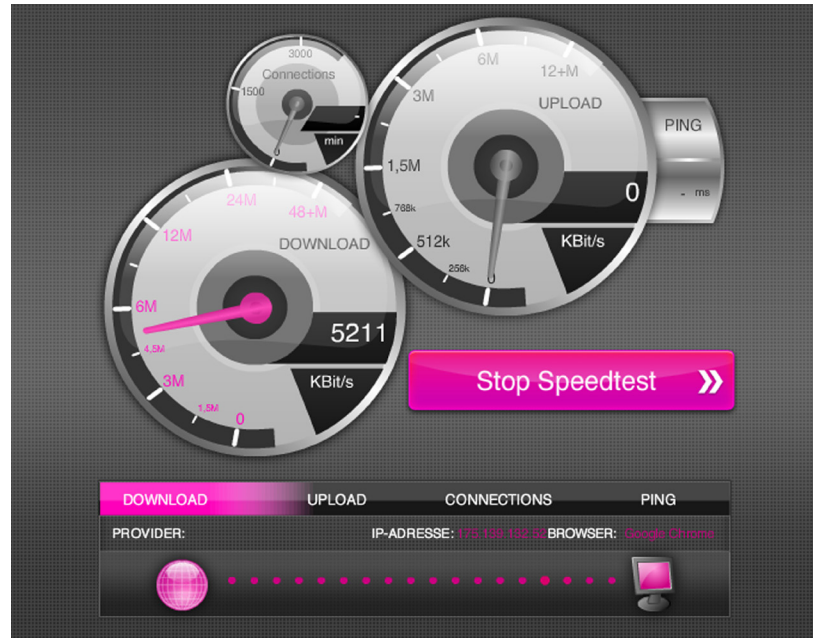
In a face-off between speed and data cap the survey found that speed trumped data cap, 84% to 16% for the nation as a whole.



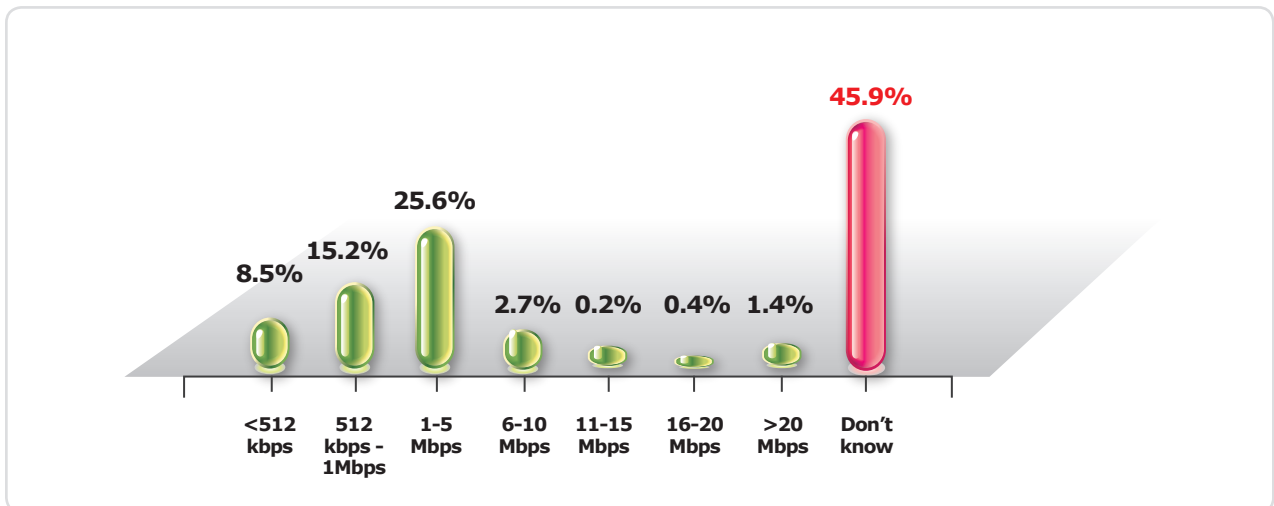
SPEED SUBSCRIBED TO

USA Federal Communications Commission (FCC) in its recent report which was a part of broadband speed initiative of the national broadband plan found that 80 percent of broadband users in the U.S. did not know the speed of their connection.⁷

This was not tested in SKMM HUIS 2011 which focused more on the speed that was subscribed to. The survey showed that 45.9 percent of users did not know the speed they were subscribed to.



Conversely 54.1 percent knew. This is not surprising since speed has always been an issue for Internet users in Malaysia. Among these, 8.5 percent were subscribing to speed less than 512 kbps; 15.2 percent, 512 kbps to 1 Mbps; and 25.6 percent, 1 to 5 Mbps.



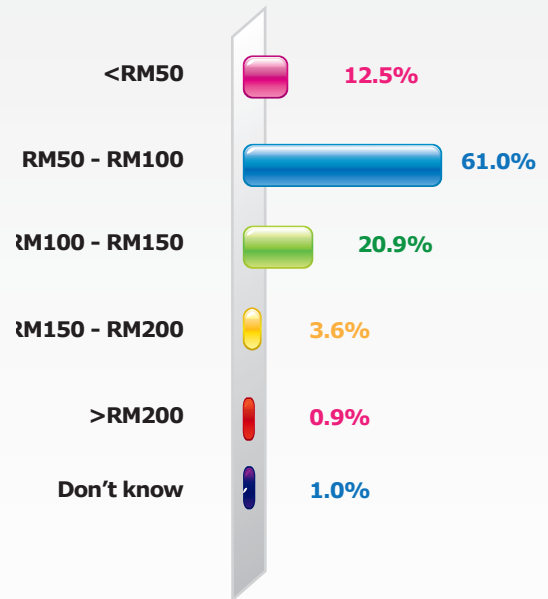
Melaka, Putrajaya and Penang users were most aware of their Internet subscription speed in these two states as users who said they did not know the speed of their connection were lower with 39.8 percent, 41.7 percent and 42.2 percent respectively. On the other hand, 51.3 percent of users in Johor, 50.3 percent in Terengganu and 49.2 percent in Pahang did not know the speed of their connection.

INTERNET SPEND

How much did home Internet subscribers spend on their monthly bill? The survey showed that 61.0 percent of them spent between RM 50 to RM 100 a month.

Close to 21 percent paid around RM 100 to RM 150. There were also 3.6 percent of users who spent around RM 150 to RM 200 in their monthly bill while 0.9 percent paid more than RM 200 a month. At the other end 12.5 percent spent less than RM 50 per month.

The average Internet access bill per month seemed to be highest in the state of Selangor at RM 93.10. This was followed by Labuan, in second place with RM 86.90; Putrajaya, in third place with RM 86.50; and WPKL with RM 86.10. In contrast, the lowest average Internet access bills were in the east coast states of Kelantan amounting to RM 73.70 and Pahang, RM 74.90 per month.



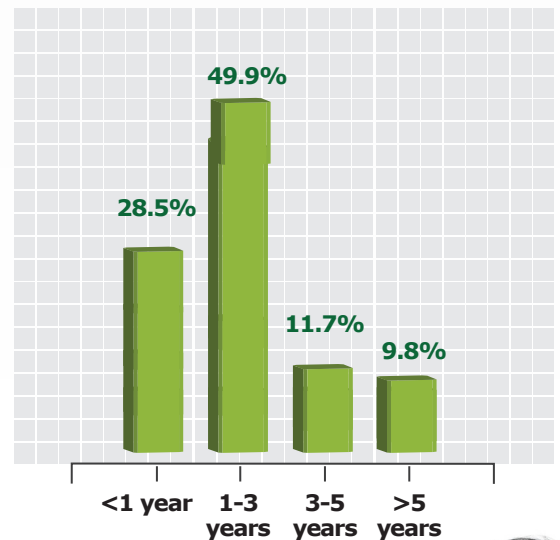
LOYALTY AND CHURN

When it comes to the Internet service provider (ISP), Malaysian users are not noted for their brand loyalty. Only 9.8 percent were with the same ISP for more than 5 years while 11.7 percent have had the same ISP for 3 to 5 years.

The majority which constituted close to 50 percent of all users were with their ISPs for only 1 to 3 years. A sizable proportion had just signed on with their ISPs. They accounted for 28.5 percent and their accounts were under a year old.

In terms of the weighted average duration of stay, no state recorded a stay longer than the 2.6 years found in Penang, Sarawak and Labuan. The national figure was 2.3 years; which was slightly longer than the contractual period that came with most subscriptions.

The national percentage of users who had the same ISP for more than 5 years was 9.8 percent. However this was topped by Sarawak (15.7%), Penang (14.8%), Labuan (13.3%), Sabah (12.8%), Putrajaya (12.3%), Perak (11.2%) and Melaka (10.9%).





Parents held responsible for children's Internet activities

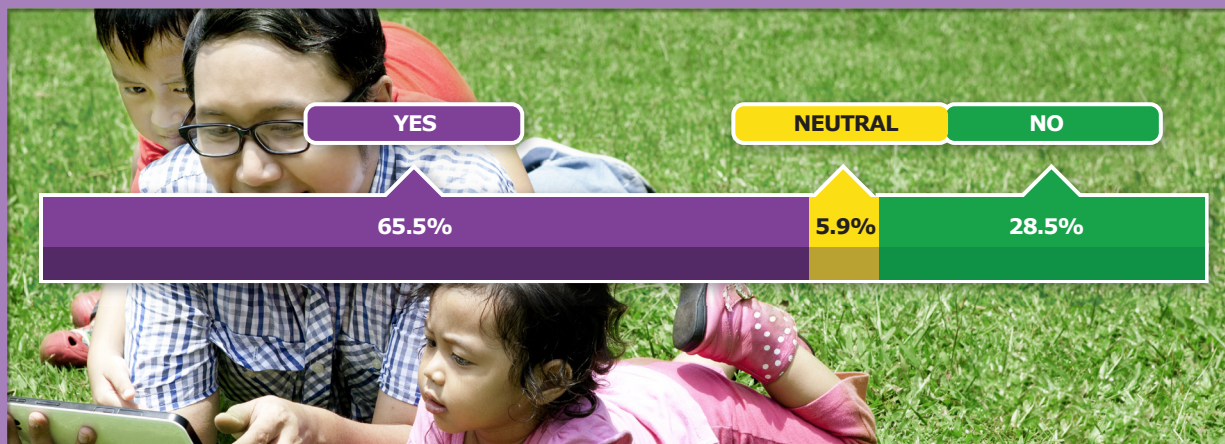
Parents were held responsible by an overwhelming majority of those surveyed, for monitoring and restricting children's activity on the Internet with a huge national percentage of 92.5 percent. In all states, similarly high percentages were recorded.

28.0 percent users also thought that teachers have a role to play in this aspect. Additionally, some respondents believed the government and internet service providers could be responsible on the matter too. They made up 25 percent each.

A recent article by The Star ultimately broached this topic on how parents have to provide guidance to the children on the use of Internet.⁸



SOCIAL NETWORK - RISKY TO CHILDREN



**Klik
dengan Bijak!**



The level of awareness of the risk posed by social networking to children, although reassuring, needed to heighten. 65.5 percent of Internet users interviewed agreed that social networking posed a risk to children online. This was particularly high in Putrajaya (71.6%), Johor (71.1%) and Perlis (70.3%).

In contrast 28.5 percent did not agree while 5.9 percent had to think. Particularly disturbing, were numbers from Kelantan and Pahang where 32.0 percent of users in each state disagreed that social networking could be risky to children. This was the highest by far among the states. Sabah (31.8%) and Melaka (30.2%) also gave cause for concern.

Risks take many forms, from being lured away to increased online peer pressure. For example, a study from the National Center on Addiction and Substance Abuse at Columbia University USA, reported that children who visited social networking sites like Facebook or Twitter on a daily basis were more prone to smoking, drinking alcohol and using drugs than children who typically did not spend any time a day on social networking sites.⁹





Majority of Internet Users do Social Networking

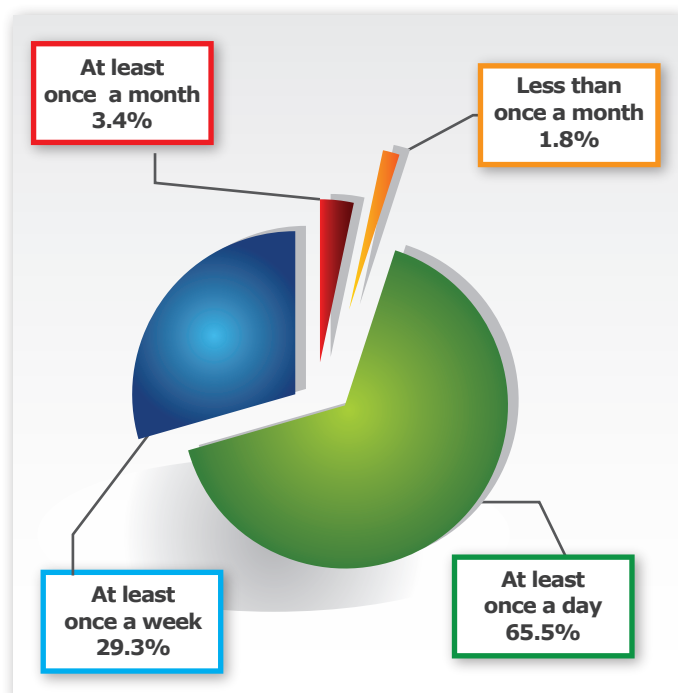


SOCIAL NETWORKING USAGE

Social networking is huge. For instance Facebook has now gathered more than one billion active users with Malaysians making up more than 13 million.¹⁰

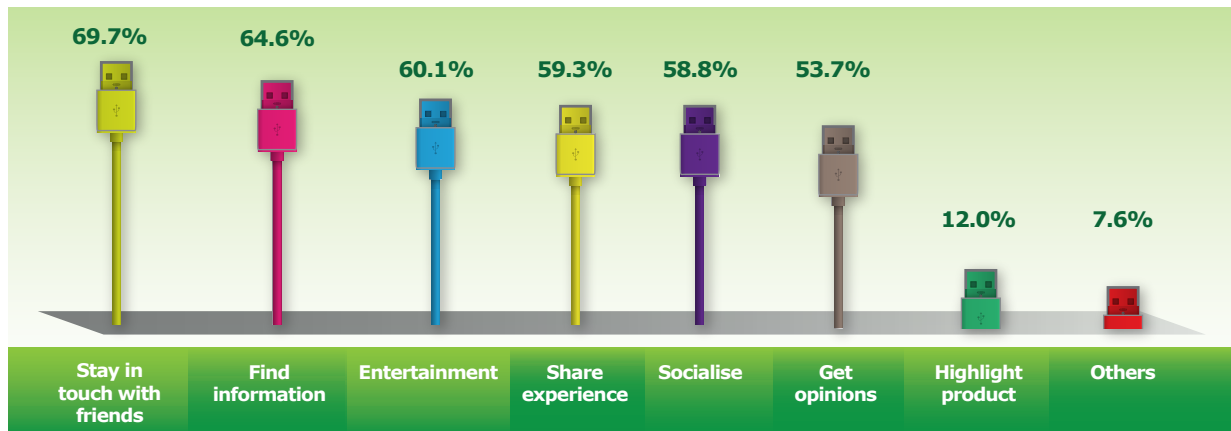
Across all states, upwards of 80 percent of users do social networking. From the survey it was found that overall 65.5 percent of users logged on to their social networking accounts at least once a day. This was topped by Perlis (70.9%), Labuan (70.0%) and Putrajaya (69.0%).

29.3 percent used these sites once a week, 3.4 percent once a month and 1.8 percent less frequently than that.



Social networking enthusiasts mostly joined a network so that they can update themselves on what their friends are doing. They accounted for 69.7 percent of users. Finding information on these networks accounted for 64.6 percent while entertainment roped in 60.1 percent.

Other purposes were the sharing of experience which had 59.3 percent; socialising, 58.8 percent; getting opinions from fellow social networkers, 53.7 percent.

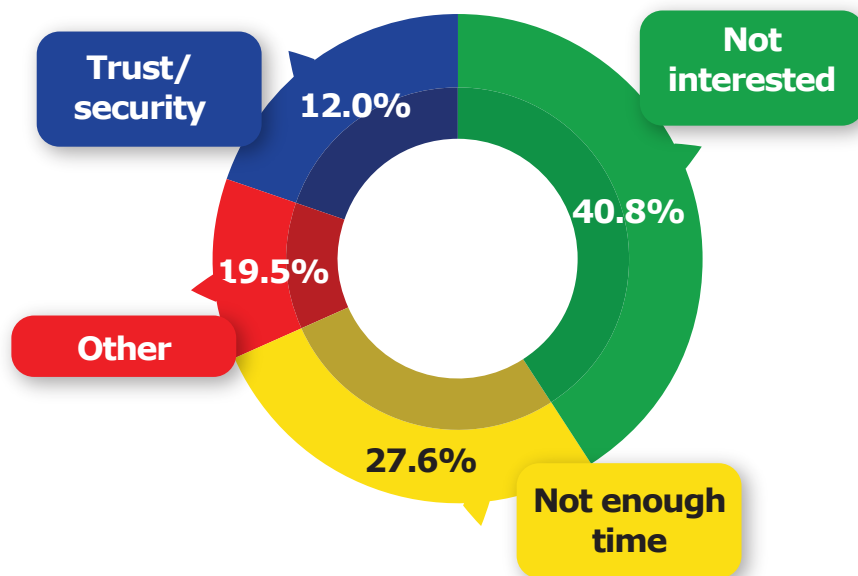




NOT A USER, WHY?

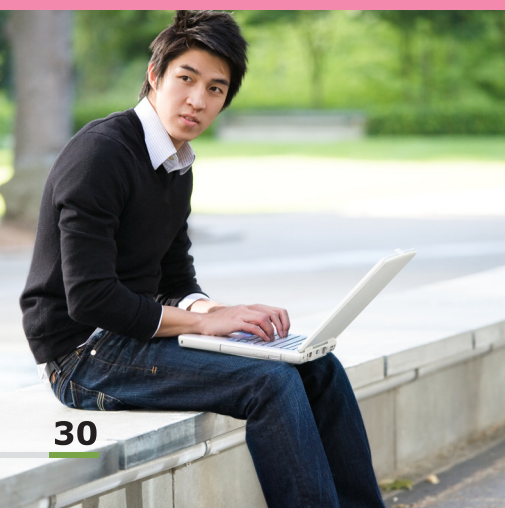
Despite the fact that the majority of users made use of social networking sites, there were 15.6 percent who did not join such sites at all.

Among the reasons proffered were they were disinterested (40.8%), they did not have enough time (27.6%) and they had trust or security issues of social networking sites (12.0%).



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Tables



TABLES



Caution is required in the use of the estimates tabulated below.

While the SKMM takes every care to minimize non-sampling errors, which cannot be quantified, the estimates presented are also subject to sampling error, which is a measure of the chance variation that occurs because a sample, and not the entire population is canvassed. The sampling error of an estimate is usually expressed as a percentage of that estimate to give the relative sampling error (RSE) of that estimate.

In general, estimates that are small are subject to high RSEs. As a guide, only estimates with RSEs of 25 percent or less are considered reliable for general use. Estimates with RSEs greater than 25 percent but less than or equal to 50 percent are denoted with an asterisk in these tables and should be used with caution; while estimates with RSEs greater than 50 percent are denoted by two asterisks and are considered too unreliable for general use. However, these estimates may be aggregated with others until an RSE of less than 25 percent is obtained.

Confidence intervals for very small estimates should be based on the binomial distribution rather than the normal approximation to the binomial. As an alternative, the method of Korn and Graubard, 1998 may also be used.

Percentages may not add up to 100 because of rounding.

MALAYSIA



Table 1

NATIONALITY	PERCENT
Malaysian	98.4
Non-Malaysian	1.6

Table 2

ETHNICITY	PERCENT
Malay	59.9
Bumiputra Sabah / Sarawak	5.4
Orang Asli	0.1
Chinese	28.0
Indian	6.1
Others	0.6

Table 3

GENDER	PERCENT
Male	53.9
Female	46.1

Table 4

AGE	PERCENT
Below 15	11.0
15-19	8.6
20-24	16.5
25-29	17.5
30-34	15.7
35-39	10.4
40-44	7.1
45-49	5.8
50 and above	7.4

Table 5

BROAD AGE BANDS	PERCENT
Pre-teens & teens	19.6
Adults	73.1
Seniors	7.4

Table 6

EDUCATIONAL ATTAINMENT	PERCENT
None	1.0
Still in school	24.8
Primary school	0.7
Secondary school	2.4
PMR	2.8
SPM / SPVM	23.2
STPM	5.2
Diploma	15.3
Advanced diploma / degree	24.6

Table 7

INCOME CATEGORY	PERCENT
No income	30.5
< RM 1000	7.3
RM 1000 - RM 3000	36.2
RM 3000 - RM 5000	16.1
> RM 5000	9.8

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT
< 1 year	28.5
1 - 3 years	49.9
3 - 5 years	11.7
> 5 years	9.8

Table 9

CONSIDERATIONS IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT
Speed	52.4
Data cap	25.3
Affordability	44.0
Stability of network	39.4
Other value added services	15.1
Promotional bundle	22.4
Customer service	28.4
Brand	23.0
Network coverage	46.9
Others	20.1
No criteria	2.6

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT
Speed	84.0
Data cap	16.0

Table 11

INTERNET SPEND	PERCENT
< RM 50	12.5
RM 50 - RM 100	61.0
RM 100 - RM 150	20.9
RM 150 - RM 200	3.6
> RM 200	0.9
Don't know	1.0

Table 12

SPEED SUBSCRIBED TO	PERCENT
< 512 kbps	8.5
512 kbps - 1 Mbps	15.2
1-5 Mbps	25.6
6-10 Mbps	2.7
11-15 Mbps	0.2
16-20 Mbps	0.4
> 20 Mbps	1.4
Don't Know	45.9

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT
1	5.6
2	10.5
3	16.8
4	23.1
5	21.0
6	12.6
7	5.6
> 7	4.8

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT
No users	1.6
1	23.1
2	29.4
3	18.7
4	14.1
5	8.1
6	3.1
7	1.1
> 7	0.9

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT
Agree	65.5
Disagree	28.5
Neutral	5.9

Table 16

ON WHO TO RESTRICT CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT
Parents	92.5
Internet service provider	24.9
Government	25.0
Teacher	28.0
No one	0.7
Others	2.9

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT
High Speed Broadband	10.2
Mobile Broadband	60.4
WiMAX	11.2
ADSL	44.3
Dial-up	1.0
Others	3.6

Multiple Response

Table 18

ACCESS DEVICE	PERCENT
PC	40.4
Netbook / Laptop	83.2
Tablets	13.0
Game console	1.5
Smartphone	21.5
Other mobile phone	13.1
Others	0.4

Multiple Response

Table 19

INTENSITY OF USE	PERCENT
< 1 hour	13.0
1 - 4 hours	60.7
4 - 8 hours	19.7
8 - 15 hours	5.0
15 - 24 hours	1.6

Table 20

PLACE FOR USING INTERNET	PERCENT
Home	88.3
Office	8.0
School	1.2
Internet cafe	0.3
Library	0.2
Mobile phone	1.1
Friend's house	0.1
Free Wifi	0.5
Others	0.2

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT
Getting information	88.3
Communication by text	66.4
Education	63.5
Internet banking	40.9
Reading	57.2
Social networking	84.4
Online shopping	24.5
Maintain homepages	18.2
Government services	38.4
Selling goods	9.4
File download	62.3
Internet telephony	29.5
Navigation system	22.5
Surfing	54.6
Others	8.8

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT
At least once a day	65.5
At least once a week	29.3
At least once a month	3.4
Less than once a month	1.8

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT
Find information	64.6
Get opinions	53.7
Entertainment	60.1
Socialise	58.8
Stay in touch with friends	69.7
Highlight product	12.0
Share experience	59.3
Others	7.6

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT
Not enough time	27.6
Not interested	40.8
Trust / security issues	12.0
Others	19.5



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	98.7	0.6
Non-Malaysian	1.3*	44.4

Table 2

ETHNICITY	PERCENT	RSE
Malay	60.0	4.2
Bumiputra Sabah / Sarawak	2.4*	32.9
Orang Asli	0.0	-
Chinese	32.5	7.4
Indian	4.5	23.7
Others	0.5**	70.5

Table 3

GENDER	PERCENT	RSE
Male	51.3	5.0
Female	48.7	5.3

Table 4

AGE	PERCENT	RSE
Below 15	12.6	13.5
15-19	8.4	16.9
20-24	16.6	11.5
25-29	15.3	12.1
30-34	18.4	10.8
35-39	11.1	14.6
40-44	5.5	21.2
45-49	5.0	22.4
50 and above	7.1	18.5

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	21.1	9.9
Adults	71.8	3.2
Seniors	7.1	18.5

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	2.4*	32.9
Still in school	24.2	9.1
Primary school	0.5**	70.5
Secondary school	3.4*	27.3
PMR	4.5	23.7
SPM / SPVM	22.9	9.4
STPM	7.9	17.5
Diploma	15.5	12.0
Advanced diploma / degree	18.7	10.7

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	33.0	7.3
< RM 1000	6.6	19.3
RM 1000 - RM 3000	38.0	6.6
RM 3000 - RM 5000	14.8	12.3
> RM 5000	7.7	17.8

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	29.5	7.9
1 - 3 years	51.7	4.9
3 - 5 years	11.2	14.4
> 5 years	7.6	17.9

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	48.7	5.2
Data cap	22.7	9.4
Affordability	41.9	6.0
Stability of network	37.5	6.6
Other value added services	13.5	12.9
Promotional bundle	17.7	11.0
Customer service	28.1	8.2
Brand	19.5	10.4
Network coverage	45.8	5.5
Others	21.4	9.8
No criteria	3.1*	28.4

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	81.8	2.4
Data cap	18.2	10.8

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	12.2	13.7
RM 50 - RM 100	64.3	3.8
RM 100 - RM 150	20.8	9.9
RM 150 - RM 200	1.8*	37.5
> RM 200	0.0	-
Don't know	0.8**	57.5

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	8.3	16.9
512 kbps - 1 Mbps	17.2	11.2
1-5 Mbps	20.3	10.1
6-10 Mbps	1.6*	40.5
11-15 Mbps	0.3**	99.9
16-20 Mbps	0.0	-
> 20 Mbps	1.0*	49.7
Don't Know	51.3	5.0

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	5.7	20.7
2	11.5	14.2
3	17.7	11.0
4	22.7	9.4
5	20.3	10.1
6	13.3	13.0
7	5.7	20.7
> 7	3.1*	28.4

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.0*	49.7
1	22.4	9.5
2	30.5	7.7
3	19.3	10.4
4	13.5	12.9
5	6.3	19.8
6	4.9	22.4
7	1.3*	44.4
> 7	0.8**	57.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	71.1	3.3
Disagree	24.7	8.9
Neutral	4.2	24.5

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	92.1	1.5
Internet service provider	27.2	8.4
Government	25.9	8.7
Teacher	28.3	8.1
No one	1.6*	40.5
Others	1.8*	37.4

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	2.9*	29.7
Mobile Broadband	56.6	4.5
WiMAX	15.5	12.0
ADSL	46.8	5.5
Dial-up	0.8**	57.5
Others	3.7*	26.2

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	39.7	6.3
Netbook / Laptop	82.1	2.4
Tablets	9.5	15.9
Game console	1.6*	40.5
Smartphone	20.0	10.3
Other mobile phone	12.6	13.5
Others	0.3**	99.9

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	15.0	12.2
1 - 4 hours	59.2	4.3
4 - 8 hours	20.5	10.1
8 - 15 hours	4.2	24.5
15 - 24 hours	1.1*	49.7

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	90.8	1.6
Office	6.3	19.8
School	0.8**	57.5
Internet cafe	0.3**	99.9
Library	0.0	-
Mobile phone	0.5**	70.5
Friend's house	0.0	-
Free Wifi	1.1*	49.7
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	85.0	2.2
Communication by text	62.1	4.0
Education	64.5	3.8
Internet banking	38.7	6.5
Reading	59.5	4.2
Social networking	84.2	2.2
Online shopping	24.7	8.9
Maintain homepages	15.5	12.0
Government services	39.5	6.4
Selling goods	7.9	17.5
File download	66.3	3.7
Internet telephony	27.9	8.2
Navigation system	20.8	10.0
Surfing	53.4	4.8
Others	8.9	16.4

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	65.6	4.0
At least once a week	27.2	9.1
At least once a month	4.7*	25.2
Less than once a month	2.5*	34.9

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	62.5	4.3
Get opinions	54.1	5.2
Entertainment	63.1	4.3
Socialise	60.6	4.5
Stay in touch with friends	71.9	3.5
Highlight product	12.2	15.0
Share experience	60.3	4.5
Others	8.4	18.4

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	35.0	17.6
Not interested	28.3	20.5
Trust / security issues	10.0*	38.7
Others	26.7	21.4



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	100.0	0.0
Non-Malaysian	0.0	-

Table 2

ETHNICITY	PERCENT	RSE
Malay	75.6	2.9
Bumiputra Sabah / Sarawak	1.3*	44.4
Orang Asli	0.3**	99.9
Chinese	17.4	11.3
Indian	5.1	22.3
Others	0.3**	99.9

Table 3

GENDER	PERCENT	RSE
Male	52.8	4.9
Female	47.2	5.5

Table 4

AGE	PERCENT	RSE
Below 15	8.3	17.2
15-19	13.4	13.2
20-24	19.6	10.5
25-29	18.8	10.8
30-34	13.7	13.0
35-39	9.7	15.8
40-44	5.1	22.3
45-49	4.3	24.5
50 and above	7.2	18.5

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	21.9	9.8
Adults	71.0	3.3
Seniors	7.2	18.5

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.3**	99.9
Still in school	27.9	8.3
Primary school	0.0	-
Secondary school	0.3**	99.9
PMR	2.1*	35.0
SPM / SPVM	22.0	9.8
STPM	6.2	20.2
Diploma	16.9	11.5
Advanced diploma / degree	24.4	9.1

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	32.5	7.5
< RM 1000	10.2	15.4
RM 1000 - RM 3000	38.4	6.6
RM 3000 - RM 5000	13.2	13.3
> RM 5000	5.6	21.2

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	29.9	7.8
1 - 3 years	53.1	4.8
3 - 5 years	10.2	15.2
> 5 years	6.8	18.9

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	54.9	4.6
Data cap	29.2	8.0
Affordability	46.9	5.4
Stability of network	43.8	5.8
Other value added services	18.0	10.9
Promotional bundle	24.2	9.0
Customer service	31.3	7.6
Brand	27.9	8.2
Network coverage	53.1	4.8
Others	17.4	11.1
No criteria	1.0*	49.7

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	83.6	2.3
Data cap	16.4	11.5

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	20.3	10.1
RM 50 - RM 100	61.7	4.0
RM 100 - RM 150	15.1	12.1
RM 150 - RM 200	2.1*	35.0
> RM 200	0.5**	70.5
Don't know	0.3**	99.9

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	10.2	15.2
512 kbps - 1 Mbps	16.7	11.4
1-5 Mbps	25.0	8.8
6-10 Mbps	0.8**	57.5
11-15 Mbps	0.0	-
16-20 Mbps	0.0	-
> 20 Mbps	1.6*	40.5
Don't Know	45.8	5.5

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	3.6*	26.2
2	9.9	15.4
3	18.0	10.9
4	23.7	9.2
5	20.8	9.9
6	11.7	14.0
7	7.0	18.6
> 7	5.2	21.8

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	2.9*	29.7
1	20.8	9.9
2	32.6	7.3
3	17.7	11.0
4	12.2	13.7
5	7.0	18.6
6	4.2	24.5
7	2.1*	35.0
> 7	0.5**	70.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.6	3.8
Disagree	28.4	8.1
Neutral	7.0	18.6

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	94.5	1.2
Internet service provider	28.4	8.1
Government	28.4	8.1
Teacher	27.9	8.2
No one	0.3**	99.9
Others	2.1*	35.0

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	4.5	23.7
Mobile Broadband	64.7	3.8
WiMAX	7.9	17.5
ADSL	43.4	5.9
Dial-up	1.1*	49.7
Others	3.9*	25.3

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	39.4	6.4
Netbook / Laptop	85.0	2.2
Tablets	10.7	14.9
Game console	1.9*	37.4
Smartphone	16.6	11.6
Other mobile phone	17.2	11.4
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	12.6	13.6
1 - 4 hours	58.4	4.4
4 - 8 hours	22.5	9.6
8 - 15 hours	4.8	23.0
15 - 24 hours	1.6*	40.5

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	90.3	1.7
Office	6.2	20.2
School	2.7*	31.2
Internet cafe	0.3**	99.9
Library	0.0	-
Mobile phone	0.3**	99.9
Friend's house	0.0	-
Free Wifi	0.3**	99.9
Others	0.0	-

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	88.5	1.9
Communication by text	64.9	3.8
Education	68.6	3.5
Internet banking	36.5	6.8
Reading	57.6	4.4
Social networking	86.9	2.0
Online shopping	23.1	9.5
Maintain homepages	19.6	10.5
Government services	35.4	7.0
Selling goods	10.5	15.2
File download	63.5	3.9
Internet telephony	28.2	8.3
Navigation system	20.9	10.1
Surfing	51.7	5.0
Others	6.2	20.2

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	63.9	4.2
At least once a week	32.4	8.0
At least once a month	3.1*	31.1
Less than once a month	0.6**	70.5

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	70.1	3.6
Get opinions	57.4	4.8
Entertainment	58.3	4.7
Socialise	59.6	4.6
Stay in touch with friends	70.4	3.6
Highlight product	12.0	15.0
Share experience	63.3	4.2
Others	4.0*	27.2

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	34.7	19.6
Not interested	40.8	17.2
Trust / security issues	14.3*	35.0
Others	10.2*	42.4



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	98.4	0.7
Non-Malaysian	1.6*	40.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	88.4	1.9
Bumiputra Sabah / Sarawak	0.8*	57.5
Orang Asli	0.3**	99.9
Chinese	9.7	15.8
Indian	0.3**	99.9
Others	0.5**	70.5

Table 3

GENDER	PERCENT	RSE
Male	45.8	5.6
Female	54.2	4.7

Table 4

AGE	PERCENT	RSE
Below 15	9.8	15.6
15-19	12.5	13.6
20-24	21.0	10.0
25-29	20.7	10.1
30-34	13.0	13.3
35-39	7.7	17.8
40-44	6.1	20.2
45-49	3.7*	26.2
50 and above	5.6	21.2

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	22.3	9.6
Adults	72.1	3.2
Seniors	5.6	21.2

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	1.6*	40.5
Still in school	31.0	7.7
Primary school	0.5**	70.5
Secondary school	0.8**	57.5
PMR	1.1*	49.7
SPM / SPVM	18.0	11.0
STPM	6.9	18.9
Diploma	12.7	13.5
Advanced diploma / degree	27.5	8.3

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	36.8	6.8
< RM 1000	13.9	12.9
RM 1000 - RM 3000	33.9	7.2
RM 3000 - RM 5000	11.5	14.3
> RM 5000	4.0*	25.3

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	31.8	7.5
1 - 3 years	52.9	4.8
3 - 5 years	8.1	17.2
> 5 years	7.3	18.2

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	56.0	4.5
Data cap	25.0	8.8
Affordability	46.6	5.5
Stability of network	39.1	6.4
Other value added services	17.2	11.2
Promotional bundle	24.5	9.0
Customer service	29.4	7.9
Brand	25.3	8.8
Network coverage	54.9	4.6
Others	12.0	13.8
No criteria	2.1*	35.0

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	88.3	1.9
Data cap	11.7	14.0

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	20.6	10.0
RM 50 - RM 100	65.4	3.7
RM 100 - RM 150	10.7	14.8
RM 150 - RM 200	1.8*	37.5
> RM 200	1.0*	49.7
Don't know	0.5**	70.5

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	10.9	14.6
512 kbps - 1 Mbps	15.4	12.0
1-5 Mbps	25.0	8.8
6-10 Mbps	1.6*	40.5
11-15 Mbps	-	-
16-20 Mbps	-	-
> 20 Mbps	2.3*	32.9
Don't Know	44.8	5.7

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	3.9*	25.3
2	8.9	16.4
3	14.3	12.5
4	21.4	9.8
5	18.0	10.9
6	14.8	12.2
7	8.9	16.4
> 7	9.9	15.4

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.6*	40.5
1	24.5	9.0
2	26.8	8.4
3	18.2	10.8
4	16.1	11.6
5	7.3	18.2
6	2.3*	32.9
7	1.3*	44.4
> 7	1.8*	37.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	62.2	4.0
Disagree	32.0	7.4
Neutral	5.7	20.7

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	91.7	1.5
Internet service provider	27.9	8.2
Government	30.7	7.7
Teacher	28.4	8.1
No one	0.0	-
Others	2.1*	35.0

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	4.5	23.7
Mobile Broadband	75.8	2.9
WiMAX	8.2	17.2
ADSL	38.7	6.5
Dial-up	0.5**	70.5
Others	5.0	22.4

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	36.2	6.8
Netbook / Laptop	89.4	1.8
Tablets	11.4	14.4
Game console	1.6*	40.5
Smartphone	13.5	13.0
Other mobile phone	18.3	10.9
Others	0.0	-

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	12.7	13.5
1 - 4 hours	57.9	4.4
4 - 8 hours	21.2	9.9
8 - 15 hours	6.1	20.2
15 - 24 hours	2.1*	35.0

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	87.8	1.9
Office	5.8	20.7
School	4.0*	25.3
Internet cafe	0.0	-
Library	0.0	-
Mobile phone	0.3**	99.9
Friend's house	0.5**	70.5
Free Wifi	1.3*	44.4
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	90.5	1.7
Communication by text	64.6	3.8
Education	72.8	3.1
Internet banking	33.3	7.3
Reading	63.8	3.9
Social networking	86.8	2.0
Online shopping	21.2	9.9
Maintain homepages	22.5	9.5
Government services	43.4	5.9
Selling goods	8.7	16.6
File download	66.4	3.7
Internet telephony	28.8	8.1
Navigation system	20.1	10.3
Surfing	53.2	4.8
Others	6.3	19.8

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	59.5	4.6
At least once a week	35.4	7.5
At least once a month	3.7*	28.3
Less than once a month	1.5*	44.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	68.9	3.7
Get opinions	57.9	4.7
Entertainment	64.6	4.1
Socialise	54.9	5.0
Stay in touch with friends	67.1	3.9
Highlight product	11.0	15.7
Share experience	62.8	4.2
Others	7.6	19.2

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	48.0	14.7
Not interested	28.0	22.7
Trust / security issues	8.0*	48.0
Others	16.0*	32.4



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	99.2	0.5
Non-Malaysian	0.8**	57.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	64.5	3.8
Bumiputra Sabah / Sarawak	1.6*	40.5
Orang Asli	0.5**	70.5
Chinese	28.0	8.3
Indian	5.3	21.8
Others	0.0	-

Table 3

GENDER	PERCENT	RSE
Male	51.3	5.0
Female	48.7	5.3

Table 4

AGE	PERCENT	RSE
Below 15	9.5	15.9
15-19	10.8	14.7
20-24	19.6	10.4
25-29	14.3	12.6
30-34	14.6	12.5
35-39	9.8	15.6
40-44	5.0	22.4
45-49	7.1	18.5
50 and above	9.3	16.1

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	20.4	10.2
Adults	70.4	3.3
Seniors	9.3	16.1

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.8**	57.5
Still in school	28.6	8.1
Primary school	0.8**	57.5
Secondary school	1.9*	37.4
PMR	2.6*	31.2
SPM / SPVM	21.4	9.8
STPM	6.1	20.2
Diploma	17.2	11.3
Advanced diploma / degree	20.6	10.1

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	35.8	6.9
< RM 1000	7.2	18.5
RM 1000 - RM 3000	35.0	7.0
RM 3000 - RM 5000	15.5	12.1
> RM 5000	6.4	19.7

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	30.2	7.8
1 - 3 years	48.7	5.2
3 - 5 years	10.2	15.2
> 5 years	10.9	14.6

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	57.3	4.4
Data cap	28.6	8.1
Affordability	50.8	5.0
Stability of network	44.0	5.8
Other value added services	18.0	10.9
Promotional bundle	28.4	8.1
Customer service	32.8	7.3
Brand	27.1	8.4
Network coverage	49.0	5.2
Others	17.7	11.0
No criteria	0.3**	99.9

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	87.5	1.9
Data cap	12.5	13.5

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	13.0	13.2
RM 50 - RM 100	67.4	3.5
RM 100 - RM 150	16.7	11.4
RM 150 - RM 200	1.3*	44.4
> RM 200	0.3**	99.9
Don't know	1.3*	44.4

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	10.4	15.0
512 kbps - 1 Mbps	14.8	12.2
1-5 Mbps	31.0	7.6
6-10 Mbps	2.1*	35.0
11-15 Mbps	0.3**	99.9
16-20 Mbps	0.5**	70.5
> 20 Mbps	1.0*	49.7
Don't Know	39.8	6.3

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	3.4*	27.3
2	8.3	16.9
3	15.6	11.9
4	23.4	9.2
5	24.7	8.9
6	12.2	13.7
7	5.7	20.7
> 7	6.5	19.3

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.6*	40.5
1	19.0	10.5
2	30.5	7.7
3	18.2	10.8
4	13.8	12.8
5	10.2	15.2
6	5.5	21.2
7	1.0*	49.7
> 7	0.3**	99.9

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.6	3.8
Disagree	30.2	7.8
Neutral	5.2	21.8

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	93.2	1.4
Internet service provider	30.4	7.7
Government	28.1	8.2
Teacher	29.1	8.0
No one	0.3**	99.9
Others	2.4*	32.9

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	5.8	20.7
Mobile Broadband	54.4	4.7
WiMAX	3.7*	26.2
ADSL	58.6	4.3
Dial-up	1.1*	49.7
Others	4.7	23.0

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	44.2	5.8
Netbook / Laptop	85.4	2.1
Tablets	12.4	13.6
Game console	1.9*	37.4
Smartphone	22.2	9.6
Other mobile phone	16.1	11.7
Others	0.3**	99.9

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	13.5	13.0
1 - 4 hours	59.3	4.3
4 - 8 hours	20.6	10.1
8 - 15 hours	5.6	21.2
15 - 24 hours	1.1*	49.7

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	89.9	1.7
Office	7.9	17.5
School	1.3*	44.4
Internet cafe	0.5**	70.5
Library	0.0	-
Mobile phone	0.3**	99.9
Friend's house	0.0	-
Free Wifi	0.0	-
Others	0.0	-

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	90.7	1.6
Communication by text	66.4	3.7
Education	66.1	3.7
Internet banking	34.1	7.1
Reading	58.2	4.4
Social networking	86.5	2.0
Online shopping	20.1	10.3
Maintain homepages	20.9	10.0
Government services	36.8	6.7
Selling goods	9.0	16.4
File download	64.8	3.8
Internet telephony	28.8	8.1
Navigation system	16.7	11.5
Surfing	57.4	4.4
Others	7.7	17.8

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	61.2	4.4
At least once a week	33.0	7.9
At least once a month	4.9	24.4
Less than once a month	0.9**	57.5

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	63.3	4.2
Get opinions	54.7	5.0
Entertainment	60.6	4.5
Socialise	55.7	4.9
Stay in touch with friends	67.9	3.8
Highlight product	12.2	14.8
Share experience	62.1	4.3
Others	8.6	18.1

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	35.3	19.0
Not interested	33.3	19.8
Trust / security issues	11.8*	38.3
Others	19.6*	28.4



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	98.4	0.7
Non-Malaysian	1.6*	40.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	64.9	3.8
Bumiputra Sabah / Sarawak	1.4	44.4
Orang Asli	0.0	-
Chinese	23.7	9.4
Indian	9.3	16.3
Others	0.8**	57.5

Table 3

GENDER	PERCENT	RSE
Male	54.2	4.8
Female	45.8	5.6

Table 4

AGE	PERCENT	RSE
Below 15	10.2	15.4
15-19	8.8	16.6
20-24	20.9	10.1
25-29	15.0	12.3
30-34	12.9	13.5
35-39	9.9	15.6
40-44	9.1	16.3
45-49	4.8	23.0
50 and above	8.3	17.2

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	19.0	10.7
Adults	72.7	3.2
Seniors	8.3	17.2

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	1.3*	44.4
Still in school	30.3	7.9
Primary school	0.8**	57.5
Secondary school	1.1*	49.7
PMR	2.9*	29.7
SPM / SPVM	20.9	10.1
STPM	4.0*	25.3
Diploma	16.9	11.5
Advanced diploma / degree	21.7	9.8

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	33.2	7.4
< RM 1000	8.1	17.5
RM 1000 - RM 3000	38.1	6.6
RM 3000 - RM 5000	13.2	13.3
> RM 5000	7.3	18.5

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	27.9	8.2
1 - 3 years	50.7	5.0
3 - 5 years	12.0	13.8
> 5 years	9.4	15.9

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	56.0	4.5
Data cap	29.9	7.8
Affordability	46.1	5.5
Stability of network	45.8	5.5
Other value added services	17.4	11.1
Promotional bundle	23.2	9.3
Customer service	32.6	7.3
Brand	28.6	8.1
Network coverage	55.7	4.5
Others	16.9	11.3
No criteria	2.3**	32.9

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	86.2	2.0
Data cap	13.8	12.8

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	13.3	13.0
RM 50 - RM 100	62.0	4.0
RM 100 - RM 150	20.3	10.1
RM 150 - RM 200	2.6*	31.2
> RM 200	0.5**	70.5
Don't know	1.3*	44.4

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	9.6	15.6
512 kbps - 1 Mbps	16.4	11.5
1-5 Mbps	27.3	8.3
6-10 Mbps	1.8*	37.5
11-15 Mbps	0.0	-
16-20 Mbps	0.3**	99.9
> 20 Mbps	1.3*	44.4
Don't Know	43.2	5.8

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	7.0	18.6
2	9.9	15.4
3	13.3	13.0
4	27.1	8.4
5	21.6	9.7
6	10.4	15.0
7	5.5	21.2
> 7	5.2	21.8

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No User	2.9*	29.7
1	24.5	9.0
2	26.0	8.6
3	17.2	11.2
4	16.9	11.3
5	8.6	16.6
6	1.6*	40.5
7	1.3*	44.4
> 7	1.0*	49.7

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	67.4	3.5
Disagree	27.9	8.2
Neutral	4.7	23.0

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	90.6	1.7
Internet service provider	28.0	8.2
Government	29.8	7.8
Teacher	32.5	7.4
No one	0.5**	70.5
Others	3.9*	25.3

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	4.0*	25.3
Mobile Broadband	61.7	4.0
Wimax	3.4*	27.3
ADSL	50.4	5.1
Dial up	0.5**	70.5
Others	3.7*	26.2

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	41.3	6.2
Netbook / Laptop	85.8	2.1
Tablets	8.0	17.5
Game console	0.3**	99.9
Smartphone	19.6	10.5
Other mobile phone	13.9	12.9
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	9.7	15.8
1 - 4 hours	61.9	4.1
4 - 8 hours	22.5	9.6
8 - 15 hours	4.8	23.0
15 - 24 hours	1.1*	49.7

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	86.1	2.1
Office	9.4	16.1
School	2.1*	35.0
Internet cafe	0.3**	99.9
Library	0.0	-
Mobile phone	0.8**	57.5
Friend's house	0.5**	70.5
Free Wifi	0.3**	99.9
Others	0.5**	70.5

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	89.8	1.7
Communication by text	65.7	3.7
Education	66.5	3.7
Internet banking	40.2	6.3
Reading	57.6	4.4
Social networking	84.5	2.2
Online shopping	23.6	9.3
Maintain homepages	18.5	10.9
Government services	39.4	6.4
Selling goods	10.7	14.9
File download	60.3	4.2
Internet telephony	30.6	7.8
Navigation system	22.0	9.8
Surfing	56.0	4.6
Others	5.1	22.3

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	65.4	4.1
At least once a week	28.3	9.0
At least once a month	4.4*	26.1
Less than once a month	1.9*	40.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	67.3	3.9
Get opinions	52.7	5.3
Entertainment	55.2	5.1
Socialise	54.3	5.2
Stay in touch with friends	67.3	3.9
Highlight product	14.6	13.6
Share experience	57.8	4.8
Others	7.6	19.6

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	19.0	27.1
Not interested	50.0	13.1
Trust / security issues	15.5*	30.6
Others	15.5*	30.6



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	100.0	0
Non-Malaysian	0.0	-

Table 2

ETHNICITY	PERCENT	RSE
Malay	77.6	2.8
Bumiputra Sabah / Sarawak	1.1*	49.7
Orang Asli	0.0	-
Chinese	18.7	10.8
Indian	2.7	31.2
Others	0.0	-

Table 3

GENDER	PERCENT	RSE
Male	52.0	5.0
Female	48.0	5.4

Table 4

AGE	PERCENT	RSE
Below 15	11.5	14.3
15-19	9.6	15.8
20-24	18.1	11.0
25-29	18.7	10.8
30-34	14.4	12.6
35-39	8.0	17.5
40-44	7.2	18.5
45-49	6.1	20.2
50 and above	6.4	19.7

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	21.1	10.0
Adults	72.5	3.2
Seniors	6.4	19.7

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	1.1*	49.7
Still in school	25.3	8.9
Primary school	1.6*	40.5
Secondary school	1.6*	40.5
PMR	3.2*	28.4
SPM / SPVM	22.9	9.5
STPM	7.7	17.8
Diploma	16.8	11.5
Advanced diploma / degree	19.7	10.4

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	33.1	7.4
< RM 1000	11.3	14.5
RM 1000 - RM 3000	34.4	7.2
RM 3000 - RM 5000	16.1	11.8
> RM 5000	5.1	22.3

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	32.8	7.3
1 - 3 years	50.3	5.1
3 - 5 years	10.2	15.2
> 5 years	6.8	18.9

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	53.6	4.7
Data cap	24.7	8.9
Affordability	44.5	5.7
Stability of network	40.6	6.2
Other value added services	17.4	11.1
Promotional bundle	26.8	8.4
Customer service	29.4	7.9
Brand	26.3	8.5
Network coverage	53.6	4.7
Others	18.8	10.6
No criteria	0.8**	57.5

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	84.9	2.2
Data cap	15.1	12.1

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	17.2	11.2
RM 50 - RM 100	66.1	3.7
RM 100 - RM 150	15.9	11.7
RM 150 - RM 200	0.5**	70.5
> RM 200	0.0	-
Don't know	0.3**	99.9

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	11.7	14.0
512 kbps - 1 Mbps	16.7	11.4
1-5 Mbps	20.6	10.0
6-10 Mbps	1.6*	40.5
11-15 Mbps	0.0	-
16-20 Mbps	0.0	-
> 20 Mbps	0.3**	99.9
Don't Know	49.2	5.2

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	8.3	16.9
2	11.7	14.0
3	19.5	10.4
4	19.3	10.4
5	19.0	10.5
6	9.9	15.4
7	8.3	16.9
> 7	3.9*	25.3

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	2.3*	32.9
1	27.6	8.3
2	29.4	7.9
3	17.7	11.0
4	11.5	14.2
5	8.1	17.2
6	2.3*	32.9
7	0.8**	57.5
> 7	0.3**	99.9

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.3	3.8
Disagree	32.0	7.4
Neutral	3.6*	26.2

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	92.7	1.4
Internet service provider	24.5	9.0
Government	28.1	8.2
Teacher	28.6	8.1
No one	0.0	-
Others	3.9*	25.3

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	4.5	23.7
Mobile Broadband	65.8	3.7
WiMAX	13.7	12.9
ADSL	42.1	6.0
Dial-up	1.6*	40.5
Others	4.2	24.5

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	33.1	7.3
Netbook / Laptop	85.9	2.1
Tablets	8.0	17.5
Game console	2.7*	31.2
Smartphone	15.5	12.1
Other mobile phone	15.2	12.2
Others	0.3**	99.9

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	15.5	12.1
1 - 4 hours	58.1	4.4
4 - 8 hours	20.3	10.2
8 - 15 hours	5.3	21.8
15 - 24 hours	0.8**	57.5

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	89.6	1.8
Office	6.9	18.9
School	1.9*	37.4
Internet cafe	0.3**	99.9
Library	0.0	-
Mobile phone	0.3**	99.9
Friend's house	0.3**	99.9
Free Wifi	0.8**	57.5
Others	0.0	-

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	90.7	1.7
Communication by text	61.9	4.1
Education	68.8	3.5
Internet banking	36.0	6.9
Reading	60.0	4.2
Social networking	83.5	2.3
Online shopping	26.7	8.6
Maintain homepages	16.3	11.7
Government services	41.6	6.1
Selling goods	6.9	18.9
File download	64.0	3.9
Internet telephony	21.9	9.8
Navigation system	19.2	10.6
Surfing	53.3	4.8
Others	9.1	16.4

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	62.9	4.3
At least once a week	32.6	8.1
At least once a month	2.6*	34.9
Less than once a month	1.9*	40.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	65.5	4.1
Get opinions	60.1	4.6
Entertainment	62.0	4.4
Socialise	57.2	4.9
Stay in touch with friends	69.6	3.7
Highlight product	11.5	15.7
Share experience	62.9	4.3
Others	4.2*	27.2

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	32.3	18.4
Not interested	32.3	18.4
Trust / security issues	12.9*	33.0
Others	22.6	23.5



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	100.0	0
Non-Malaysian	0.0	-

Table 2

ETHNICITY	PERCENT	RSE
Malay	61.5	4.1
Bumiputra Sabah / Sarawak	1.9	37.4
Orang Asli	0.3*	99.9
Chinese	29.4	8.0
Indian	6.9	18.9
Others	0.0	-

Table 3

GENDER	PERCENT	RSE
Male	51.7	5.0
Female	48.3	5.3

Table 4

AGE	PERCENT	RSE
Below 15	12.5	13.6
15-19	14.6	12.5
20-24	17.0	11.4
25-29	14.3	12.6
30-34	10.3	15.2
35-39	7.2	18.5
40-44	9.5	15.9
45-49	7.7	17.8
50 and above	6.9	18.9

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	27.1	8.5
Adults	66.0	3.7
Seniors	6.9	18.9

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	1.3*	44.4
Still in school	32.1	7.5
Primary school	1.3*	44.4
Secondary school	2.9*	29.7
PMR	2.9*	29.7
SPM / SPVM	22.8	9.5
STPM	4.5	23.7
Diploma	13.0	13.3
Advanced diploma / degree	19.1	10.6

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	38.5	6.5
< RM 1000	10.7	14.9
RM 1000 - RM 3000	32.4	7.5
RM 3000 - RM 5000	10.7	14.9
> RM 5000	7.8	17.8

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	24.2	9.0
1 - 3 years	51.0	5.0
3 - 5 years	13.5	12.9
> 5 years	11.2	14.4

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	60.2	4.2
Data cap	26.8	8.4
Affordability	47.4	5.4
Stability of network	42.2	6.0
Other value added services	16.9	11.3
Promotional bundle	23.2	9.3
Customer service	27.1	8.4
Brand	24.0	9.1
Network coverage	47.7	5.3
Others	14.8	12.2
No criteria	3.9*	25.3

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	88.0	1.9
Data cap	12.0	13.8

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	14.3	12.5
RM 50 - RM 100	63.8	3.8
RM 100 - RM 150	17.7	11.0
RM 150 - RM 200	1.6*	40.5
> RM 200	1.3*	44.4
Don't know	1.3*	44.4

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	8.1	17.2
512 kbps - 1 Mbps	15.4	12.0
1-5 Mbps	25.8	8.7
6-10 Mbps	0.8**	57.5
11-15 Mbps	0.0	0.0
16-20 Mbps	0.8**	57.5
> 20 Mbps	0.5**	70.5
Don't Know	48.7	5.2

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	2.6*	31.2
2	10.4	15.0
3	19.3	10.4
4	20.6	10.0
5	23.2	9.3
6	13.8	12.8
7	5.7	20.7
> 7	4.4	23.7

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.8*	37.5
1	20.1	10.2
2	30.5	7.7
3	18.8	10.6
4	15.1	12.1
5	8.1	17.2
6	2.3*	32.9
7	2.9*	29.7
> 7	0.5**	70.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	67.7	3.5
Disagree	27.3	8.3
Neutral	4.9	22.4

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	89.3	1.8
Internet service provider	23.6	9.2
Government	24.9	8.9
Teacher	24.6	9.0
No one	1.3*	44.4
Others	2.6*	31.2

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	5.3	21.8
Mobile Broadband	51.8	4.9
WiMAX	8.2	17.2
ADSL	53.7	4.8
Dial-up	0.8**	57.5
Others	3.9*	25.3

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	38.5	6.5
Netbook / Laptop	82.8	2.4
Tablets	9.5	15.9
Game console	1.1*	49.7
Smartphone	13.5	13.0
Other mobile phone	11.7	14.2
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	13.8	12.9
1 - 4 hours	59.7	4.2
4 - 8 hours	22.3	9.6
8 - 15 hours	4.0*	25.3
15 - 24 hours	0.3**	99.9

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	91.2	1.6
Office	5.6	21.2
School	1.1*	49.7
Internet cafe	1.1*	49.7
Library	0.0	-
Mobile phone	0.3**	99.9
Friend's house	0.0	-
Free Wifi	0.5**	70.5
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	85.7	2.1
Communication by text	62.9	4.0
Education	66.3	3.7
Internet banking	31.3	7.6
Reading	54.6	4.7
Social networking	85.1	2.2
Online shopping	17.2	11.3
Maintain homepages	17.5	11.2
Government services	31.3	7.6
Selling goods	8.8	16.6
File download	63.7	3.9
Internet telephony	24.7	9.0
Navigation system	16.7	11.5
Surfing	53.3	4.8
Others	9.3	16.1

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	59.5	4.6
At least once a week	32.4	8.1
At least once a month	5.0	24.4
Less than once a month	3.1*	31.1

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	65.1	4.1
Get opinions	55.5	5.0
Entertainment	58.6	4.7
Socialise	58.3	4.7
Stay in touch with friends	70.4	3.6
Highlight product	10.6	16.2
Share experience	57.3	4.8
Others	5.3	23.6

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	26.8	22.1
Not interested	44.6	14.9
Trust / security issues	12.5*	35.4
Others	16.1*	30.5



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	99.7	0.3
Non-Malaysian	0.3**	99.9

Table 2

ETHNICITY	PERCENT	RSE
Malay	83.2	2.3
Bumiputra Sabah / Sarawak	0.8**	57.5
Orang Asli	0.3**	99.9
Chinese	12.7	13.6
Indian	2.2*	35.0
Others	0.8**	57.5

Table 3

GENDER	PERCENT	RSE
Male	52.8	4.9
Female	47.2	5.5

Table 4

AGE	PERCENT	RSE
Below 15	12.7	13.6
15-19	15.1	12.3
20-24	19.4	10.6
25-29	17.8	11.2
30-34	7.3	18.5
35-39	5.7	21.2
40-44	6.7	19.3
45-49	7.0	18.9
50 and above	8.4	17.2

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	27.8	8.4
Adults	63.9	3.9
Seniors	8.4	17.2

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.8**	57.5
Still in school	35.6	7.0
Primary school	0.8**	57.5
Secondary school	1.9*	37.4
PMR	2.7*	31.2
SPM / SPVM	21.6	9.9
STPM	4.6	23.7
Diploma	13.7	13.0
Advanced diploma / degree	18.3	11.0

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	39.7	6.4
< RM 1000	11.6	14.3
RM 1000 - RM 3000	29.5	8.0
RM 3000 - RM 5000	13.2	13.3
> RM 5000	5.9	20.7

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	30.2	7.8
1 - 3 years	46.9	5.4
3 - 5 years	13.3	13.0
> 5 years	9.6	15.6

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	53.6	4.7
Data cap	27.6	8.3
Affordability	43.0	5.9
Stability of network	41.1	6.1
Other value added services	18.0	10.9
Promotional bundle	24.5	9.0
Customer service	27.9	8.2
Brand	23.4	9.2
Network coverage	51.6	4.9
Others	16.1	11.6
No criteria	2.3*	32.9

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	80.2	2.5
Data cap	19.8	10.3

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	19.0	10.5
RM 50 - RM 100	60.2	4.2
RM 100 - RM 150	18.0	10.9
RM 150 - RM 200	1.8*	37.5
> RM 200	0.3**	99.9
Don't know	0.8**	57.5

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	11.5	14.2
512 kbps - 1 Mbps	14.8	12.2
1-5 Mbps	22.7	9.4
6-10 Mbps	1.8*	37.5
11-15 Mbps	0.0	-
16-20 Mbps	0.0	-
> 20 Mbps	1.3*	44.4
Don't Know	47.9	5.3

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	3.4*	27.3
2	11.5	14.2
3	17.4	11.1
4	21.4	9.8
5	21.6	9.7
6	15.4	12.0
7	6.0	20.2
> 7	3.4*	27.3

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	3.4*	27.3
1	25.0	8.8
2	24.7	8.9
3	23.4	9.2
4	12.0	13.8
5	6.3	19.8
6	3.9*	25.3
7	0.5**	70.5
> 7	0.8**	57.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	70.3	3.3
Disagree	25.3	8.8
Neutral	4.4	23.7

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	90.1	1.7
Internet service provider	26.0	8.6
Government	28.1	8.2
Teacher	27.1	8.4
No one	0.3**	99.9
Others	1.6*	40.5

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	6.1	20.2
Mobile Broadband	61.3	4.1
WiMAX	6.9	18.9
ADSL	48.8	5.3
Dial-up	0.3**	99.9
Others	3.7*	26.2

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	38.0	6.6
Netbook / Laptop	87.1	2.0
Tablets	9.4	16.1
Game console	2.2*	35.0
Smartphone	14.8	12.4
Other mobile phone	16.7	11.6
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	11.1	14.7
1 - 4 hours	66.3	3.7
4 - 8 hours	17.0	11.5
8 - 15 hours	3.8*	26.2
15 - 24 hours	1.9	37.4

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	89.5	1.8
Office	7.3	18.5
School	1.6*	40.5
Internet cafe	0.5**	70.5
Library	0.0	-
Mobile phone	0.5**	70.5
Friend's house	0.0	-
Free Wifi	0.0	-
Others	0.5**	70.5

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	92.7	1.5
Communication by text	66.6	3.7
Education	70.1	3.4
Internet banking	31.3	7.7
Reading	58.0	4.4
Social networking	83.3	2.3
Online shopping	20.5	10.2
Maintain homepages	20.2	10.3
Government services	35.3	7.0
Selling goods	9.2	16.3
File download	60.9	4.2
Internet telephony	24.3	9.2
Navigation system	22.6	9.6
Surfing	51.2	5.1
Others	7.0	18.9

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	70.9	3.6
At least once a week	24.6	10.0
At least once a month	3.2*	31.1
Less than once a month	1.3*	49.7

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	73.8	3.4
Get opinions	58.9	4.8
Entertainment	64.1	4.3
Socialise	63.4	4.3
Stay in touch with friends	68.3	3.9
Highlight product	13.6	14.3
Share experience	67.0	4.0
Others	6.1	22.2

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	33.9	17.7
Not interested	33.9	17.7
Trust / security issues	17.7*	27.3
Others	14.5*	30.8

PULAU PINANG



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	98.4	0.7
Non-Malaysian	1.6*	40.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	44.5	5.8
Bumiputra Sabah / Sarawak	1.6*	40.5
Orang Asli	0.0	-
Chinese	43.4	5.9
Indian	10.2	15.4
Others	0.3**	99.9

Table 3

GENDER	PERCENT	RSE
Male	51.7	5.0
Female	48.3	5.3

Table 4

AGE	PERCENT	RSE
Below 15	11.9	14.0
15-19	8.8	16.6
20-24	13.3	13.2
25-29	18.0	11.0
30-34	15.6	12.0
35-39	9.3	16.1
40-44	7.7	17.8
45-49	6.4	19.8
50 and above	9.0	16.4

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	20.7	10.1
Adults	70.3	3.3
Seniors	9.0	16.4

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.8**	57.5
Still in school	23.7	9.2
Primary school	0.5**	70.5
Secondary school	3.2*	28.4
PMR	2.1*	35.0
SPM / SPVM	25.1	8.9
STPM	5.5	21.2
Diploma	10.0	15.4
Advanced diploma / degree	29.0	8.0

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	30.5	7.8
< RM 1000	7.7	17.8
RM 1000 - RM 3000	35.8	6.9
RM 3000 - RM 5000	17.0	11.4
> RM 5000	9.0	16.4

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	22.9	9.4
1 - 3 years	47.1	5.4
3 - 5 years	15.1	12.1
> 5 years	14.8	12.2

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	51.8	4.9
Data cap	26.6	8.5
Affordability	44.8	5.7
Stability of network	42.7	5.9
Other value added services	15.9	11.7
Promotional bundle	19.8	10.3
Customer service	29.9	7.8
Brand	26.8	8.4
Network coverage	47.7	5.3
Others	25.5	8.7
No criteria	1.6*	40.5

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	84.9	2.2
Data cap	15.1	12.1

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	12.8	13.3
RM 50 - RM 100	59.9	4.2
RM 100 - RM 150	24.5	9.0
RM 150 - RM 200	1.3*	44.4
> RM 200	0.5**	70.5
Don't know	1.0*	49.7

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	9.6	15.6
512 kbps - 1 Mbps	14.6	12.4
1-5 Mbps	30.2	7.8
6-10 Mbps	2.3*	32.9
11-15 Mbps	0.0	-
16-20 Mbps	0.0	-
> 20 Mbps	1.0*	49.7
Don't Know	42.2	6.0

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	6.0	20.2
2	10.7	14.8
3	17.7	11.0
4	21.9	9.6
5	24.7	8.9
6	9.9	15.4
7	5.2	21.8
> 7	3.9*	25.3

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.3*	44.4
1	22.7	9.4
2	29.7	7.9
3	18.5	10.7
4	16.1	11.6
5	8.1	17.2
6	2.6*	31.2
7	0.5**	70.5
> 7	0.5**	70.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.6	3.8
Disagree	29.4	7.9
Neutral	6.0	20.2

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	91.4	1.6
Internet service provider	26.9	8.4
Government	23.2	9.3
Teacher	30.5	7.7
No one	0.8**	57.5
Others	1.0*	49.7

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	3.7*	26.2
Mobile Broadband	55.8	4.6
WiMAX	7.1	18.5
ADSL	58.5	4.3
Dial-up	0.5**	70.5
Others	4.5	23.7

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	43.3	5.9
Netbook / Laptop	82.6	2.4
Tablets	12.4	13.7
Game console	1.3*	44.4
Smartphone	25.9	8.7
Other mobile phone	16.9	11.4
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	12.9	13.3
1 - 4 hours	60.4	4.2
4 - 8 hours	19.3	10.5
8 - 15 hours	5.8	20.7
15 - 24 hours	1.6*	40.5

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	88.1	1.9
Office	7.9	17.5
School	0.8**	57.5
Internet cafe	0.5**	70.5
Library	0.5**	70.5
Mobile phone	1.1*	49.7
Friend's house	0.0	-
Free Wifi	0.8**	57.5
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	88.7	1.8
Communication by text	67.8	3.5
Education	62.0	4.0
Internet banking	40.6	6.2
Reading	56.2	4.5
Social networking	81.8	2.4
Online shopping	24.0	9.1
Maintain homepages	20.6	10.1
Government services	38.8	6.5
Selling goods	8.4	16.9
File download	56.5	4.5
Internet telephony	34.3	7.1
Navigation system	26.4	8.6
Surfing	54.9	4.7
Others	10.0	15.4

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	68.1	3.9
At least once a week	28.4	9.0
At least once a month	2.9*	32.8
Less than once a month	0.6**	70.5

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	66.5	4.0
Get opinions	57.1	4.9
Entertainment	61.6	4.5
Socialise	65.8	4.1
Stay in touch with friends	70.3	3.7
Highlight product	11.6	15.7
Share experience	58.7	4.8
Others	7.7	19.6

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	27.5	19.5
Not interested	43.5	13.7
Trust / security issues	14.5*	29.2
Others	14.5*	29.2



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	97.9	0.8
Non-Malaysian	2.1*	35.0

Table 2

ETHNICITY	PERCENT	RSE
Malay	61.2	4.1
Bumiputra Sabah / Sarawak	1.1*	49.7
Orang Asli	0.0	-
Chinese	28.6	8.2
Indian	8.9	16.6
Others	0.3**	99.9

Table 3

GENDER	PERCENT	RSE
Male	58.0	4.4
Female	42.0	6.0

Table 4

AGE	PERCENT	RSE
Below 15	11.9	14.0
15-19	5.5	21.2
20-24	15.3	12.1
25-29	18.7	10.7
30-34	18.2	10.9
35-39	12.7	13.5
40-44	5.8	20.7
45-49	5.8	20.7
50 and above	6.1	20.2

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	17.4	11.2
Adults	76.5	2.8
Seniors	6.1	20.2

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.8**	57.5
Still in school	22.4	9.6
Primary school	1.1*	49.7
Secondary school	2.6*	31.2
PMR	3.2*	28.4
SPM / SPVM	25.1	8.9
STPM	2.9*	29.7
Diploma	15.0	12.2
Advanced diploma / degree	26.9	8.5

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	26.3	8.6
< RM 1000	5.3	21.8
RM 1000 - RM 3000	38.6	6.5
RM 3000 - RM 5000	18.4	10.9
> RM 5000	11.4	14.4

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	33.1	7.3
1 - 3 years	45.8	5.5
3 - 5 years	12.0	13.8
> 5 years	9.1	16.1

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	54.7	4.6
Data cap	26.6	8.5
Affordability	46.6	5.5
Stability of network	37.5	6.6
Other value added services	14.8	12.2
Promotional bundle	25.3	8.8
Customer service	29.2	8.0
Brand	22.9	9.4
Network coverage	44.8	5.7
Others	21.1	9.9
No criteria	2.6*	31.2

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	82.8	2.3
Data cap	17.2	11.2

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	9.6	15.6
RM 50 - RM 100	55.5	4.6
RM 100 - RM 150	24.2	9.0
RM 150 - RM 200	8.3	16.9
> RM 200	1.3*	44.4
Don't know	1.0*	49.7

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	7.3	18.2
512 kbps - 1 Mbps	13.8	12.8
1-5 Mbps	28.6	8.1
6-10 Mbps	4.9	22.4
11-15 Mbps	0.3**	99.9
16-20 Mbps	0.8**	57.5
> 20 Mbps	1.6*	40.5
Don't Know	42.7	5.9

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	6.0	20.2
2	9.9	15.4
3	14.6	12.4
4	26.0	8.6
5	21.6	9.7
6	12.8	13.3
7	4.4	23.7
> 7	4.7	23.0

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.3*	44.4
1	22.4	9.5
2	28.6	8.1
3	20.1	10.2
4	14.8	12.2
5	8.9	16.4
6	2.3*	32.9
7	0.5**	70.5
> 7	1.0*	49.7

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	63.8	3.8
Disagree	29.2	8.0
Neutral	7.0	18.6

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	92.9	1.4
Internet service provider	22.5	9.5
Government	23.0	9.4
Teacher	27.0	8.4
No one	0.3**	99.9
Others	4.5	23.7

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	19.8	10.3
Mobile Broadband	59.4	4.2
WiMAX	15.6	12.0
ADSL	38.3	6.5
Dial-up	1.3*	44.4
Others	2.1*	35.0

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	43.5	5.8
Netbook / Laptop	80.5	2.5
Tablets	17.4	11.2
Game console	1.6*	40.5
Smartphone	24.0	9.1
Other mobile phone	10.3	15.2
Others	0.3**	99.9

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	12.9	13.3
1 - 4 hours	63.6	3.9
4 - 8 hours	15.6	12.0
8 - 15 hours	5.0	22.4
15 - 24 hours	2.9*	29.7

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	87.3	2.0
Office	8.7	16.6
School	0.5**	70.5
Internet cafe	0.3**	99.9
Library	0.3**	99.9
Mobile phone	2.4*	32.9
Friend's house	0.0	-
Free Wifi	0.3**	99.9
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	87.9	1.9
Communication by text	69.1	3.4
Education	60.4	4.2
Internet banking	44.1	5.8
Reading	55.4	4.6
Social networking	84.7	2.2
Online shopping	25.9	8.7
Maintain homepages	19.0	10.6
Government services	39.8	6.3
Selling goods	9.5	15.9
File download	61.7	4.0
Internet telephony	28.5	8.1
Navigation system	26.1	8.6
Surfing	55.1	4.6
Others	10.0	15.4

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	67.6	3.9
At least once a week	29.6	8.6
At least once a month	1.6*	44.4
Less than once a month	1.2*	49.7

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	65.4	4.1
Get opinions	54.8	5.1
Entertainment	61.4	4.4
Socialise	59.5	4.6
Stay in touch with friends	70.4	3.6
Highlight product	12.8	14.6
Share experience	58.3	4.7
Others	7.2	20.1

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	20.7*	25.7
Not interested	41.4	15.6
Trust / security issues	15.5*	30.6
Others	22.4	24.4



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	99.2	0.5
Non-Malaysian	0.8**	57.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	93.0	1.4
Bumiputra Sabah / Sarawak	1.1*	49.7
Orang Asli	0.0	-
Chinese	5.9	20.7
Indian	0.0	-
Others	0.0	-

Table 3

GENDER	PERCENT	RSE
Male	51.6	5.0
Female	48.4	5.3

Table 4

AGE	PERCENT	RSE
Below 15	12.8	13.5
15-19	11.7	14.2
20-24	20.0	10.3
25-29	14.4	12.6
30-34	12.8	13.5
35-39	7.2	18.5
40-44	9.6	15.8
45-49	5.1	22.4
50 and above	6.4	19.7

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	24.5	9.1
Adults	69.1	3.5
Seniors	6.4	19.7

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.5**	70.5
Still in school	32.7	7.4
Primary school	0.3**	99.9
Secondary school	0.5**	70.5
PMR	1.3*	44.4
SPM / SPVM	20.5	10.2
STPM	8.5	16.9
Diploma	14.4	12.6
Advanced diploma / degree	21.3	9.9

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	39.7	6.4
< RM 1000	9.6	15.8
RM 1000 - RM 3000	31.5	7.6
RM 3000 - RM 5000	12.8	13.5
> RM 5000	6.4	19.7

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	27.9	8.2
1 - 3 years	52.1	4.9
3 - 5 years	11.2	14.4
> 5 years	8.9	16.4

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	57.3	4.4
Data cap	31.5	7.5
Affordability	52.9	4.8
Stability of network	46.9	5.4
Other value added services	20.8	9.9
Promotional bundle	28.9	8.0
Customer service	34.9	7.0
Brand	29.2	8.0
Network coverage	56.0	4.5
Others	15.4	12.0
No criteria	0.5**	70.5

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	85.2	2.1
Data cap	14.8	12.2

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	19.0	10.5
RM 50 - RM 100	64.1	3.8
RM 100 - RM 150	14.3	12.5
RM 150 - RM 200	1.8*	37.5
> RM 200	0.5**	70.5
Don't know	0.3**	99.9

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	12.0	13.8
512 kbps - 1 Mbps	16.9	11.3
1-5 Mbps	17.2	11.2
6-10 Mbps	2.3*	32.9
11-15 Mbps	0.5*	70.5
16-20 Mbps	0.0	-
> 20 Mbps	0.8**	57.5
Don't Know	50.3	5.1

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	5.2	21.8
2	5.7	20.7
3	18.2	10.8
4	19.8	10.3
5	19.0	10.5
6	17.7	11.0
7	7.8	17.5
> 7	6.5	19.3

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	2.1*	35.0
1	18.8	10.6
2	25.8	8.7
3	18.2	10.8
4	16.1	11.6
5	8.9	16.4
6	6.3	19.8
7	1.8*	37.5
> 7	2.1*	35.0

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	70.6	3.3
Disagree	24.0	9.1
Neutral	5.5	21.2

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	92.4	1.5
Internet service provider	32.3	7.4
Government	31.8	7.5
Teacher	31.5	7.5
No one	0.3**	99.9
Others	2.3*	32.9

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	3.7*	26.2
Mobile Broadband	63.2	3.9
WiMAX	12.6	13.5
ADSL	47.1	5.4
Dial-up	1.3*	44.4
Others	5.5	21.2

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	39.4	6.4
Netbook / Laptop	90.4	1.7
Tablets	9.8	15.6
Game console	1.9*	37.4
Smartphone	14.9	12.3
Other mobile phone	18.1	11.0
Others	0.8**	57.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	12.0	14.0
1 - 4 hours	63.0	3.9
4 - 8 hours	18.6	10.8
8 - 15 hours	4.3	24.5
15 - 24 hours	2.1*	35.0

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	89.1	1.8
Office	7.2	18.5
School	2.1*	35.0
Internet cafe	0.0	-
Library	0.0	-
Mobile phone	0.0	-
Friend's house	0.0	-
Free Wifi	1.1*	49.7
Others	0.5**	70.5

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	89.9	1.7
Communication by text	67.6	3.6
Education	69.1	3.4
Internet banking	35.9	6.9
Reading	61.4	4.1
Social networking	84.3	2.2
Online shopping	23.9	9.2
Maintain homepages	19.7	10.4
Government services	40.2	6.3
Selling goods	10.4	15.2
File download	64.6	3.8
Internet telephony	27.7	8.3
Navigation system	18.4	10.9
Surfing	52.7	4.9
Others	8.0	17.5

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	65.0	4.1
At least once a week	30.0	8.6
At least once a month	3.5*	29.6
Less than once a month	1.6*	44.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	74.8	3.3
Get opinions	59.3	4.7
Entertainment	59.0	4.7
Socialise	53.6	5.2
Stay in touch with friends	69.1	3.8
Highlight product	12.3	15.0
Share experience	62.8	4.3
Others	6.6	21.1

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	22.0	24.5
Not interested	39.0	16.3
Trust / security issues	11.9*	35.5
Others	27.1	21.3



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	98.7	0.6
Non-Malaysian	1.3*	44.4

Table 2

ETHNICITY	PERCENT	RSE
Malay	26.9	8.5
Bumiputra Sabah / Sarawak	43.9	5.8
Orang Asli	0.5**	70.5
Chinese	25.5	8.8
Indian	1.3*	44.4
Others	1.9*	37.4

Table 3

GENDER	PERCENT	RSE
Male	52.0	4.9
Female	48.0	5.3

Table 4

AGE	PERCENT	RSE
Below 15	11.0	14.6
15-19	10.8	14.8
20-24	16.0	11.7
25-29	16.8	11.4
30-34	15.2	12.1
35-39	12.3	13.7
40-44	8.4	16.9
45-49	4.5	23.7
50 and above	5.0	22.4

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	21.8	9.7
Adults	73.2	3.1
Seniors	5.0	22.4

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	1.6*	40.5
Still in school	27.3	8.4
Primary school	0.5**	70.5
Secondary school	1.6*	40.5
PMR	2.4*	32.9
SPM / SPVM	26.2	8.6
STPM	4.7	23.0
Diploma	13.1	13.2
Advanced diploma / degree	22.6	9.5

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	33.9	7.2
< RM 1000	11.1	14.5
RM 1000 - RM 3000	34.9	7.0
RM 3000 - RM 5000	12.2	13.8
> RM 5000	7.9	17.5

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	26.0	8.6
1 - 3 years	48.4	5.3
3 - 5 years	12.8	13.3
> 5 years	12.8	13.3

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	53.1	4.8
Data cap	23.2	9.3
Affordability	42.2	6.0
Stability of network	41.7	6.0
Other value added services	15.9	11.7
Promotional bundle	25.3	8.8
Customer service	28.1	8.2
Brand	22.4	9.5
Network coverage	51.3	5.0
Others	12.5	13.5
No criteria	3.6*	26.2

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	83.3	2.3
Data cap	16.7	11.4

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	13.8	12.8
RM 50 - RM 100	60.2	4.2
RM 100 - RM 150	22.7	9.4
RM 150 - RM 200	1.3*	44.4
> RM 200	1.3*	44.4
Don't know	0.8**	57.5

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	7.6	17.9
512 kbps - 1 Mbps	16.1	11.6
1-5 Mbps	24.0	9.1
6-10 Mbps	3.1*	28.4
11-15 Mbps	0.5**	70.5
16-20 Mbps	0.5**	70.5
> 20 Mbps	0.5**	70.5
Don't Know	47.7	5.3

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	4.2	24.5
2	10.7	14.8
3	14.3	12.5
4	19.8	10.3
5	16.4	11.5
6	15.9	11.7
7	7.6	17.9
> 7	11.2	14.4

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	0.8**	57.5
1	20.6	10.0
2	29.9	7.8
3	16.4	11.5
4	15.6	11.9
5	8.6	16.6
6	4.2	24.5
7	1.8*	37.5
> 7	2.1*	35.0

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.6	3.8
Disagree	31.8	7.5
Neutral	3.6*	26.2

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	92.4	1.5
Internet service provider	27.2	8.4
Government	27.7	8.3
Teacher	31.1	7.6
No one	0.8**	57.5
Others	2.1*	35.0

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	3.7*	26.2
Mobile Broadband	68.4	3.5
WiMAX	1.6*	40.5
ADSL	48.2	5.3
Dial-up	1.3*	44.4
Others	4.2	24.5

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	40.4	6.2
Netbook / Laptop	84.0	2.2
Tablets	8.4	16.9
Game console	2.1*	35.0
Smartphone	18.9	10.6
Other mobile phone	15.0	12.2
Others	0.3**	99.9

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	8.7	16.6
1 - 4 hours	62.5	4.0
4 - 8 hours	23.1	9.3
8 - 15 hours	5.2	21.8
15 - 24 hours	0.5**	70.5

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	89.5	1.8
Office	6.3	19.8
School	1.8*	37.4
Internet cafe	0.8**	57.5
Library	0.5**	70.5
Mobile phone	0.3**	99.9
Friend's house	0.5**	70.5
Free Wifi	0.3**	99.9
Others	0.0	-

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	85.3	2.1
Communication by text	61.2	4.1
Education	63.8	3.9
Internet banking	39.4	6.4
Reading	60.9	4.1
Social networking	85.6	2.1
Online shopping	25.2	8.8
Maintain homepages	16.5	11.5
Government services	34.6	7.0
Selling goods	7.6	17.8
File download	63.3	3.9
Internet telephony	25.5	8.8
Navigation system	15.2	12.1
Surfing	50.7	5.1
Others	8.7	16.6

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	58.0	4.7
At least once a week	33.1	7.9
At least once a month	6.7	20.6
Less than once a month	2.1*	37.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	66.3	4.0
Get opinions	51.5	5.4
Entertainment	56.1	4.9
Socialise	54.3	5.1
Stay in touch with friends	60.7	4.5
Highlight product	12.9	14.4
Share experience	59.8	4.5
Others	9.2	17.4

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	27.3	22.0
Not interested	47.3	14.2
Trust / security issues	10.9*	38.5
Others	14.5*	32.7



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	99.2	0.5
Non-Malaysian	0.8**	57.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	28.5	8.2
Bumiputra Sabah / Sarawak	33.1	7.4
Orang Asli	0.3**	99.9
Chinese	35.8	7.0
Indian	1.3*	44.4
Others	1.1*	49.7

Table 3

GENDER	PERCENT	RSE
Male	49.9	5.2
Female	50.1	5.2

Table 4

AGE	PERCENT	RSE
Below 15	9.4	16.1
15-19	10.7	14.9
20-24	15.8	11.9
25-29	15.8	11.9
30-34	13.9	12.9
35-39	9.6	15.8
40-44	7.0	18.9
45-49	8.3	17.2
50 and above	9.6	15.8

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	20.1	10.3
Adults	70.3	3.4
Seniors	9.6	15.8

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.8**	57.5
Still in school	24.8	9.0
Primary school	1.3*	44.4
Secondary school	2.4*	32.9
PMR	1.6*	40.5
SPM / SPVM	20.0	10.3
STPM	6.9	18.9
Diploma	18.4	10.9
Advanced diploma / degree	23.7	9.3

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	32.3	7.5
< RM 1000	8.1	17.5
RM 1000 - RM 3000	30.6	7.8
RM 3000 - RM 5000	19.6	10.5
> RM 5000	9.4	16.1

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	19.6	10.4
1 - 3 years	50.7	5.0
3 - 5 years	14.1	12.6
> 5 years	15.7	11.9

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	53.4	4.8
Data cap	27.3	8.3
Affordability	44.5	5.7
Stability of network	42.4	5.9
Other value added services	16.1	11.6
Promotional bundle	21.6	9.7
Customer service	31.5	7.5
Brand	21.9	9.6
Network coverage	53.4	4.8
Others	19.3	10.4
No criteria	2.3*	32.9

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	85.7	2.1
Data cap	14.3	12.5

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	12.8	13.3
RM 50 - RM 100	63.5	3.9
RM 100 - RM 150	18.2	10.8
RM 150 - RM 200	2.6*	31.2
> RM 200	1.6*	40.5
Don't know	1.3*	44.4

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	8.6	16.6
512 kbps - 1 Mbps	16.4	11.5
1-5 Mbps	25.3	8.8
6-10 Mbps	1.8*	37.5
11-15 Mbps	0.0	-
16-20 Mbps	0.0	-
> 20 Mbps	1.3*	44.4
Don't Know	46.6	5.5

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	4.9	22.4
2	10.4	15.0
3	15.4	12.0
4	18.8	10.6
5	21.4	9.8
6	13.5	12.9
7	8.3	16.9
> 7	7.3	18.2

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	2.3*	32.9
1	24.5	9.0
2	26.6	8.5
3	19.0	10.5
4	12.0	13.8
5	7.8	17.5
6	5.5	21.2
7	1.3*	44.4
> 7	1.0*	49.7

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.1	3.8
Disagree	29.7	7.9
Neutral	6.3	19.8

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	91.4	1.6
Internet service provider	27.2	8.4
Government	28.3	8.1
Teacher	31.7	7.5
No one	0.3**	99.9
Others	2.9*	29.7

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	3.7*	26.2
Mobile Broadband	62.1	4.0
WiMAX	2.1*	35.0
ADSL	52.4	4.9
Dial-up	1.3*	44.4
Others	4.7	23.0

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	38.1	6.6
Netbook / Laptop	87.2	2.0
Tablets	10.9	14.7
Game console	1.3*	44.4
Smartphone	21.3	9.9
Other mobile phone	13.9	12.9
Others	1.1*	49.7

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	13.9	12.9
1 - 4 hours	57.3	4.5
4 - 8 hours	20.5	10.2
8 - 15 hours	6.4	19.7
15 - 24 hours	1.9*	37.4

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	87.2	2.0
Office	9.3	16.1
School	1.9*	37.4
Internet cafe	0.0	-
Library	0.3**	99.9
Mobile phone	1.1*	49.7
Friend's house	0.0	-
Free Wifi	0.0	-
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	89.9	1.7
Communication by text	67.2	3.6
Education	63.5	3.9
Internet banking	42.9	6.0
Reading	53.3	4.8
Social networking	82.4	2.4
Online shopping	25.6	8.8
Maintain homepages	14.7	12.5
Government services	34.7	7.1
Selling goods	8.8	16.6
File download	59.7	4.2
Internet telephony	30.1	7.9
Navigation system	18.7	10.8
Surfing	52.5	4.9
Others	8.5	16.9

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	67.6	3.9
At least once a week	25.2	9.8
At least once a month	4.9*	25.2
Less than once a month	2.3*	37.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	66.0	4.1
Get opinions	58.3	4.8
Entertainment	57.9	4.8
Socialise	61.2	4.5
Stay in touch with friends	66.3	4.1
Highlight product	9.4	17.7
Share experience	60.8	4.6
Others	8.1	19.2

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	36.4	16.3
Not interested	40.9	14.8
Trust / security issues	10.6*	35.7
Others	12.1*	33.1



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	96.3	1.0
Non-Malaysian	3.7*	26.2

Table 2

ETHNICITY	PERCENT	RSE
Malay	60.5	4.2
Bumiputra Sabah / Sarawak	2.2*	35.0
Orang Asli	0.0	-
Chinese	29.6	8.1
Indian	6.3	20.2
Others	1.4*	44.4

Table 3

GENDER	PERCENT	RSE
Male	55.7	4.6
Female	44.3	5.8

Table 4

AGE	PERCENT	RSE
Below 15	8.5	16.9
15-19	5.8	20.7
20-24	15.9	11.8
25-29	19.0	10.6
30-34	15.6	12.0
35-39	10.1	15.4
40-44	9.8	15.6
45-49	5.8	20.7
50 and above	9.5	15.9

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	14.3	12.6
Adults	76.2	2.9
Seniors	9.5	15.9

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.0	-
Still in school	19.8	10.3
Primary school	0.0	-
Secondary school	2.9*	29.7
PMR	2.4*	32.9
SPM / SPVM	22.7	9.5
STPM	5.0	22.4
Diploma	17.7	11.1
Advanced diploma / degree	29.6	7.9

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	24.7	9.0
< RM 1000	4.3	24.5
RM 1000 - RM 3000	35.7	7.0
RM 3000 - RM 5000	18.5	10.9
> RM 5000	16.9	11.5

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	25.9	8.7
1 - 3 years	55.5	4.6
3 - 5 years	9.7	15.6
> 5 years	8.9	16.4

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	43.0	5.9
Data cap	19.8	10.3
Affordability	34.1	7.1
Stability of network	34.6	7.0
Other value added services	10.9	14.6
Promotional bundle	16.4	11.5
Customer service	22.1	9.6
Brand	18.0	10.9
Network coverage	37.2	6.6
Others	24.5	9.0
No criteria	3.9*	25.3

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	83.3	2.3
Data cap	16.7	11.4

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	9.4	15.9
RM 50 - RM 100	63.3	3.9
RM 100 - RM 150	22.7	9.4
RM 150 - RM 200	2.1*	35.0
> RM 200	1.3*	44.4
Don't know	1.3*	44.4

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	7.6	17.9
512 kbps - 1 Mbps	14.1	12.6
1-5 Mbps	24.5	9.0
6-10 Mbps	2.3*	32.9
11-15 Mbps	0.5**	70.5
16-20 Mbps	0.5**	70.5
> 20 Mbps	2.6*	31.2
Don't Know	47.9	5.3

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	7.3	18.2
2	12.2	13.7
3	20.3	10.1
4	23.4	9.2
5	19.3	10.4
6	11.2	14.4
7	4.2	24.5
> 7	2.1*	35.0

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.3*	44.4
1	28.1	8.2
2	30.5	7.7
3	17.4	11.1
4	12.0	13.8
5	7.8	17.5
6	1.6*	40.5
7	0.8**	57.5
> 7	0.5**	70.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.3	3.8
Disagree	28.6	8.1
Neutral	7.0	18.6

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	94.5	1.2
Internet service provider	19.9	10.3
Government	20.5	10.1
Teacher	25.5	8.8
No one	1.0*	49.7
Others	2.4*	32.9

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	16.3	11.6
Mobile Broadband	62.9	3.9
WiMAX	14.5	12.5
ADSL	34.7	7.0
Dial-up	0.8**	57.5
Others	4.2	24.5

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	37.5	6.6
Netbook / Laptop	82.8	2.3
Tablets	16.1	11.7
Game console	1.1*	49.7
Smartphone	26.9	8.5
Other mobile phone	11.6	14.2
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	12.7	13.5
1 - 4 hours	58.8	4.3
4 - 8 hours	22.7	9.5
8 - 15 hours	5.0	22.4
15 - 24 hours	0.8	57.5

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	86.0	2.1
Office	10.6	15.0
School	1.1*	49.7
Internet cafe	0.0	-
Library	0.3**	99.9
Mobile phone	0.8**	57.5
Friend's house	0.3**	99.9
Free Wifi	0.8**	57.5
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	91.0	1.6
Communication by text	69.1	3.4
Education	59.9	4.2
Internet banking	48.0	5.3
Reading	56.7	4.5
Social networking	83.6	2.3
Online shopping	26.1	8.6
Maintain homepages	18.2	10.9
Government services	39.1	6.4
Selling goods	11.9	14.0
File download	60.9	4.1
Internet telephony	37.2	6.7
Navigation system	25.1	8.9
Surfing	58.3	4.3
Others	8.4	16.9

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	67.5	3.9
At least once a week	26.5	9.4
At least once a month	3.5*	29.6
Less than once a month	2.5*	34.9

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	56.5	4.9
Get opinions	42.6	6.5
Entertainment	57.7	4.8
Socialise	56.5	4.9
Stay in touch with friends	71.3	3.6
Highlight product	11.4	15.7
Share experience	56.2	5.0
Others	10.7	16.2

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	25.8	21.5
Not interested	50.0	12.7
Trust / security issues	4.8**	56.3
Others	19.4*	25.9



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	96.8	0.9
Non-Malaysian	3.2*	28.4

Table 2

ETHNICITY	PERCENT	RSE
Malay	55.9	4.6
Bumiputra Sabah / Sarawak	23.6	9.4
Orang Asli	0.3**	99.9
Chinese	19.2	10.7
Indian	0.8**	57.5
Others	0.3**	99.9

Table 3

GENDER	PERCENT	RSE
Male	53.1	4.8
Female	46.9	5.5

Table 4

AGE	PERCENT	RSE
Below 15	14.6	12.5
15-19	9.5	15.9
20-24	9.0	16.4
25-29	18.3	10.9
30-34	15.6	12.0
35-39	10.6	14.9
40-44	7.7	17.8
45-49	4.5	23.7
50 and above	10.1	15.4

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	24.1	9.1
Adults	65.8	3.7
Seniors	10.1	15.4

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	0.8**	57.5
Still in school	23.9	9.2
Primary school	0.5**	70.5
Secondary school	2.7*	31.2
PMR	1.9*	37.4
SPM / SPVM	26.3	8.6
STPM	6.6	19.3
Diploma	13.5	13.0
Advanced diploma / degree	23.9	9.2

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	35.1	7.0
< RM 1000	5.3	21.8
RM 1000 - RM 3000	36.2	6.9
RM 3000 - RM 5000	13.0	13.3
> RM 5000	10.4	15.2

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	18.0	10.9
1 - 3 years	51.3	5.0
3 - 5 years	17.4	11.1
> 5 years	13.3	13.0

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	46.1	5.5
Data cap	20.8	9.9
Affordability	37.5	6.6
Stability of network	32.0	7.4
Other value added services	12.2	13.7
Promotional bundle	16.7	11.4
Customer service	24.2	9.0
Brand	17.7	11.0
Network coverage	46.1	5.5
Others	22.9	9.4
No criteria	2.3*	32.9

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	84.1	2.2
Data cap	15.9	11.7

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	12.8	13.3
RM 50 - RM 100	56.8	4.5
RM 100 - RM 150	24.5	9.0
RM 150 - RM 200	3.6*	26.2
> RM 200	1.3*	44.4
Don't know	1.0*	49.7

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	12.5	13.5
512 kbps - 1 Mbps	14.1	12.6
1-5 Mbps	25.3	8.8
6-10 Mbps	2.1*	35.0
11-15 Mbps	0.3**	99.9
16-20 Mbps	0.8**	57.5
> 20 Mbps	1.8*	37.5
Don't Know	43.2	5.8

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	5.2	21.8
2	12.8	13.3
3	16.9	11.3
4	20.8	9.9
5	19.3	10.4
6	13.8	12.8
7	3.9*	25.3
> 7	7.3	18.2

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.8*	37.5
1	19.0	10.5
2	30.5	7.7
3	16.9	11.3
4	16.7	11.4
5	7.6	17.9
6	5.5	21.2
7	1.0*	49.7
> 7	1.0*	49.7

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	64.8	3.8
Disagree	28.9	8.0
Neutral	6.3	19.8

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	91.1	1.6
Internet service provider	29.6	7.9
Government	25.1	8.8
Teacher	27.7	8.3
No one	0.8**	57.5
Others	3.9*	25.3

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	4.2	24.5
Mobile Broadband	64.7	3.8
WiMAX	1.8*	37.4
ADSL	53.9	4.7
Dial-up	1.1*	49.7
Others	3.9*	25.3

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	37.1	6.7
Netbook / Laptop	86.7	2.0
Tablets	16.7	11.5
Game console	2.4*	32.9
Smartphone	23.3	9.3
Other mobile phone	18.8	10.7
Others	0.8**	57.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	10.1	15.4
1 - 4 hours	63.1	3.9
4 - 8 hours	20.7	10.1
8 - 15 hours	5.0	22.4
15 - 24 hours	1.1*	49.7

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	89.1	1.8
Office	8.2	17.2
School	1.1*	49.7
Internet cafe	0.0	-
Library	0.0	-
Mobile phone	0.8**	57.5
Friend's house	0.0	-
Free Wifi	0.5**	70.5
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	90.7	1.6
Communication by text	70.0	3.4
Education	67.4	3.6
Internet banking	47.2	5.4
Reading	65.0	3.8
Social networking	85.7	2.1
Online shopping	34.5	7.1
Maintain homepages	14.9	12.3
Government services	39.0	6.4
Selling goods	9.5	15.9
File download	66.3	3.7
Internet telephony	35.0	7.0
Navigation system	22.5	9.5
Surfing	54.4	4.7
Others	9.3	16.1

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	70.0	3.6
At least once a week	25.4	9.5
At least once a month	4.3*	26.1
Less than once a month	0.3**	99.8

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	66.6	3.9
Get opinions	54.2	5.1
Entertainment	60.4	4.5
Socialise	59.8	4.6
Stay in touch with friends	70.3	3.6
Highlight product	11.1	15.7
Share experience	64.4	4.1
Others	6.5	21.1

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	24.1	24.2
Not interested	44.4	15.2
Trust / security issues	9.3*	42.6
Others	22.2*	25.5



Table 1

NATIONALITY	PERCENT	RSE
Malaysian	99.2	0.5
Non-Malaysian	0.8**	57.5

Table 2

ETHNICITY	PERCENT	RSE
Malay	96.0	1.1
Bumiputra Sabah / Sarawak	2.1*	35.0
Orang Asli	0.0	-
Chinese	1.3*	44.4
Indian	0.5**	70.5
Others	0.0	-

Table 3

GENDER	PERCENT	RSE
Male	49.7	5.2
Female	50.3	5.1

Table 4

AGE	PERCENT	RSE
Below 15	13.5	13.0
15-19	5.0	22.4
20-24	8.5	16.9
25-29	22.5	9.5
30-34	20.4	10.2
35-39	9.0	16.4
40-44	6.9	18.9
45-49	6.9	18.9
50 and above	7.4	18.2

Table 5

BROAD AGE BANDS	PERCENT	RSE
Pre-teens & teens	18.5	10.8
Adults	74.1	3.0
Seniors	7.4	18.2

Table 6

EDUCATIONAL ATTAINMENT	PERCENT	RSE
None	1.6*	40.5
Still in school	20.4	10.2
Primary school	0.3**	99.9
Secondary school	0.3**	99.9
PMR	0.3**	99.9
SPM / SPVM	15.3	12.1
STPM	5.0	22.4
Diploma	18.0	11.0
Advanced diploma / degree	38.9	6.4

Table 7

INCOME CATEGORY	PERCENT	RSE
No income	24.9	8.9
< RM 1000	1.6*	40.5
RM 1000 - RM 3000	40.3	6.3
RM 3000 - RM 5000	19.4	10.5
> RM 5000	13.8	12.9

Table 8

YEARS OF STAY WITH PRESENT ISP	PERCENT	RSE
< 1 year	23.8	9.1
1 - 3 years	47.6	5.4
3 - 5 years	16.2	11.6
> 5 years	12.3	13.7

Table 9

CONSIDERATION IN SELECTING AN INTERNET ACCESS SERVICE	PERCENT	RSE
Speed	37.8	6.6
Data cap	10.9	14.6
Affordability	25.3	8.8
Stability of network	23.4	9.2
Other value added services	7.3	18.2
Promotional bundle	15.1	12.1
Customer service	12.0	13.8
Brand	14.8	12.2
Network coverage	32.8	7.3
Others	28.1	8.2
No criteria	3.9*	25.3

Multiple Response

Table 10

SPEED VERSUS CAP	PERCENT	RSE
Speed	85.7	2.1
Data cap	14.3	12.5

Table 11

INTERNET SPEND	PERCENT	RSE
< RM 50	9.4	15.9
RM 50 - RM 100	62.8	3.9
RM 100 - RM 150	22.7	9.4
RM 150 - RM 200	3.9*	25.3
> RM 200	0.5**	70.5
Don't know	0.8**	57.5

Table 12

SPEED SUBSCRIBED	PERCENT	RSE
< 512 kbps	11.7	14.0
512 kbps - 1 Mbps	14.8	12.2
1-5 Mbps	28.6	8.1
6-10 Mbps	2.3*	32.9
11-15 Mbps	0.3**	99.9
16-20 Mbps	0.3**	99.9
> 20 Mbps	0.3**	99.9
Don't Know	41.7	6.0

Table 13

SUBSCRIBER HOUSEHOLD SIZE	PERCENT	RSE
1	3.6	26.2
2	13.8	12.8
3	21.9	9.6
4	22.4	9.5
5	19.5	10.4
6	10.4	15.0
7	4.9	22.4
> 7	3.4*	27.3

Table 14

USERS PER HOUSEHOLD SUBSCRIPTION	PERCENT	RSE
No users	1.6	40.5
1	14.1	12.6
2	37.2	6.6
3	17.2	11.2
4	14.8	12.2
5	8.3	16.9
6	4.9	22.4
7	1.0*	49.7
> 7	0.8**	57.5

Table 15

ON SOCIAL NETWORKING AND RISK TO CHILDREN	PERCENT	RSE
Agree	71.6	3.2
Disagree	19.8	10.3
Neutral	8.6	16.6

Table 16

RESTRICTING CHILDREN'S ACTIVITY ON THE INTERNET	PERCENT	RSE
Parents	92.4	1.5
Internet service provider	33.6	7.2
Government	31.8	7.5
Teacher	30.5	7.7
No one	0.0	-
Others	2.1*	35.0

Multiple Response

Table 17

ACCESS TECHNOLOGY	PERCENT	RSE
High Speed Broadband	21.3	9.9
Mobile Broadband	66.6	3.6
WiMAX	6.6	19.3
ADSL	33.4	7.2
Dial-up	1.1*	49.7
Others	6.6	19.3

Multiple Response

Table 18

ACCESS DEVICES	PERCENT	RSE
PC	43.4	5.9
Netbook / Laptop	82.5	2.4
Tablets	21.7	9.8
Game console	2.4*	32.9
Smartphone	35.4	6.9
Other mobile phone	13.0	13.3
Others	0.5**	70.5

Multiple Response

Table 19

INTENSITY OF USE	PERCENT	RSE
< 1 hour	15.1	12.2
1 - 4 hours	59.3	4.3
4 - 8 hours	18.8	10.7
8 - 15 hours	5.3	21.8
15 - 24 hours	1.6	40.5

Table 20

PLACE FOR USING INTERNET	PERCENT	RSE
Home	83.6	2.3
Office	12.2	13.8
School	0.8**	57.5
Internet cafe	0.3**	99.9
Library	0.0	-
Mobile phone	2.4*	32.9
Friend's house	0.3**	99.9
Free Wifi	0.3**	99.9
Others	0.3**	99.9

Table 21

PURPOSE FOR USE OF THE INTERNET	PERCENT	RSE
Getting information	92.9	1.4
Communication by text	71.4	3.3
Education	72.8	3.1
Internet banking	63.0	3.9
Reading	64.0	3.9
Social networking	83.6	2.3
Online shopping	34.7	7.1
Maintain homepages	23.0	9.4
Government services	52.4	4.9
Selling goods	14.6	12.5
File download	60.8	4.1
Internet telephony	29.1	8.0
Navigation system	31.0	7.7
Surfing	53.7	4.8
Others	12.4	13.6

Multiple Response

Table 22

SOCIAL NETWORKING USAGE	PERCENT	RSE
At least once a day	69.0	3.8
At least once a week	26.3	9.4
At least once a month	2.5*	34.9
Less than once a month	2.2*	37.4

Table 23

PURPOSE FOR SOCIAL NETWORKING	PERCENT	RSE
Find information	70.3	3.7
Get opinions	52.8	5.3
Entertainment	55.1	5.1
Socialise	57.0	4.9
Stay in touch with friends	69.0	3.8
Highlight product	12.3	15.0
Share experience	62.3	4.4
Others	8.5	18.4

Multiple Response

Table 24

REASONS FOR NOT SOCIAL NETWORKING	PERCENT	RSE
Not enough time	21.0	24.7
Not interested	32.3	18.4
Trust / security issues	21.0	24.7
Others	25.8	21.5

For More Statistics





WEBSITE

The SKMM website contains extracts of statistics pertaining to the Communications & Multimedia and Postal & Courier industries. These are updated every quarter/half year.

The SKMM website is at **www.skmm.gov.my**

STATISTICAL BULLETIN

The SKMM publishes the following publications :

1. Communications & Multimedia: Pocket Book of Statistics (ISSN:2180-4656), a quarterly bulletin of the Communications & Multimedia industry.
2. Postal & Courier Services: Pocket Book of Statistics (ISSN: 2231-9913) a half yearly bulletin of the Postal & Courier industry.

Contact the SKMM for more details.

STATISTICAL BRIEF

The Statistical Brief series (ISSN:1823-2523) is issued by the SKMM to disseminate survey findings and statistical updates. These briefs are aimed at the general to intermediate user audience.

Titles in this series so far:

Statistical Brief Number One

Hand Phone Users Survey 2004

Statistical Brief Number Two

Household Use of the Internet Survey 2005

Statistical Brief Number Three

Hand Phone Users Survey 2005

Statistical Brief Number Four

Hand Phone Users Survey 2006

Statistical Brief Number Five

Household Use of the Internet Survey 2006

Statistical Brief Number Six

Hand Phone Users Survey 2007

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Statistical Brief Number Ten

Household Use of the Internet Survey 2009

Statistical Brief Number Eleven

Hand Phone Users Survey 2010

Statistical Brief Number Twelfth

Hand Phone User Survey 2011

Statistical Brief Number Thirteen

Household Use of the Internet Survey 2011 (this issue)

SURVEY TEAM

ACTING SENIOR DIRECTOR

Koay Hock Eng

STATISTICIANS

Dayang Aidah Awang Piut
Safiyyah Kamil
Wong Choy Yee

CONTACT

Please contact the Statistics Department if you have any queries regarding the statistics published in this report through email address:

statistics@cmc.gov.my

www.skmm.gov.my

Suruhanjaya Komunikasi dan Multimedia Malaysia

Malaysian Communications and Multimedia Commission

Off Persiaran Multimedia

63000 Cyberjaya, Selangor Darul Ehsan, Malaysia

T: +603 8688 8000 F: +603 8688 1006

E: ccd@cmc.com.my