

# Internet Users Survey 2020



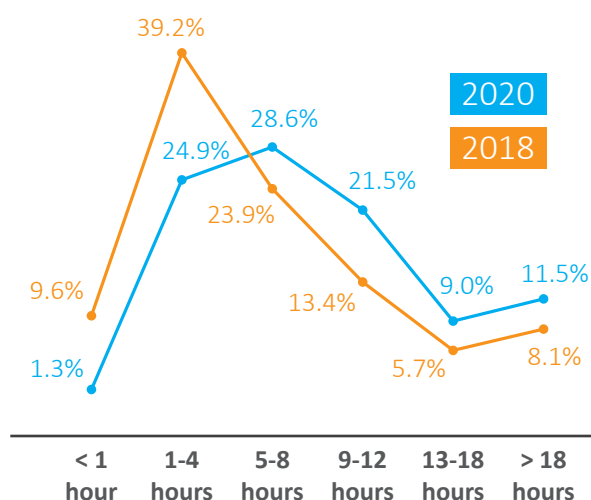
## Internet Users



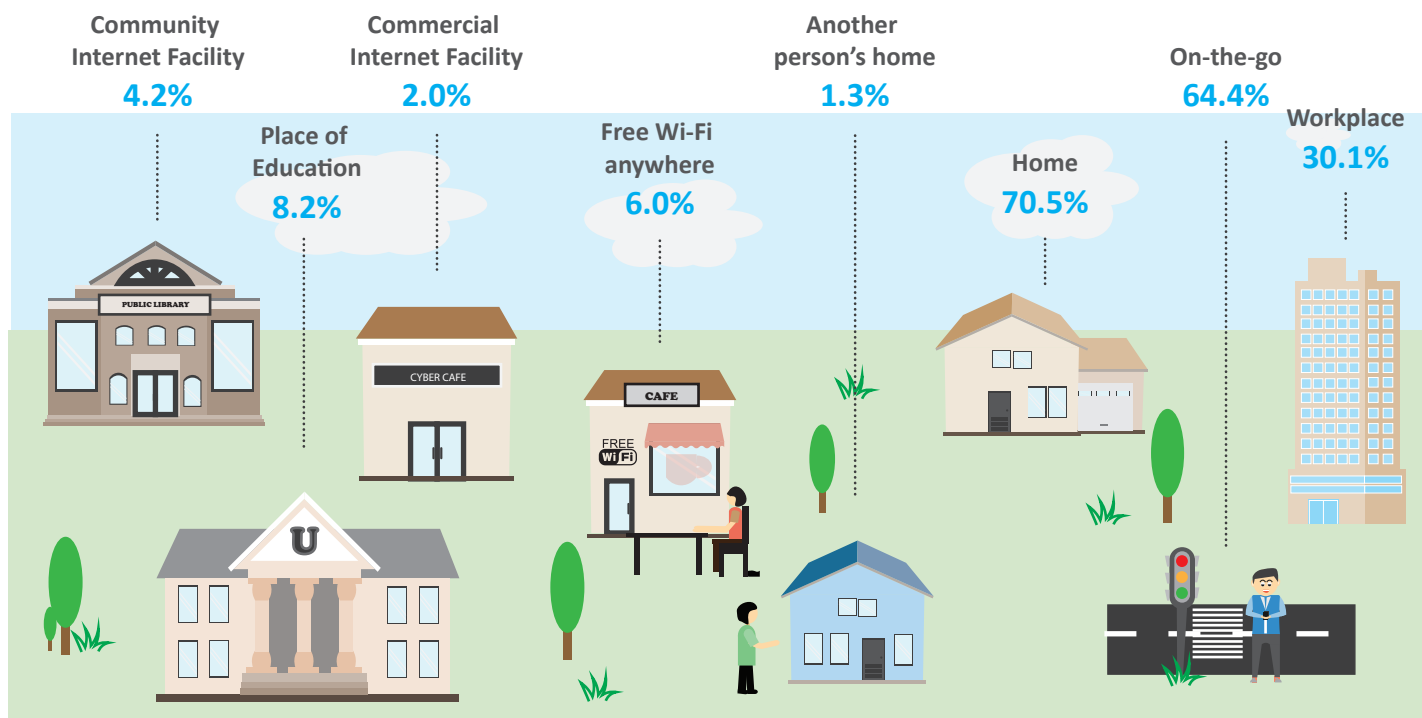
**88.7%**  
Internet users in 2020

1.3% increase from 87.4% in 2018.

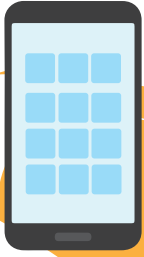
## Duration of daily use of Internet



## Place to access Internet



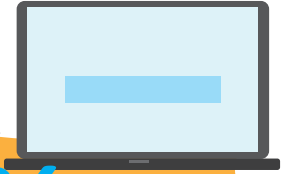
## Top 3 device to access Internet



Smartphone

**98.7%**

Laptop/Netbook/Notebook



**37.9%**



PC/Desktop

**16.2%**

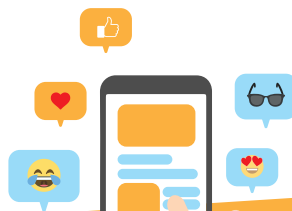
## Online Activities

### Top 5 online activities



Text communication

**98.1%**



Social media

**93.3%**



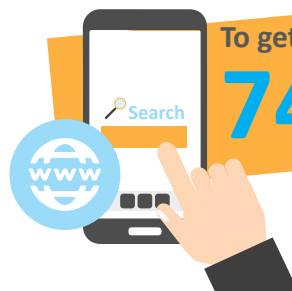
Watch video

**87.3%**



Voice/Video communication

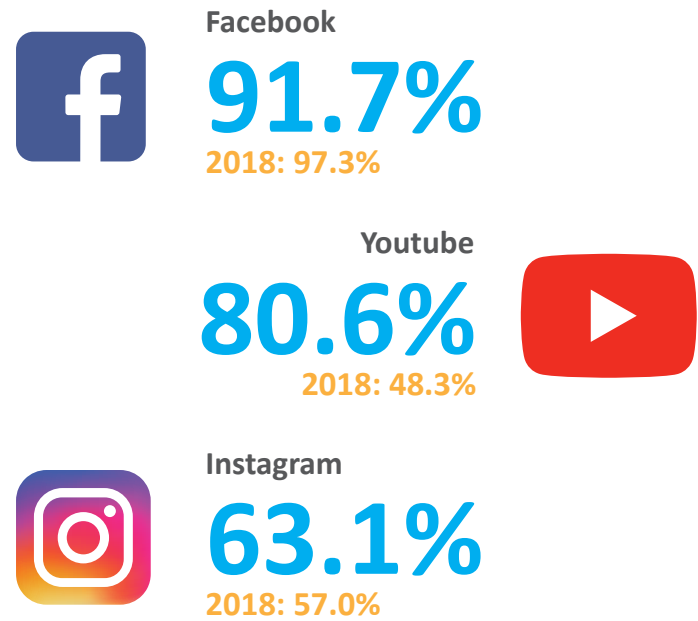
**81.1%**



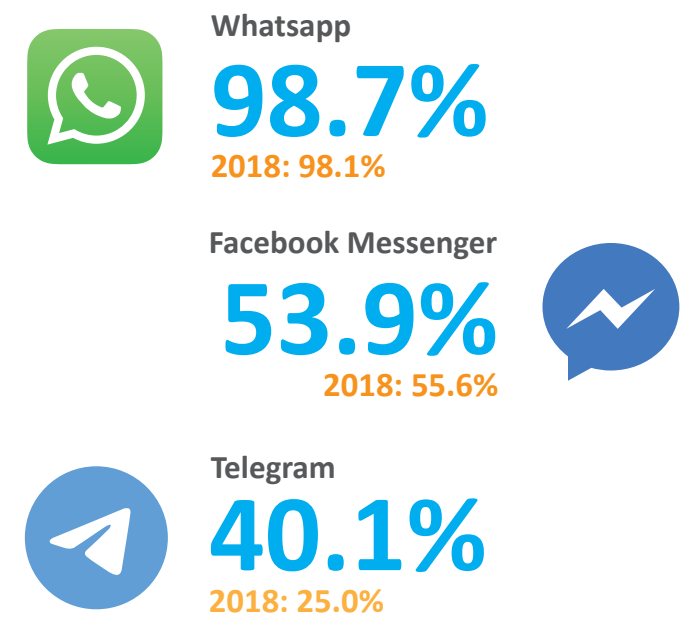
To get information

**74.3%**

Top 3 social networking applications



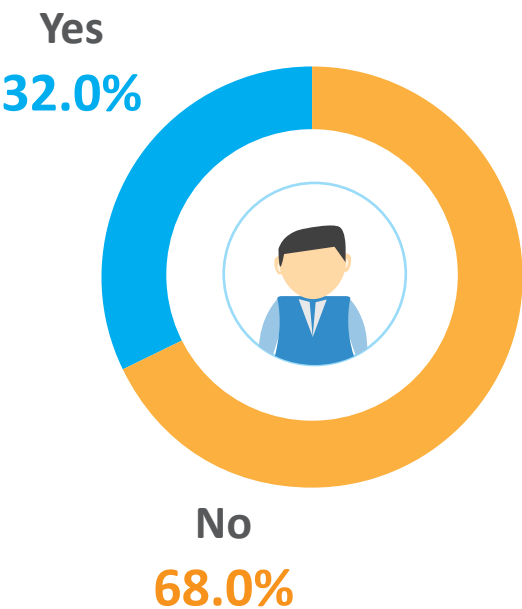
Top 3 communication applications



Digital Identity

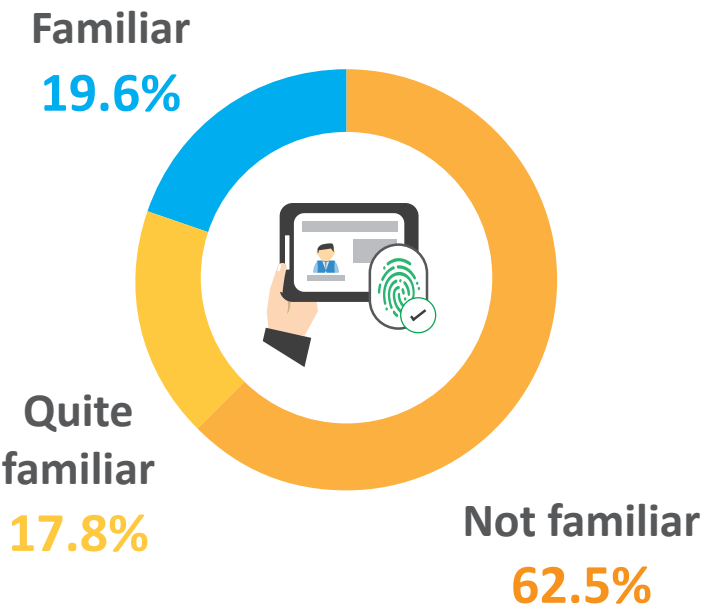
User ID and password

68.0% of Internet users did not use the same user ID and password



Familiarity with digital identity

62.5% of Internet users were not familiar with digital identity concept



# Online Content



**43.0%** have shared content online (compared to 62% in 2018)

**53.0%** have not shared content online (compared to 38% in 2018)

## Top 3 type of content shared online

News  
**66.9%**

Public service announcement  
**60.9%**

Entertainment & humorous content  
**56.1%**

## Top 3 online content sharing platform



Social media  
**86.5%**



Group messaging (group chat)  
**58.5%**



Private messaging  
**36.1%**

## Action taken before sharing content online



Understand the content  
**72.4%**

Ensure the validity of content  
**63.0%**

Verify whether the content is from reliable source or not  
**62.9%**

Ensure the content is not obscene, menacing and offensive  
**54.9%**

# Online Security & Privacy



**47.0%** of Internet users feels secured when using the Internet

## Confidentiality of personal data



Do you think your personal data is kept confidential by the following organizations?

Government bodies

**50.4%**

Non-government bodies

**40.2%**

Service providers

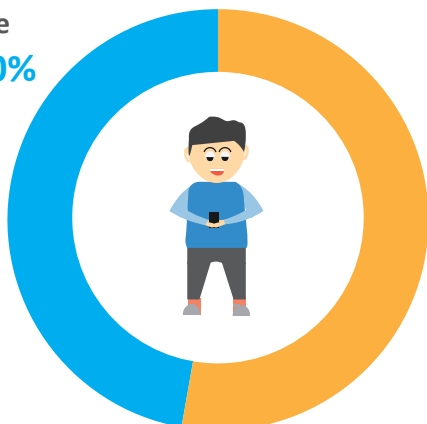
**40.6%**

# Child Online Safety & Parental Control

## Usage of Internet among child users

**47.0%** children age 5 to 17 who use Internet in their daily life (2018: 28.5%)

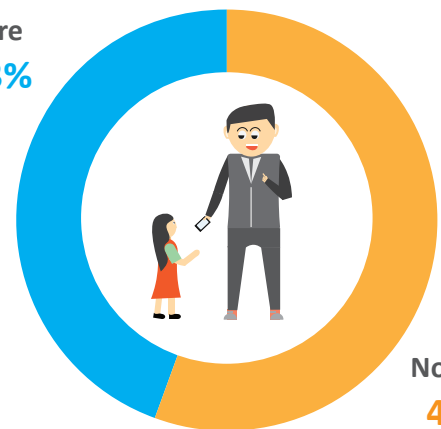
Use  
**47.0%**



Not use  
**53.0%**

## Awareness of parental control

Aware  
**53.3%**

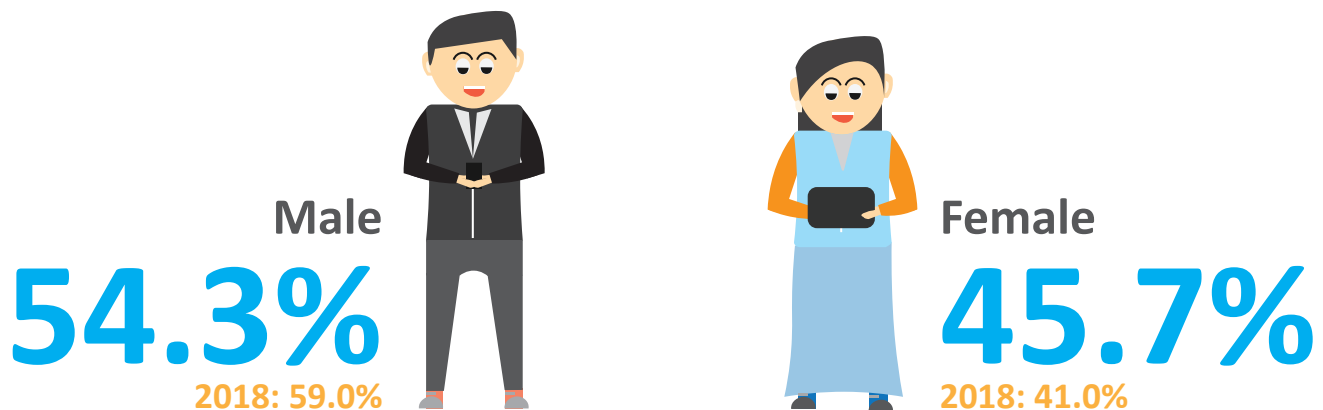


Not aware  
**42.6%**

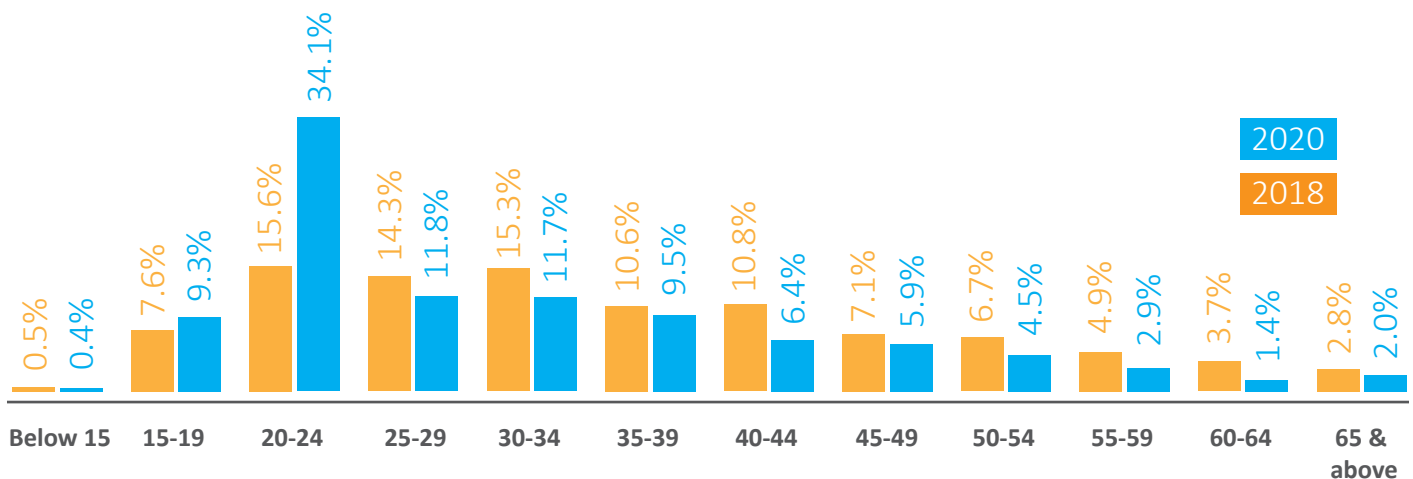
**53.3%** of parents are aware about parental control (2018: 62.4%)

# Demographic

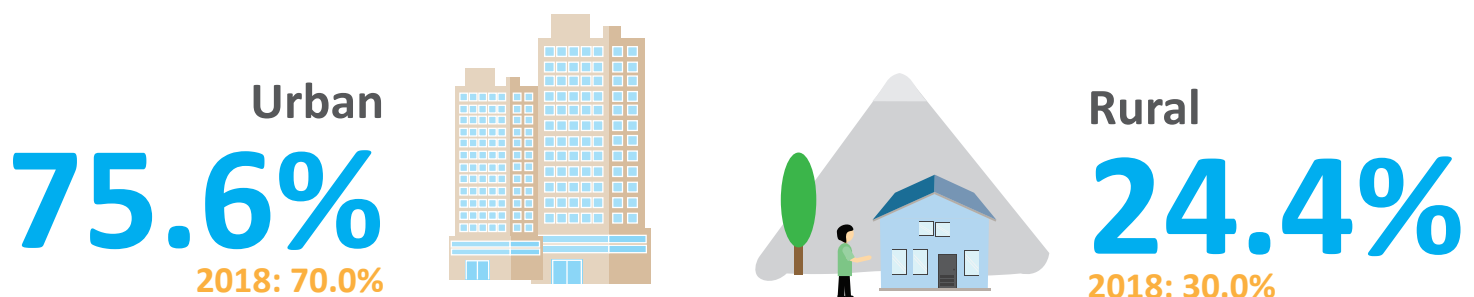
## Gender distribution



## Age distribution



## Urban-rural distribution



For further inquiries please contact Statistics and Data Intelligence Department MCMC at, [statistics@mcmc.gov.my](mailto:statistics@mcmc.gov.my)