Internet Users
Survey 2020

88.7%
Internet users in 2020
1.3% increase from 87.4% in 2018.

Duration of daily use of Internet

<table>
<thead>
<tr>
<th>Duration</th>
<th>2018</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 hour</td>
<td>9.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>1-4 hours</td>
<td>23.9%</td>
<td>28.6%</td>
</tr>
<tr>
<td>5-8 hours</td>
<td>13.4%</td>
<td>9.0%</td>
</tr>
<tr>
<td>9-12 hours</td>
<td>21.5%</td>
<td>11.5%</td>
</tr>
<tr>
<td>13-18 hours</td>
<td>5.7%</td>
<td>8.1%</td>
</tr>
<tr>
<td>&gt; 18 hours</td>
<td>1.3%</td>
<td></td>
</tr>
</tbody>
</table>

Place to access Internet

<table>
<thead>
<tr>
<th>Place of Access</th>
<th>2018</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Internet Facility</td>
<td>4.2%</td>
<td></td>
</tr>
<tr>
<td>Commercial Internet Facility</td>
<td>2.0%</td>
<td></td>
</tr>
<tr>
<td>Place of Education</td>
<td>8.2%</td>
<td></td>
</tr>
<tr>
<td>Free Wi-Fi anywhere</td>
<td>6.0%</td>
<td></td>
</tr>
<tr>
<td>Another person’s home</td>
<td>1.3%</td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td>70.5%</td>
<td></td>
</tr>
<tr>
<td>On-the-go</td>
<td>64.4%</td>
<td></td>
</tr>
<tr>
<td>Workplace</td>
<td>30.1%</td>
<td></td>
</tr>
</tbody>
</table>
Top 3 devices to access the 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

- **Facebook**: 91.7%
  - 2018: 97.3%
- **Youtube**: 80.6%
  - 2018: 48.3%
- **Instagram**: 63.1%
  - 2018: 57.0%

Top 3 communication applications

- **Whatsapp**: 98.7%
  - 2018: 98.1%
- **Facebook Messenger**: 53.9%
  - 2018: 55.6%
- **Telegram**: 40.1%
  - 2018: 25.0%

Digital Identity

User ID and password

- 68.0% of Internet users did not use the same user ID and password
  - Yes: 32.0%
  - No: 68.0%

Familiarity with digital identity

- 62.5% of Internet users were not familiar with digital identity concept
  - Familiar: 19.6%
  - Quite familiar: 17.8%
  - Not familiar: 62.5%
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%)

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Demographic

Gender distribution

Male

54.3%

2018: 59.0%

Female

45.7%

2018: 41.0%

Age distribution

<table>
<thead>
<tr>
<th>Age Group</th>
<th>2020</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 15</td>
<td>0.5%</td>
<td>0.4%</td>
</tr>
<tr>
<td>15-19</td>
<td>7.6%</td>
<td>9.3%</td>
</tr>
<tr>
<td>20-24</td>
<td>15.6%</td>
<td>14.3%</td>
</tr>
<tr>
<td>25-29</td>
<td>34.1%</td>
<td>15.3%</td>
</tr>
<tr>
<td>30-34</td>
<td>11.8%</td>
<td>11.7%</td>
</tr>
<tr>
<td>35-39</td>
<td>10.6%</td>
<td>9.5%</td>
</tr>
<tr>
<td>40-44</td>
<td>10.8%</td>
<td>6.4%</td>
</tr>
<tr>
<td>45-49</td>
<td>7.1%</td>
<td>7.6%</td>
</tr>
<tr>
<td>50-54</td>
<td>6.7%</td>
<td>4.5%</td>
</tr>
<tr>
<td>55-59</td>
<td>4.9%</td>
<td>4.9%</td>
</tr>
<tr>
<td>60-64</td>
<td>3.7%</td>
<td>3.7%</td>
</tr>
<tr>
<td>65 &amp; above</td>
<td>2.8%</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

Urban-rural distribution

Urban

75.6%

2018: 70.0%

Rural

24.4%

2018: 30.0%

For further inquiries please contact Statistics and Data Intelligence Department MCMC at, statistics@mcmc.gov.my

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