



# ***COMMUNICATIONS & MULTIMEDIA POCKET BOOK OF STATISTICS***

**Q3  
2014**



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# ***COMMUNICATIONS & MULTIMEDIA***

***POCKET BOOK OF STATISTICS***

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## **10** NATIONAL POLICY OBJECTIVES FOR THE COMMUNICATIONS & MULTIMEDIA INDUSTRY

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- 1** To establish Malaysia as a major global centre and hub for communications and multimedia information and content services
- 2** To promote a civil society where information based services will provide the basis of continuing enhancements to quality of work and life
- 3** To grow and nurture local information resources and cultural representation that facilitates the national identity and global diversity
- 4** To regulate for the long-term benefit of the end user
- 5** To promote a high level of consumer confidence in service delivery from the industry
- 6** To ensure an equitable provision of affordable services over ubiquitous national infrastructure
- 7** To create a robust applications environment for end users
- 8** To facilitate the efficient allocation of resources such as skilled labour, capital, knowledge and national assets
- 9** To promote the development of capabilities and skills within Malaysia's convergence industries
- 10** To ensure information security and network reliability and integrity

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## Notes

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

Preliminary figures are italicised.

Revised figures are underscored.

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

Numbers and percentages may not add up because of rounding.

## Symbols and Abbreviations

...	–	Not available
Qtr	–	Quarter
MCMC	–	Malaysian Communications and Multimedia Commission
MCMM	–	Ministry of Communications and Multimedia Malaysia
DOSM	–	Department of Statistics, Malaysia
ITU	–	International Telecommunication Union

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# ***BASIC INDICATORS***

## 1. MALAYSIA BASIC INDICATORS

Year	Qtr	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
				Current prices (billion)	Constant prices (billion)	
Notes		a	b		c	d
2013		29.91	6,939	986.733	787.611	107.1
2014	1	30.00	6,961	<u>257.352</u>	<u>198.701</u>	109.7
	2	30.10	6,984	<u>263.414</u>	<u>205.778</u>	110.2
	3	30.19	7,006	268.810	211.738	110.7

Source: DOSM, MCMC

Explanatory notes:

- Population projections as at end of period, based on Census 2010
- Number of households derived by dividing populations by average household size
- Base year is 2005
- Base year is 2010  
The CPI reported against a period, refers to the average index for the period spanning 1<sup>st</sup> January to the end of that period

## 2. PENETRATION RATES AT A GLANCE

Year	Qtr	Broadband		Cellular Phone	DEL
		per 100 inhabitants	per 100 households	per 100 inhabitants	per 100 households
Note		a	b	c	d
2013		22.6	67.1	143.8	32.4
2014	1	23.5	67.3	144.2	31.8
	2	<u>23.6</u>	67.2	145.8	31.5
	3	24.9	67.8	145.0	30.7

### Explanatory notes:

- The broadband penetration rate per 100 inhabitants is calculated by dividing the sum of household and non-household subscriptions by the number of inhabitants and multiplying by 100. Public Wi Fi subscriptions are not taken into account.
- The broadband penetration rate per 100 households is revised using results from ICT Access and Use by Households and Individuals Survey from DOSM (% of households with broadband access) added with incremental percentage of households with broadband access, contribution from 1Malaysia Internet Centre and 1Malaysia Wireless Village.
- The penetration rate refers to the total subscriptions divided by the total population and multiplied by 100. A penetration rate over 100% can occur because of multiple subscriptions.
- The DEL penetration rate per 100 households is calculated by dividing the number of private household subscriptions by the number of private households and multiplying by 100.

**3. NUMBER OF LICENCES AS AT 30 SEPTEMBER 2014**

	No. of Licences		
	Individual	Class	Total
Network Facilities Provider (NFP)	143	18	161
Network Service Provider (NSP)	139	19	158
Applications Service Provider (ASP)		399	399
Content Applications Service Provider (CASP)	38	24	62
Total	320	460	780



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# ***BROADBAND AND THE INTERNET***

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#### 4. BROADBAND PENETRATION RATE PER 100 HOUSEHOLD , Q3 2014

State	Subscriptions ('000)			
	Percentage of household with broadband access	Household equivalent		Total
		1MIC	1MWV	
Johor	63.4	2.7	6.8	72.9
Kedah	45.8	3.0	5.1	53.9
Kelantan	46.1	5.1	6.4	57.6
Melaka	68.3	2.6	8.0	78.9
Negeri Sembilan	40.4	3.8	9.0	53.2
Pahang	53.1	6.7	14.2	74.0
Perak	67.6	1.4	4.8	73.8
Perlis	54.4	2.3	8.4	65.1
Pulau Pinang	65.6	NA	0.6	66.2
Selangor	71.2	0.7	1.3	73.2
Terengganu	51.9	4.2	9.7	65.8
Sabah	43.3	2.9	16.9	63.1
Sarawak	41.2	3.5	16.6	61.3
WP Kuala Lumpur	77.8	0.1	1.0	78.9
WP Labuan	76.9	0.1	10.9	87.9
WP Putrajaya	89.3	0.9	9.6	99.8
Malaysia	58.6	2.3	6.9	67.8

Explanatory notes:

Broadband penetration rate is revised to take into account the results from ICT Access and Use by Households and Individuals Survey from DOSM.



## 5. COMMUNITY ACCESS

State	1Malaysia Internet Centre		Mini Community Broadband Centre	Community Broadband Library	1Malaysia Wireless Village
	Num. of Centres	Members			
Johor	54	60,138	8	6	577
Kedah	37	38,315	7	17	246
Kelantan	33	47,371	10	11	223
Melaka	18	14,737	2	5	171
Negeri Sembilan	22	26,380	3	7	232
Pahang	58	62,915	11	6	496
Pulau Pinang			1		25
Perak	23	23,501	11		292
Perlis	3	3,525			48
Selangor	23	27,094	5	11	194
Terengganu	27	27,043	6	9	231
Sabah	68	46,121	23	1	1,006
Sarawak	64	54,168	33	26	968
WP Kuala Lumpur	2	1,589			48
WP Labuan	1	72			22
WP Putrajaya	4	570			24
Malaysia	437	433,539	120	99	4,803

Explanatory notes :

1Malaysia Internet Centres provide collective community Internet access to underserved areas identified under the Universal Service Provision (USP) programme. Each CBC is equipped with IT equipment including personal computers connected to the Internet via broadband to allow rural communities to enjoy the benefits of the Internet as enjoyed by those living in urban areas. It is hoped that the CBC will contribute towards achieving success in national initiatives to bridge the digital divide between urban and rural communities.

Mini Community Broadband Centres is a project under USP programme to close the digital divide. Mini CBC are co-located with Information Department offices all over the country and covers communities living near the Mini CBC. Each mini CBC is equipped with 5 personal computers and a broadband access.

Community Broadband Libraries. The provision of broadband Internet access to libraries is a project implemented under the USP. The purpose of the implementation is to provide Internet access in underserved areas throughout the country. Initially, the focus of the project is to assist libraries in providing facilities to the marginalized community of digital development in rural areas through access to communication and training. This project also aims to expand the functions of library staff from only focusing on the physical books and resources in a library's possession to encompass electronic and Internet-based resources and thus empowering them to be an agent of change in improving the socio economic condition of society through new ways of learning facilitated by the Internet.

1Malaysia Wireless Village is a project under USP programme. Its objective is to provide wireless broadband access by installing WiFi antennas in strategic places.

## 6. NUMBER OF HOTSPOT LOCATIONS BY STATE

State	2013	2014		
		Qtr 1	Qtr 2	Qtr 3
Johor	3,052	3,052	3,048	3,048
Kedah	2,304	2,245	2,245	2,245
Kelantan	1,115	1,115	1,115	1,115
Melaka	1,262	1,262	1,263	1,263
Negeri Sembilan	553	553	647	648
Pahang	1,462	1,462	1,460	1,460
Perak	1,933	1,933	1,932	1,931
Perlis	62	62	62	62
Pulau Pinang	5,283	5,071	5,064	5,064
Selangor	5,058	5,058	4,950	4,956
Terengganu	1,464	1,464	1,464	1,463
Sabah	956	956	956	956
Sarawak	1,896	1,896	1,892	1,892
WP Kuala Lumpur	4,935	4,935	4,829	4,801
WP Labuan	6	6	6	6
WP Putrajaya	51	51	48	49
Malaysia	31,392	31,121	30,981	30,959

## 7. NUMBER OF HOTSPOT AND WIFI BROADBAND PROJECT SUBSCRIPTIONS

Year	Qtr	Hotspot subscriptions ('000)	WiFi broadband project subscriptions ('000)
Note			a
2013		1,444.5	164.4
2014	1	1,440.1	167.6
	2	1,438.7	167.0
	3	1,432.2	...

Explanatory notes :

a WiFi broadband include MyBroadband WiFi@Penang and DANAWA

## 8. INTERNET USERS BY GENDER

Year	Male	Female
2012	56.4	43.6

Explanatory notes :

Tables 8 and 9 are from the Internet Users Surveys conducted by the MCMC beginning from 2012.

The survey covers only users from private households in Malaysia that access the Internet through broadband and/or dial-up.

## 9. INTERNET USERS BY AGE CATEGORY

(%)

Age category	2012
Under 15	2.3
15-19	14.2
20-24	21.4
25-29	20.3
30-34	13.9
35-39	9.2
40-44	7.0
45-49	5.2
50 and above	6.6

Explanatory notes :

Please see note by Table 8

**10. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO A COMPUTER BY STATE, 2013**

State	Personal computer	Laptop	Tablet
Johor	18.3	44.1	20.8
Kedah	15.6	37.4	14.7
Kelantan	8.9	39.8	7.7
Melaka	23.8	47.2	19.7
Negeri Sembilan	18.9	40.5	17.9
Pahang	12.9	46.3	20.9
Perak	20.3	38.4	10.2
Perlis	9.6	56.2	21.4
Pulau Pinang	29.7	47.3	20.6
Selangor	34.2	59.1	33.3
Terengganu	10.9	55.1	11.2
Sabah	17.1	51.3	19.0
Sarawak	16.3	49.5	16.7
WP Kuala Lumpur	29.8	55.8	39.4
WP Labuan	23.4	65.5	29.5
WP Putrajaya	37.3	83.5	59.7
Malaysia	21.9	49.0	21.8

Source : Department of Statistics, Malaysia (DOSM)

## 11. FIXED (WIRED) BROADBAND PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Malaysia	Thailand	Brunei Darussalam	Viet Nam
2012	25.4	8.5	6.5	4.8	4.9
2013	25.7	8.2	7.4	5.7	5.6

Year	Philippines	Indonesia	Cambodia	Myanmar	Lao P.D.R.
2012	2.2	1.2	0.2	0.1	0.1
2013	2.6	1.3	0.2	0.2	0.1

## 12. FIXED (WIRED) BROADBAND PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	South Korea	Hong Kong SAR	Japan	USA	Singapore	Australia
2012	37.3	31.2	28.4	28.5	25.4	24.3
2013	38.0	30.8	28.8	28.5	25.7	25.0

Year	China	Malaysia	Thailand	Indonesia	India
2012	12.7	8.5	6.5	1.2	1.2
2013	13.6	8.2	7.4	1.3	1.2

Source : MCMC, ITU





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***CELLULAR  
TELEPHONES***

**13. NUMBER OF CELLULAR TELEPHONE SUBSCRIPTIONS AND PENETRATION RATE**

Year	Qtr	Postpaid (‘000)	Prepaid (‘000)	Total (‘000)	Penetration rate per 100 inhabitants
2013		7,763	35,233	42,996	143.8
2014	1	7,860	<u>35,388</u>	<u>43,248</u>	144.2
	2	7,986	<u>35,892</u>	<u>43,878</u>	145.8
	3	8,028	35,761	43,789	145.0

## Explanatory notes :

The penetration rate refers to the total subscriptions divided by the total population and multiplied by 100. A penetration rate is over 100% can occur because of multiple subscriptions.

Includes 3G.

## 14. CELLULAR TELEPHONE PENETRATION RATE PER 100 INHABITANTS BY STATE

State	2011	2012
Johor	126.5	128.7
Kedah	116.4	118.8
Kelantan	103.3	107.8
Melaka	182.3	143.6
Negeri Sembilan	158.4	144.7
Pahang	91.7	134.8
Perak	119.7	114.6
Perlis	124.5	139.6
Pulau Pinang	123.9	142.3
Selangor <sup>a</sup>	145.4	154.4
Terengganu	125.3	132.6
Sabah <sup>b</sup>	88.8	87.6
Sarawak	94.8	105.7
WP Kuala Lumpur	229.0	203.5
WP Labuan		<u>87.0</u>
WP Putrajaya		<u>120.6</u>

Explanatory notes :

a Including WP Putrajaya in 2011

b Including WP Labuan in 2011

**15. MOBILE NUMBER PORTABILITY**

('000)

Year	Qtr	Number of porting request	Successful porting
2013		1,362.1	1,004.9
2014	1	432.5	307.8
	2	370.7	241.6
	3	394.0	265.4

**16. PERCENTAGE OF CELLULAR TELEPHONE USERS BY GENDER**

(%)

Year	Male	Female
2011	55.2	44.8
2012	56.5	43.5

Explanatory notes :

From the Hand Phone Users Surveys conducted by the MCMC annually.

## 17. SHORT MESSAGE SERVICES (SMS)

Year	Qtr	Total (million)	Per subscription
Note		a	
2013		76,984.0	1,790
2014	1	14,245.4	329
	2	<u>13,192.8</u>	301
	3	11,722.1	268

Explanatory notes:

- a. Figure refers to the number of SMSes sent within the period.

## 18. CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Malaysia	Thailand	Cambodia	Viet Nam
2012	152.1	142.5	127.3	128.5	147.7
2013	155.6	143.8	138.0	133.9	130.9

Year	Indonesia	Brunei Darussalam	Philippines	Lao P.D.R.	Myanmar
2012	114.2	114.0	105.5	64.7	7.1
2013	121.5	112.2	104.5	66.2	12.8

## 19. CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	Singapore	Malaysia	Thailand	Indonesia	Japan
2012	229.2	152.1	142.5	127.3	114.2	108.7
2013	238.7	155.6	143.8	138.0	121.5	115.2

Year	South Korea	Australia	USA	China	India
2012	109.4	105.6	96.0	80.8	69.9
2013	111.0	106.8	95.5	88.7	70.8

Source : MCMC, ITU

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***DEL***

**20. NUMBER OF DEL CONNECTIONS AND PENETRATION RATE**

Year	Qtr	Household		Non - Household ('000)	Total ('000)
		Number of subscriptions ('000)	Penetration rate (per 100 households)		
2013		2,247	32.4	1,499	3,746
2014	1	2,217	31.8	1,484	3,701
	2	2,200	31.5	1,471	<u>3,671</u>
	3	2,149	30.7	1,448	3,597

Explanatory Notes :

Direct Exchange Line (DEL) connects a customer's equipment to the Public Switched Telephone Network (PSTN) and has a dedicated port on a telephone exchange.



## 21. DEL PENETRATION RATE PER 100 HOUSEHOLDS BY STATE

State	2013	2014		
		Qtr 1	Qtr 2	Qtr 3
Johor	40.3	39.9	39.4	38.7
Kedah and Perlis	27.4	27.0	26.8	26.4
Kelantan	16.5	16.4	16.4	16.0
Melaka	46.9	46.2	45.8	43.0
Negeri Sembilan	43.7	43.3	43.1	42.0
Pahang	27.9	27.2	26.8	25.9
Perak	41.8	41.3	40.9	40.4
Pulau Pinang	50.0	49.4	49.1	47.4
Selangor <sup>a</sup>	29.6	29.3	28.9	27.9
Terengganu	29.2	28.7	28.3	28.0
Sabah	19.6	19.4	19.4	18.8
Sarawak	25.4	25.1	24.9	24.6
WP Kuala Lumpur	15.2	14.7	15.1	14.7
WP Labuan	37.8	37.8	37.6	37.1
Malaysia	32.4	31.8	31.5	30.7

Explanatory Notes :

<sup>a</sup> Including WP Putrajaya

**22. MAIN TELEPHONE LINES PER 100 INHABITANTS, ASEAN COUNTRIES**

Year	Singapore	Indonesia	Malaysia	Brunei Darussalam	Viet Nam
2012	37.5	15.4	13.3	17.2	11.2
2013	36.4	16.1	12.5	13.6	10.1

Year	Lao P.D.R.	Thailand	Philippines	Cambodia	Myanmar
2012	6.8	9.6	3.6	3.9	1.0
2013	10.0	9.0	3.2	2.8	1.0

**23. MAIN TELEPHONE LINES PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS**

Year	Hong Kong SAR	South Korea	Japan	Australia	USA	Singapore
2012	61.3	61.4	50.5	45.4	43.5	37.5
2013	63.0	61.6	50.4	44.3	42.2	36.4

Year	China	Indonesia	Malaysia	Thailand	India
2012	20.2	15.4	13.3	9.6	2.5
2013	19.3	16.1	12.5	9.0	2.3

Source : MCMC, ITU

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***RADIO AND TV***

**24. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO RADIO/HI-FI BY STATE**

State	2007	2009	2012	2013
Johor	86.8	79.1	84.2	75.8
Kedah	72.7	70.4	66.1	84.5
Kelantan	81.8	72.4	67.1	80.1
Melaka	88.5	80.2	80.0	82.9
Negeri Sembilan	87.0	80.4	65.7	87.0
Pahang	85.0	77.5	75.4	87.1
Perak	88.8	80.4	78.0	82.4
Perlis	70.5	73.0	58.0	84.0
Pulau Pinang	77.1	67.9	69.8	74.4
Selangor	83.7	77.7	61.3	78.1
Terengganu	71.5	60.7	57.6	86.3
Sabah	70.5	58.8	48.6	53.4
Sarawak	76.7	72.7	72.6	79.1
WP Kuala Lumpur	84.2	73.6	78.1	88.1
WP Labuan			52.8	84.4
WP Putrajaya			45.1	100.0
Malaysia	81.4	73.9	68.9	78.1

Source : DOSM

## 25. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO TELEVISION BY STATE

State	2007	2009	2012	2013
Johor	98.7	98.8	99.0	99.0
Kedah	96.8	96.7	97.7	98.4
Kelantan	95.4	95.0	96.8	97.7
Melaka	98.4	99.2	99.1	97.0
Negeri Sembilan	98.0	97.7	97.9	98.4
Pahang	97.3	97.6	98.2	98.3
Perak	98.3	97.9	98.3	99.4
Perlis	96.3	97.2	98.1	99.3
Pulau Pinang	98.1	98.2	98.3	98.4
Selangor	98.9	98.9	98.1	98.7
Terengganu	95.5	96.7	95.6	97.3
Sabah	90.5	90.1	93.9	95.4
Sarawak	92.8	94.1	95.9	97.5
WP Kuala Lumpur	99.0	99.2	99.5	99.2
WP Labuan			98.2	96.8
WP Putrajaya			99.4	100.0
Malaysia	96.9	97.1	97.7	98.2

Source : DOSM

**26. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO VCR/VCD/DVD BY STATE**

State	2007	2009	2012
Johor	84.0	77.8	74.3
Kedah	72.8	67.7	58.2
Kelantan	65.6	54.3	44.0
Melaka	81.6	74.6	69.9
Negeri Sembilan	83.1	75.6	51.0
Pahang	75.0	72.8	61.5
Perak	78.1	75.4	62.4
Perlis	68.7	69.4	46.8
Pulau Pinang	85.7	81.2	72.0
Selangor	87.8	83.1	70.7
Terengganu	64.2	58.1	42.4
Sabah	72.5	66.1	62.0
Sarawak	77.1	75.4	71.8
WP Kuala Lumpur	79.8	84.6	75.3
WP Labuan			65.2
WP Putrajaya			62.6
Malaysia	79.4	75.0	65.4

Source : DOSM

## 27. NUMBER OF BROADCAST MINUTES, FREE TO AIR TV

Year	Qtr	TV Stations							
		RTM 1	RTM 2	TV3	NTV7	8TV	Channel 9	TV Alhijrah	Total
2013		529,060	529,688	523,332	416,212	415,745	424,836	478,103	3,316,976
2014	1	130,942	130,878	127,793	98,059	102,302	96,336	97,390	783,700
	2	131,978	132,183	129,515	99,846	103,045	98,968	99,568	795,103
	3	133,541	134,249	124,618	102,515	104,665	108,647	111,412	819,647

Source : AGB Nielsen.

## 28. NUMBER OF PAY TV SUBSCRIPTIONS

Year	Qtr	Number of subscriptions ('000)			Penetration rate per 100 household
		Household	Non-household	Total	
2013		3,841	24	3,865	55.4
2014	1	3,875	24	3,899	55.7
	2	4,114	25	4,139	58.9
	3	4,313	24	4,337	61.6

**29. NUMBER OF IPTV SUBSCRIPTIONS**

Year	Qtr	Number of subscriptions ('000)		
		Household	Non-household	Total
2013		554.6	103.5	658.1
2014	1	580.1	110.5	690.6
	2	597.9	115.3	713.2
	3	621.7	120.3	742.0



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***DIGITAL  
SIGNATURE***

**30. NUMBER OF CERTIFICATION AUTHORITIES**

Year	Qtr	Number of licences
2013		2
2014	1	2
	2	2
	3	2

Explanatory notes :

Refers to Certification Authorities licensed under the Digital Signature Act 1997.

**31. NUMBER OF CERTIFICATES ISSUED BY TYPE**

Year	Qtr	Domestic holder ('000)			Foreign holder ('000)	Total ('000)
		Individual	Organisation		Organisation	
			Corporate	Government	Corporate	
2013		8.5	198.7	5,991.3	1.0	6,199.5
2014	1	8.5	203.7	6,260.6	1.0	6,473.8
	2	8.5	209.1	6,957.0	1.0	7,175.6
	3	8.5	214.3	7,052.8	1.0	7,276.6



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# ***MALAYSIA RANKING FOR ICT RELATED INDICES***

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## 32. MALAYSIA RANKING FOR ICT RELATED INDICES

Year	<i>Connectivity Scorecard</i>	<i>Networked Readiness Index (NRI)</i>	<i>Digital Economy Ranking (before 2010 e-readiness Index)</i>
2009	1	27 <sup>a</sup>	38
2010	1	28 <sup>b</sup>	36
2011	1	...	...
2012	...	29	...
2013	2	30	...
2014	...	30	...

Year	<i>e-Government Readiness Index</i>	<i>World Competitiveness Scoreboard</i>	<i>ICT Development Index</i>
2009	...	18	...
2010	32	10	57
2011	...	16	58
2012	40	14	<u>66</u>
2013	...	15	71
2014	52	12	...

Explanatory notes :

<sup>a</sup> Network Readiness Index 2009-2010.<sup>b</sup> Network Readiness Index 2010-2011.

Explanatory notes :

The Connectivity Scorecard looks at quality and quantity of ICT usage and infrastructure and relates it to a country's social and economic prosperity. 25 'Resource and Efficiency Driven' and 25 'Innovation Driven' economies are studied (as defined by the World Economic Forum (WEF)). Study commissioned by Nokia Siemens Networks. Malaysia is in the "Resource and Efficiency Driven" group of economies. (<http://www.connectivityscorecard.org>)

Networked Readiness Index (NRI) measures the propensity for countries to exploit the opportunities offered by ICT. The index has been compiled for 115 economies by World Economic Forum. (<http://weforum.org>)

Digital Economy Ranking is the readiness of a country's information and communications technology (ICT) infrastructure and the ability of its consumers, businesses and government to use ICT to their benefit. The index has been compiled for 70 economies by Economist Intelligence Unit. Prior to 2010 it was known as the e-readiness index. (<http://www.graphics.eiu.com>)

e-Government Readiness Index. e-government is being deployed not only to provide citizen services but for public sector efficiency purposes, improving transparency and accountability in government functions and allowing for cost savings in government administration. This index is created by the UN Public Administration Network. (<http://www2.unpan.org/egovkb/index.aspx>)

World Competitiveness SCOREBOARD publishes competitiveness of nations, ranking and analysing how a nation manages its resources and competencies. Published since 1989 it compares the competitiveness of 59 economies on the basis of over 331 criteria. The scoreboard is published by the IMD Business School, Switzerland. (<http://www.imd.org>)

ICT Development Index (IDI) captures the level of advancement of ICTs. It also measures the global digital divide and examines how it has developed in recent years. This index is produced by the International Telecommunication Union. (<http://www.itu.int>)





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# *COMMUNICATIONS & MULTIMEDIA*

*POCKET BOOK OF STATISTICS*

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## FOR MORE STATISTICS

## WEBSITE

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly.

The MCMC website is at [www.skmm.gov.my](http://www.skmm.gov.my)

OTHER STATISTICAL  
PUBLICATIONS

## Statistical Bulletins:

1. Postal & Courier Services: Pocket Book of Statistics (ISSN: 2231-9913)
2. Yearly Hand Phone User Survey
3. Yearly Internet User Survey



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