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## USAGE OF ICT AND E-COMMERCE BY ESTABLISHMENT

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## INTRODUCTION

Usage of ICT and E-Commerce (ICTEC) by Establishment 2024 publication highlights the statistics on Usage of ICT and E-Commerce in Malaysia based on the reference year 2023. This publication encompasses five key economic sectors which include Agriculture, Mining & Quarrying, Manufacturing, Construction and Services.

## ICT USAGE

There were 96.6 per cent of establishments in 2023 used computers including personal computers, laptops and tablets, indicating a 0.7 per cent point change increase compared to 95.9 per cent in 2022. A similar improvement was seen in usage of internet, with 94.0 per cent of establishments have internet access, compared to 93.3 per cent from previous year. These change were inline with government efforts to improve digital access across the country. Additionally, a significant increase was recorded in establishments with web presence, which rose to 72.7 per cent from 71.4 per cent in 2022.

## E-COMMERCE PERFORMANCE

E-commerce transaction income continues to demonstrate positive growth, rising to RM1,184.1 billion in 2023 compared to RM1,126.9 billion in 2022, reflecting a year-on-year (YoY) growth of 5.1 per cent. Meanwhile, expenditure from e-commerce transaction in Malaysia increased to RM571.4 billion, compared to RM531.6 billion in 2022, representing a year-on-year percentage change of 7.5 per cent.

E-commerce transaction income in Malaysia was mainly driven by the domestic market, which recorded a value of RM1,053.0 billion in 2023, up from RM1,003.5 billion in 2022, reflecting a positive growth of 4.9 per cent. International market contributions showed stronger expansion, rising to RM131.1 billion from RM123.4 billion in 2022, reflecting growth of 6.3 per cent. E-commerce expenditure in Malaysia was predominantly driven by the domestic market, which recorded a total of RM530.6 billion in 2023 compared to RM492.2 billion in the previous year, reflecting growth of 7.4 per cent. Meanwhile, the international market contributed RM40.8 billion, marking an increase from RM37.5 billion in 2022 with growth of 8.9 per cent.

The highest e-commerce income by type of customer comes from Business to Business (B2B), totalling RM817.1 billion with a growth of 3.9 per cent. Subsequently, Business to Consumer (B2C) recorded RM336.6 billion (YoY: 7.7%), and Business to Government (B2G) contributed RM30.4 billion (YoY: 9.3%). E-commerce expenditure by type of customer showed that the B2B category remained the primary contributor, recording RM443.4 billion with growth of 2.6 per cent. The B2C category recorded RM112.6 billion with growth of 28.1 per cent, while the B2G category contributed RM15.4 billion with growth of 33.6 per cent.

### Contact person:

Baharudin Mohamad

Public Relation Officer

Strategic Communication and International Division

Department of Statistics Malaysia

Tel : +603-8090 4681

Fax : +603-8888 9248

Email : [baharudin\[at\]dosm.gov.my](mailto:baharudin[at]dosm.gov.my)

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