



MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

MALAYSIA'S EXPERIENCE AND PRACTICE: MEASURING INTERNATIONAL E-COMMERCE

Presenter:

Dr. Mohd Uzir Mahidin

Chief Statistician Malaysia

UNSC Side-Event

27th February 2024





OUTLINE

- 1** Introduction
- 2** Malaysia's Experience in Developing International E-Commerce
- 3** Current E-Commerce Statistics
- 4** Research & Development in New Area of E-Commerce
- 5** Other Statistics Related to Digital Economy
- 6** Moving Forward & Current Initiatives



1. INTRODUCTION



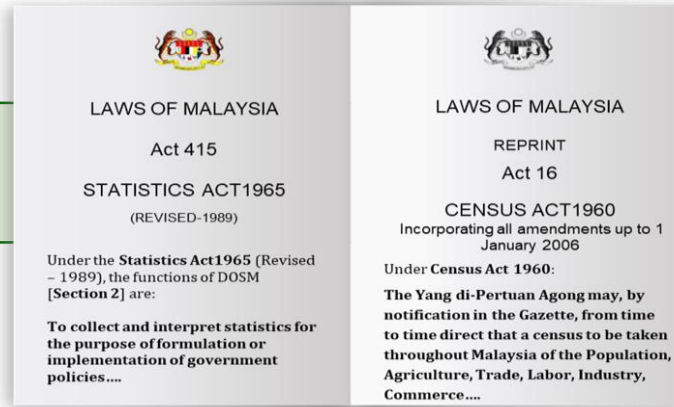
StatsMalaysia
www.DOSM.gov.my





1.1 STATISTICS ACT

Statistics Act 1965 (Revised-1989)



Census Act 1960 (Revised-1969)

Statistics Act

1. Information gathered under the provisions of the Statistics Act 1965 (Revised – 1989).
2. Section 5: All establishments operating in Malaysia to provide actual information or best estimates to the Department.
3. The Act stipulates that the contents of the establishments/ individuals returns are **CONFIDENTIAL** and will not be divulged to any person or institution outside this Department.
4. Section 7: Penalty for the respondent's failure to provide the required information



1.2 INITIATIVES

Government of Malaysia's initiative regards to digital economy:



1. MyDigital Initiative



2. National Digital Economy Blueprint

3. Digital Free Trade Zone (DFTZ)



4. The National Fiberisation and Connectivity Plan (NFCP)



National Fiberisation and
Connectivity Plan (NFCP)

5. Smart City Initiative





1.3 DEFINITION

Malaysia follows OECD's definition

WTO Work Programme on Electronic Commerce

definition (1998)

“The production, distribution, marketing, sale or delivery of goods and services by electronic means”

E-commerce

Definition of measurement purpose (OECD, 2009)

“The sale or purchase of a good and service, conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders”

Digital Trade

Handbook on Measuring Digital Trade IMF, OECD, UNCTAD and WTO, 2023

“All international trade that is digitally ordered and/or digitally delivered”

Domestic e-commerce

“The domestic sale or purchase of a good and service, conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders”

Digitally ordered trade = International e-commerce

“The international sale or purchase of a good or service, conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders”

Digital delivered trade

“All international trade transactions that are delivered remotely over computer networks”

International transactions that are both digitally ordered and digitally delivered



1.4 METHODOLOGY



1. UPDATING FRAME

Duration:

Census: 6 month

Sample: continuous

Source:

Malaysia Statistical Businesses

Register (MSBR)

Administrative data



2. CONSTRUCT QUESTIONNAIRE



3. DATA COLLECTION

Mode of Data Collection

- Self administered (e-Census/e-Survey)
- Mail Post
- Face-to-Face Interview
- Paper and Pen Interview (PAPI)
- Computer Assisted Personal Interview (CAPI)
- Computer Assisted Telephone Interview (CATI)



4. DATA PROCESSING

- Online Data Entry (ODE)
- Offline Data Entry
- Intelligent Character Recognition (ICR)



1.5 QUESTIONNAIRE

Sulit selepas data diisi <i>Confidential when filled with data</i>			PERKHIDMATAN PENGANGKUTAN DAN PENYIMPANAN TRANSPORTATION AND	300H
Sila buat satu salinan untuk rekod tuan <i>Please make a copy for your record</i>			TAHUN RUJUKAN 2022 <i>REFERENCE YEAR 2022</i>	
NG	NO. BATCH	BIL.		
JABATAN PERANGKAIN MALAYSIA DEPARTMENT OF STATISTICS MALAYSIA www.dosm.gov.my BANCI EKONOMI 2023 ECONOMIC CENSUS 2023				
Sila kembalikan soal selidik dalam masa 30 hari <i>Please return the questionnaire within 30 days</i>		KEGUNAAN PEJABAT / OFFICE USE Nombor Siri / Serial Number <input type="text"/> 010051 <input type="checkbox"/> 313 <input type="checkbox"/> 314 <input type="checkbox"/> 315 <input type="checkbox"/> 317 <input type="checkbox"/> 318 <input type="checkbox"/> 321 <input type="checkbox"/> 322 <input type="checkbox"/> 323 <input type="checkbox"/> 324 <input type="checkbox"/> 325		
Nama perubahan dan alamat pos <i>Name of establishment and postal address</i>	Sila pinda jika alamat pos di atas tidak tepat <i>Please amend if the above postal address is incorrect</i>			
	Sila lengkap dan kembalikan soal selidik ini kepada : <i>Please complete and return this questionnaire to :</i>			
Bagi sebarang pertanyaan, sila hubungi : <i>For enquiries, please contact :</i>				
No. Tel / Tel. No :				
No. Faks / Fax No :				
E-mel / Email :				
MAKLUMAN AM / GENERAL INFORMATION				
a. Jabatan Perangkaan Malaysia sedang melaksanakan Banci Ekonomi 2023 (bagi tahun rujukan 2022). Tujuan utama ialah untuk menyediakan maklumat agregat dan profil sektor ini yang diperlukan oleh kerajaan bagi membentuk program dan polisi ekonomi di peringkat nasional. b. Maklumat yang dikumpul adalah mengikut peruntukan di bawah Akta Perangkaan 1965 (Disemak - 1989). Seksyen 5 di bawah Akta ini menghendaki mana-mana pertubuhan yang beroperasi di Malaysia untuk memberikan maklumat sebenar atau anggaran terbaik kepada Jabatan. Mengikut Akta ini, kandungan soal selidik perubahan / individu yang diterima adalah SULIT dan tidak boleh dihebahkan kepada sesiapa atau mana-mana institusi di luar Jabatan ini. Sementara itu, Seksyen 7 di bawah Akta yang sama menyatakan bahawa responden boleh dikenakan denda sekiranya gagal memberi maklumat yang diperlukan. c. Tuan diminta melaporkan butir-butir yang berkaitan dengan pertubuhan ini seperti tercatat di atas dan mengembalikan soal selidik yang lengkap ke Jabatan ini. d. The Department of Statistics, Malaysia is conducting the Economic Census 2023 (for reference year 2022). The main objective is to provide aggregated information and profile of the sectors required by the government to formulate national economic programmes and policies. e. The information is gathered under the provisions of the Statistics Act 1965 (Revised - 1989). Section 5 of this Act requires all establishments operating in Malaysia to provide actual information or best estimates to the Department. The Act stipulates that the contents of the establishments / individual returns are CONFIDENTIAL and will not be divulged to any person or institution outside this Department. Meanwhile, Section 7 under the same Act provides a penalty should the respondent failed to furnish the required information. f. You are requested to provide information related to this establishment as stated above and return the completed questionnaire to the Department. g. If this establishment was not in operation during the reference year 2022, please return the questionnaire with 1.4.1 only to the Department.				
DATO' SRI DR. MOHD UZIR MAHIDIN KETUA PERANGKAWAN MALAYSIA CHIEF STATISTICIAN, MALAYSIA		Tarikh / Date :		
Kerjasama tuan dalam menjayakan banci ini amatlah dihargai / Your cooperation in ensuring the success of this census is very much appreciated				
Soal selidik ini akan diproses menggunakan teknologi ICR (Intelligent Character Recognition). Sila JANGAN LIPAT, gunakan pen. bulat HITAM untuk melengkapkan soal selidik ini. This questionnaire will be processed using ICR technology (Intelligent Character Recognition). Please DO NOT FOLD , use BLACK ball pen to complete this questionnaire.				
Muat turun soal selidik boleh dibuat melalui www.dosm.gov.my . Tulis dengan kemas di dalam kotak menggunakan HURUF BESAR atau tanda (X) pada kotak yang berkenaan. Downloading of the questionnaire can be made through www.dosm.gov.my . Write neatly within the boxes using CAPITAL LETTER or mark (X) in the appropriate box.				

Digital Economy Module



- **25 questions**
 - ICT Usage: 11 questions
 - E-commerce: 14 questions

ICT Usage

- Computer
- Internet
- Web presence



E-commerce

- Type of market
- Type of customer





1.5 QUESTIONNAIRE (cont.)

1. ICT Usage

1. Computer Usage

A.1 Adakah pertubuhan ini menggunakan komputer dalam mengendalikan perniagaan?

Did this establishment use computers in running a business?

310001

1 Ya / Yes

2 Tidak / No

Nota / Note:

Komputer termasuk komputer peribadi, komputer mudah alih (cth. komputer riba), tablet dan peranti mudah alih yang lain seperti telefon pintar

Computer includes personal computer, portable computer (e.g. laptop), tablet and other portable devices such as smartphone

Jika TIDAK, sila ke Soalan A.3

If NO, please go to Questions A.3

2. Internet Usage

A.3 Adakah pertubuhan ini menggunakan internet untuk tujuan perniagaan?

Did this establishment use the internet for business purposes?

310003

1 Ya / Yes

2 Tidak / No

Nota / Note:

Internet yang boleh diakses oleh komputer dan peranti yang lain (cth. telefon mudah alih, telefon pintar dsb.)

Internet can be access by computer and other device (e.g. mobile phone, smart phone etc.)

Jika TIDAK, sila ke Soalan A.10

If NO, please go to Questions A.10



1.5 QUESTIONNAIRE (cont.)

1. ICT Usage

3. Web Presence

A.8 Adakah pertubuhan ini mempunyai *web presence*?
Did this establishment have a web presence?

310017

1

Ya / Yes

2

Tidak / No

Jika "YA" sila tandakan jenis *web presence* pertubuhan ini. (Boleh pilih lebih daripada satu)
If "YES" please mark type of web presence of this establishment. (May choose more than one)

(a) Laman web kepunyaan pertubuhan ini
Website owned by this establishment

3100
18

(b) Laman web di entiti lain
Presence on another entity's website

19

(c) Media sosial (cth. Facebook, Instagram, Twitter, YouTube)
Social media (e.g. Facebook, Instagram, Twitter, YouTube)

20

(d) E-Pasaran (cth. Lazada, Zalora, Shopee)
E-Marketplace (e.g. Lazada, Zalora, Shopee)

83



1.5 QUESTIONNAIRE (cont.)

2. E-Commerce

1. Income of e-commerce

A.16 Sila nyatakan anggaran peratusan jumlah pendapatan yang diterima daripada jualan barangan atau perkhidmatan menggunakan e-dagang

Please indicate as estimate of the percentage of total income that receive orders from sales of goods or services via e-commerce

45 (%)

Nota / Note:

Bagi pesanan internet yang diterima bagi pihak organisasi lain, sila lapor hanya yuran atau komisen yang diterima

For internet orders received on behalf of other organisations, include only fees or commissions earned

2. Expenditure of e-commerce

A.22 Sila nyatakan anggaran peratusan jumlah pembelanjaan melalui pembelian barangan atau perkhidmatan menggunakan e-dagang

Please indicate an estimate percentage of total expenditure for purchases of goods or services via e-commerce

64 (%)



1.5 QUESTIONNAIRE (cont.)

2.1 E-Commerce Income

1. Income of e-commerce by type of market

A.18 Sila nyatakan peratusan pendapatan e-dagang mengikut jenis pelanggan

Please indicate the percentage of e-commerce income by type of customers

(a) Perniagaan lain / Other businesses

B2B Perniagaan kepada Perniagaan
Business to Business

3100
51 (%)

(b) Pengguna individu / Individual consumers

B2C Perniagaan kepada Pengguna
Business to Consumers

52 (%)

(c) Kerajaan dan organisasi bukan perniagaan lain

Government and other non-business organisations

B2G Perniagaan kepada Kerajaan
Business to Government

53 (%)

JUMLAH

TOTAL

100 (%)

2. Income of e-commerce by type of customers

A.19 Sila nyatakan peratusan pendapatan e-dagang mengikut jenis pasaran

Please indicate the percentage of e-commerce income by type of market

(a) Tempatan

Domestic

(b) Antarabangsa

International

3100
54 (%)

55 (%)

JUMLAH

TOTAL

100 (%)

Nota / Note:

Jika peratusan pendapatan antarabangsa e-dagang diisi, sila ke soalan A.20

If the percentage of e-commerce international income is filled, please go to question A.20



1.5 QUESTIONNAIRE (cont.)

2.1 E-Commerce Expenditure

1. Expenditure of e-commerce by type of market

A.23 Sila nyatakan peratusan perbelanjaan e-dagang mengikut jenis pelanggan
Please indicate the percentage of e-commerce expenditure by type of customers

(a) **Perniagaan lain / Other businesses**

B2B **Perniagaan kepada Perniagaan**
Business to Business

3100
65 (%)

(b) **Pengguna individu / Individual consumers**

B2C **Perniagaan kepada Pengguna**
Business to Consumers

66 (%)

(c) **Kerajaan dan organisasi bukan perniagaan lain**
Government and other non-business organisations

B2G **Perniagaan kepada Kerajaan**
Business to Government

67 (%)

JUMLAH
TOTAL

100 (%)

2. Expenditure of e-commerce by type of customers

A.24 Sila nyatakan peratusan perbelanjaan e-dagang mengikut jenis pasaran
Please indicate the percentage of e-commerce expenditure by type of market

(a) **Tempatan**
Domestic

3100
68 (%)

(b) **Antarabangsa**
International

69 (%)

JUMLAH
TOTAL

100 (%)

Nota / Note:

Jika peratusan perbelanjaan antarabangsa e-dagang diisi, sila ke soalan A.25

If the percentage of e-commerce international expenditure filled, please go to question A.25



1.6 DOSM'S PRODUCT AND DISSEMINATION

1. DOSM'S Product

Monthly

216

Quarterly

76

Total
Publication
1,478

2022: 1,563

Economy **290** (19.6%)

Social **1,138** (77.0%)

General **50** (3.4%)

Yearly

359

Ad Hoc

827

1. Press Release

- Portal DOSM

2. Publication

- Portal DOSM
- Economic Census Portal
- E-Statistik
- OpenDOSM

3. Online Database

- **OpenDOSM**

4. Dashboard

- OpenDOSM
- Economic Census Portal
- MyPrice

2. Dissemination

5. Social Media

- Facebook
- X @ Twitter
- Instagram
- YouTube
- TikTok

6. Presentation

- Malaysia government and stakeholders

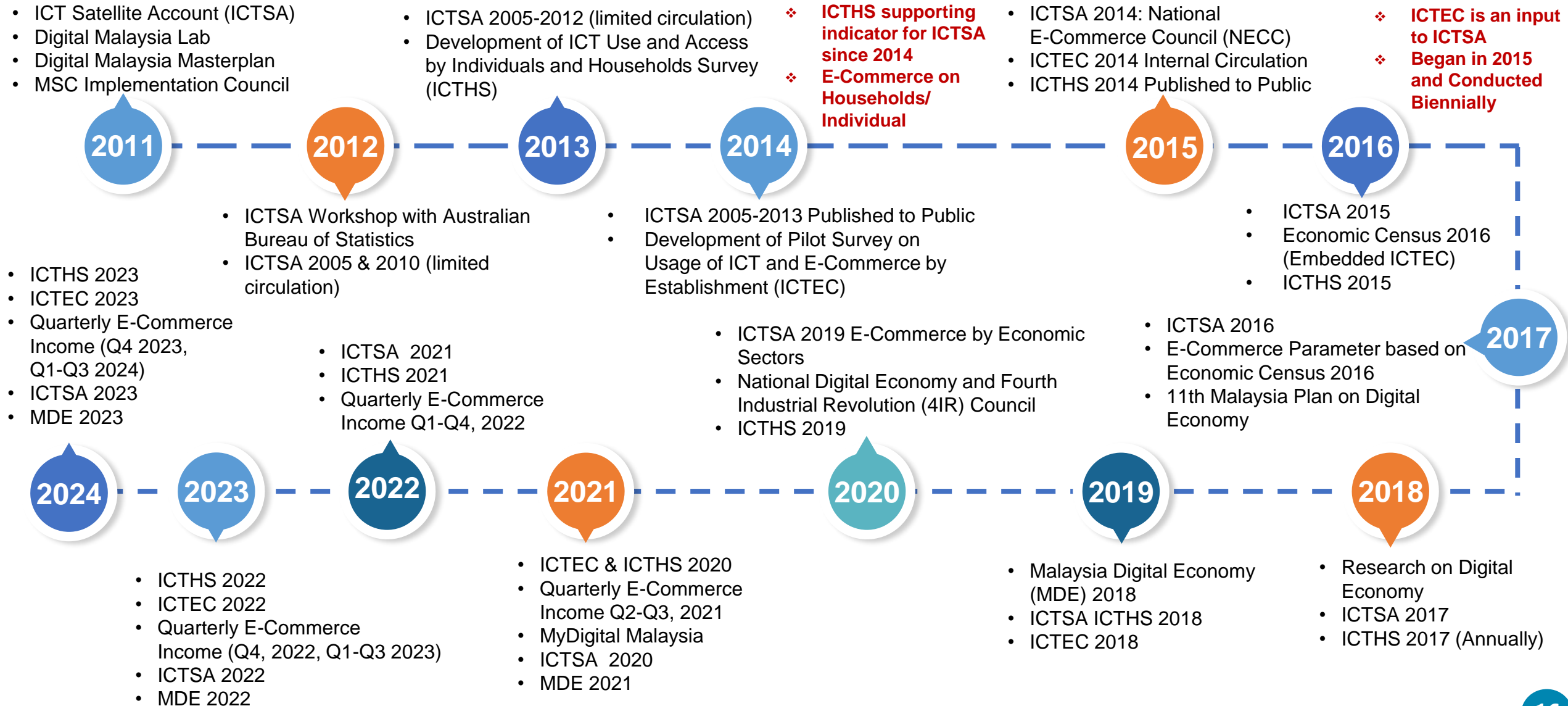
The image shows two screenshots. The left one is the DOSM website (www.dosm.gov.my) displaying an 'Advance Release Calendar' for November 2023. The right one is the 'OpenDOSM' portal, which includes a 'My Account' section with login fields for 'Email' and 'Password', and a 'My Account' section with 'Logout' and 'Forgot Password' links. Below the screenshots are social media icons for Instagram, Facebook, X, and YouTube, along with the handle '@StatsMalaysia'.

2. MALAYSIA'S EXPERIENCE IN DEVELOPING INTERNATIONAL E-COMMERCE





2.1 HISTORY OF DIGITAL ECONOMY AND E-COMMERCE DEVELOPMENT



3. CURRENT E-COMMERCE STATISTICS





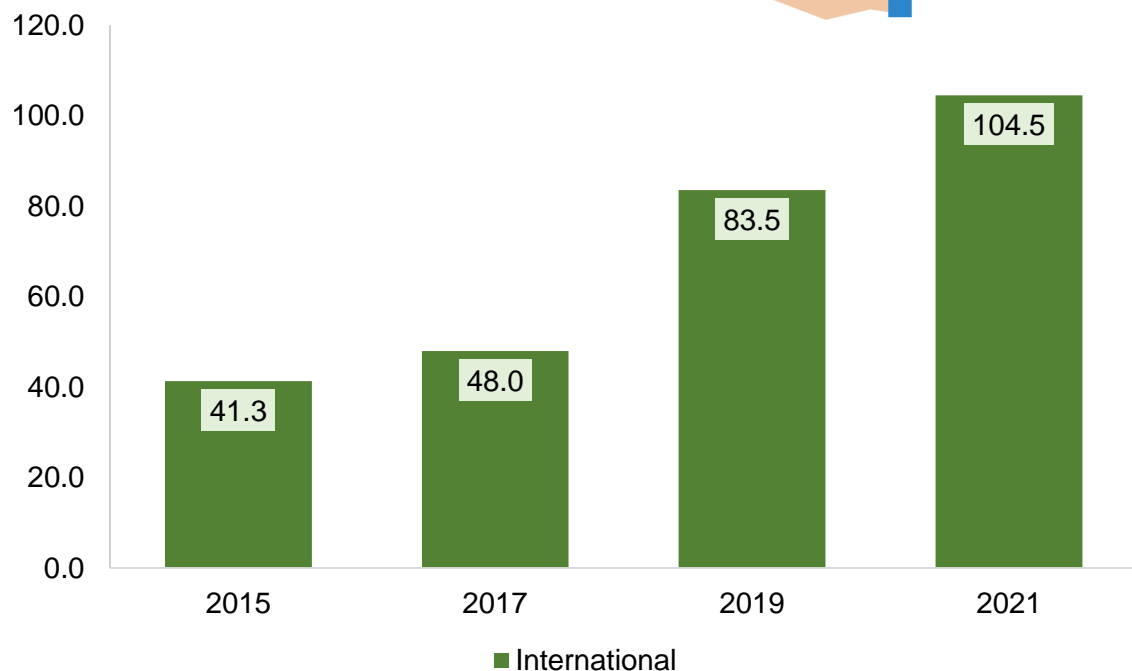
3.1 INTERNATIONAL E-COMMERCE PERFORMANCE

1. Annual International E-Commerce Income and Expenditure

i. Income



RM (Billion)



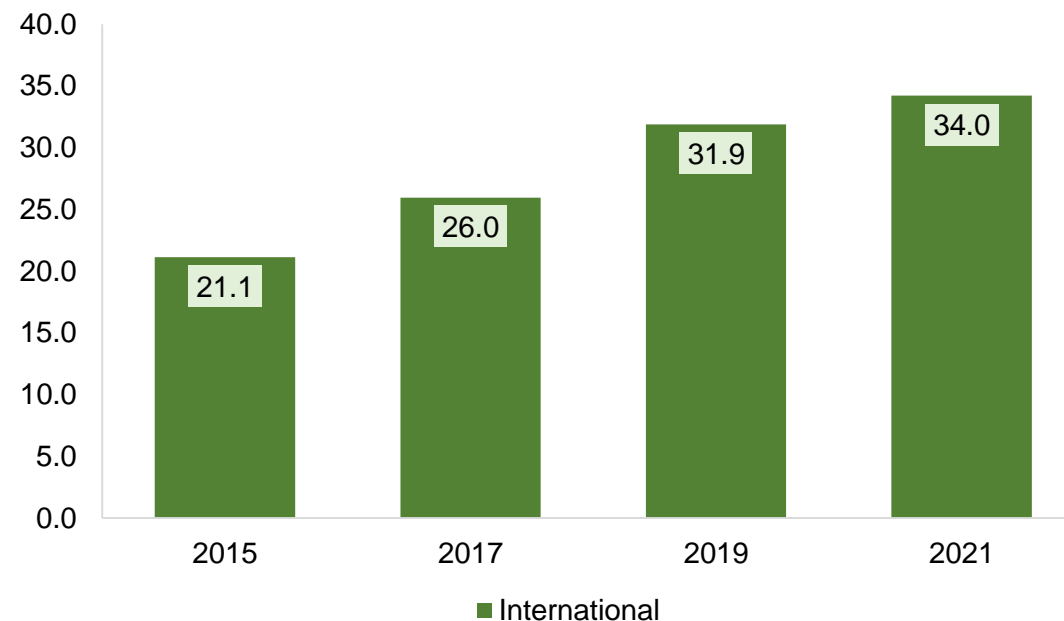
2021: 11.9%

10.1%

ii. Expenditure



RM (Billion)



2021: 3.2%

7.4%

Exchange rate 2021: RM4.15/USD

Note.

Annual Growth Rate Share

Source: Usage of ICT and E-Commerce by Establishment, 2022



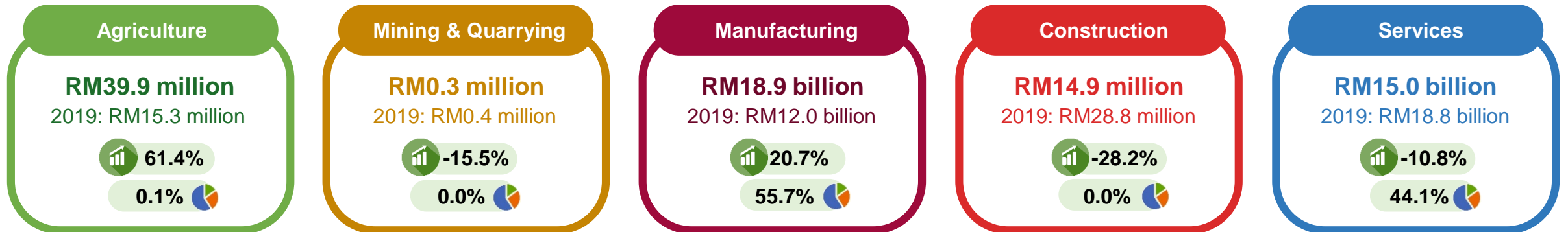
3.2 INTERNATIONAL E-COMMERCE PERFORMANCE (cont.)

2. Annual International E-Commerce Income and Expenditure by Sector, 2021

i. International E-Commerce Income



ii. International E-Commerce Expenditure



Note.

 Annual Growth Rate

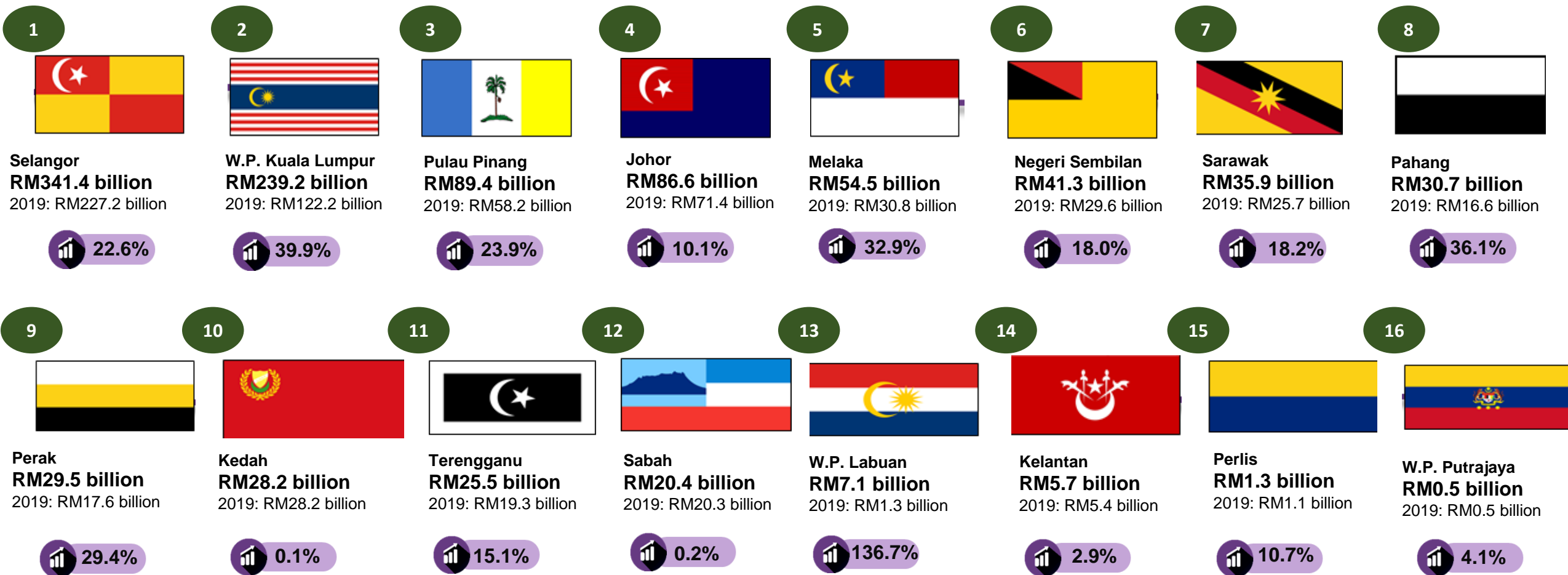
 Share

Source: Usage of ICT and E-Commerce by Establishment, 2022



3.3 E-COMMERCE INCOME & EXPENDITURE BY STATE

1. Annual E-Commerce Income by State, 2021



Note. Annual Growth Rate

Exchange rate: 2021: RM4.15/USD
2019: RM4.14/USD



3.3 E-COMMERCE INCOME & EXPENDITURE BY STATE (cont.)

1. Annual E-Commerce Expenditure by State, 2021

1



Selangor
RM133.2 billion
2019: RM98.3 billion

16.4%

2



W.P. Kuala Lumpur
RM57.6 billion
2019: RM23.3 billion

57.2%

3



Pulau Pinang
RM54.7 billion
2019: RM27.8 billion

40.2%

4



Johor
RM43.3 billion
2019: RM35.1 billion

10.9%

5



Melaka
RM30.8 billion
2019: RM22.1 billion

18.1%

6



Negeri Sembilan
RM30.6 billion
2019: RM22.6 billion

16.4%

7



Sarawak
RM30.1 billion
2019: RM18.9 billion

26.0%

8



Pahang
RM19.3 billion
2019: RM8.4 billion

51.3%

9



Perak
RM16.3 billion
2019: RM7.3 billion

49.5%

10



Kedah
RM15.1 billion
2019: RM14.7 billion

1.4%

11



Terengganu
RM13.5 billion
2019: RM8.3 billion

27.6%

12



Sabah
RM9.5 billion
2019: RM9.4 billion

0.7%

13



Kelantan
RM4.0 billion
2019: RM3.9 billion

1.8%

14



W.P. Labuan
RM1.8 billion
2019: RM0.5 billion

90.4%

15



Perlis
RM0.8 billion
2019: RM0.6 billion

10.5%

16



W.P. Putrajaya
RM0.1 billion
2019: RM0.1 billion

0.8%

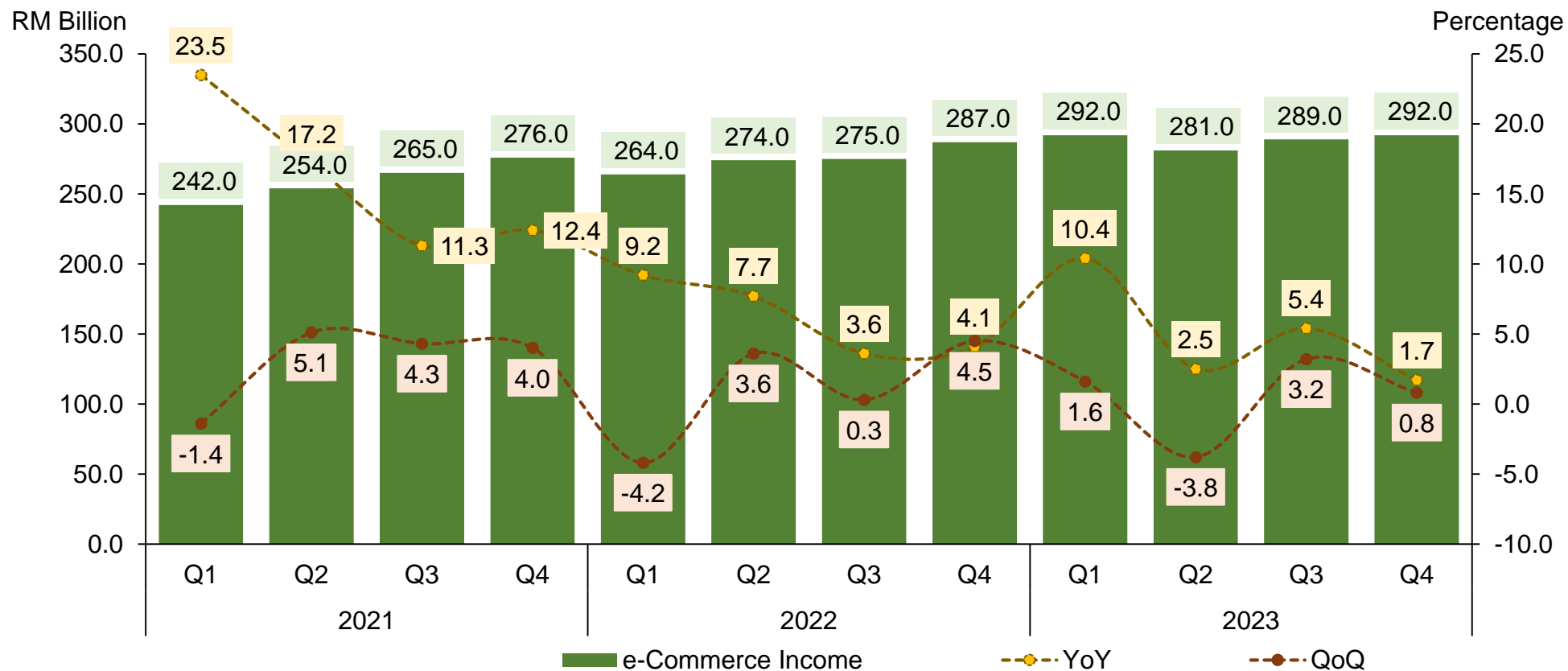
Note. Annual Growth Rate

Exchange rate: 2021: RM4.15/USD
2019: RM4.14/USD



3.4 QUARTERLY E-COMMERCE

1. Quarterly E-Commerce Income



Q4 2023:

- QoQ: 0.8%
- YoY: 1.7%
- RM 292.0 billion

Quarterly e-commerce expenditure is now being develop



3.5 NEWSLETTER SOCIAL MEDIA: AN ECONOMIC ACTIVITY

Can be access through: https://www.dosm.gov.my/uploads/content-downloads/file_20240124084041.pdf


DOSM/BPP/1.2024/SERIES 14

MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA
NEWSLETTER

SOCIAL MEDIA: AN ECONOMIC ACTIVITY

1. INTRODUCTION

Social media is an online platforms that facilitate users to create, share, and exchange content to friends, family, and those with shared interests. The sharing of information and content can also reach virtual communities (domestically and globally). Popular social media platforms are Facebook, TikTok, Twitter, Instagram, LinkedIn, Snapchat, YouTube, and Pinterest.



2. IMPACT OF SOCIAL MEDIA

Social media facilitates communication and connectivity, enables rapid exchange of information and platform for personal expression. Social media can foster community, influences public opinion and event awareness. Most importantly, in economy, it promote business, Social media is a powerful tool for marketing, brand building, and cultural trend influence.


3. IS SOCIAL MEDIA A PRODUCTION ACTIVITY?

According to System of National Account 2008 (United Nations & World Bank, 2009),¹ "production" is an activity carried out under the control and responsibility of an institutional unit that uses inputs of labor, capital, and goods and services to produce outputs of goods and services. Is social media a "production activity?" Influencers use social media amongst others to promote their products (and services). Some of them are marketing agents. In term of economy, businesses on social media platform will create economic activities such as imports (and exports), storage (warehouse), commissions (and income). These activities will be reflected in all three accounts in SNA 2008 namely production, final demand, and income account.

4. SOCIAL MEDIA TREND AND STATISTICS

Social media is always changing and getting bigger. Videos, like stories and live videos, are a big deal now, and short-lived posts are getting more common. Social commerce is growing, with more businesses leveraging platforms for direct and indirect sales. Influencer marketing is a prevalent strategy. According to Meltwater (2023),² as of January 2023, there were 26.8 million users of social media or 78.5% of the population in Malaysia. Most Gen Z and Millennials in Malaysia - around 99.8% of those over 18 - are actively using social media. The most active social media users are aged 25-34, making up 31.5% of the population, around 8.4 million users. These statistics show potential market in social media platform in Malaysia.

According to initial study by Department of Statistics Malaysia (DOSM), to date, there are at least 1,853 influencers actively involves in economic activity in Malaysia.



1

¹ United Nations, & World Bank. (2009). System of National Accounts 2008. Retrieved January 11, 2024, from <https://unstats.un.org>
² Meltwater. (2023). Social Media Statistics for Malaysia. Retrieved January 11, 2024, from <https://www.meltwater.com>

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DOSM study showed that, in 2022, Malaysia's income via e-commerce transactions recorded RM1,099.7 billion compared to RM1,037.2 billion in 2021, with an annual growth of 6.0 per cent (Department of Statistics Malaysia, 2023).³ This was primarily driven by Manufacturing and Services sectors.

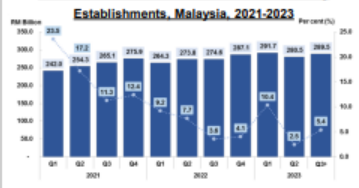
Meanwhile, Malaysia's income via e-commerce transactions in 2021 recorded RM1,037.2 billion compared to RM675.4 billion (in 2019), with an annual growth of 23.9 per cent. The main contributor was the Manufacturing sector, with RM553.8 billion and annual growth rate of 25.0 per cent. This was followed by Services (RM473.0 billion; 23.4%), and Mining & Quarrying (RM8.7 billion; -1.4%).

On quarterly basis, the first quarter of 2023 recorded an income of RM291.7 billion, which increased to RM280.5 billion in the second quarter. The upward trend continued, with e-commerce income registering RM289.5 billion in the third quarter of 2023.

Expenditure through e-commerce transactions recorded RM460.8 billion in 2021 compared to RM301.5 billion in 2019, with annual growth rate of 23.6 per cent. The main contributor was Manufacturing sector, which recorded RM325.2 billion with annual growth of 26.2 per cent. This was followed by Services sector (RM131.7 billion; 18.8%) and Mining & Quarrying sector (RM2.9 billion; -1.9%).

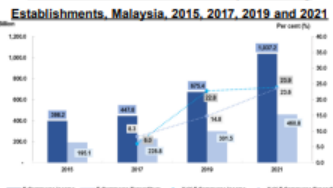
All the above figures are transactions of e-commerce at total level and measured by business establishments. Some influencers are formal (meaning their organization are registered), and the others are informal (households that do not register their businesses). Hence, what is the value of contribution of the influencers to the Malaysia's economy?

Chart 1: Performance of E-Commerce Income by Establishments, Malaysia, 2021-2023



Year	Q1	Q2	Q3	Q4
2021	249.9	234.5	265.1	271.9
2022	264.3	271.8	281.5	291.7
2023	280.5	289.5	291.7	289.5

Chart 2: E-Commerce Income & Expenditure by Establishments, Malaysia, 2015, 2017, 2019 and 2021



Year	E-Commerce Income	E-Commerce Expenditure
2015	675.4	301.5
2017	1037.2	460.8
2019	1037.2	460.8
2021	1099.7	460.8

5. HOW TO MEASURE ECONOMIC ACTIVITY CONTRIBUTED BY INFLUENCERS?

As mention above, social media and influencers can have impact on real economy. Their activities can create production and income, and can be consumed as final demand. Since activities in social media and influencers becoming significant and grow exponentially, it is imperative to measure the contribution of influencers in particular to the Malaysia's economy. As for this, for the beginning, DOSM will study influencers as a "statistical unit" before to proceed in depth in measuring their contribution to Malaysia gross domestic product. Survey using questionnaire seems to be the feasible and appropriate method as of now.

2

³ Department of Statistics, Malaysia. (2023). Digital Economy 2023. Putrajaya: Department of Statistics, Malaysia

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4. RESEARCH & DEVELOPMENT IN NEW AREA OF E-COMMERCE





4.1 RESEARCH & DEVELOPMENT IN NEW AREA OF E-COMMERCE

1. Digital Trade

Malaysia currently studying “Measuring Digitally:

1. Ordered Trade and
2. Delivered Trade.”

1. Measuring Digitally Ordered Trade

- Malaysia has two options:
 - a) administrative data (i.e. custom declaration) and
 - b) survey
- After a brief study, Malaysia opted to conduct survey.
- Also, Malaysia will study to produce e-Commerce for Digital Free Trade Zone (DFTZ) using administrative data

2. Measuring Digitally Delivered Trade

- For this statistics, Malaysia will conduct survey.



Note.

Digitally Ordered Trade

- The **international** sale or purchase of a good or service, conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders.

Digitally Delivered Trade

- All international trade transactions that are delivered remotely over computer networks.



2. Digital Free Trade Zone (DFTZ)

- Launched:
 - 22 March 2017
- Objective:
 - To merge physical and virtual zones with more online services to enhance and facilitate international e-commerce.
- DFTZ:
 - In line with the development of the Electronic World Trade Platform and the development of a Regional Hub for e-Commerce businesses.
 - To increase the SMEs goods export etc.
 - Located at the existing 17.5 hectare Low Cost Carrier Terminal (LCCT) terminal.



2. Digital Free Trade Zone (DFTZ)

For this DFTZ statistics:

- Malaysia will use administrative data i.e. “Custom declaration.”
- Able to produce detail information:
 - by category of companies: Large, medium, small and micro;
 - by detail HS and SITC code
 - by group of country and countries etc.

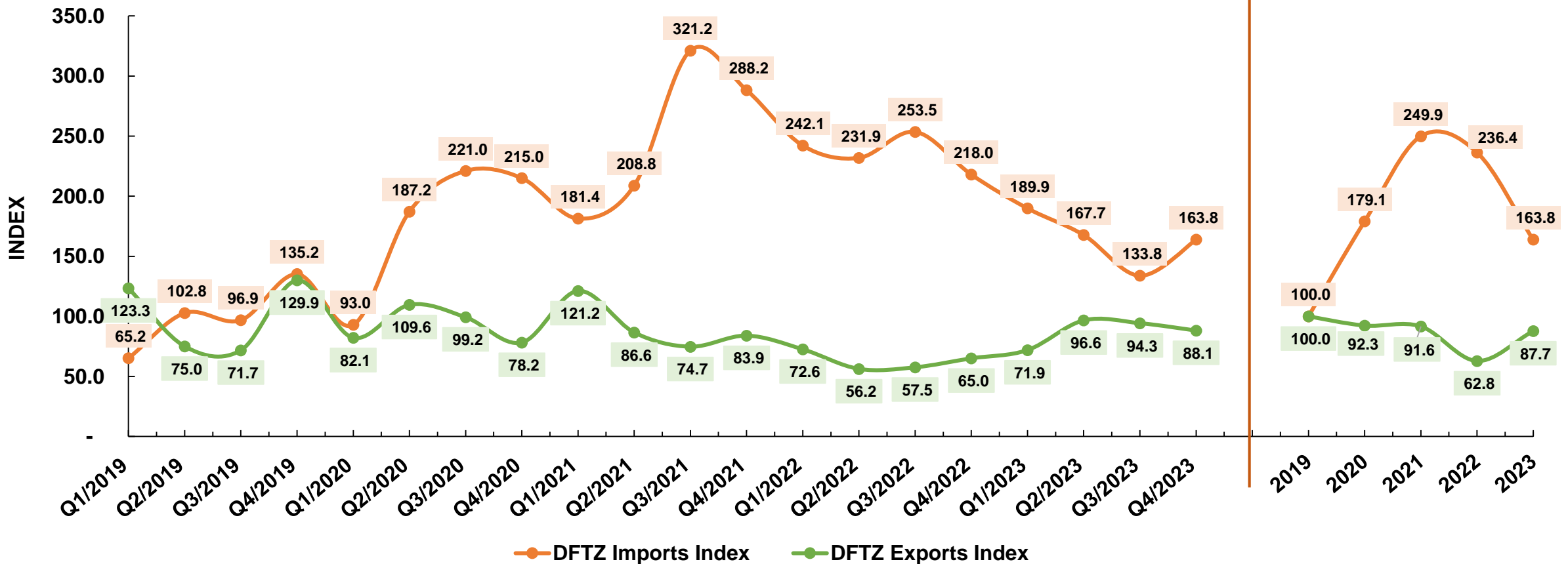


4.2 DIGITAL FREE TRADE ZONE (DFTZ)

Initial finding of exports and imports in Malaysia DFTZ (2019 – 2023):

3. DFTZ Imports & Exports Index, Quarterly & Annual

DFTZ import a lot during pandemic



2019=100

5. OTHER STATISTICS RELATED TO DIGITAL ECONOMY



StatsMalaysia
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5.1 ICT USAGE FOR ESTABLISHMENT

1. Usage of ICT



Computer
2021: 93.8%
2019: 86.2%



Internet
2021: 90.6%
2019: 85.2%



Web presence
2021: 63.3%
2019: 53.9%

2. Types of Internet Access



Fixed Broadband
2021: 92.7%
2019: 83.7%



Mobile Broadband
2021: 75.4%
2019: 70.8%



Fixed Broadband & Mobile Broadband
2021: 68.0%
2019: 60.3%

3. Computer Network Infrastructure

Intranet

2021: 46.6%
2019: 39.7%

Extranet

2021: 16.7%
2019: 13.5%

LAN

2021: 73.4%
2019: 66.9%

WLAN

2021: 67.6%
2019: 61.0%

WAN

2021: 85.1%
2019: 84.9%

Others

2021: 6.1%
2019: 4.7%

Note.

LAN -Local Area Network

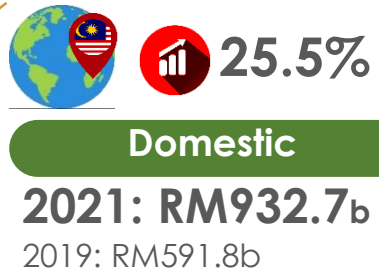
WLAN –Wireless Local Area Network

WAN –Wide Area Network

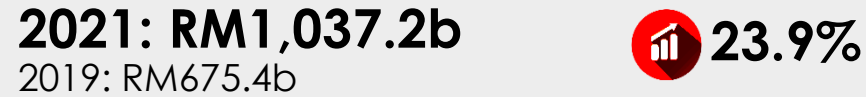


5.2 E-COMMERCE PERFORMANCE

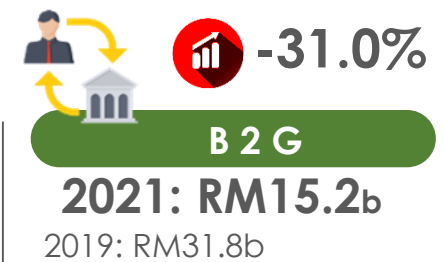
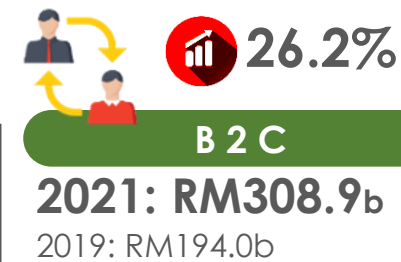
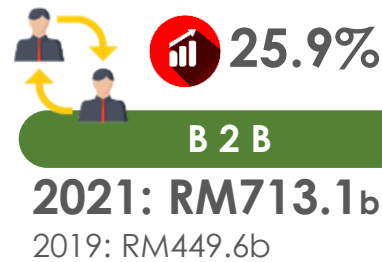
1.1 Types of Market



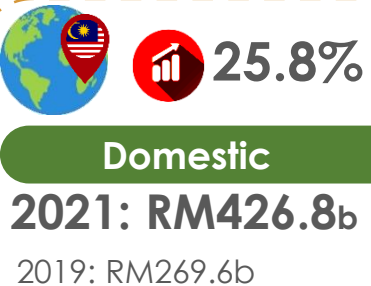
1. Income



1.2 Types of Customer



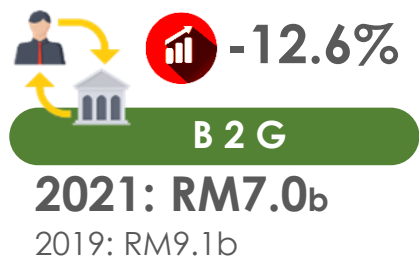
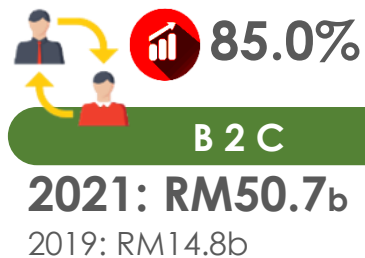
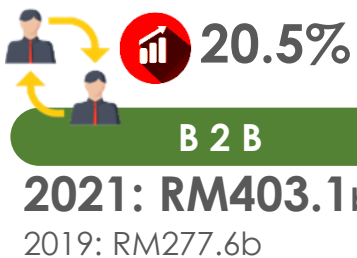
2.1 Types of Market



2. Expenditure



2.1 Types of Customer





5.3 ICT SATELLITE ACCOUNT

1. Contribution of ICT to GDP

2022: RM412.3 billion

2021: RM359.3 billion



14.8%

23.0%

Share to National Economy

2021: 23.2%

13.6%

Gross Value Added
ICT (GVAICT)

9.4%

E-commerce of
non ICT industry

2. Import & Export

**Net Exports
of ICT Products**

remain Surplus of

RM135.7 billion in 2022.

2021: Surplus of RM95.3 billion



3. Employment and Compensation

1.22 million persons employed in **ICT Industry**
contributed **7.9%** to the total employment in 2022.

2021: 1.21 million | 8.0% share



Compensation of employees in ICT Industry

RM85.0 billion share of **34.9%** to **GDP** in 2022.

2021: RM78.2 billion | 36.1% share



Exchange rate: 2022: RM4.40/USD

2021: RM4.15/USD

Source: Information and Communication Technology Satellite Account, 2022

Note. ICT industry categories are ICT manufacturing, ICT trade, ICT services and Content and media

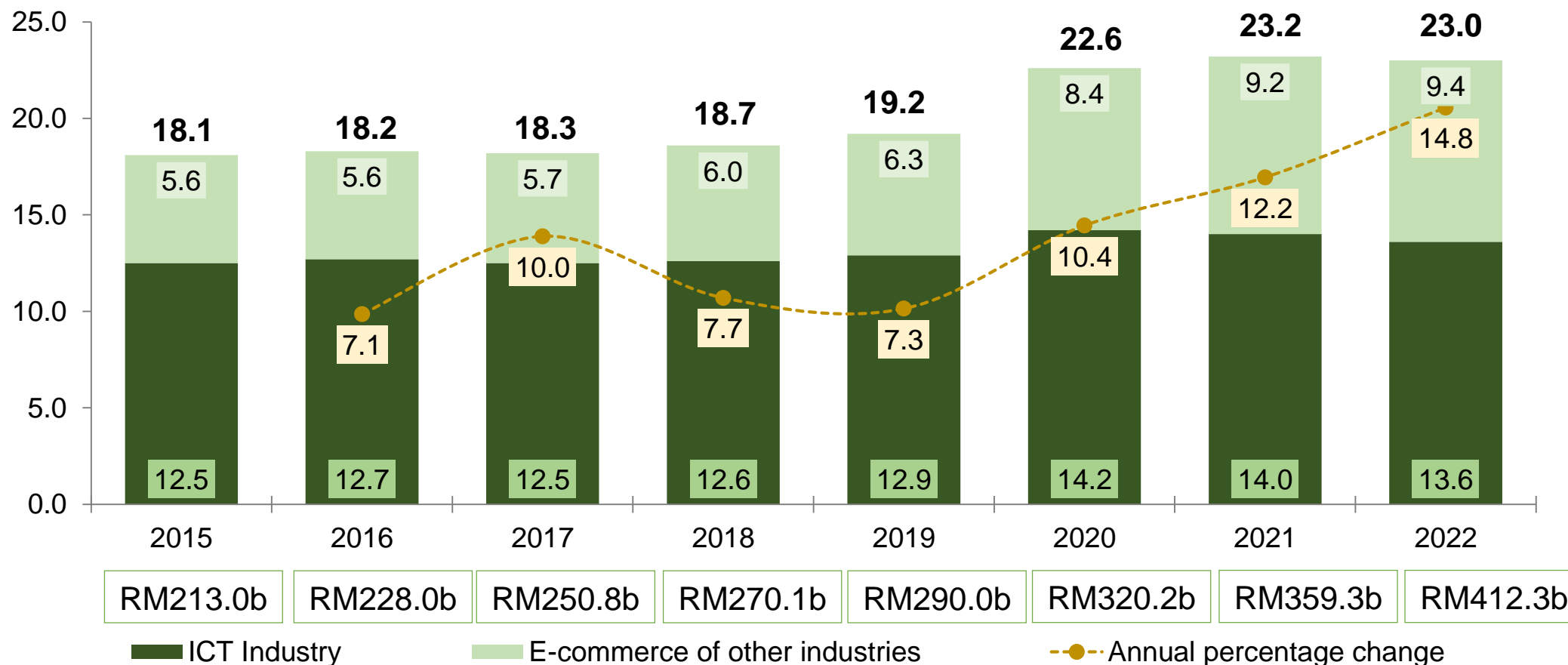


5.3 ICT SATELLITE ACCOUNT (cont.)

4. Contribution of ICT to GDP

The contribution of ICT and e-commerce to GDP increased 14.8 per cent from RM359.3 billion in 2021 to RM412.3 billion in 2022.

Percentage (%)



Exchange rate: 2022: RM4.40/USD
2021: RM4.15/USD

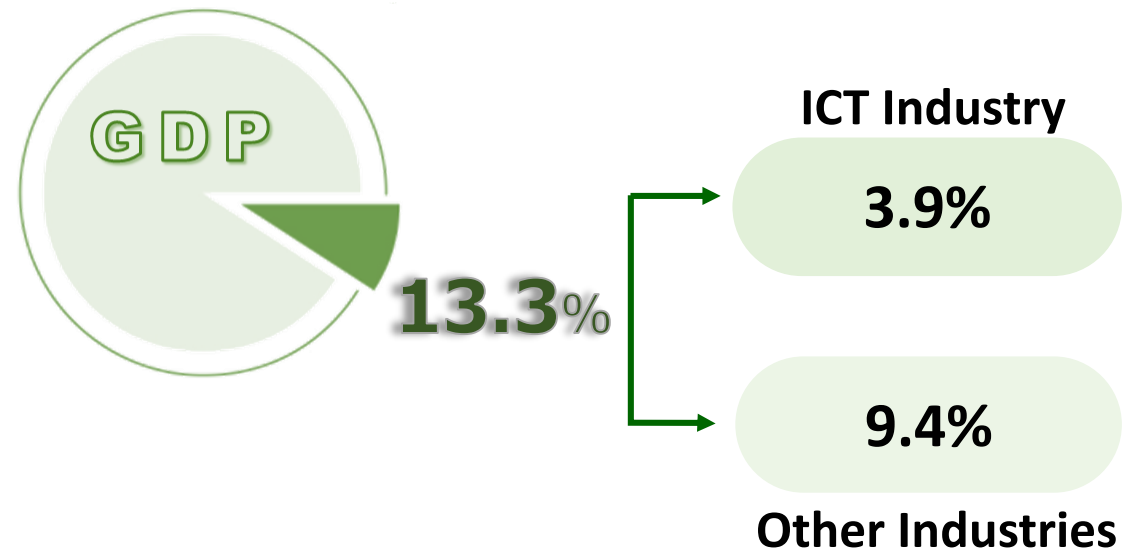
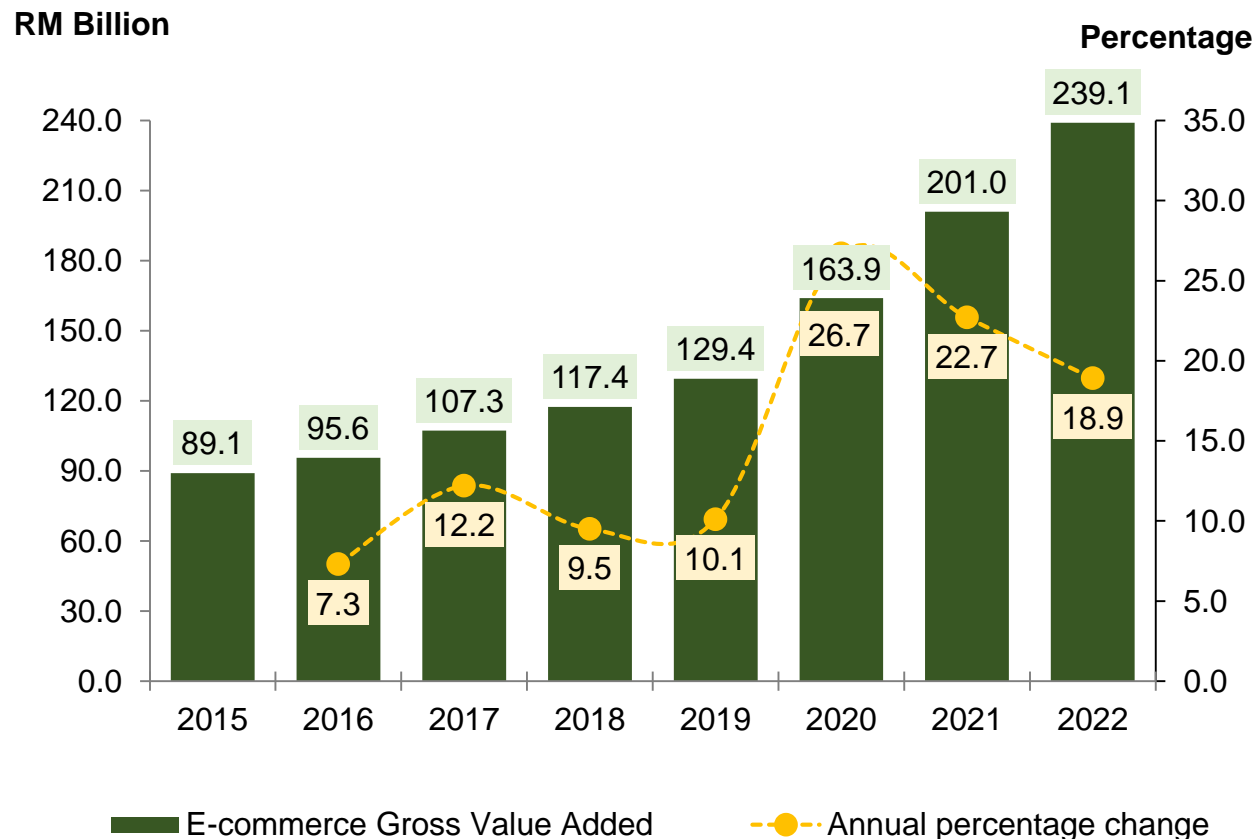
Source: Information and Communication Technology Satellite Account, 2022



5.3 ICT SATELLITE ACCOUNT (cont.)

5. Contribution of e-commerce to GDP

The contribution of e-commerce to GDP increased 18.9 per cent from RM201.0 billion in 2021 to RM239.1 billion in 2022.



Value Added of E-Commerce

2022: RM239.1b

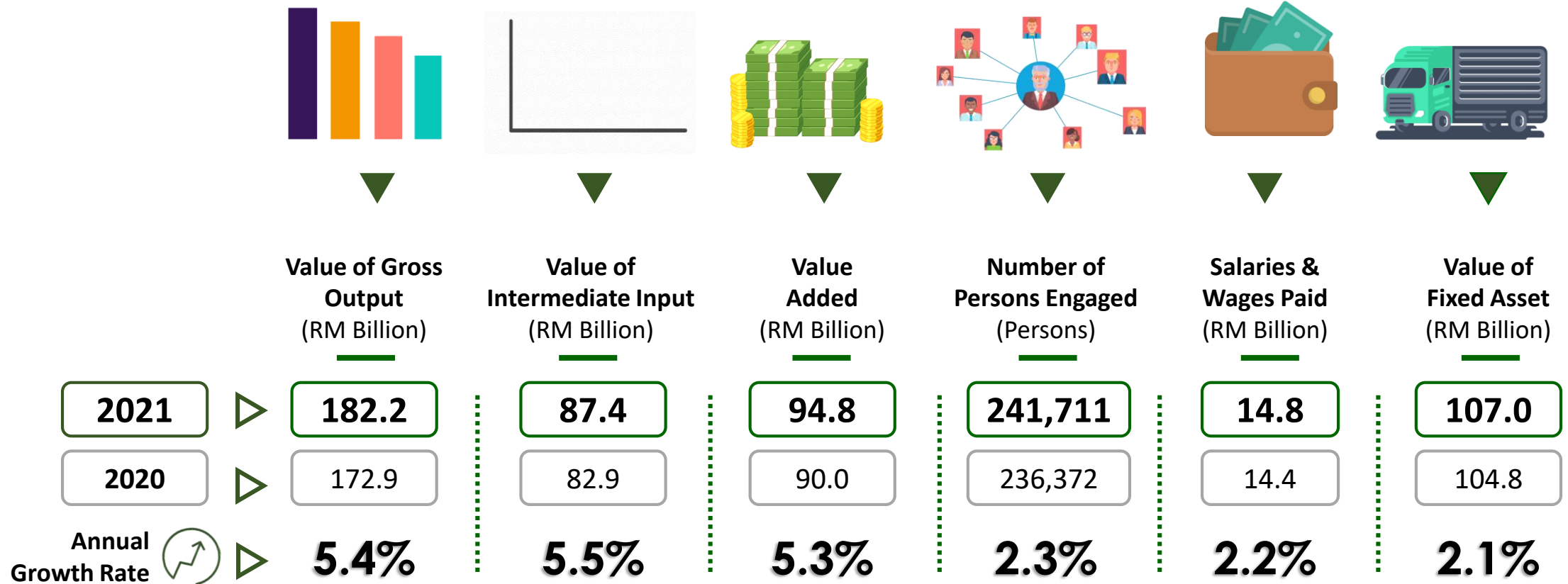
2021: RM201.0b



Exchange rate: 2022: RM4.40/USD
2021: RM4.15/USD



5.4 ICT SERVICES SECTOR PERFORMANCE



Exchange rate: 2021: RM4.15/USD
2020: RM4.20/USD

Source: Annual Economic Statistics (AES) 2022 – Information and Communication Services



5.5 ONLINE RETAIL INDEX

Index of Retail Over the Internet, Jan 2021 – Dec 2023



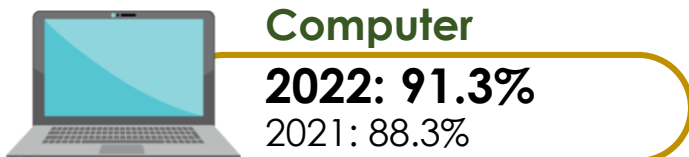
Source: Press Statement Performance of Wholesale and Retail Trade, December 2023

Base year: 2018=100

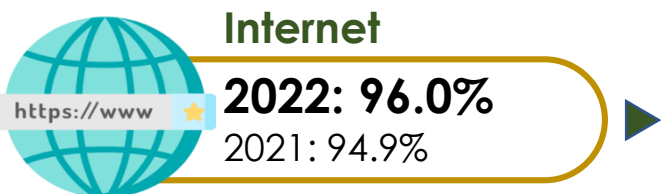


5.6 USAGE OF ICT BY HOUSEHOLD AND INDIVIDUAL

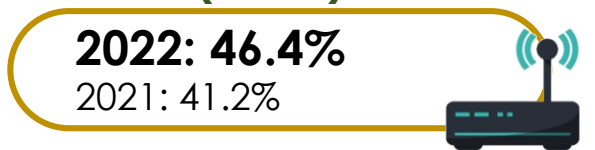
1. Households Access to Computer



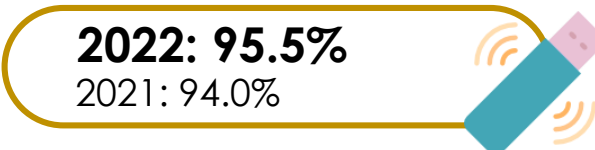
2. Households Access to Internet



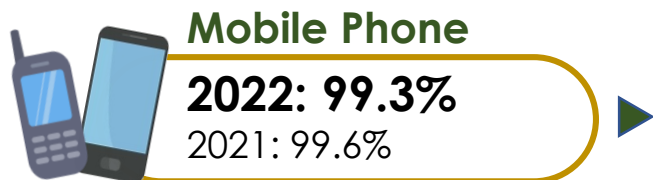
Fixed (wired) broadband



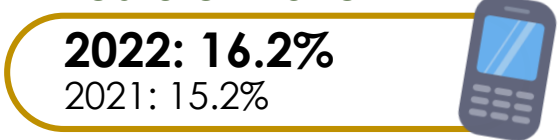
Mobile broadband



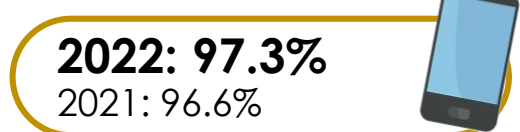
3. Households Access to Mobile Phone



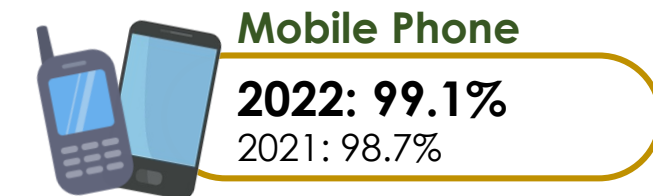
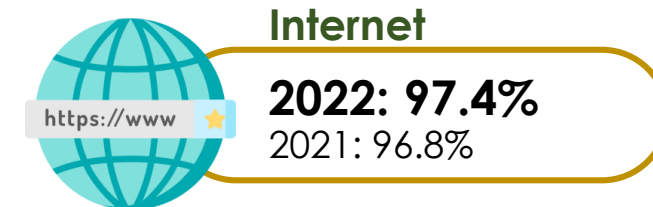
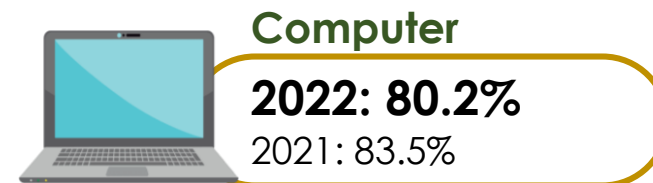
Feature Phone



Smart Phone



4. Individual Use of ICT Services and Equipment





5.7 OTHER STATISTICS



1. Penetration Rates

Indicator	2018	2019	2020	2021	2022	2023*
Fixed Broadband subscriptions per 100 premises (%)	-	32.8	37.2	40.8	47.6	49.9
Pay TV per 100 households (%)	-	86.3	89.0	80.1	80.6	77.3

2. Broadband Subscriptions



Indicator	2018	2019	2020	2021	2022	2023*
Mobile broadband subscriptions (million)	36.8	40.4	38.8	42.0	43.2	44.7
Mobile broadband subscriptions per 100 inhabitants (%)	113.0	123.7	118.7	126.4	131.0	133.8



Mobile Networks Coverage

Indicator	2018	2019	2020	2021	2022
Percentage of population covered by at least LTE/WIMAX (4G) mobile networks	79.7%	82.2%	93.5%	95.4%	96.9%
Percentage of population covered by at least 5G mobile networks	N/A	N/A	N/A	4.0%	47.1%

6. MOVING FORWARD & CURRENT INITIATIVES



StatsMalaysia
www.DOSM.gov.my





6. MOVING FORWARD & CURRENT INITIATIVES

Moving forward

To consistently embrace the process and development in e-commerce accordance with the current government's policy on digitalization

Current initiatives

1. Central Database Hub (PADU) - a system containing individual and household profiles encompassing citizens and permanent residents in Malaysia
2. Agriculture Census 2024

"Gemilang"

Di arus zaman berubah
moden dan penuh rintangan
tetap melangkah dan berevolusi
dan menuju matlamat jaya

Seiring dan seirama
bersama tekad di hati
misi dan visi berinovasi
Gah di mata dunia



VIDEO "GEMILANG"

<https://bit.ly/DOSMGemilang>

Chorus

Gemilang, perangkaan jitu
data terpelihara
pelbagai anugerah
membuktikan kita juga berdaya
Gemilang, harumkan negara
di antarabangsa
berpadu tenaga, berganding bahu
dan kejayaan di rasa

Langkah strategi di yakini
kejayaan di kecap
sejarah yang terukir
menjadi inspirasi

THANK YOU



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