

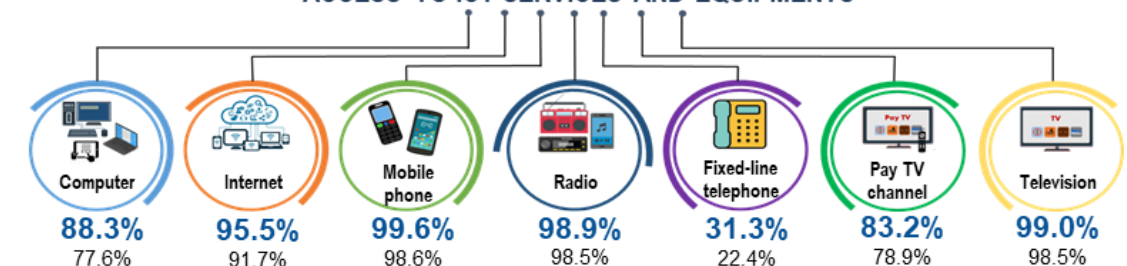


PRIME MINISTER'S DEPARTMENT  
DEPARTMENT OF STATISTICS MALAYSIA

PRESS RELEASE  
ICT USE AND ACCESS BY INDIVIDUALS AND HOUSEHOLDS SURVEY REPORT 2021



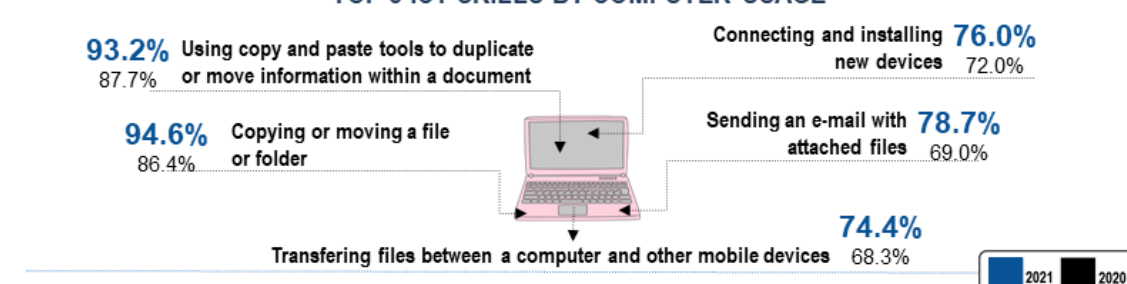
ACCESS TO ICT SERVICES AND EQUIPMENTS



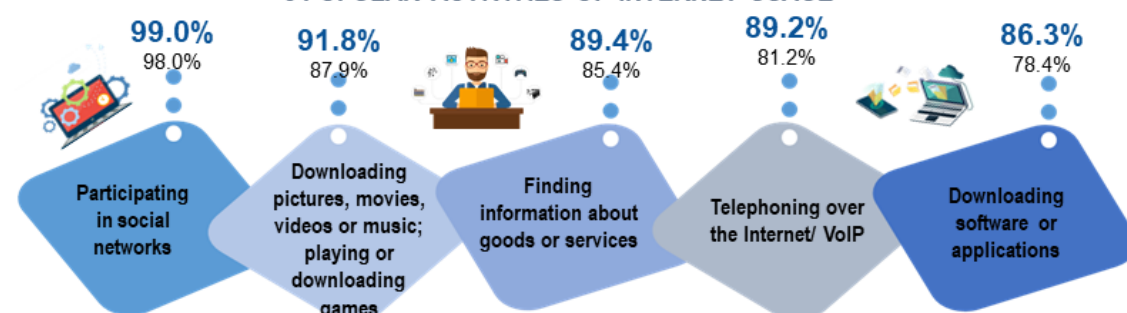
USE OF ICT SERVICES AND EQUIPMENT



TOP 5 ICT SKILLS BY COMPUTER USAGE



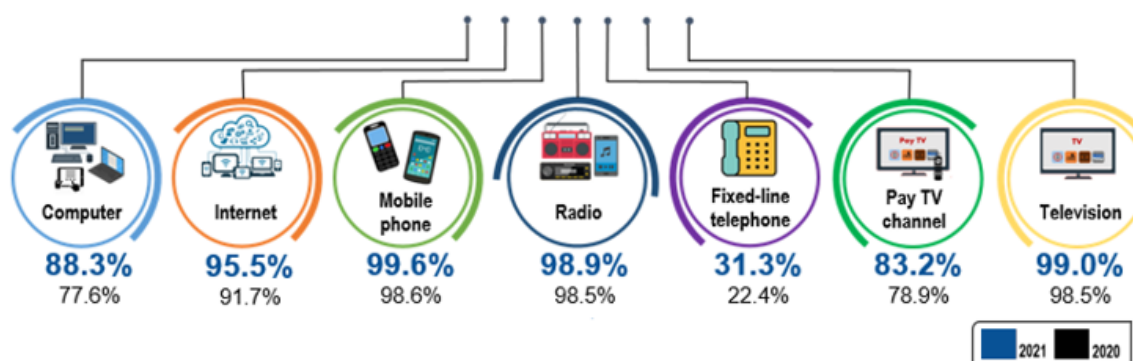
5 POPULAR ACTIVITIES OF INTERNET USAGE



## ICT ACCESS BY HOUSEHOLDS

The percentage of household access showed an increase in all ICT access, which are computer (88.3%), Internet (95.5%), mobile phone (99.6%), radio (98.9%), fixed-line telephone (31.3%), pay TV channel (83.2%) and television (99.0%).

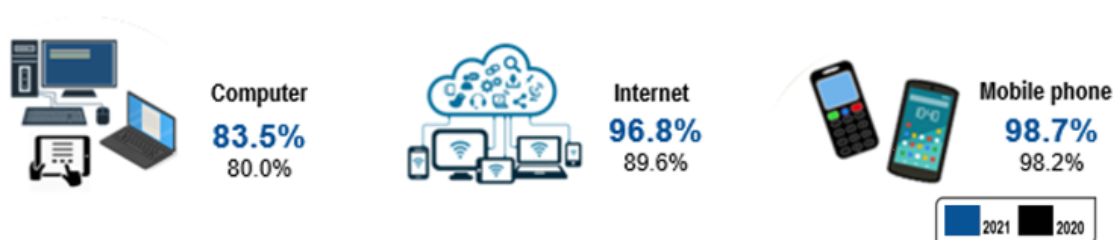
**Exhibit 1: Percentage of households with access to ICT services and equipment, Malaysia, 2020 - 2021**



## ICT USE BY INDIVIDUALS

The percentage of individuals in Malaysia aged 15 years and above using computers from 80.0 per cent in 2020 to 83.5 per cent in 2021. Internet usage by individuals in Malaysia increased to 96.8 per cent from 89.6 per cent in 2020. Meanwhile, the percentage of individuals using mobile phone increased to 98.7 per cent in 2021 as compared to 98.2 per cent in 2020.

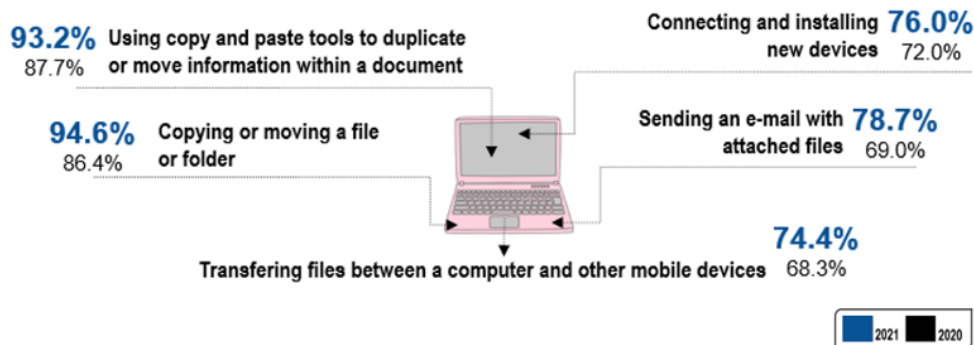
**Exhibit 2: Percentage of individuals using the ICT services and equipment, Malaysia, 2020 - 2021**



## ICT SKILLS BY INDIVIDUALS

Among all computer users, five activities that showed the highest percentage in 2021 are copying or transferring files (94.6%). This is followed by the activity of using copy and pasting techniques to duplicate or transfer information in a document (93.2%), sending e-mail with files (78.7%), connecting and installing new devices (76.0%) and transferring files in between computers and other mobile devices (74.4%).

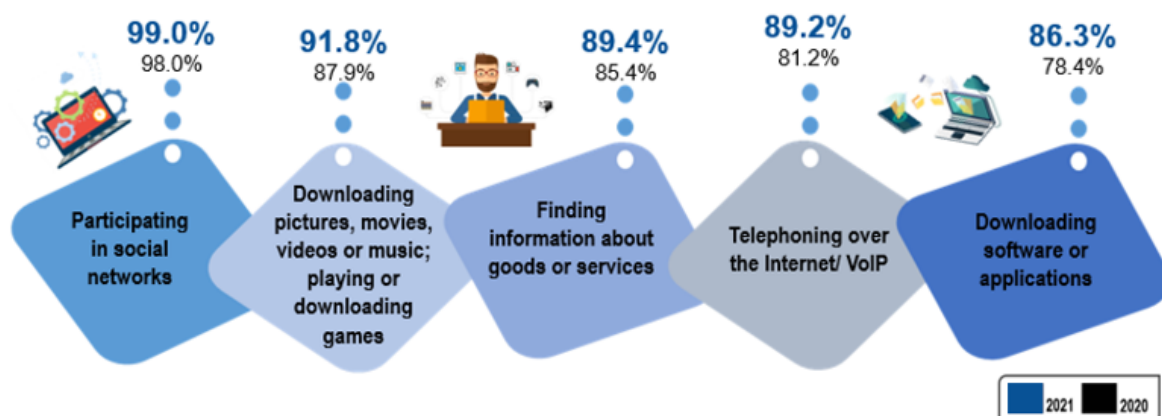
**Exhibit 3: Percentage of individuals using computer by top five ICT skills, Malaysia, 2020 - 2021**



## INTERNET ACTIVITIES BY INDIVIDUALS

The most popular internet usage activity in 2021 was participating in social networks, which is 99.0 per cent, followed by downloading pictures, movies, videos or music; playing or downloading games (91.8%), finding information about goods or services (89.4%), making phone calls via Internet/ VoIP (89.2%) and downloading software or applications (86.3%).

**Exhibit 4: Percentage of individuals using the Internet by top five Internet activities, Malaysia, 2020- 2021**



The full publication of the ICT Use and Access by Individuals and Households Survey Report (ICTHS) 2021 can be downloaded through eStatistik portal.

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