

# KOMUNIKASI DAN MULTIMEDIA

## Buku Maklumat Statistik

COMMUNICATIONS AND MULTIMEDIA

Pocket Book of Statistics



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**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
*Malaysian Communications and Multimedia Commission*

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# 10

## MATLAMAT DASAR KEBANGSAAN BAGI INDUSTRI KOMUNIKASI DAN MULTIMEDIA NATIONAL POLICY OBJECTIVES FOR THE COMMUNICATIONS AND MULTIMEDIA INDUSTRY

- 1 Menjadikan Malaysia sebagai pusat dan tumpuan utama dunia bagi perkhidmatan komunikasi dan perkhidmatan maklumat dan kandungan multimedia  
*To establish Malaysia as a major global centre and hub for communications and multimedia information and content services*
- 2 Menggalakkan pewujudan masyarakat madani yang dalamnya perkhidmatan berdasarkan maklumat akan menyediakan asas bagi peningkatan yang berterusan kepada mutu kerja dan hidup  
*To promote a civil society where information-based services will provide the basis of continuing enhancements to quality of work and life*
- 3 Mencambahkan dan memupuk sumber maklumat dan perlambangan budaya tempatan yang membantu mengetengahkan identiti kebangsaan dan kepelbagaiannya dunia  
*To grow and nurture local information resources and cultural representation that facilitates the national identity and global diversity*
- 4 Mengawal selia bagi faedah jangka panjang pengguna akhir  
*To regulate for the long-term benefit of the end user*
- 5 Menggalakkan tahap keyakinan pengguna yang tinggi dalam penyampaian perkhidmatan daripada industri itu  
*To promote a high level of consumer confidence in service delivery from the industry*
- 6 Memastikan penyediaan perkhidmatan sama rata yang mampu dibayar melalui infrastruktur kebangsaan yang sentiasa ada  
*To ensure an equitable provision of affordable services over ubiquitous national infrastructure*
- 7 Mewujudkan suasana aplikasi yang giat bagi pengguna akhir  
*To create a robust application environment for end users*
- 8 Memudahkan pengagihan secara berkesan sumber seperti tenaga buruh mahir, modal, pengetahuan dan aset kebangsaan  
*To facilitate the efficient allocation of resources such as skilled labour, capital, knowledge and national assets*
- 9 Menggalakkan pembinaan keupayaan dan kecekapan dalam industri percantuman Malaysia  
*To promote the development of capabilities and skills within Malaysia's convergence industries*
- 10 Menjamin keselamatan maklumat dan kebolehpercayaan serta keutuhan rangkaian  
*To ensure information security and network reliability and integrity*

---

**Nota**

Sekiranya sesuatu jadual tidak diikuti oleh nota tentang sumber data, maka seluruh data yang terkandung di dalamnya berpunca semata-mata daripada Suruhanjaya Komunikasi dan Multimedia Malaysia (MCMC)

Angka-angka awalan dicondongkan

Angka-angka yang dipinda digariskan

Angka yang terkandung dalam sesuatu jadual merujuk kepada penghujung tempoh. Sebagai contoh, kadar penembusan tahunan bagi sesuatu perkhidmatan dikira dengan menggunakan jumlah langganan dan anggaran jumlah penduduk pada hujung tahun. Ini adalah berbeza daripada amalan demografi Malaysia di mana jumlah penduduk pertengahan tahun dianggap sebagai jumlah penduduk tahunan. Sekiranya kedua-dua amalan ini hendaklah diselaraskan kepada norma demografi, maka kadar penembusan seperti pada penghujung Jun hendaklah digunakan

Jumlah campuran mungkin berbeza kerana pembundaran

**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*

*The added total may differ due to rounding*

## Simbol dan Singkatan

...	Tidak diperolehi
KKMM	Kementerian Komunikasi dan Multimedia Malaysia
DOSM	Jabatan Perangkaan Malaysia
MCMC	Suruhanjaya Komunikasi dan Multimedia Malaysia
ITU	<i>International Telecommunication Union</i>
ICT	Teknologi maklumat dan komunikasi

## Symbols and Abbreviations

...	<i>Not available</i>
KKMM	<i>Ministry of Communications and Multimedia Malaysia</i>
DOSM	<i>Department of Statistics, Malaysia</i>
MCMC	<i>Malaysian Communications and Multimedia Commission</i>
ITU	<i>International Telecommunication Union</i>
ICT	<i>Information and Communications Technology</i>

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**Simbol dan singkatan**  
*Symbols and abbreviations*

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**Snapshot 2017**  
*Snapshot 2017*

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**14****16****20**

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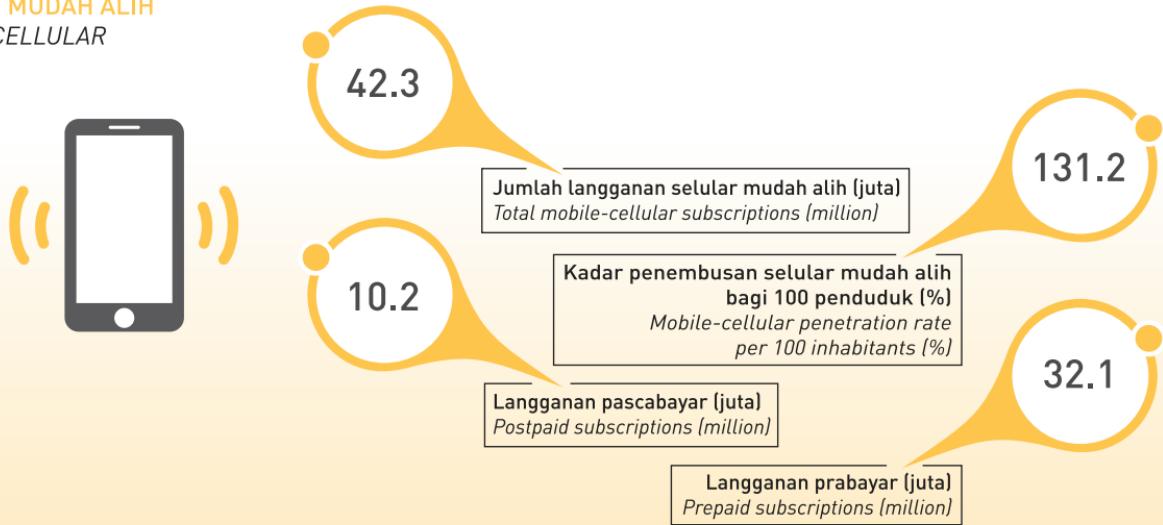
## JALUR LEBAR BROADBAND



## TELEFON TETAP FIXED-TELEPHONES



## SELULAR MUDAH ALIH MOBILE-CELLULAR



## TV BERBAYAR PAY TV



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# PETUNJUK-PETUNJUK ASAS MALAYSIA

## MALAYSIA BASIC INDICATORS



## 1 PETUNJUK-PETUNJUK ASAS MALAYSIA

### MALAYSIA BASIC INDICATORS

Tahun Year	Suku Quarter	Penduduk <sup>a</sup> Population	Isi rumah <sup>b</sup> Households	Keluaran Dalam Negara Kasar (KDNK)		Indeks Harga Pengguna (IHP) <sup>d</sup> Consumer Price Index (CPI)
				Harga semasa Current prices	Harga malar <sup>c</sup> Constant prices	
		(juta/million)	('000)	[RM billion/billion]	[RM billion/billion]	
2016	4	31.07	7,599	<u>328.6</u>	<u>290.6</u>	<u>115.2</u>
2017	1	31.95	7,792	324.6	280.1	119.2
	2	32.05	7,817	329.5	287.2	119.1
	3	32.15	7,842	342.8	298.6	119.2
	4	32.26	7,868	355.7	307.9	119.5

Sumber / Source: DOSM, MCMC

**Nota penjelasan:**

*Explanatory notes:*

- a. Unjuran penduduk seperti pada penghujung tempoh berdasarkan Banci 2010  
*Population projections as at end of period, based on census 2010*

- b. Bilangan isi rumah diperolehi dengan membahagikan penduduk dengan purata saiz isi rumah  
*Number of households derived by dividing populations by average household size*

Isi rumah ditakrifkan sebagai seorang atau sekumpulan orang yang bersaudara atau orang tidak bersaudara yang biasanya tinggal bersama dan membuat peruntukan yang sama untuk makanan dan keperluan hidup yang lain  
*A household consists of related and/or unrelated persons who usually live together and make common provisions for food and other essentials of living*

- c. Tahun asas adalah 2010  
*Base year is 2010*

- d. Tahun asas adalah 2010  
*Base year is 2010*

IHP bagi sesuatu suku tahun merujuk kepada indeks purata dari 1 Januari hingga hujung suku tahun tersebut  
*The CPI reported against a quarter, refers to the average index for the period spanning 1st January to the end of that quarter*

## 2 KADAR PENEMBUSAN SEPINTAS LALU (%)

PENETRATION RATES AT A GLANCE (%)

Tahun Year	Suku Quarter	Jalur lebar <sup>a</sup> Broadband	Selular mudah alih <sup>b</sup> Mobile-cellular	Talian tetap <sup>c</sup> Fixed-telephone	TV berbayar <sup>d</sup> Pay TV
		bagi 100 penduduk per 100 inhabitants			
2016	4	99.8	<u>139.9</u>	<u>15.6</u>	<u>79.0</u>
2017	1	103.6	133.9	15.1	78.4
	2	112.1	133.7	20.7	79.0
	3	113.9	131.8	20.4	80.7
	4	117.3	131.2	20.4	83.2

**Nota penjelasan:**

*Explanatory notes:*

- a. Kadar penembusan jalur lebar bagi 100 penduduk dikira dengan membahagi jumlah langganan jalur lebar tetap dan jalur lebar mudah alih dengan jumlah penduduk dan didarab dengan 100. Langganan Wi-Fi awam tidak diambil kira

*The broadband penetration rate per 100 inhabitants is calculated by dividing the sum of fixed and mobile-broadband subscriptions by total number of population and multiplying by 100. Public Wi-Fi subscriptions are not taken into account*

Bermula suku keempat 2015, pengiraan langganan dan kadar penembusan jalur lebar disemak semula dengan tidak lagi mengambil kira jalur lebar tetap yang berkelajuan kurang daripada 1 Mbit/s

*Commencing Q4 2015, the calculation for broadband subscriptions and penetration rates are revised to exclude fixed-broadband with downstream speeds less than 1 Mbit/s*

- b. Kadar penembusan selular mudah alih dikira sebagai jumlah langganan dibahagi jumlah penduduk dan didarabkan dengan 100. Penembusan yang melebihi 100% boleh berpunca daripada pelanggan yang melanggan melebihi daripada satu langganan

*The mobile-cellular penetration rate refers to the total subscriptions divided by total number of population and multiplied by 100. A penetration rate over 100% can occur because of multiple subscriptions*

- c. Kadar penembusan talian tetap dikira sebagai jumlah langganan dibahagi dengan jumlah penduduk dan didarabkan dengan 100

*The fixed-telephone penetration rate refers to the total subscriptions divided by total number of population and multiplied by 100*

- d. Kadar penembusan TV berbayar bagi 100 isi rumah dikira dengan membahagi jumlah langganan isi rumah dengan jumlah isi rumah dan didarab dengan 100

*The pay TV penetration rate per 100 households is calculated by dividing the number of household subscriptions by the number of households and multiplied by 100*

**3 BILANGAN LESEN SEHINGGA 31 DISEMBER 2017**  
**NUMBER OF LICENCES UNTIL 31 DECEMBER 2017**

	Bilangan lesen No. of licences		
	Individu Individual	Kelas <sup>a</sup> Class	Jumlah Total
Penyedia Kemudahan Rangkaian <i>Network Facilities Provider (NFP)</i>	209	9	218
Penyedia Perkhidmatan Rangkaian <i>Network Service Provider (NSP)</i>	176	11	187
Penyedia Perkhidmatan Aplikasi <i>Applications Service Provider (ASP)</i>		433	433
Penyedia Perkhidmatan Aplikasi Kandungan <i>Content Applications Service Provider (CASP)</i>	52	10	62
Jumlah <i>Total</i>	437	463	900

**Nota penjelasan:**  
*Explanatory notes:*

- a. Lesen kelas didaftarkan untuk tempoh satu tahun  
*Class licence is registered for a period of 1 year*

# JALUR LEBAR DAN INTERNET *BROADBAND AND INTERNET*



**4 KADAR PENEMBUSAN JALUR LEBAR BAGI 100 PENDUDUK MENGIKUT NEGERI (%)  
BROADBAND PENETRATION RATE PER 100 INHABITANTS BY STATE (%)**

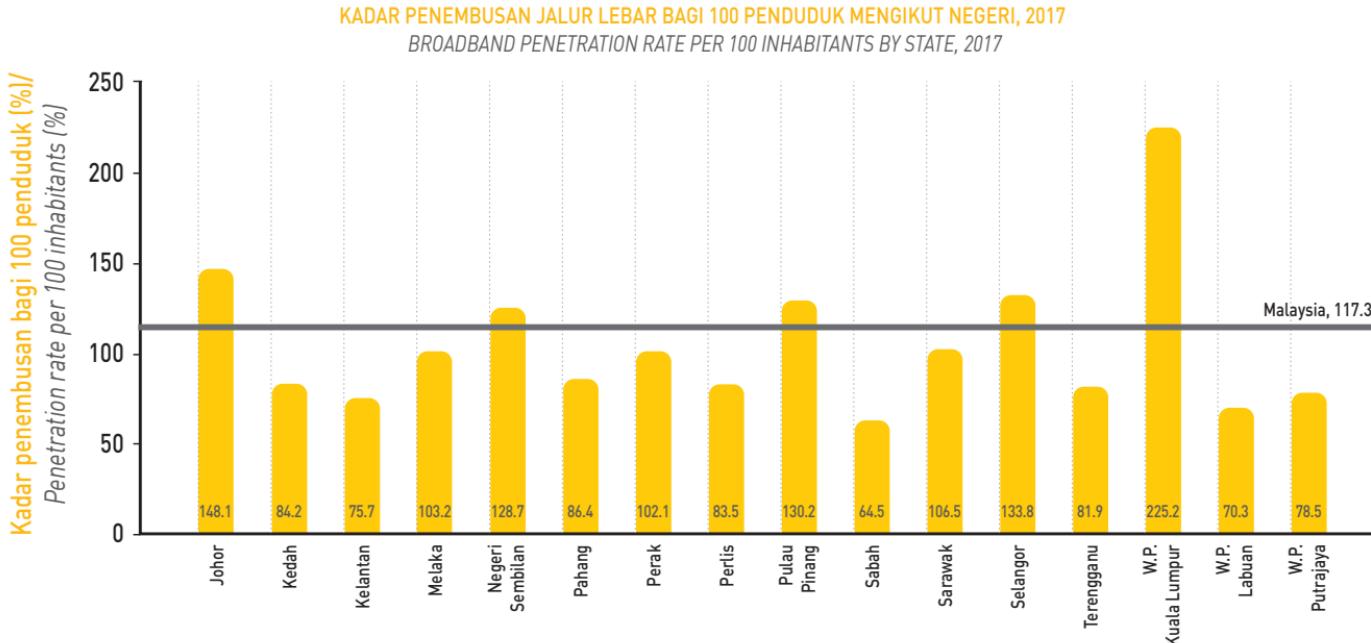
Tahun/Year	2016		2017			
Suku/Quarter	4	1	2	3	4	
Negeri/State						
Johor	130.2	138.0	146.0	140.8	148.1	
Kedah	71.4	72.4	80.0	81.6	84.2	
Kelantan	64.1	65.8	73.1	73.2	75.7	
Melaka	86.5	89.9	99.9	105.0	103.2	
Negeri Sembilan	95.2	111.9	123.8	125.5	128.7	
Pahang	71.7	75.1	83.3	84.2	86.4	
Perak	84.7	88.6	97.3	98.9	102.1	
Perlis	71.9	71.3	77.6	89.1	83.5	
Pulau Pinang	105.1	114.2	122.7	128.2	130.2	
Sabah	58.1	56.0	60.9	64.3	64.5	
Sarawak	95.3	93.7	102.7	102.3	106.5	
Selangor	117.4	124.3	130.5	131.8	133.8	
Terengganu	70.2	72.3	77.1	80.9	81.9	
W. P. Kuala Lumpur	191.5	200.2	211.1	221.6	225.2	
W.P. Labuan	63.1	61.1	67.3	70.3	70.3	
W.P. Putrajaya	77.1	69.7	73.3	82.7	78.5	
Malaysia	99.8	103.6	112.1	113.9	117.3	

**Nota penjelasan:**

*Explanatory notes:*

Sila rujuk nota (a) di Jadual 2

*Please see note (a) in Table 2*



## 5 BILANGAN LANGGANAN JALUR LEBAR

NUMBER OF BROADBAND SUBSCRIPTIONS

Tahun Year	Suku Quarter	Tetap <sup>a</sup> Fixed	Mudah alih <sup>b</sup> Mobile	Jumlah Total
		(juta/million)		
2016	4	2.5	28.5	31.0
2017	1	2.5	30.6	33.1
	2	2.5	33.4	35.9
	3	2.5	34.1	36.6
	4	2.6	35.3	37.8

**Nota penjelasan:** Jumlah campuran mungkin berbeza kerana pembundaran

*Explanatory notes: The added total may differ due to rounding*

- a. Termasuk ADSL, SDSL, VDSL, Satelit, FTTH, Fixed wireless, EV-DO dan WiMAX tetap  
*Includes ASDL, SDSL, VDSL, Satellite, FTTH, Fixed wireless, EV-DO and fixed WiMAX*

Bermula suku keempat 2015, pengiraan langganan dan kadar penembusan jalur lebar disemak semula dengan tidak lagi mengambil kira jalur lebar tetap yang berkelajuan kurang daripada 1 Mbit/s.

*Commencing Q4 2015, the calculation for broadband subscriptions and penetration rates are revised to exclude fixed-broadband with downstream speeds less than 1 Mbit/s*

- b. Termasuk prabayar, pascabayar, Pay Per Use dan WiMAX mudah alih  
*Includes prepaid, postpaid, Pay Per Use and mobile WiMAX*

## 6 PERATUS PENGGUNA INTERNET MENGIKUT JANTINA

PERCENTAGE OF INTERNET USERS BY GENDER

Tahun Year	Lelaki Male	Perempuan Female
	[%]	
2014	58.3	41.7
2015	59.4	40.6
2016	57.4	42.6

**Nota penjelasan:**

*Explanatory notes:*

Jadual 6 dan 7 adalah daripada Kajian Pengguna Internet yang dijalankan oleh MCMC

Tables 6 and 7 are from Internet Users Survey conducted by the MCMC

## 7 PERATUS PENGGUNA INTERNET MENGIKUT KATEGORI UMUR

*PERCENTAGE OF INTERNET USERS BY AGE CATEGORY*

Kategori umur <i>Age category</i>	2014	2015	2016
	[%]		
Bawah 15 [ <i>Below 15</i> ]	1.6	0.9	0.4
15-19	13.9	14.6	12.6
20-24	24.2	22.0	21.4
25-29	19.3	16.2	16.7
30-34	13.1	14.0	15.4
35-39	8.7	10.6	10.5
40-44	7.3	7.6	8.0
45-49	4.6	5.7	6.2
50 dan ke atas [ <i>50 and above</i> ]	7.3	8.5	8.5

**Nota penjelasan:**

*Explanatory notes:*

Sila rujuk nota di Jadual 6

*Please see note in Table 6*

## 8 PERATUSAN CAPAIAN KOMPUTER ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF COMPUTER ACCESS BY HOUSEHOLD BY STATE

Negeri State	2015	2017
	(%)	
Johor	68.7	72.7
Kedah	51.1	60.3
Kelantan	50.3	60.0
Melaka	71.9	70.5
Negeri Sembilan	57.1	63.1
Pahang	59.4	59.9
Perak	57.8	69.1
Perlis	69.2	69.6
Pulau Pinang	71.4	81.4
Sabah	60.1	61.6
Sarawak	61.4	68.6
Selangor	82.5	89.0
Terengganu	62.6	83.0
WP Kuala Lumpur	80.9	84.6
WP Labuan	83.5	69.6
WP Putrajaya	98.8	96.3
<b>Malaysia</b>	<b>67.6</b>	<b>74.1</b>

Sumber / Source:

Laporan Penyiasatan Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah, DOSM  
*ICT Use and Access by Individuals and Households Survey Report, DOSM*

## 9 BILANGAN LANGGANAN JALUR LEBAR TETAP BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN

NUMBER OF FIXED-BROADBAND SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Tahun Year	Singapura Singapore	Thailand	Viet Nam	Malaysia <sup>a</sup>	Brunei Darussalam
2014	<u>27.1</u>	<u>8.0</u>	6.5	10.1	<u>7.3</u>
2015	<u>26.8</u>	<u>9.1</u>	8.2	<u>10.0</u>	<u>8.2</u>
2016	26.0	10.5	9.6	<u>8.8</u>	8.5

Tahun Year	Filipina Philippines	Indonesia	Kemboja Cambodia	Lao P.D.R.	Myanmar
2014	2.9	<u>1.3</u>	0.4	0.2	...
2015	4.8	<u>1.5</u>	0.5	<u>0.6</u>	0.1
2016	5.5	2.0	0.6	<u>0.4</u>	0.2

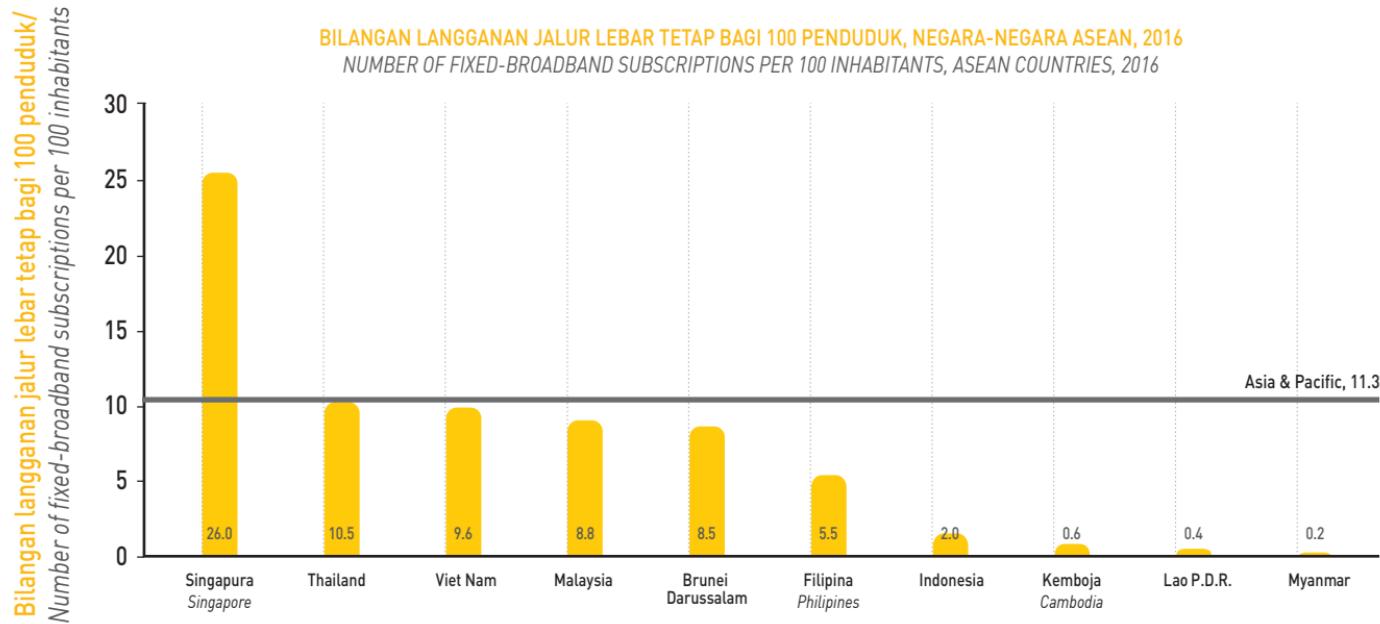
Sumber / Source: MCMC, ITU

Nota penjelasan:

Explanatory notes:

Jalur lebar tetap merujuk kepada akses langganan jalur lebar tetap berkelajuan tinggi dengan kelajuan muat turun sama atau lebih daripada 256 kbit/s  
 Fixed-broadband refers to fixed subscriptions for high-speed access at downstream speeds equal to or higher than 256 kbit/s

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan semakan semula oleh MCMC dan perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the revision made by MCMC and difference in the number of population used*



## 10 BILANGAN LANGGANAN JALUR LEBAR TETAP BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA

NUMBER OF FIXED-BROADBAND SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA

Tahun Year	Korea Selatan South Korea	Hong Kong SAR	Amerika Syarikat USA	Jepun Japan	Singapura Singapore	Taiwan
2014	38.1	31.7	30.8	29.5	27.1	31.8
2015	39.6	32.4	31.9	30.4	26.8	24.1
2016	40.5	36.0	33.0	31.2	26.0	24.1

Tahun Year	China	Thailand	Malaysia <sup>a</sup>	Indonesia	India
2014	14.4	8.0	10.1	1.3	1.2
2015	19.8	9.1	10.0	1.5	1.3
2016	23.0	10.5	8.8	2.0	1.4

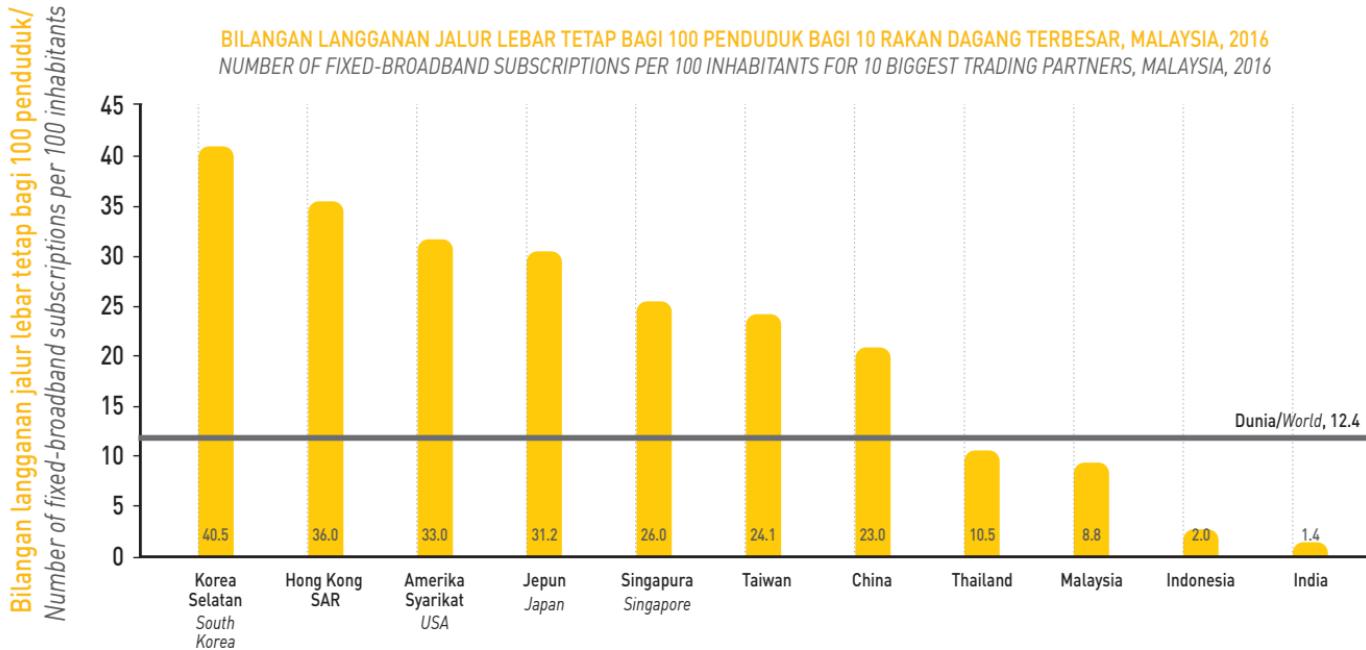
Sumber / Source: MCMC, ITU

Nota penjelasan:

Explanatory notes:

Jalur lebar tetap merujuk kepada akses langganan jalur lebar tetap berkelajuan tinggi dengan kelajuan muat turun sama atau lebih daripada 256 kbit/s  
 Fixed-broadband refers to fixed subscriptions for high-speed access at downstream speeds equal to or higher than 256 kbit/s

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan semakan semula oleh MCMC dan perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the revision made by MCMC and difference in the number of population used*



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# SELULAR MUDAH ALIH

## MOBILE-CELLULAR



## 11 BILANGAN LANGGANAN SELULAR MUDAH ALIH DAN KADAR PENEMBUSAN

NUMBER OF MOBILE-CELLULAR SUBSCRIPTIONS AND PENETRATION RATE

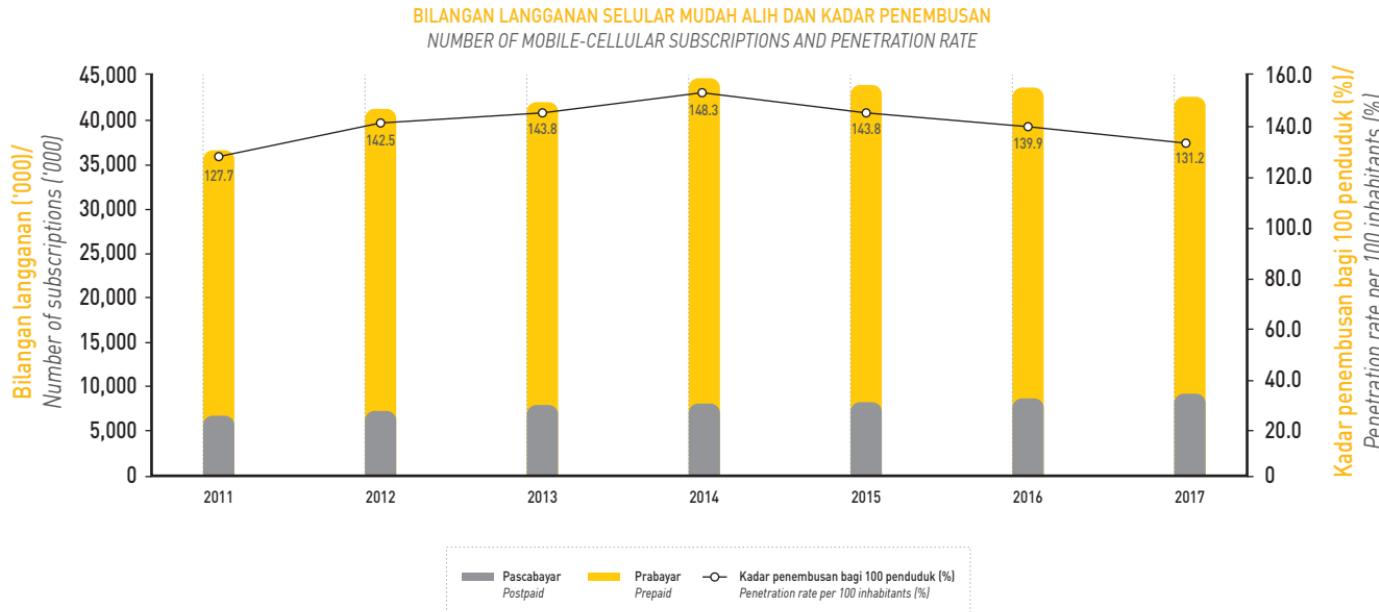
Tahun Year	Suku Quarter	Pascabayar <i>Postpaid</i>	Prabayar <i>Prepaid</i>	Jumlah Total	Kadar penembusan bagi 100 penduduk (%) <i>Penetration rate per 100 inhabitants (%)</i>
		('000)			
2016	4	9,191	34,273	43,465	139.9
2017	1	9,386	33,393	42,779	133.9
	2	9,811	33,042	42,853	133.7
	3	10,009	32,353	42,363	131.8
	4	10,231	32,107	42,339	131.2

**Nota penjelasan:**

*Explanatory notes:*

Sila rujuk nota (b) di Jadual 2

*Please see note (b) in Table 2*



## 12 KADAR PENEMBUSAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK MENGIKUT NEGERI (%)

MOBILE-CELLULAR PENETRATION RATE PER 100 INHABITANTS BY STATE (%)

Negeri State	2016	2017
Johor	143.3	137.2
Kedah	120.1	101.6
Kelantan	119.6	121.5
Melaka	137.6	151.3
Negeri Sembilan	150.6	150.1
Pahang	127.0	109.0
Perak	124.1	133.4
Perlis	126.2	171.7
Pulau Pinang	146.6	127.9
Sabah	116.9	112.4
Sarawak	132.0	124.2
Selangor	164.7	138.2
Terengganu	132.7	133.1
WP Kuala Lumpur	206.0	185.7
WP Labuan	122.6	99.8
WP Putrajaya	150.2	112.4

Nota penjelasan:

Explanatory notes:

Jadual 12 dan 14 adalah daripada Kajian Pengguna Telefon Bimbit yang dijalankan oleh MCMC pada setiap tahun  
 Table 12 and 14 are from the Hand Phone Users Survey conducted by the MCMC annually

## 13 KEMUDAHALIHAN NOMBOR MOBILE NUMBER PORTABILITY

Tahun Year	Suku Quarter	Permintaan pengalihan nombor <i>Number of porting request</i>	Pengalihan nombor yang berjaya <i>Successful porting</i>
		('000)	
2016	4	881.5	448.6
2017	1	867.7	431.3
	2	801.3	409.3
	3	875.7	430.2
	4	892.9	420.0

**14 PERATUS PENGGUNA TELEFON BIMBIT MENGIKUT JANTINA***PERCENTAGE OF HAND PHONE USERS BY GENDER*

Tahun Year	Lelaki Male	Perempuan Female
	(%)	
2015	56.9	43.1
2016	<u>56.9</u>	<u>43.1</u>
2017	58.9	41.1

**Nota penjelasan:***Explanatory notes:***Sila rujuk nota di Jadual 12***Please see note in Table 12*

## 15 BILANGAN KHIDMAT PESANAN RINGKAS (SMS)

NUMBER OF SHORT MESSAGE SERVICES

Tahun Year	Suku Quarter	Jumlah <sup>a</sup> <i>Total</i>	Purata SMS bagi setiap langganan <sup>b</sup> <i>Average SMSes per each subscriptions</i>
		(juta/million)	
2016	4	3,035.6	69.1
2017	1	2,588.7	60.5
	2	2,335.8	54.5
	3	1,839.1	42.9
	4	1,750.9	41.3

### Nota penjelasan:

Explanatory notes:

- a. Angka menunjukkan bilangan SMS dihantar dalam tempoh rujukan

*Figure refers to the number of SMSes sent within the referral period*

- b. Purata SMS dihantar bagi setiap langganan dalam tempoh rujukan

*Average SMSes sent for each subscriptions within the referral period*

**16 BILANGAN LANGGANAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN**  
**NUMBER OF MOBILE-CELLULAR SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES**

Tahun Year	Thailand	Singapura Singapore	Indonesia	Malaysia <sup>a</sup>	Viet Nam
2014	<u>141.9</u>	<u>148.7</u>	<u>127.6</u>	<u>148.3</u>	<u>147.1</u>
2015	<u>149.9</u>	<u>148.7</u>	<u>131.3</u>	<u>143.8</u>	<u>128.6</u>
2016	173.8	150.5	147.7	<u>139.9</u>	<u>127.5</u>

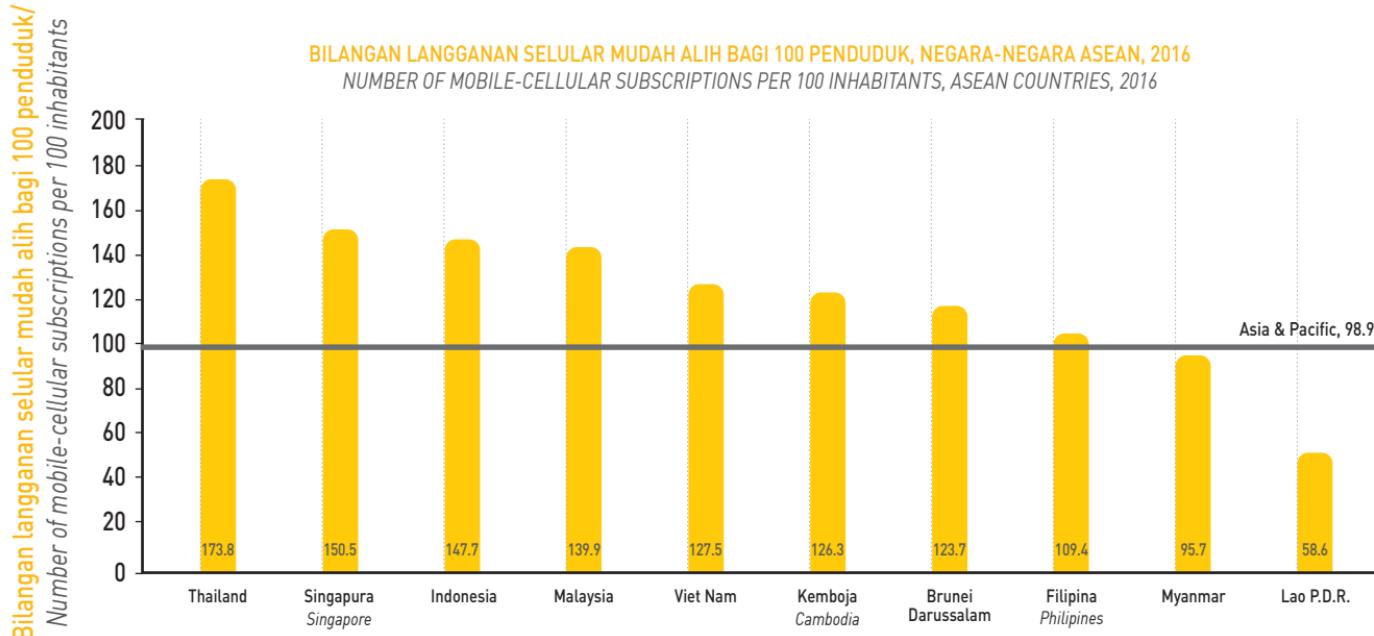
Tahun Year	Kemboja Cambodia	Brunei Darussalam	Filipina Philippines	Myanmar	Lao P.D.R.
2014	<u>133.9</u>	<u>109.8</u>	111.2	55.9	<u>70.2</u>
2015	<u>134.4</u>	<u>111.0</u>	115.8	78.2	<u>55.9</u>
2016	126.3	123.7	109.4	95.7	<u>58.6</u>

**Sumber / Source:** MCMC, ITU

**Nota penjelasan:**

*Explanatory notes:*

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan oleh perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the difference in the number of population used*



**17 BILANGAN LANGGANAN SELULAR MUDAH ALIH BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA**  
**NUMBER OF MOBILE-CELLULAR SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA**

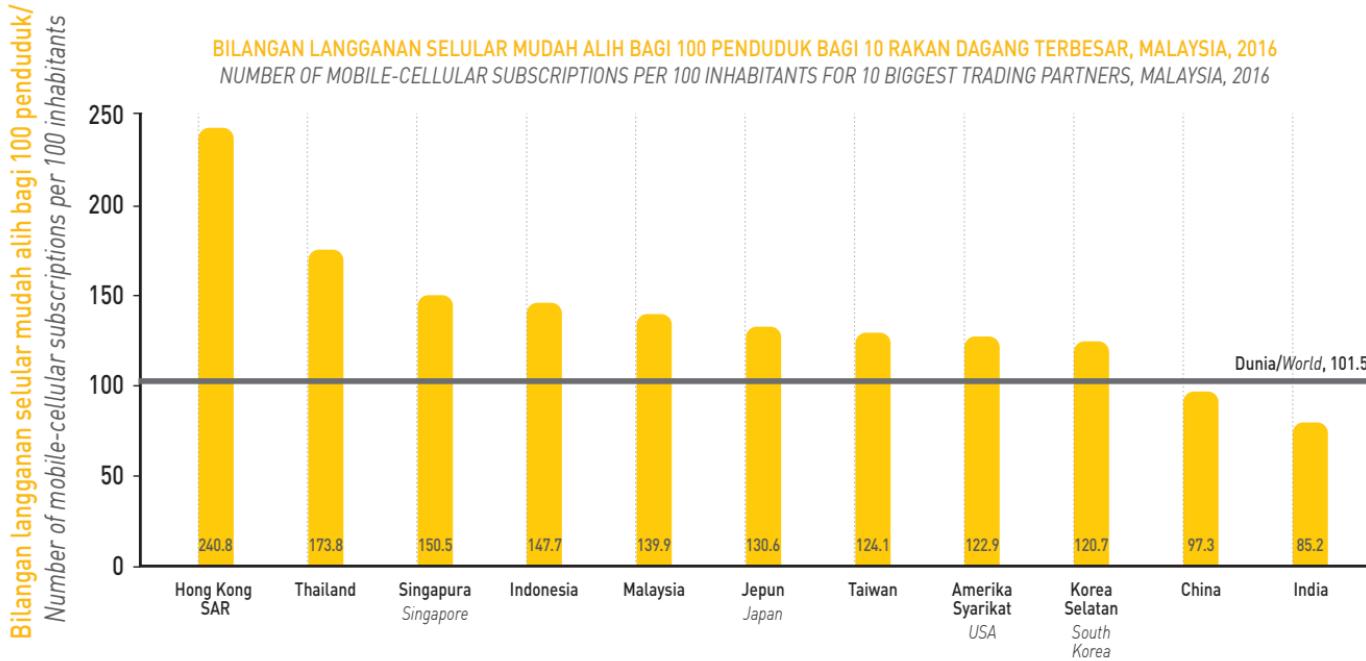
Tahun Year	Hong Kong SAR	Thailand	Singapura Singapore	Indonesia	Malaysia <sup>a</sup>	Jepun Japan
2014	<u>235.7</u>	<u>141.9</u>	<u>148.7</u>	<u>127.6</u>	<u>148.3</u>	<u>123.2</u>
2015	<u>230.8</u>	<u>149.9</u>	<u>148.7</u>	<u>131.3</u>	<u>143.8</u>	<u>125.5</u>
2016	<u>240.8</u>	<u>173.8</u>	<u>150.5</u>	<u>147.7</u>	<u>139.9</u>	<u>130.6</u>

Tahun Year	Taiwan	Amerika Syarikat USA	Korea Selatan South Korea	China	India
2014	<u>129.7</u>	<u>111.9</u>	<u>113.7</u>	<u>92.5</u>	<u>73.0</u>
2015	<u>126.4</u>	<u>119.5</u>	<u>116.5</u>	<u>92.5</u>	<u>76.5</u>
2016	<u>124.1</u>	<u>122.9</u>	<u>120.7</u>	<u>97.3</u>	<u>85.2</u>

**Sumber / Source:** MCMC, ITU

**Nota penjelasan:  
Explanatory notes:**

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan oleh perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the difference in the number of population used*



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# TELEFON TETAP

## FIXED-TELEPHONES



## 18 BILANGAN LANGGANAN TELEFON TETAP DAN KADAR PENEMBUSAN

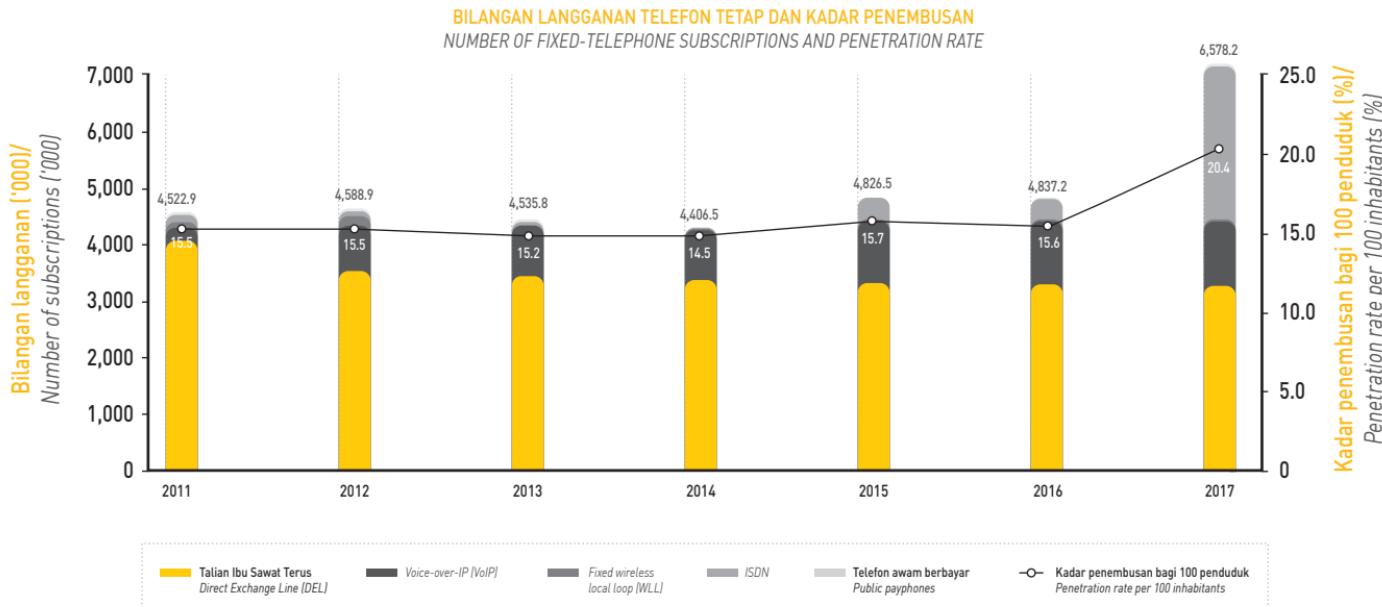
NUMBER OF FIXED-TELEPHONE SUBSCRIPTIONS AND PENETRATION RATE

Tahun Year	Suku Quarter	Jumlah langganan <sup>a</sup> <i>Total subscriptions</i>	Kadar penembusan bagi 100 penduduk <i>Penetration rate per 100 inhabitants</i>
		('000)	(%)
2016	4	<u>4,837.2</u>	<u>15.6</u>
2017	1	4,831.2	15.1
	2	6,650.2	20.7
	3	6,559.4	20.4
	4	6,578.2	20.4

**Nota penjelasan:***Explanatory notes:*

Kadar penembusan telefon tetap dikira sebagai jumlah langganan dan dibahagi jumlah penduduk dan didarabkan dengan 100  
*The fixed-telephone penetration rate refers to the total subscriptions divided by the total population and multiplied by 100*

- a. Termasuk Talian Ibu Sawat Terus, VoIP, Fixed wireless local loop (WLL), ISDN dan telefon berbayar awam  
*Includes Direct Exchange Line (DEL), VoIP, Fixed wireless local loop (WLL), ISDN and public payphones*



## 19 BILANGAN LANGGANAN TALIAN IBU SAWAT TERUS DAN KADAR PENEMBUSAN

NUMBER OF DIRECT EXCHANGE LINE (DEL) SUBSCRIPTIONS AND PENETRATION RATE

Tahun Year	Suku Quarter	Isi rumah Households		Bukan isi rumah Non households	Jumlah langganan Total subscriptions	Kadar penembusan bagi 100 penduduk <i>Penetration rate per 100 inhabitants</i>
		Bilangan langganan Number of subscriptions	Kadar penembusan bagi 100 isi rumah <i>Penetration rate per 100 households</i>	Bilangan langganan Number of subscriptions		
		('000)	(%)	('000)	('000)	(%)
2016	4	1,982	26.1	1,318	3,300	10.6
2017	1	1,949	25.0	1,305	3,254	10.2
	2	1,911	24.4	1,292	3,203	10.0
	3	1,824	23.3	1,216	3,040	9.5
	4	1,758	22.3	1,198	2,956	9.2

**Nota penjelasan:**

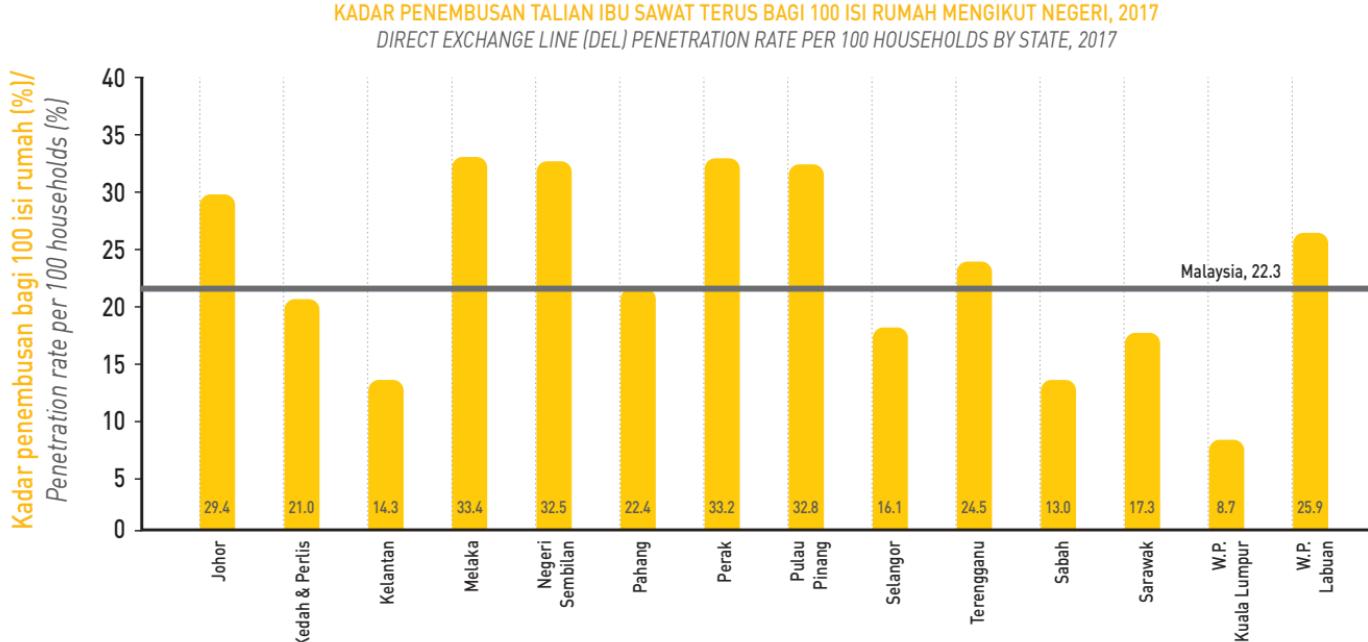
*Explanatory notes:*

Sambungan Talian Ibu Sawat Terus merujuk kepada talian tetap yang menyambungkan peralatan pelanggan terus ke ibu sawat  
*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*

## 20 KADAR PENEMBUSAN TALIAN IBU SAWAT TERUS BAGI 100 ISI RUMAH MENGIKUT NEGERI (%)

DIRECT EXCHANGE LINE (DEL) PENETRATION RATE PER 100 HOUSEHOLDS BY STATE (%)

Tahun/Year	2016		2017		
	4	1	2	3	4
Negeri/State					
Johor	33.4	32.0	31.4	30.5	29.4
Kedah & Perlis	23.8	23.1	22.6	21.8	21.0
Kelantan	15.8	15.1	14.9	14.6	14.3
Melaka	38.5	36.7	35.9	34.6	33.4
Negeri Sembilan	36.0	35.5	34.7	33.6	32.5
Pahang	23.9	24.2	23.7	23.0	22.4
Perak	36.8	36.4	35.6	34.4	33.2
Pulau Pinang	38.8	36.6	35.6	34.3	32.8
Selangor	20.8	18.8	18.3	16.9	16.1
Terengganu	27.4	26.5	25.9	25.2	24.5
Sabah	16.0	14.7	14.4	13.7	13.0
Sarawak	21.3	20.1	19.6	18.5	17.3
WP Kuala Lumpur	11.8	11.0	10.8	9.1	8.7
WP Labuan	31.2	30.4	29.5	27.8	25.9
Malaysia	26.1	25.0	24.4	23.3	22.3



**21 BILANGAN LANGGANAN TELEFON TETAP BAGI 100 PENDUDUK, NEGARA-NEGARA ASEAN**  
 NUMBER OF FIXED-TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Tahun Year	Singapura Singapore	Lao P.D.R.	Brunei Darussalam	Malaysia <sup>a</sup>	Thailand
2014	<u>36.6</u>	<u>14.0</u>	<u>17.4</u>	14.6	<u>8.3</u>
2015	<u>36.4</u>	<u>14.4</u>	<u>18.2</u>	<u>15.7</u>	<u>7.7</u>
2016	35.5	18.7	17.5	15.6	6.8

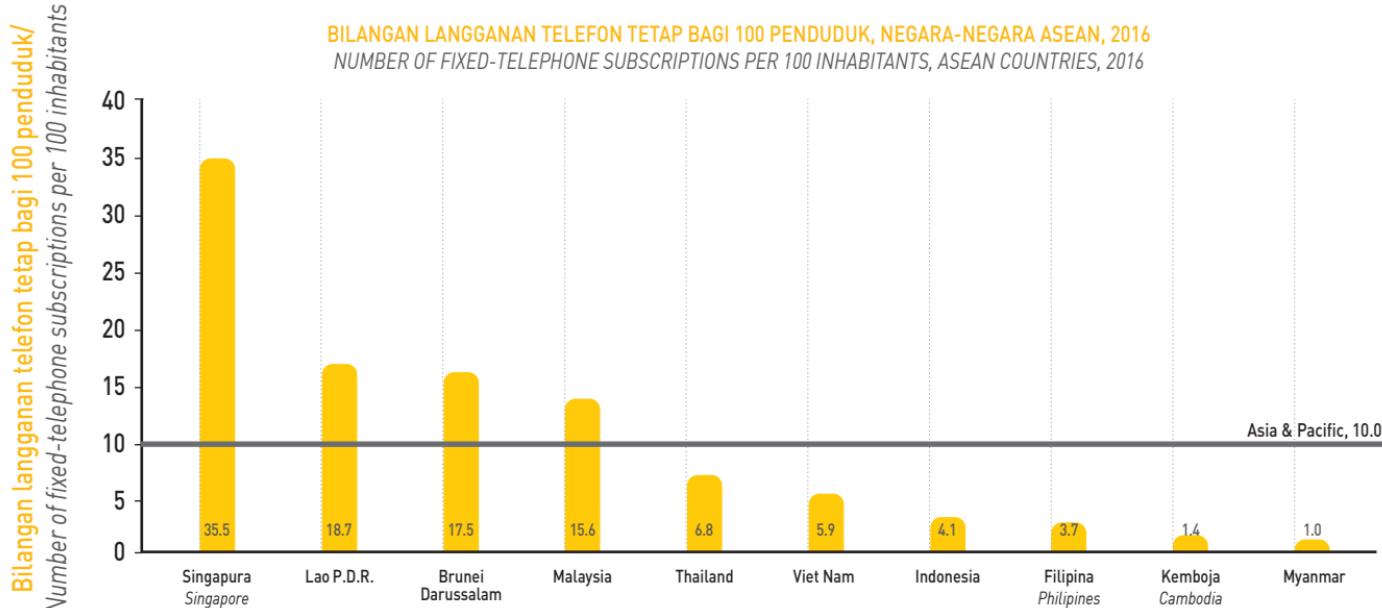
Tahun Year	Viet Nam	Indonesia	Filipina Philippines	Kemboja Cambodia	Myanmar
2014	<u>7.3</u>	<u>10.3</u>	3.1	<u>2.4</u>	1.0
2015	<u>7.8</u>	<u>4.0</u>	3.2	<u>1.7</u>	1.0
2016	5.9	4.1	3.7	1.4	1.0

**Sumber / Source:** MCMC, ITU

**Nota penjelasan:**

*Explanatory notes:*

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan oleh semakan semula oleh MCMC dan perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the revision made by MCMC and difference in the number of population used*



**22 BILANGAN LANGGANAN TELEFON TETAP BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA**  
 NUMBER OF FIXED-TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA

Tahun Year	Hong Kong SAR	Taiwan	Korea Selatan South Korea	Jepun Japan	Amerika Syarikat USA	Singapura Singapore
2014	<u>61.4</u>	<u>60.0</u>	<u>58.5</u>	<u>49.6</u>	<u>40.4</u>	<u>36.6</u>
2015	<u>59.8</u>	<u>59.3</u>	<u>57.1</u>	<u>49.8</u>	<u>39.0</u>	<u>36.4</u>
2016	<u>59.1</u>	<u>58.5</u>	<u>55.2</u>	<u>50.2</u>	<u>37.7</u>	<u>35.5</u>

Tahun Year	Malaysia <sup>a</sup>	China	Thailand	Indonesia	India
2014	<u>14.6</u>	<u>17.9</u>	<u>8.3</u>	<u>10.3</u>	<u>2.1</u>
2015	<u>15.7</u>	<u>16.5</u>	<u>7.7</u>	<u>4.0</u>	<u>1.9</u>
2016	<u>15.6</u>	<u>14.7</u>	<u>6.8</u>	<u>4.1</u>	<u>1.8</u>

**Sumber /** Source: MCMC, ITU

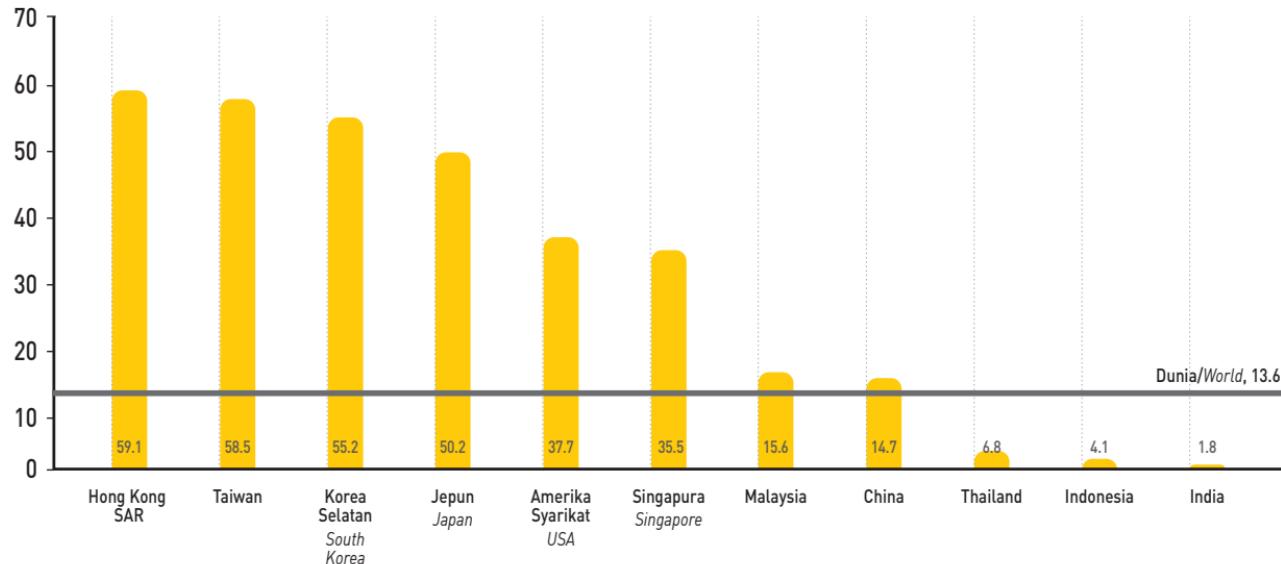
**Nota penjelasan:**

Explanatory notes:

- a. Angka mungkin berbeza dengan pengiraan ITU disebabkan oleh semakan semula oleh MCMC dan perbezaan bilangan penduduk yang digunakan  
*Figure may differ from ITU calculation due to the revision made by MCMC and difference in the number of population used*

Bilangan langganan telefon tetap bagi 100 penduduk/  
Number of fixed-telephone subscriptions per 100 inhabitants

BILANGAN LANGGANAN TELEFON TETAP BAGI 100 PENDUDUK BAGI 10 RAKAN DAGANG TERBESAR, MALAYSIA, 2016  
NUMBER OF FIXED-TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA, 2016



# TV DAN RADIO

## TV AND RADIO



## 23 BILANGAN LANGGANAN TV BERBAYAR DAN KADAR PENEMBUSAN

NUMBER OF PAY TV SUBSCRIPTIONS AND PENETRATION RATE

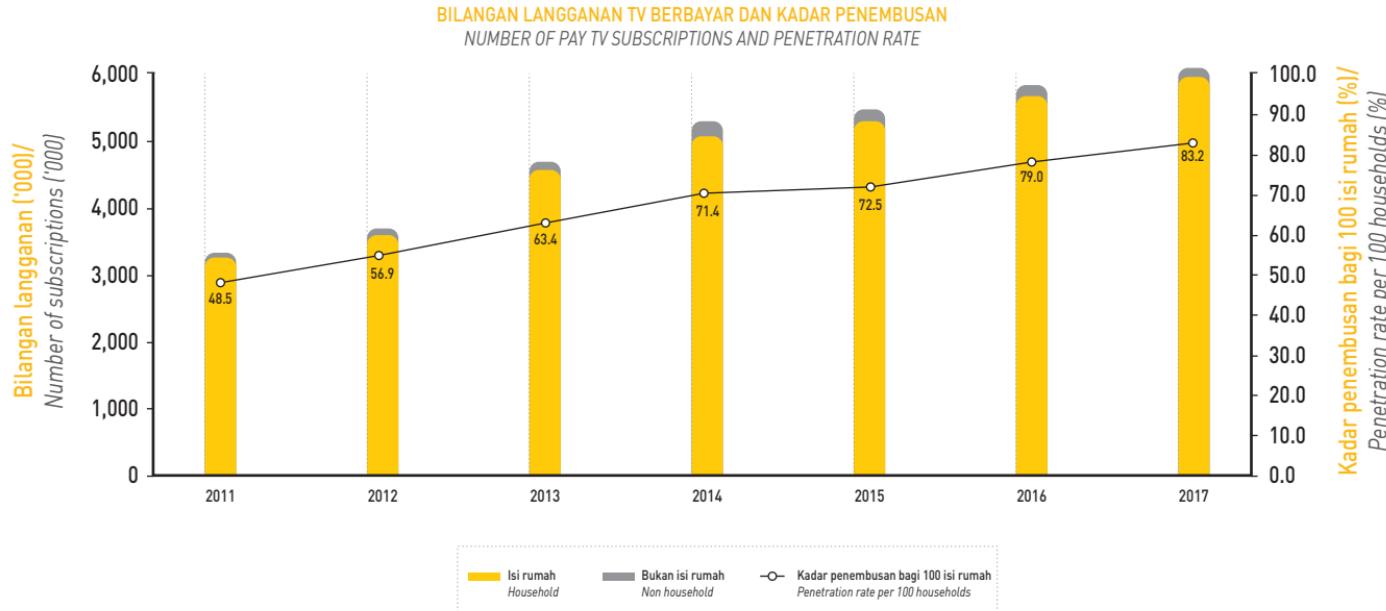
Tahun Year	Suku Quarter	Bilangan langganan Number of subscriptions			Kadar penembusan bagi 100 isi rumah <i>Penetration rate per 100 households</i>
		Isi rumah Household	Bukan isi rumah Non household	Jumlah Total	
('000)					{%}
2016	4	6,005	202	6,207	79.0
2017	1	6,105	209	6,314	78.4
	2	6,178	213	6,391	79.0
	3	6,325	222	6,547	80.7
	4	6,542	231	6,774	83.2

Nota penjelasan:

Explanatory notes:

Televisyen berbayar termasuk IPTV

Pay TV is inclusive of IPTV



## 24 PERATUSAN CAPAIAN TELEVISYEN ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF TELEVISION ACCESS BY HOUSEHOLD BY STATE

Negeri State	2015	2017	{%}
Johor	99.2	99.4	
Kedah	98.5	98.9	
Kelantan	97.9	98.6	
Melaka	98.9	98.6	
Negeri Sembilan	99.4	99.0	
Pahang	98.4	97.4	
Perak	99.0	96.6	
Perlis	98.9	99.9	
Pulau Pinang	99.0	99.1	
Sabah	95.3	96.5	
Sarawak	97.2	98.1	
Selangor	98.9	98.8	
Terengganu	98.0	99.5	
WP Kuala Lumpur	99.8	99.4	
WP Labuan	97.5	100.0	
WP Putrajaya	100.0	99.7	
<b>Malaysia</b>	<b>98.4</b>	<b>98.5</b>	

Sumber / Source:

Laporan Penyiasatan Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah, DOSM  
*ICT Use and Access by Individuals and Households Survey Report, DOSM*

## 25 PERATUSAN CAPAIAN RADIO ISI RUMAH MENGIKUT NEGERI

PERCENTAGE OF RADIO ACCESS BY HOUSEHOLD BY STATE

Negeri State	2015	2017	(%)
Johor	91.9	95.9	
Kedah	93.6	94.3	
Kelantan	90.3	90.3	
Melaka	90.6	93.8	
Negeri Sembilan	96.4	96.6	
Pahang	91.3	92.8	
Perak	90.1	90.6	
Perlis	94.9	97.2	
Pulau Pinang	88.4	99.8	
Sabah	81.5	85.0	
Sarawak	90.0	97.3	
Selangor	95.4	97.7	
Terengganu	96.9	98.5	
WP Kuala Lumpur	99.0	98.0	
WP Labuan	88.1	88.3	
WP Putrajaya	100.0	97.5	
<b>Malaysia</b>	<b>92.1</b>	<b>94.9</b>	

Sumber / Source:

Laporan Penyiasatan Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah, DOSM  
*ICT Use and Access by Individuals and Households Survey Report, DOSM*

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# TANDATANGAN DIGITAL

## DIGITAL SIGNATURE



**26 BILANGAN LESEN PIHAK BERKUASA PEMERAKUAN**

NUMBER OF CERTIFICATION AUTHORITIES

Tahun Year	Suku Quarter	Bilangan lesen Number of licenses
2016	4	3
2017	1	3
	2	3
	3	4
	4	4

**Nota penjelasan:***Explanatory notes:*

Merujuk kepada Pihak Berkuasa Pemerakuan yang dilesenkan di bawah Akta Tandatangan Digital 1997

*Refers to Certification Authorities licenced under the Digital Signature Act 1997*

## 27 BILANGAN SIJIL YANG DIKELUARKAN MENGIKUT JENIS

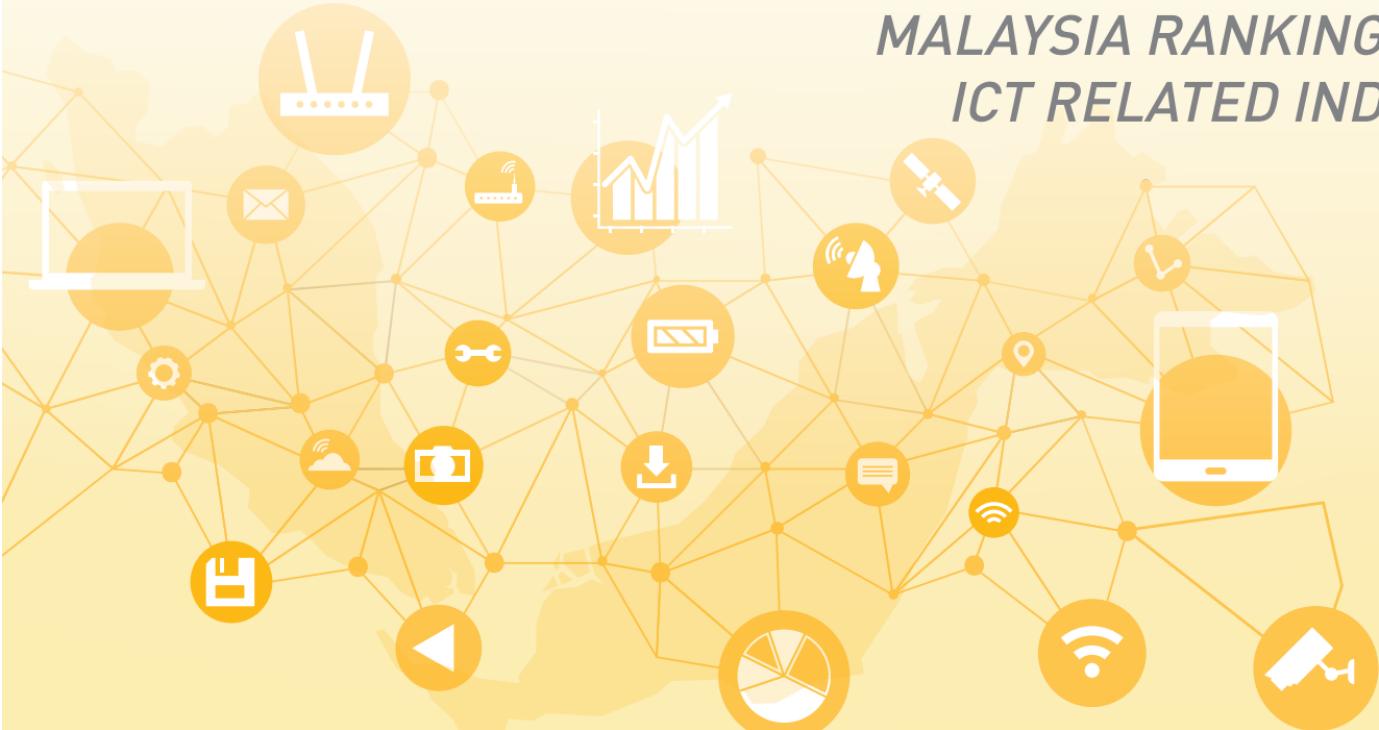
NUMBER OF CERTIFICATES ISSUED BY TYPE

Tahun Year	Suku Quarter	Pemegang domestik <i>Domestic holders</i>			Pemegang luar negara <i>Foreign holders</i>		Jumlah Total
		Individu <i>Individual</i>	Organisasi <i>Organisation</i>		Organisasi <i>Organisation</i>		
			Kerajaan <i>Government</i>	Korporat <i>Corporate</i>	Kerajaan & Korporat <i>Government &amp; Corporate</i>		
('000)							
2016	4	10.3	9,284.2	266.6	1.1	9,562.2	
2017	1	10.3	9,707.8	287.4	1.1	10,006.6	
	2	12.6	10,491.8	292.3	1.1	10,797.8	
	3	16.4	10,637.0	297.9	1.1	10,952.4	
	4	20.7	10,716.8	304.0	1.1	11,042.7	

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# KEDUDUKAN MALAYSIA DALAM INDEKS BERKAITAN ICT

## *MALAYSIA RANKING FOR ICT RELATED INDICES*



## 28 KEDUDUKAN MALAYSIA DALAM INDEKS BERKAITAN ICT

MALAYSIA RANKING FOR ICT RELATED INDICES

Tahun Year	<i>ICT Development Index (IDI)<sup>a</sup></i>	<i>E-Government Development Index (EGDI)<sup>b</sup></i>	<i>Networked Readiness Index (NRI)<sup>c</sup></i>
2015	66	...	32
2016	62	60	31
2017	63	...	...

### Nota penjelasan:

Explanatory notes:

- a. *ICT Development Index (IDI)*: Indeks ini mengukur tahap kemajuan ICT. Ia juga mengukur jurang digital global dan mengkaji bagaimana jurang ini berkembang pada tahun-tahun kebelakangan ini. Indeks ini diterbitkan oleh ITU  
*ICT Development Index (IDI)*: 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 ITU
- b. *E-Government Development Index (EGDI)*: EGDI menilai pembangunan E-Kerajaan negara-negara anggota Pertubuhan Bangsa-Bangsa Bersatu. Salah satu komponen EGDI adalah *Telecommunication Infrastructure Index (TII)* di mana Malaysia berada di kedudukan ke 70 pada tahun 2016  
*E-Government Development Index (EGDI)*: The E-Government Development Index presents the state of E-Government Development of the United Nations Member States. One of the component in EGDI is Telecommunication Infrastructure Index (TII), in which Malaysia ranks 70 in 2016.  
*This index is published by the UN Public Administration Network every two years*
- c. *Networked Readiness Index (NRI)*: NRI mengukur keupayaan negara mengeksplotasi peluang-peluang yang disediakan oleh ICT.  
*Indeks ini telah disusun untuk 139 ekonomi oleh World Economic Forum*  
*Networked Readiness Index (NRI)*: NRI measures the propensity for countries to exploit the opportunities offered by ICT. The index has been compiled for 139 economies by World Economic Forum

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**LAMAN SESAWANG  
WEBSITE**

Laman sesawang MCMC mengandungi ekstrak statistik-statistik yang berkaitan industri komunikasi & multimedia dan pos & kurier. Statistik-statistik ini dikemaskini pada setiap suku/setengah tahun

*The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industries, updated quarterly/half yearly*

Layari [www.mcmc.gov.my](http://www.mcmc.gov.my)

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**PENERBITAN STATISTIK  
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**OTHER STATISTICAL  
PUBLICATIONS**

1. **Perkhidmatan Pos & Kurier: Buku Maklumat Statistik (ISSN: 2231-9913)**  
*Postal & Courier Services: Pocket Book of Statistics (ISSN: 2231-9913)*
2. **Kajian Pengguna Telefon Bimbit Tahunan (ISSN: 1823-2523)**  
*Yearly Hand Phone User Survey (ISSN: 1823-2523)*
3. **Kajian Pengguna Internet Tahunan (ISSN: 1823-2523)**  
*Yearly Internet User Survey (ISSN: 1823-2523)*
4. **Kajian Pengguna Radio 2017 (e-Penerbitan)**  
*Radio User Survey 2017 (e-Publication)*

JABATAN STATISTIK  
STATISTICS DEPARTMENT

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CONTACTS

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*Please contact the Statistics Department MCMC if you have any queries regarding the statistics published by MCMC at the following email address:*

[statistics@cmc.gov.my](mailto:statistics@cmc.gov.my)

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