# Broadband Demand Survey 2019 (Individual)
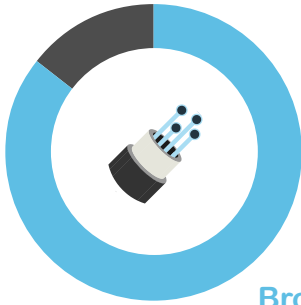
## BROADBAND USERS

Non-broadband users
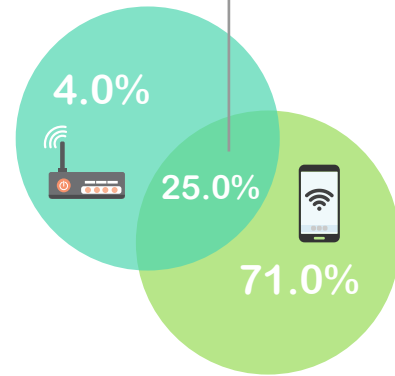**14.2%**

Broadband users
**85.8%**

## TYPE OF ACCESS TO INTERNET
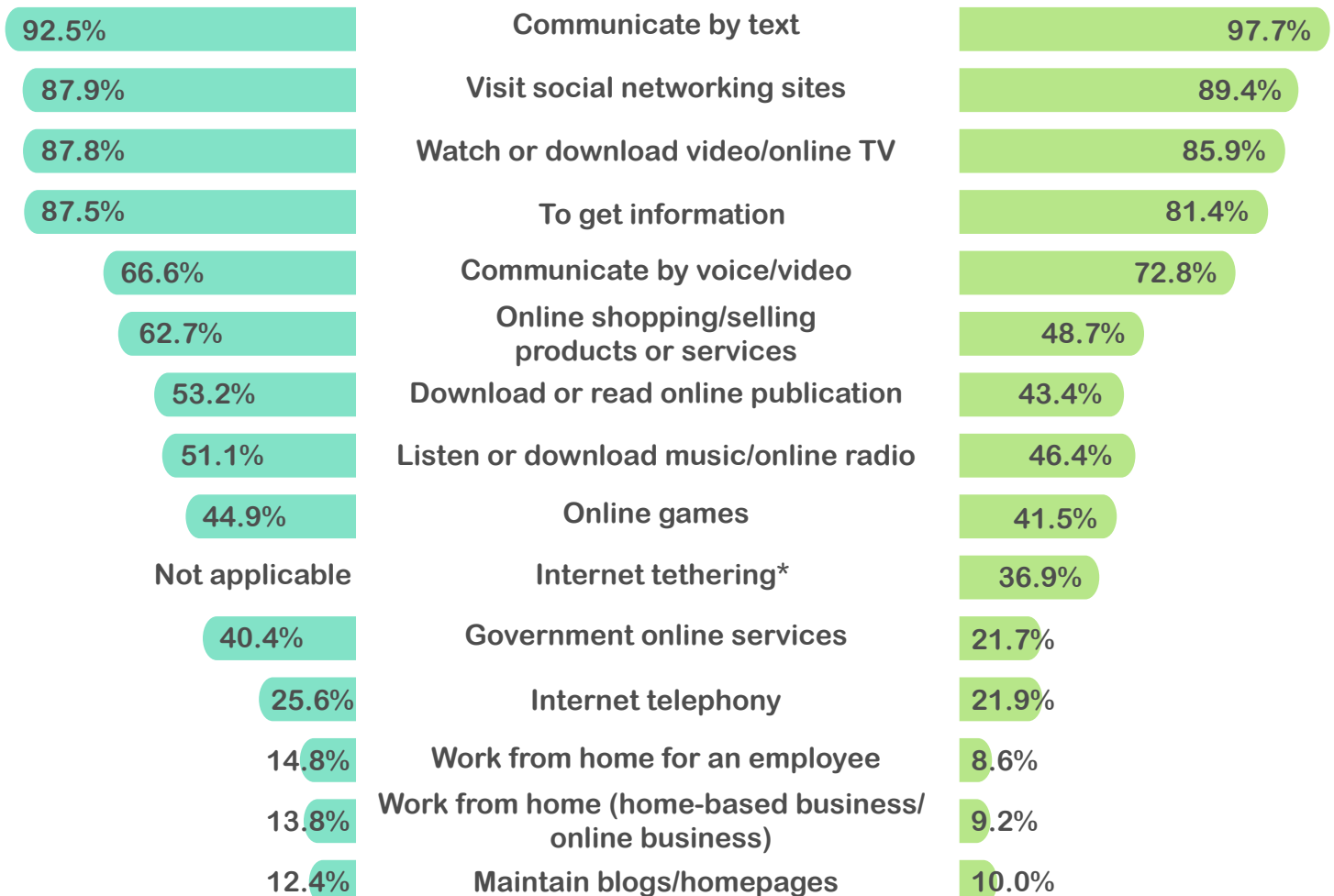
**Fixed-broadband**

Both

4.0%

25.0%

71.0%

**Mobile-broadband**

## ONLINE ACTIVITIES

| Fixed-broadband | Activity | Mobile-broadband |
|---|---|---|
| 92.5% | Communicate by text | 97.7% |
| 87.9% | Visit social networking sites | 89.4% |
| 87.8% | Watch or download video/online TV | 85.9% |
| 87.5% | To get information | 81.4% |
| 66.6% | Communicate by voice/video | 72.8% |
| 62.7% | Online shopping/selling products or services | 48.7% |
| 53.2% | Download or read online publication | 43.4% |
| 51.1% | Listen or download music/online radio | 46.4% |
| 44.9% | Online games | 41.5% |
| Not applicable | Internet tethering* | 36.9% |
| 40.4% | Government online services | 21.7% |
| 25.6% | Internet telephony | 21.9% |
| 14.8% | Work from home for an employee | 8.6% |
| 13.8% | Work from home (home-based business/online business) | 9.2% |
| 12.4% | Maintain blogs/homepages | 10.0% |

*Note: Provide access to Internet

## AWARENESS OF BROADBAND SPEED

**50.2%** of fixed-broadband users aware of their current speed

## SUFFICIENCY ON CURRENT SPEED
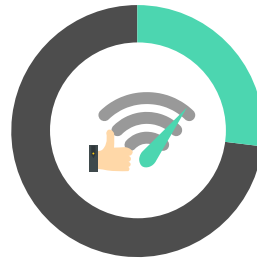
**27.2%** said their current speed is not sufficient

## DEMAND ON HIGH SPEED BROADBAND

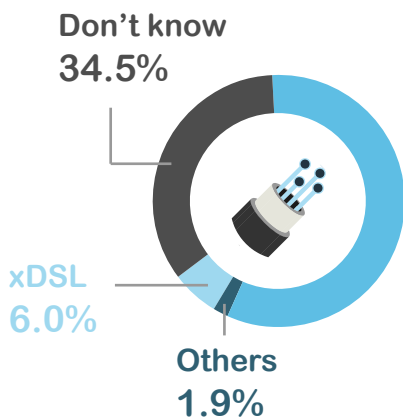**28.1%** of fixed-broadband users wanted to subscribe to broadband package of 100 Mbps and above

**By Strata**

Urban
80.9%

Rural
19.1%

## FIXED-BROADBAND TECHNOLOGY

Don't know
34.5%

xDSL
6.0%

Others
1.9%

**57.6%** of broadband users accessed Internet through fibre optics at home

**By Strata**

Urban
86.5%

Rural
13.5%

# SATISFACTION LEVEL

**Quality**
📶 66.7%
📱 75.6%

**Price**
📶 57.0%
📱 71.1%

**Customer service**
📶 70.9%
📱 80.0%

**Speed**
📶 68.0%
📱 73.1%

**Coverage**
📶 69.8%
📱 68.7%

**Service provider**
📶 73.1%
📱 78.8%

**Overall satisfaction**
📶 74.0%
📱 81.6%
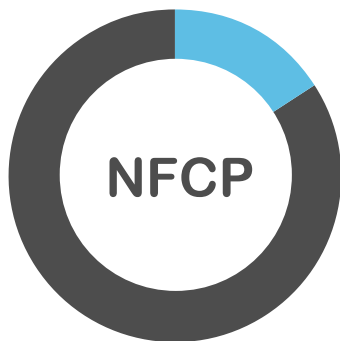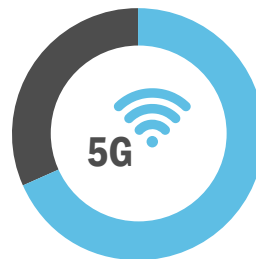
SATISFACTION LEVEL

---
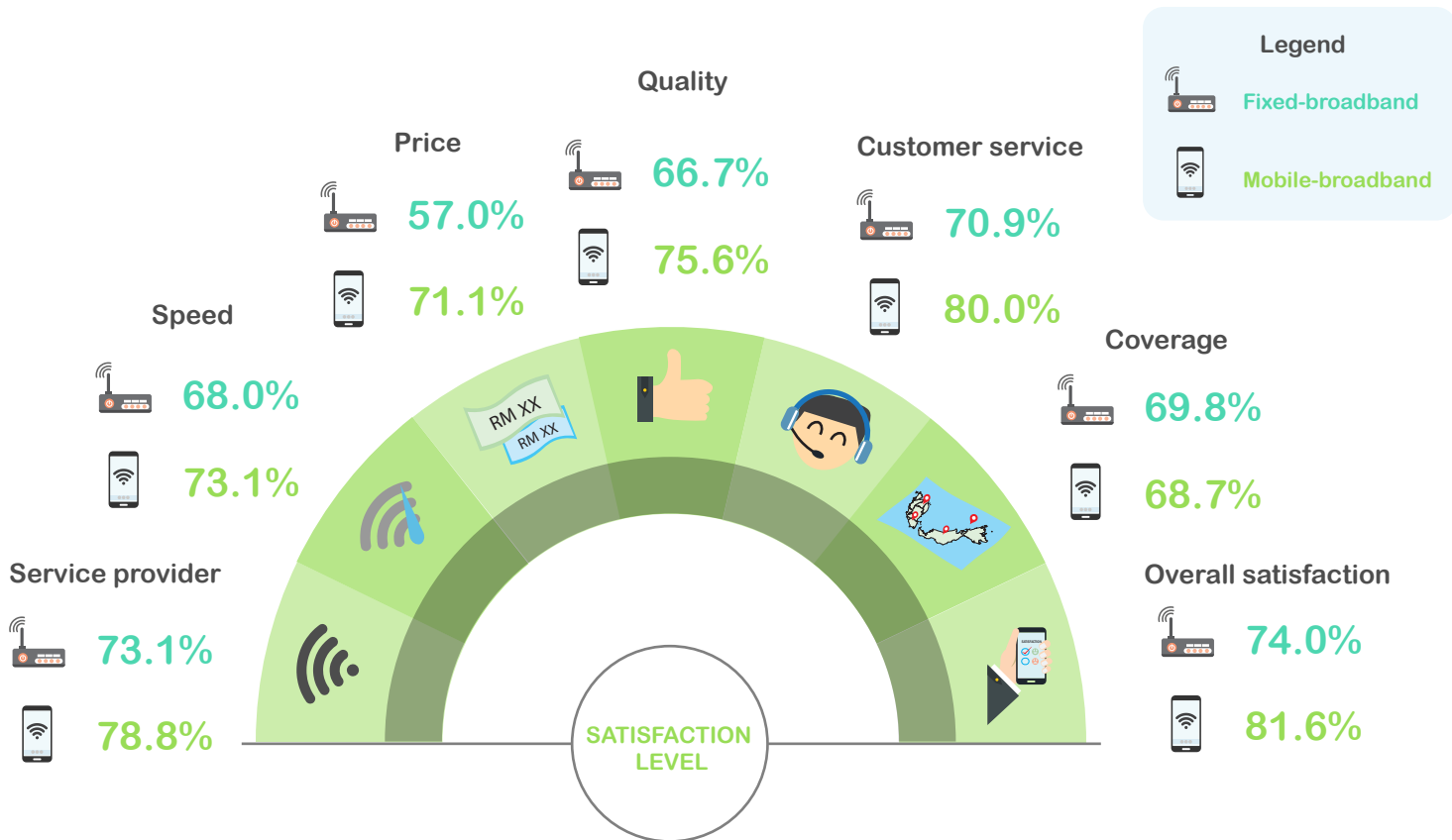
# AWARENESS ON NFCP

**National Fiberisation and Connectivity Plan (NFCP)**

NFCP

**16.0%** respondents aware of NFCP

---

# AWARENESS OF 5G TECHNOLOGY

5G

**68.4%** aware of 5G technology

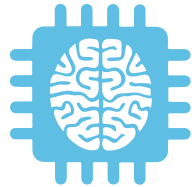## By Strata

**Urban**
69.8%

**Rural**
30.2%

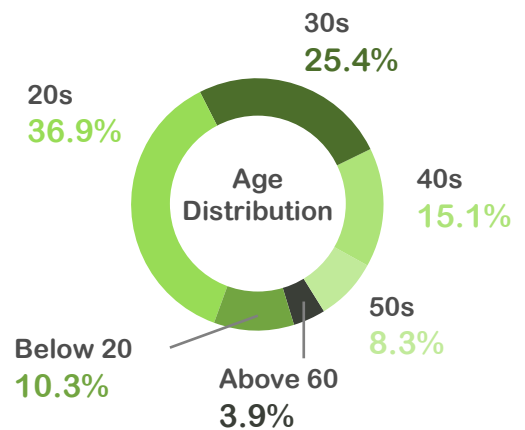# INDUSTRY REVOLUTION 4.0 (IR 4.0)

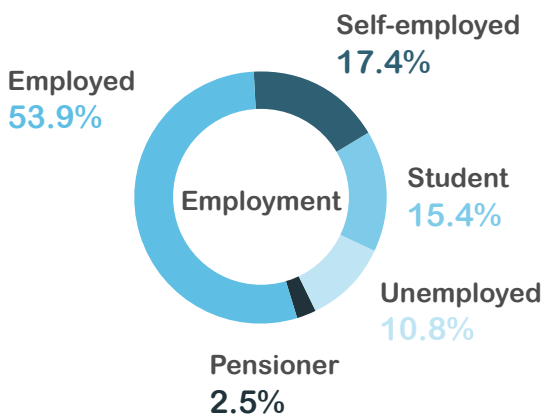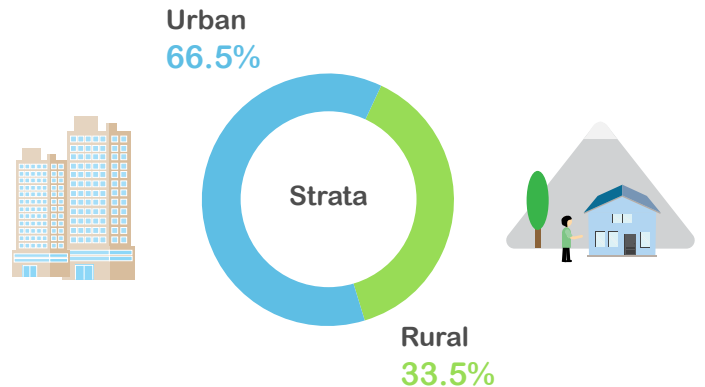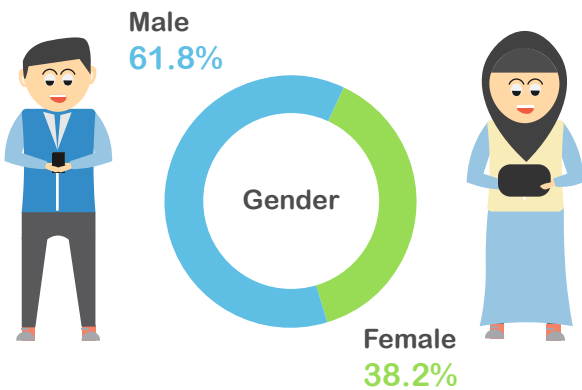**37.2%** of broadband users used cloud computing

Only **12.6%** of broadband users used Internet of Things (IoT)

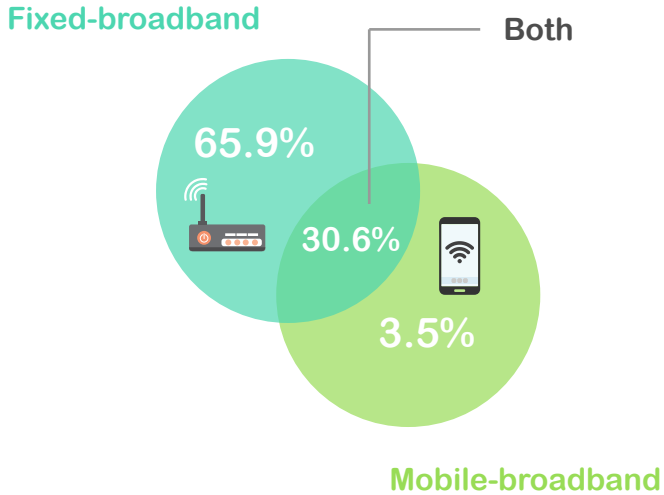**64.6%** of broadband users used Artificial Technology in their daily activities
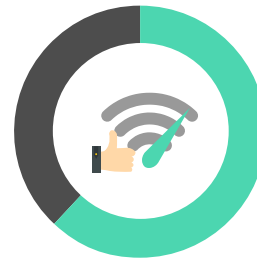
# DEMOGRAPHICS AND SOSIO-ECONOMICS OF BROADBAND USERS

**Male 61.8%**

Gender

**Female 38.2%**

**Urban 66.5%**

Strata

**Rural 33.5%**

**Employed 53.9%**

**Self-employed 17.4%**

Employment

**Student 15.4%**

**Unemployed 10.8%**

**Pensioner 2.5%**

**30s 25.4%**

**20s 36.9%**

Age Distribution

**40s 15.1%**

**50s 8.3%**

**Below 20 10.3%**

**Above 60 3.9%**

MCMC

# Broadband Demand Survey 2019 (Public Sector)

## TYPE OF ACCESS TO INTERNET

**Fixed-broadband**

**Both**

65.9%

30.6%

3.5%

**Mobile-broadband**

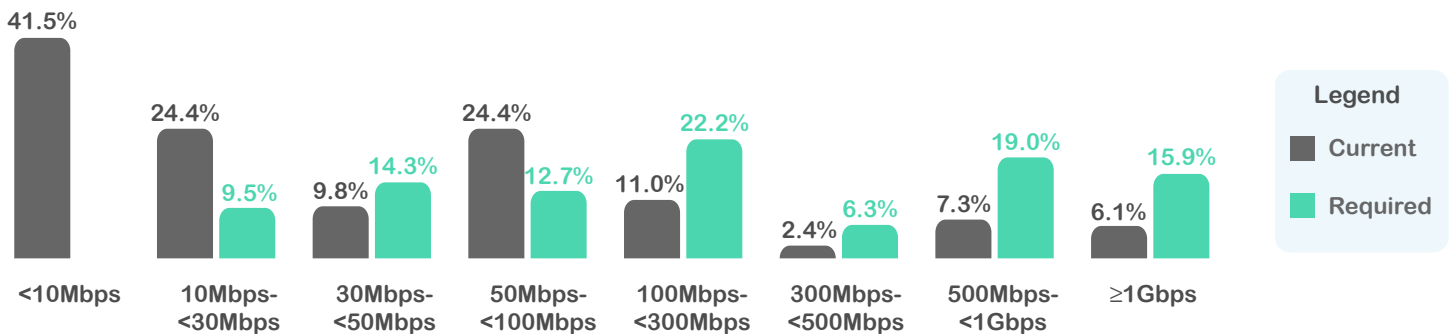## SUFFICIENCY ON CURRENT SPEED

**62.2%** said their current speed is not sufficient

## SUBSCRIPTIONS SPEED: CURRENT AND DEMAND

| Speed | Current | Required |
|---|---|---|
| <10Mbps | 41.5% | |
| 10Mbps-<30Mbps | 24.4% | 9.5% |
| 30Mbps-<50Mbps | 9.8% | 14.3% |
| 50Mbps-<100Mbps | 24.4% | 12.7% |
| 100Mbps-<300Mbps | 11.0% | 22.2% |
| 300Mbps-<500Mbps | 2.4% | 6.3% |
| 500Mbps-<1Gbps | 7.3% | 19.0% |
| ≥1Gbps | 6.1% | 15.9% |

**Legend**
■ Current
■ Required

## SATISFACTION LEVEL

| | Overall | Speed | Price | Coverage | Customer service | Monthly quota |
|---|---|---|---|---|---|---|
| Fixed-broadband | 48.8% | 46.3% | 31.7% | 48.8% | 58.5% | N/A |
| Mobile-broadband | 51.7% | 58.6% | 34.5% | 51.7% | 41.4% | 44.8% |

**LEVEL OF SATISFACTION**

**Legend**
Fixed-broadband
Mobile-broadband
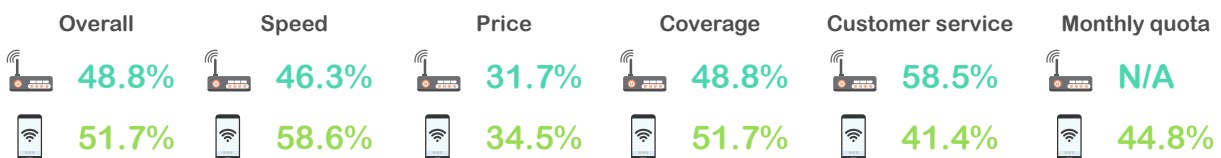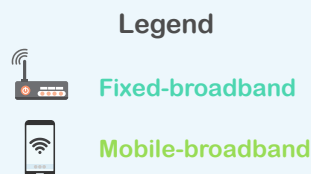
# INDUSTRY REVOLUTION 4.0 (IR 4.0)

**56.5%** organisations used cloud computing mostly to store files

**15.3%** organisations were deploying Internet of Things (IoT)
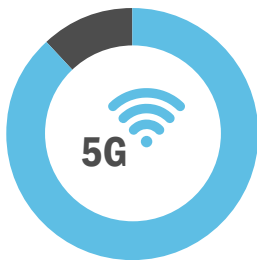
**8.2%** organisations used Artificial Technology in their daily business routine

**15.3%** organisations used Big Data Analytics (BDA) to assist their business decisions
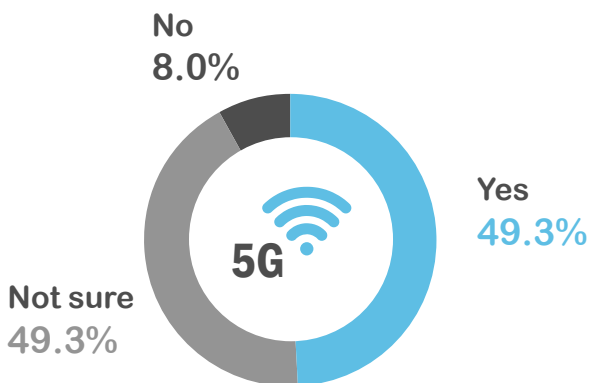
## AWARENESS OF 5G TECHNOLOGY

5G

**88.2%** of organisations aware of 5G technology

## USAGE OF E-COMMERCE

**8.2%** of respondents performed e-Commerce activities

## READINESS TO ADOPT 5G TECHNOLOGY

No 8.0%

5G

Yes 49.3%

Not sure 49.3%

### e-Commerce activities

**28.6%** Purchase goods or services

**42.8%** Sell goods or services

**28.6%** Purchase & sell goods or services

MCMC

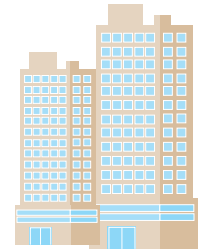# Broadband Demand Survey 2019 (Other Sectors)
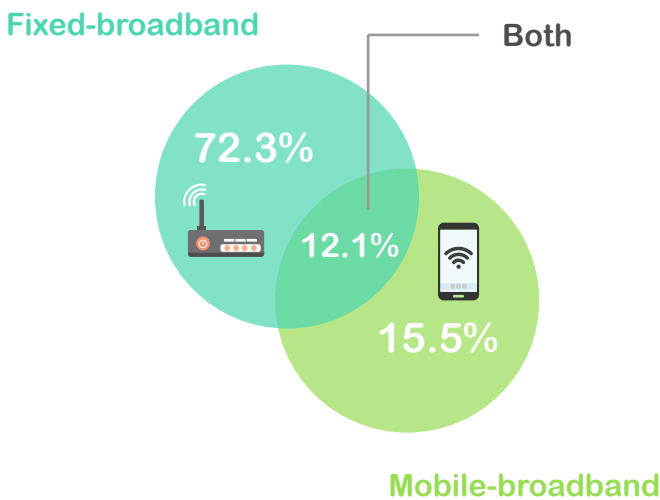
## DISTRIBUTION OF ORGNISATIONS BY SIZE

**Small**
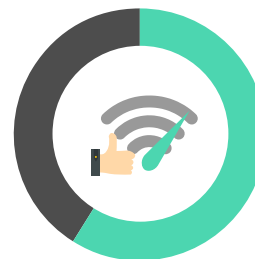**68.1%**

**Medium**
**14.8%**

**Large**
**17.1%**

## TYPE OF ACCESS TO INTERNET
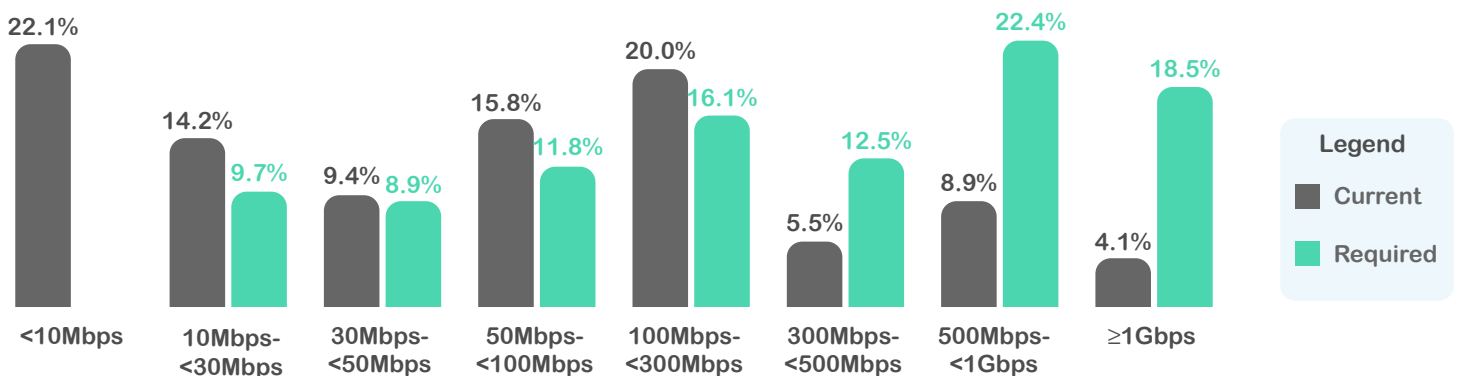
**Fixed-broadband**

**Both**

72.3%

12.1%

15.5%

**Mobile-broadband**

## SUFFICIENCY ON CURRENT SPEED

**41.1%** said their current speed is not sufficient

## SUBSCRIPTIONS SPEED: CURRENT AND DEMAND

- <10Mbps: 22.1%
- 10Mbps-<30Mbps: 14.2% / 9.7%
- 30Mbps-<50Mbps: 9.4% / 8.9%
- 50Mbps-<100Mbps: 15.8% / 11.8%
- 100Mbps-<300Mbps: 20.0% / 16.1%
- 300Mbps-<500Mbps: 5.5% / 12.5%
- 500Mbps-<1Gbps: 8.9% / 22.4%
- ≥1Gbps: 4.1% / 18.5%

**Legend**
Current
Required

# SATISFACTION LEVEL

| | Overall | Speed | Price | Coverage | Customer service | Monthly quota |
|---|---|---|---|---|---|---|
| Fixed-broadband | 45.9% | 41.0% | 31.6% | 40.2% | 45.8% | N/A |
| Mobile-broadband | 37.1% | 31.6% | 26.0% | 30.7% | 34.2% | 31.3% |

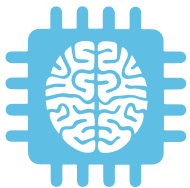## LEVEL OF SATISFACTION

**Legend**

Fixed-broadband

Mobile-broadband
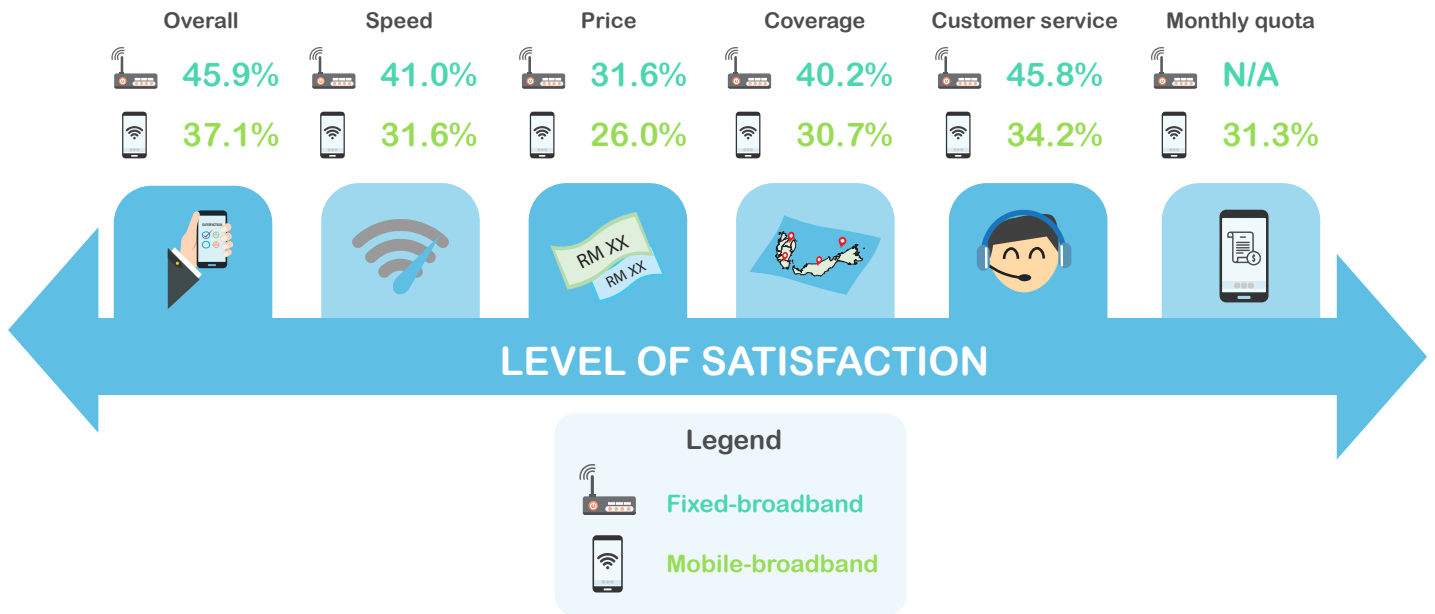
# INDUSTRY REVOLUTION 4.0 (IR 4.0)

**36.6%** organisations used cloud computing mostly to store files
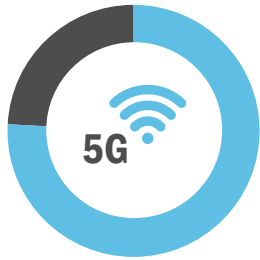
**8.6%** organisations were deploying Internet of Things (IoT)

**2.6%** organisations used Artificial Technology in their daily business routine
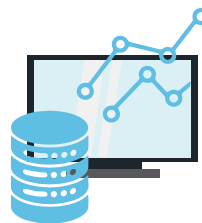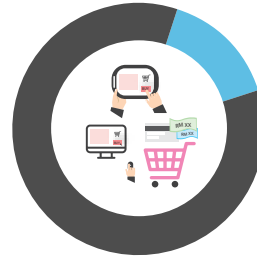
**8.8%** organisations used Big Data Analytics (BDA) to assist their business decisions
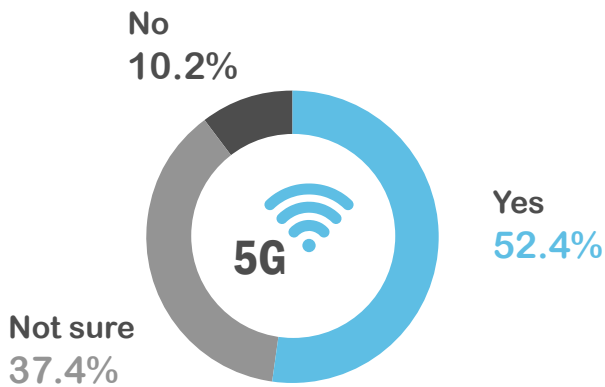
## AWARENESS OF 5G TECHNOLOGY

**75.9%** of organisations aware of 5G technology

## USAGE OF E-COMMERCE

Only **15.0%** of respondents performed e-Commerce activities

### e-Commerce activities

**43.8%** Purchase goods or services

**23.9%** Sell goods or services

**32.3%** Purchase & sell goods or services

## READINESS TO ADOPT 5G TECHNOLOGY

No
10.2%

Yes
52.4%

Not sure
37.4%