



## Contents

From the Chairman	2
Introduction	3
Main Findings	6
Tables	23
Glossary	30

## From the Chairman

Intensity of Internet use in private households in Malaysia is on the increase. This is a noteworthy development uncovered by the Household Use of the Internet Survey 2006 (HUIS 2006).

The HUIS 2006 is the second in the series of annual surveys on the use of the Internet in private households. The survey, planned and implemented by the Malaysian Communications and Multimedia Commission (MCMC), collects data required in the monitoring functions of the MCMC as well as for general public use.

The survey started from 3 December 2006 to 9 March 2007 from MCMC's very own Computer Assisted Telephone Interview (CATI) centre located at Shah Alam, Selangor Darul Ehsan. It garnered a response rate of 76.5 percent. In this connection, I would like to commend the Statistical and Knowledge Resource Department of the Research and Planning Division of the MCMC on a job well done.

Like other primary surveys conducted by the MCMC, the HUIS 2006 collects a fixed set of core data for purposes of monitoring and tracking changes over time as well as data that touched on trends in Internet use and experiences. This report puts in juxtaposition core data of 2005 and 2006 for ease of comparison besides highlighting the trends in Internet use.

Finally, I would like to thank those who responded to the survey, for without them this survey would not have been possible.



**Datuk Dr. Halim bin Shafie**

Chairman

Malaysian Communications and Multimedia Commission

## Introduction



The Household Use of the Internet Survey 2006 (HUIS 2006) is the second in the series of purpose built surveys conducted by the Malaysian Communications and Multimedia Commission (MCMC). The main objectives were to collect data pertaining to access and use of the Internet in Malaysian homes. Two types of data were collected viz core and trends. The core set was the same as that collected in the

HUIS 2005 thereby starting a time series that will eventually grow as future surveys are undertaken to allow meaningful tracking.

In this report, proportions of the home user base that fell into the various categorization schemes of the key variables are presented and proper use of these estimated proportions in conjunction with population estimates at reference date will facilitate the derivation of various Internet penetration rates.

It is to be noted that a “user” is not the same as a “subscriber”.

The survey probed core attributes in demographics and socio-economics of the home Internet user such as

- age
- gender
- marital status
- usual state of residence
- urban / rural distribution
- occupational status
- income

as well as aspects of usage, trends and practices such as:

- type of access
- mode of payment
- intention of dial up subscribers to migrate to broadband
- average use per week
- purpose for use of the Internet
- consumer e-commerce
- number of Internet users in the household
- use of antivirus or anti-spyware
- incidence of spam.

## Reference Date

The reference date of the survey was set at 1 December 2006.

To qualify for inclusion into the sample, a potential respondent must be able to answer “yes” to a screening question on whether he was a user at reference date. In the context of this survey, an Internet user is defined as someone, regardless of age, who accessed the Internet for whatever purpose at least once in the past month.

## Target Population

The target population is the universe of Internet users who access the Internet from a dialup or xDSL from their own homes at least once in the past month. Note however that insofar as an individual is concerned, this need not be the exclusive means and / or location of access. Other means could be in a hotspot or even an office. Such usage is not covered in this survey.

Users of wireless access are also excluded from this survey.

## Methodology

### *Sampling scheme*

This is not a household survey in the conventional sense and the survey was not founded on any household frame.

Two stages were identified in the selection of a respondent.

In the first stage, unique randomly generated PSTN numbers were dialed to screen out numbers other than those of private households. When a household is reached, it is screened to see if it is Internet equipped either via dialup or xDSL at reference date. If it is, then a user from that household is selected at random. This is done by asking to speak to the Internet user in that household who has the next birthday.

### *Sample size*

With a predetermined  $\alpha = 0.01$  and  $d = 0.02$  a random sample of 4,925 Internet users in households were drawn to provide national estimates. This survey was not designed to provide sub-national or sub-group estimates.

At the same time, the first 2006 non-user households encountered were also interviewed as to why they do not have Internet access at home. Note that the non-user sample is not representative of the non-user population and findings are included here as anecdotal insights.

Stratification was not done since a “virtual” frame was used. It would have been possible if a detailed frame of Internet users in Malaysia was available.

### *Data collection*

The survey was conducted out of MCMC CATI Centre located at Shah Alam.



Prior to launch, interviewers were given intensive training on telephony skills, interviewing skills, questionnaire content as well as how to work the CATI system.



In both user and non-user instances, pains were taken to explain to respondents the purposes & objectives of the survey.

Fieldwork started 3 December 2006 and ended on 9 March 2007 under the watchful eyes of trained supervisors.



Response rate to the survey as calculated according to AAPOR formula number 1 i.e. RRI was 76.45 %. No complaints were received either through the press, MCMC hotline or through the Internet Service Providers.

## Main Findings

The HUIS 2006 determined that there were 2,473,000 household Internet users in the country as at 1 December 2006. Each household account is shared by 2.51 users on average.

### Nationality



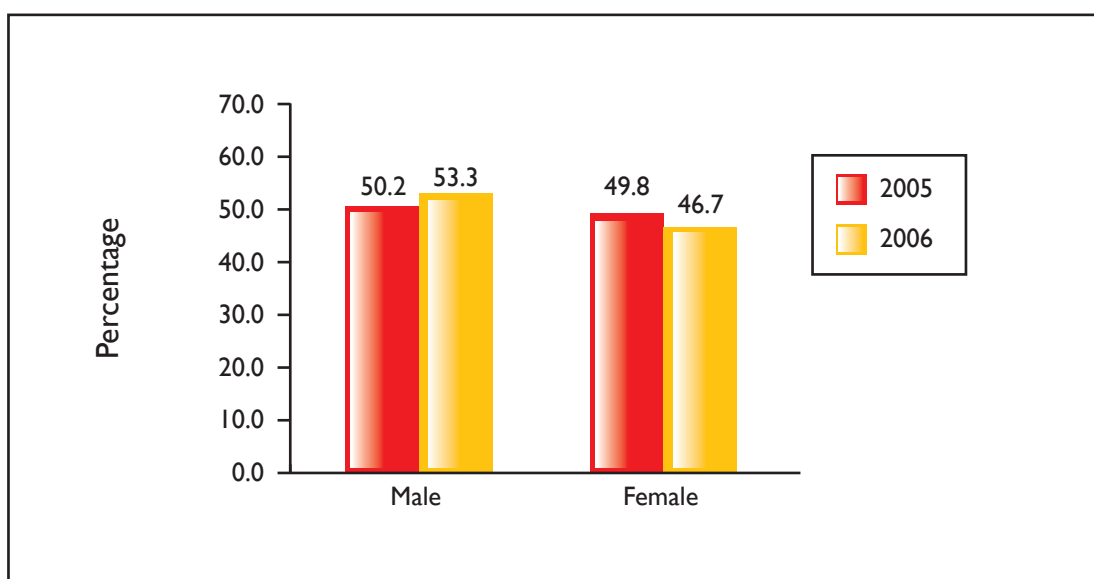
The survey found that 98.8 percent of home Internet users are Malaysian while 1.2 percent of users are non-Malaysian.

### Gender

The survey also found that among home users, 53.3 percent were males while 46.7 percent were females. As at reference date, percentage of males in the Malaysian population was 50.9 percent and females 49.1 percent.

Gender	Percentage share of household user base	
	2005	2006
Male	50.2	53.3
Female	49.8	46.7

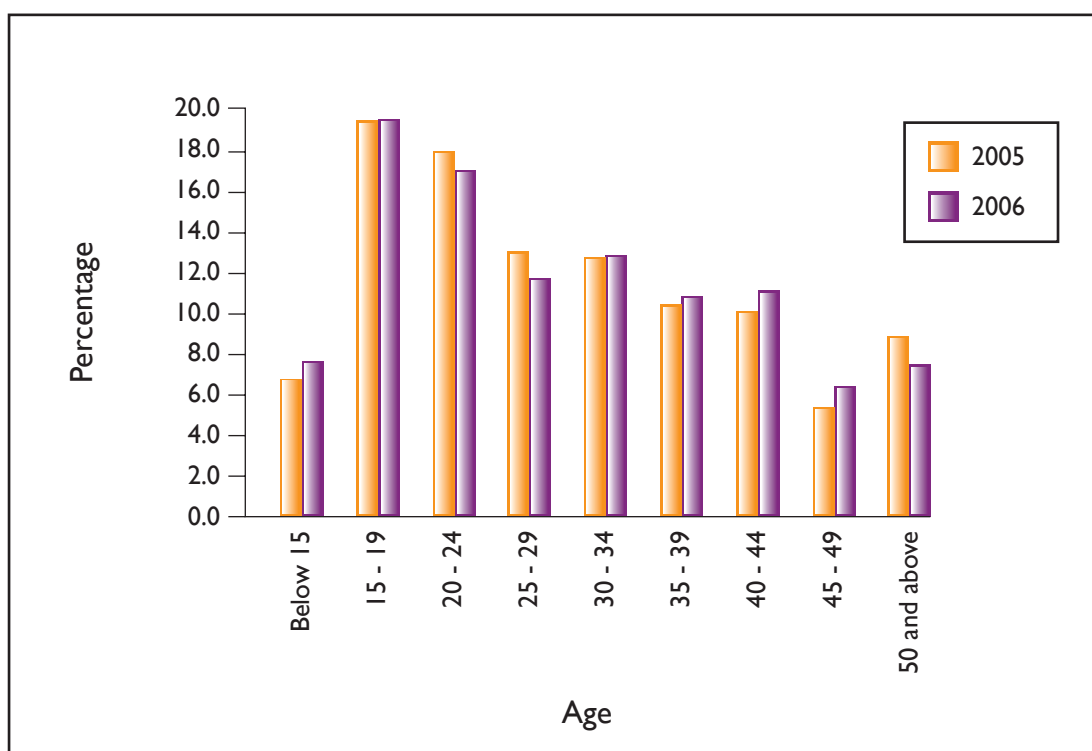




### Age Distribution

From the table below, it can be seen that the user base is characterized by its youthfulness. As in HUIS 2005 the '15-19' age group has the highest number of users accounting for 18.7 percent of all Internet users in private households. Within this age groups are those in the upper secondary schools. The second largest group of users is the '20-24' age group which accounts for 16.3 percent. The smallest groups are those in the '45-49' age group. Although the '50 and above' age group have more home users then the '45-49' age group, it must be remembered that it is an open ended age group.

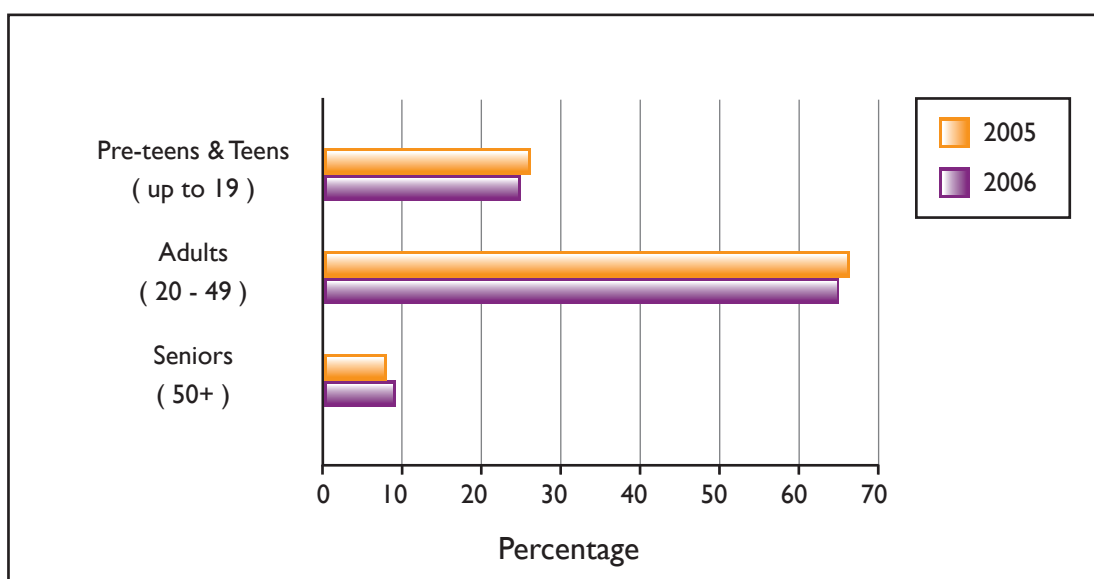
Age	Percentage share of household user base	
	2005	2006
Below 15	6.5	7.3
15-19	18.6	18.7
20-24	17.2	16.3
25-29	12.5	11.3
30-34	12.2	12.3
35-39	9.9	10.4
40-44	9.6	10.6
45-49	5.1	6.1
50 and above	8.4	7.1



Grouped into broad age bands the percentage shares are as follows:-

Age	Percentage share of household user base	
	2005	2006
Pre-teens & Teens (up to 19)	25.1	26.0
Adults (20-49)	66.5	67.0
Seniors (50+)	8.4	7.1





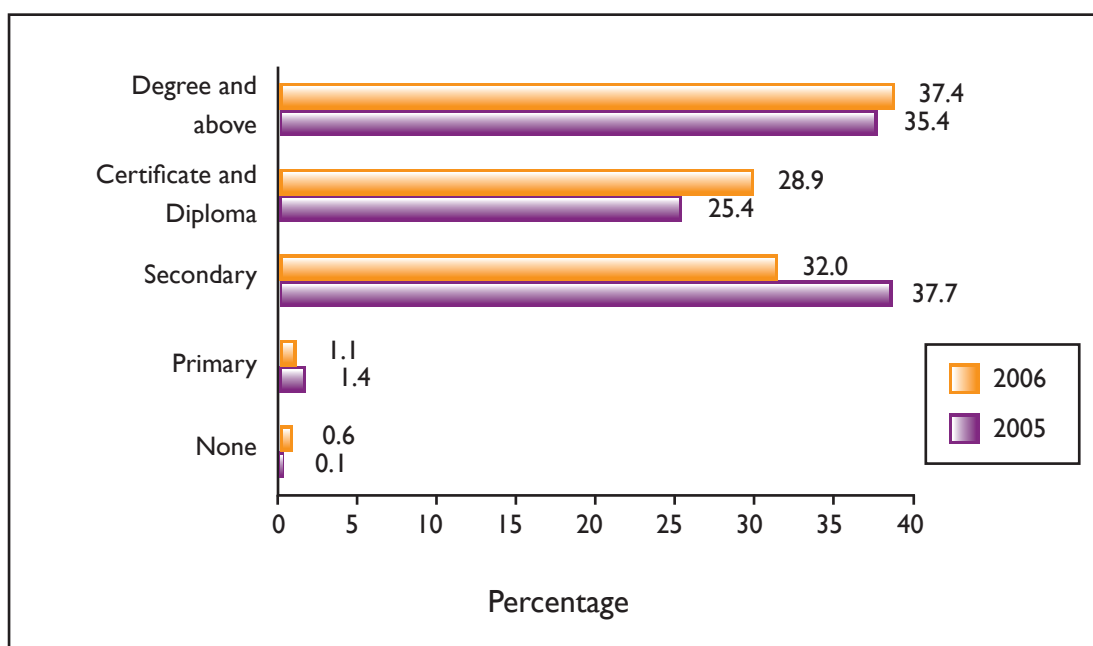
### Education Level of Users

36.6 percent of home users are students (full-time and part-time) at all levels while 63.4 percent already out of school / education system. Of those still in school full-time, almost as many were in secondary school as in college / university.

Schooling Status	Percentage share of household user base	
	2005	2006
Students (Full-time / Part-time)	36.2	36.6
Already out of school / education system	63.8	63.4

Among those already out of the school / education system, the biggest group accessing Internet at home are those with a first degree or higher, accounting for 37.4 percent. This is followed by those with secondary education (32.0%), certificates and diplomas (28.9%), primary education (1.1%) and lastly, none (0.6%).

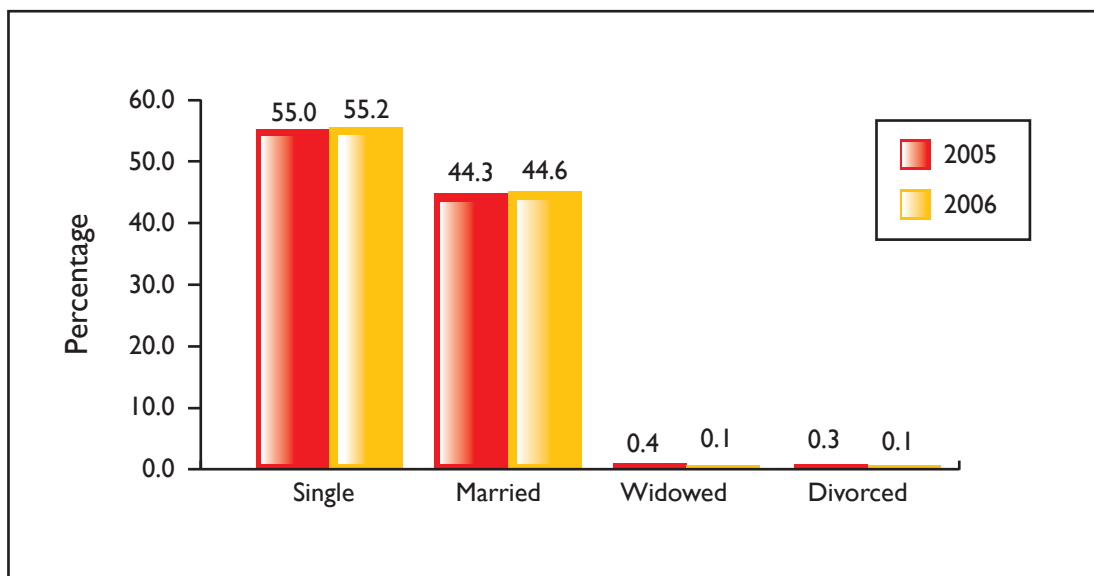
<b>Level of Educational Attainment</b>	<b>Percentage share of household user base no longer schooling</b>	
	<b>2005</b>	<b>2006</b>
None	0.1	0.6
Primary	1.4	1.1
Secondary	37.7	32.0
Certificate and Diploma	25.4	28.9
Degree and above	35.4	37.4



### Marital Status

As much as 55.2 percent of Internet users are single while 44.6 percent are married. Meanwhile 0.2 percent of users are either divorced or widowed.

<b>Marital Status</b>	<b>Percentage share of household user base</b>	
	<b>2005</b>	<b>2006</b>
Single	55.0	55.2
Married	44.3	44.6
Widowed	0.4	0.1
Divorced	0.3	0.1



### Usual State of Residence



Selangor 27.2%



Kuala Lumpur 12.6%



Johor 12.1%



Pulau Pinang 9.3%

Users mainly come from Klang Valley and surrounding areas. Selangor has the highest percentage with 27.2 percent of the user base while WPKL comes in second with 12.6 percent. Johor has 12.1 percent and Penang , 9.3 percent.

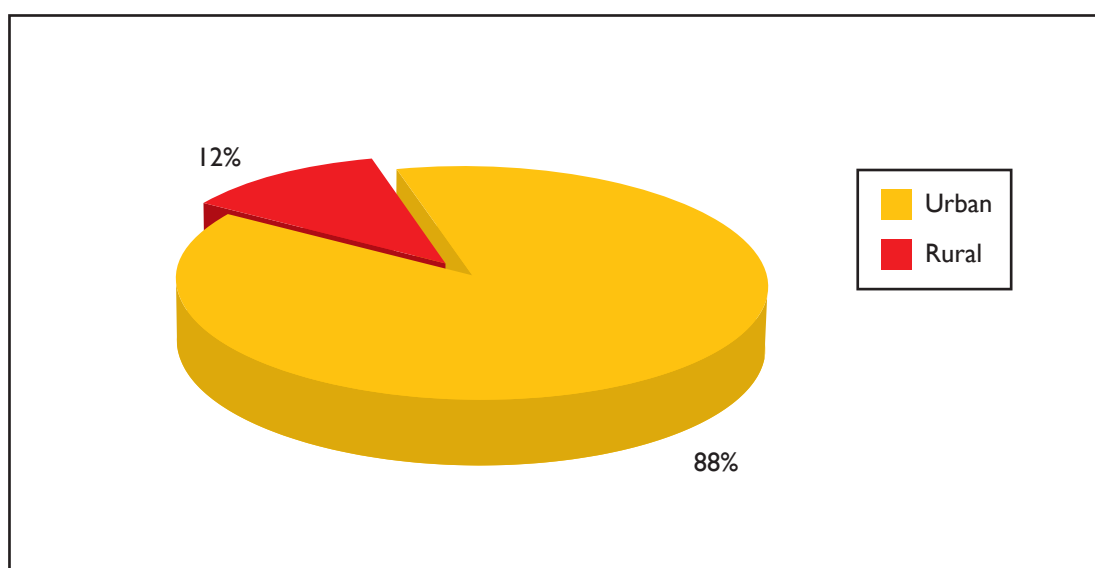
Among the other states, Perak, Sarawak, Sabah and Kedah have shares between 4.4 to 8.2 percent while Pahang, Negeri Sembilan, Melaka, Kelantan and Terengganu have shares between 2.4 to 3.6 percent. Perlis, however has only 0.6 percent.

State	Percentage share of household user base	
	2005	2006
Selangor	23.9	27.2
WPKL	12.4	12.6
Johor	10.4	12.1
Pulau Pinang	10.7	9.3
Perak	8.5	8.2
Sarawak	6.8	6.1
Sabah	5.0	4.8
Kedah	6.0	4.4
Pahang	3.7	3.6
Negeri Sembilan	4.0	3.2
Melaka	3.5	3.1
Kelantan	2.0	2.4
Terengganu	2.6	2.4
Perlis	0.6	0.6

## Urban-Rural Distribution

The distribution of users according to the urban-rural dichotomy is work in progress.

It is noted however that the HUIS 2005 found that the urban sector accounted for 88% of the total home user base while the rural sector accounted for the remaining 12%.



## Employment Status

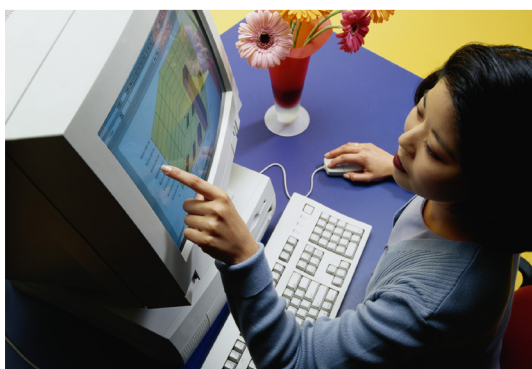
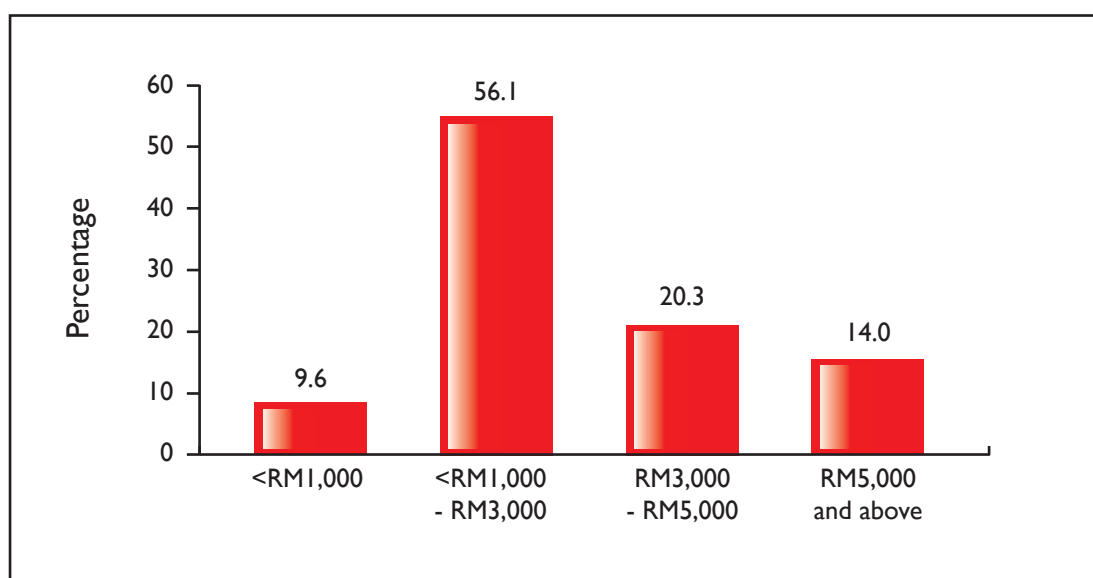
Most of the users are either employees (43.8 percent) or are full-time students (33.0 percent). The remainder consists of Employers (5.9 percent), Self-employed (5.2 percent) and Unemployed (12.1 percent).

Employment status	Percentage share of household user base	
	2005	2006
Employer	5.2	5.9
Employee	39.0	43.8
Self-employed	8.8	5.2
Unemployed	12.2	12.1
Student	34.7	33.0

## Monthly Income Category

Among users with income, 9.6 percent had incomes of RM1,000 and below, 56.1 percent had incomes between RM1,000-RM3,000. As much as 20.3 percent of users reported monthly incomes ranging from RM3,000-RM5,000. Only 14.0 percent had incomes in excess of RM5,000.

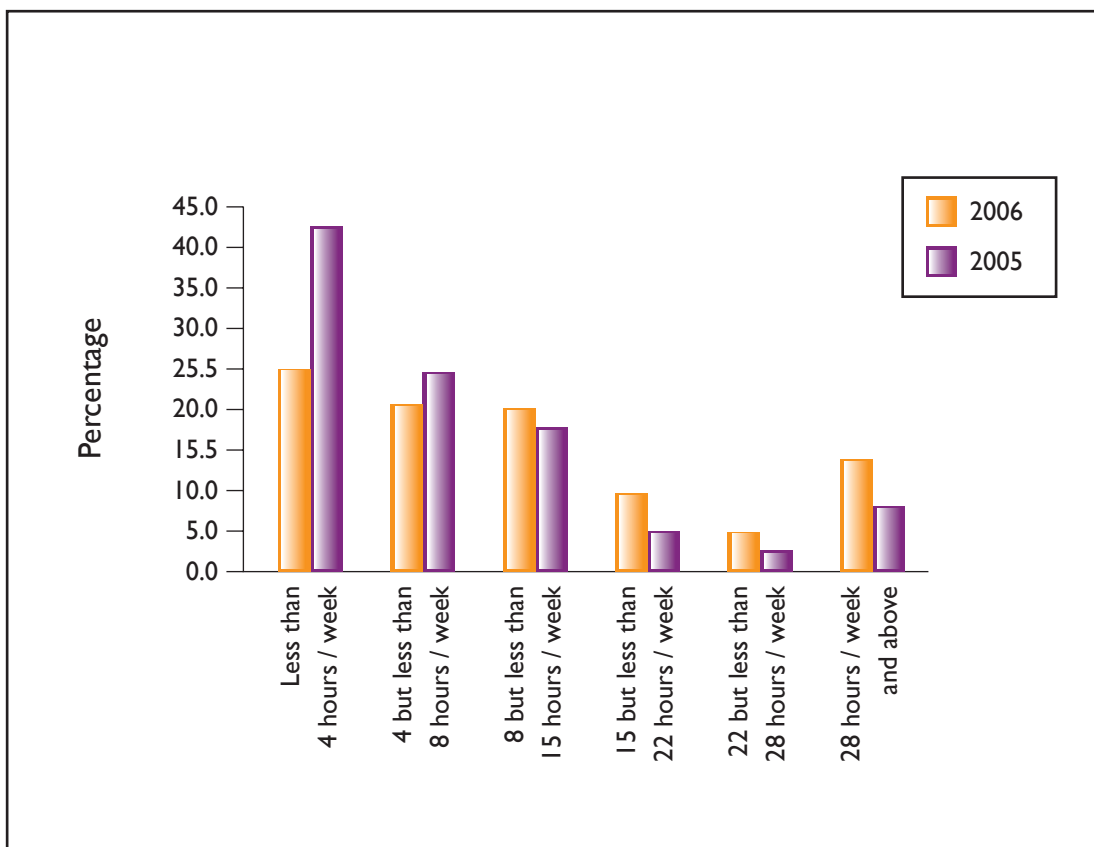
<b>Monthly income</b>	Percentage share of household user base
	<b>2006</b>
Monthly income <RM1,000	9.6
RM1,000-RM3,000	56.1
RM3,000-RM5,000	20.3
RM5,000 and above	14.0



## Intensity of Usage

Compared to 2005, intensity of Internet use is on the increase. On a weighted average basis, Malaysian surfers tend to surf an estimated average of 15 hours per week in 2006 while the corresponding figure for 2005 was 9 hours. In 2006, 25.7 percent surf less than 4 hours per week, while 22.3 percent surf between

4 to 8 hours, 20.3 percent surf 8 to 15 hours, 10.3 percent between 15 to 22 hours, 5.8 percent 22 to 28 hours and 15.7 percent in excess of 28 hours.



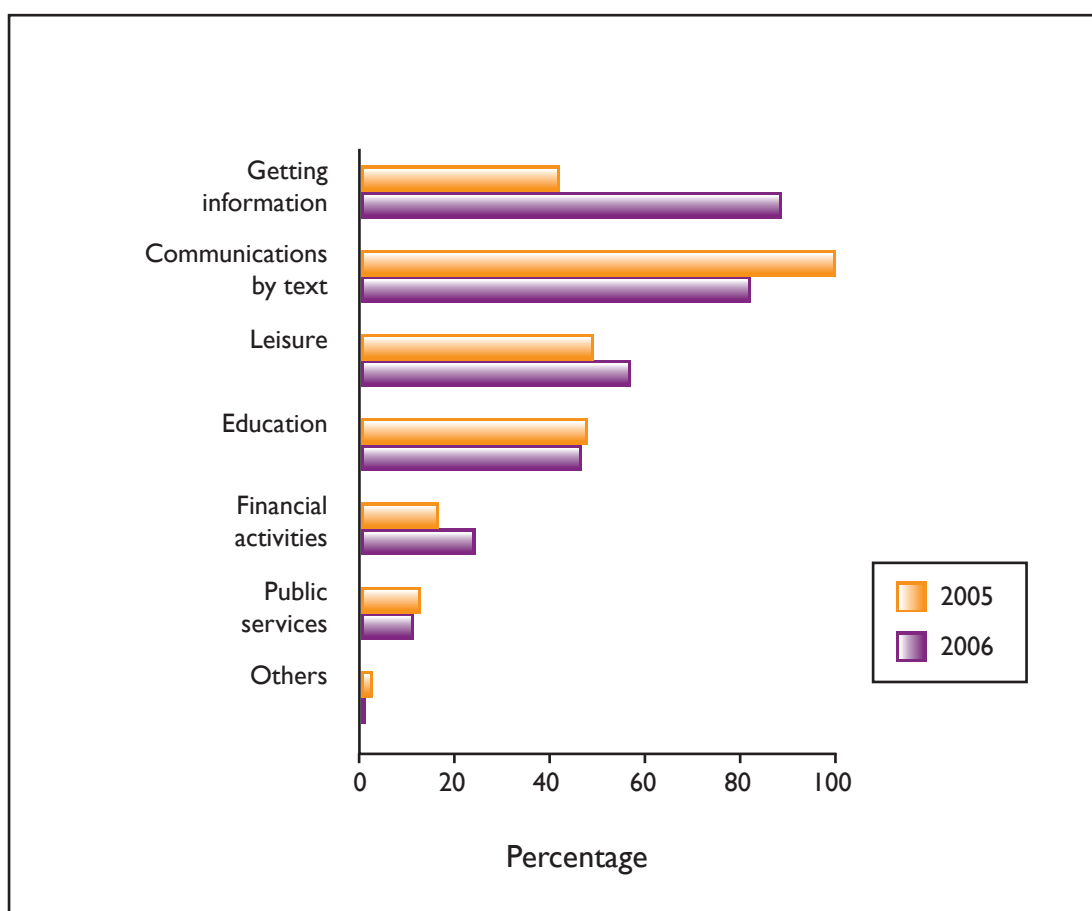
### Main Use of the Internet

Malaysian surfers are increasingly turning to the Net for getting information. The five most popular activities while on the Net are getting information (84.5 percent), communication by text (email, chat room, instant messaging) (80.7 percent), leisure in the form of music, video or games (52.6 percent), education whether formal or informal (45.9 percent) and financial activities i.e. e-banking (23.6 percent).





<b>Internet usage</b>	<b>Percentage share of household user base</b>	
	<b>2005</b>	<b>2006</b>
Getting information	40.5	84.5
Communication by text	99.6	80.7
Leisure	47.1	52.6
Education	46.8	45.9
Financial Activities	14.6	23.6
Public services	12.7	12.0
Others	1.3	0.2



From the table, the percentage of users getting information from the Internet more than doubled from 40.5 percent in 2005 to 84.5 percent in 2006 while the numbers engaging in financial activities on the Net increased by 9 percentage points. On the other hand, the percentage communicating by text decreased by about 18.9 percentage points from 99.6 percent in 2005 to 80.7 percent in 2006.

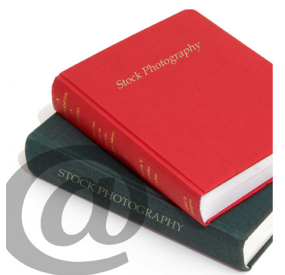
### Consumer e-commerce

11.4 percent of Internet users purchased products or services through the Internet during the three months preceding reference date. This is a significant increase over the corresponding figure of 9.3 percent in 2005.



Consumer e-commerce	Percentage share of household user base	
	2005	2006
Yes	9.3	11.4
No	90.7	88.6

Among the products or services purchased through the Internet, airline tickets were the most popular items (58.5 percent) followed by books (17.0 percent).



Amounts spent on these items over the same 3 months were small with 45.0 percent spending less than RM500, 29.1 percent between RM500 to RM1,000 and 10.5 percent between RM1,000 and RM1,500

### Intention to Migrate to Broadband

Of those who are not yet on broadband, 80.7 percent are not planning to migrate while 19.3 percent expressed interest. Among those who reported intentions of going broadband, 38.6 percent mentioned that they will do in 3 months time, and 41.5 percent will do in 12 months or later.

The main factor driving migration to broadband is good quality of services (76.2 percent). The other factors are reasonable price (20.6 percent) and service availability (19.0 percent).

The reasons cited for not going broadband included a perceived lack of a need (54.1 percent), disagreement with flat charge (16.1 percent) and tariffs (15.3 percent).

<b>Planning migrate to broadband</b>	Percentage share of household user base	
	<b>2005</b>	<b>2006</b>
3 months times	31.5	38.6
6 months times	14.3	13.3
9 months times	4.0	6.6
12 months times and above	50.2	41.5

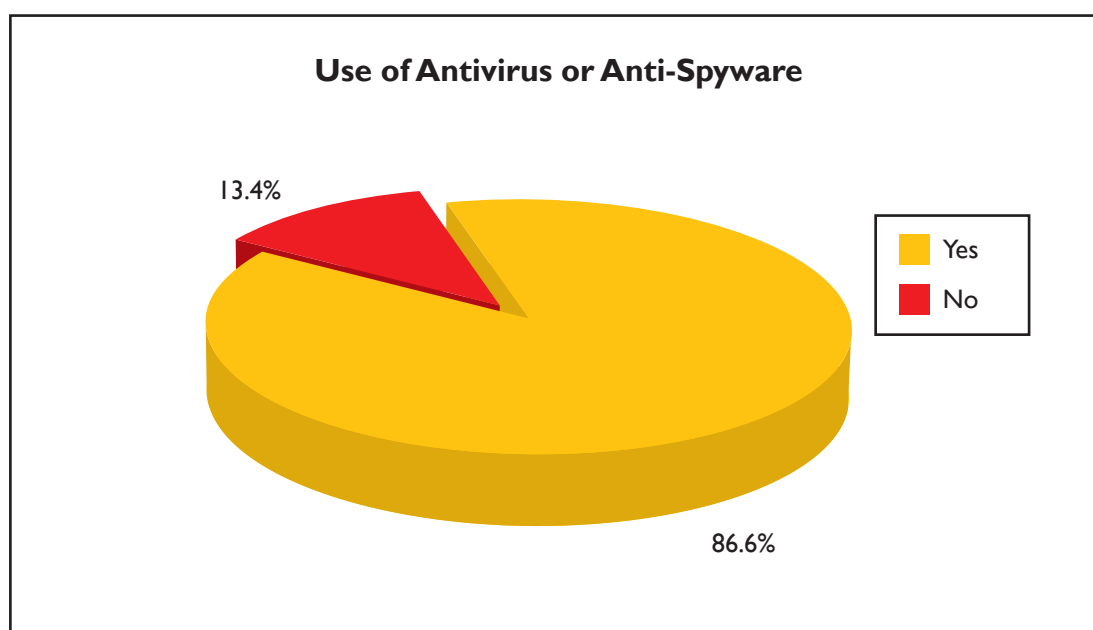
### Average Monthly Access Bill

The modal average monthly bill is between RM61-RM70 (16.0 percent) while 15.2 percent incur bills between RM81-RM90, 13.7 percent had bills from RM11-RM20, 11.0 percent between RM41-RM50 and another 11.0 percent between RM81-RM90. Only 0.2 percent incurred bills between RM151-RM200.

### Antivirus or Anti-Spyware

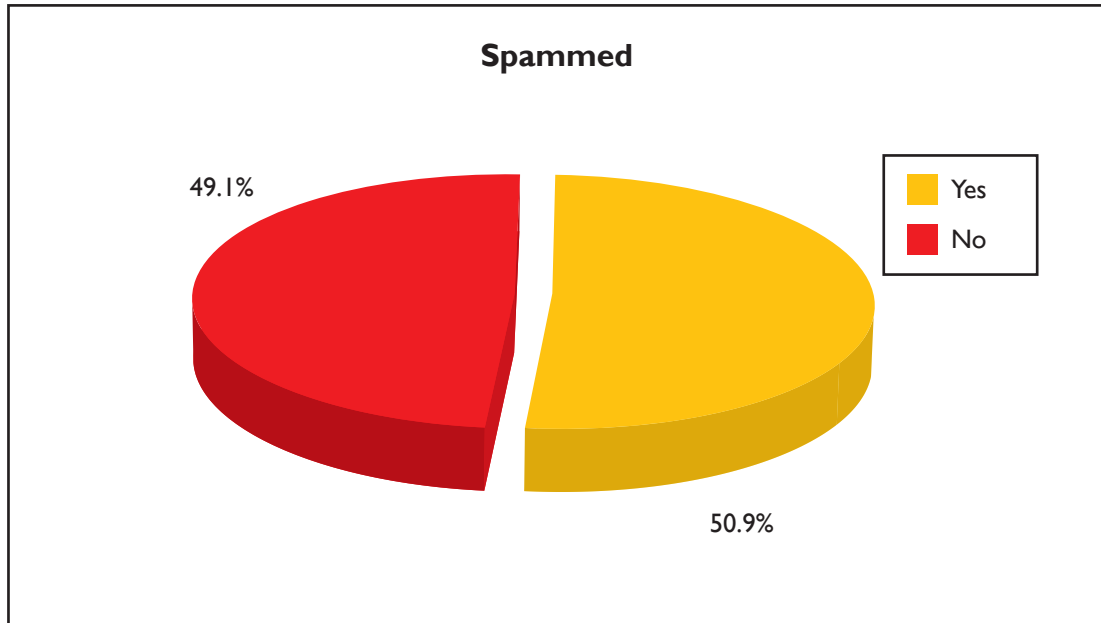
The majority of home users (86.6 percent) used some form of antivirus or anti-spyware while 13.4 percent did not.

<b>Use of Antivirus or Anti-Spyware</b>	Percentage share of household user base
	<b>2006</b>
Yes	86.6
No	13.4



## Spam

50.9 percent of the Internet user said that they received spam through their email while 49.1 percent did not.



## The Non-Home User

It must be emphasized that the non-user sample is not representative of the non-user segment of the population at large.

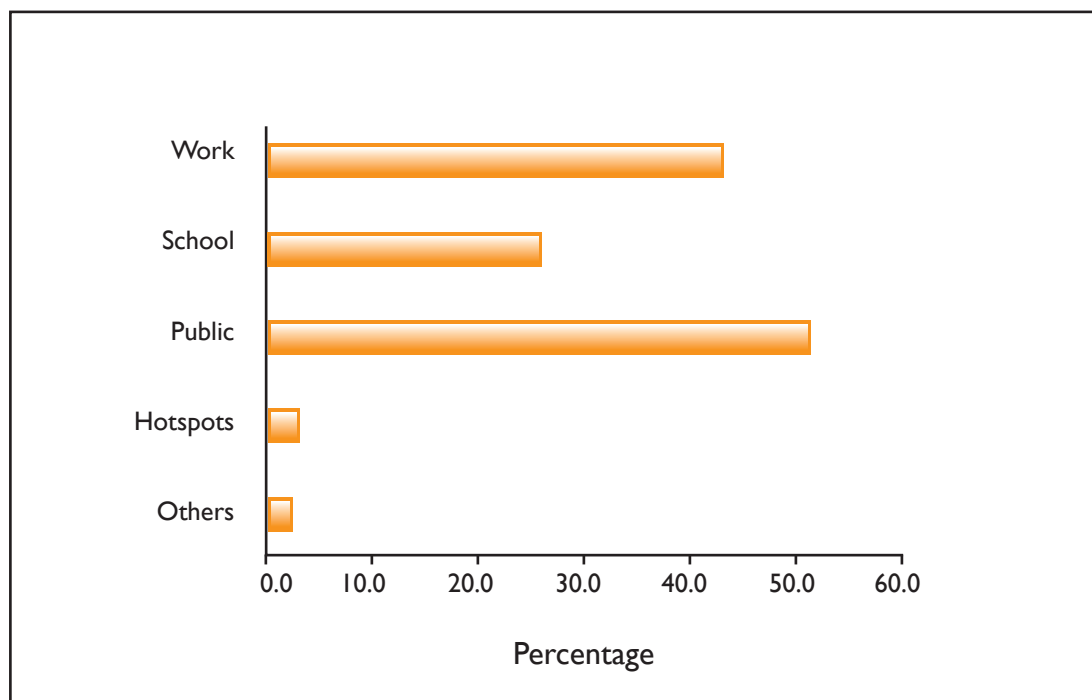
The figures presented here are insights at best and anecdotal at worst.  
No RSEs are calculated.

The three aspects that merit mention here are:-

- use away from home
- reasons for not having Internet access at home
- choice between dial-up and broadband.

Non-users of Internet at home could very well access the Internet elsewhere. As many as 26.6 percent of non-users access the Internet in at least one other place. The figures are as follows:-

<b><i>Access the Internet from</i></b>	Percentage
Work	41.4
School	24.5
Public (library, cybercafé)	50.2
Hotspot	1.9
Others	1.7



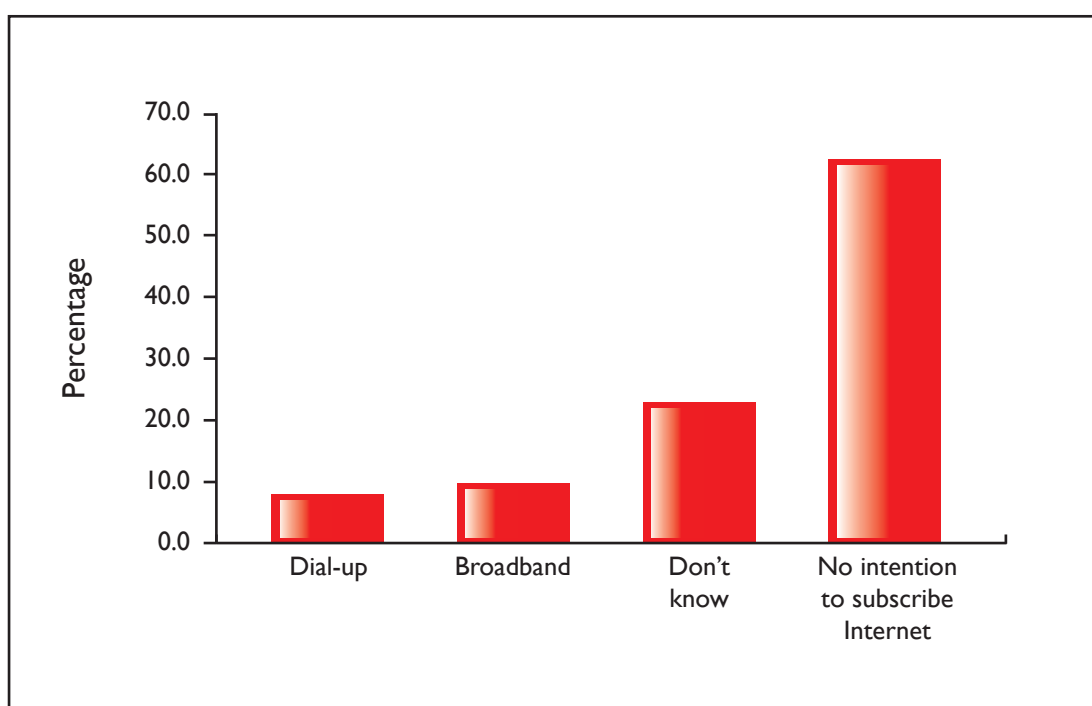
Reasons mentioned by total non-user as to why they do not access the Internet at home are as follows:

<b>Reasons</b>	Percentage
Not interested / useless / no need	37.8
Lack of confidence or skills	18.1
No device / no Internet connections	34.2
Don't have time to use	10.1
Costs are too high	17.6
Often disconnected / busy line / etc	2.9
Slow accessing speed	0.8
Concern that content is harmful	1.3
Too old or young to use Internet	16.5
Few useful information	0.4
Privacy concern	0.4
Viruses and security concern	0.6
Others	4.1

As the table above shows as high as 37.8 percent of total non-users are not interested in Internet access or perceive it as something useless or have no need for it. 34.2 percent cited lack of device (PC). 18.1 percent have no confidence or skills while 17.6 percent maintain that the cost is too high and a sizeable 16.5 percent believe they are either too young or too old to use the Internet.

Views were solicited from both types of non-users about their future intentions. 60.3 percent has no intention of having Internet access at home, while 22.0 percent are ambivalent, 9.8 percent will opt for broadband while 7.9 percent thought they would install a dial-up connection.

<i>Type of Internet</i>	Percentage
Dial-up	7.9
Broadband	9.8
Don't know	22.0
No intention to subscribe Internet	60.3





## Tables

*Caution is required in the use of the estimates tabulated below.*

*Whilst the MCMC takes every care to minimise non-sampling errors, which cannot be quantified, the estimates presented are also subject to sampling error, which is a measure of the chance variation that occurs because a sample, and not the entire population is canvassed. The sampling error of an estimate is usually expressed as a percentage of that estimate to give the relative sampling error (RSE) of that estimate.*

*In general, estimates that are small are subject to high RSEs. As a guide, only estimates with RSEs of 25 percent or less are considered reliable for general use. Estimates with RSEs greater than 25% but less than or equal to 50 percent are denoted with an asterisk in these tables and should be used with caution while those with RSEs greater than 50 percent are denoted by two asterisks and are considered too unreliable for general use. However these estimates may be aggregated with others until an RSE of less than 25 percent is obtained.*

*Confidence intervals for very small estimates should be based on the binomial distribution rather than the normal approximation to the binomial. As an alternative, the method of Korn and Graubard, 1998 may also be used.*

*Percentages may not add up to 100.0 percent because of rounding.*

**Table 1 : Gender**

	Percent	RSE
Male	53.3	1.5
Female	46.7	1.7

**Table 2 : Age Category**

	Percent	RSE
Below 15	7.3	5.8
15-19	18.7	3.4
20-24	16.3	3.7
25-29	11.3	4.6
30-34	12.3	4.3
35-39	10.4	4.8
40-44	10.6	4.7
45-49	6.1	6.4
50 and above	7.1	5.9

**Table 3 : Nationality**

	<i>Percent</i>	<i>RSE</i>
Malaysian	98.8	0.2
Others	1.2	16.2

**Table 4 : Schooling Status**

	<i>Percent</i>	<i>RSE</i>
Full-time	33.0	2.3
Part-time	3.6	8.4
No	63.4	1.2

**Table 5 : Educational Attainment**

	<i>Percent</i>	<i>RSE</i>
None	0.6	24.9
Primary	1.1	19.1
Secondary	32.0	2.9
Diploma	28.9	3.1
Degree and higher	37.4	2.6

**Table 6 : Marital Status**

	<i>Percent</i>	<i>RSE</i>
Single	55.2	1.5
Married	44.6	1.8
Widowed	0.1*	50.0
Divorced	0.1*	44.7

**Table 7 : Employment Status**

	<i>Percent</i>	<i>RSE</i>
Employer	5.9	6.5
Employed	43.8	1.8
Self-employed	5.2	7.0
Unemployed	12.1	4.4
Student	33.0	2.3

**Table 8 : Usual State of Residence**

	<i>Percent</i>	<i>RSE</i>
Johor	12.1	4.4
Kedah	4.4	7.6
Kelantan	2.4	10.4
Melaka	3.1	9.1
Negeri Sembilan	3.2	8.9
Pahang	3.6	8.4
Pulau Pinang	9.3	5.1
Perak	8.2	5.5
Perlis	0.6	21.8
Selangor	27.2	2.7
Terengganu	2.4	10.4
Sabah	4.8	7.3
Sarawak	6.1	6.4
WP Kuala Lumpur	12.6	4.3

**Table 9 : Intention to Migrate to Broadband**

	<i>Percent</i>	<i>RSE</i>
Yes	19.3	5.1
No	80.7	1.2

**Table 10 : Timeline for Migration to Broadband**

	<i>Percent</i>	<i>RSE</i>
In 3 months times	38.6	7.1
In 6 months times	13.3	14.4
In 9 months times	6.6	21.1
In 12 months times and above	41.5	6.7

**Table 11 : Factors to Switch to Broadband**

	<i>Percent</i>	<i>RSE</i>
When service available	19.0	11.6
Reasonable price	20.6	11.1
Good quality of services	76.2	3.1
Others	8.9	18.0

Multiple answers

**Table 12 : Reason for Not Wanting to Migrate to Broadband**

	<b>Percent</b>	<b>RSE</b>
Cost too high	15.3	6.5
Not aware of broadband	1.0*	27.6
No broadband coverage	6.0	10.8
Do not see the need for broadband /satisfy with dial-up	54.1	2.5
Prefer to pay on usage based	16.1	6.3
Seldom used	4.2	13.1
Services not satisfied	0.9*	28.7
Others	2.3	17.7

**Table 13 :Average Internet Bill in a Month**

	<b>Percent</b>	<b>RSE</b>
Less than RM10	9.8	5.0
RM11-RM20	13.7	4.1
RM21-RM30	9.7	5.0
RM31-RM40	4.2	7.8
RM41-RM50	11.0	4.6
RM51-RM60	2.3	10.7
RM61-RM70	16.0	3.7
RM71-RM80	11.0	4.6
RM81-RM90	15.2	3.9
RM91-RM100	3.0	9.3
RM101-RM150	1.4	13.5
RM151-RM200	0.2*	35.3
More than RM200	0.5	24.2
Don't Know	2.0	11.3

**Table 14 :Average Hours a Week Use the Internet**

	<b>Percent</b>	<b>RSE</b>
Less than 4 hours / week	25.7	2.8
4 but less than 8 hours / week	22.3	3.0
8 but less than 15 hours / week	20.3	3.2
15 but less than 22 hours / week	10.3	4.8
22 but less than 28 hours / week	5.8	6.6
28 hours / week and above	15.7	3.8

**Table 15 :Activity on the Internet**

	<i>Percent</i>	<i>RSE</i>
For getting information	84.5	0.7
Communications by text (email,chat room, Instant message)	80.7	0.8
Leisure (Music,Video or computer game,etc)	52.6	1.5
Education (formal & informal education)	45.6	1.8
Financial activities	23.6	2.9
Public services	12.0	4.4
Others	0.2*	40.8

Multiple answer

**Table 16 : Consumer e-commerce**

	<i>Percent</i>	<i>RSE</i>
Yes	11.4	4.5
No	88.6	0.6

**Table 17 :Type of Products or Services**

	<i>Percent</i>	<i>RSE</i>
Airline tickets	58.5	4.7
Apparel	1.9*	35.1
Accessories	7.7	16.9
Books	17.0	10.9
Electronics	11.4	13.7
Jewelry	1.2*	44.5
Music	3.0*	27.4
Stationery	1.4*	40.6
Telecommunications	7.0	17.8
Toys / games	2.8*	28.6
Tour packages	4.7	22.0
Software	5.6	20.0
Online banking	2.6*	29.9
Others	8.6	15.9

Multiple answer

**Table 18 : Cost on Purchasing the Products or Services**

	<i>Percent</i>	<i>RSE</i>
Less than RM500	45.0	5.3
RM500 but less than RM1,000	29.1	7.5
RM1,000 but less than RM1,500	10.5	14.1
RM1,500 but less than RM2,000	3.7	24.5
RM2,000 but less than RM2,500	3.3*	26.3
RM2,500 but less than RM3,000	2.8*	28.5
RM3,000 but less than RM3,500	1.6*	37.5
RM3,500 but less than RM4,000	0.7**	57.5
RM4,000 but less than RM4,500	0.5**	70.5
RM4,500 but less than RM5,000	1.2*	44.5
RM5,000 and above	1.6*	37.5

**Table 19 : Number of Users in Household**

	<i>Percent</i>	<i>RSE</i>
1	26.4	2.7
2	31.6	2.4
3	20.6	3.2
4	11.9	4.4
5	6.4	6.2
6	1.9	11.8
7	0.7	19.5
8	0.2*	35.3
9	0.1**	70.7
10	0.1*	44.7
11	0.1**	70.7

**Table 20 : Use Antivirus or Anti-spyware**

	<i>Percent</i>	<i>RSE</i>
Yes	86.6	0.6
No	13.4	4.1

**Table 21 : Received Spam**

	<i>Percent</i>	<i>RSE</i>
Yes	50.9	1.6
No	49.1	1.7

**Table 22 : Monthly Income Category**

	<i>Percent</i>	<i>RSE</i>
Less than RM1,000	9.6	6.8
RM1,000 but less than RM3,000	56.1	2.0
RM3,000 but less than RM5,000	20.3	4.4
RM5,000 and above	14.0	5.5



## Glossary

Age	Age referred to age as at last birthday
Broadband	For the purpose of this survey, broadband is defined as access by XDSL only
Usual state of residence	Usual state of residence refers to the state where the respondent has a home and has stayed continuously there for the past six months. If he has stayed for less than six months but knows beyond reasonable doubt that he will be there for at least six months continuously, then he should be counted in that state. This especially so in cases where the respondent has just been transferred in, prior to the interview taking place. If respondent knows that he will be moving to another state shortly but has not done so yet at the time of the interview then he should not be counted as a resident of the state where he is moving to. This is especially so in cases where the respondent is in notice of transfer but has not moved yet. Usual state of residence does not refer to the state where ancestral homes or <i>kampung</i> s are located
Consumer e-commerce	Buying of goods and services on the Internet for final consumption
Home user	A person of any age who access the Internet at least once in the last month from home
Non-home user	A person who does not access the Internet at home but may access the Internet in other places
Total Non-user	A person who does not access the Internet at all

## Glossary

Household	A household is a group of persons sharing common eating and living arrangements and may or may not be related. E.g. If a live-in maid eats together with the household, she is considered a member of your household
Spyware	Any software that covertly gathers user information through the users Internet connection without his or her knowledge, usually for advertising purpose
Antivirus	Software designed to ensure the computer is free of such malware such as viruses, Trojans & Worms. To be effective, the antivirus software needs to run in the background at all times, and should be kept updated
Spam	Spam refers to electronic junk mail or junk newsgroup postings. In this survey Spam is defined as any unsolicited e-mail
Personal computer	Including notebook / laptop computers. A computer does not include equipment with some embedded computing abilities such as mobile phones or TV sets, nor does it include computer-controlled machinery or electronic tills

## FOR MORE STATISTICS

### WEBSITE

The MCMC website contains more statistics pertaining to the Communications and Multimedia industry. This is updated every calendar quarter. The MCMC website is at [www.mcmc.gov.my](http://www.mcmc.gov.my).

### STATISTICAL BULLETIN

The MCMC publishes the following:

1. Communications & Multimedia:  
Selected Facts & Figures, (ISSN:1675-6223), a quarterly statistical bulletin of the Communications & Multimedia industry.
2. Postal & Courier Services: Selected Facts & Figures (ISSN: 1823-9919) a half yearly statistical bulletin of the Postal & Courier industry.

Contact the MCMC for more details.

### STATISTICAL BRIEF

The Statistical Brief series (ISSN:1823-2523) is issued by the MCMC to disseminate survey findings and statistical updates. These briefs are aimed at the general to intermediate user audience.

Titles in this series so far:

Statistical Brief Number One

Hand Phone Users Survey 2004

Statistical Brief Number Two

Household Use of the Internet Survey 2005

Statistical Brief Number Three

Hand Phone Users Survey 2005

Statistical Brief Number Four

Hand Phone Users Survey 2006

Statistical Brief Number Five

Household Use of the Internet Survey 2006  
(this issue)

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