Internet users and non-users

2018

Internet users 87.4%
Non-users 12.6%

2016

Internet users 76.9%
Non-users 23.1%

28.7 million Internet users in 2018

2016: 24.5 million
Internet access

Years of experience with Internet use

<table>
<thead>
<tr>
<th>Duration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>3.7%</td>
</tr>
<tr>
<td>1 to less than 3</td>
<td>11.7%</td>
</tr>
<tr>
<td>3 to less than 5</td>
<td>15.0%</td>
</tr>
<tr>
<td>5 to less than 10</td>
<td>32.7%</td>
</tr>
<tr>
<td>10 to less than 15</td>
<td>25.0%</td>
</tr>
<tr>
<td>More than 15 years</td>
<td>11.9%</td>
</tr>
</tbody>
</table>

Duration of daily use of Internet

- 1 to 4 hours: 39.2%
- 5 to 8 hours: 13.4%
- 9 to 12 hours: 8.1%
- More than 18 hours: 5.7%
- Less than 1 hour: 9.6%
- 1 to 8 hours: 23.5%
- 9 to 12 hours: 13.4%
- More than 18 hours: 8.1%
- Less than 1 hour: 9.6%
- 1 to 4 hours: 39.2%
- 5 to 8 hours: 13.4%
- 9 to 12 hours: 8.1%
- More than 18 hours: 5.7%
- Less than 1 hour: 9.6%

Average duration of daily use of Internet by age group

- Below 20: 6.7 hours
- 20’s: 5.9 hours
- 30’s: 5.5 hours
- 40’s: 4.9 hours
- 50’s: 4.5 hours
- 60 & above: 3.7 hours

Place to access Internet

- Home: 88.6%
- On the go: 38.7%
- Work place: 36.4%
- Another person’s home: 18.2%
- Commercial Internet access facility: 26.0%
- Free Wi-Fi anywhere: 36.3%
- Community Internet access facility: 18.2%
- Place of education: 12.0%
- Public library: 9.4%
- Cyber café: 9.4%
- Cafe: 6.7%
- Commercial Internet access facility: 6.7%
- TV streaming box: 5.6%
- Game console: 4.7%
- Smart TV: 3.0%
- Feature phone: 2.4%
- N/A: 3.7%
- N/A: 5.6%
- N/A: 6.7%
- N/A: 7.6%
- N/A: 2.5%
- N/A: 1.2%
- N/A: 2.5%
- N/A: 3.7%

Device to access Internet

<table>
<thead>
<tr>
<th>Year</th>
<th>Smartphone</th>
<th>Laptop</th>
<th>Desktop</th>
<th>Tablet</th>
<th>Smart TV</th>
<th>Feature phone</th>
<th>TV streaming box</th>
<th>Game console</th>
<th>Smartwatch</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>89.4%</td>
<td>36.3%</td>
<td>29.3%</td>
<td>18.0%</td>
<td>6.7%</td>
<td>9.4%</td>
<td>5.6%</td>
<td>2.5%</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>93.1%</td>
<td>44.2%</td>
<td>28.1%</td>
<td>20.4%</td>
<td>12.3%</td>
<td>8.6%</td>
<td>7.6%</td>
<td>4.7%</td>
<td>2.4%</td>
<td></td>
</tr>
</tbody>
</table>
Online activities

Social networking and communication apps account ownership

Online activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate by text</td>
<td>96.3%</td>
<td>96.3%</td>
</tr>
<tr>
<td>Visit social networking platform</td>
<td>89.3%</td>
<td>85.6%</td>
</tr>
<tr>
<td>To get information</td>
<td>86.9%</td>
<td>85.5%</td>
</tr>
<tr>
<td>Watch or download video, online TV</td>
<td>78.0%</td>
<td>77.6%</td>
</tr>
<tr>
<td>Work related</td>
<td>60.0%</td>
<td>61.9%</td>
</tr>
<tr>
<td>Communicate by voice/video</td>
<td>32.0%</td>
<td>60.0%</td>
</tr>
<tr>
<td>Study</td>
<td>62.6%</td>
<td>60.2%</td>
</tr>
<tr>
<td>Read online publication</td>
<td>N/A</td>
<td>56.3%</td>
</tr>
<tr>
<td>Online banking and financial activities</td>
<td>41.7%</td>
<td>54.2%</td>
</tr>
<tr>
<td>Online shopping/booking</td>
<td>48.8%</td>
<td>53.3%</td>
</tr>
<tr>
<td>Listen or download music, online radio</td>
<td>N/A</td>
<td>46.8%</td>
</tr>
<tr>
<td>Government services</td>
<td>45.9%</td>
<td>44.5%</td>
</tr>
<tr>
<td>Online games</td>
<td>41.6%</td>
<td>35.2%</td>
</tr>
<tr>
<td>Cloud storage</td>
<td>22.1%</td>
<td>27.5%</td>
</tr>
<tr>
<td>Online job application</td>
<td>35.4%</td>
<td>27.6%</td>
</tr>
<tr>
<td>Selling goods/services</td>
<td>18.3%</td>
<td>16.9%</td>
</tr>
<tr>
<td>Maintain blogs/homepage</td>
<td>17.0%</td>
<td>13.3%</td>
</tr>
</tbody>
</table>

Reason for not using online banking

- Prefer to go to physical ATM/bank branch: 42.4%
- Lack of confidence/privacy and security issues: 34.5%
- Not interested: 25.5%
- Do not have a bank account: 25.1%
- Others: 13.2%
- 6.7%

Online banking and financial activities

Online banking frequency

- Daily: 10.9%
- Weekly: 28.9%
- Monthly: 52.8%
- Few times a year: 6.8%
- Once a year: 0.6%

Device used for online banking

<table>
<thead>
<tr>
<th>Device</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smartphone</td>
<td>73.5%</td>
</tr>
<tr>
<td>Notebook/Laptop</td>
<td>37.2%</td>
</tr>
<tr>
<td>PC/Desktop</td>
<td>23.3%</td>
</tr>
<tr>
<td>Tablet</td>
<td>7.5%</td>
</tr>
<tr>
<td>Feature phone</td>
<td>1.8%</td>
</tr>
<tr>
<td>Others</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

Online banking activities

- Check account/statement: 84.9%
- Transfer funds: 80.6%
- Pay bills: 80.6%
- Pay loans/credit card: 45.0%
- Top up prepaid phone: 35.8%
- Manage investment or insurance: 21.1%
- Standing instruction: 20.2%
- Redeem points/reward: 13.0%
- Others: 0.1%
Online content sharing

Online content sharing behaviour

61.8% have shared content online
38.2% not sharing content online

Type of online content shared

- Educational content: 71.3%
- Entertainment & humorous content: 69.6%
- News: 63.9%
- Public service announcement: 62.6%
- Aid effort: 55.9%
- Latest promotion & discount: 43.0%
- Political related issue: 32.1%

Purpose of online content sharing

- Content is beneficial: 87.2%
- For entertainment or fun: 64.1%
- Generate discussion: 55.8%
- Promote product and service: 20.2%
- Raise awareness about an issue: 82.3%
- Share interests and hobbies: 57.7%
- To get likes and followers: 20.7%
- Others: 0.4%

Action taken before sharing online content

- Understand the content: 90.8%
- Ensure content is not obscene, menacing, offensive: 85.8%
- Ensure the validity of the content: 79.4%
- Verify whether the content is from reliable source or not: 77.0%
- None of the above: 4.4%

Online content sharing platform

- Social media: 73.8%
- Group messaging: 70.6%
- Private messaging: 46.6%
- Email: 15.8%
- Blog/personal website: 6.3%
- Forum: 3.4%
- Others: 0.3%
Awareness on parental control by parents among Internet users

62.4% aware of parental control
37.6% not aware

Action taken by parents to ensure child online safety

- Set rules and limits of internet usage to the child: 75.5%
- Stayed nearby child when he/she used the Internet: 75.4%
- Discussed with child about online safety: 71.1%
- Checked child’s social media account/browser history: 57.5%
- Used parental control service in child’s device: 12.2%
- None: 7.4%
### Demographics and socio-economics of Internet users

#### Gender
- **Male:** 59.0% (2016: 57.4%)
- **Female:** 41.0% (2016: 42.6%)

#### Age

<table>
<thead>
<tr>
<th>Age</th>
<th>2014</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>20's</td>
<td>30.0%</td>
<td>30.0%</td>
<td>30.0%</td>
</tr>
<tr>
<td>30's</td>
<td>25.9%</td>
<td>25.9%</td>
<td>25.9%</td>
</tr>
<tr>
<td>40's</td>
<td>17.9%</td>
<td>17.9%</td>
<td>17.9%</td>
</tr>
<tr>
<td>50's</td>
<td>11.6%</td>
<td>11.6%</td>
<td>11.6%</td>
</tr>
<tr>
<td>60 &amp; above</td>
<td>6.5%</td>
<td>6.5%</td>
<td>6.5%</td>
</tr>
</tbody>
</table>

#### Employment status

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>2014</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed</td>
<td>51.8%</td>
<td>51.8%</td>
<td>51.8%</td>
</tr>
<tr>
<td>Self employed</td>
<td>18.7%</td>
<td>18.7%</td>
<td>18.7%</td>
</tr>
<tr>
<td>Full time student</td>
<td>12.1%</td>
<td>12.1%</td>
<td>12.1%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>12.0%</td>
<td>12.0%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Retired</td>
<td>5.5%</td>
<td>5.5%</td>
<td>5.5%</td>
</tr>
</tbody>
</table>

#### Urban-rural distribution

<table>
<thead>
<tr>
<th>Year</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>32.8%</td>
<td>67.2%</td>
</tr>
<tr>
<td>2016</td>
<td>32.8%</td>
<td>67.2%</td>
</tr>
<tr>
<td>2018</td>
<td>30.0%</td>
<td>70.0%</td>
</tr>
</tbody>
</table>

For further inquiries please contact Statistics Department MCMC at, statistics@mcmc.gov.my