



Department of Statistics
M A L A Y S I A

TRAINING COURSE ON

Source Data: ICT Use and Access by Individuals and Households -Malaysia's experienced

for

National Bureau of Statistics of Maldives

24th – 27th May 2021



20 OCT



2016 - 2030



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01

Introduction

02

Concept & Methodology

03

Guideline

04

Indicators ICTHS

05

Survey Operations

06

Data Dissemination

07

ICTHS in Malaysia



INTRODUCTION



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Statistical Business Process Model



Quality Management / Metadata Management

Specify Needs	Design	Build	Collect	Process	Analyse	Disseminate	Evaluate
1.1 Identify needs	2.1 Design outputs	3.1 Build collection instrument	4.1 Create, frame & select sample	5.1 Integrate data	6.1 Prepare draft outputs	7.1 Update output systems	8.1 Gather evaluation inputs
1.2 Consult & confirm needs	2.2 Design variable descriptions	3.2 Build or enhance process components	4.2 Set up collection	5.2 Classify & code	6.2 Validate outputs	7.2 Produce dissemination product	8.2 Conduct evaluation
1.3 Establish output objectives	2.3 Design collection	3.3 Build or enhance dissemination components	4.3 Run collection	5.3 Review & validate	6.3 Interpret & explain outputs	7.3 Manage release of dissemination product	8.3 Agree an action plan
1.4 Identify concepts	2.4 Design frame & sample	3.4 Configure workflows	4.4 Finalise collection	5.4 Edit & Impute	6.4 Apply disclosure control	7.4 Promote dissemination product	
1.5 Check data availability	2.5 Design processing & analysis	3.5 Test production system		5.5 Derive new variable & units	6.5 Finalise outputs	7.5 Manage user support	
1.6 Prepare business case	2.6 Design production systems & workflow	3.6 Test statistical business process		5.6 Calculate weight			
		3.7 Finalise production system		5.7 Calculate aggregates			
				5.8 Finalise data files			

Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020

Objective of the ICTHS:

1. Collecting comprehensive and latest information on the use and access of ICT by individuals and households
2. Become as an input in the compilation of ICT Satellite Account (ICTSA)
3. Calculate ICT indicators to measure the development of country's ICT and Digital Economy generation
4. Provide statistics for ICT Use and Access by Individuals and Households in Malaysia
5. Collecting information of income and expenditure through ICT

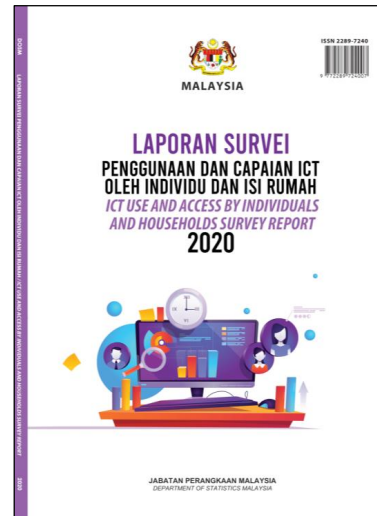
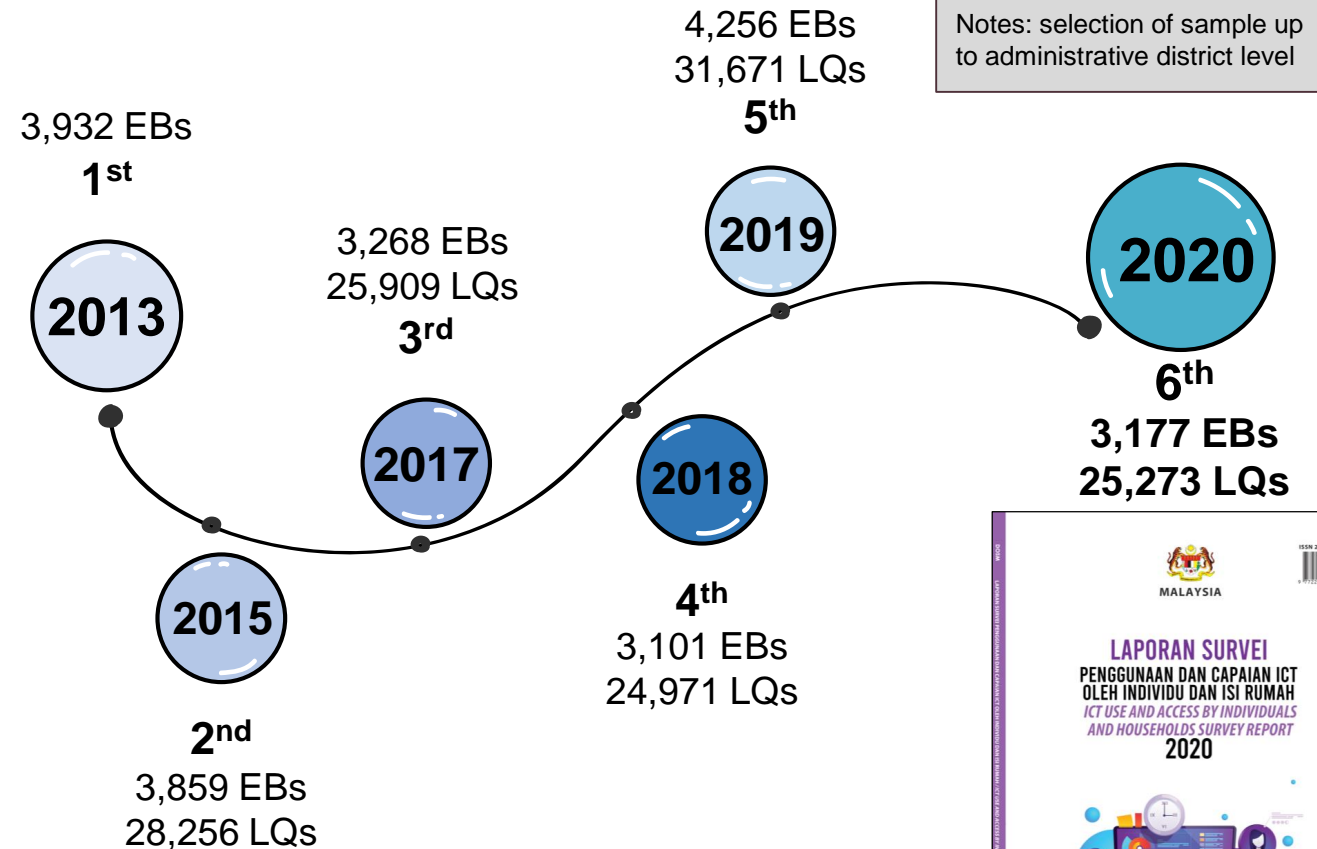
Budget:

Operating expenditure:

Ministry of Communications and Multimedia



Series of Survey



CONCEPT & METHODOLOGY



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UNIT OF MEASUREMENT

- Household
- Individual

MAIN ICT CONCEPT

- Use
- Access



Manual for Measuring ICT Access and Use by Households and Individuals (2020 edition), International Telecommunication Union (ITU)



ICT ACCESS BY HOUSEHOLDS

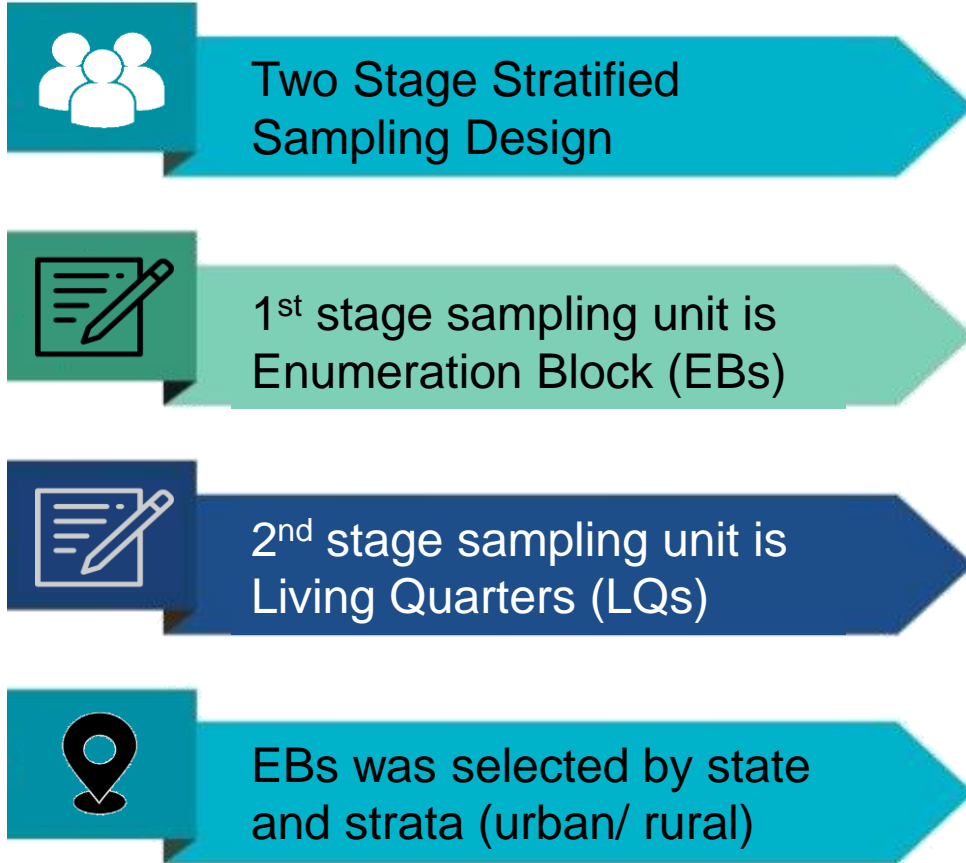
- ❑ **Households** refer a person or group of people whether related or unrelated who usually live together in a living quarters and make provisions (expenses) for food and necessities of life together
- ❑ **Household with access to ICT services and equipment** that can be used during the interview/ survey

ICT USE BY INDIVIDUALS

- **The use of ICT services and equipment** by one or more individuals in a household, either it was used in the house or other places
- Individuals in a household age **15 years and over**
- **Use of mobile phone, computer and internet** for the last three months

Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020

The sampling frame used for the selection of ICTHS sample are based on the Household Sampling Frame which is made up of enumeration blocks (EBs) created for the 2010 Population and Housing Census which was updated from time to time



	2019	vs	2020
Enumeration Blocks (EBs)	4,256		3,177
Living Quarters (LQs)	31,671		25,273
Coverage level	Up to strata, administrative district and state		Up to strata and state only
Age	Individual aged 15 years old and above		

Source: ICT Use and Access by Individuals and Households Survey Report

GUIDELINE



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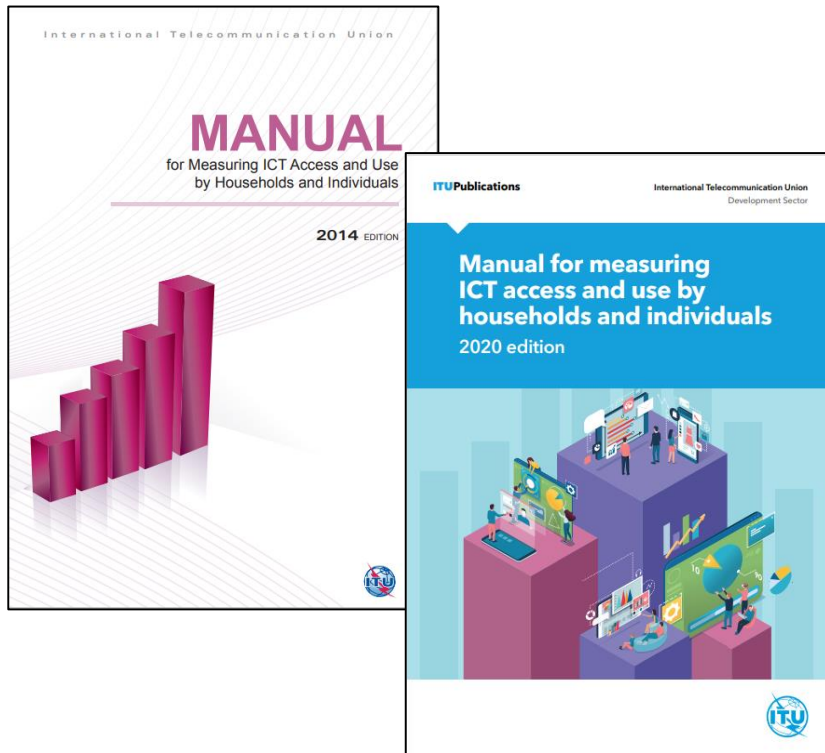
   
Stats Malaysia



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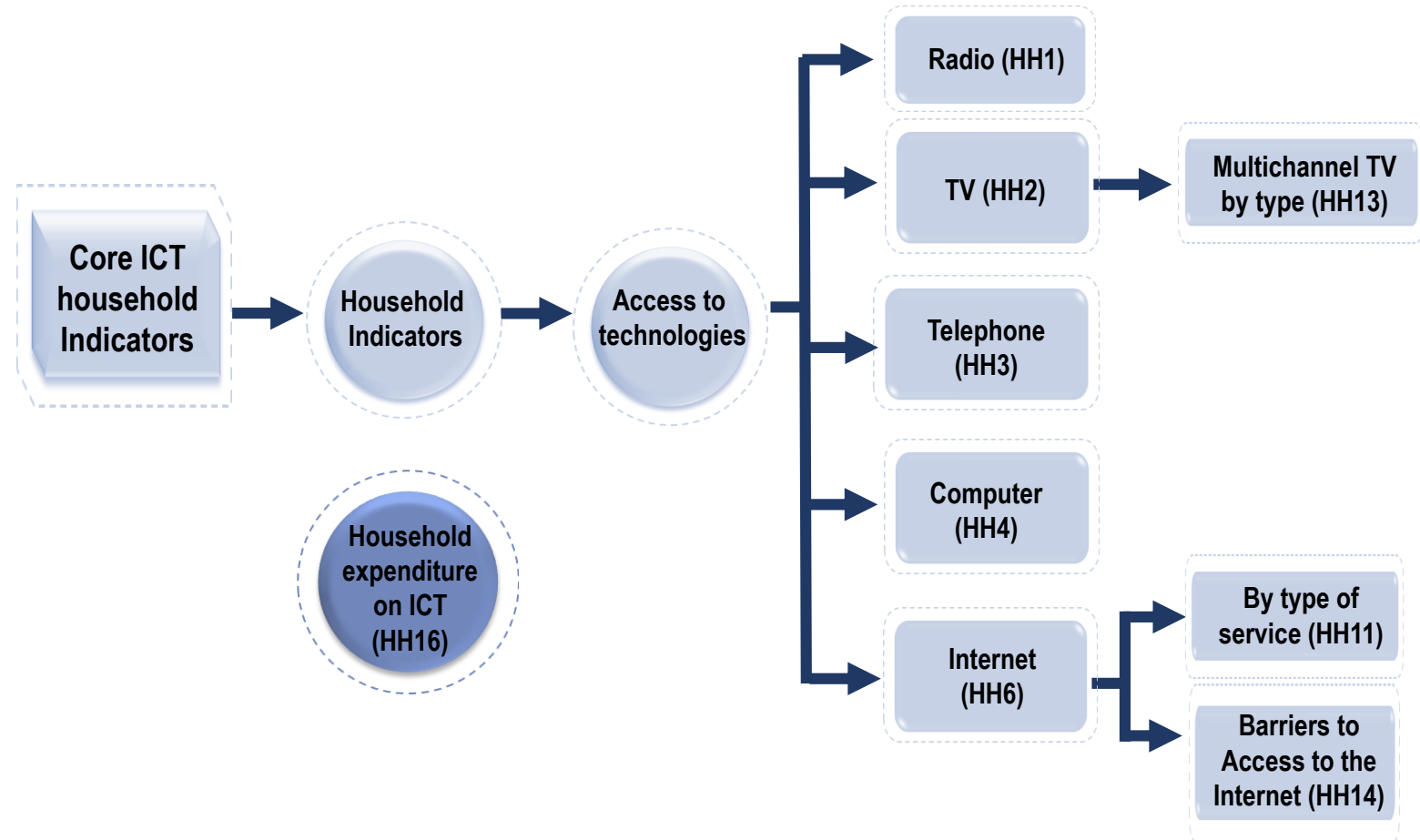


The guideline that has been used as a reference for the implementation of ICTHS survey is MANUAL for Measuring ICT Access and Use by Households and Individuals



Note: Other manual are also used are COICOP, MASCO & MSIC

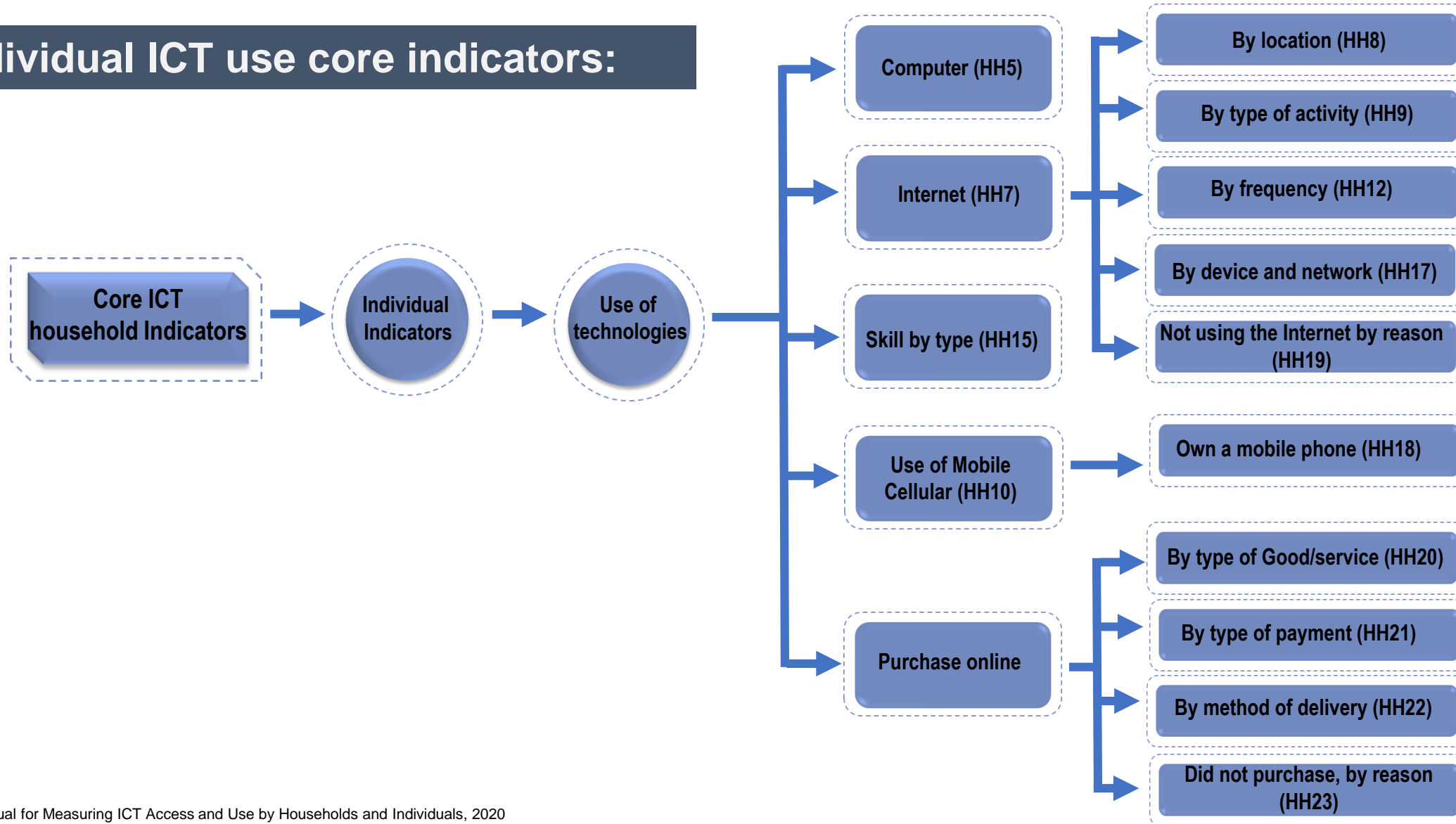
Household ICT access core indicators:



Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020



Individual ICT use core indicators:



Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020

Individuals with ICT skills, by type of skills

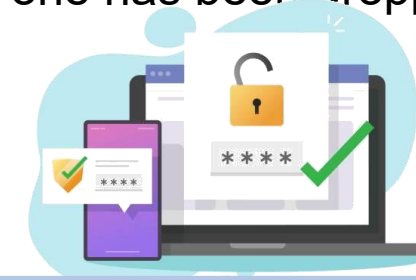
Based on the ITU Manual 2020, there has been an addition of three ICT skills and one has been dropped...



*
Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts



*
Changing privacy settings on your device, account or app to limit the sharing of personal data and information

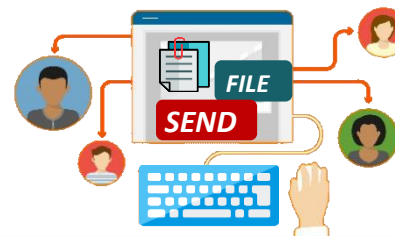


*
Verifying the reliability of information found online



Copying or moving file

(This indicator has been excluded from the ITU Manual 2020)



Sending messages (e.g. e-mail, messaging service, SMS) with attached files



Using basic arithmetic formulae in a spreadsheet

Note: (*) Referred as new indicator

Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020



Creating electronic presentations with presentation software (including text, images, sound, video or charts)



Transferring files or applications between devices (including via cloud-storage)



Programming or coding in digital environments (e.g. computer software, app development)



Connecting and installing new devices (e.g. a modem, camera, printer) through wired or wireless technologies



Finding, downloading, installing and configuring software and apps



Using copy and paste tools to duplicate or move data, information and content in digital environments

Note: (*) Referred as new indicator

Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020



Proportion of individuals using the Internet, by type of activity

Access to information

- Getting information about goods or services
- Seeking health-related information (on injury, disease, nutrition etc.)
- Getting information from general government organizations
- Using services related to travel or travel-related accommodation
- Downloading software or applications (includes patches and upgrades, either paid or free of charge)
- Reading or downloading newspapers, magazines or electronic books in a digital format

Electronic commerce, trade and transaction

- Purchasing or ordering goods or services
- Selling goods or services
- Internet banking

Learning

- Doing an online course
- Consulting wikis, online encyclopedias or other website

Professional life

- Looking for a job or sending/submitted a job application
- Participating in professional networks (LinkedIn, Jobcase)

Communication, civic participation and collaboration

- Sending or receiving email
- Making calls (telephoning over internet/VoIP using Skype, WhatsApp, Viber, etc.; including video calls)
- Participating in social networks
- Making an appointment with a health practitioner via internet
- Interacting with general government organizations
- Taking part in consultations or voting via internet
- Accessing or posting opinions via any device on chat sites, blogs or online discussion

Entertainment, digital content consumption

- Listening to web radio
- Watching web television
- Streaming or downloading images, movies, video, or music; playing or downloading games

Digital content creation

- Uploading self/user-created content to a website to be shared (text, images, photos, videos, music, software, etc)
- Using storage space on the internet to save documents, pictures, music, videos, or other files (Google Drive, iCloud, Cloud Drive, etc)
- Using software run over the internet for editing text documents, spreadsheets or presentation

Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020





**Indicator that has been excluded
from ITU Manual, 2020**

- Managing personal homepage
- Blogging: Maintaining or adding contents to a blog
- Posting opinions on civic or political issue via website



**Additional indicators included in
the questionnaire requested by
stakeholders**

- Accessing office's computing system for the purpose of doing work from home
- Performing tasks online to generate income
- Doing an informal online course/ assessment
- Purchasing or ordering goods or services (e-Commerce)
- Selling goods or services via e-commerce
- Owning online security tools & adopt measures to ensure

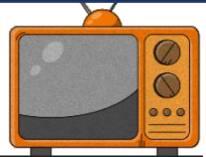
Indicator Description

Radio



- Device capable of receiving broadcast radio signals, using common frequencies (FM, AM, LW, SW)
- Stand-alone device/ integrated with another device (e.g. alarm clock, an audio player, a mobile telephone or a computer)

Television



- Device capable of receiving broadcast television signals, using popular access means (over-the-air, cable and satellite)
- Typically a stand-alone device/ integrated with another device (computer or a mobile telephone)

Internet



- A worldwide public computer network
- It provides access to a number of communication services, irrespective of the device used (computer, mobile telephone, tablet, PDA, games machine, digital TV etc.)
- Access can be via a fixed or mobile network

Computer



- Desktop: a computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard
- Laptop (portable) computer: a computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and netbooks but does not include tablets and similar handheld computers
- Tablet (or similar handheld computer): a tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard.

Telephone



- Fixed telephone line: a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which has a dedicated port on a telephone exchange
- A mobile (cellular) telephone: portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT Advanced
- A smart telephone: mobile handset which has smart capabilities, including Internet-based services, and performs many of the functions of a computer, including having an operating system capable of downloading and running applications, also those created by third-party developers

INDICATORS ICTHS



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Currently, this is the indicators that are used to measure access and use of ICT by households and individuals

ICT ACCESS BY HOUSEHOLDS

There are **7 indicators** in ICT access:

- Proportion of households with a radio
- Proportion of households with a television
- Proportion of households with mobile phone
- Proportion of households with a computer
- Proportion of households with internet
- Proportion of households with fixed-line telephone
- Proportion of households with Pay TV channel

ICT USE BY INDIVIDUALS

There are **4 main indicators** in ICT use:

- Proportion of individuals using mobile phone
- Proportion of individuals who own a mobile phone
- Proportion of individuals using computer
- Proportion of individuals using internet





From all the ICTHS indicators, there are **3 indicators** used for monitoring Sustainable Development Goals (SDG):

Indicator	Goal	Target
HH15: Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill	Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Target 4.b: By 2020, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship
HH18: Proportion of individuals who own a mobile telephone, by sex	Goal 5: Achieve gender equality and empower all women and girls	Target 5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women
HH7: Proportion of individuals using the Internet	Goal 17: Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	Target 17.8: Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology

Source: Manual for Measuring ICT Access and Use by Households and Individuals, 2020



SURVEY OPERATIONS



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Implementation of ICTHS



Questionnaire, ICTHS 2019

ICT-HS1 Identification particulars

ICT-HS2 Individual characteristics

ICT-HS3 Household access to information and communication technology

ICT-HS4 Individual use of information and communication technology

ICT-HS5 Household expenditure via online

ICT-HS6 Household income on ICT and online activities

SULIT SELEPAS DATA DIISI **CONFIDENTIAL WHEN FILLED WITH DATA**

Di bawah Akta Perangkaan, 1965 (Disemak 1989), kandungan soal selidik yang diterima adalah **SULIT** dan tidak boleh didedahkan kepada sesiapa atau mana-mana institusi di luar Jabatan ini.

JABATAN PERANGKAAAN MALAYSIA
DEPARTMENT OF STATISTICS, MALAYSIA

SURVEI PENGGUNAAN DAN CAPAIAN ICT OLEH INDIVIDU DAN ISI RUMAH 2019
ICT USE AND ACCESS BY INDIVIDUALS AND HOUSEHOLDS SURVEY 2019

PENGANTARAN / INTRODUCTION

a. Jabatan Perangkaan Malaysia melaksanakan Survei Penggunaan dan Capaian ICT oleh Individu dan Isi Rumah bagi tahun 2019. Tujuan utama adalah untuk mengumpul maklumat yang lengkap dan terkini berkenaan penggunaan dan capaian ICT oleh individu dan isi rumah.
The Department of Statistics, Malaysia is conducting the ICT Use and Access by Individuals and Households Survey for year 2019. The main objective of the survey is to collect a comprehensive and current information on ICT use and access by individuals and households.

b. Maklumat yang dikumpul adalah mengikut peruntukan di bawah Akta Perangkaan, 1965 (Disemak - 1989). Seksyen 5 di bawah Akta ini menghendaki mana-mana responden di Malaysia untuk memberikan maklumat sebenar atau anggaran terbalik kepada Jabatan. Mengikut Akta ini, kandungan soal selidik yang diterima adalah **SULIT** dan tidak boleh dihebahkan kepada sesiapa atau mana-mana institusi di luar Jabatan ini. Sementara itu, Seksyen 7 di bawah Akta yang sama memperuntukkan denda kepada responden yang gagal memberi kerjasama kepada survei yang dijalankan.
The information is gathered under the provisions of the Statistics Act, 1965 (Revised - 1989). Section 5 of this Act requires all respondent in Malaysia to provide actual information or best estimates to the Department. The Act stipulates that the contents of the individuals returns are **CONFIDENTIAL** and will not divulged to any person or institution outside this Department. Meanwhile, Section 7 under the same Act provides the penalty to the respondent that could not comply to the survey undertaken.

c. Penyeriaan anda adalah penting dalam memastikan maklumat yang dikumpul dalam soal selidik ini adalah tepat.
Your participation is vital in ensuring that the information collected in this questionnaire is accurate.

d. Kerjasama anda menjayakan survei ini amatlah dihargai.
Your cooperation in completing this survey is very much appreciated.

DATO' SRI DR. MOHD UZIR BIN MAHIDIN
KETUA PERANGKAWAN MALAYSIA
CHIEF STATISTICIAN MALAYSIA

Tarikh dan Masa Temu Ramah / Date and Time of Interview

Bil. Lawatan No. of Visit	Tarikh Date	Masa / Time			Status Lawatan Status of Visit	Nama Penemu Ramah Name of Interviewer	Bahasa Temu Ramah Language of Interview
		Dari From	Hingga To	Jumlah (Minit) Total (Minute)			
Lawatan Pertama 1st Visit							
Lawatan Kedua 2nd Visit							
Lawatan Ketiga 3rd Visit							

MODE OF DATA COLLECTION



➔ Face to face personal interview

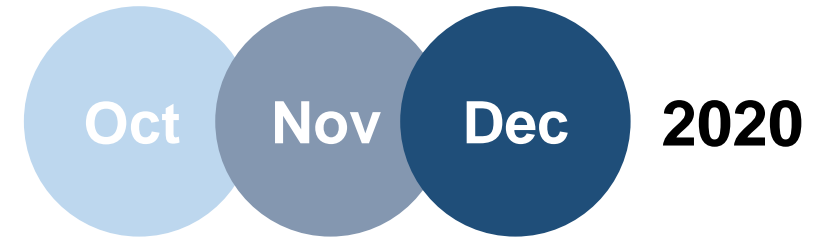
SCOPE AND COVERAGE

➔ Household living in private Living Quarters (LQs)

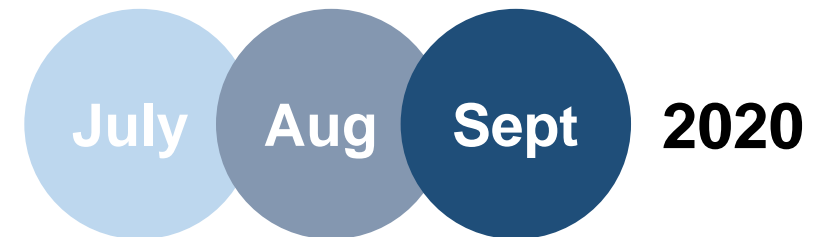
Implementation Strategy During COVID-19

- ❑ **Decreased sample size**
 - ICTHS 2019: selection of sample up to administrative district level ($\approx 4,256$ EBs)
 - ICTHS 2020: selection of sample decreased up to state and strata level only ($\approx 3,177$ EBs)
- ❑ Selection of **same EBs and LQs as Labor Force Survey (LFS)**
 - Reduce the need for State DOSM to carry out field work/ visits to selected LQs
- ❑ **Reduce number of questions**
 - Assemble the ICTHS questionnaire as an additional module to the LFS questionnaire form
 - The questionnaire only focus on use and access to ICT by individuals and households
- ❑ Adaptation of **mix-mode method** in data collection
 - Face-to-face interview
 - Phone call interview/ Computer Assisted Telephone Interview (CATI)
- ❑ Data collection of ICTHS 2020 taking into account individuals **aged 15 years and above only**
- ❑ ICTHS 2020 does **not involve** the data collection of ICT income and expenditure

Data collection period



Reference period is the last three months prior to interview





Integration of ICTHS 2020 Questionnaire



LFS Questionnaire 2020

STB / G&U / M

Sulit selepas data diisi

Confidential when filled with data

Di bawah Akta Perangkaan, 1965 (Dixemak 1965), kandungan soal selidik yang diterima adalah SULIT dan tidak boleh diedarkan kepada sesiapa atau mana-mana institusi di luar Jabatan ini.

JABATAN PERANGKAAAN MALAYSIA

Under the provisions of the Statistics Act, 1965 (Revised 1965), the contents of the questionnaire received are CONFIDENTIAL and will not be divulged to any person or institution outside the Department.

SURVEI TENAGA BURUH / GAJI & UPAH / MIGRASI 2020
LABOUR FORCE / SALARIES & WAGES / MIGRATION SURVEY 2020

PENGENALAN / INTRODUCTION

(a) Jabatan Perangkaan Malaysia melaksanakan Survei Tenaga Buruh / Gaji & Upah / Migrasi bagi tahun 2020. Tujuan utama ialah untuk mengumpul maklumat bagi analisis statistik.
The Department of Statistics Malaysia is conducting the Labour Force / Salaries & Wages / Migration Survey for year 2020. The main objective is to collect information for statistical analysis.

(b) Maklumat yang dikumpul mengikut peruntukan di bawah Akta Perangkaan, 1965 (Dixemak - 1965), Seksyen 5 di bawah Akta ini mengkehendaki mana-mana responden di Malaysia untuk memberikan maklumat sebenar atau anggaran terbaik kepada Jabatan. Mengikut Akta ini, kandungan soal selidik yang diterima adalah SULIT dan tidak boleh dibebaskan kepada sesiapa atau mana-mana institusi di luar Jabatan ini. Sementara itu, Seksyen 7 di bawah Akta yang sama memperuntukkan denda kepada responden yang gagal memberikan kerjasama kepada penyiasatan yang dijalankan.
The information is gathered under the provisions of the Statistics Act, 1965 (Revised - 1965). Section 5 of this Act requires respondent in Malaysia to provide actual information or best estimates to the Department. The Act stipulates that the contents of the individual returns are CONFIDENTIAL and will not be divulged to any person or institution outside this Department. Meanwhile, Section 7 under the same Act provides the penalty to the respondent that could not comply to the survey undertaken.

(c) Penyertaan anda adalah penting dalam memastikan maklumat yang dikumpul dalam soal selidik ini adalah tepat. Your participation is vital in ensuring that the information collected in this questionnaire is accurate.

(d) Kerjasama anda dalam menjayakan survei ini amat dihargai. Your co-operation in ensuring the success of this survey is very much appreciated.

DATO' SRI DR. MOHD UZIR MAHIDIN
KETUA PERANGKAAAN MALAYSIA
CHIEF STATISTICIAN MALAYSIA

ICTHS Questionnaire 2020

ICT-HS1

JABATAN PERANGKAAAN MALAYSIA
DEPARTMENT OF STATISTICS, MALAYSIA

SURVEI PENGGUNAAN DAN CAPAIAN ICT OLEH INDIVIDU DAN ISI RUMAH 2020
ICT USE AND ACCESS BY INDIVIDUALS AND HOUSEHOLDS SURVEY 2020

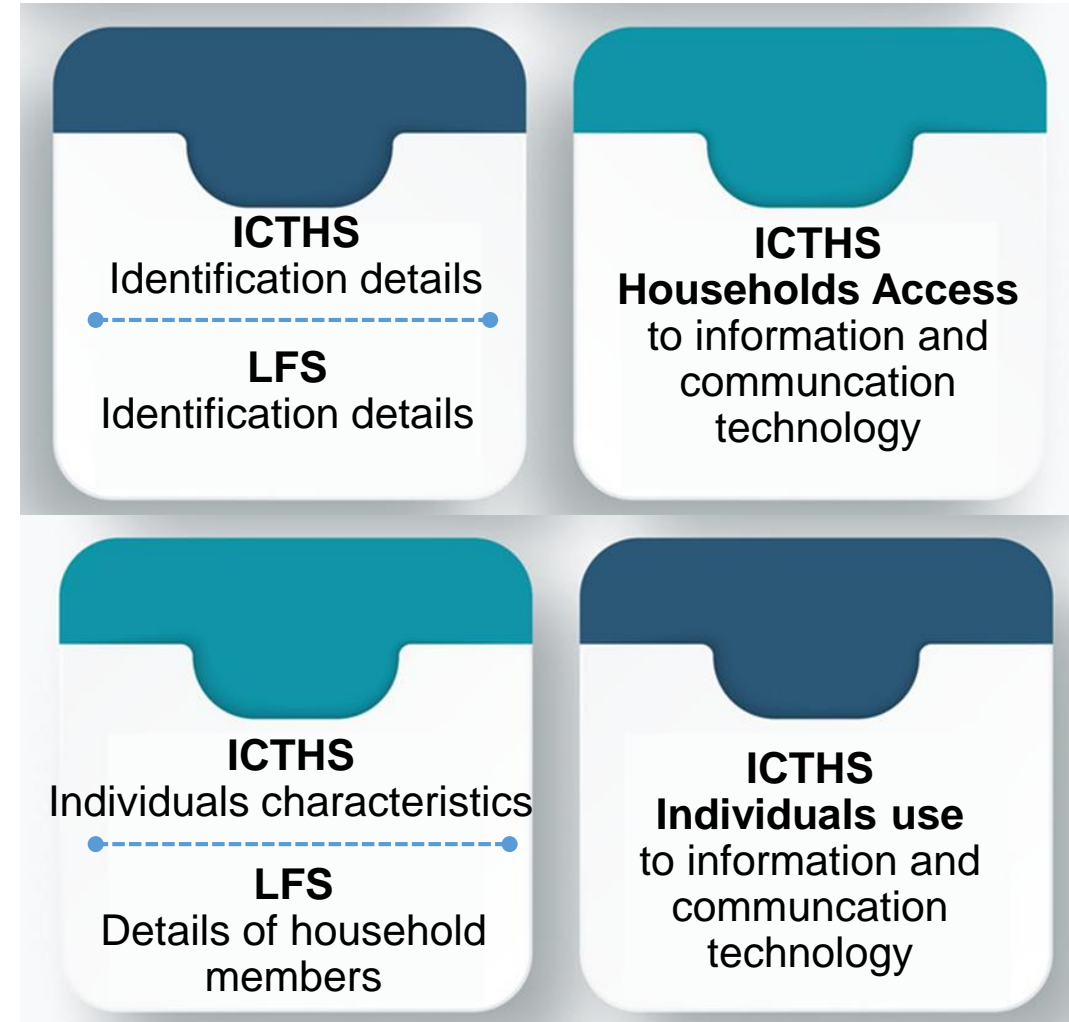
NO. UNIT BANGUNAN / BUILDING UNIT NO.

JUMLAH ISI RUMAH / TOTAL HOUSEHOLD

NEGERI / STATE

(A) BUTIR-BUTIR PENGENALAN / IDENTIFICATION PARTICULARS	UNTUK KEGUNAAN PEJABAT / FOR OFFICE USE
(1) Nombor Balch / Batch No. BNO <input type="text"/>	Respons / Response R <input type="checkbox"/>
(2) Negeri / State NG <input type="text"/>	Jumlah Ahli Isi Rumah biasa / JAIS <input type="checkbox"/>
(3) Daerah Pentadbiran / DP <input type="text"/>	Total No. of Usual Household Members
(4) Daerah Banci / Census District ... DB <input type="text"/>	Jumlah Ahli Isi Rumah biasa (15 tahun & ke atas) / JAIST <input type="checkbox"/>
(5) No. B.P. / E.B. No. BP <input type="text"/>	Total No. of Usual Household Members (15 years & above)
(6) Strata / Stratum ST <input type="text"/>	Ketua Isi Rumah biasa / Usual Head of Household
(7) No. T.K. / L.Q. No. NO TK <input type="text"/>	Kumpulan Etnik / Ethnic Group KK IRB <input type="text"/>
(8) No. Isi Rumah / Household No. NO IR <input type="text"/>	Pekerjaan / Occupation PFK IRB <input type="text"/>
(9) Bulan survei / Survey Month P <input type="text"/>	Industri / Industry PNK IRB <input type="text"/>
(10) Bandar / Mukim / Town / Mukim <input type="text"/>	
(11) Nama Responden / Name of Respondent <input type="text"/>	
(12) Kumpulan Etnik Responden / Ethnic Group of Respondent <input type="text"/>	
(13) Alamat Tempal Kediaman / Address of Living Quarters <input type="text"/>	
(14) Telefon / Telephone <input type="text"/>	
(15) Adakah Tempal Kediaman ini mempunyai kemudahan elektrik? / Does this Living Quarter have access to the electricity? Ya/ Yes <input type="checkbox"/> Tidak/ No <input type="checkbox"/>	

✗ ICTHS 2020 does not involve the data collection of ICT income and expenditure



✓ ICTHS 2020: data collection only counted individuals aged 15 years and above



<http://eict.stats.gov.my/>

State	Percentage
Negeri Sembilan	0.8%
Pahang	4.7%
Perak	5.4%
Selangor	7.8%
Kedah	5.7%
Pulau Pinang	3.7%
Perlis	0.3%
Ipoh	1.9%
Malacca	9.7%
Terengganu	5.4%
Penang	5.1%
Malaysia	2.8%
Labuan	0.3%
Sarawak	11.8%
Sabah	8.7%
Labuan	12.0%

 The dashboard also includes a 'Log in' button and navigation tabs for 'Main' and 'Organization 2'.

Each officer is given a unique user ID and Password and will be used to access the system

+ Add Case

state: All

Search

Look for

#	No HID	State Code	Month	Year	Name of Respondent	Response Code	Date sent	Action
							All	



Click **“+Add Case”** to add more data

CIRI-CIRI INDIVIDU - ICT-HS2

Nama Ahli / Name:

Perhubungan / Relationship: 01

No. Ahli Isi Rumah / Household member no: 01

Jantina / Sex:

Tahun Kelahiran / Year of Birth: Tahun

Umur / Age: Umur

Kumpulan Etnik / Ethnic Group:

Butir-Butir Pengenalan - ICT-HS1

No. Siri HID: Negeri:

- Nombor Batch / Batch No:
- Negeri / State:
- Daerah Pentadbiran / Administrative District:
- Daerah Banci / Census District:
- No. B.P./E.B. No:
- Strata / Stratum:
- No. T.K./L.Q. No:
- No. Isi Rumah / Household No:
- Bulan Penyiasatan: 2020
- Bandar / Mukim / Town / Mukim:

Simpan



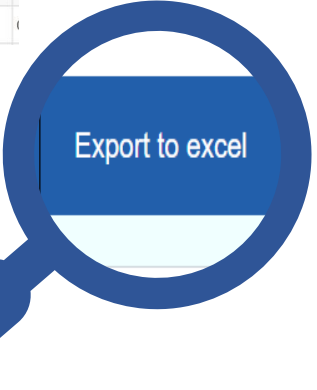
Data extraction

Survey of ICT Usage & Access by Individuals and Households

Act Case Search Dashboard 2 User Settings 3 Export to excel Aziah Mamat [1] Log out

+ Add Case state: All Search Look for

#	No HID	State Code	Moon	Year	Name of Respondent	Response Code	Date sent	Action
1	(All	[Icons]
2	([Icons]
3	([Icons]
4	([Icons]
5	([Icons]
6	([Icons]



SMD need to extract the data into an excel format by clicking **“Export to excel”**

Other features

Act Case Search Dashboard 2 User Settings 3 Export to excel

Report

Number of Users: 471 Number of Responses: 25280 Time: 05/17/2021 01:54:11 pm

State: ALL Month: 10 Year: 2020 Search

Code	Information	Number
00	Other Occupied	57
01	Done	9184
02	Empty	369
03	Nobody's home	275
04	The house is under construction	1
05	Not kindergarten / kindergarten institutions	13
06	Collapsed/Old House	16
07	Not feasible	215
08	Refuse to Cooperate	43
09	Others	36

Graf

Moon: All Moons Year: 2020

Number of Cases

JOHOR 2,043	KEDAH 1,904
NEGERI SEMBILAN 1,526	PAHANG 1,971
PERLIS 1,135	SELANGOR 2,407
SARAWAK 1,994	WP KUALA LUMPUR 882

Total Data Sent: 25,246

General issues and challenges for ICTHS survey

1. Government and stakeholder requirement
2. Coverage
3. Budgeting
4. Turnover enumerator
5. Data Quality

Issues and challenges arises during COVID-19

	<p>Response rate 2019 = 92.8% 2020 = 91.6%</p>
	<p>Movement Control Order</p>
	<p>Temporary closure office</p>
	<p>Time series data</p>
	<p>Shifted to Oct due to Census 2020</p>

DATA DISSEMINATION



www.dosm.gov.my

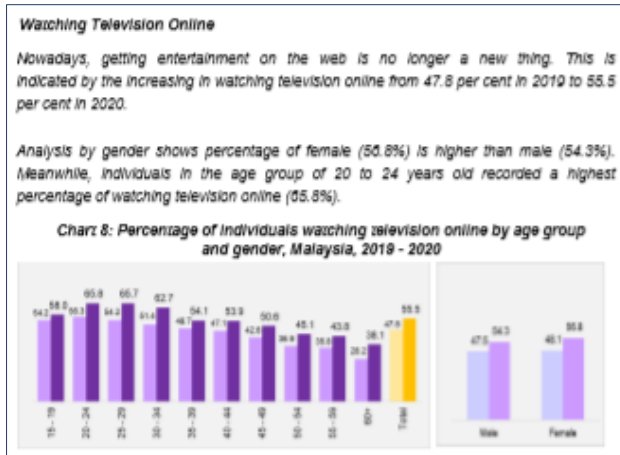
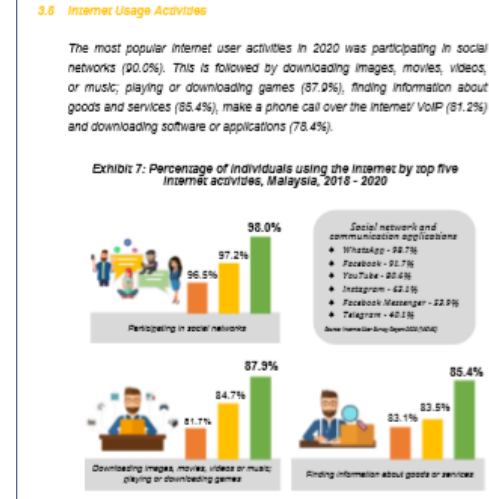
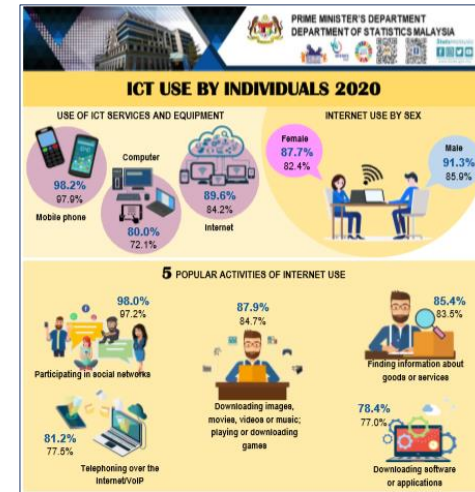
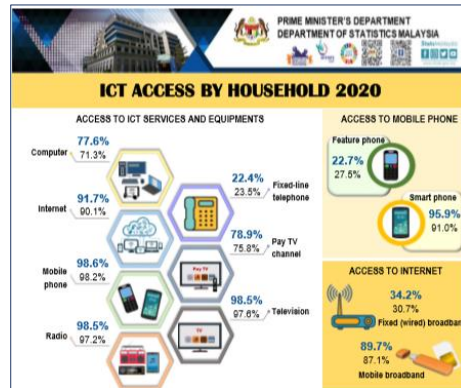


www.mycensus.gov.my



There are three medium of data dissemination:

1)



Jadual 1.1 : Peratusan capaian telefon bimbit oleh isi rumah mengikut negeri, jenis dan strata, Malaysia, 2020
Table 1.1 : Percentage of households with access to mobile phone by state, type and strata, Malaysia, 2020

Negeri/ State	Telefon bimbit Mobile phone			Telefon biasa Feature phone			Telefon pintar Smart phone		
	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural	Jumlah Total	Bandar Urban	Luar bandar Rural
MALAYSIA	88.8	88.0	88.8	22.7	20.1	25.7	86.8	87.1	81.0
Johor	99.4	99.5	99.1	18.9	17.2	25.8	98.9	99.0	98.5
Kedah	98.6	98.7	98.0	28.0	24.2	39.2	93.9	95.2	90.3
Kelantan	97.3	96.2	96.3	34.8	32.1	38.0	93.0	94.0	91.8
Malaka	98.5	98.5	97.0	25.8	26.0	22.7	96.1	96.1	94.9
Negeri Sembilan	98.4	99.4	95.3	13.9	11.8	21.2	96.9	99.0	89.8
Pahang	98.0	98.7	96.9	27.3	23.6	33.7	92.1	94.3	88.3
Pulau Pinang	98.9	98.9	98.1	15.7	15.4	24.4	93.3	97.3	95.3
Perak	97.4	97.6	96.1	34.6	34.0	37.2	92.0	92.2	90.8
Perlis	97.7	97.6	97.8	24.9	21.1	33.8	94.4	95.8	91.2
Selangor	99.3	99.4	98.7	18.6	18.1	28.7	97.8	98.0	94.7
Terengganu	98.2	98.4	97.6	36.9	37.2	36.2	94.3	94.9	92.9
Sabah	98.6	98.8	98.2	26.1	21.4	34.3	96.4	97.8	93.8
Sarawak	98.6	99.0	92.8	24.1	16.0	37.2	91.9	97.8	82.1
W.P. Kuala Lumpur	99.5	99.5	n.a.	9.9	9.9	n.a.	99.1	99.1	n.a.
W.P. Labuan	98.6	98.6	99.2	21.7	21.1	27.2	99.1	99.0	99.2
W.P. Putrajaya	99.5	99.5	n.a.	10.1	10.1	n.a.	99.7	99.7	n.a.

ICT Use and Access by
Individuals and Households
Survey Report 2020



Data Dissemination - Electronic Publications



2) www.dosm.gov.my



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- 10 May 2021 Quarterly Construction Statistics, First Quarter 2021
- 07 May 2021 Revenue for Services Sector First Quarter 2021

COMING SOON

28 May 2021 Malaysia Economic Statistics Review

31 May 2021 Producer Price Index-Local Production*

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- StatsDW
- StatsBDA
- StatsDigital
- StatsGeoport
- Mobile Apps DOSM

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Jadual 5	Jadual 5.xlsx
Jadual 6	Jadual 6.xlsx
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- QCS e-Survey (Quarterly Construction Survey)
- PPI e-Survey (Monthly Price Survey)

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No.	Title of Publications	Product Type	Release Series	Release Date
1	ICT Use and Access by Individuals and Households Survey Report	Publication	Year 2020	12 April 2021
2	Information and Communication Technology Satellite Account	Publication	Year 2019	16 October 2020
3	HOUSEHOLD EXPENDITURE SURVEY REPORT BY STATE AND ADMINISTRATIVE DISTRICT SELANGOR	Publication	Year 2019	10 July 2020
4	HOUSEHOLD EXPENDITURE SURVEY REPORT BY STATE AND ADMINISTRATIVE DISTRICT PAHANG	Publication	Year 2019	10 July 2020
5	HOUSEHOLD EXPENDITURE SURVEY REPORT BY STATE AND ADMINISTRATIVE DISTRICT WILAYAH	Publication	Year 2019	10 July 2020





Data Dissemination - Social Media



3)



Department of Statistics, Malaysia
12 April jam 12:04 PTG

Penggunaan internet meningkat dengan ketara bagi perkhidmatan berkaitan e-Pembelajaran, e-Kesihatan, e-Kerajaan, e-Dagang dan e-Hiburan pada 2020 impak daripada pandemik COVID-19.

Untuk maklumat lanjut: www.dosm.gov.my

ICT ACCESS BY HOUSEHOLD 2020

Category	Value
Computer	77.6%
Internet	91.7%
Mobile phone	98.6%
Radio	98.5%
Fixed-line telephone	22.4%
Smart phone	95.1%
Pay TV channel	78.9%
Television	97.6%
Fixed (wired) broadband	34.2%
Mobile broadband	89.7%

INTERNET ACCESS BY STRATA

Strata	Value
Malaysia	91.7%
Urban	93.5%
Rural	83.9%

TOP 6 STATES WITH HIGHEST INTERNET ACCESS

State	Value
W.P. Putrajaya	99.2%
W.P. Labuan	98.1%
W.P. Kuala Lumpur	98.0%
Pulau Pinang	94.7%
Selangor	94.6%
Sabah	94.6%

Anda dan 193 yang lain · 85 Perkongsian



@StatsMalaysia

DOSM @StatsMalaysia

Computer usage increased by 7.9% in 2020.

#StatsMalaysia
#MyCensus2020
#MenghitungMalaysia
#DataAndaMasaDepanKita
#PastikanAndaDibanci
#ARC2021

12:01 PM · Apr 12, 2021 · Twitter Web App



@statsmalaysia

statsmalaysia · Follow

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statsmalaysia Computer usage increased by 7.9% in 2020.

#StatsMalaysia
#MyCensus2020
#MenghitungMalaysia
#DataAndaMasaDepanKita
#PastikanAndaDibanci
#ARC2021

4w

APRIL 12

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ICTHS IN MALAYSIA



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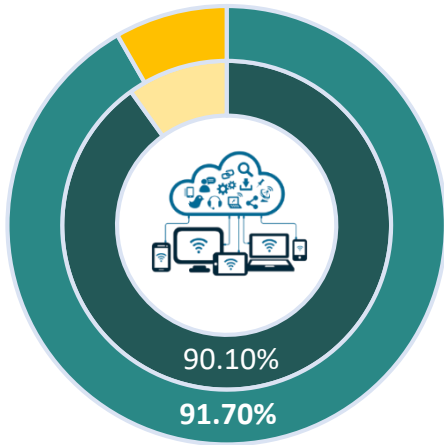
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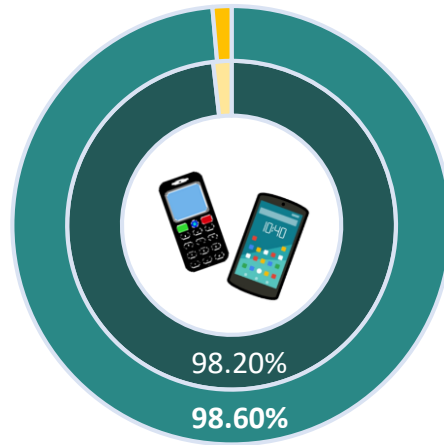


ICT Access by Households, Malaysia, 2020

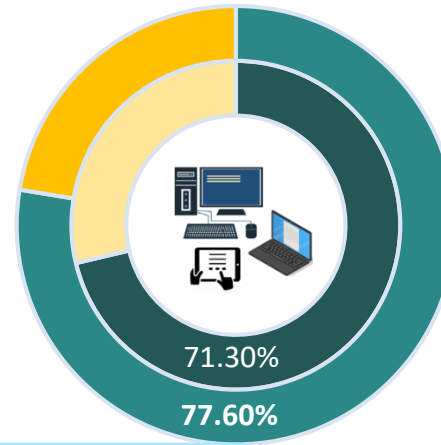
Internet



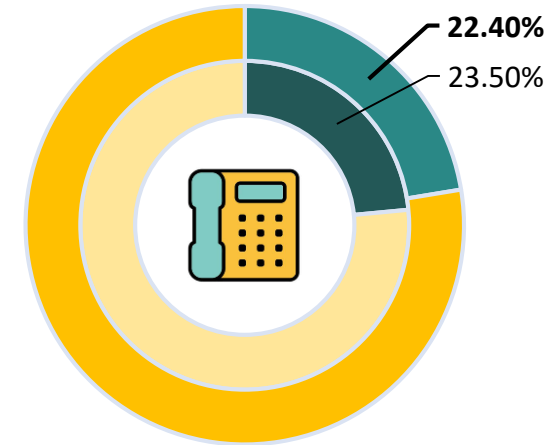
Mobile Phone



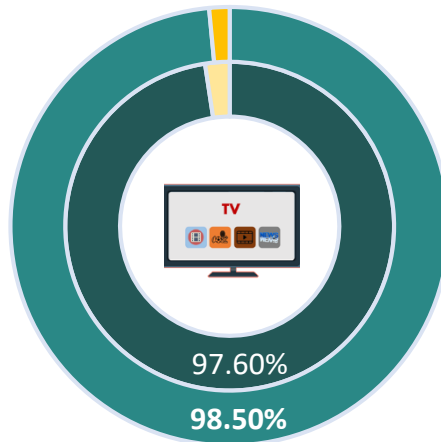
Computer



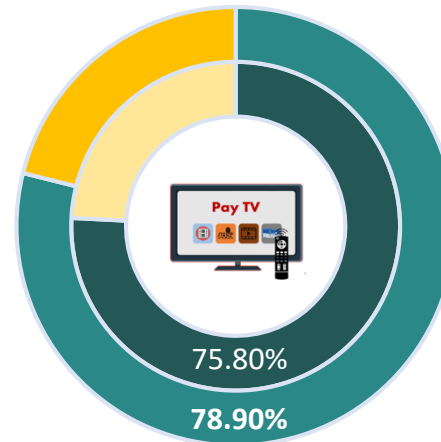
Fixed-line telephone



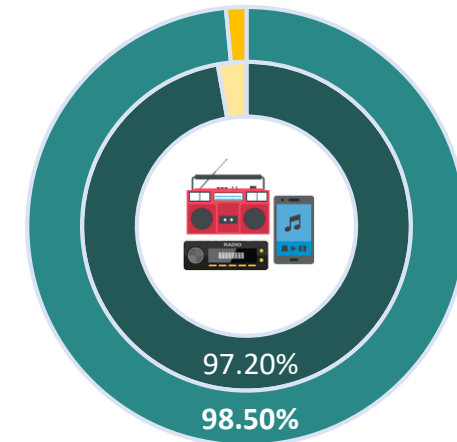
Television



Paid TV Channel



Radio

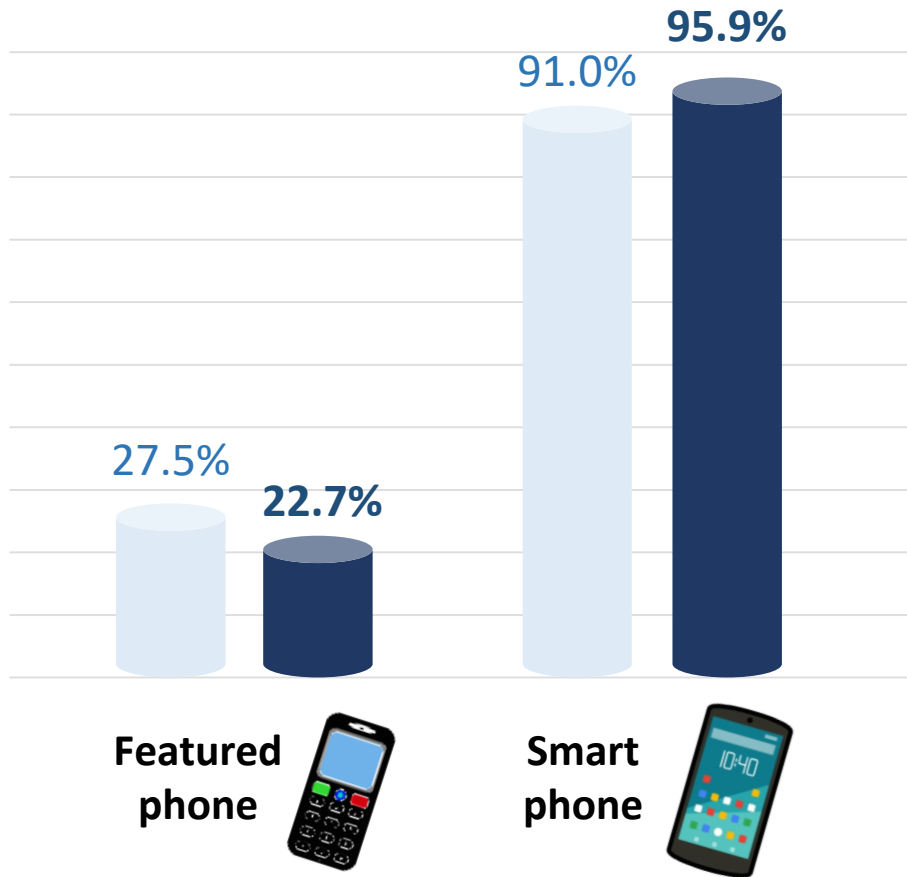


Access to computer and pay TV channel rose 6.3 percentage points and 3.1 percentage points respectively compared to 2019

Source: ICT Use and Access by Individuals and Households Survey Report, 2020

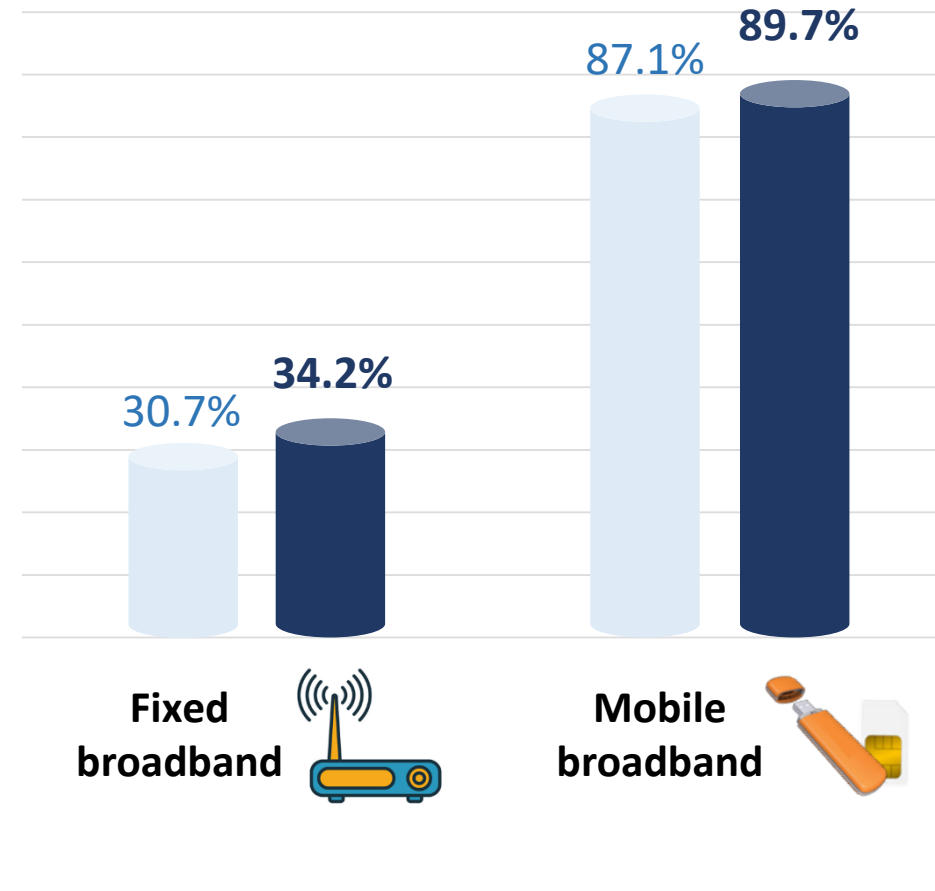
Access to Mobile Phone

Access to smart phone showed an increase to 95.9%



Access to Internet

Access to mobile broadband internet showed an increase to 89.7%



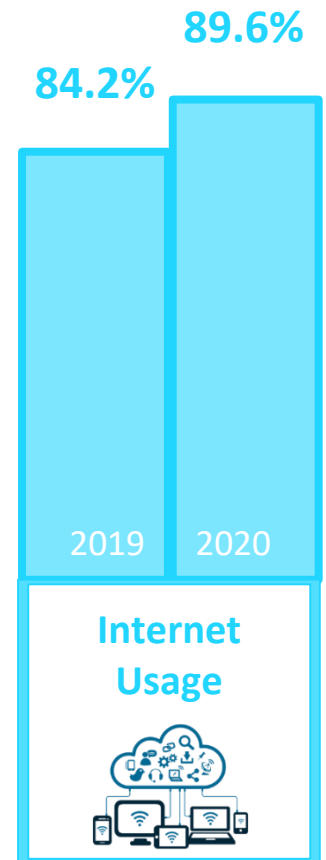
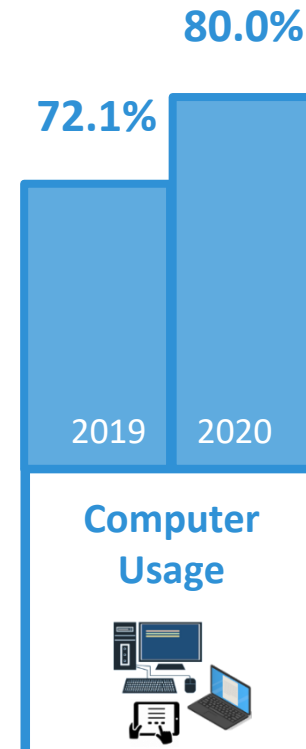
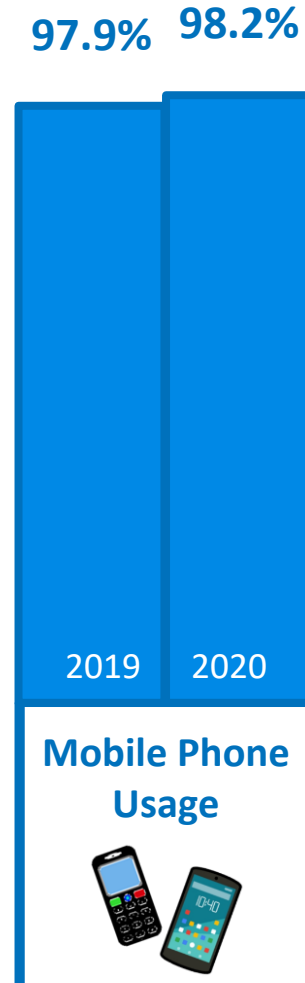
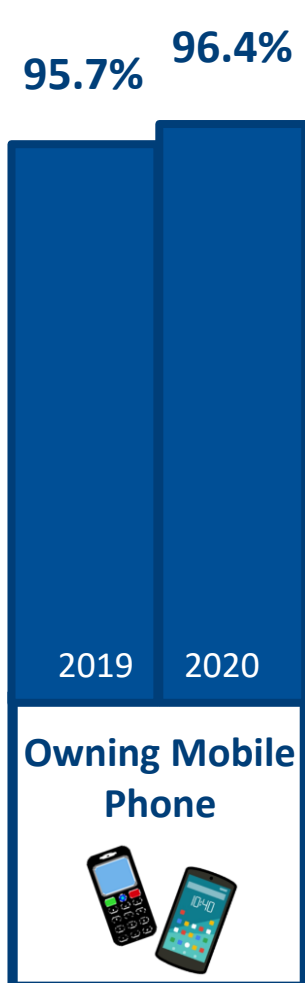
Source: ICT Use and Access by Individuals and Households Survey Report, 2020



ICT Use by Individuals, Malaysia, 2020

Individuals who own mobile phone has reached 96.4%

Meanwhile, individuals who use mobile phone increased to 98.2%



Source: ICT Use and Access by Individuals and Households Survey Report, 2020



Internet Usage, Malaysia, 2020

By Sex

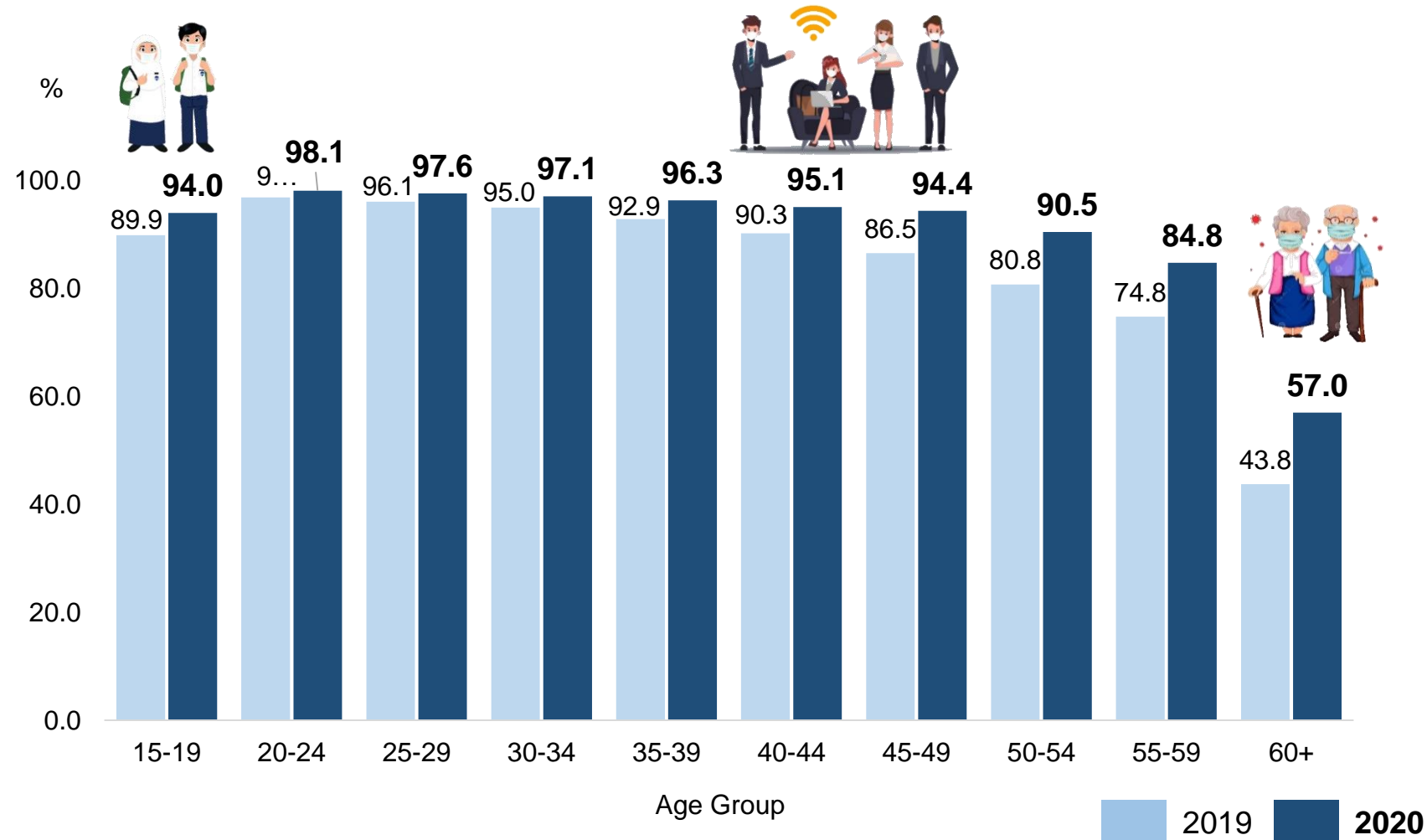


2020: 95.7%
2019: 96.4%



2020: 87.7%
2019: 82.4%

By Gender



Source: ICT Use and Access by Individuals and Households Survey Report, 2020



Internet Usage by Selected Activities, Malaysia, 2020



2020: 81.2%
2019: 77.5%

+3.7%

Telephoning over the internet/
VoIP



16.1%
11.0%

+5.1%

Accessing office's computer
system for the purpose of doing
work from home



8.3%
3.3%

+5.0%

Performing tasks online to
generate income



31.6%
27.5%

+4.1%

Using services related to travel or
travel-related accommodation



61.9%
50.5%

+11.3%

Internet banking



54.4%
22.5%

+31.9%

Purchasing or ordering goods or
services (other than e-Commerce)



10.6%
4.0%

+6.6%

Selling goods or services
(other than e-Commerce)



45.0%
35.2%

+9.8%

Purchasing or ordering goods
and services (via e-Commerce)



5.9%
2.0%

+3.8%

Selling goods or services
(via e-Commerce)



61.9%
45.3%

+16.6%

Seeking health or services
related information



81.2%
77.5%

+3.7%

Getting information from
government organisations



55.5%
47.9%

+7.6%

Watching television online



18.0%
8.1%

+9.9%

Doing a formal online course



20.8%
9.5%

+11.4%

Doing an informal online course



Legend:

2020
2019

Percentage
points difference



ICT Indicators for Selected Countries, 2019

Country	Computer 		Internet 	
	Access (%)	Using (%)	Access (%)	Using (%)
MALAYSIA	71.3	72.1	90.1	84.2
Singapore	88.8	73.5	98.4	88.9
Thailand	15.9	25.3	74.6	66.7
Republic of Korea	71.7	83.0	99.7	96.2
Japan	74.6	75.5	96.9	92.7
Hong Kong	77.6	82.7	94.1	91.7
Indonesia	18.8	14.5	73.7	47.7
Australia (2017)	82.4	n.a.	86.1	86.5
India (2018)	10.7	n.a.	23.8	20.1
Maldives (2016)	70.1	n.a.	67.2	n.a.

Source: ITU

BIG DATA APPLICATION



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Stats Malaysia



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Among the national big data projects being implemented by DOSM

1

Trade by Enterprise Characteristic

Integration of MBSR micro data and international trade to obtain more information without conducting surveys

2

Price Intelligence

Extract the prices of selected products from the internet through web crawling methods

3

Public Maturity Assessment on Official Statistics

Sentiment analysis to determine the 'degree of happiness' of the community on the official statistics published

4

Social Protection Database

Ensuring a more equitable distribution of social assistance

5

Informal Sector and Micro Industry Database

Identify affected groups of individuals in the informal sector and the macro industry

6

Labor Market Information Analytical System

Integrate labor market information in Malaysia



THANK YOU

BANCI MALAYSIA

POPULATION & HOUSING
**CENSUS
MALAYSIA 2020**

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COUNTED

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www.mycensus.gov.my

