



The Commonwealth

# DIGITAL GOVERNANCE ANALYSIS

**MALAYSIA**

Report Created For:  
The Secretary General of The Commonwealth of Nations

**MALAYSIA**



**2024**  
EDITION



Report Created For:  
The Secretary General of The Commonwealth of Nations



[www.eforumsd.com](http://www.eforumsd.com)

# Contents

1	Active Mobile-Broadband subscriptions	1
2	E-Government Development Index	3
3	Innovation Capacity	5
4	Online Service Index (OSI)	6
5	Open Data	8
6	Female Internet Users	9
7	Telecommunication Infrastructure Index (TII)	11
8	Human Capital Index	13
9	Households With Internet Access	15
10	Global Cybersecurity Index	17
11	Foundational IT infrastructure	19
12	Fixed Broadband Subscription	20
13	E-Participation Index	22
14	Digital Capacity	24
15	Broadband Quality Index	25
16	Adoption of Emerging Technologies	26
17	Cloud Providers	27
18	5G Infrastructure	28
	Appendix	29

The background features a dark blue gradient with a series of light blue, wavy, overlapping lines that create a sense of motion and depth, resembling a stylized signal or data flow.

1

**Active Mobile  
Broadband  
Subscriptions**

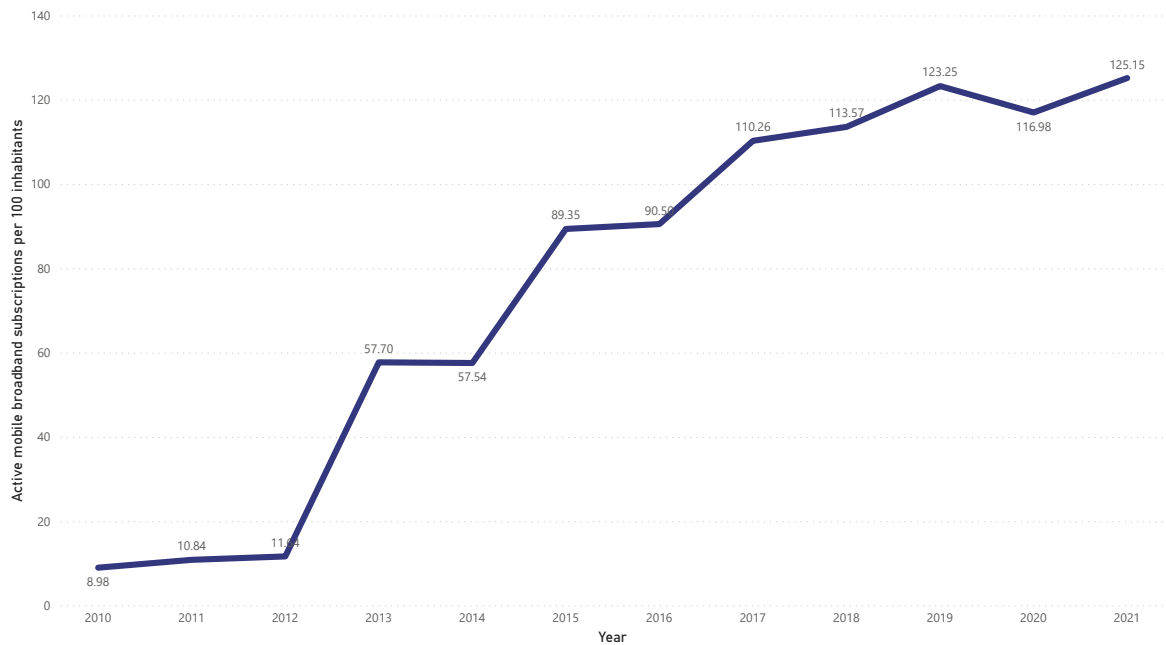
# Active Mobile-Broadband subscriptions

Chart 1.1

Number of active mobile broadband subscriptions per 100 inhabitants in Malaysia in 2021

125.15

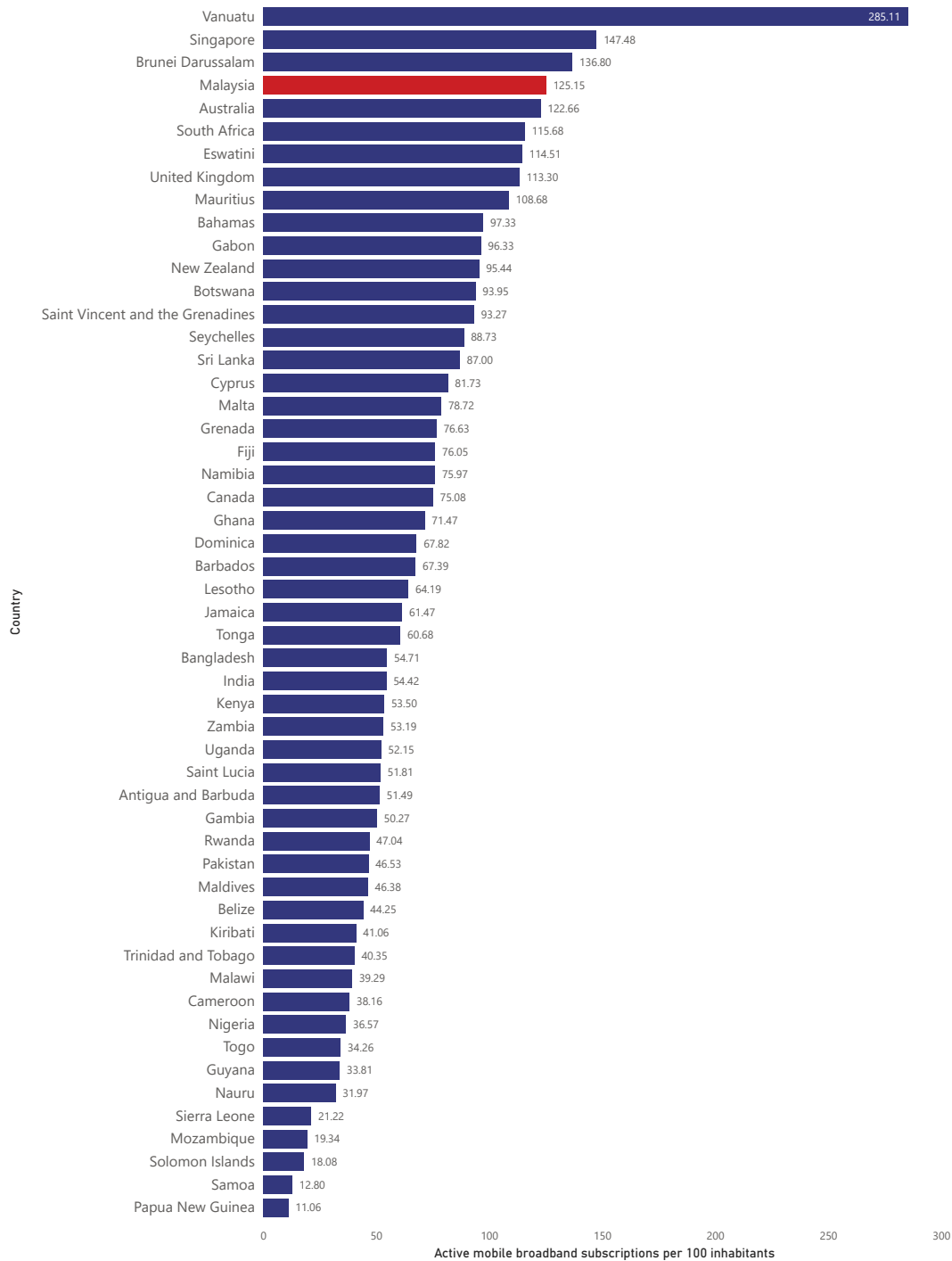
Chart 1.2  
Number of active mobile broadband subscriptions per 100 inhabitants in Malaysia from year 2010 to 2021.



Measure: Ratio

Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

**Chart 1.3**  
**Number of active mobile broadband subscription per 100 inhabitants of Commonwealth Countries in 2021.**



Measure: Ratio  
 Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)



2

**E-Government  
Development  
Index**

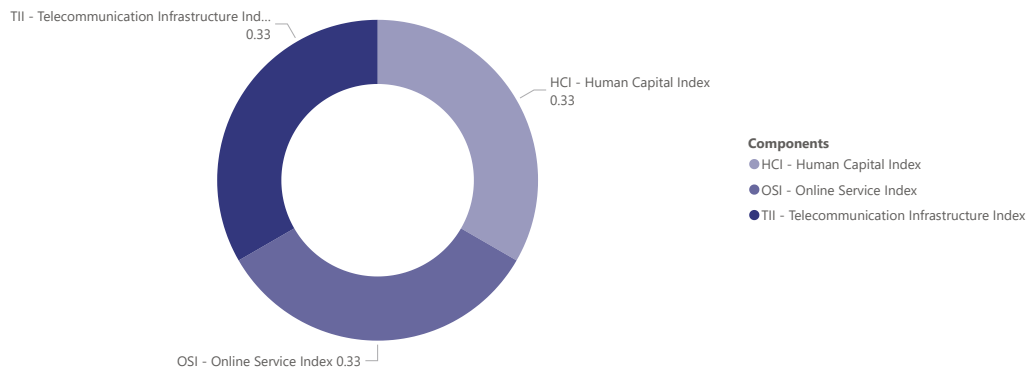
# E-Government Development Index

The E-Government Development Index presents the state of E-Government Development of the United Nations Member States. Along with an assessment of the website development patterns in a country, the E-Government Development index incorporates the access characteristics, such as the infrastructure and educational levels, to reflect how a country is using information technologies to promote access and inclusion of its people.

The EGDI is a composite measure of three important dimensions of e-government

- Provision of online services.
- Telecommunication connectivity .
- Human capacity.

**Chart 2.1**  
**EDGI Composition**



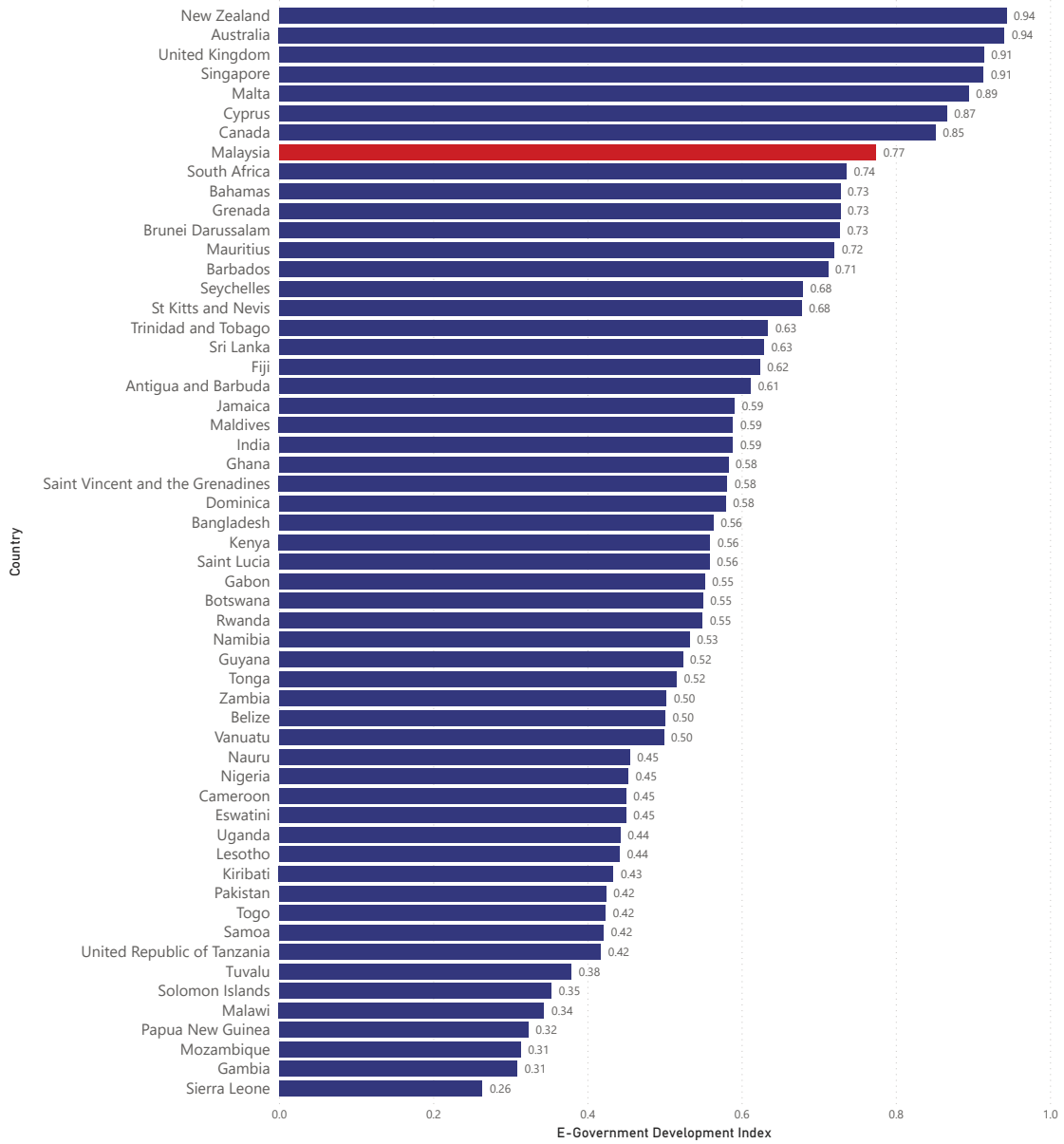
**Chart 2.2**  
**E-Government Development Index Score of Malaysia in 2022**



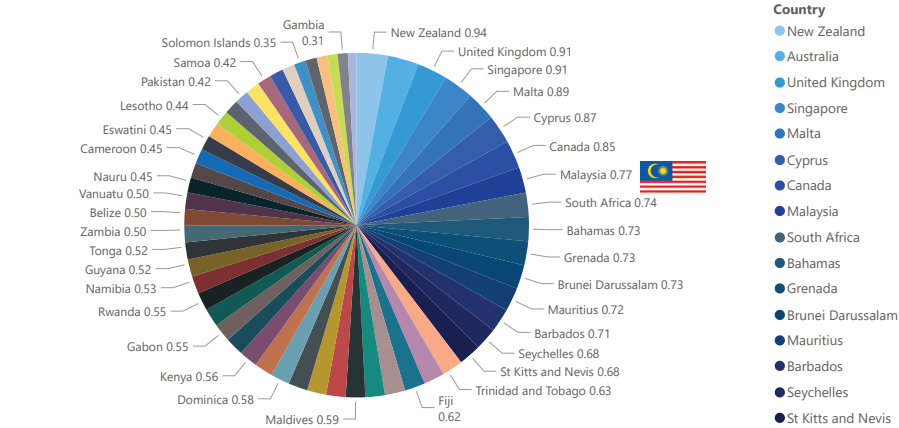
Measure: Index

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 2.3**  
**E-government Development Index Score of Commonwealth Countries in 2022**



**Chart 2.4**  
**Proportion of E - Government Development Index of Commonwealth Countries in 2022**



Measure: Index Score  
 Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

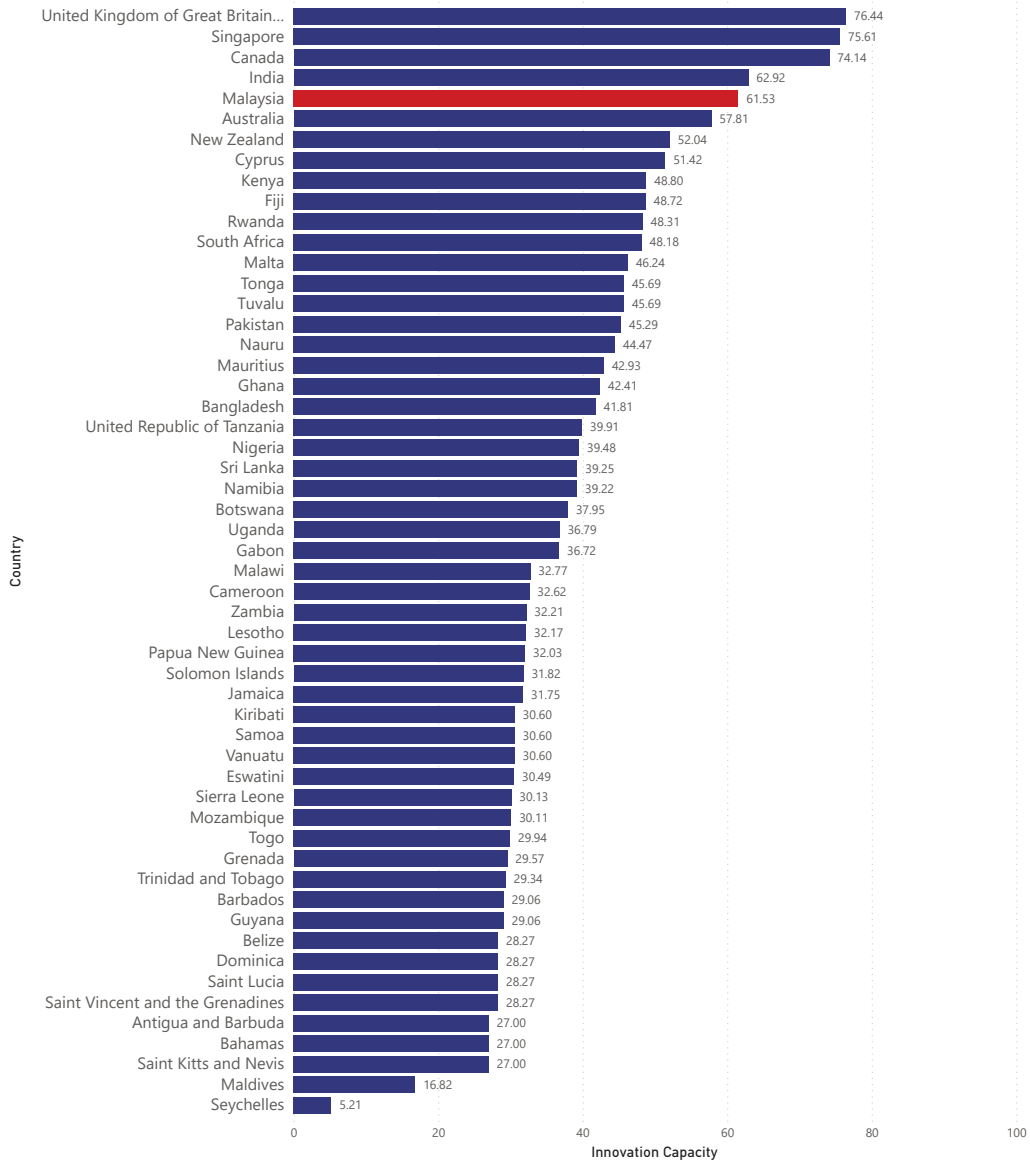


3

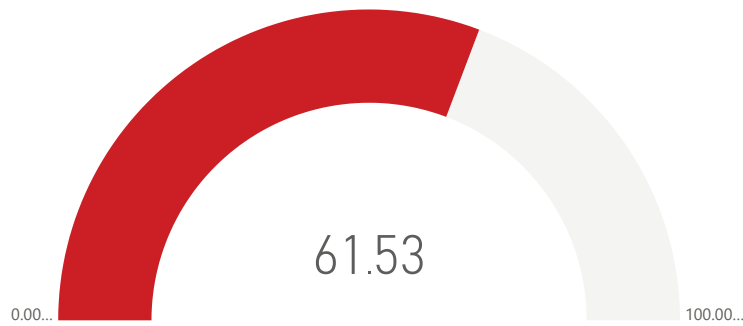
**Innovation  
Capacity  
Index**

# Innovation Capacity

**Chart 3.1**  
The Innovation Capacity Index of Commonwealth Countries in 2023



**Chart 3.2**  
The Innovation Capacity Index of Malaysia in 2023



Measure: Index score  
Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>



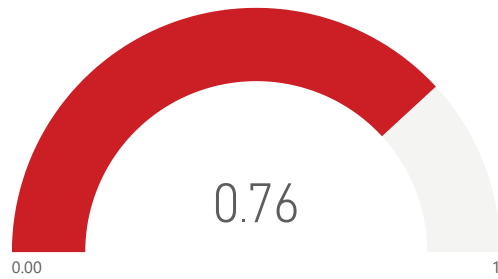
4

**Online  
Service  
Index**

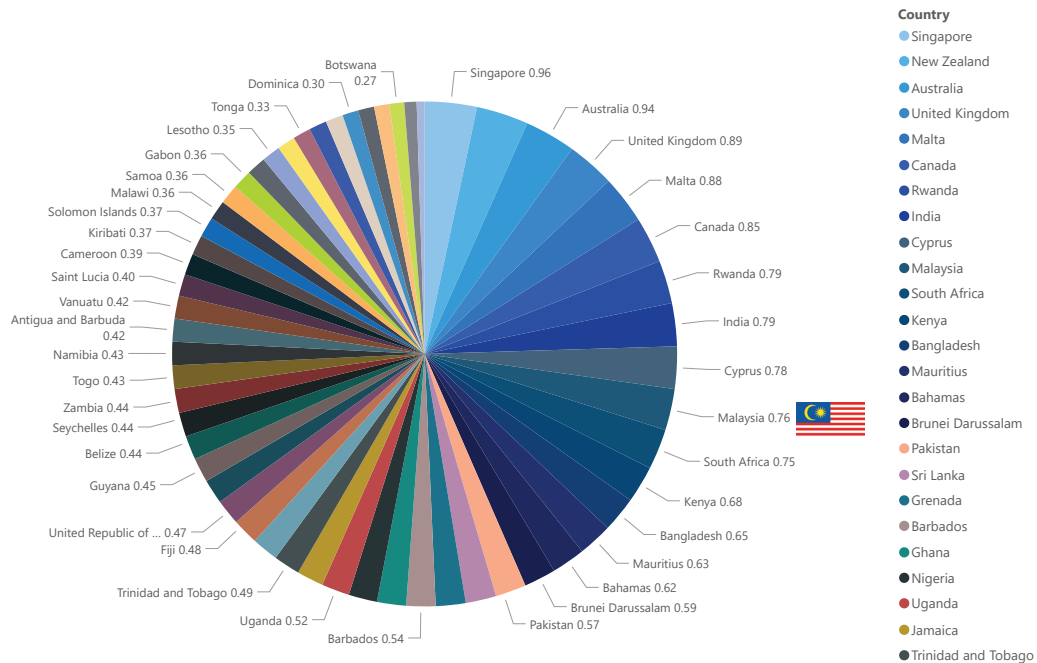
## Online Service Index (OSI)

The Online Service Index (OSI) of countries are assessed from each country's national website in the native language, including the national portal, e services portal and e-participation portal, as well as the websites of the related ministries of education, labour, social services, health, finance and environment as applicable. The outcome is an enhanced quantitative Survey with a wider range of point distributions reflecting differences in levels of e-government development among countries.

**Chart 4.1**  
OSI index score of Malaysia in 2022.

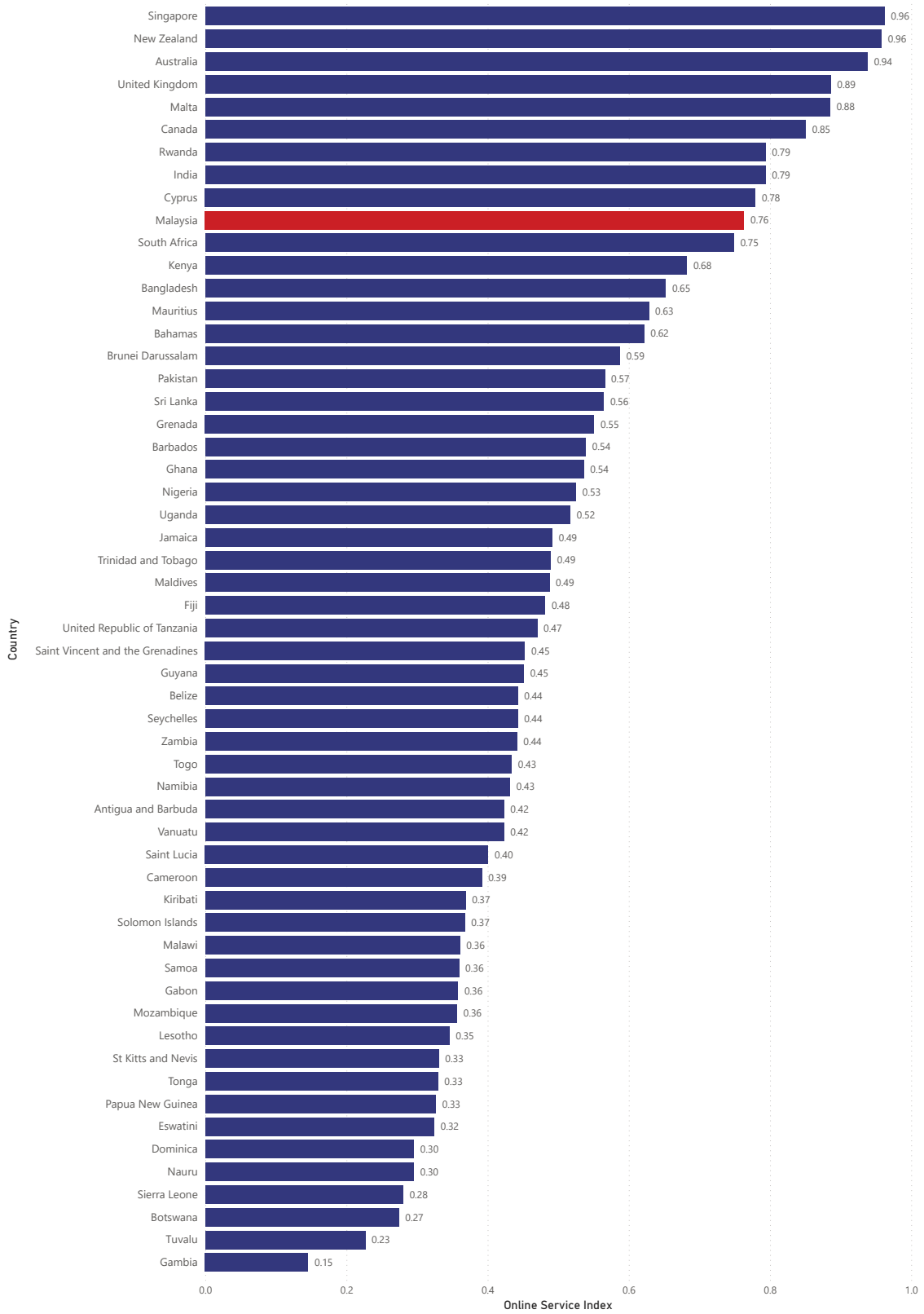


**Chart 4.2**  
Online Service Index of Commonwealth Countries in 2022



**Measure:** Index Score  
**Source:** UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 4.3**  
**Online Service Index of Commonwealth**  
**Countries in 2022**



Measure: Index Score

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

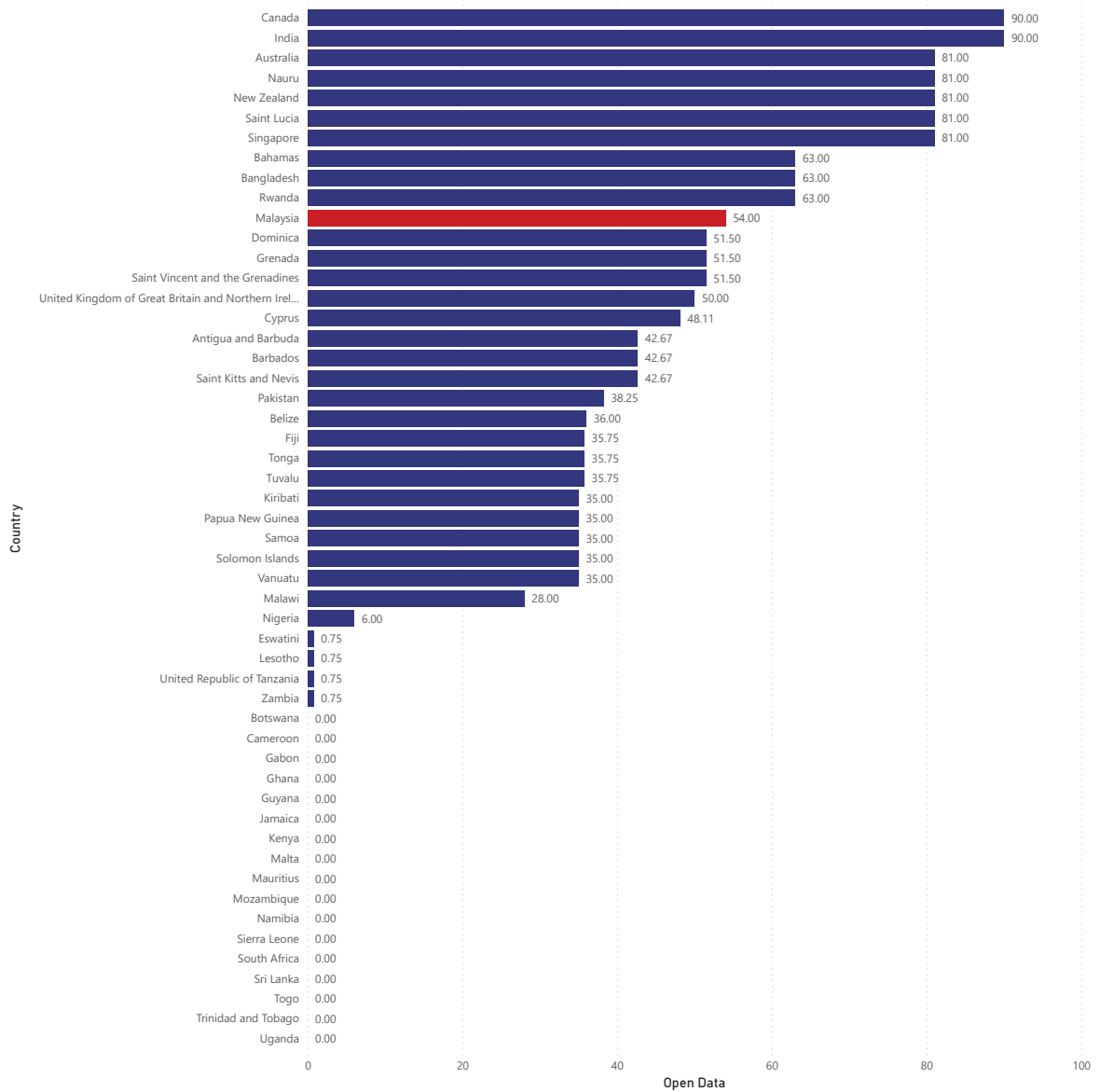


5

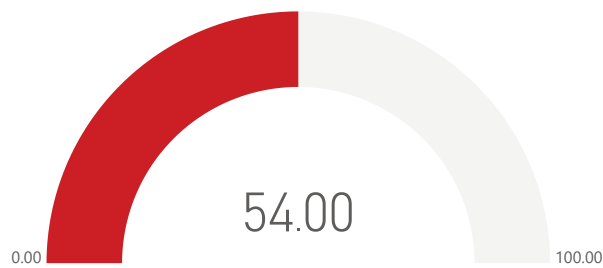
Open  
Data

## Open Data

**Chart 5.1**  
Index score of Open data and Government effectiveness in 2023.



**Chart 5.2**  
Index score of Open data and Government effectiveness of Malaysia in 2023.



Measure: Index score  
Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

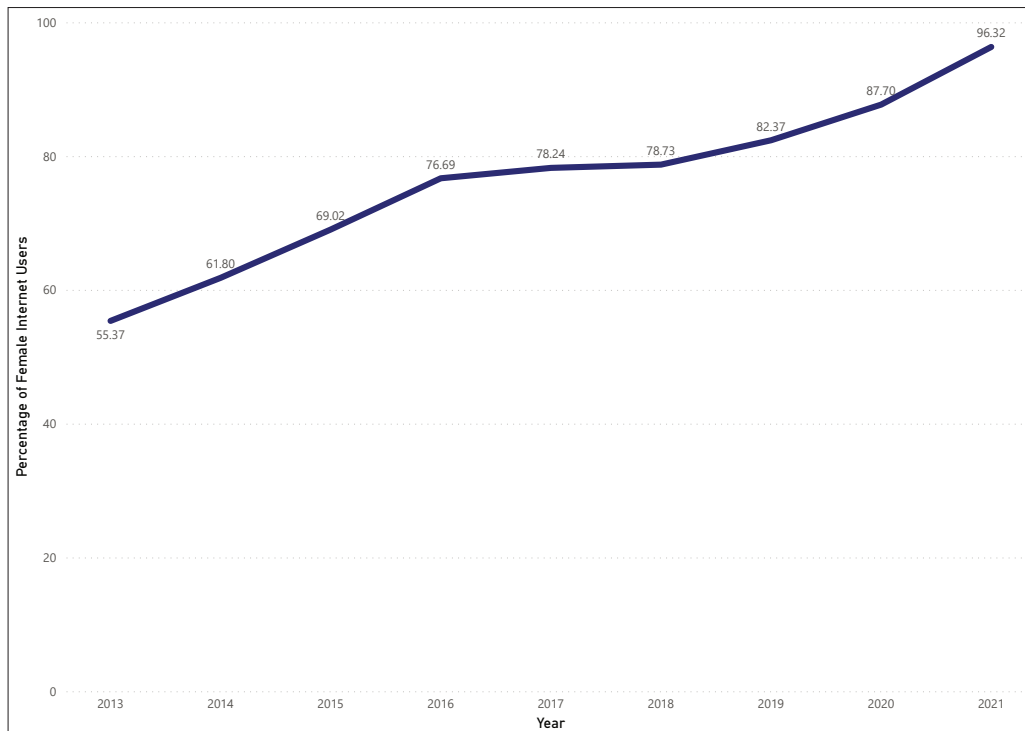


6

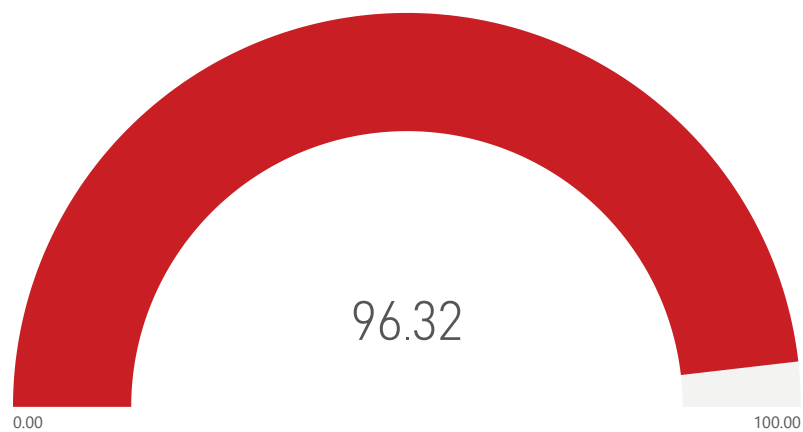
**Female  
Internet  
Users**

## Percentage of Female Internet users

**Chart 6.1**  
Female internet users as a % of total female population of Malaysia  
from 2010 to most recently available data.



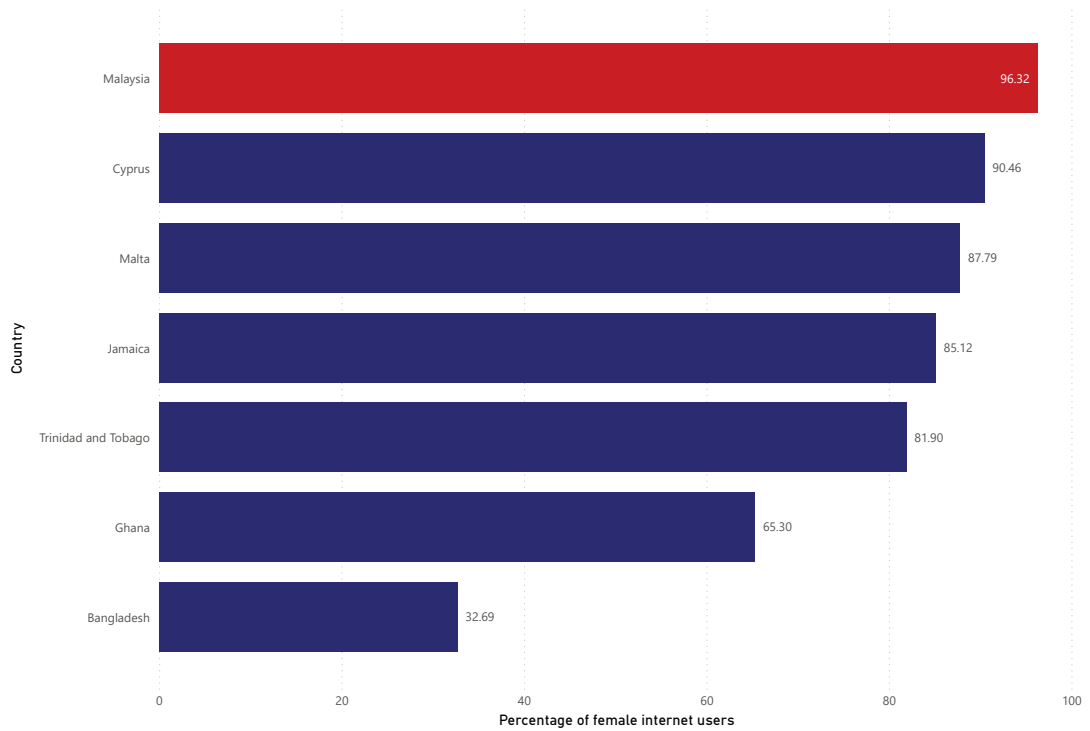
**Chart 6.2**  
Female internet users as a % of total female population of Malaysia in  
2021.



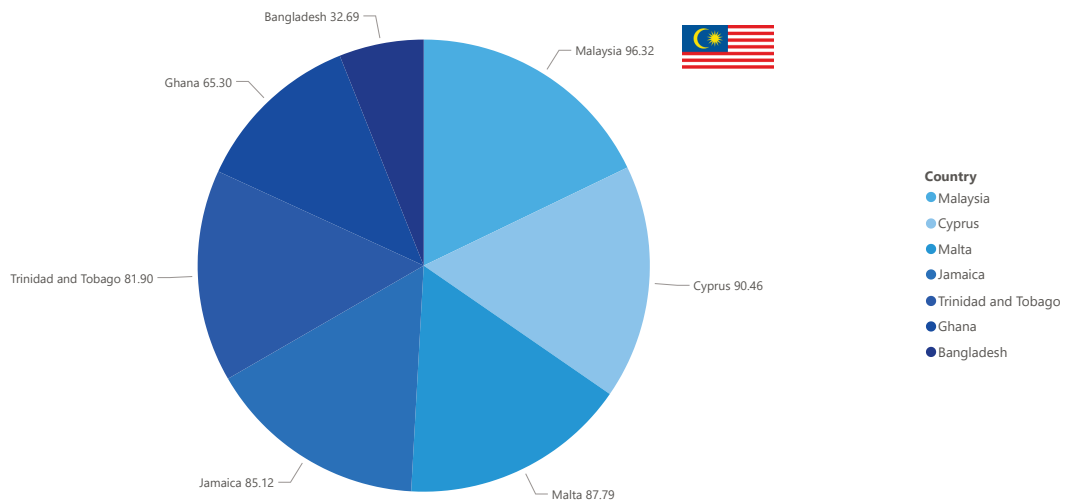
**Measure:** Percentage

**Source:** ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

**Chart 6.3**  
**Female internet users as a % of total female population of Commonwealth Countries in 2021 based on availability of data.**



**Chart 6.4**  
**Proportion of female internet users as a % of total female population of Commonwealth Countries in 2021 based on availability of data.**



**Measure:** Percentage  
**Source:** ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)



7

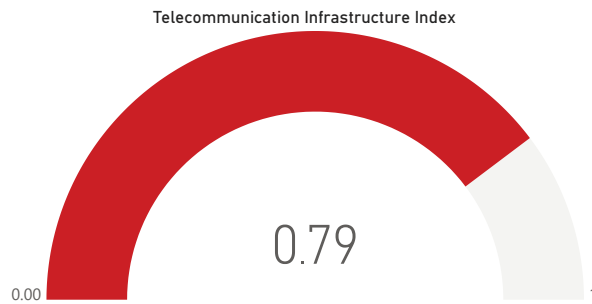
**Telecommunication  
Infrastructure  
Index**

# Telecommunication Infrastructure Index (TII)

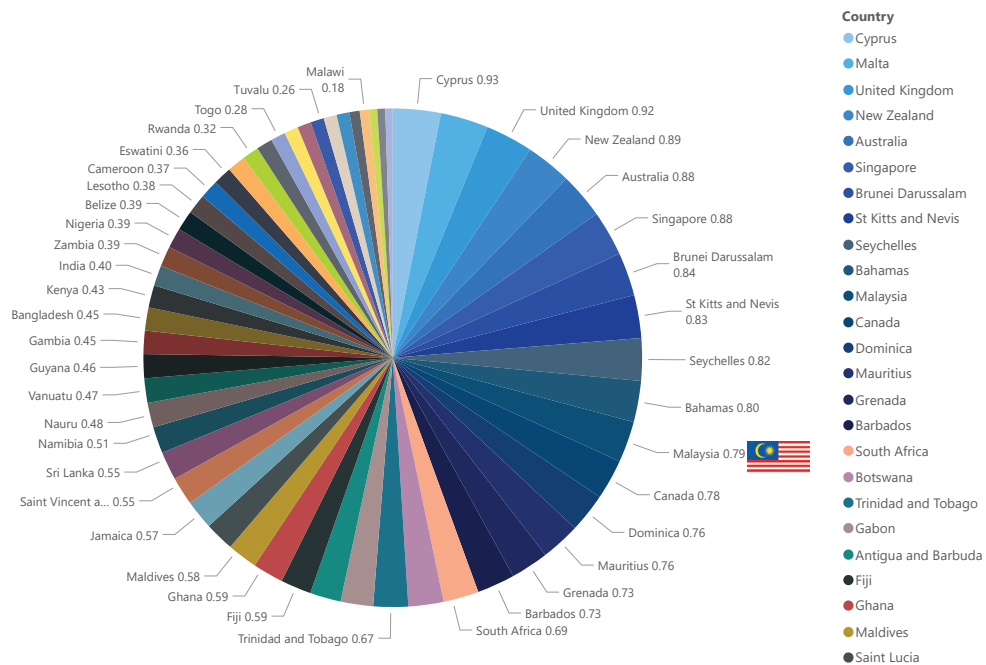
The Telecommunication Infrastructure Index (TII) is an arithmetic average composite of five indicators:

- (i) Estimated internet users per 100 inhabitants
- (ii) Number of main fixed telephone lines per 100 inhabitants
- (iii) Number of mobile subscribers per 100 inhabitants
- (iv) Number of wireless broadband subscriptions per 100 inhabitants
- (v) Number of fixed broadband subscriptions per 100 inhabitants.

**Chart 7.1**  
Telecommunication Index Score of Malaysia in 2022.



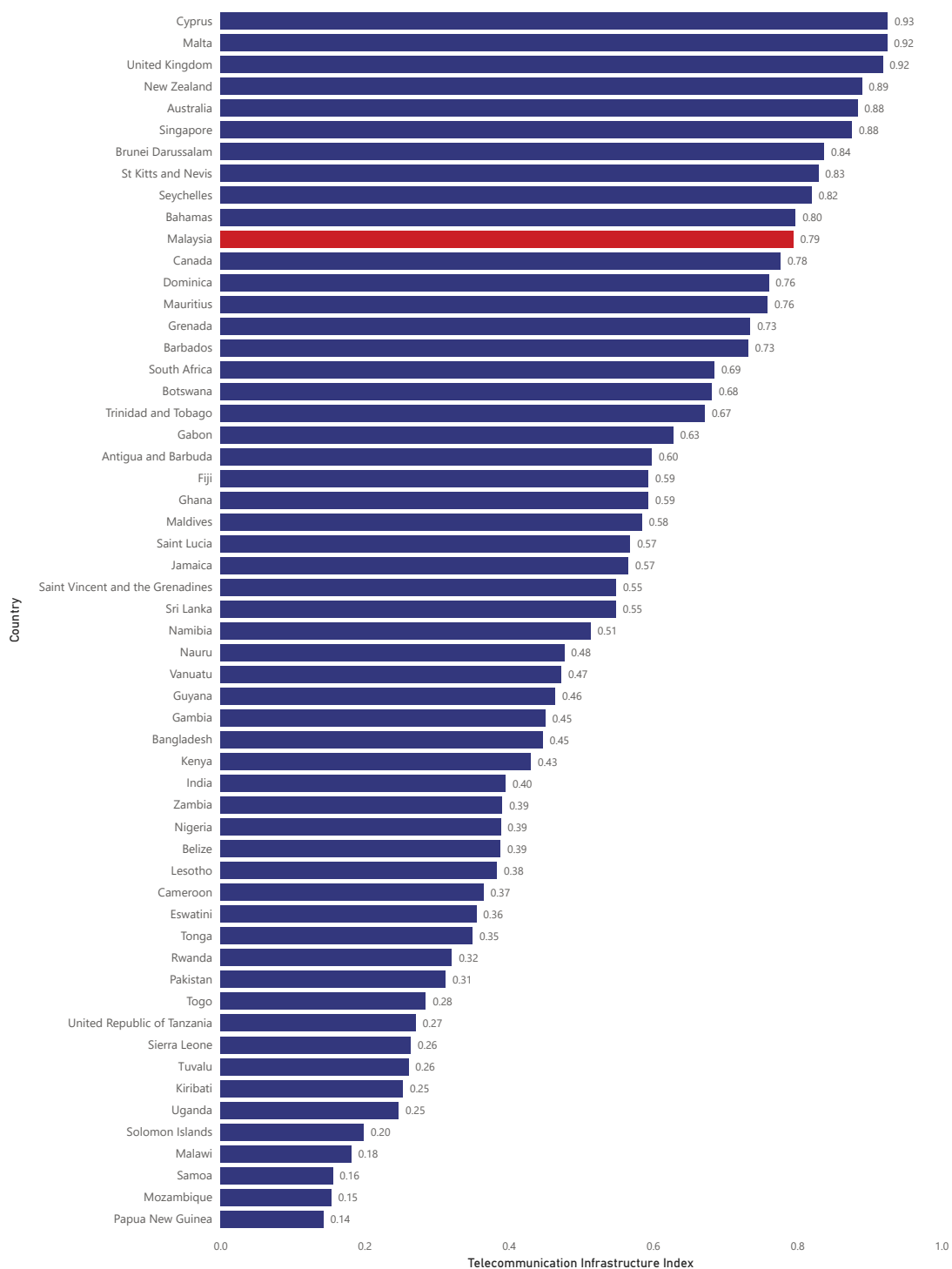
**Chart 7.2**  
Proportion of Telecommunication Infrastructure Index of Commonwealth Countries in 2022



Measure: Index Score

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 7.3**  
**Telecommunication Infrastructure Index of Commonwealth**  
**Countries in 2022**



**Measure:** Index Score  
**Source:** UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)



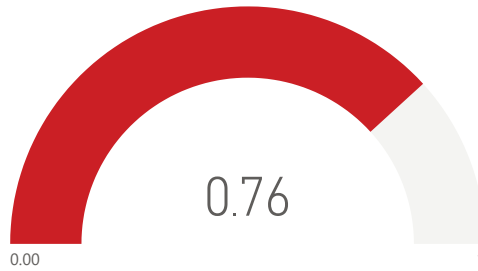
8

**Human  
Capital  
Index**

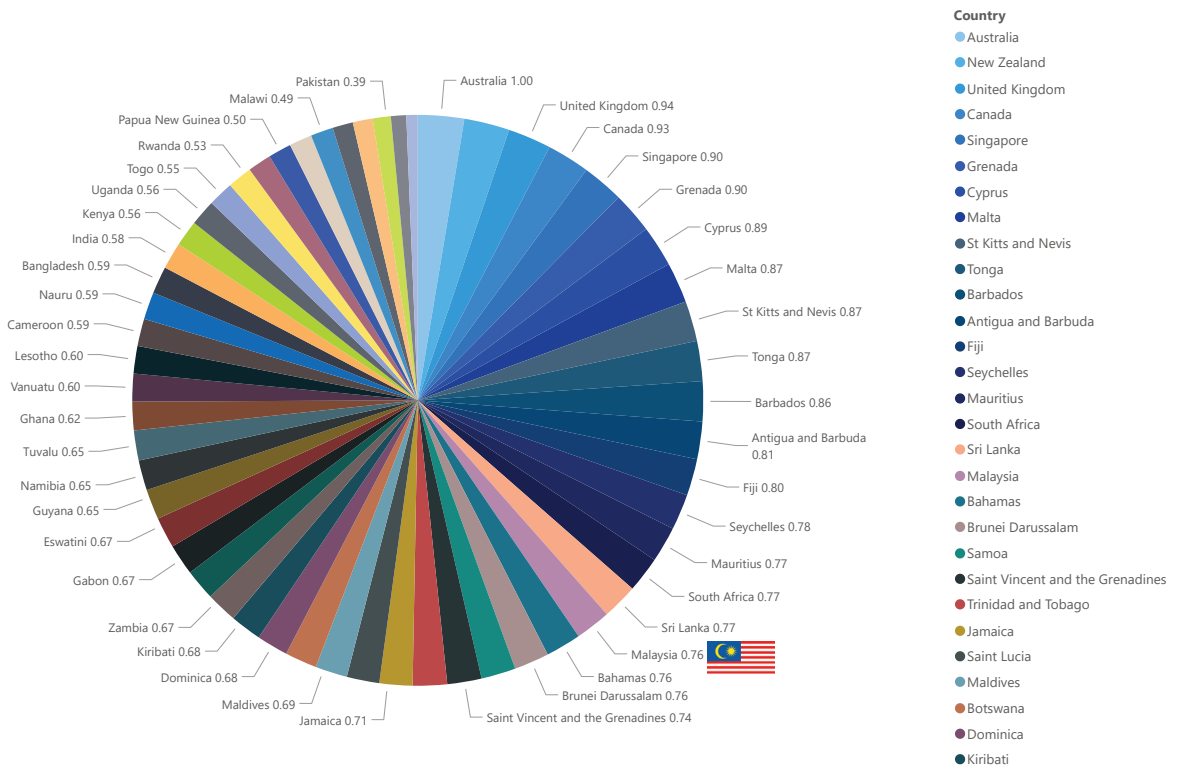
# Human Capital Index

- The Human Capital Index (HCI) consists of four components:
- (i) Adult literacy rate
  - (ii) The combined primary, secondary and tertiary gross enrolment ratio
  - (iii) Expected years of schooling
  - (iv) Average years of schooling.

**Chart 8.1**  
Human Capital Index score of Malaysia in 2022.

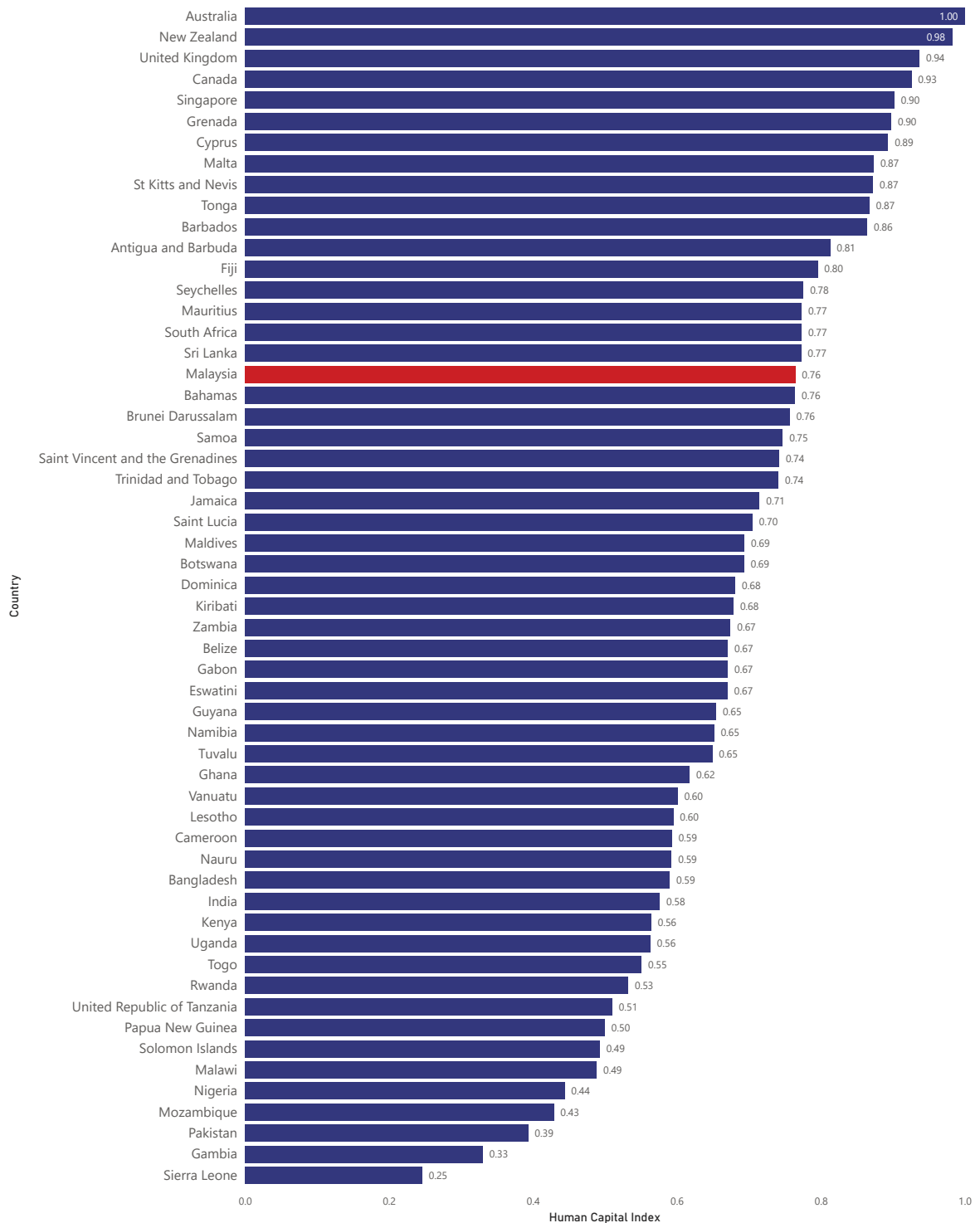


**Chart 8.2**  
Proportion of Human Capital Index of Commonwealth in 2022



Measure: Index Score  
Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 8.3**  
**The Human Capital Index of Commonwealth Countries in 2022**



Measure: Index Score  
 Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

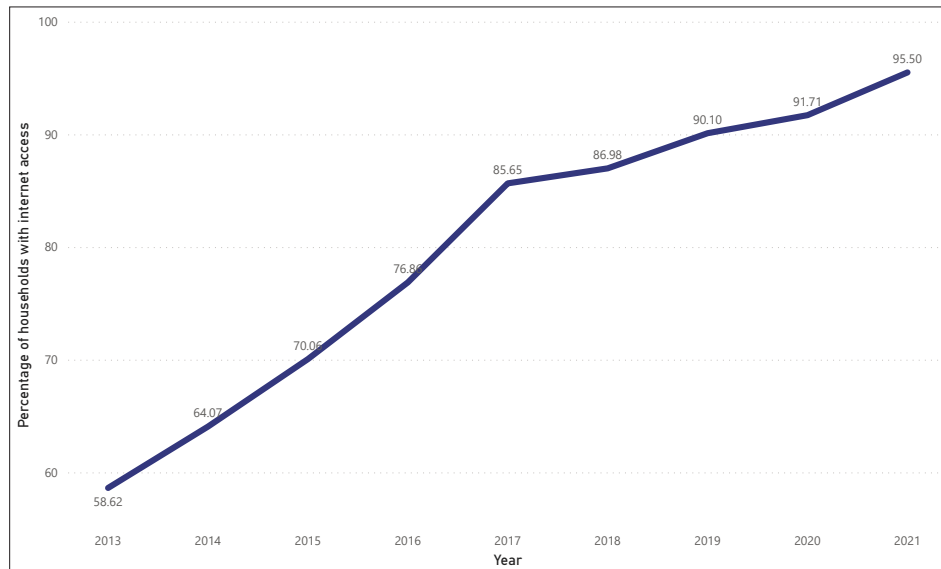
The background of the page is a solid dark blue color. In the lower half, there are several overlapping, wavy lines in a lighter shade of blue, creating a sense of motion and depth. These lines are composed of many thin, parallel curves that flow across the page.

# 9

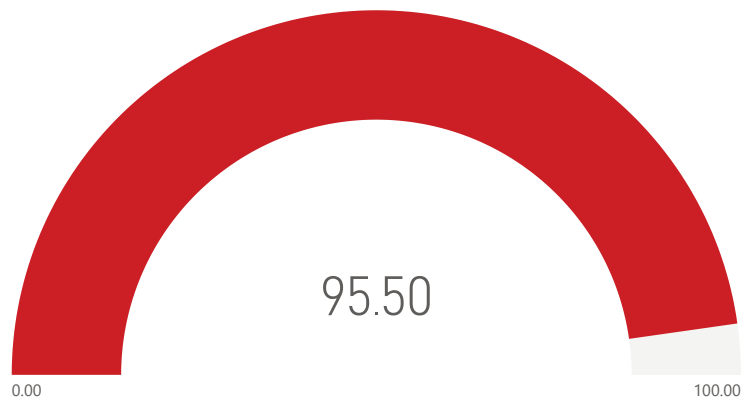
**Households  
with Internet  
Access**

## Percentage of Households with Internet access

**Chart 9.1**  
The Percentage of households with internet access at home in Malaysia from 2010 to most recently available data.

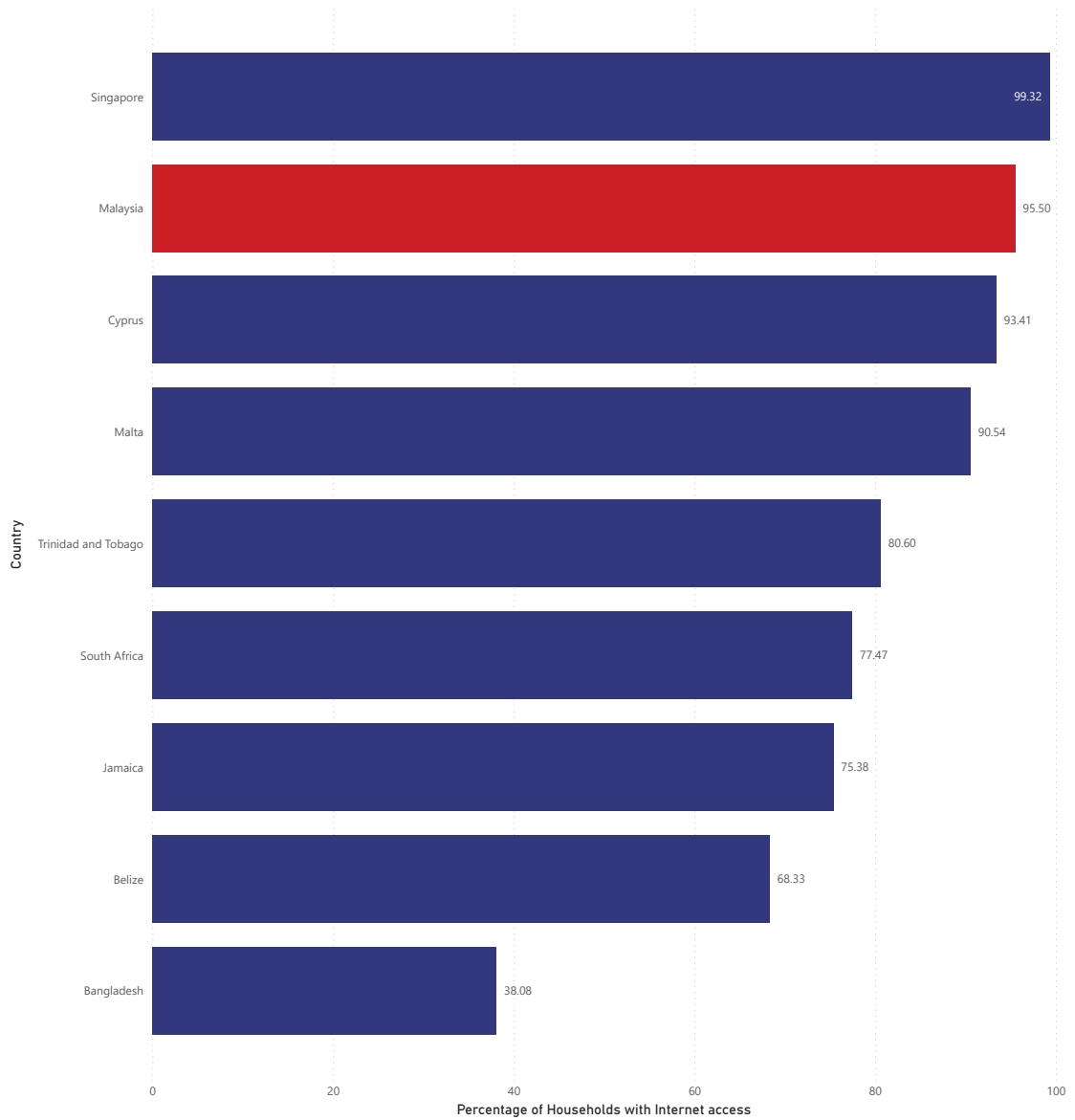


**Chart 9.2**  
The Percentage of households with internet access at home in Malaysia in 2021.



Measure: Percentage  
Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

**Chart 9.3**  
**Percentage of Households with Internet access**  
**in Commonwealth Countries in 2021**



Measure: Percentage

Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

The background of the page is a solid dark blue color. In the lower half, there are several overlapping, wavy lines in a lighter shade of blue, creating a sense of motion and depth. These lines are composed of many thin, parallel curves that flow across the page.

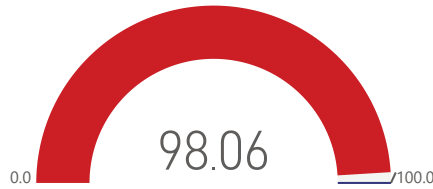
10

**Global  
Cybersecurity  
Index**

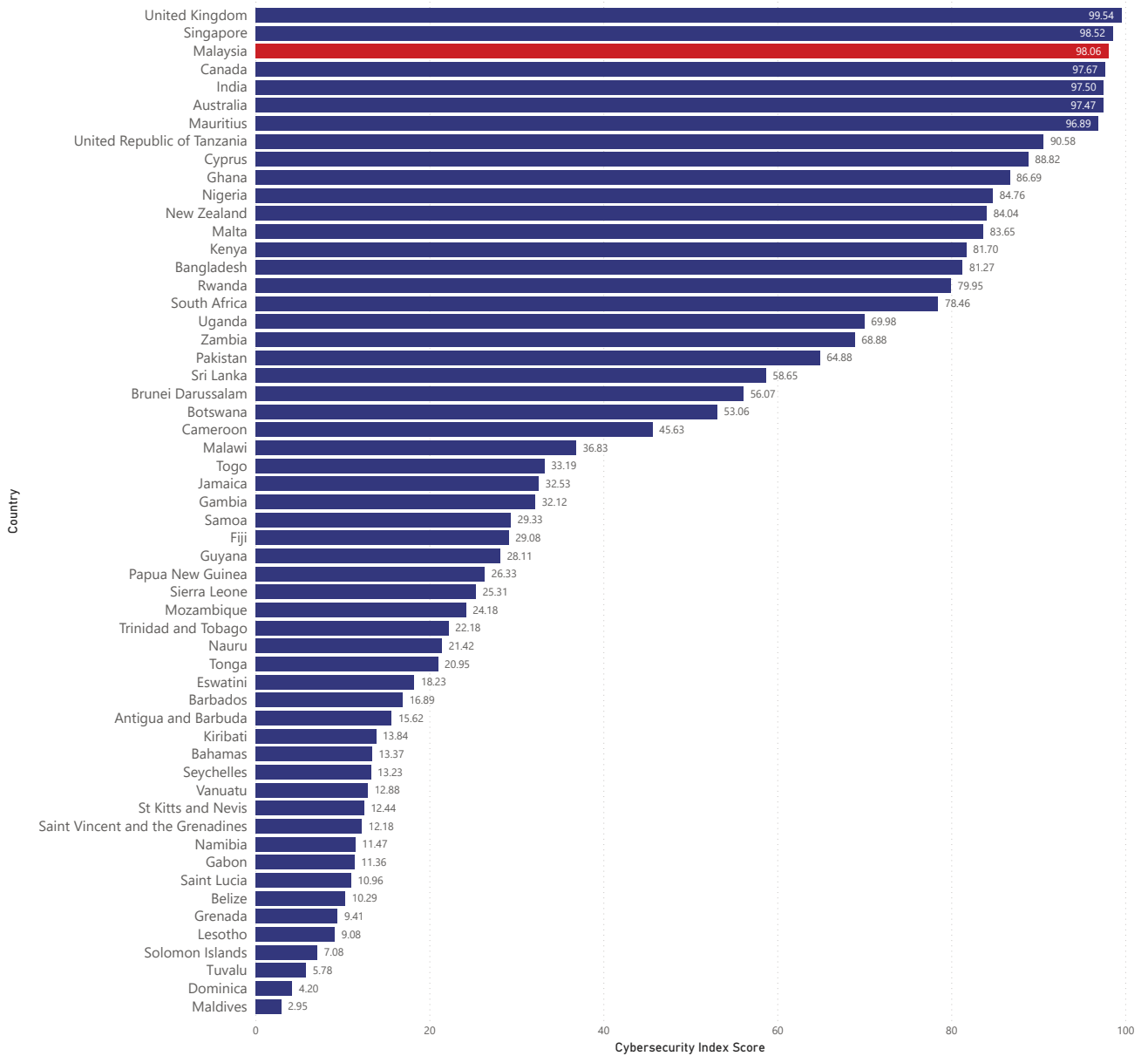
# Global Cybersecurity Index

The Global Cybersecurity Index (GCI) is a trusted reference that measures the commitment of countries to cybersecurity at a global level – to raise awareness of the importance and different dimensions of the issue.

**Chart 10.1**  
**Cybersecurity Index of Malaysia in 2022**




**Chart 10.2**  
**The Cybersecurity Index of Commonwealth Countries in 2022.**



Measure: Index score  
Source: ITU (<https://www.itu.int/en/ITU-D/Cybersecurity/Pages/global-cybersecurity-index.aspx>)

**Chart 10.1**  
**Global ranking of the Commonwealth Countries on the**  
**Cybersecurity Index score in 2022**

Country	Global Cybersecurity Rank
United Kingdom	2
Singapore	4
 Malaysia	5
Canada	8
India	10
Australia	12
Mauritius	17
United Republic of Tanzania	37
Cyprus	41
Ghana	43
Nigeria	47
New Zealand	48
Malta	49
Kenya	51
Bangladesh	53
Rwanda	57
South Africa	59
Uganda	72
Zambia	73
Pakistan	79
Sri Lanka	83
Brunei Darussalam	85
Botswana	88
Cameroon	93
Malawi	97
Togo	105
Jamaica	106
Gambia	107
Samoa	111
Fiji	112
Guyana	114
Papua New Guinea	118
Sierra Leone	121
Mozambique	123
Trinidad and Tobago	125
Nauru	127
Tonga	128
Eswatini	135
Barbados	139
Antigua and Barbuda	142
Kiribati	145
Bahamas	147
Seychelles	149
Vanuatu	152
St Kitts and Nevis	153
Saint Vincent and the Grenadines	154
Namibia	155
Gabon	157
Saint Lucia	158
Belize	159
Grenada	163
Lesotho	164
Solomon Islands	166
Tuvalu	168
Dominica	174
Maldives	177

Measure: Index Score

Source: ITU (<https://www.itu.int/en/ITU-D/Cybersecurity/Pages/global-cybersecurity-index.aspx>)

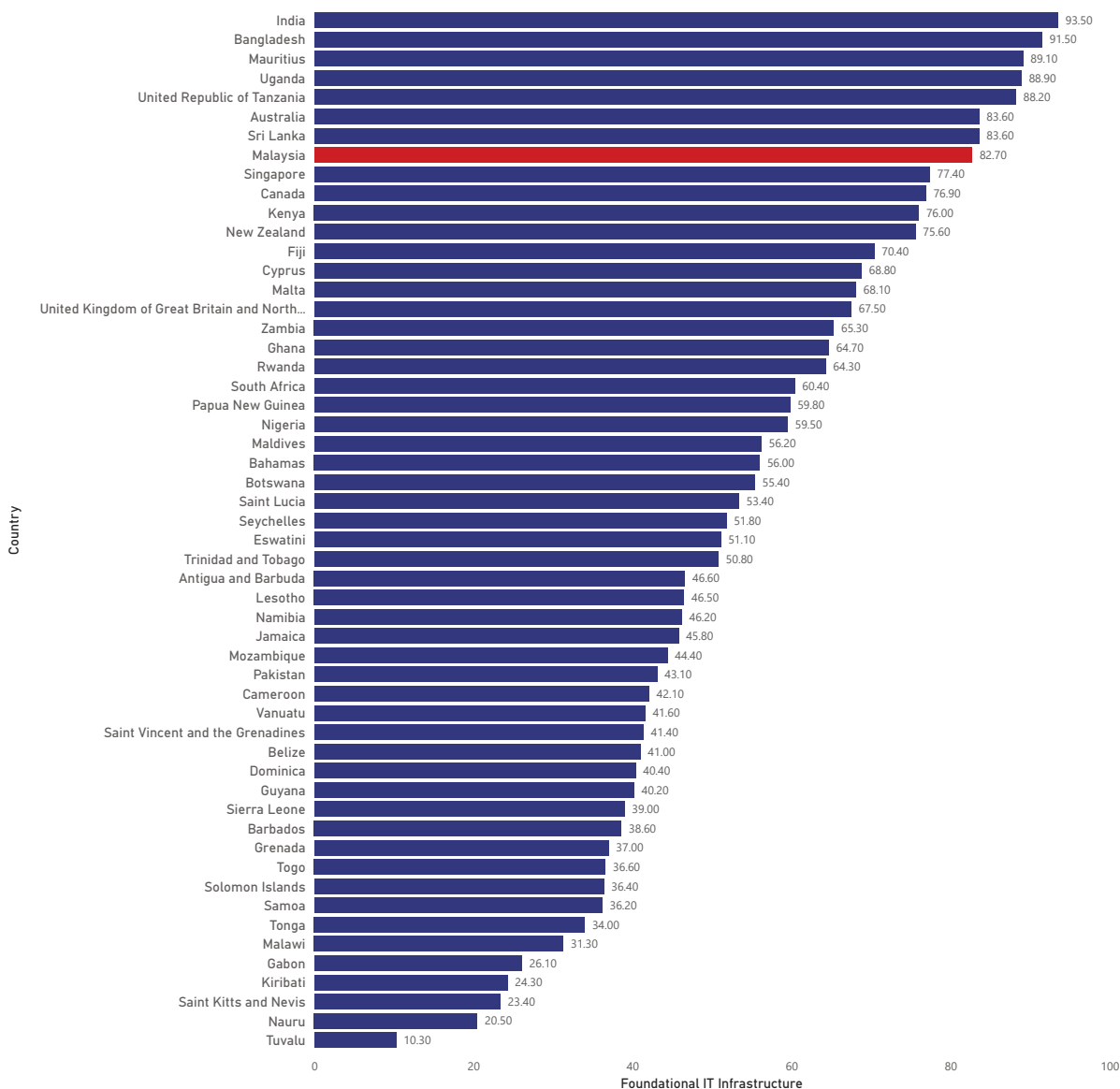
11

**Foundational  
IT  
Infrastructure**

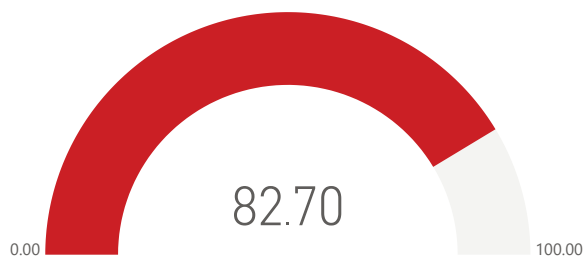


# Foundational IT Infrastructure

**Chart 11.1**  
**Index score on Foundational IT Infrastructure by commonwealth countries in 2023**



**Chart 11.2**  
**Index score on Foundational IT Infrastructure of Malaysia in 2023**



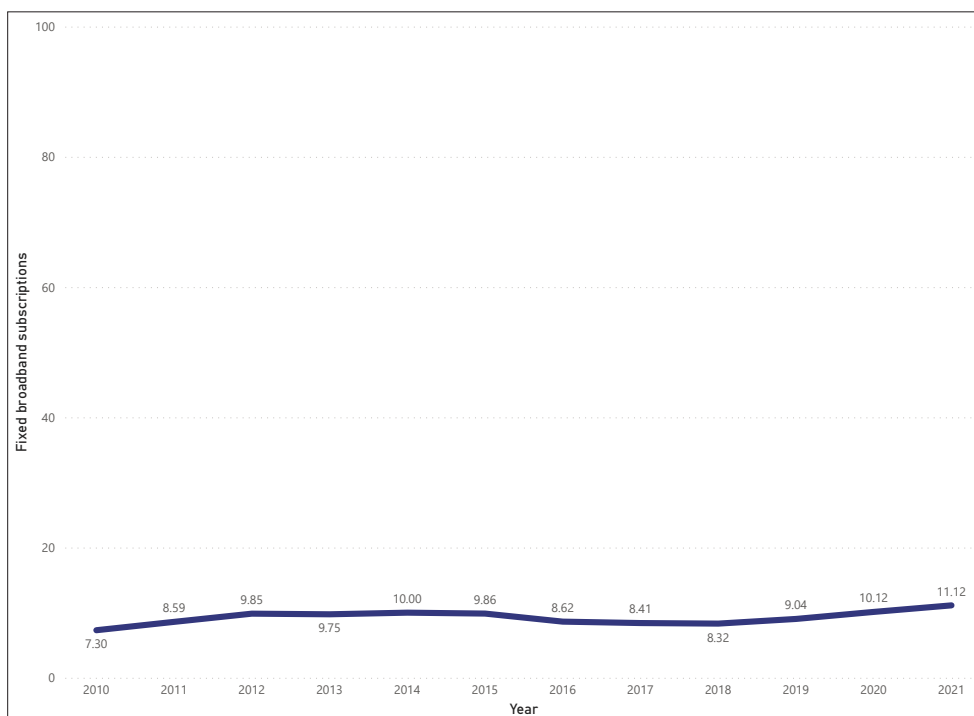
*Measure:* Index score  
*Source:* Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

12

**Fixed  
Broadband  
Subscriptions**

# Fixed Broadband Subscriptions

**Chart 12.1**  
Fixed broadband subscriptions per 100 inhabitants of Malaysia from 2010 to most recently available data.



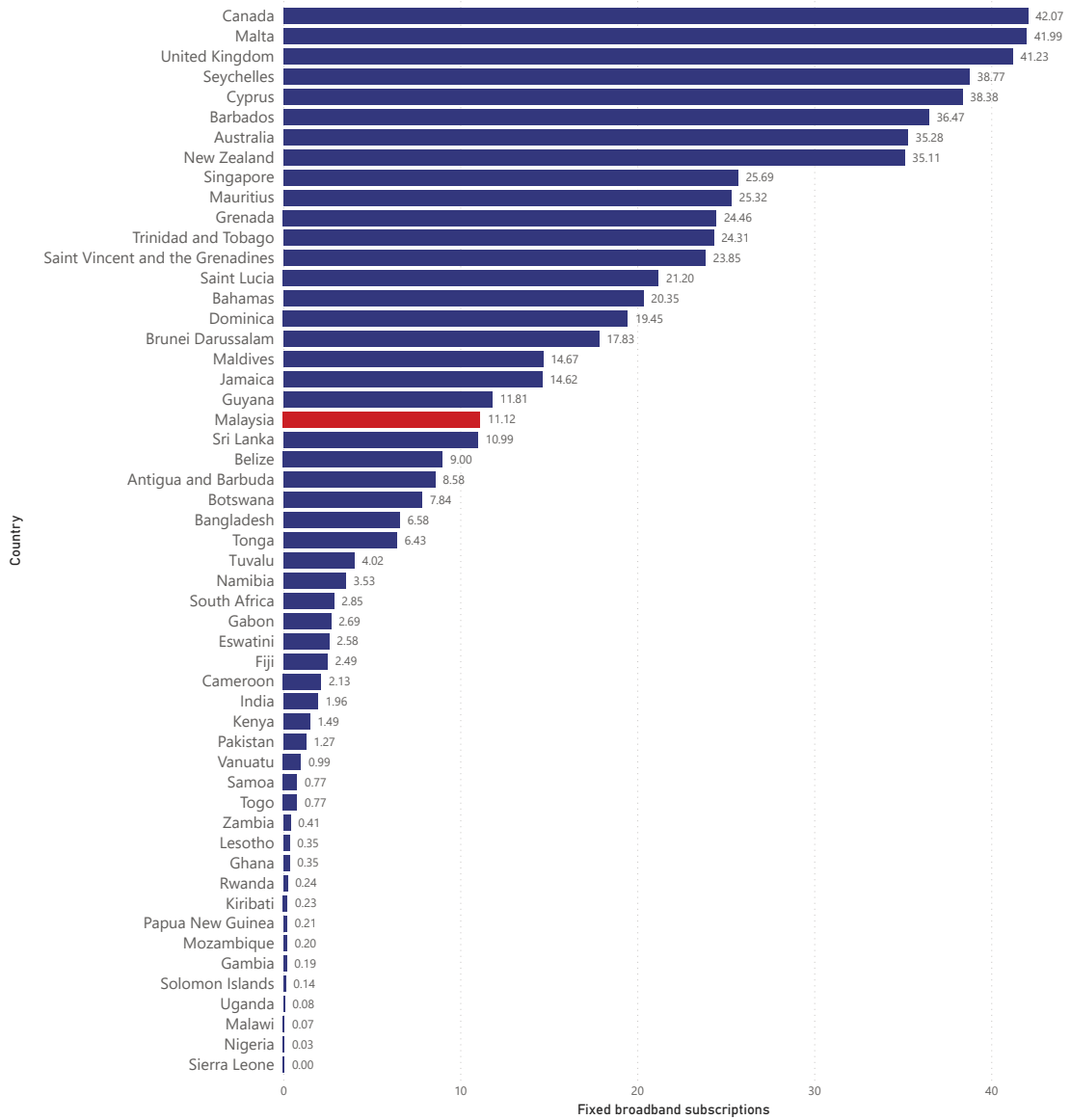
**Chart 12.2**

**Fixed  
broadband  
subscriptions  
per 100  
inhabitants of  
Malaysia in  
2021**

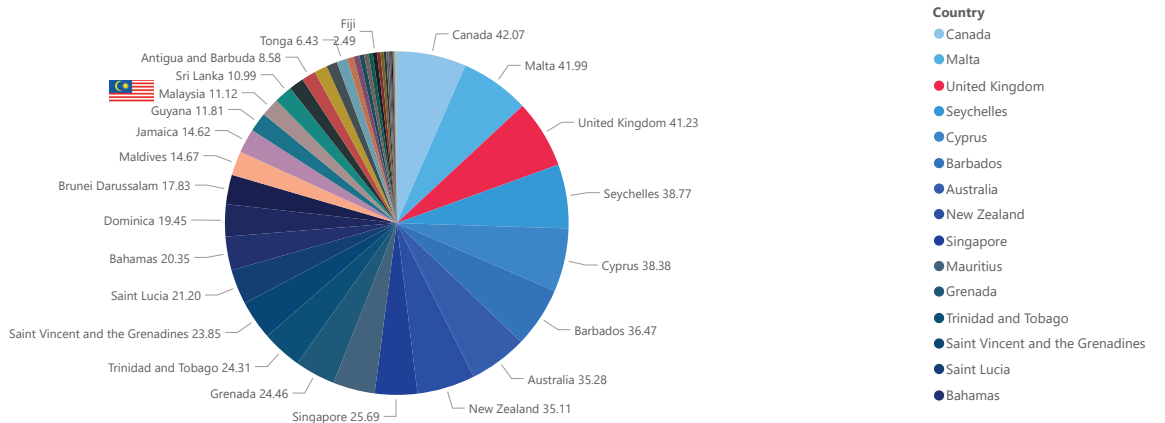


**Measure:** Ratio  
**Source:** ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

**Chart 12.3**  
**Fixed broadband subscriptions per 100 inhabitants of Commonwealth Countries in 2021**



**Chart 12.4**  
**Proportion of Fixed broadband subscriptions per 100 inhabitants of Commonwealth Countries in 2021**



Measure: Ratio  
 Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

13

E-Participation  
Index



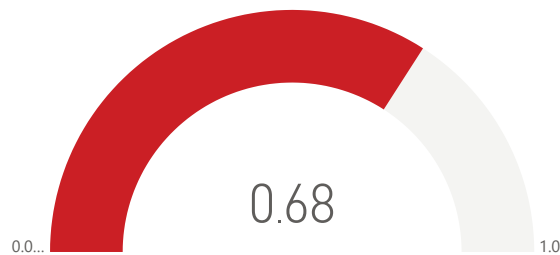
## E-Participation Index (EPI)

E-Participation Index (EPI) extends the dimension of the Survey by focusing on the use of online services to facilitate provision of information by governments to citizens ("e-information sharing"), interaction with stakeholders ("e-consultation") and engagement in decision-making processes ("e-decision-making").

### E-Participation Index (EPI) - Framework

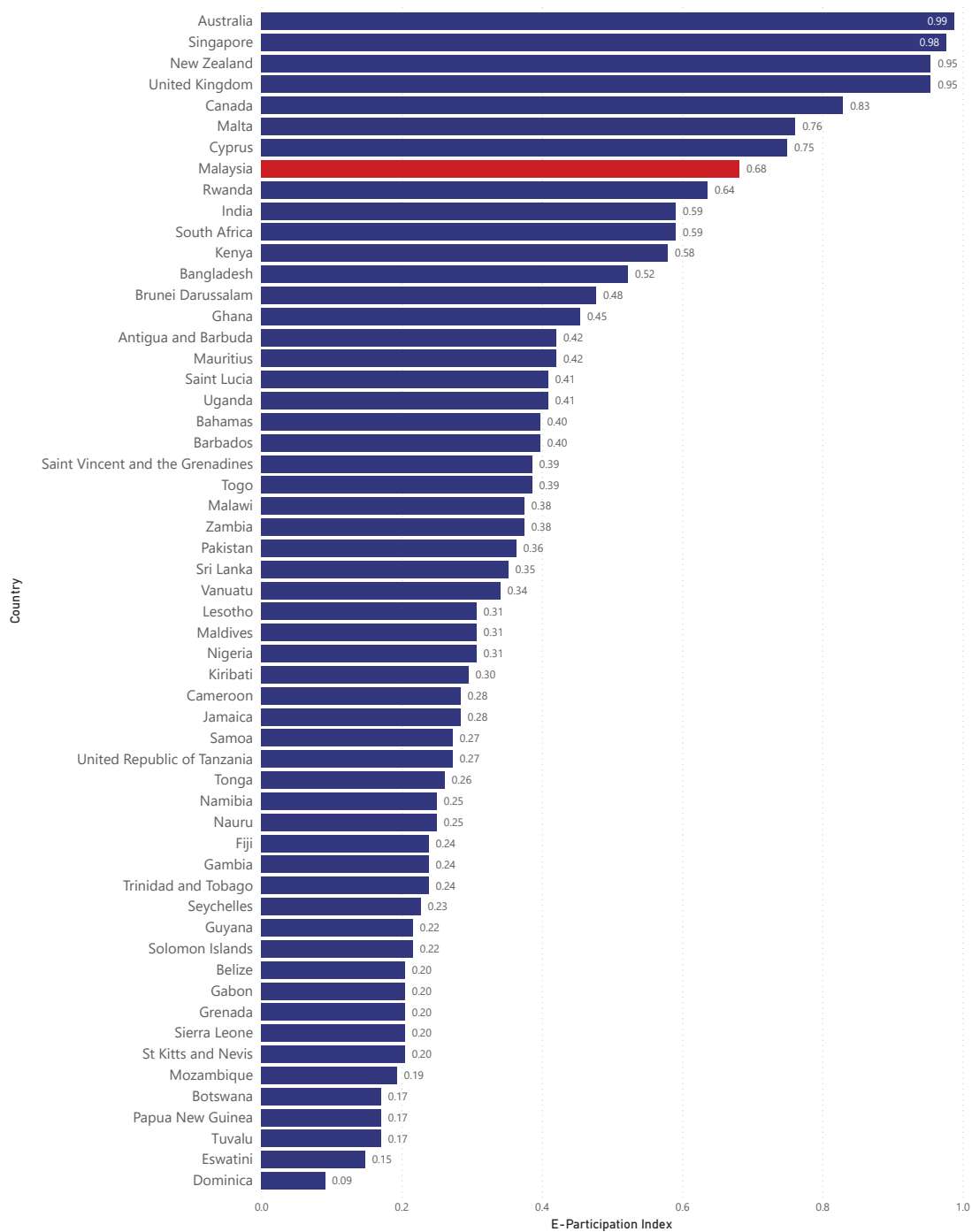


Chart 13.1  
EPI index score of Malaysia in 2022



Measure: Index Score  
Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 13.2**  
**The E-Participation Index of Commonwealth**  
**Countries in 2022**



Measure: Index Score

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

The bottom half of the page features a series of thin, light blue wavy lines that create a sense of motion and depth. These lines are layered and curve across the page, starting from the left and right edges and meeting in the center.

**14** | **Digital  
Capacity**

# Digital Capacity

Digital Capacity of a country is determined by the following factors-

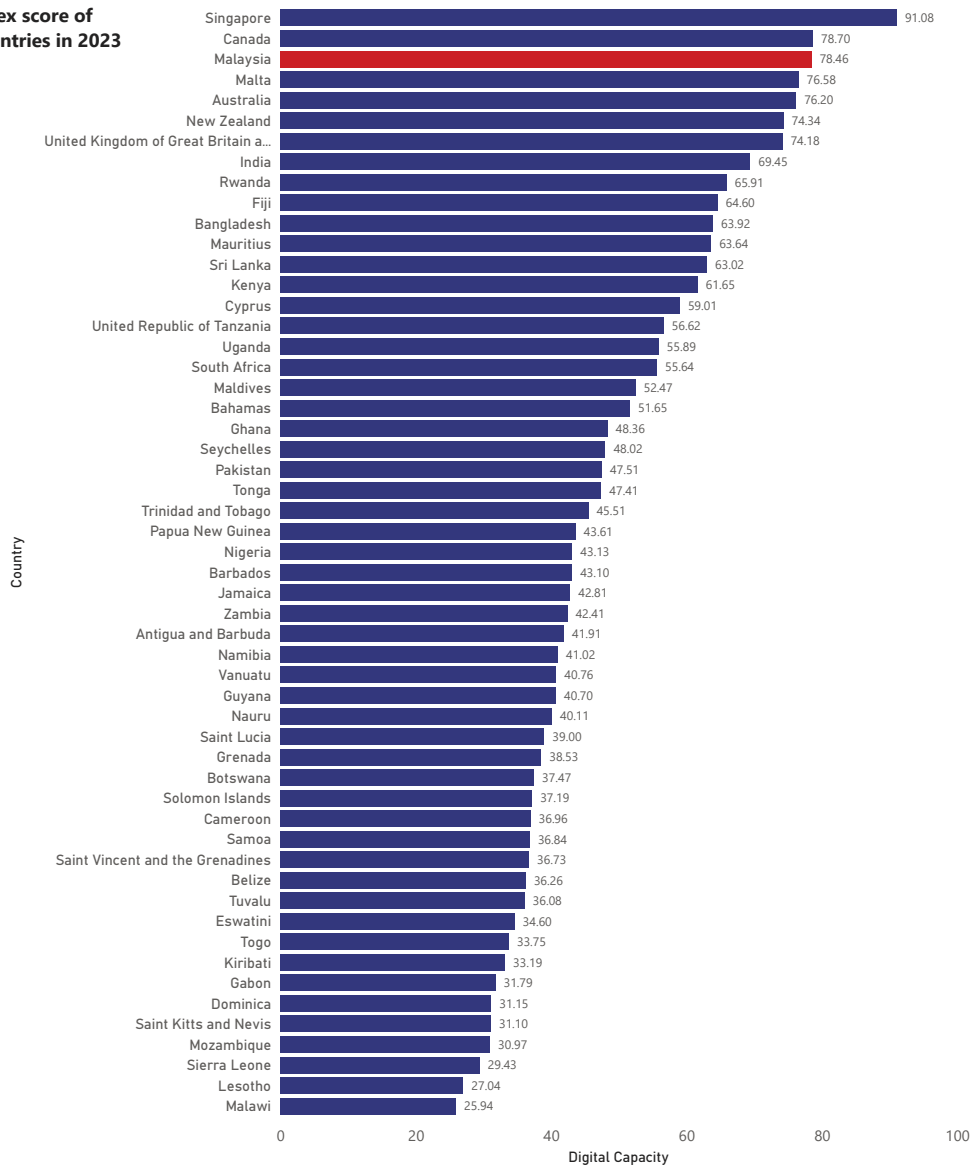
- Online services
- Foundational IT Infrastructure
- Government promotion of investment in emerging technologies.

Chart 14.1

**Digital Capacity Index Score of Malaysia in 2023**



**Chart 14.2**  
Digital capacity index score of commonwealth countries in 2023

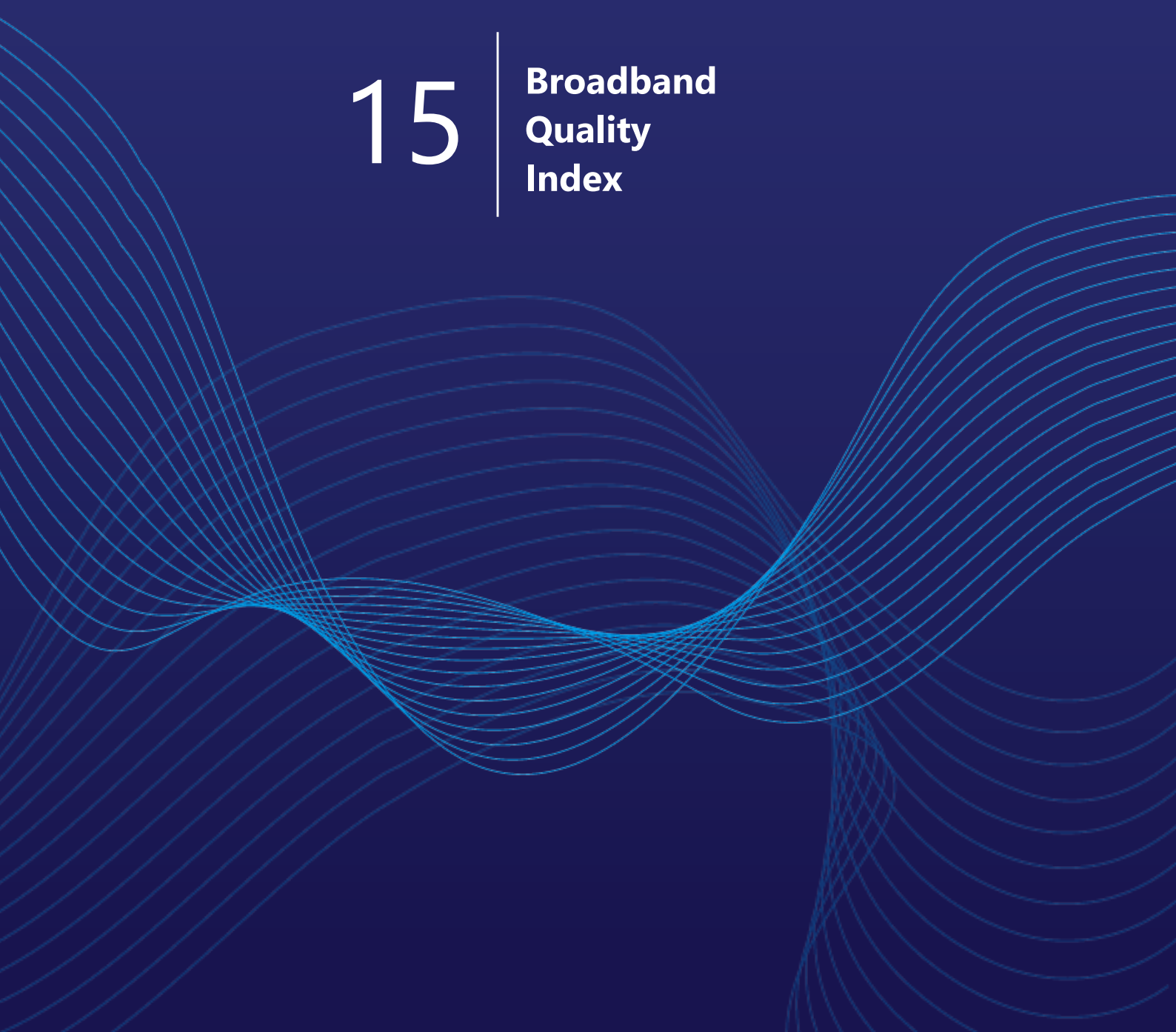


Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

15

Broadband  
Quality  
Index



# Broadband Quality

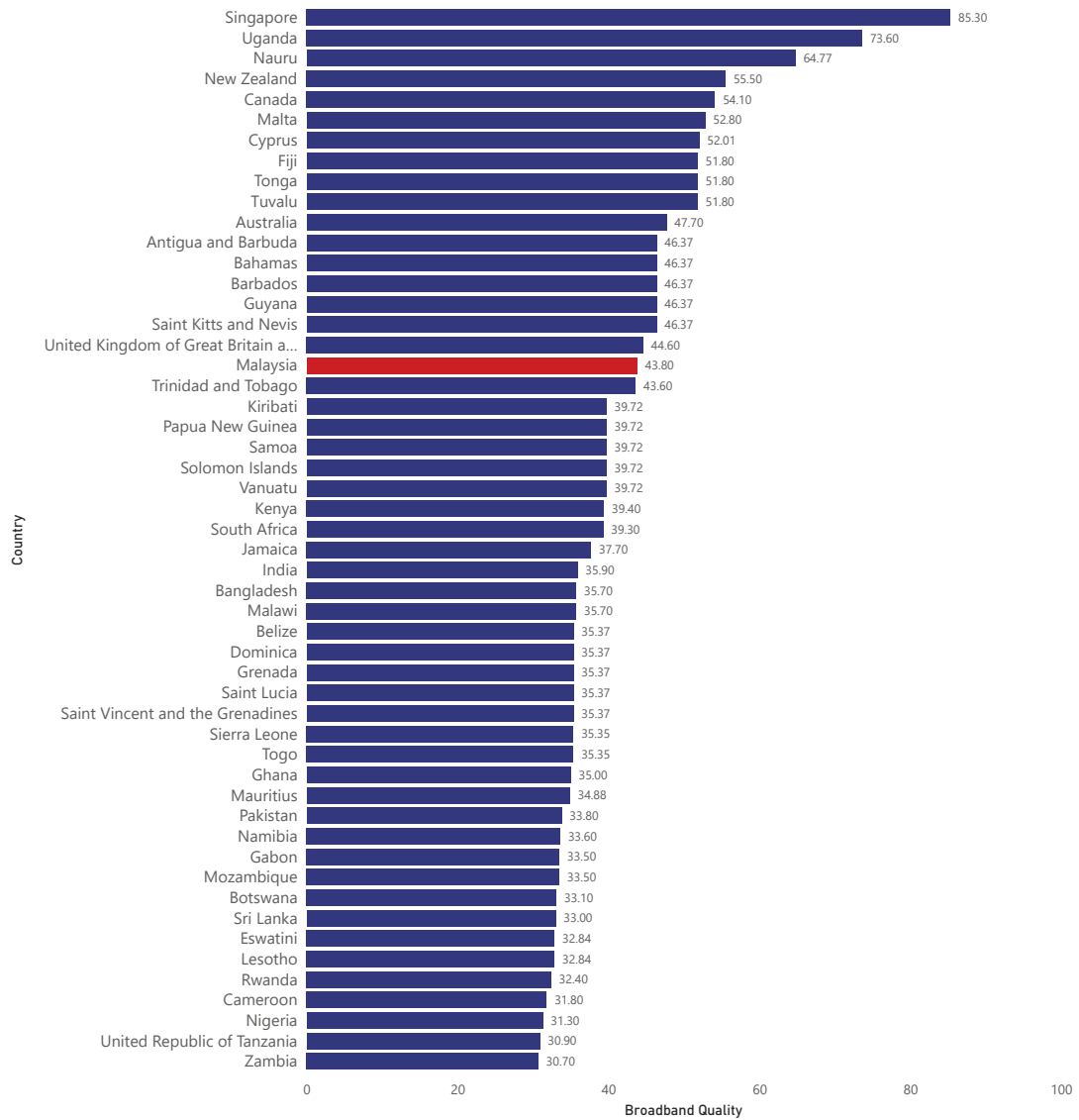
Chart 15.1

**Broadband  
Quality Index  
Score of  
Malaysia in  
2023**



Chart 15.2

**Index score of broadband quality by Commonwealth countries in 2023.**



Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

16

**Adoption of  
Emerging  
Technologies**



# Adoption of Emerging Technologies

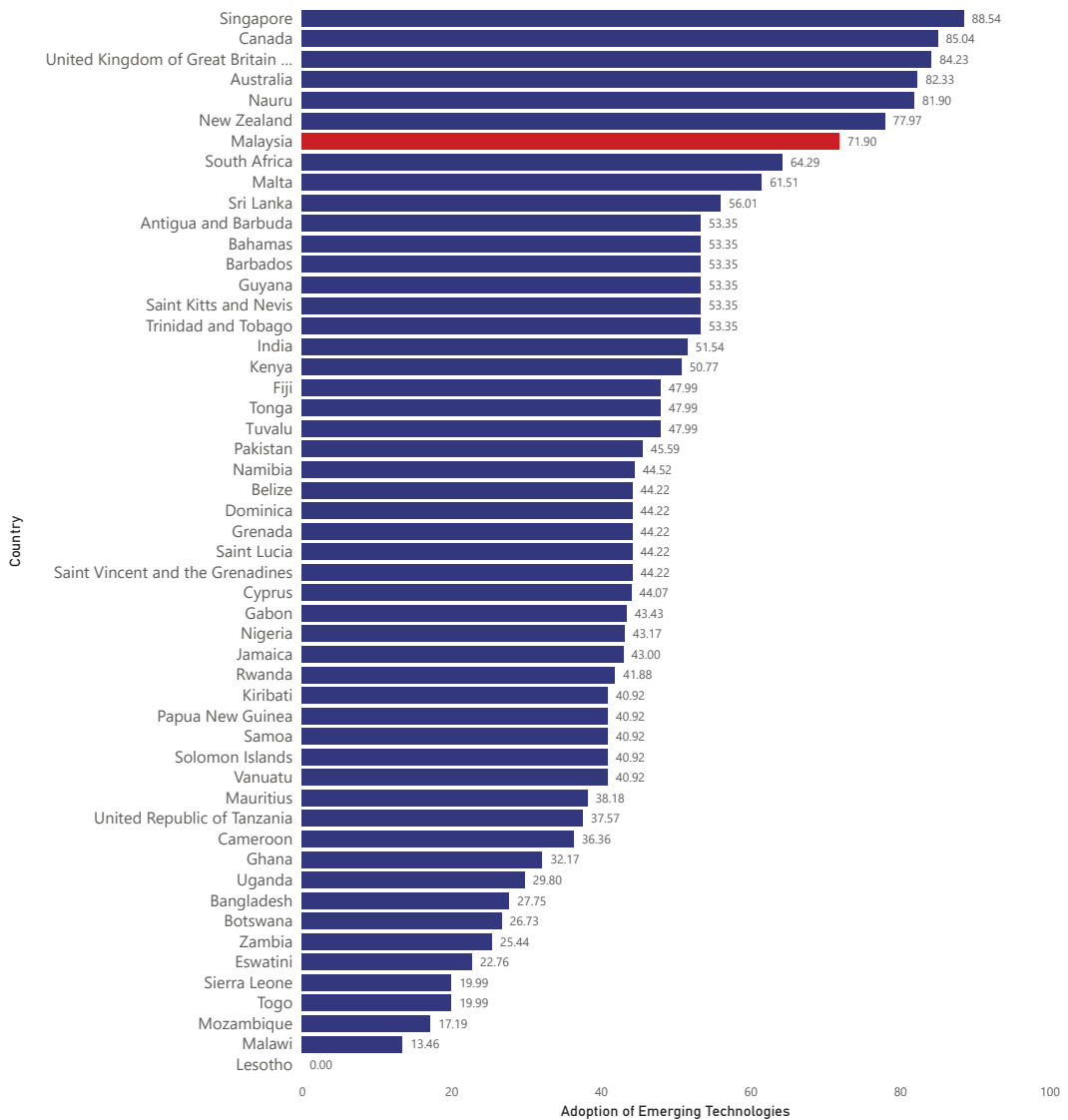
Chart 16.1

**Adoption of Emerging Technologies Index Score of Malaysia in 2023**



Chart 16.2

**Index score on adoption of emerging technologies in commonwealth countries in 2023.**



Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

17



Cloud  
Providers
























































# Cloud Providers

Chart 17.1

Commonwealth countries in 2022 that

- Are Cloud Providers 
- Not Cloud Providers 

Country	Cloud Providers
Antigua and Barbuda	
Australia	
Bahamas	
Bangladesh	
Barbados	
Belize	
Botswana	
Brunei Darussalam	
Cameroon	
Canada	
Cyprus	
Eswatini	
Fiji	
Gabon	
Gambia	
Ghana	
Grenada	
Guyana	
India	
Jamaica	
Kenya	
Kiribati	
Lesotho	
Malawi	
 Malaysia	
Maldives	
Malta	
Mauritius	
Mozambique	
Namibia	
New Zealand	
Nigeria	
Pakistan	
Papua New Guinea	
Rwanda	
Saint Lucia	
Saint Vincent and the Grenadines	
Samoa	
Seychelles	
Sierra Leone	
Singapore	
Solomon Islands	
South Africa	
Sri Lanka	
Togo	
Tonga	
Trinidad and Tobago	
Uganda	
United Kingdom	
United Republic of Tanzania	
Vanuatu	
Zambia	

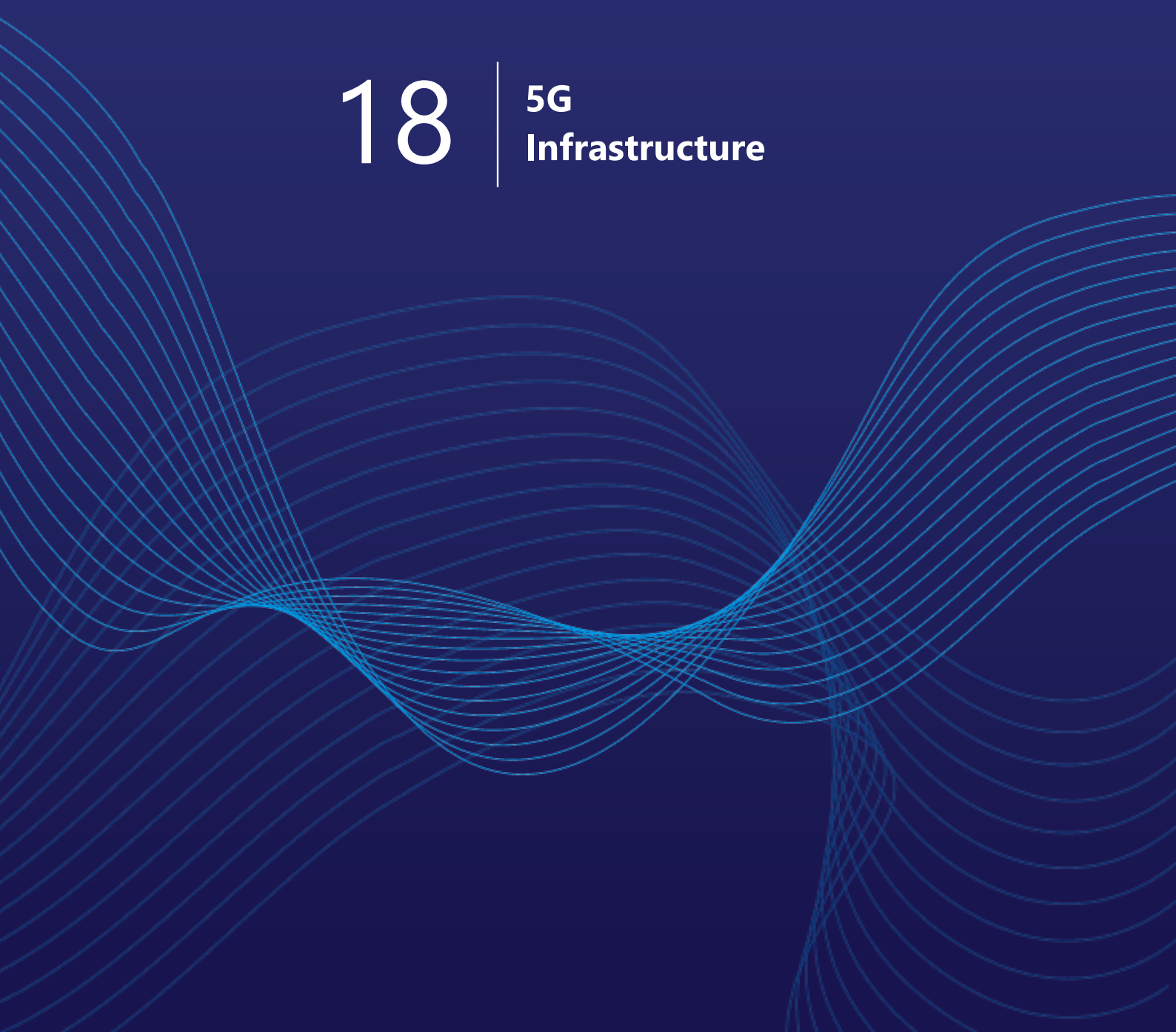
Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

18

5G



Infrastructure


























































## 5G Infrastructure

Chart 18.1

Commonwealth countries  
in 2023

- With a 5G Infrastructure 
- Without a 5G Infrastructure 

Country	5G Infrastructure
Antigua and Barbuda	
Australia	
Bahamas	
Bangladesh	
Barbados	
Belize	
Botswana	
Cameroon	
Canada	
Cyprus	
Dominica	
Eswatini	
Fiji	
Gabon	
Ghana	
Grenada	
Guyana	
India	
Jamaica	
Kenya	
Kiribati	
Lesotho	
Malawi	
 Malaysia	
Maldives	
Malta	
Mauritius	
Mozambique	
Namibia	
Nauru	
New Zealand	
Nigeria	
Pakistan	
Papua New Guinea	
Rwanda	
Saint Kitts and Nevis	
Saint Lucia	
Saint Vincent and the Grenadines	
Samoa	
Seychelles	
Sierra Leone	
Singapore	
Solomon Islands	
South Africa	
Sri Lanka	
Togo	
Tonga	
Trinidad and Tobago	
Tuvalu	
Uganda	
United Kingdom of Great Britain and Northern Ireland	
United Republic of Tanzania	
Vanuatu	
Zambia	

Measure: Yes/No

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

## Appendix: Data Sources

All data included in this report are collected up to February 2024, representing the latest available information from the specified sources. It is essential to note that, due to varying update frequencies, some countries may not have the most recent data reflected in this report. Consequently, the information for these countries is subject to updates post-submission of the report.

The data featured on the page of key findings are compiled using the latest available data from reputable open sources for the countries, along with a comparative analysis of the indicator among Commonwealth nations.

The extensive task included aggregating data from the sources and conducting analysis utilizing one of the most powerful analytical tool.

For a detailed overview of the sources and references used in this report, kindly refer to the references as below:

- ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)
- UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)
- Oxford Insights (<https://oxfordinsights.com/ai-readiness/ai-readiness-index/>)



Scan QR Code to view  
the report on your mobile:

Economic Forum for Sustainable Development is a dynamic and forward-thinking consortium dedicated to advancing sustainable economic growth worldwide. Our mission is to bridge the gap between economic development and environmental stewardship through innovative solutions, collaborative partnerships, and policy advocacy. The EFSD serves as a platform for thought leaders, policymakers, and industry experts to exchange ideas, foster sustainable practices, and drive impactful change. Our commitment is to shape a future where economic progress and sustainability are harmoniously aligned for the betterment of societies and the planet.

