

# Spotlight: Malaysia

Connectivity for all is a key requirement for workers in Malaysia, as lawmakers and service providers ramp up digital improvements



More than 8 in 10 (81%) workers in Malaysia feel fast, reliable Internet services are vital to the country's future economic growth. A further 80% believe it's also crucial to the creation of a system to develop and maintain a well-educated and informed population.

A similar proportion (80%) of respondents think everyone should be able to connect to fast, secure and reliable Internet in all public places or while on the move, regardless of location. Furthermore, 81% believe plans to boost speedy and stable networks across the nation should accelerate.

For its part, the state has unveiled Jalinan Digital Negara (JENDELA), a program formulated to provide wider coverage and better quality of broadband, while preparing the ground for a full roll-out of 5G services.

## A focus on hybrid

Almost 8 in 10 (79%) workers think broadband services must dramatically improve to facilitate home, hybrid and frontline roles. Working from home is a case in point: already, more than half (54%) use a domestic Internet connection to do their job or run their own business.

Pressure on networks is evident: a total of 67% of workers in Malaysia claim at least three people use the Internet simultaneously during the day. Almost half (48%) think their household's Internet activity will increase or stay the same in the 12 months to come.

## Key takeaways



**81%** say accelerating plans to create better connectivity across the country is vital



**More than 8 in 10** respondents say good connectivity is vital to support future economic growth



**79%** of Malaysian workers think broadband must dramatically improve to support hybrid roles



**80%** of respondents in Malaysia think everyone should be able to connect to fast, secure, reliable Internet in public places and on the move

Due to these demands, more than half (52%) the professionals polled expect to seek an upgrade to their domestic Internet service at some point in the next 12 months.

Of those who will not, nearly 1 in 4 (24%) say this is because it would cost too much to do so. Meanwhile, a further 28% believe they currently access the best Internet service available for their home.

### The top priority

A strong majority of respondents (67%) agree that access to affordable, reliable broadband will become a major issue for people.

Over half (56%) agree they would be willing to pay higher charges for a safer broadband connection.

Almost 8 in 10 (78%) of workers feel low-income families in particular are being priced out of connecting to the Internet, while 60% of respondents say they were unable to access critical services such as online medical appointments, online education, social care and utility services during lockdown, due to an unreliable broadband connection.

## Home broadband usage patterns anticipated over the next 12 months

