

# 香港——資訊社會

## Hong Kong as an Information Society

2021 年版  
2021 Edition



香港特別行政區 政府統計處  
Census and Statistics Department  
Hong Kong Special Administrative Region



# 香港—資訊社會

## Hong Kong as an Information Society

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## 概要

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## 1. 資訊及通訊科技業的營運特色

## 1. Operating Characteristics of the Information and Communication Technology Sector

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## 4. 資訊科技的人力資源及教育

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在過去 20 年，我們見證了資訊及通訊科技前所未有的演變，以及資訊及通訊科技相關產品（例如個人電腦、互聯網服務和流動服務）在工商機構、家居及社會日益廣泛使用。本刊物展示資訊及通訊科技在各方面的發展的相關統計指標，以評估香港作為資訊社會的進程。

本刊物所採用量度資訊社會的統計架構主要是參考聯合國及經濟合作與發展組織所倡議的國際指引。資訊社會的統計範疇涉及資訊及通訊科技的供應、資訊及通訊科技產品、資訊及通訊科技的基礎設施，以及工商機構、住戶／個人和政府使用資訊及通訊科技的情況。本刊物內容的結構如下：

- 第 1 章載列香港資訊及通訊科技業的增加價值和就業人數。資訊及通訊科技業涵蓋從事供應資訊及通訊科技貨品和服務的行業群組；
- 第 2 章展示資訊及通訊科技貨品的進口及出口貿易的情況；
- 第 3 章描述資訊及通訊科技的基礎設施，以及工商機構、住戶和政府連接與使用資訊及通訊科技的情況；及
- 第 4 章描述資訊科技的人力資源及教育情況。

Over the last two decades, we have witnessed a period of unprecedented changes in information and communication technology (ICT) and the pervasive adoption of ICT-related products, such as personal computer, Internet services and mobile services in business, home and the community. This publication presents relevant statistical indicators on the developments of ICT in various aspects for gauging the progress of Hong Kong as an information society.

The statistical framework adopted in this publication mainly follows the international guidelines on measuring information society promulgated by the United Nations and the Organisation for Economic Co-operation and Development. The statistical dimensions of an information society cover such aspects as ICT supply, ICT products, ICT infrastructure, and use of ICT by businesses, households / individuals and government. The organisation of the contents of this publication is as follows:

- Chapter 1 highlights the value added and employment in respect of the ICT sector, comprising a cluster of industries engaged in the supply of ICT goods and services in Hong Kong;
- Chapter 2 presents the situation about the import and export trade of ICT goods;
- Chapter 3 portrays the ICT infrastructure as well as the accessibility and use of ICT in the business, household and government sectors; and
- Chapter 4 describes the situation of human resources and education in information technology.



## 代號

本刊物內各代號的含意如下：

- 不適用
- \* 經修訂的數字
- @ 數字將於日後修訂
- § 變動在  $\pm 0.05\%$  之內

## 貨幣數字

本刊物內所有引述的貨幣數字，均以港元為單位。

## 數字的進位

由於四捨五入關係，個別數字或百分比之和可能不等於其總數。

## 變動百分率的計算

變動百分率是以未經進位的數字計算。

## 財政年度

除另有說明外，財政年度以「-」為代號。例如 2019-20 年的財政年度是由 2019 年 4 月 1 日至 2020 年 3 月 31 日為止。

## Symbols

The following symbols are used throughout the publication:

- Not applicable
- \* Revised figures
- @ Figures are subject to revision later on
- § Changes within  $\pm 0.05\%$

## Monetary figures

All monetary figures quoted are in Hong Kong dollars.

## Rounding of figures

Figures or percentages of components may not add up to the respective totals owing to rounding.

## Calculation of percentage changes

Percentage changes are derived from unrounded figures.

## Financial year

Unless otherwise specified, the symbol “-” represents financial year. For example, 2019-20 means the financial year starting from 1 April 2019 and ending on 31 March 2020.

1. 資訊社會的特徵是工商機構、家居及社會廣泛使用資訊及通訊科技。這對提升一個經濟體的競爭力以及促使其發展成為數碼經濟非常重要。

2. 用以量度資訊社會的統計數字可歸納為三大主要類別，即資訊及通訊科技的供應、資訊及通訊科技的基礎設施，以及資訊及通訊科技的使用情況。資訊及通訊科技業涵蓋從事供應資訊及通訊科技貨品及服務的行業群組，相關貨品及服務主要是透過電子方式達致資訊處理和通訊功能（包括傳輸及顯示）。

3. 資訊及通訊科技基礎設施的統計指標（例如固定電話線路、流動服務用戶、互聯網用戶數目等）顯示一個經濟體邁向成為一個資訊社會的就緒程度。

4. 要量度對資訊及通訊科技貨品和服務的需求，主要是透過一個經濟體的工商機構、住戶／個人和政府使用資訊及通訊科技貨品和服務的情況，以及就使用該些貨品和服務而涉及的技術等相關統計數字來反映。

5. 在 2019 年，資訊及通訊科技業的增加價值為 1,569 億元，佔以基本價格計算的本地生產總值的 5.7%。至於就業人數方面，約 126 300 人從事資訊及通訊科技業，佔香港總就業人數的 3.3%。

1. An information society is featured by the widespread adoption of information and communication technology (ICT) in business, home and the community at large. This is crucial for an economy to enhance its competitiveness and further its development towards a digital economy.

2. Statistics used for measuring the information society can be categorised into three main aspects, viz., ICT supply, ICT infrastructure and ICT use. The ICT sector comprises a cluster of industries engaged in the supply of ICT goods and services which are primarily intended to fulfill or enable the functions of information processing and communication by electronic means, including transmission and display.

3. Statistical indicators on ICT infrastructure (such as fixed telephone lines, mobile services subscriptions, Internet subscriptions, etc) reveal the degree of readiness of an economy in moving towards an information society.

4. Demand for ICT goods and services is measured mainly by statistics on the use of ICT by businesses, households / individuals and government as well as the technology for adoption of ICT goods and services in an economy.

5. In 2019, the value added of the ICT sector amounted to \$156.9 billion, representing 5.7% of the Gross Domestic Product at basic prices. In terms of employment, some 126 300 persons were engaged in the ICT sector, accounting for 3.3% of the total employment in Hong Kong.

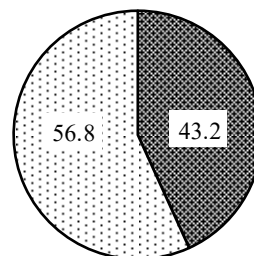
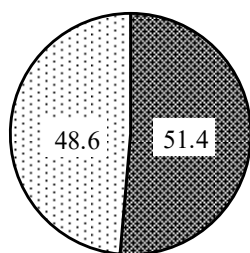
6. 資訊及通訊科技業屬技術密集型的行業。在 2019 年，資訊及通訊科技業的工商機構單位的研究及發展（研發）開支達 56 億元，佔本港工商機構研發總開支的 48.6%。資訊及通訊科技業亦聘用大量的研發人員。在 2019 年，56.8% 的工商機構研發人員（以「相當於全日制的人數」計算）從事資訊及通訊科技業。（圖甲）

6. Industries in the ICT sector are technology intensive. In 2019, expenditure on research and development (R&D) by business establishments in the ICT sector amounted to \$5.6 billion, accounting for 48.6% of the total R&D expenditure in the business sector in Hong Kong. The ICT sector also has a high concentration of R&D personnel. In 2019, 56.8% of the total number of R&D personnel (in terms of full-time equivalent) in the business sector were engaged in the ICT sector. (Chart A)

圖甲：2019 年香港資訊及通訊科技業的研發活動  
Chart A: R&D Activities in the ICT sector in Hong Kong, 2019

資訊及通訊科技業的研發開支  
佔工商機構研發總開支的百分比  
R&D expenditure in the ICT sector as a % of total  
R&D expenditure in the business sector

資訊及通訊科技業的研發人員數目  
佔工商機構研發人員總數的百分比  
R&D personnel in the ICT sector as a % of total  
number of R&D personnel in the business sector



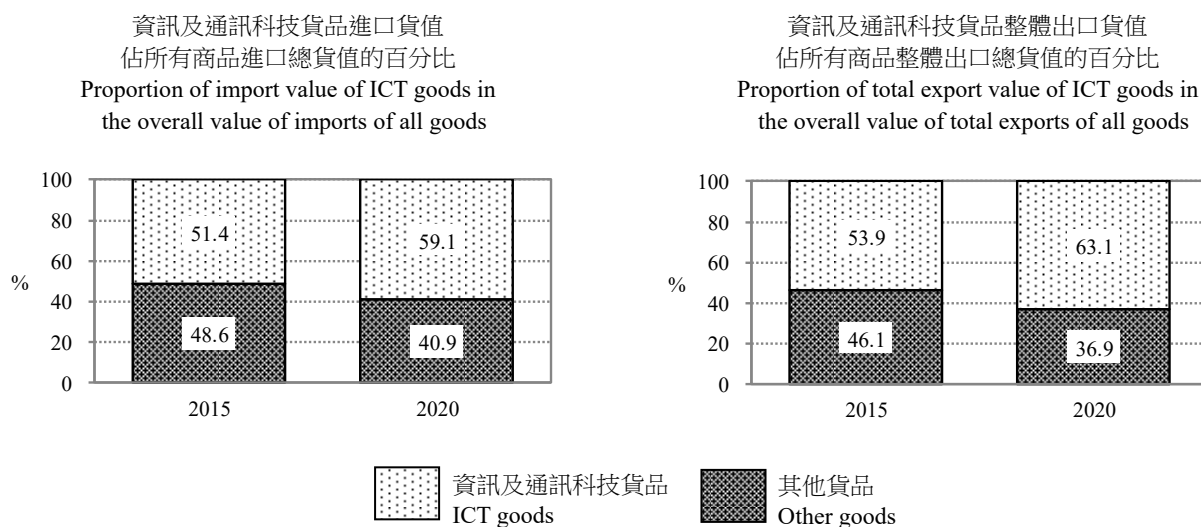
 資訊及通訊科技業  
ICT sector
  其他工商業  
Other business sectors

7. 資訊及通訊科技貨品的進出口在本港對外貿易中佔極重要的地位。在 2020 年，資訊及通訊科技貨品的進口貨值佔所有商品進口總貨值的 59.1%。而資訊及通訊科技貨品整體出口（包括港產品出口及轉口）貨值的相應比例為 63.1%。（圖乙）

7. The imports and exports of ICT goods play an important role in the external trade of Hong Kong. In 2020, the import value of ICT goods accounted for 59.1% of the overall value of imports of all goods. The corresponding proportion for the total exports (including domestic exports and re-exports) of ICT goods was 63.1%. (Chart B)

圖乙：2015 及 2020 年資訊及通訊科技貨品的對外貿易情況

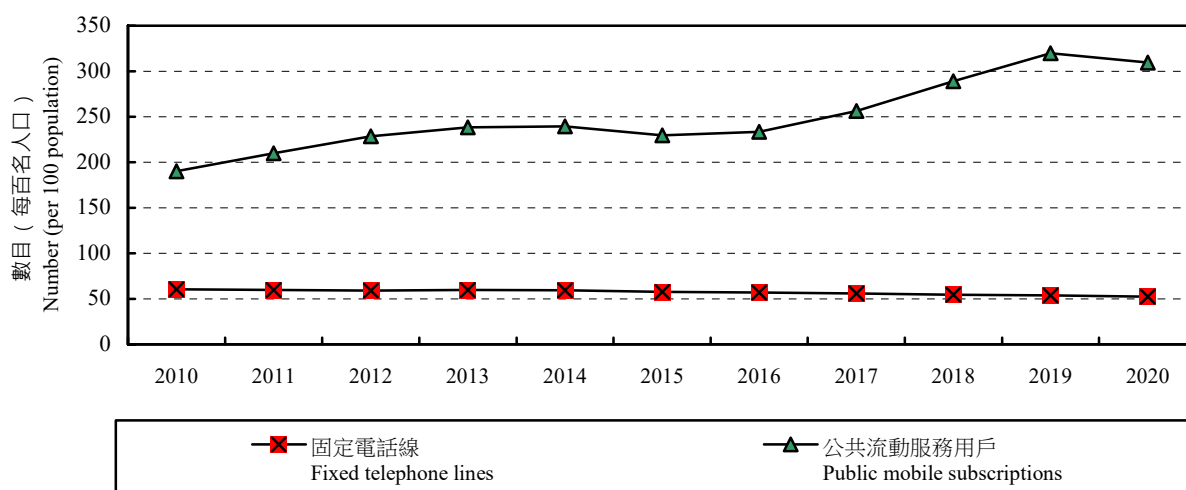
Chart B: External trade of ICT goods, 2015 and 2020



8. 香港的固網電話市場已趨飽和。在 2020 年，每百名人口中有 53 條固定電話線。相比之下，公共流動服務用戶數目約自 2000 年起已超越固定電話線數目。在 2020 年，每百名人口中有 310 個公共流動服務用戶。(圖丙)

8. The fixed line telephony market in Hong Kong has become saturated. In 2020, there was 53 fixed telephone lines per 100 population. In contrast, the number of public mobile subscriptions has surpassed that of the fixed telephone lines since around 2000, attaining a level of 310 public mobile subscriptions per 100 population in 2020. (Chart C)

圖丙：2010 至 2020 年按每百名人口計算的固定電話線及公共流動服務用戶數目  
Chart C: Number of fixed telephone lines and public mobile subscriptions per 100 population, 2010-2020



9. 香港市民使用互聯網服務已十分普遍。在 2020 年，家中有接駁互聯網的住戶佔全港所有住戶的 93.9%。互聯網市場的強勁增長主要基於日趨普及的寬頻接達服務，以及流動寬頻服務的廣泛使用。在 2020 年，每百名人口中有 38.4 條固定寬頻互聯網線路，而相應的流動寬頻用戶數目則更高，達 307.4 個<sup>1</sup>。

10. 資訊科技的教育和培訓有助供應合適的人才以支援資訊及通訊科技的發展和應用。在 2014/15 學年至 2019/20 學年期間，大學教育資助委員會資助的資訊科技課程的畢業生總人數每學年約有 2 500 至 2 700 人。

11. 整體而言，高效能的資訊及通訊科技基礎設施，以及資訊及通訊科技在工商界廣泛使用是其中促成香港發展為數碼經濟的要素。

9. The use of Internet services is prevalent amongst people in Hong Kong. In 2020, households with access to the Internet at home constituted 93.9% of all households in Hong Kong. The robust growth in the Internet market is largely attributable to the popularity of broadband access services and the widespread use of mobile broadband services. In 2020, the number of fixed broadband Internet access lines reached 38.4 per 100 population in Hong Kong. The corresponding figure for mobile broadband subscriptions was much higher, being 307.4<sup>1</sup>.

10. Education and training in information technology (IT) enable the supply of human resources with the right skills in support of the ICT development and application. During each academic year from 2014/15 to 2019/20, the total number of graduates of the IT programmes funded by the University Grants Committee was around 2 500 to 2 700.

11. Overall speaking, the availability of an efficient ICT infrastructure and the widespread use of ICT in the business community are some of the enabling factors in shaping the development of Hong Kong as a digital economy.

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<sup>1</sup> 數字是 2020 年每百名人口計算的第 2.5 代／3 代／4 代／5 代公共流動服務用戶數目。

<sup>1</sup> Figure refers to the number of public mobile subscriptions of 2.5G/3G/4G/5G mobile services per 100 population in 2020.

# 第 1 章 資訊及通訊科技業的營運特色

## Chapter 1 Operating Characteristics of the Information and Communication Technology Sector

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### 緒言

1.1 數碼經濟的發展進一步帶動市場對資訊及通訊科技貨品和服務的需求。工商機構紛紛利用新科技抓緊新經濟下的機遇。在新興經濟活動出現的同時，不少機構就其業務策略重新定位，以更好把握這些新機遇。

1.2 資訊及通訊科技產品是指那些主要透過電子方式達致資訊處理和通訊功能（包括傳輸和顯示）的貨品和服務。資訊及通訊科技業是從事製造與經銷資訊及通訊科技貨品（如通訊設備及電腦，以及其組件及零件），以及提供資訊及通訊科技服務（如電訊網絡營運及互聯網接達服務）的行業群組統稱。

1.3 本章描述香港資訊及通訊科技業的營運特色。當中的分析主要是根據政府統計處的「經濟活動按年統計調查」及「創新活動統計調查」所搜集得的數據進行。

### Introduction

1.1 The development of the digital economy has further driven the market demand for information and communication technology (ICT) goods and services. Businesses taking advantage of the new technology come forth to seize the opportunities brought about by the new economy. Amidst the emergence of new economic activities, many firms re-orientate their business strategies to better grasp these new opportunities.

1.2 ICT products refer to goods and services that are primarily intended to fulfill or enable the functions of information processing and communication by electronic means, including transmission and display. The ICT sector represents a cluster of industries engaged in the manufacture and distribution of ICT goods (e.g. communication equipment and computer as well as their parts and components), and the provision of ICT services (e.g. telecommunications network operation and Internet access services).

1.3 This Chapter describes the operating characteristics of the ICT sector in Hong Kong. Analyses are mainly based on data collected through the Annual Survey of Economic Activities and the Survey of Innovation Activities conducted by the Census and Statistics Department.

## 資訊及通訊科技業的營運特色

1.4 在 2019 年，從事資訊及通訊科技業的機構單位約有 16 700 間，就業人數約為 126 300 人，佔香港總就業人數的 3.3%。應注意的是，資訊及通訊科技業就業人數的數字，包括專業及技術人員（如網絡工程師、技術員、程式員、網站設計師、資訊科技專業人員等）及其他職系的人員（如文書和會計人員）。同樣地，資訊及通訊科技業的機構單位雖然是以供應資訊及通訊科技產品為主，但亦可能同時供應少量的非資訊及通訊科技產品。（表 1.1）

1.5 在 2019 年，資訊及通訊科技業的增加價值為 1,569 億元，佔以基本價格計算的本地生產總值的 5.7%，並較 2018 年上升 0.6%。（表 1.1）

1.6 在 2019 年，從事經銷資訊及通訊科技貨品的行業和提供資訊及通訊科技服務的行業分別佔資訊及通訊科技業的機構單位數目的 48.7% 和 51.2%。相應的就業人數比重為 38.8% 及 60.0%，而整體增加價值比重則分別為 49.9% 及 49.8%。（圖 1.1）

## 資訊及通訊科技業的研究及發展（研發）活動

1.7 資訊及通訊科技業是由技術密集的行业所組成，並涉及龐大的研發活動開支。在 2019 年，資訊及通訊科技業的工商機構單位的研發總開支（包括經常和資本開支）達 56 億元，佔整體工商機構研發總開支的 48.6%。（表 1.2）

## Operating Characteristics of the ICT Sector

1.4 In 2019, there were some 16 700 establishments engaged in the ICT sector. Around 126 300 persons were engaged in the sector, representing 3.3% of the total employment in Hong Kong. It should be noted that figures on the number of persons engaged in the ICT sector include professional and technical personnel (e.g. network engineer, technician, programmer, web portal designer, information technology professional etc.) and personnel in other occupations (e.g. clerical and accounting staff). By the same token, establishments in the ICT sector, with ICT products being their main line of business, may also supply a small amount of non-ICT products. (Table 1.1)

1.5 In 2019, the value added of the ICT sector amounted to \$156.9 billion, representing 5.7% of the Gross Domestic Product at basic prices and increasing by 0.6% compared with 2018. (Table 1.1)

1.6 In 2019, industries engaged in the distribution of ICT goods and those in the provision of ICT services accounted for 48.7% and 51.2% of the number of establishments of the ICT sector respectively. Their corresponding shares in terms of employment were 38.8% and 60.0%, whereas in terms of the total value added at 49.9% and 49.8% respectively. (Chart 1.1)

## Research and Development (R&D) Activities in the ICT Sector

1.7 The ICT sector comprises technology intensive industries with substantial expenditure on R&D activities. In 2019, business establishments in the ICT sector incurred a total expenditure of \$5.6 billion on R&D (including current and capital expenditure), representing 48.6% of the total R&D expenditure in the business sector as a whole. (Table 1.2)

1.8 在 2019 年，資訊及通訊科技業的研發人員數目（以「相當於全日制的人數」計算）約為 7 800 人，佔整體工商機構研發人員總數的 56.8%。（表 1.2）

## 電訊服務

1.9 完善的電訊基礎設施對為經濟體提供高效能及可靠的電訊服務尤其重要。香港的電訊服務正朝著以互聯網為基礎而建立的固定和流動網絡環境發展。傳統的話音通訊服務正不斷被互聯網通訊服務所取代。

1.10 在 2020 年，香港有 27 間本地固定網絡營辦商<sup>1</sup> 和 5 間流動網絡營辦商，亦有 214 間電訊持牌機構獲授權提供對外固定電訊服務。（表 1.3）

1.11 在 2020 年，香港有 263 間電訊持牌機構獲授權提供互聯網接達服務。根據「經濟活動按年統計調查」的結果，互聯網服務供應商於 2019 年的業務收益為 197 億元，當中 66.4% 來自其提供的基本互聯網接駁服務。（表 1.3 及 1.4）

1.8 In 2019, the number of R&D personnel (in terms of full-time equivalent) in the ICT sector was about 7 800, accounting for 56.8% of the total number of R&D personnel in the business sector as a whole. (Table 1.2)

## Telecommunications Services

1.9 The availability of sound telecommunications infrastructure is crucial to the provision of efficient and reliable telecommunications services for an economy. The telecommunications services in Hong Kong are evolving towards an Internet-based environment in both fixed and mobile networks. Conventional voice communications services are increasingly being replaced by Internet-based communications services.

1.10 In 2020, there were 27 local fixed network operators<sup>1</sup> and 5 mobile network operators in Hong Kong. There were also 214 telecommunications licensees authorised to provide external fixed telecommunications services. (Table 1.3)

1.11 In 2020, there were 263 telecommunications licensees authorised to provide Internet access services in Hong Kong. According to the results of the Annual Survey of Economic Activities, the Internet service providers generated \$19.7 billion of business receipts in 2019, of which 66.4% were from their provision of basic Internet connection services. (Tables 1.3 and 1.4)

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<sup>1</sup> 包括所有按綜合傳送者牌照獲准提供設施為本的有線或無線本地固定電訊服務的營辦商。

<sup>1</sup> Include all licensees authorised to provide facility-based local fixed telecommunications services under unified carrier licence using wireline or wireless technology.



## 其他有關刊物

工業的業務表現及營運特色的主要統計數字

進出口貿易、批發及零售業以及住宿及膳食服務業的業務表現及營運特色的主要統計數字

資訊及通訊、金融及保險、專業及商用服務業的業務表現及營運特色的主要統計數字

香港創新活動統計

## Further References

*Key Statistics on Business Performance and Operating Characteristics of the Industrial Sector*

*Key Statistics on Business Performance and Operating Characteristics of the Import / Export, Wholesale and Retail Trades, and Accommodation and Food Services Sectors*

*Key Statistics on Business Performance and Operating Characteristics of the Information and Communications, Financing and Insurance, Professional and Business Services Sectors*

*Hong Kong Innovation Activities Statistics*

表 1.1 有關資訊及通訊科技業的主要統計數字

Table 1.1 Key statistics on the information and communication technology sector

	2009	2014	2015	2016	2017	2018	2019
機構單位數目 Number of establishments	15 338 (+6.1)	16 511 (-3.2)	17 435 (+5.6)	17 281 (-0.9)	17 882 (+3.5)	17 642 (-1.3)	16 662 (-5.6)
就業人數 Number of persons engaged	114 230 (+10.8)	129 535 (-0.2)	130 657 (+0.9)	128 703 (-1.5)	129 641 (+0.7)	130 885 (+1.0)	126 289 (-3.5)
每間機構單位的平均就業人數 Average number of persons engaged per establishment	7.4	7.8	7.5	7.4	7.2	7.4	7.6
就業人數相對於整體工作人口的百分比 (%) Number of persons engaged as a percentage of overall employed population (%)	3.3	3.5	3.5	3.4	3.4	3.4	3.3
業務收益及其他收入（十億元） Business receipts and other income (\$ billion)	996.9 (+9.1)	1,570.7 (-7.2)	1,581.0 (+0.7)	1,611.4 (+1.9)	1,639.9 (+1.8)	1,679.7 (+2.4)	1,459.7 (-13.1)
增加價值（十億元） Value added (\$ billion)	70.2 (-13.1)	133.7 (-4.0)	132.0 (-1.2)	137.6 (+4.2)	145.9 (+6.0)	156.0 (+6.9)	156.9 (+0.6)
以基本價格計算的本地生產總值內所佔比率 <sup>(1)</sup> (%) Contribution to Gross Domestic Product (GDP) at basic prices <sup>(1)</sup> (%)	4.4	6.1	5.7	5.7	5.7	5.8	5.7 @
僱員薪酬（十億元） Compensation of employees (\$ billion)	33.9 (+9.9)	46.8 (-0.8)	48.3 (+3.2)	49.4 (+2.4)	50.2 (+1.6)	52.9 (+5.3)	53.5 (+1.2)
盈餘總額（十億元） Gross surplus (\$ billion)	41.7 (-15.3)	93.6 (-5.7)	90.5 (-3.3)	100.2 (+10.7)	102.8 (+2.6)	106.3 (+3.3)	107.0 (+0.7)
固定資產的買賣淨值（十億元） Gross additions to fixed assets (\$ billion)	6.1 (-60.1)	13.5 (+32.6)	11.2 (-17.0)	10.1 (-10.1)	8.8 (-13.0)	13.8 (+57.5)	10.3 (-25.7)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 本地生產總值的數字是 2021 年 5 月發表的最新數據。

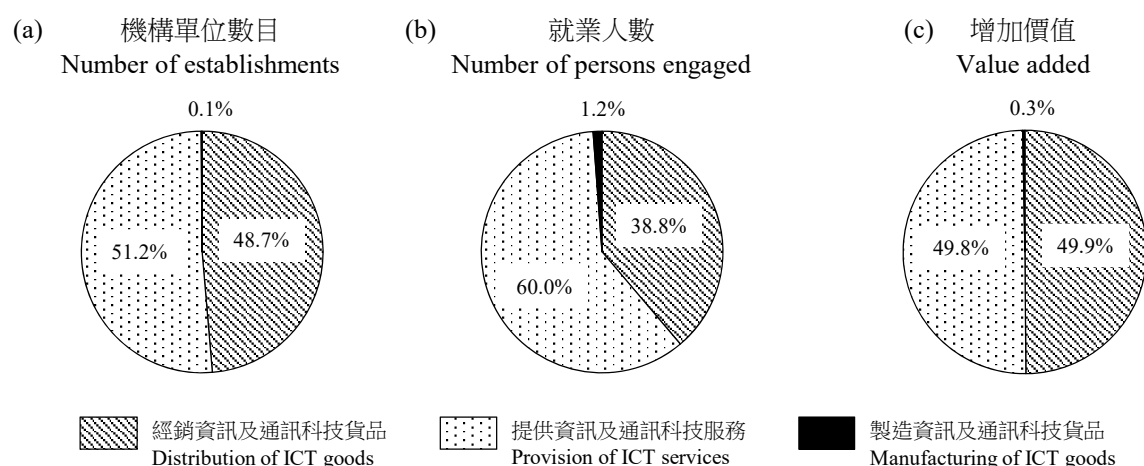
Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Figures on GDP refer to the latest statistics released in May 2021.

資料來源： 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

**圖 1.1 2019 年資訊及通訊科技業選定主要統計數字中按經濟活動劃分的百分比**  
**Chart 1.1 Percentage shares by economic activity in selected key statistics for the information and communication technology (ICT) sector in 2019**



資料來源：政府統計處科技統計組  
 Source: Science and Technology Statistics Section, Census and Statistics Department

**表 1.2 資訊及通訊科技業的研究及發展（研發）活動**  
**Table 1.2 Research and development (R&D) activities in the information and communication technology (ICT) sector**

	2009	2014	2015	2016	2017	2018	2019
資訊及通訊科技業的研發總開支 <sup>(1)(2)</sup> （百萬元）	2,576	3,867	3,961	4,296	4,510	5,186 *	5,649
Total R&D expenditure <sup>(1)(2)</sup> in the ICT sector (\$ million)	(-4.5)	(+2.7)	(+2.4)	(+8.4)	(+5.0)	-	(+8.9)
佔工商機構研發總開支的百分比	47.1	52.0	49.6	50.4	47.9	47.2 *	48.6
As a % of total R&D expenditure in the business sector							
資訊及通訊科技業的研發人員數目 <sup>(3)</sup>	5 209	7 139	7 173	7 343	7 485	7 645	7 810
Number of R&D personnel <sup>(3)</sup> in the ICT sector	(-9.7)	(+14.9)	(+0.5)	(+2.4)	(+1.9)	(+2.1)	(+2.2)
佔工商機構研發人員總數的百分比	49.7	58.8	58.7	59.6	58.5	58.1	56.8
As a % of total number of R&D personnel in the business sector							

註釋：括號內的數字是與上年比較的變動百分率。

(1) 包括本地機構為本身及／或為其他機構進行的研發活動開支。

(2) 自2018年統計年度開始，研發設施的隱含使用成本已計算入研發開支。2018年及以後的研發開支數字不能與較早前的數字作直接比較。

(3) 為了反映投放予研發活動的實際人力資源，研發人員的數目是以「相當於全日制的人數」計算，並根據有關統計年度內已投放在研發活動的工作年總數作估算。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Including expenditure on in-house R&D activities conducted by a local establishment for itself and/or for other organisations.

(2) As from the reference year of 2018, the implicit user cost of R&D facilities has been included in the R&D expenditures. The R&D expenditure figures from 2018 onwards are not directly comparable with those of earlier years.

(3) In order to depict the actual amount of manpower resources deployed to R&D activities, the number of R&D personnel is measured in terms of full-time equivalent, which is estimated on the basis of the total number of person-years deployed to R&D activities during the reference year.

資料來源：政府統計處科技統計組  
 Source: Science and Technology Statistics Section, Census and Statistics Department

**表 1.3 電訊業營辦商的數目**

**Table 1.3 Number of operators in the telecommunications industry**

	2010	2015	2016	2017	2018	2019	2020
本地固定網絡營辦商數目 <sup>(1)</sup> Number of local fixed network operators <sup>(1)</sup>	14	25	25	27	27	27	27
流動網絡營辦商數目 Number of mobile network operators	5	4	4	4	4	4	5
對外固定電訊服務供應商數目 <sup>(2)</sup> Number of external fixed telecommunications service providers <sup>(2)</sup>	320 (+3.6)	270 (+0.4)	263 (-2.6)	258 (-1.9)	238 (-7.8)	225 (-5.5)	214 (-4.9)
互聯網服務供應商數目 <sup>(3)</sup> Number of Internet service providers <sup>(3)</sup>	184 (-2.6)	215 (+7.0)	225 (+4.7)	233 (+3.6)	251 (+7.7)	252 (+0.4)	263 (+4.4)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 包括所有按綜合傳送者牌照獲准提供設施為本的有線或無線本地固定電訊服務的營辦商。

(2) 包括所有按綜合傳送者牌照獲准提供設施為本的對外電訊服務的營辦商，以及按服務營辦商牌照獲准提供對外電訊服務的營辦商。

(3) 包括所有按綜合傳送者牌照，以及服務營辦商牌照獲准提供互聯網接達服務的營辦商。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Include all licensees authorised to provide facility-based local fixed telecommunications services under unified carrier licence (UCL) using wireline or wireless technology.

(2) Include all licensees authorised to provide facility-based external telecommunications services (ETS) under UCL and service-based ETS under services-based operator (SBO) licence.

(3) Include all licensees authorised to provide Internet access services under UCL and SBO licences.

資料來源： 通訊事務管理局辦公室

Source: Office of the Communications Authority

表 1.4 按所提供的服務類別劃分的互聯網服務供應商的業務收益

Table 1.4 Business receipts of Internet service providers by type of services provided

	百萬元 \$ million						
所提供的服務類別 Type of services provided	2009	2014	2015	2016	2017	2018	2019
基本接駁服務 <sup>(1)</sup> Basic connection services <sup>(1)</sup>	7,041 (+15.7) [87.1]	8,076 (-11.9) [53.6]	9,952 (+23.2) [66.2]	11,146 (+12.0) [62.6]	11,300 (+1.4) [58.2]	10,698 (-5.3) [58.5]	13,060 (+22.1) [66.4]
廣告及網站寄存服務 Advertising and website hosting services	330 (+9.5) [4.1]	2,169 (+22.5) [14.4]	1,621 (-25.3) [10.8]	2,293 (+41.5) [12.9]	2,408 (+5.0) [12.4]	2,356 (-2.2) [12.9]	2,040 (-13.4) [10.4]
其他服務 Other services	715 (+12.9) [8.8]	4,828 (-3.4) [32.0]	3,468 (-28.2) [23.1]	4,377 (+26.2) [24.6]	5,715 (+30.5) [29.4]	5,232 (-8.5) [28.6]	4,573 (-12.6) [23.2]
總計 Total	8,086 (+15.2) [100.0]	15,073 (-5.4) [100.0]	15,040 (-0.2) [100.0]	17,816 (+18.5) [100.0]	19,423 (+9.0) [100.0]	18,286 (-5.9) [100.0]	19,673 (+7.6) [100.0]

註釋：圓括號內的數字是與上年比較的變動百分率。

方括號內的數字是佔個別總計的百分比。

(1) 包括撥號線路／直駁專線／寬頻賬戶服務，不包括入會／登記／開戶服務。

Notes: Figures in round brackets denote percentage changes over the preceding year.

Figures in square brackets denote the percentage shares in the respective totals.

(1) Include dial-up / leased line / broadband accounts services, exclude membership / registration / account set-up services.

資料來源：政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

## 第 2 章 資訊及通訊科技貨品的進出口情況

### Chapter 2 Imports and Exports of Information and Communication Technology Goods

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#### 緒言

2.1 資訊及通訊科技貨品的分類主要是參考聯合國貿易和發展會議以及經濟合作與發展組織所倡議的國際指引而制定。根據最新的指引，資訊及通訊科技貨品是指那些主要透過電子方式達致資訊處理和通訊功能（包括傳輸和顯示）的貨品，分為下列類別：(i) 通訊設備、(ii) 電腦及周邊設備、(iii) 消費電子設備、(iv) 電子組件；及 (v) 其他資訊及通訊科技貨品。

2.2 香港是區內一個資訊及通訊科技貨品貿易的主要中介中心。本章展示在 2010 年至 2020 年期間，香港資訊及通訊科技貨品的進口及出口趨勢和發展。由於資訊及通訊科技貨品的涵蓋範圍和分類，已根據聯合國貿易和發展會議最新的指引作出修訂，本期內的貿易數字可能與較早前刊載的數字有所不同。

#### Introduction

2.1 The classification of information and communication technology (ICT) goods mainly follows the international guidelines promulgated by the United Nations Conference on Trade and Development (UNCTAD) and the Organisation for Economic Co-operation and Development (OECD). According to the latest guidelines, ICT goods are those that are primarily intended to fulfill or enable the functions of information processing and communication by electronic means, including transmission and display, and are grouped into the following categories: (i) communication equipment; (ii) computers and peripheral equipment; (iii) consumer electronic equipment; (iv) electronic components; and (v) other ICT goods.

2.2 Hong Kong is a major intermediary centre for trading of ICT goods in the region. This Chapter highlights the trend and developments in imports and exports of ICT goods in Hong Kong during the period from 2010 to 2020. As the coverage and groupings of ICT goods have been revised in accordance with the latest guidelines promulgated by the UNCTAD, the trade figures in this edition may be different from those in earlier editions.

## 概要

2.3 過去 10 年，香港的資訊及通訊科技貨品的對外貿易增長強勁。在 2010 年至 2020 年期間，資訊及通訊科技貨品的進口貨值平均每年增長 5.5%，高於所有商品進口總貨值的相應增長率（2.4%）。同期間，資訊及通訊科技貨品的整體出口（包括港產品出口及轉口）貨值平均每年增長 5.9%，亦高於所有商品整體出口總貨值的相應增長率（2.6%）。在 2020 年，資訊及通訊科技貨品的進口貨值為 25,254 億元，佔所有商品進口總貨值的 59.1%。資訊及通訊科技貨品的整體出口貨值在 2020 年則達 24,794 億元，佔所有商品整體出口總貨值的 63.1%。（表 2.1）

## 通訊設備

2.4 在 2020 年，香港的通訊設備進口貨值為 5,371 億元。同年，通訊設備的整體出口貨值為 5,284 億元。（表 2.1 及 2.2）

2.5 在 2020 年，中國內地（內地）為香港最主要的供應地，佔通訊設備進口總值的 80.8%。第二及第三的主要供應地是美國和越南，分別佔總值的 4.5% 和 3.7%。（表 2.2）

2.6 內地、美國和阿拉伯聯合酋長國為香港通訊設備整體出口的最大三個目的地，分別佔總值的 32.3%、6.5% 和 6.1%。（表 2.2）

## Overview

2.3 The growth of Hong Kong's external trade in ICT goods was phenomenal over the past decade. The value of imports of ICT goods increased at an average rate of 5.5% per annum between 2010 and 2020, faster than the corresponding growth of 2.4% for the overall value of imports of all goods. Over the same period, the value of total exports (including domestic exports and re-exports) of ICT goods increased at an average rate of 5.9% per annum, also faster than the corresponding growth of 2.6% for the overall value of total exports of all goods. In 2020, imports of ICT goods amounted to \$25,254 billion, accounting for 59.1% of the overall value of imports of all goods. The value of total exports of ICT goods reached \$24,794 billion in 2020, representing 63.1% of the overall value of total exports of all goods. (Table 2.1)

## Communication Equipment

2.4 In 2020, the value of Hong Kong's imports of communication equipment amounted to \$537.1 billion. In the same year, the value of total exports of communication equipment was \$528.4 billion. (Tables 2.1 and 2.2)

2.5 The mainland of China (the Mainland) was the major supplier, accounting for 80.8% of Hong Kong's total imports of communication equipment in 2020. The second and third major suppliers were the United States of America (USA) and Vietnam, accounting for 4.5% and 3.7% respectively of the total. (Table 2.2)

2.6 The Mainland, the USA and the United Arab Emirates were the three largest destinations of Hong Kong's total exports of communication equipment, accounting for 32.3%, 6.5% and 6.1% respectively of the total. (Table 2.2)

## 電腦及周邊設備

2.7 在 2020 年，香港的電腦及周邊設備進口貨值為 3,298 億元。同年，電腦及周邊設備的整體出口貨值為 3,943 億元。

(表 2.1 及 2.3)

2.8 在 2020 年，進口香港的電腦及周邊設備中有 67.0% 來自內地。第二及第三的主要供應地是台灣和泰國，分別佔總值的 7.2% 和 5.1%。(表 2.3)

2.9 在 2020 年，香港電腦及周邊設備整體出口的最大目的地是內地，佔總值的 50.9%。第二及第三主要目的地是美國和荷蘭，分別佔總值的 10.9% 和 3.8%。(表 2.3)

## 消費電子設備

2.10 在 2020 年，香港的消費電子設備進口貨值為 629 億元。同年，消費電子設備的整體出口貨值為 812 億元。(表 2.1 及 2.4)

2.11 香港進口的消費電子設備主要供應地為內地。在 2020 年，來自內地的消費電子設備佔總值的 72.2%。第二和第三主要供應地是馬來西亞和越南，分別佔總值的 3.6% 和 3.3%。(表 2.4)

2.12 在 2020 年，香港消費電子設備整體出口的最大兩個目的地是內地和美國，分別佔總值的 28.1% 和 21.7%。第三大目的地是日本，佔總值的 8.6%。(表 2.4)

## Computers and Peripheral Equipment

2.7 In 2020, the value of Hong Kong's imports of computers and peripheral equipment was \$329.8 billion. In the same year, the value of total exports of computers and peripheral equipment was \$394.3 billion. (Tables 2.1 and 2.3)

2.8 In 2020, 67.0% of Hong Kong's imports of computers and peripheral equipment was supplied by the Mainland. The second and third major suppliers were Taiwan and Thailand, accounting for 7.2% and 5.1% respectively of the total. (Table 2.3)

2.9 In 2020, the Mainland was the largest destination of Hong Kong's total exports of computers and peripheral equipment, accounting for 50.9% of the total. The second and third major destinations were the USA and Netherlands, accounting for 10.9% and 3.8% respectively of the total. (Table 2.3)

## Consumer Electronic Equipment

2.10 In 2020, the value of Hong Kong's imports of consumer electronic equipment amounted to \$62.9 billion. In the same year, the value of total exports of consumer electronic equipment was \$81.2 billion. (Tables 2.1 and 2.4)

2.11 The major supplier of Hong Kong's imports of consumer electronic equipment was the Mainland. In 2020, the share of consumer electronic equipment from the Mainland was 72.2%. The second and third major suppliers were Malaysia and Vietnam, accounting for 3.6% and 3.3% respectively of the total. (Table 2.4)

2.12 In 2020, the Mainland and the USA were the two largest destinations of Hong Kong's total exports of consumer electronic equipment, accounting for 28.1% and 21.7% of the total respectively. The third largest destination was Japan, accounting for 8.6% of the total. (Table 2.4)



## 電子組件

2.13 在 2020 年，香港的電子組件進口及整體出口貨值分別達 15,018 億元及 13,787 億元。(表 2.1 及 2.5)

2.14 在 2020 年，香港進口的電子組件的首三個供應地依次是內地、台灣及新加坡，分別佔電子組件進口總值的 30.2%、20.3% 及 15.4%。(表 2.5)

2.15 在 2020 年，香港電子組件整體出口的最大目的地是內地，佔總值的 84.5%。其次是台灣和越南，分別佔總值的 2.8% 和 1.9%。(表 2.5)

## 其他資訊及通訊科技貨品

2.16 就香港的情況而言，其他資訊及通訊科技貨品主要包括固態永久資料儲存器、其他供錄音或記錄其他信息的媒體、以及激光二極管除外的激光器。在 2020 年，香港的其他資訊及通訊科技貨品的進口及整體出口貨值分別為 937 億元及 968 億元。(表 2.1 及 2.6)

2.17 在 2020 年，香港進口的其他資訊及通訊科技貨品的首三個供應地依次是內地、韓國及台灣，分別佔其他資訊及通訊科技貨品進口總值的 54.7%、14.6% 及 8.3%。(表 2.6)

2.18 在 2020 年，香港其他資訊及通訊科技貨品整體出口的最大目的地是內地，佔總值的 70.0%。第二及第三主要目的地是美國及印度，分別佔總值的 4.3% 和 3.3%。(表 2.6)

## Electronic Components

2.13 In 2020, the values of Hong Kong's imports and total exports of electronic components reached \$1,501.8 billion and \$1,378.7 billion respectively. (Tables 2.1 and 2.5)

2.14 In 2020, the top three suppliers of Hong Kong's imports of electronic components were the Mainland, Taiwan and Singapore. They accounted for 30.2%, 20.3% and 15.4% of the total value of imports of electronic components respectively. (Table 2.5)

2.15 In 2020, the Mainland was the largest destination of Hong Kong's total exports of electronic components, accounting for 84.5% of the total, followed by Taiwan and Vietnam, accounting for 2.8% and 1.9% respectively of the total. (Table 2.5)

## Other ICT goods

2.16 In the case of Hong Kong, other ICT goods mainly cover solid state non-volatile storage devices, other media for the recording of sound or of other phenomena, and lasers other than laser diodes. In 2020, the values of Hong Kong's imports and total exports of other ICT goods were \$93.7 billion and \$96.8 billion respectively. (Tables 2.1 and 2.6)

2.17 In 2020, the top three suppliers of Hong Kong's imports of other ICT goods were the Mainland, Korea and Taiwan. They accounted for 54.7%, 14.6% and 8.3% respectively of the total value of imports of other ICT goods. (Table 2.6)

2.18 In 2020, the Mainland was the largest destination of Hong Kong's total exports of other ICT goods, accounting for 70.0% of the total. The second and third major destinations were the USA and India, accounting for 4.3% and 3.3% respectively of the total. (Table 2.6)

## 其他有關刊物

香港對外商品貿易（月刊）

香港商品貿易統計：進口（月刊）

香港商品貿易統計：港產品出口及轉口（月刊）

香港商品貿易統計 — 進口：周年附刊（年刊）

香港商品貿易統計 — 港產品出口及轉口：周年附刊（年刊）

## Further References

*Hong Kong External Merchandise Trade (Monthly)*

*Hong Kong Merchandise Trade Statistics: Imports (Monthly)*

*Hong Kong Merchandise Trade Statistics: Domestic Exports and Re-exports (Monthly)*

*Hong Kong Merchandise Trade Statistics - Imports: Annual Supplement (Annual)*

*Hong Kong Merchandise Trade Statistics - Domestic Exports and Re-exports: Annual Supplement (Annual)*

表 2.1 資訊及通訊科技貨品的進口及整體出口

Table 2.1 Imports and total exports of information and communication technology (ICT) goods

	百萬元 \$ million						
	2010	2015	2016	2017	2018	2019	2020
進口 Imports	1,483,798 (+25.2)	2,080,427 (+1.9)	2,149,553 (+3.3)	2,381,718 (+10.8)	2,630,295 (+10.4)	2,432,540 (-7.5)	2,525,381 (+3.8)
通訊設備 Communication equipment	261,378 (+30.3)	606,630 (+12.7)	592,473 (-2.3)	595,337 (+0.5)	606,587 (+1.9)	564,383 (-7.0)	537,125 (-4.8)
電腦及周邊設備 Computers and peripheral equipment	279,990 (+28.5)	319,428 (-6.3)	289,373 (-9.4)	323,790 (+11.9)	394,002 (+21.7)	327,503 (-16.9)	329,845 (+0.7)
消費電子設備 Consumer electronic equipment	132,547 (+5.5)	77,933 (-9.9)	69,478 (-10.8)	82,906 (+19.3)	90,481 (+9.1)	80,398 (-11.1)	62,932 (-21.7)
電子組件 Electronic components	707,082 (+27.9)	979,714 (+1.0)	1,104,896 (+12.8)	1,280,004 (+15.8)	1,429,530 (+11.7)	1,374,180 (-3.9)	1,501,785 (+9.3)
其他資訊及通訊科技貨品 Other ICT goods	102,801 (+17.0)	96,721 (-8.9)	93,334 (-3.5)	99,681 (+6.8)	109,694 (+10.0)	86,076 (-21.5)	93,694 (+8.9)
佔所有商品進口總貨值的百分比 As a % of overall value of imports of all goods	44.1	51.4	53.6	54.7	55.7	55.1	59.1
整體出口 Total exports	1,396,796 (+24.0)	1,943,696 (+3.9)	2,020,404 (+3.9)	2,214,245 (+9.6)	2,470,689 (+11.6)	2,374,951 (-3.9)	2,479,361 (+4.4)
通訊設備 Communication equipment	293,136 (+33.0)	585,720 (+7.6)	586,410 (+0.1)	595,186 (+1.5)	612,518 (+2.9)	584,870 (-4.5)	528,373 (-9.7)
電腦及周邊設備 Computers and peripheral equipment	275,858 (+33.1)	331,343 (-3.8)	307,260 (-7.3)	348,025 (+13.3)	402,353 (+15.6)	357,198 (-11.2)	394,329 (+10.4)
消費電子設備 Consumer electronic equipment	132,987 (+0.1)	77,829 (-6.3)	71,603 (-8.0)	90,718 (+26.7)	102,456 (+12.9)	96,810 (-5.5)	81,182 (-16.1)
電子組件 Electronic components	580,173 (+23.5)	845,850 (+6.5)	954,597 (+12.9)	1,070,837 (+12.2)	1,234,539 (+15.3)	1,240,431 (+0.5)	1,378,715 (+11.1)
其他資訊及通訊科技貨品 Other ICT goods	114,642 (+19.1)	102,955 (-1.4)	100,532 (-2.4)	109,479 (+8.9)	118,822 (+8.5)	95,643 (-19.5)	96,762 (+1.2)
佔所有商品整體出口總貨值的百分比 As a % of overall value of total exports of all goods	46.1	53.9	56.3	57.1	59.4	59.5	63.1

註釋：(1) 括號內的數字是與上年比較的變動百分率。

(2) 由於商品貿易貨品編號每年會有所修訂，跨年的資訊及通訊科技貨品的涵蓋範圍可能略為不同。

Notes: (1) Figures in brackets denote percentage changes over the preceding year.

(2) Owing to annual adjustments in commodity codes of merchandise trade, the coverage of ICT goods across years may be slightly different.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.2 通訊設備按主要供應地劃分的進口及按主要目的地劃分的整體出口

Table 2.2 Imports by main supplier and total exports by main destination of communication equipment

	百萬元 \$ million						
	2010	2015	2016	2017	2018	2019	2020
進口	261,378	606,630	592,473	595,337	606,587	564,383	537,125
Imports	(+30.3)	(+12.7)	(-2.3)	(+0.5)	(+1.9)	(-7.0)	(-4.8)
中國內地	188,112	506,562	493,465	489,239	502,119	457,662	433,825
The mainland of China	(+37.0)	(+19.8)	(-2.6)	(-0.9)	(+2.6)	(-8.9)	(-5.2)
美國	12,204	29,001	30,338	31,781	33,247	30,824	24,428
United States of America	(+39.9)	(-6.9)	(+4.6)	(+4.8)	(+4.6)	(-7.3)	(-20.8)
越南	912	2,182	3,820	2,648	3,500	12,238	19,807
Vietnam	(+48.5)	(-62.8)	(+75.1)	(-30.7)	(+32.2)	(+249.6)	(+61.8)
整體出口	293,136	585,720	586,410	595,186	612,518	584,870	528,373
Total exports	(+33.0)	(+7.6)	(+0.1)	(+1.5)	(+2.9)	(-4.5)	(-9.7)
中國內地	120,629	239,904	219,018	211,202	187,304	183,608	170,474
The mainland of China	(+40.8)	(+0.4)	(-8.7)	(-3.6)	(-11.3)	(-2.0)	(-7.2)
美國	36,975	48,905	48,470	39,912	43,229	36,620	34,202
United States of America	(+34.8)	(+5.2)	(-0.9)	(-17.7)	(+8.3)	(-15.3)	(-6.6)
阿拉伯聯合酋長國	2,721	13,169	16,517	17,262	19,683	27,592	32,145
United Arab Emirates	(-14.5)	(+8.8)	(+25.4)	(+4.5)	(+14.0)	(+40.2)	(+16.5)

註釋：(1) 括號內的數字是與上年比較的變動百分率。

(2) 由於商品貿易貨品編號每年會有所修訂，跨年的通訊設備的涵蓋範圍可能略為不同。

Notes: (1) Figures in brackets denote percentage changes over the preceding year.

(2) Owing to annual adjustments in commodity codes of merchandise trade, the coverage of communication equipment across years may be slightly different.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.3 電腦及周邊設備按主要供應地劃分的進口及按主要目的地劃分的整體出口

Table 2.3 Imports by main supplier and total exports by main destination of computers and peripheral equipment

	百萬元 \$ million						
	2010	2015	2016	2017	2018	2019	2020
進口	279,990	319,428	289,373	323,790	394,002	327,503	329,845
Imports	(+28.5)	(-6.3)	(-9.4)	(+11.9)	(+21.7)	(-16.9)	(+0.7)
中國內地	173,009	224,909	204,683	226,118	280,688	222,236	221,155
The mainland of China	(+30.7)	(-4.8)	(-9.0)	(+10.5)	(+24.1)	(-20.8)	(-0.5)
台灣	13,017	11,434	9,842	13,226	14,514	17,708	23,709
Taiwan	(+44.4)	(-11.0)	(-13.9)	(+34.4)	(+9.7)	(+22.0)	(+33.9)
泰國	19,005	21,789	18,454	17,751	21,082	18,698	16,710
Thailand	(+35.5)	(-11.0)	(-15.3)	(-3.8)	(+18.8)	(-11.3)	(-10.6)
整體出口	275,858	331,343	307,260	348,025	402,353	357,198	394,329
Total exports	(+33.1)	(-3.8)	(-7.3)	(+13.3)	(+15.6)	(-11.2)	(+10.4)
中國內地	188,112	190,337	163,292	183,087	212,205	193,083	200,864
The mainland of China	(+38.7)	(-13.8)	(-14.2)	(+12.1)	(+15.9)	(-9.0)	(+4.0)
美國	17,166	30,887	32,095	36,308	43,189	32,612	43,178
United States of America	(+12.2)	(+13.0)	(+3.9)	(+13.1)	(+19.0)	(-24.5)	(+32.4)
荷蘭	4,375	11,242	12,866	11,545	11,184	10,989	15,047
Netherlands	(+6.7)	(+45.9)	(+14.4)	(-10.3)	(-3.1)	(-1.7)	(+36.9)

註釋：(1) 括號內的數字是與上年比較的變動百分率。

(2) 由於商品貿易貨品編號每年會有所修訂，跨年的電腦及周邊設備的涵蓋範圍可能略為不同。

Notes: (1) Figures in brackets denote percentage changes over the preceding year.

(2) Owing to annual adjustments in commodity codes of merchandise trade, the coverage of computers and peripheral equipment across years may be slightly different.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.4 消費電子設備按主要供應地劃分的進口及按主要目的地劃分的整體出口

Table 2.4 Imports by main supplier and total exports by main destination of consumer electronic equipment

	百萬元 \$ million						
	2010	2015	2016	2017	2018	2019	2020
進口	132,547	77,933	69,478	82,906	90,481	80,398	62,932
Imports	(+5.5)	(-9.9)	(-10.8)	(+19.3)	(+9.1)	(-11.1)	(-21.7)
中國內地	98,727	56,623	49,849	61,810	68,055	58,785	45,457
The mainland of China	(+5.3)	(-5.4)	(-12.0)	(+24.0)	(+10.1)	(-13.6)	(-22.7)
馬來西亞	1,801	1,450	1,663	1,828	2,782	2,837	2,272
Malaysia	(+1.2)	(+17.8)	(+14.7)	(+9.9)	(+52.2)	(+2.0)	(-19.9)
越南	784	2,317	2,071	3,094	3,003	2,248	2,071
Vietnam	(+8.6)	(+4.5)	(-10.6)	(+49.4)	(-3.0)	(-25.2)	(-7.9)
整體出口	132,987	77,829	71,603	90,718	102,456	96,810	81,182
Total exports	(+0.1)	(-6.3)	(-8.0)	(+26.7)	(+12.9)	(-5.5)	(-16.1)
中國內地	35,985	25,008	23,136	29,126	30,200	29,951	22,845
The mainland of China	(-2.1)	(-10.9)	(-7.5)	(+25.9)	(+3.7)	(-0.8)	(-23.7)
美國	27,788	16,612	15,365	18,975	22,767	20,715	17,580
United States of America	(+6.7)	(+14.0)	(-7.5)	(+23.5)	(+20.0)	(-9.0)	(-15.1)
日本	11,412	5,383	5,006	8,277	9,784	7,349	6,996
Japan	(+32.3)	(-23.8)	(-7.0)	(+65.3)	(+18.2)	(-24.9)	(-4.8)

註釋：(1) 括號內的數字是與上年比較的變動百分率。

(2) 由於商品貿易貨品編號每年會有所修訂，跨年的消費電子設備的涵蓋範圍可能略為不同。

Notes: (1) Figures in brackets denote percentage changes over the preceding year.

(2) Owing to annual adjustments in commodity codes of merchandise trade, the coverage of consumer electronic equipment across years may be slightly different.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.5 電子組件按主要供應地劃分的進口及按主要目的地劃分的整體出口

Table 2.5 Imports by main supplier and total exports by main destination of electronic components

	百萬元 \$ million						
	2010	2015	2016	2017	2018	2019	2020
進口	707,082	979,714	1,104,896	1,280,004	1,429,530	1,374,180	1,501,785
Imports	(+27.9)	(+1.0)	(+12.8)	(+15.8)	(+11.7)	(-3.9)	(+9.3)
中國內地	199,781	318,505	345,434	392,343	428,880	444,048	452,912
The mainland of China	(+20.0)	(+4.4)	(+8.5)	(+13.6)	(+9.3)	(+3.5)	(+2.0)
台灣	122,226	182,705	211,217	241,251	241,876	242,545	305,402
Taiwan	(+22.8)	(-5.4)	(+15.6)	(+14.2)	(+0.3)	(+0.3)	(+25.9)
新加坡	133,779	154,427	176,505	191,777	208,143	199,493	231,390
Singapore	(+39.4)	(-3.4)	(+14.3)	(+8.7)	(+8.5)	(-4.2)	(+16.0)
整體出口	580,173	845,850	954,597	1,070,837	1,234,539	1,240,431	1,378,715
Total exports	(+23.5)	(+6.5)	(+12.9)	(+12.2)	(+15.3)	(+0.5)	(+11.1)
中國內地	455,877	707,619	806,798	907,405	1,047,182	1,039,420	1,165,636
The mainland of China	(+23.1)	(+8.8)	(+14.0)	(+12.5)	(+15.4)	(-0.7)	(+12.1)
台灣	23,402	19,391	25,728	26,414	27,047	33,787	38,435
Taiwan	(+30.9)	(-16.0)	(+32.7)	(+2.7)	(+2.4)	(+24.9)	(+13.8)
越南	592	5,197	5,597	8,387	11,029	16,016	26,239
Vietnam	(+18.3)	(+16.4)	(+7.7)	(+49.8)	(+31.5)	(+45.2)	(+63.8)

註釋： (1) 括號內的數字是與上年比較的變動百分率。

(2) 由於商品貿易貨品編號每年會有所修訂，跨年的電子組件的涵蓋範圍可能略為不同。

Notes: (1) Figures in brackets denote percentage changes over the preceding year.

(2) Owing to annual adjustments in commodity codes of merchandise trade, the coverage of electronic components across years may be slightly different.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

**表 2.6 其他資訊及通訊科技貨品按主要供應地劃分的進口及按主要目的地劃分的整體出口**  
**Table 2.6 Imports by main supplier and total exports by main destination of other information and communication technology (ICT) goods**

	百萬元 \$ million						
	2010	2015	2016	2017	2018	2019	2020
進口	102,801	96,721	93,334	99,681	109,694	86,076	93,694
Imports	(+17.0)	(-8.9)	(-3.5)	(+6.8)	(+10.0)	(-21.5)	(+8.9)
中國內地	58,973	47,555	49,206	52,905	52,024	49,281	51,237
The mainland of China	(+14.7)	(-6.9)	(+3.5)	(+7.5)	(-1.7)	(-5.3)	(+4.0)
韓國	6,966	6,083	8,138	10,440	10,159	8,936	13,657
Korea	(+48.9)	(-40.9)	(+33.8)	(+28.3)	(-2.7)	(-12.0)	(+52.8)
台灣	13,768	14,082	9,777	10,512	12,517	8,283	7,794
Taiwan	(+21.8)	(-14.2)	(-30.6)	(+7.5)	(+19.1)	(-33.8)	(-5.9)
整體出口	114,642	102,955	100,532	109,479	118,822	95,643	96,762
Total exports	(+19.1)	(-1.4)	(-2.4)	(+8.9)	(+8.5)	(-19.5)	(+1.2)
中國內地	77,329	76,295	76,622	80,559	83,761	63,734	67,732
The mainland of China	(+28.9)	(+1.3)	(+0.4)	(+5.1)	(+4.0)	(-23.9)	(+6.3)
美國	4,587	4,618	3,367	4,003	9,380	6,386	4,120
United States of America	(-13.0)	(-17.3)	(-27.1)	(+18.9)	(+134.3)	(-31.9)	(-35.5)
印度	706	618	1,144	1,531	1,855	3,865	3,207
India	(+2.5)	(+13.1)	(+85.3)	(+33.8)	(+21.2)	(+108.4)	(-17.0)

註釋：(1) 括號內的數字是與上年比較的變動百分率。

(2) 由於商品貿易貨品編號每年會有所修訂，跨年的其他資訊及通訊科技貨品的涵蓋範圍可能略為不同。

Notes: (1) Figures in brackets denote percentage changes over the preceding year.

(2) Owing to annual adjustments in commodity codes of merchandise trade, the coverage of other ICT goods across years may be slightly different.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department



# 第 3 章 資訊及通訊科技的接達及使用情況

## Chapter 3 Access To and Use of Information and Communication Technology

### 緒言

3.1 資訊及通訊科技的基礎設施及使用情況為量度資訊社會的兩個主要範疇。就香港而言，根據通訊事務管理局辦公室所提供有關電訊及互聯網服務等數據編製而成的統計指標，有助評估相關的基礎設施在促進資訊及通訊科技接達方面的就緒程度。資訊及通訊科技的使用情況主要是透過住戶／個人、工商機構和政府使用個人電腦及互聯網服務的情況作量度指標。住戶及工商機構使用個人電腦及互聯網的統計數字是透過政府統計處進行的統計調查，即「資訊科技使用情況和普及程度」及「個人電腦和互聯網普及程度」的主題性住戶統計調查（住戶資訊科技統計調查），以及「資訊科技在工商業的使用情況和普及程度統計調查」（工商業資訊科技統計調查）所搜集的數據編製而成。有關政府使用資訊及通訊科技的統計數字則由政府資訊科技總監辦公室提供。

### 資訊及通訊科技的接達情況

#### 電訊服務

3.2 經過多年，香港已發展全面和高效的資訊及通訊科技基礎設施，支援通訊及在線服務的快速增長。固網電話線數目在近年放緩。在 2020 年，每百名人口中有 52.6 條固網電話線。另一方面，公共流動服務用戶數目在 2020 年達 2 314 萬戶及公共流動服務用戶數目相對每百名人口為 309.6 戶，使香港成為全球流動服務用戶比率最高的地區之一。事實上，流動電話網絡已覆蓋香港所有人口。（表 3.1、3.2 及 3.3）

### Introduction

3.1 Information and communication technology (ICT) infrastructure and ICT use are two crucial dimensions for measuring an information society. In Hong Kong, statistical indicators relating to telecommunications and Internet services based on data from the Office of the Communications Authority are useful for gauging the state of readiness of our infrastructure to facilitate access to ICT. ICT use is mainly measured in terms of the use of personal computers (PCs) and Internet services by households/individuals, businesses and government. Statistics on the use of PC and the Internet in the household and business sectors are compiled from data collected through surveys conducted by the Census and Statistics Department, viz. Thematic Household Survey on “Information Technology Usage and Penetration” and “Personal Computer and Internet Penetration” (Household IT Survey) and Survey on Information Technology Usage and Penetration in the Business Sector (Business IT Survey). Statistics on the use of ICT in the government sector are provided by the Office of the Government Chief Information Officer.

### Access to ICT

#### Telecommunications services

3.2 Over the years, Hong Kong has developed comprehensive and efficient ICT infrastructure which facilitates the rapid take-up of communication and online services. The number of fixed telephone lines moderated in recent years. In 2020, there was 52.6 fixed telephone lines per 100 population. On the other hand, the number of public mobile subscriptions reached 23.14 million and the number of public mobile subscriptions per 100 population was 309.6 in 2020, making Hong Kong one of the places with the highest ratio in the world. In fact, the entire population of Hong Kong is covered by mobile cellular telephone network.

(Tables 3.1, 3.2 and 3.3)

3.3 香港的流動服務市場在科技應用和服務提供方面迅速發展。第 3 代流動服務進一步被新一代的流動服務所取代。在 2020 年，第 3 代流動服務用戶數目有 291 萬戶。第 4 及第 5 代流動服務分別於 2012 年及 2020 年在香港推出，為顧客提供更多元化的多媒體流動服務。在 2020 年，第 4 代／5 代流動服務用戶數目合共達 2 005 萬。(表 3.3)

### 互聯網服務

3.4 過去 10 年，香港市民在工作及生活上使用互聯網變得越來越普遍。在 2020 年，每百名人口中有 39.1 條固定互聯網線路<sup>1</sup>。

(表 3.1 及 3.5)

3.5 隨着科技的進步，以寬頻連接互聯網已日漸普及。在 2020 年，固定寬頻互聯網的已登記線路數目為 287 萬，即每百名人口中有 38.4 條固定寬頻互聯網線路。流動寬頻服務迅速增長，按每百名人口計算的流動寬頻用戶數目由 2015 年的 202.1 個顯著上升至 2020 年的 307.4 個，平均每年增加 8.7%。

(表 3.1 及 3.5)

3.3 The mobile service market of Hong Kong is developing rapidly in terms of technology applications and services offered. The 3G mobile services are further replaced by new generation of mobile services. In 2020, there were some 2.91 million subscriptions of 3G mobile services. The 4G and 5G mobile services were launched in Hong Kong in 2012 and 2020 respectively, enabling consumers to enjoy a wider choice of multi-media mobile services. In 2020, the total number of subscriptions of 4G/5G mobile services reached 20.05 million. (Table 3.3)

### Internet services

3.4 The use of the Internet has been prevailing in work and life of people in Hong Kong over the past decade. In 2020, the number of fixed Internet access lines<sup>1</sup> per 100 population was 39.1.

(Tables 3.1 and 3.5)

3.5 With the advance in technology, the use of the Internet with broadband connection has become popular. In 2020, the number of fixed broadband access lines was 2.87 million in Hong Kong, representing 38.4 fixed broadband Internet access lines per 100 population. The mobile broadband services have proliferated. The mobile broadband subscriptions per 100 population increased significantly from 202.1 in 2015 to 307.4 in 2020, up by an average of 8.7% per annum.

(Tables 3.1 and 3.5)

<sup>1</sup> 固定互聯網線路指以固定網絡接駁互聯網的線路總數，包括以撥號和固定寬頻接駁的線路。

<sup>1</sup> Fixed Internet access lines refer to the total number of Internet access lines, including dial-up and total fixed broadband access lines.

## 住戶使用資訊及通訊科技的情況

3.6 資訊及通訊科技差不多已滲透到本港社會上各層面及各類經濟活動。根據 2020 年住戶資訊科技統計調查的結果，約 251 萬個住戶家中有接駁互聯網，佔全港所有住戶的 93.9%。約 202 萬個住戶在家中有個人電腦，佔全港所有住戶的 75.3%。在該 202 萬個住戶當中，絕大部分家中個人電腦有接駁互聯網。(表 3.6)

## 住戶購買資訊及通訊科技產品的情況

3.7 在 2020 年，約 114 萬個住戶在統計前 12 個月內曾購買智能手機／個人電腦及有關產品／服務，佔全港所有住戶的 42.7%。在這些住戶中，有關開支中位數為 4,000 元。(表 3.6)

## 個人使用資訊及通訊科技的情況

3.8 根據 2020 年住戶資訊科技統計調查的結果，約 520 萬名 10 歲及以上的人士在統計前 12 個月內曾使用個人電腦。10 歲及以上人士在統計前 12 個月內曾使用個人電腦的整體比率為 79.8%。(表 3.7)

3.9 智能手機的使用情況在近年日趨普及。在 10 歲及以上的人士中，擁有智能手機的比例由 2012 年的 54.0% 顯著上升至 2020 年的 92.1%。(表 3.7)

3.10 在 2020 年，約 601 萬名 10 歲及以上人士在統計前 12 個月內曾使用互聯網，佔所有 10 歲及以上人士的 92.4%，而 2012 年的相應百分比為 72.9%。此外，在這 601 萬人中，99.3% 曾使用智能手機接駁互聯網。(表 3.7)

## Use of ICT by Households

3.6 ICT has virtually penetrated all walks of the society and all forms of economic activities in Hong Kong. According to the findings of the Household IT Survey in 2020, some 2.51 million households had Internet access at home, constituting 93.9% of all households. Some 2.02 million households had PCs at home, constituting 75.3% of all households in Hong Kong. Among these 2.02 million households, nearly all had their PCs at home connected to the Internet. (Table 3.6)

## Purchase of ICT goods by Households

3.7 In 2020, some 1.14 million households had purchased smartphone/PC and related products/services during the 12 months before enumeration, constituting 42.7% of all households in Hong Kong. Among them, the median expenditure of those households was \$4,000. (Table 3.6)

## Use of ICT by Individuals

3.8 According to the results of the Household IT Survey in 2020, some 5.20 million persons aged 10 and over had used PCs during the 12 months before enumeration. The overall rate of persons having used PCs during the 12 months before enumeration was 79.8% among all persons aged 10 and over. (Table 3.7)

3.9 The use of smartphone has become increasingly popular in recent years. The proportion of persons aged 10 and over who had smartphone rose significantly, from 54.0% in 2012 to 92.1% in 2020. (Table 3.7)

3.10 In 2020, some 6.01 million persons aged 10 and over had used the Internet during the 12 months before enumeration, accounting for 92.4% of all persons aged 10 and over. The corresponding percentage in 2012 was 72.9%. Moreover, among the 6.01 million persons, 99.3% had used smartphone for Internet connection. (Table 3.7)

3.11 在 2020 年的 601 萬名在統計前 12 個月內曾使用互聯網的 10 歲及以上人士中，99.7%最少每星期使用一次，而每天均使用的 10 歲及以上人士則有 98.1%。在這 601 萬人中，99.2% 上網的主要目的為「通訊／互動」。其次是「資訊查詢」(95.2%) 及「網上娛樂」(90.9%)。(表 3.7)

3.12 在 2020 年，約 428 萬名 10 歲及以上人士認識「香港政府一站通」，佔所有 10 歲及以上人士的 65.7%。此外，10 歲及以上人士在統計前 12 個月內曾為個人事務使用網上政府服務的比率為 70.3%。(表 3.7)

3.13 在 2020 年，約 533 萬名 10 歲及以上人士認識「流動電子政府服務」，佔所有 10 歲及以上人士的 81.9%。(表 3.7)

3.14 根據政府資訊科技總監辦公室的資料顯示，在 2020 年 4 月至 2021 年 3 月期間，「香港政府一站通」的瀏覽人次每日平均約為 121 500 次，當中以流動裝置瀏覽者約佔 47%。此外，在 2020 年，有關電子政府交易亦錄得超過 6 億 4 千萬宗。

## 工商機構使用資訊及通訊科技的情況

3.15 工商界有效使用資訊及通訊科技往往被視為帶動經濟增長的其中一個重要動力。根據 2019 年工商業資訊科技統計調查的結果，有使用電腦的工商機構單位比例為 80.9%。有使用互聯網的工商機構單位比例更高，為 90.3%。有網絡存在的工商機構單位的比例則相對較低，為 38.3%。在所有使用互聯網的工商機構單位中，86.8%使用固網寬頻連接互聯網，而使用 3G 及 4G 流動寬頻的工商機構單位分別有 3.5%及 87.7%。(表 3.8)

3.11 In 2020, among those 6.01 million persons aged 10 and over who had used the Internet during the 12 months before enumeration, 99.7% of them had used the Internet at least once a week and 98.1% had even used the Internet every day. Among the 6.01 million persons, the major purpose of using the Internet for 99.2% of them was “communication/interaction”. This was followed by “information searching” (95.2%) and “online entertainment” (90.9%). (Table 3.7)

3.12 In 2020, some 4.28 million persons aged 10 and over were aware of the GovHK, accounting for 65.7% of all persons aged 10 and over. In addition, the rate of persons having used online Government services for personal matters during the 12 months before enumeration was 70.3% among all persons aged 10 and over. (Table 3.7)

3.13 In 2020, around 5.33 million persons aged 10 and over were aware of the Mobile E-Government Services, accounting for 81.9% of all persons aged 10 and over. (Table 3.7)

3.14 According to the information obtained from the Office of the Government Chief Information Officer, on average, about 121 500 visits to GovHK per day were recorded during the period from April 2020 to March 2021. Of which, around 47% were viewed on mobile devices. Moreover, over 640 million of e-government transactions were recorded in 2020.

## Use of ICT by Businesses

3.15 The effective adoption of ICT in the business community is often seen as one of the strong driving forces behind economic growth in an economy. According to the findings of the Business IT Survey in 2019, 80.9% of the business establishments had used computers. The proportion of business establishments using the Internet was higher, at 90.3%. As regards business establishments with a web presence, the proportion was relatively low (38.3%). Among all the business establishments using the Internet, 86.8% used fixed broadband to connect to the Internet. The corresponding figures for 3G and 4G mobile broadband were 3.5% and 87.7% respectively. (Table 3.8)

3.16 由於資訊及通訊科技的廣泛使用，工商機構單位在業務上使用互聯網的比例不斷上升。在 2019 年，有 87.4% 的工商機構單位在統計前 12 個月內曾收發電郵，而曾透過互聯網獲取貨品或服務的資訊及提供客戶服務的工商機構單位分別有 69.2% 及 63.2%。（表 3.8）

3.17 同樣地，工商機構單位透過電子途徑進行商業交易的比例不斷上升。在 2019 年，有 21.2% 的工商機構單位在統計前 12 個月內曾透過電腦網絡提交訂單，而有 9.0% 曾透過電腦網絡獲取訂單。此外，有 89.1% 的工商機構單位曾透過電腦網絡遞送貨品、服務或資料。另一方面，34.1% 有使用互聯網的工商機構單位在 2019 年曾透過互聯網獲取政府機構的資訊。（表 3.8）

3.18 在 2019 年，工商機構在資訊科技設備和軟件上的投資達 578 億元，其相對非住宅本地固定資本形成總額的比率為 16.6%。（表 3.9）

## 工商業的資訊科技總開支

3.19 在 2009 年至 2018 年期間，工商業的資訊科技總開支相對本地生產總值的比率維持在 2% 至 3% 之間。在 2019 年，工商業的資訊科技總開支為 1,057 億元，相對本地生產總值的比率升至 3.7%。（表 3.10）

## 政府使用資訊及通訊科技的情況

3.20 在 2020 年，91% 受僱於香港政府的人員擁有專用工作站。此外，84% 的政府僱員在 2020 年獲接駁互聯網服務。（表 3.11）

3.16 As the use of ICT spreads, the proportion of business establishments using the Internet for business purpose has been rising. In 2019, 87.4% of business establishments had sent / received emails in the 12 months before enumeration, while 69.2% and 63.2% of business establishments had obtained online information about goods / services and provided customer services online respectively. (Table 3.8)

3.17 Likewise, the proportion of business establishments making business transactions through electronic means has also been rising. In 2019, 21.2% of business establishments had placed orders online and 9.0% of business establishments had received orders online, in the 12 months before enumeration. Moreover, 89.1% of business establishments had delivered their goods, services or information online. On the other hand, 34.1% of business establishments using the Internet had obtained information from government organisations via the Internet in 2019. (Table 3.8)

3.18 Investment in IT equipment and software in the business sector amounted to \$57.8 billion in 2019, accounting for 16.6% of non-residential gross domestic fixed capital formation. (Table 3.9)

## Expenditure on Information Technology (IT) in the Business Sector

3.19 During the period from 2009 to 2018, the total IT expenditure in the business sector as a ratio to Gross Domestic Product (GDP) hovered around 2% to 3%. In 2019, the total expenditure on IT in the business sector amounted to \$105.7 billion, and the ratio to GDP rose to 3.7%. (Table 3.10)

## Use of ICT by the Government

3.20 In 2020, 91% of the staff employed by the Hong Kong Government had designated workstations. Furthermore, 84% of the Government staff had access to Internet services in 2020. (Table 3.11)

3.21 在 2020 年，政府資訊科技人員（包括系統分析／程式編製主任、電腦操作員及資料處理員）的編制人數為 2 123。在 2019-20 年度，政府在資訊及通訊科技的開支為 107 億元，佔總公共開支的 1.7%。  
（表 3.12 及 3.13）

## 其他有關刊物

主題性住戶統計調查第 2、6、10、15、20、23、27、32、37、43、48、50、52、53、54、59、62、64、67、69 及 73 號報告書

資訊科技在工商業的使用情況和普及程度統計調查報告

3.21 In 2020, the establishment of IT staff (comprising analyst / programmer, computer operator and data processor) within the Government was 2 123. In 2019-20, government spending on ICT amounted to \$10.7 billion, representing 1.7% of the total public expenditure. (Tables 3.12 and 3.13)

## Further References

*Thematic Household Survey Reports No. 2, 6, 10, 15, 20, 23, 27, 32, 37, 43, 48, 50, 52, 53, 54, 59, 62, 64, 67, 69 and 73*

*Report on the Survey on Information Technology Usage and Penetration in the Business Sector*

表 3.1 資訊及通訊科技的接達情況主要統計數字

Table 3.1 Key statistics on access to information and communication technology (ICT)

	2010	2015	2016	2017	2018	2019	2020
<b>資訊及通訊科技的基礎設施及接達情況</b>							
<b>ICT Infrastructure and Access</b>							
按每百名人口計算的固定電話線數目 <sup>(1)</sup> Number of fixed telephone lines per 100 population <sup>(1)</sup>	60.4	57.6	57.0	56.0	54.7	53.9 *	52.6
按每百名人口計算的公共流動服務用戶數目 <sup>(2)</sup> Number of public mobile subscriptions per 100 population <sup>(2)</sup>	190.2	229.5	233.6	256.5	289.1	318.8 *	309.6
按每百名人口計算的固定互聯網 用戶／已登記線路 <sup>(3)</sup> Fixed Internet subscriptions / registered access lines per 100 population <sup>(3)</sup>	40.7	34.7	38.0	37.6	36.8	38.0 *	39.1
按每百名人口計算的固定寬頻互聯網 用戶／已登記線路 <sup>(3)</sup> Fixed broadband Internet subscriptions / registered access lines per 100 population <sup>(3)</sup>	30.2	32.0	35.4	35.7	36.1	37.1 *	38.4
按每百名人口計算的流動寬頻用戶數目 <sup>(4)</sup> Number of mobile broadband subscriptions per 100 population <sup>(4)</sup>	88.6	202.1	214.6	239.1	279.5	315.4 *	307.4
按每名人口計算的國際互聯網頻寬 <sup>(5)</sup> （每秒千比特） International Internet bandwidth per person <sup>(5)</sup> (Kilobits per second (Kbps))	620.9	4 206.4	6 554.4	8 241.5	9 863.5	14 333.0 *	16 353.1
流動電話網絡覆蓋率 % of population covered by mobile cellular telephone network	100.0	100.0	100.0	100.0	100.0	100.0	100.0
流動電話服務平均月費 （以每月100分鐘計算）（元） Average mobile cellular tariffs (100 minutes of use per month) (\$)	10.5	10.5	10.5	10.5	10.5	10.5	10.5
固定寬頻互聯網服務月費（以每月計算）（元） Fixed broadband Internet access tariffs (per month) (\$)	123.0	136.0	128.0	88.0	78.0	88.0	88.0
有設立公共互聯網連接中心的地區覆蓋率 <sup>(6)</sup> % of localities with public Internet access centres <sup>(6)</sup>	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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**表 3.1 資訊及通訊科技的接達情況主要統計數字（續）**  
**Table 3.1 Key statistics on access to information and communication technology (ICT) (cont'd)**

註釋： 上述統計表內有關人口的數字是根據 2021 年 2 月發布的最新人口估計數字編製而成。

- (1) 包括傳統和非傳統電話線數目。
- (2) 包括傳統流動話音及／或數據客戶和「機器類連接」之用戶。
- (3) 數字是根據持牌互聯網服務供應商申報的資料作出估計。由2019年1月開始，數字以互聯網服務供應商提供的「接駁線」數目計算，而在此日期前的則以「客戶戶口」數目計算。  
 數字不包括不屬於持牌互聯網服務供應商的接駁線，例如大學校園網絡的接駁線。  
 已登記線路是指由互聯網服務供應商以撥號或寬頻互聯網形式向客戶提供的接駁（包括免費的接駁線）。如互聯網服務供應商向同一客戶提供多條接駁線，數字會根據其向客戶提供的接駁線數目作統計。相關接駁線如用作提供多於一項服務，亦只作一條接駁線計算。
- (4) 數字是指每百名人口計算的第2.5代／3代／4代／5代公共流動服務用戶數目，包括機器類連接。
- (5) 國際互聯網頻寬指香港對外電訊設施的已裝備容量。
- (6) 數字只反映在18個區議會分區內，提供公共上網設施的情況。

Notes: Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2021.

- (1) Include the number of exchange lines and non-exchange lines.
- (2) Include conventional mobile voice and/or data subscriptions by customers as well as subscriptions for "Machine Type Connections".
- (3) Figures are estimated based on the returns from the licensed Internet Service Providers ("ISPs"). From January 2019 onwards, figures are compiled in terms of the number of "access lines" provided by ISPs, while they were compiled in terms of the number of "registered customer accounts" prior to January 2019.  
 Access lines which are not used by customers of the licensed ISPs are not included, such as access lines of the campus networks in the universities.  
 Registered access lines refer to the dial-up or broadband connections of ISPs to individual end users (including those free-of-charge connections). Where multiple access lines are provided to the same end user, the number of access lines is counted for the purpose of the statistics. In case more than one service is offered under one access line, it is counted as one access line only.
- (4) Figures refer to the number of public mobile subscriptions of 2.5G/3G/4G/5G mobile services per 100 population. They include subscriptions for machine type connections.
- (5) The International Internet bandwidth refers to the equipped capacity of the external circuits.
- (6) Figures indicate the availability of public Internet access in 18 District Council districts only.

資料來源： 通訊事務管理局辦公室  
 康樂及文化事務署

Sources: Office of the Communications Authority  
 Leisure and Cultural Services Department



**表 3.2 有線電話服務**  
**Table 3.2 Wireline telephone services**

	2010	2015	2016	2017	2018	2019	2020
傳統電話線數目 <sup>(1)</sup> (千條)	3 687	3 177	3 081	2 961	2 832	2 709	2 566
Number of exchange lines <sup>(1)</sup> (thousands)	(§)	(-2.4)	(-3.0)	(-3.9)	(-4.4)	(-4.3)	(-5.3)
商用	1 794	1 759	1 733	1 700	1 673	1 637	1 585
Business	(+1.6)	(+0.4)	(-1.5)	(-1.9)	(-1.6)	(-2.2)	(-3.1)
住宅	1 893	1 418	1 348	1 261	1 159	1 072	981
Residential	(-1.5)	(-5.8)	(-5.0)	(-6.4)	(-8.1)	(-7.4)	(-8.6)
非傳統電話線數目 <sup>(2)</sup> (千條)	573	1 034	1 127	1 190	1 267	1 345	1 368
Number of non-exchange lines (thousands)	(+14.7)	(-3.0)	(+9.0)	(+5.6)	(+6.5)	(+6.1)	(+1.8)
商用	60	96	112	127	139	152	150
Business	(-4.8)	(+9.2)	(+17.1)	(+12.7)	(+10.2)	(+8.9)	(-1.3)
住宅	514	938	1 014	1 063	1 127	1 193	1 219
Residential	(+17.5)	(-4.1)	(+8.2)	(+4.8)	(+6.0)	(+5.8)	(+2.2)
按每百名人口計算的固定電話線數目 <sup>(3)</sup>	60.4	57.6	57.0	56.0	54.7	53.9 *	52.6
Number of fixed telephone lines per 100 population <sup>(3)</sup>							
按每百個住戶計算的固定電話線數目 <sup>(3)</sup>	103.5	95.3	94.5	91.7	88.9	86.6	83.1
Number of fixed telephone lines per 100 households <sup>(3)</sup>							
圖文傳真線數目 (千條)	260	177	167	161	154	145	135
Number of facsimile lines (thousands)	(-8.9)	(-5.8)	(-5.3)	(-4.0)	(-4.5)	(-5.4)	(-6.9)
本地專用線路							
Local leased lines							
數目 (千條)	146	134	133	135	137	138	139
Number (thousands)	(-5.1)	(+0.8)	(-1.1)	(+1.8)	(+1.4)	(+0.5)	(+1.3)
總容量 (每秒兆比特)	4 403 643	22 042 032	27 824 221	35 903 718	48 523 382	63 253 715	88 058 128
Total capacity (Mbps)	(+42.8)	(+25.8)	(+26.2)	(+29.0)	(+35.1)	(+30.4)	(+39.3)

註釋： 括號內的數字是與上年比較的變動百分率。  
上述統計表內有關人口的數字是根據 2021 年 2 月發布的最新人口估計數字編製而成，有關住戶的數字是根據 2021 年 4 月發布的數字編製。

(1) 包括直通內線式電話線、圖文傳真線及電文線路的直撥服務。

(2) 包括但不限於網際規約 (IP) 電話服務或無線固網電話服務。

(3) 包括傳統和非傳統電話線數目。

Notes: Figures in brackets denote percentage changes over the preceding year.

Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2021.

Those household-related figures are compiled based on the latest household estimates released in April 2021.

(1) Include direct dialing in lines, facsimile lines and datel lines.

(2) Include but not limited to Internet Protocol (IP) telephony services and wireless fixed telephony services.

(3) Include the number of exchange lines and non-exchange lines.

資料來源：通訊事務管理局辦公室

Source: Office of the Communications Authority

**表 3.3 公共流動服務**  
**Table 3.3 Public mobile services**

	2010	2015	2016	2017	2018	2019	2020
公共流動服務用戶數目 <sup>(1)</sup> (千個)							
Number of public mobile subscriptions <sup>(1)</sup> (thousands)							
總數	13 416	16 775	17 233	19 013	21 640	23 975	23 138
Total	(+9.9)	(-3.4)	(+2.7)	(+10.3)	(+13.8)	(+10.8)	(-3.5)
後付智能卡	6 816	7 972	8 161	8 605	9 209	9 481	9 490
Post-paid SIM cards	(+6.9)	(+1.5)	(+2.4)	(+5.4)	(+7.0)	(+3.0)	(+0.1)
預付智能卡	6 600	8 803	9 072	10 408	12 431	14 494	13 648
Pre-paid SIM cards	(+13.2)	(-7.5)	(+3.1)	(+14.7)	(+19.4)	(+16.6)	(-5.8)
其中							
Within which							
第2代/2.5代用戶 <sup>(2)</sup>	8 161	2 628	1 649	1 447	723	272	177
2G/2.5G subscriptions <sup>(2)</sup>	(-2.7)	(-44.2)	(-37.2)	(-12.3)	(-50.0)	(-62.5)	(-34.6)
第3代用戶 <sup>(2)(3)</sup>	5 255	8 259	8 206	4 271	4 441	4 635	2 910
3G subscriptions <sup>(2)(3)</sup>	(+37.6)	(-5.2)	(-0.6)	(-47.9)	(+4.0)	(+4.4)	(-37.2)
第4代/5代用戶 <sup>(2)(3)(4)</sup>	-	5 888	7 378	13 295	16 475	19 067	20 047
4G/5G subscriptions <sup>(2)(3)(4)</sup>	-	(+49.3)	(+25.3)	(+80.2)	(+23.9)	(+15.7)	(+5.1)
按每百名人口計算的公共流動服務用戶數目 <sup>(1)</sup>	190.2	229.5	233.6	256.5	289.1	318.8 *	309.6
Number of public mobile subscriptions per 100 population <sup>(1)</sup>							
流動電話網絡覆蓋率	100.0	100.0	100.0	100.0	100.0	100.0	100.0
% of population covered by mobile cellular telephone network							
流動電話服務平均月費 (以每月100分鐘計算) (元)	10.5	10.5	10.5	10.5	10.5	10.5	10.5
Average mobile cellular tariffs (100 minutes of use per month) (\$)							
短訊數目 <sup>(5)</sup> (千個)							
Number of short messages <sup>(5)</sup> (thousands)							
發送	6 859 404	2 192 463	2 065 646	2 669 309	2 691 338	3 015 057	3 605 158
Sent	(+21.5)	(-12.8)	(-5.8)	(+29.2)	(+0.8)	(+12.0)	(+19.6)
接收	9 399 709	4 535 100	4 373 097	5 083 740	5 369 308	6 549 657	6 440 221
Received	(+20.5)	(-3.3)	(-3.6)	(+16.3)	(+5.6)	(+22.0)	(-1.7)

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**表 3.3 公共流動服務（續）**  
**Table 3.3 Public mobile services (cont'd)**

註釋： 括號內的數字是與上年比較的變動百分率。  
 上述統計表內有關人口的數字是根據 2021 年 2 月發布的最新人口估計數字編製而成。  
 統計表內短訊發送及接收的數目是以每年的 1 月 1 日至 12 月 31 日期間的總和計算，至於其他數據則以每年的 12 月 31 日截止計算。

- (1) 包括傳統流動話音及／或數據客戶和「機器類連接」之用戶。
- (2) 第2.5代／3代／4代／5代用戶 指 (1) 登記為2.5代／3代／4代／5代用戶；(2)利用2.5代／3代／4代／5代服務或(3)曾使用2.5代／3代／4代／5代頻率以接收公共流動服務的用戶。數字包括機器類連接。
- (3) 在2011年新加入第4代用戶數字。第3代和第4代用戶數字由2013年開始分拆搜集。因此相關年間的變動百分率未能提供。  
 營辦商由2017年開始，更改第3代／4代用戶的分類方法。
- (4) 2020年4月加入第5代用戶數字。
- (5) 收發短訊數目包括流動服務客戶之間的短訊，以及由固定位置發送到流動服務客戶或由流動服務客戶發送到固定位置的短訊。接收短訊的數目大於發送短訊的數目，是由於一些短訊有多過一名接收者。

Notes: Figures in brackets denote percentage changes over the preceding year.  
 Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2021.  
 The number of short messages sent and received are calculated based on the sum obtained between 1 January and 31 December every year, while other figures in the table are recorded as at 31 December every year.

- (1) Include conventional mobile voice and/or data subscriptions by customers and subscriptions for "Machine Type Connections".
- (2) 2.5G/3G/4G/5G subscriptions refer to those mobile subscriptions that (1) are registered as 2.5G/3G/4G/5G subscriptions; (2) ride on 2.5G/3G/4G/5G services; or (3) have used 2.5G/3G/4G/5G frequencies to receive the public mobile services. The figures include subscriptions for machine type connections.
- (3) Figures of 4G subscriptions are available as from 2011. Figures for 3G and 4G subscriptions are collected separately as from 2013. Hence, the rate of change between the relevant years are not available.  
 The 3G/4G subscriptions are reclassified by operators as from 2017.
- (4) Figures of 5G subscriptions are available as from April 2020.
- (5) The number of short messages sent and received includes messages between mobile customers as well as messages sent to mobile customers from fixed locations and vice versa. The number of messages received exceeds the number of messages sent because some sent messages were received by more than one recipient.

資料來源： 通訊事務管理局辦公室  
 Source: Office of the Communications Authority

**表 3.4 對外電訊通訊量**

**Table 3.4 External telecommunications traffic**

	2009	2014	2015	2016	2017	2018	2019
對外電話總通訊量（百萬分鐘）	10 029.4	7 613.8	6 916.5	5 327.9	4 394.2	3 272.7	2264.1
Total external telephone traffic volume (million minutes)	(+0.3)	(-10.5)	(-9.2)	(-23.0)	(-17.5)	(-25.5)	(-30.8)
撥出總數 <sup>(1)</sup>	7 758.6	5 405.5	4 914.9	3 668.9	3 030.7	2 252.7	1433.5
Total outgoing <sup>(1)</sup>	(+1.3)	(-12.7)	(-9.1)	(-25.4)	(-17.4)	(-25.7)	(-36.4)
撥入總數 <sup>(2)</sup>	2 270.8	2 208.3	2 001.7	1 659.0	1 363.5	1 020.0	830.6
Total incoming <sup>(2)</sup>	(-3.1)	(-4.8)	(-9.4)	(-17.1)	(-17.8)	(-25.2)	(-18.6)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 包括圖文傳真及數據通訊。

(2) 估計數字。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Include facsimile and data traffic.

(2) Estimated figures.

資料來源： 通訊事務管理局辦公室

Source: Office of the Communications Authority

**表 3.5 互聯網服務**  
**Table 3.5 Internet services**

	2010	2015	2016	2017	2018	2019	2020
<b>互聯網使用量</b>							
<b>Internet traffic volume</b>							
客戶透過公共電話網絡接駁 <sup>(1)</sup> (百萬分鐘)	179 (-31.1)	240 (-3.2)	215 (-10.7)	197 (-8.3)	163 (-17.3)	132 (-18.6)	119 (-10.2)
Customer access via Public Switched Telephone Networks <sup>(1)</sup> (million minutes)							
客戶透過寬頻網絡接駁 (太字節) <sup>(2)</sup> Customer access via broadband networks (terabytes) <sup>(2)</sup>	1 652 942 (+15.1)	3 510 437 (+19.1)	4 824 088 (+37.4)	5 988 964 (+24.1)	6 792 188 (+13.4)	7 849 486 (+15.6)	9 948 029 (+26.7)
<b>持牌互聯網服務供應商的 已登記客戶戶口／線路<sup>(3)</sup></b>							
Number of registered customer accounts / access lines of licensed Internet service providers (ISPs) <sup>(3)</sup>							
以撥號接駁 (不包括互聯網儲值卡) Dial-up access (excluding Internet pre-paid calling cards)	741 511 (+15.1)	200 283 (-16.3)	190 859 (-4.7)	140 923 (-26.2)	52 284 (-62.9)	50 055 -	27 753 (-44.6)
以私人租用線路接駁 Leased line access	1 580 (+0.6)	2 263 (-0.2)	2 551 (+12.7)	2 641 (+3.5)	2 911 (+10.2)	23 192 -	22 996 (-0.8)
以寬頻互聯網接駁 Broadband Internet access	2 126 962 (+4.6)	2 335 662 (+3.0)	2 611 682 (+11.8)	2 645 752 (+1.3)	2 699 029 (+2.0)	2 787 835 -	2 871 081 (+3.0)
按每百名人口計算的固定互聯網 用戶／已登記線路 <sup>(3)</sup> Fixed Internet subscriptions / registered access lines per 100 population <sup>(3)</sup>	40.7	34.7	38.0	37.6	36.8	38.0 *	39.1
按每百名人口計算的固定寬頻互聯網 用戶／已登記線路 <sup>(3)</sup> Fixed broadband Internet subscriptions / registered access lines per 100 population <sup>(3)</sup>	30.2	32.0	35.4	35.7	36.1	37.1 *	38.4
按每百名人口計算的流動寬頻用戶數目 <sup>(4)</sup> Number of mobile broadband subscriptions per 100 population <sup>(4)</sup>	88.6	202.1	214.6	239.1	279.5	315.4 *	307.4
按每名人口計算的國際互聯網頻寬 <sup>(5)</sup> (每秒千比特) International Internet bandwidth per person <sup>(5)</sup> (Kilobits per second (Kbps))	620.9	4 206.4	6 554.4	8 241.5	9 863.5	14 333.0 *	16 353.1
固定寬頻互聯網服務月費 (以每月計算) (元) Fixed broadband Internet access tariffs (per month) (\$)	123.0	136.0	128.0	88.0	78.0	88.0	88.0

〔 本表下頁繼續。  
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**表 3.5 互聯網服務 (續)**  
**Table 3.5 Internet services (cont'd)**

註釋：括號內的數字是與上年比較的變動百分率。

上述統計表內有關人口的數字是根據 2021 年 2 月發布的最新人口估計數字編製而成。

- (1) 不包括透過私人租用線路及使用寬頻服務接駁的客戶。
- (2) 1 太字節等於 8 兆兆比特。
- (3) 數字是根據持牌互聯網服務供應商申報的資料作出估計。由 2019 年 1 月開始，數字以互聯網服務供應商提供的「接駁線」數目計算，而在此日期前的則以「客戶戶口」數目計算。  
 數字不包括不屬於持牌互聯網服務供應商的接駁線，例如大學校園網絡的接駁線。  
 已登記線路是指由互聯網服務供應商以撥號或寬頻互聯網形式向客戶提供的接駁（包括免費的接駁線）。如互聯網服務供應商向同一客戶提供多條接駁線，數字會根據其向客戶提供的接駁線數目作統計。相關接駁線如用作提供多於一項服務，亦只作一條接駁線計算。
- (4) 數字是指每百名人口計算的第 2.5 代／3 代／4 代／5 代公共流動服務用戶數目，包括機器類連接。
- (5) 國際互聯網頻寬指香港對外電訊設施的已裝備容量。

Notes: Figures in brackets denote percentage changes over the preceding year.

Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2021.

- (1) Not include customer access via leased circuits and broadband services.
- (2) 1 terabyte is equal to 8 terabits.
- (3) Figures are estimated based on the returns from the licensed Internet Service Providers ("ISPs"). From January 2019 onwards, figures are compiled in terms of the number of "access lines" provided by ISPs, while they were compiled in terms of the number of "registered customer accounts" prior to January 2019.  
 Access lines which are not used by customers of the licensed ISPs are not included, such as access lines of the campus networks in the universities.  
 Registered access lines refer to the dial-up or broadband connections of ISPs to individual end users (including those free-of-charge connections). Where multiple access lines are provided to the same end user, the number of access lines is counted for the purpose of the statistics. In case more than one service is offered under one access line, it is counted as one access line only.
- (4) Figures refer to the number of public mobile subscriptions of 2.5G/3G/4G/5G mobile services per 100 population. They include subscriptions for machine type connections.
- (5) The International Internet bandwidth refers to the equipped capacity of the external circuits.

資料來源：通訊事務管理局辦公室

Source: Office of the Communications Authority

表 3.6 有關住戶使用資訊及通訊科技的情況

Table 3.6 Use of information and communication technology (ICT) by households

	2012	2015	2016	2017	2018	2019	2020
家中有接駁互聯網的住戶數目 <sup>(1)</sup> (千戶) Number of households with Internet access at home <sup>(1)</sup> (thousands)	-	-	-	-	2 389.1	2 475.1	2 511.9
家中有接駁互聯網的住戶百分比 <sup>(1)</sup> % of households with Internet access at home <sup>(1)</sup>	-	-	-	-	92.3	94.1	93.9
家中有個人電腦的住戶數目 (千戶) Number of households with personal computers (PCs) at home (thousands)	1 921.0	1 996.3	2 019.3	2 068.0	1 948.9	2 040.4	2 015.2
家中有個人電腦的住戶百分比 % of households with PCs at home	80.0	80.4	80.6	80.9	75.3	77.6	75.3
家中有個人電腦接駁互聯網的住戶數目 (千戶) Number of households with PCs at home connected to the Internet (thousands)	1 871.2	1 961.1	1 992.3	2 050.5	1 944.4	2 039.4	2 014.9
家中有個人電腦接駁互聯網的住戶百分比 % of households with PCs at home connected to the Internet	77.9	79.0	79.5	80.2	75.1	77.6	75.3
在統計前12個月內曾購買智能手機／個人電腦及有關產品／服務的住戶 <sup>(2)</sup> Households which had purchased smartphone/PC and related products/services during 12 months before enumeration <sup>(2)</sup>							
數目 (千戶) Number of households (thousands)	1 266.9	-	1 269.7	-	1 358.8	-	1 142.9
百分比 % of households	52.8	-	50.7	-	52.5	-	42.7
開支中位數 (元) Median expenditure (\$)	5,300	-	5,000	-	4,000	-	4,000

註釋： (1) 數字由2018年開始編製。

(2) 在2015年、2017年及2019年的統計調查沒有搜集相關的資料。

Notes: (1) Figures are available as from 2018.

(2) Relevant information was not collected in the 2015, 2017 and 2019 rounds of survey.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 3.7 有關個人使用資訊及通訊科技的情況

Table 3.7 Use of information and communication technology (ICT) by individuals

	2012	2015	2016	2017	2018	2019	2020
在統計前12個月內曾使用個人電腦的10歲及以上人士							
Persons aged 10 and over who had used PCs during the 12 months before enumeration							
人數(千人)	4 577.8	4 990.2	5 195.4	5 118.2	5 197.5	5 396.8	5 195.3
Number of persons (thousands)							
佔所有10歲及以上人士的百分比	72.8	78.6	81.5	79.8	80.3	82.7	79.8
As a % of all persons aged 10 and over							
在統計前12個月內曾使用互聯網的10歲及以上人士							
Persons aged 10 and over who had used the Internet during the 12 months before enumeration							
人數(千人)	4 580.1	5 394.9	5 577.5	5 738.0	5 856.1	5 988.0	6 013.6
Number of persons (thousands)							
佔所有10歲及以上人士的百分比	72.9	84.9	87.5	89.4	90.5	91.7	92.4
As a % of all persons aged 10 and over							
當中							
Within which							
曾使用個人電腦接駁互聯網							
Had used PCs for Internet connection							
人數(千人)	4 535.0	4 697.6	5 161.8	5 068.6	5 176.5	5 254.1	5 194.6
Number of persons (thousands)							
佔所有在統計前12個月內曾使用互聯網的10歲及以上人士的百分比	99.0	87.1	92.5	88.3	88.4	87.7	86.4
As a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration							
曾使用智能手機 <sup>(1)</sup> 接駁互聯網							
Had used smartphones <sup>(1)</sup> for Internet connection							
人數(千人)	3 157.9	5 272.8	5 465.4	5 631.5	5 787.4	5 945.9	5 968.7
Number of persons (thousands)							
佔所有在統計前12個月內曾使用互聯網的10歲及以上人士的百分比	68.9	97.7	98.0	98.1	98.8	99.3	99.3
As a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration							
曾使用其他設備接駁互聯網 <sup>(2)</sup>							
Had used other devices for Internet connection <sup>(2)</sup>							
人數(千人)	-	49.6	428.6	1 292.4	1 818.6	1 810.6	2 447.0
Number of persons (thousands)							
佔所有在統計前12個月內曾使用互聯網的10歲及以上人士的百分比	-	0.9	7.7	22.5	31.1	30.2	40.7
As a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration							

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表 3.7 有關個人使用資訊及通訊科技的情況（續）

Table 3.7 Use of information and communication technology (ICT) by individuals (cont'd)

	2012	2015	2016	2017	2018	2019	2020
在統計前12個月內曾使用互聯網的10歲及以上人士 Persons aged 10 and over who had used the Internet during the 12 months before enumeration							
按使用互聯網的次數劃分的人數及佔所有在統計前12個月內曾使用互聯網的10歲及以上人士的百分比 <sup>(3)</sup> Number of persons by frequency of using the Internet and as a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration <sup>(3)</sup>							
少於1個月1次 Less than once a month							
人數（千人） Number of persons (thousands)	68.8	-	74.9	-	14.8	-	8.9
百分比 Percentage	1.5	-	1.3	-	0.3	-	0.1
少於1星期1次但最少1個月1次 Less than once a week but at least once a month							
人數（千人） Number of persons (thousands)	120.2	-	39.4	-	25.0	-	11.0
百分比 Percentage	2.6	-	0.7	-	0.4	-	0.2
最少每星期1次 At least once a week							
人數（千人） Number of persons (thousands)	4 391.1	- 5 463.3	- 5 816.2	- 5 993.8			
百分比 Percentage	95.9	- 98.0	- 99.3	- 99.7			
最少每日1次 At least once a day							
人數（千人） Number of persons (thousands)	3 873.6	- 5 262.1	- 5 718.0	- 5 898.7			
百分比 Percentage	84.6	- 94.3	- 97.6	- 98.1			
2至7日1次 Once every 2 to 7 days							
人數（千人） Number of persons (thousands)	517.5	- 201.2	- 98.3	- 95.1			
百分比 Percentage	11.3	- 3.6	- 1.7	- 1.6			

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表 3.7 有關個人使用資訊及通訊科技的情況（續）

Table 3.7 Use of information and communication technology (ICT) by individuals (cont'd)

	2012	2015	2016	2017	2018	2019	2020
在統計前12個月內曾使用互聯網的10歲及以上人士 Persons aged 10 and over who had used the Internet during the 12 months before enumeration							
按使用互聯網主要目的劃分的人數及佔所有在統計前 12個月內曾使用互聯網的10歲及以上人士的百分比 <sup>(3)(4)</sup> Number of persons by major purpose of using the Internet and as a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration <sup>(3)(4)</sup>							
通訊／互動 Communication/interaction							
人數（千人） Number of persons (thousands)	4 128.1	- 5 407.8	- 5 787.3	- 5 967.7			
百分比 Percentage	90.1	- 97.0	- 98.8	- 99.2			
資訊查詢 Information searching							
人數（千人） Number of persons (thousands)	4 381.2	- 5 066.5	- 5 614.1	- 5 727.8			
百分比 Percentage	95.7	- 90.8	- 95.9	- 95.2			
網上娛樂 Online entertainment							
人數（千人） Number of persons (thousands)	3 025.8	- 4 909.8	- 5 282.2	- 5 466.6			
百分比 Percentage	66.1	- 88.0	- 90.2	- 90.9			
網上購物／處理金融交易 Online purchase / finance transaction							
人數（千人） Number of persons (thousands)	2 040.4	- 2 106.9	- 2 809.4	- 3 564.5			
百分比 Percentage	44.5	- 37.8	- 48.0	- 59.3			
辦公室／學校／個人事務及其他 Office / school / personal affairs and others							
人數（千人） Number of persons (thousands)	1 513.2	- 2 162.7	- 3 084.8	- 3 927.7			
百分比 Percentage	33.0	- 38.8	- 52.7	- 65.3			

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表 3.7 有關個人使用資訊及通訊科技的情況（續）

Table 3.7 Use of information and communication technology (ICT) by individuals (cont'd)

	2012	2015	2016	2017	2018	2019	2020
擁有智能手機的 10 歲及以上人士							
Persons aged 10 and over who had smartphone							
人數（千人）	3 395.9	5 270.8	5 468.6	5 688.3	5 811.6	5 973.6	5 991.8
Number of persons (thousands)							
佔所有10 歲及以上人士的百分比	54.0	83.0	85.8	88.6	89.8	91.5	92.1
As a % of all persons aged 10 and over							
認識「香港政府一站通」的 10 歲及以上人士 <sup>(3)</sup>							
Persons aged 10 and over who were aware of the GovHK <sup>(3)</sup>							
人數（千人）	3 694.3	-	3 713.7	-	4 020.9	-	4 276.2
Number of persons (thousands)							
佔所有10 歲及以上人士的百分比	58.8	-	58.2	-	62.1	-	65.7
As a % of all persons aged 10 and over							
在統計前12個月內曾為個人事務使用網上政府服務的10歲及以上人士 <sup>(3)</sup>							
Persons aged 10 and over who had used online Government services for personal matters during the 12 months before enumeration <sup>(3)</sup>							
人數（千人）	3 821.5	-	3 728.0	-	4 560.5	-	4 575.3
Number of persons (thousands)							
佔所有10 歲及以上人士的百分比	60.8	-	58.5	-	70.5	-	70.3
As a % of all persons aged 10 and over							
認識「流動電子政府服務」的 10 歲及以上人士 <sup>(3)</sup>							
Persons aged 10 and over who were aware of the Mobile E-Government Services <sup>(3)</sup>							
人數（千人）	2 070.0	-	4 196.5	-	4 843.5	-	5 327.4
Number of persons (thousands)							
佔所有10 歲及以上人士的百分比	32.9	-	65.8	-	74.9	-	81.9
As a % of all persons aged 10 and over							

註釋： (1) 數字包括2012年曾使用手提電話（包括但並不只限於智能手機）上網的10歲及以上人士。該數字不可以與自 2014年起只涵蓋以智能手機作接駁用途的數字作直接比較。

(2) 數字由2014年開始編製。其他設備包括智能電視、電視盒、打印機、電子遊戲機、數碼相機及穿戴式智能裝置等。

(3) 在2015年、2017年及 2019年的統計調查沒有搜集相關的資料。

(4) 可選擇多項答案。

Notes: (1) Figure includes persons aged 10 and over who had used mobile phone (including but not confined only to smartphone) for Internet connection in 2012. It is not directly comparable with those as from 2014, which cover connection via smartphone only.

(2) Figures are available as from 2014. Other devices include SmartTVs, TV boxes, printers, game consoles, digital cameras and smart wearable devices, etc.

(3) Relevant information was not collected in the 2015, 2017 and 2019 rounds of survey.

(4) Multiple answers were allowed.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 3.8 有關工商機構使用資訊及通訊科技的情況<sup>(1)</sup>

Table 3.8 Use of information and communication technology (ICT) by businesses<sup>(1)</sup>

	2009	2013	2015	2017	2019
使用電腦的工商機構單位比例 (%)	63.6	75.2	76.3	79.6	80.9
Proportion of business establishments using computers (%)					
經常使用電腦的工商機構單位僱員比例 (%)	60.0	62.9	67.7	68.0	66.6
Proportion of persons employed in business establishments using computers routinely (%)					
使用互聯網的工商機構單位比例 (%)	60.6	74.8	79.9	87.7	90.3
Proportion of business establishments using the Internet (%)					
經常使用互聯網的工商機構單位僱員比例 (%)	53.7	59.4	68.9	72.4	75.1
Proportion of persons employed in business establishments using the Internet routinely (%)					
有網絡存在 <sup>(2)</sup> 的工商機構單位比例 (%)	20.0	26.4	32.6	33.6	38.3
Proportion of business establishments with a web presence <sup>(2)</sup> (%)					
透過電腦網絡提交訂單的工商機構單位比例 (%)	12.9	14.9	15.6	21.2	21.2
Proportion of business establishments placing orders online (%)					
透過電腦網絡獲取訂單的工商機構單位比例 (%)	1.5	4.3	6.8	7.5	9.0
Proportion of business establishments receiving orders online (%)					
透過電腦網絡遞送貨品、服務或資料的工商機構單位比例 (%)	20.1	55.9	79.1	87.0	89.1
Proportion of business establishments with delivery of goods, services or information online (%)					
有使用互聯網的工商機構單位曾透過互聯網獲取政府機構的資訊的比例 <sup>(3)</sup> (%)	-	44.2	53.5	43.5	34.1
Proportion of business establishments using the Internet having obtained information from government organisations via the Internet <sup>(3)</sup> (%)					
按接入互聯網的主要方式劃分					
佔使用互聯網的機構單位的比例 <sup>(4)</sup> (%)					
Proportion of business establishments using the Internet by major type of access <sup>(4)</sup> (%)					
固網寬頻	98.3	92.2	93.0	87.7	86.8
Fixed broadband					
流動寬頻	98.3				
Mobile broadband					
第4代流動服務	-	16.6	56.6	71.6	87.7
4G					
第3代流動服務	-	32.7	32.6	20.2	3.5
3G					
其他流動服務連接	-	0.8	0.8	0.3	0.1
Other mobile connection					

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表 3.8 有關工商機構使用資訊及通訊科技的情況<sup>(1)</sup>(續)

Table 3.8 Use of information and communication technology (ICT) by businesses<sup>(1)</sup> (cont'd)

	2009	2013	2015	2017	2019
按使用互聯網的主要用途劃分					
佔使用互聯網的機構單位的比例(百分比) <sup>(4)(5)</sup>					
Proportion of business establishments using the Internet (%)					
by major type of use <sup>(4)(5)</sup>					
收發電郵 Sending or receiving e-mails	-	94.2	92.4	87.3	87.4
獲取貨品或服務的資訊 Getting information about goods or services	-	45.6	72.9	60.8	69.2
提供客戶服務 Providing customer services	-	42.0	53.6	57.6	63.2
網上銀行 Internet banking	-	43.6	44.3	57.5	62.1
發布資訊或即時通訊 Posting information or instant messaging	-	20.7	36.1	53.2	43.3
下載或索取政府表格 Downloading or requesting government forms	-	40.3	42.2	45.0	43.2
繳交貨品或服務的付款 Making payments of goods or services	-	16.8	17.6	23.1	31.2
員工招聘 Recruitment of employees	-	22.3	21.9	25.3	22.2
網上填寫或遞交政府表格 Completing or lodging government forms online	-	21.9	25.1	29.5	21.2

- 註釋：(1) 統計數字是根據「資訊科技在工商業的使用情況和普及程度統計調查」所搜集的資料編製。2010年至2012年、2014年、2016年、2018年及2020年並沒有進行有關的統計調查。
- (2) 網絡存在是指機構單位具有本身的網站／網頁或顯示在另一個實體網站（包括相關業務的網站），但並不包括列載於其他網上目錄或該機構單位對網頁內容並沒有主導控制的其他網頁。
- (3) 數字由2013年開始編製。
- (4) 可選擇多項答案。
- (5) 互聯網的主要用途在2013年重新劃分。

- Notes: (1) Statistics are compiled from data collected through the Survey on Information Technology Usage and Penetration in the Business Sector. Relevant survey was not conducted during 2010 to 2012, 2014, 2016, 2018 and 2020.
- (2) Web presence refers to the situation whereby an establishment has a website / webpage or presence on another entity's website (including the website of a related business). Inclusion in an online directory and any other web pages where the establishment does not have substantial control over the content of the webpage are excluded.
- (3) Figures are available as from 2013.
- (4) Multiple answers were allowed.
- (5) Major types of use of the Internet were reclassified in 2013.

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

**表 3.9 工商機構在資訊科技設備和軟件上的投資相對非住宅的本地固定資本形成總額的比率**  
**Table 3.9 Investment in information technology (IT) equipment and software in the business sector as a ratio to non-residential gross domestic fixed capital formation**

	2009	2014	2015	2016	2017	2018	2019
工商機構在資訊科技設備和軟件上的投資（十億元） Investment in IT equipment and software in the business sector (\$ billion)	23.1	29.6	31.3	34.7	40.6	36.7	57.8
工商機構在資訊科技設備和軟件上的投資相對非住宅本地固定資本形成總額的比率 (%) Investment in IT equipment and software in the business sector as a ratio to non-residential gross domestic fixed capital formation (%)	8.8	7.7	8.2	9.5	10.6	8.9	16.6 @

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

**表 3.10 工商業的資訊科技總開支相對於本地生產總值的比率<sup>(1)</sup>**  
**Table 3.10 Total information technology (IT) expenditure in the business sector as a ratio to Gross Domestic Product (GDP)<sup>(1)</sup>**

	2009	2014	2015	2016	2017	2018	2019
工商業的資訊科技總開支（十億元） Total IT expenditure in the business sector (\$ billion)	33.6	54.2	57.5	63.2	72.5	69.7	105.7
工商業的資訊科技總開支相對於本地生產總值的比率 (%) Total IT expenditure in the business sector as a ratio to GDP (%)	2.0	2.4	2.4	2.5	2.7	2.5	3.7 @

註釋：(1) 本地生產總值的數字是 2021 年 5 月發布的最新數據。

Note: (1) Figures on GDP refer to the latest statistics released in May 2021.

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

**表 3.11 政府機構的電腦化**  
**Table 3.11 Computerisation in the Government**

	每年12月31日的數字 As at 31 December of each year						
	2010	2015	2016	2017	2018	2019	2020
獲提供專用工作站的人員 <sup>(1)</sup> 所佔的百分比 % of staff <sup>(1)</sup> with designated workstations	94	95	96	93	95	93	91
獲接駁互聯網服務的人員的百分比 % of staff with access to Internet services	92	92	91	85	87	87	84
可使用內部電子郵件的人員的百分比 % of staff with internal e-mail access	61	78	76	89	86	84	91

註釋： (1) 除公務員外，以其他聘用條件（例如合約形式）受僱於政府的人員亦包括在內。  
 Note: (1) Apart from civil servants, persons employed by the Government under other terms (e.g. contract terms) are also included.

資料來源： 政府資訊科技總監辦公室  
 Source: Office of the Government Chief Information Officer

**表 3.12 政府資訊科技人員**  
**Table 3.12 Government information technology staff**

	每年3月31日的編制數目 Establishment as at 31 March of each year						
職系 Grade	2010	2015	2016	2017	2018	2019	2020
系統分析／程式編製主任 Analyst / Programmer	772	956	999	1 057	1 275	1 368	1 489
電腦操作員 Computer operator	442	462	465	473	497	506	516
資料處理員 Data processor	186	160	146	145	134	124	118
合計 Total	1 400	1 578	1 610	1 675	1 906	1 998	2 123

資料來源： 政府資訊科技總監辦公室  
 Source: Office of the Government Chief Information Officer

**表 3.13 政府的資訊及通訊科技開支**  
**Table 3.13 Government spending on information and communication technology (ICT)**

		2009-10	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
政府的資訊及通訊科技開支（百萬元）	(1)	3,438	4,176	5,745	6,433	6,829	7,762	8,591
Government spending on ICT (\$ million)	(2)	4,448	5,663	7,261	8,081	8,565	9,660	10,721
政府的資訊及通訊科技開支相對於 公共開支的比率 <sup>(3)</sup> (%)		1.4	1.3	1.6	1.6	1.7	1.7	1.7
Government expenditure on ICT as a ratio to public expenditure <sup>(3)</sup> (%)								
政府的資訊及通訊科技開支相對於 本地生產總值的比率 <sup>(3)(4)</sup> (%)		0.3	0.3	0.3	0.3	0.3	0.3	0.4 @
Government expenditure on ICT as a ratio to Gross Domestic Product (GDP) <sup>(3)(4)</sup> (%)								

註釋： (1) 由 2015-16 年度開始，政府資訊及通訊科技開支包括個人薪酬，部門開支及基本工程的所有支出。

(2) 數字是指列 (1) 所載數字以及房屋委員會及醫院管理局的資訊及通訊科技支出的總和。

(3) 政府的資訊及通訊科技開支採用列 (2) 的數字。

(4) 本地生產總值的數字是 2021 年 5 月發布的最新數據。

Notes: (1) Starting from 2015-16, figures on ICT expenditure include full spending under personal emoluments, departmental expenses and capital projects.

(2) The figures refer to the sum of those shown in row (1) and the ICT expenditure of Housing Authority and Hospital Authority.

(3) Government spending on ICT is calculated using the figures in row (2).

(4) Figures on GDP refer to the latest statistics released in May 2021.

資料來源：政府資訊科技總監辦公室

Source: Office of the Government Chief Information Officer



## 第 4 章 資訊科技的人力資源及教育

### Chapter 4 Human Resources and Education in Information Technology

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#### 緒言

4.1 要在一個經濟體內持續發展資訊及通訊科技，擁有合適技能的人力資源至為重要。有關資訊科技的教育和培訓可提升資訊及通訊科技人員的知識與技能。

4.2 創新及科技訓練委員會隸屬職業訓練局，負責確定創新及科技業的人力需求，並就相關事宜提出建議。職業訓練局自 1983 年開始進行全港性的人力調查<sup>1</sup>，從工商界搜集有關資料，以評估業界的人力及培訓需求。

4.3 為應對各行業對資訊科技人才的需求，政府持續投放龐大的教育和培訓資源，以培育本港的資訊科技人才。除了增加專上院校有關資訊科技的學生名額外，政府亦致力推動中小學的資訊科技教育，以培育學生成為具操守的資訊科技使用者，並具備應有的知識、技能和態度，以適應不斷更新的科技。

#### Introduction

4.1 The availability of human resources with the right skills is vital to the sustainable development of information and communication technology (ICT) in an economy. Education and training in information technology (IT) can improve the knowledge and skills of personnel relating to ICT.

4.2 The Innovation and Technology Training Board of the Vocational Training Council (VTC) is charged with the duty to determine the manpower demand of the innovation and technology (I&T) sector, and to make recommendations on this front. The VTC has been conducting an economy-wide manpower survey<sup>1</sup> since 1983 to collect relevant information from the business community, with a view to assessing the manpower requirements and training needs of the I&T sector.

4.3 In response to the demand for IT manpower in various industries, the Government has been deploying substantial resources in the areas of education and training for nurturing IT personnel in Hong Kong. Apart from increasing the number of student places for IT in the post-secondary institutions, efforts have also been made to promote IT education in both primary and secondary schools in order to nurture students to become ethical users of IT and to acquire the knowledge, skills and attitude required for adapting to the advent of new technology.

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<sup>1</sup> 「創新及科技業人力調查」(前稱「資訊科技業人力調查」)是由職業訓練局進行。自 2018 年開始，該人力調查每四年進行一次，期間透過桌面研究、聚焦小組會議及訪談作定期更新。

<sup>1</sup> The Manpower Survey of the Innovation and Technology Sector (formerly known as the Manpower Survey of the Information Technology Sector) is conducted by the VTC. Starting from 2018, this survey is conducted once every four years, supplemented by periodic information update through desk research, focus group meetings and interviews conducted between the surveys.

## 資訊科技範疇的人力結構

4.4 根據「創新及科技業人力調查」的結果顯示，資訊科技僱員的總數於 2018 年為 95 780 人，佔香港勞動人口的 2.4%，與 2016 年的 87 794 人相比，錄得 9.1% 的增長。（表 4.1）

4.5 按技能類別分析，在 2018 年的 95 780 名資訊科技僱員中，從事資訊科技／軟件開發<sup>2</sup>有 36 463 人（38.1%），而提供操作服務及技術服務分別有 25 184 人（26.3%）及 14 210 人（14.8%）。在 2016 年至 2018 年期間，資訊科技僱員數目增長最快的技能類別為操作服務和資訊科技銷售及市場推廣，分別錄得 28.1% 和 19.0% 的增長。（表 4.1 及圖 4.1）

4.6 按行業分析，在 2018 年，37 739 名（39.4%）資訊科技僱員從事資訊科技產品及服務供應商行業，其次分別有 16 352 人（17.1%）和 12 158 人（12.7%）從事零售批發及出入口貿易、飲食及酒店業和金融、保險、房地產及商業服務業。在 2016 年至 2018 年期間，資訊科技僱員數目增長最快的行業包括建造業和資訊科技產品及服務供應商行業，分別錄得 57.1% 和 25.7% 的增長。（表 4.2 及圖 4.2）

## Manpower Structure in the IT Field

4.4 The findings of the Manpower Survey of the Innovation and Technology Sector showed that the total number of IT employees was 95 780 in 2018, constituting 2.4% of the labour force in Hong Kong and representing an increase of 9.1% as compared to 87 794 in 2016. (Table 4.1)

4.5 Analysed by job category, among the 95 780 IT employees in 2018, 36 463 (38.1%) were engaged in IT / software development<sup>2</sup>; 25 184 (26.3%) in operation services; and 14 210 (14.8%) in technical services. The job categories with the fastest growing number of IT employees between 2016 and 2018 are operation services, and IT sales and marketing, registering increases of 28.1% and 19.0% respectively. (Table 4.1 and Chart 4.1)

4.6 Analysed by sector, 37 739 (39.4%) IT employees were engaged in the IT products and services suppliers sector in 2018, followed by 16 352 (17.1%) in the wholesale, retail and import / export trades, catering and hotels sector; and 12 158 (12.7%) in the financing, insurance, real estate and business services sector. The construction sector and the IT products and services suppliers sector are among those with the fastest growing number of IT employees between 2016 and 2018, registering increases of 57.1% and 25.7% respectively. (Table 4.2 and Chart 4.2)

<sup>2</sup> 包括從事與資訊科技相關研究與開發項目的僱員。

<sup>2</sup> Include employees engaged in research and development projects related to IT.

## 大學教育資助委員會（教資會）資助的資訊科技課程

4.7 教資會資助的資訊科技課程（包括全日制和兼讀制課程）的畢業生總人數在2019/20學年為2 667人，當中2 293人（86.0%）畢業自學士學位課程，322人（12.1%）自研究院研究課程及52人（1.9%）自副學位課程。（表4.3）

## 中小學的資訊科技教育

4.8 政府在推動資訊科技教育上擔當領導和統籌的角色，而學校可因應本身的需要而自行擬定其電子學習的相關計劃。教育局自2015年全面推行第四個資訊科技教育策略，各項措施進展良好，包括完成為約1 000所公營學校建立無線網絡校園的工作。其他措施如修訂課程、促進學校領導人和教師專業發展，以及提升電子學習資源的質素等亦已順利進行。

4.9 為配合學校對資訊科技教育的培訓需求，教育局持續優化相關培訓課程。在2019/20學年，約有5 100名小學教師及4 600名中學教師參加共316個由教育局舉辦的資訊科技教育培訓課程。同期亦有約800名小學教師及1 200名中學教師參與共126個由教育局舉辦的網上校管系統培訓課程。（表4.4和4.5）

## IT Programmes Funded by the University Grants Committee (UGC)

4.7 The total number of graduates of UGC-funded IT programmes (including both full-time and part-time programmes) was 2 667 in the 2019/20 academic year, among which 2 293 (86.0%) were of undergraduate programmes, 322 (12.1%) of research postgraduate programmes and 52 (1.9%) of sub-degree programmes. (Table 4.3)

## IT in Education at Primary and Secondary Levels

4.8 The Government assumes a leading and coordinating role in promoting IT in education, and schools are given the flexibility to devise their own plans on e-learning. The Education Bureau (EDB) has fully implemented the Fourth Strategy on IT in Education since 2015 with smooth progress in all measures. The major measure of establishing WiFi campus for about 1 000 public sector schools has been completed. Other measures, such as reviewing curriculum, fostering professional development of school leaders and teachers, and enhancing the quality of e-learning resources, have also been successfully carried out.

4.9 To cater for the training needs of schools on IT in education, the EDB has been refining the relevant training courses. In the 2019/20 academic year, the EDB organised a total of 316 IT in Education Courses, which were attended by about 5 100 primary school teachers and 4 600 secondary school teachers. It also organised 126 courses on Web-based School Administration and Management System in total, which were attended by about 800 primary school teachers and 1 200 secondary school teachers. (Tables 4.4 and 4.5)

4.10 在 2019/20 學年，近 500 名小學教師及 500 名中學教師在學校執行資訊科技統籌員／資訊科技主任的職務。同期亦有逾 1 800 名中學教師任教資訊科技／電腦科目。(表 4.6 和 4.7)

## 其他有關刊物

2008 年、2010 年、2012 年、2014 年及 2016 年資訊科技業人力調查報告

2018 年創新及科技業人力調查報告

4.10 In the 2019/20 academic year, nearly 500 primary school teachers and 500 secondary school teachers executed duties as IT coordinators / IT in-charge. Meanwhile, more than 1 800 secondary school teachers were teaching IT / computer studies. (Tables 4.6 and 4.7)

## Further Reference

*Manpower Survey Report - Information Technology Sector, 2008, 2010, 2012, 2014 and 2016.*

*Manpower Survey Report - Innovation and Technology Sector, 2018*

**表 4.1 按技能類別劃分的資訊科技範疇人力結構**

**Table 4.1 Manpower structure of the information technology (IT) field by job category**

	僱員人數 Number of employees					
技能類別 Job category	2008	2010	2012	2014	2016	2018
資訊科技／軟件開發 <sup>(1)</sup> IT / Software development <sup>(1)</sup>	24 206	26 340	29 085	31 414	33 622	36 463
操作服務 Operation services	16 235	15 950	17 305	19 105	19 665	25 184
技術服務 Technical services						
實地支援 Field support	6 277	7 970	9 171	9 148	10 006	8 249
系統程式編製 Systems programming	3 988	3 764	3 705	4 103	4 101	4 191
資料庫 Database	525	753	1 042	915	824	652
資訊科技保安 IT security	361	509	577	622	769	1 118
資訊科技銷售及市場推廣 <sup>(2)</sup> IT sales and marketing <sup>(2)</sup>	4 531	5 741	6 705	6 710	7 177	8 543
電訊及網絡 Telecommunications and networking	6 153	5 948	6 007	5 923	6 426	5 973
資訊科技教育及訓練 IT education and training	3 302	5 161	3 650	3 571	3 727	3 944
總資訊科技管理 General IT management	1 119	1 242	1 438	1 462	1 477	1 463
總計 Total	66 697	73 378	78 685	82 973	87 794	95 780
佔勞動人口的百分比 (%) Percentage to the labour force (%)	1.8	2.0	2.1	2.1	2.2	2.4

註釋： (1) 2018年數字包括從事與資訊科技相關研究與開發項目的僱員人數。

(2) 有關技能類別在 2008 年為「資訊科技銷售」。

Notes: (1) Figure for 2018 round included the number of employees engaged in research and development projects related to IT.

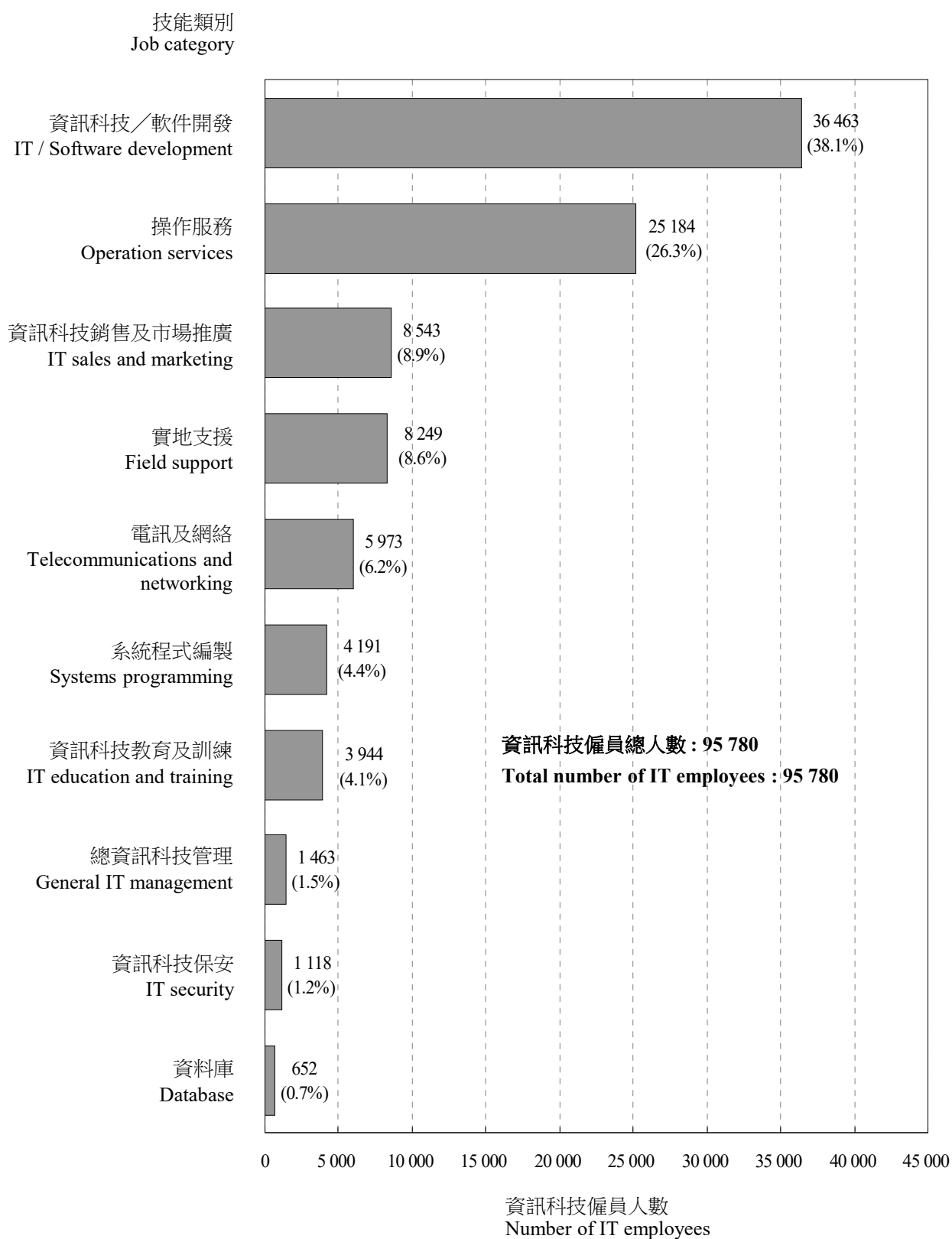
(2) The corresponding job category in 2008 round was "IT sales".

資料來源：職業訓練局

Source: Vocational Training Council

圖 4.1 2018 年按技能類別劃分的資訊科技範疇人力結構

Chart 4.1 Manpower structure of the information technology (IT) field by job category, 2018



註釋： 括號內的數字為從事相應技能類別的資訊科技僱員人數佔資訊科技僱員總人數的百分比。

Note: Figures in brackets denote the percentage shares of the number of IT employees engaged in the respective job categories in the total number of IT employees.

資料來源： 職業訓練局

Source: Vocational Training Council

表 4.2 按行業劃分的資訊科技僱員分布

Table 4.2 Distribution of information technology (IT) employees by sector

行業 Sector	僱員人數 Number of employees					
	2008	2010	2012	2014	2016	2018
資訊科技產品及服務供應商 IT products and services suppliers	17 737	23 356	26 563	27 522	30 013	37 739
數碼創意業 <sup>(1)</sup> Digital creative <sup>(1)</sup>		631	680	697	618	725
零售批發及出入口貿易、飲食及酒店業 Wholesale, retail and import / export trades, catering and hotels	14 459	15 742	15 940	16 581	16 495	16 352
金融、保險、房地產及商業服務業 Financing, insurance, real estate and business services	16 566	13 413	13 536	15 165	15 726	12 158
社區、社會及個人服務業（醫院除外） Community, social and personal services (excluding hospitals)	7 961	9 159	9 497	9 733	10 040	11 727
通訊服務業 Communications services	2 680	3 014	3 747	3 922	5 223	5 619
政府部門 Government bureaux / departments	2 161	2 497	2 470	2 703	2 741	3 195
製造業 Manufacturing	2 389	2 600	2 867	2 948	3 008	2 330
運輸及貨倉服務業 Transport and storage services	1 762	1 771	1 837	1 959	1 990	2 225
創新產品及服務業 <sup>(2)</sup> Innovative products and services <sup>(2)</sup>	-	-	-	-	-	1 581
醫療及保健服務業 Medical and health care services	423	556	750	931	1 077	1 066
建造業 Construction	226	307	424	434	473	743
電力、氣體燃料及水務 Electricity, gas and water	333	332	374	378	390	320
總計 Total	66 697	73 378	78 685	82 973	87 794	95 780

註釋： (1) 於2008年被歸納至「資訊科技產品及服務供應商」內。

(2) 為2018年新納入的行業。

Notes: (1) Grouped under "IT products and services suppliers" sector in 2008 round.

(2) Newly included in 2018 round.

資料來源：職業訓練局

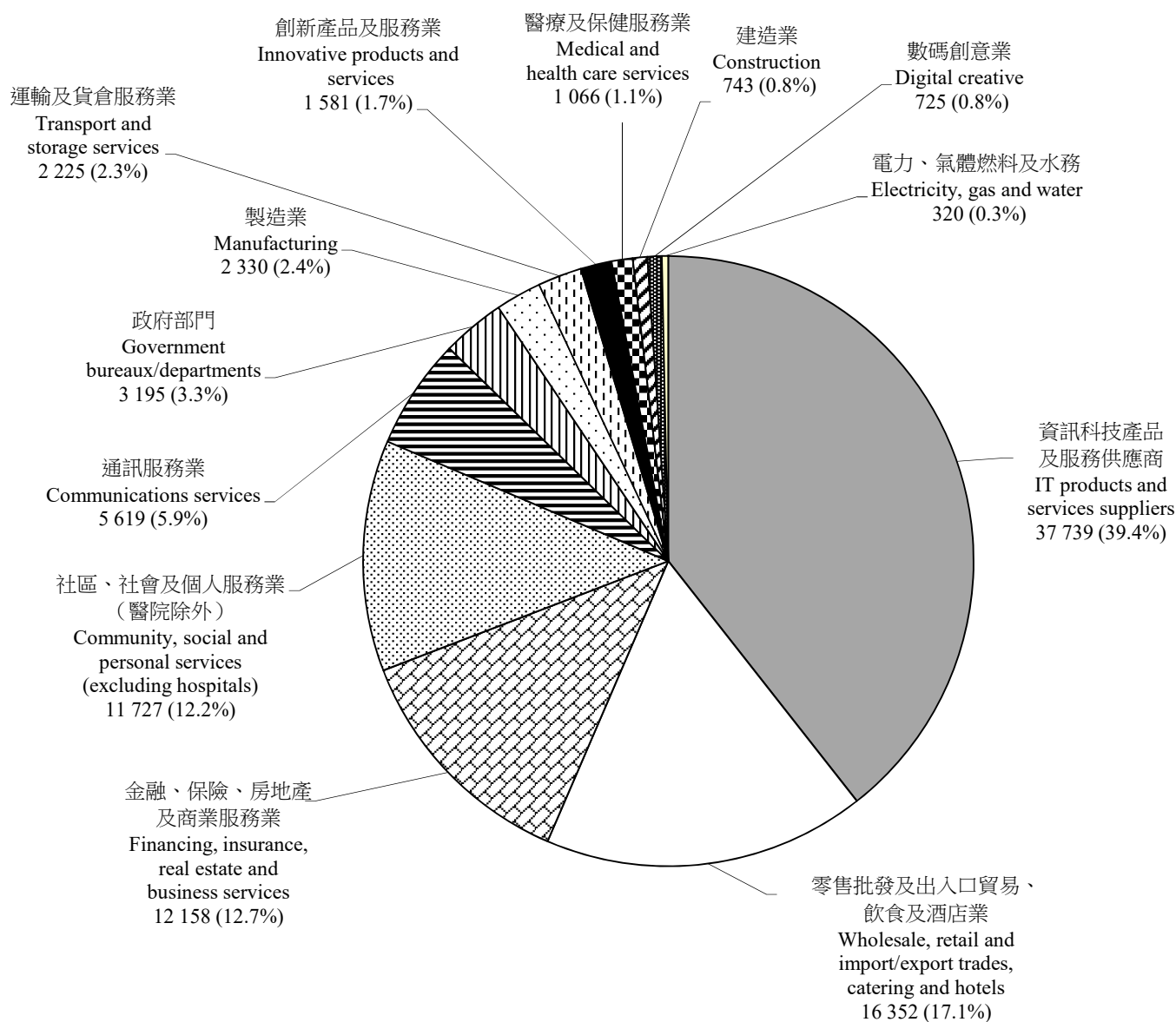
Source: Vocational Training Council

圖 4.2 2018 年按行業劃分的資訊科技僱員分布

Chart 4.2 Distribution of information technology (IT) employees by sector, 2018

資訊科技僱員總人數：95 780

Total number of IT employees : 95 780



註釋：括號內的數字為從事相應行業的資訊科技僱員人數佔資訊科技僱員總人數的百分比。

Note: Figures in brackets denote the percentage shares of the number of IT employees engaged in the respective sectors in the total number of IT employees.

資料來源：職業訓練局

Source: Vocational Training Council



**表 4.3 按修課程度劃分的大學教育資助委員會資助的資訊科技課程的畢業生人數**  
**Table 4.3 Number of graduates of information technology programmes funded by the University Grants Committee by level of study**

修課程度 Level of study	畢業生人數 Number of graduates						
	學年 Academic year						
	2009/10	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
副學位課程 Sub-degree	224 (+0.9)	132 (-31.6)	152 (+15.2)	141 (-7.2)	111 (-21.3)	88 (-20.7)	52 (-40.9)
學士學位課程 Undergraduate	1 914 (+4.9)	2 139 (+6.4)	2 058 (-3.8)	2 051 (-0.3)	2 216 (+8.0)	2 255 (+1.8)	2 293 (+1.7)
研究院修課課程 Taught postgraduate	1 (-50.0)	0 -	0 -	0 -	0 -	0 -	0 -
研究院研究課程 Research postgraduate	242 (+12.0)	303 (+4.8)	272 (-10.2)	306 (+12.5)	366 (+19.6)	343 (-6.3)	322 (-6.1)
總計 Total	2 381 (+5.1)	2 574 (+3.2)	2 482 (-3.6)	2 498 (+0.6)	2 693 (+7.8)	2 686 (-0.3)	2 667 (-0.7)

註釋： 括號內的數字是與上年比較的變動百分率。  
 Note: Figures in brackets denote percentage changes over the preceding year.

資料來源： 大學教育資助委員會秘書處  
 Source: University Grants Committee Secretariat

表 4.4 按課程類別劃分的教育局為小學及中學教師而設的資訊科技培訓課程數目

Table 4.4 Number of information technology (IT) training courses offered by the Education Bureau for primary and secondary school teachers by course type

		課程數目 Number of courses						
		學年 Academic year						
		2009/10	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
資訊科技教育課程 <sup>(1)</sup> IT in Education Courses <sup>(1)</sup>								
小學 Primary schools		199 (+14.4)	145 (+31.8)	205 (+41.4)	214 (+4.4)	226 (+5.6)	200 (-11.5)	157 (-21.5)
中學 Secondary schools		174 (-15.9)	166 (+58.1)	247 (+48.8)	224 (-9.3)	208 (-7.1)	224 (+7.7)	159 (-29.0)
網上校管系統培訓課程 Courses on Web-based School Administration and Management System								
小學 Primary schools		62 (-21.5)	103 (+9.6)	90 (-12.6)	99 (+10.0)	79 (-20.2)	67 (-15.2)	62 (-7.5)
中學 Secondary schools		67 (-23.9)	107 (+10.3)	94 (-12.1)	102 (+8.5)	83 (-18.6)	70 (-15.7)	64 (-8.6)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 資訊科技教育課程包括為加強教師利用資訊科技促進教學的培訓課程。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) IT in Education Courses cover training courses for teachers to empower them to use IT for enhancing learning and teaching.

資料來源： 教育局教育基建分部及資訊科技管理分部

Source: Education Infrastructure Division and Information Technology Management Division, Education Bureau

表 4.5 按課程類別劃分的教育局為小學及中學教師而設的資訊科技培訓課程的參與教師人數

Table 4.5 Number of teachers who had attended information technology (IT) training courses offered by the Education Bureau for primary and secondary school teachers by course type

		教師人數 Number of teachers						
		學年 Academic year						
		2009/10	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
資訊科技教育課程 <sup>(1)</sup> IT in Education Courses <sup>(1)</sup>								
小學 Primary schools		6 582 (+43.3)	3 596 (+53.9)	4 924 (+36.9)	5 487 (+11.4)	4 878 (-11.1)	4 838 (-0.8)	5 056 (+4.5)
中學 Secondary schools		5 918 (+23.3)	5 135 (+68.9)	7 879 (+53.4)	7 833 (-0.6)	5 978 (-23.7)	5 240 (-12.3)	4 579 (-12.6)
網上校管系統培訓課程 Courses on Web-based School Administration and Management System								
小學 Primary schools		866 (-51.0)	1 170 (-16.7)	885 (-24.4)	1 616 (+82.6)	1 061 (-34.3)	923 (-13.0)	842 (-8.8)
中學 Secondary schools		1 350 (-47.5)	1 786 (-14.1)	1 373 (-23.1)	2 229 (+62.3)	1 383 (-38.0)	1 363 (-1.4)	1 167 (-14.4)

註釋： 括號內的數字是與上年比較的變動百分率。

Notes: (1) 資訊科技教育課程包括為加強教師利用資訊科技促進教學的培訓課程。

Figures in brackets denote percentage changes over the preceding year.

(1) IT in Education Courses cover training courses for teachers to empower them to use IT for enhancing learning and teaching.

資料來源： 教育局教育基建分部及資訊科技管理分部

Source: Education Infrastructure Division and Information Technology Management Division, Education Bureau

表 4.6 小學及中學的資訊科技統籌員／資訊科技主任人數<sup>(1)</sup>

Table 4.6 Number of information technology (IT) coordinators / IT in-charge in primary and secondary schools<sup>(1)</sup>

資訊科技統籌員／資訊科技主任人數 Number of IT coordinators / IT in-charge							
	學年 Academic year						
	2009/10	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
小學 Primary schools	473 (+3.7)	469 (+2.4)	475 (+1.3)	486 (+2.3)	491 (+1.0)	489 (-0.4)	490 (+0.2)
中學 Secondary schools	530 (0.0)	488 (+0.2)	478 (-2.0)	487 (+1.9)	495 (+1.6)	481 (-2.8)	489 (+1.7)
總計 Total	1 003 (+1.7)	957 (+1.3)	953 (-0.4)	973 (+2.1)	986 (+1.3)	970 (-1.6)	979 (+0.9)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 數字是指在學校執行資訊科技統籌員／資訊科技主任職務的教師人數。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Figures refer to the number of teachers with duties as IT coordinators / IT in-charge in schools.

資料來源： 教育局學校教育統計組

Source: School Education Statistics Section, Education Bureau

表 4.7 任教資訊科技／電腦科目的中學教師人數

Table 4.7 Number of secondary school teachers teaching information technology / computer studies

	學年 Academic year						
	2009/10	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
教師人數	2 343	1 832	1 785	1 773	1 783	1 787	1 815
Number of teachers	(-11.5)	(-4.0)	(-2.6)	(-0.7)	(+0.6)	(+0.2)	(+1.6)

註釋： 括號內的數字是與上年比較的變動百分率。

Note: Figures in brackets denote percentage changes over the preceding year.

資料來源： 教育局學校教育統計組

Source: School Education Statistics Section, Education Bureau

## 用語及定義

## Terms and Definitions

### 1. 資訊及通訊科技業的營運特色

1.1 *機構單位* 是指在單一擁有權或控制權（即單一公司名義）下，在單一地點從事一種或主要從事一種經濟活動（即生產貨物或提供服務）的經濟單位。

1.2 *對外固定電訊服務* 是指透過綜合傳送者牌照持有人提供的對外專線與香港以外的地方通訊的服務（包括話音、傳真或數據）。

1.3 *固定資產的買賣淨值* 是指添置的固定資產值減出售的固定資產值。

1.4 *本地生產總值* 是指一個經濟體的所有居民生產單位，在一個指定的期間內，未扣除固定資本消耗的生產總值。

1.5 *盈餘總額* 是指收益（來自銷售或業務）及其他收入，減僱員薪酬及其他支付或開支。

1.6 *就業人數* 包括在職東主、在職合夥人、無酬家屬幫工及機構單位內所有僱員。

1.7 *增加價值* 是指生產總額減去中間投產消耗（即生產過程中所耗用的貨物和服務的價值）。

### 1. Operating Characteristics of the Information and Communication Technology (ICT) Sector

1.1 An *establishment* is defined as an economic unit (i.e. a unit engaged in the production of goods or services) which engages, under a single ownership or control (i.e. under a single company name), in one or predominantly one kind of economic activity at a single physical location.

1.2 *External fixed telecommunications services*, which may include voice, facsimile or data, are services operated over external leased circuits supplied by unified carrier licensees for communication with places outside Hong Kong.

1.3 *Gross addition to fixed assets* is defined as the value of acquisition of fixed assets *less* the value of disposal of fixed assets.

1.4 *Gross Domestic Product (GDP)* is a measure of the total value of production of all resident producing units of an economy in a specified period, before deducting the consumption of fixed capital.

1.5 *Gross surplus* is defined as receipts (from sales or business) and other income, *less* compensation of employees and other payments or expenses.

1.6 *Persons engaged* include working proprietors, active partners, unpaid family workers and all employees in an establishment.

1.7 *Value added* is defined as the value of gross output *less* the value of intermediate consumption (i.e. the value of goods and services used up in the course of production).

## 2. 資訊及通訊科技貨品的進出口情況

2.1 *通訊設備的貿易統計數字* 主要涵蓋電話機，包括蜂巢式網絡或其他無線網絡的電話；其他傳送或接收聲音、圖像或數據的器具，包括有線或無線網絡的通訊器具，如局部或寬廣區域網絡；無線電廣播或電視傳送器具；以及防盜裝置或火警鐘及類似器具的進口及出口。

2.2 *電腦及周邊設備的貿易統計數字* 主要涵蓋可接駁自動資料處理機或網絡的打印機、複印機及圖文傳真機；現金出納機；自動資料處理機及其儲存、輸入或輸出部件；磁性或光學閱讀器、將資料以代碼形式轉錄到資料媒體的機器及處理這些資料的機器；其他辦公室機器；網絡卡；能直接連接及設計用於自動資料處理機的監視器；以及其他有關零件及附件的進口及出口。

2.3 *消費電子設備的貿易統計數字* 主要涵蓋傳聲器及其座架；揚聲器；頭戴收話器及耳塞；音頻電動擴音器及電動擴音器組合；錄音及錄影設備或重播器具及其零件及附件；電視攝影機、數碼攝影機及其他攝錄機；無線電話、電報或無線電廣播接收器具；監視器（能直接連接及設計用於自動資料處理機的除外）；投影機；電視接收器具；以及以付款方式操作除外的視像遊戲控制台及視像遊戲機的進口及出口。

## 2. Imports and Exports of Information and Communication Technology Goods

2.1 *Trade statistics on communication equipment* mainly cover imports and exports of telephone sets, including telephones for cellular networks or for other wireless networks; other apparatus for transmission or reception of voice, images or other data, including apparatus for communication in a wired or wireless network such as a local or wide area network; transmission apparatus for radio-broadcasting or television; and burglar or fire alarms and similar apparatus.

2.2 *Trade statistics on computers and peripheral equipment* mainly cover imports and exports of printing, copying, and facsimile machines capable of connecting to an automatic data processing machine or to a network; cash registers; automatic data processing machines and storage, input or output units thereof; magnetic or optical readers, machines for transcribing data onto data media in coded form and machines for processing such data; other office machines; network cards; monitors capable of directly connecting to and designed for use with an automatic data processing; and other related parts and accessories.

2.3 *Trade statistics on consumer electronic equipment* mainly cover imports and exports of microphones and stands therefor; loudspeakers; headphones and earphones; audio-frequency electric amplifiers; electric sound amplifier sets; sound and video recording or reproducing apparatus and their parts and accessories; television cameras, digital cameras and video camera recorders; reception apparatus for radio-telephony, radio-telegraphy or radio-broadcasting; monitors (other than those capable of directly connecting to and designed for use with an automatic data processing machine); projectors; reception apparatus for television and video game consoles and machines, other than those operated by means of payment.

2.4 電子組件的貿易統計數字 主要涵蓋兼磁性媒體，附有磁帶的卡；「智能卡」；印刷電路；熱離子管、冷陰極管或光陰極管；二極管、晶體管及類似的半導體器件；光敏半導體器件，包括光電池；發光二極管；已裝配的壓電晶體；以及電子集成電路及微形電子組件的進口及出口。

2.5 其他資訊及通訊科技貨品的貿易統計數字 主要涵蓋固態永久資料儲存器、其他供錄音或記錄其他信息的媒體；以及激光二極管除外的激光器的進口及出口。

（註釋：上述第 2.1 - 2.5 段列出的貨品類別是以聯合國貿易和發展會議倡議的最新指引內有關類別的貨品涵蓋範圍為依歸。由於商品貿易貨品編號每年會有所調整，過往年份的涵蓋範圍可能略為不同。故在比較跨年的有關數字時應注意此點。）

### 3. 資訊及通訊科技的接達及使用情況

3.1 寬頻互聯網接駁 指透過傳送速度由每秒數個兆比特（Mbps）至每秒吉比特（Gbps）的上網服務接達互聯網及互聯網相關服務。採用有線調解器、以太網、非對稱數碼用戶線路（ADSL）、數字式用戶線路／數碼用戶線路（DSL）及光纖到戶（FTTH）都是常用的上網方式。

3.2 機構單位 — 請參閱本附錄第 1.1 段。

2.4 Trade statistics on electronic components mainly cover imports and exports of magnetic media, cards incorporating a magnetic stripe; “smart cards”; printed circuits; thermionic, cold cathode or photocathode valves and tubes; diodes, transistors and similar semiconductor devices; photosensitive semiconductor devices, including photovoltaic cells; light-emitting diodes; mounted piezo-electric crystals; and electronic integrated circuits and microassemblies.

2.5 Trade statistics on other ICT goods mainly cover imports and exports of solid state non-volatile storage devices, other media for the recording of sound or of other phenomena, and lasers other than laser diodes.

(Note: The commodity categories listed in paragraphs 2.1-2.5 above are based on the respective commodity coverage in the latest guidelines promulgated by the United Nations Conference on Trade and Development. Owing to annual adjustments in commodity codes of merchandise trade, the coverage in previous years may be slightly different and caution should be exercised in comparing the relevant figures across years.)

### 3. Access To and Use of Information and Communication Technology

3.1 Broadband Internet access refers to access to the Internet and Internet related services, with transmission speed from several Megabits per second (Mbps) to Gigabits per second (Gbps). Cable modems, Ethernet, asymmetric digital subscriber line (ADSL), digital subscriber line (DSL) and Fibre-to-the-home (FTTH), are technologies commonly used for provision of broadband connection.

3.2 Establishment - please refer to paragraph 1.1 of this Appendix.

3.3 機構單位進行以下活動，會被視為透過電腦網絡遞送貨品、服務或資料：

- (a) 發送電子郵件、電子訊息（例如 WhatsApp，Facebook Messenger等）
- (b) 透過發送電子郵件／設立網站以提供客戶服務，包括提供價格及產品資訊、可用的帳戶信用額資訊及產品配置等
- (c) 以數碼方式於網上遞送的貨品（例如報告、軟件、音樂、視像、電腦遊戲等）或服務（例如電腦相關的服務、資訊服務、金融相關的服務等）
- (d) 經互聯網向有關機構遞交表格／資料

3.4 機構單位 透過電腦網絡提交訂單是指機構單位透過專門為獲取或提交訂單而設計的方法，經電腦網絡進行訂購貨品或服務的訂單。有關貨品或服務是透過上述的方法訂購，但付款及最後貨品或服務的遞送可以不是在網上進行。以人手輸入的電子郵件、電話或傳真的訂單則不包括在內。

3.5 機構單位 透過電腦網絡獲取訂單是指顧客透過專門為獲取或提交訂單而設計的方法，經電腦網絡進行提交銷售貨品或服務的訂單。有關貨品或服務是透過上述方法訂購，但付款及最後貨品或服務的遞送可以不是在網上進行。以人手輸入的電子郵件、電話或傳真的訂單則不包括在內。

3.6 「香港政府一站通」指透過互聯網提供公共資訊和服務予市民使用的一站式入門網站（例如：市民可透過該網站遞交報稅表）。

3.3 Establishment is regarded as engaged in delivery of goods, services or information online through:

- (a) Sending e-mails, electronic messages (e.g. WhatsApp, Facebook Messenger, etc.)
- (b) Providing customer services through e-mail notification / website, including offering price and product information, information on available account credit, product configuration, etc.
- (c) Online delivery of goods (e.g. reports, software, music, videos, computer games, etc.) or services (e.g. computer-related services, information services, financial services, etc.) in digitised form
- (d) Submitting forms / information to the related organisations online

3.4 Establishment placing orders online refers to purchases of goods or services by establishments, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and ultimate delivery of the goods and services do not have to be conducted online. Orders made by manually typed e-mails, telephone calls or facsimile are not included.

3.5 Establishment receiving orders online refers to sales of goods or services by customers, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. Orders made by manually typed e-mails, telephone calls or facsimile are not included.

3.6 GovHK refers to the one-stop portal for the delivery of public information and services to the community through the Internet (e.g. people may submit tax returns through the website).



3.7 「流動電子政府服務」指透過流動裝置（例如：智能手機或平板電腦）提供公共資訊和服務予市民使用。

3.8 網上政府服務指透過政府流動應用程式、互聯網上的「香港政府一站通」網站及其他政府網站提供公共資訊和服務予市民使用。

3.9 個人電腦指為個人使用而設的電腦。把多個個人電腦接駁一起可組成區域網絡或廣域網絡系統。個人電腦包括：

- 適用於 2012 年及 2013 年
  - 桌面電腦
  - 手提電腦／筆記簿型電腦／小筆電／平板電腦
  - 掌上電腦／個人數碼助理
- 適用於 2014 年至 2020 年
  - 桌面電腦
  - 手提電腦
  - 平板電腦

3.10 第2代流動無線服務（2G）是指利用包括碼分多址制式（CDMA）、分時多工存取（TDMA）、環球流動通訊系統（GSM）及個人通訊服務（PCS）系統操作的數碼式流動電訊服務。

3.11 第3代流動無線服務（3G）是指由符合國際電信聯盟（International Telecommunication Union，簡稱 ITU）定下的國際流動電信 2000標準（International Mobile Telecommunication 2000，簡稱 IMT-2000）發展而成的無線通訊系統所提供的流動服務。

3.7 *Mobile E-Government Services (MEGS)* refer to the delivery of public information and services to the community via mobile devices (e.g. smartphone or tablet).

3.8 *Online Government services* refer to the delivery of public information and services to the community through Government mobile applications, “GovHK” website and other Government websites on the Internet.

3.9 *Personal computer (PC)* refers to a computer designed for individual use. PCs may be connected to form a Local Area Network (LAN) or Wide Area Network (WAN) system. PC includes:

- for 2012 and 2013
  - Desktop computer
  - Laptop / notebook / netbook / tablet
  - Palm top / Personal Digital Assistant
- for 2014 to 2020
  - Desktop computer
  - Laptop
  - Tablet

3.10 *Second Generation (2G) wireless services* are the digital mobile telecommunications services operating on Code Division Multiple Access (CDMA), Time Division Multiple Access (TDMA), Global System for Mobile Communication (GSM) and Personal Communications Services (PCS) systems.

3.11 *Third Generation (3G) wireless services* are mobile services provided by systems developed based on the initiative of International Telecommunication Union (ITU) called IMT-2000 (International Mobile Telecommunication 2000).

3.12 第4代流動無線服務(4G)是由符合長期演進(LTE)技術、增強型長期演進(LTE-Advanced)技術、微波存取全球互通(WiMax)技術或WirelessMAN-Advanced技術的規格和標準而建立的系統所支援的流動服務。

3.13 第5代流動無線服務(5G)是最新一代的流動通訊，是第4代流動無線服務(LTE/WiMax)系統的延伸。第5代流動無線服務將實現高速數據傳輸、超低延遲、更大系統容量及大量裝置的接合。

3.14 工商業的資訊科技總開支涵蓋以下四種類別的開支：

- (a) 購買供自用的電腦硬件(例如個人電腦、主機電腦、筆記簿型電腦、儲存裝置及元件)及周邊設備(例如打印機和掃描器)的開支；
- (b) 購買供自用的電腦程式、軟件及資料庫的開支，包括市場上的標準電腦軟件和由其他機構專門設計／開發的電腦軟件；
- (c) 其他與資訊科技有關的服務(例如系統設計與開發、電腦培訓、網頁設計、互聯網接駁服務、網站儲存、電腦設備租賃，以及電腦產品的維修保養)的開支；及
- (d) 自行開發供自用的軟件及資料庫的成本。

3.15 網絡存在是指機構單位具有本身的網站／網頁或顯示在另一個實體網站(包括相關業務的網站)，但並不包括列載於其他網上目錄或該機構單位對網頁內容並沒有主導控制的其他網頁。

3.12 *Fourth Generation (4G) wireless services* are mobile services supported with systems built to meet the specifications and standards of Long Term Evolution (LTE), LTE-Advanced, Worldwide Interoperability for Microwave Access (WiMax) or WirelessMAN-Advanced technologies.

3.13 *Fifth Generation (5G) wireless services* are the latest generation of mobile communications, succeeding the 4G (LTE/WiMax). 5G performance targets high data rate, reduced latency, higher system capacity and massive device connectivity.

3.14 *Total expenditure on information technology (IT) in the business sector* is defined to cover the following four types of expenditure:

- (a) Expenditure on purchases of computer hardware (e.g. personal computers, mainframes, notebook computers, storage devices and components) and peripherals (e.g. printers and scanners) for own use;
- (b) Expenditure on purchases of computer programs, software and databases for own use, including both standard ones available in the market and those specifically designed / developed by other firms;
- (c) Payments for other IT-related services (e.g. system design and development; computer training; webpage design; Internet connection; website hosting; computer equipment leasing; and repair and maintenance of computer products); and
- (d) Cost of in-house development of computer programs and databases for own use.

3.15 *Web presence* refers to the situation whereby an establishment has a website / webpage or presence on another entity's website (including the website of a related business). Inclusion in an online directory and any other web pages where the establishment does not have substantial control over the content of the webpage is excluded.

3.16 非住宅的本地固定資本形成總額 是指本地固定資本形成總額減去住宅樓宇的投資開支總值所得的數字。

3.16 *Non-residential gross domestic fixed capital formation* refers to the value of gross domestic fixed capital formation less the gross value of investment expenditure on residential buildings.

#### 4. 資訊科技的人力資源及教育

#### 4. Human Resources and Education in IT

##### 4.1 資料庫 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、2014 年、2016 年及 2018 年
  - 資料庫管理主任／設計員
  - 數據庫管理主任

##### 4.1 *Database* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018
  - Database Administrator / Designer
  - Data Warehouse Administrator

##### 4.2 實地支援 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、2014 年、2016 年及 2018 年
  - 經理 – 客戶工程／服務支援
  - 工程師 – 客戶服務／實地服務
  - 實地服務技術員

##### 4.2 *Field support* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018
  - Manager - Customer Engineering / Services Support
  - Engineer - Customer Services / Field
  - Field Technician

##### 4.3 總資訊科技管理 包括以下員工：

- 適用於 2008 年、2010 年、2012 年及 2014 年
  - 資訊科技總監
  - 管理資訊系統總監
  - 資訊科技主管
  - 首席資訊主任
- 適用於 2016 年及 2018 年
  - 資訊科技總監
  - 管理資訊系統總監
  - 資訊科技主管
  - 首席資訊主任
  - 首席技術總監

##### 4.3 *General IT management* includes the following personnel:

- for 2008, 2010, 2012 and 2014
  - IT Director
  - Management Information System (MIS) Director
  - Head of IT
  - Chief Information Officer (CIO)
- for 2016 and 2018
  - IT Director
  - MIS Director
  - Head of IT
  - CIO
  - Chief Technology Officer

4.4 資訊科技教育及訓練 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、2014 年及 2016 年
  - 教授／講師／訓練主任
  - 資訊科技訓練員／教導員
  - 資訊科技研究員（大專院校）／研究助理
- 適用於 2018 年
  - 教授／講師／訓練主任
  - 資訊科技訓練員／教導員

4.5 資訊科技銷售及市場推廣 包括以下員工：

- 為資訊科技銷售，適用於 2008 年
  - 總監 – 銷售／客戶
  - 經理 – 銷售／客戶
  - 代表 – 銷售／產品推廣
- 適用於 2010 年、2012 年、2014 年、2016 年及 2018 年
  - 總監 – 銷售／市場／客戶
  - 經理 – 銷售／市場／客戶
  - 代表 – 銷售／市場／產品推廣

4.6 資訊科技保安 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、2014 年、2016 年及 2018 年
  - 專責經理 – 電腦保安／資訊保安
  - 資訊保安主任

4.4 *IT education and training* includes the following personnel:

- for 2008, 2010, 2012, 2014 and 2016
  - Professor / Lecturer / Training Officer
  - IT Trainer / Instructor
  - IT Researcher (in a tertiary educational institution) / Research Assistant
- for 2018
  - Professor / Lecturer / Training Officer
  - IT Trainer / Instructor

4.5 *IT sales and marketing* includes the following personnel:

- As *IT sales* for 2008
  - Director – Sales / Account
  - Manager – Sales / Account
  - Representative – Sales / Product Promotion
- for 2010, 2012, 2014, 2016 and 2018
  - Director – Sales / Marketing / Account
  - Manager – Sales / Marketing / Account
  - Representative – Sales / Marketing / Product Promotion

4.6 *IT security* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018
  - Specialist - IT Security / Information Security
  - Information Security Officer

4.7 資訊科技／軟件開發 包括以下員工：

- 適用於 2008 年、2010 年、2012 年及 2014 年

- 系統開發經理
- 資訊科技建築師
- 商業分析員
- 項目經理／組長
- 系統分析員
- 應用設計員／設計顧問
- 程式編製員
- 分析程式員
- 軟件工程師
- 網站設計員／開發員
- 品質檢查專責經理
- 軟件品質檢查專責經理／工程師
- 電腦系統審核經理
- 研究及開發（研發）工程師
- 軟件產品工程師
- 軟件／固件產品設計員
- 產品分析員／開發員
- 軟件產品經理
- 技術撰稿員
- 電腦遊戲設計／美術／開發員
- 電腦圖像設計／美術員
- 電腦動畫設計師
- 設計師 – 網頁圖像／視覺效果

- 適用於 2016 年

- 系統開發經理
- 資訊科技建築師
- 商業分析員
- 項目經理／組長
- 用戶體驗設計師
- 程式編製員
- 分析程式員
- 軟件工程師
- 網站設計員／開發員
- 品質檢查專責經理

4.7 IT / Software development includes the following personnel:

- for 2008, 2010, 2012 and 2014

- Systems Development Manager
- IT Architect
- Business Analyst
- Project Manager / Leader
- Systems Analyst
- Usability Designer / Design Consultant
- Programmer
- Analyst Programmer
- Software Engineer
- Web Designer / Developer
- Quality Assurance Specialist
- Software Assurance Specialist / Engineer
- IT Systems Auditor
- Research and Development (R&D) Engineer
- Software Product Engineer
- Software / Firmware Product Designer
- Product Analyst / Developer
- Software Product Manager
- Technical Writer
- Computer Game Designer / Artist / Developer
- Computer Graphic Designer / Artist
- Computer Animator
- Designer - Web Graphic / Visual Effect

- for 2016

- Systems Development Manager
- IT Architect
- Business Analyst
- Project Manager / Leader
- UX Designer
- Programmer
- Analyst Programmer
- Software Engineer
- Web Designer / Developer
- Quality Assurance Specialist

- 軟件品質檢查專責經理／工程師
- 電腦系統審核經理
- 研發工程師
- 軟件產品工程師
- 軟件／固件產品設計員
- 產品分析員／開發員
- 軟件產品經理
- 技術撰稿員
- 電腦遊戲設計／美術／開發員
- 電腦圖像設計／美術員
- 電腦動畫設計師
- 設計師 – 網頁圖像／視覺效果

- 適用於 2018 年

- 系統開發經理
- 資訊科技建築師／商業分析員
- 項目經理／組長
- 用戶體驗設計師
- 程式編製員
- 分析程式員
- 軟件工程師
- 網站設計員／開發員
- 品質檢查專責經理
- 軟件品質檢查專責經理／工程師
- 電腦系統審核經理
- 軟件產品工程師
- 軟件／固件產品設計員
- 產品分析員／開發員
- 軟件產品經理
- 技術撰稿員
- 電腦遊戲設計／美術／開發員
- 電腦圖像設計／美術員
- 電腦動畫設計師
- 設計師 – 網頁圖像／視覺效果
- 研發研究員／科學家／工程師
- 研發技術員
- 研發輔助人員

- Software Assurance Specialist / Engineer
- IT Systems Auditor
- R&D Engineer
- Software Product Engineer
- Software / Firmware Product Designer
- Product Analyst / Developer
- Software Product Manager
- Technical Writer
- Computer Game Designer / Artist / Developer
- Computer Graphic Designer / Artist
- Computer Animator
- Designer - Web Graphic / Visual Effect

- for 2018

- Systems Development Manager
- IT Architect / Business Analyst
- Project Manager / Leader
- UX Designer
- Programmer
- Analyst Programmer
- Software Engineer
- Web Designer / Developer
- Quality Assurance Specialist
- Software Assurance Specialist / Engineer
- IT Systems Auditor
- Software Product Engineer
- Software / Firmware Product Designer
- Product Analyst / Developer
- Software Product Manager
- Technical Writer
- Computer Game Designer / Artist / Developer
- Computer Graphic Designer / Artist
- Computer Animator
- Designer - Web Graphic / Visual Effect
- R&D Researcher / Scientist / Engineer
- R&D Technician
- R&D Supporting Staff

4.8 操作服務 包括以下員工：

- 適用於 2008 年、2010 年、  
2012 年、2014 年、2016 年及 2018 年

- 電腦操作經理
- 求助台主任／服務員
- 客戶服務主任／服務員
- 電腦操作主任
- 操作支援主任
- 操作員 – 電腦／系統
- 用戶支援／統籌員

4.9 系統程式編製 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、  
2014 年、2016 年及 2018 年

- 系統程式編製員（機構內部／  
電腦供應商）
- 系統工程師

4.10 電訊及網絡 包括以下員工：

- 適用於 2008 年、2010 年、  
2012 年、2014 年、2016 年及 2018 年

- 經理 – 電訊／網絡
- 顧問 – 電訊／網絡
- 工程師 – 電訊／網絡
- 網絡管理主任
- 網絡主任

4.8 *Operation services* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018

- Computer Operations Manager
- Help Desk Supervisor / Representative
- Customer Service Officer / Representative
- Computer Operations Supervisor
- Operations Support Supervisor
- Operator – Computer / Systems
- User Support / Co-ordinator

4.9 *Systems programming* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018

- Systems Programmer (in-house / vendor environment)
- Systems Engineer

4.10 *Telecommunications and networking* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018

- Manager – Telecommunications / Networking
- Consultant – Telecommunications / Network
- Engineer – Telecommunications / Network
- Network Administrator
- Network Officer

## 資料來源 Sources of Statistical Data

資料來源 <i>Data source</i>	查詢電話 <i>Enquiry telephone</i>	查詢電郵 <i>Enquiry email</i>
政府統計處 Census and Statistics Department		
(a) 商業服務統計組 Business Services Statistics Section	3903 7268	business-services@censtatd.gov.hk
(b) 科技統計組 Science and Technology Statistics Section	3903 7291	itsurvey@censtatd.gov.hk
(c) 社會統計調查組 Social Surveys Section	2887 5103	thematic@censtatd.gov.hk
(d) 貿易資料分析組 Trade Analysis Section	2582 4915	trade@censtatd.gov.hk
教育局 Education Bureau		
(a) 資訊科技教育組 Information Technology in Education Section	3698 3601	ite@edb.gov.hk
(b) 系統及資訊管理組 Systems & Information Management Section	3464 0572	aeosim9@edb.gov.hk
(c) 學校教育統計組 School Education Statistics Section	3509 8443	edstat@edb.gov.hk
康樂及文化事務署 Leisure and Cultural Services Department	2921 0260	enquiries@lcsd.gov.hk
政府資訊科技總監辦公室 Office of the Government Chief Information Officer	2582 4520	enquiry@ogcio.gov.hk
通訊事務管理局辦公室 Office of the Communications Authority	2961 6333	webmaster@ofca.gov.hk
大學教育資助委員會秘書處 University Grants Committee Secretariat	2844 9919	ugc@ugc.edu.hk
職業訓練局 Vocational Training Council	3907 6641	vtcmailbox@vtc.edu.hk



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**網站**

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