香港—資訊社會
Hong Kong as an Information Society

2024 年版
2024 Edition

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緒言

在過去 10 年，資訊及通訊科技已逐漸成為日常生活及商業營運中不可或缺的部分，而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、家居及社會的應用亦日新月異。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及服務貿易的情況；
- 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；以及
- 第 4 章描述資訊科技的人力資源及教育情況。

Introduction

Over the last decade, information and communication technology (ICT) has gradually become indispensable to daily livelihood and business operations, and the application of ICT-related products (such as personal computers, Internet services and mobile services) in business, home and the community has also been evolving rapidly. 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, which comprises a cluster of industries engaged in the supply of ICT goods and services in Hong Kong;
- Chapter 2 presents the situation about the trade of ICT goods and services;
- Chapter 3 portrays the ICT infrastructure as well as the access to 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：

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Symbols

The following symbols are used throughout the publication:

-	Not applicable
*	Revised figures
@	Figures are subject to revision later on
§	Increase or decrease of less than 0.05%

Monetary figures

All monetary figures quoted are in Hong Kong dollars.

Rounding of figures

Figures may not add up to the total due to rounding.

Calculation of percentage changes

Percentage changes are derived from unrounded figures.

概要

1. 資訊社會的特徵是工商機構、家居及社會廣泛應用資訊及通訊科技。這對提升一個經濟體的競爭力以及推動數字經濟發展非常重要。

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 2022 年，資訊及通訊科技業的增加價值為 1,719 億元，佔以基本價格計算的本地生產總值的 6.3%。至於就業人數方面，約 118 300 人從事資訊及通訊科技業，佔香港總就業人數的 3.3%。

Overview

1. An information society features 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 promote the development of 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 the number of fixed telephone lines, mobile services subscriptions, Internet subscriptions, etc.) reveal the degree of readiness of an economy in moving towards an information society.

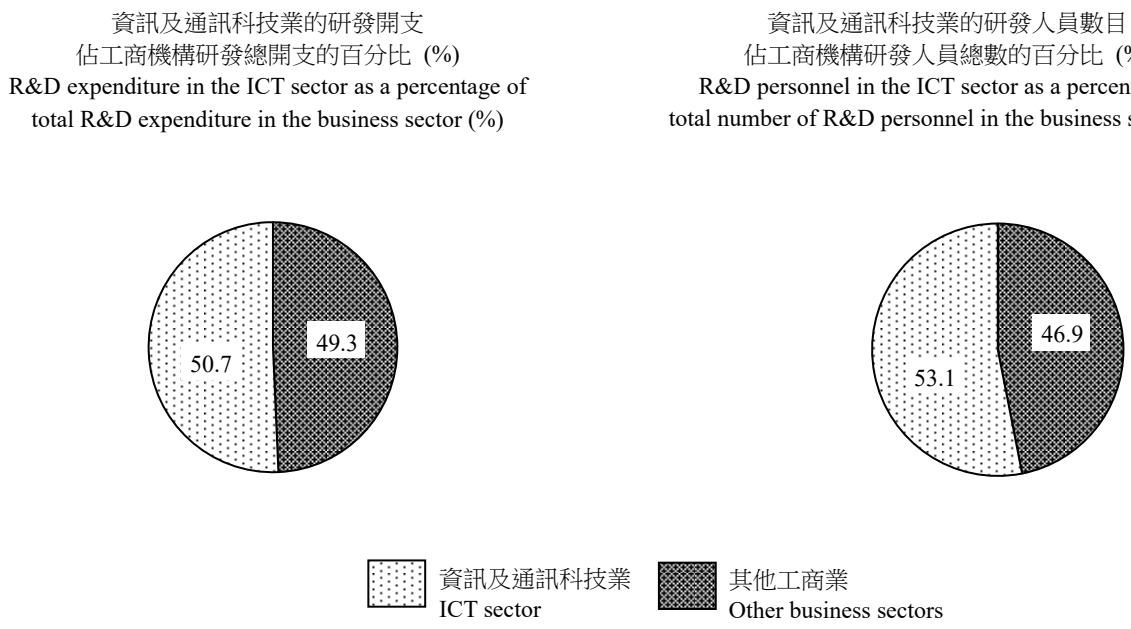
4. Demand for ICT goods and services is measured mainly by statistics on the use of ICT by businesses, households / individuals and government as well as the technology for adoption of ICT goods and services in an economy.

5. In 2022, the value added of the ICT sector amounted to $171.9 billion, representing 6.3% of the Gross Domestic Product at basic prices. In terms of employment, some 118 300 persons were engaged in the ICT sector, accounting for 3.3% of the total number of employed persons in Hong Kong.

6. 資訊及通訊科技業屬技術密集型的行業。在 2022 年，資訊及通訊科技業的工商機構單位的研究及發展（研發）活動總開支為 63 億元，佔本港工商機構研發總開支的 50.7%。資訊及通訊科技業亦僱用大量的研發人員。在 2022 年，53.1% 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 2022, the total expenditure on research and development (R&D) activities by business establishments in the ICT sector was $6.3 billion, accounting for 50.7% 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 2022, 53.1% 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)

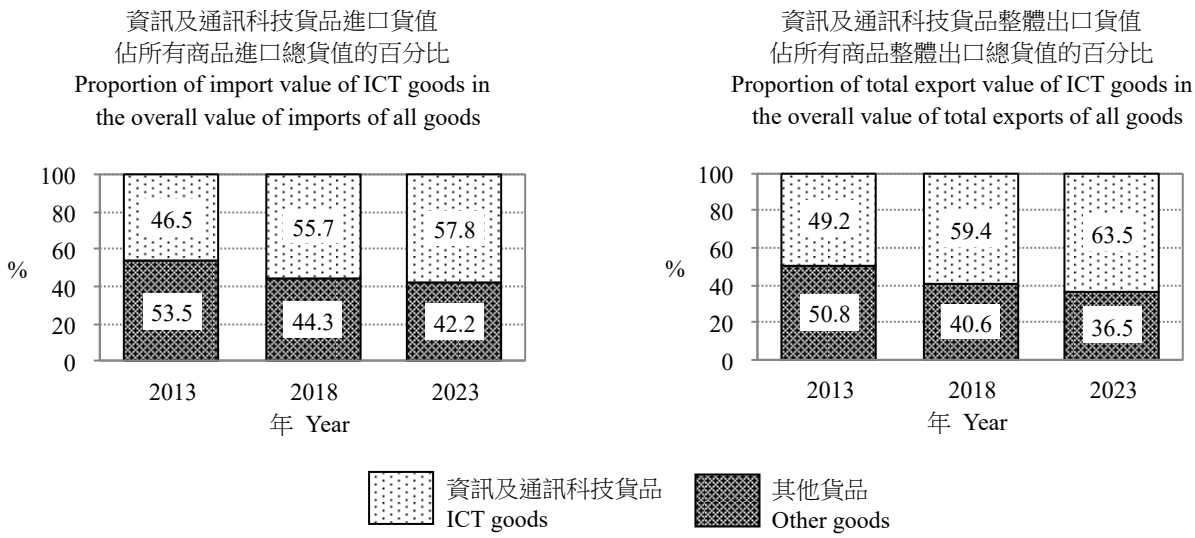
圖甲：2022 年香港資訊及通訊科技業的研發活動
Chart A: R&D activities in the ICT sector in Hong Kong, 2022



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 2023 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 57.8%。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 63.5%。（圖乙）

7. The imports and exports of ICT goods play an important role in the external trade of Hong Kong. In 2023, the import value of ICT goods accounted for 57.8% 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 63.5%. (Chart B)

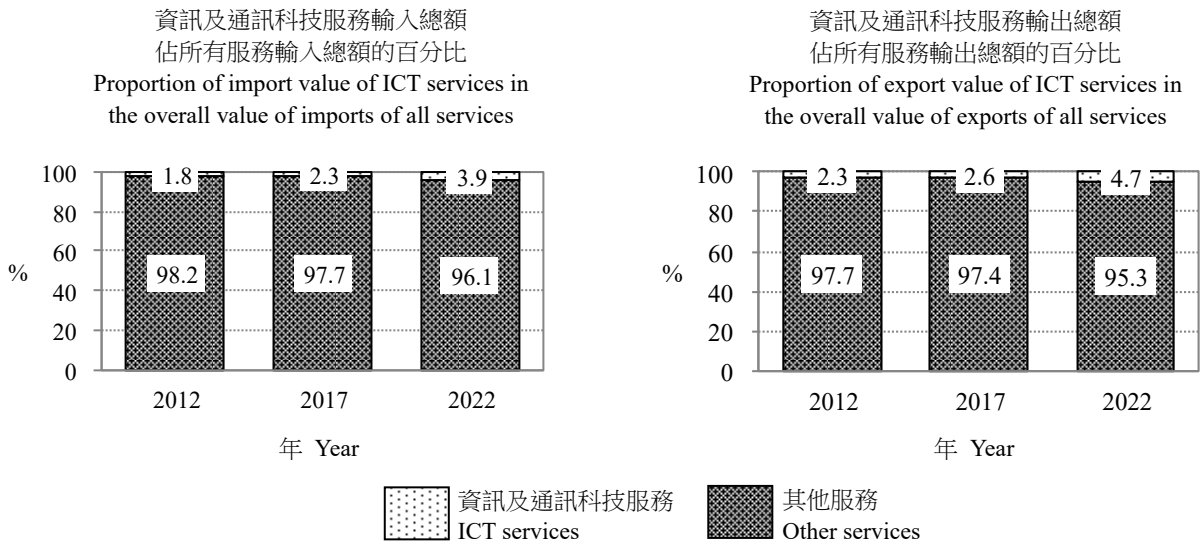
圖乙：2013、2018 及 2023 年資訊及通訊科技貨品的對外貿易
Chart B: External trade of ICT goods, 2013, 2018 and 2023



8. 在 2022 年，資訊及通訊科技服務的輸入總額，佔所有服務輸入總額的 3.9%。而資訊及通訊科技服務輸出總額的相應比例為 4.7%。(圖丙)

8. The value of imports of ICT services accounted for 3.9% of the overall value of imports of all services in 2022. The corresponding proportion for the value of exports of ICT services was 4.7%. (Chart C)

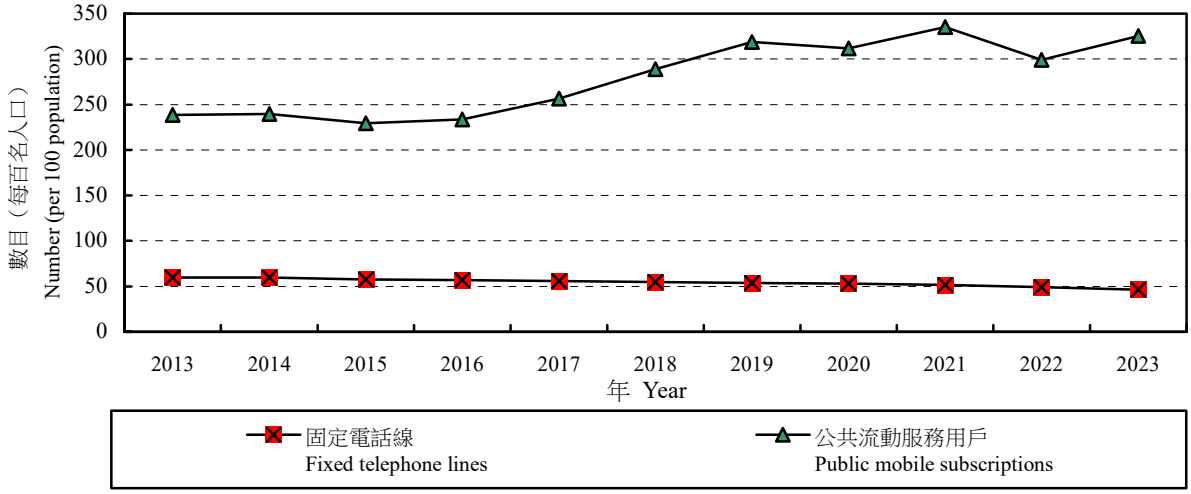
圖丙：2012、2017 及 2022 年資訊科技服務的輸入及輸出
Chart C: Imports and exports of ICT services, 2012, 2017 and 2022



9. 香港的固定電話市場已趨飽和。在 2023 年，每百名人口中有 46 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 2023 年，每百名人口中有 325 個公共流動服務用戶。（圖丁）

9. The fixed line telephony market in Hong Kong has become saturated. In 2023, there was 46 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 325 public mobile subscriptions per 100 population in 2023. (Chart D)

圖丁：2013 至 2023 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 D: Number of fixed telephone lines and public mobile subscriptions per 100 population, 2013-2023



10. 香港市民使用互聯網服務已十分普遍。在 2023 年，家中有接駁互聯網的住戶佔全港所有住戶的 96.6%。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 2023 年，每百名人口中有 39.6 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 325.2 個 [1]。

10. The use of Internet services is prevalent amongst people in Hong Kong. In 2023, households with access to the Internet at home constituted 96.6% 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 2023, the number of fixed broadband Internet access lines reached 39.6 per 100 population in Hong Kong. The corresponding figure for mobile broadband subscriptions was much higher, being 325.2[1].

[1] 數字是 2023 年每百名人口計算依靠第 2.5 代／3 代／4 代／5 代流動數據服務的流動服務用戶數目。

[1] Figure refers to the number of mobile subscriptions riding on 2.5G/3G/4G/5G mobile data services per 100 population in 2023.

11. 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 2017/18 至 2022/23 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平均約有 2 700 人。

11. 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 2017/18 to 2022/23 academic years, the total number of graduates of the IT programmes funded by the University Grants Committee averaged around 2 700 per annum.

12. 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一些推動香港數字經濟發展的有利因素。

12. 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 promoting the development of digital economy in Hong Kong.

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

緒言

1.1　數字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，不少機構重新定位其業務策略，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。而資訊及通訊科技業涵蓋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。

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 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 establishments 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 comprises 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 2022 年，從事資訊及通訊科技業的機構單位約有 16 900 間，就業人數約為 118 300 人，佔香港總就業人數的 3.3%。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以供應資訊及通訊科技產品為主，但亦可能同時供應少量非資訊及通訊科技產品。（表 1.1）

1.5　在 2022 年，資訊及通訊科技業的增加價值為 1,719 億元，佔以基本價格計算的本地生產總值的 6.3%，並較 2021 年下跌 2.8%。（表 1.1）

1.6　在 2022 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 47.3% 和 52.5%，相應的就業人數比重為 35.1% 及 63.7%，而增加價值比重則分別為 50.1% 及 49.5%。（圖 1.1）

資訊及通訊科技業的研究及發展（研發）活動

1.7　資訊及通訊科技業涵蓋涉及龐大研發活動開支（包括經常和資本開支）的技術密集行業，相關金額在 2022 年達 63 億元，佔整體工商機構研發總開支的 50.7%。（表 1.2）

Operating Characteristics of the ICT Sector

1.4 In 2022, there were some 16 900 establishments in the ICT sector with around 118 300 persons engaged, representing 3.3% of the total number of employed persons in Hong Kong. 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 2022, the value added of the ICT sector amounted to $171.9 billion, representing 6.3% of the Gross Domestic Product at basic prices and decreasing by 2.8% compared with 2021. (Table 1.1)

1.6 In 2022, industries engaged in the distribution of ICT goods and those in the provision of ICT services accounted for 47.3% and 52.5% of the number of establishments in the ICT sector respectively. Their corresponding shares in terms of employment were 35.1% and 63.7%, whereas in terms of value added at 50.1% and 49.5% 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 (including current and capital expenditure) amounting to $6.3 billion in 2022, which represents 50.7% of the total R&D expenditure in the business sector as a whole. (Table 1.2)

1.8　在 2022 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 7 200 人，佔整體工商機構研發人員總數的 53.1%。（表 1.2）

1.8　In 2022, the number of R&D personnel (in terms of full-time equivalent) in the ICT sector was about 7 200, accounting for 53.1% of the total number of R&D personnel in the business sector as a whole. (Table 1.2)

電訊服務

Telecommunications Services

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網際規約（即 Internet Protocol，下稱「IP」）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以 IP 為基礎的通訊服務取代。

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 Protocol-based ("IP-based") environment in both fixed and mobile networks. Conventional voice communications services are continually being replaced by IP-based communications services.

1.10　在 2023 年，香港有 26 間本地固定網絡營辦商[1] 和 5 間流動網絡營辦商，亦有 191 間電訊持牌機構獲授權提供對外固定電訊服務，以及有 306 間電訊持牌機構獲授權提供互聯網接達服務。（表 1.3）

1.10　In 2023, there were 26 local fixed network operators[1] and 5 mobile network operators in Hong Kong. There were also 191 telecommunications licensees authorised to provide external fixed telecommunications services and 306 telecommunications licensees authorised to provide Internet access services in Hong Kong. (Table 1.3)

其他有關刊物

Further References

工業的業務表現及營運特色的主要統計數字

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

進出口貿易、批發及零售業的業務表現及營運特色的主要統計數字

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

資訊及通訊業的業務表現及營運特色的主要統計數字

Key Statistics on Business Performance and Operating Characteristics of the Information and Communications Sector

香港創新活動統計

Hong Kong Innovation Activities Statistics

[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。

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

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

	2012	2017	2018	2019	2020	2021	2022
機構單位數目 Number of establishments	16 804 (-2.5)	17 882 (+3.5)	17 642 (-1.3)	16 662 (-5.6)	17 249 (+3.5)	17 468 (+1.3)	16 857 (-3.5)
就業人數 Number of persons engaged	129 495 (-2.7)	129 641 (+0.7)	130 885 (+1.0)	126 289 (-3.5)	125 443 (-0.7)	128 067 (+2.1)	118 278 (-7.6)
佔總就業人數的百分比 (%) As a percentage of total number of employed persons (%)	3.5	3.4	3.4	3.3	3.4	3.5	3.3
每間機構單位的平均就業人數 Average number of persons engaged per establishment	7.7	7.2	7.4	7.6	7.3	7.3	7.0
業務收益及其他收入（十億元） Business receipts and other income ($ billion)	1,253.8 (-14.0)	1,639.9 (+1.8)	1,679.7 (+2.4)	1,459.7 (-13.1)	1,546.5 (+5.9)	1,843.5 (+19.2)	1,749.6 (-5.1)
增加價值（十億元） Value added ($ billion)	124.1 (+7.6)	145.9 (+6.0)	156.0 (+6.9)	156.9 (+0.6)	158.6 (+1.1)	176.8 (+11.5)	171.9 (-2.8)
以基本價格計算的本地生產總值內所佔比率[(1)] (%) Contribution to Gross Domestic Product (GDP) at basic prices[(1)] (%)	6.2	5.7	5.8	5.7	6.2	6.4	6.3 @
僱員薪酬（十億元） Compensation of employees ($ billion)	45.8 (+6.8)	50.2 (+1.6)	52.9 (+5.3)	53.5 (+1.2)	54.0 (+1.0)	58.6 (+8.4)	57.5 (-1.9)
盈餘總額（十億元） Gross surplus ($ billion)	80.0 (+9.2)	102.8 (+2.6)	106.3 (+3.3)	107.0 (+0.7)	114.3 (+6.8)	125.7 (+10.0)	153.8 (+22.4)

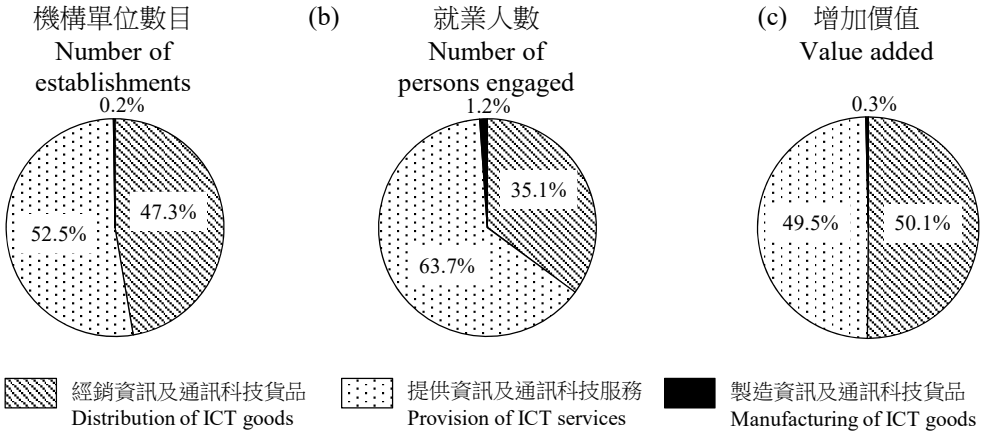
註釋： 括號內的數字是與上年比較的變動百分率。
(1) 本地生產總值的數字是 2024 年 5 月發表的最新數據。

Notes: Figures in brackets denote percentage changes over the preceding year.
(1) Figures on GDP refer to the latest statistics released in May 2024.

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 2022 年資訊及通訊科技業選定主要統計數字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 2022



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）活動統計數字

Table 1.2 Statistics on research and development (R&D) activities in the information and communication technology (ICT) sector

	2012	2017	2018	2019	2020	2021	2022
資訊及通訊科技業的研發開支[(1)]（百萬元）	3,416	4,510	5,186	5,649	5,393	5,820	6,271
R&D expenditure[(1)] in the ICT sector ($ million)	(+10.2)	(+5.0)	-	(+8.9)	(-4.5)	(+7.9)	(+7.7)
佔工商機構研發總開支[(1)]的百分比 (%)	51.4	47.9	47.2	48.6	48.8	49.7	50.7
As a percentage of total R&D expenditure[(1)] in the business sector (%)							
資訊及通訊科技業的研發人員數目[(2)]（以相當於全日制的人數計算）	6 344	7 485	7 645	7 810	7 420	7 188	7 195
Number of R&D personnel[(2)] in the ICT sector (in full-time equivalent)	(+7.3)	(+1.9)	(+2.1)	(+2.2)	(-5.0)	(-3.1)	(+0.1)
佔工商機構研發人員總數[(2)]的百分比 (%)	55.7	58.5	58.1	56.8	55.6	55.3	53.1
As a percentage of total number of R&D personnel[(2)] 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) 數字包括本地機構單位為本身及／或為其他機構進行的內部研發活動開支。
按照國際指引，自 2018 年統計年度開始，研發設施的隱含使用成本估計數字已被納入研發開支的估算當中。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。

(2) 為了反映投放於研發活動的實際人力資源，研發人員數目是以「相當於全日制的人數」計算，即根據有關統計年度內已投放於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) Figures include expenditure on in-house R&D activities conducted by a local establishment for itself and/or for other organisations.
Following international guidelines, the estimates of implicit user cost of R&D facilities have been included in the estimation of R&D expenditure as from the reference year of 2018. The R&D expenditure figures from 2018 onwards are not directly comparable with those of earlier years.

(2) 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

數目
Number

	2013	2018	2019	2020	2021	2022	2023
本地固定網絡營辦商(1) Local fixed network operators(1)	21	27	27	27	27	27	26
流動網絡營辦商 Mobile network operators	5	4	4	5	5	5	5
對外固定電訊服務營辦商(2) External fixed telecommunications service providers(2)	282	238	225	214	209	196	191
互聯網服務供應商(3) Internet service providers(3)	197	251	252	263	289	298	306

註釋： (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: (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

第 2 章　資訊及通訊科技貨品及服務貿易
Chapter 2　Trade in Information and Communication Technology Goods and Services

緒言

2.1　資訊及通訊科技產品的貿易統計數字分為兩大範疇，即「資訊及通訊科技貨品貿易」及「資訊及通訊科技服務貿易」。而相關的資訊及通訊科技貨品及服務的分類，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。

2.2　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，分為五個類別：(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；以及 (v) 其他資訊及通訊科技貨品。

2.3　資訊及通訊科技服務包括所有旨在容許及／或執行資訊處理及通訊功能的活動，分為兩個類別：(i) 電子通訊服務及 (ii) 電腦服務。

Introduction

2.1　Trade statistics in information and communication technology (ICT) products are classified into two categories, viz. trade in ICT goods and trade in ICT services. The corresponding classifications of ICT goods and ICT services mainly follow the international guidelines promulgated by the United Nations Conference on Trade and Development (UNCTAD) and the Organisation for Economic Co-operation and Development (OECD).

2.2　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 five categories: (i) communication equipment; (ii) computers and peripheral equipment; (iii) consumer electronic equipment; (iv) electronic components; and (v) other ICT goods.

2.3　ICT services include all activities intended to enable and/or fulfil the function of information processing and communication. They are grouped into two categories: (i) telecommunications services and (ii) computer services.

2.4 此外，聯合國貿易和發展會議亦倡議量度可數字化交付服務，它的定義相對於資訊及通訊科技服務更廣闊，是指所有可以透過資訊及通訊科技網絡遙距提供的服務，當中涵蓋一系列廣泛的服務，分為六個類別：(i) 保險及退休金服務；(ii) 金融服務；(iii) 知識產權使用費；(iv) 電子通訊、電腦及資訊服務；(v) 其他商業服務；以及 (vi) 視聽及有關服務。

2.4 Besides, UNCTAD also promulgated to measure trade in digitally-deliverable services, which have a broader definition than ICT services. They refer to services that can be delivered remotely over ICT networks, covering a wide range of services as grouped into six categories: (i) insurance and pension services; (ii) financial services; (iii) charges for the use of intellectual property; (iv) telecommunications, computer and information services; (v) other business services; and (vi) audio-visual and related services.

2.5 本章展示在 2013 年至 2023 年間，香港資訊及通訊科技貨品的進口及出口趨勢和發展；以及 2012 年至 2022 年間，資訊及通訊科技服務和可數字化交付服務的輸入及輸出趨勢和發展。

2.5 This Chapter highlights the trend and developments in imports and exports of ICT goods in Hong Kong during the period from 2013 to 2023, as well as the trend and developments in imports and exports of ICT services and digitally-deliverable services in Hong Kong during the period from 2012 to 2022.

資訊及通訊科技貨品

ICT Goods

概要

Overview

2.6 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 2013 年至 2023 年間，資訊及通訊科技貨品的進口貨值平均每年增長 3.6%，高於所有商品進口總貨值的相應增長率（1.4%）。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 4.2%，亦高於所有商品整體出口總貨值的相應增長率（1.6%）。在 2023 年，資訊及通訊科技貨品的進口貨值為 26,833 億元，佔所有商品進口總貨值的 57.8%。資訊及通訊科技貨品的整體出口貨值在 2023 年達 26,522 億元，佔所有商品整體出口總貨值的 63.5%。（表 2.1）

2.6 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 3.6% per annum between 2013 and 2023, faster than the corresponding growth of 1.4% 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 4.2% per annum, also faster than the corresponding growth of 1.6% for the overall value of total exports of all goods. In 2023, imports of ICT goods amounted to $2,683.3 billion, accounting for 57.8% of the overall value of imports of all goods. The value of total exports of ICT goods reached $2,652.2 billion in 2023, representing 63.5% of the overall value of total exports of all goods. (Table 2.1)

通訊設備

2.7 在 2023 年，香港的通訊設備進口貨值為 4,724 億元。同年，通訊設備的整體出口貨值為 4,265 億元。（表 2.1 及 2.2）

2.8 在 2023 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 71.9%。第二及第三的主要供應地是美國和印度，分別佔總值的 6.7% 和 3.9%。（表 2.2）

2.9 阿拉伯聯合酋長國、內地和美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 15.4%、13.4% 和 13.2%。（表 2.2）

Communication Equipment

2.7 In 2023, the value of Hong Kong's imports of communication equipment amounted to $472.4 billion. In the same year, the value of total exports of communication equipment was $426.5 billion. (Tables 2.1 and 2.2)

2.8 The mainland of China (the Mainland) was the major supplier, accounting for 71.9% of Hong Kong's total imports of communication equipment in 2023. The second and third major suppliers were the United States of America (USA) and India, accounting for 6.7% and 3.9% respectively of the total. (Table 2.2)

2.9 The United Arab Emirates, the Mainland and the USA were the three largest destinations of Hong Kong's total exports of communication equipment, accounting for 15.4%, 13.4% and 13.2% respectively of the total. (Table 2.2)

電腦及周邊設備

2.10 在 2023 年，香港的電腦及周邊設備進口貨值為 3,044 億元。同年，電腦及周邊設備的整體出口貨值為 3,781 億元。（表 2.1 及 2.3）

2.11 在 2023 年，進口香港的電腦及周邊設備中有 61.4% 來自內地。第二及第三的主要供應地是台灣和馬來西亞，分別佔總值的 9.3% 和 4.6%。（表 2.3）

2.12 在 2023 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 53.0%。第二及第三主要目的地是美國和台灣，分別佔總值的 10.2% 和 4.2%。（表 2.3）

Computers and Peripheral Equipment

2.10 In 2023, the value of Hong Kong's imports of computers and peripheral equipment was $304.4 billion. In the same year, the value of total exports of computers and peripheral equipment was $378.1 billion. (Tables 2.1 and 2.3)

2.11 In 2023, 61.4% of Hong Kong's imports of computers and peripheral equipment was supplied by the Mainland. The second and third major suppliers were Taiwan and Malaysia, accounting for 9.3% and 4.6% respectively of the total. (Table 2.3)

2.12 In 2023, the Mainland was the largest destination of Hong Kong's total exports of computers and peripheral equipment, accounting for 53.0% of the total. The second and third major destinations were the USA and Taiwan, accounting for 10.2% and 4.2% respectively of the total. (Table 2.3)

消費電子設備

2.13　在 2023 年，香港的消費電子設備進口貨值為 473 億元。同年，消費電子設備的整體出口貨值為 525 億元。（表 2.1 及 2.4）

2.14　香港進口的消費電子設備主要供應地為內地。在 2023 年，來自內地的消費電子設備佔總值的 63.4%。第二和第三主要供應地是日本和美國，分別佔總值的 7.6% 和 4.4%。（表 2.4）

2.15　在 2023 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 23.9% 和 16.0%。第三大目的地是日本，佔總值的 5.7%。（表 2.4）

電子組件

2.16　在 2023 年，香港的電子組件進口及整體出口貨值分別達 17,754 億元及 17,108 億元。（表 2.1 及 2.5）

2.17　在 2023 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 34.8%、23.5% 及 13.3%。（表 2.5）

2.18　在 2023 年，香港電子組件整體出口的最大目的地是內地，佔總值的 78.9%。其次是台灣和越南，分別佔總值的 3.8% 和 3.3%。（表 2.5）

Consumer Electronic Equipment

2.13　In 2023, the value of Hong Kong's imports of consumer electronic equipment amounted to $47.3 billion. In the same year, the value of total exports of consumer electronic equipment was $52.5 billion. (Tables 2.1 and 2.4)

2.14　The major supplier of Hong Kong's imports of consumer electronic equipment was the Mainland. In 2023, the share of consumer electronic equipment from the Mainland was 63.4%. The second and third major suppliers were Japan and the USA, accounting for 7.6% and 4.4% respectively of the total. (Table 2.4)

2.15　In 2023, the Mainland and the USA were the two largest destinations of Hong Kong's total exports of consumer electronic equipment, accounting for 23.9% and 16.0% of the total respectively. The third largest destination was Japan, accounting for 5.7% of the total.
(Table 2.4)

Electronic Components

2.16　In 2023, the values of Hong Kong's imports and total exports of electronic components reached $1,775.4 billion and $1,710.8 billion respectively. (Tables 2.1 and 2.5)

2.17　In 2023, the top three suppliers of Hong Kong's imports of electronic components were the Mainland, Taiwan and Singapore. They accounted for 34.8%, 23.5% and 13.3% of the total value of imports of electronic components respectively. (Table 2.5)

2.18　In 2023, the Mainland was the largest destination of Hong Kong's total exports of electronic components, accounting for 78.9% of the total, followed by Taiwan and Vietnam, accounting for 3.8% and 3.3% respectively of the total.
(Table 2.5)

其他資訊及通訊科技貨品

2.19 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 2023 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 837 億元及 843 億元。（表 2.1 及 2.6）

2.20 在 2023 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、越南及韓國，分別佔其他資訊及通訊科技貨品進口總值的 44.2%、22.7% 及 14.5%。（表 2.6）

2.21 在 2023 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 63.3%。第二及第三主要目的地是菲律賓及美國，分別佔總值的 4.1% 和 3.4%。（表 2.6）

Other ICT Goods

2.19 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 2023, the values of Hong Kong's imports and total exports of other ICT goods were $83.7 billion and $84.3 billion respectively. (Tables 2.1 and 2.6)

2.20 In 2023, the top three suppliers of Hong Kong's imports of other ICT goods were the Mainland, Vietnam and Korea. They accounted for 44.2%, 22.7% and 14.5% respectively of the total value of imports of other ICT goods. (Table 2.6)

2.21 In 2023, the Mainland was the largest destination of Hong Kong's total exports of other ICT goods, accounting for 63.3% of the total. The second and third major destinations were the Philippines and the USA, accounting for 4.1% and 3.4% respectively of the total. (Table 2.6)

資訊及通訊科技服務

2.22 在 2012 年至 2022 年間，資訊及通訊科技服務的對外貿易增長強勁，資訊及通訊科技服務輸入總額平均每年增長 6.2%，而所有服務輸入總額的相應變動率則為 -1.8%。同期間，資訊及通訊科技服務的輸出總額平均每年增長 5.5%，而所有服務輸出總額的相應變動率則為 -1.6%。（表 2.7）

2.23 在 2022 年，所有服務的輸入及輸出總額較 2021 年分別上升 3.2% 及 5.8%，而資訊及通訊科技服務的輸入及輸出總額分別較 2021 年上升 4.0% 及 6.9%。（表 2.7）

ICT Services

2.22 During the period from 2012 to 2022, the growth of Hong Kong's external trade in ICT services was phenomenal, the value of imports of ICT services increased at an average rate of 6.2% per annum while the corresponding rate of change for the overall value of imports of all services was -1.8%. Over the same period, the value of exports of ICT services increased at an average rate of 5.5% per annum while the corresponding rate of change for the overall value of exports of all services was -1.6%. (Table 2.7)

2.23 In 2022, the overall value of imports and exports of all services increased by 3.2% and 5.8% respectively compared with that of 2021, while the values of imports and exports of ICT services increased by 4.0% and 6.9% respectively compared with that of 2021. (Table 2.7)

2.24　同時，資訊及通訊科技服務貿易佔所有服務貿易的比例在 2012 年至 2022 年間持續增長。在 2022 年，資訊及通訊科技服務輸入總額為 192 億元，佔所有服務輸入總額的 3.9%，而此比例在 2012 年為 1.8%。資訊及通訊科技服務的輸出在 2022 年則達 304 億元，佔所有服務輸出總額的 4.7%，而此比例在 2012 年為 2.3%。（表 2.7）

2.24　At the same time, the share of ICT services trade in all services trade has grown steadily during the period from 2012 to 2022. In 2022, the value of imports of ICT services amounted to $19.2 billion, accounting for 3.9% of the overall value of imports of all services while that proportion was 1.8% in 2012. The value of total exports of ICT services reached $30.4 billion in 2022, representing 4.7% of the overall value of total exports of all services while that proportion was 2.3% in 2012. (Table 2.7)

2.25　值得留意的是，2022 年電腦服務的輸入總額（70 億元）較 2021 年上升了 5.9%。另一方面，同期間，電腦服務的輸出總額（88 億元）亦上升了 8.3%。（表 2.7）

2.25　It is worth noting that the value of imports of computer services in 2022 ($7.0 billion) increased by 5.9% compared with that of 2021. On the other hand, the value of exports of computer services ($8.8 billion) also increased by 8.3% over the same period. (Table 2.7)

可數字化交付的服務

Digitally-deliverable Services

2.26　在 2012 年至 2022 年間，可數字化交付服務的對外貿易持續增長。可數字化交付服務貿易輸入總額平均每年增長 2.8%，而所有服務輸入總額的相應變動率為 -1.8%。同期間，可數字化交付服務的輸出總額平均每年增長 3.7%，而所有服務輸出總額的相應變動率則為 -1.6%。（表 2.8）

2.26　During the period from 2012 to 2022, Hong Kong's external trade in digitally-deliverable services has grown steadily. The value of imports of digitally-deliverable services increased at an average rate of 2.8% per annum while the corresponding rate of change for the overall value of imports of all services was -1.8%. Over the same period, the value of exports of digitally-deliverable services increased at an average rate of 3.7% per annum while the corresponding rate of change for the overall value of exports of all services was -1.6%. (Table 2.8)

2.27　在 2022 年，所有服務的輸入及輸出總額較 2021 年分別上升 3.2% 及 5.8%，而可數字化交付服務的輸入及輸出總額較 2021 年分別上升 1.4% 及 6.0%。（表 2.8）

2.27　In 2022, the overall value of imports and exports of all services increased by 3.2% and 5.8% respectively compared with those of 2021, while the values of imports and exports of digitally-deliverable services increased by 1.4% and 6.0% respectively compared with those of 2021. (Table 2.8)

2.28　同時，可數字化交付服務貿易佔所有服務貿易的比例在 2012 年至 2022 年間持續增長。在 2022 年，可數字化交付服務的輸入總額為 2,014 億元，佔所有服務輸入總額的 40.7%，而此比例在 2012 年為 25.7%。可數字化交付服務的輸出在 2022 年則達 3,611 億元，佔所有服務輸出總額的 55.5%，較 2012 年的 32.8% 為高。（表 2.8）

2.28 At the same time, the share of digitally-deliverable services trade in all services trade has grown steadily during the period from 2012 to 2022. In 2022, the value of imports of digitally-deliverable services amounted to $201.4 billion, accounting for 40.7% of the overall value of imports of all services while that proportion was 25.7% in 2012. The value of total exports of digitally-deliverable services reached $361.1 billion in 2022, representing 55.5% of the overall value of total exports of all services which was higher than that of 32.8% in 2012. (Table 2.8)

2.29　值得留意的是，2022 年金融服務的輸入總額（610 億元）較 2021 年上升了 7.5%。同時，金融服務的輸出總額（2,019 億元）亦較同期間上升了 8.8%。此外，2022 年電子通訊、電腦及資訊服務的輸入總額（207 億元）較 2021 年上升了 3.9%。同時，電子通訊、電腦及資訊服務的輸出總額（311 億元）亦較同期間上升了 6.6%。（表 2.8）

2.29 It is worth noting that the value of imports of financial services in 2022 ($61.0 billion) increased by 7.5% compared with that of 2021. Meanwhile, the value of exports of financial services ($201.9 billion) also increased by 8.8% over the same period. Moreover, the value of imports of telecommunications, computer and information services in 2022 ($20.7 billion) increased by 3.9% compared with that of 2021. Meanwhile, the value of exports of telecommunications, computer and information services ($31.1 billion) also increased by 6.6% over the same period. (Table 2.8)

其他有關刊物

香港對外商品貿易（月刊）

香港服務貿易統計（年刊）

Further References

Hong Kong External Merchandise Trade (Monthly)

Hong Kong Trade in Services Statistics (Annual)

表 2.1 資訊及通訊科技貨品[(1)]的進口及整體出口

Table 2.1 Imports and total exports of information and communication technology (ICT) goods [(1)]

百萬元
$ million

	2013	2018	2019	2020	2021	2022	2023
進口 Imports	1,890,151 (+6.3)	2,630,295 (+10.4)	2,432,540 (-7.5)	2,525,381 (+3.8)	3,189,469 (+26.3)	2,953,659 (-7.4)	2,683,286 (-9.2)
通訊設備 Communication equipment	479,671 (+16.1)	606,587 (+1.9)	564,383 (-7.0)	537,125 (-4.8)	636,763 (+18.6)	467,666 (-26.6)	472,410 (+1.0)
電腦及周邊設備 Computers and peripheral equipment	361,375 (-1.2)	394,002 (+21.7)	327,503 (-16.9)	329,845 (+0.7)	428,834 (+30.0)	392,253 (-8.5)	304,436 (-22.4)
消費電子設備 Consumer electronic equipment	103,377 (-14.5)	90,481 (+9.1)	80,398 (-11.1)	62,932 (-21.7)	62,609 (-0.5)	38,311 (-38.8)	47,336 (+23.6)
電子組件 Electronic components	824,592 (+10.3)	1,429,530 (+11.7)	1,374,180 (-3.9)	1,501,785 (+9.3)	1,953,738 (+30.1)	1,956,579 (+0.1)	1,775,362 (-9.3)
其他資訊及通訊科技貨品 Other ICT goods	121,136 (-7.5)	109,694 (+10.0)	86,076 (-21.5)	93,694 (+8.9)	107,525 (+14.8)	98,850 (-8.1)	83,743 (-15.3)
佔所有商品進口總貨值的百分比 (%) As a percentage of overall value of imports of all goods (%)	46.5	55.7	55.1	59.1	60.1	59.9	57.8
整體出口 Total exports	1,751,688 (+6.7)	2,470,689 (+11.6)	2,374,951 (-3.9)	2,479,361 (+4.4)	3,190,749 (+28.7)	2,937,733 (-7.9)	2,652,205 (-9.7)
通訊設備 Communication equipment	503,453 (+22.3)	612,518 (+2.9)	584,870 (-4.5)	528,373 (-9.7)	595,485 (+12.7)	433,236 (-27.2)	426,513 (-1.6)
電腦及周邊設備 Computers and peripheral equipment	336,289 (-4.7)	402,353 (+15.6)	357,198 (-11.2)	394,329 (+10.4)	519,210 (+31.7)	451,298 (-13.1)	378,113 (-16.2)
消費電子設備 Consumer electronic equipment	94,691 (-16.6)	102,456 (+12.9)	96,810 (-5.5)	81,182 (-16.1)	79,421 (-2.2)	51,512 (-35.1)	52,465 (+1.9)
電子組件 Electronic components	698,576 (+10.2)	1,234,539 (+15.3)	1,240,431 (+0.5)	1,378,715 (+11.1)	1,874,874 (+36.0)	1,898,812 (+1.3)	1,710,832 (-9.9)
其他資訊及通訊科技貨品 Other ICT goods	118,679 (-8.3)	118,822 (+8.5)	95,643 (-19.5)	96,762 (+1.2)	121,760 (+25.8)	102,875 (-15.5)	84,284 (-18.1)
佔所有商品整體出口總貨值的百分比 (%) As a percentage of overall value of total exports of all goods (%)	49.2	59.4	59.5	63.1	64.3	64.8	63.5

註釋： 括號內的數字是與上年比較的變動百分率。

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

(1) 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[(1)]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[(1)]

百萬元
$ million

	2013	2018	2019	2020	2021	2022	2023
進口	479,671	606,587	564,383	537,125	636,763	467,666	472,410
Imports	(+16.1)	(+1.9)	(-7.0)	(-4.8)	(+18.6)	(-26.6)	(+1.0)
中國內地	357,070	502,119	457,662	433,825	514,595	346,502	339,461
The mainland of China	(+21.0)	(+2.6)	(-8.9)	(-5.2)	(+18.6)	(-32.7)	(-2.0)
美國	25,840	33,247	30,824	24,428	33,435	35,896	31,824
United States of America	(+77.0)	(+4.6)	(-7.3)	(-20.8)	(+36.9)	(+7.4)	(-11.3)
印度	820	985	1,321	881	644	4,400	18,586
India	(-6.2)	(+22.4)	(+34.1)	(-33.3)	(-26.9)	(+582.8)	(+322.4)
整體出口	503,453	612,518	584,870	528,373	595,485	433,236	426,513
Total exports	(+22.3)	(+2.9)	(-4.5)	(-9.7)	(+12.7)	(-27.2)	(-1.6)
阿拉伯聯合酋長國	8,097	19,683	27,592	32,145	48,377	61,649	65,811
United Arab Emirates	(+19.0)	(+14.0)	(+40.2)	(+16.5)	(+50.5)	(+27.4)	(+6.8)
中國內地	248,646	187,304	183,608	170,474	179,512	65,899	57,100
The mainland of China	(+28.6)	(-11.3)	(-2.0)	(-7.2)	(+5.3)	(-63.3)	(-13.4)
美國	41,652	43,229	36,620	34,202	42,141	42,225	56,261
United States of America	(+3.3)	(+8.3)	(-15.3)	(-6.6)	(+23.2)	(+0.2)	(+33.2)

註釋： 括號內的數字是與上年比較的變動百分率。

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

(1) 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[(1)]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[(1)]

百萬元
$ million

	2013	2018	2019	2020	2021	2022	2023
進口	361,375	394,002	327,503	329,845	428,834	392,253	304,436
Imports	(-1.2)	(+21.7)	(-16.9)	(+0.7)	(+30.0)	(-8.5)	(-22.4)
中國內地	249,619	280,688	222,236	221,155	280,466	235,359	186,807
The mainland of China	(-2.5)	(+24.1)	(-20.8)	(-0.5)	(+26.8)	(-16.1)	(-20.6)
台灣	12,420	14,514	17,708	23,709	30,933	32,739	28,251
Taiwan	(+11.8)	(+9.7)	(+22.0)	(+33.9)	(+30.5)	(+5.8)	(-13.7)
馬來西亞	10,958	11,238	8,393	6,458	9,946	14,715	13,978
Malaysia	(-1.5)	(+33.2)	(-25.3)	(-23.1)	(+54.0)	(+47.9)	(-5.0)
整體出口	336,289	402,353	357,198	394,329	519,210	451,298	378,113
Total exports	(-4.7)	(+15.6)	(-11.2)	(+10.4)	(+31.7)	(-13.1)	(-16.2)
中國內地	222,004	212,205	193,083	200,864	268,924	208,197	200,469
The mainland of China	(-7.1)	(+15.9)	(-9.0)	(+4.0)	(+33.9)	(-22.6)	(-3.7)
美國	22,175	43,189	32,612	43,178	46,442	54,954	38,712
United States of America	(-8.2)	(+19.0)	(-24.5)	(+32.4)	(+7.6)	(+18.3)	(-29.6)
台灣	6,358	8,489	10,388	13,958	22,682	29,093	15,741
Taiwan	(+45.0)	(+10.1)	(+22.4)	(+34.4)	(+62.5)	(+28.3)	(-45.9)

註釋： 括號內的數字是與上年比較的變動百分率。

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

(1) 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[(1)]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[(1)]

百萬元
$ million

	2013	2018	2019	2020	2021	2022	2023
進口	103,377	90,481	80,398	62,932	62,609	38,311	47,336
Imports	(-14.5)	(+9.1)	(-11.1)	(-21.7)	(-0.5)	(-38.8)	(+23.6)
中國內地	70,408	68,055	58,785	45,457	45,327	22,558	30,014
The mainland of China	(-18.3)	(+10.1)	(-13.6)	(-22.7)	(-0.3)	(-50.2)	(+33.1)
日本	8,086	3,452	2,483	1,839	1,896	3,297	3,605
Japan	(-5.7)	(-2.4)	(-28.1)	(-25.9)	(+3.1)	(+73.9)	(+9.3)
美國	3,950	2,625	2,365	1,883	1,592	1,350	2,082
United States of America	(-16.9)	(+29.1)	(-9.9)	(-20.4)	(-15.4)	(-15.2)	(+54.3)
整體出口	94,691	102,456	96,810	81,182	79,421	51,512	52,465
Total exports	(-16.6)	(+12.9)	(-5.5)	(-16.1)	(-2.2)	(-35.1)	(+1.9)
中國內地	29,864	30,200	29,951	22,845	22,567	12,800	12,526
The mainland of China	(-9.1)	(+3.7)	(-0.8)	(-23.7)	(-1.2)	(-43.3)	(-2.1)
美國	15,643	22,767	20,715	17,580	15,465	8,085	8,411
United States of America	(-19.5)	(+20.0)	(-9.0)	(-15.1)	(-12.0)	(-47.7)	(+4.0)
日本	8,717	9,784	7,349	6,996	5,882	3,214	2,970
Japan	(-25.3)	(+18.2)	(-24.9)	(-4.8)	(-15.9)	(-45.4)	(-7.6)

註釋： 括號內的數字是與上年比較的變動百分率。

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

(1) 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[(1)]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[(1)]

百萬元
$ million

	2013	2018	2019	2020	2021	2022	2023
進口	824,592	1,429,530	1,374,180	1,501,785	1,953,738	1,956,579	1,775,362
Imports	(+10.3)	(+11.7)	(-3.9)	(+9.3)	(+30.1)	(+0.1)	(-9.3)
中國內地	266,200	428,880	444,048	452,912	626,022	615,751	618,225
The mainland of China	(+17.3)	(+9.3)	(+3.5)	(+2.0)	(+38.2)	(-1.6)	(+0.4)
台灣	156,872	241,876	242,545	305,402	420,111	471,992	416,886
Taiwan	(+11.2)	(+0.3)	(+0.3)	(+25.9)	(+37.6)	(+12.3)	(-11.7)
新加坡	140,821	208,143	199,493	231,390	314,834	301,197	235,466
Singapore	(+2.6)	(+8.5)	(-4.2)	(+16.0)	(+36.1)	(-4.3)	(-21.8)
整體出口	698,576	1,234,539	1,240,431	1,378,715	1,874,874	1,898,812	1,710,832
Total exports	(+10.2)	(+15.3)	(+0.5)	(+11.1)	(+36.0)	(+1.3)	(-9.9)
中國內地	563,699	1,047,182	1,039,420	1,165,636	1,562,521	1,486,101	1,349,725
The mainland of China	(+13.1)	(+15.4)	(-0.7)	(+12.1)	(+34.0)	(-4.9)	(-9.2)
台灣	21,719	27,047	33,787	38,435	64,095	67,120	64,421
Taiwan	(-4.1)	(+2.4)	(+24.9)	(+13.8)	(+66.8)	(+4.7)	(-4.0)
越南	3,021	11,029	16,016	26,239	35,137	46,645	57,234
Vietnam	(+19.7)	(+31.5)	(+45.2)	(+63.8)	(+33.9)	(+32.8)	(+22.7)

註釋： 括號內的數字是與上年比較的變動百分率。

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

(1) 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[(1)]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[(1)]

百萬元
$ million

	2013	2018	2019	2020	2021	2022	2023
進口	121,136	109,694	86,076	93,694	107,525	98,850	83,743
Imports	(-7.5)	(+10.0)	(-21.5)	(+8.9)	(+14.8)	(-8.1)	(-15.3)
中國內地	67,057	52,024	49,281	51,237	45,179	35,352	37,018
The mainland of China	(-11.5)	(-1.7)	(-5.3)	(+4.0)	(-11.8)	(-21.8)	(+4.7)
越南	11,704	10,065	6,345	5,652	14,131	21,079	19,043
Vietnam	(-17.9)	(+48.2)	(-37.0)	(-10.9)	(+150.0)	(+49.2)	(-9.7)
韓國	8,511	10,159	8,936	13,657	22,385	22,856	12,180
Korea	(+4.6)	(-2.7)	(-12.0)	(+52.8)	(+63.9)	(+2.1)	(-46.7)
整體出口	118,679	118,822	95,643	96,762	121,760	102,875	84,284
Total exports	(-8.3)	(+8.5)	(-19.5)	(+1.2)	(+25.8)	(-15.5)	(-18.1)
中國內地	88,470	83,761	63,734	67,732	87,846	71,130	53,341
The mainland of China	(-10.0)	(+4.0)	(-23.9)	(+6.3)	(+29.7)	(-19.0)	(-25.0)
菲律賓	527	572	585	987	3,382	3,964	3,461
Philippines	(-4.3)	(+0.3)	(+2.3)	(+68.6)	(+242.8)	(+17.2)	(-12.7)
美國	5,027	9,380	6,386	4,120	3,626	3,359	2,868
United States of America	(+26.3)	(+134.3)	(-31.9)	(-35.5)	(-12.0)	(-7.4)	(-14.6)

註釋： 括號內的數字是與上年比較的變動百分率。

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

(1) 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

表 2.7 資訊及通訊科技服務的輸入及輸出

Table 2.7 Imports and exports of information and communication technology (ICT) services

百萬元
$ million

	2012	2017	2018	2019	2020	2021	2022
資訊及通訊科技服務輸入 Imports of ICT services	10,564 (+16.7)	13,934 (-0.2)	14,455 (+3.7)	14,858 (+2.8)	16,610 (+11.8)	18,495 (+11.3)	19,233 (+4.0)
電子通訊服務 Telecommunications services	6,859 (+23.1)	8,853 (-0.5)	9,312 (+5.2)	9,802 (+5.3)	10,288 (+5.0)	11,886 (+15.5)	12,234 (+2.9)
電腦服務 Computer services	3,706 (+6.5)	5,081 (+0.3)	5,143 (+1.2)	5,056 (-1.7)	6,322 (+25.0)	6,610 (+4.6)	6,999 (+5.9)
佔所有服務輸入總額的百分比 (%) As a percentage of overall value of imports of all services (%)	1.8	2.3	2.3	2.3	3.9	3.9	3.9
資訊及通訊科技服務輸出 Exports of ICT services	17,867 (+9.5)	21,353 (-0.3)	22,298 (+4.4)	23,369 (+4.8)	24,976 (+6.9)	28,482 (+14.0)	30,435 (+6.9)
電子通訊服務 Telecommunications services	10,840 (+11.8)	14,025 (-1.8)	14,827 (+5.7)	15,756 (+6.3)	17,708 (+12.4)	20,364 (+15.0)	21,646 (+6.3)
電腦服務 Computer services	7,027 (+6.1)	7,328 (+2.7)	7,471 (+2.0)	7,613 (+1.9)	7,268 (-4.5)	8,118 (+11.7)	8,789 (+8.3)
佔所有服務輸出總額的百分比 (%) As a percentage of overall value of exports of all services (%)	2.3	2.6	2.5	2.9	4.8	4.6	4.7

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： 政府統計處服務貿易統計組
Source: Trade in Services Statistics Section, Census and Statistics Department

表 2.8 可數字化交付服務的輸入及輸出
Table 2.8 Imports and exports of digitally-deliverable services

百萬元
$ million

	2012	2017	2018	2019	2020	2021	2022
可數字化交付服務輸入 Imports of digitally-deliverable services	152,474 (+2.6)	176,352 (+5.4)	190,099 (+7.8)	187,635 (-1.3)	184,864 (-1.5)	198,635 (+7.4)	201,376 (+1.4)
保險及退休金服務 Insurance and pension services	9,462 (+1.9)	11,279 (+2.1)	11,813 (+4.7)	11,963 (+1.3)	12,793 (+6.9)	15,233 (+19.1)	12,680 (-16.8)
金融服務 Financial services	30,528 (+1.0)	42,283 (+15.5)	48,605 (+15.0)	50,556 (+4.0)	55,959 (+10.7)	56,721 (+1.4)	60,951 (+7.5)
知識產權使用費 Charges for the use of intellectual property	15,656 (+0.1)	15,001 (+2.6)	15,622 (+4.1)	15,511 (-0.7)	13,651 (-12.0)	15,837 (+16.0)	16,338 (+3.2)
電子通訊、電腦及資訊服務 Telecommunications, computer and information services	11,338 (+15.9)	15,042 (§)	15,670 (+4.2)	16,073 (+2.6)	17,823 (+10.9)	19,911 (+11.7)	20,685 (+3.9)
其他商業服務 Other business services	84,946 (+2.2)	92,382 (+3.0)	97,984 (+6.1)	93,204 (-4.9)	84,371 (-9.5)	90,706 (+7.5)	90,497 (-0.2)
視聽及有關服務 Audio-visual and related services	544 (+9.9)	365 (-9.4)	406 (+11.2)	328 (-19.2)	267 (-18.6)	227 (-15.0)	225 (-0.9)
佔所有服務輸入總額的百分比 (%) As a percentage of overall value of imports of all services (%)	25.7	29.1	29.7	29.6	43.4	41.4	40.7
可數字化交付服務輸出 Exports of digitally-deliverable services	250,521 (+7.9)	307,835 (+8.0)	332,533 (+8.0)	319,444 (-3.9)	306,385 (-4.1)	340,565 (+11.2)	361,103 (+6.0)
保險及退休金服務 Insurance and pension services	7,224 (+9.3)	11,050 (-1.5)	11,664 (+5.6)	11,145 (-4.4)	9,051 (-18.8)	9,427 (+4.2)	10,779 (+14.3)
金融服務 Financial services	120,680 (+7.8)	157,011 (+13.5)	174,083 (+10.9)	169,289 (-2.8)	168,766 (-0.3)	185,573 (+10.0)	201,910 (+8.8)
知識產權使用費 Charges for the use of intellectual property	4,034 (+12.8)	5,605 (+7.3)	5,821 (+3.9)	5,911 (+1.5)	5,442 (-7.9)	5,555 (+2.1)	5,777 (+4.0)
電子通訊、電腦及資訊服務 Telecommunications, computer and information services	18,632 (+9.2)	22,076 (-0.3)	23,136 (+4.8)	24,220 (+4.7)	25,720 (+6.2)	29,228 (+13.6)	31,147 (+6.6)
其他商業服務 Other business services	99,082 (+7.4)	111,474 (+3.7)	117,258 (+5.2)	108,401 (-7.6)	97,109 (-10.4)	110,468 (+13.8)	111,214 (+0.7)
視聽及有關服務 Audio-visual and related services	869 (+1.3)	620 (-5.8)	570 (-8.1)	480 (-15.8)	297 (-38.1)	315 (+6.1)	276 (-12.4)
佔所有服務輸出總額的百分比 (%) As a percentage of overall value of exports of all services (%)	32.8	37.9	37.5	40.0	59.0	55.4	55.5

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： 政府統計處服務貿易統計組
Source: Trade in Services Statistics 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。

3.2　住戶及工商業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（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「互聯網和個人電腦普及程度」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。此外，有關零售業網上銷售統計數字是透過統計處進行的「零售業銷貨額按月統計調查」所搜集的數據編製而成。

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.

3.2　Statistics on the use of PC and the Internet in households and the business sector are compiled from data collected through surveys conducted by the Census and Statistics Department (C&SD), viz. Thematic Household Survey on "Information Technology Usage and Penetration" and "Internet and Personal Computer 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. In addition, statistics on online retail sales are compiled from data collected through the Monthly Survey of Retail Sales conducted by C&SD.

資訊及通訊科技的接達情況

電訊服務

3.3 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。固定電話線數目在近年放緩。在 2023 年，每百名人口中有 46.5 條固定電話線。另一方面，公共流動服務用戶數目在 2023 年達 2 441 萬戶及公共流動服務用戶數目相對每百名人口為 325.3 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，流動通訊網絡已覆蓋香港所有人口。（表 3.1、3.2 及 3.3）

3.4 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 2023 年，第 3 代流動服務用戶數目有 65 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，為顧客提供多元化的應用（包括多媒體）及高速度數據傳輸的流動服務。在 2023 年，第 4 代及第 5 代流動服務用戶數目分別達 1 722 萬及 653 萬，而人均每月流動數據用量[1] 為 24 705 兆字節。（表 3.3）

互聯網服務

3.5 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 2023 年，每百名人口中有 40.1 條固定互聯網線路[2]。（表 3.1 及 3.5）

[1] 人均每月流動數據用量不包括與機器類連接相關的流動數據用量。

[2] 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。

Access to ICT

Telecommunications services

3.3 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 has moderated in recent years. In 2023, there was 46.5 fixed telephone lines per 100 population. On the other hand, the number of public mobile subscriptions reached 24.41 million and the number of public mobile subscriptions per 100 population was 325.3 in 2023, 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 network. (Tables 3.1, 3.2 and 3.3)

3.4 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 generations of mobile services. In 2023, there were some 0.65 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 wide choice of applications (including multi-media type) and high data rate transmissions of mobile services. In 2023, the number of subscriptions of 4G and 5G mobile services reached 17.22 million and 6.53 million respectively, with monthly mobile data usage per capita[1] at 24 705 Mbytes. (Table 3.3)

Internet services

3.5 The use of the Internet has been prevailing in work and life of people in Hong Kong over the past decade. In 2023, the number of fixed Internet access lines[2] per 100 population was 40.1.
(Tables 3.1 and 3.5)

[1] Monthly mobile data usage per capita does not include the mobile data usage associated with machine type connections.

[2] Fixed Internet access lines refer to the total number of Internet access lines, including dial-up and total fixed broadband access lines.

3.6 隨着科技的進步，以寬頻連接互聯網已日漸普及。在 2023 年，固定寬頻互聯網的已登記線路數目為 297 萬，即每百名人口中有 39.6 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 2018 年的 279.4 個上升至 2023 年的 325.2 個，平均每年增加 3.1%。（表 3.1 及 3.5）

3.6 With the advance in technology, the use of the Internet with broadband connection has become popular. In 2023, the number of fixed broadband access lines was 2.97 million in Hong Kong, representing 39.6 fixed broadband Internet access lines per 100 population. The mobile broadband services have proliferated. The mobile broadband subscriptions per 100 population increased from 279.4 in 2018 to 325.2 in 2023, up by an average of 3.1% per annum. (Tables 3.1 and 3.5)

住戶使用資訊及通訊科技的情況

Use of ICT by Households

3.7 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 2023 年住戶資訊科技統計調查的結果，約 263 萬個住戶家中有接駁互聯網，佔全港所有住戶的 96.6%。約 203 萬個住戶在家中有個人電腦，佔全港所有住戶的 74.4%。在該 203 萬個住戶當中，絕大部分家中有個人電腦接駁互聯網。（表 3.6）

3.7 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 2023, some 2.63 million households had Internet access at home, constituting 96.6% of all households in Hong Kong. Some 2.03 million households had PC at home, constituting 74.4% of all households in Hong Kong. Among those 2.03 million households, nearly all had their PCs at home connected to the Internet. (Table 3.6)

住戶購買資訊及通訊科技產品的情況

Purchase of ICT goods by Households

3.8 在 2022 年，約 99 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 37.3%。在該些住戶中，有關開支中位數為 5,000 元。（表 3.6）

3.8 In 2022, some 0.99 million households had purchased smartphones / PCs and related products / services during the 12 months before enumeration, constituting 37.3% of all households in Hong Kong. Among them, the median expenditure of those households was $5,000. (Table 3.6)

個人使用資訊及通訊科技的情況

Use of ICT by Individuals

3.9 根據 2023 年住戶資訊科技統計調查的結果，約 522 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 78.9%。（表 3.7）

3.9 According to the results of the Household IT Survey in 2023, some 5.22 million persons aged 10 and over had used PC during the 12 months before enumeration. The overall rate of persons having used PC during the 12 months before enumeration was 78.9% among all persons aged 10 and over. (Table 3.7)

3.10 過去 10 年，智能手機的普及程度急速增長。在 10 歲及以上的人士中，擁有智能手機的比例由 2013 年的 61.1% 顯著上升至 2023 年的 96.4%。（表 3.7）

3.10 The popularity of smartphones has increased rapidly in the past decade. The proportion of persons aged 10 and over who had a smartphone rose significantly, from 61.1% in 2013 to 96.4% in 2023. (Table 3.7)

3.11 在 2023 年，約 635 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 96.0%，而 2013 年的相應百分比為 74.2%。此外，在這 635 萬人中，99.7% 曾使用智能手機上網。（表 3.7）

3.11 In 2023, some 6.35 million persons aged 10 and over had used the Internet during the 12 months before enumeration, accounting for 96.0% of all persons aged 10 and over. The corresponding percentage in 2013 was 74.2%. Moreover, among the 6.35 million persons, 99.7% had used smartphone for Internet access. (Table 3.7)

3.12 在 2022 年的 614 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，上網的主要目的為「資訊查詢」（100.0%）。其次是「通訊／互動」（99.2%）及「網上娛樂」（94.6%）。（表 3.7）

3.12 In 2022, among those 6.14 million persons aged 10 and over who had used the Internet during the 12 months before enumeration, the major purpose of using the Internet for was “information searching” (100.0%). This was followed by “communication / interaction” (99.2%) and “online entertainment” (94.6%). (Table 3.7)

3.13 在 2022 年，約 287 萬名 15 歲及以上的人士在統計前12個月內曾為個人事務而進行網上購物，佔所有 15 歲及以上人士的 46.8%。（表 3.7）

3.13 In 2022, some 2.87 million persons aged 15 and over had made online purchases for personal matters during the 12 months before enumeration, constituting 46.8% among all persons aged 15 and over. (Table 3.7)

3.14 在 2023 年，約 410 萬名 15 歲及以上的人士在統計前 12 個月內曾使用流動支付，佔所有 15 歲及以上人士的 64.9%。（表 3.7）

3.14 In 2023, some 4.10 million persons aged 15 and over had used mobile payments during the 12 months before enumeration, constituting 64.9% among all persons aged 15 and over. (Table 3.7)

3.15 在 2022 年，約 442 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 68.8%。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 89.1%。（表 3.7）

3.15 In 2022, some 4.42 million persons aged 10 and over were aware of the GovHK, accounting for 68.8% 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 89.1% among all persons aged 10 and over. (Table 3.7)

3.16 在 2022 年，約 621 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 96.7%。（表 3.7）

3.16 In 2022, around 6.21 million persons aged 10 and over were aware of the Mobile E-Government Services, accounting for 96.7% of all persons aged 10 and over. (Table 3.7)

3.17 根據政府資訊科技總監辦公室的資料顯示，在 2023 年 4 月至 2024 年 3 月期間，「香港政府一站通」的瀏覽人次每日平均逾 212 800 次，當中以流動裝置瀏覽者約佔 52%。此外，在 2023 年，有關電子政府交易亦錄得超過 4.06 億宗。

3.17 According to the information obtained from the Office of the Government Chief Information Officer, on average, over 212 800 visits to GovHK per day were recorded during the period from April 2023 to March 2024. Of which, around 52% were viewed on mobile devices. Moreover, over 406 million of e-government transactions were recorded in 2023.

工商機構使用資訊及通訊科技的情況

Use of ICT by Businesses

3.18 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 2023 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 88.7%，而有在業務上使用智能手機的工商機構單位比例為 96.8%。此外，有使用互聯網的工商機構單位比例相對更高，為 98.3%，而具有網絡存在的工商機構單位比例則相對較低，為 48.4%。在所有使用互聯網的工商機構單位中，在 2023 年，87.1% 使用固定寬頻連接互聯網，而使用 4G 及 5G 流動寬頻的工商機構單位分別有 70.6% 及 47.5%。（表 3.8）

3.18 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 2023, 88.7% of the business establishments had used computers and 96.8% of the business establishments had used smartphone for business purpose. Besides, the proportion of business establishments using the Internet was relatively higher, at 98.3%. As regards business establishments with a web presence, the proportion was relatively low (48.4%). Among all the business establishments using the Internet, 87.1% used fixed broadband to connect to the Internet in 2023. The corresponding figures for 4G and 5G mobile broadband were 70.6% and 47.5% respectively. (Table 3.8)

3.19 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亦不斷上升。在 2023 年，有 92.5% 的工商機構單位在統計前 12 個月內曾收發電郵，而曾透過互聯網發布資訊或使用即時通訊和使用網上銀行的工商機構單位分別有 82.1% 及 74.5%。另一方面，33.3% 有使用互聯網的工商機構單位在 2023 年曾透過互聯網獲取政府機構的資訊。（表 3.8）

3.19 Due to the wide use of ICT, the proportion of business establishments using the Internet for business purpose has also been rising. In 2023, 92.5% of business establishments had sent / received emails in the 12 months before enumeration, while 82.1% and 74.5% of business establishments had posted information or used instant messaging, and used internet banking respectively. On the other hand, 33.3% of business establishments using the Internet had obtained information from government organisations via the Internet in 2023. (Table 3.8)

工商業的電子商貿和電子遞送情況

3.20 過去數年間，工商業採用電子商貿的情況漸趨普及，工商機構單位透過電子途徑進行商業交易（包括電子商貿銷售、電子商貿採購和電子遞送）的比例持續上升。

3.21 在 2023 年，15.3% 的工商機構單位在統計前 12 個月內曾透過電腦網絡獲取訂單（電子商貿銷售）。同期間，電子商貿銷售額佔業務總收益的百分比為 9.1%。在 2023 年，零售業網上銷售價值為 325 億元，佔零售業總銷貨價值的 8.0%。（表 3.9）

3.22 在 2023 年，25.5% 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（電子商貿採購）。此外，96.2% 的工商機構單位曾透過電腦網絡遞送貨品、服務或資料（電子遞送）。（表 3.9）

工商機構在資訊科技設備和軟件上的投資

3.23 在 2022 年，工商機構在資訊科技設備和軟件上的投資達 523 億元，其相對非住宅本地固定資本形成總額的比率為 15.6%。（表 3.10）

工商業的資訊科技總開支

3.24 在 2022 年，工商業的資訊科技總開支為 914 億元，相對本地生產總值的比率為 3.3%。在 2012 年至 2022 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徘徊在 2% 至 4% 之間。（表 3.11）

E-commerce and E-delivery in the Business Sector

3.20 Over the past few years, adoption of e-commerce has been gradually prevalent in the business sector. The proportion of business establishments making business transactions through electronic means (including e-commerce sales, e-commerce purchases, and e-delivery) has been continuously rising.

3.21 In 2023, 15.3% of business establishments had received orders online in the 12 months before enumeration (e-commerce sales). Over the same period, the value of e-commerce sales as a percentage of total business receipts was 9.1%. In 2023, the value of online retail sales amounted to $32.5 billion, accounting for 8.0% of the total retail sales value. (Table 3.9)

3.22 25.5% of business establishments had placed orders online in the 12 months before enumeration (e-commerce purchases) in 2023. Moreover, 96.2% of business establishments had delivered their goods, services or information online (e-delivery). (Table 3.9)

Investment in Information Technology (IT) Equipment and Software in the Business Sector

3.23 Investment in IT equipment and software in the business sector amounted to $52.3 billion in 2022, accounting for 15.6% of non-residential gross domestic fixed capital formation. (Table 3.10)

Expenditure on IT in the Business Sector

3.24 The total expenditure on IT in the business sector amounted to $91.4 billion in 2022, and the ratio to Gross Domestic Product (GDP) was 3.3%. The total IT expenditure in the business sector as a ratio to GDP hovered around 2% to 4% during the period from 2012 to 2022. (Table 3.11)

政府使用資訊及通訊科技的情況

3.25 在 2023 年，93% 受僱於香港政府的人員擁有專用工作站。此外，91% 的政府僱員在 2023 年獲接駁互聯網服務。（表 3.12）

3.26 在 2023 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 2 168。在 2022-23 財政年度，政府在資訊及通訊科技的開支為 142 億元，佔總公共開支的 1.7%。（表 3.13 及 3.14）

Use of ICT by the Government

3.25 In 2023, 93% of the staff employed by the Hong Kong Government had designated workstations. Furthermore, 91% of the Government staff had access to Internet services in 2023. (Table 3.12)

3.26 In 2023, the establishment of IT staff (comprising analyst / programmer, computer operator and data processor) within the Government was 2 168. In 2022-23 financial year, government spending on ICT amounted to $14.2 billion, representing 1.7% of the total public expenditure. (Tables 3.13 and 3.14)

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、73、75、77 及 80 號報告書

零售業銷貨額按月統計調查報告

資訊科技在工商業的使用情況和普及程度統計調查報告

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, 73, 75, 77 and 80

Report on Monthly Survey of Retail Sales

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)

	2013	2018	2019	2020	2021	2022	2023
資訊及通訊科技的基礎設施及接達情況 **ICT Infrastructure and Access**							
按每百名人口計算的固定電話線數目[1] Number of fixed telephone lines per 100 population[1]	59.9	54.7	53.9	53.0	51.8	49.2 *	46.5
按每百名人口計算的公共流動服務用戶數目[2] Number of public mobile subscriptions per 100 population[2]	238.4	289.0	318.8	311.6	335.3	299.0 *	325.3
按每百名人口計算的固定互聯網用戶／已登記線路[3] Fixed Internet subscriptions / registered access lines per 100 population[3]	37.4	36.8	38.0	39.3	40.3	40.5 *	40.1
按每百名人口計算的固定寬頻互聯網用戶／已登記線路[3] Fixed broadband Internet subscriptions / registered access lines per 100 population[3]	31.0	36.0	37.1	38.7	39.6	39.9 *	39.6
按每百名人口計算的流動寬頻用戶數目[4] Number of mobile broadband subscriptions per 100 population[4]	171.3	279.4	315.4	309.3	334.5	298.2 *	325.2
按每名人口計算的國際互聯網頻寬[5]（每秒千比特） International Internet bandwidth per person[5] (Kilobits per second (Kbps))	1 884.6	9 861.8	14 333.6	16 457.7	20 627.7	25 459.8 *	31 894.3
流動通訊網絡覆蓋率 (%) Percentage of population covered by mobile 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) ($)	10.5	10.5	10.5	10.5	10.5	10.0	10.0
固定寬頻互聯網服務月費（以每月計算）（元） Fixed broadband Internet access tariffs (per month) ($)	159.0	78.0	88.0	88.0	78.0	78.0	78.0
有設立公共互聯網連接中心的地區覆蓋率[6] (%) Percentage of localities with public Internet access centres[6] (%)	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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This table is continued on the next page.

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 2024 年 2 月發布的最新人口估計數字編製而成。

(1) 數字包括傳統和非傳統電話線數目。

(2) 數字包含後付智能卡和預付智能卡的用戶，當中包括傳統流動話音及／或數據客戶和機器類連接的用戶。

(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。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依靠第 2.5 代／3 代／4 代／5 代流動數據服務的流動服務用戶，包括機器類連接的用戶數目。

(5) 國際互聯網頻寬指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 2024.

(1) Figures include the number of exchange lines and non-exchange lines.

(2) Figures comprise of subscriptions of post-paid SIM cards and pre-paid SIM cards, and 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.
Figures refer to the total number of Internet access lines, including dial-up and total fixed broadband access lines. Those 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 mobile subscriptions riding on 2.5G/3G/4G/5G mobile data services, including machine type connections, per 100 population.

(5) The International Internet bandwidth refers to the equipped capacity of the external telecommunications facilities.

(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

	2013	2018	2019	2020	2021	2022	2023
傳統電話線數目[(1)]（千條）	3 368	2 832	2 709	2 566	2 447	2 341	2 181
Number of exchange lines[(1)] (thousands)	(-3.5)	(-4.4)	(-4.3)	(-5.3)	(-4.6)	(-4.3)	(-6.8)
商用	1 759	1 673	1 637	1 585	1 547	1 517	1 443
Business	(-0.6)	(-1.6)	(-2.2)	(-3.1)	(-2.4)	(-1.9)	(-4.9)
住宅	1 609	1 159	1 072	981	900	824	738
Residential	(-6.4)	(-8.1)	(-7.4)	(-8.6)	(-8.2)	(-8.4)	(-10.4)
非傳統電話線數目[(2)]（千條）	951	1 267	1 345	1 368	1 384	1 332	1 306
Number of non-exchange lines[(2)] (thousands)	(+25.1)	(+6.5)	(+6.1)	(+1.8)	(+1.1)	(-3.8)	(-2.0)
商用	82	139	152	150	170	170	197
Business	(+7.4)	(+10.2)	(+8.9)	(-1.3)	(+13.2)	(+0.1)	(+16.2)
住宅	870	1 127	1 193	1 219	1 214	1 162	1 108
Residential	(+27.0)	(+6.0)	(+5.8)	(+2.2)	(-0.3)	(-4.3)	(-4.6)
按每百名人口計算的固定電話線數目[(3)]	59.9	54.7	53.9	53.0	51.8	49.2 *	46.5
Number of fixed telephone lines per 100 population[(3)]							
按每百個住戶計算的固定電話線數目[(3)]	102.9	89.1	86.8	83.3	79.2	74.4	68.4
Number of fixed telephone lines per 100 households[(3)]							
圖文傳真線數目（千條）	202	154	145	135	128	122	106
Number of facsimile lines (thousands)	(-5.7)	(-4.5)	(-5.4)	(-6.9)	(-5.0)	(-5.2)	(-12.6)
本地專用線路							
Local leased lines							
數目（千條）	131	137	138	139	137	137	136
Number (thousands)	(-2.9)	(+1.4)	(+0.5)	(+1.3)	(-1.5)	(-0.3)	(-0.7)
總容量[(4)]（每秒兆比特）	13 100 645	48 523 382	63 253 715	88 092 128	116 319 761	140 959 953	258 474 662
Total capacity[(4)] (Mbps)	(+29.4)	(+35.1)	(+30.4)	(+39.3)	(+32.0)	(+21.2)	(+83.4)

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 2024 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 2024 年 5 月發布的數字編製。

(1) 數字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) 數字包括但不限於網際規約（IP）電話服務及無線固定電話服務。
(3) 數字包括傳統和非傳統電話線數目。
(4) 從 2023 年 12 月起，因有固定網絡營辦商更改其歸類本地專用線路的方法及提升線路的容量，故本地專用線路統計總容量有所上升。

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 2024. Those household-related figures are compiled based on the latest household estimates released in May 2024.

(1) Figures include direct dialing in lines, facsimile lines and datel lines.
(2) Figures include but not limited to Internet Protocol (IP) telephony services and wireless fixed telephony services.
(3) Figures include the number of exchange lines and non-exchange lines.
(4) Since December 2023, one of the fixed network operators has revised the classification of service types and reported upgrade of capacity of local leased lines which resulted in the increase of total capacity of local leased 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

	2013	2018	2019	2020	2021	2022	2023
公共流動服務用戶數目（千個） Number of public mobile subscriptions (thousands)							
總數 Total	17 194 (+4.9)	21 640 (+13.8)	23 975 (+10.8)	23 138 (-3.5)	24 816 (+7.3)	22 340 (-10.0)	24 409 (+9.3)
後付智能卡[(1)] Post-paid SIM cards[(1)]	7 847 (+2.8)	9 209 (+7.0)	9 481 (+3.0)	9 490 (+0.1)	9 818 (+3.5)	9 697 (-1.2)	10 027 (+3.4)
預付智能卡[(2)] Pre-paid SIM cards[(2)]	9 347 (+6.7)	12 431 (+19.4)	14 494 (+16.6)	13 648 (-5.8)	14 999 (+9.9)	12 643 (-15.7)	14 382 (+13.8)
當中 Of which							
第 3 代流動服務用戶[(1)(2)(3)(4)] 3G subscriptions[(1)(2)(3)(4)]	9 905 -	4 441 (+4.0)	4 635 (+4.4)	2 910 (-37.2)	1 768 (-39.2)	1 033 (-41.6)	652 (-36.9)
第 4 代流動服務用戶[(1)(2)(3)(4)(5)] 4G subscriptions[(1)(2)(3)(4)(5)]	2 207 -	16 475 (+23.9)	19 067 (+15.7)	20 047	20 118 -	16 596 (-17.5)	17 216 (+3.7)
第 5 代流動服務用戶[(1)(2)(3)(5)] 5G subscriptions[(1)(2)(3)(5)]	- -	- -	- -	(+5.1)	2 866 -	4 650 (+62.2)	6 530 (+40.4)
按每百名人口計算的公共流動服務用戶數目[(6)] Number of public mobile subscriptions per 100 population[(6)]	238.4	289.0	318.8	311.6	335.3	299.0 *	325.3
流動通訊網絡覆蓋率 (%) Percentage of population covered by mobile 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	10.0	10.0
短訊數目[(7)]（千個） Number of short messages[(7)] (thousands)							
發送 Sent	3 295 957 (-39.3)	2 691 338 (+0.8)	3 015 057 (+12.0)	3 604 832 (+19.6)	4 208 633 (+16.7)	4 326 191 (+2.8)	3 925 600 (-9.3)
接收 Received	5 132 902 (-25.3)	5 669 308 (+11.5)	6 549 657 (+15.5)	6 440 548 (-1.7)	7 200 670 (+11.8)	7 579 352 (+5.3)	7 676 445 (+1.3)
人均每月流動數據用量[(8)]（兆字節） Monthly mobile data usage per capita[(8)] (megabytes)	1 674.3 (+56.4)	6 868.0 -	9 286.8 (+35.2)	11 835.3 (+27.4)	15 469.0 (+30.7)	20 959.9 * (+35.5) *	25 941.2 (+23.8)

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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。

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) 數字包括傳統流動話音及／或數據之後付客戶和機器類連接之後付用戶。

(2) 數字包含已啟動預付智能卡和未啟動預付智能卡之用戶，當中包括傳統流動話音及／或數據之預付客戶和機器類連接之預付用戶。

(3) 第 3 代／4 代／5 代流動服務用戶指 (i) 登記為第 3 代／4 代／5 代流動服務用戶；(ii) 利用第 3 代／4 代／5 代流動服務；或 (iii) 曾使用第 3 代／4 代／5 代流動服務的頻率接收公共流動服務的用戶。數字包括機器類連接的用戶。

(4) 第 3 代和第 4 代流動服務用戶數字由 2013 年開始分拆搜集。營辦商由 2017 年開始，更改第 3 代／4 代流動服務用戶的分類方法。

(5) 2020 年 4 月加入第 5 代流動服務用戶數字。第 4 代和第 5 代流動服務用戶數字由 2021 年開始分拆搜集。因此 2020 至 2021 年間的變動百分率不適用。

(6) 數字包含後付智能卡和預付智能卡的用戶，當中包括傳統流動話音及／或數據客戶和機器類連接的用戶，是根據 2024 年 2 月發布的最新人口估計數字編製而成。

(7) 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。

(8) 人均每月流動數據用量是指把某統計年 12 月的總流動數據使用量除以同年的年底人口總數所得的數字。由 2018 年 12 月起的人均每月流動數據用量不包括與機器類連接相關的流動數據用量。因此 2017 至 2018 年間的變動百分率不適用。

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

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) Figures include conventional mobile voice and/or data post-paid subscriptions by customers and post-paid subscriptions for machine type connections.

(2) Figures comprise of subscriptions for activated pre-paid SIM and pre-paid SIM cards which have not been activated, and include conventional mobile voice and/or data pre-paid subscriptions by customers and pre-paid subscriptions for machine type connections.

(3) 3G/4G/5G subscriptions refer to those mobile subscriptions that (i) are registered as 3G/4G/5G subscriptions; (ii) ride on 3G/4G/5G services; or (iii) have used 3G/4G/5G frequencies to receive the public mobile services. The figures include subscriptions for machine type connections.

(4) Figures for 3G and 4G subscriptions are collected separately as from 2013. The 3G/4G subscriptions are reclassified by operators as from 2017.

(5) Figures of 5G subscriptions are available as from April 2020. Figures for 4G and 5G subscriptions are collected separately as from 2021. Hence, the rates of change between 2020 and 2021 are not applicable.

(6) Figures comprise of subscriptions of post-paid SIM cards and pre-paid SIM cards, including conventional mobile voice and/or data subscriptions by customers as well as subscriptions for machine type connections. They are compiled based on the latest popoulation estimates released in February 2024.

(7) 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.

(8) Monthly mobile data usage per capita is obtained by dividing the total mobile data usage in December of the statistical year by the end-year population in the same year. Figures from December 2018 onwards do not include the mobile data usage associated with machine type connections. Hence, the rate of change between 2017 and 2018 is not applicable.

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

	2012	2017	2018	2019	2020	2021	2022
對外電話總通訊量（百萬分鐘）	9 687.7	4 394.2	3 272.7	2 264.1	1 969.3	1 575.0	1 442.7
Total external telephone traffic volume (million minutes)	(-5.6)	(-17.5)	(-25.5)	(-30.8)	(-13.0)	(-20.0)	(-8.4)
撥出總數(1)	7 050.8	3 030.7	2 252.7	1 433.5	1 206.4	981.5	919.9
Total outgoing(1)	(-4.3)	(-17.4)	(-25.7)	(-36.4)	(-15.8)	(-18.6)	(-6.3)
撥入總數(2)	2 636.9	1 363.5	1 020.0	830.6	762.9	593.5	522.8
Total incoming(2)	(-8.9)	(-17.8)	(-25.2)	(-18.6)	(-8.1)	(-22.2)	(-11.9)

註釋： 括號內的數字是與上年比較的變動百分率。
(1) 數字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) Figures 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

	2013	2018	2019	2020	2021	2022	2023
互聯網使用量 Internet traffic volume							
客戶透過公共電話網絡接駁[1]（百萬分鐘） Customer access via Public Switched Telephone Networks[1] (million minutes)	222 (+20.0)	163 (-17.3)	132 (-18.6)	119 (-10.2)	63 (-47.1)	44 (-30.1)	21 (-53.2)
客戶透過寬頻網絡接駁（太字節）[2] Customer access via broadband networks (terabytes)[2]	2 582 655 (+15.6)	6 792 188 (+13.4)	7 849 486 (+15.6)	9 948 029 (+26.7)	10 713 620 (+7.7)	12 446 822 (+16.2)	12 392 645 (-0.4)
持牌互聯網服務供應商的已登記客戶戶口／線路[3] Number of registered customer accounts / access lines of licensed Internet service providers (ISPs)[3]							
以撥號接駁（不包括互聯網儲值卡） Dial-up access (excluding Internet pre-paid calling cards)	462 376 (-41.8)	52 284 (-62.9)	50 055 -	27 753 (-44.6)	27 004 (-2.7)	25 110 (-7.0)	17 105 (-31.9)
以私人租用線路接駁 Leased line access	1 641 (+4.9)	2 911 (+10.2)	23 192 -	22 996 (-0.8)	22 062 (-4.1)	22 061 (§)	19 786 (-10.3)
以寬頻互聯網接駁 Broadband Internet access	2 232 031 (-1.4)	2 699 029 (+2.0)	2 787 835 -	2 871 081 (+3.0)	2 933 087 (+2.2)	2 982 766 (+1.7)	2 968 458 (-0.5)
按每百名人口計算的固定互聯網用戶／已登記線路[3] Fixed Internet subscriptions / registered access lines per 100 population[3]	37.4	36.8	38.0	39.3	40.3	40.5 *	40.1
按每百名人口計算的固定寬頻互聯網用戶／已登記線路[3] Fixed broadband Internet subscriptions / registered access lines per 100 population[3]	31.0	36.0	37.1	38.7	39.6	39.9 *	39.6
按每百名人口計算的流動寬頻用戶數目[4] Number of mobile broadband subscriptions per 100 population[4]	171.3	279.4	315.4	309.3	334.5	298.2 *	325.2
按每名人口計算的國際互聯網頻寬[5]（每秒千比特） International Internet bandwidth per person[5] (Kilobits per second (Kbps))	1 884.6	9 861.8	14 333.6	16 457.7	20 627.7	25 459.8 *	31 894.3
固定寬頻互聯網服務月費（以每月計算）（元） Fixed broadband Internet access tariffs (per month) ($)	159.0	78.0	88.0	88.0	78.0	78.0	78.0

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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 2024 年 2 月發布的最新人口估計數字編製而成。

(1) 數字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。因此 2018 至 2019 年間的變動百分率（若有）不適用。

數字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。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依靠第 2.5 代／3 代／4 代／5 代流動數據服務的流動服務用戶，包括機器類連接的用戶數目。

(5) 國際互聯網頻寬指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 2024.

(1) Figures do 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. Hence, the rates of change between 2018 and 2019 (if any) are not applicable.

Figures refer to the total number of Internet access lines, including dial-up and total fixed broadband access lines. Those 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 mobile subscriptions riding on 2.5G/3G/4G/5G mobile data services, including machine type connections, per 100 population.

(5) The International Internet bandwidth refers to the equipped capacity of the external telecommunications facilities.

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

	2013	2018	2019	2020	2021	2022	2023
家中有接駁互聯網的住戶數目[1]（千戶） Number of households with Internet access at home[1] (thousands)	-	2 389.1	2 475.1	2 511.9	2 537.5	2 559.4	2 631.6
家中有接駁互聯網的住戶百分比[1] (%) Percentage of households with Internet access at home[1] (%)	-	92.3	94.1	93.9	94.4	96.1	96.6
家中有個人電腦的住戶數目（千戶） Number of households with personal computer (PC) at home (thousands)	1 968.7	1 948.9	2 040.4	2 015.2	2 035.5	2 000.3	2 025.9
家中有個人電腦的住戶百分比 (%) Percentage of households with PC at home (%)	81.9	75.3	77.6	75.3	75.8	75.1	74.4
家中有個人電腦接駁互聯網的住戶數目（千戶） Number of households with PC at home connected to the Internet (thousands)	1 920.5	1 944.4	2 039.4	2 014.9	2 035.2	1 999.4	2 025.4
家中有個人電腦接駁互聯網的住戶百分比 (%) Percentage of households with PC at home connected to the Internet (%)	79.9	75.1	77.6	75.3	75.7	75.0	74.4
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[2] Households which had purchased smartphones / PCs and related products / services during the 12 months before enumeration[2]							
數目（千戶） Number of households (thousands)	-	1 358.8	-	1 142.9	-	994.4	-
百分比 (%) Percentage of households (%)	-	52.5	-	42.7	-	37.3	-
開支中位數（元） Median expenditure ($)	-	4,000	-	4,000	-	5,000	-

註釋： (1) 數字自 2018 年開始備有。
(2) 在 2013 年、2019 年、2021 年及 2023 年的統計調查沒有搜集相關資料。

Notes: (1) Figures are available from 2018 onwards.
(2) Relevant information was not collected in the 2013, 2019, 2021 and 2023 rounds of survey.

資料來源： 政府統計處社會統計調查組（一）
Source: Social Surveys Section (1), Census and Statistics Department

表 3.7 有關個人使用資訊及通訊科技的情況[1]

Table 3.7 Use of information and communication technology (ICT) by individuals[1]

	2013	2018	2019	2020	2021	2022	2023
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 personal computer (PC) during the 12 months before enumeration							
人數（千人） Number of persons (thousands)	4 714.3	5 197.5	5 396.8	5 195.3	5 075.2	5 147.4	5 219.5
佔所有 10 歲及以上人士的百分比 (%) As a percentage of all persons aged 10 and over (%)	74.9	80.3	82.7	79.8	78.6	80.2	78.9
擁有智能手機的 10 歲及以上人士 Persons aged 10 and over who had a smartphone							
人數（千人） Number of persons (thousands)	3 849.5	5 811.6	5 973.6	5 991.8	6 000.2	6 236.0	6 377.8
佔所有 10 歲及以上人士的百分比 (%) As a percentage of all persons aged 10 and over (%)	61.1	89.8	91.5	92.1	92.9	97.1	96.4
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） Number of persons (thousands)	4 671.8	5 856.1	5 988.0	6 013.6	6 009.8	6 138.2	6 352.1
佔所有 10 歲及以上人士的百分比 (%) As a percentage of all persons aged 10 and over (%)	74.2	90.5	91.7	92.4	93.1	95.6	96.0
當中 Of which							
曾使用智能手機上網[2] Had used smartphone for Internet access[2]							
人數（千人） Number of persons (thousands)	–	5 787.4	5 945.9	5 968.7	5 973.6	6 114.6	6 331.1
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 (%) As a percentage of all persons aged 10 and over who had used the Internet during the 12 months before enumeration (%)	–	98.8	99.3	99.3	99.4	99.6	99.7
曾使用個人電腦上網[2] Had used PC for Internet access[2]							
人數（千人） Number of persons (thousands)	-	5 176.5	5 254.1	5 194.6	5 005.1	5 145.7	5 217.3
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 (%) As a percentage of all persons aged 10 and over who had used the Internet during the 12 months before enumeration (%)	-	88.4	87.7	86.4	83.3	83.8	82.1
曾使用其他設備上網[3] Had used other devices for Internet access[3]							
人數（千人） Number of persons (thousands)	–	1 818.6	1 810.6	2 447.0	2 784.5	3 204.1	3 384.1
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 (%) As a percentage of all persons aged 10 and over who had used the Internet during the 12 months before enumeration (%)	–	31.1	30.2	40.7	46.3	52.2	53.3

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表 3.7 有關個人使用資訊及通訊科技的情況[1]（續）

Table 3.7 Use of information and communication technology (ICT) by individuals[1] (cont'd)

	2013	2018	2019	2020	2021	2022	2023
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[4][5] Number of persons by major purpose of using the Internet and as a percentage of all persons aged 10 and over who had used the Internet during the 12 months before enumeration[4][5]							
資訊查詢 Information searching							
人數（千人） Number of persons (thousands)	-	5 614.1	-	5 727.8	-	6 137.1	-
百分比 (%) Percentage (%)	-	95.9	-	95.2	-	100.0	-
通訊／互動 Communication / interaction							
人數（千人） Number of persons (thousands)	-	5 787.3	-	5 967.7	-	6 089.9	-
百分比 (%) Percentage (%)	-	98.8	-	99.2	-	99.2	-
網上娛樂 Online entertainment							
人數（千人） Number of persons (thousands)	-	5 282.2	-	5 466.6	-	5 808.9	-
百分比 (%) Percentage (%)	-	90.2	-	90.9	-	94.6	-
網上購物／處理金融交易 Online purchases / finance transactions							
人數（千人） Number of persons (thousands)	-	2 809.4	-	3 564.5	-	4 064.4	-
百分比 (%) Percentage (%)	-	48.0	-	59.3	-	65.9	-
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)	-	3 084.8	-	3 927.7	-	4 951.1	-
百分比 (%) Percentage (%)	-	52.7	-	65.3	-	80.7	-

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表 3.7 有關個人使用資訊及通訊科技的情況[(1)]（續）

Table 3.7 Use of information and communication technology (ICT) by individuals[(1)] (cont'd)

	2013	2018	2019	2020	2021	2022	2023
在統計前 12 個月內曾為個人事務而進行網上購物的15 歲及以上人士[(4)] Persons aged 15 and over who had made online purchases for personal matters during the 12 months before enumeration[(4)]							
人數（千人） Number of persons (thousands)	-	2 220.9	-	2 672.3	-	2 866.1	-
佔所有 15 歲及以上人士的百分比 (%) As a percentage of all persons aged 15 and over (%)	-	35.8	-	43.1	-	46.8	-
在統計前 12 個月內曾使用流動支付的 15 歲及以上人士[(6)] Persons aged 15 and over who had used mobile payments during the 12 months before enumeration[(6)]							
人數（千人） Number of persons (thousands)	-	2 219.8	2 612.2	3 063.5	3 439.0	3 689.5	4 100.9
佔所有 15 歲及以上人士的百分比 (%) As a percentage of all persons aged 15 and over (%)	-	35.8	41.9	49.4	56.0	60.2	64.9
認識「香港政府一站通」的 10 歲及以上人士[(4)] Persons aged 10 and over who were aware of the GovHK[(4)]							
人數（千人） Number of persons (thousands)	-	4 020.9	-	4 276.2	-	4 415.7	-
佔所有10 歲及以上人士的百分比 (%) As a percentage of all persons aged 10 and over (%)	-	62.1	-	65.7	-	68.8	-
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[(4)] Persons aged 10 and over who had used online Government services for personal matters during the 12 months before enumeration[(4)]							
人數（千人） Number of persons (thousands)	-	4 560.5	-	4 575.3	-	5 722.7	-
佔所有10 歲及以上人士的百分比 (%) As a percentage of all persons aged 10 and over (%)	-	70.5	-	70.3	-	89.1	-
認識「流動電子政府服務」的 10 歲及以上人士[(4)] Persons aged 10 and over who were aware of the Mobile E-Government Services[(4)]							
人數（千人） Number of persons (thousands)	-	4 843.5	-	5 327.4	-	6 205.9	-
佔所有10 歲及以上人士的百分比 (%) As a percentage of all persons aged 10 and over (%)	-	74.9	-	81.9	-	96.7	-

註釋：
(1) 數字不包括外籍家庭傭工。
(2) 數字自 2014 年開始備有。
(3) 數字自 2014 年開始備有。其他設備包括智能電視、電視機頂盒、穿戴式智能裝置、打印機、電子遊戲機及數碼相機等。
(4) 在 2013 年、2019 年、2021 年及 2023 年的統計調查沒有搜集相關資料。
(5) 可選擇多項答案。
(6) 數字自 2017 年開始備有。

Notes:
(1) Figures exclude foreign domestic helpers.
(2) Figures are available from 2014 onwards.
(3) Figures are available from 2014 onwards. Other devices include Smart TVs, TV set-top boxes, smart wearable devices, printers, game consoles, and digital cameras, etc.
(4) Relevant information was not collected in the 2013, 2019, 2021 and 2023 rounds of survey.
(5) Multiple answers were allowed.
(6) Figures are available from 2017 onwards.

資料來源： 政府統計處社會統計調查組（一）
Source: Social Surveys Section (1), 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[1]

Table 3.8 Use of information and communication technology (ICT) by businesses[1]

	2013	2015	2017	2019	2021	2023
使用電腦的工商機構單位比例 (%) Proportion of business establishments using computers (%)	75.2	76.3	79.6	80.9	81.0	88.7
經常使用電腦的工商機構單位僱員比例 (%) Proportion of persons employed in business establishments using computers routinely (%)	62.9	67.7	68.0	66.6	69.9	75.8
在業務上使用智能手機的工商機構單位比例 (%) Proportion of business establishments using smartphone for business purpose (%)	45.5	63.7	79.8	86.3	92.8	96.8
使用互聯網的工商機構單位比例 (%) Proportion of business establishments using the Internet (%)	74.8	79.9	87.7	90.3	95.7	98.3
經常使用互聯網的工商機構單位僱員比例 (%) Proportion of persons employed in business establishments using the Internet routinely (%)	59.4	68.9	72.4	75.1	87.3	94.6
具有網絡存在[2]的工商機構單位比例 (%) Proportion of business establishments with a web presence[2] (%)	26.4	32.6	33.6	38.3	43.7	48.4
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 (%) Proportion of business establishments using the Internet having obtained information from government organisations via the Internet (%)	44.2	53.5	43.5	34.1	32.0	33.3
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[3] (%) Proportion of business establishments using the Internet by major type of access[3] (%)						
固網寬頻 Fixed broadband	92.2	93.0	87.7	86.8	82.6	87.1
流動寬頻 Mobile broadband						
第 5 代流動服務[4] 5G[4]	-	-	-	-	9.8	47.5
第 4 代流動服務 4G	16.6	56.6	71.6	87.7	92.9	70.6
第 3 代流動服務 3G	32.7	32.6	20.2	3.5	1.8	0.5

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This table is continued on the next page.

表 3.8 有關工商機構使用資訊及通訊科技的情況[(1)]（續）

Table 3.8 Use of information and communication technology (ICT) by businesses[(1)] (cont'd)

	2013	2015	2017	2019	2021	2023
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[(3)] (%) Proportion of business establishments using the Internet by major type of use[(3)] (%)						
收發電子郵件 Sending or receiving emails	94.2	92.4	87.3	87.4	82.9	92.5
發布資訊或即時通訊 Posting information or instant messaging	20.7	36.1	53.2	43.3	79.2	82.1
網上銀行 Internet banking	43.6	44.3	57.5	62.1	66.5	74.5
視像會議 ／ 電話通訊 ／網絡語音[(5)] Video conferencing/Telephoning over the Internet/VoIP[(5)]	9.9	7.0	12.1	10.3	31.4	73.0
提供客戶服務 Providing customer services	42.0	53.6	57.6	63.2	70.0	72.8
獲取貨品或服務的資訊 Getting information about goods or services	45.6	72.9	60.8	69.2	48.9	38.7
下載或索取政府表格 Downloading or requesting government forms	40.3	42.2	45.0	43.2	35.7	36.8
繳交貨品或服務的付款 Making payments of goods or services	16.8	17.6	23.1	31.2	27.6	35.3
收取貨品或服務的付款 Receiving payments of goods or services	7.1	11.0	10.9	16.9	19.2	32.0
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	26.9	22.9

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」所搜集的數據編製。由 2013 年起，該統計調查每兩年進行一次。
(2) 數字由 2021 年起包括社交媒體專頁。
(3) 可選擇多項答案。
(4) 第 5 代流動服務的數字由 2021 年開始編製。
(5) 2021 年或之前的數字只包括視像會議。

Notes:
(1) Statistics are compiled based on data collected from the Survey on Information Technology Usage and Penetration in the Business Sector. Since 2013, the survey was conducted on a biennial basis.
(2) Figures include social media business page since 2021.
(3) Multiple answers were allowed.
(4) Figures of 5G are available as from 2021.
(5) Figures only include video conferencing for the year of 2021 or before.

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 工商業的電子商貿和電子遞送情況
Table 3.9 E-commerce and e-delivery in the business sector

	2013	2018	2019	2020	2021	2022	2023
曾透過電腦網絡獲取訂單（電子商貿銷售）的工商機構單位比例[(1)] (%) Proportion of business establishments having received orders online (e-commerce sales)[(1)] (%)	4.3	-	9.0	-	11.3	-	15.3
電子商貿銷售額佔業務總收益的百分比[(1)] (%) Value of e-commerce sales as a % of total business receipts[(1)] (%)	3.7	-	5.7	-	6.6	-	9.1
零售業網上銷售價值[(2)]（百萬元） Value of online retail sales[(2)] ($ million)	-	-	-	20,586	28,626	34,561	32,538
零售業網上銷售價值佔零售業總銷貨價值的百分比[(2)] (%) Value of online retail sales as a % share of total retail sales[(2)] (%)	-	-	-	6.3	8.1	9.9	8.0
曾透過電腦網絡提交訂單（電子商貿採購）的工商機構單位比例[(1)] (%) Proportion of business establishments having placed orders online (e-commerce purchases)[(1)] (%)	14.9	-	21.2	-	25.0	-	25.5
曾透過電腦網絡遞送貨品、服務或資料（電子遞送）的工商機構單位比例[(1)] (%) Proportion of business establishments having delivered goods, services or information online (e-delivery)[(1)] (%)	55.9	-	89.1	-	94.7	-	96.2

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」所搜集的數據編製。由 2013 年起，該統計調查每兩年進行一次。
數字是指於統計年的前一個公曆年，或於統計年前的 1 月 1 日至統計年的 3 月 31 日期間，任何連續 12 個月的資料，視乎個別機構單位的會計慣例而定。
(2) 統計數字由 2020 年開始根據「零售業銷貨額按月統計調查」所搜集的數據編製。

Notes: (1) Statistics are compiled based on data collected from the Survey on Information Technology Usage and Penetration in the Business Sector. Since 2013, the survey was conducted on a biennial basis.
Figures refer to the information of the calendar year preceding the reference year, or any consecutive 12-month period between 1 January of the preceding year and 31 March of the reference year, according to the accounting practices of individual establishments.
(2) Statistics are compiled based on data collected from the Monthly Survey of Retail Sales as from 2020.

資料來源： 政府統計處經銷服務統計組
政府統計處科技統計組

Sources: Distribution Services Statistics Section, Census and Statistics Department
Science and Technology Statistics Section, Census and Statistics Department

表 3.10 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 3.10 Investment in information technology (IT) equipment and software in the business sector as a ratio to non-residential gross domestic fixed capital formation

	2012	2017	2018	2019	2020	2021	2022
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)	30.2	40.6	36.7	57.8	48.3	48.6	52.3
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 (%)	7.5	10.6	8.9	16.6	15.6	14.6 *	15.6 @

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 3.11 工商業的資訊科技總開支相對於本地生產總值的比率(1)

Table 3.11 Total information technology (IT) expenditure in the business sector as a ratio to Gross Domestic Product (GDP)(1)

	2012	2017	2018	2019	2020	2021	2022
工商業的資訊科技總開支（十億元） Total IT expenditure in the business sector ($ billion)	50.7	72.5	69.7	105.7	87.0	89.2	91.4
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 (%)	2.5	2.7	2.5	3.7	3.3	3.1	3.3 @

註釋： (1) 本地生產總值的數字是 2024 年 5 月發布的最新數據。
Note: (1) Figures on GDP refer to the latest statistics released in May 2024.

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 3.12 政府機構的電腦化
Table 3.12 Computerisation in the Government

每年12月31日的數字
As at 31 December of each year

	2013	2018	2019	2020	2021	2022	2023
獲提供專用工作站的人員[(1)]所佔的百分比 (%) Percentage of staff[(1)] with designated workstations (%)	95	95	93	91	93	93	93
獲接駁互聯網服務的人員的百分比 (%) Percentage of staff with access to Internet services (%)	92	87	87	84	91	91	91
可使用內部電子郵件的人員的百分比 (%) Percentage of staff with internal e-mail access (%)	77	86	84	91	88	90	90

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 3.13 政府資訊科技人員
Table 3.13 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	2013	2018	2019	2020	2021	2022	2023
系統分析／程式編製主任 Analyst / Programmer	869	1 275	1 368	1 489	1 493	1 499	1 515
電腦操作員 Computer operator	444	497	506	516	517	523	539
資料處理員 Data processor	174	134	124	118	118	111	114
合計 Total	1 487	1 906	1 998	2 123	2 128	2 133	2 168

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

表 3.14 政府的資訊及通訊科技開支

Table 3.14 Government spending on information and communication technology (ICT)

		財政年度 Financial year						
		2012-13	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
政府的資訊及通訊科技開支（百萬元）	(1)	3,826	6,829	7,762	8,591	10,058	10,823	11,600
Government spending on ICT ($ million)	(2)	5,177	8,565	9,660	10,721	12,448	13,241	14,162
政府的資訊及通訊科技開支相對於公共開支的比率[3] (%) Government expenditure on ICT as a ratio to public expenditure[3] (%)		1.3	1.7	1.7	1.7	1.5	1.8	1.7
政府的資訊及通訊科技開支相對於本地生產總值的比率[3][4] (%) Government expenditure on ICT as a ratio to Gross Domestic Product (GDP)[3][4] (%)		0.3	0.3	0.3	0.4	0.5	0.5	0.5 @

註釋： 財政年度由 4 月 1 日至翌年的 3 月 31 日。

(1) 由 2015-16 財政年度開始，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 2024 年 5 月發布的最新數據。

Notes: The financial year runs from 1 April to 31 March of the following year.

(1) Starting from 2015-16 financial year, 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 2024.

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

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相關人員的知識與技能。

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[1]，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。

[1] 「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。

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[1] 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 IT-related student places in 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.

[1] 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，在 2022 年，資訊科技僱員的總人數為 112 425 人，佔香港勞動人口的 3.0%，較 2018 年的 95 780 人增加 17.4%。（表 4.1）

4.5 按技能類別分析，在 2022 年的 112 425 名資訊科技僱員中，從事軟件開發[2] 有 46 644 人（41.5%），而提供基建和操作支援，以及從事資訊科技銷售及市場推廣分別有 31 117 人（27.7%）及 10 772 人（9.6%）。在 2018 年至 2022 年期間，資訊保安、軟件開發[2] 及數據管理的技能類別錄得顯著的資訊科技僱員人數百分比增長，分別為 41.9%、27.9% 及 26.4%。（表 4.1 及圖 4.1）

4.6 按行業分析，在 2022 年，45 106 名（40.1%）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 18 411 人（16.4%）和 12 846 人（11.4%）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 2018 年至 2022 年期間，創新產品及服務業和通訊服務業錄得顯著的資訊科技僱員人數百分比增長，分別為 178.9% 和 32.2%。（表 4.2 及圖 4.2）

[2] 包括從事與資訊科技相關研究與開發項目的僱員。

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 112 425 in 2022, constituting 3.0% of the labour force in Hong Kong and increasing by 17.4% as compared with 95 780 in 2018. (Table 4.1)

4.5 Analysed by job category, among the 112 425 IT employees in 2022, 46 644 (41.5%) were engaged in software development[2]; 31 117 (27.7%) in infrastructure and operations support; and 10 772 (9.6%) in IT sales and marketing. IT security, software development[2] and data management recorded significant percentage growth in number of IT employees between 2018 and 2022 at 41.9%, 27.9% and 26.4% respectively. (Table 4.1 and Chart 4.1)

4.6 Analysed by sector, 45 106 (40.1%) IT employees were engaged in the IT products and services suppliers sector in 2022, followed by 18 411 (16.4%) in the wholesale, retail and import/export trades, catering and hotels sector; and 12 846 (11.4%) in the financing, insurance, real estate and business services sector. The innovative products and services sector and the communications services sector recorded significant percentage growth in number of IT employees between 2018 and 2022 at 178.9% and 32.2% respectively. (Table 4.2 and Chart 4.2)

[2] 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 在 2022/23 學年，教資會資助的資訊科技課程（包括全日制和兼讀制課程）的畢業生總人數為 2 716 人，當中 2 260 人（83.2%）畢業自學士學位課程及 403 人（14.8%）自研究院研究課程。（表 4.3）

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 2 716 in the 2022/23 academic year, among which 2 260 (83.2%) were of undergraduate programmes and 403 (14.8%) of research postgraduate programmes. (Table 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。

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 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 2022/23 學年，有 13 666 名小學教師及 8 315 名中學教師參加共 246 個由教育局舉辦的資訊科技教育培訓課程，同期亦有 1 865 名小學教師及 2 035 名中學教師參與共 143 個由教育局舉辦的網上校管系統培訓課程。（表 4.4 和 4.5）

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 2022/23 academic year, the EDB organised a total of 246 IT in Education Courses, which were attended by 13 666 primary school teachers and 8 315 secondary school teachers. It also organised 143 courses on Web-based School Administration and Management System in total, which were attended by 1 865 primary school teachers and 2 035 secondary school teachers. (Tables 4.4 and 4.5)

4.10 在 2022/23 學年，有 451 名小學教師及 458 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 1 786 名中學教師任教資訊科技／電腦科目。（表 4.6 和 4.7）

4.10 In the 2022/23 academic year, 451 primary school teachers and 458 secondary school teachers executed duties as IT coordinators / IT in-charge at school. Meanwhile, 1 786 secondary school teachers were teaching IT / computer studies. (Tables 4.6 and 4.7)

其他有關刊物

資訊科技業人力調查報告

創新及科技業人力調查報告

Further Reference

Manpower Survey Report - Information Technology Sector

Manpower Survey Report - Innovation and Technology Sector

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	2012	2014	2016	2018	2022
軟件開發(1) Software development(1)	29 085	31 414	33 622	36 463	46 644
基建和操作支援 Infrastructure and operations support	17 305	19 105	19 665	25 184	31 117
資訊科技銷售及市場推廣 IT sales and marketing	6 705	6 710	7 177	8 543	10 772
技術服務（包括實地支援及系統程式編製） Technical services (including field support and systems programming)	12 876	13 251	14 107	12 440	10 101
通訊及網絡 Communications and networks	6 007	5 923	6 426	5 973	5 975
資訊科技教育及訓練 IT education and training	3 650	3 571	3 727	3 944	3 878
資訊保安 IT security	577	622	769	1 118	1 587
總資訊科技管理 General IT management	1 438	1 462	1 477	1 463	1 527
數據管理 Data management	1 042	915	824	652	824
總計 Total	78 685	82 973	87 794	95 780	112 425
佔勞動人口的百分比 (%) As a percentage of the labour force (%)	2.1	2.1	2.2	2.4	3.0

註釋： (1) 2018 年及 2022 年的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。

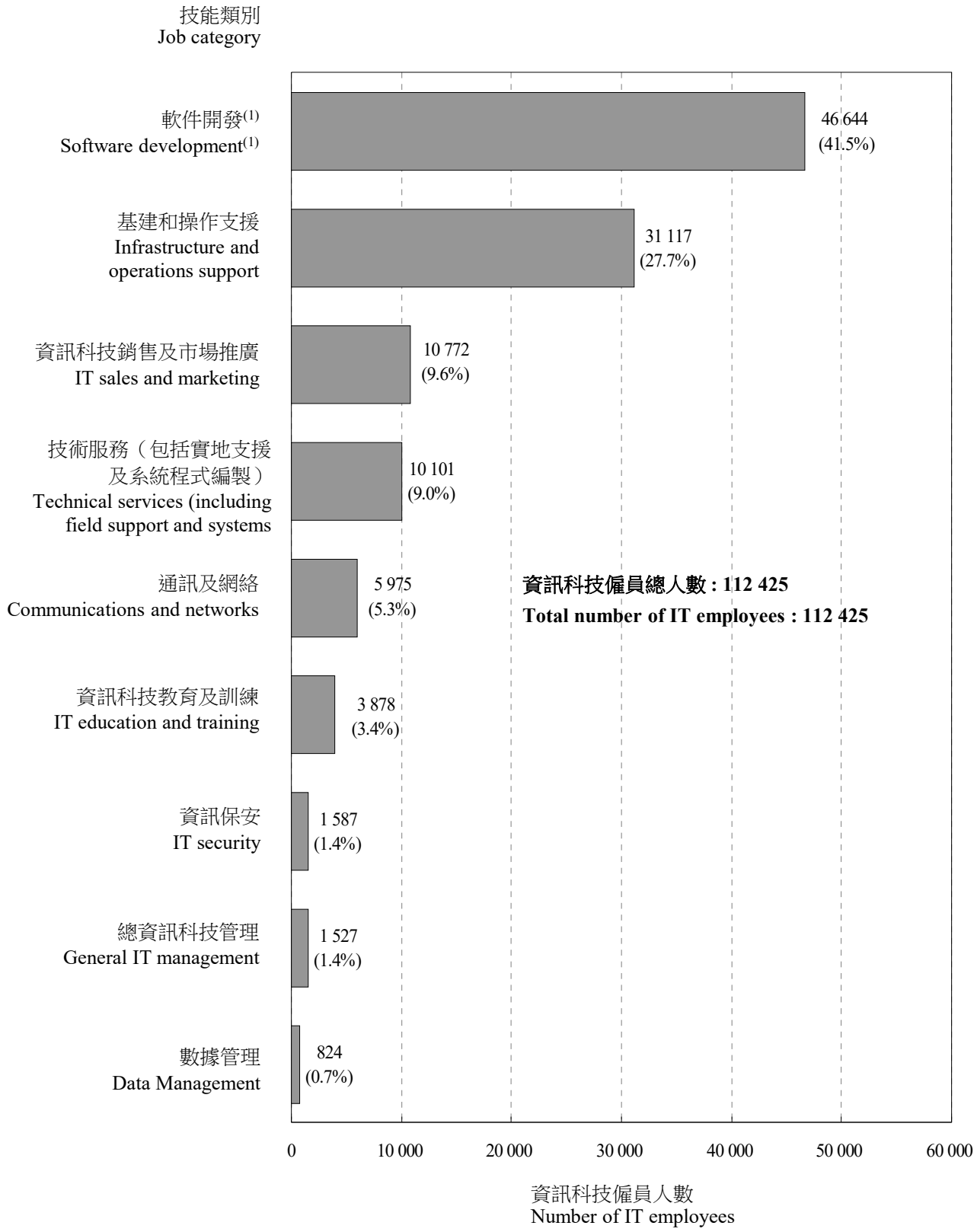
Note: (1) The number of employees engaged in research and development projects related to IT was included in the figures for 2018 and 2022.

資料來源： 職業訓練局

Source: Vocational Training Council

圖 4.1 2022 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, 2022



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。
(1) 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。

Notes: 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.
(1) The number of employees engaged in research and development projects related to IT was included.

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

僱員人數
Number of employees

行業 Sector	2012	2014	2016	2018	2022
資訊科技產品及服務供應商 IT products and services suppliers	26 563	27 522	30 013	37 739	45 106
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	15 940	16 581	16 495	16 352	18 411
金融、保險、房地產及商業服務業 Financing, insurance, real estate and business services	13 536	15 165	15 726	12 158	12 846
社區、社會及個人服務業 Community, social and personal services	9 497	9 733	10 040	11 727	7 966
大學及專上學院、科研機構[1] Universities and post-secondary colleges; research and scientific institutes[1]					4 928
通訊服務業 Communications services	3 747	3 922	5 223	5 619	7 430
創新產品及服務業[2] Innovative products and services[2]	-	-	-	1 581	4 409
政府部門 Government bureaux / departments	2 470	2 703	2 741	3 195	3 740
製造業 Manufacturing	2 867	2 948	3 008	2 330	2 381
運輸及貨倉服務業 Transport and storage services	1 837	1 959	1 990	2 225	2 153
醫療及保健服務業 Medical and health care services	750	931	1 077	1 066	1 182
建造業 Construction	424	434	473	743	794
數碼創意業 Digital creative	680	697	618	725	736
電力、氣體燃料及水務 Electricity, gas and water	374	378	390	320	343
總計 Total	78 685	82 973	87 794	95 780	112 425

註釋： (1) 2022 年之前的數字被歸納至「社區、社會及個人服務業」內。
(2) 此為 2018 年起新增的行業。

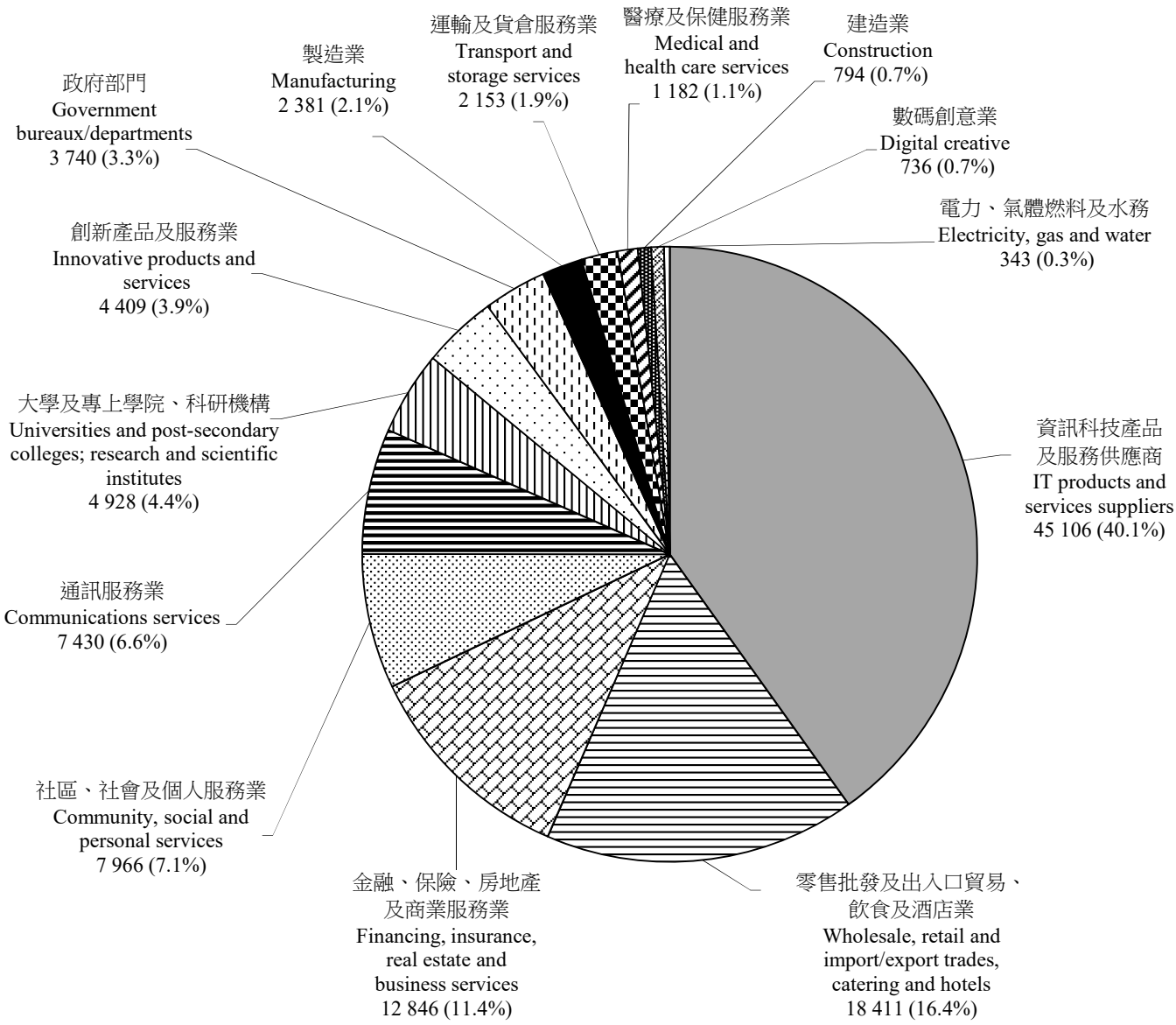
Notes: (1) Figures for years prior to 2022 were categorised under "Community, social and personal services" Sector.
(2) This sector was added since 2018.

資料來源： 職業訓練局
Source: Vocational Training Council

圖　4.2　2022 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, 2022

資訊科技僱員總人數 : 112 425
Total number of IT employees : 112 425



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

人數
Number

修課程度 Level of study	學年 Academic year						
	2012/13	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
副學位課程 Sub-degree	206	111	88	52	41	43	53
	(-8.8)	(-21.3)	(-20.7)	(-40.9)	(-21.2)	(+4.9)	(+23.3)
學士學位課程 Undergraduate	2 076	2 216	2 255	2 293	2 332	2 377	2 260
	(+2.9)	(+8.0)	(+1.8)	(+1.7)	(+1.7)	(+1.9)	(-4.9)
研究院研究課程 Research postgraduate	252	366	343	322	367	355	403
	(+3.3)	(+19.6)	(-6.3)	(-6.1)	(+14.0)	(-3.3)	(+13.5)
總計 Total	2 534	2 693	2 686	2 667	2 740	2 775	2 716
	(+1.9)	(+7.8)	(-0.3)	(-0.7)	(+2.7)	(+1.3)	(-2.1)

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

數目
Number

	學年 Academic year						
	2012/13	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
資訊科技教育課程[(1)] IT in Education Courses[(1)]							
小學 Primary schools	164 (+6.5)	226 (+5.6)	200 (-11.5)	157 (-21.5)	162 (+3.2)	188 (+16.0)	161 (-14.4)
中學 Secondary schools	226 (+12.4)	208 (-7.1)	224 (+7.7)	159 (-29.0)	148 (-6.9)	137 (-7.4)	85 (-38.0)
網上校管系統培訓課程 Courses on Web-based School Administration and Management System							
小學 Primary schools	101 (+38.4)	79 (-20.2)	67 (-15.2)	62 (-7.5)	75 (+21.0)	60 (-20.0)	72 (+20.0)
中學 Secondary schools	106 (+37.7)	83 (-18.6)	70 (-15.7)	64 (-8.6)	75 (+17.2)	59 (-21.3)	71 (+20.3)

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

人數
Number

	學年 Academic year						
	2012/13	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
資訊科技教育課程[(1)(2)] IT in Education Courses[(1)(2)]							
小學 Primary schools	2 148 (-2.5)	4 878 (-11.1)	4 838 (-0.8)	5 056 (+4.5)	10 035 (+98.5)	12 778 (+27.3)	13 666 (+6.9)
中學 Secondary schools	4 391 (+21.7)	5 978 (-23.7)	5 240 (-12.3)	4 579 (-12.6)	9 714 (+112.1)	10 741 (+10.6)	8 315 (-22.6)
網上校管系統培訓課程[(1)] Courses on Web-based School Administration and Management System[(1)]							
小學 Primary schools	1 263 (+35.7)	1 061 (-34.3)	923 (-13.0)	842 (-8.8)	1 535 (+82.3)	1 174 (-23.5)	1 865 (+58.9)
中學 Secondary schools	2 361 (+90.2)	1 383 (-38.0)	1 363 (-1.4)	1 167 (-14.4)	1 417 (+21.4)	1 454 (+2.6)	2 035 (+40.0)

註釋： 括號內的數字是與上年比較的變動百分率。
(1) 教育局自 2020/21 學年開始舉辦更多線上培訓課程，以容納更多參與者。
(2) 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) The Education Bureau has been conducting more online training courses to accommodate more participants since 2020/21 academic year.
(2) 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 在學校具資訊科技統籌員／資訊科技主任職務的教師人數

Table 4.6 Number of teachers with duties as information technology (IT) coordinators / IT in-charge at school

人數
Number

	學年 Academic year						
	2012/13	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
小學 Primary schools	467 (+1.3)	491 (+1.0)	489 (-0.4)	490 (+0.2)	481 (-1.8)	455 (-5.4)	451 (-0.9)
中學 Secondary schools	502 (-2.7)	495 (+1.6)	481 (-2.8)	489 (+1.7)	471 (-3.7)	466 (-1.1)	458 (-1.7)
總計 Total	969 (-0.8)	986 (+1.3)	970 (-1.6)	979 (+0.9)	952 (-2.8)	921 (-3.3)	909 (-1.3)

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

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						
	2012/13	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
人數 Number	1 988 (-9.0)	1 783 (+0.6)	1 787 (+0.2)	1 815 (+1.6)	1 826 (+0.6)	1 805 (-1.2)	1 786 (-1.1)

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

行業分類 Industrial Classification

行業名稱	Industry title	香港標準行業分類 2.0 版譯碼 HSIC Version 2.0 code
資訊及通訊科技業	***Information and Communication Technology (ICT) Sector***	
製造資訊及通訊科技產品	**Manufacturing of ICT products**	
● 電子組件及介板	● Electronic components and boards	261
● 電腦及其周邊設備	● Computers and peripheral equipment	262
● 通訊設備	● Communication equipment	263
● 影音器材	● Audio and video equipment	264
● 磁性及光學媒體	● Magnetic and optical media	268
經銷資訊及通訊科技產品	**Distribution of ICT products**	
● 電腦遊戲	● Computer games	451445, 452445, 460445
● 電腦及電腦周邊設備	● Computers and computer peripheral equipment	451601, 452601, 460601
● 電腦軟件	● Computer software	451602, 452602, 460602
● 電訊設備及其零件	● Telecommunications equipment and parts	451611, 452611, 460611
● 空白錄音帶和錄影帶、磁碟、光碟及數碼視訊光碟	● Blank audio and video tapes, diskettes, CDs and DVDs	451612, 452612, 460612
● 電子零件	● Electronic parts	451613, 452613, 460613
提供資訊及通訊科技服務	**Provision of ICT services**	
● 軟件出版	● Software publishing	582
● 電訊	● Telecommunications	61
● 資訊科技服務活動	● Information technology service activities	62
● 入門網站、資料處理、寄存及相關活動	● Web portals, data processing, hosting and related activities	631
● 電腦及通訊設備修理	● Repair of computers and communications equipment	952

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 *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。

1.4 *盈餘總額* 是指收益（來自銷售或業務）及其他收入，*減* 僱員薪酬及其他支出或開支。

1.5 *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。

1.6 *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 Domestic Product* 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.

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

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

1.6 *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及服務貿易

資訊及通訊科技貨品

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. Trade in ICT Goods and Services

ICT 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 thereof; 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。

2.4 *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 *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和激光二極管除外的激光器的進口及出口。

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.

（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。）

(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.)

資訊及通訊科技服務

ICT Services

2.6 *電子通訊服務的貿易統計數字* 主要涵蓋利用電話、專用電報、電報、電纜、廣播、人造衛星、電子郵遞及傳真以傳送聲音、數據、影像或其他訊息的服務輸入及輸出。其中包括商用網絡服務，數據及訊息傳送服務，節目傳送服務，互連網絡服務，傳呼服務，顯像傳真會議服務，以及其他與電訊有關的服務（例如通訊設備的出租及保養服務）。

2.6 *Trade statistics on telecommunications services* mainly cover imports and exports of the transmission of sound, data, images or other information by telephone, telex, telegram, cable, broadcasting, satellite, electronic mail and facsimile, which includes business network services; data and message transmission services; programme transmission services; interconnection services; paging services; teleconferencing services; and other telecommunications related services (e.g. communications equipment rental and maintenance).

2.7 *電腦服務的貿易統計數字* 主要涵蓋裝置電腦硬件及網絡的顧問服務，電腦軟件的開發及執行服務（例如系統分析及設計、程式編製，以及系統保養服務），資料處理及資料庫服務，電腦及有關設備的保養及維修服務，與電腦服務相關的培訓服務，以及其他並未歸入別類的電腦服務（例如電腦的銷售後服務及其他專業電腦服務）的輸入及輸出。

2.7 *Trade statistics on computer services* mainly cover imports and exports of consultancy services on installation of computer hardware and networks; development and implementation services on software (e.g. system analysis and design, programming, and system maintenance services); data processing and database services; maintenance and repair services of computers and related equipment; training services related to computer services; and other computer services not elsewhere classified (e.g. after-sale services on computer and other professional computer services).

可數字化交付的服務

Digitally-deliverable Services

2.8 *保險及退休金服務的貿易統計數字* 主要涵蓋就人壽、貨運和其他範疇的直接保險和分保及再分保服務，以及其他與保險有關的輔助服務（例如代理、經紀、顧問、損失理算及精算估值服務）的輸入及輸出。

2.8 *Trade statistics on insurance and pension services* mainly cover imports and exports of direct insurance, reinsurance and retrocession on life, freight and others; and auxiliary services to insurance (e.g. agency, broking, consultancy, loss adjusting and actuarial valuation services).

2.9 *金融服務的貿易統計數字* 主要涵蓋金融資產交易及經紀服務，資產管理、投資顧問及有關服務，包銷新發行證券，私人配售，合併及收購服務，機構財務及創業資金服務，信貸、票據交易及貸款服務，其他有關信用狀、銀行承兌、信貸安排、財務租賃及貨幣兌換交易的中介或輔助服務，信託及託管服務，金融市場運作及管理服務，以及證券交易程序及結算服務的輸入及輸出。

2.9 *Trade statistics on financial services* mainly cover imports and exports of financial assets dealing and broking services; asset management, investment advisory and related services; underwriting new securities; private placements; merger and acquisition services; corporate finance and venture capital services; credit, bills transactions and loans; other intermediary and auxiliary services associated with letters of credit, bankers acceptances, lines of credit, financial leasing and foreign exchange transactions; trust and custody services; financial market operational and regulatory services; and processing and clearing services of securities transactions.

2.10 *知識產權使用費的貿易統計數字* 主要涵蓋特許經營權及商標使用許可費及其他知識產權使用費的輸入及輸出。

2.10 *Trade statistics on charges for the use of intellectual property* mainly cover imports and exports of franchises and trademarks licensing fees; and charges for the use of other intellectual property rights.

2.11 *電子通訊、電腦及資訊服務的貿易統計數字* 主要涵蓋在第 2.6 - 2.7 段提及的電子通訊服務和電腦服務，以及資訊服務的輸入及輸出。而資訊服務包括聯機接達及聯機資訊服務，銷售及訂閱報章雜誌服務，提供新聞稿件及新聞傳播，以及其他有關服務（例如提供代理／代表服務）。

2.11 *Trade statistics on telecommunications, computer and information services* mainly cover imports and exports of telecommunications services and computer services mentioned in paragraphs 2.6 - 2.7, as well as information services which include on-line access and on-line information services; sales and subscriptions of newspapers and magazines services; use of articles and news transmission; and other related services (e.g. agency/representative services).

2.12 *其他商業服務的貿易統計數字* 主要涵蓋研究及發展以及與創新活動相關的服務，法律服務，會計、核數、簿記及稅務顧問服務，商業及管理顧問以及公共關係服務，廣告、市場研究及公眾意見調查服務，建築、工程、科學及其他技術服務，營運租賃服務，與貿易相關的服務，以及雜項商業服務的輸入及輸出。

2.12 *Trade statistics on other business services* mainly cover imports and exports of research and development, and services related to innovation activities; legal services; accounting, auditing, book-keeping and tax consulting services; business and management consulting, and public relations services; advertising, market research and public opinion polling services; architectural, engineering, scientific and other technical services; operating leasing services; trade-related services; and miscellaneous business services.

2.13 *視聽及有關服務的貿易統計數字* 主要涵蓋電影及錄影帶製作、發行及放映服務，提供／租賃攝影室及拍攝設備，影片沖晒服務，以及電台及電視台服務的輸入及輸出。

2.13 *Trade statistics on audio-visual and related services* mainly cover imports and exports of production, distribution and projection services of motion picture and videotapes; provision/leasing of studio and shooting facilities; film-developing services; and radio and television services.

3. 資訊及通訊科技的接達及使用情況

3. Access To and Use of Information and Communication Technology

資訊及通訊科技的接達情況

Access to ICT

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）、光纖到戶（FTTH）及無線服務都是常用的上網方式。

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), Fibre-to-the-home (FTTH) and wireless services, are technologies commonly used for provision of broadband connection.

3.2 *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。

3.2 *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).

3.3 *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。

3.3 *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.

3.4 *第 5 代流動無線服務（5G）* 是繼第 4 代流動無線服務（LTE/WiMax）後，最新一代的流動通訊。第 5 代流動無線服務將實現高速數據傳輸、超低延遲、更大系統容量及大規模機器類型通訊。

3.4 *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 machine-type device connectivity.

住戶／個人使用資訊及通訊科技的情況

Use of ICT by Households / Individuals

3.5 *「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）。

3.5 *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).

3.6 *「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。

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

3.7 *流動支付* 指使用智能手機或平板電腦等流動設備進行以官方貨幣結算的付款。

3.7 *Mobile payment* refers to payment settled by official currencies using mobile device such as smartphones or tablets.

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。

3.8 *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 *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 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 2023 年
  - 桌面電腦
  - 手提電腦
  - 平板電腦

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 2013
  - Desktop computer
  - Laptop / notebook / netbook / tablet
  - Palm top / Personal Digital Assistant
- for 2014 to 2023
  - Desktop computer
  - Laptop
  - Tablet

工商機構使用資訊及通訊科技的情況

Use of ICT by Businesses

3.10 *機構單位* — 請參閱本附錄第 1.1 段。

3.10 *Establishment* - please refer to paragraph 1.1 of this Appendix.

3.11 *曾透過電腦網絡遞送貨品、服務或資料* 包括以下活動：

(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）；或

(d) 經互聯網向有關機構遞交表格／資料。

3.11 *Having delivered goods, services or information online* includes the below activities:

(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; or

(d) Submitting forms / information to the related organisations online.

3.12 *曾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。

3.12 *Having placed 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 the 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.

3.13 *曾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。

3.13 *Having received 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.

3.14 *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。

3.14 *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.

3.15 *零售業網上銷售* 是指透過本地零售業機構單位專門為獲取或提交訂單而營運的電腦網絡向顧客銷售貨品。有關貨品是透過上述方法訂購，但付款及最後貨品的遞送可以不是在網上進行。另一方面，網上銷售並不包括以人手輸入的電子郵件、電話或傳真的訂單。如某零售業機構單位提供一個網上平台供其他機構使用作貨品銷售，網上銷售價值是指所收取的佣金及服務費。

3.15 *Online retail sales* refer to the sales of goods to customers through computer networks specially operated by local retail establishments for the purpose of receiving or placing of orders. The goods are ordered by those methods, but the payment and the ultimate delivery of goods do not have to be conducted online. On the other hand, orders made by manually typed e-mails, telephone calls or facsimiles are not regarded as online sales. In the case where a retail establishment provides an online platform for use by other businesses in selling goods, the value of online sales refers to the commissions and service charges.

3.16 *工商業的資訊科技總開支* 涵蓋以下四種類別的開支：

3.16 *Total information technology (IT) expenditure in the business sector* covers the following four types of expenditure:

(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（例如打印機和掃瞄器）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；以及

(d) 自行開發供自用的軟件及資料庫的成本。

(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.

3.17 *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或社交媒體專頁)，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。

3.17 *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 or social media business page). Inclusion in an online directory and any other webpages where the establishment does not have substantial control over the content of the webpage are excluded.

4. 資訊科技的人力資源及教育

4.1 *通訊及網絡* 包括以下員工：

- 網絡經理
  （包括電訊經理）
- 流動網路工程師[1]
- 網絡工程師
  （包括電訊工程師、網絡架構師、網絡主任、網絡顧問及網絡專家）

4. Human Resources and Education in IT

4.1 *Communications and Networks* includes the following personnel:

- Network Manager
  (including Telecommunications Manager)
- Mobile Network Engineer[1]
- Network Engineer
  (including Telecommunications Engineer, Network Architect, Network Officer, Network Consultant and Network Specialist)

[1] Applicable for 2022
適用於 2022 年

- 網絡管理員

4.2 *數據管理* 包括以下員工：

- 數據科學家[2]
  （包括數據科學專家、數據工程師、數據分析員、總數據主任及商業智慧專家）
- 數據庫管理員
- 數據倉庫專家
- 數據庫設計員

4.3 *總資訊科技管理* 包括以下員工：

- 資訊科技主管
  （包括首席資訊總監、管理資訊系統總監／經理、資訊科技總監／經理及資訊系統總監／經理）
- 首席技術總監
  （包括技術總監／經理）

4.4 *基建和操作支援* 包括以下員工：

- 資訊科技操作經理
  （包括資訊科技基建經理、電腦操作經理、電腦服務經理及數據中心經理）
- 資訊科技操作主任
- 操作支援主任
  （包括求助台主任及技術呼叫中心主任）
- 電腦操作員
- 系統操作員
- 用戶支援
  （包括求助台服務員及呼叫中心技術支援）

4.5 *資訊科技教育及訓練* 包括以下員工：

- 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[3]

- Network Administrator

4.2 *Data Management* includes the following personnel:

- Data Scientist[2]
  (including Data Science Specialist, Data Engineer, Data Analyst, Chief Data Officer and Business Intelligence Specialist)
- Database Administrator
- Data Warehouse Specialist
- Database Designer

4.3 *General IT management* includes the following personnel:

- Head of IT
  (including Chief Information Officer (CIO), Management Information Systems (MIS) Director/Manager, IT Director/Manager and Information Systems Director/Manager)
- Chief Technology Officer
  (including Technical Director/Manager)

4.4 *Infrastructure and Operations Support* includes the following personnel:

- IT Operations Manager
  (including IT Infrastructure Manager, Computer Operations Manager, Computer Services Manager and Data Center Manager)
- IT Operations Supervisor
- Operations Support Supervisor
  (including Help Desk Supervisor and Call Centre Technical Supervisor)
- Computer Operator
- Systems Operator
- User Support
  (including Help Desk Representative and Call Centre Technical Support)

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

- Professor/Lecturer/Training Officer
- IT Trainer/Instructor
- IT Researcher (in a tertiary educational institution)/Research Assistant[3]

[2] Applicable for 2022
適用於 2022 年

[3] Applicable for years prior to 2018
適用於 2018 年之前的年份

4.6 *資訊科技銷售及市場推廣* 包括以下員工：

- 資訊科技銷售總監／經理
- 資訊科技市場總監／經理
- 資訊科技銷售代表
  （包括銷售工程師及客戶經理）
- 資訊科技市場代表
  （包括市場專家）
- 資訊科技產品推廣代表

4.7 *資訊保安* 包括以下員工：

- 資訊科技保安專家
- 資訊／信息安全專家
  （包括資訊科技保安顧問、資訊科技保安專業人員及資訊保安主任）
- 網絡安全專責專家[4]
  （包括網絡安全分析員、網絡安全工程師、網絡安全架構師、網絡安全顧問及雲計算安全工程師）

4.8 *軟件開發* 包括以下員工：

- 系統開發經理
  （包括開發經理、軟件開發經理、系統經理（應用）及應用系統經理）
- 系統架構師
  （包括資訊科技架構師、軟件架構師、應用架構師、解決方案構師、網絡架構師及技術架構師）
- 項目經理
  （包括項目總監、項目管理辦公室經理、項目組長及敏捷團隊負責人）
- 系統分析師
- 業務分析師
- 分析程式員
  （包括程式分析員）
- 程式編製員
  （包括軟件開發員、軟件工程師、應用開發員、網頁開發員、全端／全棧開發員、前端開發員、後端開發員及嵌入式／固件開發員）
- 用戶界面、用戶體驗設計師
  （包括前端設計師及網頁設計師）

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

- IT Sales Director/Manager
- IT Marketing Director/Manager
- IT Sales Representative
  (including Sales Engineer and Account Manager)
- IT Marketing Representative
  (including Marketing Specialist)
- IT Product Promotion Representative

4.7 *IT security* includes the following personnel:

- IT Security Specialist
- Information Security Specialist
  (including IT Security Consultant, IT Security Professional and IT Security Officer)
- Cybersecurity Specialist[4]
  (including Cybersecurity Analyst, Cybersecurity Engineer, Cybersecurity Architect, Cybersecurity Consultant and Cloud Security Engineer)

4.8 *Software development* includes the following personnel:

- Systems Development Manager
  (including Development Manager, Software Development Manager, Systems Manager (Applications) and Application Systems Manager)
- Systems Architect
  (including IT Architect, Software Architect, Application Architect, Solutions Architect, Network Architect and Technical Architect)
- Project Manager
  (including Project Director, Project Management Office Manager, Project Leader/Lead and Scrum Master)
- Systems Analyst
- Business Analyst
- Analyst Programmer
  (including Programmer Analyst)
- Programmer
  (including Software Developer, Software Engineer, Application Developer, Web Developer, Full-stack Developer, Front-end Developer, Back-end Developer and Embedded Software/Firmware Developer)
- UI/UX Designer
  (including Front-end Designer and Web Designer)

[4] Applicable for 2022
適用於 2022 年

- 軟件品質檢查專責專家
（包括品質保證專家）
- 軟件品質檢查工程師
（包括品質保證工程師及系統審查師）
- 軟件產品工程師
（包括產品工程師、產品專家、產品顧問、應用工程師、應用專家及應用顧問）
- 技術撰稿員
- 電腦遊戲設計員／美術員／開發員
- 電腦圖像設計員／美術員
- 電腦動畫設計師、網頁圖像設計師及視覺效果設計師
（包括延展實境開發員及虛擬製片製作人）
- 研發研究員／科學家／工程師[5]
- 研發技術員[5]
- 研發輔助人員[5]

4.9 *技術服務* 包括以下員工：

- 服務支援經理
（包括托管服務經理及客戶工程經理）
- 服務工程師
（包括上門服務工程師、上門工程師、托管服務工程師及客戶工程師）
- 服務技術員
- 系統程式編製員（機構內部／電腦供應商）[6]
- 系統工程師[6]
- 系統程式編製員（服務器）[7]
- 雲計算工程師[7]

- Software Quality Assurance (QA) Specialist
(including QA Specialist)
- Software QA Engineer
(including QA Engineer and Systems Auditor)
- Software Product Engineer
(including Product Engineer, Product Specialist, Product Consultant, Application Engineer, Application Specialist and Application Consultant)
- Technical Writer
- Computer Game Designer/Artist/Developer
- Computer Graphic Designer/Artist
- Computer Animator, Web Graphic Designer and Visual Effects Designer
(including Extended Reality Developer and Virtual Production Producer)
- R&D Researcher/Scientist/Engineer[5]
- R&D Technician[5]
- R&D Supporting Staff[5]

4.9 *Technical services* includes the following personnel:

- Services Support Manager
(including Managed Service Manager and Customer Engineering Manager)
- Service Engineer
(including Field Service Engineer, Field Engineer, Managed Service Engineer and Customer Engineer)
- Service Technician
- Systems Programmer (in-house/vendor environment)[6]
- Systems Engineer[6]
- Systems Programmer (Servers)[7]
- Cloud Engineer[7]

[5] Applicable for 2018 and 2022
適用於 2018 年及 2022 年

[6] Applicable for years prior to 2022
適用於 2022 年之前的年份

[7] Applicable for 2022
適用於 2022 年

資 料 來 源
Sources of Statistical Data

資料來源 ***Data source***	*查詢電話* ***Enquiry telephone***	*查詢電郵* ***Enquiry email***
政府統計處 Census and Statistics Department		
(a) 經銷服務統計組 Distribution Services Statistics Section	3903 7400	mrs@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
(e) 服務貿易統計組 Trade in Services Statistics Section	3903 7415	tis@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 0551	simenquiry@edb.gov.hk
(c) 學校教育統計組 School Education Statistics Section	3509 8441	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	3847 7439	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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