



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

Presenting statistics on various topics, including business use of computers and/or smartphones and the Internet, web presence of business and adoption of electronic commerce

2025 Edition

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1. Key Figures

- 99.3% of companies used computers and/or smartphones for business purposes in 2025.
- 99.3% of companies used the Internet in 2025.
- 57.2% of companies had a web presence in 2025.
- 22.4% of companies had received orders online in 2024*.
- Value of receipts from selling of goods, services or information through electronic means amounted to \$972.7 billion in 2024*, representing 9.4% of the total receipts of all selected industry groupings in 2024*.

*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 companies.

2. Business Use of Computers and/or Smartphones and the Internet, and Web Presence of Business

Business use of computers and/or smartphones

- 99.3% of the companies used computers (92.5%) and/or smartphones (98.7%) for business purposes in 2025.
- Proportion of companies using computers and/or smartphones for business purposes was the highest in the manufacturing, electricity, gas and waste management sector; construction sector; information and communications sector; financing and insurance, real estate, professional and business services sector; and social and personal services sector (100.0% respectively) and the lowest in the import/export, wholesale and retail trades, and accommodation and food services sector (98.3%) in 2025.
- Proportion of companies using computers and/or smartphones for business purposes was higher for large and medium companies (99.9% and 100.0% respectively) than small companies (99.2%) in 2025.

Business use of the Internet

- 99.3% of the companies used the Internet in 2025.
- Proportion of companies using the Internet was the highest in the manufacturing, electricity, gas and waste management sector; construction sector; information and communications sector; financing and insurance, real estate, professional and business services sector; and social and personal services sector (100.0% respectively) and the lowest in the import/export, wholesale and retail trades, and accommodation and food services sector (98.3%) in 2025.
- Proportion of companies using the Internet was higher for large and medium companies (99.9% and 100.0% respectively) than small companies (99.2%) in 2025.

Business with a web presence

- 57.2% of the companies had a web presence in 2025.
- Proportion of companies with a web presence was the highest in the information and communications sector (84.5%) and the lowest in the transportation, storage and courier services sector (33.9%) in 2025.
- Proportion of companies with a web presence was much higher for large and medium companies (95.7% and 81.1% respectively) than small companies (54.4%) in 2025.

Chart 2.1 : Proportion of companies using computers, smartphones for business purposes, the Internet and web presence by major industry grouping, 2025

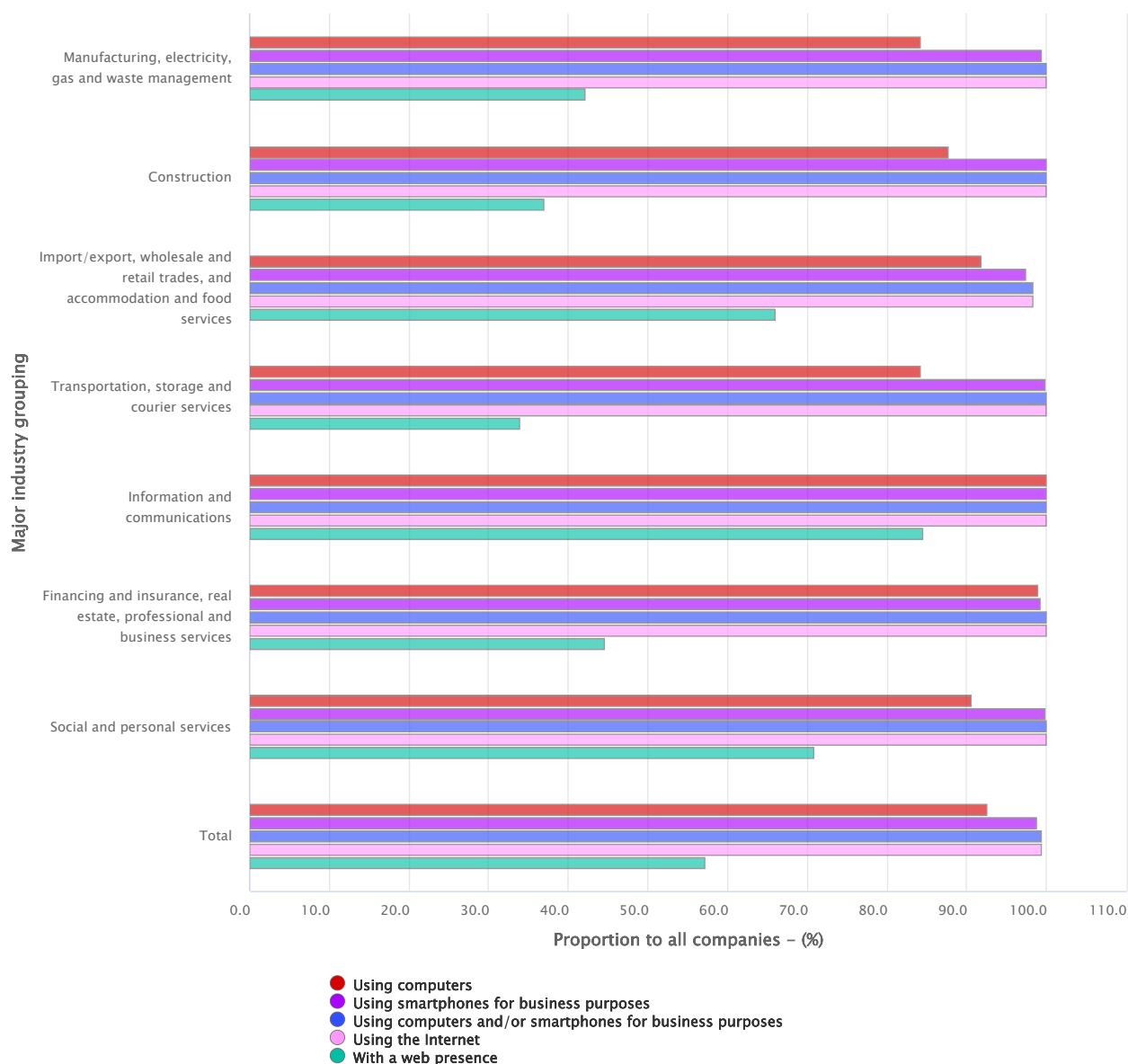


Table 2.1 : Proportion of companies using computers, smartphones for business purposes, the Internet and web presence by major industry grouping

		Number of companies	Proportion to all companies				
		Number	(%)				
Type of information technology usage / activity		Total	Using computers	Using smartphones for business purposes	Using computers and/or smartphones for business purposes	Using the Internet	With a web presence
Year	Major industry grouping						
2025	Manufacturing, electricity, gas and waste management	6 841	84.2	99.4	100.0	100.0	42.1
	Construction	25 686	87.6	100.0	100.0	100.0	36.9
	Import/export, wholesale and retail trades, and accommodation and food services	143 396	91.8	97.4	98.3	98.3	65.9
	Transportation, storage and courier services	26 268	84.1	99.8	99.9	99.9	33.9
	Information and communications	11 519	100.0	99.9	100.0	100.0	84.5
	Financing and insurance, real estate, professional and business services	81 187	98.9	99.2	100.0	100.0	44.5
	Social and personal services	51 702	90.6	99.8	100.0	100.0	70.8
	Total	346 598	92.5	98.7	99.3	99.3	57.2

Chart 2.2 : Proportion of companies using computers, smartphones for business purposes, the Internet and web presence by size of companies, 2025

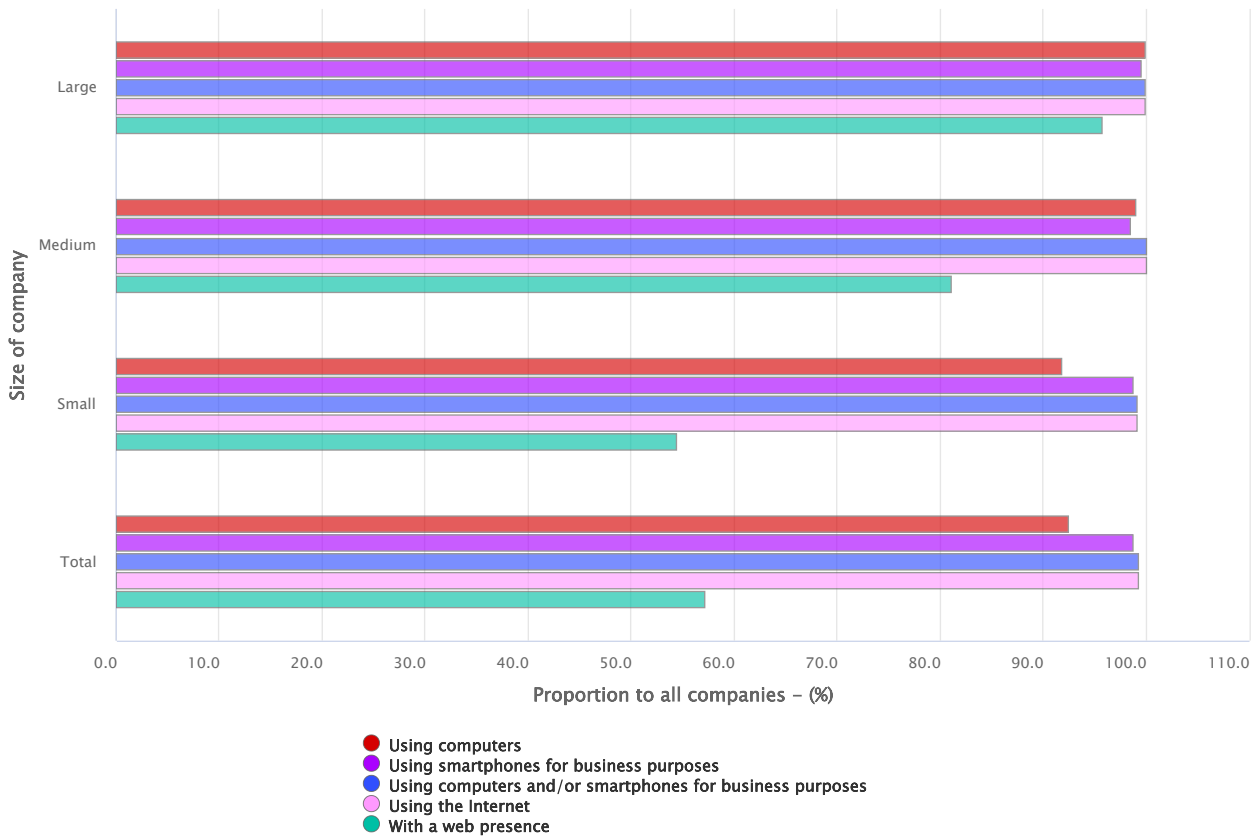


Table 2.2 : Proportion of companies using computers, smartphones for business purposes, the Internet and web presence by size of companies

		Number of companies	Proportion to all companies				
		Number	(%)				
Type of information technology usage / activity		Total	Using computers	Using smartphones for business purposes	Using computers and/or smartphones for business purposes	Using the Internet	With a web presence
Year	Size of company						
2025	Large	5 231	99.9	99.6	99.9	99.9	95.7
	Medium	28 577	99.0	98.5	100.0	100.0	81.1
	Small	312 790	91.8	98.7	99.2	99.2	54.4
	Total	346 598	92.5	98.7	99.3	99.3	57.2

3. Business Adoption of Electronic Commerce (e-commerce) and Electronic Delivery (e-delivery)

E-commerce sales

- 22.4% of the companies had received orders online and value of receipts from selling of goods, services or information through electronic means amounted to \$972.7 billion in 2024*, representing 9.4% of the total receipts of all selected industry groupings.
- Proportion of companies having received orders online was the highest in the information and communications sector (40.8%) in 2024*.
- E-commerce sales were more prevalent in large companies (43.0%) than medium and small companies (30.4% and 21.4% respectively) in 2024*.

E-commerce purchases

- 41.4% of the companies had placed orders online in 2024*.
- Proportion of companies having placed orders online was the highest in the information and communications sector (62.1%) in 2024*.
- E-commerce purchases were more prevalent in large and medium companies (61.8% and 52.5% respectively) than small companies (40.1%) in 2024*.

E-delivery

- 99.0% of the companies had delivered goods, services or information online in 2025.
- Proportion of companies having delivered goods, services or information online was the highest in the manufacturing, electricity, gas and waste management sector; construction sector; information and communications sector; financing and insurance, real estate, professional and business services sector; and social and personal services sector (100.0% respectively) in 2025.
- Proportion of companies having delivered goods, services or information online was higher for large and medium companies (99.9% and 99.4% respectively) than small companies (99.0%) in 2025.

*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 companies.

Chart 3.1 : Proportion of companies with e-commerce sales, e-commerce purchases and e-delivery by major industry grouping, 2025

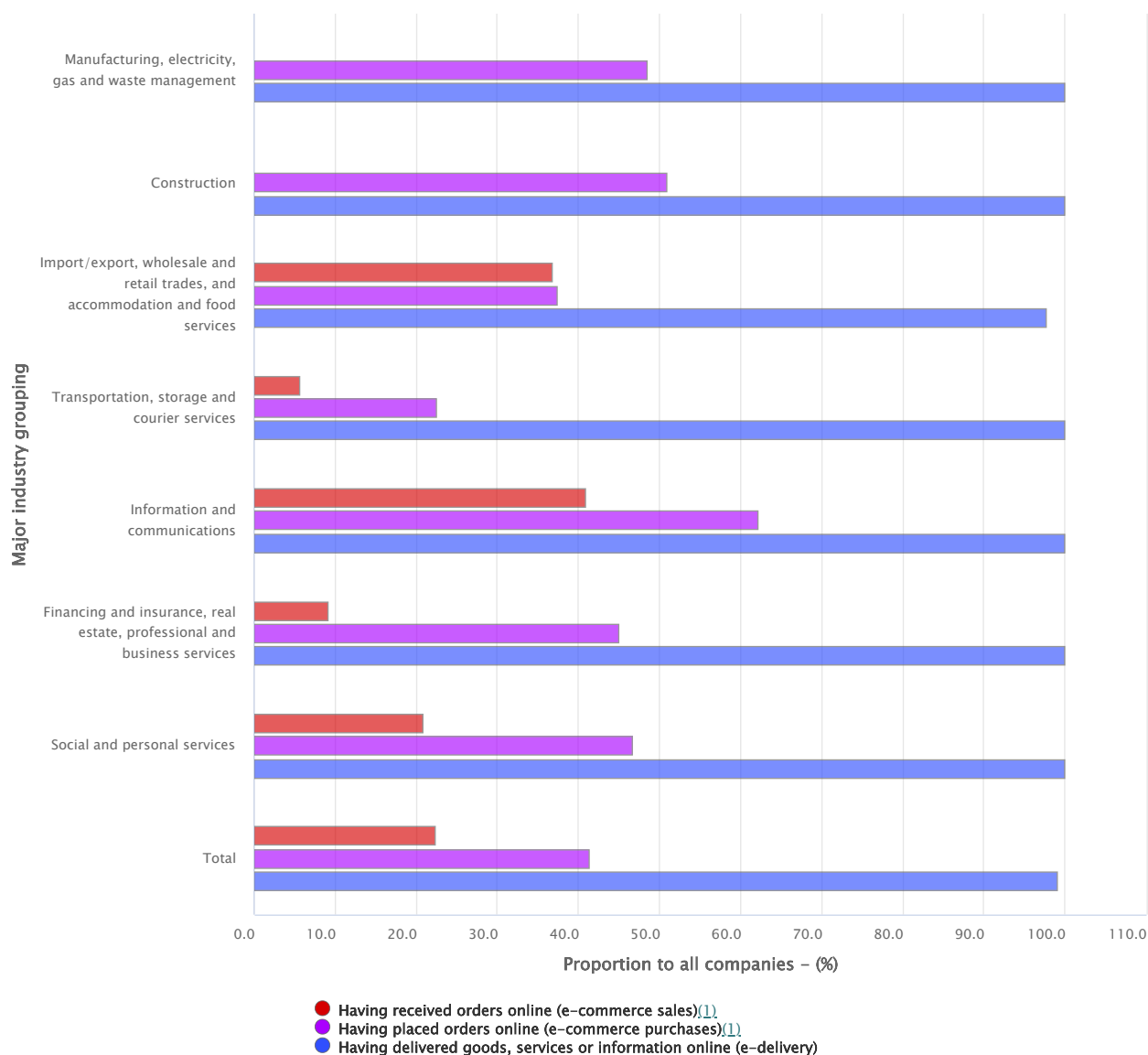


Table 3.1 : Proportion of companies with e-commerce sales, e-commerce purchases and e-delivery by major industry grouping

		Proportion to all companies		
		(%)		
Type of information technology usage / activity		Having received orders online (e-commerce sales) (1)	Having placed orders online (e-commerce purchases) (1)	Having delivered goods, services or information online (e-delivery)
Year	Major industry grouping			
2025	Manufacturing, electricity, gas and waste management	[*6]	48.4	100.0
	Construction	[*6]	50.9	100.0
	Import/export, wholesale and retail trades, and accommodation and food services	36.7	37.3	97.7
	Transportation, storage and courier services	5.6	22.5	99.9
	Information and communications	40.8	62.1	100.0
	Financing and insurance, real estate, professional and business services	9.1	44.9	100.0
	Social and personal services	20.8	46.7	100.0
	Total	22.4	41.4	99.0

1 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 companies.

[*6] Figure is not released in order to safeguard confidentiality of information of individual companies.

Chart 3.2 : Proportion of companies with e-commerce sales, e-commerce purchases and e-delivery by size of companies, 2025

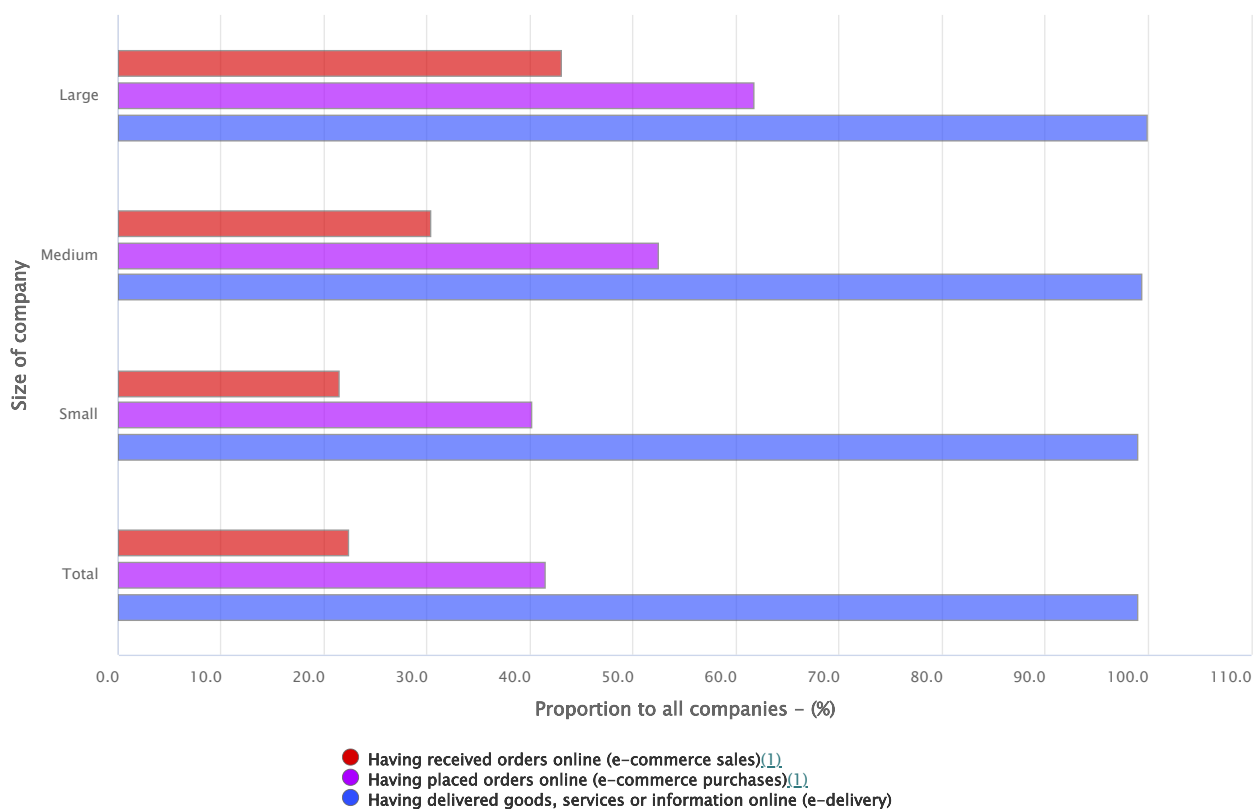


Table 3.2 : Proportion of companies with e-commerce sales, e-commerce purchases and e-delivery by size of companies

		Proportion to all companies		
		(%)		
Type of information technology usage / activity		Having received orders online (e-commerce sales) (1)	Having placed orders online (e-commerce purchases) (1)	Having delivered goods, services or information online (e-delivery)
Year	Size of company			
2025	Large	43.0	61.8	99.9
	Medium	30.4	52.5	99.4
	Small	21.4	40.1	99.0
	Total	22.4	41.4	99.0

1 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 companies.

4. Detailed Statistics

Table 4.1 : Proportion of companies using computers for business operation by major type of computer software application/system for business operation used

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Using computers
Year	Major type of computer software application/system (1)	
2025	Office suite (e.g. MS Office, OpenOffice, etc.)	97.2
	Electronic payment system, with mobile payment	79.4
	Video conferencing software	51.4
	Accounting and finance	45.5
	Industry specific software (e.g. point of sale (POS) software, engineering/manufacturing industry specific software, etc.)	31.2
	Electronic payment system, not with mobile payment	28.3
	Supply chain management (e.g. inventory, warehouse, transport management system, etc.)	26.7
	Customer relationship management (CRM)	25.1
	Media development software (e.g. 3D computer graphics, sound editing, game and movie development software, etc.)	13.3
	Human resources management (HRM)/Training	12.0
	Computer-aided design/Computer-aided manufacturing (CAD/CAM)	9.8
	Project management tools	8.9
	Enterprise resource planning (ERP)	6.0

The total number of companies using computers was estimated at 320 710.

1 A company may use more than one type of computer software application/system.

Table 4.2 : Proportion of companies using the Internet by major type of access to the Internet

		Proportion to companies with selected type of information technology usage / activity			
		(%)			
Type of information technology usage / activity		Using the Internet			
Year	Major type of Internet access (1)	Fixed broadband	Mobile broadband		
			5G	4G	3G
2025		92.5	77.3	51.5	0.1

The total number of companies using the Internet was estimated at 344 125.

1 A company may select more than one type of access.

Table 4.3 : Proportion of companies using the Internet by major type of use of the Internet

		Proportion to companies with selected type of information technology usage / activity	
		Using the Internet	
Type of information technology usage / activity		Using the Internet	
Year	Major type of use of the Internet (1)		
2025	Communication	Posting information or instant messaging	95.8
		Sending or receiving emails	93.3
		Video conferencing / Telephoning over the Internet / VoIP	55.3
		Virtual private network (VPN)	10.3
	Financial transactions and enquiries	Internet banking	88.8
		Accessing financial services	8.9
	Marketing/Sales and purchasing activities	Providing customer services	87.9
		Getting information about goods or services	76.2
		Receiving payments of goods or services	73.4
		Making payments of goods or services	59.5
		Delivering products/services online	47.5
	Interacting with government organisations	Downloading or requesting government forms	62.6
		Getting information or accessing e-services directly from GovHK Portal	51.7
		Getting information or accessing e-services directly from websites of government organisations, other than GovHK Portal	42.1
		Completing or lodging government forms online	29.0
		Making online payment to government organisations	20.2
	Human resources management (HRM)/Training activities	Staff recruitment	26.9
		Staff training	9.3

The total number of companies using the Internet was estimated at 344 125.

1 A company may select more than one type of use.

Table 4.4 : Proportion of persons employed using computers/the Internet routinely by major industry grouping

		Proportion of persons employed	
		Using the Internet	
Type of information technology usage / activity		Routinely using computers	Routinely using the Internet
Year	Major industry grouping		
2025	Manufacturing, electricity, gas and waste management	67.5	88.5
	Construction	60.5	95.6
	Import/export, wholesale and retail trades, and accommodation and food services	79.9	95.0
	Transportation, storage and courier services	74.9	97.2
	Information and communications	97.6	99.4
	Financing and insurance, real estate, professional and business services	76.1	96.1
	Social and personal services	87.8	95.7
	Total	77.8	95.6

Table 4.5 : Proportion of persons employed using computers/the Internet routinely by size of companies

		Proportion of persons employed	
		Using the Internet	
Type of information technology usage / activity		Routinely using computers	Routinely using the Internet
Year	Size of company		
2025	Large	74.1	95.2
	Medium	77.1	95.0
	Small	85.1	96.8
	Total	77.8	95.6

Table 4.6 : Proportion of companies with a web presence by mode of website/webpage of business and major industry grouping

		Number of companies	Proportion to companies with selected type of information technology usage / activity	
		Number	(%)	
Type of information technology usage / activity		With a web presence	With a web presence	
Type of web presence (1)		Total	With a website/webpage owned by the company	With a web presence on another entity's website
Year	Major industry grouping			
2025	Manufacturing, electricity, gas and waste management	2 878	77.7	71.0
	Construction	9 482	64.5	83.8
	Import/export, wholesale and retail trades, and accommodation and food services	94 448	73.5	74.0
	Transportation, storage and courier services	8 909	73.1	46.5
	Information and communications	9 735	93.1	71.7
	Financing and insurance, real estate, professional and business services	36 134	73.4	66.6
	Social and personal services	36 613	81.0	68.1
	Total	198 200	75.4	70.6

1 A company may select more than one type of web presence.

Table 4.7 : Proportion of companies with a web presence by mode of website/webpage of business and size of companies

		Number of companies	Proportion to companies with selected type of information technology usage / activity	
		Number	(%)	
Type of information technology usage / activity		With a web presence	With a web presence	
Type of web presence (1)		Total	With a website/webpage owned by the company	With a web presence on another entity's website
Year	Size of company			
2025	Large	5 006	93.0	79.9
	Medium	23 180	83.0	68.5
	Small	170 014	73.9	70.6
	Total	198 200	75.4	70.6

1 A company may select more than one type of web presence.

Table 4.8 : Proportion of companies with a web presence by major feature of website/webpage of business

		Proportion to companies with selected type of information technology usage / activity	
		(%)	
Type of information technology usage / activity		With a website/webpage owned by the company	
Year	Major features of website/webpage (1)		
2025	Provision of information on the company and goods or services offered (for both customers and staff)	99.9	
	Collection customers' information	47.6	
	Delivery of goods/services	44.1	
	Integration with social media	40.5	
	Provision of information about privacy or security	39.0	
	Provision of online after-sale support	30.8	
	Online payment	30.0	
	Online ordering	28.5	
	Online reservation/booking	14.1	
	Provision of information on the job opportunities	13.8	
	Provision of customising webpage or information for repeated customers	13.5	

Total number of companies with their own website/webpage was estimated at 149 481.

1 A company may select more than one feature.

Table 4.9 : Proportion of companies having received orders online by major type of method to make e-commerce sales

		Proportion to companies with selected type of information technology usage / activity	
		Having received orders online (e-commerce sales) (1)	
Type of information technology usage / activity		Having received orders online (e-commerce sales) (1)	
Year	Major type of method to make e-commerce sales (2)		
2025	Via website	92.1	
	Via mobile application	42.7	
	Via electronic data transmission (e.g. XML, EDIFACT, etc.)	2.3	

The total number of companies having received orders online was estimated at 77 762.

1 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 companies.

2 A company may select more than one method.

Table 4.10 : Value of e-commerce sales analysed by type of method of placing orders

		Value of e-commerce sales (1)	
		HK\$ million	Percentage share (%)
Year	Type of method of placing orders		
2025	Via the website or mobile application of companies	673,609	69.3
	Via electronic data transmission (e.g. XML, EDIFACT, etc.)	100,820	10.4
	Through third party website or mobile application (e.g. online marketplace, e-commerce platform, agent's site, etc.)	198,256	20.4
	Total	972,685	100.0

1 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 companies.

Table 4.11 : Value of e-commerce sales analysed by type of customers

		Value of e-commerce sales (1)	
		HK\$ million	Percentage share (%)
Year	Type of customers		
2025	Individual consumers	634,517	65.2
	Companies	322,678	33.2
	Government and non-business organisations	15,490	1.6
	Total	972,685	100.0

1 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 companies.

Table 4.12 : Distribution of companies having received orders online analysed by percentage of payment settled online

		Proportion to companies with selected type of information technology usage / activity	
		Having received orders online (e-commerce sales) (1)	
Type of information technology usage / activity		Having received orders online (e-commerce sales) (1)	
Year	Payment settled online as a percentage of the total value of e-commerce sales		
2025	0%	4.9	
	<1-20%	5.3	
	21-40%	0.3	
	41-60%	0.4	
	61-80%	3.2	
	81-100%	85.8	
	Total	100.0	

The total number of companies having received orders online was estimated at 77 762.

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

1 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 companies.

Table 4.13 : Proportion of companies having received orders online by major method of providing authentication and/or secure access for clients adopted by business

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having received orders online (e-commerce sales) (1)
Year	Method of providing authentication and/or secure access for clients (2)	
2025	Transport Layer Security (TLS)	76.3
	Username and password/Personal Identification Number (PIN)	75.0
	Username and one-time generated password	21.1
	Digital certificate	6.4
	Username and security token	5.4
	No provision for authentication or secure access for clients	15.0

The total number of companies having received orders online was estimated at 77 762.

- 1 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 companies.
- 2 A company may select more than one method.

Table 4.14 : Proportion of companies having placed orders online by major type of method to make e-commerce purchases

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having placed orders online (e-commerce purchases) (1)
Year	Major type of method to make e-commerce purchases (2)	
2025	Via website	90.4
	Via mobile application	50.2
	Via electronic data transmission (e.g. XML, EDIFACT, etc.)	1.3

The total number of companies having placed orders online was estimated at 143 555.

- 1 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 companies.
- 2 A company may select more than one method.

Table 4.15 : Proportion of companies having placed orders online by major type of e-commerce purchases by business

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having placed orders online (e-commerce purchases) (1)
Year	Major type of e-commerce purchases (2)	
2025	Goods/Materials for replenishment of inventory	61.5
	Goods/materials other than smartphone/computer hardware or software and their consumables	35.1
	Application for Government services (e.g. issue of licence/certificate)	29.6
	Smartphone/computer hardware or software and their consumables	29.5
	Transportation and accommodation services	23.6
	Financial instruments or services (e.g. insurance, investment fund, securities, etc.)	6.1
	Services other than those listed above (e.g. advertising services, online storage services, email domain services, etc.)	21.2

The total number of companies having placed orders online was estimated at 143 555.

- 1 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 companies.
- 2 A company may select more than one type of e-commerce purchases.

Table 4.16 : Distribution of companies having placed orders online analysed by percentage against the total value of purchases

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having placed orders online (e-commerce purchases) (1)
Year	E-commerce purchases as a percentage of the total value of purchases	
2025	<1% (2)	11.6
	1-10%	30.4
	11-20%	7.8
	21-30%	14.9
	31-40%	11.5
	41-50%	6.5
	>50%	17.4
	Total	100.0

The total number of companies having placed orders online was estimated at 143 555.

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

- 1 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 companies.
- 2 This denotes "greater than 0% but less than 1%".

Table 4.17 : Distribution of companies having placed orders online analysed by percentage of payment made online

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having placed orders online (e-commerce purchases) (1)
Year	Payment made online as a percentage of the total value of e-commerce purchases	
2025	0%	4.3
	<1-20%	4.1
	21-40%	3.2
	41-60%	5.7
	61-80%	3.7
	81-100%	79.0
	Total	100.0

The total number of companies having placed orders online was estimated at 143 555.

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

- 1 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 companies.

Table 4.18 : Proportion of companies having delivered goods, services or information online by major type of goods, services or information having delivered

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having delivered goods, services or information online (e-delivery)
Year	Major type of goods, services or information delivered (1)	
2025	Provision of information on the company or goods/services of the company, or delivery of other information through electronic means other than the website	99.3
	Provision of information on the company or goods/services of the company, or delivery of other information on the website	53.3
	Delivery of services in digitised form	50.9
	Delivery of goods in digitised form	8.9

The total number of companies having delivered goods, services or information online was estimated at 343 225.

1 A company may select more than one type.

Table 4.19 : Proportion of companies having put in place information technology (IT) security measures by major type of IT security measures

		Proportion to companies with selected type of information technology usage / activity	
		Having put in place IT security measures	
Type of information technology usage / activity		Having put in place IT security measures	
Year	Major type of information technology (IT) security measures (1)		
2025	Firewall	94.0	
	Spam filter	87.2	
	Regular backup of data critical to the business's operation	85.9	
	Regular update of the operating system patch	81.8	
	Regular update of anti-malware software and definition file	81.5	
	Offsite data backup	56.5	
	Intrusion detection system (IDS)	53.5	
	Secured communication between clients and servers	51.5	
	Educating staff on safe use of computer/information systems and IT security matters	50.1	
	Intrusion prevention system (IPS)	48.5	
	Authentication software or hardware for internal or external users	31.0	
	Outsourcing IT security services	29.7	
	Encryption of data	26.8	
	Endpoint Detection and Response (EDR) solution/Network Detection and Response (NDR) solution	26.1	
	Policies in place to ensure information security	19.7	
	Log Analytics	19.6	
	Employing full-time or part-time staff responsible for information security	17.5	
Establishing an information security management system as described in ISO/IEC 27001	5.4		

The total number of companies having put in place IT security measures was estimated at 324 948.

1 A company may implement more than one type of IT security measure.

Table 4.20 : Proportion of companies having business continuity plan by major type of business continuity plan adopted

		Proportion to companies with selected type of information technology usage / activity	
		Having business continuity plan	
Type of information technology usage / activity		Having business continuity plan	
Year	Major type of business continuity plan (1)		
2025	Use manual operation instead	63.4	
	Seek advice from the Internet Service Provider	37.7	
	Use backup system	31.2	
	Seek advice from IT consultant	22.9	
	Seek help from personnel familiar with the Internet	15.3	

The total number of companies having business continuity plan was estimated at 279 453.

1 A company may select more than one action.

Table 4.21 : Number of digital certificates having used by business by major industry grouping

		Number of companies	Number of digital certificates
		Number	No.
Type of information technology usage / activity		Having used digital certificates (1)	Number of digital certificates (1)
Year	Major industry grouping		
2025	Manufacturing, electricity, gas and waste management	568	1 762
	Construction	2 095	2 807
	Import/export, wholesale and retail trades, and accommodation and food services	22 266	34 320
	Transportation, storage and courier services	5 010	12 835
	Information and communications	3 045	8 828
	Financing and insurance, real estate, professional and business services	10 822	34 062
	Social and personal services	1 796	4 880
	Total	45 602	99 494

1 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 companies.

Table 4.22 : Number of digital certificates having used by business by size of companies

		Number of companies	Number of digital certificates
		Number	No.
Type of information technology usage / activity		Having used digital certificates (1)	Number of digital certificates (1)
Year	Size of company		
2025	Large	2 345	33 340
	Medium	5 365	17 397
	Small	37 892	48 758
	Total	45 602	99 494

1 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 companies.

Table 4.23 : Proportion of companies having used digital certificates by major type of use

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Having used digital certificates (1)
Year	Major use of digital certificates (2)	
2025	Transaction/ Exchange of information/ e-cheque/ cross-boundary use with Government and related organisations	79.5
	Transaction/ Exchange of information/e-cheque/cross-boundary use with customers	21.4
	Transaction/ Exchange of information/e-cheque/cross-boundary use with other business partners	18.5
	In-house operation	17.3

The total number of companies having used digital certificates was estimated at 45 602.

1 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 companies.

2 A company may select more than one type of use.

Table 4.24 : Proportion of companies using information and communication technology (ICT) by major type of ICT and major industry grouping

		Proportion to all companies				
		(%)				
Type of information technology usage / activity (1)		Cloud computing services	Two-dimensional (2D) barcode/ Quick Response (QR) code	Radio frequency identification (RFID)	Internet of things (IoT)	Augmented reality (AR)/ Virtual reality (VR)
Year	Major industry grouping					
2025	Manufacturing, electricity, gas and waste management	98.7	27.6	34.5	10.3	0.8
	Construction	100.0	27.1	5.9	8.1	0.2
	Import/export, wholesale and retail trades, and accommodation and food services	96.9	41.1	22.1	8.0	0.3
	Transportation, storage and courier services	93.3	38.8	16.2	11.5	0.1
	Information and communications	99.9	53.6	26.6	16.4	5.5
	Financing and insurance, real estate, professional and business services	99.9	28.3	22.9	6.6	4.3
	Social and personal services	99.9	44.5	17.1	1.7	1.2
	Total	98.1	37.6	20.3	7.4	1.5

1 A company may select more than one type of technology.

Table 4.25 : Proportion of companies using information and communication technology (ICT) by major type of ICT and size of companies

		Proportion to all companies				
		(%)				
Type of information technology usage / activity (1)		Cloud computing services	Two-dimensional (2D) barcode/ Quick Response (QR) code	Radio frequency identification (RFID)	Internet of things (IoT)	Augmented reality (AR)/ Virtual reality (VR)
Year	Size of company					
2025	Large	99.8	79.7	69.4	33.8	16.2
	Medium	98.7	62.6	38.5	14.9	2.9
	Small	98.0	34.6	17.8	6.2	1.2
	Total	98.1	37.6	20.3	7.4	1.5

1 A company may select more than one type of technology.

Table 4.26 : Proportion of companies using cloud computing services by major application area of cloud computing services

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Using cloud computing services
Year	Major application area of cloud computing services (1)	
2025	Emails/Communications	97.6
	Data storage/backup	66.4
	Collaboration (such as online meetings, shared workspaces, etc.)	26.8
	Website/Content management	18.1
	Finance/Accounting management	16.4
	Supply chain	9.7
	Customer relationship management	9.3
	Electronic commerce transaction	8.5
	Sales support	7.3
	Human resources management	5.7
	Advertising	5.2
	Office automation	4.8
	Enterprise resource planning	4.2
	Mobile application development	1.8

The total number of companies using cloud computing services was estimated at 340 075.

1 A company may select more than one application area of cloud computing services.

Table 4.27 : Proportion of companies with information technology (IT) budget for 2025 by expected change in IT budget for 2025 compared with 2024 and major industry grouping

		Number of companies	Proportion to companies with selected type of information technology usage / activity			
		Number	(%)			
Type of information technology usage / activity		With IT budget for 2025	With IT budget for 2025			
Expected change in IT budget for 2025 over that for 2024		Total	Increased	Same	Decreased	Uncertain
Year	Major industry grouping					
2025	Manufacturing, electricity, gas and waste management	907	30.3	43.7	[*6]	[*6]
	Construction	4 541	18.0	15.1	[*6]	[*6]
	Import/export, wholesale and retail trades, and accommodation and food services	33 199	28.7	23.6	4.1	42.5
	Transportation, storage and courier services	3 300	23.2	9.0	0.4	66.7
	Information and communications	4 188	34.3	25.7	6.0	33.9
	Financing and insurance, real estate, professional and business services	22 215	30.0	30.3	8.1	31.6
	Social and personal services	9 934	49.6	34.5	0.6	15.4
	Total	78 285	31.2	26.1	4.5	37.7

Since the question regarding the information technology (IT) budget has been revised, the figures for 2025 are not strictly comparable with those of earlier years.

[*6] Figure is not released in order to safeguard confidentiality of information of individual companies.

Table 4.28 : Proportion of companies with information technology (IT) budget for 2025 by expected change in IT budget for 2025 compared with 2024 and size of companies

		Number of companies	Proportion to companies with selected type of information technology usage / activity			
		Number	(%)			
Type of information technology usage / activity		With IT budget for 2025	With IT budget for 2025			
Expected change in IT budget for 2025 over that for 2024		Total	Increased	Same	Decreased	Uncertain
Year	Size of company					
2025	Large	3 242	34.4	20.9	7.4	37.0
	Medium	9 109	30.7	41.3	5.5	22.5
	Small	65 934	31.1	24.3	4.2	39.9
	Total	78 285	31.2	26.1	4.5	37.7

Since the question regarding the information technology (IT) budget has been revised, the figures for 2025 are not strictly comparable with those of earlier years.

Table 4.29 : Proportion of companies providing mobile services and/or setting up social media account by major type of media provided

		Proportion to companies with selected type of information technology usage / activity			
		(%)			
Type of information technology usage / activity		Providing mobile services and/or setting up social media account			
Year	Major type of media provided (1)				
2025	Short message services (SMS)/Multimedia messaging service (MMS)/Electronic messages (e.g. WhatsApp, WeChat, etc.)	94.6			
	Social media account (e.g. Facebook, Instagram, etc.)	37.8			
	Mobile website	35.8			
	Mobile application	4.8			

The total number of companies providing mobile services and/or setting up social media account was estimated at 323 952.

1 A company may provide more than one type of media.

Table 4.30 : Proportion of companies providing mobile applications and/or social media account by major type of feature

		Proportion to companies with selected type of information technology usage / activity
		(%)
Type of information technology usage / activity		Providing mobile applications and/or setting up social media account
Year	Major type of feature (1)	
2025	Sending product and promotional information to customers	94.2
	Facility for collecting customers' information (e.g. customers' feedback on products)	52.0
	Provision of after-sale support (e.g. enquiry-handling, order tracking, etc.)	25.2
	Facilitating customers to place orders for goods or services	14.9
	Enabling customers to make online orders/bookings/reservations	14.4
	Delivery of goods or services in digitised form to customers	12.3
	Mobile payment	10.6

The total number of companies providing mobile applications and/or social media account page was estimated at 126 157.

1 A company may select more than one feature.

5. Further Information

For the latest and more detailed statistics on the use of information technology by business, please refer to the [Use of Information Technology](#) subject page where you may customise the following tables to fit your needs:

- [Table 720-87001 : Proportion of companies using computers, smartphones for business purposes, the Internet and web presence](#)
- [Table 720-87002 : Proportion of companies with e-commerce sales, e-commerce purchases and e-delivery as well as value of e-commerce sales as a percentage of total receipts](#)
- [Table 720-87003 : Proportion of companies using information and communication technology \(ICT\) by major type of ICT](#)

6. Explanatory Notes

6.1 Survey Objectives

Objectives

Survey on Information Technology Usage and Penetration in the Business Sector aims to collect information relating to information technology (IT) usage and penetration in the business sector. The survey results provide useful reference for gauging the development of IT services in Hong Kong.

Legislation

The survey is conducted under Part IIIA of the Census and Statistics Ordinance (Chapter 316). It is a voluntary survey as notified in the Government Notice No.718 in the Government of the Hong Kong Special Administrative Region Gazette of 7 February 2025. The Ordinance stipulates that the collected information relating to individual companies must be kept in strict confidence. Only aggregate information, which does not reveal details of individual companies, would be released.

6.2 Survey methodology

Survey coverage

This is an economy-wide survey, covering all major economic sectors except the agriculture, forestry and fishing, and mining and quarrying sectors which are negligible in Hong Kong. The sampling frame for the survey is the Central Register of Establishments, which is a comprehensive register maintained by C&SD and updated by reference to the records of the Business Registration Office of the Inland Revenue Department. The survey adopts the Hong Kong Standard Industrial Classification (HSIC) Version 2.0 for classification of industries in the data collection and presentation of survey findings.

Survey reference period

In order to obtain the latest information on IT usage and penetration in the business sector, data collected in the 2025 survey refer to the position of enumeration in 2025, unless otherwise specified.

In the 2025 survey, the number of persons engaged refers to the position as at end February 2025. Statistics related to electronic commerce (e-commerce) and digital certificates refer to the calendar year 2024, or any consecutive 12-month period between 1 January 2024 and 31 March 2025, according to the accounting practices of individual companies. For companies which commenced or ceased operation within their respective accounting periods defined above, data collected cover the months within this accounting period during which the companies were in operation.

Survey Methodology

6.3 Terms and definitions

Computer

Computer refers to desktop computer, laptop or tablet, but excludes equipment with some embedded computing abilities, such as smart TV sets, personal digital assistants (PDAs) and devices with telephony as their primary function, such as smartphones.

Electronic commerce

Electronic commerce (e-commerce) transaction is the sale or purchase of goods or services 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. An e-commerce transaction can be between enterprises, households, individuals, governments, and other public or private organisations.

Information technology (IT)

Information Technology is the application of computers and telecommunications equipment to store, retrieve, transmit and manipulate data.

Size of company

Size of company is categorised into small, medium and large according to the number of persons engaged as follows:

	Number of persons engaged		
Size of company	Small	Medium	Large
Industry grouping			

Manufacturing	< 10	10 - 99	≥ 100
Non-manufacturing	< 10	10 - 49	≥ 50

Web presence

Web presence refers to the situation whereby a company 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 company does not have substantial control over the content of the webpage are excluded.

Terms and definitions

7. Enquiries

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