

2019 年資訊科技 在工商業的使用情況和 普及程度統計調查報告

Report on the Survey on Information Technology Usage and Penetration in the Business Sector for 2019



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



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Report on the Survey on Information Technology Usage and Penetration in the Business Sector for 2019

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2019 年工商業使用資訊科技的主要指標

Key Indicators of Business Use of Information Technology in 2019

主要指標	Key indicator	統計調查結果 Survey finding
(1) 使用電腦的機構單位比例	Proportion of establishments using computers	80.9%
(2) 經常使用電腦的僱員比例	Proportion of persons employed using computers routinely	66.6%
(3) 使用互聯網的機構單位比例	Proportion of establishments using the Internet	90.3%
(4) 經常使用互聯網的僱員比例	Proportion of persons employed using the Internet routinely	75.1%
(5) 使用智能手機作業務用途的機構單位比例	Proportion of establishments using smartphones for business purposes	86.3%
(6) 具有網絡存在的機構單位比例	Proportion of establishments with a web presence	38.3%
(7) 透過電腦網絡獲取訂單（電子商貿銷售）的機構單位比例	Proportion of establishments receiving orders online (e-commerce sales)	9.0%
(8) 透過電腦網絡提交訂單（電子商貿採購）的機構單位比例	Proportion of establishments placing orders online (e-commerce purchases)	21.2%
(9) 使用互聯網的機構單位比例，按接入類別劃分：	Proportion of establishments using the Internet by type of access:	
(甲) 固網寬頻	(a) Fixed broadband	86.8%
(乙) 流動寬頻	(b) Mobile broadband	90.0%
(10) 使用互聯網的機構單位比例，按主要用途劃分：	Proportion of establishments using the Internet by major type of use:	
(甲) 收發電子郵件	(a) Sending or receiving e-mails	87.4%
(乙) 獲取貨品或服務的資訊	(b) Getting information about goods or services	69.2%
(丙) 提供客戶服務	(c) Providing customer services	63.2%
(11) 2018 年電子商貿銷售額佔業務總收益的百分比	Value of e-commerce sales as a percentage of total business receipts in 2018	5.7%

2019 年工商業使用資訊科技的主要指標 (續)

Key Indicators of Business Use of Information Technology in 2019 (cont'd)

主要指標	Key indicator	統計調查結果 Survey finding
(12) 透過電腦網絡遞送貨品、服務或資料的機構單位比例	Proportion of establishments with delivery of goods, services or information online	89.1%
(13) 曾遭遇資訊保安事故的機構單位比例	Proportion of establishments which experienced information security incident(s)	11.6%
(14) 使用雲端運算服務的機構單位比例	Proportion of establishments using cloud computing services	84.9%

I 緒言

背景

1.1 政府資訊科技總監辦公室委託政府統計處，於2019年3月至12月期間進行了「2019年資訊科技在工商業的使用情況和普及程度統計調查」。對上一輪的統計調查在2017年進行。

1.2 本報告發布2019年統計調查的主要結果。過往進行的統計調查報告可以在政府統計處網站免費下載，詳情請參閱附錄乙。

統計調查目的

1.3 這項統計調查的目的是搜集有關資訊科技在工商業的使用情況和普及程度的資料。統計調查結果對香港資訊科技服務的發展提供有用的參考。

有關法例

1.4 這項統計調查是根據《普查及統計條例》〈第316章〉第IIIA部進行，屬自願參與性質，並於2019年2月1日在香港特別行政區政府憲報所刊登的第1024號政府公告上宣布進行。條例規定，政府統計處對個別機構單位所搜集的資料必須嚴加保密，日後只發表整體的數據，並不會顯示個別機構單位的資料。

I Introduction

Background

1.1 The Office of the Government Chief Information Officer commissioned the Census and Statistics Department (C&SD) to conduct the “Survey on Information Technology Usage and Penetration in the Business Sector for 2019” during March to December 2019. The last round of the survey was conducted in 2017.

1.2 This report releases the main findings of the 2019 survey. Reports on previous rounds of the survey can be downloaded free of charge from the website of C&SD. For details, please refer to Appendix B.

Survey objective

1.3 The survey 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

1.4 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. 1024 in the Government of the Hong Kong Special Administrative Region Gazette of 1 February 2019. The Ordinance stipulates that the collected information relating to individual establishments must be kept in strict confidence. Only aggregate information, which does not reveal details of individual establishments, would be released.

統計調查涵蓋範圍

1.5 這是一項經濟整體的統計調查，涵蓋所有主要行業，而在香港不太顯著的農業、林業及漁業，以及採礦及採石業則不包括在內。這項統計調查以政府統計處備存的機構單位記錄庫為抽樣框。此記錄庫是根據稅務局商業登記署的資料更新。這項統計調查是採用「香港標準行業分類2.0版」，按行業分類進行數據搜集和分析統計調查結果。

統計期

1.6 為了獲得資訊科技在工商業的使用情況和普及程度的最新資料，除特別註明外，2019年統計調查所搜集的有關數據均以2019年進行訪問時的情況為依據。

1.7 在2019年統計調查中，就業人數是指在2019年2月底的情況，而業務收益及採購額則指2018公曆年或在2018年1月1日至2019年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。至於在上述期間開業或停業的機構單位，所搜集的資料是指在有關會計年度內有經營業務期間的數據。

Survey coverage

1.5 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

1.6 In order to obtain the latest information on IT usage and penetration in the business sector, data collected in the 2019 survey refer to the position of enumeration in 2019, unless otherwise specified.

1.7 In the 2019 survey, the number of persons engaged refers to the position as at end February 2019. Information on business receipts and value of purchases refers to the calendar year 2018, or any consecutive 12-month period between 1 January 2018 and 31 March 2019, according to the accounting practices of individual establishments. For establishments which commenced or ceased operation within their respective accounting periods defined above, data collected cover the months within this accounting period during which the establishments were in operation.

樣本設計

1.8 這項統計調查的抽樣框是先以行業組別分層，然後再按就業人數分層。2019年統計調查一共抽選了5 506間機構單位進行訪問。根據統計調查的結果，涵蓋於這項統計調查範圍內的機構單位總數約為344 000間。

數據搜集

1.9 問卷於2019年3月郵寄予被抽選的機構單位。訪問員造訪或致電受訪者以核實已填妥問卷內的資料，並在有需要時協助受訪者完成問卷。截至數據搜集期完結時，成功訪問的機構單位有4 580間，而未有回應、未能接觸或在統計期內沒有營業的有926間。

資料處理

1.10 填妥交回的問卷經統計員詳細審核及電腦驗證後，方進行製表工作。審核程序包括查核填報的資料是否完整、各項數據的一致性及可信性。遇有含糊或前後不一致的數據，負責人員會致電或造訪有關機構單位以進行查證。

Sample design

1.8 The sampling frame for the survey was stratified by industry group, and within each industry group, by employment size. A total of 5 506 establishments were selected for enumeration in the 2019 survey. The total number of establishments falling within the scope of the survey was estimated to be around 344 000 based on the results of the survey.

Data collection

1.9 Questionnaires were mailed to the selected establishments in March 2019. Interviewers visited/telephoned respondents to verify the information in the completed questionnaires and assisted them in completing the questionnaires if necessary. By the end of the data collection period, 4 580 establishments were successfully enumerated and 926 failed to respond / could not be located / were found to be inactive in the survey reference period.

Data processing

1.10 Completed questionnaires received were subject to thorough checking by statistical staff and detailed validation checks by computer before tabulation. Such checking covered completeness of entries, consistencies among data items and credibility of reported data. For dubious entries or inconsistencies in the reported data, clarifications were made with respondents by phone or by field verification visits.

估值的可靠性

1.11 這項統計調查的結果受抽樣誤差和非抽樣誤差的影響。本報告所刊載的估値是根據從抽樣框抽選一個特定樣本所得的資料而編製。就統計方法而言，抽樣框透過同樣的抽樣方式，可以產生眾多的樣本。由於每次所抽選的樣本都會略有不同，因此不同樣本得出的估値亦互有差異。抽樣誤差是計算該類差異的統計數量，可用以量度從一個特定樣本所得的估値，對估計整體數據的精確程度。

1.12 統計變數的95%置信區間的上下限分別在樣本估値之上及之下相距兩個標準差。若以同樣方法抽取同樣大小的樣本，每個樣本計算其置信區間，可預期當中有95%的置信區間將包含變數的實際值。

Reliability of the estimates

1.11 Results of the survey are subject to sampling and non-sampling errors. The estimates contained in this report are based on information obtained from a particular sample, drawn from the sampling frame. In statistics, a number of samples could be generated from the sampling frame using the same sampling design. Estimates derived from different samples may differ from each other. Sampling error is a measure of these variations and is thus a measure of the precision of an estimate derived from the particular sample in estimating the population parameter to be measured.

1.12 A 95% confidence interval (CI) for a statistical variable is bounded by upper and lower limits which are two standard errors respectively above and below the sample estimate. If similar confidence intervals are constructed for different samples of the same size selected using the same sampling method, one would expect that 95% of them will cover the true value of the variable.

I 緒言 (續)

I Introduction (cont'd)

1.13 本報告所載列的主要變數估值的95%置信區間上、下限如下：

1.13 The upper limit and lower limit corresponding to the 95% CI of the estimates of the key variables in this report are given below:

主要變數 Key variable	估值 Estimate	95%置信區間 95% Confidence interval	
		下限 Lower limit	上限 Upper limit
使用電腦的機構單位比例 Proportion of establishments using computers	80.9%	78.4%	83.3%
使用互聯網的機構單位比例 Proportion of establishments using the Internet	90.3%	88.5%	92.1%
具有網絡存在的機構單位比例 Proportion of establishments with a web presence	38.3%	35.3%	41.3%
透過電腦網絡獲取訂單（電子商貿銷售）的機構單位比例 Proportion of establishments receiving orders online (e-commerce sales)	9.0%	7.2%	10.8%
透過電腦網絡提交訂單（電子商貿採購）的機構單位比例 Proportion of establishments placing orders online (e-commerce purchases)	21.2%	18.4%	23.9%
透過電腦網絡遞送貨品、服務或資料的機構單位比例 Proportion of establishments with delivery of goods, services or information online	89.1%	87.2%	91.1%

I 緒言 (續)

統計表註釋

1.14 機構單位按其就業人數分類為小型、中型及大型機構單位三個組別，詳情如下：

行業組別 Industry grouping	機構單位規模 Size of establishment	就業人數 No. of persons engaged		
		小型 Small	中型 Medium	大型 Large
製造業 Manufacturing		< 10	10 – 99	≥ 100
非製造業 Non-manufacturing		< 10	10 – 49	≥ 50

1.15 本報告的統計表內各代號的含意如下：

- 不適用

§ 百分比少於0.05%

**** 由於要為個別機構單位的資料保密，故此在有需要的情況下，有關個別項目的數字不在統計表內顯示。如適用，為免從總數減去餘數後能得出該未顯示數字的數值，另一數字亦同時不會顯示。未有顯示的數字會以‘****’表示，但其數值則已包括在較闊分類層面的總數內。

1.16 由於四捨五入關係，個別數字或百分比之和可能不等於其總數。

1.17 本刊物內所有引述的貨幣數字，均以港元為單位。

I Introduction (cont'd)

Notes to statistical tables

1.14 Establishments are categorised into small, medium and large establishments according to their number of persons engaged as follows:

1.15 The following symbols are used in tables throughout this report:

- Not applicable

§ Percentages less than 0.05%

**** In order to preserve the confidentiality of information relating to individual establishments, figures of relevant individual items are suppressed where necessary. An additional cell is also suppressed to prevent the deduction of a suppressed cell from the total, where applicable. Where data suppression has been effected, ‘****’ is shown. The suppressed statistics are, nevertheless, included in the respective totals at some broader levels of classification.

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

1.17 All monetary figures quoted are in Hong Kong dollars.

II 統計調查的主要結果

II Major Survey Findings

工商業使用電腦、互聯網及具有網絡存在的情況

Business use of computers and the Internet and web presence of business

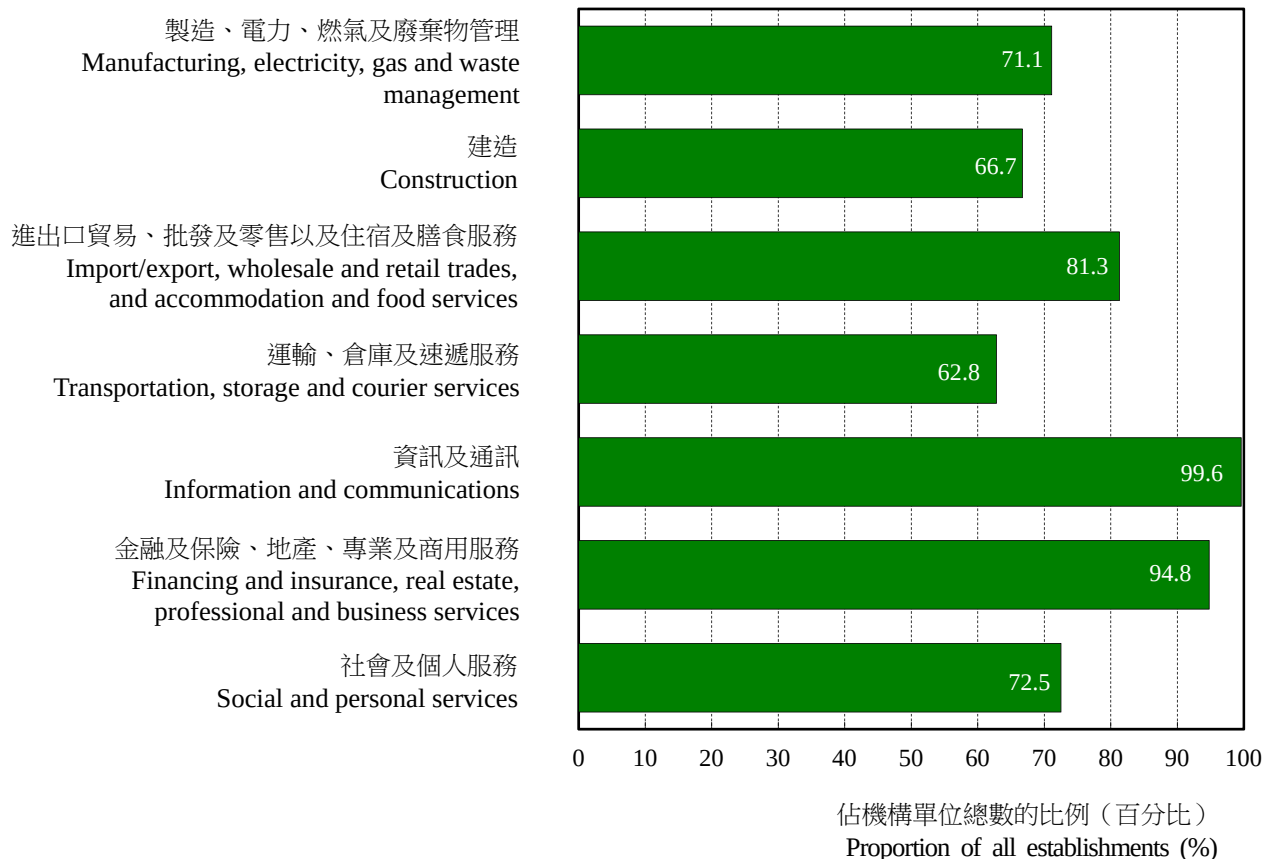
2.1 根據2019年統計調查所搜集的數據，估計總數約344 000間機構單位屬於這項統計調查的範圍內。

2.1 Based on data collected through the 2019 survey, it was estimated that a total of around 344 000 establishments fell within the scope of the survey.

2.2 在2019年，81%的工商機構單位有使用電腦。按行業組別分析，使用電腦的比例較高的行業包括資訊及通訊業（100%）和金融及保險、地產、專業及商用服務業（95%），而運輸、倉庫及速遞服務業（63%）和建造業（67%）使用電腦的比例則較低。（表1.1及圖2.1）

2.2 In 2019, 81% of the establishments in the business sector used computers. Analysed by industry grouping, the proportion of establishments using computers was higher in the information and communications sector (100%), and financing and insurance, real estate, professional and business services sector (95%). The proportion of establishments using computers was lower in the transportation, storage and courier services sector (63%) and construction sector (67%). (Table 1.1 and Chart 2.1)

圖 2.1 : 按行業組別劃分的電腦普及率
Chart 2.1 : Penetration rate of computer by industry grouping



II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

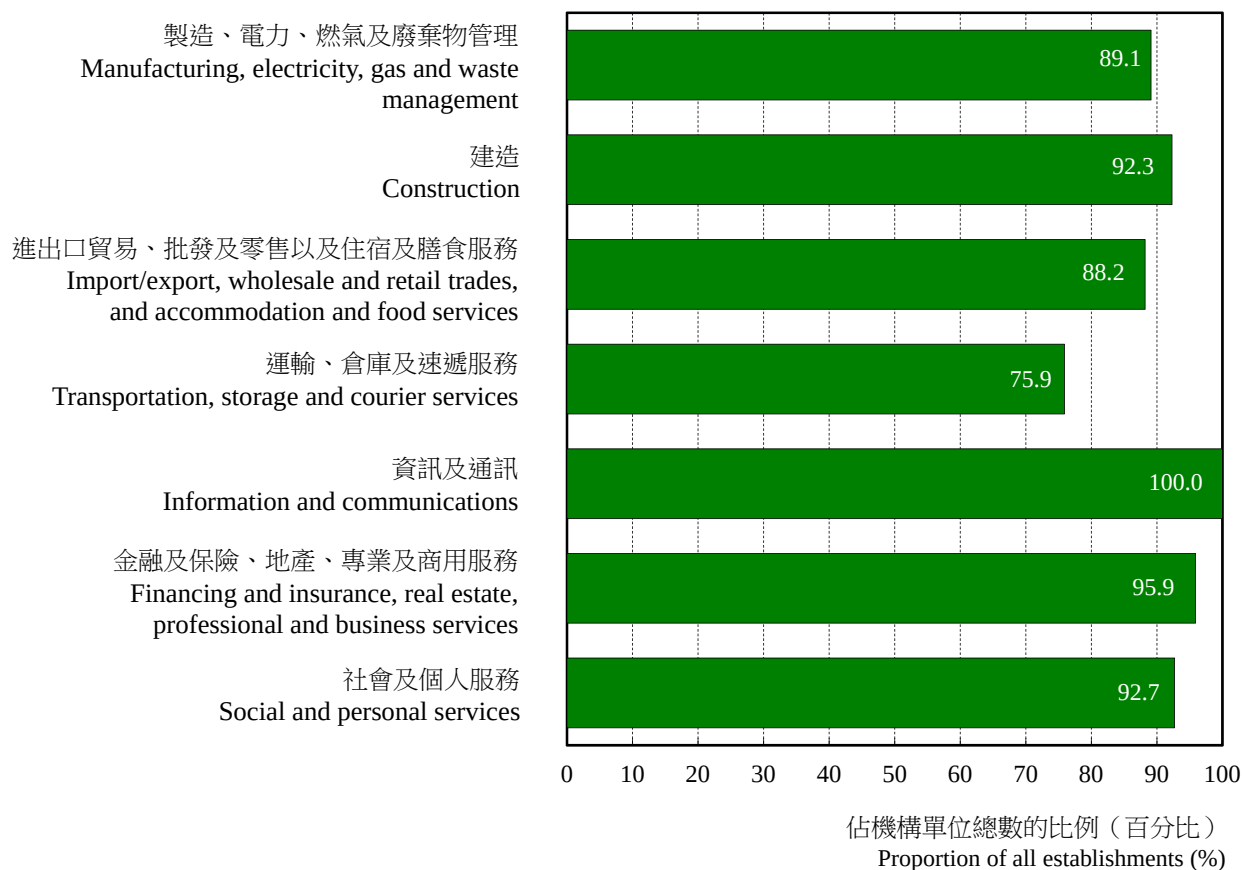
2.3 按機構單位的就業人數組別分析，幾乎所有大型機構單位均使用電腦。中型機構單位使用電腦的比例亦高（96%）。另一方面，約79%的小型機構單位使用電腦。（表1.1）

2.3 Analysed by employment size of establishments, almost all large establishments used computers. The proportion of establishments using computers was also high for medium establishments (96%). On the other hand, around 79% of small establishments used computers. (Table 1.1)

2.4 本港的工商業廣泛地使用互聯網。約90%的機構單位使用互聯網。按行業組別分析，資訊及通訊業使用互聯網的比例最高（100%），而運輸、倉庫及速遞服務業的比例則最低（76%）。（表1.1及圖2.2）

2.4 The Internet is widely used in the business sector of Hong Kong. Around 90% of all establishments used the Internet. Analysed by industry grouping, the proportion of establishments using the Internet was the highest in the information and communications sector (100%) and lowest in the transportation, storage and courier services sector (76%). (Table 1.1 and Chart 2.2)

圖 2.2 : 按行業組別劃分的互聯網普及率
Chart 2.2 : Penetration rate of the Internet by industry grouping



II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

2.5 按機構單位的就業人數組別分析，大型及中型機構單位使用互聯網的比例（分別是100%和98%）高於小型機構單位（89%）。這反映互聯網已成為工商業重要的通訊途徑，尤以大型及中型機構單位為甚。（表1.1）

2.5 Analysed by employment size of establishments, the proportion of establishments using the Internet were higher for large and medium establishments (100% and 98% respectively) than small establishments (89%). This reflected that the Internet had become an important means of communication, particularly in large and medium establishments. (Table 1.1)

2.6 值得注意的是，在2019年，一些小型及中型機構單位直接使用智能手機（而非使用電腦）接入互聯網。因此，機構單位使用互聯網的整體比例（90%）較使用電腦的比例（81%）為高。

2.6 It should be noted that some small and medium establishments directly used smartphones rather than computers for access to the Internet. Hence, the overall proportion of establishments using the Internet (90%) in 2019 was higher than that using computers (81%).

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

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

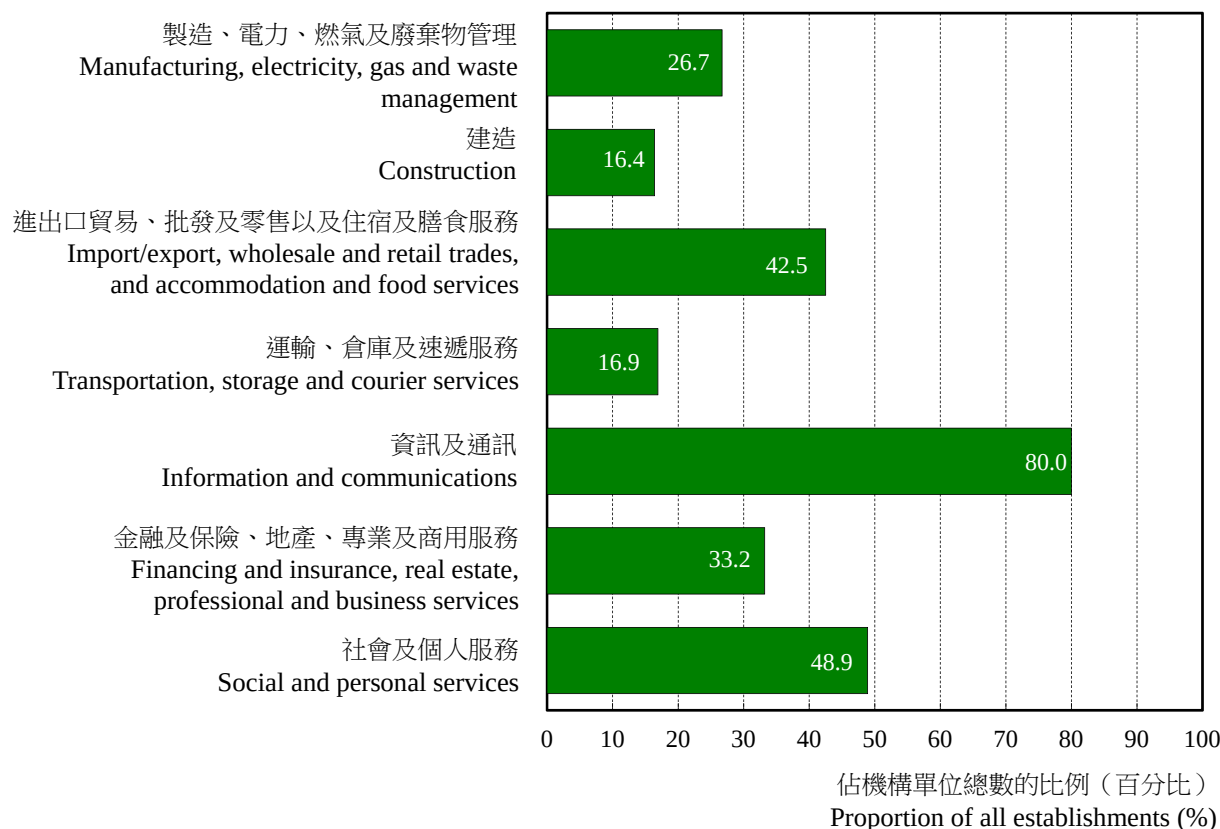
2.8 約38%的機構單位具有網絡存在。在各主要行業組別中，資訊及通訊業具有網絡存在的比例最高（80%），而建造業的比例則最低（16%）。（表1.1及圖2.3）

2.8 About 38% of the establishments had a web presence. Among the major industry groupings, the proportion of establishments with a web presence was the highest in the information and communications sector (80%) and lowest in the construction sector (16%). (Table 1.1 and Chart 2.3)

2.9 按機構單位的就業人數組別分析，大型及中型機構單位具有網絡存在的比例（分別是88%和69%），明顯較小型機構單位（34%）的比例為高。（表1.1）

2.9 Analysed by employment size of establishments, the proportion of establishments with a web presence were much higher for large and medium establishments (88% and 69% respectively) than small establishments (34%). (Table 1.1)

圖 2.3 : 按行業組別劃分的網絡存在普及率
Chart 2.3 : Penetration rate of web presence by industry grouping



電子商貿及電子商業

(a) 電子商貿銷售：機構單位透過電腦網絡獲取訂單

2.10 在本報告中，電子商貿銷售是指顧客透過專門為獲取或提交訂單而設計的方法，經電腦網絡進行提交銷售貨品或服務的訂單。有關貨品或服務是透過上述方法訂購，但付款及最後貨品或服務的遞送可以不是在網上進行。另一方面，電子商貿銷售並不包括以人手輸入的電子郵件、電話或傳真的訂單。

Electronic commerce (e-commerce) and electronic business

(a) E-commerce sales: establishments receiving orders online

2.10 In this report, e-commerce sales refer 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. On the other hand, orders made by manually typed e-mails, telephone calls or facsimile are not regarded as e-commerce sales.

2.11 約9%的機構單位在受訪前的12個月內曾透過電腦網絡獲取銷售訂單。其中以資訊及通訊業的比例最高，達24%。

(表2.1)

2.12 在2018年透過電子途徑銷售貨品、服務或資料所獲取的業務收益為4,917億元，佔2018年所有選定行業組別的業務總收益的5.7%。按提交訂單的平台類別分析，約有61%的電子商貿收益是經機構單位的網站或流動應用程式的網上訂購設施獲取，有22%是透過第三方網站或流動應用程式獲取，以及有16%是經電子數據傳輸獲取。按客戶類別分析，透過電子途徑銷售貨品、服務或資料予個別消費者所帶來的業務收益佔有關機構單位的電子商貿總收益的60%。

(表2.3)

(b) 電子商貿採購：機構單位透過電腦網絡提交訂單

2.13 電子商貿採購是指機構單位透過專門為獲取或提交訂單而設計的方法，經電腦網絡進行訂購貨品或服務的訂單。有關貨品或服務是透過上述的方法訂購，但付款及最後貨品或服務的遞送可以不是在網上進行。另一方面，電子商貿採購並不包括以人手輸入的電子郵件、電話或傳真的訂單。

2.14 約21%的機構單位在受訪前的12個月內曾透過電腦網絡提交採購訂單，當中，以大型機構單位（35%）較為普遍。

(表2.1)

2.11 Around 9% of the establishments had received sales orders online in the 12 months before enumeration. The proportion for the information and communications sector was the highest, at 24%. (Table 2.1)

2.12 The value of business receipts from selling of goods, services or information through electronic means amounted to \$491.7 billion in 2018, representing 5.7% of the total business receipts of all selected industry groupings in 2018. Analysed by type of platform of placing orders, about 61% of the e-commerce receipts were received via online ordering facility on the website or mobile application of the respective establishments, 22% were received through third party website or mobile application, and 16% were received through electronic data transmission. Analysed by type of customers, business receipts from individual consumers contributed 60% of the total e-commerce receipts of the respective establishments. (Table 2.3)

(b) E-commerce purchases: establishments placing orders online

2.13 E-commerce purchases refer to purchases of goods or services by establishments, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and ultimate delivery of the goods or services do not have to be conducted online. On the other hand, orders made by manually typed e-mails, telephone calls or facsimile are not regarded as e-commerce purchases.

2.14 Around 21% of the establishments had placed purchase orders online in the 12 months before enumeration. E-commerce purchases were more prevalent in large establishments (35%). (Table 2.1)

II 統計調查的主要結果 (續)

(c) 機構單位透過電腦網絡遞送貨品、服務或資料

2.15 在本報告中，機構單位進行以下活動，會被視為透過電腦網絡遞送貨品、服務或資料：

- 發送電子郵件、電子訊息（例如 WhatsApp，Facebook Messenger等）
- 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
- 以數碼方式於網上遞送貨品（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）
- 透過電腦網絡向有關機構遞交表格／資料

2.16 約89%的機構單位在受訪前的12個月內曾透過電腦網絡遞送貨品、服務或資料。其中以資訊及通訊業的比例最高（100%）。（表2.1）

資訊科技保安

2.17 2019年有使用電腦／智能手機／互聯網的機構單位的總數估計為323 000間，其中約86%的機構單位有實施資訊科技保安措施。在有實施資訊科技保安措施的機構單位中，約88%有建立「防火牆」、約86%有實施「定期更新操作系統修補程式」，而有採用「定期更新病毒識別碼／抗電腦病毒軟件」的約有84%。（表3.1及圖2.4）

II Major Survey Findings (cont'd)

(c) Establishments with delivery of goods, services or information online

2.15 In this report, an establishment is regarded as engaged in delivery of goods, services or information online through:

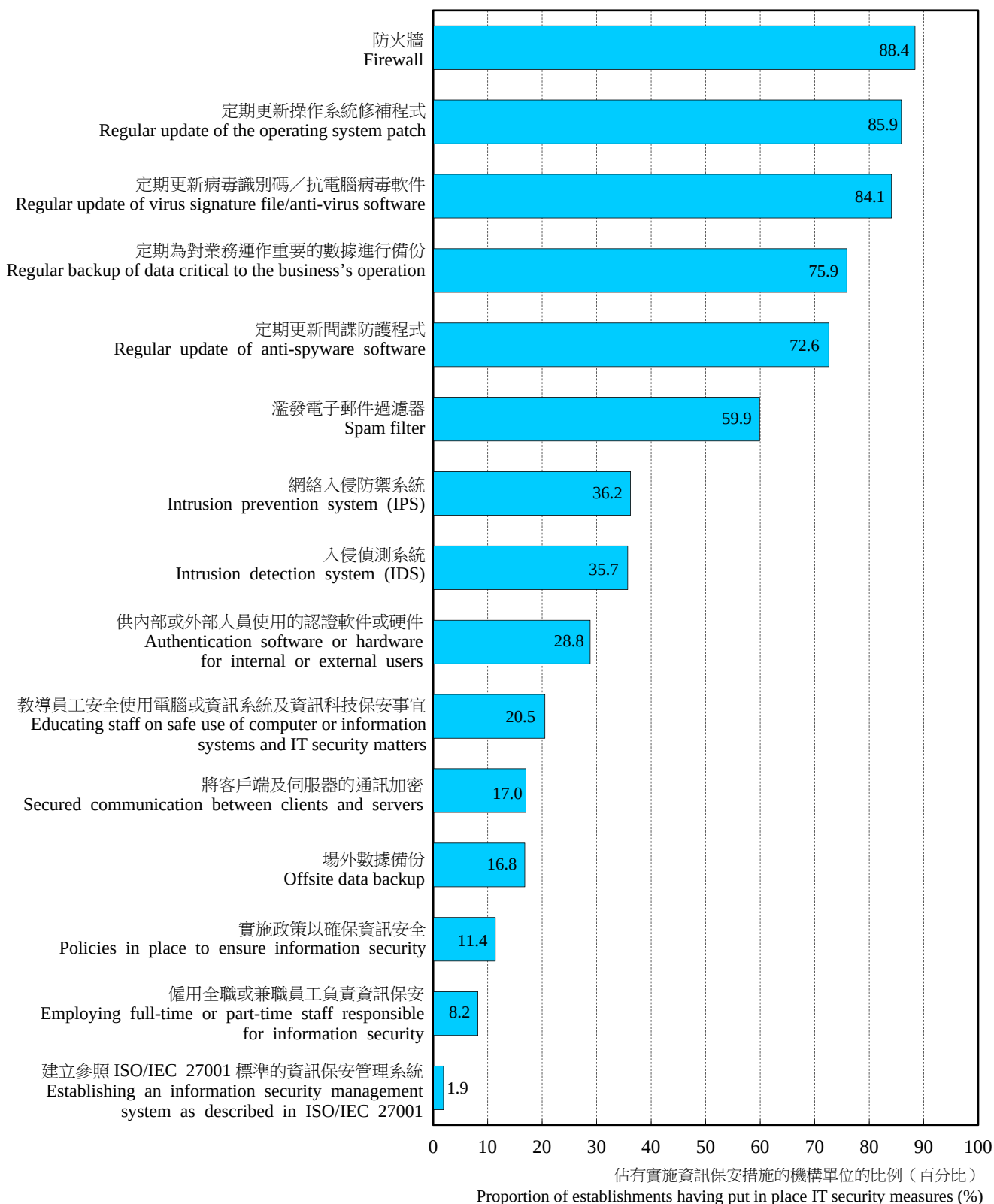
- Sending e-mails, electronic messages (e.g. WhatsApp, Facebook Messenger, etc.)
- Providing customer services through e-mail notification/website, including offering price and product information, information on available account credit, product configuration, etc.
- Online delivery of goods (e.g. reports,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

2.16 About 89% of the establishments had delivered goods, services or information online in the 12 months before enumeration. The proportion was the highest in the information and communications sector (100%). (Table 2.1)

Information technology security

2.17 In 2019, the total number of establishments using computers/smartphones/the Internet was estimated at 323 000, of which, around 86% had put in place IT security measures. Among those establishments which had implemented IT security measures, around 88% of them had built “firewall” and around 86% had introduced “regular update of the operating system patch”. Around 84% had put in place “regular update of virus signature file/anti-virus software”. (Table 3.1 and Chart 2.4)

圖 2.4 : 工商業所採用資訊科技保安措施的主要類別⁽¹⁾
 Chart 2.4 : Major types of IT security measures⁽¹⁾ adopted by business



註釋: (1) 某一機構單位可同時採用多於一種資訊科技保安措施。

Note: (1) An establishment may implement more than one type of IT security measure at the same time.

II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

2.18 資訊保安事故包括電腦病毒入侵、阻斷服務攻擊、勒索軟件、黑客入侵、網上騙案、網頁塗改、資料外洩及資料被竊等。

2.18 Information security incidents include computer virus attack, denial of service attack, ransomware, hacking, online fraud, web defacement, leakage of information and theft of information, etc.

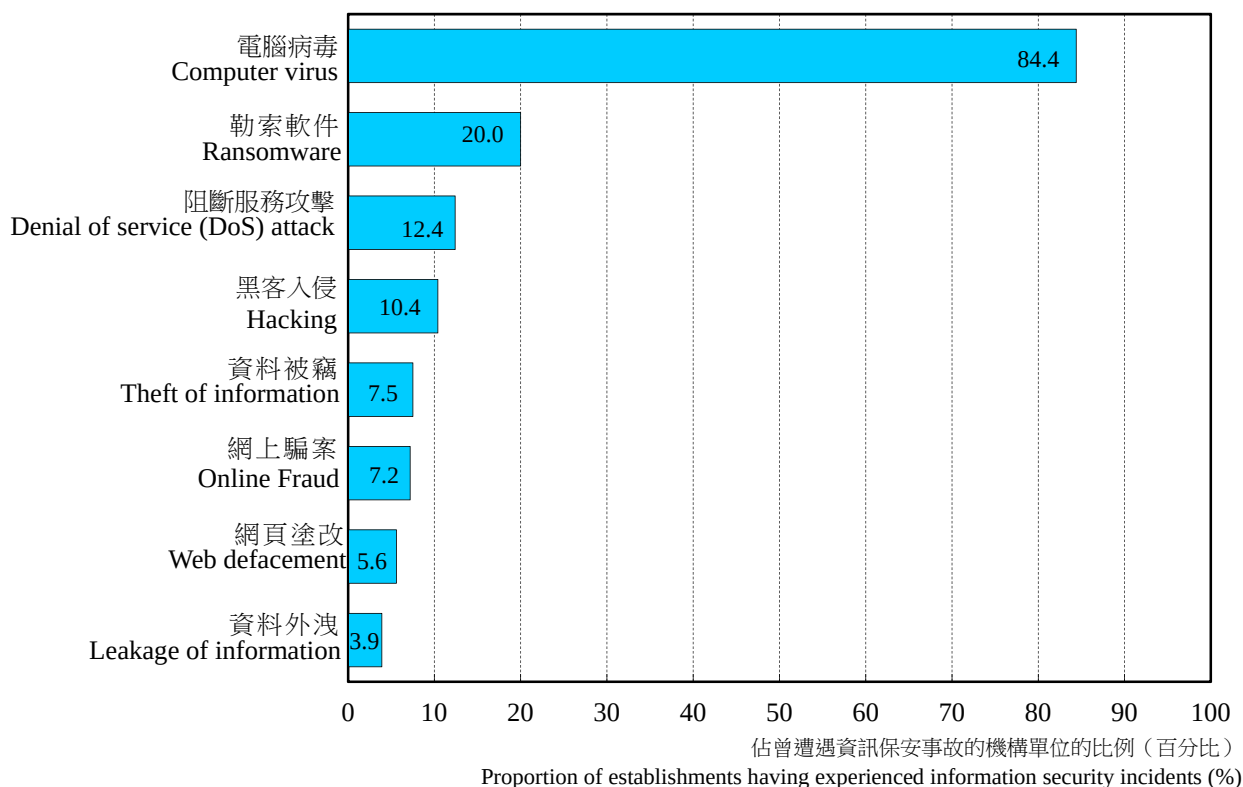
2.19 2019年有使用電腦／智能手機／互聯網的機構單位中，約12%在受訪前的12個月內曾遭遇資訊保安事故。

2.19 Among the establishments using computers/smartphones/the Internet in 2019, around 12% had experienced information security incident(s) in the 12 months before enumeration.

2.20 按資訊保安事故的類別分析，約84%的機構單位曾受到「電腦病毒」入侵，其次是「勒索軟件」（20%）及「阻斷服務攻擊」（12%）。（表3.3及圖2.5）

2.20 Analysed by type of information security incident, around 84% of the establishments had encountered “computer virus” attacks. This was followed by “ransomware” (20%) and “denial of service attack” (12%). (Table 3.3 and Chart 2.5)

圖 2.5 : 工商業遭遇的主要資訊保安事故的類別⁽²⁾
Chart 2.5 : Major types of information security incidents⁽²⁾ experienced by business



註釋: (2) 某一機構單位可遭遇多於一種資訊保安事故。

Note: (2) An establishment may experience more than one type of information security incident.

工商業使用資訊及通訊科技的情況

2.21 雲端運算服務是一方（服務供應商）透過互聯網向用戶遞送電腦資源（硬件和軟件）。統計調查的結果顯示，約85%的機構單位有使用雲端運算服務。按行業組別分析，使用雲端運算服務的比例最高的是資訊及通訊業（99%）。（表4.1）

2.22 按機構單位的就業人數組別分析，大型及中型機構單位使用雲端運算服務的比例（分別是93%），較小型機構單位（84%）為高。（表4.1）

Business use of information and communication technology

2.21 Cloud computing service is the delivery of computing resources (hardware and software) by a party (the service provider) over the Internet to a user. The survey results showed that around 85% of the establishments used cloud computing services. Analysed by industry grouping, the proportion of establishments using cloud computing services was the highest in the information and communications sector (99%). (Table 4.1)

2.22 Analysed by employment size of establishments, the proportion of establishments using cloud computing services for large and medium establishments (93% respectively) were higher than small establishments (84%). (Table 4.1)

表 1.1 工商業使用電腦、智能手機、互聯網及具有網絡存在的情況

Table 1.1 Business use of computers, smartphones and the Internet and web presence of business

		佔機構單位總數的比例（百分比） Proportion of all establishments (%)			
	機構單位數目 No. of establishments	使用電腦 Using computers	使用智能手機作 業務用途 Using smartphones for business purposes	使用互聯網 Using the Internet	具有網絡存在 With a web presence
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	7 851	71.1	85.4	89.1	26.7
建造 Construction	25 787	66.7	96.9	92.3	16.4
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	149 418	81.3	80.6	88.2	42.5
運輸、倉庫及速遞服務 Transportation, storage and courier services	25 914	62.8	90.9	75.9	16.9
資訊及通訊 Information and communications	10 516	99.6	97.2	100.0	80.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	75 664	94.8	90.5	95.9	33.2
社會及個人服務 Social and personal services	48 788	72.5	87.4	92.7	48.9
按就業人數組別劃分 By employment size					
大型 Large	6 721	99.3	81.8	99.5	88.1
中型 Medium	35 586	96.1	88.8	97.7	69.3
小型 Small	301 630	78.7	86.1	89.2	33.5
總計 Total	343 937	80.9	86.3	90.3	38.3

表 1.2 工商業在業務運作上所使用的電腦應用軟件／系統的主要類別

Table 1.2 Major types of computer software application/system used by business for business operation

電腦應用軟件／系統的類別 ⁽¹⁾ Type of computer software application/system ⁽¹⁾	佔有使用電腦的 機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments using computers ⁽²⁾ (%)
辦公軟體套裝（例如 MS Office、OpenOffice 等） Office suite (e.g. MS Office, OpenOffice, etc.)	96.5
會計及金融 Accounting and finance	27.2
電子支付系統，不以流動方式支付 Electronic payment system, not with mobile payment	17.2
電子支付系統，以流動方式支付 Electronic payment system, with mobile payment	15.6
行業專用軟件（例如銷售點軟件（POS）、工程／製造業專用軟件等） Industry specific software (e.g. point of sale (POS) software, Engineering/Manufacturing industry specific software, etc.)	15.0
電腦輔助設計／電腦輔助製造（CAD／CAM） Computer-aided design/Computer-aided manufacturing (CAD/CAM)	7.8
媒體開發軟件（例如3D電腦圖畫、聲音編輯、遊戲及影片製作軟件等） Media development software (e.g. 3D computer graphics, sound editing, game and movie development software, etc.)	6.5
客戶關係管理（CRM） Customer relationship management (CRM)	4.8
人力資源管理／培訓（HRM） Human resources management/training (HRM)	4.7
供應鏈管理（例如存貨、倉庫、運輸管理系統等） Supply chain management (e.g. inventory, warehouse, transport management system, etc.)	4.3
企業資源計劃（ERP） Enterprise resource planning (ERP)	3.7
項目管理工具 Project management tools	2.6

註釋：(1) 某一機構單位可採用多於一個類別的電腦應用軟件／系統。

(2) 2019年有使用電腦的機構單位的總數估計為 278 136。

Notes: (1) An establishment may use more than one type of computer software application/system.

(2) The total number of establishments using computers was estimated at 278 136 in 2019.

表 1.3 工商業沒有使用電腦的主要原因⁽¹⁾
Table 1.3 Major reasons ⁽¹⁾ of business for not using computers

	佔沒有使用電腦的機構單位的比例 ⁽²⁾ (百分比)				
	Proportion of establishments not using computers ⁽²⁾ (%)				
	沒有實際用途 以支持在業務 上應用電腦 設備 Lack of practical use for a sound business case of using computer device	缺乏對應用電 腦設備有認識 的員工 Lack of personnel who are familiar with using computer device	不了解該如何 善用／添置 電腦設備令 現有業務獲益 Lack of know-how for beneficial adoption/ acquisition of computer device	電腦設備及軟 件購置成本 高昂 Costly in procuring computer device and its software	缺乏額外的資金 購置電腦設備， 不考慮購置電腦 設備及軟件的本 本 Lack of extra funds to buy computer device, regardless of the cost of procuring computer device and software
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	97.8	6.9	0.0	0.3	0.0
建造 Construction	93.0	28.7	14.1	5.3	0.0
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	77.1	29.6	6.4	3.9	1.4
運輸、倉庫及速遞服務 Transportation, storage and courier services	100.0	1.5	6.7	6.7	0.0
資訊及通訊 Information and communications	100.0	0.0	0.0	0.0	0.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	96.9	24.3	8.5	11.9	8.6
社會及個人服務 Social and personal services	85.6	20.3	1.4	1.1	§
按就業人數組別劃分 By employment size					
大型 Large	100.0	16.8	0.0	0.0	0.0
中型 Medium	83.0	29.2	0.1	0.0	0.0
小型 Small	86.2	22.2	6.5	4.4	1.1
總計 Total	86.1	22.4	6.3	4.3	1.1

註釋：(1) 某一機構單位可以有多於一個沒有使用電腦的原因。

(2) 2019年沒有使用電腦的機構單位的總數估計為 65 800。

Notes: (1) An establishment may have more than one reason for not using computers.

(2) The total number of establishments not using computers was estimated at 65 800 in 2019.

表 1.4 工商業接入互聯網的主要方式類別⁽¹⁾
Table 1.4 Major types of access ⁽¹⁾ to the Internet by business

		佔使用互聯網的機構單位的比例（百分比） Proportion of establishments using the Internet (%)			
		固網寬頻 Fixed broadband	流動寬頻 Mobile broadband		
	使用互聯網的 機構單位數目 No. of establishments using the Internet		第四代 流動服務 4G	第三代 流動服務 3G	其他流動 服務連接 Other mobile connection
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	6 998	76.6	90.8	1.1	0.0
建造 Construction	23 802	72.2	96.9	2.8	0.0
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	131 799	90.1	82.9	5.1	***
運輸、倉庫及速遞服務 Transportation, storage and courier services	19 658	78.2	95.1	0.2	***
資訊及通訊 Information and communications	10 515	99.6	93.6	5.8	0.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	72 571	93.0	89.2	2.4	***
社會及個人服務 Social and personal services	45 247	77.5	89.6	2.2	0.0
按就業人數組別劃分 By employment size					
大型 Large	6 686	99.8	82.7	5.4	***
中型 Medium	34 758	96.7	85.1	3.1	0.0
小型 Small	269 146	85.2	88.2	3.5	***
總計 Total	310 590	86.8	87.7	3.5	0.1

註釋：(1) 某一使用互聯網的機構單位可採用多於一種接入方式。

Note: (1) An establishment using the Internet may select more than one type of access.

表 1.5 工商業使用互聯網的主要用途⁽¹⁾
Table 1.5 Major types of use ⁽¹⁾ of the Internet by business

	佔使用互聯網的機構單位的比例（百分比） Proportion of establishments using the Internet (%)				
	通訊 Communications				
	收發電子 郵件 Sending or receiving e-mails	發布資訊或 即時通訊 Posting information or instant messaging	視像電話通訊 ／電話通訊 ／網絡語音 Videotelephoning/ Telephoning over the Internet/VoIP	視像會議 Video conferencing	虛擬私人 網絡 Virtual private network (VPN)
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	79.2	30.6	20.7	2.4	1.9
建造 Construction	78.8	35.0	29.6	3.9	0.5
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	88.8	40.0	34.2	9.1	3.7
運輸、倉庫及速遞服務 Transportation, storage and courier services	71.8	51.3	24.0	9.7	4.1
資訊及通訊 Information and communications	99.9	59.6	49.3	25.7	23.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	98.1	45.0	42.1	15.5	7.6
社會及個人服務 Social and personal services	75.7	49.2	23.2	6.6	1.4
按就業人數組別劃分 By employment size					
大型 Large	95.4	61.6	42.2	30.7	27.4
中型 Medium	91.2	47.6	40.0	18.6	10.7
小型 Small	86.7	42.3	32.6	8.7	3.4
總計 Total	87.4	43.3	33.6	10.3	4.7

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

Note: (1) An establishment using the Internet may select more than one type of use.

表 1.5 工商業使用互聯網的主要用途⁽¹⁾ (續)
Table 1.5 Major types of use ⁽¹⁾ of the Internet by business (cont'd)

	佔使用互聯網的機構單位的比例 (百分比) Proportion of establishments using the Internet (%)		
	查詢及金融交易 Enquiries and financial transactions		
	獲取貨品或 服務的資訊 Getting information about goods or services	網上銀行 Internet banking	使用其他 金融服務 Accessing other financial services
按主要行業組別劃分 By major industry grouping			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	64.5	59.9	0.7
建造 Construction	61.5	47.9	***
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	78.0	67.0	4.8
運輸、倉庫及速遞服務 Transportation, storage and courier services	53.5	54.9	***
資訊及通訊 Information and communications	85.1	70.5	6.9
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	62.7	73.5	7.9
社會及個人服務 Social and personal services	61.6	38.4	4.6
按就業人數組別劃分 By employment size			
大型 Large	71.8	58.6	10.1
中型 Medium	72.2	62.4	5.6
小型 Small	68.7	62.1	4.8
總計 Total	69.2	62.1	5.0

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

Note: (1) An establishment using the Internet may select more than one type of use.

表 1.5 工商業使用互聯網的主要用途⁽¹⁾ (續)
Table 1.5 Major types of use ⁽¹⁾ of the Internet by business (cont'd)

	佔使用互聯網的機構單位的比例（百分比） Proportion of establishments using the Internet (%)			
	市場推廣／銷售及購買活動 Marketing/Sales and purchasing activities			
	提供客戶服務 Providing customer services	繳交貨品或服務的付款 Making payments of goods or services	獲取貨品或服務的付款 Receiving payments of goods or services	網上遞送產品 Delivering products online
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	50.6	19.4	12.4	0.8
建造 Construction	45.8	14.0	4.8	7.3
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	69.4	31.4	26.9	2.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	41.2	24.0	10.7	0.3
資訊及通訊 Information and communications	88.3	59.9	26.8	37.6
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	69.1	38.1	10.0	12.6
社會及個人服務 Social and personal services	50.6	26.6	6.6	3.2
按就業人數組別劃分 By employment size				
大型 Large	63.7	36.2	24.4	8.1
中型 Medium	64.0	31.8	24.5	9.1
小型 Small	63.1	30.9	15.8	5.9
總計 Total	63.2	31.2	16.9	6.3

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。
Note: (1) An establishment using the Internet may select more than one type of use.

表 1.5 工商業使用互聯網的主要用途⁽¹⁾ (續)
Table 1.5 Major types of use ⁽¹⁾ of the Internet by business (cont'd)

佔使用互聯網的機構單位的比例 (百分比) Proportion of establishments using the Internet (%)					
與政府機構的互動 Interacting with government organisations					
下載或索取 政府表格 Downloading or requesting government forms	直接從「香港政 府一站通」入門 網站獲取資訊或 使用電子服務 Getting information or accessing e- services directly from GovHK Portal	網上填寫 或遞交政 府表格 Completing or lodging government forms online	直接從「香港政府 一站通」以外的政 府機構網頁獲取資 訊或使用電子服務 Getting information or accessing e- services directly from websites of government organisations, other than GovHK Portal	使用網上繳 費服務繳交 政府費用 Making online payment to government organisations	
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	24.8	20.2	10.8	14.8	3.9
建造 Construction	37.1	14.1	17.2	11.2	6.8
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	40.6	22.7	22.5	17.9	13.2
運輸、倉庫及速遞服務 Transportation, storage and courier services	42.3	18.9	22.0	12.1	20.1
資訊及通訊 Information and communications	60.5	28.9	38.1	20.5	21.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	56.4	32.6	21.4	27.7	16.3
社會及個人服務 Social and personal services	31.6	22.6	16.6	16.7	8.6
按就業人數組別劃分 By employment size					
大型 Large	60.4	35.4	32.1	38.0	14.8
中型 Medium	57.5	34.2	28.9	26.1	14.0
小型 Small	40.9	22.7	20.0	17.8	13.1
總計 Total	43.2	24.2	21.2	19.1	13.3

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

Note: (1) An establishment using the Internet may select more than one type of use.

表 1.5 工商業使用互聯網的主要用途⁽¹⁾ (續)
Table 1.5 Major types of use ⁽¹⁾ of the Internet by business (cont'd)

	佔使用互聯網的機構單位的比例 (百分比) Proportion of establishments using the Internet (%)	
	人力資源管理／培訓活動 Human resources management (HRM)/Training activities	
	員工招聘 Recruitment of employees	員工培訓 Staff training
按主要行業組別劃分 By major industry grouping		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	17.2	2.0
建造 Construction	14.5	2.7
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	22.2	3.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	18.8	1.0
資訊及通訊 Information and communications	32.4	17.1
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	19.9	7.1
社會及個人服務 Social and personal services	30.1	3.9
按就業人數組別劃分 By employment size		
大型 Large	77.3	30.1
中型 Medium	58.0	9.7
小型 Small	16.2	3.1
總計 Total	22.2	4.4

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

Note: (1) An establishment using the Internet may select more than one type of use.

表 1.6 工商業沒有使用互聯網的主要原因⁽¹⁾
Table 1.6 Major reasons ⁽¹⁾ of business for not using the Internet

	佔沒有使用互聯網的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments not using the Internet ⁽²⁾ (%)			
	沒有實際用途以 支持在業務上 應用互聯網 Lack of practical use for a sound business case of adoption of the Internet	缺乏熟悉互 聯網的員工 Lack of personnel who are familiar with the Internet	不了解該如何 善用互聯網令 現有業務獲益 Lack of know-how for beneficial adoption of the Internet	使用互聯網 的成本高昂 Costly in using the Internet
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	96.1	10.0	7.9	0.0
建造 Construction	100.0	25.5	0.0	0.0
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	88.1	28.2	3.5	1.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	99.9	12.7	§	0.0
資訊及通訊 Information and communications	100.0	0.0	0.0	0.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	87.6	§	10.9	10.9
社會及個人服務 Social and personal services	100.0	8.0	7.3	7.3
按就業人數組別劃分 By employment size				
大型 Large	77.0	23.0	0.0	0.0
中型 Medium	85.6	14.4	0.1	0.0
小型 Small	92.6	20.1	4.0	2.7
總計 Total	92.4	19.9	3.9	2.6

註釋：(1) 某一機構單位可選擇多於一個沒有使用互聯網的原因。
(2) 2019年沒有使用互聯網的機構單位的總數估計為 33 346。

Notes: (1) An establishment may select more than one reason for not using the Internet.
(2) The total number of establishments not using the Internet was estimated at 33 346 in 2019.

表 1.7 經常使用電腦／互聯網的僱員比例

Table 1.7 Proportion of persons employed using computers/the Internet routinely

	經常使用電腦／互聯網的僱員比例（百分比）	
	Proportion of persons employed who were routinely using	
	電腦 Computers	互聯網 The Internet
按主要行業組別劃分		
By major industry grouping		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	50.8	56.4
建造 Construction	42.3	74.5
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	65.6	72.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	54.7	64.7
資訊及通訊 Information and communications	94.8	97.8
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	71.7	75.1
社會及個人服務 Social and personal services	73.1	83.9
按就業人數組別劃分		
By employment size		
大型 Large	66.5	70.2
中型 Medium	63.7	78.6
小型 Small	69.3	82.3
總計 Total	66.6	75.1

表 1.8 工商業的網站／網頁的模式
Table 1.8 Mode of website/webpage of business

	具有網絡存在的 機構單位數目 No. of establishments with a web presence	佔具有網絡存在的機構單位的比例（百分比） Proportion of establishments with a web presence (%)	
		機構單位擁有本身 的網站／網頁 Website/Webpage owned by the establishment	顯示在另一個 實體網站 Presence on another entity's website
按主要行業組別劃分 By major industry grouping			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	2 097	99.5	0.5
建造 Construction	4 226	85.6	14.4
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	63 540	76.9	23.1
運輸、倉庫及速遞服務 Transportation, storage and courier services	4 378	96.6	3.4
資訊及通訊 Information and communications	8 412	94.9	5.1
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	25 117	90.7	9.3
社會及個人服務 Social and personal services	23 866	85.7	14.3
按就業人數組別劃分 By employment size			
大型 Large	5 921	95.0	5.0
中型 Medium	24 651	80.8	19.2
小型 Small	101 065	83.6	16.4
總計 Total	131 637	83.6	16.4

表 1.9 工商業的網站／網頁所提供的主要功能⁽¹⁾
Table 1.9 Major features ⁽¹⁾ of website/webpage of business

佔具有網絡存在的機構單位的比例（百分比） Proportion of establishments with a web presence (%)			
	提供機構單位和其貨品或服務的 資訊（對象包括顧客及員工） Providing information on the establishment and goods or services offered (both for use by customers and staff)	設有網上收集 顧客資訊的功能 Facility for collecting customers' information online	與社交媒體 整合 Integration with social media
按主要行業組別劃分 By major industry grouping			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	100.0	71.0	35.2
建造 Construction	100.0	23.5	8.1
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	98.4	46.6	38.5
運輸、倉庫及速遞服務 Transportation, storage and courier services	100.0	19.9	4.8
資訊及通訊 Information and communications	93.1	48.1	30.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	99.5	54.3	26.3
社會及個人服務 Social and personal services	100.0	42.7	52.5
按就業人數組別劃分 By employment size			
大型 Large	100.0	53.7	45.6
中型 Medium	100.0	46.1	33.4
小型 Small	98.3	45.8	36.1
總計 Total	98.7	46.2	36.0

註釋：(1) 某一機構單位可選擇多於一項功能。

Note: (1) An establishment may select more than one feature.

表 1.9 工商業的網站／網頁所提供的主要功能⁽¹⁾（續）
Table 1.9 Major features ⁽¹⁾ of website/webpage of business (cont'd)

	佔具有網絡存在的機構單位的比例（百分比） Proportion of establishments with a web presence (%)				
	提供流動 版本網站 Availability of a mobile version of website	設有網上 訂購的功能 Facility for online ordering	提供關於私隱 或保安資訊 Providing information about privacy or security	設有 網上付款 Facility for online payment	提供有關工作 機會的資訊 Providing information on the job opportunities
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	38.7	***	9.4	8.1	9.7
建造 Construction	5.8	***	1.9	0.0	8.2
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	24.9	38.4	31.3	26.7	12.8
運輸、倉庫及速遞服務 Transportation, storage and courier services	44.3	4.5	4.4	2.1	6.1
資訊及通訊 Information and communications	27.5	29.9	26.2	24.4	10.6
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	27.6	13.7	18.2	8.6	14.1
社會及個人服務 Social and personal services	26.3	8.5	15.4	3.7	24.4
按就業人數組別劃分 By employment size					
大型 Large	34.1	31.0	45.3	19.0	62.3
中型 Medium	27.5	28.0	27.5	14.5	17.2
小型 Small	25.3	23.9	21.1	17.4	11.1
總計 Total	26.1	25.0	23.4	16.9	14.6

註釋：(1) 某一機構單位可選擇多於一項功能。

Note: (1) An establishment may select more than one feature.

表 1.9 工商業的網站／網頁所提供的主要功能⁽¹⁾ (續)
Table 1.9 Major features ⁽¹⁾ of website/webpage of business (cont'd)

	佔具有網絡存在的機構單位的比例（百分比） Proportion of establishments with a web presence (%)			
	提供網上售後支援 Provision of online after-sale support	設有為相熟顧客提供貼身網頁或資訊的功能 Facility for customising webpage or information provided for repeated customers	設有網上預留／預約的功能 Facility for online reservation/booking	設有遞送機構單位貨品或服務的功能 Facility for delivery of goods or services offered by the establishment
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	3.4	***	1.3	0.3
建造 Construction	4.4	***	0.0	0.0
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	17.0	12.5	7.9	4.4
運輸、倉庫及速遞服務 Transportation, storage and courier services	27.1	1.5	3.2	1.0
資訊及通訊 Information and communications	21.9	11.2	5.4	18.2
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	7.5	3.9	4.7	7.7
社會及個人服務 Social and personal services	6.2	6.9	11.8	5.3
按就業人數組別劃分 By employment size				
大型 Large	16.2	14.8	15.5	7.7
中型 Medium	12.0	12.9	8.8	9.4
小型 Small	13.4	7.5	6.5	4.7
總計 Total	13.2	8.9	7.3	5.8

註釋：(1) 某一機構單位可選擇多於一項功能。
Note: (1) An establishment may select more than one feature.

表 1.10 工商業沒有網絡存在的主要原因⁽¹⁾Table 1.10 Major reasons ⁽¹⁾ of business for not having a web presence

	佔沒有網絡存在的機構單位的比例 ⁽²⁾ (百分比)			
	Proportion of establishments without a web presence ⁽²⁾ (%)			
	沒有實際用途以 支持為業務設立 網頁或網站 Lack of practical use for a sound business case to set up a webpage or website	缺乏熟悉開發 ／維護網頁或 網站的員工 Lack of personnel familiar with developing/ maintaining a webpage or website	設立網頁 或網站的 成本高昂 Costly in setting up a webpage or website	不了解該如何善用 網頁或網站令現有 業務獲益 Lack of know-how for beneficial adoption of a webpage or website
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	78.3	44.9	26.5	9.6
建造 Construction	85.9	26.7	3.0	6.2
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	85.7	22.8	9.5	5.1
運輸、倉庫及速遞服務 Transportation, storage and courier services	94.0	11.5	3.0	5.9
資訊及通訊 Information and communications	95.4	18.9	13.6	9.1
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	91.0	8.3	13.0	3.4
社會及個人服務 Social and personal services	86.4	18.1	7.3	8.6
按就業人數組別劃分 By employment size				
大型 Large	93.3	5.9	0.2	6.3
中型 Medium	78.5	27.4	9.9	4.7
小型 Small	88.3	18.2	9.3	5.5
總計 Total	87.8	18.6	9.3	5.5

註釋：(1) 某一機構單位可選擇多於一個沒有網絡存在的原因。

(2) 2019年沒有網絡存在的機構單位的總數估計為 212 300。

Notes: (1) An establishment may select more than one reason for not having a web presence.

(2) The total number of establishments without a web presence was estimated at 212 300 in 2019.

表 2.1 工商業採用電子商貿及電子商業的情況
Table 2.1 Business adoption of electronic commerce and electronic business

	佔機構單位總數的比例（百分比） Proportion of all establishments (%)		
	透過電腦網絡獲取訂單 （電子商貿銷售） Receiving orders online (e-commerce sales)	透過電腦網絡提交訂單 （電子商貿採購） Placing orders online (e-commerce purchases)	透過電腦網絡 遞送貨品、 服務或資料 With delivery of goods, services or information online
按主要行業組別劃分 By major industry grouping			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	***	15.3	88.3
建造 Construction	***	12.5	92.3
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	14.7	17.3	87.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	3.2	13.4	75.5
資訊及通訊 Information and communications	23.7	60.8	100.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	4.5	27.7	95.1
社會及個人服務 Social and personal services	4.3	23.9	89.5
按就業人數組別劃分 By employment size			
大型 Large	24.1	35.2	97.8
中型 Medium	18.4	24.4	97.5
小型 Small	7.5	20.5	87.9
總計 Total	9.0	21.2	89.1

表 2.2 工商業進行電子商貿銷售的主要方法
Table 2.2 Major types of method used by business to make e-commerce sales

使用的方法 ⁽¹⁾ Type of method used ⁽¹⁾	佔有採用電子商貿銷售 的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments adopting e-commerce sales ⁽²⁾ (%)
經網頁 Web	95.3
電子數據傳輸（例如XML、EDIFACT等） Electronic data transmission (e.g. XML, EDIFACT, etc.)	4.9

註釋：(1) 某一機構單位可選擇多於一種方法。
(2) 2019年有採用電子商貿銷售的機構單位的總數估計為 30 935。

Notes: (1) An establishment may select more than one type of method.
(2) The total number of establishments adopting e-commerce sales was estimated at 30 935 in 2019.

表 2.3 2018年按提交訂單的平台類別及客戶類別劃分的電子商貿銷售額

Table 2.3 Value of e-commerce sales analysed by type of platform of placing orders and type of customers in 2018

	2018年 電子商貿銷售額 (百萬港元) Value of e-commerce sales in 2018 (HK\$Mn.)	佔電子商貿銷售 總額的比例 (百分比) Proportion of the total value of e-commerce sales (%)
按提交訂單的平台類別劃分 By type of platform of placing orders		
經網站或流動應用程式的網上訂購設施 Via online ordering facility on the website or mobile application	301,693	61.4
透過第三方網站或流動應用程式（例如網上交易市場、 電子商貿平台、代理網站等） Through third party website or mobile application (e.g. online marketplace, e-commerce platform, agent's site, etc.)	110,430	22.5
電子數據傳輸（例如XML、EDIFACT等） Electronic data transmission (e.g. XML, EDIFACT, etc.)	79,545	16.2
按客戶類別劃分 By type of customers		
個別消費者 Individual consumers	294,720	59.9
商業機構 Business firms	194,028	39.5
政府及非商業機構 Government and non-business organisations	2,920	0.6
總計 Total	491,668	100.0
2018 年電子商貿銷售額佔業務總收益的百分比 Value of e-commerce sales as a % of total business receipts in 2018		5.7

表 2.4 按網上收取款項百分比劃分的採用電子商貿銷售的機構單位的分布情況

Table 2.4 Distribution of establishments adopting e-commerce sales analysed by percentage of payment settled online

網上收取款項相對電子商貿銷售額的百分比 Payment settled online as a percentage of the total value of e-commerce sales	佔有採用電子商貿銷售 的機構單位的比例 (百分比) Proportion of establishments adopting e-commerce sales (%)
0%	16.8
< 1%	1.0
1-20%	9.2
21-40%	6.2
41-60%	12.4
61-80%	4.6
81-100%	49.9
總計 Total	100.0

表 2.5 工商業進行電子商貿銷售為客戶提供身分認證及／或保密接達服務所採用的主要方法
Table 2.5 Major methods of providing authentication and/or secure access for clients adopted by business for e-commerce sales

為客戶提供身分認證及／或保密接達服務所採用的方法 ⁽¹⁾ Method of providing authentication and/or secure access for clients ⁽¹⁾	佔有採用電子商貿銷售的機構單位的比例 (百分比) Proportion of establishments adopting e-commerce sales (%)
用戶名稱及密碼／個人辨認密碼 (PIN) User name and password/personal identity number (PIN)	63.2
保密插口層 (SSL) Secure sockets layer (SSL)	23.8
用戶名稱及一次性生成密碼 User name and one-time generated password	8.6
用戶名稱及保安權標 User name and security token	7.7
數碼證書 Digital certificate	0.6
沒有為客戶提供身分認證或保密接達服務 No provision for authentication or secure access for clients	15.0

註釋：(1) 某一機構單位可選擇多於一種方法。

Note: (1) An establishment may select more than one method.

表 2.6 工商業沒有採用電子商貿銷售的主要原因
Table 2.6 Major reasons of business for not adopting e-commerce sales

沒有採用電子商貿銷售的原因 ⁽¹⁾ Reason for not adopting e-commerce sales ⁽¹⁾	佔沒有採用電子商貿銷售 的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments not adopting e-commerce sales ⁽²⁾ (%)
傾向維持現有的業務模式（例如面對面互動方式） Incline to maintain current business model (e.g. face-to-face interaction)	86.1
貨品或服務不適合電子商貿銷售 Goods or services are not suitable for e-commerce sales	17.0
顧客對電子商貿銷售的需求不足 Insufficient level of customer demand for e-commerce sales	11.3
缺乏建立、維護或使用所需科技的技術熟練的僱員 Lack of skilled employees to develop, maintain or use the technology required	3.9
建立或保養成本高昂 Cost of development or maintenance is too high	2.1
擔心經網上收集顧客資訊的私隱問題 Concern about privacy issue in collecting information from customer online	1.2
擔心電子商貿銷售的資訊保安問題 Concern about information security issue in e-commerce sales	1.2
擔心電子商貿銷售的法律／監管框架不明確 Uncertainty concerning legal/regulatory framework for making e-commerce sales	0.8
顧客及供應商的電腦系統與機構單位的電腦系統不相容 Customers' and suppliers' computer systems are incompatible with the establishment's computer system	0.5

註釋：(1) 某一機構單位可選擇多於一個沒有採用電子商貿銷售的原因。
(2) 2019年沒有採用電子商貿銷售的機構單位的總數估計為 313 001。

Notes: (1) An establishment may select more than one reason for not adopting e-commerce sales.
(2) The total number of establishments not adopting e-commerce sales was estimated at 313 001 in 2019.

表 2.7 工商業進行電子商貿採購的主要方法
Table 2.7 Major types of method used by business to make e-commerce purchases

使用的方法 ⁽¹⁾ Type of method used ⁽¹⁾	佔有採用電子商貿採購 的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments adopting e-commerce purchases ⁽²⁾ (%)
經網頁 - 固網寬頻 Web - Fixed broadband	89.0
經網頁 - 流動寬頻 Web - Mobile broadband	31.8
電子數據傳輸（例如XML、EDIFACT等） Electronic data transmission (e.g. XML, EDIFACT, etc.)	1.7

註釋：(1) 某一機構單位可選擇多於一種方法。

(2) 2019年有採用電子商貿採購的機構單位的總數估計為 72 758。

Notes: (1) An establishment may select more than one type of method.

(2) The total number of establishments adopting e-commerce purchases was estimated at 72 758 in 2019.

表 2.8 工商業進行電子商貿採購的主要種類
Table 2.8 Major types of e-commerce purchases by business

電子商貿採購的種類 ⁽¹⁾ Type of e-commerce purchases ⁽¹⁾	佔有採用電子商貿採購 的機構單位的比例 (百分比) Proportion of establishments adopting e-commerce purchases (%)
補充貨品／原料存貨 Goods/Materials for replenishment of inventory	43.4
採購電腦硬件／軟件及相關消耗用品以外的貨品／原料 Sourcing of goods/materials other than computer hardware/software and their consumables	43.2
採購電腦硬件／軟件及相關消耗用品 Sourcing of computer hardware/software and their consumables	41.7
其他獲得的服務（例如廣告服務、網上寄存服務、電子郵件域名服務等） Other acquisition of services (e.g. advertising services, online storage services, email domain services, etc.)	20.3
申請政府服務（例如發出牌照／證書） Application for Government services (e.g. issue of licence/certificate)	12.2
金融產品或服務（例如保險、投資基金、證券等） Financial instruments or services (e.g. insurance, investment fund, securities, etc.)	7.6

註釋：(1) 某一機構單位可選擇多於一個電子商貿採購的種類。

Note: (1) An establishment may select more than one type of e-commerce purchases.

表 2.9 按相對於購買總值百分比劃分的採用電子商貿採購的機構單位的分布情況
Table 2.9 Distribution of establishments adopting e-commerce purchases analysed by percentage against the total value of purchases

電子商貿採購相對於購買總值的百分比 E-commerce purchases as a percentage of the total value of purchases of goods and services	佔有採用電子商貿採購的機構單位的比例 (百分比) Proportion of establishments adopting e-commerce purchases (%)
< 1%	12.9
1-10%	33.1
11-20%	7.3
21-30%	11.6
31-40%	3.4
41-50%	7.6
>50%	24.0
總計 Total	100.0

表 2.10 按網上支付款項百分比劃分的採用電子商貿採購的機構單位的分布情況

Table 2.10 Distribution of establishments adopting e-commerce purchases analysed by percentage of payment made online

網上支付款項相對電子商貿採購額的百分比 Payment made online as a percentage of the total value of e-commerce purchases	佔有採用電子商貿採購 的機構單位的比例 (百分比) Proportion of establishments adopting e-commerce purchases (%)
0%	11.9
< 1%	0.4
1-20%	5.4
21-40%	1.7
41-60%	8.3
61-80%	4.0
81-100%	68.4
總計 Total	100.0

表 2.11 工商業沒有採用電子商貿採購的主要原因

Table 2.11 Major reasons of business for not adopting e-commerce purchases

沒有採用電子商貿採購的原因 ⁽¹⁾ Reason for not adopting e-commerce purchases ⁽¹⁾	佔沒有採用電子商貿採購 的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments not adopting e-commerce purchases ⁽²⁾ (%)
沒有實際用途以支持在業務上進行電子商貿採購 Lack of practical use for a sound business case of making e-commerce purchases	76.2
業內並不普遍 Not popular in the industry	30.5
所需的貨品或服務不能透過電子商貿採購 Goods or services required not available for e-commerce purchases	10.0
缺乏熟悉電子商貿採購的員工 Lack of personnel who are familiar with making e-commerce purchases	6.1
不了解該如何善用電子商貿採購令業務獲益 Lack of know-how for beneficial use of e-commerce purchases	2.8
擔心進行電子商貿採購的資訊保安問題 Concern about information security issue in making e-commerce purchases	0.9

註釋：(1) 某一機構單位可選擇多於一個沒有採用電子商貿採購的原因。

(2) 2019年沒有採用電子商貿採購的機構單位的總數估計為 271 179。

Notes: (1) An establishment may select more than one reason for not adopting e-commerce purchases.

(2) The total number of establishments not adopting e-commerce purchases was estimated at 271 179 in 2019.

表 2.12 工商業透過電腦網絡所遞送貨品、服務或資料的主要種類
Table 2.12 Major types of goods, services or information delivered online by business

遞送貨品、服務或資料的種類 ⁽¹⁾	佔有透過電腦網絡 遞送貨品、服務或資料 的機構單位的比例 (百分比) Proportion of establishments with delivery of goods, services or information online (%)
Type of goods, services or information delivered ⁽¹⁾	
在網站以外的電子途徑提供機構單位／機構單位貨品或服務的資訊，或遞送其他資訊 Provision of information on the establishment/goods or services of the establishment, or delivery of other information through electronic means other than the website	98.3
在網站提供機構單位／機構單位貨品或服務的資訊，或遞送其他資訊 Provision of information on the establishment/goods or services of the establishment, or delivery of other information on the website	40.4
以數碼方式遞送服務 Delivery of services in digitised form	5.0
以數碼方式遞送貨品 Delivery of goods in digitised form	3.9

註釋：(1) 某一機構單位可選擇多於一個種類。
(2) 2019年有透過電腦網絡遞送貨品、服務或資料的機構單位的總數估計為 306 503。

Notes: (1) An establishment may select more than one type.
(2) The total number of establishments with delivery of goods, services or information online was estimated at 306 503 in 2019.

表 2.13 工商業沒有透過電腦網絡遞送貨品、服務或資料的主要原因

Table 2.13 Major reasons of business for not delivering goods, services or information online

沒有透過電腦網絡遞送貨品、 服務或資料的原因 ⁽¹⁾ Reason for not delivering goods, services or information online ⁽¹⁾	佔沒有透過電腦網絡遞送貨品、 服務或資料的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments without delivery of goods, services or information online ⁽²⁾ (%)
沒有實際用途以支持在業務上經互聯網遞送貨品、服務或資料 Lack of practical use for a sound business case to deliver goods, services or information online	83.9
業內並不普遍 Not popular in the industry	17.2
缺乏熟悉經互聯網遞送貨品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information online	14.9
有關的貨品或服務不能經互聯網遞送 Goods or services could not be delivered online	5.5
不了解該如何善用互聯網遞送貨品、服務或資料令業務獲益 Lack of know-how for beneficial use of delivering goods, services or information online	1.9

註釋：(1) 某一機構單位可選擇多於一個沒有透過電腦網絡遞送貨品、服務或資料的原因。

(2) 2019年沒有透過電腦網絡遞送貨品、服務或資料的機構單位的總數估計為 37 433。

Notes: (1) An establishment may select more than one reason for not delivering goods, services or information online.

(2) The total number of establishments without delivery of goods, services or information online was estimated at 37 433 in 2019.

表 3.1 工商業採用資訊科技保安措施的主要類別⁽¹⁾Table 3.1 Major types of information technology (IT) security measures ⁽¹⁾ adopted by business

佔有實施資訊保安措施的機構單位的比例（百分比）						
有實施資訊 保安措施的 機構單位數目 No. of establishments having put in place IT security measures	Proportion of establishments having put in place IT security measures (%)					
	防火牆 Firewall	定期更新 操作系統 修補程式 Regular update of the operating system patch	定期更新病毒 識別碼／抗 電腦病毒軟件 Regular update of virus signature file/ anti-virus software	定期為對業務 運作重要的數 據進行備份 Regular backup of data critical to the business's operation	定期更新間諜 防護程式 Regular update of anti-spyware software	
按主要行業組別劃分 By major industry grouping						
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	5 513	81.1	92.5	88.2	60.6	74.6
建造 Construction	17 787	71.5	85.6	79.0	61.6	64.7
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	119 280	91.7	84.8	83.4	74.6	74.9
運輸、倉庫及速遞服務 Transportation, storage and courier services	16 814	76.3	78.1	60.5	77.9	49.0
資訊及通訊 Information and communications	10 482	96.3	89.7	90.7	95.0	83.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	70 709	91.9	89.4	93.2	82.9	77.1
社會及個人服務 Social and personal services	38 661	84.3	84.6	79.4	69.3	68.2
按就業人數組別劃分 By employment size						
大型 Large	6 684	97.7	86.7	88.0	92.3	82.1
中型 Medium	34 155	92.7	92.6	88.3	84.2	79.1
小型 Small	238 407	87.6	85.0	83.3	74.2	71.5
總計 Total	279 245	88.4	85.9	84.1	75.9	72.6

註釋：(1) 某一機構單位可同時採用多於一種資訊科技保安措施。

Note: (1) An establishment may implement more than one type of IT security measure at the same time.

表 3.1 工商業採用資訊科技保安措施的主要類別⁽¹⁾ (續)Table 3.1 Major types of information technology (IT) security measures ⁽¹⁾ adopted by business (cont'd)

	佔有實施資訊保安措施的機構單位的比例 (百分比)				
	Proportion of establishments having put in place IT security measures (%)				
	濫發 電子郵件 過濾器 Spam filter	網絡入侵 防禦系統 Intrusion prevention system (IPS)	入侵偵測 系統 Intrusion detection system (IDS)	供內部或外部 人員使用的認 證軟件或硬件 Authentication software or hardware for internal or external users	教導員工安全使用 電腦或資訊系統及 資訊科技保安事宜 Educating staff on safe use of computer or information systems and IT security matters
按主要行業組別劃分					
By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	60.8	42.1	49.1	26.3	11.5
建造 Construction	49.1	32.9	32.3	7.9	7.5
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	60.1	36.0	35.1	37.5	16.7
運輸、倉庫及速遞服務 Transportation, storage and courier services	52.0	33.8	33.0	28.5	9.8
資訊及通訊 Information and communications	79.5	60.3	60.1	38.2	42.9
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	62.4	39.1	39.0	27.4	26.2
社會及個人服務 Social and personal services	57.8	26.6	25.2	11.9	27.8
按就業人數組別劃分					
By employment size					
大型 Large	78.1	57.7	61.4	44.8	62.8
中型 Medium	63.5	45.2	44.0	39.4	38.0
小型 Small	58.9	34.3	33.7	26.8	16.9
總計 Total	59.9	36.2	35.7	28.8	20.5

註釋：(1) 某一機構單位可同時採用多於一種資訊科技保安措施。

Note: (1) An establishment may implement more than one type of IT security measure at the same time.

表 3.1 工商業採用資訊科技保安措施的主要類別⁽¹⁾ (續)Table 3.1 Major types of information technology (IT) security measures ⁽¹⁾ adopted by business (cont'd)

	佔有實施資訊保安措施的機構單位的比例 (百分比)				
	Proportion of establishments having put in place IT security measures (%)				
	將客戶端及 伺服器的 通訊加密 Secured communication between clients and servers	場外數據 備份 Offsite data backup	實施政策 以確保 資訊安全 Policies in place to ensure information security	僱用全職或 兼職員工負 責資訊保安 Employing full-time or part-time staff responsible for information security	建立參照 ISO/IEC 27001 標準的 資訊保安管理系統 Establishing an information security management system as described in ISO/IEC 27001 security
按主要行業組別劃分					
By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	13.0	15.2	8.4	10.8	2.9
建造 Construction	2.8	7.8	1.0	3.0	0.3
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	16.8	15.7	8.9	6.3	1.7
運輸、倉庫及速遞服務 Transportation, storage and courier services	13.3	21.2	4.4	14.7	0.4
資訊及通訊 Information and communications	37.7	49.0	35.2	20.7	4.7
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	21.1	17.2	12.9	10.3	1.7
社會及個人服務 Social and personal services	13.3	13.2	17.8	5.6	3.4
按就業人數組別劃分					
By employment size					
大型 Large	54.4	48.4	53.2	50.2	14.0
中型 Medium	31.4	29.7	23.7	22.4	4.9
小型 Small	13.9	14.1	8.4	4.9	1.2
總計 Total	17.0	16.8	11.4	8.2	1.9

註釋：(1) 某一機構單位可同時採用多於一種資訊科技保安措施。

Note: (1) An establishment may implement more than one type of IT security measure at the same time.

表 3.2 工商業面對的主要阻礙因素⁽¹⁾以處理資訊科技保安危機
Table 3.2 Major hampering factors ⁽¹⁾ for business to address IT security risk

		佔表示有困難處理資訊科技保安危機的機構單位的比例（百分比） Proportion of establishments expressing difficulty in addressing IT security risk (%)			
	表示有困難處理資訊科技保安危機的機構單位數目 No. of establishments expressing difficulty in addressing IT security risk	財政預算限制 Budget constraint	缺乏有關範疇的專業知識 Lack of expertise in the relevant field	缺乏有關資訊科技保安的策略及指引 Lack of policy and guidelines on IT security	僱員缺乏資訊保安的意識 Employees' unawareness of information security matters
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	1 293	58.0	47.8	18.5	9.6
建造 Construction	4 526	59.9	84.3	16.9	21.6
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	47 607	69.1	66.0	20.4	20.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	6 128	64.0	43.1	17.7	12.1
資訊及通訊 Information and communications	4 422	91.9	33.7	15.8	28.6
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	26 273	68.0	66.5	21.1	17.2
社會及個人服務 Social and personal services	17 583	78.6	71.6	23.1	21.7
按就業人數組別劃分 By employment size					
大型 Large	3 185	65.4	43.9	27.4	36.7
中型 Medium	11 680	74.5	61.6	24.7	35.2
小型 Small	92 966	70.2	66.1	19.8	17.2
總計 Total	107 832	70.5	65.0	20.5	19.7

註釋：(1) 某一機構單位可選擇多於一個阻礙因素。

Note: (1) An establishment may select more than one hampering factor.

表 3.3 工商業遭遇的主要資訊保安事故的類別⁽¹⁾Table 3.3 Major types of information security incidents ⁽¹⁾ experienced by business

		佔曾遭遇資訊保安事故 的機構單位的比例（百分比） Proportion of establishments having experienced information security incidents (%)			
曾遭遇資訊保安事故 的機構單位數目 No. of establishments having experienced information security incidents		電腦病毒 Computer virus	勒索軟件 Ransomware	阻斷服務 攻擊 Denial of service (DoS) attack	黑客入侵 Hacking
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	1 392	92.8	5.0	***	9.4
建造 Construction	2 137	94.5	***	***	***
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	16 809	86.4	21.1	13.9	11.4
運輸、倉庫及速遞服務 Transportation, storage and courier services	2 411	48.2	***	***	***
資訊及通訊 Information and communications	1 292	71.9	23.3	23.1	29.8
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	9 323	89.1	13.4	7.9	11.3
社會及個人服務 Social and personal services	4 150	82.9	25.6	22.9	9.8
按就業人數組別劃分 By employment size					
大型 Large	1 418	61.5	18.7	22.3	7.4
中型 Medium	6 375	79.0	14.5	17.8	20.8
小型 Small	29 720	86.7	21.2	10.8	8.4
總計 Total	37 514	84.4	20.0	12.4	10.4

註釋：(1) 某一機構單位可遭遇多於一種資訊保安事故。

Note: (1) An establishment may experience more than one type of information security incident.

表 3.3 工商業遭遇的主要資訊保安事故的類別⁽¹⁾ (續)Table 3.3 Major types of information security incidents ⁽¹⁾ experienced by business (cont'd)

	佔曾遭遇資訊保安事故的機構單位的比例 (百分比) Proportion of establishments having experienced information security incidents (%)			
	資料被竊 Theft of information	網上騙案 Online fraud	網頁塗改 Web defacement	資料外洩 Leakage of information
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	***	5.9	***	0.0
建造 Construction	***	***	0.0	***
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	6.2	10.5	8.4	3.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	0.0	***	0.0	0.0
資訊及通訊 Information and communications	***	19.4	22.2	***
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	12.1	3.6	***	1.2
社會及個人服務 Social and personal services	***	6.4	9.3	14.7
按就業人數組別劃分 By employment size				
大型 Large	1.8	8.6	2.9	2.7
中型 Medium	10.8	10.0	10.5	13.3
小型 Small	7.1	6.5	4.6	2.0
總計 Total	7.5	7.2	5.6	3.9

註釋：(1) 某一機構單位可遭遇多於一種資訊保安事故。

Note: (1) An establishment may experience more than one type of information security incident.

表 3.4 工商業遭遇資訊保安事故的次數⁽¹⁾
Table 3.4 Number of information security incidents ⁽¹⁾ experienced by business

資訊保安事故的種類 Type of information security incidents	佔曾遭遇該種資訊保安事故的 機構單位的比例（百分比） Proportion of establishments having experienced that type of information security incidents (%)		
	1-10	11-50	> 50
電腦病毒 Computer virus	94.0	5.6	0.4
勒索軟件 Ransomware	88.1	***	***
阻斷服務攻擊 Denial of service (DoS) attack	63.7	35.9	0.5
黑客入侵 Hacking	95.4	***	***
資料被竊 Theft of information	87.6	***	***
網上騙案 Online fraud	99.2	***	***
網頁塗改 Web defacement	92.1	***	***
資料外洩 Leakage of information	100.0	0.0	0.0

註釋：(1) 某一機構單位可遭遇多於一種資訊保安事故。

Note: (1) An establishment may experience more than one type of information security incident.

表 3.5 工商業制定持續業務運作計劃的主要類別⁽¹⁾
Table 3.5 Major types of business continuity plan ⁽¹⁾ adopted by business

		佔有制定持續業務運作計劃的機構單位的比例（百分比） Proportion of establishments having business continuity plan (%)		
	有制定持續業務運作 計劃的機構單位數目 No. of establishments having business continuity plan	改用人手 操作 Use manual operation instead	尋求互聯網服務 供應商的協助 Seek advice from the Internet Service Provider	尋求資訊科技 顧問的意見 Seek advice from IT consultant
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	2 469	21.9	23.3	52.2
建造 Construction	7 211	36.9	41.8	34.2
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	65 109	40.5	37.7	30.9
運輸、倉庫及速遞服務 Transportation, storage and courier services	6 333	47.5	36.4	36.5
資訊及通訊 Information and communications	7 507	39.7	40.5	23.7
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	41 364	43.3	39.5	36.9
社會及個人服務 Social and personal services	21 545	50.5	35.0	25.5
按就業人數組別劃分 By employment size				
大型 Large	4 652	37.1	38.8	52.1
中型 Medium	23 485	35.0	32.9	48.1
小型 Small	123 402	44.1	38.8	28.3
總計 Total	151 539	42.5	37.8	32.1

註釋：(1) 某一機構單位可選擇多於一種措施。

Notes: (1) An establishment may select more than one action.

表 3.5 工商業制定持續業務運作計劃的主要類別⁽¹⁾ (續)
Table 3.5 Major types of business continuity plan ⁽¹⁾ adopted by business (cont'd)

	佔有制定持續業務運作計劃的機構單位的比例 (百分比) Proportion of establishments having business continuity plan (%)	
	尋求對互聯網熟悉 的人士的協助 Seek help from personnel familiar with the Internet	使用備份系統 Use backup system
按主要行業組別劃分 By major industry grouping		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	32.4	3.9
建造 Construction	13.4	8.2
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	23.1	16.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	27.9	4.8
資訊及通訊 Information and communications	20.9	40.8
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	12.1	19.1
社會及個人服務 Social and personal services	27.3	16.9
按就業人數組別劃分 By employment size		
大型 Large	18.5	48.6
中型 Medium	24.6	28.4
小型 Small	19.8	13.9
總計 Total	20.5	17.2

註釋：(1) 某一機構單位可選擇多於一種措施。

Notes: (1) An establishment may select more than one action.

表 3.6 工商業使用數碼證書的數目
Table 3.6 Number of digital certificates used by business

	有使用數碼證書的 機構單位數目 No. of establishments using digital certificates	使用的數碼 證書數目 No. of digital certificates used
按主要行業組別劃分 By major industry grouping		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	611	844
建造 Construction	1 090	1 208
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	28 826	36 913
運輸、倉庫及速遞服務 Transportation, storage and courier services	2 125	4 326
資訊及通訊 Information and communications	1 401	4 723
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	6 575	22 975
社會及個人服務 Social and personal services	1 541	3 595
按就業人數組別劃分 By employment size		
大型 Large	1 918	18 381
中型 Medium	8 293	14 137
小型 Small	31 957	42 066
總計 Total	42 168	74 584

表 3.7 工商業使用數碼證書的主要用途⁽¹⁾
Table 3.7 Major types of use ⁽¹⁾ of digital certificates by business

	佔有使用數碼證書的機構單位的比例（百分比） Proportion of establishments using digital certificates (%)			
	與政府及有關 機構進行交易 ／交換資料 ／電子支票 Transaction/ Exchange of information/ e-cheque with Government and related organisations	與顧客 進行交易 ／交換資料 ／電子支票 Transaction/ Exchange of information/ e-cheque with customers	內部運作 In-house operation	與其他貿易 伙伴進行交易 ／交換資料 ／電子支票 Transaction/ Exchange of information/ e-cheque with other business partners
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	93.2	3.0	5.8	2.2
建造 Construction	90.2	5.8	4.3	1.1
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	93.4	8.5	3.3	4.1
運輸、倉庫及速遞服務 Transportation, storage and courier services	94.7	4.1	3.9	2.0
資訊及通訊 Information and communications	20.5	79.4	12.8	16.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	65.9	36.6	32.3	28.9
社會及個人服務 Social and personal services	85.4	12.3	4.1	3.2
按就業人數組別劃分 By employment size				
大型 Large	52.6	42.6	28.5	27.1
中型 Medium	89.9	8.7	4.7	9.4
小型 Small	87.5	15.0	8.0	6.6
總計 Total	86.4	15.0	8.3	8.1

註釋：(1) 某一機構單位可選擇多於一項用途。
Note: (1) An establishment may select more than one type of use.

表 3.8 工商業沒有使用數碼證書的主要原因⁽¹⁾
Table 3.8 Major reasons ⁽¹⁾ of business for not using digital certificates

	佔沒有使用數碼證書的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments not having used digital certificates ⁽²⁾ (%)			
	沒有提供 數碼簽署 的需要 No need to provide digital signature	沒有透過電子 途徑進行 商業交易 Not involved in electronic means for making business transaction	對數碼證書 的應用沒有 認識 Lack of knowledge about the use of digital certificate	沒有使用數碼證 書加強資訊科技 保安的需要 No need to enhance IT security with the use of digital certificate
按主要行業組別劃分 By major industry grouping				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	70.9	30.5	17.5	16.2
建造 Construction	85.8	29.6	10.7	7.6
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	79.5	25.7	19.6	7.5
運輸、倉庫及速遞服務 Transportation, storage and courier services	80.7	19.5	18.6	6.1
資訊及通訊 Information and communications	81.0	10.1	14.1	5.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	84.8	27.8	14.6	6.3
社會及個人服務 Social and personal services	78.4	33.4	16.6	8.6
按就業人數組別劃分 By employment size				
大型 Large	81.1	18.3	9.8	9.6
中型 Medium	74.4	31.6	14.0	11.5
小型 Small	81.7	26.5	17.4	7.0
總計 Total	81.0	26.8	17.0	7.5

註釋：(1) 某一機構單位可選擇多於一個沒有使用數碼證書的原因。
(2) 2019年沒有使用數碼證書的機構單位的總數估計為 301 768。

Notes: (1) An establishment may select more than one reason for not using digital certificates.
(2) The total number of establishments not using digital certificates was estimated at 301 768 in 2019.

表 4.1 工商業使用資訊及通訊科技⁽¹⁾的情況Table 4.1 Business use of information and communication technology (ICT) ⁽¹⁾

	佔機構單位總數的比例（百分比）				
	Proportion of all establishments (%)				
	雲端運算 服務 Cloud computing services	二維條碼／ 快速回應碼 Two-dimensional barcode/ Quick Response (QR) code	射頻識別 技術 Radio frequency identification (RFID)	物聯網 Internet of things (IoT)	擴增實境／ 虛擬實境 Augmented reality (AR)/ Virtual reality (VR)
按主要行業組別劃分					
By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	81.7	10.3	4.5	0.2	0.1
建造 Construction	91.3	2.5	1.8	0.5	0.1
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	80.6	18.8	8.6	0.7	0.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	75.3	8.4	10.5	0.1	§
資訊及通訊 Information and communications	98.8	32.8	11.5	4.2	2.2
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	90.3	12.9	15.3	0.7	0.2
社會及個人服務 Social and personal services	89.3	17.9	8.8	0.4	1.6
按就業人數組別劃分					
By employment size					
大型 Large	92.9	51.2	42.3	10.3	9.9
中型 Medium	92.9	25.9	22.9	1.1	0.9
小型 Small	83.8	13.6	7.5	0.4	0.3
總計 Total	84.9	15.6	9.7	0.7	0.6

註釋：(1) 某一機構單位可選擇多於一項科技類別。

Note: (1) An establishment may select more than one type of technology.

表 4.2 工商業使用雲端運算服務的情況
Table 4.2 Business use of cloud computing services

雲端運算服務的類別 ⁽¹⁾ Type of cloud computing services ⁽¹⁾	佔有使用雲端運算服務的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments using cloud computing services ⁽²⁾ (%)
公共雲 Public cloud	99.2
私有雲 Private cloud	5.4
社群雲 Community cloud	1.4
混合雲 Hybrid cloud	0.7

註釋：(1) 某一機構單位可選擇多於一種雲端運算服務的類別。
(2) 2019年有使用雲端運算服務的機構單位的總數估計為 292 109。

Notes: (1) An establishment may select more than one type of cloud computing services.
(2) The total number of establishments using cloud computing services was estimated at 292 109 in 2019.

表 4.3 驅使工商業使用雲端運算服務的主要因素
Table 4.3 Major factors driving the use of cloud computing services by business

使用雲端運算服務的因素 ⁽¹⁾ Factor driving the use of cloud computing services ⁽¹⁾	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments using or planning to use cloud computing services ⁽²⁾ (%)
方便使用 Convenience	77.5
顧客的需求 Customer demand	48.5
業內普遍採用 Adoption by industry peers	35.1
提高業務靈活性（例如更快推出市場、提高用戶滿意度等） Increasing business agility (e.g. faster time to market, increase user satisfaction, etc.)	26.7
減低對資訊科技設備的資本投資 Reducing capital investment on IT equipment	7.0
提高容量／可用性（例如數據中心、儲存裝置等） Increasing capacity/availability (e.g. data center, storage, etc.)	5.5
減低對資訊科技的管理及保養所需要的資源 Reducing IT management and maintenance resources	4.7
提高資訊科技的生產力 Increasing productivity of IT	4.3
可擴展性 Scalability	3.7
彈性的成本分配（例如由資本支出轉為營運開支） Flexible cost allocation (e.g. change from capital expenditure (CAPEX) to operational expenditure (OPEX))	3.5
災後運作復原／持續業務運作 Disaster recovery/business continuity	3.3
環境效益 Environmental friendliness	3.1

註釋：(1) 某一機構單位可選擇多於一個因素。
(2) 2019年有使用或計劃使用雲端運算服務的機構單位的總數估計為 292 227。

Notes: (1) An establishment may select more than one factor.
(2) The total number of establishments using or planning to use cloud computing services was estimated at 292 227 in 2019.

表 4.4 工商業使用雲端運算服務的主要應用領域
Table 4.4 Major areas of application of cloud computing services used by business

使用雲端運算服務的應用領域 ⁽¹⁾ Application area to utilise cloud computing services ⁽¹⁾	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 (百分比) Proportion of establishments using or planning to use cloud computing services (%)
電子郵件／通訊 E-mails/Communications	95.2
資料存檔／備份 Data storage/Backup	19.2
廣告 Advertising	7.6
網站／內容管理 Website/Content management	5.7
銷售支援 Sales support	4.5
客戶關係管理 Customer relationship management	4.2
協作（如線上會議及協同工作間） Collaboration (such as online meetings and shared workspaces)	3.4
辦公室自動化 Office automation	2.9
人力資源管理 Human resources management	2.3
電子商貿交易 Electronic commerce transaction	2.2
開發流動應用程式 Mobile application development	1.5
企業資源計劃 Enterprise resource planning	1.3
供應鏈 Supply chain	1.2

註釋：(1) 某一機構單位可選擇多於一個應用領域。
 Note: (1) An establishment may select more than one application area.

表 4.5 工商業在未來12個月計劃分配予雲端運算服務的資訊科技開支預算

Table 4.5 IT budget to be allocated to cloud computing services by business in the next 12 months

在未來12個月分配予雲端運算服務計劃的資源佔 資訊科技開支預算的百分比 Percentage of IT budget to be allocated to cloud computing services initiatives in the next 12 months	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 (百分比) Proportion of establishments using or planning to use cloud computing services (%)
0%	86.9
1-25%	11.0
26-50%	1.2
51-75%	0.6
> 75%	0.3
總計 Total	100.0

表 4.6 工商業評估雲端運算服務供應商或科技的主要考慮因素

Table 4.6 Major considerations of business in evaluation of cloud computing service vendors or technologies

評估雲端運算服務供應商或科技的考慮因素 ⁽¹⁾ Consideration in evaluating cloud computing service vendors or technologies ⁽¹⁾	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 (百分比) Proportion of establishments using or planning to use cloud computing services (%)
使用的方便性 Ease of use	83.7
可靠性及可用性 Reliability and availability	33.5
節省整體成本 Overall cost savings	24.8
資訊保安 Information security	22.8
供應商的聲譽及市場佔有率 Vendor's reputation and market share	22.3
高性能（例如速度） High performance (e.g. speed)	19.5
即時回應及補救事故 Instant incident response and remediation	5.8
可攜性（例如從一個供應商轉換到另一個） Portability (e.g. switch from one vendor to another)	2.8
本地技術支援 Local technical support	2.7
雲端運算服務及資料儲存的實際地點 Physical location of cloud computing services and data storage	1.1

註釋：(1) 某一機構單位可選擇多於一個考慮因素。

Note: (1) An establishment may select more than one consideration.

表 4.7 工商業沒有使用雲端運算服務的主要原因
Table 4.7 Major reasons of business for not using cloud computing services

沒有使用雲端運算服務的原因 ⁽¹⁾ Reason for not using cloud computing services ⁽¹⁾	佔沒有使用雲端運算服務的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments not using cloud computing services ⁽²⁾ (%)
沒有實際用途以支持在業務上使用雲端運算服務 Lack of practical use for a sound business case to use cloud computing services	77.1
業內並不普遍 Not popular in the industry	18.3
缺乏熟悉雲端運算服務的員工 Lack of personnel familiar with cloud computing services	16.9
不了解該如何使用雲端運算服務令業務獲益 Lack of know-how for beneficial use of cloud computing services	7.7
擔心資訊保安問題（例如數據私隱、數據保安等） Concern about information security (e.g. data privacy, data security, etc.)	7.0
投資成本／運作費用高昂 High investment/operating cost	4.6
未能符合公司政策（例如雲端服務供應商鎖定用戶等） Non-compliance with company policy (e.g. Vendor lock-in, etc.)	2.4
失去管理或控制的風險 Risk of losing governance or control	2.1
缺乏國際標準或指引 Lack of international standard/guidelines	0.8
回報率沒有保證 Uncertain Return-On-Investment	0.7
有互用性及整合性的問題 Interoperability and integration issues	0.2
雲端技術的成熟度 Maturity of cloud technologies	§

註釋：(1) 某一機構單位可選擇多於一個沒有使用雲端運算服務的原因。
(2) 2019年沒有使用雲端運算服務的機構單位的總數估計為 51 827。

Notes: (1) An establishment may select more than one reason for not using cloud computing services.
(2) The total number of establishments not using cloud computing services was estimated at 51 827 in 2019.

表 4.8 工商業預計2019年資訊科技開支預算與2018年比較的變動情況
Table 4.8 Expected change in IT budget of business for 2019 compared with 2018

		佔有為2019年預定資訊科技開支預算 的機構單位的比例（百分比） Proportion of establishments with IT budget for 2019 (%)			
		2019年與2018年比較資訊科技開支預算的預計變動 Expected change in IT budget for 2019 over that for 2018			
	有為2019年預定 資訊科技開支預算 的機構單位數目 No. of establishments with IT budget for 2019	增加 Increased	不變 Same	減少 Decreased	不肯定 Uncertain
按主要行業組別劃分 By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	1 237	11.2	67.7	***	***
建造 Construction	2 308	16.6	38.7	***	***
進出口貿易、批發及零售以及 住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	27 434	25.4	52.3	5.8	16.5
運輸、倉庫及速遞服務 Transportation, storage and courier services	2 840	10.9	63.8	***	***
資訊及通訊 Information and communications	4 303	15.1	52.9	0.5	31.4
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	17 824	24.9	55.3	2.9	16.9
社會及個人服務 Social and personal services	11 935	39.6	43.6	0.4	16.4
按就業人數組別劃分 By employment size					
大型 Large	4 255	40.7	36.5	3.3	19.5
中型 Medium	13 255	22.8	49.5	0.6	27.1
小型 Small	50 371	25.5	53.9	4.1	16.6
總計 Total	67 881	25.9	51.9	3.4	18.8

表 4.9 工商業使用流動服務及社交媒體的情況
Table 4.9 Business use of mobile services and social media

提供的媒介類別 ⁽¹⁾	佔有提供流動服務及／或設立 社交媒體帳戶的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments providing mobile services and/or setting up social media account ⁽²⁾ (%)
Type of media provided ⁽¹⁾	
短訊服務／多媒體訊息服務／電子訊息（例如WhatsApp、微信等） Short message services (SMS)/Multimedia messaging service (MMS)/Electronic messages (e.g. WhatsApp, WeChat, etc.)	90.5
社交媒體帳戶（例如Facebook、Instagram等） Social media account (e.g. Facebook, Instagram, etc.)	34.5
流動網站 Mobile website	13.1
流動應用程式 Mobile applications	1.7

註釋：(1) 某一機構單位可提供多於一個媒介類別。

(2) 2019年有提供流動服務及／或設立社交媒體帳戶的機構單位的總數估計為 235 496。

Notes: (1) An establishment may provide more than one type of media.

(2) The total number of establishments providing mobile services and/or setting up social media account was estimated at 235 496 in 2019.

表 4.10 工商業所提供的流動應用程式及／或社交媒體帳戶頁面的主要功能

Table 4.10 Major features of mobile application and/or social media account page provided by business

功能類別 ⁽¹⁾	佔有提供流動應用程式及／或社交媒體帳戶的機構單位的比例 ⁽²⁾ (百分比) Proportion of establishments providing mobile applications and/or social media account ⁽²⁾ (%)
向顧客發送產品及推廣的資訊 Sending product and promotional information to customers	96.6
設有收集顧客資訊的功能（例如顧客對產品的意見） Facility for collecting customers' information (e.g. customers' feedback on products)	29.9
提供售後支援（例如處理查詢、訂單追蹤等） Provision of after-sale support (e.g. enquiry-handling, order tracking, etc.)	21.3
為顧客提供網上訂購／預約／預留服務 Enabling customers to online ordering/make booking/reservation	14.5
協助顧客提交貨品或服務的訂單 Facilitating customers to place orders for goods or services	10.1
流動支付 Mobile payment	4.0
向顧客以數碼方式遞送貨品或服務 Delivery of goods or services in digitised form to customers	3.9

註釋：(1) 某一機構單位可提供多於一個功能類別。

(2) 2019年有提供流動應用程式及／或社交媒體帳戶的機構單位的總數估計為 82 927。

Notes: (1) An establishment may provide more than one type of feature.

(2) The total number of establishments providing mobile applications and/or social media account was estimated at 82 927 in 2019.

用語及定義

Terms and definitions

持續業務運作計劃是指制定詳盡的應變計劃，以確保在發生緊急情況時可及時恢復業務的正常運作。持續業務運作計劃的目的包括如何減低緊急事故或危機對業務正常運作的影響，例如對客戶提供貨品及／或服務的能力，財務損失及在發生緊急情況後盡快恢復關鍵性的運作。

雲端運算服務是一方（服務供應商）透過互聯網向用戶遞送電腦資源（硬件和軟件）。由於用戶只是「租用」而非真正購買電腦資源，因此這種遞送或提供的方式可稱為一種「服務」。雲端運算服務就像公共設施（如電力網絡）般提供共用的電腦資源，以發揮規模經濟效益。

雲端運算服務的例子包括：

- 以雲端為基礎的電子郵件服務，例如 Gmail、雅虎郵件等
- 社交網絡，例如 WhatsApp、微信、Facebook、YouTube等
- 以雲端為基礎的儲存服務，例如 Dropbox、Google Drive等
- 以雲端為基礎的辦公軟體套裝，例如 Google Apps for Work、微軟Office365等
- 客戶關係管理 (CRM) 系統，例如 Salesforce、微軟Dynamics CRM等
- 銷售點 (POS) 系統，例如 myPOS、Shopify POS等
- 會計系統，例如MYOB、Flex System等
- 企業資源計劃(ERP)，例如NetSuite、Plex Systems、Epicor ERP等

電腦是指桌面電腦、便攜式電腦（包括筆記簿型電腦及小筆電）或平板電腦（或類似的手持式電腦），但不包括一些嵌入了電腦功能的設備，例如智能電視、個人數碼助理、以及以電話作為其主要功能的設備，例如智能手機。

Business continuity plan involves devising a plan that guards against business disruption in case of unforeseen events. The objectives of a business continuity plan include minimising interruptions to the business's ability to provide its products and/or services, minimising financial loss, and being able to resume critical operations within a specified time after a significant disruption.

Cloud computing service is the delivery of computing resources (hardware and software) by a party (the service provider) over the Internet to a user. This delivery or provision is described as a "service" because the user merely "rent" the computing resources rather than actually acquiring them. It provides shared computing resources to achieve economies of scale similar to a public utility (like the electricity grid).

Examples of cloud computing services include:

- cloud-based e-mail services such as Gmail, Yahoo Mail, etc.
- social networking such as WhatsApp, WeChat, Facebook, YouTube, etc.
- cloud-based storage services such as Dropbox, Google Drive, etc.
- cloud-based office suites such as Google Apps for Work, Microsoft Office 365, etc.
- customer relationship management (CRM) systems such as Salesforce, Microsoft Dynamics CRM, etc.
- point of sales (POS) systems such as myPOS, Shopify POS, etc.
- accounting systems such as MYOB, Flex System, etc.
- enterprise resources planning (ERP) such as NetSuite, Plex Systems, Epicor ERP, etc.

Computer refers to desktop computer, portable computer (including notebooks and netbooks) or tablet (or similar handheld computer), 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.

數碼證書可用作生產數碼簽署，以核實證書持有人的身分及承認證書持有人透過電子途徑傳送的資訊。數碼證書普遍用於某些電子政府服務、電子銀行、網上股票買賣及以電子數據聯通(EDI)方式透過貿易通遞交貿易文件。

根據《電子交易條例》(第553章)，現時獲認可的核證機關為：

- 香港郵政核證機關
- 電子核證服務有限公司(註：此公司是貿易通的全資附屬公司，而現時以電子數據聯通方式透過貿易通遞交貿易文件時，貿易通採納此公司發出一類指定的數碼證書作此用途。)

電子商貿交易是指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或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。電子商貿交易可以是在企業、住戶、個人、政府及其他公共或私人機構之間進行。

固網寬頻是固定網絡營辦商提供予住宅和商業樓宇的高速互聯網接入服務(數據傳輸速度不少於每秒256千位元)。

資訊及通訊科技(ICT)，經常被用來作為一個擴展的資訊科技(IT)的代名詞，強調通訊及電信(電話線路和無線信號的整合)。

Digital certificate can be used to generate a digital signature for the purpose of authenticating the holder of the certificate and approving information communicated electronically by the holder. Digital certificates are commonly used in certain e-Government services, e-banking, online stock trading and submission of trade-related documents through the Electronic Data Interchange (EDI) services of Tradelink Electronic Commerce Limited.

The recognised certification authorities currently under the Electronic Transactions Ordinance (Cap.553) are:

- Hongkong Post Certification Authority
- Digi-Sign Certification Services Limited (Note: This is a wholly-owned subsidiary of Tradelink. Currently, a specific type of digital certificate issued by this certification authority is adopted by Tradelink for the purpose of submission of trade-related documents through EDI services of Tradelink.)

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.

Fixed broadband is a high speed Internet access services to homes and commercial premises provided by fixed network operators (with a data transmission rate of not less than 256 kbits/s).

Information and Communication Technology (ICT), is often used as an extended synonym for information technology (IT), but is a more specific term that stresses the role of unified communications and the integration of telecommunications.

資訊科技(IT)是應用電腦及遙距通訊設備，用作數據的儲存、提取、傳輸和操控。

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

流動應用程式是一種軟件應用程式，運作於智能手機、平板電腦和其他流動裝置上。它們通常可從流動作業系統開發商營運之應用程式分發平台下載，並在流動裝置上執行。

Mobile application (or mobile app) is a software application designed to run on smartphones, tablet computers and other mobile devices. They are usually available through application distribution platforms, which are typically operated by the owner of the mobile operating system, and are downloaded from the platform to a target device for execution.

流動寬頻是流動網絡營辦商所提供的高速無線互聯網接入服務（數據傳輸速度不少於每秒256千位元）。

Mobile broadband is a high speed wireless Internet access services provided by mobile network operators (with a data transmission rate of not less than 256 kbits/s).

就業人數包括在職東主、在職合夥人、無酬家屬幫工、短期合約員工、臨時員工及所有在一間機構單位一天工作不少於一小時的僱員。

Persons engaged include working proprietors, active partners, unpaid family workers, short-term employees, casual employees and all employees of an establishment who worked at least for one hour a day in the establishment.

互聯網是一個全球性公眾電腦網絡。它可提供多項通訊服務，包括萬維網(WWW)、附有電子郵件、新聞、娛樂及數據檔案等服務。

The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web (WWW) and carries e-mail, news, entertainment, data files, etc.

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

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

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