

# 香港——資訊社會 Hong Kong as an Information Society

2017 年版  
2017 Edition



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



# 香港—資訊社會

## Hong Kong as an Information Society

2017 年版  
2017 Edition

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## 概要

## Overview

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## 1. 資訊及通訊科技業的營運特徵

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

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在過去二十年，我們見證了資訊及通訊科技前所未有的演變，以及與日俱增的資訊及通訊科技相關的產品及服務（例如個人電腦、互聯網服務和流動電話）在工商機構、家居及社會廣泛使用。本刊展示資訊及通訊科技在各方面的發展的有關統計指標，有助量度香港邁向資訊社會的進程。

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

- 第 1 章載列香港資訊及通訊科技業的增加價值和就業人數。資訊及通訊科技業涵蓋一組從事供應資訊及通訊科技貨品和服務的行業；
- 第 2 章展示資訊及通訊科技貨品的進口及出口貿易的情況；
- 第 3 章描述資訊及通訊科技的基礎設施，以及工商機構、住戶和政府連接與使用資訊及通訊科技的情況；及
- 第 4 章描述資訊科技的人力資源情況。

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

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

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

## 代號

本刊內各代號的含意如下：

- 不適用

## 數字的進位

由於四捨五入關係，個別數字或百分比之和可能不等於其總數。

## 變動百分率的計算

變動百分率是以未經進位的數字計算。

## 財政年度

除另有說明外，財政年度以「-」為代號。  
例如 2015-16 年的財政年度是由 2015 年 4 月 1 日至 2016 年 3 月 31 日止。

## Symbol

The following symbol is used throughout the publication:

- Not applicable

## Rounding of figures

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

## Calculation of percentage changes

Percentage changes are derived from unrounded figures.

## Financial year

Unless otherwise specified, the symbol “-” represents financial year. For example, 2015-16 means the financial year starting from 1 April 2015 and ending on 31 March 2016.



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

2. 用以量度資訊社會的統計數字可歸納為三大類別，即資訊及通訊科技的供應、資訊及通訊科技的基礎設施，以及資訊及通訊科技的使用情況。資訊及通訊科技業涵蓋一組從事供應資訊及通訊科技貨品及服務的行業，有關貨品及服務的特點主要是透過電子方式達致資訊處理和通訊（包括傳輸及顯示）的功能。

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

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

5. 在 2015 年，香港的資訊及通訊科技業的增加價值為 1,320 億元，佔以基本價格計算的本地生產總值的 5.7%。至於就業方面，在 2015 年，約 130 700 人從事資訊及通訊科技業，佔總就業人數的 3.5%。

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

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

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

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

5. In 2015, the value added of the ICT sector amounted to \$132.0 billion, representing 5.7% of the Gross Domestic Product at basic prices. In terms of employment size, some 130 700 persons were engaged in the ICT sector in 2015, accounting for 3.5% of the total employment.

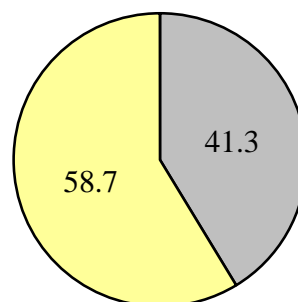
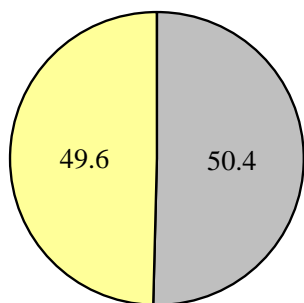
6. 資訊及通訊科技業屬技術密集型的行業。在 2015 年，資訊及通訊科技業的工商機構的研究與發展（研發）開支為 40 億元，佔本港工商機構研發總開支的 49.6%。資訊及通訊科技業亦聘用大量的研發人員。在 2015 年，58.7% 工商機構的研發人員（以「相當於全日制的人數」計算）從事資訊及通訊科技業。（圖甲）

6. Industries in the ICT sector are technology intensive. In 2015, expenditure on research and development (R&D) by business establishments in the ICT sector amounted to \$4.0 billion, accounting for 49.6% of the total R&D expenditure in the business sector of Hong Kong. The ICT sector also has the highest concentration of R&D personnel. In 2015, 58.7% of the total number of R&D personnel (measured in terms of full-time equivalent) in the business sector were engaged in the ICT sector. (Chart A)

圖甲：2015 年資訊及通訊科技業的研發情況  
Chart A: R&D in ICT sector, 2015

2015 年資訊及通訊科技業的研發開支  
佔工商機構的研發總開支的百分比  
R&D expenditure in ICT sector as % of total R&D  
expenditure in the business sector in 2015

2015 年資訊及通訊科技業的研發人員數目  
佔工商機構的研發人員總數的百分比  
R&D personnel in ICT sector as % of total R&D  
personnel in the business sector in 2015



資訊及通訊科技業  
ICT sector

其他工商業  
Other business sectors

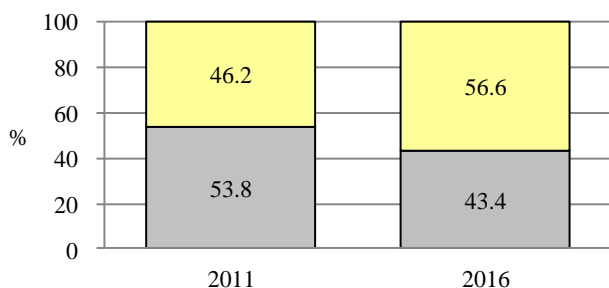
7. 資訊及通訊科技貨品的進出口在本港對外貿易中佔極重要的地位。在 2016 年，資訊及通訊科技貨品的進口貨值佔所有商品進口總貨值的 56.6%。而資訊及通訊科技貨品整體出口（包括港產品出口及轉口）貨值的相應比例為 60.7%。（圖乙）

7. The imports and exports of ICT goods play an important role in the external trade of Hong Kong. In 2016, the import value of ICT goods accounted for 56.6% of the overall value of imports of all goods. The corresponding proportion for the total exports (including domestic exports and re-exports) of ICT goods was 60.7%. (Chart B)

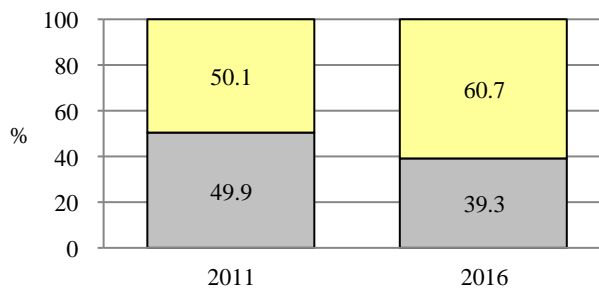
圖乙：2011 及 2016 年資訊及通訊科技貨品的對外貿易情況

Chart B: External trade of ICT goods, 2011 and 2016

資訊及通訊科技貨品進口貨值  
佔所有商品進口總貨值的百分比  
Proportion of import value of ICT goods in  
the overall value of imports of all goods



資訊及通訊科技貨品整體出口貨值  
佔所有商品整體出口總貨值的百分比  
Proportion of total export value of ICT goods in  
the overall value of total exports of all goods



資訊及通訊科技貨品  
ICT goods

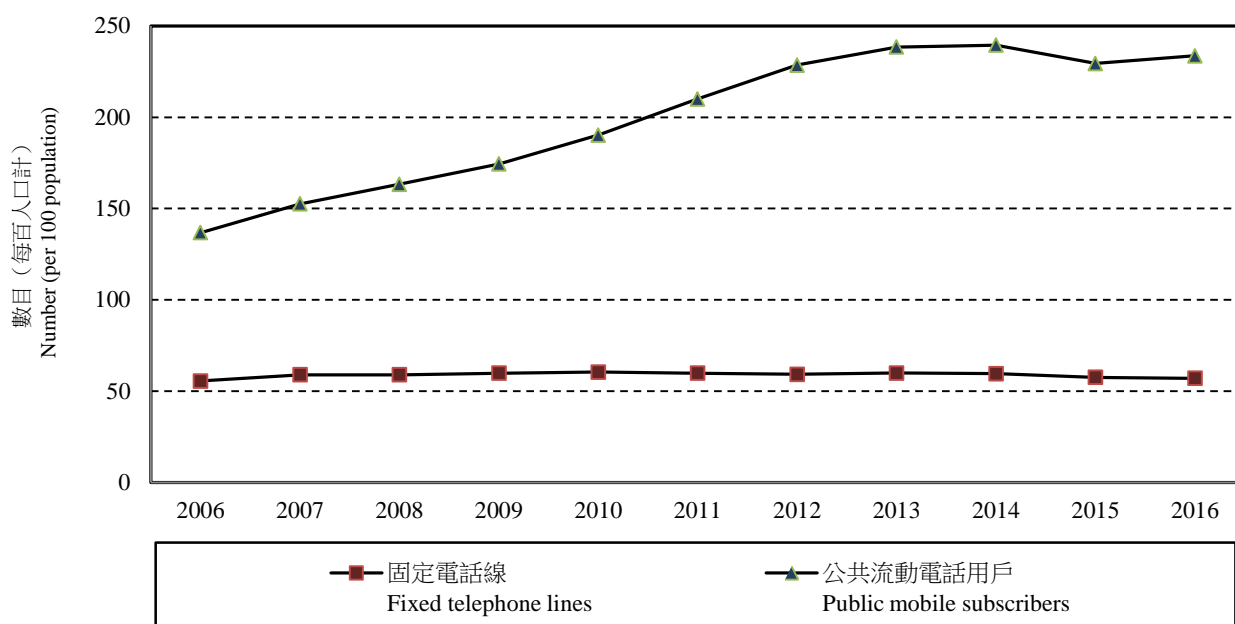
其他貨品  
Other goods

8. 香港的固網電話市場經歷長時間的持續增長後已趨飽和。在 2016 年，每百名人口中有 57 條固定電話線。相比之下，公共流動電話用戶數目約自 2000 年起已超越固定電話線數目。在 2016 年，每百名人口中有 234 個公共流動電話用戶。(圖丙)

8. After a long period of sustained growth, the fixed line telephony market in Hong Kong has become saturated. In 2016, there was 57 fixed telephone lines per 100 population. In contrast, the number of public mobile subscribers has surpassed that of the fixed telephone lines since around 2000, attaining a level of 234 public mobile subscribers per 100 population in 2016. (Chart C)

圖丙：2006 至 2016 年按每百名人口計算的固定電話線及公共流動電話用戶數目

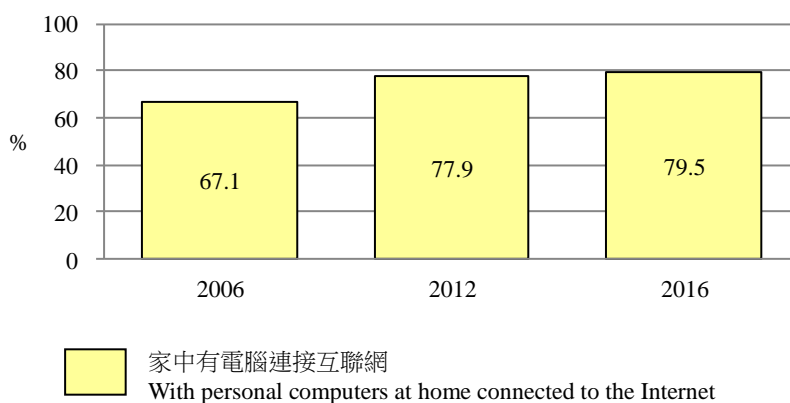
Chart C: Number of fixed telephone lines and public mobile subscribers per 100 population, 2006-2016



9. 在過去十年，互聯網使用率在香港大致上升。家中有個人電腦接駁互聯網的住戶百分比從 2006 年的 67.1% 上升至 2016 年的 79.5%。互聯網市場的強勁增長主要基於日趨普及的寬頻接達服務，以及流動寬頻服務的廣泛使用。在 2016 年，每百名人口中有 35 個固定寬頻互聯網用戶，而相應的流動寬頻用戶數目則更高，達 211 個<sup>1</sup>。（圖丁）

9. During the past decade, the use of Internet has generally been on the rise in Hong Kong. The proportion of households having personal computers at home connected to the Internet went up from 67.1% in 2006 to 79.5% in 2016. The robust growth in the Internet market is largely attributable to the popularity of broadband access services and the widespread use of mobile broadband services. In 2016, the number of fixed broadband Internet subscribers reached 35 per 100 population in Hong Kong. The corresponding figure for mobile broadband subscribers was much higher, being 211<sup>1</sup>. (Chart D)

圖丁：2006、2012 及 2016 年家中有個人電腦連接互聯網的住戶百分比  
Chart D: Proportion of households with personal computers at home connected to the Internet, 2006, 2012 and 2016



10. 資訊科技的教育與培訓能提供合適的人才以支援資訊及通訊科技的發展和應用。在 2010/11 學年至 2015/16 學年期間，大學教育資助委員會資助的資訊科技課程的畢業生總人數每學年約有 2 200 至 2 300 人。

10. Education and training in information technology (IT) enable the supply of human resources with the right skills in support of the ICT development and application. During the academic years 2010/11 to 2015/16, the total number of graduates of the IT programmes funded by the University Grants Committee was around 2 200 to 2 300 in each academic year.

11. 整體而言，高效能的資訊及通訊科技基礎設施，以及工商界廣泛使用資訊及通訊科技是促成香港發展為知識型經濟的一些利好因素。

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

<sup>1</sup> 數字是指每百名人口計算的第三代／四代公共流動電話用戶數目。

<sup>1</sup> Figure refers to the number of public mobile subscribers of 3G/4G mobile services per 100 population.

# 第 1 章 資訊及通訊科技業的營運特徵

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

---

### 緒言

1.1 「電子經濟」的出現對資訊及通訊科技貨品和服務的需求開創一股新浪潮。各工商機構紛紛利用新科技引發的優勢，捕捉這新興市場所帶來的發展機遇。在嶄新經濟活動出現的同時，很多現有的公司為抓緊這些新機遇而將其業務策略重新定位。

1.2 資訊及通訊科技產品是指那些主要透過電子方式達致資訊處理和通訊（包括傳輸和顯示）功能的貨品和服務。「資訊及通訊科技業」是一組從事製造與經銷資訊及通訊科技貨品（例如：電訊設備及電腦，以及這些設備的組件及零件），以及提供資訊及通訊科技服務（例如：電訊網絡營運及互聯網接達服務）的行業的統稱。

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

### Introduction

1.1 Emergence of the “e-Economy” has opened up a new wave of demand for information and communication technology (ICT) goods and services. Businesses taking advantage of the new technology come forth to capture the opportunities brought about by this emerging market. New economic activities take form, while many existing companies re-orientate their business strategies to capitalise on these new opportunities.

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

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

## 資訊及通訊科技業的營運特徵

1.4 在 2015 年，資訊及通訊科技業約有 17 400 間商業機構。資訊及通訊科技業的就業人數約為 130 700 人，佔 2015 年香港總就業人數的 3.5%。資訊及通訊科技業就業人數的數字，包括了專業及技術人員（例如：網絡工程師、技術員、程式員、網站設計師、資訊科技專業人員等）及其他職系的人員（例如：文書和會計人員）。同樣地，資訊及通訊科技業的機構雖然是以供應資訊及通訊科技貨品及服務為主，但亦可能同時供應小量的非資訊及通訊科技的產品或服務。（表 1.1）

1.5 在 2015 年，資訊及通訊科技業的增加價值為 1,320 億元，佔以基本價格計算的本地生產總值的 5.7%。資訊及通訊科技的增加價值在 2015 年較上年下跌 1.2%。（表 1.1）

1.6 在 2015 年，從事經銷資訊及通訊科技產品的行業佔資訊及通訊科技業的整體增加價值的 51.4%，有關百分比高於提供資訊及通訊科技服務的行業（48.3%）。以就業人數而言，相應的比重分別為 43.6% 及 54.8%。（圖 1.1 及 1.2）

## 資訊及通訊科技業的研究與發展（研發）

1.7 資訊及通訊科技業由技術密集的行業所組成，而這些行業用於研究與發展（研發）活動的開支十分龐大。在 2015 年，資訊及通訊科技業的工商機構在研發方面的總開支（包括經常開支和資本開支）達 40 億元，佔工商機構研發總開支的比例達 49.6%。（表 1.2）

## Operating Characteristics of the ICT Sector

1.4 In 2015, there were some 17 400 business establishments engaged in the ICT sector. Around 130 700 persons were engaged in the sector, representing 3.5% of the total employment in Hong Kong in 2015. It should be noted that figures on the number of persons engaged in the ICT sector include professional and technical personnel (e.g. network engineer, technician, programmer, web portal designer, information technology professional etc.) and personnel in other occupations (e.g. clerical and accounting staff). By the same token, establishments in the ICT sector may also supply a small amount of non-ICT products or services so long as ICT goods and services are their main line of business. (Table 1.1)

1.5 In 2015, the value added of the ICT sector amounted to \$132.0 billion, representing 5.7% of the Gross Domestic Product (GDP) at basic prices. The value added of the ICT sector in 2015 decreased by 1.2% from a year earlier. (Table 1.1)

1.6 In 2015, industries engaged in the distribution of ICT products accounted for 51.4% of the total value added of the ICT sector, higher than the 48.3% for those engaged in the provision of ICT services. The corresponding shares in terms of employment were 43.6% and 54.8% respectively. (Charts 1.1 and 1.2)

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

1.7 The ICT sector comprises technology intensive industries with substantial expenditure on research and development (R&D) activities. In 2015, business establishments in the ICT sector incurred a total expenditure of \$4.0 billion (including current and capital expenditure) on R&D. This represented a substantial proportion of 49.6% of the total R&D expenditure in the business sector as a whole. (Table 1.2)

1.8 在 2015 年，資訊及通訊科技業的研發人員數目（以「相當於全日制的人數」計算）約為 7 200 人，佔工商業整體研發人員數目的 58.7%。（表 1.2）

## 電訊服務

1.9 完善的電訊基礎設施對提供本港高效能及可靠的電訊服務尤其重要。香港的電訊服務正朝著以互聯網為基礎而建立的固定和流動網絡提供服務。傳統的話音通訊服務正不斷被互聯網通訊服務所取代。

1.10 在 2016 年，香港有 25 間本地固定網絡營辦商<sup>1</sup>和 4 間流動網絡營辦商。另外，本港亦有 263 間電訊持牌機構獲授權提供對外電訊服務。（表 1.3）

1.11 在 2016 年，香港有 226 間電訊持牌機構獲授權提供互聯網接達服務。根據「經濟活動按年統計調查」的結果，互聯網服務供應商於 2015 年的互聯網相關業務收益為 150 億元，當中 66.2% 的業務收益來自其所提供的基本互聯網接駁服務。（表 1.3 及 1.4）

1.8 In 2015, the number of R&D personnel (expressed in terms of full-time equivalent) in the ICT sector was about 7 200, accounting for 58.7% of the total number of R&D personnel in the business sector as a whole. (Table 1.2)

## Telecommunications Services

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

1.10 In 2016, there were 25 local fixed network operators<sup>1</sup> and 4 mobile network operators. There were also 263 telecommunications licensees authorised to provide external telecommunications services. (Table 1.3)

1.11 In 2016, there were 226 telecommunications licensees authorised to provide Internet access services in Hong Kong. According to the results of Annual Survey of Economic Activities, the Internet service providers generated \$15.0 billion of business receipts from Internet related services in 2015, of which 66.2% were generated from the provision of basic Internet connection services. (Tables 1.3 and 1.4)

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

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

## 其他有關刊物

工業的業務表現及營運特色的主要統計數字

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

資訊及通訊、金融及保險、專業及商用服務業的業務表現及營運特色的主要統計數字

香港創新活動統計

## Further References

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

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

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

*Hong Kong Innovation Activities Statistics*



**表 1.1 有關資訊及通訊科技業的主要統計數字**

**Table 1.1 Key statistics on the information and communication technology sector**

	2008	2010	2011	2012	2013	2014	2015
機構單位數目 Number of establishments	14 458 -	15 366 (+0.2)	17 244 (+12.2)	16 804 (-2.5)	17 058 (+1.5)	16 511 (-3.2)	17 435 (+5.6)
就業人數 Number of persons engaged	103 107 -	122 383 (+7.1)	133 101 (+8.8)	129 495 (-2.7)	129 780 (+0.2)	129 535 (-0.2)	130 657 (+0.9)
每間機構單位的平均就業人數 Average number of persons engaged per establishment	7.1	8.0	7.7	7.7	7.6	7.8	7.5
就業人數相對於整體工作人口的百分比 (%) Number of persons engaged as a percentage of overall employed population (%)	2.9	3.5	3.7	3.5	3.5	3.5	3.5
業務收益及其他收入（十億港元） Business receipts and other income (HK\$ billion)	913.9 -	1,260.6 (+26.4)	1,458.4 (+15.7)	1,253.8 (-14.0)	1,693.4 (+35.1)	1,570.7 (-7.2)	1,581.0 (+0.7)
增加價值（十億港元） Value added (HK\$ billion)	80.8 -	95.0 (+35.3)	115.4 (+21.4)	124.1 (+7.6)	139.3 (+12.2)	133.7 (-4.0)	132.0 (-1.2)
以基本價格計算的本地生產總值內所佔比率 <sup>(1)</sup> (%) Contribution to Gross Domestic Product (GDP) at basic prices <sup>(1)</sup> (%)	5.0	5.5	6.1	6.2	6.6	6.1	5.7
僱員薪酬（十億港元） Compensation of employees (HK\$ billion)	30.8 -	37.5 (+10.8)	42.9 (+14.2)	45.8 (+6.8)	47.2 (+3.1)	46.8 (-0.8)	48.3 (+3.2)
盈餘總額（十億港元） Gross surplus (HK\$ billion)	49.2 -	61.5 (+47.5)	73.2 (+19.0)	80.0 (+9.2)	99.3 (+24.1)	93.6 (-5.7)	90.5 (-3.3)
固定資產的買賣淨值（十億港元） Gross additions to fixed assets (HK\$ billion)	15.2 -	10.9 (+79.0)	11.3 (+4.1)	10.3 (-8.7)	10.2 (-1.5)	13.5 (+32.6)	11.2 (-17.0)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 本地生產總值的數字是 2017 年 5 月發表的最新數據。

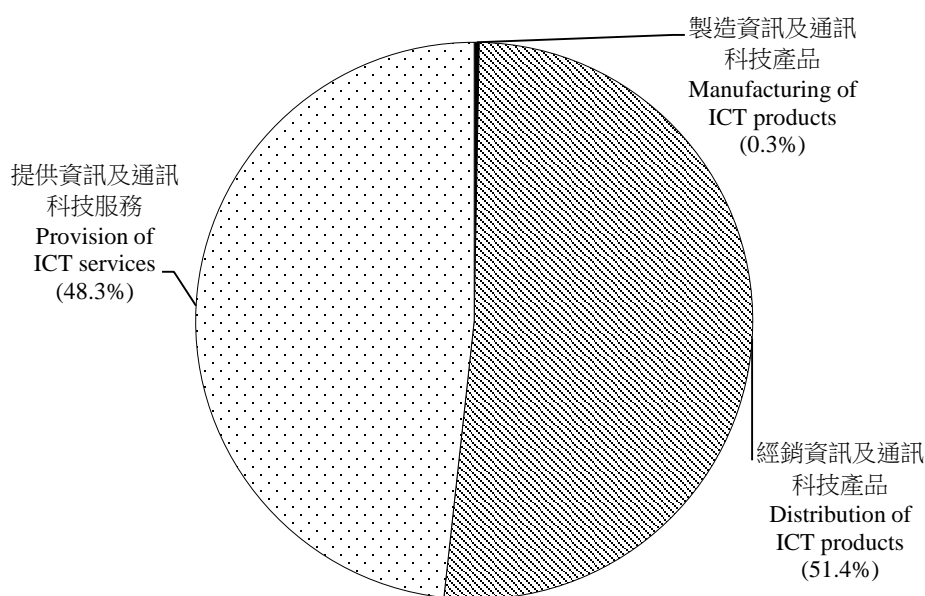
Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Figures on GDP refer to the latest statistics released in May 2017.

資料來源： 政府統計處科技統計組

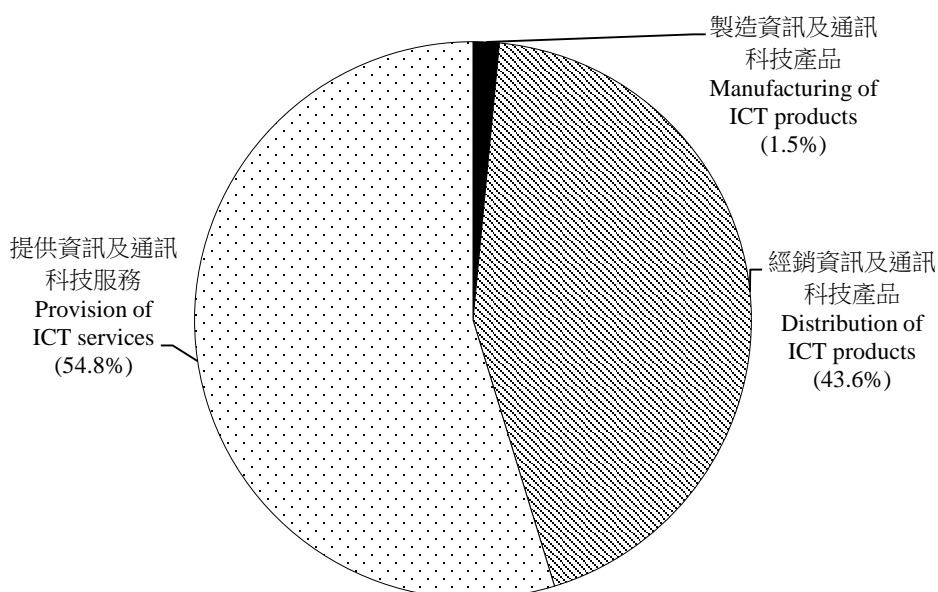
Source: Science and Technology Statistics Section, Census and Statistics Department

**圖 1.1 2015 年按經濟活動劃分的資訊及通訊科技業增加價值分布**  
**Chart 1.1 Distribution of value added of the information and communication technology (ICT) sector by economic activity in 2015**



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

**圖 1.2 2015 年按經濟活動劃分的資訊及通訊科技業就業人數分布**  
**Chart 1.2 Distribution of number of persons engaged in the information and communication technology (ICT) sector by economic activity in 2015**



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

**表 1.2 資訊及通訊科技業的研究及發展（研發）活動**

**Table 1.2 Research and development (R&D) activities in the information and communication technology (ICT) sector**

	2008	2010	2011	2012	2013	2014	2015
資訊及通訊科技業的研發總開支 <sup>(1)</sup> （百萬港元）	2,697	2,932	3,100	3,416	3,767	3,867	3,961
Total R&D expenditure <sup>(1)</sup> in ICT sector (HK\$ million)	-	(+13.8)	(+5.7)	(+10.2)	(+10.3)	(+2.7)	(+2.4)
佔工商機構的研發總開支的百分比	51.2	50.8	50.1	51.4	53.7	52.0	49.6
As a % of total R&D expenditure in the business sector							
資訊及通訊科技業的研發人員數目 <sup>(2)</sup>	5 770	5 907	5 911	6 344	6 215	7 139	7 173
Number of R&D personnel <sup>(2)</sup> in ICT sector	-	(+13.4)	(+0.1)	(+7.3)	(-2.0)	(+14.9)	(+0.5)
佔工商機構的研發人員數目的百分比	56.2	54.2	53.4	55.7	54.3	58.8	58.7
As a % of total number of R&D personnel in the business sector							

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 包括本地機構為本身及／或為其他機構進行的研發活動開支。

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

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

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

(2) In depicting the actual amount of manpower resources deployed to R&D activities, figures on R&D personnel are expressed in full-time equivalent (FTE), which is estimated on the basis of the total number of man-years devoted to R&D activities during the reference year.

資料來源： 政府統計處科技統計組

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

**表 1.3 電訊業營辦商的數目**

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

	2006	2011	2012	2013	2014	2015	2016
本地固定網絡營辦商數目 <sup>(1)</sup>	12	17	18	21	21	25	25
Number of local fixed network operators <sup>(1)</sup>							
流動網絡營辦商	5	5	5	5	4	4	4
Number of mobile network operators							
對外電訊服務營辦商數目 <sup>(2)</sup>	289	301	286	282	269	270	263
Number of external telecommunications service operators <sup>(2)</sup>	(+10.7)	(-5.9)	(-5.0)	(-1.4)	(-4.6)	(+0.4)	(-2.6)
持牌互聯網服務供應商數目	199	185	186	197	201	215	226
Number of licensed Internet service providers	(+0.5)	(+0.5)	(+0.5)	(+5.9)	(+2.0)	(+7.0)	(+5.1)

註釋： 括號內的數字是與上年比較的變動百分率。

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

(2) 對外電訊服務營辦商包括設施為本的對外固定網絡營辦商及服務為本的對外電訊營辦商。前者是指經營者建立自己的網絡，用於提供對外電訊服務。而後者則指電訊服務供應商，依靠設施為本的對外固定網絡營辦商所提供的固定網絡來提供電訊服務。服務為本的對外電訊營辦商可設立一些設施，如建築物及租用土地內的斷路器、路由器、伺服器以提供電訊服務。

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

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

(2) The external telecommunications service operators include facility-based external fixed network operators and service-based external telecommunications service operators. The former refer to operators which establish their own networks for the provision of external telecommunications services. As for the latter, they refer to telecommunications service providers which rely on the fixed networks established by facility-based operators to provide their own telecommunications services. Service-based external telecommunications operators may establish some facilities such as switches, routers, servers within buildings and leased land for the provision of telecommunications services.

資料來源： 通訊事務管理局辦公室

Source: Office of the Communications Authority

表 1.4 按所提供的服務類別劃分的互聯網服務供應商的業務收益

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

							百萬港元 HK\$ million
所提供的服務類別 Type of services provided	2005	2010	2011	2012	2013	2014	2015
基本接駁服務 <sup>(1)</sup>	3,686	8,390	9,110	8,411	9,163	8,076	9,952
Basic connection services <sup>(1)</sup>	(-19.4)	(+19.2)	(+8.6)	(-7.7)	(+8.9)	(-11.9)	(+23.2)
	[89.4]	[81.7]	[70.7]	[69.5]	[57.5]	[53.6]	[66.2]
廣告及儲存網站服務	51	668	634	504	1,771	2,169	1,621
Advertising and website hosting services	(-36.4)	(+102.4)	(-5.1)	(-20.5)	(+251.1)	(+22.5)	(-25.3)
	[1.2]	[6.5]	[4.9]	[4.2]	[11.1]	[14.4]	[10.8]
其他服務	386	1,205	3,135	3,195	4,997	4,828	3,468
Other services	(+4.8)	(+68.6)	(+160.1)	(+1.9)	(+56.4)	(-3.4)	(-28.2)
	[9.4]	[11.7]	[24.3]	[26.4]	[31.4]	[32.0]	[23.1]
總計	4,123	10,263	12,878	12,110	15,931	15,073	15,040
Total	(-17.9)	(+26.9)	(+25.5)	(-6.0)	(+31.5)	(-5.4)	(-0.2)
	[100.0]	[100.0]	[100.0]	[100.0]	[100.0]	[100.0]	[100.0]

註釋：圓括號內的數字是與上年比較的變動百分率。

方括號內的數字是佔個別總計的百分比。

(1) 包括撥號線路／直駁專線／寬頻賬戶，不包括入會／登記／開戶服務。

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

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

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

資料來源：政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

## 第 2 章 資訊及通訊科技貨品的進出口情況

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

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#### 緒言

2.1 資訊及通訊科技貨品的分類主要是參考聯合國貿易和發展會議以及經濟合作與發展組織所倡議的國際指引而制定。基本上，資訊及通訊科技貨品是指那些透過電子方式達致資訊處理和通訊（包括傳輸和顯示）功能，或採用電子處理模式來進行檢測、測量及／或記錄實質現象，或控制一個實質程序的貨品。資訊及通訊科技貨品包括下列類別：(i) 電訊設備、(ii) 電腦及相關設備、(iii) 電子組件、(iv) 影音設備；及(v) 其他資訊及通訊科技貨品。

2.2 香港是區內一個資訊及通訊科技貨品貿易的主要中介中心。本章展示在 2006 年至 2016 年期間，香港資訊及通訊科技貨品的進口及出口趨勢和發展。由 2007 年 1 月起，電訊設備的涵蓋範圍已修訂。因此，該類貨品於 2007 年及以後的貿易數字不能與較前年份的數字作嚴格比較。

#### Introduction

2.1 The classification of information and communication technology (ICT) goods mainly follows the international guidelines promulgated by the United Nations Conference on Trade and Development (UNCTAD) and the Organisation for Economic Co-operation and Development (OECD). Primarily, ICT goods are those that are either intended to fulfill the functions of information processing and communication (including transmission and display) by electronic means or which use electronic processing to detect, measure and/or record physical phenomena, or to control a physical process. ICT goods are grouped into the following categories: (i) telecommunications equipment, (ii) computer and related equipment, (iii) electronic components, (iv) audio and video equipment, and (v) other ICT goods.

2.2 Hong Kong is a major intermediary centre for trading of ICT goods in the region. This Chapter highlights the trend and developments in imports and exports of ICT goods in Hong Kong during the period from 2006 to 2016. As from January 2007, the coverage of telecommunications equipment has been revised and the trade figures as from 2007 are not strictly comparable with those in previous years.

## 概要

2.3 過去十年，香港的資訊及通訊科技貨品的對外貿易增長強勁。在 2006 年至 2016 年期間，資訊及通訊科技貨品的進口貨值平均每年增長 7.6%，高於所有商品進口總貨值的相應增長率（4.4%）。同期間，資訊及通訊科技貨品的整體出口（包括港產品出口及轉口）貨值平均每年增長 7.5%，亦高於所有商品整體出口總貨值的相應增長率（3.8%）。在 2016 年，資訊及通訊科技貨品的進口貨值為 22,705 億元，佔所有商品進口總貨值的 56.6%。資訊及通訊科技貨品的整體出口貨值在 2016 年則為 21,778 億元，佔所有商品整體出口總貨值的 60.7%。（表 2.1）

## 電訊設備

2.4 在 2016 年，香港的電訊設備進口貨值為 5,469 億元。同年，電訊設備的整體出口貨值為 5,352 億元。（表 2.1 及 2.2）

2.5 在 2016 年，中國內地（內地）為香港最主要的電訊設備供應地，佔電訊設備進口總值的 85.0%。第二及第三的主要供應地是美國和日本，分別佔總值的 5.3% 和 2.2%。（表 2.2）

2.6 內地、美國和印度為香港電訊設備整體出口的最大三個目的地，分別佔總值的 35.7%、8.9% 和 7.4%。（表 2.2）

## Overview

2.3 The growth of Hong Kong's external trade in ICT goods was phenomenal over the past decade. The value of imports of ICT goods increased at an average rate of 7.6% per annum between 2006 and 2016, faster than the corresponding growth of 4.4% for the overall value of imports of all goods. Over the same period, the value of total exports (including domestic exports and re-exports) of ICT goods increased at an average rate of 7.5% per annum, also faster than the corresponding growth of 3.8% for the overall value of total exports of all goods. In 2016, imports of ICT goods amounted to \$2,270.5 billion, accounting for 56.6% of the overall value of imports of all goods. The value of total exports of ICT goods reached \$2,177.8 billion in 2016, representing 60.7% of the overall value of total exports of all goods. (Table 2.1)

## Telecommunications Equipment

2.4 In 2016, the value of Hong Kong's imports of telecommunications equipment amounted to \$546.9 billion. In the same year, the value of total exports of telecommunications equipment was \$535.2 billion. (Tables 2.1 and 2.2)

2.5 The mainland of China (the Mainland) was the major supplier, accounting for 85.0% of Hong Kong's total imports of telecommunications equipment in 2016. The second and third major suppliers were the United States of America (USA) and Japan, accounting for 5.3% and 2.2% respectively of the total. (Table 2.2)

2.6 The Mainland, the USA and India were the three largest destinations of Hong Kong's total exports of telecommunications equipment, accounting for 35.7%, 8.9% and 7.4% respectively of the total. (Table 2.2)

## 電腦及相關設備

2.7 在 2016 年，香港的電腦及相關設備進口貨值為 3,250 億元。同年，電腦及相關設備的整體出口貨值為 3,629 億元。（表 2.1 及 2.3）

2.8 在 2016 年，進口香港的電腦及相關設備中有 68.0% 來自內地。第二及第三的主要供應地是泰國和日本，分別佔總值的 5.9% 和 5.3%。（表 2.3）

2.9 在 2016 年，香港電腦及相關設備整體出口的最大目的地是內地，佔總值的 56.0%。第二及第三主要目的地是美國和日本，分別佔總值的 9.1% 和 4.8%。（表 2.3）

## 電子組件

2.10 在 2016 年，香港的電子組件進口及整體出口貨值分別達 12,688 億元及 11,446 億元。（表 2.1 及 2.4）

2.11 在 2016 年，香港進口的電子組件的首三個供應地依次是內地、台灣及新加坡，分別佔電子組件進口總值的 34.5%、17.2% 及 14.2%。（表 2.4）

2.12 在 2016 年，香港電子組件整體出口的最大目的地是內地，佔總值的 81.9%。其次是台灣和美國，各佔總值的 2.4%。（表 2.4）

## Computer and Related Equipment

2.7 In 2016, the value of Hong Kong's imports of computer and related equipment was \$325.0 billion. In the same year, the value of total exports of computer and related equipment was \$362.9 billion. (Tables 2.1 and 2.3)

2.8 In 2016, 68.0% of Hong Kong's imports of computer and related equipment was supplied by the Mainland. The second and third major suppliers were Thailand and Japan, accounting for 5.9% and 5.3% respectively of the total. (Table 2.3)

2.9 In 2016, the Mainland was the largest destination of Hong Kong's total exports of computer and related equipment, accounting for 56.0% of the total. The second and third major destinations were the USA and Japan, accounting for 9.1% and 4.8% respectively of the total. (Table 2.3)

## Electronic Components

2.10 In 2016, the values of Hong Kong's imports and total exports of electronic components reached \$1,268.8 billion and \$1,144.6 billion respectively. (Tables 2.1 and 2.4)

2.11 In 2016, the top three suppliers of Hong Kong's imports of electronic components were the Mainland, Taiwan and Singapore. They accounted for 34.5%, 17.2% and 14.2% of the total value of imports of electronic components respectively. (Table 2.4)

2.12 In 2016, the Mainland was the largest destination of Hong Kong's total exports of electronic components, accounting for 81.9% of the total, followed by Taiwan and the USA, each accounting for 2.4% of the total. (Table 2.4)



## 影音設備

2.13 在 2016 年，香港的影音設備進口貨值為 927 億元。同年，影音設備的整體出口貨值為 838 億元。(表 2.1 及 2.5)

2.14 香港進口的影音設備主要來自內地。在 2016 年，來自內地的影音設備佔總值的 66.6%。第二和第三主要供應地是台灣和日本，分別佔總值的 9.6% 和 4.1%。(表 2.5)

2.15 在 2016 年，香港影音設備整體出口的最大兩個目的地是內地和美國，分別佔總值的 36.8% 和 18.8%。第三大目的地是日本，佔總值的 6.3%。(表 2.5)

## 其他資訊及通訊科技貨品

2.16 就香港的情況而言，其他資訊及通訊科技貨品主要包括辦公室機器及設備、醫療設備、工業工序控制設備，以及量度、檢查、測試和導航儀器等。在 2016 年，香港的其他資訊及通訊科技貨品的進口及整體出口貨值分別為 371 億元及 513 億元。(表 2.1 及 2.6)

2.17 在 2016 年，香港進口的其他資訊及通訊科技貨品的首三個供應地依次是內地、美國及德國，分別佔其他資訊及通訊科技貨品進口總值的 50.3%、12.6% 及 8.9%。(表 2.6)

2.18 在 2016 年，香港其他資訊及通訊科技貨品整體出口的最大目的地是內地，佔總值的 66.8%。第二及第三主要目的地是美國及日本，分別佔總值的 8.4% 和 2.8%。(表 2.6)

## Audio and Video Equipment

2.13 In 2016, the value of Hong Kong's imports of audio and video equipment amounted to \$92.7 billion. In the same year, the value of total exports of audio and video equipment was \$83.8 billion. (Tables 2.1 and 2.5)

2.14 The most important supplier of Hong Kong's imports of audio and video equipment was the Mainland. In 2016, the share of the Mainland was 66.6%. The second and third major suppliers were Taiwan and Japan, accounting for 9.6% and 4.1% respectively of the total. (Table 2.5)

2.15 In 2016, the Mainland and the USA were the two largest destinations of Hong Kong's total exports of audio and video equipment, accounting for 36.8% and 18.8% of the total respectively. The third largest destination was Japan, accounting for 6.3% of the total. (Table 2.5)

## Other ICT Goods

2.16 In the case of Hong Kong, other ICT goods mainly cover office machinery and equipment, medical equipment, industrial process control equipment, and appliances for measuring, checking, testing and navigating, etc. In 2016, the values of Hong Kong's imports and total exports of other ICT goods were \$37.1 billion and \$51.3 billion respectively. (Tables 2.1 and 2.6)

2.17 In 2016, the top three suppliers of Hong Kong's imports of other ICT goods were the Mainland, the USA and Germany. They accounted for 50.3%, 12.6% and 8.9% respectively of the total value of imports of other ICT goods. (Table 2.6)

2.18 In 2016, the Mainland was the largest destination of Hong Kong's total exports of other ICT goods, accounting for 66.8% of the total. The second and third major destinations were the USA and Japan, accounting for 8.4% and 2.8% respectively of the total. (Table 2.6)

## 其他有關刊物

香港對外商品貿易（月刊）

香港商品貿易統計：進口（月刊）

香港商品貿易統計：港產品出口及轉口（月刊）

香港商品貿易統計：周年附刊 — 進口（年刊）

香港商品貿易統計：周年附刊 — 港產品出口及轉口（年刊）

## Further References

*Hong Kong External Merchandise Trade (Monthly)*

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

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

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

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

表 2.1 整體資訊及通訊科技貨品的進口及整體出口

Table 2.1 Imports and total exports of all information and communication technology goods

	百萬港元 HK\$ million						
	2006	2011	2012	2013	2014	2015	2016
進口 <sup>(1)</sup>	1,089,069	1,739,703	1,887,163	2,005,200	2,171,582	2,200,325	2,270,524
Imports <sup>(1)</sup>	(+16.7)	(+9.6)	(+8.5)	(+6.3)	(+8.3)	(+1.3)	(+3.2)
電訊設備 <sup>(1)</sup>	114,704	309,833	388,405	451,931	499,778	563,883	546,931
Telecommunications equipment <sup>(1)</sup>	(+26.1)	(+28.7)	(+25.4)	(+16.4)	(+10.6)	(+12.8)	(-3.0)
電腦及相關設備	268,290	363,237	417,891	407,497	375,323	351,014	324,962
Computer and related equipment	(+16.0)	(+9.9)	(+15.0)	(-2.5)	(-7.9)	(-6.5)	(-7.4)
電子組件	554,470	883,785	894,079	978,942	1,144,994	1,149,116	1,268,795
Electronic components	(+21.2)	(+5.0)	(+1.2)	(+9.5)	(+17.0)	(+0.4)	(+10.4)
影音設備	129,483	145,275	146,256	130,529	115,278	100,835	92,717
Audio and video equipment	(-2.6)	(+2.5)	(+0.7)	(-10.8)	(-11.7)	(-12.5)	(-8.1)
其他資訊及通訊科技貨品	22,122	37,574	40,533	36,302	36,209	35,478	37,119
Other ICT goods	(+9.0)	(+13.3)	(+7.9)	(-10.4)	(-0.3)	(-2.0)	(+4.6)
佔所有商品進口總貨值的百分比	41.9	46.2	48.2	49.4	51.5	54.4	56.6
As a % of overall value of imports of all goods							
整體出口 <sup>(1)(2)</sup>	1,056,333	1,672,068	1,788,570	1,909,027	2,039,182	2,102,630	2,177,777
Total exports <sup>(1)(2)</sup>	(+14.9)	(+10.0)	(+7.0)	(+6.7)	(+6.8)	(+3.1)	(+3.6)
電訊設備 <sup>(1)</sup>	80,283	326,071	378,170	466,757	496,639	535,975	535,151
Telecommunications equipment <sup>(1)</sup>	(+23.8)	(+20.4)	(+16.0)	(+23.4)	(+6.4)	(+7.9)	(-0.2)
電腦及相關設備	290,570	386,369	428,330	399,167	398,877	386,508	362,914
Computer and related equipment	(+10.7)	(+14.0)	(+10.9)	(-6.8)	(-0.1)	(-3.1)	(-6.1)
電子組件	495,661	785,498	806,983	884,126	995,172	1,040,857	1,144,607
Electronic components	(+23.4)	(+6.4)	(+2.7)	(+9.6)	(+12.6)	(+4.6)	(+10.0)
影音設備	162,778	126,629	121,607	105,712	93,708	87,352	83,840
Audio and video equipment	(-0.5)	(-3.9)	(-4.0)	(-13.1)	(-11.4)	(-6.8)	(-4.0)
其他資訊及通訊科技貨品	27,042	47,502	53,480	53,265	54,787	51,937	51,264
Other ICT goods	(+0.5)	(+17.0)	(+12.6)	(-0.4)	(+2.9)	(-5.2)	(-1.3)
佔所有商品整體出口總貨值的百分比	42.9	50.1	52.1	53.6	55.5	58.3	60.7
As a % of overall value of total exports of all goods							

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 由 2007 年 1 月起，電訊設備的涵蓋範圍已修訂。在本表內，2007 年及以後的電訊設備貿易數字不可與較前年份的數字作嚴格比較。

(2) 商品整體出口包括港產品出口和轉口。

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

(1) As from January 2007, the coverage of telecommunications equipment has been revised. In this table, trade figures of telecommunications equipment as from 2007 are not strictly comparable with those in previous years.

(2) Total exports of goods comprise domestic exports and re-exports.

資料來源：政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.2 電訊設備按主要供應地劃分的進口及按主要目的地劃分的出口<sup>(1)</sup>

Table 2.2 Imports by main supplier and exports by main destination of telecommunications equipment<sup>(1)</sup>

百萬港元

HK\$ million

	2006	2011	2012	2013	2014	2015	2016
進口	114,704	309,833	388,405	451,931	499,778	563,883	546,931
Imports	(+26.1)	(+28.7)	(+25.4)	(+16.4)	(+10.6)	(+12.8)	(-3.0)
中國內地	69,076	221,308	281,149	341,121	397,620	477,701	464,702
The mainland of China	(+33.9)	(+25.8)	(+27.0)	(+21.3)	(+16.6)	(+20.1)	(-2.7)
美國	3,298	13,473	13,552	24,611	28,033	27,010	29,017
United States of America	(+25.6)	(+24.3)	(+0.6)	(+81.6)	(+13.9)	(-3.6)	(+7.4)
日本	2,456	11,143	13,665	10,746	12,568	10,897	11,808
Japan	(-5.0)	(+6.4)	(+22.6)	(-21.4)	(+16.9)	(-13.3)	(+8.4)
整體出口	80,283	326,071	378,170	466,757	496,639	535,975	535,151
Total exports	(+23.8)	(+20.4)	(+16.0)	(+23.4)	(+6.4)	(+7.9)	(-0.2)
中國內地	13,023	133,152	168,442	225,539	212,849	211,916	190,869
The mainland of China	(-16.6)	(+27.0)	(+26.5)	(+33.9)	(-5.6)	(-0.4)	(-9.9)
美國	20,990	33,432	39,327	40,446	45,353	48,379	47,864
United States of America	(+56.3)	(-7.8)	(+17.6)	(+2.8)	(+12.1)	(+6.7)	(-1.1)
印度	1,393	18,273	19,447	22,699	28,766	38,208	39,725
India	(+14.5)	(+20.0)	(+6.4)	(+16.7)	(+26.7)	(+32.8)	(+4.0)
港產品出口	166	2,397	330	132	181	257	174
Domestic exports	(§§)	(-76.4)	(-86.2)	(-60.2)	(+37.8)	(+41.9)	(-32.5)
中國內地	27	268	254	93	79	185	106
The mainland of China	(-50.5)	(-66.2)	(-5.3)	(-63.5)	(-14.5)	(+133.2)	(-42.7)
阿拉伯聯合酋長國	§	10	1	2	3	15	28
United Arab Emirates	(†)	(-59.7)	(-94.6)	(+216.0)	(+81.8)	(+402.1)	(+83.8)
美國	16	858	49	15	37	25	15
United States of America	(+632.7)	(-72.2)	(-94.3)	(-68.2)	(+138.7)	(-33.5)	(-37.8)
轉口	80,117	323,673	377,840	466,626	496,458	535,718	534,978
Re-exports	(+23.9)	(+24.2)	(+16.7)	(+23.5)	(+6.4)	(+7.9)	(-0.1)
中國內地	12,995	132,883	168,188	225,446	212,769	211,731	190,763
The mainland of China	(-16.5)	(+27.7)	(+26.6)	(+34.0)	(-5.6)	(-0.5)	(-9.9)
美國	20,974	32,574	39,279	40,430	45,316	48,355	47,849
United States of America	(+56.2)	(-1.8)	(+20.6)	(+2.9)	(+12.1)	(+6.7)	(-1.0)
印度	1,393	18,151	19,446	22,698	28,765	38,206	39,725
India	(+14.5)	(+24.0)	(+7.1)	(+16.7)	(+26.7)	(+32.8)	(+4.0)

註釋： 括號內的數字是與上年比較的變動百分率。

§ 少於 500,000 港元。

§§ 表示變動百分率在增減 0.05% 以內。

† 表示增幅大於 999.9%。

(1) 由 2007 年 1 月起，電訊設備的涵蓋範圍已修訂。在本表內，2007 年及以後的貿易數字不可與較前年份的數字作嚴格比較。

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

§ Less than HK\$ 0.5 million.

§§ Denotes changes within +/- 0.05%.

† Denotes increase of over 999.9%.

(1) As from January 2007, the coverage of telecommunications equipment has been revised. In this table, trade figures as from 2007 are not strictly comparable with those in previous years.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.3 電腦及相關設備按主要供應地劃分的進口及按主要目的地劃分的出口

Table 2.3 Imports by main supplier and exports by main destination of computer and related equipment

百萬港元

HK\$ million

	2006	2011	2012	2013	2014	2015	2016
進口	268,290	363,237	417,891	407,497	375,323	351,014	324,962
Imports	(+16.0)	(+9.9)	(+15.0)	(-2.5)	(-7.9)	(-6.5)	(-7.4)
中國內地	127,412	236,520	285,333	275,498	252,798	239,504	220,895
The mainland of China	(+21.2)	(+17.6)	(+20.6)	(-3.4)	(-8.2)	(-5.3)	(-7.8)
泰國	12,865	19,176	21,085	22,464	25,108	22,373	19,209
Thailand	(+44.0)	(-3.2)	(+10.0)	(+6.5)	(+11.8)	(-10.9)	(-14.1)
日本	20,726	28,393	27,814	24,429	19,143	16,840	17,316
Japan	(+9.4)	(+2.9)	(-2.0)	(-12.2)	(-21.6)	(-12.0)	(+2.8)
整體出口	290,570	386,369	428,330	399,167	398,877	386,508	362,914
Total exports	(+10.7)	(+14.0)	(+10.9)	(-6.8)	(-0.1)	(-3.1)	(-6.1)
中國內地	165,706	259,902	294,510	266,113	257,437	227,730	203,187
The mainland of China	(+17.9)	(+12.2)	(+13.3)	(-9.6)	(-3.3)	(-11.5)	(-10.8)
美國	25,525	21,229	25,910	23,719	28,639	32,222	33,194
United States of America	(-0.3)	(+8.8)	(+22.0)	(-8.5)	(+20.7)	(+12.5)	(+3.0)
日本	13,610	13,501	16,151	14,715	13,642	15,398	17,381
Japan	(+30.1)	(+12.0)	(+19.6)	(-8.9)	(-7.3)	(+12.9)	(+12.9)
港產品出口	19,321	2,391	3,058	1,675	850	413	388
Domestic exports	(+43.1)	(+108.9)	(+27.9)	(-45.2)	(-49.2)	(-51.4)	(-6.1)
中國內地	1,339	618	556	448	571	246	212
The mainland of China	(+38.8)	(+24.5)	(-10.0)	(-19.3)	(+27.5)	(-56.9)	(-13.8)
美國	4,209	997	2,037	726	110	65	69
United States of America	(+27.3)	(+965.8)	(+104.2)	(-64.4)	(-84.9)	(-40.5)	(+5.9)
日本	1,888	140	112	195	24	8	21
Japan	(+33.8)	(+105.5)	(-20.2)	(+74.0)	(-87.9)	(-67.0)	(+165.2)
轉口	271,248	383,978	425,272	397,492	398,026	386,094	362,526
Re-exports	(+9.0)	(+13.7)	(+10.8)	(-6.5)	(+0.1)	(-3.0)	(-6.1)
中國內地	164,367	259,284	293,954	265,665	256,865	227,484	202,975
The mainland of China	(+17.7)	(+12.2)	(+13.4)	(-9.6)	(-3.3)	(-11.4)	(-10.8)
美國	21,316	20,232	23,873	22,993	28,530	32,156	33,125
United States of America	(-4.4)	(+4.2)	(+18.0)	(-3.7)	(+24.1)	(+12.7)	(+3.0)
日本	11,722	13,361	16,039	14,520	13,619	15,390	17,360
Japan	(+29.5)	(+11.4)	(+20.0)	(-9.5)	(-6.2)	(+13.0)	(+12.8)

註釋： 括號內的數字是與上年比較的變動百分率。

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

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.4 電子組件按主要供應地劃分的進口及按主要目的地劃分的出口

Table 2.4 Imports by main supplier and exports by main destination of electronic components

百萬港元

HK\$ million

	2006	2011	2012	2013	2014	2015	2016
進口	554,470	883,785	894,079	978,942	1,144,994	1,149,116	1,268,795
Imports	(+21.2)	(+5.0)	(+1.2)	(+9.5)	(+17.0)	(+0.4)	(+10.4)
中國內地	169,376	285,834	298,069	347,493	402,728	413,690	438,318
The mainland of China	(+34.2)	(+6.4)	(+4.3)	(+16.6)	(+15.9)	(+2.7)	(+6.0)
台灣	101,161	135,988	148,496	166,127	201,783	191,573	218,037
Taiwan	(+27.7)	(+4.0)	(+9.2)	(+11.9)	(+21.5)	(-5.1)	(+13.8)
新加坡	68,958	143,107	139,683	143,524	162,601	156,775	179,849
Singapore	(+33.4)	(+5.5)	(-2.4)	(+2.7)	(+13.3)	(-3.6)	(+14.7)
整體出口	495,661	785,498	806,983	884,126	995,172	1,040,857	1,144,607
Total exports	(+23.4)	(+6.4)	(+2.7)	(+9.6)	(+12.6)	(+4.6)	(+10.0)
中國內地	358,425	610,349	637,495	704,172	789,069	844,336	937,695
The mainland of China	(+27.2)	(+6.6)	(+4.4)	(+10.5)	(+12.1)	(+7.0)	(+11.1)
台灣	19,268	26,657	24,726	24,432	25,693	21,478	27,816
Taiwan	(-2.9)	(+3.3)	(-7.2)	(-1.2)	(+5.2)	(-16.4)	(+29.5)
美國	17,506	25,163	23,640	24,953	26,621	26,419	26,905
United States of America	(+24.4)	(+9.8)	(-6.1)	(+5.6)	(+6.7)	(-0.8)	(+1.8)
港產品出口	8,245	3,196	2,611	2,127	1,896	2,105	2,082
Domestic exports	(-40.1)	(-10.9)	(-18.3)	(-18.5)	(-10.9)	(+11.0)	(-1.1)
中國內地	3,745	1,652	1,441	1,276	1,183	1,410	1,364
The mainland of China	(-47.6)	(-12.6)	(-12.8)	(-11.5)	(-7.2)	(+19.1)	(-3.3)
馬來西亞	591	342	276	206	191	200	224
Malaysia	(-17.5)	(+0.1)	(-19.2)	(-25.3)	(-7.5)	(+4.9)	(+11.7)
美國	556	304	259	219	167	174	177
United States of America	(-47.5)	(+17.8)	(-14.7)	(-15.7)	(-23.5)	(+4.0)	(+2.1)
轉口	487,416	782,302	804,372	881,999	993,276	1,038,753	1,142,526
Re-exports	(+25.6)	(+6.5)	(+2.8)	(+9.7)	(+12.6)	(+4.6)	(+10.0)
中國內地	354,680	608,697	636,054	702,897	787,885	842,927	936,331
The mainland of China	(+29.2)	(+6.7)	(+4.5)	(+10.5)	(+12.1)	(+7.0)	(+11.1)
台灣	18,746	26,543	24,652	24,370	25,631	21,440	27,770
Taiwan	(-1.2)	(+3.5)	(-7.1)	(-1.1)	(+5.2)	(-16.3)	(+29.5)
美國	16,950	24,859	23,381	24,734	26,454	26,245	26,728
United States of America	(+30.3)	(+9.7)	(-5.9)	(+5.8)	(+7.0)	(-0.8)	(+1.8)

註釋： 括號內的數字是與上年比較的變動百分率。

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

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.5 影音設備按主要供應地劃分的進口及按主要目的地劃分的出口

Table 2.5 Imports by main supplier and exports by main destination of audio and video equipment

百萬港元

HK\$ million

	2006	2011	2012	2013	2014	2015	2016
進口	129,483	145,275	146,256	130,529	115,278	100,835	92,717
Imports	(-2.6)	(+2.5)	(+0.7)	(-10.8)	(-11.7)	(-12.5)	(-8.1)
中國內地	97,350	97,481	99,453	82,956	71,483	65,699	61,729
The mainland of China	(-1.8)	(-0.7)	(+2.0)	(-16.6)	(-13.8)	(-8.1)	(-6.0)
台灣	2,831	11,122	11,962	13,201	14,068	11,968	8,903
Taiwan	(-6.2)	(+17.4)	(+7.6)	(+10.4)	(+6.6)	(-14.9)	(-25.6)
日本	13,335	10,575	9,267	8,388	7,098	4,557	3,798
Japan	(-16.4)	(-6.5)	(-12.4)	(-9.5)	(-15.4)	(-35.8)	(-16.7)
整體出口	162,778	126,629	121,607	105,712	93,708	87,352	83,840
Total exports	(-0.5)	(-3.9)	(-4.0)	(-13.1)	(-11.4)	(-6.8)	(-4.0)
中國內地	50,504	43,876	42,551	38,924	33,717	31,159	30,857
The mainland of China	(+3.1)	(+1.5)	(-3.0)	(-8.5)	(-13.4)	(-7.6)	(-1.0)
美國	31,733	19,045	17,719	14,918	15,438	16,553	15,795
United States of America	(+8.3)	(-21.9)	(-7.0)	(-15.8)	(+3.5)	(+7.2)	(-4.6)
日本	10,264	11,718	10,728	7,863	6,696	5,339	5,283
Japan	(-20.1)	(+8.7)	(-8.4)	(-26.7)	(-14.8)	(-20.3)	(-1.1)
港產品出口	1,735	320	259	196	102	146	58
Domestic exports	(+5.2)	(-25.3)	(-19.0)	(-24.2)	(-48.2)	(+43.5)	(-60.3)
中國內地	445	153	125	140	81	138	53
The mainland of China	(-6.8)	(-32.6)	(-18.2)	(+11.7)	(-41.7)	(+69.9)	(-61.8)
德國	123	38	37	5	3	§	2
Germany	(-15.9)	(+69.8)	(-4.3)	(-85.4)	(-48.6)	(-100.0)	(†)
美國	263	25	24	8	4	4	2
United States of America	(+79.6)	(+24.0)	(-3.6)	(-66.0)	(-52.0)	(+9.2)	(-64.7)
轉口	161,043	126,309	121,348	105,516	93,606	87,206	83,782
Re-exports	(-0.6)	(-3.9)	(-3.9)	(-13.0)	(-11.3)	(-6.8)	(-3.9)
中國內地	50,059	43,724	42,427	38,784	33,636	31,020	30,804
The mainland of China	(+3.2)	(+1.6)	(-3.0)	(-8.6)	(-13.3)	(-7.8)	(-0.7)
美國	31,470	19,020	17,695	14,910	15,434	16,548	15,793
United States of America	(+7.9)	(-21.9)	(-7.0)	(-15.7)	(+3.5)	(+7.2)	(-4.6)
日本	10,256	11,718	10,728	7,863	6,696	5,339	5,283
Japan	(-20.0)	(+8.7)	(-8.4)	(-26.7)	(-14.8)	(-20.3)	(-1.1)

註釋： 括號內的數字是與上年比較的變動百分率。

§ 少於 500,000 港元。

† 表示增幅大於 999.9%。

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

§ Less than HK\$ 0.5 million.

† Denotes increase of over 999.9%.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

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

百萬港元  
HK\$ million

	2006	2011	2012	2013	2014	2015	2016
<b>進口</b>	22,122	37,574	40,533	36,302	36,209	35,478	37,119
<b>Imports</b>	(+9.0)	(+13.3)	(+7.9)	(-10.4)	(-0.3)	(-2.0)	(+4.6)
中國內地	8,942	15,799	17,218	17,505	17,173	16,939	18,652
The mainland of China	(+17.8)	(+12.6)	(+9.0)	(+1.7)	(-1.9)	(-1.4)	(+10.1)
美國	3,544	5,393	6,926	5,792	5,187	5,066	4,668
United States of America	(-1.2)	(+9.1)	(+28.4)	(-16.4)	(-10.5)	(-2.3)	(-7.9)
德國	1,198	3,632	3,088	3,075	3,123	3,349	3,314
Germany	(+21.7)	(+32.4)	(-15.0)	(-0.4)	(+1.6)	(+7.2)	(-1.0)
<b>整體出口</b>	27,042	47,502	53,480	53,265	54,787	51,937	51,264
<b>Total exports</b>	(+0.5)	(+17.0)	(+12.6)	(-0.4)	(+2.9)	(-5.2)	(-1.3)
中國內地	16,154	32,775	37,728	36,050	35,261	34,033	34,259
The mainland of China	(+5.4)	(+25.3)	(+15.1)	(-4.4)	(-2.2)	(-3.5)	(+0.7)
美國	3,110	3,463	3,801	4,829	5,355	4,786	4,328
United States of America	(-8.7)	(+1.3)	(+9.8)	(+27.0)	(+10.9)	(-10.6)	(-9.6)
日本	918	1,719	1,753	1,551	1,797	1,570	1,443
Japan	(-12.9)	(-6.7)	(+2.0)	(-11.5)	(+15.8)	(-12.6)	(-8.1)
<b>港產品出口</b>	321	458	488	436	482	431	555
<b>Domestic exports</b>	(+29.2)	(-22.7)	(+6.4)	(-10.5)	(+10.4)	(-10.6)	(+28.9)
台灣	80	111	77	119	158	61	173
Taiwan	(+172.3)	(-28.8)	(-30.5)	(+54.6)	(+32.7)	(-61.1)	(+181.3)
中國內地	140	194	189	182	192	213	170
The mainland of China	(+15.7)	(-31.6)	(-2.5)	(-3.8)	(+5.4)	(+11.3)	(-20.1)
日本	10	37	15	20	27	53	65
Japan	(+18.8)	(+43.7)	(-58.5)	(+29.2)	(+35.6)	(+98.1)	(+22.0)
<b>轉口</b>	26,720	47,044	52,993	52,829	54,305	51,507	50,709
<b>Re-exports</b>	(+0.2)	(+17.6)	(+12.6)	(-0.3)	(+2.8)	(-5.2)	(-1.5)
中國內地	16,014	32,582	37,539	35,868	35,069	33,819	34,089
The mainland of China	(+5.3)	(+25.9)	(+15.2)	(-4.5)	(-2.2)	(-3.6)	(+0.8)
美國	3,101	3,461	3,797	4,825	5,346	4,757	4,303
United States of America	(-8.5)	(+1.4)	(+9.7)	(+27.1)	(+10.8)	(-11.0)	(-9.5)
日本	908	1,682	1,738	1,531	1,770	1,517	1,378
Japan	(-13.2)	(-7.4)	(+3.3)	(-11.9)	(+15.6)	(-14.3)	(-9.2)

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

資料來源： 政府統計處貿易資料分析組  
 Source: Trade Analysis Section, Census and Statistics Department



## 第 3 章 資訊及通訊科技的接達及使用情況

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

#### 緒言

3.1 資訊及通訊科技的基礎設施及使用情況為量度資訊社會的兩個主要範疇。就香港而言，根據通訊事務管理局辦公室所提供有關電訊及互聯網服務等數據編製而成的統計指標，有助評估相關的基礎設施在促進資訊及通訊科技接達方面的就緒程度。資訊及通訊科技的使用情況主要是透過住戶／個人、工商機構和政府使用個人電腦及互聯網服務的情況作量度指標。住戶及工商機構使用個人電腦及互聯網服務的統計數字是透過政府統計處進行的兩項統計調查，即「資訊科技使用情況和普及程度的主題性住戶統計調查」（住戶資訊科技統計調查）及「資訊科技在工商業的使用情況和普及程度統計調查」（工商業資訊科技統計調查）所搜集的數據編製而成。有關政府使用資訊及通訊科技的統計數字則由政府資訊科技總監辦公室提供。

#### 資訊及通訊科技的接達情況

##### 電訊服務

3.2 經過多年，香港已發展全面和高效的資訊及通訊科技基礎設施，支援通訊及在線服務的快速增長。過去十年，固網電話線數目（包括網際規約電話服務客戶數目）大致保持穩定。在 2016 年，每百名人口中有 57 條固網電話線。另一方面，公共流動電話用戶數目在 2016 年達 1 723 萬戶，較十年前增加超過 80%。公共流動電話用戶數目相對每百名人口為 233.7 戶，使香港成為全球流動電話用戶比率最高的地區之一。事實上，流動電話網絡已覆蓋香港所有人口。（表 3.1、3.2 及 3.3）

#### Introduction

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

#### Access to ICT

##### Telecommunications services

3.2 Over the years, Hong Kong has developed comprehensive and efficient ICT infrastructure which facilitates the rapid take-up of communication and online services. Over the past decade, the number of fixed telephone lines (including Internet Protocol service subscribers) has remained stable. In 2016, there was 57 fixed telephone lines per 100 population. On the other hand, the number of public mobile subscribers has increased by more than 80% over the past decade, reaching 17.23 million in 2016. The number of public mobile subscribers per 100 population was 233.7, making Hong Kong one of the places with the highest ratio in the world. In fact, the entire population of Hong Kong is covered by mobile cellular telephone network. (Tables 3.1, 3.2 and 3.3)

3.3 香港的流動電話市場在科技應用和服務提供方面迅速發展。第二代流動電話服務進一步被新一代的流動電話服務所取代。在 2016 年，第二代流動電話用戶數目有 165 萬戶，與上一年比較大幅下跌了 37.2%。第三代流動電話服務於 2004 年在香港推出，為顧客提供更多元化的多媒體流動通訊服務。截至 2016 年底，第三代／四代流動電話用戶數目達 1 558 萬戶，在 2011 年至 2016 年期間平均每年大幅增加 16.0%。(表 3.3)

### 互聯網服務

3.4 過去十年，香港市民在工作及生活上使用互聯網服務變得越來越普遍。截至 2016 年底，每百名人口中有 38.0 個固定互聯網用戶<sup>1</sup>。(表 3.1 及 3.5)

3.5 隨着科技的進步，以寬頻連接互聯網已日漸普及。在 2016 年，固定寬頻互聯網用戶<sup>2</sup>數目為 261 萬，而按每百名人口計算的固定寬頻互聯網用戶數目的比率達 35.4 個。過去數年，固定寬頻互聯網用戶數目的增長漸趨整固。另一方面，流動寬頻服務則錄得可觀的增長。按每百名人口計算的流動寬頻用戶數目由 2011 年的 104.3 個顯著上升至 2016 年的 211.3 個，平均每年增加 15.2%。(表 3.1 及 3.5)

3.3 The mobile phone market of Hong Kong is developing rapidly in terms of technology applications and services offered. The second generation (2G) mobile phone services are further replaced by new generation of mobile phone services. In 2016, there were some 1.65 million subscribers of 2G mobile phone services, down significantly by 37.2% when compared with a year earlier. The 3G mobile phone services were launched in Hong Kong in 2004, enabling consumers to enjoy a wider choice of multi-media mobile services. As at end-2016, the number of subscribers of 3G/4G mobile phone services reached 15.58 million, surging by an average of 16.0% per annum during the period 2011 to 2016. (Table 3.3)

### Internet services

3.4 The use of Internet has been prevailing in work and life of people in Hong Kong over the past decade. As at end-2016, the number of fixed Internet subscribers<sup>1</sup> per 100 population was 38.0. (Tables 3.1 and 3.5)

3.5 With the advance in technology, the use of Internet with broadband connection has become popular. In 2016, the number of fixed broadband subscribers<sup>2</sup> reached 2.61 million in Hong Kong, representing 35.4 fixed broadband Internet subscribers per 100 population. The growth momentum of the number of fixed broadband Internet subscribers has consolidated in recent years. On the other hand, the mobile broadband services have proliferated. The mobile broadband subscribers per 100 population increased significantly from 104.3 in 2011 to 211.3 in 2016, up by an average of 15.2% per annum. (Tables 3.1 and 3.5)

<sup>1</sup> 固定互聯網用戶指以固定網絡接駁互聯網的用戶總數，包括以撥號和固定寬頻接駁的用戶。

<sup>2</sup> 固定寬頻互聯網用戶指寬頻互聯網接駁客戶戶口數目。

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

<sup>2</sup> Fixed broadband subscribers refer to the number of registered broadband Internet access customer accounts.

## 住戶使用資訊及通訊科技的情況

3.6 資訊及通訊科技差不多已滲透到本港社會上各層面及各類經濟活動。根據 2016 年住戶資訊科技統計調查的結果，約 202 萬個住戶在家中有個人電腦，佔全港所有住戶的 80.6%。當中，約有 199 萬個住戶家中有個人電腦接駁互聯網。換言之，在全港所有住戶中，有 79.5% 的住戶家中有個人電腦接駁互聯網。(表 3.6)

## 個人使用資訊及通訊科技的情況

3.7 根據 2016 年住戶資訊科技統計調查的結果，約 520 萬名 10 歲及以上的人士在統計前 12 個月內曾使用個人電腦。10 歲及以上人士在統計前 12 個月內曾使用個人電腦的整體比率為 81.5%，較 2006 年的 62.9% 顯著為高。(表 3.6)

3.8 智能手機的使用情況在近年日趨普及。10 歲及以上的人士中，擁有智能手機的比例由 2012 年的 54.0% 顯著上升至 2016 年的 85.8%。(表 3.6)

3.9 在 2016 年，約 558 萬名 10 歲及以上的人士在統計前 12 個月內曾使用互聯網，佔所有 10 歲及以上人士的 87.5%，而 2006 年的相應百分比為 60.8%。此外，在 2016 年的 558 萬名在統計前 12 個月內曾使用互聯網的 10 歲及以上人士中，98.0% 曾使用智能手機接駁互聯網。(表 3.6)

## Use of ICT by Households

3.6 ICT has virtually penetrated all walks of the society and all forms of economic activities in Hong Kong. According to the findings of the Household IT Survey in 2016, some 2.02 million households had PCs at home, constituting 80.6% of all households in Hong Kong. Among them, some 1.99 million households had their PCs at home connected to the Internet. In other words, 79.5% of all households in Hong Kong had their PCs at home connected to the Internet. (Table 3.6)

## Use of ICT by Individuals

3.7 According to the results of the Household IT Survey in 2016, some 5.20 million persons aged 10 and over had used PCs during the 12 months before enumeration. The overall rate of persons having used PCs during the 12 months before enumeration was 81.5% among all persons aged 10 and over, significantly higher than that of 62.9% in 2006. (Table 3.6)

3.8 The use of smartphone has become increasingly popular in recent years. The proportion of persons aged 10 and over who had smartphone rose significantly, from 54.0% in 2012 to 85.8% in 2016. (Table 3.6)

3.9 In 2016, some 5.58 million persons aged 10 and over had used the Internet during the 12 months before enumeration, accounting for 87.5% of all persons aged 10 and over. The corresponding percentage in 2006 was 60.8%. Moreover, in 2016, among the 5.58 million persons aged 10 and over who had used the Internet during the 12 months before enumeration, 98.0% had used smartphone for connection to the Internet. (Table 3.6)

3.10 在 2016 年，約 371 萬名 10 歲及以上的人士認識「香港政府一站通」，佔所有 10 歲及以上人士的 58.2%。此外，10 歲及以上人士在統計前 12 個月內曾為個人事務使用網上政府服務的比率為 58.5%。(表 3.6)

3.11 在 2016 年，約 420 萬名 10 歲及以上的人士認識「流動電子政府服務」，佔所有 10 歲及以上人士的 65.8%，而 2014 年的相應百分比為 68.6%。(表 3.6)

## 工商機構使用資訊及通訊科技的情況

3.12 工商界有效使用資訊及通訊科技往往被視為帶動經濟增長的其中一個重要動力。根據 2015 年工商業資訊科技統計調查的結果，有使用電腦的工商機構比例為 76.3%。有使用互聯網的工商機構比例亦相若 (79.9%)。有網絡存在的工商機構的比例則相對較低，為 32.6%。(表 3.7)

3.13 由於資訊及通訊科技的廣泛使用，工商機構透過電子途徑進行商業交易的比例不斷上升。在 2015 年，有 15.6% 的工商機構在統計前 12 個月內曾透過電腦網絡提交訂單，而有 79.1% 的工商機構曾透過電腦網絡遞送貨品、服務或資料。另一方面，53.5% 有使用互聯網的工商機構在 2015 年曾透過互聯網獲取政府機構的資訊。(表 3.7)

3.14 根據政府資訊科技總監辦公室「數碼 21」資訊科技策略的資料顯示，2016 年 5 月至 2017 年 4 月期間，「香港政府一站通」的瀏覽人次達每日平均約 86 379 次，當中以流動裝置瀏覽者約佔 35%。此外，在 2016 年，有關電子政府交易亦錄得超過 7 億 1 千萬宗。

3.10 In 2016, some 3.71 million persons aged 10 and over were aware of the GovHK, accounting for 58.2% of all persons aged 10 and over. In addition, the rate of persons having used online Government services for personal matters during the 12 months before enumeration was 58.5% among all persons aged 10 and over. (Table 3.6)

3.11 In 2016, around 4.20 million persons aged 10 and over were aware of the Mobile E-Government Services, accounting for 65.8% of all persons aged 10 and over. The corresponding percentage was 68.6% in 2014. (Table 3.6)

## Use of ICT by Businesses

3.12 The effective adoption of ICT in the business community is often seen as one of the strong driving forces behind economic growth in an economy. According to the findings of the Business IT Survey in 2015, 76.3% of the business establishments had used computers. The proportion of business establishments using the Internet was similar (79.9%). As regards business establishments with a web presence, the proportion was relatively low (32.6%). (Table 3.7)

3.13 As the use of ICT spreads, the proportion of business establishments making business transactions through electronic means has been rising. In 2015, 15.6% of business establishments had placed orders online in the 12 months before enumeration, while 79.1% of business establishments had delivered their goods, services or information online. On the other hand, 53.5% of business establishments using the Internet had obtained information from government organisations via the Internet in 2015. (Table 3.7)

3.14 According to the information obtained from Digital 21 Strategy of the Office of Government Chief Information Officer, on average, about 86 379 visits to GovHK per day were recorded during the period from May 2016 to April 2017. Of which, around 35% were viewed on mobile devices. Moreover, over 710 million of e-government transactions were recorded in 2016.

## 工商業的資訊科技總開支

3.15 在 2015 年，工商業的資訊科技總開支為 575 億元，相對本地生產總值的比率為 2.4%。在 2008 年至 2015 年期間，工商業的資訊科技總開支相對本地生產總值的比率維持在 2% 至 3% 之間。(表 3.8)

## 政府使用資訊及通訊科技的情況

3.16 在 2016 年，96% 受僱於香港政府的人員擁有專用工作站。此外，91% 的政府僱員在 2016 年獲接駁互聯網服務。(表 3.9)

3.17 在 2016 年，政府資訊科技人員（包括系統分析／程式編製主任、電腦操作員及資料處理員）的編制人數為 1 610。在 2015-16 年度，政府在資訊科技的開支為 73 億元，佔總公共開支的 1.6%。(表 3.10 及 3.11)

## 其他有關刊物

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

資訊科技在工商業的使用情況和普及程度統計調查報告

香港 — 知識型經濟統計透視

## Expenditure on Information Technology in the Business Sector

3.15 The total expenditure on information technology (IT) in the business sector amounted to \$57.5 billion in 2015, and the ratio to Gross Domestic Product (GDP) was 2.4%. The total IT expenditure in the business sector as a ratio to GDP hovered around 2% to 3% during the period from 2008 to 2015. (Table 3.8)

## Use of ICT by the Government

3.16 In 2016, 96% of the staff employed by the Hong Kong Government had designated workstations. Furthermore, 91% of the staff had access to Internet services in 2016. (Table 3.9)

3.17 In 2016, the establishment of IT staff (comprising analyst/programmer, computer operator and data processor) within the Government was 1 610. In 2015-16, government spending on IT amounted to \$7.3 billion, representing 1.6% of the total public expenditure. (Tables 3.10 and 3.11)

## Further References

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

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

*Hong Kong as a Knowledge-based Economy – A Statistical Perspective*

表 3.1 資訊及通訊科技的接達情況主要統計數字

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

	2006	2011	2012	2013	2014	2015	2016
<b>資訊及通訊科技的基礎設施及接達情況</b> <b>ICT Infrastructure and Access</b>							
按每百名人口計算的固定電話線數目 <sup>(1)</sup> Number of fixed telephone lines per 100 population <sup>(1)</sup>	55.6	59.8	59.3 *	59.9 *	59.6 *	57.6 *	57.0
按每百名人口計算的公共流動電話用戶數目 Number of public mobile subscribers per 100 population	136.8	210.0 *	228.6 *	238.4 *	239.5 *	229.5 *	233.7
按每百名人口計算的固定互聯網用戶數目 <sup>(2)</sup> Fixed Internet subscribers per 100 population <sup>(2)</sup>	34.1	42.7	42.7 *	37.4 *	34.6 *	34.7	38.0
按每百名人口計算的固定寬頻互聯網用戶數目 Fixed broadband Internet subscribers per 100 population	24.9	31.6	31.6 *	31.0 *	31.3 *	32.0 *	35.4
按每百名人口計算的流動寬頻用戶數目 <sup>(3)</sup> Mobile broadband subscribers per 100 population <sup>(3)</sup>	19.3	104.3	135.2 *	168.0 *	174.6 *	193.5 *	211.3
按每名人口計算的國際互聯網頻寬 <sup>(4)</sup> （每秒千比特） International Internet bandwidth per person <sup>(4)</sup> (Kilobits per second (Kbps))	184.3	913.5 *	1 315.7 *	1 884.6 *	2 933.1 *	4 206.4 *	6 112.2
流動電話網絡覆蓋率 % of population covered by mobile cellular telephone network	100.0	100.0	100.0	100.0	100.0	100.0	100.0
流動電話服務平均月費 （以每月100分鐘計算）（港元） Average mobile cellular tariffs (100 minutes of use per month) (HK\$)	8.5	10.5	10.5	10.5	10.5	10.5	10.5
互聯網服務月費（以每月計算）（港元） Internet access tariffs (per month) (HK\$)							
撥號式調解器 <sup>(5)</sup> Dial-up modem <sup>(5)</sup>	30.0	68.0	68.0	-	-	-	-
固定寬頻 <sup>(6)</sup> Fixed broadband <sup>(6)</sup>	118.3	86.7	86.7	159.0	148.0	136.0	128.0
有設立公共互聯網連接中心的地區覆蓋率 <sup>(7)</sup> % of localities with public Internet access centres <sup>(7)</sup>	100.0	100.0	100.0	100.0	100.0	100.0	100.0

（ 本表下頁繼續。  
This table is continued on the next page. ）

**表 3.1 資訊及通訊科技的接達情況主要統計數字（續）**

**Table 3.1 Key statistics on access to information and communication technology (ICT) (cont'd)**

註釋： 上述統計表內有關人口的數字是根據 2017 年 2 月發布的最新人口估計數字編製而成。

- (1) 包括電話線和網際規約電話服務的客戶數目。
  - (2) 根據互聯網服務供應商申報的估計數字，不包括不屬於持牌互聯網服務供應商客戶的使用者。
  - (3) 數字是指每百名人口計算的第 3 代／4 代公共流動電話用戶數目。
  - (4) 國際互聯網頻寬指香港對外電訊設施的已裝備容量。
  - (5) 月費包 100 小時上網，除了月費外，還要收取每小時 HK\$1.2 的上網費。有關數字由 2013 年起停止編製。
  - (6) 寬頻服務的價格在 2008 至 2012 年有下降的趨勢，主要受惠於服務供應商以優惠價格吸引新客戶使用寬頻服務。2013 年的價格水平主要反映了已提升寬頻速度的服務質量（在 2008 年，服務供應商主要提供每秒 10 兆比特的寬頻服務；而在 2010 年及以後，服務供應商逐漸以提供每秒 100 兆比特或以上的寬頻服務為主）。
  - (7) 數字只反映在十八個區議會分區內，提供公共上網設施的情況。
- \* 經修訂的數字。

Notes: Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2017.

- (1) Figures include the number of exchange lines and subscribers of Internet protocol telephony services.
  - (2) Estimated figures based on the return from the Internet service providers (ISPs) and do not include users who are not customers of the licensed ISPs.
  - (3) Figures refer to the number of public mobile subscribers of 3G/4G mobile services per 100 population.
  - (4) The International Internet bandwidth refers to the equipped capacity of the external circuits.
  - (5) Monthly subscription provided service of 100-hour online time. In addition to the monthly subscription fee, a charge of HK\$1.2/hour was imposed on Internet access. Relevant figures are not available as from 2013.
  - (6) There has been a downward trend in the access tariff of broadband services between 2008 and 2012. It is mainly attributable to the fact that service providers attracted new subscribers of broadband services by offering preferential tariff. The tariff level in 2013 mainly reflects the enhancement of the quality of broadband services offered in terms of speed (the service providers mainly offered broadband services of 10Mbps in 2008. From 2010 onward, service providers have gradually offered customers with broadband services of 100Mbps or above).
  - (7) Figures indicate the availability of public Internet access in 18 District Council districts only.
- \* Revised figures.

資料來源： 通訊事務管理局辦公室  
康樂及文化事務署

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

表 3.2 有線電話服務

Table 3.2 Wireline telephone services

	2006	2011	2012	2013	2014	2015	2016
電話線數目 <sup>(1)</sup> (千條)	3 836	3 554	3 489	3 368	3 256	3 177	3 081
Number of exchange lines <sup>(1)</sup> (thousands)	(+1.1)	(-3.6)	(-1.8)	(-3.5)	(-3.3)	(-2.4)	(-3.0)
商用電話線	1 701	1 771	1 770	1 759	1 751	1 759	1 733
Business lines	(+1.4)	(-1.3)	(-0.1)	(-0.6)	(-0.4)	(+0.4)	(-1.5)
住宅電話線	2 135	1 783	1 719	1 609	1 505	1 418	1 348
Residential lines	(+0.9)	(-5.8)	(-3.6)	(-6.4)	(-6.4)	(-5.8)	(-5.0)
網際規約電話服務客戶數目 <sup>(2)</sup> (千個)	-	698	761	951	1 066	1 034	1 127
Number of subscribers of Internet protocol (IP) telephony services <sup>(2)</sup> (thousands)	-	(+21.7)	(+9.0)	(+25.1)	(+12.0)	(-3.0)	(+9.0)
商用客戶	-	68	76	82	88	96	112
Business subscribers	-	(+14.9)	(+10.9)	(+7.4)	(+7.7)	(+9.2)	(+17.1)
住宅客戶	-	629	685	870	978	938	1 014
Residential subscribers	-	(+22.5)	(+8.8)	(+27.0)	(+12.5)	(-4.1)	(+8.2)
按每百名人口計算的固定電話線數目 <sup>(3)</sup>	55.6	59.8	59.3 *	59.9 *	59.6 *	57.6 *	57.0
Number of fixed telephone lines per 100 population <sup>(3)</sup>							
按每百個住戶計算的固定電話線數目 <sup>(3)(4)</sup>	96.1	102.2	100.7 *	102.9 *	102.1	95.3 *	94.5
Number of fixed telephone lines per 100 households <sup>(3)(4)</sup>							
圖文傳真線數目 (千條)	375	233	214	202	188	177	167
Number of facsimile lines (thousands)	(-8.5)	(-10.6)	(-8.1)	(-5.7)	(-6.9)	(-5.8)	(-5.3)
本地專用線路							
Local leased lines							
數目 (千條)	184	141	135	131	133	134	133
Number (thousands)	(-6.5)	(-3.3)	(-4.5)	(-2.9)	(+1.9)	(+0.8)	(-1.1)
總容量 (每秒兆比特)	1 133 940	6 039 102	10 124 288	13 100 645	17 516 901	22 006 862	27 824 221
Total capacity (Mbps)	(+34.1)	(+37.1)	(+67.6)	(+29.4)	(+33.7)	(+25.6)	(+26.4)

註釋：括號內的數字是與上年比較的變動百分率。

上述統計表內有關人口的數字是根據 2017 年 2 月發布的最新人口估計數字編製而成。

(1) 包括直通內線式電話線、圖文傳真線及電文線路的直撥服務。

(2) 網際規約電話服務統計數字，是指持牌營辦商根據「香港號碼計劃」獲指配電話號碼的網際規約 (IP) 電話或網絡電話 (VoIP) 服務客戶的數目。有關數字由 2007 年 12 月開始公布。

(3) 包括電話線和網際規約電話服務的客戶數目。

(4) 指標是根據通訊事務管理局辦公室行政記錄編製的固定電話線 (包括住宅電話線和住宅網際規約電話服務客戶) 數目除以政府統計處編製的香港住戶總數所得。

\* 經修訂的數字。

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

Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2017.

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

(2) Figures reported under the IP telephony services refer to the number of subscribers of IP telephony/voice-over-IP (VoIP) services of licensed operators assigned with telephone numbers in accordance with the Hong Kong Numbering Plan. Relevant figures have been published since December 2007.

(3) Figures include the number of exchange lines and subscribers of IP telephony services.

(4) The indicator is calculated by dividing the number of fixed telephone lines (including residential exchange lines and residential subscribers of IP telephony services) based on administrative records from the Office of the Communications Authority by the total number of households in Hong Kong compiled by the Census and Statistics Department.

\* Revised figures.

資料來源：通訊事務管理局辦公室

Source: Office of the Communications Authority



**表 3.3 公共流動電話服務**  
**Table 3.3 Public mobile services**

	2006	2011	2012	2013	2014	2015	2016
公共流動電話用戶數目（千個） Number of public mobile subscribers (thousands)							
總數 Total	9 444 (+10.5)	14 931 (+11.3)	16 393 (+9.8)	17 194 (+4.9)	17 372 (+1.0)	16 775 (-3.4)	17 233 (+2.7)
週期性結帳（包括數碼式800/ 900 兆赫和個人通訊服務） Post-paid (including Digital 800/ 900 MHz and PCS)	5 153 (+8.4)	7 166 (+5.1)	7 634 (+6.5)	7 847 (+2.8)	7 851 (+0.1)	7 972 (+1.5)	8 161 (+2.4)
預付儲值智能卡 Pre-paid stored-value SIM cards	4 291 (+13.2)	7 765 (+17.6)	8 759 (+12.8)	9 347 (+6.7)	9 521 (+1.9)	8 803 (-7.5)	9 072 (+3.1)
其中 Within which							
第2代客戶 2G customers	8 112 (+2.6)	7 514 (-7.9)	6 696 (-10.9)	5 082 (-24.1)	4 712 (-7.3)	2 628 (-44.2)	1 649 (-37.2)
第2.5代客戶 <sup>(1)</sup> 2.5G customers <sup>(1)</sup>	875 (-27.8)	1 006 (+1.1)	662 (-34.2)	239 (-63.8)	106 (-55.8)	630 (+495.5)	244 (-61.3)
第3代／4代客戶 <sup>(2)</sup> 3G/4G customers <sup>(2)</sup>	1 332 (+109.4)	7 417 (+41.2)	9 697 (+30.7)	12 113 (+24.9)	12 660 (+4.5)	14 146 (+11.7)	15 584 (+10.2)
按每百名人口計算的公共流動電話 用戶數目 Number of public mobile subscribers per 100 population	136.8	210.0 *	228.6 *	238.4 *	239.5 *	229.5 *	233.7
流動電話網絡覆蓋率 % of population covered by mobile cellular telephone network	100.0	100.0	100.0	100.0	100.0	100.0	100.0
流動電話服務平均月費 （以每月100分鐘計算）（港元） Average mobile cellular tariffs (100 minutes of use per month) (HK\$)	8.5	10.5	10.5	10.5	10.5	10.5	10.5
短訊數目（千個） Number of short messages (thousands)							
發送 <sup>(3)</sup> Sent <sup>(3)</sup>	2 695 131 (+61.7)	7 395 653 (+7.8)	5 430 286 (-26.6)	3 295 957 (-39.3)	2 513 563 (-23.7)	2 192 463 (-12.8)	2 065 646 (-5.8)
接收 <sup>(3)</sup> Received <sup>(3)</sup>	3 871 638 (+39.9)	9 471 649 (+0.8)	6 872 556 (-27.4)	5 132 902 (-25.3)	4 688 444 (-8.7)	4 535 100 (-3.3)	4 373 097 (-3.6)

〔 本表下頁繼續。  
This table is continued on the next page. 〕

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

註釋： 括號內的數字是與上年比較的變動百分率。  
 上述統計表內有關人口的數字是根據 2017 年 2 月發布的最新人口估計數字編製而成。  
 圖表內短訊發送及接收的數目是以每年的 1 月 1 日起至 12 月 31 日期間內的總和計算，至於其他數據則以每年的 12 月 31 日截止計算。

- (1) 第 2.5 代客戶指在統計年 12 月份中已選用第 2.5 代服務（包括通用分組無線電服務（GPRS）及 IS-95B 服務）或至少使用第 2.5 代服務一次的客戶。
  - (2) 第 3 代／4 代客戶指（i）登記為第 3 代／4 代客戶或購買第 3 代／4 代服務預繳智能卡的人士及（ii）未有登記為第 3 代／4 代客戶或沒有購買第 3 代／4 代服務預繳智能卡但曾使用第 3 代／4 代頻率享用公共流動電話服務的人士。數字包括預繳智能卡的客戶。
  - (3) 收發短訊數目包括流動服務客戶之間的短訊，以及由固定位置發送到流動服務客戶或由流動服務客戶發送到固定位置的短訊。接收短訊的數目大於發送短訊的數目，是由於一些短訊有多過一名接收者。
- \* 經修訂的數字。

Notes: Figures in brackets denote percentage changes over the preceding year.  
 Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2017.

The number of short messages sent and received are calculated based on the sum obtained between 1 January and 31 December every year, while other figures in the table are recorded as at 31 December every year.

- (1) 2.5G customers refer to those customers who have joined the service plans for 2.5G services (including general packet radio service (GPRS) and IS-95B services) or used the 2.5G services at least once in December of the reference year.
  - (2) 3G/4G customers refer to those (i) who are registered as 3G/4G customers or purchase pre-paid SIM cards for 3G/4G services; and (ii) who are not registered as 3G/4G customers or do not purchase pre-paid SIM cards for 3G/4G services, but have used 3G/4G frequencies to receive the public mobile services. The figures include customers of pre-paid SIM cards.
  - (3) The number of short messages sent and received includes messages between mobile customers as well as messages sent to mobile customers from fixed locations and vice versa. The number of messages received exceeds the number of messages sent because some sent messages were received by more than one recipient.
- \* Revised figures.

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

**表 3.4 對外電訊通訊量**

**Table 3.4 External telecommunications traffic**

	2006	2011	2012	2013	2014	2015	2016
對外電話總通訊量（百萬分鐘）	8 775.2	10 541.7	10 525.0	10 361.8	10 426.4	10 352.9	9 152.8
Total external telephone traffic volume (million minutes)	(+12.4)	(+2.3)	(-0.2)	(-1.6)	(+0.6)	(-0.7)	(-11.6)
撥出總數	6 542.2	7 646.1	7 888.1	8 043.0	8 218.1	8 351.2	7 493.8
Total outgoing	(+16.0)	(-1.0)	(+3.2)	(+2.0)	(+2.2)	(+1.6)	(-10.3)
撥入總數 <sup>(1)</sup>	2 233.0	2 895.6	2 636.9	2 318.7	2 208.3	2 001.7	1 659.0
Total incoming <sup>(1)</sup>	(+3.0)	(+12.2)	(-8.9)	(-12.1)	(-4.8)	(-9.4)	(-17.1)
對外專用電報總通訊量 <sup>(2)(3)</sup> （千分鐘）	763	112	65	32	15	0	0
Total external telex traffic volume <sup>(2)(3)</sup> (thousand minutes)	(-33.2)	(-27.9)	(-41.8)	(-51.6)	(-52.7)	(-100.0)	-

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 估計數字。

(2) 不包括轉發的專用電報。

(3) 提供對外專用電報服務的營辦商已於 2015 年 1 月 1 日起停止提供相關服務。

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

(1) Estimated figures.

(2) Not including telex refile traffic.

(3) The operator providing external telex service has ceased offering the service starting from 1 January 2015.

資料來源： 通訊事務管理局辦公室

Source: Office of the Communications Authority

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

	2006	2011	2012	2013	2014	2015	2016
<b>互聯網使用量</b>							
<b>Internet traffic volume</b>							
客戶透過公共電話網絡接駁 <sup>(1)</sup> (百萬分鐘)	619 (-41.6)	168 (-5.9)	185 (+10.0)	222 (+20.0)	248 (+11.7)	240 (-3.2)	215 (-10.7)
<b>Customer access via Public Switched Telephone Networks <sup>(1)</sup> (million minutes)</b>							
客戶透過寬頻網絡接駁 <sup>(2)</sup> (太字節)	974 254 (+44.5)	1 924 886 (+16.5)	2 233 205 (+16.0)	2 582 655 (+15.6)	2 946 653 (+14.1)	3 510 437 (+19.1)	4 824 088 (+37.4)
<b>Customer access via broadband networks <sup>(2)</sup> (terabytes)</b>							
<b>持牌互聯網服務供應商客戶數目</b>							
<b>Number of customers of licensed Internet service providers (ISPs)</b>							
以撥號接駁的已登記客戶戶口 (不包括互聯網儲值卡) <sup>(3)(4)</sup>	632 193 (-35.2)	788 835 (+6.4)	793 811 (+0.6)	462 376 (-41.8)	239 427 (-48.2)	200 283 (-16.3)	190 859 (-4.7)
<b>Registered customer accounts with dial-up access (excluding Internet pre-paid calling cards) <sup>(3)(4)</sup></b>							
作撥號接駁用途的互聯網儲值卡 <sup>(3)</sup>	1 000 (-79.2)	0 -	0 -	0 -	0 -	0 -	0 -
<b>Internet pre-paid calling cards for dial-up access <sup>(3)</sup></b>							
以私人租用線路接駁的已登記客戶戶口 <sup>(3)(4)</sup>	1 641 (-14.8)	1 546 (-2.2)	1 565 (+1.2)	1 641 (+4.9)	2 268 (+38.2)	2 263 (-0.2)	2 551 (+12.7)
<b>Registered customer accounts with leased line access <sup>(3)(4)</sup></b>							
寬頻互聯網接駁客戶戶口	1 717 310	2 244 514	2 264 545	2 232 031	2 268 576	2 335 662	2 611 682
<b>Registered broadband Internet access customer accounts</b>							
	(+4.2)	(+5.5)	(+0.9)	(-1.4)	(+1.6)	(+3.0)	(+11.8)
按每百名人口計算的固定互聯網用戶數目 <sup>(3)</sup>	34.1	42.7	42.7 *	37.4 *	34.6 *	34.7	38.0
<b>Fixed Internet subscribers per 100 population <sup>(3)</sup></b>							
按每百名人口計算的固定寬頻互聯網用戶數目	24.9	31.6	31.6 *	31.0 *	31.3 *	32.0 *	35.4
<b>Fixed broadband Internet subscribers per 100 population</b>							
按每百名人口計算的流動寬頻用戶數目 <sup>(5)</sup>	19.3	104.3	135.2 *	168.0 *	174.6 *	193.5 *	211.3
<b>Mobile broadband subscribers per 100 population <sup>(5)</sup></b>							

〔 本表下頁繼續。  
This table is continued on the next page. 〕

### 表 3.5 互聯網服務 (續)

Table 3.5 Internet services (cont'd)

	2006	2011	2012	2013	2014	2015	2016
按每名人口計算的國際互聯網頻寬 <sup>(6)</sup> (每秒千比特)	184.3	913.5 *	1 315.7 *	1 884.6 *	2 933.1 *	4 206.4 *	6 112.2
International Internet bandwidth per person <sup>(6)</sup> (Kilobits per second (Kbps))							
互聯網服務月費 (以每月計算) (港元)							
Internet access tariffs (per month) (HK\$)							
撥號式調解器 <sup>(7)</sup> Dial-up modem <sup>(7)</sup>	30.0	68.0	68.0	-	-	-	-
固定寬頻 <sup>(8)</sup> Fixed broadband <sup>(8)</sup>	118.3	86.7	86.7	159.0	148.0	136.0	128.0

註釋： 括號內的數字是與上年比較的變動百分率。

上述統計表內有關人口的數字是根據 2017 年 2 月發布的最新人口估計數字編製而成。

(1) 數字不包括透過私人租用線路及使用寬頻服務接駁的客戶。

(2) 1 太字節等於 8 兆兆比特。

(3) 根據互聯網服務供應商申報的估計數字，不包括不屬於持牌互聯網服務供應商客戶的使用者。

(4) 已登記客戶戶口指互聯網服務供應商的客戶戶口 (包括免費的客戶戶口)。擁有超過一個客戶登入識別碼的登記客戶戶口只算作一個已登記的客戶戶口。數字不包括只獲提供電郵地址的客戶戶口。

(5) 數字是指每百名人口計算的第 3 代/4 代公共流動電話用戶數目。

(6) 國際互聯網頻寬指香港對外電訊設施的已裝備容量。

(7) 月費包 100 小時上網，除了月費外，還要收取每小時 HK\$1.2 的上網費。有關數字由 2013 年起停止編製。

(8) 寬頻服務的價格在 2008 至 2012 年有下降的趨勢，主要受惠於服務供應商以優惠價格吸引新客戶使用寬頻服務。2013 年的價格水平主要反映了已提升寬頻速度的服務質量 (在 2008 年，服務供應商主要提供每秒 10 兆比特的寬頻服務；而在 2010 年及以後，服務供應商逐漸以提供每秒 100 兆比特或以上的寬頻服務為主)。

\* 經修訂的數字。

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

Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2017.

(1) Figures do not include customer access via leased circuits and broadband services.

(2) 1 terabytes equals to 8 terabits.

(3) Estimated figures based on the return from the ISPs and do not include users who are not customers of the licensed ISPs.

(4) Registered customer accounts refer to the customer accounts of ISPs (including those free-of-charge customer accounts). For a registered customer account which has more than one user login ID, it is counted as one registered customer account only. Figures do not include customer accounts which are provided with e-mail addresses only.

(5) Figures refer to the number of public mobile subscribers of 3G/4G mobile services per 100 population.

(6) The International Internet bandwidth refers to the equipped capacity of the external circuits.

(7) Monthly subscription provided service of 100-hour online time. In addition to the monthly subscription fee, a charge of HK\$1.2/hour was imposed on Internet access. Relevant figures are not available as from 2013.

(8) There has been a downward trend in the access tariff of broadband services between 2008 and 2012. It is mainly attributable to the fact that service providers attracted new subscribers of broadband services by offering preferential tariff. The tariff level in 2013 mainly reflects the enhancement of the quality of broadband services offered in terms of speed (the service providers mainly offered broadband services of 10Mbps in 2008. From 2010 onward, service providers have gradually offered customers with broadband services of 100Mbps or above).

\* Revised figures.

資料來源： 通訊事務管理局辦公室

Source: Office of the Communications Authority

表 3.6 有關住戶及個人使用資訊及通訊科技情況的統計數字

Table 3.6 Statistics on use of information and communication technology (ICT) by households and individuals

	2006	2011 <sup>(1)</sup>	2012	2013	2014	2015	2016
家中有個人電腦的住戶數目（千戶） Number of households with personal computers (PCs) at home (thousands)	1 662.2	-	1 921.0	1 968.7	1 992.7	1 996.3	2 019.3
家中有個人電腦的住戶百分比 % of households with PCs at home	71.7	-	80.0	81.9	81.3	80.4	80.6
家中有個人電腦接駁互聯網的住戶數目（千戶） Number of households with PCs at home connected to the Internet (thousands)	1 556.3	-	1 871.2	1 920.5	1 929.3	1 961.1	1 992.3
家中有個人電腦接駁互聯網的住戶百分比 % of households with PCs at home connected to the Internet	67.1	-	77.9	79.9	78.7	79.0	79.5
在統計前 12 個月內曾使用個人電腦 的 10 歲及以上人士 Persons aged 10 and over who had used PCs during the 12 months before enumeration							
人數（千人） Number of persons (thousands)	3 897.9	-	4 577.8	4 714.3	4 651.6	4 990.2	5 195.4
佔所有 10 歲及以上人士的百分比 As a % of all persons aged 10 and over	62.9	-	72.8	74.9	73.5	78.6	81.5
在統計前 12 個月內曾使用互聯網 的 10 歲及以上人士 Persons aged 10 and over who had used the Internet during the 12 months before enumeration							
人數（千人） Number of persons (thousands)	3 770.4	-	4 580.1	4 671.8	5 052.5	5 394.9	5 577.5
佔所有 10 歲及以上人士的百分比 As a % of all persons aged 10 and over	60.8	-	72.9	74.2	79.9	84.9	87.5
當中 Within which							
曾使用個人電腦接駁互聯網 <sup>(2)</sup> Had used PCs for connection to the Internet <sup>(2)</sup>							
人數（千人） Number of persons (thousands)	-	-	4 535.0	-	4 256.5	4 697.6	5 161.8
佔所有在統計前 12 個月內曾使用互聯 網的 10 歲及以上人士的百分比 As a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration	-	-	99.0	-	84.2	87.1	92.5
曾使用智能手機 <sup>(3)</sup> 接駁互聯網 <sup>(2)</sup> Had used smartphone <sup>(3)</sup> for connection to the Internet <sup>(2)</sup>							
人數（千人） Number of persons (thousands)	-	-	3 157.9	-	4 782.8	5 272.8	5 465.4
佔所有在統計前 12 個月內曾使用互聯 網的 10 歲及以上人士的百分比 As a % of all persons aged 10 and over who had used the Internet during the 12 months before enumeration	-	-	68.9	-	94.7	97.7	98.0

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表 3.6 有關住戶及個人使用資訊及通訊科技情況的統計數字（續）

Table 3.6 Statistics on use of information and communication technology (ICT) by households and individuals (cont'd)

	2006	2011 <sup>(1)</sup>	2012	2013	2014	2015	2016
擁有智能手機的 10 歲及以上人士							
Persons aged 10 and over who had smartphone							
人數（千人）	-	-	3 395.9	3 849.5	4 886.0	5 270.8	5 468.6
Number of persons (thousands)							
佔所有 10 歲及以上人士的百分比	-	-	54.0	61.1	77.2	83.0	85.8
As a % of all persons aged 10 and over							
認識「香港政府一站通」的 10 歲及以上人士 <sup>(4)</sup>							
Persons aged 10 and over who were aware of the GovHK <sup>(4)</sup>							
人數（千人）	-	-	3 694.3	-	3 691.5	-	3 713.7
Number of persons (thousands)							
佔所有 10 歲及以上人士的百分比	-	-	58.8	-	58.4	-	58.2
As a % of all persons aged 10 and over							
在統計前 12 個月內曾為個人事務使用網上政府服務的 10 歲及以上人士 <sup>(4)</sup>							
Persons aged 10 and over who had used online Government services for personal matters during the 12 months before enumeration <sup>(4)</sup>							
人數（千人）	2 146.1	-	3 821.5	-	3 555.4	-	3 728.0
Number of persons (thousands)							
佔所有 10 歲及以上人士的百分比	34.6	-	60.8	-	56.2	-	58.5
As a % of all persons aged 10 and over							
認識「流動電子政府服務」的 10 歲及以上人士 <sup>(4)</sup>							
Persons aged 10 and over who were aware of the Mobile E-Government Services <sup>(4)</sup>							
人數（千人）	418.0	-	2 070.0	-	4 339.0	-	4 196.5
Number of persons (thousands)							
佔所有 10 歲及以上人士的百分比	6.7	-	32.9	-	68.6	-	65.8
As a % of all persons aged 10 and over							

- 註釋：
- (1) 2011 年沒有進行住戶資訊科技統計調查。
  - (2) 在 2013 年的統計調查沒有搜集相關的資料。
  - (3) 數字包括 2012 年曾使用手提電話（包括但並不只限於智能手機）上網的 10 歲及以上人士。該數字不可以與 2014 年至 2016 年只涵蓋以智能手機作接駁用途的數字作直接比較。
  - (4) 在 2013 及 2015 年的統計調查沒有搜集相關的資料。
- Notes:
- (1) Household IT Survey was not conducted in 2011.
  - (2) Relevant information was not collected in the 2013 round of survey.
  - (3) Figure includes persons aged 10 and over who had used mobile phone (including but not confined only to smartphone) for connection to the Internet in 2012. It is not directly comparable with those for 2014 to 2016, which cover connection via smartphone only.
  - (4) Relevant information was not collected in the 2013 and 2015 rounds of survey.

資料來源：政府統計處社會統計調查組（一）

Source: Social Surveys Section (1), Census and Statistics Department

**表 3.7 有關工商機構使用資訊及通訊科技情況的統計數字<sup>(1)</sup>**

**Table 3.7 Statistics on use of information and communication technology by businesses<sup>(1)</sup>**

	2005	2006	2007	2008	2009	2013	2015
使用電腦的工商機構比例 (%) Proportion of business establishments using computers (%)	60.5	60.5	63.8	63.1	63.6	75.2	76.3
經常使用電腦的工商機構僱員比例 (%) Proportion of persons employed in business establishments using computers routinely (%)	53.7	56.4	57.5	58.4	60.0	62.9	67.7
使用互聯網的工商機構比例 (%) Proportion of business establishments using the Internet (%)	54.7	55.9	59.8	58.8	60.6	74.8	79.9
經常使用互聯網的工商機構僱員比例 (%) Proportion of persons employed in business establishments using the Internet routinely (%)	42.9	46.2	49.5	51.4	53.7	59.4	68.9
有網絡存在 <sup>(2)</sup> 的工商機構比例 (%) Proportion of business establishments with a web presence <sup>(2)</sup> (%)	15.5	17.5	18.2	19.3	20.0	26.4	32.6
有局部區域網絡的工商機構比例 (%) Proportion of business establishments with a local area network (%)	20.4	22.4	20.7	27.7	24.6	26.8	57.8
有內聯網的工商機構比例 (%) Proportion of business establishments with an intranet (%)	6.2	7.7	12.7	11.0	12.0	16.1	16.4
有外聯網的工商機構比例 (%) Proportion of business establishments with an extranet (%)	1.4	1.9	4.8	4.6	3.7	4.9	6.6
透過電腦網絡提交訂單的工商機構比例 (%) Proportion of business establishments placing orders online (%)	15.4	11.7	11.4	13.2	12.9	14.9	15.6
透過電腦網絡獲取貨品、服務或資料 的工商機構比例 (%) Proportion of business establishments with receipt of goods, services or information online (%)	52.3	54.7	58.3	58.9	60.1	58.3	79.2
透過電腦網絡獲取訂單的工商機構比例 (%) Proportion of business establishments receiving orders online (%)	1.8	1.5	1.8	1.3	1.5	4.3	6.8
透過電腦網絡遞送貨品、服務或資料 的工商機構比例 (%) Proportion of business establishments with delivery of goods, services or information online (%)	15.7	18.0	18.3	19.4	20.1	55.9	79.1
使用互聯網獲取政府機構的資訊 的工商機構比例 <sup>(3)</sup> (%) Proportion of business establishments using the Internet to get information from government organisations <sup>(3)</sup> (%)	-	-	-	-	-	44.2	53.5

〔 本表下頁繼續。  
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**表 3.7 有關工商機構使用資訊及通訊科技情況的統計數字（續）<sup>(1)</sup>**  
**Table 3.7 Statistics on use of information and communication technology by businesses (cont'd)<sup>(1)</sup>**

註釋：	(1) 統計數字是根據「資訊科技在工商業的使用情況和普及程度統計調查」所搜集的資料編製。2010 年至 2012 年及 2014 年並沒有進行有關的統計調查。
	(2) 有網絡存在的工商機構是指機構具有本身的網站／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對網頁內容並沒有主導控制的其他網頁。
	(3) 數字由 2013 年開始編製。
Notes:	(1) Statistics are compiled from data collected through the Survey on Information Technology Usage and Penetration in the Business Sector. Relevant survey was not conducted during 2010 to 2012 and 2014.
	(2) Web presence refers to the situation whereby an establishment has a website/webpage or presence on another entity's website (including the website of a related business). It excludes inclusion in an online directory and any other web pages where the establishment does not have substantial control over the content of the webpage.
	(3) Figures are available as from 2013.
資料來源：	政府統計處科技統計組
Source:	Science and Technology Statistics Section, Census and Statistics Department

**表 3.8 工商業的資訊科技總開支相對於本地生產總值的比率<sup>(1)(2)</sup>**  
**Table 3.8 Total information technology (IT) expenditure in the business sector as a ratio to Gross Domestic Product (GDP)<sup>(1)(2)</sup>**

	2008	2010	2011	2012	2013	2014	2015
工商業的資訊科技總開支（十億港元） Total IT expenditure in the business sector (HK\$ billion)	37.0	38.6	50.4	50.7	55.0	54.2	57.5
工商業的資訊科技總開支相對於本地生產總值的比率 (%) Total IT expenditure in the business sector as a ratio to GDP (%)	2.2	2.2	2.6	2.5	2.6	2.4	2.4 @

註釋：	(1) 工商業所涵蓋的行業是根據自 2008 年開始採用的香港標準行業分類 2.0 版編製而成。2008 年或之前的數字並沒有包括以下行業：污水處理、廢棄物的收集、處理及處置活動、資源的回收處理、污染防治活動及其他廢棄物處理服務。但該等行業對整體數字的影響十分輕微。
	(2) 本地生產總值的數字是 2017 年 5 月發布的最新數據。
	@ 數字將於日後修訂。
Notes:	(1) The coverage of industries in the business sector is based on the Hong Kong Standard Industrial Classification Version 2.0 which has been adopted since 2008. Figures for the years of 2008 or before did not cover: sewerage, waste collection, treatment and disposal activities, materials recovery and remediation activities and other waste management services. Nevertheless, those industries had only slight effect on the overall figures.
	(2) Figures on GDP refer to the latest statistics released in May 2017.
	@ Figure is subject to revision later on.
資料來源：	政府統計處科技統計組
Source:	Science and Technology Statistics Section, Census and Statistics Department

**表 3.9 政府機構的電腦化**  
**Table 3.9 Computerisation in the Government**

	每年12月31日的數字 As at 31 December of each year						
	2006	2011	2012	2013	2014	2015	2016
獲提供專用工作站的人員 <sup>(1)</sup> 所佔的百分比 % of staff <sup>(1)</sup> with designated workstations	93	94	95	95	95	95	96
獲接駁互聯網服務的人員的百分比 % of staff with access to Internet services	90	87	87	92	93	92	91
可使用內部電子郵件的人員的百分比 % of staff with internal e-mail access	71	69	72	77	78	78	76

註釋： (1) 除公務員外，以其他聘用條件（例如合約形式）受僱於政府的人員亦包括在內。

Note: (1) Apart from civil servants, persons employed by the Government under other terms (e.g. contract terms) are also included.

資料來源： 政府資訊科技總監辦公室

Source: Office of the Government Chief Information Officer

**表 3.10 政府資訊科技人員**  
**Table 3.10 Government information technology staff**

	每年3月31日的編制數目 Establishment as at 31 March of each year						
職系 Grade	2006	2011	2012	2013	2014	2015	2016
系統分析／程式編製主任 Analyst/Programmer	739	794	819	869	900	956	999
電腦操作員 Computer operator	470	441	442	444	463	462	465
資料處理員 Data processor	193	183	176	174	169	160	146
合計 Total	1 402	1 418	1 437	1 487	1 532	1 578	1 610

資料來源： 政府資訊科技總監辦公室

Source: Office of the Government Chief Information Officer

**表 3.11 政府的資訊科技開支**  
**Table 3.11 Government spending on information technology (IT)**

		2005-06	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
政府的資訊科技開支（百萬港元）	(1)	2,805	3,781	3,535	3,826	4,315	4,176	5,745
Government spending on IT (HK\$ million)	(2)	3,547	4,930	4,729	5,177	5,768	5,663	7,261
政府的資訊科技開支相對於公共開支的比率 <sup>(3)</sup> (%)		1.4	1.5	1.2	1.3	1.3	1.3	1.6
Government expenditure on IT as a ratio to public expenditure <sup>(3)</sup> (%)								
政府的資訊科技開支相對於本地生產總值的比率 <sup>(3)(4)</sup> (%)		0.3	0.3	0.2	0.3	0.3	0.3	0.3
Government expenditure on IT as a ratio to Gross Domestic Product (GDP) <sup>(3)(4)</sup> (%)								

註釋： 所有有關員工方面的支出均以員工的總薪酬福利作為計算基礎。

(1) 政府的資訊科技開支包括非經常資助金及主要系統設備總目中的非行政電腦系統的支出。

(2) 數字是指列 (1) 所載數字以及房屋委員會、醫院管理局及津貼學校的資訊科技支出的總和。

(3) 政府的資訊科技開支採用列 (2) 的數字計算。

(4) 本地生產總值的數字是 2017 年 5 月發布的最新數據。

Notes: Staff cost is computed on a full cost basis.

(1) Government spending on IT includes non-administrative computer systems under Capital Subventions and Major Systems and Equipment.

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

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

(4) Figures on GDP refer to the latest statistics released in May 2017.

資料來源： 政府資訊科技總監辦公室

Source: Office of the Government Chief Information Officer

## 第 4 章 資訊科技的人力資源及教育

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

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#### 緒言

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

4.2 資訊科技訓練發展委員會隸屬職業訓練局，負責評估香港資訊科技業的人力需求及培訓需要，並就相關事宜提出建議。職業訓練局自 1983 年開始進行全港性的「資訊科技業人力調查」<sup>1</sup>，從工商界搜集有關資料，以評估香港資訊科技業的人力情況。

4.3 為應對各行業對資訊科技人才的需求，政府持續投放龐大的教育和培訓資源，以培育本港的資訊科技人才。除了增加專上院校有關資訊科技的學生名額外，政府還致力推動中小學的資訊科技教育以培養學生發展有效處理資訊的能力，及使學生具備應有的知識、技能和態度，以適應不斷更新的科技。

#### Introduction

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

4.2 The Committee on Information Technology Training and Development of the Vocational Training Council (VTC) is charged with the duty to assess the manpower requirements and training needs of IT personnel and to draw up recommendations on this front. VTC has been conducting an economy-wide IT manpower survey<sup>1</sup> since 1983 to collect relevant data from the business community, with a view to evaluating the IT manpower situation in Hong Kong.

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

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<sup>1</sup> 資訊科技業人力調查是由職業訓練局自 1983 年開始，每兩年進行一次的統計調查。由於各主要行業均有僱用資訊科技人員從事不同的資訊科技職務，因此這項統計調查涵蓋所有主要行業的機構。

<sup>1</sup> The Manpower Survey of the Information Technology Sector is a biennial survey conducted by the Vocational Training Council since 1983. Since IT employees are employed in all major sectors of the economy to perform various types of IT duties, the survey covers establishments in all major sectors.

## 資訊科技範疇現時的人力結構

4.4 根據「資訊科技業人力調查」的結果顯示，資訊科技僱員的總數由 2006 年的 64 473 人增加至 2016 年的 87 794 人，增幅達 36.2%。(表 4.1)

4.5 由於資訊科技業已發展多年，業界對涉及資訊科技／軟件開發技能類別的人力需求最為殷切。在 2016 年的 87 794 名資訊科技僱員中，資訊科技／軟件開發人員有 33 622 名 (38.3%)，而操作服務人員及實地支援人員分別有 19 665 名 (22.4%) 及 10 006 名 (11.4%)。增長最快的技能類別為實地支援 (在 2006 年至 2016 年期間錄得 87.4% 的強勁增長)，以及資訊科技保安 (在 2006 年至 2016 年期間增長 81.4%)。(表 4.1 及圖 4.1)

4.6 差不多所有主要行業均有資訊科技僱員。在 2016 年，僱用最多資訊科技人員的行業組別為資訊科技產品及服務供應商，僱用人數達 30 013 名，佔資訊科技僱員總數的 34.2%。其次為零售批發及出入口貿易、飲食業及酒店業，以及金融、保險、房地產及商業服務業，僱用人數分別為 16 495 名 (佔總數 18.8%) 及 15 726 名 (佔總數 17.9%)。(表 4.2 及圖 4.2)

4.7 資訊科技產品及服務供應商和通訊服務業是吸納資訊科技人員速度最快的其中組別。(表 4.2)

## Existing Manpower Structure in the IT Field

4.4 The findings of the IT manpower surveys showed that the total number of IT employees increased from 64 473 in 2006 to 87 794 in 2016, representing an increase of 36.2% over the period. (Table 4.1)

4.5 As the IT sector has been developing for some years, the job category of IT/software development ranked top amid the demand for IT manpower. Among the 87 794 IT employees in 2016, 33 622 (38.3%) were in IT/software development; 19 665 (22.4%) in operation services; and 10 006 (11.4%) in field support. The fastest growing job categories are field support (registering a remarkable increase of 87.4% between 2006 and 2016) and IT security (increased by 81.4% between 2006 and 2016). (Table 4.1 and Chart 4.1)

4.6 IT employees are engaged in virtually all major industries. In 2016, the IT products and services suppliers category had the largest share of IT employees (30 013), accounting for 34.2% of the total IT employees. This was followed by the wholesale, retail and import/export trades, catering and hotels sector (16 495 or 18.8%); and the financing, insurance, real estate and business services sector (15 726 or 17.9%). (Table 4.2 and Chart 4.2)

4.7 The IT products and services suppliers and communications services categories are among the fastest growing segments in terms of the intake of IT employees. (Table 4.2)

## 大學教育資助委員會（教資會）資助的資訊科技課程

4.8 本港大部分獲教資會資助的大學均提供副學位課程、學士學位課程及研究院課程程度的資訊科技課程。教資會資助的資訊科技課程（包括全日制和兼讀制課程）的畢業生總人數從 2006/07 學年開始一般呈下降趨勢。闡釋有關數字時須留意，由於教資會資助的資訊科技副學位課程及研究院修課課程自 2004/05 學年起逐漸轉變成以自負盈虧模式開辦，致使該兩項課程的畢業生人數下跌。

4.9 在 2010/11 學年至 2015/16 學年期間，教資會資助的資訊科技課程的畢業生（包括全日制和兼讀制學生）總人數每學年約有 2 200 至 2 300 人。在第 4.8 段陳述的原因亦導致有關畢業生人數自 2006/07 學年開始大致下降。2015/16 學年的畢業生人數為 2 224 人，當中 152 人（7%）是副學位畢業生，1 800 人（81%）是學士學位課程畢業生，另外 272 人（12%）是研究院研究課程畢業生。（表 4.3）

## 中小學利用資訊科技作教育用途的情況

4.10 政府擔當領導和統籌的角色以推動資訊科技於教育上的應用，而學校可因應本身的需要而自行擬定其相關的電子學習計劃。教育局自 2015 年開始推行第四個資訊科技教育策略。主要措施是為所有公營學校建立無線網絡校園以促進學校運用流動電腦裝置進行電子學習。此外，教育局亦推出其他措施，例如：更新課程、為學校領導人和教師提供專業培訓，以及增加優質的電子學習資源。

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

4.8 Most of the UGC-funded universities in Hong Kong are offering IT programmes at sub-degree, undergraduate and postgraduate levels. The total number of graduates of UGC-funded IT programmes (including both full-time and part-time programmes) in general followed a decreasing trend as from the 2006/07 academic year. These figures should be interpreted with caution because, starting from the 2004/05 academic year, UGC-funded sub-degree and taught postgraduate programmes has generally been converted to the self-financing mode, thus attributing to the decrease in number of graduates reported for these two levels.

4.9 During the academic years of 2010/11 to 2015/16, the total number of graduates (including both full-time and part-time students) of UGC-funded IT programmes was around 2 200 to 2 300 in each academic year. The reason mentioned in paragraph 4.8 is also relevant for explaining the decrease in the number of graduates as from the 2006/07 academic year in general. Among the 2 224 graduates in the 2015/16 academic year, 152 (7%) were sub-degree graduates, 1 800 (81%) were graduates of undergraduate programmes and 272 (12%) were graduates of research postgraduate programmes. (Table 4.3)

## Use of IT in Education at Primary and Secondary Levels

4.10 The Government assumes a leading and coordinating role in promoting the application of IT in education, and schools are given the flexibility to devise their own corresponding e-learning plans. The Education Bureau (EDB) launched the Fourth Strategy on Information Technology in Education in 2015. The main initiative is to establish Wi-Fi campus for all public sector schools to facilitate the use of mobile computing devices for e-learning. EDB also rolled out other initiatives such as curriculum renewal, professional development of school leaders and teachers, and increasing the supply of quality e-learning resources.

4.11 為滿足學校對資訊科技教育的培訓需求，教育局已加強相關培訓課程。在 2015/16 學年，約有 4 900 名小學教師及 7 900 名中學教師曾參與 452 個由教育局舉辦的資訊科技教育培訓課程。（表 4.4 和 4.5）

4.12 在 2015/16 學年，亦有約 900 名小學教師及 1 400 名中學教師曾參與 184 個由教育局舉辦的網上校管系統培訓課程。（表 4.4 和 4.5）

4.13 在 2015/16 學年，小學及中學分別約有 500 名教師在學校執行資訊科技統籌員／資訊科技主任的職務。（表 4.6）

4.14 在 2015/16 學年，約 1 800 名中學教師任教資訊科技／電腦科目。（表 4.7）

## 其他有關刊物

2006、2008、2010、2012、2014 及 2016 年  
資訊科技業人力調查報告

4.11 To meet the training needs of schools on IT in Education, EDB has strengthened the provision of relevant training courses. In the 2015/16 academic year, EDB organised 452 IT in Education Courses, which were attended by about 4 900 primary school teachers and 7 900 secondary school teachers. (Tables 4.4 and 4.5)

4.12 In the 2015/16 academic year, EDB also organised 184 courses on Web-based School Administration and Management System, which were attended by about 900 primary school teachers and 1 400 secondary school teachers. (Tables 4.4 and 4.5)

4.13 In the 2015/16 academic year, there were around 500 teachers each in primary and secondary schools respectively with duties as IT coordinators/IT in-charge. (Table 4.6)

4.14 In the 2015/16 academic year, about 1 800 secondary school teachers were teaching IT/computer studies. (Table 4.7)

## Further Reference

*Manpower Survey Report - Information Technology Sector, 2006, 2008, 2010, 2012, 2014 and 2016*

表 4.1 按技能類別劃分的資訊科技業人力結構

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

	僱員人數 Number of employees					
	2006	2008	2010	2012	2014	2016
資訊科技／軟件開發 IT/Software development	28 916	24 206	26 340	29 085	31 414	33 622
操作服務 Operation services	12 756	16 235	15 950	17 305	19 105	19 665
技術服務 Technical services						
實地支援 Field support	5 340	6 277	7 970	9 171	9 148	10 006
系統程式編製 Systems programming	3 732	3 988	3 764	3 705	4 103	4 101
資料庫 Database	837	525	753	1 042	915	824
資訊科技保安 IT security	424	361	509	577	622	769
資訊科技銷售及市場推廣 <sup>(1)</sup> IT sales and marketing <sup>(1)</sup>	4 517	4 531	5 741	6 705	6 710	7 177
電訊及網絡 Telecommunications and networking	3 749	6 153	5 948	6 007	5 923	6 426
資訊科技教育及訓練 IT education and training	2 575	3 302	5 161	3 650	3 571	3 727
一般資訊科技管理 General IT management	1 627	1 119	1 242	1 438	1 462	1 477
總計 Total	64 473	66 697	73 378	78 685	82 973	87 794

註釋： (1) 有關技能類別在 2006-2008 年為「資訊科技銷售」。

Note: (1) The corresponding job category in 2006-2008 rounds was "IT sales".

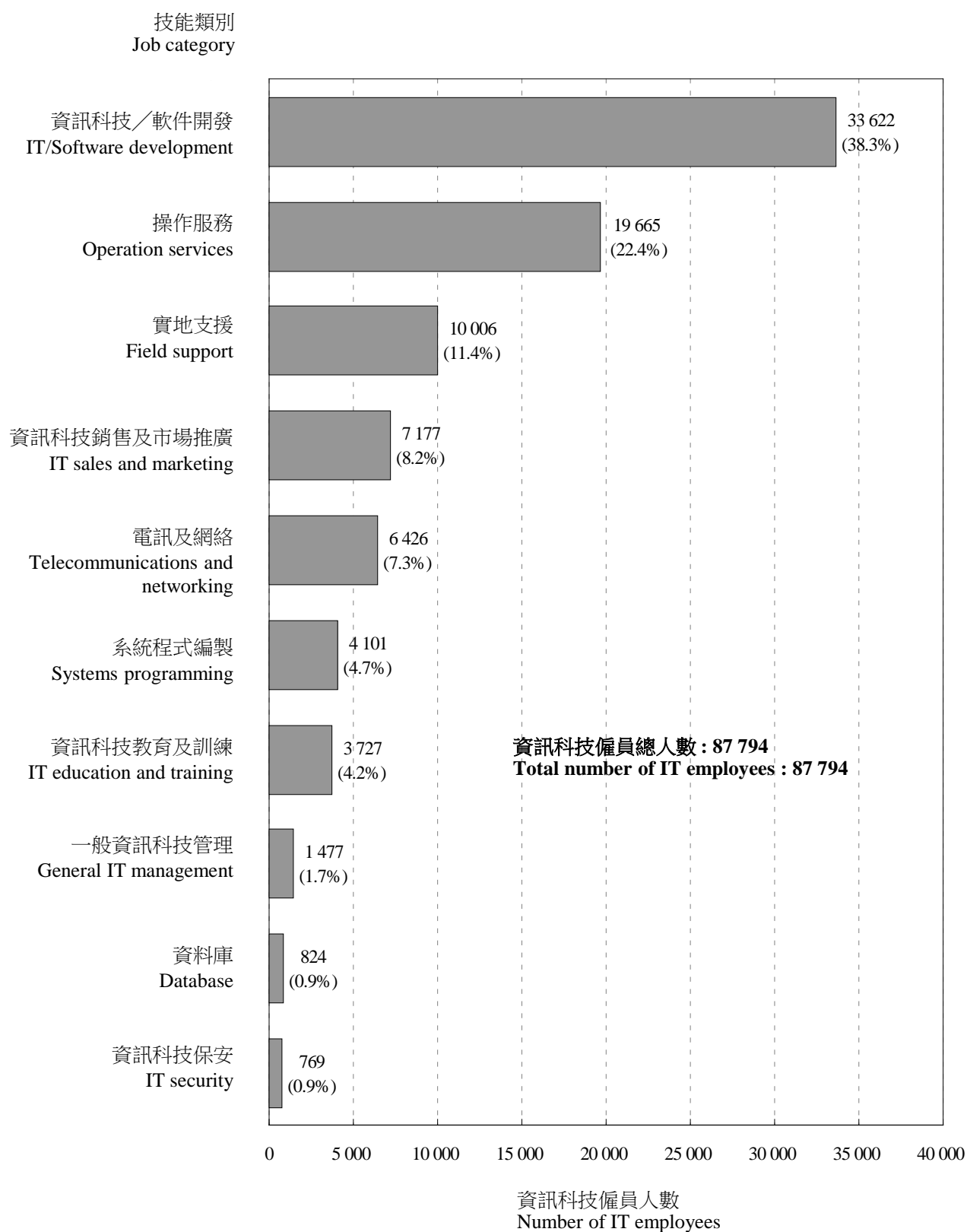
資料來源：職業訓練局

Source: Vocational Training Council



圖 4.1 2016 年按技能類別劃分的資訊科技業人力結構

Chart 4.1 Manpower structure of the information technology (IT) sector by job category, 2016



註釋： 括號內的數字代表佔資訊科技僱員總數的百分比。

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

資料來源： 職業訓練局

Source: Vocational Training Council

表 4.2 按行業組別劃分的資訊科技僱員分布

Table 4.2 Distribution of information technology (IT) employees by industry grouping

						僱員人數 Number of employees
	2006	2008	2010	2012	2014	2016
資訊科技產品及服務供應商 IT products and services suppliers	18 465	17 737	23 356	26 563	27 522	30 013
數碼創意業 <sup>(1)</sup> Digital creative <sup>(1)</sup>			631	680	697	618
零售批發及出入口貿易、飲食業及酒店業 Wholesale, retail and import/export trades, catering and hotels	15 050	14 459	15 742	15 940	16 581	16 495
金融、保險、房地產及商業服務業 Financing, insurance, real estate and business services	12 508	16 566	13 413	13 536	15 165	15 726
社區、社會及個人服務業（醫院除外） <sup>(2)</sup> Community, social and personal services (excluding hospitals) <sup>(2)</sup>	8 934	7 961	9 159	9 497	9 733	10 040
醫療及保健服務 Medical and health care services		423	556	750	931	1 077
通訊服務業 Communications services	3 014	2 680	3 014	3 747	3 922	5 223
運輸及貨倉服務業 Transport and storage services	1 803	1 762	1 771	1 837	1 959	1 990
製造業 Manufacturing	2 076	2 389	2 600	2 867	2 948	3 008
政府部門 Government bureaux/departments	2 134	2 161	2 497	2 470	2 703	2 741
建造業 Construction	156	226	307	424	434	473
電力、氣體燃料及水務 Electricity, gas and water	333	333	332	374	378	390
總計 Total	64 473	66 697	73 378	78 685	82 973	87 794

註釋： (1) 2006-2008 年度期間，「數碼創意業」納入「資訊科技產品及服務供應商」的類別內。

(2) 2006 年度，有關的行業包括醫院。

Notes: (1) "Digital creative" sector was grouped under "IT products and services suppliers" in 2006-2008 rounds.

(2) The corresponding sector in 2006 round included hospitals.

資料來源：職業訓練局

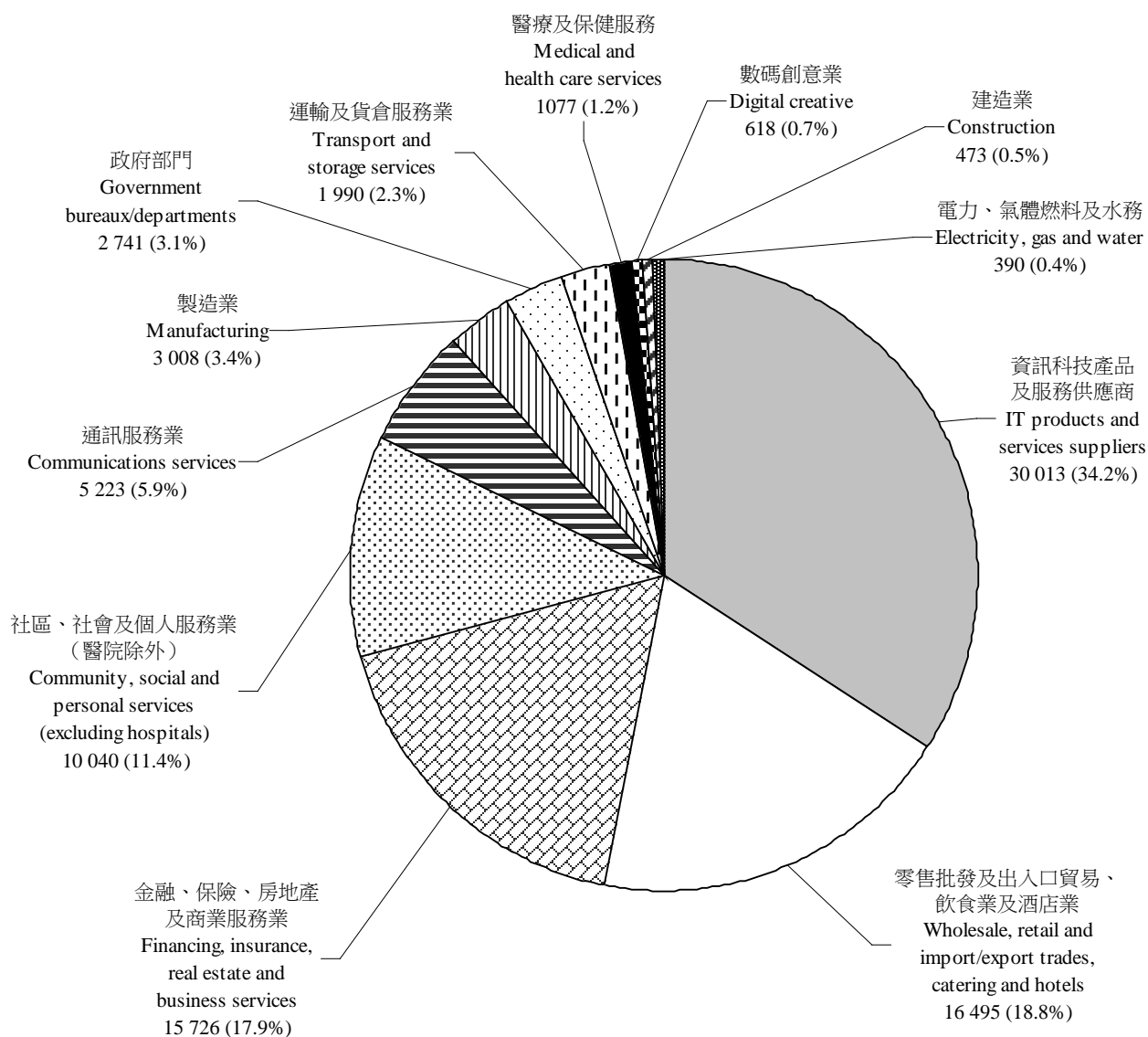
Source: Vocational Training Council

圖 4.2 2016 年按行業組別劃分的資訊科技僱員分布

Chart 4.2 Distribution of information technology (IT) employees by industry grouping, 2016

資訊科技僱員總人數：87 794

Total number of IT employees : 87 794



註釋：括號內的數字代表佔資訊科技僱員總數的百分比。

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

資料來源：職業訓練局

Source: Vocational Training Council

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

	畢業生人數 Number of graduates						
	學年 Academic year						
	2005/06	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
副學位課程 Sub-degree	696 (-8.4)	219 (-2.2)	226 (+3.2)	206 (-8.8)	193 (-6.3)	132 (-31.6)	152 (+15.2)
學士學位課程 Undergraduate	1 801 (-3.9)	1 894 (-1.0)	1 813 (-4.3)	1 797 (-0.9)	1 776 (-1.2)	1 777 (+0.1)	1 800 (+1.3)
研究院修課課程 Taught postgraduate	214 (-42.2)	0 (-100.0)	0 -	0 -	0 -	0 -	0 -
研究院研究課程 Research postgraduate	196 (-1.0)	222 (-8.3)	226 (+1.8)	251 (+11.1)	286 (+13.9)	288 (+0.7)	272 (-5.6)
總計 Total	2 907 (-9.2)	2 335 (-1.9)	2 265 (-3.0)	2 254 (-0.5)	2 255 (§§)	2 197 (-2.6)	2 224 (+1.2)

註釋： 括號內的數字是與上年比較的變動百分率。  
 §§ 表示變動百分率在增減 0.05% 以內。  
 Notes: Figures in brackets denote percentage changes over the preceding year.  
 §§ Denotes changes within +/- 0.05%.

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

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

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

		課程數目 Number of courses						
		學年 Academic year						
		2005/06	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
資訊科技教育培訓課程 <sup>(1)</sup> IT in Education Courses <sup>(1)</sup>								
小學 Primary schools		120 (-29.8)	203 (+2.0)	154 (-24.1)	164 (+6.5)	110 (-32.9)	145 (+31.8)	205 (+41.4)
中學 Secondary schools		89 (-45.7)	186 (+6.9)	201 (+8.1)	226 (+12.4)	105 (-53.5)	166 (+58.1)	247 (+48.8)
校管系統／網上校管系統培訓課程 Courses on School Administration and Management System and Web-based School Administration and Management System								
小學 Primary schools		57 (-18.6)	71 (+14.5)	73 (+2.8)	101 (+38.4)	94 (-6.9)	103 (+9.6)	90 (-12.6)
中學 Secondary schools		59 (0.0)	77 (+14.9)	77 (0.0)	106 (+37.7)	97 (-8.5)	107 (+10.3)	94 (-12.1)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 資訊科技教育培訓課程包括為加強教師利用資訊科技促進學習與教授的培訓課程。

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

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

資料來源： 教育局教育基建分部及資訊科技管理分部

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

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

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

		教師人數 Number of teachers						
		學年 Academic year						
		2005/06	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
資訊科技教育培訓課程 <sup>(1)</sup> IT in Education Courses <sup>(1)</sup>								
小學		2 381	2 848	2 203	2 148	2 336	3 596	4 924
Primary schools		(-29.1)	(-56.7)	(-22.6)	(-2.5)	(+8.8)	(+53.9)	(+36.9)
中學		2 019	3 526	3 607	4 391	3 041	5 135	7 879
Secondary schools		(-48.7)	(-40.4)	(+2.3)	(+21.7)	(-30.7)	(+68.9)	(+53.4)
校管系統／網上校管系統培訓課程 Courses on School Administration and Management System and Web-based School Administration and Management System								
小學		2 113	1 108	931	1 263	1 404	1 170	885
Primary schools		(-44.8)	(+27.9)	(-16.0)	(+35.7)	(+11.2)	(-16.7)	(-24.4)
中學		2 662	1 475	1 241	2 361	2 080	1 786	1 373
Secondary schools		(-20.9)	(+9.3)	(-15.9)	(+90.2)	(-11.9)	(-14.1)	(-23.1)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 資訊科技教育培訓課程包括為加強教師利用資訊科技促進學習與教授的培訓課程。

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

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

資料來源： 教育局教育基建分部及資訊科技管理分部

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

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

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

資訊科技統籌員／資訊科技主任人數 Number of IT coordinators/IT in-charge							
	學年 Academic year						
	2005/06	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
小學 Primary schools	489 (-3.2)	471 (-0.4)	461 (-2.1)	467 (+1.3)	458 (-1.9)	469 (+2.4)	475 (+1.3)
中學 Secondary schools	501 (+9.9)	517 (-2.5)	516 (-0.2)	502 (-2.7)	487 (-3.0)	488 (+0.2)	478 (-2.0)
總計 Total	990 (+3.0)	988 (-1.5)	977 (-1.1)	969 (-0.8)	945 (-2.5)	957 (+1.3)	953 (-0.4)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 數字是指在學校執行資訊科技統籌員／資訊科技主任職務的教師人數。

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

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

資料來源： 教育局學校教育統計組

Source: School Education Statistics Section, Education Bureau

表 4.7 任教資訊科技／電腦科目的中學教師人數

Table 4.7 Secondary school teachers teaching information technology/computer studies

	學年 Academic year						
	2005/06	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
教師人數	2 863	2 152	2 185	1 988	1 908	1 832	1 785
Number of teachers	(+0.1)	(-8.2)	(+1.5)	(-9.0)	(-4.0)	(-4.0)	(-2.6)

註釋： 括號內的數字是與上年比較的變動百分率。

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

資料來源： 教育局學校教育統計組

Source: School Education Statistics Section, Education Bureau

## 用語及定義

## Terms and Definitions

### 1. 資訊及通訊科技業的營運特徵

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

1.2 **對外電訊服務** 是指透過固網服務／固定傳送者／綜合傳送者牌照持有人提供的對外專用綫路經營（包括話音、傳真、或數據）與香港以外的地方通訊服務。

1.3 **固定資產的買賣淨值** 是指添置的固定資產減出售的固定資產。

1.4 **本地生產總值** 是指一個國家或地區的所有常住生產單位，在一個指定的期間內，未扣除固定資本消耗的生產總價值。

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

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

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

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

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

1.2 *External telecommunications services*, which may include voice, facsimile or data, are services operated over external leased circuits supplied by Fixed Telecommunication Network Services/Fixed Carrier/Unified Carrier licensee for communication with places outside Hong Kong.

1.3 *Gross addition to fixed assets* is defined as acquisition of fixed assets minus disposal of fixed assets.

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

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

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

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



## 2. 資訊及通訊科技貨品的進出口情況

2.1 影音設備的貿易統計數字 主要涵蓋錄音及錄影設備或重播器具及其零件及附件；無線電廣播或電視傳送器具、電視攝影機、數碼攝影機及其他攝錄機；傳聲器及其座架、音頻電動擴音器、電動擴音器組合；以及唱片、磁帶、固態永久資料存儲器及其他供錄音或記錄其他信息的媒體的進口及出口。

2.2 電腦及相關設備的貿易統計數字 主要涵蓋自動資料處理機及其儲存、輸入或輸出部件、磁性或光學閱讀器、將資料以代碼形式轉錄到資料媒體的機器及處理這些資料的機器及網絡裝置設備；以及其他有關零件及附件的進口及出口。

2.3 電子組件的貿易統計數字 主要涵蓋電子集成電路及微形電子組件；二極管、晶體管及類似的半導體器件；光敏半導體器件，包括無論是否裝在組件內或組裝成塊的光電池；發光二極管；已裝配的壓電晶體；印刷電路；以及用於傳送器具、電視攝影機、數碼攝影機、攝錄機、監視器及投影機的零件等的進口及出口。

2.4 其他資訊及通訊科技貨品的貿易統計數字 主要涵蓋辦公室機器及設備、醫療設備、工業工序控制設備，以及量度、檢查、測試及導航儀器等的進口及出口。

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

2.1 *Trade statistics on audio and video equipment* mainly cover imports and exports of sound and video recording or reproducing apparatus and their parts and accessories; transmission apparatus for radio-broadcasting or television, television cameras, digital cameras and video camera recorders; microphones and stands therefore, headphones and earphones, audio-frequency electric amplifiers, electric sound amplifier sets; and discs, tapes, solid-state non-volatile storage devices and other media for the recording of sound or of other phenomena.

2.2 *Trade statistics on computer and related equipment* mainly cover imports and exports of automatic data processing machines and storage, input or output units thereof; magnetic or optical readers, machines for transcribing data onto data media in coded form, machines for processing such data and network units equipment; and other related parts and accessories.

2.3 *Trade statistics on electronic components* mainly cover imports and exports of electronic integrated circuits and micro assemblies; diodes, transistors and semiconductor devices; photosensitive semiconductor devices, including photovoltaic cells whether or not assembled in modules or made up into panels; light emitting diodes; mounted piezo-electric crystals; printed circuits; and parts of transmission apparatus, television cameras, digital cameras, video camera recorders, monitors and projectors, etc.

2.4 *Trade statistics on other ICT goods* mainly cover imports and exports of office machinery and equipment, medical equipment, industrial process control equipment, and appliances for measuring, checking, testing and navigating, etc.

2.5 電訊設備的貿易統計數字 主要涵蓋電話機，包括蜂巢式網絡或其他無線網絡的電話；其他傳送或接收聲音、圖像或數據的器具，包括有線或無線網絡的通訊器具，如局部或寬廣區域網絡；無線電廣播或電視傳送器具及其他裝有接收器的傳送器具的進口及出口。

（註釋：上述第 2.1 - 2.5 段列出的貨品類別是以 2008 年有關類別的貨品涵蓋範圍為依歸。由於每年的貨品編碼會有所變動，過往年份的涵蓋範圍可能略為不同。故在比較跨年的有關數字時應注意此點。）

### 3. 資訊及通訊科技的接達及使用情況

3.1 寬頻互聯網接駁 指使用者透過傳送速度由每秒數個至每秒千個兆比特（Mbps）的上網服務（1 兆比特 = 1 024 千比特）進入互聯網並使用互聯網服務。採用有線調解器、以太網、非對稱數碼用戶線路（ADSL）、其他種類的數字式用戶線路／數碼用戶線路（DSL）及光纖到樓（FTTB）都是常用的上網方式。

3.2 機構單位 — 請參閱本附錄第 1.1 段。

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

(Note: The commodity categories listed in paragraphs 2.1-2.5 above are based on the respective commodity coverage in 2008. Owing to annual changes in commodity codes, the coverage in previous years may be slightly different and caution should be exercised in comparing the relevant figures across years.)

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

3.1 *Broadband Internet access* refers to access to the Internet and Internet related services, with transmission speed from several Mbps (Megabits per second) to thousand Mbps (1 Mb = 1 024 kb). Cable modems, Ethernet, ADSL (asymmetric digital subscriber line), other types of DSL (digital subscriber line) and FTTB (Fibre-to-the-building), are technologies commonly used for provision of broadband connection.

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

3.3 機構單位進行以下活動，會被視為透過電腦網絡遞送貨品、服務或資料：

- (a) 發送相關的電子郵件
- (b) 透過發送電子郵件／設立網站以提供客戶服務，包括提供價格及產品資訊、可用的帳戶信用額資訊及產品構置等
- (c) 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）或網上服務（例如電腦相關的服務、資訊服務等）
- (d) 透過電腦網絡向政府及有關機構遞交表格／資料

3.4 機構單位進行以下活動，會被視為透過電腦網絡獲取貨品、服務或資料：

- (a) 接收相關的電子郵件
- (b) 透過電腦網絡獲取貨品或服務的資訊
- (c) 透過電腦網絡獲取政府及有關機構的資訊（包括從網站下載表格）
- (d) 以數碼方式透過電腦網絡獲取貨品或服務

3.5 機構單位 透過電腦網絡提交訂單是指機構透過電腦為中介網絡（例如互聯網（包括流動網絡）、外聯網及電子數據聯通）在網上提交訂單而訂購的貨品或服務。貨品或服務是透過上述的網絡訂購，付款及最後貨品或服務的遞送可以在網上或離線進行，但不包括被取消或未能完成的訂單、或以人手輸入的電子郵件、電子訊息（例如WhatsApp, Facebook Messenger等）、電話或傳真所提交的訂單。

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

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

3.4 Establishment is regarded as engaged in receipt of goods, services or information online through:

- (a) Receiving relevant e-mails
- (b) Getting information about goods or services online
- (c) Getting information from the Government and related organisations online (including downloading forms from websites)
- (d) Online receiving goods or services in digitised form

3.5 *Establishment placing orders online* refers to purchases of goods or services through orders placed online by the establishment via computer-mediated networks, such as the Internet (including mobile networks), extranets and electronic data interchange (EDI). The goods or services are ordered over those networks, but the payment and ultimate delivery of the goods and services may be conducted online or offline. Orders which are cancelled or not completed, or those made by manually typed e-mails, electronic messages (e.g. WhatsApp, Facebook Messenger, etc.), telephone calls or facsimile are not included.

3.6 機構單位 透過電腦網絡獲取訂單是指顧客透過電腦為中介的網絡（例如互聯網（包括流動網絡）、外聯網及電子數據聯通）在網上提交訂單而引致的貨品或服務銷售。貨品或服務是透過上述的網絡訂購，付款及最後貨品或服務的遞送可以在網上或離線進行，但不包括被取消或未完成的訂單、或以人手輸入的電子郵件、電子訊息（例如WhatsApp, Facebook Messenger等）、電話或傳真所提交的訂單。

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

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

3.9 網上政府服務指透過互聯網上的「香港政府一站通」網站及其他政府網站提供公共資訊和服務予市民使用。

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

- 適用於 2006 年至 2008 年
  - 桌面電腦
  - 手提電腦／筆記簿型電腦／平板電腦
  - 掌上電腦／個人數碼助理
- 適用於 2009 年、2010 年、2012 年及 2013 年
  - 桌面電腦
  - 手提電腦／筆記簿型電腦／小筆電／平板電腦
  - 掌上電腦／個人數碼助理

3.6 *Establishment receiving orders online* refers to sales of goods or services through orders placed online by customers via computer-mediated networks, such as the Internet (including mobile networks), extranets and EDI. The goods or services are ordered over those networks, but the payment and ultimate delivery of the goods and services may be conducted online or offline. Orders which are cancelled or not completed, or those made by manually typed e-mails, electronic messages (e.g. WhatsApp, Facebook Messenger, etc.), telephone calls or facsimile are not included.

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

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

3.9 *Online Government services* refer to the delivery of public information and services to the community through GovHK website and other Government websites on the Internet.

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

- for 2006 to 2008
  - Desktop computer
  - Laptop / notebook / tablet
  - Palm top / Personal Digital Assistant
- for 2009, 2010, 2012 and 2013
  - Desktop computer
  - Laptop / notebook / netbook / tablet
  - Palm top / Personal Digital Assistant

- 適用於 2014 年至 2016 年

- 桌面電腦
- 手提電腦
- 平板電腦

3.11 第二代流動無線服務 (2G) 是指利用包括碼分多址制式 (CDMA)、分時多工存取 (TDMA)、環球流動通訊系統 (GSM) 及個人通訊服務 (PCS) 系統操作的數碼式流動電訊服務。

3.12 第三代流動無線服務 (3G) 是根據國際電信聯盟 (International Telecommunication Union, 簡稱 ITU) 定下的國際流動電信 2000 標準 (International Mobile Telecommunication 2000, 簡稱 IMT-2000) 發展而成的新一代無線通訊系統。

3.13 工商業的資訊科技總開支 涵蓋以下四種類別的開支：

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

- for 2014 to 2016

- Desktop computer
- Laptop
- Tablet

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

3.12 *Third Generation (3G) wireless services* is a new generation of wireless telecommunications service and its development is based on the initiative of International Telecommunication Union (ITU) called IMT-2000 (International Mobile Telecommunication 2000).

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

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

3.14 *網絡存在* 是指機構具有本身的網站／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對網頁內容並沒有主導控制的其他網頁。

3.15 *網站* 是一組以本頁為首頁的相關網頁。每一網站通常都有一個獨一無二的網上地址，以供用戶尋找所需的首網頁。

#### 4. 資訊科技的人力資源及教育

4.1 *資料庫* 包括以下員工：

- 適用於 2006 年、2008 年、2010 年、2012 年、2014 年及 2016 年
  - 資料庫管理主任／設計員
  - 數據庫管理主任

4.2 *實地支援* 包括以下員工：

- 適用於 2006 年、2008 年、2010 年、2012 年、2014 年及 2016 年
  - 經理 – 客戶工程／服務支援
  - 工程師 – 客戶服務／實地服務
  - 實地服務技術員

4.3 *一般資訊科技管理* 包括以下員工：

- 適用於 2006 年、2008 年、2010 年、2012 年及 2014 年
  - 資訊科技總監
  - 管理資訊系統總監
  - 資訊科技主管
  - 首席資訊主任

3.14 *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). It excludes inclusion in an online directory and any other web pages where the establishment does not have substantial control over the content of the webpage.

3.15 *Website* is a related collection of webpages that includes a beginning page called a home page. A website has an address (often unique) to facilitate the users to get their intended home page.

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

4.1 *Database* includes the following personnel:

- for 2006, 2008, 2010, 2012, 2014 and 2016
  - Database Administrator/Designer
  - Data Warehouse Administrator

4.2 *Field support* includes the following personnel:

- for 2006, 2008, 2010, 2012, 2014 and 2016
  - Manager - Customer Engineering/Services Support
  - Engineer - Customer Services/Field
  - Field Technician

4.3 *General IT management* includes the following personnel:

- for 2006, 2008, 2010, 2012 and 2014
  - IT Director
  - Management Information System (MIS) Director
  - Head of IT
  - Chief Information Officer (CIO)

- 適用於 2016 年
  - 資訊科技總監
  - 管理資訊系統總監
  - 資訊科技主管
  - 首席資訊主任
  - 首席技術總監

4.4 資訊科技教育及訓練 包括以下員工：

- 適用於 2006 年、2008 年、2010 年、2012 年、2014 年及 2016 年
  - 教授／講師／訓練主任
  - 資訊科技訓練員／教導員
  - 資訊科技研究員（大專院校）／研究助理

4.5 資訊科技銷售 包括以下員工：

- 適用於 2006 年及 2008 年
  - 總監 – 銷售／客戶
  - 經理 – 銷售／客戶
  - 代表 – 銷售／產品推廣

4.6 資訊科技銷售及市場推廣 包括以下員工：

- 適用於 2010 年、2012 年、2014 年及 2016 年
  - 總監 – 銷售／市場／客戶
  - 經理 – 銷售／市場／客戶
  - 代表 – 銷售／市場／產品推廣

4.7 資訊科技保安 包括以下員工：

- 適用於 2006 年、2008 年、2010 年、2012 年、2014 年及 2016 年
  - 專責經理 – 電腦保安／資訊保安
  - 資訊保安主任

- for 2016
  - IT Director
  - Management Information System (MIS) Director
  - Head of IT
  - Chief Information Officer (CIO)
  - Chief Technology Officer (CTO)

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

- for 2006, 2008, 2010, 2012, 2014 and 2016
  - Professor/Lecturer/Training Officer
  - IT Trainer/Instructor
  - IT Researcher (in a tertiary educational institution)/Research Assistant

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

- for 2006 and 2008
  - Director - Sales/Account
  - Manager - Sales/Account
  - Representative - Sales/Product Promotion

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

- for 2010, 2012, 2014 and 2016
  - Director - Sales/Marketing/Account
  - Manager - Sales/Marketing/Account
  - Representative - Sales/Marketing/Product Promotion

4.7 *IT security* includes the following personnel:

- for 2006, 2008, 2010, 2012, 2014 and 2016
  - Specialist - IT Security/Information Security
  - Information Security Officer

4.8 資訊科技／軟件開發 包括以下員工：

- 適用於 2006 年
  - 系統開發經理
  - 資訊科技建築師
  - 商業分析員
  - 項目經理／組長
  - 系統分析員
  - 應用設計員／設計顧問
  - 程式編製員
  - 分析員／程式編製員
  - 軟件工程師
  - 網站設計員／開發員
  - 品質檢查專責經理
  - 軟件品質檢查專責經理／工程師
  - 電腦系統審核經理
  - 研究及開發工程師
  - 軟件／固件產品設計員
  - 產品分析員／開發員
  - 技術撰稿員
  - 電腦遊戲設計／美術／開發員
  - 電腦圖像設計／美術員
  - 電腦動畫設計師
  - 設計師 – 網頁圖像／視覺效果
- 適用於 2008 年、2010 年、2012 年及 2014 年
  - 系統開發經理
  - 資訊科技建築師
  - 商業分析員
  - 項目經理／組長
  - 系統分析員
  - 應用設計員／設計顧問
  - 程式編製員
  - 分析員／程式編製員
  - 軟件工程師
  - 網站設計員／開發員
  - 品質檢查專責經理
  - 軟件品質檢查專責經理／工程師
  - 電腦系統審核經理

4.8 *IT/Software development* includes the following personnel:

- for 2006
  - Systems Development Manager
  - IT Architect
  - Business Analyst
  - Project Manager/Leader
  - Systems Analyst
  - Usability Designer/Design Consultant
  - Programmer
  - Analyst/Programmer
  - Software Engineer
  - Web Designer/Developer
  - Quality Assurance Specialist
  - Software Assurance Specialist/Engineer
  - IT Systems Auditor
  - Research and Development Engineer
  - Software/Firmware Product Designer
  - Product Analyst/Developer
  - Technical Writer
  - Computer Game Designer/Artist/Developer
  - Computer Graphic Designer/Artist
  - Computer Animator
  - Designer - Web Graphic/Visual Effect
- for 2008, 2010, 2012 and 2014
  - Systems Development Manager
  - IT Architect
  - Business Analyst
  - Project Manager/Leader
  - Systems Analyst
  - Usability Designer/Design Consultant
  - Programmer
  - Analyst/Programmer
  - Software Engineer
  - Web Designer/Developer
  - Quality Assurance Specialist
  - Software Assurance Specialist/Engineer
  - IT Systems Auditor



- 研究及開發工程師
- 軟件產品工程師
- 軟件／固件產品設計員
- 產品分析員／開發員
- 軟件產品經理
- 技術撰稿員
- 電腦遊戲設計／美術／開發員
- 電腦圖像設計／美術員
- 電腦動畫設計師
- 設計師 – 網頁圖像／視覺效果

- 適用於 2016 年

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

- Research and Development Engineer
- Software Product Engineer
- Software/Firmware Product Designer
- Product Analyst/Developer
- Software Product Manager
- Technical Writer
- Computer Game Designer/Artist/Developer
- Computer Graphic Designer/Artist
- Computer Animator
- Designer - Web Graphic/Visual Effect

- for 2016

- Systems Development Manager
- IT Architect
- Business Analyst
- Project Manager/Leader
- UX Designer
- Programmer
- Analyst/Programmer
- Software Engineer
- Web Designer/Developer
- Quality Assurance Specialist
- Software Assurance Specialist/Engineer
- IT Systems Auditor
- Research and Development Engineer
- Software Product Engineer
- Software/Firmware Product Designer
- Product Analyst/Developer
- Software Product Manager
- Technical Writer
- Computer Game Designer/Artist/Developer
- Computer Graphic Designer/Artist
- Computer Animator
- Designer - Web Graphic/Visual Effect

4.9 操作服務 包括以下員工：

- 適用於 2006 年、2008 年、  
2010 年、2012 年、2014 年及 2016 年

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

4.10 系統程式編製 包括以下員工：

- 適用於 2006 年、2008 年、  
2010 年、2012 年、2014 年及 2016 年

- 系統程式編製員（機構內部／  
電腦供應商）
- 系統工程師

4.11 電訊及網絡 包括以下員工：

- 適用於 2006 年、2008 年、  
2010 年、2012 年、2014 年及 2016 年

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

4.9 *Operation services* includes the following personnel:

- for 2006, 2008, 2010, 2012, 2014 and 2016

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

4.10 *Systems programming* includes the following personnel:

- for 2006, 2008, 2010, 2012, 2014 and 2016

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

4.11 *Telecommunications and networking* includes the following personnel:

- for 2006, 2008, 2010, 2012, 2014 and 2016

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

## 查詢電話 Enquiry Telephone Numbers

資料來源 <i>Source of information</i>	查詢電話 <i>Enquiry telephone numbers</i>
政府統計處商業服務統計組 Business Services Statistics Section, Census and Statistics Department	3903 7268
教育局 Education Bureau	
(a) 資訊科技教育組 Information Technology in Education Section	3698 3601
(b) 系統及資訊管理組 Systems & Information Management Section	3464 0532
(c) 學校教育統計組 School Education Statistics Section	3509 8443
康樂及文化事務署 Leisure and Cultural Services Department	2921 0298
政府資訊科技總監辦公室 Office of the Government Chief Information Officer	2582 4520
通訊事務管理局辦公室 Office of the Communications Authority	2961 6333
政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department	3903 7291
政府統計處社會統計調查組 (一) Social Surveys Section (1), Census and Statistics Department	2887 5103
政府統計處貿易資料分析組 Trade Analysis Section, Census and Statistics Department	2582 4915
大學教育資助委員會秘書處 University Grants Committee Secretariat	2844 9919
職業訓練局 Vocational Training Council	3907 6650

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