香港—資訊社會
Hong Kong as an Information Society

2019 年版
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緒言

在過去 20 年，我們見證了資訊及通訊科技前所未有的演變，以及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。

Introduction

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 and 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
- * 經修訂的數字
- @ 數字將於日後修訂
- N.A. 沒有數字

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 2017-18 年的財政年度是由 2017 年 4 月 1 日至 2018 年 3 月 31 日止。

Symbols

The following symbols are used throughout the publication:

- - Not applicable
- * Revised figures
- @ Figures are subject to revision later on
- N.A. Not available

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, 2017-18 means the financial year starting from 1 April 2017 and ending on 31 March 2018.

概要

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、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 2017 年，香港的資訊及通訊科技業的增加價值為 1,459 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 2017 年，約 129 600 人從事資訊及通訊科技業，佔總就業人數的 3.4%。

Overview

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, Internet subscribers, etc) reveal the degree of readiness of an economy in moving towards an information society.

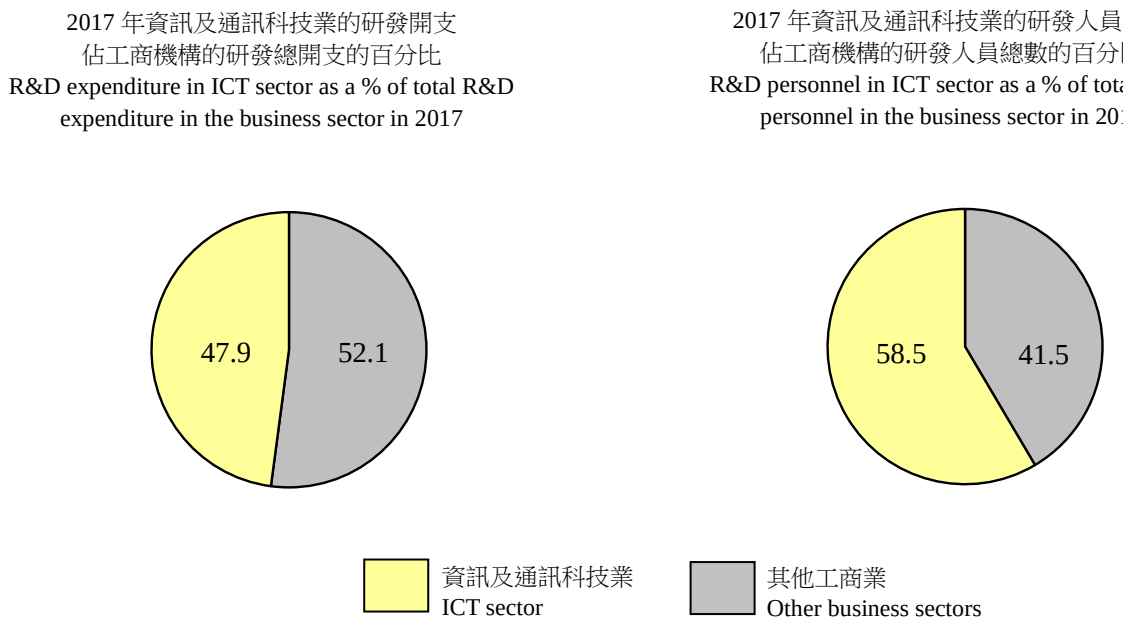
4. Demand for ICT goods and services is measured mainly by statistics on the use of ICT by businesses, households/individuals and government as well as the technology for adoption of ICT goods and services in an economy.

5. In 2017, the value added of the ICT sector amounted to $145.9 billion, representing 5.7% of the Gross Domestic Product at basic prices. In terms of employment size, some 129 600 persons were engaged in the ICT sector in 2017, accounting for 3.4% of the total employment.

6. 資訊及通訊科技業屬技術密集型的行業。在 2017 年，資訊及通訊科技業的工商機構單位的研究及發展（研發）開支為 45 億元，佔本港工商機構研發總開支的 47.9%。資訊及通訊科技業亦聘用大量的研發人員。在 2017 年，58.5% 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 2017, expenditure on research and development (R&D) by business establishments in the ICT sector amounted to $4.5 billion, accounting for 47.9% of the total R&D expenditure in the business sector of Hong Kong. The ICT sector also has a high concentration of R&D personnel. In 2017, 58.5% 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)

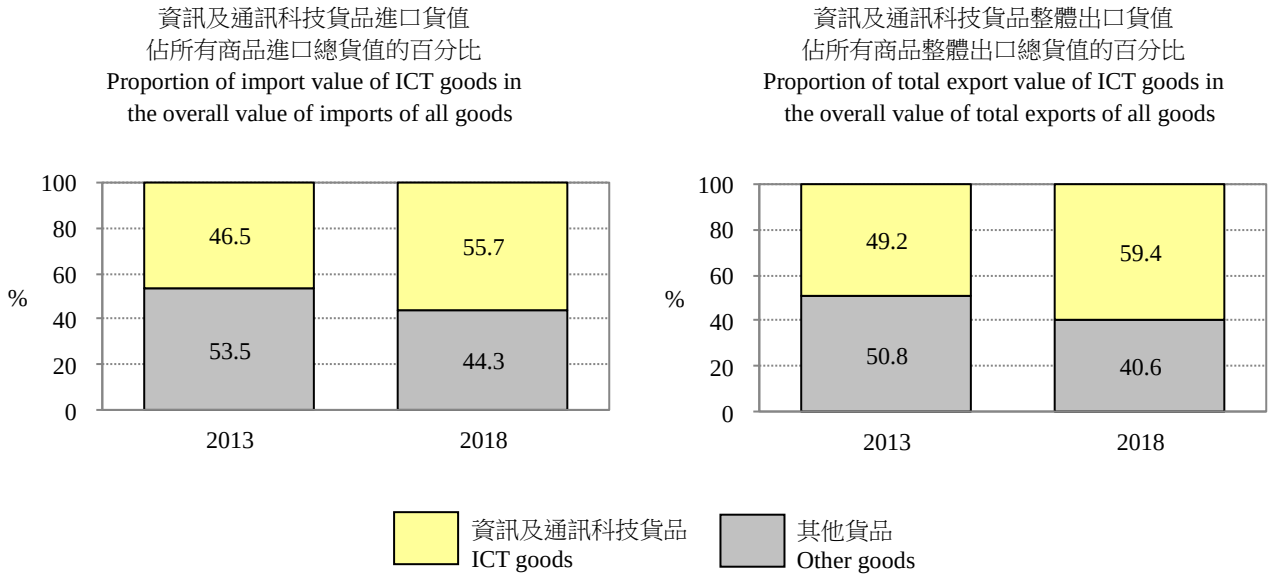
圖甲：2017 年資訊及通訊科技業的研發情況
Chart A: R&D in ICT sector, 2017



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 2018 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 55.7%。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 59.4%。（圖乙）

7. The imports and exports of ICT goods play an important role in the external trade of Hong Kong. In 2018, the import value of ICT goods accounted for 55.7% 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 59.4%. (Chart B)

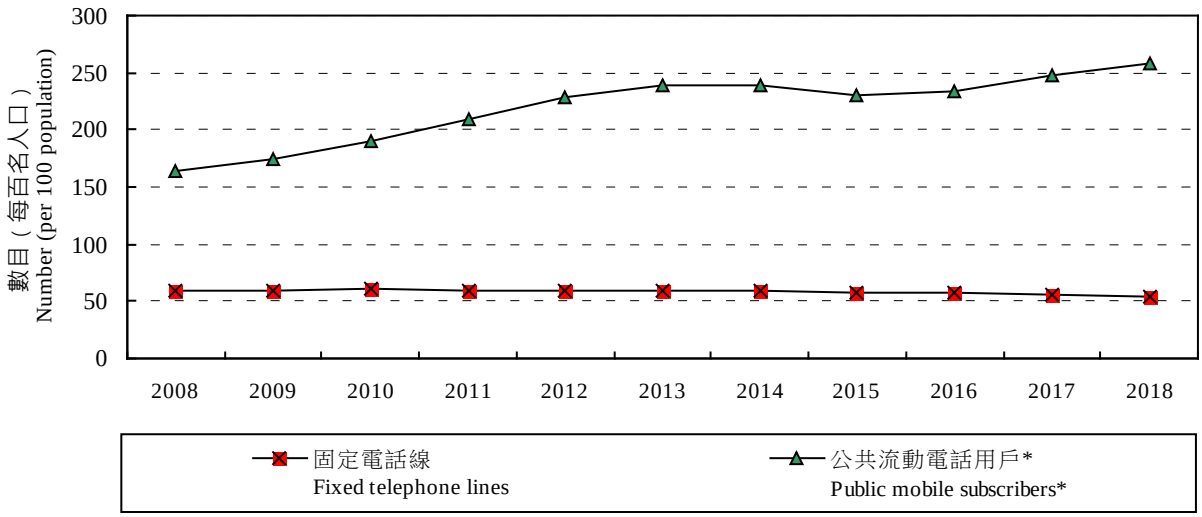
圖乙：2013 及 2018 年資訊及通訊科技貨品的對外貿易情況
Chart B: External trade of ICT goods, 2013 and 2018



8. 香港的固網電話市場已趨飽和。在 2018 年，每百名人口中有 55 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。截至 2018 年 10 月底，每百名人口中有 259 個公共流動電話用戶。（圖丙）

8. The fixed line telephony market in Hong Kong has become saturated. In 2018, there was 55 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 259 public mobile subscribers per 100 population as at the end of October 2018. (Chart C)

圖丙：2008 至 2018 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, 2008-2018



*2018 數字截至 10 月底。
*2018 figure is as at the end of October.

9. 香港市民使用互聯網服務已十分普遍。在 2018 年，家中有接駁互聯網的住戶佔全港所有住戶的 92.3%。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 2018 年，每百名人口中有 36 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 248 個[1]。

9. The use of Internet services is prevalent amongst people in Hong Kong. In 2018, households with access to the Internet at home constituted 92.3% of all households in Hong Kong. The robust growth in the Internet market is largely attributable to the popularity of broadband access services and the widespread use of mobile broadband services. In 2018, the number of fixed broadband Internet subscribers reached 36 per 100 population in Hong Kong. The corresponding figure for mobile broadband subscribers was much higher, being 248[1].

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 2012/13 學年至 2017/18 學年期間，大學教育資助委員會資助的資訊科技課程的畢業生總人數每學年約有 2 500 至 2 700 人。

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 2012/13 to 2017/18, the total number of graduates of the IT programmes funded by the University Grants Committee was around 2 500 to 2 700 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.

[1] 數字是指截至 2018 年 10 月底每百名人口計算的第三代／四代公共流動電話用戶數目。

[1] Figure refers to the number of public mobile subscribers of 3G/4G mobile services per 100 population as at the end of October 2018.

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：通訊設備及電腦，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. communication 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 2017 年，資訊及通訊科技業約有 17 900 間工商機構單位。資訊及通訊科技業的就業人數約為 129 600 人，佔 2017 年香港總就業人數的 3.4%。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單位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 2017 年，資訊及通訊科技業的增加價值為 1,459 億元，佔以基本價格計算的本地生產總值的 5.7%。資訊及通訊科技業的增加價值在 2017 年較上年上升 6.0%。（表 1.1）

1.6 在 2017 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 52.2%，有關百分比高於提供資訊及通訊科技服務的行業（47.5%）。以就業人數而言，相應的比重分別為 41.9% 及 57.0%。（圖 1.1 及 1.2）

資訊及通訊科技業的研究及發展（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及發展（研發）活動的開支十分龐大。在 2017 年，資訊及通訊科技業的工商機構單位在研發方面的總開支（包括經常開支和資本開支）達 45 億元，佔工商機構研發總開支的比例達 47.9%。（表 1.2）

Operating Characteristics of the ICT Sector

1.4 In 2017, there were some 17 900 business establishments engaged in the ICT sector. Around 129 600 persons were engaged in the sector, representing 3.4% of the total employment in Hong Kong in 2017. 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 2017, the value added of the ICT sector amounted to $145.9 billion, representing 5.7% of the Gross Domestic Product (GDP) at basic prices. The value added of the ICT sector in 2017 increased by 6.0% from a year earlier. (Table 1.1)

1.6 In 2017, industries engaged in the distribution of ICT products accounted for 52.2% of the total value added of the ICT sector, higher than the 47.5% for those engaged in the provision of ICT services. The corresponding shares in terms of employment were 41.9% and 57.0% 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 2017, business establishments in the ICT sector incurred a total expenditure of $4.5 billion (including current and capital expenditure) on R&D. This represented a substantial proportion of 47.9% of the total R&D expenditure in the business sector as a whole. (Table 1.2)

1.8 在 2017 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 7 500 人，佔工商業整體研發人員數目的 58.5%。（表 1.2）

1.8 In 2017, the number of R&D personnel (expressed in terms of full-time equivalent) in the ICT sector was about 7 500, accounting for 58.5% of the total number of R&D personnel in the business sector as a whole. (Table 1.2)

電訊服務

Telecommunications Services

1.9 完善的電訊基礎設施對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。

1.9 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 在 2018 年，香港有 27 間本地固定網絡營辦商[1] 和 4 間流動網絡營辦商。另外，本港亦有 238 間電訊持牌機構獲授權提供對外電訊服務。（表 1.3）

1.10 In 2018, there were 27 local fixed network operators[1] and 4 mobile network operators. There were also 238 telecommunications licensees authorised to provide external telecommunications services. (Table 1.3)

1.11 在 2018 年，香港有 251 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 2017 年的互聯網相關服務的業務收益為 194 億元，當中 58.2% 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）

1.11 In 2018, there were 251 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 $19.4 billion of business receipts from Internet related services in 2017, of which 58.2% were generated from the provision of basic Internet connection services. (Tables 1.3 and 1.4)

[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。

[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.

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	2012	2013	2014	2015	2016	2017
機構單位數目	14 458	16 804	17 058	16 511	17 435	17 281	17 882
Number of establishments	-	(-2.5)	(+1.5)	(-3.2)	(+5.6)	(-0.9)	(+3.5)
就業人數	103 107	129 495	129 780	129 535	130 657	128 703	129 641
Number of persons engaged	-	(-2.7)	(+0.2)	(-0.2)	(+0.9)	(-1.5)	(+0.7)
每間機構單位的平均就業人數	7.1	7.7	7.6	7.8	7.5	7.4	7.2
Average number of persons engaged per establishment							
就業人數相對於整體工作人口的百分比 (%)	2.9	3.5	3.5	3.5	3.5	3.4	3.4
Number of persons engaged as a percentage of overall employed population (%)							
業務收益及其他收入（十億港元）	913.9	1,253.8	1,693.4	1,570.7	1,581.0	1,611.4	1,639.9
Business receipts and other income (HK$ billion)	-	(-14.0)	(+35.1)	(-7.2)	(+0.7)	(+1.9)	(+1.8)
增加價值（十億港元）	80.8	124.1	139.3	133.7	132.0	137.6	145.9
Value added (HK$ billion)	-	(+7.6)	(+12.2)	(-4.0)	(-1.2)	(+4.2)	(+6.0)
以基本價格計算的本地生產總值內所佔比率[(1)] (%)	5.0	6.2	6.6	6.1	5.7	5.7	5.7 [@]
Contribution to Gross Domestic Product (GDP) at basic prices[(1)] (%)							
僱員薪酬（十億港元）	30.8	45.8	47.2	46.8	48.3	49.4	50.2
Compensation of employees (HK$ billion)	-	(+6.8)	(+3.1)	(-0.8)	(+3.2)	(+2.4)	(+1.6)
盈餘總額（十億港元）	49.2	80.0	99.3	93.6	90.5	100.2	102.8
Gross surplus (HK$ billion)	-	(+9.2)	(+24.1)	(-5.7)	(-3.3)	(+10.7)	(+2.6)
固定資產的買賣淨值（十億港元）	15.2	10.3	10.2	13.5	11.2	10.1	8.8
Gross additions to fixed assets (HK$ billion)	-	(-8.7)	(-1.5)	(+32.6)	(-17.0)	(-10.1)	(-13.0)

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 2019 年 5 月發表的最新數據。

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

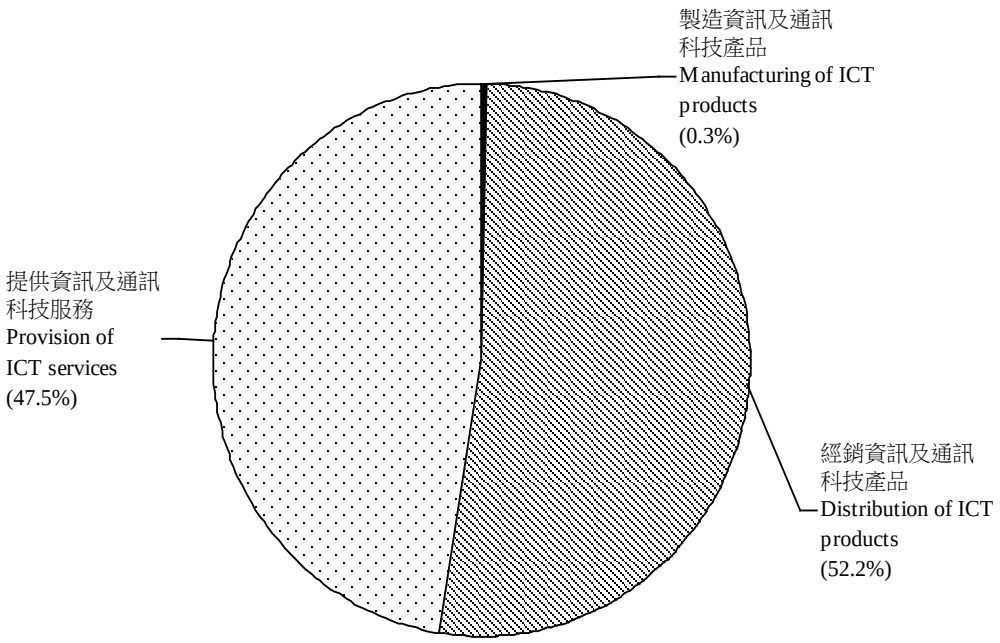
(1) Figures on GDP refer to the latest statistics released in May 2019.

資料來源： 政府統計處科技統計組

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

圖 1.1 2017 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 2017

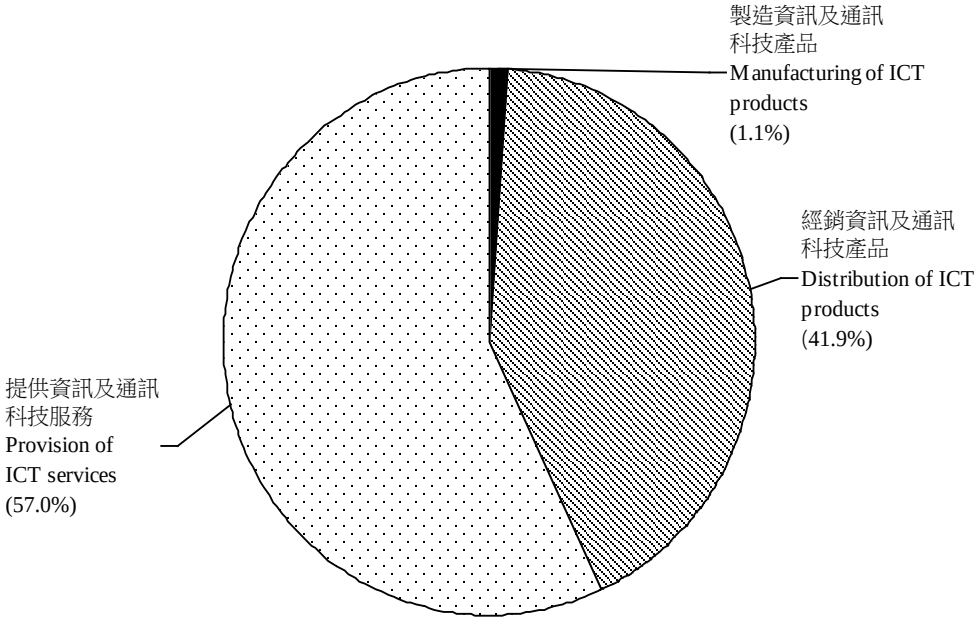


資料來源： 政府統計處科技統計組

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

圖 1.2 2017 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 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

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	2012	2013	2014	2015	2016	2017
資訊及通訊科技業的研發總開支[1]（百萬港元）	2,697	3,416	3,767	3,867	3,961	4,296	4,510
Total R&D expenditure[1] in ICT sector (HK$ million)	-	(+10.2)	(+10.3)	(+2.7)	(+2.4)	(+8.4)	(+5.0)
佔工商機構的研發總開支的百分比	51.2	51.4	53.7	52.0	49.6	50.4	47.9
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[2]	5 770	6 344	6 215	7 139	7 173	7 343	7 485
Number of R&D personnel[2] in ICT sector	-	(+7.3)	(-2.0)	(+14.9)	(+0.5)	(+2.4)	(+1.9)
佔工商機構的研發人員總數的百分比	56.2	55.7	54.3	58.8	58.7	59.6	58.5
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

	2008	2013	2014	2015	2016	2017	2018
本地固定網絡營辦商數目[(1)] Number of local fixed network operators[(1)]	12	21	21	25	25	27	27
流動網絡營辦商數目 Number of mobile network operators	5	5	4	4	4	4	4
對外電訊服務營辦商數目[(2)] Number of external telecommunications service operators[(2)]	295 (-1.0)	282 (-1.4)	269 (-4.6)	270 (+0.4)	263 (-2.6)	258 (-1.9)	238 (-7.8)
持牌互聯網服務供應商數目 Number of licensed Internet service providers	192 (+0.5)	197 (+5.9)	201 (+2.0)	215 (+7.0)	225 (+4.7)	233 (+3.6)	251 (+7.7)

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	2007	2012	2013	2014	2015	2016	2017
基本接駁服務(1) Basic connection services(1)	5,916 (+37.5) [88.4]	8,411 (-7.7) [69.5]	9,163 (+8.9) [57.5]	8,076 (-11.9) [53.6]	9,952 (+23.2) [66.2]	11,146 (+12.0) [62.6]	11,300 (+1.4) [58.2]
廣告及儲存網站服務 Advertising and website hosting services	228 (+142.7) [3.4]	504 (-20.5) [4.2]	1,771 (+251.1) [11.1]	2,169 (+22.5) [14.4]	1,621 (-25.3) [10.8]	2,293 (+41.5) [12.9]	2,408 (+5.0) [12.4]
其他服務 Other services	549 (+8.1) [8.2]	3,195 (+1.9) [26.4]	4,997 (+56.4) [31.4]	4,828 (-3.4) [32.0]	3,468 (-28.2) [23.1]	4,377 (+26.2) [24.6]	5,715 (+30.5) [29.4]
總計 Total	6,694 (+36.5) [100.0]	12,110 (-6.0) [100.0]	15,931 (+31.5) [100.0]	15,073 (-5.4) [100.0]	15,040 (-0.2) [100.0]	17,816 (+18.5) [100.0]	19,423 (+9.0) [100.0]

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

緒言

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

2.2　香港是區內一個資訊及通訊科技貨品貿易的主要中介中心。本章展示在 2008 年至 2018 年期間，香港資訊及通訊科技貨品的進口及出口趨勢和發展。由於資訊及通訊科技貨品的涵蓋範圍和分類，已根據聯合國貿易和發展會議最新的指引作出修訂，本期內的貿易數字與較早前刊載的數字有所不同。

Introduction

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

2.2　Hong Kong is a major intermediary centre for trading of ICT goods in the region. This Chapter highlights the trend and developments in imports and exports of ICT goods in Hong Kong during the period from 2008 to 2018. As the coverage and groupings of ICT goods have been revised in accordance with the latest guidelines promulgated by the UNCTAD, the trade figures in this edition are different from those in previous editions.

概要

2.3 過去 10 年，香港的資訊及通訊科技貨品的對外貿易增長強勁。在 2008 年至 2018 年期間，資訊及通訊科技貨品的進口貨值平均每年增長 7.8%，高於所有商品進口總貨值的相應增長率（4.6%）。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（3.9%）。在 2018 年，資訊及通訊科技貨品的進口貨值為 26,303 億元，佔所有商品進口總貨值的 55.7%。資訊及通訊科技貨品的整體出口貨值在 2018 年則達 24,707 億元，佔所有商品整體出口總貨值的 59.4%。（表 2.1）

通訊設備

2.4 在 2018 年，香港的通訊設備進口貨值為 6,066 億元。同年，通訊設備的整體出口貨值為 6,125 億元。（表 2.1 及 2.2）

2.5 在 2018 年，中國內地（內地）為香港最主要的供應地，佔通訊設備進口總值的 82.8%。第二及第三的主要供應地是美國和日本，分別佔總值的 5.5% 和 2.0%。（表 2.2）

2.6 內地、美國和印度為香港通訊設備整體出口的最大三個目的地，分別佔總值的 30.6%、7.1% 和 6.6%。（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 7.8% per annum between 2008 and 2018, faster than the corresponding growth of 4.6% 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 3.9% for the overall value of total exports of all goods. In 2018, imports of ICT goods amounted to $2,630.3 billion, accounting for 55.7% of the overall value of imports of all goods. The value of total exports of ICT goods reached $2,470.7 billion in 2018, representing 59.4% of the overall value of total exports of all goods. (Table 2.1)

Communication Equipment

2.4 In 2018, the value of Hong Kong's imports of communication equipment amounted to $606.6 billion. In the same year, the value of total exports of communication equipment was $612.5 billion. (Tables 2.1 and 2.2)

2.5 The mainland of China (the Mainland) was the major supplier, accounting for 82.8% of Hong Kong's total imports of communication equipment in 2018. The second and third major suppliers were the United States of America (USA) and Japan, accounting for 5.5% and 2.0% 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 communication equipment, accounting for 30.6%, 7.1% and 6.6% respectively of the total. (Table 2.2)

電腦及周邊設備

2.7 在 2018 年，香港的電腦及周邊設備進口貨值為 3,940 億元。同年，電腦及周邊設備的整體出口貨值為 4,024 億元。（表 2.1 及 2.3）

2.8 在 2018 年，進口香港的電腦及周邊設備中有 71.2% 來自內地。第二及第三的主要供應地是泰國和新加坡，分別佔總值的 5.4% 和 4.1%。（表 2.3）

2.9 在 2018 年，香港電腦及周邊設備整體出口的最大目的地是內地，佔總值的 52.7%。第二及第三主要目的地是美國和日本，分別佔總值的 10.7% 和 4.0%。（表 2.3）

Computers and Peripheral Equipment

2.7 In 2018, the value of Hong Kong's imports of computers and peripheral equipment was $394.0 billion. In the same year, the value of total exports of computers and peripheral equipment was $402.4 billion. (Tables 2.1 and 2.3)

2.8 In 2018, 71.2% of Hong Kong's imports of computers and peripheral equipment was supplied by the Mainland. The second and third major suppliers were Thailand and Singapore, accounting for 5.4% and 4.1% respectively of the total. (Table 2.3)

2.9 In 2018, the Mainland was the largest destination of Hong Kong's total exports of computers and peripheral equipment, accounting for 52.7% of the total. The second and third major destinations were the USA and Japan, accounting for 10.7% and 4.0% respectively of the total. (Table 2.3)

電子消費設備

2.10 在 2018 年，香港的電子消費設備進口貨值為 905 億元。同年，電子消費設備的整體出口貨值為 1,025 億元。（表 2.1 及 2.4）

2.11 香港進口的電子消費設備主要供應地為內地。在 2018 年，來自內地的電子消費設備佔總值的 75.2%。第二和第三主要供應地是日本和越南，分別佔總值的 3.8% 和 3.3%。（表 2.4）

2.12 在 2018 年，香港電子消費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 29.5% 和 22.2%。第三大目的地是日本，佔總值的 9.5%。（表 2.4）

Consumer Electronic Equipment

2.10 In 2018, the value of Hong Kong's imports of consumer electronic equipment amounted to $90.5 billion. In the same year, the value of total exports of consumer electronic equipment was $102.5 billion. (Tables 2.1 and 2.4)

2.11 The major supplier of Hong Kong's imports of consumer electronic equipment was the Mainland. In 2018, the share of consumer electronic equipment from the Mainland was 75.2%. The second and third major suppliers were Japan and Vietnam, accounting for 3.8% and 3.3% respectively of the total. (Table 2.4)

2.12 In 2018, the Mainland and the USA were the two largest destinations of Hong Kong's total exports of consumer electronic equipment, accounting for 29.5% and 22.2% of the total respectively. The third largest destination was Japan, accounting for 9.5% of the total. (Table 2.4)

電子組件

2.13 在 2018 年，香港的電子組件進口及整體出口貨值分別達 14,295 億元及 12,345 億元。（表 2.1 及 2.5）

2.14 在 2018 年，香港進口的電子組件的首三個供應地依次是內地、台灣及新加坡，分別佔電子組件進口總值的 30.0%、16.9% 及 14.6%。（表 2.5）

2.15 在 2018 年，香港電子組件整體出口的最大目的地是內地，佔總值的 84.8%。其次是台灣和美國，分別佔總值的 2.2% 和 1.9%。（表 2.5）

其他資訊及通訊科技貨品

2.16 就香港的情況而言，其他資訊及通訊科技貨品主要包括固態永久資料儲存器、其他供錄音或記錄其他信息的媒體、以及激光二極管除外的激光器。在 2018 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 1,097 億元及 1,188 億元。（表 2.1 及 2.6）

2.17 在 2018 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、台灣及韓國，分別佔其他資訊及通訊科技貨品進口總值的 47.4%、11.4% 及 9.3%。（表 2.6）

2.18 在 2018 年，香港其他資訊及通訊科技貨品整體出口的最大目的地是內地，佔總值的 70.5%。第二及第三主要目的地是美國及日本，分別佔總值的 7.9% 和 2.9%。（表 2.6）

Electronic Components

2.13 In 2018, the values of Hong Kong's imports and total exports of electronic components reached $1,429.5 billion and $1,234.5 billion respectively. (Tables 2.1 and 2.5)

2.14 In 2018, the top three suppliers of Hong Kong's imports of electronic components were the Mainland, Taiwan and Singapore. They accounted for 30.0%, 16.9% and 14.6% of the total value of imports of electronic components respectively. (Table 2.5)

2.15 In 2018, the Mainland was the largest destination of Hong Kong's total exports of electronic components, accounting for 84.8% of the total, followed by Taiwan and the USA, accounting for 2.2% and 1.9% respectively of the total. (Table 2.5)

Other ICT goods

2.16 In the case of Hong Kong, other ICT goods mainly cover solid state non-volatile storage devices, other media for the recording of sound or of other phenomena, and lasers other than laser diodes. In 2018, the values of Hong Kong's imports and total exports of other ICT goods were $109.7 billion and $118.8 billion respectively. (Tables 2.1 and 2.6)

2.17 In 2018, the top three suppliers of Hong Kong's imports of other ICT goods were the Mainland, Taiwan and Korea. They accounted for 47.4%, 11.4% and 9.3% respectively of the total value of imports of other ICT goods. (Table 2.6)

2.18 In 2018, the Mainland was the largest destination of Hong Kong's total exports of other ICT goods, accounting for 70.5% of the total. The second and third major destinations were the USA and Japan, accounting for 7.9% and 2.9% respectively of the total. (Table 2.6)

其他有關刊物

香港對外商品貿易（月刊）

香港商品貿易統計：進口（月刊）

香港商品貿易統計：港產品出口及轉口（月刊）

香港商品貿易統計 — 進口：周年附刊（年刊）

香港商品貿易統計 — 港產品出口及轉口：周年附刊（年刊）

Further References

Hong Kong External Merchandise Trade (Monthly)

Hong Kong Merchandise Trade Statistics: Imports (Monthly)

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

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

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

表 2.1 資訊及通訊科技貨品的進口及整體出口

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

百萬港元
HK$ million

	2008	2013	2014	2015	2016	2017	2018
進口 Imports	1,242,590 (+4.8)	1,890,151 (+6.3)	2,041,818 (+8.0)	2,080,427 (+1.9)	2,149,553 (+3.3)	2,381,718 (+10.8)	2,630,295 (+10.4)
通訊設備 Communication equipment	200,189 (+14.9)	479,671 (+16.1)	538,331 (+12.2)	606,630 (+12.7)	592,473 (-2.3)	595,337 (+0.5)	606,587 (+1.9)
電腦及周邊設備 Computers and peripheral equipment	236,975 (+4.3)	361,375 (-1.2)	340,956 (-5.7)	319,428 (-6.3)	289,373 (-9.4)	323,790 (+11.9)	394,002 (+21.7)
電子消費設備 Consumer electronic equipment	159,735 (+4.5)	103,377 (-14.5)	86,492 (-16.3)	77,933 (-9.9)	69,478 (-10.8)	82,906 (+19.3)	90,481 (+9.1)
電子組件 Electronic components	552,952 (+2.6)	824,592 (+10.3)	969,923 (+17.6)	979,714 (+1.0)	1,104,896 (+12.8)	1,280,004 (+15.8)	1,429,530 (+11.7)
其他資訊及通訊科技貨品 Others ICT goods	92,739 (+1.1)	121,136 (-7.5)	106,117 (-12.4)	96,721 (-8.9)	93,334 (-3.5)	99,681 (+6.8)	109,694 (+10.0)
佔所有商品進口總貨值的百分比 As a % of overall value of imports of all goods	41.1	46.5	48.4	51.4	53.6	54.7	55.7
整體出口 Total exports	1,203,356 (+7.5)	1,751,688 (+6.7)	1,870,481 (+6.8)	1,943,696 (+3.9)	2,020,404 (+3.9)	2,214,245 (+9.6)	2,470,689 (+11.6)
通訊設備 Communication equipment	224,942 (+24.1)	503,453 (+22.3)	544,262 (+8.1)	585,720 (+7.6)	586,410 (+0.1)	595,186 (+1.5)	612,518 (+2.9)
電腦及周邊設備 Computers and peripheral equipment	235,871 (+6.0)	336,289 (-4.7)	344,306 (+2.4)	331,343 (-3.8)	307,260 (-7.3)	348,025 (+13.3)	402,353 (+15.6)
電子消費設備 Consumer electronic equipment	175,932 (-4.7)	94,691 (-16.6)	83,028 (-12.3)	77,829 (-6.3)	71,603 (-8.0)	90,718 (+26.7)	102,456 (+12.9)
電子組件 Electronic components	462,126 (+7.4)	698,576 (+10.2)	794,509 (+13.7)	845,850 (+6.5)	954,597 (+12.9)	1,070,837 (+12.2)	1,234,539 (+15.3)
其他資訊及通訊科技貨品 Other ICT goods	104,486 (+3.3)	118,679 (-8.3)	104,376 (-12.1)	102,955 (-1.4)	100,532 (-2.4)	109,479 (+8.9)	118,822 (+8.5)
佔所有商品整體出口總貨值的百分比 As a % of overall value of total exports of all goods	42.6	49.2	50.9	53.9	56.3	57.1	59.4

註釋： 括號內的數字是與上年比較的變動百分率。
資訊及通訊科技貨品的涵蓋範圍和分類，已根據聯合國貿易和發展會議最新的指引作出修訂。因此，上表的貿易數字與較早前刊載的數字有所不同。此外，由於商品貿易貨品編號每年會有所修訂，跨年的資訊及通訊科技貨品的涵蓋範圍可能略為不同。

Notes: Figures in brackets denote percentage changes over the preceding year.
As the coverage and groupings of ICT goods have been revised in accordance with the latest guidelines promulgated by the United Nations Conference on Trade and Development, the trade figures in this edition are different from those in previous editions. Besides, owing to annual adjustments in commodity codes of merchandise trade, the coverage of ICT goods across years may be slightly different.

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

表 2.2 通訊設備按主要供應地劃分的進口及按主要目的地劃分的整體出口

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

百萬港元
HK$ million

	2008	2013	2014	2015	2016	2017	2018
進口	200,189	479,671	538,331	606,630	592,473	595,337	606,587
Imports	(+14.9)	(+16.1)	(+12.2)	(+12.7)	(-2.3)	(+0.5)	(+1.9)
中國內地	135,388	357,070	422,804	506,562	493,465	489,239	502,119
The mainland of China	(+15.5)	(+21.0)	(+18.4)	(+19.8)	(-2.6)	(-0.9)	(+2.6)
美國	6,928	25,840	31,146	29,001	30,338	31,781	33,247
United States of America	(+41.1)	(+77.0)	(+20.5)	(-6.9)	(+4.6)	(+4.8)	(+4.6)
日本	9,284	13,164	14,129	13,435	15,307	15,486	12,056
Japan	(+23.9)	(-11.1)	(+7.3)	(-4.9)	(+13.9)	(+1.2)	(-22.1)
整體出口	224,942	503,453	544,262	585,720	586,410	595,186	612,518
Total exports	(+24.1)	(+22.3)	(+8.1)	(+7.6)	(+0.1)	(+1.5)	(+2.9)
中國內地	84,348	248,646	238,944	239,904	219,018	211,202	187,304
The mainland of China	(+22.7)	(+28.6)	(-3.9)	(+0.4)	(-8.7)	(-3.6)	(-11.3)
美國	28,562	41,652	46,497	48,905	48,470	39,912	43,229
United States of America	(+10.7)	(+3.3)	(+11.6)	(+5.2)	(-0.9)	(-17.7)	(+8.3)
印度	5,390	23,173	29,531	39,179	41,191	46,243	40,157
India	(+70.2)	(+18.3)	(+27.4)	(+32.7)	(+5.1)	(+12.3)	(-13.2)

註釋： 括號內的數字是與上年比較的變動百分率。
由於商品貿易貨品編號每年會有所修訂，跨年的通訊設備的涵蓋範圍可能略為不同。

Notes: Figures in brackets denote percentage changes over the preceding year.
Owing to annual adjustments in commodity codes of merchandise trade, the coverage of communication equipment across years may be slightly different.

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

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

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

百萬港元
HK$ million

	2008	2013	2014	2015	2016	2017	2018
進口	236,975	361,375	340,956	319,428	289,373	323,790	394,002
Imports	(+4.3)	(-1.2)	(-5.7)	(-6.3)	(-9.4)	(+11.9)	(+21.7)
中國內地	141,844	249,619	236,289	224,909	204,683	226,118	280,688
The mainland of China	(+10.2)	(-2.5)	(-5.3)	(-4.8)	(-9.0)	(+10.5)	(+24.1)
泰國	16,491	21,883	24,491	21,789	18,454	17,751	21,082
Thailand	(+13.2)	(+9.5)	(+11.9)	(-11.0)	(-15.3)	(-3.8)	(+18.8)
新加坡	12,011	14,559	12,851	14,457	15,500	16,346	16,211
Singapore	(+4.5)	(+4.6)	(-11.7)	(+12.5)	(+7.2)	(+5.5)	(-0.8)
整體出口	235,871	336,289	344,306	331,343	307,260	348,025	402,353
Total exports	(+6.0)	(-4.7)	(+2.4)	(-3.8)	(-7.3)	(+13.3)	(+15.6)
中國內地	143,231	222,004	220,858	190,337	163,292	183,087	212,205
The mainland of China	(+9.5)	(-7.1)	(-0.5)	(-13.8)	(-14.2)	(+12.1)	(+15.9)
美國	18,383	22,175	27,337	30,887	32,095	36,308	43,189
United States of America	(-2.4)	(-8.2)	(+23.3)	(+13.0)	(+3.9)	(+13.1)	(+19.0)
日本	7,151	9,922	9,536	11,275	14,085	14,653	16,041
Japan	(+3.9)	(-4.9)	(-3.9)	(+18.2)	(+24.9)	(+4.0)	(+9.5)

註釋： 括號內的數字是與上年比較的變動百分率。
由於商品貿易貨品編號每年會有所修訂，跨年的電腦及周邊設備的涵蓋範圍可能略為不同。

Notes: Figures in brackets denote percentage changes over the preceding year.
Owing to annual adjustments in commodity codes of merchandise trade, the coverage of computers and peripheral equipment across years may be slightly different.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 2.4 電子消費設備按主要供應地劃分的進口及按主要目的地劃分的整體出口

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

百萬港元
HK$ million

	2008	2013	2014	2015	2016	2017	2018
進口	159,735	103,377	86,492	77,933	69,478	82,906	90,481
Imports	(+4.5)	(-14.5)	(-16.3)	(-9.9)	(-10.8)	(+19.3)	(+9.1)
中國內地	123,619	70,408	59,883	56,623	49,849	61,810	68,055
The mainland of China	(+6.9)	(-18.3)	(-14.9)	(-5.4)	(-12.0)	(+24.0)	(+10.1)
日本	13,502	8,086	6,884	4,623	3,760	3,537	3,452
Japan	(-7.7)	(-5.7)	(-14.9)	(-32.9)	(-18.7)	(-5.9)	(-2.4)
越南	1,074	3,465	2,216	2,317	2,071	3,094	3,003
Vietnam	(+141.5)	(+93.3)	(-36.0)	(+4.5)	(-10.6)	(+49.4)	(-3.0)
整體出口	175,932	94,691	83,028	77,829	71,603	90,718	102,456
Total exports	(-4.7)	(-16.6)	(-12.3)	(-6.3)	(-8.0)	(+26.7)	(+12.9)
中國內地	53,211	29,864	28,078	25,008	23,136	29,126	30,200
The mainland of China	(-13.3)	(-9.1)	(-6.0)	(-10.9)	(-7.5)	(+25.9)	(+3.7)
美國	32,140	15,643	14,569	16,612	15,365	18,975	22,767
United States of America	(-1.7)	(-19.5)	(-6.9)	(+14.0)	(-7.5)	(+23.5)	(+20.0)
日本	9,618	8,717	7,066	5,383	5,006	8,277	9,784
Japan	(+2.2)	(-25.3)	(-18.9)	(-23.8)	(-7.0)	(+65.3)	(+18.2)

註釋： 括號內的數字是與上年比較的變動百分率。
由於商品貿易貨品編號每年會有所修訂，跨年的電子消費設備的涵蓋範圍可能略為不同。

Notes: Figures in brackets denote percentage changes over the preceding year.
Owing to annual adjustments in commodity codes of merchandise trade, the coverage of consumer electronic equipment across years may be slightly different.

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

表 2.5 電子組件按主要供應地劃分的進口及按主要目的地劃分的整體出口

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

百萬港元
HK$ million

	2008	2013	2014	2015	2016	2017	2018
進口 Imports	552,952 (+2.6)	824,592 (+10.3)	969,923 (+17.6)	979,714 (+1.0)	1,104,896 (+12.8)	1,280,004 (+15.8)	1,429,530 (+11.7)
中國內地 The mainland of China	155,219 (+14.5)	266,200 (+17.3)	305,077 (+14.6)	318,505 (+4.4)	345,434 (+8.5)	392,343 (+13.6)	428,880 (+9.3)
台灣 Taiwan	99,249 (-0.9)	156,872 (+11.2)	193,041 (+23.1)	182,705 (-5.4)	211,217 (+15.6)	241,251 (+14.2)	241,876 (+0.3)
新加坡 Singapore	97,443 (+6.6)	140,821 (+2.6)	159,812 (+13.5)	154,427 (-3.4)	176,505 (+14.3)	191,777 (+8.7)	208,143 (+8.5)
整體出口 Total exports	462,126 (+7.4)	698,576 (+10.2)	794,509 (+13.7)	845,850 (+6.5)	954,597 (+12.9)	1,070,837 (+12.2)	1,234,539 (+15.3)
中國內地 The mainland of China	345,674 (+9.7)	563,699 (+13.1)	650,483 (+15.4)	707,619 (+8.8)	806,798 (+14.0)	907,405 (+12.5)	1,047,182 (+15.4)
台灣 Taiwan	17,140 (-7.6)	21,719 (-4.1)	23,078 (+6.3)	19,391 (-16.0)	25,728 (+32.7)	26,414 (+2.7)	27,047 (+2.4)
美國 United States of America	23,251 (+14.6)	20,004 (-10.0)	18,113 (-9.5)	19,625 (+8.3)	20,484 (+4.4)	20,457 (-0.1)	23,153 (+13.2)

註釋： 括號內的數字是與上年比較的變動百分率。
電子組件的涵蓋範圍，已根據聯合國貿易和發展會議最新的指引作出修訂。因此，上表的貿易數字與較早前刊載的數字有所不同。此外，由於商品貿易貨品編號每年會有所修訂，跨年的電子組件的涵蓋範圍可能略為不同。

Notes: Figures in brackets denote percentage changes over the preceding year.
As the coverage of electronic components has been revised in accordance with the latest guidelines promulgated by the United Nations Conference on Trade and Development, the trade figures in this edition are different from those in previous editions. Besides, owing to annual adjustments in commodity codes of merchandise trade, the coverage of electronic components across years may be slightly different.

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

表 2.6 其他資訊及通訊科技貨品按主要供應地劃分的進口及按主要目的地劃分的整體出口

Table 2.6 Imports by main supplier and total exports by main destination of other information and communication technology (ICT) goods

百萬港元
HK$ million

	2008	2013	2014	2015	2016	2017	2018
進口	92,739	121,136	106,117	96,721	93,334	99,681	109,694
Imports	(+1.1)	(-7.5)	(-12.4)	(-8.9)	(-3.5)	(+6.8)	(+10.0)
中國內地	52,039	67,057	51,069	47,555	49,206	52,905	52,024
The mainland of China	(+3.2)	(-11.5)	(-23.8)	(-6.9)	(+3.5)	(+7.5)	(-1.7)
台灣	12,099	15,846	16,408	14,082	9,777	10,512	12,517
Taiwan	(-4.3)	(+22.8)	(+3.5)	(-14.2)	(-30.6)	(+7.5)	(+19.1)
韓國	4,762	8,511	10,288	6,083	8,138	10,440	10,159
Korea	(-21.3)	(+4.6)	(+20.9)	(-40.9)	(+33.8)	(+28.3)	(-2.7)
整體出口	104,486	118,679	104,376	102,955	100,532	109,479	118,822
Total exports	(+3.3)	(-8.3)	(-12.1)	(-1.4)	(-2.4)	(+8.9)	(+8.5)
中國內地	64,565	88,470	75,333	76,295	76,622	80,559	83,761
The mainland of China	(-0.9)	(-10.0)	(-14.8)	(+1.3)	(+0.4)	(+5.1)	(+4.0)
美國	5,352	5,027	5,586	4,618	3,367	4,003	9,380
United States of America	(-19.5)	(+26.3)	(+11.1)	(-17.3)	(-27.1)	(+18.9)	(+134.3)
日本	7,694	5,262	4,003	4,213	3,751	3,900	3,472
Japan	(+4.4)	(-25.4)	(-23.9)	(+5.2)	(-11.0)	(+4.0)	(-11.0)

註釋： 括號內的數字是與上年比較的變動百分率。
其他資訊及通訊科技貨品的涵蓋範圍，已根據聯合國貿易和發展會議最新的指引作出修訂。因此，上表的貿易數字與較早前刊載的數字有所不同。此外，由於商品貿易貨品編號每年會有所修訂，跨年的其他資訊及通訊科技貨品的涵蓋範圍可能略為不同。

Notes: Figures in brackets denote percentage changes over the preceding year.
As the coverage of other ICT goods has been revised in accordance with the latest guidelines promulgated by the United Nations Conference on Trade and Development, the trade figures in this edition are different from those in previous editions. Besides, owing to annual adjustments in commodity codes of merchandise trade, the coverage of other ICT goods across years may be slightly different.

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

第 3 章　資訊及通訊科技的接達及使用情況
Chapter 3　Access To and Use of Information and Communication Technology

緒言

3.1　資訊及通訊科技的基礎設施及使用情況為量度資訊社會的兩個主要範疇。就香港而言，根據通訊事務管理局辦公室所提供有關電訊及互聯網服務等數據編製而成的統計指標，有助評估相關的基礎設施在促進資訊及通訊科技接達方面的就緒程度。資訊及通訊科技的使用情況主要是透過住戶／個人、工商機構和政府使用個人電腦及互聯網服務的情況作量度指標。住戶及工商業機構使用個人電腦及互聯網的統計數字是透過政府統計處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。

Introduction

3.1　Information and communication technology (ICT) infrastructure and ICT use are two crucial dimensions for measuring an information society. In Hong Kong, statistical indicators relating to telecommunications and Internet services based on data from the Office of the Communications Authority are useful for gauging the state of readiness of our infrastructure to facilitate access to ICT. ICT use is mainly measured in terms of the use of personal computers (PCs) and Internet services by households/individuals, businesses and government. Statistics on the use of PC and the Internet in the household and business sectors are compiled from data collected through 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.

資訊及通訊科技的接達情況

電訊服務

3.2　經過多年，香港已發展全面和高效的資訊及通訊科技基礎設施，支援通訊及在線服務的快速增長。固網電話線數目（包括網際規約電話服務客戶數目)在近年放緩。在 2018 年，每百名人口中有 55 條固網電話線。另一方面，截至 2018 年 10 月底，公共流動電話用戶數目達 1 937 萬戶及公共流動電話用戶數目相對每百名人口為 258.8 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）

Access to ICT

Telecommunications services

3.2　Over the years, Hong Kong has developed comprehensive and efficient ICT infrastructure which facilitates the rapid take-up of communication and online services. The number of fixed telephone lines (including Internet protocol service subscribers) moderated in recent years. In 2018, there was 55 fixed telephone lines per 100 population. On the other hand, the number of public mobile subscribers reached 19.37 million and the number of public mobile subscribers per 100 population was 258.8, as at the end of October 2018, 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 2 代流動電話服務進一步被新一代的流動電話服務所取代。截至 2018 年 10 月底，第 2 代流動電話用戶數目有 80 萬戶。第 3 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 2018 年 10 月底，第 3 代／4 代流動電話用戶數目達 1 857 萬戶。（表 3.3）

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. As at the end of October 2018, there were some 0.8 million subscribers of 2G mobile phone services. 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 the end of October 2018, the number of subscribers of 3G/4G mobile phone services reached 18.57 million. (Table 3.3)

互聯網服務

3.4 過去 10 年，香港市民在工作及生活上使用互聯網變得越來越普遍。截至 2018 年年底，每百名人口中有 36.8 個固定互聯網用戶[1]。（表 3.1 及 3.5）

Internet services

3.4 The use of the Internet has been prevailing in work and life of people in Hong Kong over the past decade. As at the end of 2018, the number of fixed Internet subscribers[1] per 100 population was 36.8. (Tables 3.1 and 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 2018 年，固定寬頻互聯網用戶[2]數目為 270 萬，即每百名人口中有 36.1 個固定寬頻互聯網用戶。流動寬頻服務迅速增長，按每百名人口計算的流動寬頻用戶數目由 2013 年的 168.0 個顯著上升至 2018 年（截至 10 月底）的 248.2 個，平均每年增加約 8%。（表 3.1 及 3.5）

3.5 With the advance in technology, the use of the Internet with broadband connection has become popular. In 2018, the number of fixed broadband subscribers[2] was 2.70 million in Hong Kong, representing 36.1 fixed broadband Internet subscribers per 100 population. The mobile broadband services have proliferated. The mobile broadband subscribers per 100 population increased significantly from 168.0 in 2013 to 248.2 in 2018 (as at the end of October), up by an average of around 8% per annum. (Tables 3.1 and 3.5)

[1] 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。

[2] 固定寬頻互聯網用戶指寬頻互聯網接駁客戶戶口數目。

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

[2] 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 2018 年住戶資訊科技統計調查的結果，約 239 萬個住戶家中有接駁互聯網，佔全港所有住戶的 92.3%。約 195 萬個住戶在家中有個人電腦，佔全港所有住戶的 75.3%。當中，約有 194 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 75.1% 的住戶家中有個人電腦接駁互聯網。（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 2018, some 2.39 million households had access to the Internet at home, constituting 92.3% of all households. Some 1.95 million households had PCs at home, constituting 75.3% of all households in Hong Kong. Among them, some 1.94 million households had their PCs at home connected to the Internet. In other words, 75.1% of all households in Hong Kong had their PCs at home connected to the Internet. (Table 3.6)

個人使用資訊及通訊科技的情況

3.7 根據 2018 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 80.3%，較 2008 年的 68.2% 顯著為高。（表 3.6）

Use of ICT by Individuals

3.7 According to the results of the Household IT Survey in 2018, 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 80.3% among all persons aged 10 and over, significantly higher than that of 68.2% in 2008. (Table 3.6)

3.8 智能手機的使用情況在近年日趨普及。在 10 歲及以上的人士中，擁有智能手機的比例由 2013 年的 61.1% 顯著上升至 2018 年的 89.8%。（表 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 61.1% in 2013 to 89.8% in 2018. (Table 3.6)

3.9 在 2018 年，約 586 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 90.5%，而 2008 年的相應百分比為 66.7%。此外，在 2018 年的 586 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，98.8% 曾使用智能手機接駁互聯網。（表 3.6）

3.9 In 2018, some 5.86 million persons aged 10 and over had used the Internet during the 12 months before enumeration, accounting for 90.5% of all persons aged 10 and over. The corresponding percentage in 2008 was 66.7%. Moreover, in 2018, among the 5.86 million persons aged 10 and over who had used the Internet during the 12 months before enumeration, 98.8% had used smartphone for connection to the Internet. (Table 3.6)

3.10 在 2018 年，約 402 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 62.1%。此外，10 歲及以上人士在統計前 12 個月內曾為個人事務使用網上政府服務的比率為 70.5%。（表 3.6）

3.10 In 2018, some 4.02 million persons aged 10 and over were aware of the GovHK, accounting for 62.1% of all persons aged 10 and over. In addition, the rate of persons having used online Government services for personal matters during the 12 months before enumeration was 70.5% among all persons aged 10 and over. (Table 3.6)

3.11 在 2018 年，約 484 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 74.9%。（表 3.6）

3.11 In 2018, around 4.84 million persons aged 10 and over were aware of the Mobile E-Government Services, accounting for 74.9% of all persons aged 10 and over. (Table 3.6)

工商機構使用資訊及通訊科技的情況

Use of ICT by Businesses

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 2017 年工商業資訊科技統計調查的結果，有使用電腦的工商機構單位比例為 79.6%。有使用互聯網的工商機構單位比例更高，為 87.7%。有網絡存在的工商機構單位的比例則相對較低，為 33.6%。（表 3.7）

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 2017, 79.6% of the business establishments had used computers. The proportion of business establishments using the Internet was higher, at 87.7%. As regards business establishments with a web presence, the proportion was relatively low (33.6%). (Table 3.7)

3.13 由於資訊及通訊科技的廣泛使用，工商機構單位透過電子途徑進行商業交易的比例不斷上升。在 2017 年，有 21.2% 的工商機構單位在統計前 12 個月內曾透過電腦網絡提交訂單，而有 87.0% 的工商機構單位曾透過電腦網絡遞送貨品、服務或資料。另一方面，43.5% 有使用互聯網的工商機構單位在 2017 年曾透過互聯網獲取政府機構的資訊。（表 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 2017, 21.2% of business establishments had placed orders online in the 12 months before enumeration, while 87.0% of business establishments had delivered their goods, services or information online. On the other hand, 43.5% of business establishments using the Internet had obtained information from government organisations via the Internet in 2017. (Table 3.7)

3.14 根據政府資訊科技總監辦公室的資料顯示，2018 年 4 月至 2019 年 3 月期間，「香港政府一站通」的瀏覽人次每日平均約為 85 355 次，當中以流動裝置瀏覽者約佔 39%。此外，在 2018 年，有關電子政府交易亦錄得超過 8 億 2 千萬宗。

3.14 According to the information obtained from the Office of the Government Chief Information Officer, on average, about 85 355 visits to GovHK per day were recorded during the period from April 2018 to March 2019. Of which, around 39% were viewed on mobile devices. Moreover, over 820 million of e-government transactions were recorded in 2018.

工商業的資訊科技總開支

3.15 在 2017 年，工商業的資訊科技總開支為 725 億元，相對本地生產總值的比率為 2.7%。在 2007 年至 2017 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）

Expenditure on Information Technology in the Business Sector

3.15 The total expenditure on information technology (IT) in the business sector amounted to $72.5 billion in 2017, and the ratio to Gross Domestic Product (GDP) was 2.7%. The total IT expenditure in the business sector as a ratio to GDP hovered around 2% to 3% during the period from 2007 to 2017. (Table 3.8)

政府使用資訊及通訊科技的情況

3.16 在 2018 年，95% 受僱於香港政府的人員擁有專用工作站。此外，87% 的政府僱員在 2018 年獲接駁互聯網服務。（表 3.9）

Use of ICT by the Government

3.16 In 2018, 95% of the staff employed by the Hong Kong Government had designated workstations. Furthermore, 87% of the Government staff had access to Internet services in 2018. (Table 3.9)

3.17 在 2018 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 1 906。在 2017-18 年度，政府在資訊及通訊科技的開支為 86 億元，佔總公共開支的 1.7%。（表 3.10 及 3.11）

3.17 In 2018, the establishment of IT staff (comprising analyst/programmer, computer operator and data processor) within the Government was 1 906. In 2017-18, government spending on ICT amounted to $8.6 billion, representing 1.7% of the total public expenditure. (Tables 3.10 and 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、62、64 及 67 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

Further References

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

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)

	2008	2013	2014	2015	2016	2017	2018
資訊及通訊科技的基礎設施及接達情況 **ICT Infrastructure and Access**							
按每百名人口計算的固定電話線數目[1] Number of fixed telephone lines per 100 population[1]	59.0	59.9	59.6	57.6	57.0	56.0	54.8
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	163.3	238.4	239.5	229.5	233.6	247.5	258.8 [2]
按每百名人口計算的固定互聯網用戶數目[3] Fixed Internet subscribers per 100 population[3]	36.5	37.4	34.6	34.7	38.0	37.6	36.8
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	27.6	31.0	31.3	32.0	35.4	35.7	36.1
按每百名人口計算的流動寬頻用戶數目[4] Mobile broadband subscribers per 100 population[4]	40.4	168.0	174.6	193.5	211.2	227.9 *	248.2 [2]
按每名人口計算的國際互聯網頻寬[5]（每秒千比特） International Internet bandwidth per person[5] (Kilobits per second (Kbps))	499.0	1 884.6	2 933.1	4 206.4	6 554.4 *	8 241.5 *	9 868.7
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$)	8.5	10.5	10.5	10.5	10.5	10.5	10.5
互聯網服務月費（以每月計算）（港元） Internet access tariffs (per month) (HK$)							
撥號式調解器[6] Dial-up modem[6]	68.0	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
固定寬頻[7] Fixed broadband[7]	121.0	159.0	148.0	136.0	128.0	88.0	78.0
有設立公共互聯網連接中心的地區覆蓋率[8] % of localities with public Internet access centres[8]	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 2019 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) 數字截至2018年10月底。

(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) 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。

(5) 國際互聯網頻寬指香港對外電訊設施的已裝備容量。

(6) 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。

(7) 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）。寬頻服務的價格在 2013 至 2018 年間亦錄得下降的趨勢，主要是由於市場競爭激烈，使服務供應商提供優惠價格以吸引客戶。

(8) 數字只反映在18個區議會分區內，提供公共上網設施的情況。

Notes: Population-related figures shown in the above table are compiled based on the latest population estimates released in February 2019.

(1) Figures include the number of exchange lines and subscribers of Internet protocol telephony services.

(2) Figure is as at the end of October 2018.

(3) 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.

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

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

(6) 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.

(7) There had been a downward trend in the access tariff of broadband services between 2008 and 2012. It was mainly attributable to the fact that service providers attracted new subscribers of broadband services by offering preferential tariff. The tariff level in 2013 mainly reflected 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 onwards, service providers had gradually offered customers with broadband services of 100Mbps or above). A downward trend in the access tariff of broadband services was also recorded between 2013 and 2018. It was mainly due to the preferential tariff offered by service providers to attract subscribers as associated with the keen competition of the market.

(8) Figures indicate the availability of public Internet access in 18 District Council districts only.

資料來源： 通訊事務管理局辦公室
康樂及文化事務署

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

表 3.2 有線電話服務

Table 3.2 Wireline telephone services

	2008	2013	2014	2015	2016	2017	2018
電話線數目[(1)]（千條）	3 712	3 368	3 256	3 177	3 081	2 961	2 832
Number of exchange lines[(1)] (thousands)	(-0.2)	(-3.5)	(-3.3)	(-2.4)	(-3.0)	(-3.9)	(-4.4)
商用電話線	1 769	1 759	1 751	1 759	1 733	1 700	1 673
Business lines	(+1.5)	(-0.6)	(-0.4)	(+0.4)	(-1.5)	(-1.9)	(-1.6)
住宅電話線	1 943	1 609	1 505	1 418	1 348	1 261	1 159
Residential lines	(-1.7)	(-6.4)	(-6.4)	(-5.8)	(-5.0)	(-6.4)	(-8.1)
網際規約電話服務客戶數目[(2)]（千個）	396	951	1 066	1 034	1 127	1 190	1 267
Number of subscribers of Internet protocol (IP) telephony services[(2)] (thousands)	(+7.0)	(+25.1)	(+12.0)	(-3.0)	(+9.0)	(+5.6)	(+6.5)
商用客戶	64	82	88	96	112	127	139
Business subscribers	(+0.3)	(+7.4)	(+7.7)	(+9.2)	(+17.1)	(+12.7)	(+10.2)
住宅客戶	332	870	978	938	1 014	1 063	1 127
Residential subscribers	(+8.4)	(+27.0)	(+12.5)	(-4.1)	(+8.2)	(+4.8)	(+6.0)
按每百名人口計算的固定電話線數目[(3)]	59.0	59.9	59.6	57.6	57.0	56.0	54.8
Number of fixed telephone lines per 100 population[(3)]							
按每百個住戶計算的固定電話線數目[(3)(4)]	99.8	102.9	102.1	95.3	94.5	91.7	88.9
Number of fixed telephone lines per 100 households[(3)(4)]							
圖文傳真線數目（千條）	319	202	188	177	167	161	154
Number of facsimile lines (thousands)	(-9.4)	(-5.7)	(-6.9)	(-5.8)	(-5.3)	(-4.0)	(-4.5)
本地專用線路							
Local leased lines							
數目（千條）	164	131	133	134	133	135	137
Number (thousands)	(-25.7)	(-2.9)	(+1.9)	(+0.8)	(-1.1)	(+1.8)	(+1.4)
總容量（每秒兆比特）	2 302 605	13 100 645	17 516 901	22 042 032 *	27 824 221	35 903 718	48 000 427
Total capacity (Mbps)	(+32.5)	(+29.4)	(+33.7)	(+25.8)	(+26.2)	(+29.0)	(+33.7)

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 2019 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。

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 2019.

(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.

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

	2008	2013	2014	2015	2016	2017	2018
公共流動電話用戶數目（千個） Number of public mobile subscribers (thousands)							
總數 Total	11 374 (+7.4)	17 194 (+4.9)	17 372 (+1.0)	16 775 (-3.4)	17 233 (+2.7)	18 340 (+6.4)	19 367 (4) -
後付智能卡 Post-paid SIM cards	6 090 (+6.9)	7 847 (+2.8)	7 851 (+0.1)	7 972 (+1.5)	8 161 (+2.4)	8 347 (+2.3)	8 398 (4) -
預付智能卡 Pre-paid SIM cards	5 284 (+8.1)	9 347 (+6.7)	9 521 (+1.9)	8 803 (-7.5)	9 072 (+3.1)	9 993 (+10.1)	10 969 (4) -
其中 Within which							
第2代客戶(1) 2G customers(1)	8 562 (-0.3)	5 082 (-24.1)	4 712 (-7.3)	2 628 (-44.2)	1 649 (-37.2)	1 447 (-12.3)	798 (4) -
第2.5代客戶(1) 2.5G customers(1)	679 (-28.0)	239 (-63.8)	106 (-55.8)	630 (+495.5)	244 (-61.3)	159 (-34.8)	5 (4) -
第3代／4代客戶(2) 3G/4G customers(2)	2 812 (+40.3)	12 113 (+24.9)	12 660 (+4.5)	14 146 (+11.7)	15 584 (+10.2)	16 894 (+8.4)	18 569 (4) -
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	163.3	238.4	239.5	229.5	233.6	247.5	258.8 (4)
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(3) Sent(3)	4 454 588 (+32.7)	3 295 957 (-39.3)	2 513 563 (-23.7)	2 192 463 (-12.8)	2 065 646 (-5.8)	2 669 309 (+29.2)	2 213 100 (4) -
接收(3) Received(3)	6 316 760 (+25.6)	5 132 902 (-25.3)	4 688 444 (-8.7)	4 535 100 (-3.3)	4 373 097 (-3.6)	5 083 740 (+16.3)	4 661 108 (4) -

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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 2019 年 2 月發布的最新人口估計數字編製而成。

統計表內短訊發送及接收的數目是以每年的 1 月 1 日起至 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 代服務預付智能卡的人士及（ii）未有登記為第 3 代／4 代客戶或沒有購買第 3 代／4 代服務預付智能卡但曾使用第 3 代／4 代頻率享用公共流動電話服務的人士。數字包括預付智能卡的客戶。

(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。

(4) 數字截至2018年10月底。因此，2017與2018年間的變動百分率並不提供。

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 2019.

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.

(4) Figures are as at the end of October 2018. Hence, the rate of change between 2017 and 2018 is not provided.

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

	2007	2012	2013	2014	2015	2016	2017
對外電話總通訊量（百萬分鐘） Total external telephone traffic volume (million minutes)	9 501.0 (+8.3)	9 687.7 (-5.6)	8 508.3 (-12.2)	7 613.8 (-10.5)	6 916.5 (-9.2)	5 327.9 (-23.0)	4 394.2 (-17.5)
撥出總數 Total outgoing	7 239.2 (+10.7)	7 050.8 (-4.3)	6 189.6 (-12.2)	5 405.5 (-12.7)	4 914.9 (-9.1)	3 668.9 (-25.4)	3 030.7 (-17.4)
撥入總數[(1)] Total incoming[(1)]	2 261.8 (+1.3)	2 636.9 (-8.9)	2 318.7 (-12.1)	2 208.3 (-4.8)	2 001.7 (-9.4)	1 659.0 (-17.1)	1 363.5 (-17.8)
對外專用電報總通訊量[(2)(3)]（千分鐘） Total external telex traffic volume[(2)(3)] (thousand minutes)	519 (-31.9)	65 (-41.8)	32 (-51.6)	15 (-52.7)	- -	- -	- -

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

	2008	2013	2014	2015	2016	2017	2018
互聯網使用量 Internet traffic volume							
客戶透過公共電話網絡接駁[1]（百萬分鐘） Customer access via Public Switched Telephone Networks[1] (million minutes)	305 (-24.6)	222 (+20.0)	248 (+11.7)	240 (-3.2)	215 (-10.7)	197 (-8.3)	163 (-17.3)
客戶透過寬頻網絡接駁[2]（太字節） Customer access via broadband networks[2] (terabytes)	1 289 080 (+7.7)	2 582 655 (+15.6)	2 946 653 (+14.1)	3 510 437 (+19.1)	4 824 088 (+37.4)	5 988 964 (+24.1)	6 792 188 (+13.4)
持牌互聯網服務供應商客戶數目 Number of customers of licensed Internet service providers (ISPs)							
以撥號接駁的已登記客戶戶口（不包括互聯網儲值卡）[3][4] Registered customer accounts with dial-up access (excluding Internet pre-paid calling cards)[3][4]	621 420 (-2.0)	462 376 (-41.8)	239 427 (-48.2)	200 283 (-16.3)	190 859 (-4.7)	140 923 (-26.2)	52 284 (-62.9)
作撥號接駁用途的互聯網儲值卡[3] Internet pre-paid calling cards for dial-up access[3]	300 (-40.0)	0 -	0 -	0 -	0 -	0 -	0 -
以私人租用線路接駁的已登記客戶戶口[3][4] Registered customer accounts with leased line access[3][4]	1 724 (-9.9)	1 641 (+4.9)	2 268 (+38.2)	2 263 (-0.2)	2 551 (+12.7)	2 641 (+3.5)	2 911 (+10.2)
寬頻互聯網接駁客戶戶口 Registered broadband Internet access customer accounts	1 921 258 (+3.7)	2 232 031 (-1.4)	2 268 576 (+1.6)	2 335 662 (+3.0)	2 611 682 (+11.8)	2 645 752 (+1.3)	2 699 029 (+2.0)
按每百名人口計算的固定互聯網用戶數目[3] Fixed Internet subscribers per 100 population[3]	36.5	37.4	34.6	34.7	38.0	37.6	36.8
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	27.6	31.0	31.3	32.0	35.4	35.7	36.1
按每百名人口計算的流動寬頻用戶數目[5] Mobile broadband subscribers per 100 population[5]	40.4	168.0	174.6	193.5	211.2	227.9 *	248.2 [6]

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This table is continued on the next page.

表 3.5 互聯網服務（續）
Table 3.5 Internet services (cont'd)

	2008	2013	2014	2015	2016	2017	2018
按每名人口計算的國際互聯網頻寬[7]（每秒千比特） International Internet bandwidth per person[7] (Kilobits per second (Kbps))	499.0	1 884.6	2 933.1	4 206.4	6 554.4 *	8 241.5 *	9 868.7
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[8] Dial-up modem[8]	68.0	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
固定寬頻[9] Fixed broadband[9]	121.0	159.0	148.0	136.0	128.0	88.0	78.0

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 2019 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) 數字截至2018年10月底。

(7) 國際互聯網頻寬指香港對外電訊設施的已裝備容量。

(8) 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。

(9) 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）。寬頻服務的價格在 2013 至 2018 年間亦錄得下降的趨勢，主要是由於市場競爭激烈，使服務供應商提供優惠價格以吸引客戶。

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 2019.

(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) Figure is as at the end of October 2018.

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

(8) 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.

(9) There had been a downward trend in the access tariff of broadband services between 2008 and 2012. It was mainly attributable to the fact that service providers attracted new subscribers of broadband services by offering preferential tariff. The tariff level in 2013 mainly reflected 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 onwards, service providers had gradually offered customers with broadband services of 100Mbps or above). A downward trend in the access tariff of broadband services was also recorded between 2013 and 2018. It was mainly due to the preferential tariff offered by service providers to attract subscribers as associated with the keen competition of the market.

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

	2008	2013	2014	2015	2016	2017	2018
家中有接駁互聯網的住戶數目[1]（千戶） Number of households with access to the Internet at home[1] (thousands)	-	-	-	-	-	-	2 389.1
家中有接駁互聯網的住戶百分比[1] % of households with access to the Internet at home[1]	-	-	-	-	-	-	92.3
家中有個人電腦的住戶數目（千戶） Number of households with personal computers (PCs) at home (thousands)	1 710.1	1 968.7	1 992.7	1 996.3	2 019.3	2 068.0	1 948.9
家中有個人電腦的住戶百分比 % of households with PCs at home	74.6	81.9	81.3	80.4	80.6	80.9	75.3
家中有個人電腦接駁互聯網的住戶數目（千戶） Number of households with PCs at home connected to the Internet (thousands)	1 625.7	1 920.5	1 929.3	1 961.1	1 992.3	2 050.5	1 944.4
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	70.9	79.9	78.7	79.0	79.5	80.2	75.1
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)	4 221.6	4 714.3	4 651.6	4 990.2	5 195.4	5 118.2	5 197.5
佔所有10 歲及以上人士的百分比 As a % of all persons aged 10 and over	68.2	74.9	73.5	78.6	81.5	79.8	80.3
在統計前 12 個月內曾使用互聯網的 10 歲及以上人士 Persons aged 10 and over who had used the Internet during the 12 months before enumeration							
人數（千人） Number of persons (thousands)	4 123.9	4 671.8	5 052.5	5 394.9	5 577.5	5 738.0	5 856.1
佔所有10 歲及以上人士的百分比 As a % of all persons aged 10 and over	66.7	74.2	79.9	84.9	87.5	89.4	90.5
當中 Within which							
曾使用個人電腦接駁互聯網[2][3] Had used PCs for connection to the Internet[2][3]							
人數（千人） Number of persons (thousands)	-	-	4 256.5	4 697.6	5 161.8	5 068.6	5 176.5
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	-	-	84.2	87.1	92.5	88.3	88.4

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

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)

	2008	2013	2014	2015	2016	2017	2018
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							
當中 Within which							
曾使用智能手機接駁互聯網[2][3] Had used smartphones for connection to the Internet[2][3]							
人數（千人） Number of persons (thousands)	-	-	4 782.8	5 272.8	5 465.4	5 631.5	5 787.4
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	-	-	94.7	97.7	98.0	98.1	98.8
擁有智能手機的 10 歲及以上人士[2] Persons aged 10 and over who had smartphone[2]							
人數（千人） Number of persons (thousands)	-	3 849.5	4 886.0	5 270.8	5 468.6	5 688.3	5 811.6
佔所有10 歲及以上人士的百分比 As a % of all persons aged 10 and over	-	61.1	77.2	83.0	85.8	88.6	89.8
認識「香港政府一站通」的 10 歲及以上人士[4] Persons aged 10 and over who were aware of the GovHK[4]							
人數（千人） Number of persons (thousands)	2 940.7	-	3 691.5	-	3 713.7	-	4 020.9
佔所有10 歲及以上人士的百分比 As a % of all persons aged 10 and over	47.5	-	58.4	-	58.2	-	62.1
在統計前12個月內曾為個人事務使用網上政府服務的10歲及以上人士[4] Persons aged 10 and over who had used online Government services for personal matters during the 12 months before enumeration[4]							
人數（千人） Number of persons (thousands)	2 418.4	-	3 555.4	-	3 728.0	-	4 560.5
佔所有10 歲及以上人士的百分比 As a % of all persons aged 10 and over	39.1	-	56.2	-	58.5	-	70.5
認識「流動電子政府服務」的 10 歲及以上人士[4] Persons aged 10 and over who were aware of the Mobile E-Government Services[4]							
人數（千人） Number of persons (thousands)	362.1	-	4 339.0	-	4 196.5	-	4 843.5
佔所有10 歲及以上人士的百分比 As a % of all persons aged 10 and over	5.9	-	68.6	-	65.8	-	74.9

註釋： (1) 數字由2018年開始編製。
(2) 數字由2012年開始編製。
(3) 在 2013 年的統計調查沒有搜集相關的資料。
(4) 在 2013、2015 及 2017 年的統計調查沒有搜集相關的資料。

Notes: (1) Figures are available as from 2018.
(2) Figures are available as from 2012.
(3) Relevant information was not collected in the 2013 round of survey.
(4) Relevant information was not collected in the 2013, 2015 and 2017 rounds of survey.

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

表 3.7 有關工商機構使用資訊及通訊科技情況的統計數字[(1)]

Table 3.7 Statistics on use of information and communication technology by businesses[(1)]

	2007	2008	2009	2013	2015	2017
使用電腦的工商機構單位比例 (%) Proportion of business establishments using computers (%)	63.8	63.1	63.6	75.2	76.3	79.6
經常使用電腦的工商機構單位僱員比例 (%) Proportion of persons employed in business establishments using computers routinely (%)	57.5	58.4	60.0	62.9	67.7	68.0
使用互聯網的工商機構單位比例 (%) Proportion of business establishments using the Internet (%)	59.8	58.8	60.6	74.8	79.9	87.7
經常使用互聯網的工商機構單位僱員比例 (%) Proportion of persons employed in business establishments using the Internet routinely (%)	49.5	51.4	53.7	59.4	68.9	72.4
有網絡存在[(2)]的工商機構單位比例 (%) Proportion of business establishments with a web presence[(2)] (%)	18.2	19.3	20.0	26.4	32.6	33.6
透過電腦網絡提交訂單的工商機構單位比例 (%) Proportion of business establishments placing orders online (%)	11.4	13.2	12.9	14.9	15.6	21.2
透過電腦網絡獲取訂單的工商機構單位比例 (%) Proportion of business establishments receiving orders online (%)	1.8	1.3	1.5	4.3	6.8	7.5
透過電腦網絡遞送貨品、服務或資料的工商機構單位比例 (%) Proportion of business establishments with delivery of goods, services or information online (%)	18.3	19.4	20.1	55.9	79.1	87.0
有使用互聯網的工商機構單位曾透過互聯網獲取政府機構的資訊的比例[(3)] (%) Proportion of business establishments using the Internet having obtained information from government organisations via the Internet[(3)] (%)	-	-	-	44.2	53.5	43.5

註釋： (1) 統計數字是根據「資訊科技在工商業的使用情況和普及程度統計調查」所搜集的資料編製。2010 年至 2012 年、2014 年、2016年 及 2018年並沒有進行有關的統計調查。

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

(3) 數字由 2013 年開始編製。

Notes: (1) Statistics are compiled from data collected through the Survey on Information Technology Usage and Penetration in the Business Sector. Relevant survey was not conducted during 2010 to 2012, 2014, 2016 and 2018.

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

(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[(1)(2)]

Table 3.8 Total information technology (IT) expenditure in the business sector as a ratio to Gross Domestic Product (GDP)[(1)(2)]

	2007	2012	2013	2014	2015	2016	2017
工商業的資訊科技總開支（十億港元） Total IT expenditure in the business sector (HK$ billion)	33.7	50.7	55.0	54.2	57.5	63.2	72.5
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 (%)	2.0	2.5	2.6	2.4	2.4	2.5	2.7 @

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 2019 年 5 月發布的最新數據。

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 2019.

資料來源： 政府統計處科技統計組

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

表 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

	2008	2013	2014	2015	2016	2017	2018
獲提供專用工作站的人員[(1)]所佔的百分比 % of staff [(1)] with designated workstations	94	95	95	95	96	93	95
獲接駁互聯網服務的人員的百分比 % of staff with access to Internet services	93	92	93	92	91	85	87
可使用內部電子郵件的人員的百分比 % of staff with internal e-mail access	75	77	78	78	76	89	86

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	2008	2013	2014	2015	2016	2017	2018
系統分析／程式編製主任 Analyst/Programmer	742	869	900	956	999	1 057	1 275
電腦操作員 Computer operator	450	444	463	462	465	473	497
資料處理員 Data processor	189	174	169	160	146	145	134
合計 Total	1 381	1 487	1 532	1 578	1 610	1 675	1 906

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 政府的資訊及通訊科技開支
Table 3.11 Government spending on information and communication technology (ICT)

	2007-08	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
政府的資訊及通訊科技開支（百萬港元） (1) Government spending on ICT (HK$ million) (2)	3,002 4,099	3,826 5,177	4,315 5,768	4,176 5,663	5,745 7,261	6,433 8,081	6,829 8,565
政府的資訊及通訊科技開支相對於公共開支的比率(3) (%) Government expenditure on ICT as a ratio to public expenditure(3) (%)	1.6	1.3	1.3	1.3	1.6	1.6	1.7
政府的資訊及通訊科技開支相對於本地生產總值的比率(3)(4) (%) Government expenditure on ICT as a ratio to Gross Domestic Product (GDP)(3)(4) (%)	0.2	0.3	0.3	0.3	0.3	0.3	0.3 @

註釋：
(1) 由 2015-16 年度開始，政府資訊及通訊科技開支包括個人薪酬，部門開支及基本工程的所有支出。
(2) 數字是指列 (1) 所載數字以及房屋委員會及醫院管理局的資訊及通訊科技支出的總和。
(3) 政府的資訊及通訊科技開支採用列 (2) 的數字 。
(4) 本地生產總值的數字是 2019 年 5 月發布的最新數據。

Notes:
(1) Starting from 2015-16, figures on ICT expenditure include full spending under personal emoluments, departmental expenses and capital projects.
(2) The figures refer to the sum of those shown in row (1) and the ICT expenditure of Housing Authority and Hospital Authority.
(3) Government spending on ICT is calculated using the figures in row (2).
(4) Figures on GDP refer to the latest statistics released in May 2019.

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

第 4 章　資訊科技的人力資源及教育
Chapter 4　Human Resources and Education in Information Technology

緒言

4.1　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　創新及科技訓練委員會隸屬職業訓練局，負責評估香港資訊科技和研究與開發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人力調查[1]，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善用資訊科技的能力，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。

[1] 創新及科技業人力調查（前稱資訊科技業人力調查）是由職業訓練局進行。自 2018 年開始，該人力調查將每四年進行一次。期間，職業訓練局將透過桌面研究及聚焦小組會議更新人力情況。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。

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 Innovation and Technology Training Board of the Vocational Training Council (VTC) is charged with the duty to assess the manpower requirements and training needs of IT as well as the research and development personnel, and to draw up recommendations on this front. VTC has been conducting an economy-wide manpower survey[1] 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 nurture students to become ethical users of IT, and to acquire the knowledge, skills and attitude required for adapting to the advent of new technology.

[1] The Manpower Survey of the Innovation and Technology Sector (formerly known as the Manpower Survey of the Information Technology Sector) is conducted by the Vocational Training Council. Starting from 2018, this survey will be conducted once every four years supplemented by periodic information update through desk research and focus group interviews conducted between the surveys. 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「創新及科技業人力調查」的結果顯示，資訊科技僱員的總數由 2008 年的 66 697 人增加至 2018 年的 95 780 人，增幅達 43.6%。（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 2018 年的 95 780 名資訊科技僱員中，資訊科技／軟件開發人員有 36 463 名（38.1%），而操作服務人員及技術服務人員分別有 25 184 名（26.3%）及 14 210 名（14.8%）。增長最快的技能類別為資訊科技銷售及市場推廣（在 2008 年至 2018 年期間錄得 88.5%的強勁增長），以及操作服務（在 2008 年至 2018 年期間增長 55.1%）。（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 2018 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 37 739 名，佔資訊科技僱員總數的 39.4%。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 16 352 名（佔總數 17.1%）及 12 158 名（佔總數 12.7%）。（表 4.2 及圖 4.2）

4.7 就 2016 年和 2018 年間資訊科技人員數目的百分比變化而言，建造業和資訊科技產品及服務供應商是增長最快的組別。（表 4.2）

Existing Manpower Structure in the IT Field

4.4 The findings of the Manpower Survey of the Innovation and Technology Sector showed that the total number of IT employees increased from 66 697 in 2008 to 95 780 in 2018, representing an increase of 43.6% 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 95 780 IT employees in 2018, 36 463 (38.1%) were in IT/software development; 25 184 (26.3%) in operation services; and 14 210 (14.8%) in technical services. The fastest growing job categories are IT sales and marketing (registering a remarkable increase of 88.5% between 2008 and 2018) and operation services (increased by 55.1% between 2008 and 2018). (Table 4.1 and Chart 4.1)

4.6 IT employees are engaged in virtually all major industries. In 2018, the IT products and services suppliers category had the largest share of IT employees (37 739), accounting for 39.4% of the total IT employees. This was followed by the wholesale, retail and import/export trades, catering and hotels sector (16 352 or 17.1%); and the financing, insurance, real estate and business services sector (12 158 or 12.7%). (Table 4.2 and Chart 4.2)

4.7 The construction and IT products and services suppliers categories are among the fastest growing segments in terms of percentage change of the number of IT employees between 2016 and 2018. (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，至 2011/12 學年開始該數字徘徊於按年 2 500 人水平，其後於 2017/18 學年上升至近 2 700 人。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。（表 4.3）

4.9 在 2017/18 學年的 2 693 名畢業生中，111 人（4%）是副學位畢業生，2 216 人（82%）是學士學位課程畢業生，另外 366 人（14%）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電子學習的相關計劃。教育局自 2015 年全面推行第四個資訊科技教育策略，各項措施進展良好，其中為所有公營學校建立無線網絡校園的工作，已於 2017/18 學年內大致完成。其他措施如修訂課程、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等亦已順利進行。

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 before it levelled off at round 2 500 as from the 2011/12 academic year and increased to around 2 700 in the 2017/18 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. (Table 4.3)

4.9 Among the 2 693 graduates in the 2017/18 academic year, 111 (4%) were sub-degree graduates, 2 216 (82%) were graduates of undergraduate programmes and 366 (14%) 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 plans on e-learning. The Education Bureau (EDB) has fully implemented the Fourth Strategy on Information Technology in Education since 2015 with smooth progress in all measures. The major measure of establishing WiFi campus for all public sector schools has been basically completed in the 2017/18 school year. Other measures such as reviewing of school curriculum, professional development of school leaders and teachers, and enhancing the supply of quality e-learning resources have also been successfully carried out.

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 2017/18 學年，分別約有 4 900 名小學教師及 6 000 名中學教師曾參加434個由教育局舉辦的資訊科技教育培訓課程。（表 4.4 和 4.5）

4.11 To meet the training needs of schools on IT in Education, EDB has strengthened the provision of relevant training courses. In the 2017/18 academic year, EDB organised 434 IT in Education Courses, which were attended by about 4 900 primary school teachers and 6 000 secondary school teachers respectively. (Tables 4.4 and 4.5)

4.12 在 2017/18 學年，亦有約 1 100 名小學教師及 1 400 名中學教師曾參與 162 個由教育局舉辦的網上校管系統培訓課程。（表 4.4 和 4.5）

4.12 In the 2017/18 academic year, EDB also organised 162 courses on Web-based School Administration and Management System, which were attended by about 1 100 primary school teachers and 1 400 secondary school teachers. (Tables 4.4 and 4.5)

4.13 在 2017/18 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）

4.13 In the 2017/18 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 在 2017/18 學年，約 1 800 名中學教師任教資訊科技／電腦科目。（表 4.7）

4.14 In the 2017/18 academic year, about 1 800 secondary school teachers were teaching IT/ computer studies. (Table 4.7)

其他有關刊物

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

2018 年創新及科技業人力調查報告

Further Reference

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

Manpower Survey Report - Innovation and Technology Sector, 2018

表 4.1 按技能類別劃分的資訊科技業人力結構

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

僱員人數
Number of employees

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

註釋： (1) 有關技能類別在 2008 年為「資訊科技銷售」。

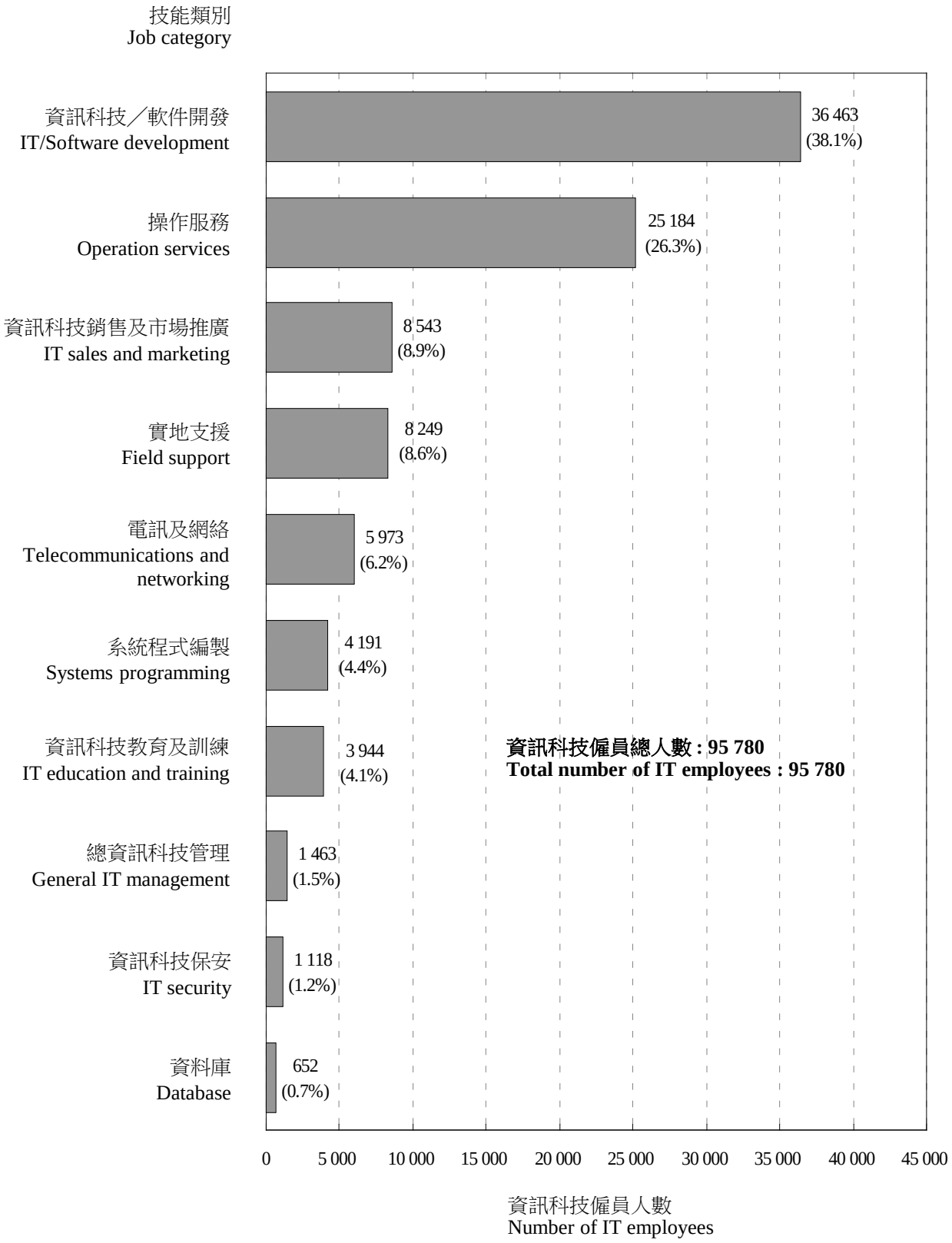
Note: (1) The corresponding job category in 2008 round was "IT sales".

資料來源： 職業訓練局

Source: Vocational Training Council

圖 4.1 2018 年按技能類別劃分的資訊科技業人力結構

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



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

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

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

(2) 在 2018年度新加入「創新產品及服務」類別。

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

(2) "Innovative products and services" was newly included in 2018 round.

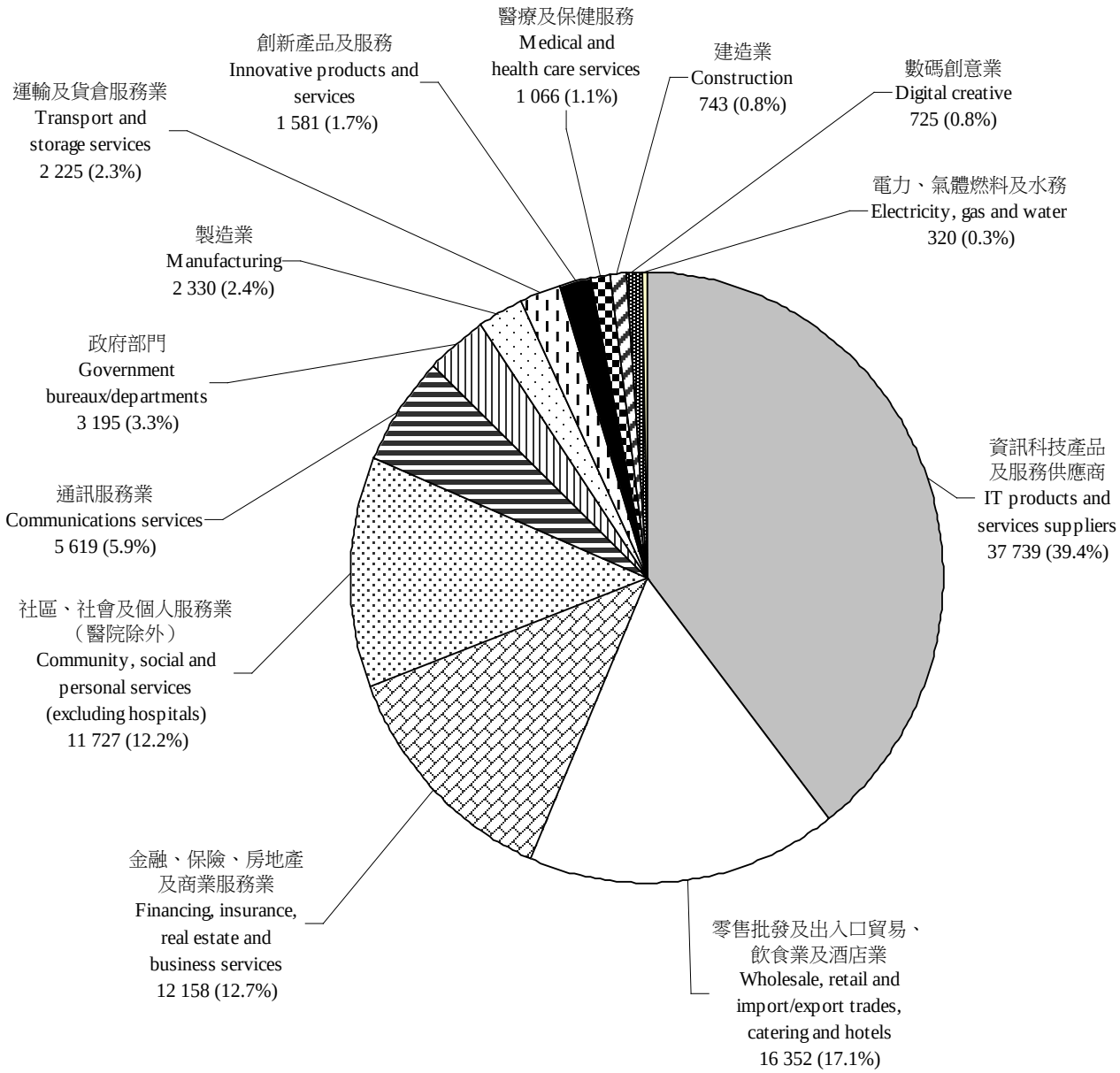
資料來源： 職業訓練局

Source: Vocational Training Council

圖 4.2 2018 年按行業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, 2018

資訊科技僱員總人數 : 95 780
Total number of IT employees : 95 780



註釋： 括號內的數字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						
	2007/08	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
副學位課程	260	206	193	132	152	141	111
Sub-degree	(-58.9)	(-8.8)	(-6.3)	(-31.6)	(+15.2)	(-7.2)	(-21.3)
學士學位課程	1 908	2 076	2 011	2 139	2 058	2 051	2 216
Undergraduate	(+1.5)	(+2.9)	(-3.1)	(+6.4)	(-3.8)	(-0.3)	(+8.0)
研究院修課課程	17	0	0	0	0	0	0
Taught postgraduate	(-79.0)	-	-	-	-	-	-
研究院研究課程	213	252	289	303	272	306	366
Research postgraduate	(+12.1)	(+3.3)	(+14.7)	(+4.8)	(-10.2)	(+12.5)	(+19.6)
總計	2 398	2 534	2 493	2 574	2 482	2 498	2 693
Total	(-13.9)	(+1.9)	(-1.6)	(+3.2)	(-3.6)	(+0.6)	(+7.8)

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： 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						
	2007/08	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
資訊科技教育培訓課程[(1)] IT in Education Courses[(1)]							
小學 Primary schools	159 (-2.5)	164 (+6.5)	110 (-32.9)	145 (+31.8)	205 (+41.4)	214 (+4.4)	226 (+5.6)
中學 Secondary schools	204 (+27.5)	226 (+12.4)	105 (-53.5)	166 (+58.1)	247 (+48.8)	224 (-9.3)	208 (-7.1)
網上校管系統培訓課程 Courses on Web-based School Administration and Management System							
小學 Primary schools	62 (+3.3)	101 (+38.4)	94 (-6.9)	103 (+9.6)	90 (-12.6)	99 (+10.0)	79 (-20.2)
中學 Secondary schools	69 (+7.8)	106 (+37.7)	97 (-8.5)	107 (+10.3)	94 (-12.1)	102 (+8.5)	83 (-18.6)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 資訊科技教育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						
	2007/08	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
資訊科技教育培訓課程[(1)] IT in Education Courses[(1)]							
小學 Primary schools	8 308 (+263.0)	2 148 (-2.5)	2 336 (+8.8)	3 596 (+53.9)	4 924 (+36.9)	5 487 (+11.4)	4 878 (-11.1)
中學 Secondary schools	9 711 (+332.4)	4 391 (+21.7)	3 041 (-30.7)	5 135 (+68.9)	7 879 (+53.4)	7 833 (-0.6)	5 978 (-23.7)
網上校管系統培訓課程 Courses on Web-based School Administration and Management System							
小學 Primary schools	967 (-42.1)	1 263 (+35.7)	1 404 (+11.2)	1 170 (-16.7)	885 (-24.4)	1 616 (+82.6)	1 061 (-34.3)
中學 Secondary schools	1 596 (-22.1)	2 361 (+90.2)	2 080 (-11.9)	1 786 (-14.1)	1 373 (-23.1)	2 229 (+62.3)	1 383 (-38.0)

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[(1)]

Table 4.6 Information technology (IT) coordinators/IT in-charge of primary and secondary schools[(1)]

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						
	2007/08	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
小學 Primary schools	473	467	458	469	475	486	491
	(-2.7)	(+1.3)	(-1.9)	(+2.4)	(+1.3)	(+2.3)	(+1.0)
中學 Secondary schools	529	502	487	488	478	487	495
	(-1.9)	(-2.7)	(-3.0)	(+0.2)	(-2.0)	(+1.9)	(+1.6)
總計 Total	1 002	969	945	957	953	973	986
	(-2.2)	(-0.8)	(-2.5)	(+1.3)	(-0.4)	(+2.1)	(+1.3)

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						
	2007/08	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
教師人數 Number of teachers	2 772	1 988	1 908	1 832	1 785	1 773	1 783
	(-1.6)	(-9.0)	(-4.0)	(-4.0)	(-2.6)	(-0.7)	(+0.6)

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

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

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

1.7 *增加價值* 是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 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 an economy in a specified period, before deducting the consumption of fixed capital.

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

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

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

2. Imports and Exports of Information and Communication Technology Goods

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

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

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

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

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

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

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

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

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

3. 資訊及通訊科技的接達及使用情況

3. Access To and Use of Information and Communication Technology

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

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

3.2 *機構單位* — 請參閱本附錄第 1.1 段。

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

3.3 機構單位進行以下活動，會被視為*透過電腦網絡遞送貨品、服務或資料*:

(a) 發送電子郵件、電子訊息（例如WhatsApp，Facebook Messenger等）

(b) 透過發送電子郵件／設立網站以提供客戶服務，包括提供價格及產品資訊、可用的帳戶信用額資訊及產品構置等

(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）或服務（例如電腦相關的服務、資訊服務、金融相關的服務等）

(d) 透過電腦網絡向有關機構遞交表格／資料

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

(a) Sending e-mails, electronic messages (e.g. WhatsApp, Facebook Messenger, etc.)

(b) Providing customer services through e-mail notification/website, including offering price and product information, information on available account credit, product configuration, etc.

(c) Online delivery of goods (e.g. reports, software, music, videos, computer games, etc.) or services (e.g. computer-related services, information services, financial services, etc.) in digitised form

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

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

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

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

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

3.6 *「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）。

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

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

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

3.8 *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。

3.8 *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.

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

- 適用於 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

- 適用於 2014 年至2018 年
  - 桌面電腦
  - 手提電腦
  - 平板電腦

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

- for 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

- for 2014 to 2018
  - Desktop computer
  - Laptop
  - Tablet

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

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

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

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

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

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

3.13 *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（例如打印機和掃瞄器）的開支；

(b) 購買供自用的電腦程式、軟件及資料庫的開支，包括市場上的標準電腦軟件和由其他機構專門設計／開發的電腦軟件；

(c) 其他與資訊科技有關的服務（例如系統設計與開發、電腦培訓、網頁設計、互聯網接駁服務、網站儲存、電腦設備租賃，以及電腦產品的維修保養）的開支；及

(d) 自行開發供自用的軟件及資料庫的成本。

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

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

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

4.2 *實地支援* 包括以下員工：

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

4.3 *總資訊科技管理* 包括以下員工：

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

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

4. Human Resources and Education in Information Technology

4.1 *Database* includes the following personnel:

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

4.2 *Field support* includes the following personnel:

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

4.3 *General IT management* includes the following personnel:

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

- for 2016 and 2018
  - IT Director
  - Management Information System (MIS) Director
  - Head of IT
  - Chief Information Officer (CIO)
  - Chief Technology Officer (CTO)

4.4 *資訊科技教育及訓練* 包括以下員工：

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

- 適用於 2018 年
  - 教授／講師／訓練主任
  - 資訊科技訓練員／教導員

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

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

- for 2018
  - Professor/Lecturer/Training Officer
  - IT Trainer/Instructor

4.5 *資訊科技銷售* 包括以下員工：

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

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

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

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、2016 年及 2018 年
  - 總監 – 銷售／市場／客戶
  - 經理 – 銷售／市場／客戶
  - 代表 – 銷售／市場／產品推廣

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

- for 2010, 2012, 2014, 2016 and 2018
  - Director - Sales/Marketing/Account
  - Manager - Sales/Marketing/Account
  - Representative - Sales/Marketing/ Product Promotion

4.7 *資訊科技保安* 包括以下員工：

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

4.7 *IT security* includes the following personnel:

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

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

- for 2008, 2010, 2012 and 2014
  - Systems Development Manager
  - IT Architect
  - Business Analyst
  - Project Manager/Leader
  - Systems Analyst
  - Usability Designer/Design Consultant
  - Programmer
  - Analyst/Programmer
  - Software Engineer
  - Web Designer/Developer
  - Quality Assurance Specialist
  - Software Assurance Specialist/Engineer
  - IT Systems Auditor
  - Research and Development 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

● 電腦系統審核經理	● IT Systems Auditor
● 研究及開發工程師	● Research and Development Engineer
● 軟件產品工程師	● Software Product Engineer
● 軟件／固件產品設計員	● Software/Firmware Product Designer
● 產品分析員／開發員	● Product Analyst/Developer
● 軟件產品經理	● Software Product Manager
● 技術撰稿員	● Technical Writer
● 電腦遊戲設計／美術／開發員	● Computer Game Designer/Artist/ Developer
● 電腦圖像設計／美術員	● Computer Graphic Designer/Artist
● 電腦動畫設計師	● Computer Animator
● 設計師 – 網頁圖像／視覺效果	● Designer - Web Graphic/Visual Effect

- 適用於 2018 年	- for 2018
● 系統開發經理	● Systems Development Manager
● 資訊科技建築師／商業分析員	● IT Architect/Business Analyst
● 項目經理／組長	● Project Manager/Leader
● 用戶體驗設計師	● UX Designer
● 程式編製員	● Programmer
● 分析員／程式編製員	● Analyst/Programmer
● 軟件工程師	● Software Engineer
● 網站設計員／開發員	● Web Designer/Developer
● 品質檢查專責經理	● Quality Assurance Specialist
● 軟件品質檢查專責經理／工程師	● Software Assurance Specialist/Engineer
● 電腦系統審核經理	● IT Systems Auditor
● 軟件產品工程師	● Software Product Engineer
● 軟件／固件產品設計員	● Software/Firmware Product Designer
● 產品分析員／開發員	● Product Analyst/Developer
● 軟件產品經理	● Software Product Manager
● 技術撰稿員	● Technical Writer
● 電腦遊戲設計／美術／開發員	● Computer Game Designer/Artist/ Developer
● 電腦圖像設計／美術員	● Computer Graphic Designer/Artist
● 電腦動畫設計師	● Computer Animator
● 設計師 – 網頁圖像／視覺效果	● Designer - Web Graphic/Visual Effect
● 研發研究員／科學家／工程師	● R&D Researcher/Scientist/Engineer
● 研發技術員	● R&D Technician
● 研發輔助人員	● R&D Supporting Staff

4.9 *操作服務* 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、2014 年、2016 年及 2018 年
  - 電腦操作經理
  - 求助台主任／服務員
  - 客戶服務主任／服務員
  - 電腦操作主任
  - 操作支援主任
  - 操作員 – 電腦／系統
  - 用戶支援／統籌員

4.10 *系統程式編製* 包括以下員工：

- 適用於2008 年、2010 年、2012 年、2014 年、2016 年及 2018 年
  - 系統程式編製員（機構內部／電腦供應商）
  - 系統工程師

4.11 *電訊及網絡* 包括以下員工：

- 適用於 2008 年、2010 年、2012 年、2014 年、2016 年及 2018 年
  - 經理 – 電訊／網絡
  - 顧問 – 電訊／網絡
  - 工程師 – 電訊／網絡
  - 網絡 – 管理主任／主任

4.9 *Operation services* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018
  - Computer Operations Manager
  - Help Desk Supervisor/Representative
  - Customer Service Officer/Representative
  - Computer Operations Supervisor
  - Operations Support Supervisor
  - Operator - Computer/Systems
  - User Support/Co-ordinator

4.10 *Systems programming* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018
  - Systems Programmer (in-house/vendor environment)
  - Systems Engineer

4.11 *Telecommunications and networking* includes the following personnel:

- for 2008, 2010, 2012, 2014, 2016 and 2018
  - Manager - Telecommunications/ Networking
  - Consultant - Telecommunications/Network
  - Engineer - Telecommunications/ Network
  - Network - Administrator/Officer

查 詢 電 話
Enquiry Telephone Numbers

資料來源 ***Source of information***	*查詢電話* ***Enquiry telephone numbers***
政府統計處 Census and Statistics Department	
(a) 商業服務統計組 Business Services Statistics Section	3903 7268
(b) 科技統計組 Science and Technology Statistics Section	3903 7291
(c) 社會統計調查組 Social Surveys Section	2887 5103
(d) 貿易資料分析組 Trade Analysis Section	2582 4915
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
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