

2021 年資訊科技  
在工商業的使用情況和  
普及程度統計調查報告  
Report on the Survey on Information  
Technology Usage and Penetration  
in the Business Sector for 2021



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



# 2021 年資訊科技 在工商業的使用情況和 普及程度統計調查報告

## Report on the Survey on Information Technology Usage and Penetration in the Business Sector for 2021

有關本刊物的查詢，請聯絡：

**政府統計處 科技統計組**

地址：香港九龍協調道 3 號工業貿易大樓 11 樓  
電話：(852) 3903 7291 圖文傳真：(852) 2887 5117  
電郵：itsurvey@censtatd.gov.hk

Enquiries about this publication can be directed to:

**Science and Technology Statistics Section**

**Census and Statistics Department**

Address: 11/F, Trade and Industry Tower, 3 Concorde Road, Kowloon, Hong Kong.

Tel.: (852) 3903 7291 Fax: (852) 2887 5117

E-mail: itsurvey@censtatd.gov.hk

政府統計處網站 Website of the Census and Statistics Department

[www.censtatd.gov.hk](http://www.censtatd.gov.hk)

2022 年 2 月出版

Published in February 2022

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# 2021 年工商業使用資訊科技的主要指標

## Key Indicators of Business Use of Information Technology in 2021

主要指標	Key indicator	統計調查結果 Survey finding
(1) 使用電腦的機構單位比例	Proportion of establishments using computers	81.0%
(2) 經常使用電腦的僱員比例	Proportion of persons employed using computers routinely	69.9%
(3) 使用智能手機作業務用途的機構單位比例	Proportion of establishments using smartphones for business purposes	92.8%
(4) 使用電腦及／或智能手機作業務用途的機構單位比例	Proportion of establishments using computers and/or smartphones for business purposes	96.1%
(5) 使用互聯網的機構單位比例	Proportion of establishments using the Internet	95.7%
(6) 經常使用互聯網的僱員比例	Proportion of persons employed using the Internet routinely	87.3%
(7) 使用互聯網的機構單位比例，按接入類別劃分：	Proportion of establishments using the Internet by type of access:	
(甲) 固網寬頻	(a) Fixed broadband	82.6%
(乙) 流動寬頻	(b) Mobile broadband	99.0%
(8) 使用互聯網的機構單位比例，按主要用途劃分：	Proportion of establishments using the Internet by major type of use:	
(甲) 收發電子郵件	(a) Sending or receiving emails	82.9%
(乙) 發布資訊或即時通訊	(b) Posting information or instant messaging	79.2%
(丙) 提供客戶服務	(c) Providing customer services	70.0%
(9) 具有網絡存在的機構單位比例	Proportion of establishments with a web presence	43.7%

## 2021 年工商業使用資訊科技的主要指標 (續)

### Key Indicators of Business Use of Information Technology in 2021 (cont'd)

主要指標	Key indicator	統計調查結果 Survey finding
(10) 2020 年曾透過電腦網絡獲取 訂單(電子商貿銷售)的機構 單位比例	Proportion of establishments having received orders online (e-commerce sales) in 2020	11.3%
(11) 2020 年電子商貿銷售額佔業 務總收益的百分比	Value of e-commerce sales as a percentage of total business receipts in 2020	6.6%
(12) 2020 年曾透過電腦網絡提交 訂單(電子商貿採購)的機構 單位比例	Proportion of establishments having placed orders online (e-commerce purchases) in 2020	25.0%
(13) 2020 年曾透過電腦網絡遞送 貨品、服務或資料(電子遞送) 的機構單位比例	Proportion of establishments having delivered goods, services or information online (e-delivery) in 2020	94.7%
(14) 2020 年曾遭遇資訊保安事故 的機構單位佔有使用電腦/ 智能手機/互聯網的機構單 位比例	Proportion of establishments having encountered information security incident(s) in 2020 among the establishments using computers /smartphones/the Internet	8.6%
(15) 使用雲端運算服務的機構單 位比例	Proportion of establishments using cloud computing services	95.2%



# I 緒言

## 背景

1.1 政府資訊科技總監辦公室委託政府統計處，於2021年3月至12月期間進行「2021年資訊科技在工商業的使用情況和普及程度統計調查」。對上一輪的統計調查在2019年進行。

1.2 本報告發布2021年統計調查的主要結果。過往進行的統計調查報告可以在政府統計處網站下載，詳情請參閱附錄乙。

## 統計調查目的

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

## 有關法例

1.4 這項統計調查是根據《普查及統計條例》〈第316章〉第IIIA部進行，屬自願參與性質，並於2021年2月5日在香港特別行政區政府憲報所刊登的第646號政府公告上宣布進行。條例規定，政府統計處對個別機構單位所搜集的資料必須嚴加保密，日後只發表整體的數據，並不會顯示個別機構單位的資料。

# I Introduction

## Background

1.1 The Office of the Government Chief Information Officer commissioned the Census and Statistics Department (C&SD) to conduct the “Survey on Information Technology Usage and Penetration in the Business Sector for 2021” during March to December 2021. The last round of the survey was conducted in 2019.

1.2 This report releases the main findings of the 2021 survey. Reports on previous rounds of the survey can be downloaded from the website of C&SD. For details, please refer to Appendix B.

## Survey objective

1.3 The survey aims to collect information relating to information technology (IT) usage and penetration in the business sector. The survey results provide useful reference for gauging the development of IT services in Hong Kong.

## Legislation

1.4 The survey is conducted under Part IIIA of the Census and Statistics Ordinance (Chapter 316). It is a voluntary survey as notified in the Government Notice No. 646 in the Government of the Hong Kong Special Administrative Region Gazette of 5 February 2021. The Ordinance stipulates that the collected information relating to individual establishments must be kept in strict confidence. Only aggregate information, which does not reveal details of individual establishments, would be released.

## 統計調查涵蓋範圍

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

## 統計期

1.6 為了獲得資訊科技在工商業的使用情況和普及程度的最新資料，除特別註明外，2021年統計調查所搜集的有關數據均以2021年進行訪問時的情況為依據。

1.7 在2021年統計調查中，就業人數是指在2021年2月底的情況，而有關電子商貿、電子遞送、資訊保安事故及數碼證書方面的統計數字則指2020公曆年或在2020年1月1日至2021年3月31日期間任何連續12個月的資料，視乎個別機構單位的會計慣例而定。至於在上述期間開業或停業的機構單位，所搜集的資料是指在有關會計年度內有經營業務期間的數據。

## Survey coverage

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

## Survey reference period

1.6 In order to obtain the latest information on IT usage and penetration in the business sector, data collected in the 2021 survey refer to the position of enumeration in 2021, unless otherwise specified.

1.7 In the 2021 survey, the number of persons engaged refers to the position as at end February 2021. Statistics related to electronic commerce, electronic delivery, information security incidents and digital certificates refer to the calendar year 2020, or any consecutive 12-month period between 1 January 2020 and 31 March 2021, according to the accounting practices of individual establishments. For establishments which commenced or ceased operation within their respective accounting periods defined above, data collected cover the months within this accounting period during which the establishments were in operation.

## 樣本設計

1.8 這項統計調查的抽樣框是先以行業組別分層，然後再按就業人數分層。2021年統計調查一共抽選了5 523間機構單位進行訪問。根據統計調查的結果，涵蓋於這項統計調查範圍內的機構單位總數約為340 000間。

## 數據搜集

1.9 問卷於2021年3月郵寄予被抽選的機構單位。訪問員造訪或致電受訪者以核實已填妥問卷內的資料，並在有需要時協助受訪者完成問卷。截至數據搜集期完結時，成功訪問的機構單位有4 455間，而未有回應、未能接觸或在統計期內沒有營業的有1 068間。

## 資料處理

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

## Sample design

1.8 The sampling frame for the survey was stratified by industry group, and within each industry group, by employment size. A total of 5 523 establishments were selected for enumeration in the 2021 survey. The total number of establishments falling within the scope of the survey was estimated to be around 340 000 based on the results of the survey.

## Data collection

1.9 Questionnaires were mailed to the selected establishments in March 2021. Interviewers visited/telephoned respondents to verify the information in the completed questionnaires and assisted them in completing the questionnaires if necessary. By the end of the data collection period, 4 455 establishments were successfully enumerated and 1 068 failed to respond / could not be located / were found to be inactive in the survey reference period.

## Data processing

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

## 估值的可靠性

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

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

## Reliability of the estimates

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

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

## I 緒言 (續)

## I Introduction (cont'd)

1.13 本報告所載列的主要變數估值的95%置信區間上、下限如下：

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

主要變數 Key variable	估值 Estimate	95%置信區間 95% Confidence interval	
		下限 Lower limit	上限 Upper limit
使用電腦的機構單位比例 Proportion of establishments using computers	81.0%	78.9%	83.0%
使用電腦及／或智能手機作業務用途的機構單位比例 Proportion of establishments using computers and/or smartphones for business purposes	96.1%	95.1%	97.1%
使用互聯網的機構單位比例 Proportion of establishments using the Internet	95.7%	94.6%	96.7%
具有網絡存在的機構單位比例 Proportion of establishments with a web presence	43.7%	41.3%	46.2%
2020年曾透過電腦網絡獲取訂單（電子商貿銷售）的機構單位比例 Proportion of establishments having received orders online (e-commerce sales) in 2020	11.3%	9.9%	12.7%
2020年曾透過電腦網絡提交訂單（電子商貿採購）的機構單位比例 Proportion of establishments having placed orders online (e-commerce purchases) in 2020	25.0%	22.7%	27.2%
2020年曾透過電腦網絡遞送貨品、服務或資料（電子遞送）的機構單位比例 Proportion of establishments having delivered goods, services or information online (e-delivery) in 2020	94.7%	93.5%	95.9%

## I 緒言 (續)

### 統計表註釋

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

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

1.15 本報告的統計表內各代號的含意如下：

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

1.16 由於四捨五入關係，個別數字或百分比之和可能不等於其總數。

1.17 本刊物內所有引述的貨幣數字，均以港元為單位。

## I Introduction (cont'd)

### Notes to statistical tables

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

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

- Not applicable
- \*\*\* In order to preserve the confidentiality of information relating to individual establishments, figures of relevant individual items are suppressed where necessary. An additional cell is also suppressed to prevent the deduction of a suppressed cell from the total, where applicable. Where data suppression has been effected, ‘\*\*\*’ is shown. The suppressed statistics are, nevertheless, included in the respective totals at broader levels of classification.

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

1.17 All monetary figures quoted are in Hong Kong dollars.

## II 統計調查的主要結果

## II Major Survey Findings

### 工商業使用電腦、互聯網及具有網絡存在的情況

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

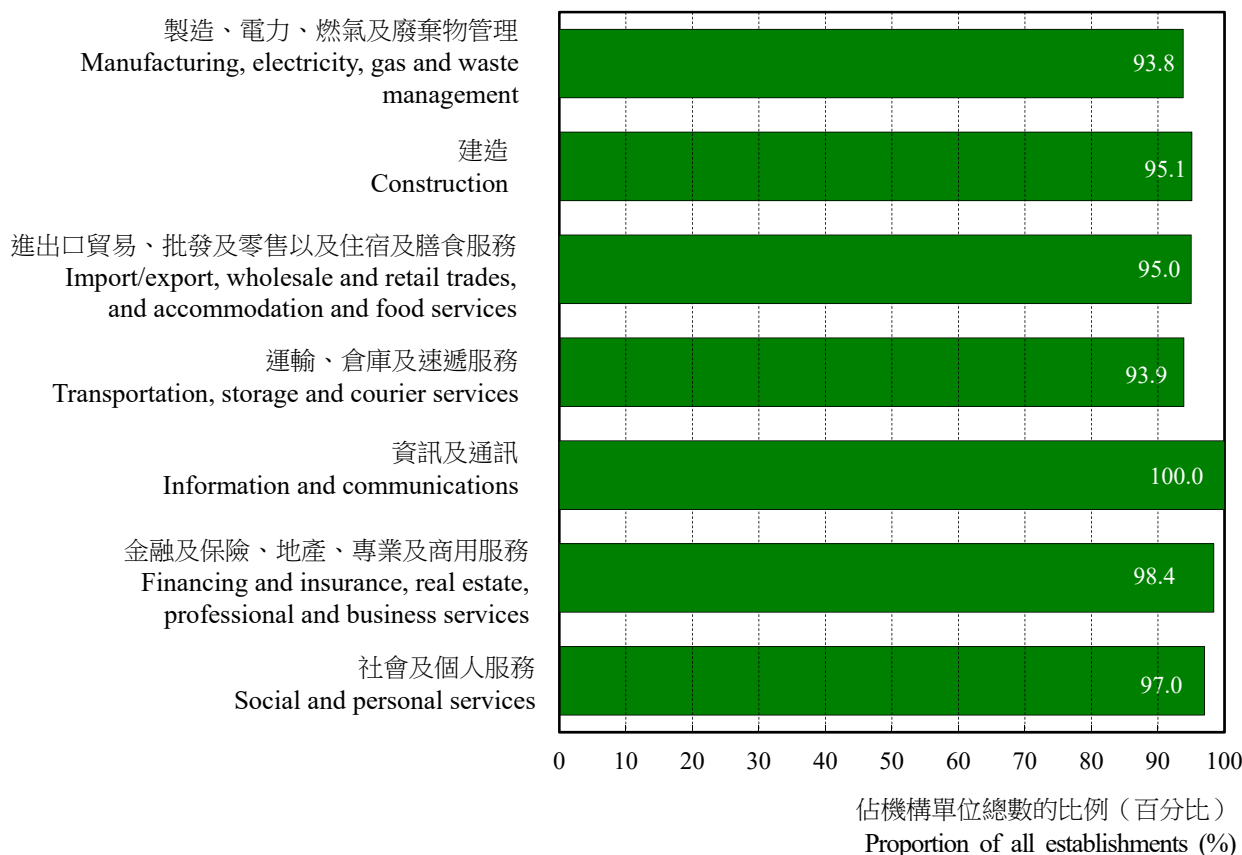
2.1 根據2021年統計調查所搜集的數據，估計總數約340 000間機構單位屬於這項統計調查的範圍內。

2.1 Based on data collected through the 2021 survey, it was estimated that a total of around 340 000 establishments fell within the scope of the survey.

2.2 在2021年，96%的工商機構單位有使用電腦及／或智能手機作業務用途。按行業組別分析，使用電腦及／或智能手機作業務用途的比例較高的行業包括資訊及通訊業（100%）和金融及保險、地產、專業及商用服務業（98%）（表1.1及圖2.1）

2.2 In 2021, 96% of the establishments in the business sector used computers and/or smartphones for business purposes. Analysed by industry grouping, the proportion of establishments using computers and/or smartphones for business purposes was higher in the information and communications sector (100%), and financing and insurance, real estate, professional and business services sector (98%). (Table 1.1 and Chart 2.1)

圖 2.1 : 按行業組別劃分的使用電腦及／或智能手機作業務用途普及率  
Chart 2.1 : Penetration rate of computers and/or smartphones for business purposes by industry grouping



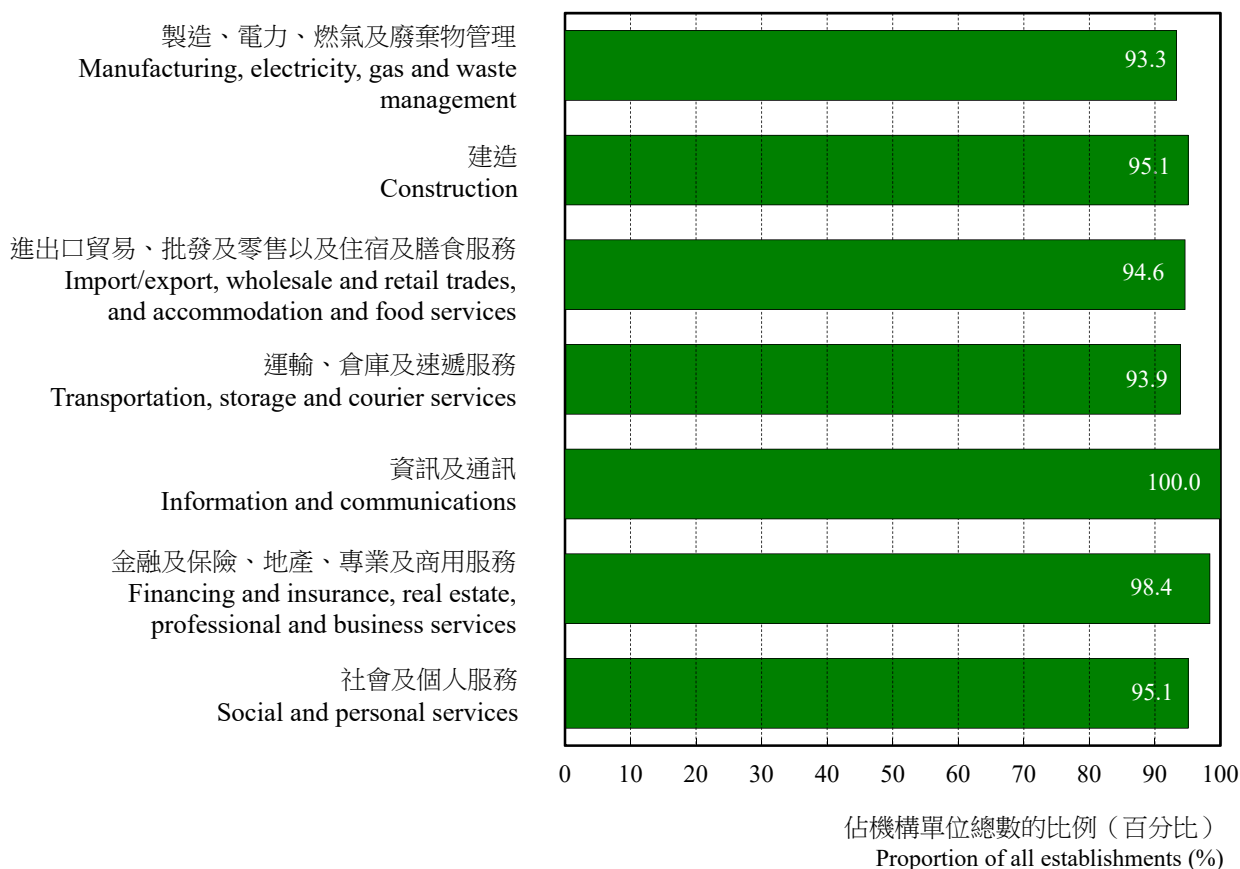
2.3 按機構單位的就業人數組別分析，大型及中型機構單位使用電腦及／或智能手機作業務用途的比例（分別是100%），高於小型機構單位（96%）（表1.1）

2.3 Analysed by employment size of establishments, the proportion of establishments used computers and/or smartphones for business purposes were higher for large and medium establishments (100% respectively) than small establishments (96%). (Table 1.1)

2.4 本港的工商業廣泛地使用互聯網。約96%的機構單位使用互聯網。按行業組別分析，資訊及通訊業使用互聯網的比例最高（100%），而製造、電力、燃氣及廢棄物管理業的比例則最低（93%）。（表1.1及圖2.2）

2.4 The Internet is widely used in the business sector of Hong Kong. Around 96% of all establishments used the Internet. Analysed by industry grouping, the proportion of establishments using the Internet was the highest in the information and communications sector (100%) and lowest in the manufacturing, electricity, gas and waste management sector (93%). (Table 1.1 and Chart 2.2)

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





## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

2.5 按機構單位的就業人數組別分析，大型及中型機構單位使用互聯網的比例（分別是100%）高於小型機構單位（95%）。這反映互聯網已成為工商業重要的通訊途徑，尤以大型及中型機構單位為甚。（表1.1）

2.5 Analysed by employment size of establishments, the proportion of establishments using the Internet were higher for large and medium establishments (100% respectively) than small establishments (95%). This reflected that the Internet had become an important means of communication, particularly in large and medium establishments. (Table 1.1)

2.6 值得注意的是，在2021年，一些小型及中型機構單位直接使用智能手機（而非使用電腦）接入互聯網。因此，機構單位使用互聯網的整體比例（96%）較使用電腦的比例（81%）為高。

2.6 It should be noted that some small and medium establishments directly used smartphones (rather than computers) for access to the Internet. Hence, the overall proportion of establishments using the Internet (96%) in 2021 was higher than that using computers (81%).

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

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

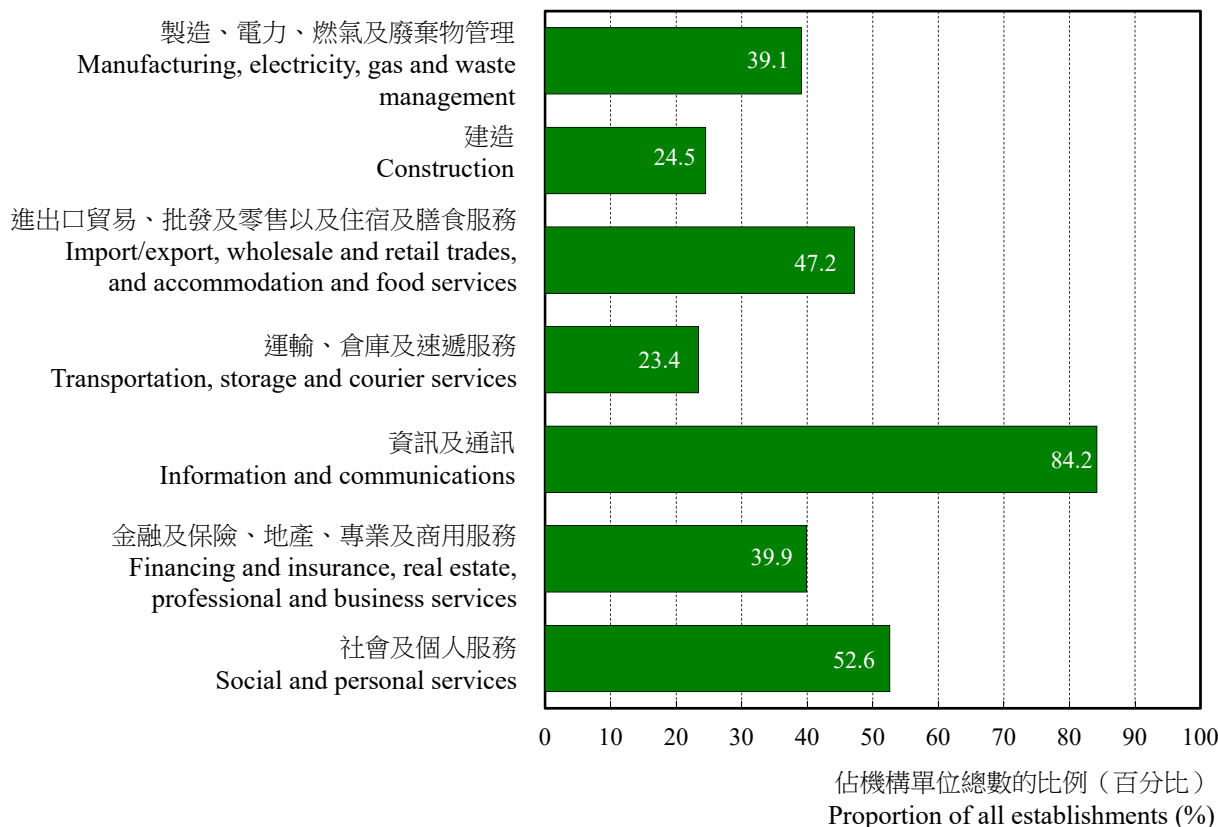
2.8 約44%的機構單位具有網絡存在。在各主要行業組別中，資訊及通訊業具有網絡存在的比例（84%）最高，而運輸、倉庫及速遞服務業的比例（23%）則最低。（表1.1及圖2.3）

2.8 About 44% of the establishments had a web presence. Among the major industry groupings, the proportion of establishments with a web presence was the highest in the information and communications sector (84%) and lowest in the transportation, storage and courier services sector (23%). (Table 1.1 and Chart 2.3)

2.9 按機構單位的就業人數組別分析，大型及中型機構單位具有網絡存在的比例（分別是92%和79%），明顯較小型機構單位（39%）的比例為高。（表1.1）

2.9 Analysed by employment size of establishments, the proportion of establishments with a web presence were much higher for large and medium establishments (92% and 79% respectively) than small establishments (39%). (Table 1.1)

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



## 電子商貿及電子遞送

### (a) 電子商貿銷售: 機構單位曾透過電腦網絡獲取訂單

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

## Electronic commerce (e-commerce) and electronic delivery (e-delivery)

### (a) E-commerce sales: establishments having received orders online

2.10 In this report, e-commerce sales refer to the 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. However, orders made by manually typed emails, telephone calls or facsimile are not regarded as e-commerce sales.

2.11 約11%的機構單位在2020年\*曾透過電腦網絡獲取銷售訂單。其中以資訊及通訊業的比例最高，達23%。(表2.1)

2.11 Around 11% of the establishments had received sales orders online in 2020\*. The proportion for the information and communications sector was the highest, at 23%. (Table 2.1)

2.12 在2020年\*透過電子途徑銷售貨品、服務或資料所獲取的業務收益為5,636億元，佔2020年\*所有選定行業組別的業務總收益的6.6%。按提交訂單的方法分析，約69%的電子商貿收益是經機構單位的網站或流動應用程式獲取，有19%是經電子數據傳輸獲取，以及有12%是透過第三方網站或流動應用程式獲取。按客戶類別分析，透過電子途徑銷售貨品、服務或資料予個別消費者所帶來的業務收益佔有關機構單位的電子商貿總收益的65%。(表2.3)

2.12 The value of business receipts from selling of goods, services or information through electronic means amounted to \$563.6 billion in 2020\*, representing 6.6% of the total business receipts of all selected industry groupings in 2020\*. Analysed by type of method of placing orders, about 69% of the e-commerce receipts were received via the website or mobile application of the respective establishments, 19% were received through electronic data transmission, and 12% were received through third party website or mobile application. Analysed by type of customers, business receipts from individual consumers contributed 65% of the total e-commerce receipts of the respective establishments. (Table 2.3)

*(b) 電子商貿採購：機構單位曾透過電腦網絡提交訂單*

*(b) E-commerce purchases: establishments having placed orders online*

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

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

2.14 約25%的機構單位在2020年\*曾透過電腦網絡提交採購訂單，當中，以大型機構單位(37%)較為普遍。(表2.1)

2.14 Around 25% of the establishments had placed purchase orders online in 2020\*. E-commerce purchases were more prevalent in large establishments (37%). (Table 2.1)

\* 指第1.7段提及的統計期間內。

\* This refers to the survey reference period mentioned in paragraph 1.7.

## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

(c) 電子遞送：機構單位曾透過電腦網絡遞送貨品、服務或資料

2.15 在本報告中，電子遞送是指進行以下活動以透過電腦網絡遞送貨品、服務或資料，當中包括：

- 發送電子郵件、電子訊息（例如 WhatsApp，Facebook Messenger等）
- 透過發送電子郵件／設立網站以提供客戶服務，包括提供價格及產品資訊、可用的帳戶信用額資訊及產品配置等
- 以數碼方式於網上遞送貨品（例如報告、軟件、音樂、視像、電腦遊戲等）或服務（例如電腦相關的服務、資訊服務、金融相關的服務等）
- 經互聯網向有關機構遞交表格／資料

2.16 約95%的機構單位在2020年\*曾透過電腦網絡遞送貨品、服務或資料。其中以資訊及通訊業的比例最高(100%)。(表2.1)

### 資訊科技保安

2.17 2021年有使用電腦／智能手機／互聯網的機構單位的總數估計為326 400間，其中約92%的機構單位有實施資訊科技保安措施。在有實施資訊科技保安措施的機構單位中，約91%有建立「防火牆」、約88%有實施「定期更新操作系統修補程式」，而有採用「定期更新抗惡意程式碼軟件及定義檔」的約有86%。（表3.1及圖2.4）

\* 指第1.7段提及的統計期間內。

(c) *E-delivery: establishments having delivered goods, services or information online*

2.15 In this report, e-delivery refers to delivery of goods, services or information online, including:

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

2.16 About 95% of the establishments had delivered goods, services or information online in 2020\*. The proportion was the highest in the information and communications sector (100%).

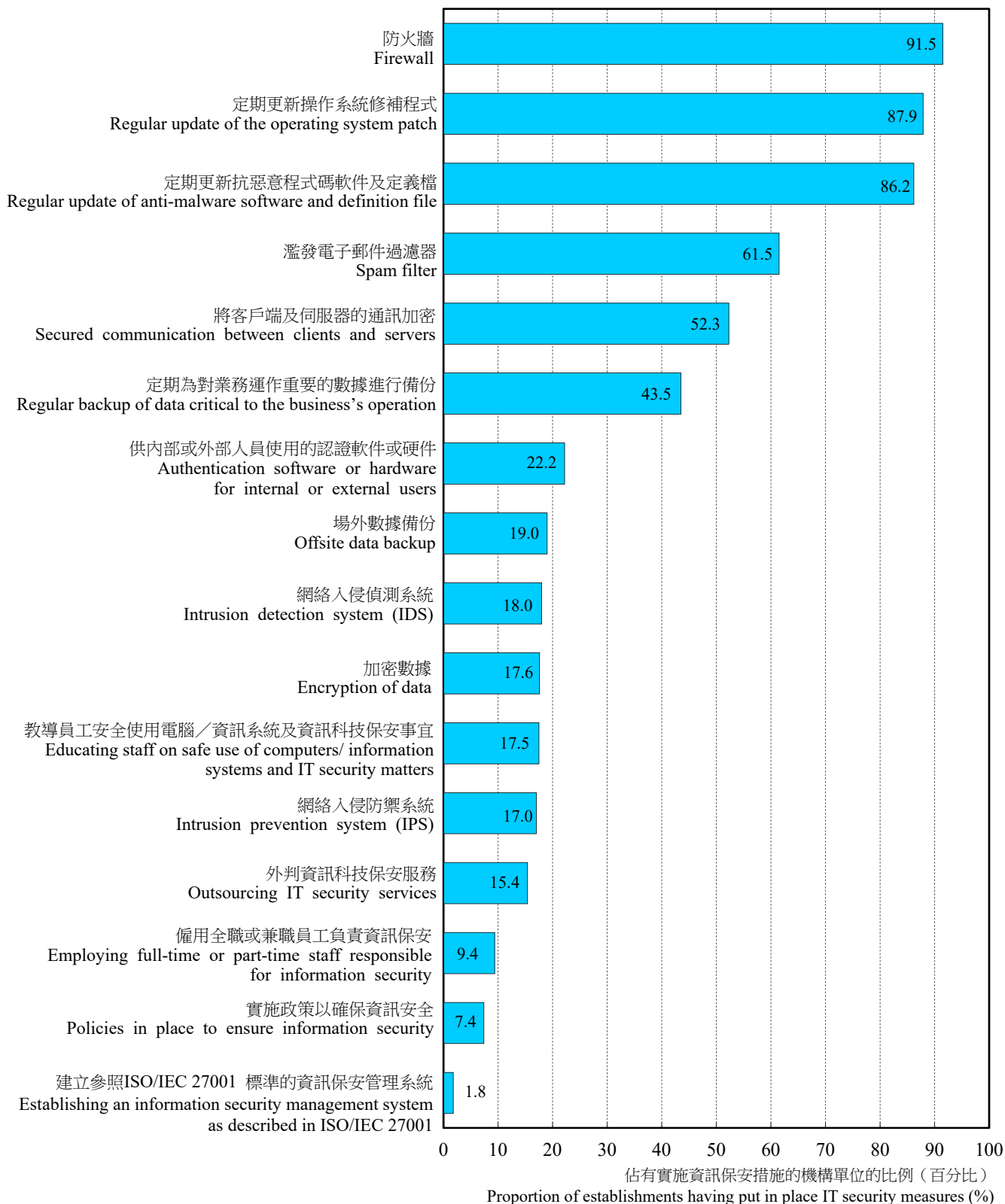
(Table 2.1)

### Information technology security

2.17 In 2021, the total number of establishments using computers/smartphones/the Internet was estimated at 326 400, of which, around 92% had put in place IT security measures. Among those establishments which had implemented IT security measures, around 91% of them had built “firewall” and around 88% had introduced “regular update of the operating system patch”. Around 86% had put in place “Regular update of anti-malware software and definition file”. (Table 3.1 and Chart 2.4)

\* This refers to the survey reference period mentioned in paragraph 1.7.

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



註釋: (1) 某一機構單位可同時採用多於一種資訊科技保安措施。

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

## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

2.18 資訊保安事故包括惡意軟件入侵、阻斷服務攻擊、勒索軟件入侵、黑客入侵、網上騙案、網頁塗改、資料外洩及資料被竊等。

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

2.19 2021年有使用電腦／智能手機／互聯網的機構單位中，約9%在2020年\*曾遭遇資訊保安事故。

2.19 Among the establishments using computers/smartphones/the Internet in 2021, around 9% had encountered information security incident(s) in 2020\*.

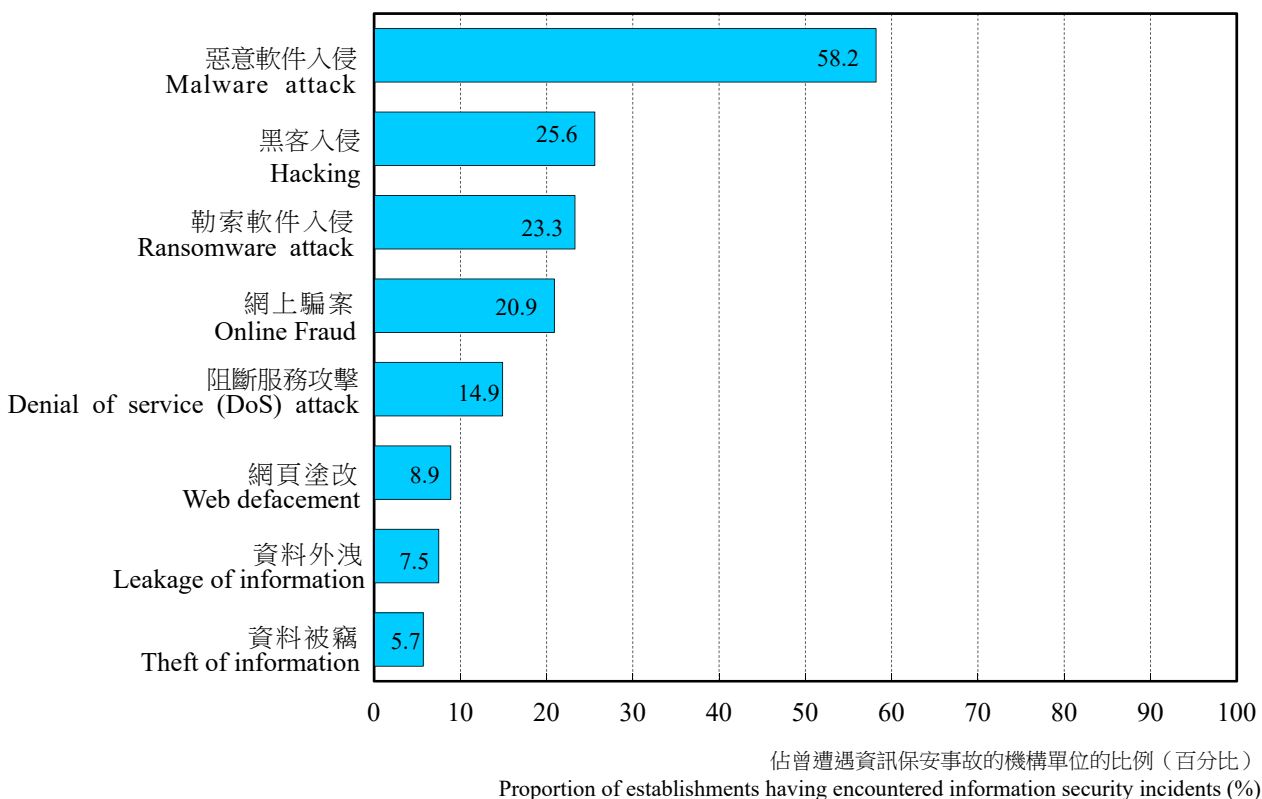
2.20 按資訊保安事故的類別分析，約58%的機構單位曾受到「惡意軟件入侵」，其次是「黑客入侵」（26%）及「勒索軟件入侵」（23%）。（表3.3及圖2.5）

2.20 Analysed by type of information security incident, around 58% of the establishments had encountered “malware attack”. This was followed by “hacking” (26%) and “ransomware attack” (23%). (Table 3.3 and Chart 2.5)

\* 指第1.7段提及的統計期間內。

\* This refers to the survey reference period mentioned in paragraph 1.7.

圖 2.5 : 工商業曾遭遇資訊保安事故的主要類別<sup>(1)</sup>  
Chart 2.5 : Major types of information security incidents<sup>(1)</sup> having encountered by business



註釋: (1) 某一機構單位可遭遇多於一種資訊保安事故。

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

### 工商業使用資訊及通訊科技的情況

2.21 雲端運算服務是一方（服務供應商）透過互聯網向用戶遞送電腦資源（硬件和軟件）。統計調查的結果顯示，約95%的機構單位有使用雲端運算服務。按行業組別分析，使用雲端運算服務的比例最高的是資訊及通訊業（100%）。（表4.1）

2.22 按機構單位的就業人數組別分析，大型及中型機構單位使用雲端運算服務的比例（分別是100%和99%），較小型機構單位（95%）為高。（表4.1）

### Business use of information and communication technology

2.21 Cloud computing service is the delivery of computing resources (hardware and software) by a party (the service provider) over the Internet to a user. The survey results showed that around 95% of the establishments used cloud computing services. Analysed by industry grouping, the proportion of establishments using cloud computing services was the highest in the information and communications sector (100%). (Table 4.1)

2.22 Analysed by employment size of establishments, the proportion of establishments using cloud computing services for large and medium establishments (100% and 99% respectively) were higher than small establishments (95%). (Table 4.1)

表 1.1 工商業使用電腦、智能手機、互聯網及具有網絡存在的情況

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

	機構單位數目 No. of establishments	使用電腦 Using computers	使用智能手機 作業用途 Using smartphones for business purposes	佔機構單位總數的比例（百分比） Proportion of all establishments (%)		
				使用電腦及／或 智能手機 作業用途 Using computers and/or smartphones for business purposes	使用 互聯網 Using the Internet	具有 網絡存在 With a web presence
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>						
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	7 386	70.6	92.6	93.8	93.3	39.1
建造 Construction	24 882	65.6	95.1	95.1	95.1	24.5
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	144 858	81.2	88.1	95.0	94.6	47.2
運輸、倉庫及速遞服務 Transportation, storage and courier services	26 047	63.6	93.9	93.9	93.9	23.4
資訊及通訊 Information and communications	10 517	100.0	100.0	100.0	100.0	84.2
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	78 721	94.7	97.9	98.4	98.4	39.9
社會及個人服務 Social and personal services	47 199	72.3	95.5	97.0	95.1	52.6
<b>按就業人數組別劃分</b> <b>By employment size</b>						
大型 Large	5 859	99.7	97.9	100.0	100.0	91.6
中型 Medium	31 939	97.1	96.1	99.9	99.9	79.3
小型 Small	301 811	78.9	92.4	95.6	95.1	39.1
<b>總計</b> <b>Total</b>	<b>339 609</b>	<b>81.0</b>	<b>92.8</b>	<b>96.1</b>	<b>95.7</b>	<b>43.7</b>



表 1.2 工商業在業務運作上所使用的電腦應用軟件／系統的主要類別

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

電腦應用軟件／系統的類別 <sup>(1)</sup> Type of computer software application/system <sup>(1)</sup>	佔有使用電腦的 機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using computers <sup>(2)</sup> (%)
辦公軟體套裝（例如 MS Office、OpenOffice 等） Office suite (e.g. MS Office, OpenOffice, etc.)	96.4
視訊軟件 Video conferencing software	33.4
電子支付系統，以流動方式支付 Electronic payment system, with mobile payment	23.6
會計及金融 Accounting and finance	21.8
電子支付系統，不以流動方式支付 Electronic payment system, not with mobile payment	17.2
行業專用軟件（例如銷售點軟件（POS）、工程／製造業專用軟件等） Industry specific software (e.g. point of sale (POS) software, engineering/manufacturing industry specific software, etc.)	17.1
媒體開發軟件（例如3D電腦圖畫、 聲音編輯、遊戲及影片製作軟件等） Media development software (e.g. 3D computer graphics, sound editing, game and movie development software, etc.)	8.8
電腦輔助設計／電腦輔助製造（CAD／CAM） Computer-aided design/Computer-aided manufacturing (CAD/CAM)	6.4
供應鏈管理（例如存貨、倉庫、運輸管理系統等） Supply chain management (e.g. inventory, warehouse, transport management system, etc.)	6.3
客戶關係管理（CRM） Customer relationship management (CRM)	5.7
人力資源管理／培訓（HRM） Human resources management/training (HRM)	4.9
企業資源計劃（ERP） Enterprise resource planning (ERP)	3.0
項目管理工具 Project management tools	2.9

註釋：(1) 某一機構單位可採用多於一個類別的電腦應用軟件／系統。  
(2) 2021年有使用電腦的機構單位的總數估計為 274 935。

Notes: (1) An establishment may use more than one type of computer software application/system.  
(2) The total number of establishments using computers was estimated at 274 935 in 2021.

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

	佔沒有使用電腦的機構單位的比例 <sup>(2)</sup> (百分比)				
	Proportion of establishments not using computers <sup>(2)</sup> (%)				
	沒有實際用途以支持在業務上應用電腦 Lack of practical use for a sound business case of using computers	缺乏對應用電腦有認識的員工 Lack of personnel who are familiar with using computers	缺乏額外的資金購置電腦，不論購置電腦及軟件的成本如何 Lack of extra funds to buy computers, regardless of the cost of procuring computers and softwares	不了解該如何善用／添置電腦令現有業務獲益 Lack of know-how for beneficial adoption/acquisition of computers	電腦及軟件購置成本高昂 Costly in procuring computers and softwares
<b>按主要行業組別劃分</b>					
<b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	71.3	31.6	13.1	9.3	12.3
建造 Construction	79.2	20.8	6.3	7.1	8.2
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	77.4	28.0	11.5	10.8	9.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	83.4	8.3	0.0	16.6	8.3
資訊及通訊 Information and communications	100.0	33.3	0.0	0.0	0.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	83.2	15.0	16.7	0.0	15.0
社會及個人服務 Social and personal services	79.5	29.1	15.6	9.0	11.2
<b>按就業人數組別劃分</b>					
<b>By employment size</b>					
大型 Large	100.0	0.0	0.0	0.0	0.0
中型 Medium	75.8	12.4	24.2	0.0	24.1
小型 Small	79.2	23.8	10.1	10.2	9.8
<b>總計</b> <b>Total</b>	<b>79.1</b>	<b>23.7</b>	<b>10.3</b>	<b>10.1</b>	<b>10.0</b>

註釋：(1) 某一機構單位可以有多於一個沒有使用電腦的原因。  
(2) 2021年沒有使用電腦的機構單位的總數估計為 64 674。

Notes: (1) An establishment may have more than one reason for not using computers.  
(2) The total number of establishments not using computers was estimated at 64 674 in 2021.

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

	使用互聯網的 機構單位數目 No. of establishments using the Internet	佔使用互聯網的機構單位的比例（百分比） Proportion of establishments using the Internet (%)			
		固網寬頻 Fixed broadband	流動寬頻 Mobile broadband		
			第五代 流動服務 5G	第四代 流動服務 4G	第三代 流動服務 3G
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	6 893	75.3	8.0	90.7	5.2
建造 Construction	23 656	66.7	9.9	95.4	2.7
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	136 975	83.9	8.1	93.7	1.9
運輸、倉庫及速遞服務 Transportation, storage and courier services	24 466	67.4	5.6	96.3	4.3
資訊及通訊 Information and communications	10 517	99.3	13.2	94.3	1.4
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	77 449	94.8	14.3	90.3	0.5
社會及個人服務 Social and personal services	44 903	71.5	8.8	91.6	1.5
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	5 857	99.7	12.5	98.0	4.3
中型 Medium	31 898	95.4	7.6	98.6	1.4
小型 Small	287 103	80.8	10.0	92.1	1.8
<b>總計</b> <b>Total</b>	<b>324 859</b>	<b>82.6</b>	<b>9.8</b>	<b>92.9</b>	<b>1.8</b>

註釋：(1) 某一使用互聯網的機構單位可採用多於一種接入方式。  
Note: (1) An establishment using the Internet may select more than one type of access.

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

	佔使用互聯網的機構單位的比例 <sup>(2)</sup> (百分比)				
	Proportion of establishments using the Internet <sup>(2)</sup> (%)				
	通訊 Communications				
	收發電子 郵件 Sending or receiving emails	發布資訊或 即時通訊 Posting information or instant messaging	視像電話通訊 ／電話通訊 ／網絡語音 Videotelephoning/ Telephoning over the Internet/VoIP	視像會議 Video conferencing	虛擬私人 網絡 Virtual private network (VPN)
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	72.6	85.6	45.0	11.0	2.4
建造 Construction	75.5	80.8	50.5	18.5	2.4
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	84.1	78.5	57.0	25.1	3.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	67.3	87.1	63.0	21.1	8.2
資訊及通訊 Information and communications	99.4	82.9	73.9	68.5	21.3
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	93.6	77.8	63.7	48.3	5.5
社會及個人服務 Social and personal services	71.3	77.1	53.0	28.7	2.1
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	99.2	84.7	66.6	68.9	25.7
中型 Medium	92.3	79.8	59.4	46.2	10.8
小型 Small	81.6	79.0	58.0	29.0	3.2
<b>總計</b> <b>Total</b>	<b>82.9</b>	<b>79.2</b>	<b>58.3</b>	<b>31.4</b>	<b>4.4</b>

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

(2) 2021年有使用互聯網的機構單位的總數估計為 324 859。

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

(2) The total number of establishments using the Internet was estimated at 324 859 in 2021.

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

	佔使用互聯網的機構單位的比例 <sup>(2)</sup> (百分比)	
	Proportion of establishments using the Internet <sup>(2)</sup> (%)	
	金融交易及查詢	
	網上銀行	使用 金融服務
	Internet banking	Accessing financial services
<b>按主要行業組別劃分</b>		
<b>By major industry grouping</b>		
製造、電力、燃氣及廢棄物管理	44.7	2.4
Manufacturing, electricity, gas and waste management		
建造	54.4	5.6
Construction		
進出口貿易、批發及零售以及住宿及膳食服務	70.0	3.4
Import/export, wholesale and retail trades, and accommodation and food services		
運輸、倉庫及速遞服務	52.1	0.5
Transportation, storage and courier services		
資訊及通訊	86.0	5.4
Information and communications		
金融及保險、地產、專業及商用服務	75.6	14.6
Financing and insurance, real estate, professional and business services		
社會及個人服務	53.2	1.3
Social and personal services		
<b>按就業人數組別劃分</b>		
<b>By employment size</b>		
大型	74.4	7.4
Large		
中型	72.4	6.5
Medium		
小型	65.7	5.6
Small		
<b>總計</b>	<b>66.5</b>	<b>5.8</b>
<b>Total</b>		

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

(2) 2021年有使用互聯網的機構單位的總數估計為 324 859。

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

(2) The total number of establishments using the Internet was estimated at 324 859 in 2021.

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

	佔使用互聯網的機構單位的比例 <sup>(2)</sup> (百分比)				
	Proportion of establishments using the Internet <sup>(2)</sup> (%)				
	市場推廣／銷售及購買活動				
	Marketing/Sales and purchasing activities				
	獲取貨品或服務的資訊	繳交貨品或服務的付款	收取貨品或服務的付款	網上遞送產品／服務	
提供客戶服務	Getting information about goods or services	Making payments of goods or services	Receiving payments of goods or services	Delivering products/services online	
Providing customer services					
<b>按主要行業組別劃分</b>					
<b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理	62.0	43.5	20.5	12.1	1.3
Manufacturing, electricity, gas and waste management					
建造	55.1	33.3	20.6	2.9	1.6
Construction					
進出口貿易、批發及零售以及住宿及膳食服務	76.6	52.3	25.1	26.1	1.2
Import/export, wholesale and retail trades, and accommodation and food services					
運輸、倉庫及速遞服務	59.0	36.8	22.4	18.8	0.8
Transportation, storage and courier services					
資訊及通訊	87.8	74.1	64.0	36.1	52.8
Information and communications					
金融及保險、地產、專業及商用服務	71.6	52.9	29.2	15.0	14.4
Financing and insurance, real estate, professional and business services					
社會及個人服務	58.2	41.3	31.6	11.7	6.0
Social and personal services					
<b>按就業人數組別劃分</b>					
<b>By employment size</b>					
大型	81.1	68.5	39.3	37.3	15.5
Large					
中型	78.1	55.6	33.2	29.4	8.3
Medium					
小型	68.9	47.8	26.7	17.7	6.3
Small					
<b>總計</b>	<b>70.0</b>	<b>48.9</b>	<b>27.6</b>	<b>19.2</b>	<b>6.7</b>
<b>Total</b>					

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。  
(2) 2021年有使用互聯網的機構單位的總數估計為 324 859。

Notes: (1) An establishment using the Internet may select more than one type of use.  
(2) The total number of establishments using the Internet was estimated at 324 859 in 2021.

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

	佔使用互聯網的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using the Internet <sup>(2)</sup> (%)				
	與政府機構的互動 Interacting with government organisations				
	網上填寫 或遞交政 府表格 Downloading or requesting government forms	網上填寫 或遞交政 府表格 Completing or lodging government forms online	直接從「香港政 府一站通」入門 網站獲取資訊或 使用電子服務 Getting information or accessing e-services directly from GovHK Portal	直接從「香港政府一 站通」以外的政府機 構網頁獲取資訊或使 用電子服務 Getting information or accessing e-services directly from websites of government organisations, other than GovHK Portal	使用網上繳 費服務繳交 政府費用 Making online payment to government
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	19.1	18.8	13.9	10.0	6.9
建造 Construction	37.1	15.8	24.1	11.0	11.2
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	37.5	28.5	26.0	19.0	20.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	35.9	31.5	18.5	25.7	24.6
資訊及通訊 Information and communications	47.3	34.1	36.9	22.7	28.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	39.9	31.7	37.4	23.9	17.1
社會及個人服務 Social and personal services	21.7	16.6	16.2	11.3	10.5
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	53.3	43.5	47.1	39.1	16.5
中型 Medium	47.0	33.4	37.7	23.7	18.3
小型 Small	34.0	25.8	25.2	18.1	17.8
<b>總計</b> <b>Total</b>	<b>35.7</b>	<b>26.9</b>	<b>26.8</b>	<b>19.0</b>	<b>17.8</b>

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

(2) 2021年有使用互聯網的機構單位的總數估計為 324 859。

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

(2) The total number of establishments using the Internet was estimated at 324 859 in 2021.

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

	佔使用互聯網的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using the Internet <sup>(2)</sup> (%)	
	人力資源管理／培訓活動 Human resources management (HRM)/Training activities	
	員工招聘 Recruitment of staff	員工培訓 Staff training
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	23.6	0.7
建造 Construction	20.1	2.3
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	20.9	3.8
運輸、倉庫及速遞服務 Transportation, storage and courier services	19.3	1.0
資訊及通訊 Information and communications	39.0	12.3
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	23.0	6.7
社會及個人服務 Social and personal services	20.4	5.3
<b>按就業人數組別劃分</b> <b>By employment size</b>		
大型 Large	77.3	30.3
中型 Medium	57.9	9.7
小型 Small	16.6	3.5
<b>總計</b> <b>Total</b>	<b>21.8</b>	<b>4.6</b>

註釋：(1) 某一使用互聯網的機構單位可選擇多於一項用途。

(2) 2021年有使用互聯網的機構單位的總數估計為 324 859。

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

(2) The total number of establishments using the Internet was estimated at 324 859 in 2021.



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

	佔沒有使用互聯網的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments not using the Internet <sup>(2)</sup> (%)			
	沒有實際用途以支持在業務上應用互聯網 Lack of practical use for a sound business case of adoption of the Internet	缺乏熟悉互聯網的員工 Lack of personnel who are familiar with the Internet	不了解該如何善用互聯網令現有業務獲益 Lack of know-how for beneficial adoption of the Internet	使用互聯網的成本高昂 Costly in using the Internet
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	86.4	3.6	13.6	13.6
建造 Construction	100.0	6.4	5.4	0.0
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	77.0	33.0	15.4	7.5
運輸、倉庫及速遞服務 Transportation, storage and courier services	100.0	0.0	0.0	0.0
資訊及通訊 Information and communications	-	-	-	-
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	99.9	0.1	0.1	0.1
社會及個人服務 Social and personal services	87.0	25.3	25.3	12.3
<b>按就業人數組別劃分</b> <b>By employment size</b>				
大型 Large	100.0	0.0	0.0	0.0
中型 Medium	100.0	0.0	0.0	0.0
小型 Small	85.2	22.3	13.1	6.4
<b>總計</b> <b>Total</b>	<b>85.2</b>	<b>22.3</b>	<b>13.1</b>	<b>6.4</b>

註釋：(1) 某一機構單位可選擇多於一個沒有使用互聯網的原因。  
(2) 2021年沒有使用互聯網的機構單位的總數估計為 14 751。

Notes: (1) An establishment may select more than one reason for not using the Internet.  
(2) The total number of establishments not using the Internet was estimated at 14 751 in 2021.

表 1.7 經常使用電腦／互聯網的僱員比例

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

	經常使用電腦／互聯網的僱員比例（百分比）	
	電腦 Computers	互聯網 the Internet
<b>按主要行業組別劃分</b>		
<b>By major industry grouping</b>		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	58.6	76.8
建造 Construction	44.8	79.7
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	69.9	91.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	57.6	79.3
資訊及通訊 Information and communications	96.6	99.7
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	76.1	89.4
社會及個人服務 Social and personal services	74.8	84.1
<b>按就業人數組別劃分</b>		
<b>By employment size</b>		
大型 Large	70.0	84.8
中型 Medium	66.3	89.3
小型 Small	72.6	90.5
<b>總計</b> <b>Total</b>	<b>69.9</b>	<b>87.3</b>

表 1.8 工商業的網站／網頁的模式<sup>(1)</sup>  
Table 1.8 Mode of website/webpage of business<sup>(1)</sup>

	具有網絡存在的 機構單位數目 No. of establishments with a web presence	佔具有網絡存在的機構單位的比例（百分比） Proportion of establishments with a web presence (%)	
		機構單位擁有本身 的網站／網頁 Website/Webpage owned by the establishment	顯示在另一個 實體網站 Presence on another entity's website
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	2 890	79.4	56.0
建造 Construction	6 088	59.7	47.2
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	68 363	71.0	63.9
運輸、倉庫及速遞服務 Transportation, storage and courier services	6 087	98.8	15.6
資訊及通訊 Information and communications	8 851	82.9	57.8
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	31 445	77.8	60.1
社會及個人服務 Social and personal services	24 849	53.1	83.7
<b>按就業人數組別劃分</b> <b>By employment size</b>			
大型 Large	5 368	93.5	55.1
中型 Medium	25 312	79.7	57.8
小型 Small	117 893	68.1	64.8
<b>總計</b> <b>Total</b>	<b>148 572</b>	<b>71.0</b>	<b>63.2</b>

註釋：(1) 某一機構單位可選擇多於一種網絡存在的模式。  
Note: (1) An establishment may select more than one type of web presence.

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

	佔擁有自身網站／網頁的機構單位的比例 <sup>(2)</sup> (百分比)		
	Proportion of establishments with their own website/webpage <sup>(2)</sup> (%)		
	提供機構單位和其貨品或服務的資訊 (對象包括顧客及員工) Provision of information on the establishment and goods or services offered (for both customers and staff)	與社交媒體 整合 Integration with social media	收集 顧客資訊 Collection of customers' information
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	99.9	32.5	47.8
建造 Construction	100.0	24.0	20.6
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	100.0	45.2	40.7
運輸、倉庫及速遞服務 Transportation, storage and courier services	100.0	19.3	48.2
資訊及通訊 Information and communications	99.2	41.6	43.8
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	100.0	42.4	43.3
社會及個人服務 Social and personal services	100.0	61.5	39.5
<b>按就業人數組別劃分</b> <b>By employment size</b>			
大型 Large	99.9	54.2	41.2
中型 Medium	100.0	44.5	38.8
小型 Small	99.9	43.0	41.9
<b>總計</b> <b>Total</b>	<b>99.9</b>	<b>43.8</b>	<b>41.3</b>

註釋：(1) 某一機構單位可選擇多於一個功能。

(2) 2021年擁有自身網站／網頁的機構單位的總數估計為105 465。

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

(2) Total number of establishments with their own website/webpage was estimated at 105 465 in 2021.

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

	佔擁有自身網站／網頁的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments with their own website/webpage <sup>(2)</sup> (%)			
	提供關於私隱 或保安資訊 Provision of information about privacy or security	網上訂購 Online ordering	網上付款 Online payment	提供有關工作 機會的資訊 Provision of information on the job opportunities
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	28.7	19.0	16.5	19.5
建造 Construction	25.2	0.0	0.0	26.5
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	32.4	36.4	34.6	14.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	22.7	15.0	15.1	10.7
資訊及通訊 Information and communications	36.3	21.0	21.0	20.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	38.3	16.9	18.9	33.3
社會及個人服務 Social and personal services	20.3	9.2	10.3	23.4
<b>按就業人數組別劃分</b> <b>By employment size</b>				
大型 Large	53.1	22.3	24.2	57.5
中型 Medium	40.8	24.2	23.8	32.1
小型 Small	28.0	24.8	24.4	15.6
<b>總計</b> <b>Total</b>	<b>31.6</b>	<b>24.5</b>	<b>24.3</b>	<b>20.7</b>

註釋：(1) 某一機構單位可選擇多於一個功能。

(2) 2021年擁有自身網站／網頁的機構單位的總數估計為105 465。

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

(2) Total number of establishments with their own website/webpage was estimated at 105 465 in 2021.

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

	佔擁有自身網站／網頁的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments with their own website/webpage <sup>(2)</sup> (%)			
	提供網上售後支援 Provision of online after-sale support	設有為相熟顧客提供貼身網頁或資訊的功能 Facility for customising webpage or information provided for repeated customers	網上預留／預約 Online reservation /booking	遞送貨品／服務 Delivery of goods /services
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	***	***	10.0	***
建造 Construction	***	***	0.0	0.0
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	25.4	10.8	12.9	2.4
運輸、倉庫及速遞服務 Transportation, storage and courier services	17.5	31.8	14.7	***
資訊及通訊 Information and communications	13.0	11.8	8.8	17.2
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	11.4	13.8	5.2	12.6
社會及個人服務 Social and personal services	8.5	8.3	26.4	6.2
<b>按就業人數組別劃分</b> <b>By employment size</b>				
大型 Large	18.6	17.0	16.7	9.5
中型 Medium	19.2	9.7	13.6	5.8
小型 Small	17.4	12.4	11.5	5.9
<b>總計</b> <b>Total</b>	<b>17.8</b>	<b>12.1</b>	<b>12.1</b>	<b>6.1</b>

註釋：(1) 某一機構單位可選擇多於一個功能。

(2) 2021年擁有自身網站／網頁的機構單位的總數估計為105 465。

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

(2) Total number of establishments with their own website/webpage was estimated at 105 465 in 2021.

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

	佔沒有網絡存在的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments not having a web presence <sup>(2)</sup> (%)			
	沒有實際用途以支持為業務設立網頁或網站 Lack of practical use for a sound business case to set up a webpage or website	缺乏熟悉開發／維護網頁或網站的員工 Lack of personnel familiar with developing/maintaining a webpage or website	設立網頁或網站的成本高昂 Costly in setting up a webpage or website	不了解該如何善用網頁或網站令現有業務獲益 Lack of know-how for beneficial adoption of a webpage or website
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	74.9	32.1	6.6	7.1
建造 Construction	72.6	22.5	3.5	9.2
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	66.3	29.8	15.6	10.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	88.9	15.8	12.6	4.8
資訊及通訊 Information and communications	64.6	28.5	7.6	3.6
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	68.5	25.3	11.6	8.7
社會及個人服務 Social and personal services	79.9	29.7	7.1	8.8
<b>按就業人數組別劃分</b> <b>By employment size</b>				
大型 Large	79.4	12.7	9.4	4.3
中型 Medium	71.7	31.9	16.1	6.0
小型 Small	71.6	26.3	11.6	9.2
<b>總計</b> <b>Total</b>	<b>71.6</b>	<b>26.5</b>	<b>11.8</b>	<b>9.0</b>

註釋：(1) 某一機構單位可選擇多於一個沒有網絡存在的原因。

(2) 2021年在業務上使用電腦／智能手機／互聯網但沒有網絡存在的機構單位的總數估計為 177 817。

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

(2) The total number of establishments using computers / smartphones / the Internet for business purpose but not having a web presence was estimated at 177 817 in 2021.

表 2.1 工商業採用電子商貿及電子遞送的情況  
Table 2.1 Business adoption of e-commerce and e-delivery

	佔機構單位總數的比例（百分比） Proportion of all establishments (%)		
	曾透過電腦網絡 獲取訂單 （電子商貿銷售） <sup>(1)</sup> Having received orders online (e-commerce sales) <sup>(1)</sup>	曾透過電腦網絡 提交訂單 （電子商貿採購） <sup>(2)</sup> Having placed orders online (e-commerce purchases) <sup>(2)</sup>	曾透過電腦網絡 遞送貨品、服務或資料 （電子遞送） <sup>(3)</sup> Having delivered goods, services or information online (e-delivery) <sup>(3)</sup>
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>			
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	***	20.9	92.4
建造 Construction	***	21.6	95.1
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	18.2	19.6	94.4
運輸、倉庫及速遞服務 Transportation, storage and courier services	4.0	24.3	87.9
資訊及通訊 Information and communications	23.3	60.6	100.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	7.9	27.4	98.4
社會及個人服務 Social and personal services	4.0	32.0	92.4
<b>按就業人數組別劃分</b> <b>By employment size</b>			
大型 Large	26.1	37.3	100.0
中型 Medium	23.6	31.8	99.7
小型 Small	9.7	24.0	94.1
<b>總計</b> <b>Total</b>	<b>11.3</b>	<b>25.0</b>	<b>94.7</b>

註釋：(1) 該數字指於第1.7段提及的統計期間內曾透過電腦網絡獲取訂單的機構單位佔所有機構單位的比例。  
(2) 該數字指於第1.7段提及的統計期間內曾透過電腦網絡提交訂單的機構單位佔所有機構單位的比例。  
(3) 該數字指於第1.7段提及的統計期間內曾透過電腦網絡遞送貨品、服務或資料的機構單位佔所有機構單位的比例。

Notes: (1) The figure refers to the proportion of establishments having received orders online among all establishments during the survey reference period mentioned in paragraph 1.7.  
(2) The figure refers to the proportion of establishments having placed orders online among all establishments during the survey reference period mentioned in paragraph 1.7.  
(3) The figure refers to the proportion of establishments having delivered goods, services or information online among all establishments during the survey reference period mentioned in paragraph 1.7.



表 2.2 工商業進行電子商貿銷售的主要方法

Table 2.2 Major types of methods used by business to make e-commerce sales

使用的方法 <sup>(1)</sup> Type of method used <sup>(1)</sup>	佔曾透過電腦網絡獲取訂單 的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments having received orders online <sup>(2)</sup> (%)
經網站 Via website	91.8
經流動應用程式 Via mobile application	42.6
經電子數據傳輸（例如XML、EDIFACT等） Via electronic data transmission (e.g. XML, EDIFACT, etc.)	3.6

註釋：(1) 某一機構單位可選擇多於一種方法。

(2) 於第1.7段提及的統計期間內，曾透過電腦網絡獲取訂單的機構單位的總數估計為 38 353。

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

(2) The total number of establishments having received orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 38 353 in 2021.

表 2.3 按提交訂單的方法及客戶類別劃分的電子商貿銷售額

Table 2.3 Value of e-commerce sales analysed by type of method of placing orders and type of customers

	電子商貿銷售額 <sup>(1)</sup> (百萬港元) Value of e-commerce sales <sup>(1)</sup> (HK\$Mn.)	佔電子商貿銷售總額的比例 <sup>(1)</sup> (百分比) Proportion of the total value of e-commerce sales <sup>(1)</sup> (%)
<b>按提交訂單的方法劃分</b> <b>By type of method of placing orders</b>		
經機構的網站或流動應用程式 Via the website or mobile application of establishments	391,506	69.5
經電子數據傳輸（例如XML、EDIFACT等） Via electronic data transmission (e.g. XML, EDIFACT, etc.)	104,374	18.5
透過第三方的網站或流動應用程式（例如網上交易市場、電子商貿平台、代理網站等） Through third party website or mobile application (e.g. online marketplace, e-commerce platform, agent's site, etc.)	67,691	12.0
<b>按客戶類別劃分</b> <b>By type of customers</b>		
個別消費者 Individual consumers	366,957	65.1
商業機構 Business establishments	187,392	33.3
政府及非商業機構 Government and non-business organisations	9,222	1.6
<b>總計</b> <b>Total</b>	<b>563,571</b>	<b>100.0</b>
電子商貿銷售額佔業務總收益的百分比 Value of e-commerce sales as a % of total business receipts		6.6

註釋：(1) 電子商貿銷售額指於第1.7段提及的統計期間內透過電子途徑銷售貨品或服務的業務收益。

Note: (1) Value of e-commerce sales refers to the value of business receipts from selling of goods or services through electronic means during the survey reference period mentioned in paragraph 1.7.

表 2.4 按網上收取款項百分比劃分的曾透過電腦網絡獲取訂單的機構單位的分布情況

Table 2.4 Distribution of establishments having received orders online analysed by percentage of payment settled online

網上收取款項相對 電子商貿銷售額的百分比 Payment settled online as a percentage of the total value of e-commerce sales	佔曾透過電腦網絡獲取訂單的機構 單位的比例 <sup>(1)</sup> (百分比) Proportion of establishments having received orders online <sup>(1)</sup> (%)
0%	6.8
<1% <sup>(2)</sup>	***
1-20%	2.6
21-40%	***
41-60%	4.7
61-80%	6.4
81-100%	76.9
<b>總計 Total</b>	<b>100.0</b>

註釋：(1) 於第1.7段提及的統計期間內，曾透過電腦網絡獲取訂單的機構單位的總數估計為 38 353。

(2) 此代表「大於0%但少於1%」。

Notes: (1) The total number of establishments having received orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 38 353.

(2) This denotes "greater than 0% but less than 1%".

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

為客戶提供身分認證及／或保密接達服務所採用的方法 <sup>(1)</sup> Method of providing authentication and/or secure access for clients <sup>(1)</sup>	佔曾透過電腦網絡獲取訂單的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments having received orders online <sup>(2)</sup> (%)
用戶名稱及密碼／個人身分識別碼 (PIN) User name and password/Personal Identification Number (PIN)	90.8
傳輸層保安 Transport Layer Security (TLS)	67.4
用戶名稱及一次性生成密碼 User name and one-time generated password	33.5
用戶名稱及保安權標 User name and security token	16.7
數碼證書 Digital certificate	5.2
沒有為客戶提供身分認證或保密接達服務 No provision for authentication or secure access for clients	6.7

註釋：(1) 某一機構單位可選擇多於一種方法。

(2) 於第1.7段提及的統計期間內，曾透過電腦網絡獲取訂單的機構單位的總數估計為 38 353。

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

(2) The total number of establishments having received orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 38 353.

**表 2.6 工商業沒有透過電腦網絡獲取訂單的主要原因**  
**Table 2.6 Major reasons of business for not having received orders online**

沒有透過電腦網絡獲取訂單的原因 <sup>(1)</sup> Reason for not having received orders online <sup>(1)</sup>	佔沒有透過電腦網絡獲取訂單 的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments not having received orders online <sup>(2)</sup> (%)
傾向維持現有的業務模式（例如面對面互動方式） Incline to maintain current business model (e.g. face-to-face interaction)	89.0
顧客對電子商貿銷售的需求不足 Insufficient level of customer demand for e-commerce sales	18.1
貨品或服務不適合電子商貿銷售 Goods or services are not suitable for e-commerce sales	14.3
建立或保養成本高昂 High cost of development or maintenance	4.4
缺乏技術熟練的僱員以建立、維護或使用所需科技 Lack of skilled employees to develop, maintain or use the technology required	4.0
擔心電子商貿銷售的資訊保安問題 Concern about information security issue in e-commerce sales	0.9
擔心經網上收集顧客資訊的私隱問題 Concern about privacy issue in collecting information from customer online	0.7
擔心電子商貿銷售的法律／監管框架不明確 Uncertainty concerning legal/regulatory framework for making e-commerce sales	0.3
顧客及供應商的電腦系統與機構單位的電腦系統不相容 Customers' and suppliers' computer systems are incompatible with the establishment's computer system	0.1

註釋：(1) 某一機構單位可選擇多於一個沒有於第1.7段提及的統計期間內透過電腦網絡獲取訂單的原因。  
(2) 在業務上使用電腦／智能手機／互聯網但於第1.7段提及的統計期間內沒有透過電腦網絡獲取訂單的機構單位的總數估計為 288 036。

Notes: (1) An establishment may select more than one reason for not having received orders online during the survey reference period mentioned in paragraph 1.7.  
(2) The total number of establishments using computers / smartphones / the Internet for business purpose but not having received orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 288 036.

表 2.7 工商業進行電子商貿採購的主要方法

Table 2.7 Major types of methods used by business to make e-commerce purchases

使用的方法 <sup>(1)</sup> Type of method used <sup>(1)</sup>	佔曾透過電腦網絡 提交訂單 的機構單位的比例 <sup>(2)</sup> (百分比)
	Proportion of establishments having placed orders online <sup>(2)</sup> (%)
經網站 Via website	94.9
經流動應用程式 Via mobile application	31.4
經電子數據傳輸（例如XML、EDIFACT等） Via electronic data transmission (e.g. XML, EDIFACT, etc.)	4.6

註釋：(1) 某一機構單位可選擇多於一種方法。

(2) 於第1.7段提及的統計期間內，曾透過電腦網絡提交訂單的機構單位的總數估計為 84 756。

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

(2) The total number of establishments having placed orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 84 756 in 2021.

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

電子商貿採購的種類 <sup>(1)</sup> Type of e-commerce purchases <sup>(1)</sup>	佔曾透過電腦網絡提交訂單 的機構單位的比例 <sup>(2)</sup> (百分比)  Proportion of establishments having placed orders online <sup>(2)</sup> (%)
補充貨品／原料存貨 Goods/Materials for replenishment of inventory	53.6
採購電腦硬件／軟件及相關消耗用品以外的貨品／原料 Sourcing of goods/materials other than computer hardware/software and their consumables	43.7
採購電腦硬件／軟件及相關消耗用品 Sourcing of computer hardware/software and their consumables	32.9
申請政府服務（例如發出牌照／證書） Application for Government services (e.g. issue of licence/certificate)	15.4
金融產品或服務（例如保險、投資基金、證券等） Financial instruments or services (e.g. insurance, investment fund, securities, etc.)	8.8
交通及住宿服務 Transportation and accommodation services	7.7
獲得以上所列以外的服務（例如廣告服務、網上寄存服務、電子郵件域名服務等） Acquisition of services other than those listed above (e.g. advertising services, online storage services, email domain services, etc.)	19.2

註釋：(1) 某一機構單位可選擇多於一個電子商貿採購的種類。

(2) 於第1.7段提及的統計期間內，曾透過電腦網絡提交訂單的機構單位的總數估計為 84 756。

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

(2) The total number of establishments having placed orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 84 756.

表 2.9 按相對於購買總值百分比劃分的曾透過電腦網絡提交訂單的機構單位的分布情況

Table 2.9 Distribution of establishments having placed orders online analysed by percentage against the total value of purchases

電子商貿採購相對於購買總值的百分比 E-commerce purchases as a percentage of the total value of purchases	佔曾透過電腦網絡 提交訂單 的機構單位的比例 <sup>(1)</sup> (百分比)
E-commerce purchases as a percentage of the total value of purchases	Proportion of establishments having placed orders online <sup>(1)</sup> (%)
< 1% <sup>(2)</sup>	10.7
1-10%	26.2
11-20%	11.5
21-30%	6.3
31-40%	4.5
41-50%	11.9
>50%	28.9
<b>總計</b> <b>Total</b>	<b>100.0</b>

註釋：(1) 於第1.7段提及的統計期間內，曾透過電腦網絡提交訂單的機構單位的總數估計為 84 756。

(2) 此代表「大於0%但少於1%」。

Notes: (1) The total number of establishments having placed orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 84 756.

(2) This denotes "greater than 0% but less than 1%".



表 2.10 按網上支付款項百分比劃分的曾透過電腦網絡提交訂單的機構單位的分布情況

Table 2.10 Distribution of establishments having placed orders online analysed by percentage of payment made online

網上支付款項相對電子 商貿採購額的百分比 Payment made online as a percentage of the total value of e-commerce purchases	佔曾透過電腦網絡 提交訂單 的機構單位的比例 <sup>(1)</sup> Proportion of establishments having placed orders online <sup>(1)</sup> (%)
0%	4.4
<1% <sup>(2)</sup>	***
1-20%	4.6
21-40%	***
41-60%	4.1
61-80%	3.6
81-100%	81.1
<b>總計 Total</b>	<b>100.0</b>

註釋：(1) 於第1.7段提及的統計期間內，曾透過電腦網絡提交訂單的機構單位的總數估計為 84 756。

(2) 此代表「大於0%但少於1%」。

Notes: (1) The total number of establishments having placed orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 84 756.

(2) This denotes "greater than 0% but less than 1%".

表 2.11 工商業沒有透過電腦網絡提交訂單的主要原因  
Table 2.11 Major reasons of business for not having placed orders online

沒有透過電腦網絡提交訂單的原因 <sup>(1)</sup> Reason for not having placed orders online <sup>(1)</sup>	佔沒有透過電腦網絡 提交訂單 的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments not having placed orders online <sup>(2)</sup> (%)
行內並不普遍 Not popular in the industry	60.6
沒有實際用途以支持在業務上進行電子商貿採購 Lack of practical use for a sound business case of making e-commerce purchases	49.1
所需的貨品或服務不能透過電子商貿採購 Goods or services required not available for e-commerce purchases	4.5
缺乏熟悉電子商貿採購的員工 Lack of personnel who are familiar with making e-commerce purchases	3.5
不了解該如何善用電子商貿採購令業務獲益 Lack of know-how for beneficial use of e-commerce purchases	2.7
擔心進行電子商貿採購的資訊保安問題 Concern about information security issue in making e-commerce purchases	1.1

註釋：(1) 某一機構單位可選擇多於一個沒有於第1.7段提及的統計期間內透過電腦網絡提交訂單的原因。

(2) 在業務上使用電腦／智能手機／互聯網但於段落1.7提及的統計期間內沒有透過電腦網絡提交訂單的機構單位的總數估計為 241 633。

Notes: (1) An establishment may select more than one reason for not having placed orders online during the survey reference period mentioned in paragraph 1.7.

(2) The total number of establishments using computers / smartphones / the Internet for business purpose but not having placed orders online during the survey reference period mentioned in paragraph 1.7 was estimated at 241 633.

表 2.12 工商業曾透過電腦網絡所遞送貨品、服務或資料的主要種類

Table 2.12 Major types of goods, services or information having delivered online by business

曾遞送貨品、服務或資料的種類 <sup>(1)</sup> Type of goods, services or information having delivered <sup>(1)</sup>	佔曾透過電腦網絡 遞送貨品、服務或資料 的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments having delivered goods, services or information online <sup>(2)</sup> (%)
在網站以外的電子途徑提供機構單位或機構單位貨品／服務的資訊，或遞送其他資訊 Provision of information on the establishment or goods/services of the establishment, or delivery of other information through electronic means other than the website	99.8
在網站提供機構單位或機構單位貨品／服務的資訊，或遞送其他資訊 Provision of information on the establishment or goods/services of the establishment, or delivery of other information on the website	39.3
以數碼方式遞送服務 Delivery of services in digitised form	4.7
以數碼方式遞送貨品 Delivery of goods in digitised form	4.0

註釋：(1) 某一機構單位可選擇多於一個種類。

(2) 於第1.7段提及的統計期間內，曾透過電腦網絡遞送貨品、服務或資料的機構單位的總數估計為 321 686。

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

(2) The total number of establishments having delivered goods, services or information online during the survey reference period mentioned in paragraph 1.7 was estimated at 321 686.

表 2.13 工商業沒有透過電腦網絡遞送貨品、服務或資料的主要原因

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

沒有透過電腦網絡遞送貨品、 服務或資料的原因 <sup>(1)</sup> Reason for not having delivered goods, services or information online <sup>(1)</sup>	佔沒有透過電腦網絡遞送貨品、 服務或資料的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments not having delivered goods, services or information online <sup>(2)</sup> (%)
沒有實際用途以支持在業務上經互聯網遞送貨品、服務或資料 Lack of practical use for a sound business case to deliver goods, services or information online	91.4
缺乏熟悉經互聯網遞送貨品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information online	22.2
行內並不普遍 Not popular in the industry	16.4
有關的貨品或服務不能經互聯網遞送 Goods or services could not be delivered online	13.5

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

(2) 在業務上使用電腦／智能手機／互聯網但於第1.7段提及的統計期間內沒有透過電腦網絡遞送貨品、服務或資料的機構單位的總數估計為 4 703。

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

(2) The total number of establishments using computers / smartphones / the Internet for business purpose but not having delivered goods, services or information online during the survey reference period mentioned in paragraph 1.7 was estimated at 4 703.

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

	有實施資訊 保安措施的 機構單位數目 No. of establishments having put in place IT security measures	佔有實施資訊保安措施的機構單位的比例（百分比） Proportion of establishments having put in place IT security measures (%)				
		防火牆 Firewall	定期更新 操作系統 修補程式 Regular update of the operating system patch	定期更新抗惡 意程式碼軟件 及定義檔 Regular update of anti-malware software and definition file	濫發 電子郵件 過濾器 Spam filter	將客戶端及 伺服器的 通訊加密 Secured communication between clients and servers
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>						
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	6 254	84.1	81.3	76.1	45.7	45.8
建造 Construction	22 033	82.5	86.2	78.9	63.2	38.6
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	127 794	93.1	88.8	87.2	59.3	54.7
運輸、倉庫及速遞服務 Transportation, storage and courier services	22 100	91.2	77.9	77.2	49.5	53.1
資訊及通訊 Information and communications	10 458	94.5	93.2	93.2	81.1	75.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	74 096	92.6	92.6	91.2	71.8	54.6
社會及個人服務 Social and personal services	37 337	89.5	82.4	81.9	52.0	41.6
<b>按就業人數組別劃分</b> <b>By employment size</b>						
大型 Large	5 817	99.8	99.2	96.5	77.8	79.9
中型 Medium	31 780	94.3	92.6	91.8	73.6	64.9
小型 Small	262 475	90.9	87.1	85.3	59.7	50.1
<b>總計</b> <b>Total</b>	<b>300 072</b>	<b>91.5</b>	<b>87.9</b>	<b>86.2</b>	<b>61.5</b>	<b>52.3</b>

註釋：(1) 某一機構單位可同時採用多於一種資訊科技保安措施。

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

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

	佔有實施資訊保安措施的機構單位的比例 (百分比)				
	Proportion of establishments having put in place IT security measures (%)				
	定期為對業務運作重要的數據進行備份 Regular backup of data critical to the business's operation	供內部或外部人員使用的認證軟件或硬件 Authentication software or hardware for internal or external users	場外數據備份 Offsite data backup	網絡入侵偵測系統 Intrusion detection system (IDS)	加密數據 Encryption of data
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	25.3	14.2	8.2	4.7	17.3
建造 Construction	33.3	19.6	12.0	17.7	17.2
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	42.3	28.0	19.0	17.2	14.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	38.3	30.7	8.0	19.1	15.3
資訊及通訊 Information and communications	66.0	34.0	45.9	35.7	42.3
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	50.2	16.4	23.9	19.2	21.8
社會及個人服務 Social and personal services	40.6	8.6	14.3	15.5	15.4
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	81.8	49.7	50.3	54.3	45.8
中型 Medium	61.8	36.6	29.5	33.0	32.4
小型 Small	40.5	19.9	17.1	15.4	15.2
<b>總計</b> <b>Total</b>	<b>43.5</b>	<b>22.2</b>	<b>19.0</b>	<b>18.0</b>	<b>17.6</b>

註釋：(1) 某一機構單位可同時採用多於一種資訊科技保安措施。

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

表 3.1 工商業採用資訊科技保安措施的主要類別<sup>(1)</sup> (續)

Table 3.1 Major types of information technology (IT) security measures <sup>(1)</sup> adopted by business (cont'd)

	佔有實施資訊保安措施的機構單位的比例 (百分比)					
	Proportion of establishments having put in place IT security measures (%)					
	教導員工 安全使用 電腦／資訊系 統及資訊科技 保安事宜 Educating staff on safe use of computers/ information systems and IT security matters	網絡入侵 防禦系統 Intrusion prevention system (IPS)	外判 資訊科技 保安服務 Outsourcing IT security services	僱用全職或 兼職員工負 責資訊保安 Employing full-time or part-time staff responsible for information security	實拖政策 以確保 資訊安全 Policies in place to ensure information security	建立參照 ISO/IEC 27001 標準的資訊保安 管理系統 Establishing an information security management system as described in ISO/IEC 27001
<b>按主要行業組別劃分</b>						
<b>By major industry grouping</b>						
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	13.1	4.4	8.7	9.9	5.9	0.6
建造 Construction	7.9	14.4	19.4	9.8	1.0	0.1
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	17.3	16.8	16.9	8.7	6.9	1.8
運輸、倉庫及速遞服務 Transportation, storage and courier services	11.4	18.7	15.1	3.4	2.6	0.6
資訊及通訊 Information and communications	37.1	37.3	19.2	32.8	23.6	6.7
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	20.0	17.5	12.8	8.9	10.2	2.7
社會及個人服務 Social and personal services	17.5	13.8	12.7	9.8	5.9	0.7
<b>按就業人數組別劃分</b>						
<b>By employment size</b>						
大型 Large	63.5	53.6	35.7	59.4	46.4	11.0
中型 Medium	35.4	32.0	31.7	26.4	20.0	5.4
小型 Small	14.3	14.4	12.9	6.3	5.0	1.2
<b>總計</b> <b>Total</b>	<b>17.5</b>	<b>17.0</b>	<b>15.4</b>	<b>9.4</b>	<b>7.4</b>	<b>1.8</b>

註釋：(1) 某一機構單位可同時採用多於一種資訊科技保安措施。

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

表 3.2 工商業處理資訊科技保安危機的主要阻礙因素<sup>(1)</sup>  
Table 3.2 Major hampering factors <sup>(1)</sup> for business to address IT security risk

	表示有困難處理資訊科技保安危機的機構單位數目 No. of establishments expressing difficulty in addressing IT security risk	佔表示有困難處理資訊科技保安危機的機構單位的比例（百分比） Proportion of establishments expressing difficulty in addressing IT security risk (%)			
		財政預算限制 Budget constraint	缺乏有關範疇的專業知識 Lack of expertise in the relevant field	僱員缺乏資訊保安的意識 Employees' unawareness of information security matters	缺乏有關資訊科技保安的策略及指引 Lack of policy and guidelines on IT security
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	3 109	61.9	56.3	15.3	9.8
建造 Construction	9 676	75.9	44.6	8.3	7.4
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	63 963	73.5	44.3	12.0	10.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	11 943	83.5	39.3	15.3	15.0
資訊及通訊 Information and communications	4 852	86.6	20.7	9.2	9.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	27 322	73.4	49.4	7.8	15.7
社會及個人服務 Social and personal services	17 150	72.7	48.2	13.8	8.0
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	2 535	67.8	39.8	25.7	18.0
中型 Medium	13 666	76.0	40.3	15.9	10.5
小型 Small	121 813	74.6	45.5	10.6	11.2
<b>總計</b> <b>Total</b>	<b>138 015</b>	<b>74.6</b>	<b>44.8</b>	<b>11.4</b>	<b>11.2</b>

註釋：(1) 某一機構單位可選擇多於一個阻礙因素。  
Note: (1) An establishment may select more than one hampering factor.



表 3.3 工商業曾遭遇資訊保安事故的主要類別<sup>(1)</sup>Table 3.3 Major types of information security incidents having encountered by business<sup>(1)</sup>

	曾遭遇資訊保安事故 的機構單位數目 <sup>(2)</sup> No. of establishments having encountered information security incidents <sup>(2)</sup>	佔曾遭遇資訊保安事故 的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments having encountered information security incidents <sup>(2)</sup> (%)			
		惡意軟件 入侵 Malware attack	黑客入侵 Hacking	勒索軟件入侵 Ransomware attack	網上騙案 Online fraud
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	519	36.6	25.6	***	31.0
建造 Construction	2 487	96.4	***	1.3	***
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	12 499	55.4	24.0	34.1	28.2
運輸、倉庫及速遞服務 Transportation, storage and courier services	1 366	93.6	***	***	***
資訊及通訊 Information and communications	1 604	56.6	38.0	24.0	19.9
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	6 669	50.6	30.2	16.5	22.0
社會及個人服務 Social and personal services	2 809	42.5	45.0	14.4	12.3
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	1 024	62.0	15.2	20.9	18.1
中型 Medium	3 691	67.1	22.0	21.3	11.6
小型 Small	23 238	56.6	26.7	23.8	22.5
<b>總計</b> <b>Total</b>	<b>27 953</b>	<b>58.2</b>	<b>25.6</b>	<b>23.3</b>	<b>20.9</b>

註釋：(1) 某一機構單位可遭遇多於一種資訊保安事故。

(2) 數字是指於第1.7段提及的統計期間內，曾遭遇資訊保安事故的機構單位的數目／比例。

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

(2) The figure refers to the number/proportion of establishments having encountered information security incidents during the survey reference period mentioned in paragraph 1.7.

表 3.3 工商業曾遭遇資訊保安事故的主要類別<sup>(1)</sup> (續)

Table 3.3 Major types of information security incidents having encountered by business<sup>(1)</sup> (cont'd)

	佔曾遭遇資訊保安事故的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments having encountered information security incidents <sup>(2)</sup> (%)			
	阻斷服務 攻擊 Denial of service (DoS) attack	網頁塗改 Web defacement	資料外洩 Leakage of information	資料被竊 Theft of information
<b>按主要行業組別劃分</b>				
<b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	***	***	***	***
建造 Construction	40.4	***	***	0.0
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	13.3	10.8	8.7	6.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	***	***	0.0	***
資訊及通訊 Information and communications	20.8	11.2	***	8.2
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	14.7	***	4.5	8.8
社會及個人服務 Social and personal services	3.5	2.9	3.4	***
<b>按就業人數組別劃分</b>				
<b>By employment size</b>				
大型 Large	13.2	4.5	4.0	4.1
中型 Medium	7.5	2.8	1.5	1.6
小型 Small	16.2	10.1	8.5	6.4
<b>總計</b> <b>Total</b>	<b>14.9</b>	<b>8.9</b>	<b>7.5</b>	<b>5.7</b>

註釋：(1) 某一機構單位可遭遇多於一種資訊保安事故。

(2) 數字是指於第1.7段提及的統計期間內，曾遭遇資訊保安事故的機構單位的數目／比例。

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

(2) The figure refers to the number/proportion of establishments having encountered information security incidents during the survey reference period mentioned in paragraph 1.7.

表 3.4 工商業曾遭遇資訊保安事故的次數<sup>(1)</sup>

Table 3.4 Number of information security incidents<sup>(1)</sup> having encountered by business

資訊保安事故的種類 Type of information security incidents	佔曾遭遇該種資訊保安事故的 機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments having encountered that type of information security incidents <sup>(2)</sup> (%)		
	1-10	11-50	> 50
惡意軟件入侵 Malware attack	91.1	4.6	4.3
黑客入侵 Hacking	93.1	***	***
勒索軟件入侵 Ransomware attack	88.8	***	***
網上騙案 Online fraud	90.3	***	***
阻斷服務攻擊 Denial of service (DoS) attack	92.3	***	***
網頁塗改 Web defacement	93.4	***	***
資料外洩 Leakage of information	91.7	8.3	0.0
資料被竊 Theft of information	89.7	***	***

註釋：(1) 某一機構單位可遭遇多於一種資訊保安事故。

(2) 數字是指於第1.7段提及的統計期間內，曾遭遇資訊保安事故的機構單位的比例。

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

(2) The figure refers to the proportion of establishments having encountered information security incidents during the survey reference period mentioned in paragraph 1.7.

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

	有制定持續業務運作計劃的機構單位數目 No. of establishments having business continuity plan	佔有制定持續業務運作計劃的機構單位的比例（百分比） Proportion of establishments having business continuity plan (%)		
		改用人手操作 Use manual operation instead	尋求互聯網服務供應商的協助 Seek advice from the Internet Service Provider	使用備份系統 Use backup system
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	4 004	76.7	18.0	15.0
建造 Construction	13 041	77.9	8.8	20.7
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	101 421	66.7	29.4	19.1
運輸、倉庫及速遞服務 Transportation, storage and courier services	16 998	72.4	24.7	21.0
資訊及通訊 Information and communications	9 205	52.2	26.7	41.3
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	57 384	59.4	30.8	19.5
社會及個人服務 Social and personal services	30 543	64.1	30.4	23.1
<b>按就業人數組別劃分</b> <b>By employment size</b>				
大型 Large	5 461	45.7	35.2	38.8
中型 Medium	27 639	52.7	33.2	27.6
小型 Small	199 497	67.5	27.2	19.3
<b>總計</b> <b>Total</b>	<b>232 597</b>	<b>65.2</b>	<b>28.1</b>	<b>20.7</b>

註釋：(1) 某一機構單位可選擇多於一種措施。

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

表 3.5 工商業制定持續業務運作計劃的主要類別<sup>(1)</sup> (續)

Table 3.5 Major types of business continuity plan <sup>(1)</sup> adopted by business (cont'd)

	佔有制定持續業務運作計劃的機構單位的比例 (百分比)	
	尋求資訊科技顧問的意見 Seek advice from IT consultant	尋求對互聯網熟悉的人士的協助 Seek help from personnel familiar with the Internet
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	7.7	11.5
建造 Construction	12.6	11.2
進出口貿易、批發及零售以及住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	17.4	11.6
運輸、倉庫及速遞服務 Transportation, storage and courier services	15.7	14.6
資訊及通訊 Information and communications	21.3	14.9
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	17.6	9.6
社會及個人服務 Social and personal services	13.8	13.3
<b>按就業人數組別劃分</b> <b>By employment size</b>		
大型 Large	52.6	19.7
中型 Medium	31.2	17.5
小型 Small	13.5	10.6
<b>總計</b> <b>Total</b>	<b>16.6</b>	<b>11.7</b>

註釋：(1) 某一機構單位可選擇多於一種措施。

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

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

	有使用數碼證書的 機構單位數目 <sup>(1)</sup> No. of establishments having used digital certificates <sup>(1)</sup>	使用的數碼 證書數目 No. of digital certificates used
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>		
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	586	907
建造 Construction	2 451	4 683
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	21 187	28 881
運輸、倉庫及速遞服務 Transportation, storage and courier services	5 605	7 783
資訊及通訊 Information and communications	1 822	11 649
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	4 935	22 398
社會及個人服務 Social and personal services	815	2 447
<b>按就業人數組別劃分</b> <b>By employment size</b>		
大型 Large	1 396	19 576
中型 Medium	6 403	13 236
小型 Small	29 600	45 934
<b>總計</b> <b>Total</b>	<b>37 399</b>	<b>78 747</b>

註釋：(1) 數字是指於第1.7段提及的統計期間內，曾使用數碼證書的機構單位的數目。

Note: (1) This figure refers to the number of establishments having used digital certificates during the survey reference period mentioned in paragraph 1.7.

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

	佔有使用數碼證書的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments having used digital certificates <sup>(2)</sup> (%)			
	與政府及有關 機構進行交易 ／交換資料 ／電子支票 ／跨境使用 Transaction/ Exchange of information/ e-cheque/ cross-boundary use with Government and related organisations	與其他貿易 伙伴進行交易 ／交換資料 ／電子支票 ／跨境使用 Transaction/ Exchange of information/ e-cheque/ cross-boundary use with other business partners	與顧客進行交易 ／交換資料 ／電子支票 ／跨境使用 Transaction/ Exchange of information/ e-cheque/ cross-boundary use with customers	內部運作 In-house operation
<b>按主要行業組別劃分</b>				
<b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	83.3	12.9	16.6	1.2
建造 Construction	62.6	4.5	23.5	15.0
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	86.7	15.5	13.0	4.7
運輸、倉庫及速遞服務 Transportation, storage and courier services	85.2	14.8	0.9	14.8
資訊及通訊 Information and communications	33.2	36.0	44.0	40.4
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	63.5	19.1	28.8	20.1
社會及個人服務 Social and personal services	81.9	5.4	9.2	14.5
<b>按就業人數組別劃分</b>				
<b>By employment size</b>				
大型 Large	64.8	34.4	38.5	23.0
中型 Medium	85.5	15.7	11.7	11.5
小型 Small	78.4	15.0	15.1	10.1
<b>總計</b> <b>Total</b>	<b>79.1</b>	<b>15.9</b>	<b>15.4</b>	<b>10.8</b>

註釋：(1) 某一機構單位可選擇多於一項用途。

(2) 於第1.7段提及的統計期間內，曾使用數碼證書的機構單位的總數估計為 37 399。

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

(2) The total number of establishments having used digital certificates during the survey reference period mentioned in paragraph 1.7 was estimated at 37 399.

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

	佔沒有使用數碼證書的機構單位的比例 <sup>(2)</sup> (百分比)			
	Proportion of establishments not having used digital certificates <sup>(2)</sup> (%)			
	沒有提供 數碼簽署 的需要 No need to provide digital signature	對數碼證書 的應用沒有 認識 Lack of knowledge about the use of digital certificate	沒有透過電子 途徑進行 商業交易 Not involved in electronic means for making business transaction	沒有使用數碼證 書加強資訊科技 保安的需要 No need to enhance IT security with the use of digital certificate
<b>按主要行業組別劃分</b>				
<b>By major industry grouping</b>				
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	89.3	10.9	8.4	7.3
建造 Construction	77.6	14.7	13.9	3.6
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	80.7	19.9	9.7	5.9
運輸、倉庫及速遞服務 Transportation, storage and courier services	90.4	10.8	6.4	6.1
資訊及通訊 Information and communications	88.8	6.5	8.4	4.1
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	82.5	13.3	7.1	7.6
社會及個人服務 Social and personal services	80.6	26.0	10.0	<b>6.2</b>
<b>按就業人數組別劃分</b>				
<b>By employment size</b>				
大型 Large	88.1	12.4	9.2	4.9
中型 Medium	82.1	17.7	12.1	8.0
小型 Small	81.9	17.7	8.8	6.1
<b>總計</b> <b>Total</b>	<b>82.0</b>	<b>17.6</b>	<b>9.1</b>	<b>6.2</b>

註釋：(1) 某一機構單位可選擇多於一個沒有使用數碼證書的原因。

(2) 2021年在業務上使用電腦／智能手機／互聯網但於第1.7段提及的統計期間內，沒有使用數碼證書的機構單位的總數估計為 288 990。

Notes: (1) An establishment may select more than one reason for not having used digital certificates.

(2) The total number of establishments using computers / smartphones / the Internet for business purpose but not having used digital certificates during the survey reference period mentioned in paragraph 1.7 was estimated at 288 990 in 2021.



表 4.1 工商業使用資訊及通訊科技<sup>(1)</sup>的情況  
Table 4.1 Business use of ICT<sup>(1)</sup>

	佔機構單位總數的比例（百分比） Proportion of all establishments (%)				
	雲端運算 服務 Cloud computing services	二維條碼/ 快速回應碼 Two-dimensional (2D) barcode/ Quick Response (QR) code	射頻識別 技術 Radio frequency identification (RFID)	物聯網 Internet of things (IoT)	擴增實境/ 虛擬實境 Augmented reality (AR)/ Virtual reality (VR)
<b>按主要行業組別劃分</b> <b>By major industry grouping</b>					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	92.2	10.9	11.2	1.4	1.0
建造 Construction	95.1	8.6	8.0	4.7	0.1
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	94.0	22.6	17.6	1.9	0.2
運輸、倉庫及速遞服務 Transportation, storage and courier services	93.9	12.4	13.6	0.6	0.2
資訊及通訊 Information and communications	100.0	22.7	20.4	8.3	8.1
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	98.3	18.3	16.4	3.2	2.0
社會及個人服務 Social and personal services	93.7	25.4	13.6	1.7	1.3
<b>按就業人數組別劃分</b> <b>By employment size</b>					
大型 Large	99.8	55.6	63.2	11.3	9.5
中型 Medium	99.4	33.8	40.8	3.6	2.2
小型 Small	94.6	17.8	12.1	2.2	0.7
<b>總計</b> <b>Total</b>	<b>95.2</b>	<b>19.9</b>	<b>15.7</b>	<b>2.5</b>	<b>1.0</b>

註釋：(1) 某一機構單位可選擇多於一項科技類別。

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

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

雲端運算服務的類型 <sup>(1)</sup> Type of cloud computing services <sup>(1)</sup>	佔有使用雲端運算服務的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using cloud computing services <sup>(2)</sup> (%)
公共雲 Public cloud	99.6
私有雲 Private cloud	7.7
混合雲 Hybrid cloud	2.7
社群雲 Community cloud	1.8

註釋：(1) 某一機構單位可選擇多於一種雲端運算服務的類型。

(2) 2021年有使用雲端運算服務的機構單位的總數估計為 323 234。

Notes: (1) An establishment may select more than one type of cloud computing services.

(2) The total number of establishments using cloud computing services was estimated at 323 234 in 2021.

表 4.3 驅使工商業使用雲端運算服務的主要因素

Table 4.3 Major factors driving the use of cloud computing services by business

驅使使用雲端運算服務的因素 <sup>(1)</sup> Factor driving the use of cloud computing services <sup>(1)</sup>	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using or planning to use cloud computing services <sup>(2)</sup> (%)
方便使用 Convenience	82.6
顧客的需求 Customer demand	50.3
行內普遍採用 Adoption by industry peers	35.2
提高業務靈活性（例如更快推出市場、提高用戶滿意度等） Increasing business agility (e.g. faster time to market, increase user satisfaction, etc.)	15.7
減低對資訊科技設備的資本投資 Reducing capital investment on IT equipment	4.9
可擴展性 Scalability	4.8
提高容量／可用性（例如數據中心、儲存裝置等） Increasing capacity/availability (e.g. data centre, storage, etc.)	4.7
環境效益 Environmental friendliness	4.6
減低對資訊科技的管理及保養所需要的資源 Reducing IT management and maintenance resources	4.4
災後運作復原／持續業務運作 Disaster recovery/business continuity	3.2
提高資訊科技的生產力 Increasing productivity of IT	2.8
彈性的成本分配（例如由資本支出轉為營運開支） Flexible cost allocation (e.g. change from capital expenditure to operational expenditure)	2.0

註釋：(1) 某一機構單位可選擇多於一個驅使使用雲端運算服務的因素。

(2) 2021年有使用或計劃使用雲端運算服務的機構單位的總數估計為 323 234。

Notes: (1) An establishment may select more than one factor driving the use of cloud computing services.

(2) The total number of establishments using or planning to use cloud computing services was estimated at 323 234 in 2021.

表 4.4 工商業使用雲端運算服務的主要應用領域

Table 4.4 Major areas of application of cloud computing services used by business

使用雲端運算服務的應用領域 <sup>(1)</sup> Application area to utilise cloud computing services <sup>(1)</sup>	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using or planning to use cloud computing services <sup>(2)</sup> (%)
電子郵件／通訊 Emails/Communications	91.4
資料存檔／備份 Data storage/backup	21.3
銷售支援 Sales support	13.6
網站／內容管理 Website/Content management	7.7
客戶關係管理 Customer relationship management	7.1
廣告 Advertising	6.5
協作（如線上會議及協同工作間） Collaboration (such as online meetings and shared workspaces)	6.0
辦公室自動化 Office automation	4.7
電子商貿交易 Electronic commerce transaction	2.2
人力資源管理 Human resources management	1.8
供應鏈 Supply chain	1.3
開發流動應用程式 Mobile application development	0.8
企業資源計劃 Enterprise resource planning	0.6

註釋：(1) 某一機構單位可選擇多於一個雲端運算服務的應用領域。

(2) 2021年有使用或計劃使用雲端運算服務的機構單位的總數估計為 323 234。

Notes: (1) An establishment may select more than one application area to utilise cloud computing services.

(2) The total number of establishments using or planning to use cloud computing services was estimated at 323 234 in 2021.

表 4.5 工商業在未來12個月計劃分配予雲端運算服務的資訊科技開支預算

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

在未來12個月計劃分配予雲端運算服務的資源佔 資訊科技開支預算的百分比 Percentage of IT budget to be allocated to cloud computing services initiatives in the next 12 months	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 <sup>(1)</sup> (百分比) Proportion of establishments using or planning to use cloud computing services <sup>(1)</sup> (%)
0%	88.9
<1% <sup>(2)</sup>	0.0
1-25%	8.0
26-50%	1.9
51-75%	0.4
> 75%	0.8
<b>總計</b> <b>Total</b>	<b>100.0</b>

註釋：(1) 2021年有使用或計劃使用雲端運算服務的機構單位的總數估計為 323 234。

(2) 此代表「大於0%但少於1%」。

Notes: (1) The total number of establishments using or planning to use cloud computing services was estimated at 323 234 in 2021.

(2) This denotes "greater than 0% but less than 1%".

表 4.6 工商業評估雲端運算服務供應商或科技的主要考慮因素

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

評估雲端運算服務供應商或科技的考慮因素 <sup>(1)</sup> Consideration in evaluation of cloud computing service vendors or technologies <sup>(1)</sup>	佔有使用或計劃使用 雲端運算服務的 機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments using or planning to use cloud computing services <sup>(2)</sup> (%)
使用的方便性 Ease of use	91.9
可靠性及可用性 Reliability and availability	27.4
高性能（例如速度） High performance (e.g. speed)	22.3
節省整體成本 Overall cost savings	18.9
資訊保安 Information security	16.5
即時回應及補救事故 Instant incident response and remediation	9.9
供應商的聲譽及市場佔有率 Vendor's reputation and market share	3.2
可攜性（例如從一個供應商轉換到另一個） Portability (e.g. switch from one vendor to another)	2.9
本地技術支援 Local technical support	2.9
雲端運算服務及資料儲存的實際地點 Physical location of cloud computing services and data storage	1.9

註釋：(1) 某一機構單位可選擇多於一個評估雲端運算服務供應商或科技的考慮因素。

(2) 2021年有使用或計劃使用雲端運算服務的機構單位的總數估計為 323 234。

Notes: (1) An establishment may select more than one consideration in evaluation of cloud computing service vendors or technologies.

(2) The total number of establishments using or planning to use cloud computing services was estimated at 323 234 in 2021.

表 4.7 工商業沒有使用雲端運算服務的主要原因

Table 4.7 Major reasons of business for not using cloud computing services

沒有使用雲端運算服務的原因 <sup>(1)</sup> Reason for not using cloud computing services <sup>(1)</sup>	佔沒有使用雲端運算服務的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments not using cloud computing services <sup>(2)</sup> (%)
沒有實際用途以支持在業務上使用雲端運算服務 Lack of practical use for a sound business case to use cloud computing services	87.2
行內並不普遍 Not popular in the industry	33.5
不了解該如何使用雲端運算服務令業務獲益 Lack of know-how for beneficial use of cloud computing services	19.1
缺乏熟悉雲端運算服務的員工 Lack of personnel familiar with cloud computing services	8.1

註釋：(1) 某一機構單位可選擇多於一個沒有使用雲端運算服務的原因。

(2) 2021年在業務上使用電腦／智能手機／互聯網但沒有使用雲端運算服務的機構單位的總數估計為 3 155。

Notes: (1) An establishment may select more than one reason for not using cloud computing services.

(2) The total number of establishments using computers / smartphones / the Internet for business purpose but not using cloud computing services was estimated at 3 155 in 2021.

表 4.8 工商業預計2021年資訊科技開支預算與2020年比較的變動情況  
Table 4.8 Expected change in IT budget of business for 2021 compared with 2020

	有訂下2021年 資訊科技開支預算 的機構單位數目 No. of establishments with IT budget for 2021	佔有訂下2021年資訊科技開支預算 的機構單位的比例（百分比） Proportion of establishments with IT budget for 2021 (%)			
		2021年與2020年比較資訊科技開支預算的預計變動 Expected change in IT budget for 2021 over that for 2020			
		增加 Increased	不變 Same	減少 Decreased	不肯定 Uncertain
<b>按主要行業組別劃分</b> By major industry grouping					
製造、電力、燃氣及廢棄物管理 Manufacturing, electricity, gas and waste management	1 714	8.1	46.5	0.7	44.7
建造 Construction	6 791	***	37.1	***	52.7
進出口貿易、批發及零售以及住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	40 512	12.7	41.9	2.8	42.5
運輸、倉庫及速遞服務 Transportation, storage and courier services	6 174	***	36.4	***	49.6
資訊及通訊 Information and communications	6 843	17.6	35.1	3.8	43.5
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	24 371	15.5	37.0	6.3	41.2
社會及個人服務 Social and personal services	12 646	16.1	41.8	2.3	39.9
<b>按就業人數組別劃分</b> By employment size					
大型 Large	4 951	21.2	40.6	5.1	33.2
中型 Medium	20 687	12.7	43.2	2.2	41.9
小型 Small	73 414	13.0	38.6	4.3	44.1
<b>總計</b> <b>Total</b>	<b>99 051</b>	<b>13.3</b>	<b>39.6</b>	<b>3.9</b>	<b>43.1</b>



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

提供的媒介類型 <sup>(1)</sup> Type of media provided <sup>(1)</sup>	佔有提供流動服務及／或設立 社交媒體帳戶的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments providing mobile services and/or setting up social media account <sup>(2)</sup> (%)
短訊服務／多媒體訊息服務／電子訊息（例如WhatsApp、微信等） Short message services (SMS)/Multimedia messaging service (MMS)/Electronic messages (e.g. WhatsApp, WeChat, etc.)	94.7
社交媒體帳戶（例如Facebook、Instagram等） Social media account (e.g. Facebook, Instagram, etc.)	33.3
流動網站 Mobile website	11.9
流動應用程式 Mobile application	2.2

註釋：(1) 某一機構單位可提供多於一種媒介類型。  
(2) 2021年有提供流動服務及／或設立社交媒體帳戶的機構單位的總數估計為 264 331。

Notes: (1) An establishment may provide more than one type of media.  
(2) The total number of establishments providing mobile services and/or setting up social media account was estimated at 264 331 in 2021.

表 4.10 工商業所提供的流動應用程式及／或社交媒體帳戶頁面的主要功能

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

功能類別 <sup>(1)</sup> Type of feature <sup>(1)</sup>	佔有提供流動應用程式及／或社交 媒體帳戶的機構單位的比例 <sup>(2)</sup> (百分比) Proportion of establishments providing mobile applications and/or social media account <sup>(2)</sup> (%)
向顧客發送產品及推廣的資訊 Sending product and promotional information to customers	98.9
設有收集顧客資訊的功能（例如顧客對產品的意見） Facility for collecting customers' information (e.g. customers' feedback on products)	44.2
提供售後支援（例如處理查詢、訂單追蹤等） Provision of after-sale support (e.g. enquiry-handling, order tracking, etc.)	13.9
為顧客提供網上訂購／預約／預留服務 Enabling customers to make online orders/bookings/reservations	13.7
協助顧客提交貨品或服務的訂單 Facilitating customers to place orders for goods or services	11.7
流動支付 Mobile payment	3.9
向顧客以數碼方式遞送貨品或服務 Delivery of goods or services in digitised form to customers	3.5

註釋：(1) 某一機構單位可提供多於一個功能類別。

(2) 2021年有提供流動應用程式及／或社交媒體帳戶的機構單位的總數估計為 89 738。

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

(2) The total number of establishments providing mobile applications and/or social media account page was estimated at 89 738 in 2021.

## 用語及定義

## Terms and definitions

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

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

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

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

雲端運算服務的例子包括：

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

Examples of cloud computing services include:

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

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

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

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

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

根據《電子交易條例》(第553章)，現時獲認可的核證機關為：

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

- 香港郵政核證機關
- 電子核證服務有限公司(註：此公司是貿易通的全資附屬公司，而現時以電子數據聯通方式透過貿易通遞交貿易文件時，貿易通採納此公司發出的一類指定的數碼證書作此用途。)

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

**電子商貿**交易是指透過專門為獲取或提交訂單而設計的方法，經電腦網絡進行銷售或訂購貨品或服務的訂單。有關貨品或服務是透過上述方法訂購，但付款及最後貨品或服務的遞送可以不是在網上進行。電子商貿交易可以是在企業、住戶、個人、政府及其他公共或私人機構之間進行。

**Electronic commerce (e-commerce)** transaction is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. An e-commerce transaction can be between enterprises, households, individuals, governments, and other public or private organisations.

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

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

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

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

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

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

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

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

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

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

**就業人數**包括在職東主、在職合夥人、無酬家屬幫工，以及貴機構每日工作不少於一小時的僱員。

**Persons engaged** include working proprietors, active partners, unpaid family workers and all employees who worked at least one hour a day in your firm.

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

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

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

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

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