

香港特別行政區政府  
政府資訊科技總監  
辦公室



OFFICE OF THE  
GOVERNMENT CHIEF INFORMATION OFFICER  
THE GOVERNMENT OF THE HONG KONG  
SPECIAL ADMINISTRATIVE REGION

香港添馬添美道二號  
政府總部西翼二十樓

20/F West Wing, Central Government Offices  
2 Tim Mei Avenue, Tamar, Hong Kong

本函檔號 Our Ref.: GCIO 149/2/2  
電話 Tel. No.: 2810 3295  
圖文傳真 Fax: 3153 2664  
電子郵件 Email: dckmak@ogcio.gov.hk

26 May 2014

Ms YUE Tin-po  
Clerk to Panel on Information Technology and Broadcasting  
Legislative Council Secretariat  
1 Legislative Council Road  
Hong Kong

Dear Tin-po,

**Panel on Information Technology and Broadcasting  
Facilitating a Digital Economy**

At the ITB Panel meeting on 8 July 2013, during discussion of “Facilitating a Digital Economy”, Members requested information on the latest ICT take-up among SMEs. The requisite information is enclosed for Members’ reference.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Donald Mak'.

(Donald Mak)

for Government Chief Information Officer

Encl.

**Panel on Information Technology and Broadcasting (ITB Panel)  
Follow-up Action Arising from the Meeting on 8 July 2013**

**Facilitating a Digital Economy**

**Purpose**

At the ITB Panel meeting on 8 July 2013, during discussion of “Facilitating a Digital Economy”, Members requested information on the latest ICT take-up among SMEs. At the time of the meeting, the available information was from the “Survey on Information Technology Usage and Penetration in the Business Sector” conducted by the Census and Statistics Department (C&SD) back in 2009, and a new round of the Survey was underway. The 2013 Survey was completed in March 2014, and this paper provides the latest information.

**Statistics on ICT Adoption among SMEs**

2. According to the “Report on Survey on Information Technology Usage and Penetration in the Business Sector for 2013” published by C&SD in March 2014, ICT adoption rates among SMEs have been increasing steadily. The key findings are set out below —

	2009	2013	Change
<i>Percentage of Medium-sized Establishments<sup>1</sup></i>			
Using Personal Computers	89.9%	93.9%	+4.0%
Having Internet Connections	85.6%	90.3%	+4.7%
Having Webpages / Websites	46.2%	60.4%	+14.2%
<i>Percentage of Small-sized Establishments<sup>2</sup></i>			
Using Personal Computer	59.8%	72.2%	+12.4%
Having Internet Connections	57.0%	72.2%	+15.2%
Having Webpages / Websites	15.8%	20.7%	+4.9%

<sup>1</sup> Medium-sized establishments: engaging 10-49 persons for non-manufacturing industries, or 10-99 persons for manufacturing industries.

<sup>2</sup> Small-sized establishments: engaging less than 10 persons for both manufacturing and non-manufacturing industries.

3. The major reason of SMEs for not using computers, Internet, and having a web presence is lack of practical use for a sound business case of adoption. The relevant details are provided below.

	<b>Proportion of Establishments Not Using Computers (%)<sup>3</sup></b>			
	Lack of practical use for a sound business case of adoption of computers	Lack of personnel who are familiar with using computers	Costly in procuring computer hardware and software	Lack of know-how for beneficial adoption / acquisition of computers
<i>Medium-sized Establishments</i>	100.0	4.6	0.2	0.0
<i>Small-sized Establishments</i>	85.3	30.6	8.4	2.4

	<b>Proportion of Establishments Not Using Internet (%)<sup>4</sup></b>			
	Lack of practical use for a sound business case of adoption of Internet services	Lack of personnel who are familiar with the Internet	Costly in using Internet services	Lack of know-how for beneficial adoption of Internet services
<i>Medium-sized Establishments</i>	94.9	12.7	0.1	2.0
<i>Small-sized Establishments</i>	91.1	25.6	4.2	3.9

<sup>3</sup> The percentage is among those not using computers. An establishment may have more than one reason for not using computers.

<sup>4</sup> The percentage is among those not using Internet. An establishment may have more than one reason for not using the Internet.



	<b>Proportion of Establishments Without Web Presence (%)<sup>5</sup></b>			
	Lack of practical use for a sound business case to set up webpage or website	Lack of personnel familiar with developing / maintaining a webpage or website	Costly in setting up a webpage or website	Lack of know-how for beneficial adoption of webpage or website
<i>Medium-sized Establishments</i>	74.2	17.4	9.2	1.7
<i>Small-sized Establishments</i>	75.1	24.8	9.7	3.8

4. Relevant extracts of the Report are at **Appendix**.

5. The next Survey is scheduled for 2015 and we would include relevant information update in our annual submission on “Facilitating a Digital Economy” to the Panel.

**Office of the Government Chief Information Officer  
Commerce and Economic Development Bureau  
May 2014**

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<sup>5</sup> The percentage is among those not having web presence. An establishment may have more than one reason for not having web presence.

表 1.1 工商業使用電腦、互聯網及具有網絡存在的情況  
Table 1.1 Business use of computers and the Internet and web presence

	機構單位數目 No. of establishments	佔機構單位總數的比例（百分比） Proportion of all establishments (%)		
		使用電腦 Using computers	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	9 193	66.0	64.6	15.2
建造 Construction	20 382	66.4	76.4	9.9
進出口貿易、批發及零售，住宿及膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	143 467	76.1	75.3	27.3
運輸、倉庫及速遞服務 Transportation, storage and courier services	22 202	59.9	53.7	17.4
資訊及通訊 Information and communications	8 699	99.7	99.7	57.9
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	55 080	92.1	88.4	29.2
社會及個人服務 Social and personal services	38 422	57.4	61.5	28.6
<b>按就業人數組別劃分</b> <b>By employment size</b>				
大型 Large	6 186	99.0	98.9	86.9
中型 Medium	32 540	93.9	90.3	60.4
小型 Small	258 718	72.2	72.2	20.7
<b>總計</b> <b>Total</b>	<b>297 444</b>	<b>75.2</b>	<b>74.8</b>	<b>26.4</b>

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 adoption of computers	缺乏對應用 電腦有認識 的員工 Lack of personnel who are familiar with using computers	電腦硬件及 軟件的購置 成本高昂 Costly in procuring computer hardware and software	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
<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	87.7	30.9	2.9	2.4
建造 Construction	95.8	26.9	0.0	0.0
進出口貿易、批發及零售，住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	83.3	32.9	11.9	3.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	90.0	29.8	9.6	0.0
資訊及通訊 Information and communications	100.0	0.0	0.0	0.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	75.3	25.4	7.5	0.0
社會及個人服務 Social and personal services	86.2	25.9	4.1	3.7
<b>按就業人數組別劃分</b>				
<b>By employment size</b>				
大型 Large	20.6	5.4	3.6	0.0
中型 Medium	100.0	4.6	0.2	0.0
小型 Small	85.3	30.6	8.4	2.4
<b>總計</b> <b>Total</b>	<b>85.6</b>	<b>29.9</b>	<b>8.1</b>	<b>2.3</b>

(1) 某一機構單位可以有多於一個原因而不使用電腦。  
An establishment may have more than one reason for not using computers.

(2) 2013年沒有使用電腦的機構單位的總數估計為73 909。  
The total number of establishments not using computers was estimated at 73 909 in 2013.

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)			
	沒有實際用途 以支持在業務上 應用互聯網服務 Lack of practical use for a sound business case of adoption of Internet services	缺乏熟悉互 聯網的員工 Lack of personnel who are familiar with the Internet	使用互聯網 服務的成本高昂 Costly in using Internet services	不了解該如何 善用互聯網服務 令現有業務獲益 Lack of know-how for beneficial adoption of Internet 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	83.5	26.2	0.0	4.9
建造 Construction	100.0	0.0	0.0	0.0
進出口貿易、批發及零售，住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	87.2	26.4	5.6	5.0
運輸、倉庫及速遞服務 Transportation, storage and courier services	99.2	25.8	0.0	0.0
資訊及通訊 Information and communications	100.0	0.0	0.0	0.0
金融及保險、地產、專業及商用服務 Financing and insurance, real estate, professional and business services	96.4	25.8	5.1	4.7
社會及個人服務 Social and personal services	92.4	29.1	4.8	4.1
<b>按就業人數組別劃分</b>				
<b>By employment size</b>				
大型 Large	96.7	5.1	3.3	0.0
中型 Medium	94.9	12.7	0.1	2.0
小型 Small	91.1	25.6	4.2	3.9
<b>總計</b> <b>Total</b>	<b>91.3</b>	<b>25.1</b>	<b>4.0</b>	<b>3.8</b>

(1) 某一機構單位可選擇多於一個原因而不使用互聯網。  
An establishment may select more than one reason for not using the Internet.

(2) 2013年沒有使用互聯網的機構單位的總數估計為75 046。  
The total number of establishments not using the Internet was estimated at 75 046 in 2013.



表 1.11 工商業沒有網絡存在的主要原因<sup>(1)</sup>Table 1.11 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 without 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	缺乏熟悉建立/ 保養網頁或網站 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 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	74.0	25.4	14.3	8.6
建造 Construction	74.3	36.1	9.8	4.5
進出口貿易、批發及零售，住宿及 膳食服務 Import/export, wholesale and retail trades, and accommodation and food services	74.6	25.2	8.2	4.2
運輸、倉庫及速遞服務 Transportation, storage and courier services	77.5	22.2	7.9	4.7
資訊及通訊 Information and communications	67.9	11.0	6.7	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	78.3	16.3	10.2	2.4
社會及個人服務 Social and personal services	72.2	27.4	14.4	1.0
<b>按就業人數組別劃分</b>				
<b>By employment size</b>				
大型 Large	80.1	10.5	10.3	0.4
中型 Medium	74.2	17.4	9.2	1.7
小型 Small	75.1	24.8	9.7	3.8
<b>總計</b> <b>Total</b>	<b>75.0</b>	<b>24.3</b>	<b>9.7</b>	<b>3.6</b>

(1) 某一機構單位可選擇多於一個原因而沒有網絡存在。

An establishment may select more than one reason for not having a web presence.

(2) 2013年沒有網絡存在的機構單位的總數估計為218 905。

The total number of establishments without web presence was estimated at 218 905 in 2013.