



2001 Surveys on IT Usage and Penetration

Overview of IT Surveys

- **Household Survey on IT Usage and Penetration**
- **Survey on IT Usage and Penetration in the Business Sector**
- **Conducted during April to June 2001**

Household Survey on IT Usage and Penetration

Objective : Collect information on the penetration and usage of PC, Internet, electronic business services, etc.

Sample size : Around 10,000 households

Household Survey on IT Usage and Penetration

Key Results

	<u>2001</u>	<u>2000</u>
Percentage of households with PC at home	61%	50%
Percentage of households with PC at home connected to Internet	49%	36%
Percentage of persons aged 10 or over who had knowledge of using PC	52%	-
Percentage of persons aged 10 and over who had used PC in past 12 months	50%	43%

Household Survey on IT Usage and Penetration

Key Results (Cont'd)

	<u>2001</u>	<u>2000</u>
Percentage of persons aged 10 and over who had used Internet in past 12 months	43%	30%
Percentage of persons aged 15 and over who had used electronic business services in past 12 months	89%	85%
Percentage of persons aged 15 or over that had used online purchasing services in past 12 months	6%	-

Household Survey on IT Usage and Penetration

Key Results (Cont'd)

	<u>2001</u>	<u>2000</u>
Percentage of persons aged 10 and over who had knowledge of Chinese input methods	40%	30%
Percentage of persons aged 15 and over who were aware of the Electronic Service Delivery scheme	32%	29%

Household Survey on IT Usage and Penetration

Key Results (Cont'd)

- The rates of using PC were higher among younger persons, better-educated persons and students.
- There was no significant difference between the two sexes in respect of the rate of using PC for the age bracket of 10-34. For age 35 onwards, proportionally more males than females had used PC.
- For persons aged 65 and over, the percentage of those who had used PC increased from 0.6% in 2000 to 1.2% in 2001.

Survey on IT Usage and Penetration in the Business Sector

Objective : Collect information relating to IT usage and penetration in the business sector

Include : PC and Internet penetration, web site usage, e-business and manpower situation in IT work

Sample size : Around 3 500 establishments

Survey on IT Usage and Penetration in the Business Sector

Key Results

	<u>2001</u>	<u>2000</u>
Percentage of establishments using PC	50%	52%
-- <i>Large establishments</i>	93%	92%
-- <i>Medium establishments</i>	79%	78%
-- <i>Small establishments</i>	46%	48%

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

	<u>2001</u>	<u>2000</u>
Percentage of establishments using Internet	37%	37%
-- <i>Large establishments</i>	86%	78%
-- <i>Medium establishments</i>	64%	63%
-- <i>Small establishments</i>	33%	34%

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

	<u>2001</u>	<u>2000</u>
Percentage of establishments having web site	11%	7%
-- <i>Large establishments</i>	57%	43%
-- <i>Medium establishments</i>	29%	18%
-- <i>Small establishments</i>	8%	5%

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

	<u>2001</u>	<u>2000</u>
Percentage of establishments that had ordered/purchased goods, services or information through electronic means	6%	5%
Percentage of establishments that had received goods, services or information through electronic means	40%	35%

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

	<u>2001</u>	<u>2000</u>
Percentage of establishments that had sold goods, services or information through electronic means	1.1%	0.3%
Percentage of establishments that had delivered goods, services or information through electronic means	12%	8%

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

	<u>2000</u>	<u>1999</u>
Business receipts from selling goods, services or information through electronic means	\$7.6 billion	\$4.6 billion
The above business receipts as a percentage of total business receipts	0.17%	0.11%
Percentage share of receipts from selling goods, services or information through Internet over the total receipts from selling through electronic means	40%	21%

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

- **PC and Internet were most popularly used in the financing, insurance, real estate and business services sector**
- **A predominant proportion (98%) of the web pages or web sites served to provide information on the establishments concerned and the products and services rendered**
- **17% of establishments having web sites used web pages or web sites as channel for online ordering, payment or delivery of products and services**

Survey on IT Usage and Penetration in the Business Sector

Key Results (Cont'd)

At end March 2001 :

Estimated no. of persons engaged in IT work : Around 69 500

Estimated no. of vacancies of IT posts : Around 5 200

Estimated total no. of IT posts : Around 74 700

No. of IT posts forecast by industry at : Around 76 300
end March 2002

Conclusion and Ways Forward

PC and Internet Penetration in the Household Sector

- Public awareness and usage of IT and computers has significantly increased
- Our PC and Internet penetration rates are among the highest in the region
- Government will continue to promote wider use of IT in the community, which includes :
 - providing free IT awareness courses to the general community
 - providing more public computers with Internet connection for free use by the community

Conclusion and Ways Forward

PC and Internet Penetration in the Business Sector

- IT is quite commonly used in the business sector to enhance operational efficiency and explore market opportunities
- But IT adoption is still slower in SMEs
- We will continue to launch territory-wide promotional programmes such as organizing seminars and distributing reference materials to promote IT adoption in the business sector
- We will also work with industry support organizations and the industry to promote and facilitate the adoption of IT and e-business, in particular SMEs
- In partnership with HKPC, we launched in December 2001 a pilot sector-specific IT audit programme for SMEs

Thank you !

