

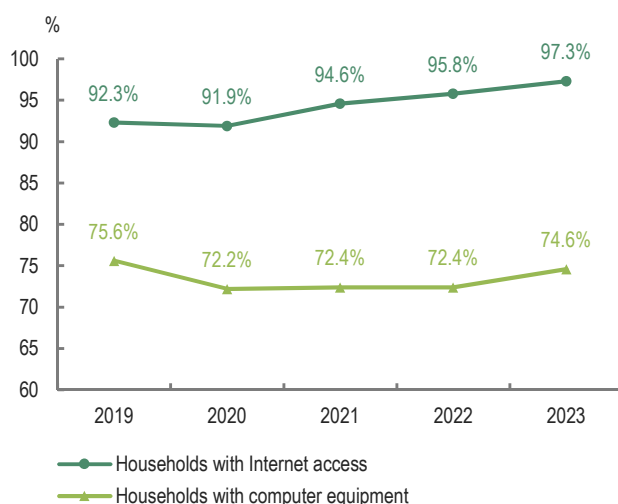
- In 2023, there were 198,900 households with Internet access, accounting for 97.3% of the total number of households in Macao (204,400), up by 1.5 percentage points year-on-year.
- Internet users totalled 597,300, an increase of 4.7% year-on-year. The Internet penetration rate (92.8%) went up by 2.8 percentage points, with growth recorded across all age groups. The rates for aged 3-14 (76.4%) and aged 65 and above (77.8%) climbed by 7.4 and 5.7 percentage points respectively.
- With the further development of e-government, online government services users (excluding health code declaration) totalled 279,500, up by 22.0% year-on-year. In addition, “e-banking / mobile payment” users (449,200) increased by 17.3% given growing popularity of electronic payment in Macao.

Principal Indicators — Households

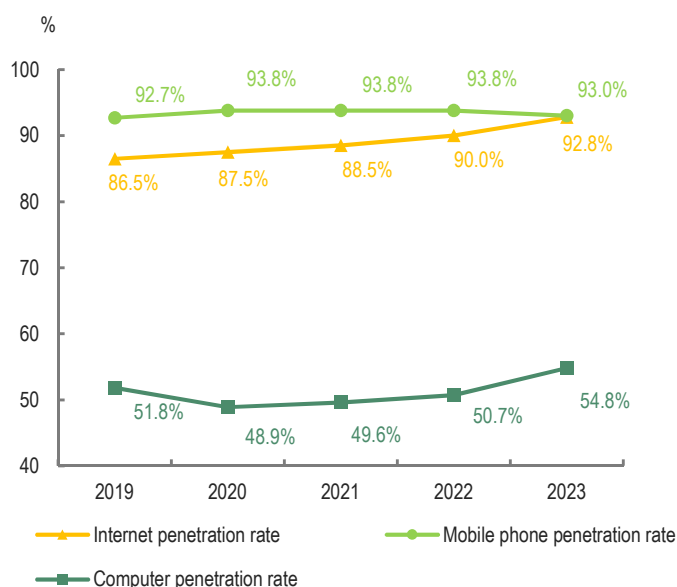
| | 2023 ('000 Households) | Change (%) | Percentage of Total (%) | |
|------------------------------------|---------------------------|---------------|-------------------------|---------------|
| | | | 2023 | Change (p.p.) |
| Total No. of Households | 204.4 | 0.3 | 100.0 | .. |
| Households with Internet Access | 198.9 | 1.9 | 97.3 | 1.5 |
| Mobile Network | 196.6 | 2.9 | 98.8 | 0.9 |
| Home Broadband | 179.9 | 1.1 | 90.4 | -0.8 |
| Households with Computer Equipment | 152.5 | 3.5 | 74.6 | 2.2 |
| Tablet | 110.6 | 5.9 | 72.5 | 1.7 |
| Laptop | 96.3 | 4.9 | 63.1 | 0.8 |
| Desktop Computer | 69.3 | 4.2 | 45.4 | 0.3 |

.. Not applicable p.p. Percentage point

Use of Information Technology — Households



Use of Information Technology — Individuals



Principal Indicators — Individuals

| | 2023 ('000 Persons) | Change (%) | Penetration Rate (%) | |
|--------------------|------------------------|---------------|----------------------|---------------|
| | | | 2023 | Change (p.p.) |
| Internet Users | 597.3 | 4.7 | 92.8 | 2.8 |
| Male | 286.5 | 7.1 | 93.2 | 3.2 |
| Female | 310.8 | 2.5 | 92.4 | 2.4 |
| Mobile Phone Users | 598.6 | 0.7 | 93.0 | -0.8 |
| Male | 284.6 | 2.6 | 92.6 | -0.8 |
| Female | 314.0 | -0.9 | 93.4 | -0.6 |
| Computer Users | 352.6 | 9.6 | 54.8 | 4.1 |
| Male | 167.6 | 7.6 | 54.5 | 2.0 |
| Female | 185.0 | 11.6 | 55.0 | 5.8 |

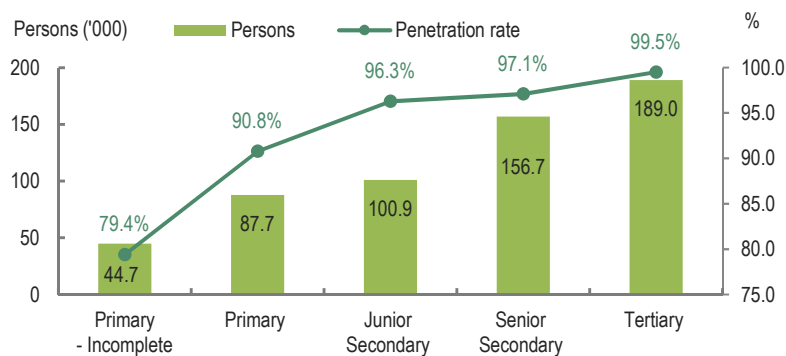
p.p. Percentage point

Internet Users by Gender and Age Group

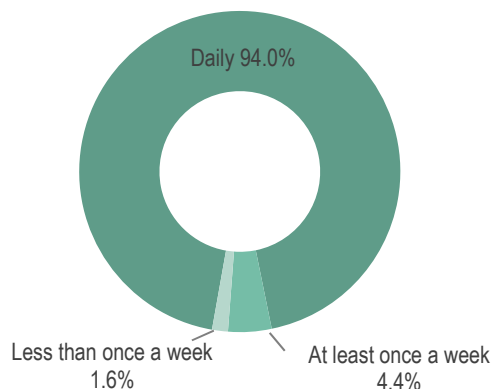
| | Persons ('000) | | | Penetration Rate | | | | | | Median daily hours spent online (hour) | |
|-------|----------------|-------|--------|------------------|-------|--------|---------------|------|--------|--|---------------|
| | | | | % | | | Change (p.p.) | | | 2023 | Change (hour) |
| | Total | Male | Female | Total | Male | Female | Total | Male | Female | | |
| Total | 597.3 | 286.5 | 310.8 | 92.8 | 93.2 | 92.4 | 2.8 | 3.2 | 2.4 | 3.5 | 0.5 |
| 3-14 | 60.4 | 32.1 | 28.3 | 76.4 | 77.5 | 75.1 | 7.4 | 8.5 | 6.0 | 2.0 | - |
| 15-24 | 56.1 | 29.3 | 26.8 | 100.0 | 100.0 | 100.0 | 0.5 | 0.4 | 0.4 | 5.0 | 1.0 |
| 25-34 | 109.0 | 52.9 | 56.1 | 99.5 | 99.1 | 100.0 | 0.5 | - | 1.0 | 5.0 | 1.0 |
| 35-44 | 122.1 | 57.2 | 64.9 | 99.6 | 99.5 | 99.7 | 1.0 | 0.6 | 1.3 | 4.0 | - |
| 45-54 | 94.4 | 43.6 | 50.7 | 98.8 | 99.5 | 98.1 | 2.4 | 2.7 | 1.9 | 3.0 | - |
| 55-64 | 83.3 | 35.7 | 47.6 | 94.4 | 95.2 | 93.9 | 2.5 | 3.0 | 2.2 | 3.0 | - |
| 65-74 | 56.8 | 28.3 | 28.4 | 85.9 | 88.2 | 83.5 | 4.7 | 5.7 | 3.6 | 3.0 | 1.0 |
| ≥ 75 | 15.2 | 7.4 | 7.8 | 57.4 | 60.2 | 54.9 | 8.0 | 5.8 | 9.8 | 2.0 | - |

- Absolute value equals zero

Internet Users by Educational Attainment

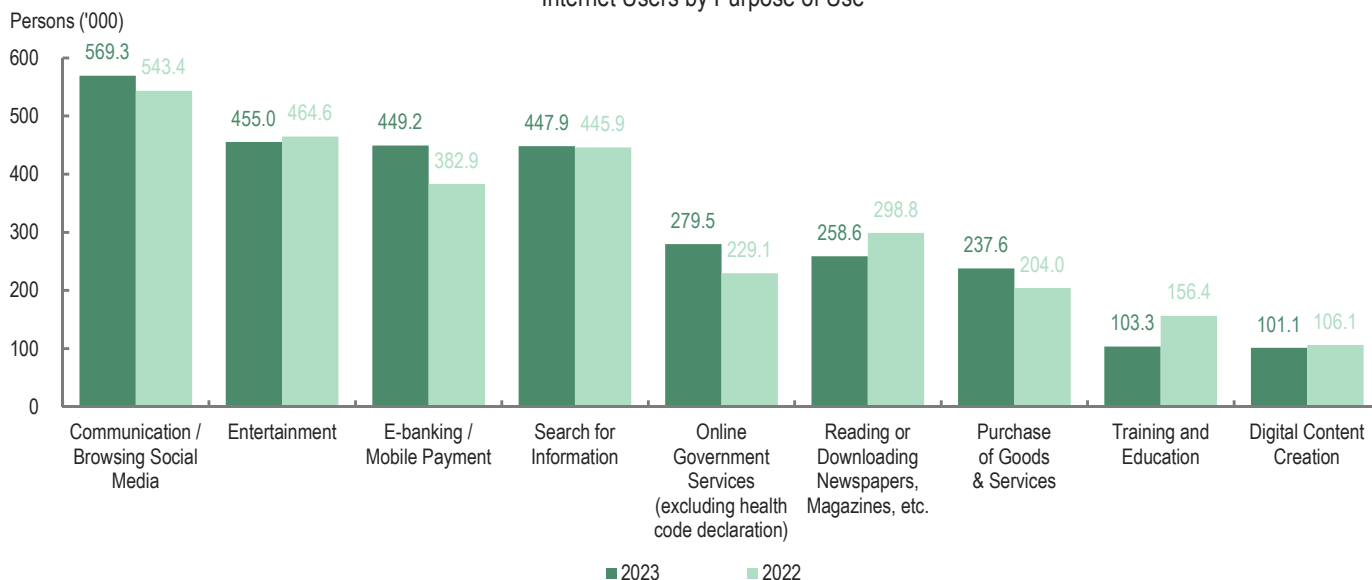


Frequency of Internet Use

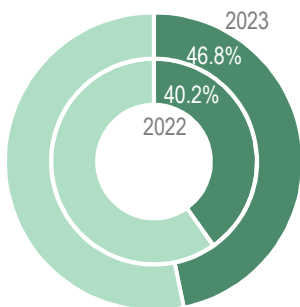


- The Internet penetration rate showed a positive correlation with users' educational level. Users with tertiary education had the highest rate, at 99.5%; followed by those with senior secondary education (97.1%) and junior secondary education (96.3%).

Internet Users by Purpose of Use

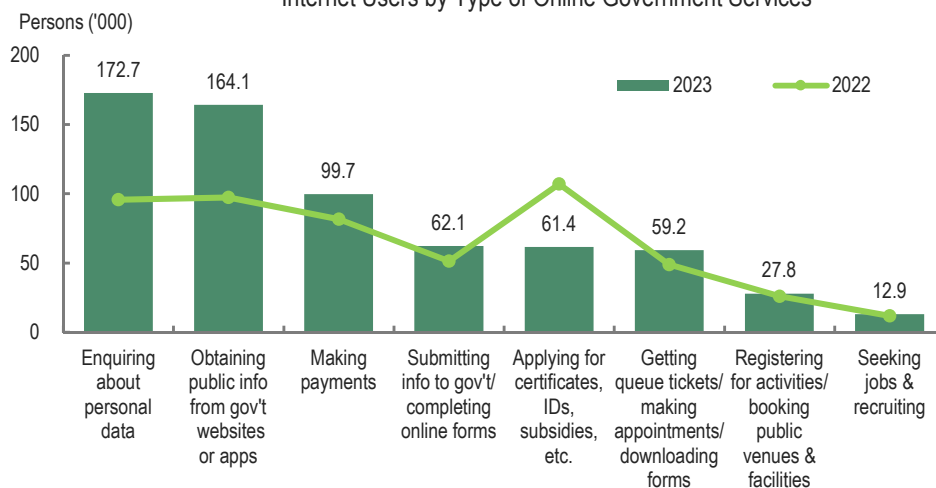


Proportion of Internet Users Using Online Government Services



Note: "Health code declaration" was excluded from the comparison of types of online government services used.

Internet Users by Type of Online Government Services



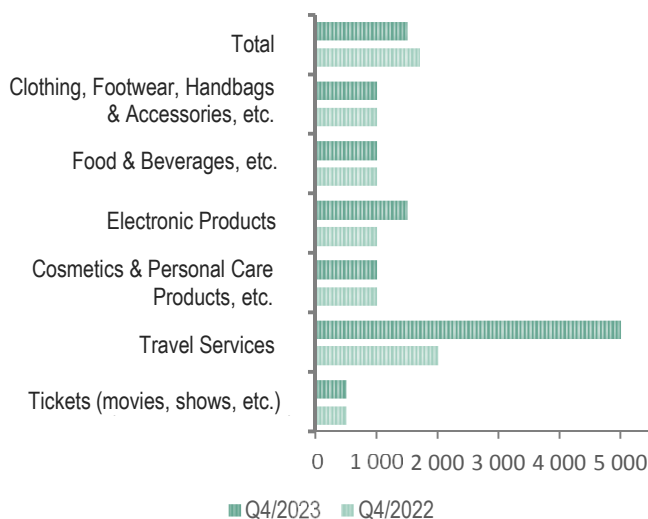
- With respect to the type of online government services, the most common was "enquiring about personal data" (172,700 users), "obtaining public information from government websites or apps" (164,100 users) and "making payments" (99,700 users), with number of users rising by 80.3%, 68.5% and 22.2% year-on-year respectively.

No. of Online Shoppers and Amount of Spending

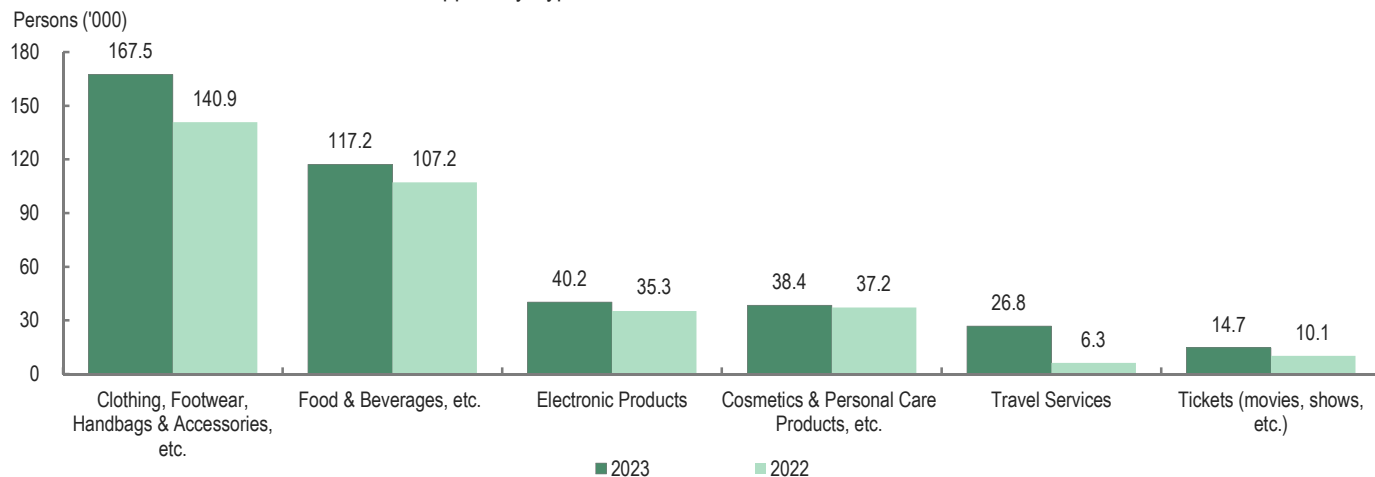
| | 2023 ('000 Persons) | Change (%) | Median Spending in Q4/2023 (MOP) | Year-on-year Change (%) |
|--------|---------------------|------------|----------------------------------|-------------------------|
| Total | 237.6 | 16.5 | 1,500 | -11.80 |
| Male | 105.0 | 31.1 | 1,800 | 20.0 |
| Female | 132.6 | 7.0 | 1,500 | -25.0 |

- With changing consumption habits in recent years, the number of online shoppers continued to climb. In 2023, number of online shoppers increased by 16.5% year-on-year to 237,600, with men rising significantly by 31.1% to 105,000. Women constituted the majority of online shoppers, at 55.8% (132,600).

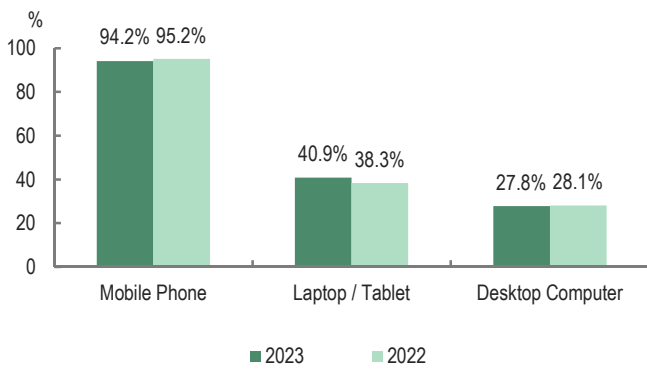
Median Online Shopping Spending (MOP)



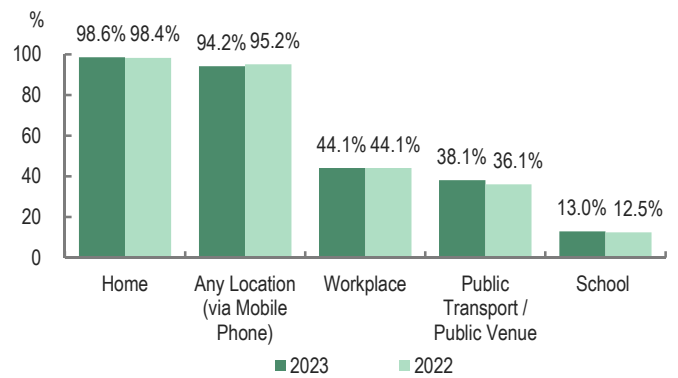
Shoppers by Types of Goods and Services Purchased Online



Proportion of Internet Users by Device for Accessing the Internet



Proportion of Internet Users by Location of Accessing the Internet



Historical Data

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|-------|-------|-------|-------|-------|
| Total No. of Households ('000 Households) | 197.5 | 199.7 | 202.7 | 203.7 | 204.4 |
| Households with Internet access ('000 Households) | 182.3 | 183.5 | 191.8 | 195.1 | 198.9 |
| Internet Users ('000) | 554.0 | 566.3 | 570.0 | 570.6 | 597.3 |
| Internet Users Using Online Government Services ('000) | 82.9 | 110.6 | 534.4 | 547.2 | 279.5 |
| Online Shoppers ('000) | 123.9 | 145.0 | 176.5 | 204.0 | 237.6 |
| Median Online Shopping Spending (MOP) in Q4 | 1,000 | 1,000 | 1,100 | 1,700 | 1,500 |

Note: Data on "Online Government Services" for 2021 and 2022 include "health code declaration".

Explanatory Notes

$$\text{Internet Penetration Rate} = \frac{\text{Internet Users}}{\text{Population aged 3 and above}} \times 100\%$$

$$\text{Computer Penetration Rate} = \frac{\text{Computer Users}}{\text{Population aged 3 and above}} \times 100\%$$

$$\text{Mobile Phone Penetration Rate} = \frac{\text{Mobile Phone Users}}{\text{Population aged 3 and above}} \times 100\%$$

Mobile network: Refers to 3G/4G/5G services, including mobile data, pocket Wi-Fi, etc., provided by public mobile telecommunications network operators.

Home broadband: Refers to Internet services, including fibre-optic broadband and ADSL broadband, provided by public fixed telecommunications network operators.

Data collection for the Survey on Information Technology Usage in the Household Sector was conducted in the fourth quarter of 2023 through a supplementary questionnaire of the Employment Survey.

A sample size of 2,100 residential units was selected and individuals aged 3 and above living in these units were covered in the survey. In the sample, a total of 1,972 units were occupied, comprising 1,544 successful interviews, 27 refusals and 401 non-contacts; the response rate was 78.3%.

The reference period for information technology usage refers to the three months prior to the date of interview.

Multiple answers were allowed on: the types of computer equipment and Internet connection; the device, location and purpose for accessing the Internet; the types of online government services; as well as the types of online purchases and payment methods.

Figures may not add up to the totals due to rounding.

For additional information:
<http://www.dsec.gov.mo/e/utif.aspx>

