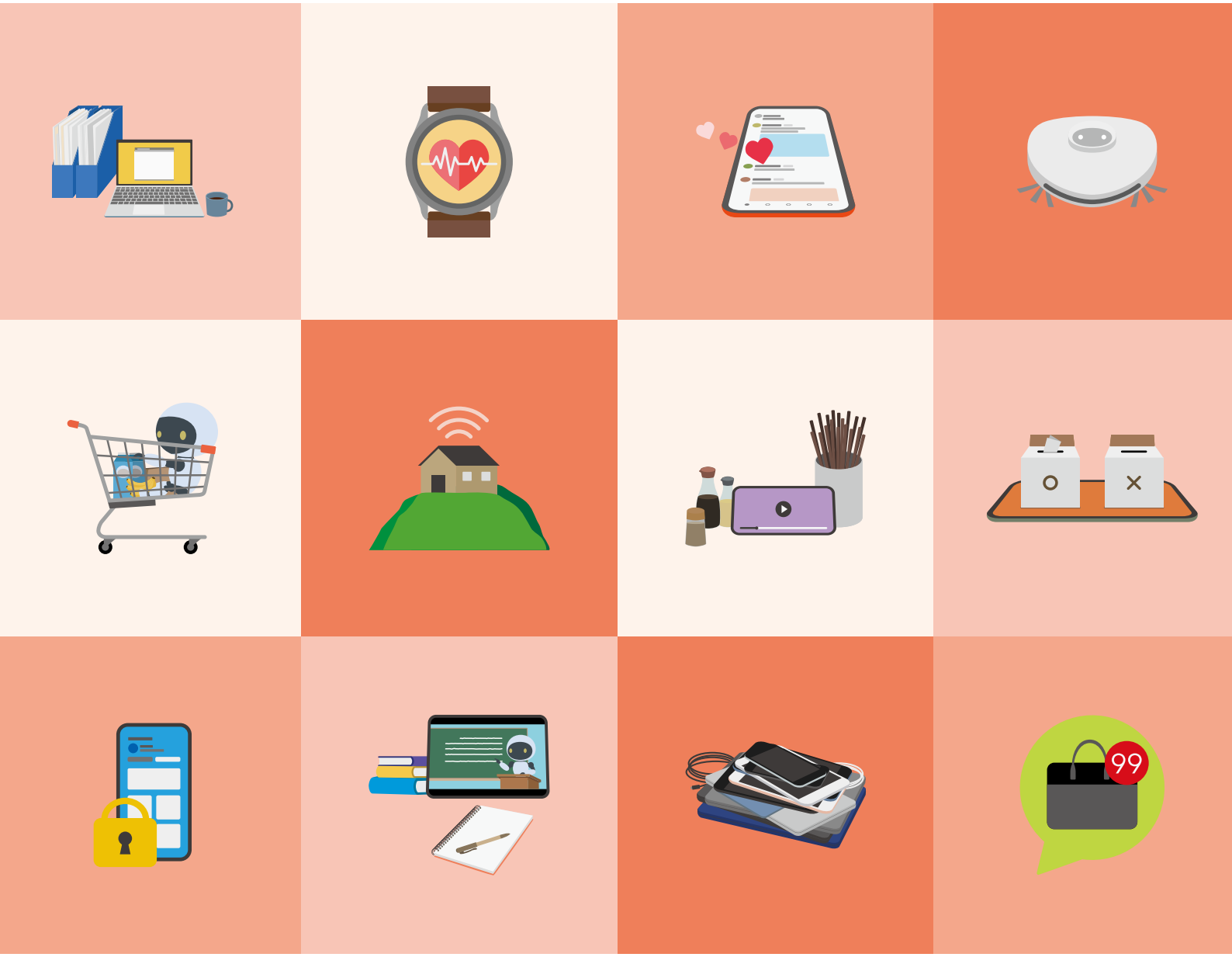
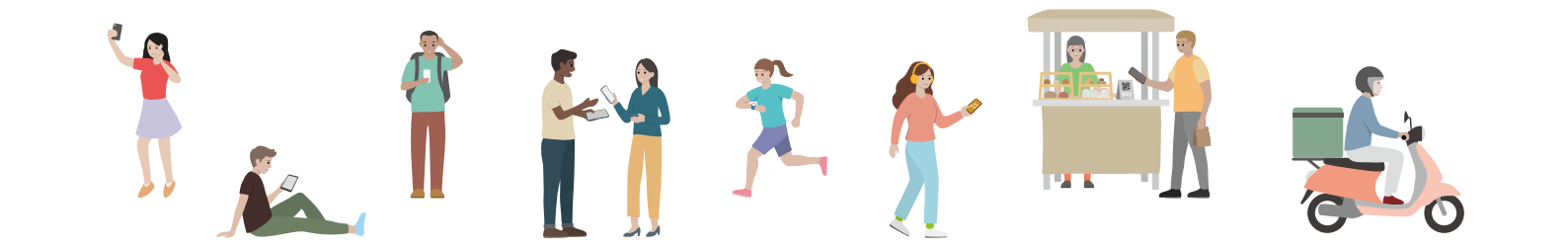
2025 Taiwan Digital Access Summary Report





Organizer: Ministry of Digital Affairs
Commissioned Survey Agency: United Marketing Research Co., Ltd.

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Preface

The information technology industry is constantly evolving, and its development has not only changed the economy, industries, and social systems of countries, but also affected the lifestyles and interpersonal interactions of individuals. In the face of global competition and the rapid development of the digital economy, the Organisation for Economic Cooperation and Development (OECD) proposed the concept of digital well-being in 2019, examining the impact of digital transformation on individual's well-being from the perspectives of opportunities and risks.

Due to correspondence between the OECD concept of digital well-being and national "Digital Opportunity Development Index Framework"1 with its three dimensions (enabling, inclusion, exclusion)[1] , the National Development Council (NDC) redefined the "Digital Development Index Framework" in 2020, covering 12 dimensions and 74 indicators. In 2022, the relevant responsibilities were transferred to the newly established Ministry of Digital Affairs (moda), which further refined the "Digital Development Index Framework 2.0" through the "Enhancing Digital Development Index Framework" project, adjusting the incomplete aspects of the framework. The revised indicator framework, named "Digital Access Index Framework," maintains the 12 dimensions with a total of 70 indicators. Table 1 details the primary and secondary dimensions, indicator definitions/formulas, data types, sources, and respective years. Indicators marked with an asteriskare defined the same as OECD or recalculated for cross-country comparisons, and do not include indicators with no data available in Taiwan.

The "Digital Access Index Framework" incorporates a diverse range of data sources. In addition to official government statistics [2] , the framework primarily relies on surveys conducted by moda, including the "Digital Access Surveys [3] ,"the "Digital Access Supplementary Surveys, " the "Internet Addiction Surveys," the "Digital Skills Survey," and the "AI Usage and Literacy Assessment Survey." The respective years, methodologies, and objectives for these surveys are summarized in Tables 2 through 5; for further details, please refer to the individual survey reports.

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1 Research, Development and Evaluation Commission, Executive Yuan.(2012). Construction of the Research Framework for Digital Opportunity Development in Taiwan.

2 8 items are from relevant ministries by request from the National Development Council, and 4 items are from the official websites of the respective ministries. Please refer to the official websites of each indicator.

3 In 2024, the 'Digital Development Survey' was renamed the 'Digital Access Survey.' The survey framework and implementation methodology remain identical for both.

Table1. Digital Access Index Framework

Main Dimension	Sub Dimension	Indicator	Definition / Calculation	Data Type	Data Source / Latest Data Year
ICT Access, Usage and Literacy	Environmental access opportunities	Household internet access*	The number of households with Internet access at home / the total number of households in Taiwan *100%	Survey	moda/2025
		Household internet quality	The number of high-speed broadband households (100 Mbps and above) / the total number of households in Taiwan *100%	Secondary	NCC/2025
		5G network coverage rate	5G network station population coverage rate	Secondary	moda/2024
		Internet connection device ownership	Types and quantities of personal Internet connection devices	Survey	moda/2025
		Mobile data tariff	The percentage of 4G/5G mobile data tariff of the monthly income per capita (using the average price of major service providers)	Secondary	NCC/2024
	Use of the Internet	People using the internet*	The number of individuals using the Internet in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		Internet use frequency	The average number of days in a week that individuals use the Internet (Active Internet users: The number of daily internet users/ the population aged 12 above *100%)	Survey	moda/2025
	Variety of uses of the Internet	(01) E-mailing for private purpose*	The number of individuals using the Internet for e-mailing for private purpose in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(02) Searching for information about goods or services*	The number of individuals using the Internet for searching information about goods or services in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(03) Downloading software*	The number of individuals using the Internet for downloading software (other than games) in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(04) Consulting wikis*	The number of individuals who using the Internet for consulting wikis (e.g., Wikipedia) or any online source in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(05) Internet banking*	The number of individuals who using Internet banking in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(06) Instant messaging*	The number of individuals using instant messaging or Internet calls for communication in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(07) Online entertainment*	The number of individuals using the Internet for watching videos, listening to music, or playing games in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(08) Online reading*	The number of individuals using the Internet for reading online newspapers/news magazines in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(09) Cloud storage	The number of individuals using cloud storage in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(10) Mobile payments	The number of individuals using mobile payment in past 3 months / the population aged 12 above *100%	Survey	moda/2025

Table1. Digital Access Index Framework(Continued 1)

Main Dimension	Sub Dimension	Indicator	Definition / Calculation	Data Type	Data Source / Latest Data Year
ICT Access, Usage and Literacy	Variety of uses of the Internet	(11) Digital audio and video editing	The number of individuals editing audio or video in past 3 months / the population aged 12 above *100%	Survey	moda/2025
		(12) Digital contents creation	The number of individuals creating digital contents in past year / the population aged 12 above *100%	Survey	moda/2025
	Inequality of Internet uses	Number of activities that are used by fast adopters and those activities that are used by a broader public*	The difference between the number of activities with the usage rate below 25%and those activities with the usage rate above 50%	Survey	moda/2025
		Regional difference in accessibility	1. The difference between top 20% cities/counties and bottom 20% cities/counties in Internet usage rates 2. Year-over-year improvement in Internet usage rates	Survey	moda/2025
		Identity difference in accessibility	1. The gender difference in Internet usage rates (the population aged 12 above) 2. The age difference in Internet usage rates (the population aged 12 above) 3. Year-over-year improvement in Internet usage rates	Survey	moda/2025
	Information usage skills	Information filtering skills	Self-rated on skills of using the Internet to screen useful dining information/ the population aged 12 above *100% Self-rated on skills of using the Internet to screen useful travel information/ the population aged 12 above *100% Self-rated on skills of using the Internet to screen useful information for work or learning / the population aged 12 above *100%	Survey	moda/2025
Housing	Smart home	(01) Usage of smart home security services or apps (network monitoring, biometric identification, security system, disaster prevention system)	The number of households with smart home services or applications at home / the total number of households in Taiwan *100%	Survey	moda/2025
		(02) Usage of smart home appliances (smart home appliances, smart sensors, energy-efficient controls)			
		(03) Usage of smart healthcare services or apps (networked medical devices, healthcare system, smart wristband)			
		(04) Usage of digital home entertainment services or apps (smart TV, smart speaker, online console gaming)			

Table1. Digital Access Index Framework(Continued 2)

Main Dimension	Sub Dimension	Indicator	Definition / Calculation	Data Type	Data Source / Latest Data Year
Education and Skills	Digital skills	Problem-solving skills in technology-rich environments*	Problem solving in technology-rich environments	Survey	moda/2024
		Student ICT skills	The number of grade 10 students who took programming courses/ the number of junior high school graduates in the previous year *100%	Secondary	MOE/2024
			The number of graduates from information-related departments in college	Secondary	MOE/2023
	Digital skills gap	Coefficient of variation of score in problem-solving in technology-rich environments	Coefficient of variation of digital skills	Survey	moda/2024
	Digital resources at school	Internet environment at school	The number of schools with Internet connection speed over 1Gbps/ the total number of schools*100%	Secondary	moda/2024
		Internet speed differences between schools	The Internet connection speed gap between the top 20% schools and the bottom 20% schools	Secondary	Calculated based on MOE data/2025
	Teacher ICT skills	Teacher ICT skills*	The number of teachers who have completed the basic training courses/ the total number of teachers in K-12 Schools*100%	Secondary	MOE/2025
	Online course	Online course participation*	The number of individuals who took online courses in past 3 months / the population aged 12 above *100%	Survey	moda/2025
Income and Wealth	Labor market returns to ICT tasks	Wage premium associated with digital skills*	Under similar working conditions, the salary increment difference between ICT-skilled workers and non-ICT-skilled workers.	Secondary	MOL/2024
	Online consumption	Purchasing goods or services online*	The number of individuals using the Internet for purchasing products, meals, car-hailing, or room reservation services in past year / the population aged 12 above *100%	Survey	moda/2025
	Selling online	Selling goods or services online*	The number of individuals using the Internet for selling products or services in past 3 months / the population aged 12 above *100%	Survey	moda/2025
Jobs	Employment in information industries	Share of information industries as a percent of total employment*	The number of individuals working in information industries / the total number of employments	Secondary	DGBAS/2024
	Work digitalization level	Computer or internet application level in workers' job	The number of individuals using computers or Internet for work / the total number of employed persons*100%	Survey	moda/2025
	Jobs at risk of automation	Automation rate in jobs	The number of employees reporting on current job which may be replaced by automation or AI / the total number of employed persons*100%	Survey	moda/2025
	Online job search	Job search or resume submission through the Internet*	The number of individuals having used the Internet to look for a job or send a job application / the population aged 12 above *100%	Survey	moda/2025

Table1. Digital Access Index Framework(Continued 3)

Main Dimension	Sub Dimension	Indicator	Definition / Calculation	Data Type	Data Source / Latest Data Year
Jobs	Reduction in extended job strain associated with computer-based jobs	Job flexibility and workplace safety*	Employees' reporting on work flexibility and workplace safety from computerization of work	TBD	Separate research
	Job stress associated with computer-based jobs	Job stress and resources*	Employee's reporting on job stress and work resources balance from computerization of work	TBD	Separate research
Work-Life Balance	Teleworking	Teleworking experiences*	The number of employed persons who experienced teleworking in past 3 months/ the population aged 12 above *100%	Survey	moda/2025
	Worries about work when not working	Work/life division	The number of employed persons who worry about work when not working / the population aged 12 above *100%	Survey	moda/2025
Health	Medical appointments online	Making medical appointment online*	The number of individuals using the Internet for making medical appointment in past 3 months / the population aged 12 above *100%	Survey	moda/2025
	Online health information	Accessing health information online*	The number of individuals using the Internet for accessing health information in past 3 months / the population aged 12 above *100%	Survey	moda/2025
	Physical health risks	Negative physical health effectsdue to internet use	The number of individuals experiencing worse physical condition due to using Internet in past 3 months / the population aged 12 above *100%	Survey	moda/2025
	Mental health risks	Negative mental health effectsdue to internet use	The number of individuals who are classified as at high risk of Internet addiction (according to the 10-item form of Chen Internet Addiction Scale)/ the population aged 12 above *100%	Survey	moda/2024
Social Connections	Using online social networks	Use of online social networking sites*	The number of individuals accessing social networking sites in past 3 months / the population aged 12 above *100%	Secondary	moda/2025
	Digital content participation	Digital content participation	The number of individuals who have posted or uploaded photos or video on the Internet in past 3 months / the population aged 12 above *100%	Survey	moda/2025
	Cyberbullying	Experiences with cyberbullying	The number of individuals who report to have been bullied through online messages in past 1 year / the population aged 12 above *100%	Survey	moda/2025
Governance and Civic Engagement	Civic engagement	Expressing political opinions online*	The number of individuals posting opinions on civic or political issues via official or non-official online communities in past 1 year / the population aged 12 above *100%	Survey	moda/2025
		Public policy participation platform	1. The number of consultations on policy and draft laws & regulations and policy issues open for discussion on public policy participation platform 2. The number of proposals and cases filed on public policy participation platform	Secondary	NDC/2024
	Open government	Open Data	The quality and application of Open Data	Secondary	moda/2024

Table1. Digital Access Index Framework (End)

Main Dimension	Sub Dimension	Indicator	Definition / Calculation	Data Type	Data Source / Latest Data Year
Governance and Civic Engagement	E-government services	Usage of e-government*	The number of individuals receiving notifications from e-government services, searching information in government websites, or downloading or submitting e-forms in the past year / the population aged 12 above *100%	Survey	moda/2025
		Lack of skills to access e-government services*	The number of individuals who did not use e-government services due to lack of ICT skills / the population aged 12 above *100%	Survey	moda/2025
	Exposure to disinformation online	Exposure to disinformation online*	The number of individuals who self-reported exposure to disinformation in the past week / the population aged 12 above *100%	Survey	moda/2025
Environmental Quality	E-waste per person	E-waste generated per capita*	The weight of electronic and information technology waste generated and recycled in a given year/ the population aged 12 above	Secondary	MOENV/2024
Personal Digital Security	Digital security measures	Digital security protection actions	The number of individuals who had taken digital security protection actions (such as installing anti-virus software, changing password) / population aged 12 above *100%	Survey	moda/2025
	Digitalsecurity threats	Individuals experiencing digital security incidents*	The number of individuals who report having experienced digital security incidents (such as computer virus, online scams, hacked account, privacy breach) / the population aged 12 above *100%	Survey	moda/2025
Subjective Well-Being	Life Satisfaction Gainsassociated withInternet access	Life Satisfaction Gains*	The coefficient of Internet access on life satisfaction	Survey	moda/2025

* Data Type: "Survey" indicates data collected through surveys conducted by moda; "Secondary" indicates data obtained from relevant government agencies' existing surveys or statistics.
* Source Abbreviation Explanation: "NCC" stands for "National Communications Commission"; "MOE" stands for "Ministry of Education";"MOL" stands for "Ministry of Labor";"DGBAS" stands for "Directorate General of Budget, Accounting and Statistics"; "MOENV " stands for "Ministry of Environment".
* Indicators marked with an asterisk (*) are defined the same as OECD or recalculated for cross-country comparisons, and do not include indicators with no data available in Taiwan.

Table 2.Comparison of Digital Access Surveys over the Years

Survey Year	2020	2022	2023	2024	2025
Organizer	NDC	moda	moda	moda	moda
Survey Objective	To collect data for 35 indicators within the Digital Access Indicator Framework 2.0				
Survey Target	Residents aged 12 and above in 22 cities and counties in Taiwan				
Sampling Method	Dual-frame probability and landline phone numbers (random selection of last 5 digits for mobile, last 2 digits for landline) [4]				
Survey Method	Telephone interviews				
Survey Dates	November 2 to December 18, 2020	September 5 to October 31, 2022	March 1 to April 19, 2023	June 11 to August 18, 2024	May 19 to July 18, 2025
Sample Size	15,196 individuals aged 12 and above	15,142 individuals aged 12 and above	15,081 individuals aged 12 and above	15,133 individuals aged 12 and above	15,142 individuals aged 12 and above
Sampling Error	The margin of error is ±0.8 percentage points with a 95% level of confidence				
Report Source	Full report available at https://moda.gov.tw				

Table 3.Comparison of Digital Access Supplementary Surveys over the Years

Survey Year	2020	2023	2024	2025
Organizer	NDC	moda	moda	moda
Survey Objective	15 additional indicators collected via supplementary survey to fulfill Digital Access Indicator Framework 2.0 requirements. The margin of error is ±0.8 percentage points with a 95% level of confidence			
Survey Target	Residents aged 12 and above in 22 cities and counties in Taiwan			
Sampling Method	National probability sampling of residential phone numbers in 22 cities and counties (random selection of last 2 digits) in 2020 and 2023. Beginning in 2024, a dual-frame probability sampling design incorporating both mobile phones and landlines was adopted (random selection of last 5 digits for mobile, last 2 digits for landline)			
Survey Method	Telephone interviews			
Survey Dates	November 12 to November 17, 2020	February6 to February 11, 2023	July 23 to August 3, 2024	July 9 to July 23,2024
Sample Size	1,070 internet users aged 12 and above	1,069 individuals aged 12 and above	1,086 individuals aged 12 and above	1,069 individuals aged 12 and above
Sampling Error	The margin of error is ±3.0 percentage points with a 95% level of confidence			
Report Source	Please refer to the Appendix of the Digital Development Survey Report 2020	Full report available at https://moda.gov.tw		

4 For the research design, please refer to the Digital Access Survey reports from each survey year.

Table 4. Comparison of Internet Addiction Research Surveys over the Years

Survey Year	2021	2022	2024
Organizer	NDC	moda	moda
Survey Objective	To collect estimates of high-risk internet addiction populations based on the Digital Inclusion Framework 2.0.		
Survey Target	Residents aged 12 and above in 22 cities and counties in Taiwan		
Sampling Method	Dual-frame probability sampling of mobile and landline phone numbers (random selection of last 5 digits for mobile, last 2 digits for landline)		
Survey Method	Telephone interviews		
Survey Dates	January 14 to January 19, 2021	December 1 to December 8, 2022	December 2 to December 10, 2024
Sample Size	1,450 individuals aged 12 and above	1,975 individuals aged 12 and above	1,928 individuals aged 12 and above
Sampling Error	The margin of error for internet users is ±2.9 percentage points with a 95% level of confidence	The margin of error for internet users is ±2.5 percentage points with a 95% level of confidence	The margin of error for internet users is ±2.5 percentage points with a 95% level of confidence
Report Source	Full report available at https://moda.gov.tw		

Table 5.Comparison of Digital Skills Survey and AI Usage and Literacy Assessment Survey

Survey Name	Survey Dates	Survey Dates
Survey Year	2024	2025
Organizer	moda	moda
Survey Objective	To collect data for estimating Digital Skill Indicators within the "Digital Access framework 2.0" framework.	Evaluating AI adoption and literacy to complement existing long-term trend data.
Survey Target	Residents aged 12 and above in 22 cities and counties in Taiwan	
Sampling Method	Dual-frame probability sampling of mobile and landline phone numbers (random selection of last 5 digits for mobile, last 2 digits for landline)	
Survey Method	Telephone interviews	
Survey Dates	December 16 to December 21, 2024	October 28 to November 2, 2025
Sample Size	1,076 individuals aged 12 and above	1,172 individuals aged 12 and above
Sampling Error	The margin of error for internet users is ±3.0 percentage points with a 95% level of confidence	The margin of error for internet users is ±2.9 percentage points with a 95% level of confidence
Report Source	Full report available at https://moda.gov.tw	

Section1

The Digital Access in Taiwan

ICT Access, Usage and Literacy

In the "Digital Access Index Framework" in Taiwan, there are five sub-dimensions under the dimension of "ICT Access, Usage and Literacy," which evaluates people's "Environmental access opportunities," "Use of the Internet," "Variety of uses of the Internet," "Inequality of Internet uses" and "Information usage skills".

Environmental access opportunities

The sub-dimension of the "Environmental access opportunities" includes the indicator of "Household internet access," which is based on the definition of the OECD. For further analysis, Taiwan has added five additional indicators: Household device ownership," "Household internet quality," "Internet connection device ownership," "Mobile data tariff," and "5G Network Coverage Rate".

● Household Internet access

Since 2006, internet access rates in Taiwanese households have evolved through three key periods. Between 2006 and 2013, fixed-line broadband constituted the primary mode of access, and the household internet access rate increased steadily from 74.5% in 2006 to 85.5% in 2013. Between 2014 and 2016, the rapid diffusion of smartphones and the greater convenience of mobile internet led an increasing number of users to rely exclusively on mobile access. As a result, the measured household internet access rate declined during this period. In response to the change in the way people used the Internet, the Digital Opportunity Survey of the NDC has included using mobile phones as one of the ways for Internet access at home since 2017. Internet access rate at home exceeded 90% (90.4%) in 2019 (Figure 1) [5]

To maximize survey efficiency, the 'household internet access' indicator was temporarily deferred to other specialized reports in 2020. However, to ensure data consistency, the Ministry of Digital Affairs re-incorporated this indicator into the Digital Access Survey starting in 2023. Recent results show a steady climb in household penetration, rising from 90.3% in 2023 to a record high of 93.4% in 2025.

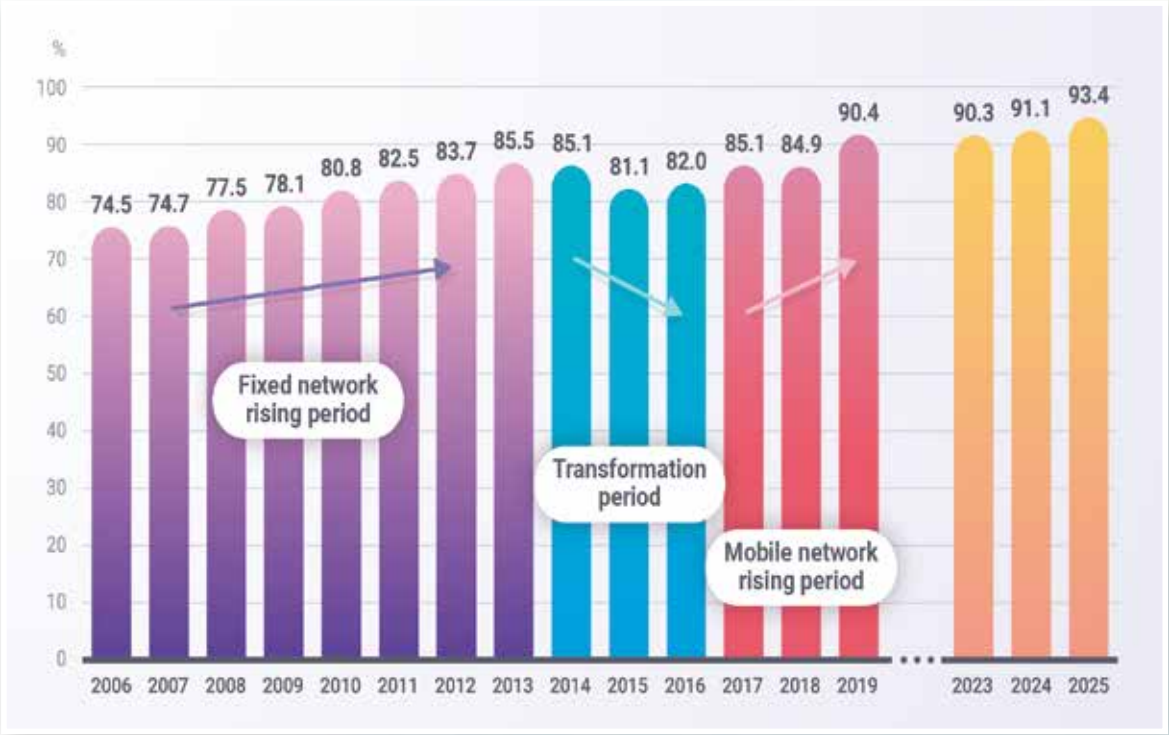


Figure1. Trend of Taiwan's Household Internet Access Rate

5 In 2019, the option "Internet access at home with unclear connection method" was added to distinguish between those who are unsure of their home internet connection method and those who are unsure if they have internet access at home.

● Household Internet Quality

Driven by continued investment in network infrastructure by telecommunications operators and cable broadband providers, the number of broadband subscriptions in Taiwan has continued to grow. By August 2025, the total number of fixed broadband subscriptions had exceeded 7.2 million.

The share of fixed broadband subscriptions with speeds of 100 Mbps or above surged from 33.7% in 2018 to 74.1% in 2025. Within this high-speed segment, 32.1% of households subscribe to 100–299 Mbps, 19.0% to 300–499 Mbps, and 16.7% to 500–999 Mbps. Notably, 6.3% of households have reached speeds of 1 Gbps, reflecting a significant advancement in Taiwan's overall digital infrastructure (Figure 2).

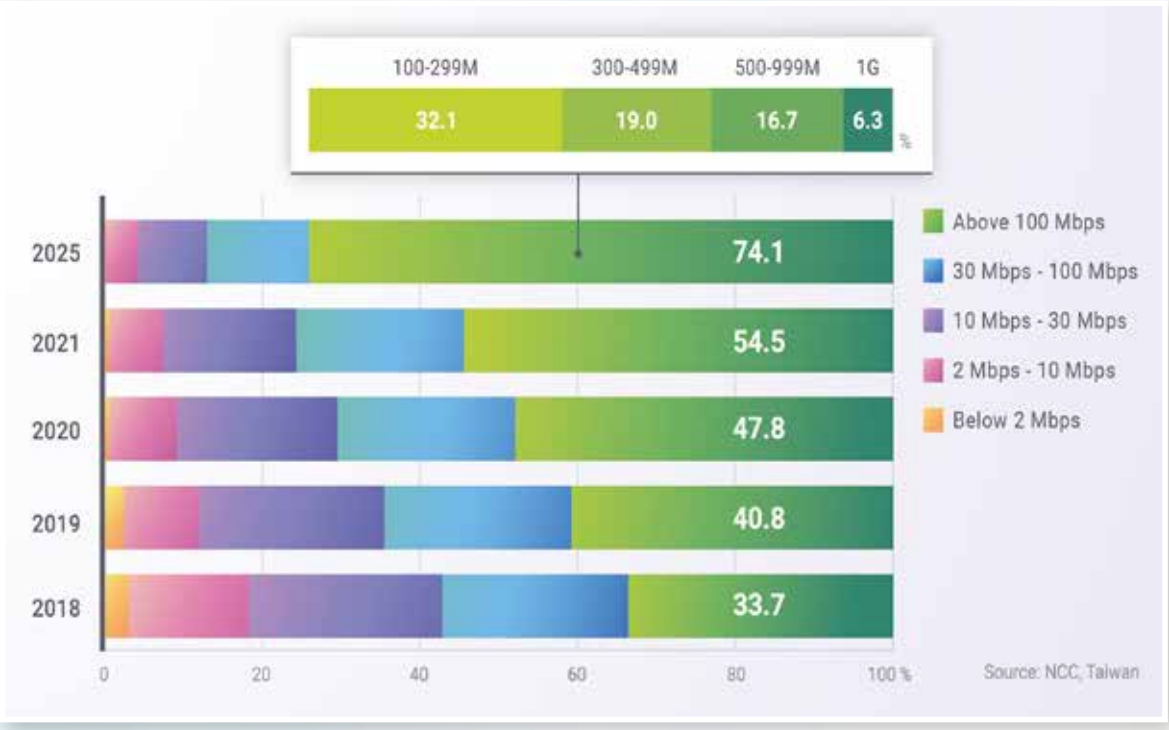


Figure2. Percentage of Taiwan's Landline Broadband Users by Speed

● Internet Connection Device Ownership

Smartphones remain the predominant device for internet access in Taiwan, used by 97.9% of the online population in 2025—a figure that has remained stable over the past five years. While usage of other hardware has fluctuated, over 30% of users now utilize desktop computers (34.6%), laptops (39.1%), and tablets (32.8%). Notably, laptop and tablet adoption has seen significant growth compared to 2023, reflecting a shift toward multi-device connectivity (Figure 3).

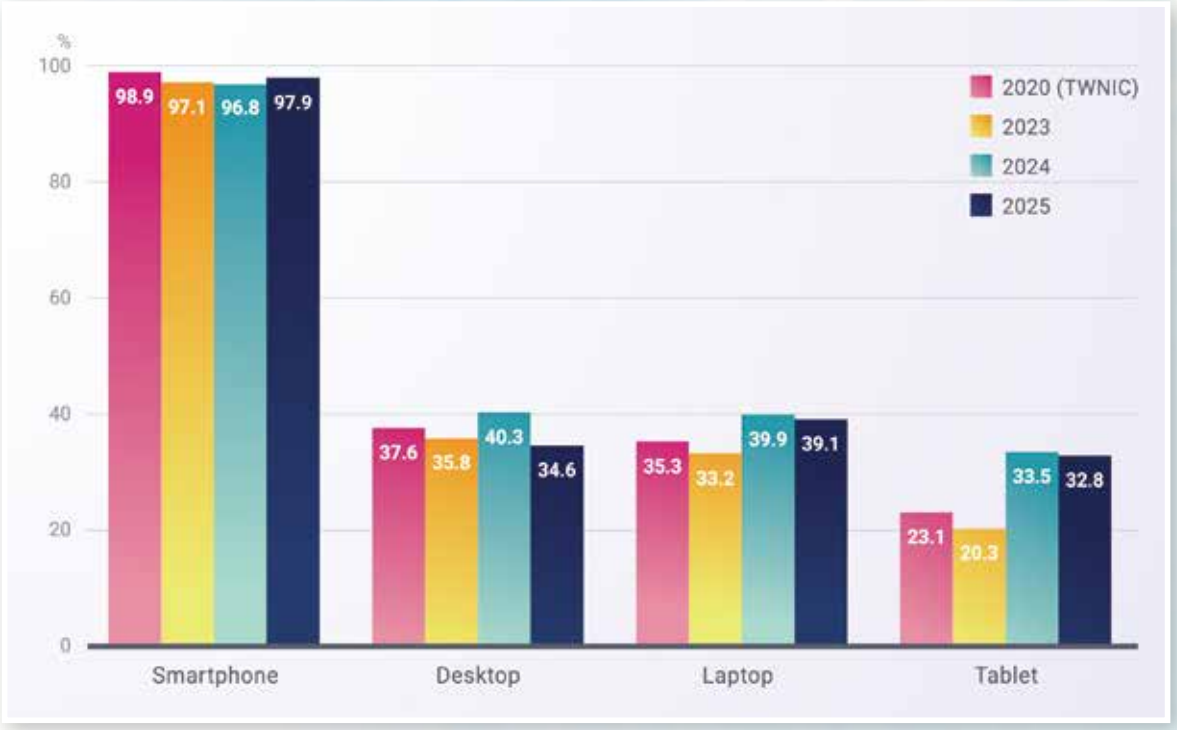


Figure 3.Comparison of Internet Devices Used by Internet Users in Taiwan [6]

6 Only options with a percentage higher than 5% are listed.

In terms of device ownership, 32.7% of internet users currently rely on a single device. Of this group, 96.3% use smartphones as their primary access point, while 3.0% use desktops or laptops and 0.6% use tablets. Based on the total internet population aged 12 and above, this translates to approximately 32 out of every 100 users relying exclusively on smartphones. Conversely, multi-device usage is widespread: 35.3% of users own two devices, 19.4% own three, and 9.2% possess four or more.

Although the 2023 data showed a relatively high proportion of single-device users, suggesting volatility in the five-year trend, this likely reflects methodological differences between external source data (2020) and this survey series (2023–2025). When focusing on consistent data from the past three years, a clear upward trend emerges in users owning three or more devices. This confirms that while smartphones remain the core of digital access, Taiwan's multi-device ecosystem is steadily expanding (Figure 4).

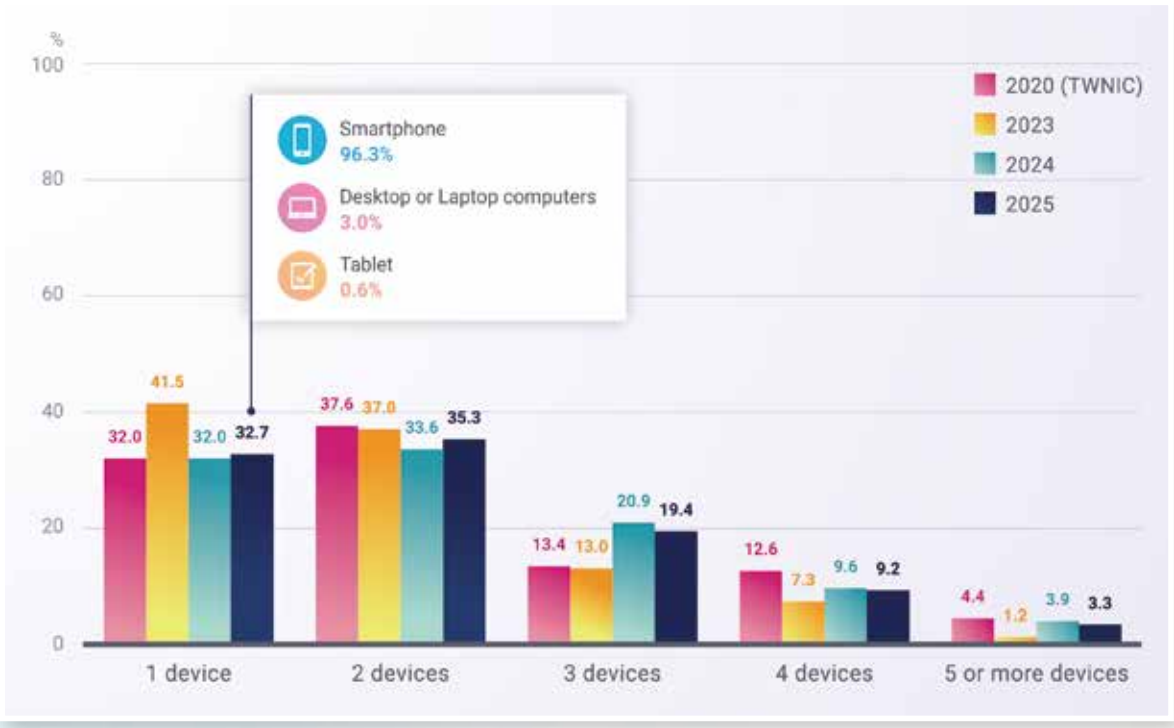


Figure 4.Number of Internet Devices Owned by Internet Users in Taiwan

● Mobile data tariff

In terms of affordability, the cost of a basic mobile broadband plan as a share of monthly per capita income in Taiwan has significantly improved over the past six years. While this ratio briefly rose from 0.45% in 2019 to 0.73% in 2021, the increase primarily reflects the ITU's updated methodology, which raised the benchmark data allowance from 1.5 GB to 2 GB. Since 2022, as national income has grown, this share has steadily declined, reaching a record low of 0.32% in 2025. [7] These affordable tariffs continue to be a key driver in the widespread adoption of mobile broadband services across the country (Figure 5).

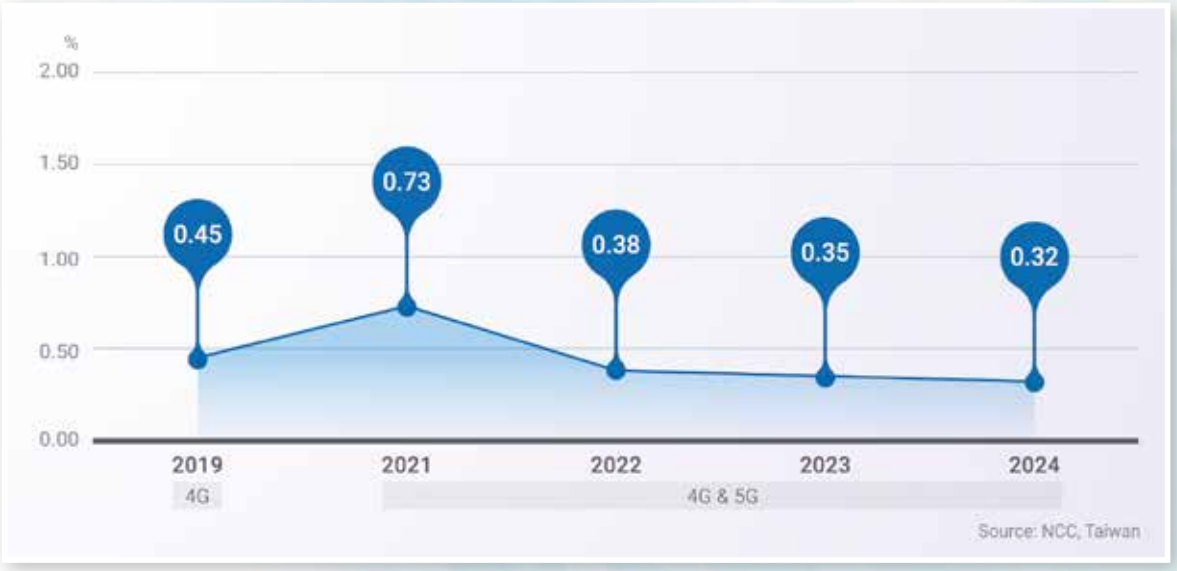


Figure5. Percentage of Mobile Data Tariffs to Monthly Per Capita Income in Taiwan

7 Telecom International Ratings for Taiwan from 2016 to 2024.https://www.ncc.gov.tw/chinese/news_detail.aspx?site_content_sn=5203&sn_f=50952

● 5G Network Coverage rate

Taiwan has achieved its 5G population coverage targets ahead of schedule. By the end of 2024, 5G coverage in non-remote areas reached 98.15% (for the leading operator), while coverage across 87 remote townships and municipalities reached 95%. These figures underscore the rapid nationwide expansion of 5G infrastructure, ensuring high-speed connectivity in both urban and rural regions(Figure 6).

Figure6. 5G Network Coverage Rate in Non-Rural Areas of Taiwan

Use of the Internet

The sub-dimension of Internet Usage Rates measures the extent to which individuals translate favourable access conditions into actual internet use. In addition to individual internet penetration, which is a core indicator in international comparisons, this dimension also considers the frequency of internet use among internet users.

● People using the Internet

Based on historical Digital Access Surveys, internet penetration among individuals aged 12 and above rose from 64.4% in 2006 to 86.6% in 2020. After remaining stable between 87.2% and 87.6% from 2022 to 2024, the rate surpassed the 90% milestone in 2025, marking an increase of nearly 26 percentage points over two decades (Figure 7).

A comparison of individual and household connectivity reveals that prior to 2014, individual usage consistently trailed household access by 9 to 11 percentage points. This gap suggests that while households were connected, not all members were online. However, the rise of mobile internet has bridged this divide, narrowing the gap to just 3 to 4 percentage points.

Furthermore, current data shows that the internet use rate among individuals aged 12 and above declined only marginally, from 90.3% to 90.0% for the past year and to 89.9% for the past three months. This indicates that only 0.4% of individuals had previously used the internet but had not done so in the past three months, representing the lowest rate of discontinuation observed to date (Figure 8).

Figure7. Trend of Individuals Aged 12 and Above Using the Internet in Taiwan

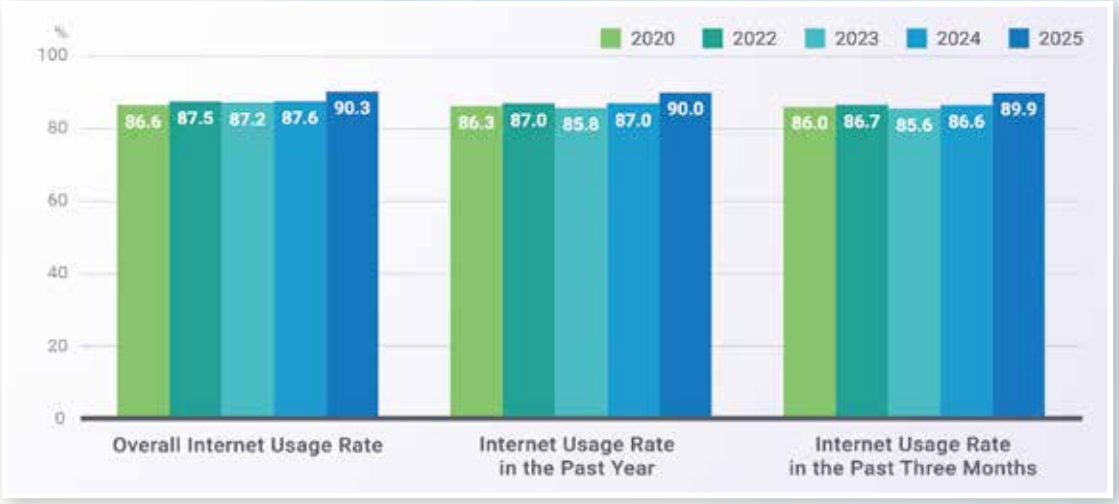


Figure8. Internet Usage Rates across Different Time Periods among Individuals Aged 12 and Above in Taiwan

Internet use frequency

Internet usage frequency continues to trend upward. In 2025, 69.1% of users reported near-daily internet access with high usage intensity (long duration or high frequency), a 3.9 percentage point increase from 2020. An additional 25.0% used the internet daily but with lower intensity. Usage among the remaining population remained stable: 2.1% used the internet 4–6 days per week, 3.0% for 1–3 days, and only 0.3% less than once a week. On average, users in Taiwan access the internet 6.8 days per week, maintaining a consistent pattern of near-daily engagement.

Defining active internet users as those who have used the internet within the past three months and do so on a daily basis with long durations or high frequency, the share of active users among individuals aged 12 and above increased steadily from 56.1% in 2020 to 59.1% in 2024, and surpassed 60% in 2025, reaching 62.1% (Figure 9).

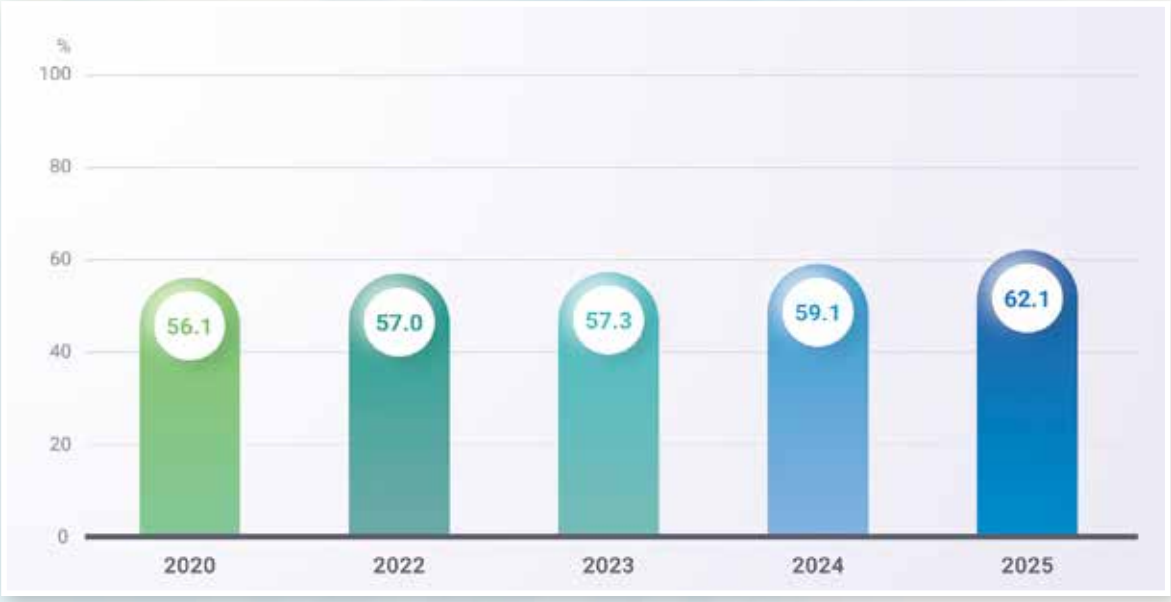


Figure9. Proportion of Active Internet Users among Individuals Aged 12 and Above in Taiwan

Variety of uses of the Internet

It is generally believed that internet participation can bring opportunities to individuals. However, even with internet access, the scope and depth of personal applications vary, resulting in different levels of digital opportunities. In order to observe the uneven distribution of opportunities and resources brought

by diverse internet participation, Taiwan not only follows OECD's selection of 10 internet activities for international comparison, including e-mailing for private purpose, searching for information about goods or services, downloading software, consulting wikis, Internet banking, instant messaging, online entertainment, online shopping, browsing or using official website services,and online reading, but also adds 5 additional indicators: cloud storage, mobile payments, internet content participation, digital audio and video editing, digital contents creation. Except for online shopping,browsing or using official website services and digital creation, which are defined within the past year, the other indicators are defined based on usage within the past three months.

Internet participation is widely recognized as a catalyst for individual opportunity. However, disparities in the scope and depth of usage can lead to uneven digital opportunities. To analyze the distribution of resources, Taiwan benchmarks 10 OECD-defined activities for international comparison: (1) e-mailing for private purpose, (2) searching for information about goods or services, (3) downloading software, (4) consulting wikis, (5) Internet banking, (6) instant messaging, (7) online entertainment, (8) online shopping, (9) browsing or using official website services, and (10) online reading.

Additionally, five local indicators are included: (11) cloud storage, (12) mobile payments, (13) internet content participation, (14) digital audio and video editing, and (15) digital content creation. The reference period for indicators 8, 9, and 15 is the past year, while all other activities are measured based on usage within the past three months.

Based on the 2025 Digital Access Survey, seven of the 15 tracked internet usage indicators surpassed 50%. Ranked by prevalence, these top-tier activities include: (1) instant messaging (87.8%), (2) online entertainment (82.4%), (3) searching for information about goods or services (62.8%), (4) online shopping (62.6%), (5) online reading (61.9%), (6) browsing or using official website services (58.9%), and (7) Internet banking (54.0%) (Figure 10).

An additional six indicators recorded usage rates between 30% and 50%, specifically: cloud storage (49.5%), mobile payments (46.1%), consulting wikis (42.4%), downloading software (40.4%), internet content participation (39.4%), and e-mailing for private purpose (33.9%).

At present, only two indicators—digital audio and video editing (26.0%) and digital contents creation(12.3%)—have usage rates below 30%, indicating relatively slower diffusion of these applications.

Compared with the 2020 survey results, the largest increases in usage rates among internet users over the past five years were observed in mobile payments and Internet banking, which rose by 17.7 and 11.4 percentage points, respectively.By contrast, internet content participationexperienced the largest decline, with the proportion of users posting publicly shared content, such as posts, photos, or videos, decreasing by 6.3 percentage points compared with 2020.

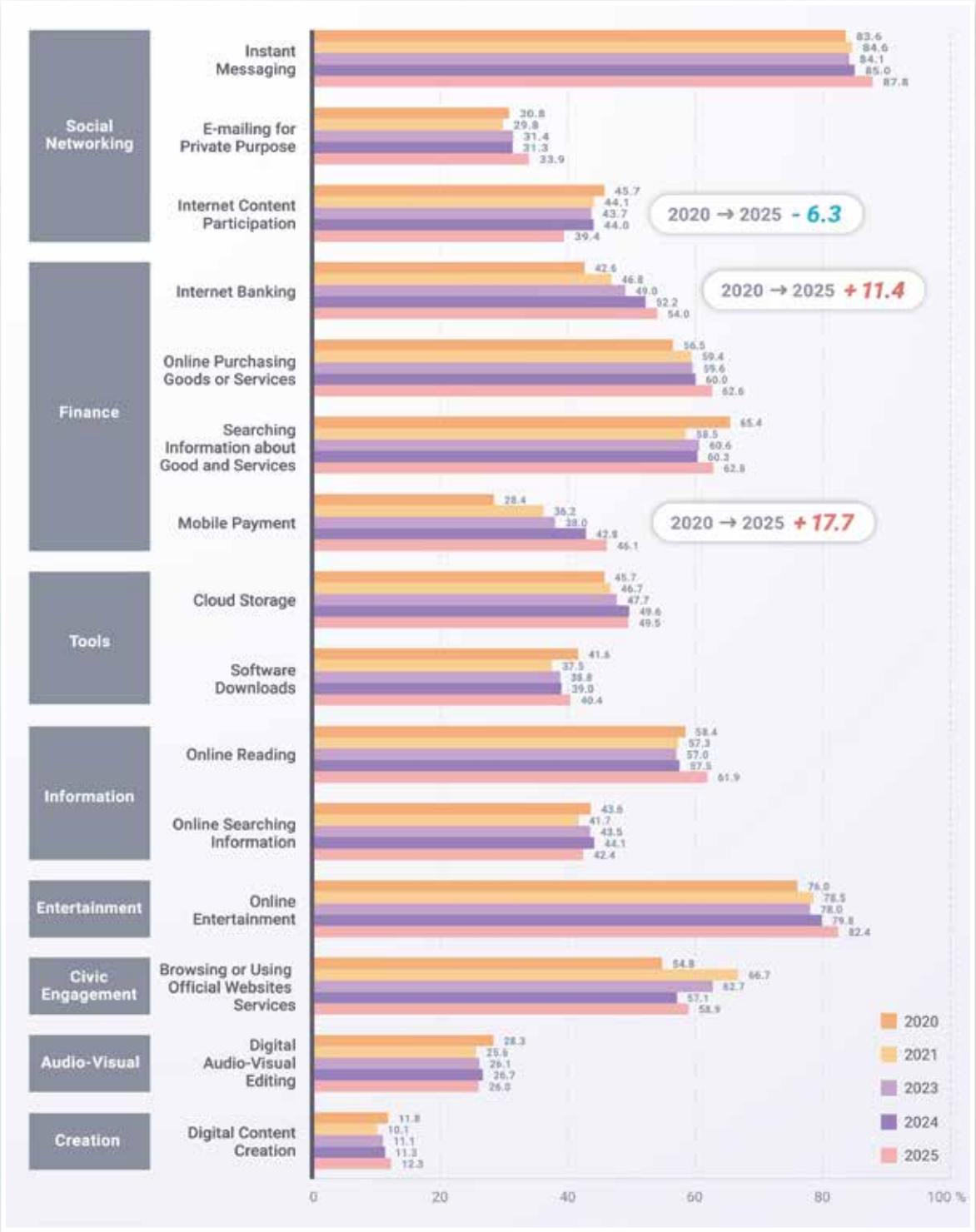


Figure10. Comparison of Internet Activities Usage in Taiwan

Inequality of Internet uses

The "Inequality of Internet uses" sub-dimension aims to capture the unequal application of technology under relatively equal access opportunities. In addition to the discrepancy in the quantity of internet usage types between the fast adopters and the majority, specific indicators have been added based on the national context to compare regional and identity differences in internet accessibility.

● Number of activities that are used by fast adopters and those activities that are used by a broader public

Historical data reveals that seven of the 15 tracked internet activities have reached usage rates exceeding 50%, indicating that these applications are now mainstream and familiar to more than half of the population. Notably, only "digital content creation" recorded a usage rate below 25%. These findings suggest that digital opportunities in Taiwan are broadly accessible rather than being confined to early adopters of information and communication technologies. Consequently, based on OECD definitions, Taiwan does not exhibit significant inequality in the distribution of digital opportunities (Figure 11).

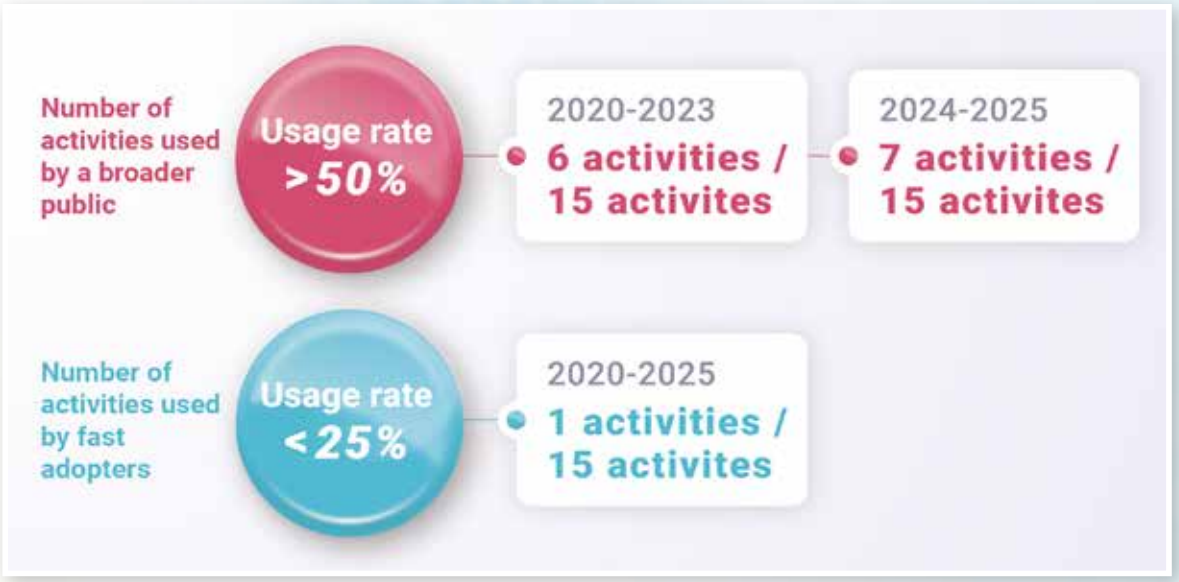
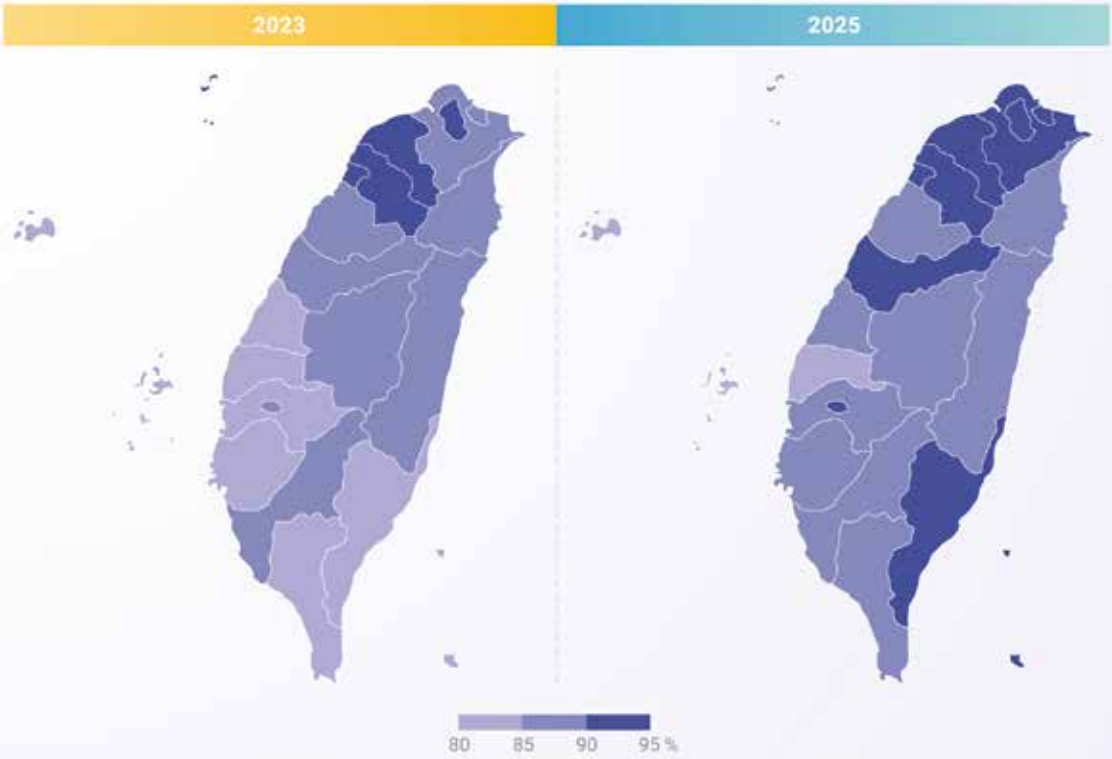


Figure 11. Differences in the Number of Internet Usage Types between Fast Adopters and a Broader Public Population in Taiwan



Cities and Counties	2023	2025	Cities and Counties	2023	2025
New Taipei City	88.8	92.1	Yunlin County	80.2	83.5
Taipei City	91.7	93.0	Chiayi County	80.4	85.5
Taoyuan City	90.4	92.9	Pingtung County	81.0	87.1
Taichung City	89.5	91.7	Penghu County	82.1	82.1
Tainan City	83.0	87.2	Hualien County	85.7	88.7
Kaohsiung City	85.0	89.2	Taitung County	82.1	90.5
Yilan County	88.5	88.8	Keelung City	89.1	92.9
Hsinchu County	91.1	93.2	Hsinchu City	92.3	93.0
Miaoli County	86.9	89.3	Chiayi City	88.4	91.1
Changhua County	82.0	87.0	Kinmen County	84.6	82.9
Nantou County	85.0	86.4	Lienchiang County	90.0	86.8

Figure12. Yearly Changes in Internet Access Rate in Taiwan's 22 Cities and Counties

● Regional difference in accessibility

Among Taiwan's 22 administrative divisions, Taipei City, Hsinchu City, and Hsinchu County consistently ranked among the top three in estimated internet use rates in both 2024 and 2025. By 2025, other cities and counties expected to surpass the 90% threshold include Taoyuan City, Keelung City, New Taipei City, Taichung City, Chiayi City, and Taitung County (Figure 12).

When weighted by population, the average internet penetration rate for the top 20% of municipalities was 90.3% in 2020 and is projected to reach 93.0% in 2025. Meanwhile, the bottom 20% recorded rates of 78.4% and 84.0% for the same years. This demonstrates that the digital divide between the leading and lagging regions narrowed from 11.9 percentage points in 2020 to 9.0 percentage points in 2025, marking a 24.4% reduction in the gap (Figure 13).

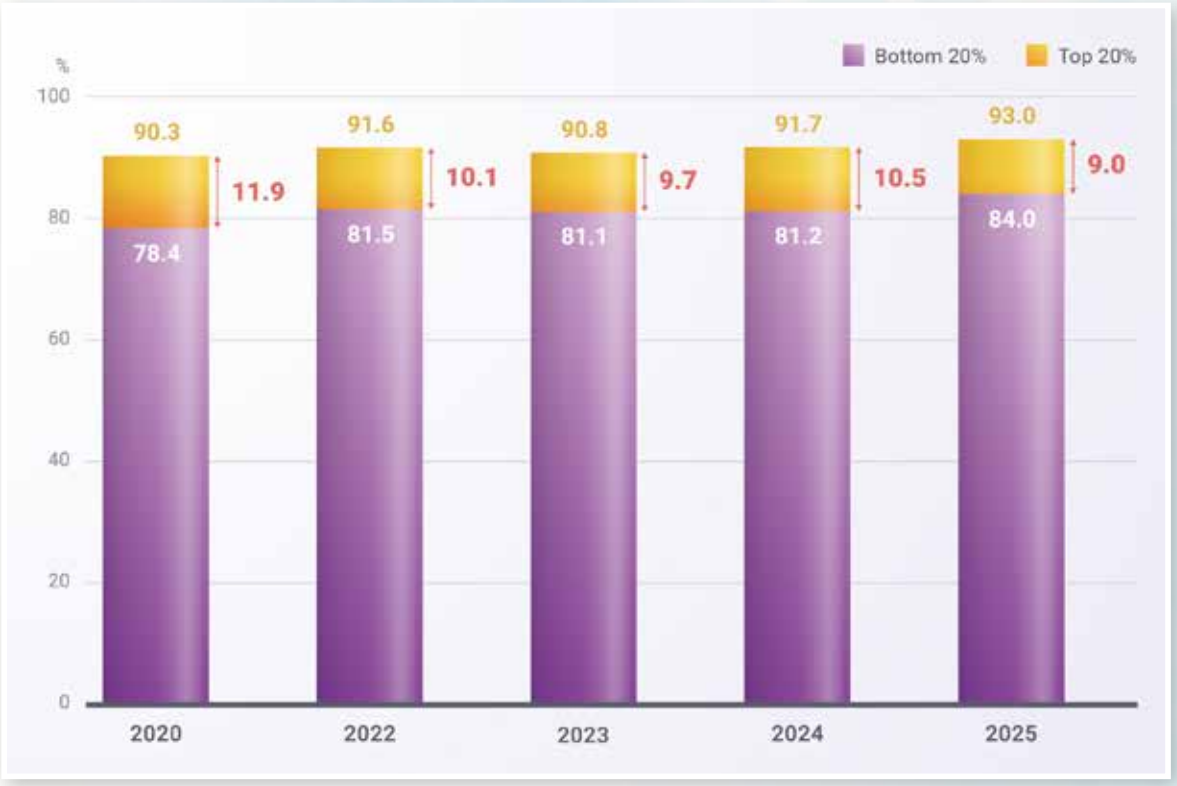


Figure 13. Gap in Internet Usage Rates between the Top 20% and Bottom 20% Counties and Cities in Taiwan

When classified by Taiwan's digital development regions, areas categorised as digitally mature consistently recorded the highest overall internet use rates, while digitally emerging areas recorded the lowest.However, the gap between these regions narrowed from 18.1 percentage points in 2020 to 14.0 percentage points in 2025, reflecting an improvement of 22.7% (Figure 14).

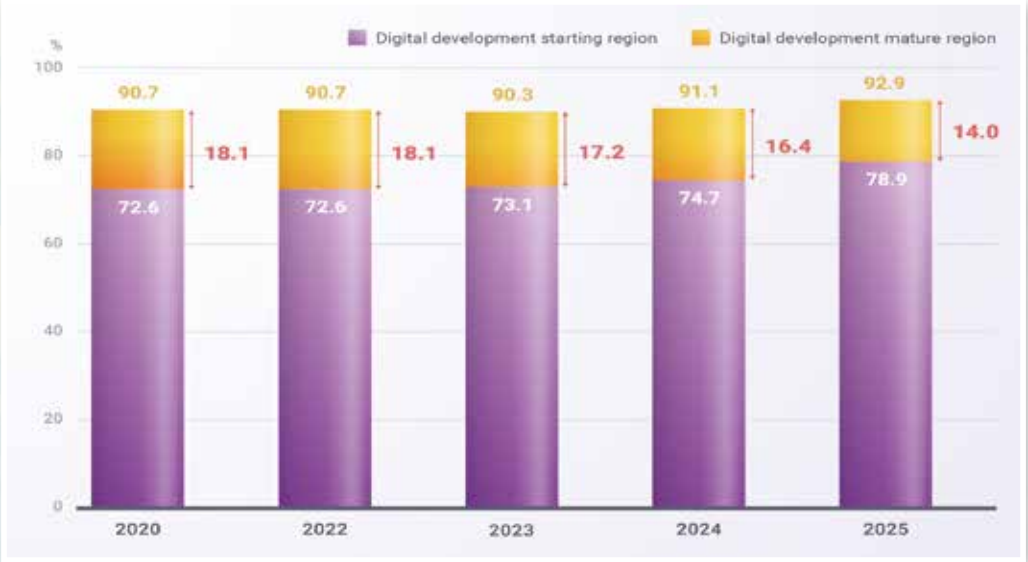


Figure 14. Gap in Internet Usage Rates Between Highest and Lowest Internet Usage Regions

● Identity difference in accessibility

In 2020, the overall internet use rate among individuals aged 12 and above was 88.0% for men and 85.3% for women, resulting in a gender gap of 2.7 percentage points. In 2022 and 2023, the gender gap widened to 4.0 and 4.1 percentage points, respectively. No improvement was observed in 2024 and 2025, with the gap remaining between 4.3 and 4.8 percentage points (Figure 15).

By comparison, disparities in internet use are more pronounced across age cohorts. In 2020, the gap in internet use rates between the highest- and lowest-using age groups reached 43.4 percentage points. This gap narrowed to around 39 percentage points between 2022 and 2024 and further declined to 29.5 percentage points in 2025, representing an overall improvement of 32.0% over the past five years (Figure 16).

Further analysis of gender and age reveals a distinct intersectional disadvantage. According to the 2025 Digital Access Survey, while internet use rates for women aged 12–69 are on par with their male counterparts, a sharp divide emerges among those aged 70 and above. In this oldest cohort, only 46.4% of women use the internet, compared to 62.0% of men. This disparity is likely rooted in the historical lack of educational opportunities for women: 23.4% of female respondents in this age group received no formal education, whereas the equivalent rate among men is a mere 4.0%.

Figure 15. Gap in Internet Usage Rates Between Genders in Taiwan

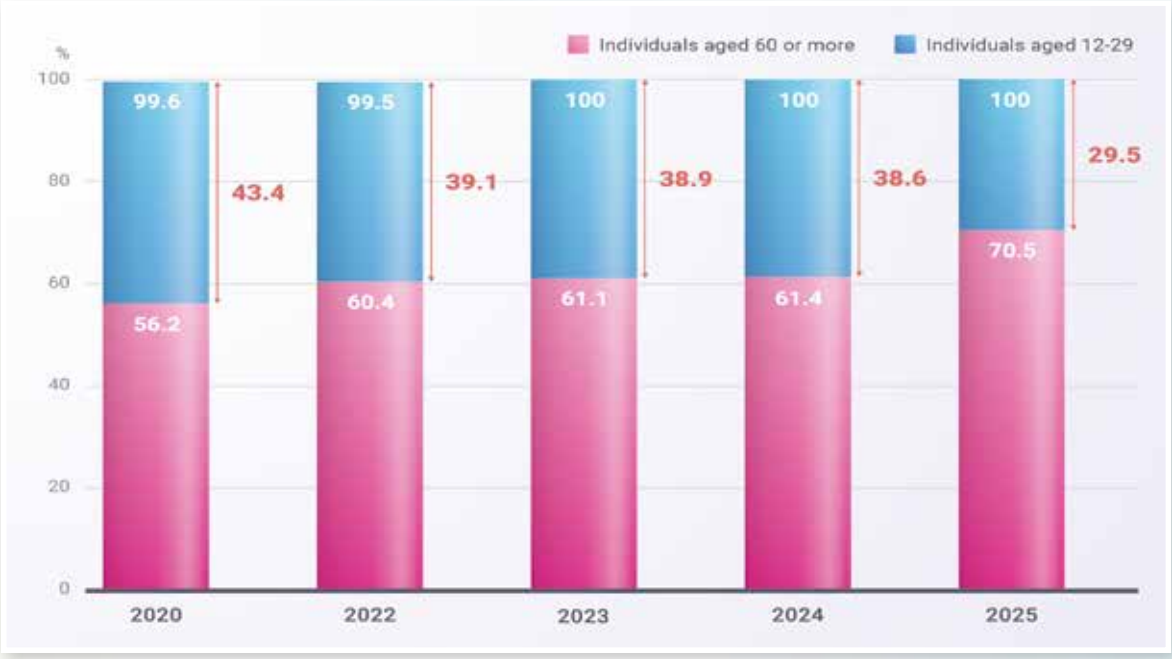


Figure16.Gap in Internet Usage Rates between the Highest and Lowest Generations

Overall, age persists as the primary driver of digital disparities in Taiwan. While the divide among the elderly has slightly narrowed compared to last year, it remains a critical hurdle for digital inclusion. Women aged 70 and above, in particular, face significant barriers due to lower literacy, which impedes their ability to use digital tools effectively. Future policies should focus on creating intuitive, low-barrier digital environments to help this demographic overcome the dual challenges of literacy and technology.

Regarding regional development, the continued narrowing of the urban-rural gap validates the effectiveness of current policy directions. Moving forward, the focus should shift from 'infrastructure ubiquity' to 'digital empowerment,' deepening localized services and application promotion to ensure more equitable digital participation for all citizens."

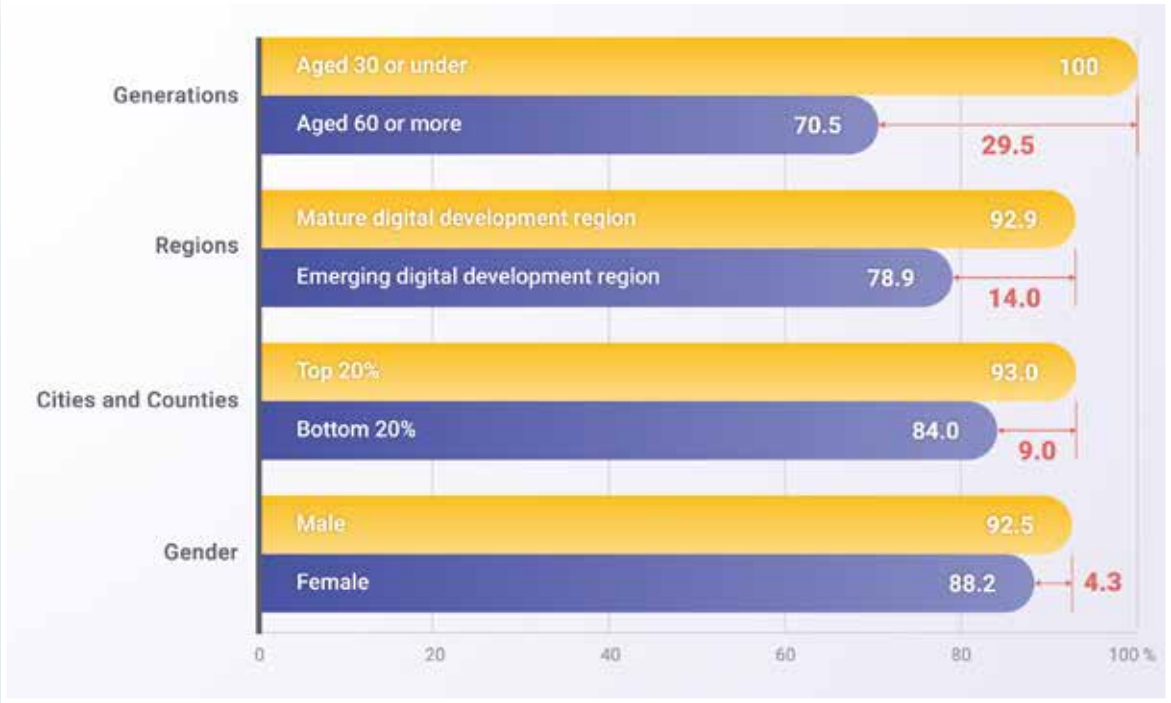


Figure 17. Gap in Internet Usage Rates Between Region and Identities (2025)

Information usage skills

Information overload is a defining characteristic of the online world. To effectively utilize and create content, the ability to filter and discern the value of vast amounts of information is a critical competency. Based on a self-assessment threshold of six or higher, data from successive 'Digital Access Survey' reports show a widespread upward trend in self-perceived information reuse capabilities, with steady growth in various types of information integration skills among the public.

Among the various categories, self-assessed performance in integrating food-related information was the strongest, increasing from 63.0% in 2020 to 68.7% in 2025, representing the largest increase over the past five years.Self-assessed abilities to integrate new information related to work or learning and travel-related information also increased steadily. The proportion of individuals reporting competence in integrating new information rose from 66.2% in 2020 to 69.8% in 2025, while the corresponding figure for travel-related information increased from 58.1% to 61.0%. These trends reflect a gradual strengthening of overall confidence in information use among the population (Figure 18).

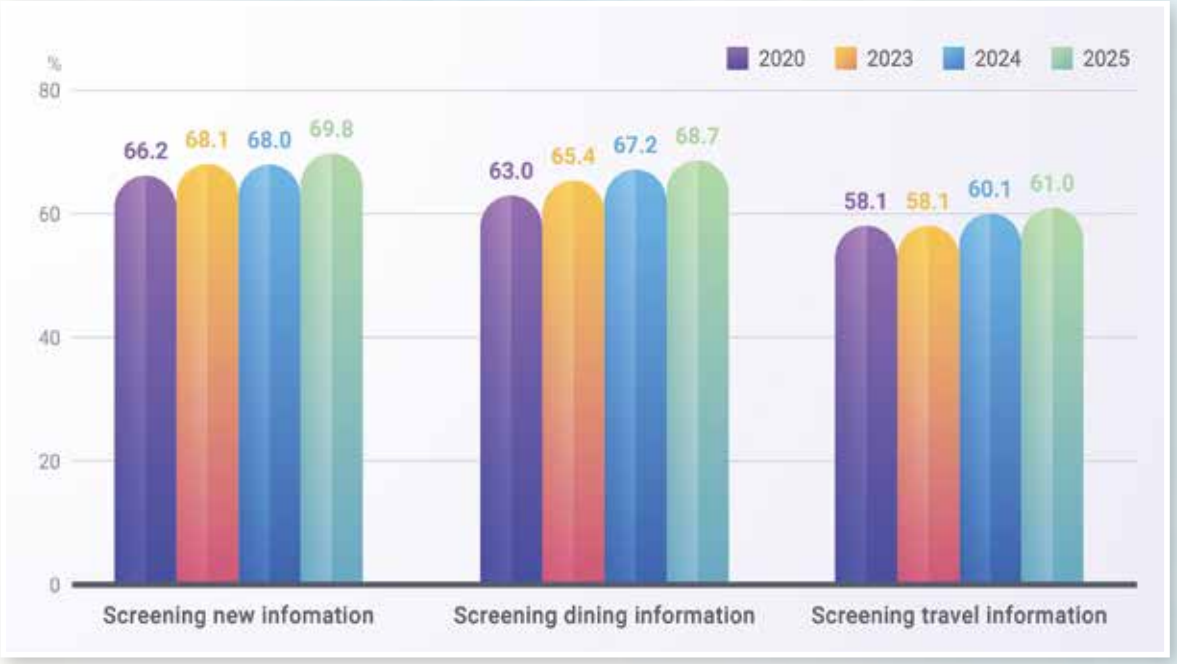


Figure 18. Self-Rated on Skills of Filtering Various Types of Information

Housing

The "Housing" dimension of the "Digital Access Index Framework" is defined from the consumer perspective, based on the percentage of households in Taiwan that use applications or services such as smart monitoring, smart appliances, smart care, or digital home entertainment.

Based on the 2025 Digital Access Supplementary Survey, the adoption of smart services among Taiwanese households is significant. Smart monitoring services (e.g., surveillance, biometrics, and security systems) are used by 29 out of every 100 households, while 20 out of 100 utilize smart home appliances (e.g., connected devices and energy management). Smart care solutions, such as connected medical devices and wearables, have reached a penetration of 16 per 100 households. The most prevalent category is digital home entertainment (e.g., smart TVs and speakers), with a usage rate of 43 per 100 households. Collectively, 55 out of every 100 households nationwide have integrated at least one internet- or AI-enabled application into their daily lives.

Compared with the 2020 survey results, the penetration rate of smart applications among households increased from 40 per 100 households to 55 per 100 households in 2025, indicating a continued deepening of smart living adoption. Among different application categories, digital home entertainment recorded the largest growth, increasing by 18 households over five years, followed by smart monitoring, which increased by 13 households, while the growth of smart care applications remained relatively limited [8] (Figure 19).

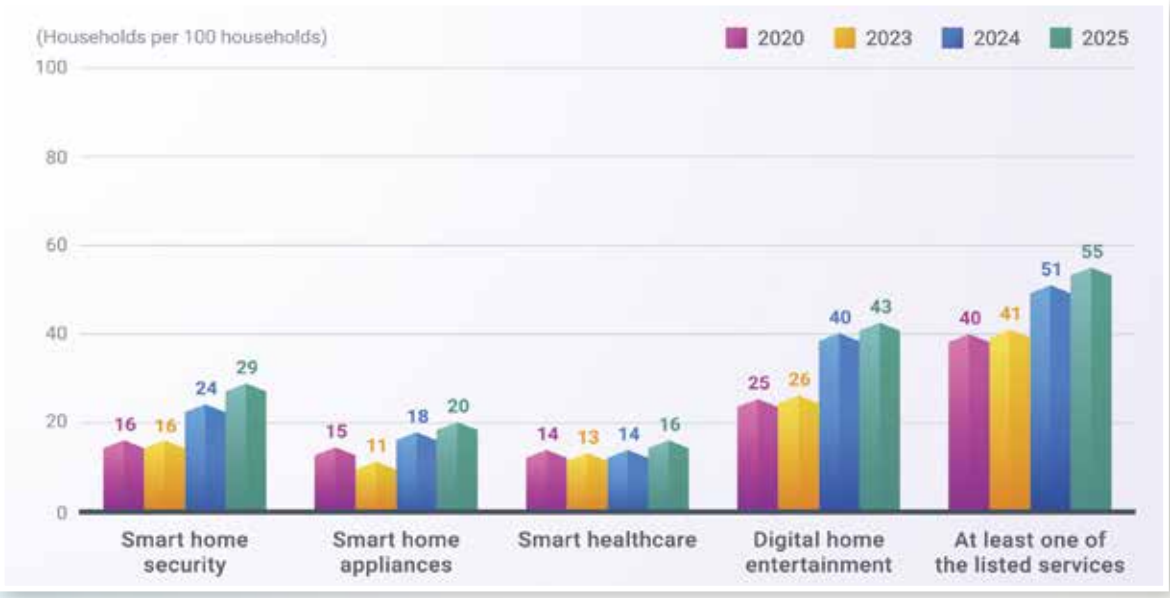


Figure 19. The Usage of Smart Home Related Services or Applications in Households in Taiwan

Education and Skills

Within the Digital Accessindex Framework, the "Education and Skills" dimension comprises five sub-dimensions, including digital skills, digital skills gaps, online learning, digital resources in schools, and teachers' ICT competencies.

Digital skills and digital skills gap

With regard to digital skills and digital skills gaps, the Ministry of Digital Affairs conducted the Digital Skills Survey for the first time in 2024, drawing on the European Commission's Digital Skills Indicator 2.0 to assess the level, strengths, and weaknesses of digital skills among the population.

Under the European Commission framework, digital skills are measured through self-assessment and cover five competence domains: information and data literacy, communication and collaboration, digital content creation, safety, and problem solving. Based on individuals' engagement in relevant activities, each domain is classified into three levels—basic, above basic, and at least basic—and subsequently aggregated across the five domains to distinguish individuals into the following categories: above basic digital skills, basic digital skills, at least basic digital skills, low digital skills, narrow digital skills, limited digital skills, no digital skills, and digital skills not assessable.

The results show that 35.0% of the population aged 12 and above in Taiwan possessed above basic digital skills, while 25.4% had basic digital skills, bringing the share of those with at least basic digital skills to 60.4%. In addition, 13.3% were classified as having low digital skills, 6.0% as having narrow digital skills, 4.0% as having limited digital skills, and 2.8% as having no digital skills, while digital skills could not be assessed for 13.5% of respondents. Using the proportion of individuals with at least basic digital skills (60.4%) and those with no digital skills (16.3%) as indicators of the digital skills gap, the resulting gap amounted to 44.1 percentage points (Figure 20).

8 The number of households in Taiwan continues to grow: 8.93 million (2020); 9.09 million (2022); 9.46 million (2024); and 9.81 million (as of June 2025)

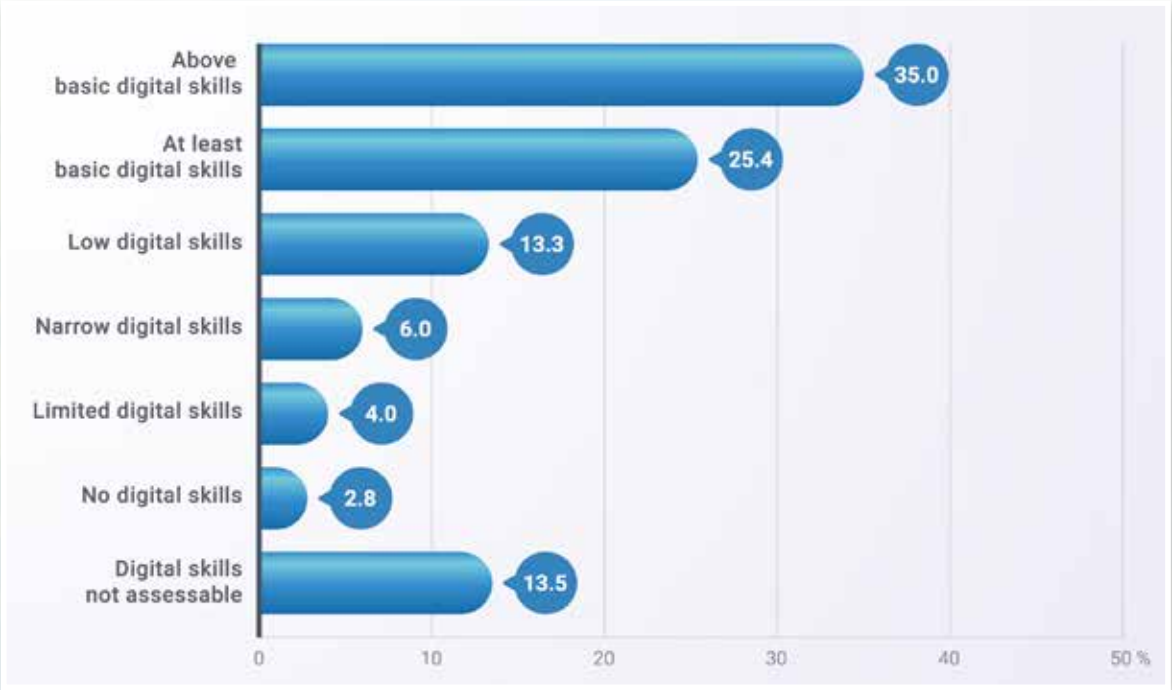


Figure20.Distribution of Digital Skills Levels

Regarding the development of students' digital skills, specifically for general competency indicators, data from the Ministry of Education (MOE) for 2023 showed that the share of 16-year-olds with general programming competence was 97.7%. This was based on 191,732 first-year senior high students (2022 AY) relative to 196,233 junior high graduates (2021 AY). However, the 2025 indicator reported a decrease to 55.1%. This calculation utilized the 2023 AY junior high graduate total (188,655) against the 2024 AY enrollment: 93,836 students in compulsory programming at general senior high schools and 10,201 in elective programming at non-general (technical) schools. The MOE clarified that under the 2019 Curriculum Guidelines, programming is only mandatory for first-year students in general high schools. Students in technical high schools choose two subjects from seven electives; since they may not select IT or may take it in later years, the first-year enrollment data reflects a lower overall rate.

In addition, the share of senior high school students enrolled in advanced programming courses increased from 3.8% in the 2020 academic year to 8.3% in the 2022 academic year, before declining to 3.6% in the 2024 academic year. This trend indicates a noticeable decrease in student participation in advanced programming courses compared with previous years. Against the backdrop of the rapid diffusion of AI

technologies, students' course selection preferences may be undergoing new shifts. Although direct evidence is currently limited, this phenomenon warrants further observation and discussion.

With respect to professional skills indicators, the number of graduates from information and communication disciplines reached 20,370 in the 2021 academic year, representing a slight increase compared with the 2019 academic year (19,081) and the 2020 academic year (19,386). In the 2022 and 2023 academic years, [9] the number of graduates in these disciplines declined modestly to 19,640 and 19,625, respectively.

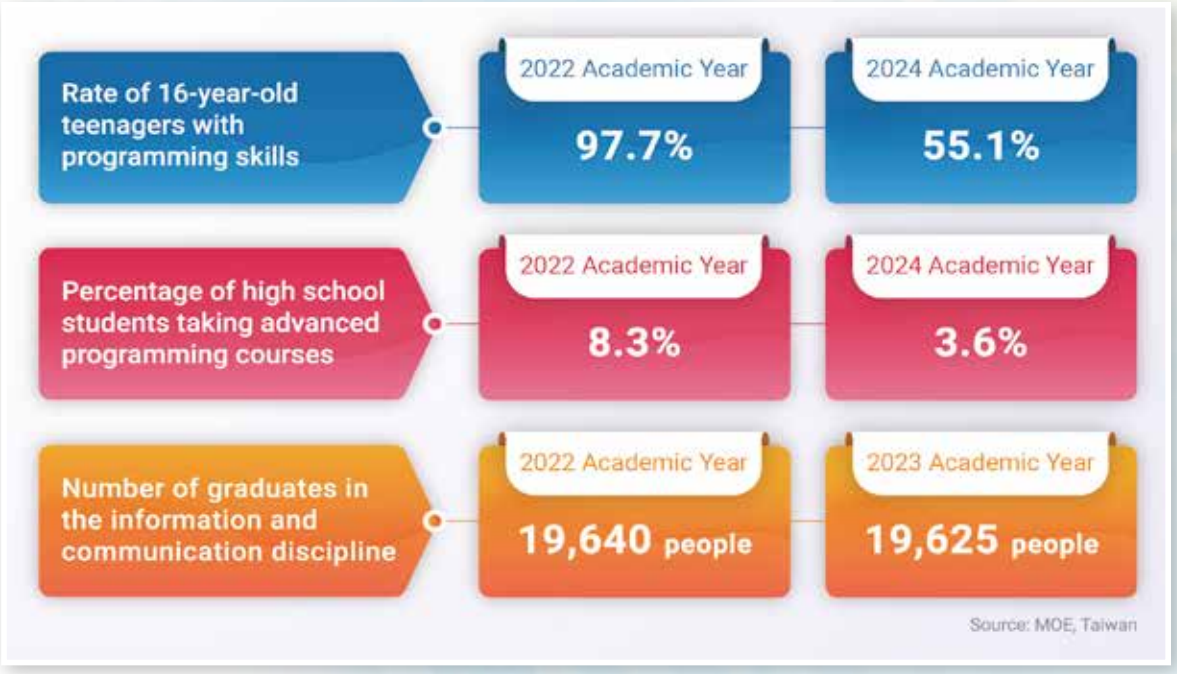


Figure 21. Overview of ICT Skills among Students in Taiwan

9 Data for AY 2019–2021 provided by MOE; AY 2023 data retrieved from the MOE Standard Classification of Academic Disciplines Platform (https://stats.moe.gov.tw/bcode/). Graduate query criteria cover all educational systems, types of ownership (public/private), session types (day/extension), and academic levels.

Online courses

Although Taiwan mandated 100% remote learning during peak pandemic periods, official surveys conducted during periods of eased restrictions show lower usage rates. This demand peaked between 21.8% and 22.4% as the pandemic subsided (2020–2022), but has since declined to 15.7% in 2025 as social activities normalized and students returned to traditional classrooms (Figure 22).

Figure 22. Comparison of Online Learning Participation among Individuals aged 12 and above in Taiwan

Digital resources at school

According to 2025 MOE statistics, the upgrade of internet speeds in Taiwan's 3,462 primary and secondary schools has reached a plateau. Schools with 1 Gbps access increased slightly to 40.9%, while the majority maintains speeds between 300 Mbps and 600 Mbps. Only a negligible 0.4% of schools operate below 300 Mbps, reflecting a stable infrastructure landscape similar to 2023 levels (Figure 23).

The Digital Access Index Framework uses the connectivity gap between the top 20% and bottom 20% of schools as a proxy indicator of inequality in school digital resources. As the top 20% of schools reached 1 Gbps in both 2023 and 2025, while the bottom 20% were predominantly at 300 Mbps, with average bandwidths ranging between 294 Mbps and 296 Mbps over the past two years, the inter-school connectivity gap measured 578 Mbps in 2020 and has remained at approximately 705 Mbps in recent years, showing no significant improvement. This suggests that although the share of schools with 1 Gbps connectivity has increased slightly, disparities in school connectivity have not narrowed in the past two years and have, in fact, widened compared with 2020 when viewed from an equity perspective.

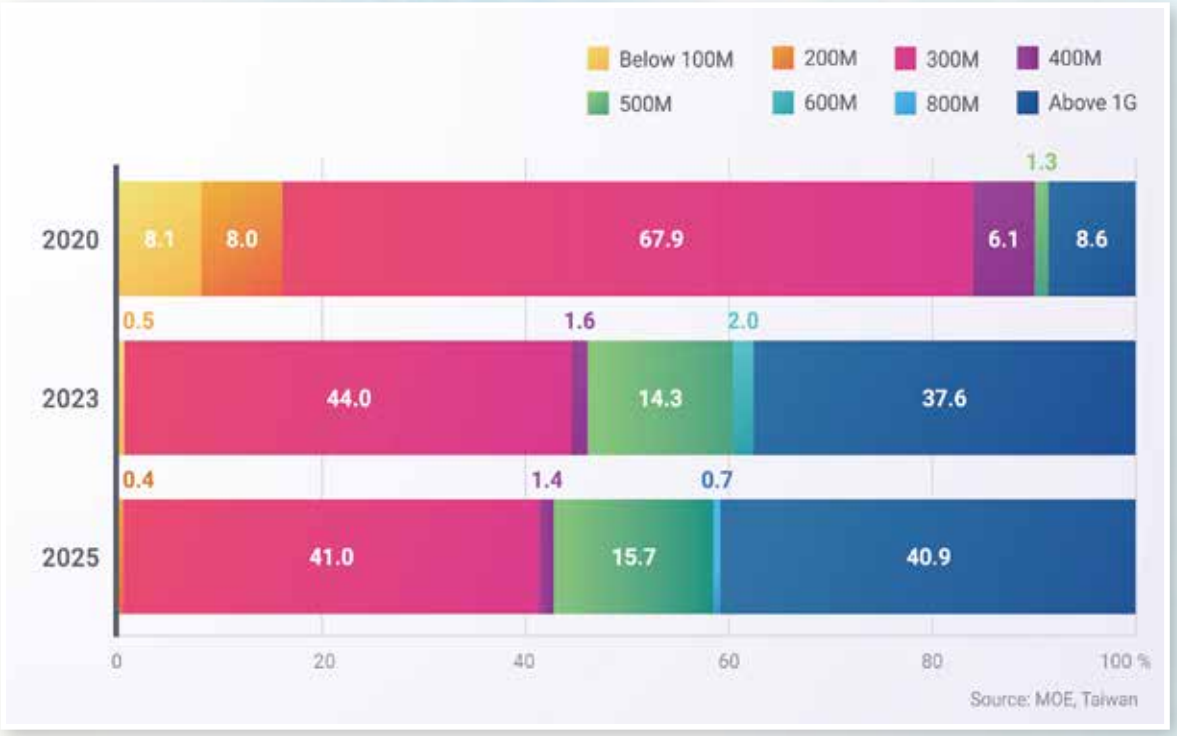


Figure 23. Distribution of Internet Bandwidth in High School Campuses in Taiwan

Teacher ICT skills

Taiwan has achieved universal digital teaching competency among its primary and secondary educators. According to MOE data, the number of trained teachers surged from 110,000 (56.4%) in March 2023 to all 195,000 (100%) by the 2025 academic year, marking the successful completion of basic ICT Training Courses (Figure 24).

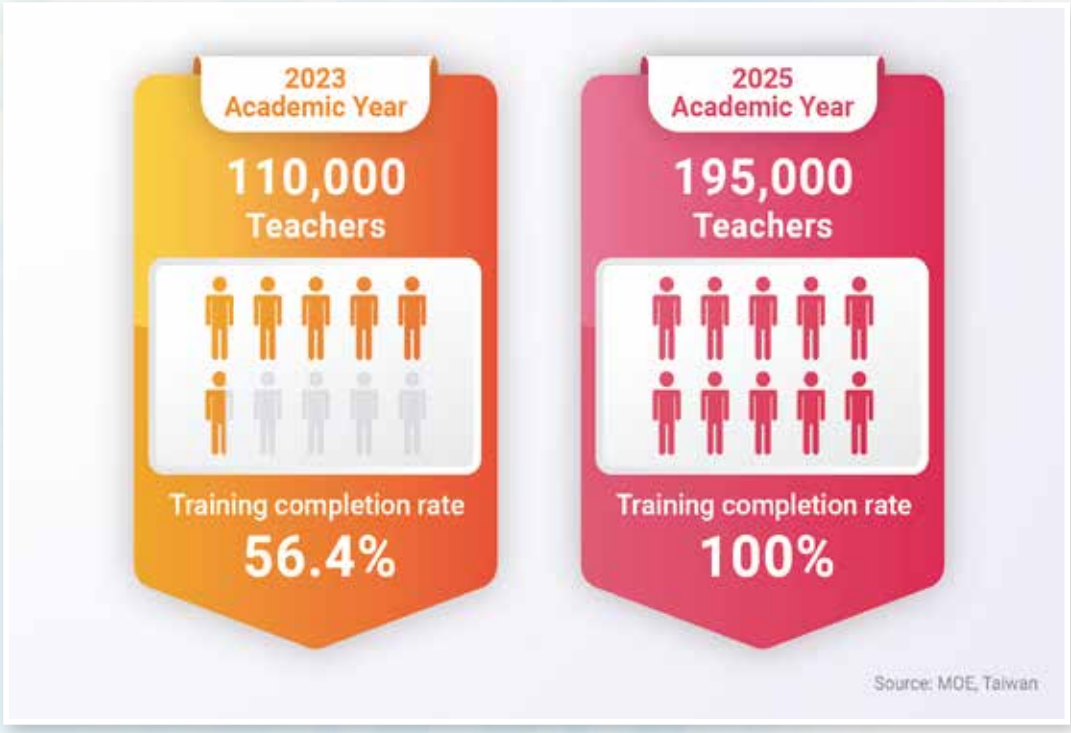


Figure 24. Number of K-12 School Teachers in Taiwan Who Have Completed Basic ICT Training Courses

Labor market returns to ICT tasks

Income and Wealth

The dimension of "Income and Wealth" includes three sub-dimensions – "Labor market returns to ICT tasks," "Online consumption" and "Selling online".

With respect to differences in entry-level wages between information-related workers and non-information workers, Taiwan does not maintain wage statistics at a detailed occupational subcategory level. However, based on the Ministry of Labor's Survey on Earnings by Occupation conducted between 2018 and 2020, [10] the starting salaries for entry-level professionals in the publishing, audiovisual production, broadcasting, and information and communication services sectors were NT$30,511 for those with a university degree and NT$35,191[11] for those with a postgraduate degree. These figures did not differ substantially from the entry-level salaries of professionals with comparable educational attainment in other sectors, indicating that earlier data suggested a limited wage premium associated with information-related occupations (Table 6). Since 2021, the Ministry of Labor has discontinued the collection of entry-level wage data in the occupational wage survey and has instead relied on large-scale administrative datasets—such as graduate employment records from upper secondary and higher education institutions, monthly pension contribution wages, and civil servant and teacher insurance data—to estimate wages of newly employed graduates entering the labour market. According to the most recent statistics released by the Ministry of Labor, [12] entry-level professionals in the publishing, audiovisual production, broadcasting, and information and communication services sectors earned starting salaries of NT$35,000 for university graduates and NT$59,000 for postgraduate degree holders in 2024. These figures not only represented an increase of NT$2,000 compared with 2023 for both educational levels, but also surpassed those in the manufacturing sector, making this industry the most favourable in terms of entry-level wages for postgraduate degree holders. This development indicates that an information-related educational background now confers a clear and significant wage premium. [13]

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10 Source:https://pswst.mol.gov.tw/psdn/

11 Salaries may undergo rolling revisions. Please refer to the latest updated data as the standard.

12 Source:https://www.mol.gov.tw/1607/71771/72956/nodelist

13 The Ministry of Labor (MOL) explained the sharp rise in starting salaries for postgraduates (2020–2022) as follows: Since 2021, salaries have been compiled using actual labor pension contribution data rather than survey-based estimates. Furthermore, nearly 50% of these postgraduates specialize in ICT and engineering, entering higher-paying tech sectors, which significantly drives up the average salary compared to undergraduates.

Table 6. Comparison of Salaries of Entry-Level Professionals with University Degree or Above

Industry	College Degree New Graduate			Master's degree New Graduate		
	2020	2022	2024	2020	2022	2024
Publishing, Audio and Information and Communication	$30,511	$33,000	$35,000	$35,191	$57,000	$59,000
Agriculture, Forestry, Fishing and Animal Husbandry	-	$29,000	$31,000	-	$33,000	$33,000
Mining and Quarrying	$28,909	$30,000	$33,000	$31,723	-	-
Manufacturing	$29,699	$32,000	$34,000	$34,698	$58,000	$58,000
Electricity and Gas Supply	$31,424	$36,000	$43,000	$33,689	$38,000	$43,000
Water Supply and Remediation Activities	$30,815	$30,000	$32,000	$34,392	$36,000	$38,000
Construction	$30,165	$29,000	$32,000	$33,650	$36,000	$38,000
Wholesale and Retail Trade	$29,548	$29,000	$31,000	$34,469	$41,000	$45,000
Transportation and Storage	$30,308	$32,000	$36,000	$32,549	$37,000	$40,000
Accommodation and Food Service Activities	$28,018	$29,000	$32,000	$30,588	$30,000	$34,000
Financial and Insurance Activities	$32,940	$34,000	$38,000	$37,181	$46,000	$48,000
Real Estate Activities	$30,218	$29,000	$32,000	$34,638	$35,000	$36,000
Professional, Scientific and Technical Activities	$30,127	$31,000	$33,000	$35,483	$44,000	$47,000
Support Service Activities	$28,536	$29,000	$32,000	$31,584	$38,000	$40,000
Public Administration and Defence ; Compulsory Social Security	-	$38,000	$41,000	-	$43,000	$45,000
Education	$28,570	$33,000	$35,000	$33,528	$44,000	$47,000
Human Health and Social Work Activities	$30,372	$36,000	$40,000	$34,709	$39,000	$42,000
Arts, Entertainment and Recreation	$28,110	$29,000	$31,000	$30,696	$33,000	$34,000
Other Personal Service Activities	$26,676	$29,000	$31,000	$30,348	$35,000	$38,000

Source: MOL, Taiwan

Online consumption and selling online

From the perspective of participation in online consumption and the sharing economy among Taiwan's population aged 12 and above, activities such as purchasing goods online, ordering meals, arranging transportation, or booking accommodation have become steadily and gradually embedded in everyday life. The proportion of individuals engaging in such activities increased from 56.5% in 2019 [14] to 62.6% in 2025, representing a growth of 6.1 percentage points over six years.

By contrast, the share of individuals who had sold goods or services online within the previous three months declined from 8.7% to 6.7%. While some observers suggest that low-price competition from cross-border e-commerce platforms may be constraining opportunities for domestic individual sellers, the underlying mechanisms and overall impacts remain insufficiently understood and warrant further analysis (Figure 25).

Figure 25. Comparison of Online Consumption and Selling Online of Population Aged 12 above in Taiwan [15]

14 Please refer to https://moda.gov.tw/digital-affairs/digital-service/op-survey/2080 for the usage rates in the past year.

15 2019, 2022, and 2023 surveys asked about usage rates in the past year, while the 2020 survey asked about usage rates in the past three months, so it was not included in the comparison.

Jobs

Within Digital Access Framework, the "Jobs" dimension includes six sub-dimensions: "Employment in information industries," "Work digitalization level," "Online job search," "Jobs at risk of automation," "Reduction in extended job strain associated with computer-based jobs" and "Job stress associated with computer-based jobs". However, the last two sub-dimensions, "Reduction in extended job strain associated with computer-based jobs" and "Job stress associated with computer-based jobs," have been temporarily postponed due to updates in the survey indicators cited by OECD.

Employment in information industries

According to 2024 DGBAS statistics,[16] Taiwan's information industry workforce—comprising telecommunications, computer and programming-related occupations, and information services—continues to expand. The sector's share of total national employment rose from 1.57% in 2019 to 1.80% in 2024, supported by a specialized workforce of approximately 209,000 professionals (Figure 26).

Figure 26. Percentage of Information Industry Employment in Taiwan

16 Source:https://www.stat.gov.tw/News_Content.aspx?n=4001&s=234885

Work digitalization level

According to the 2025 Digital AccessSurvey, among employed persons aged 12 and above in Taiwan, 21.0% reported that their work did not require the use of computers or the internet, while 78.6% indicated that their work involved computer or internet use. Specifically, 23.0% reported that between 1% and 50% of their work required digital tools, 27.2% reported a requirement of between 51% and 99%, and 28.4% indicated that their work was entirely dependent on computers or the internet, corresponding to a business digitalisation level of 100%. On average, the degree of business digitalisation among employed persons reached 57.2%, the highest level observed over the past five years (Figure 27).

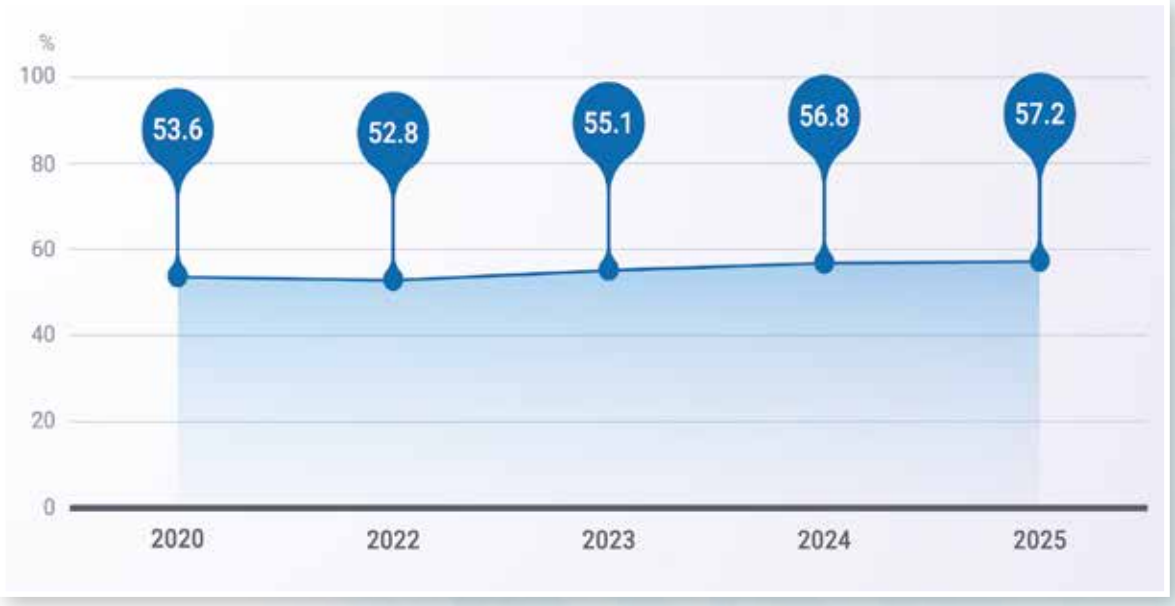


Figure 27. Comparison of the Work Digitalization Level of Employees aged 12 and above in Taiwan

Online Job Search

Online job search refers to individuals having searched for job-related information online, such as subscribing to job vacancy newsletters, or having actively applied for jobs through the internet (e.g. submitting résumés) within the past three months. Results from successive Digital Access Surveys indicate that among Taiwan's population aged 12 and above, the proportion engaging in online job search activities increased gradually from 13.1% in 2020 to 15.9% in 2024, before declining slightly to 14.9% in 2025 (Figure 28).

Figure 28. Online Job-seeking Information Viewing or Resume Submission by Individuals aged 12 and above in Taiwan in the Last Three Months

Jobs at risk of automation

As the Ministry of Labor has not developed occupation-specific automation risk assessments, a proxy indicator is used based on employed persons' self-assessed likelihood that their current jobs may be replaced by automation or artificial intelligence in the future. Based on Digital Access Surveys, between 27.6% and 31.0% of employed persons aged 12 and above perceived their jobs as very likely or fairly likely to be automated or replaced by AI between 2020 and 2023. This proportion increased to between 34.4% and 35.5% in 2024–2025, indicating that approximately one in three workers currently expresses concern that technological development may displace their jobs, the highest level observed in the past five years (Figure 29).

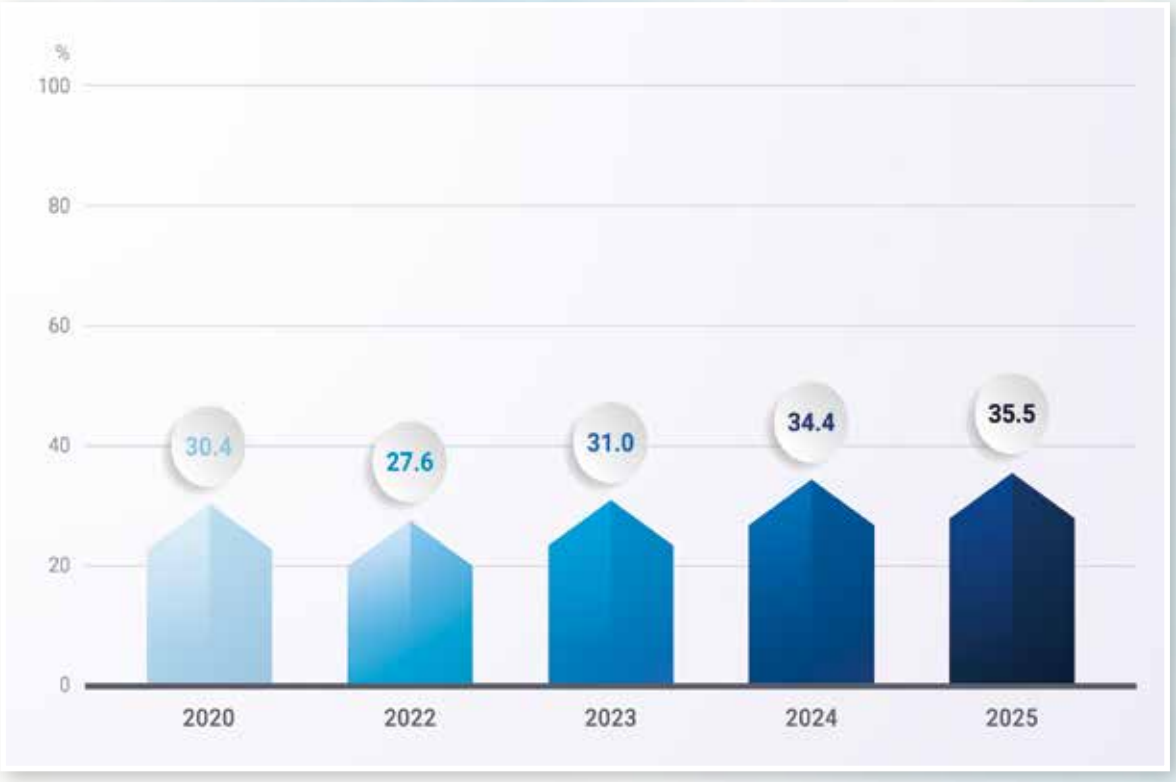


Figure 29. Self-Rated on the Possibility of Current Jobs Will Be Replaced by Automation or Artificial Intelligence

Work-Life Balance

In "Digital Access Index Framework," the "Work-Life Balance" dimension focuses on the opportunities for remote work brought by technological advancements, as well as the pressure of being constantly connected to work due to instant messaging expectations.

Teleworking

According to the 2019 Digital Opportunity Survey, prior to the global outbreak of COVID-19, only 6.1% of Taiwan's population aged 12 and above had experience with remote work. Following the onset of the pandemic, demand for remote work increased rapidly, with the proportion of individuals reporting remote work experience within the previous three months rising to 13.2% in 2020 and reaching a peak of 18.4% in 2022. As the pandemic subsided and restrictions were lifted, demand gradually declined, falling to 13.5% in 2025. When measured against the employed population, the share of workers engaged in remote work increased from 22.8% in 2020 to 28.8% in 2022, before declining slightly to around 25% in 2023 and 2024, and further decreasing to 23.3% in 2025 (Figure 30).

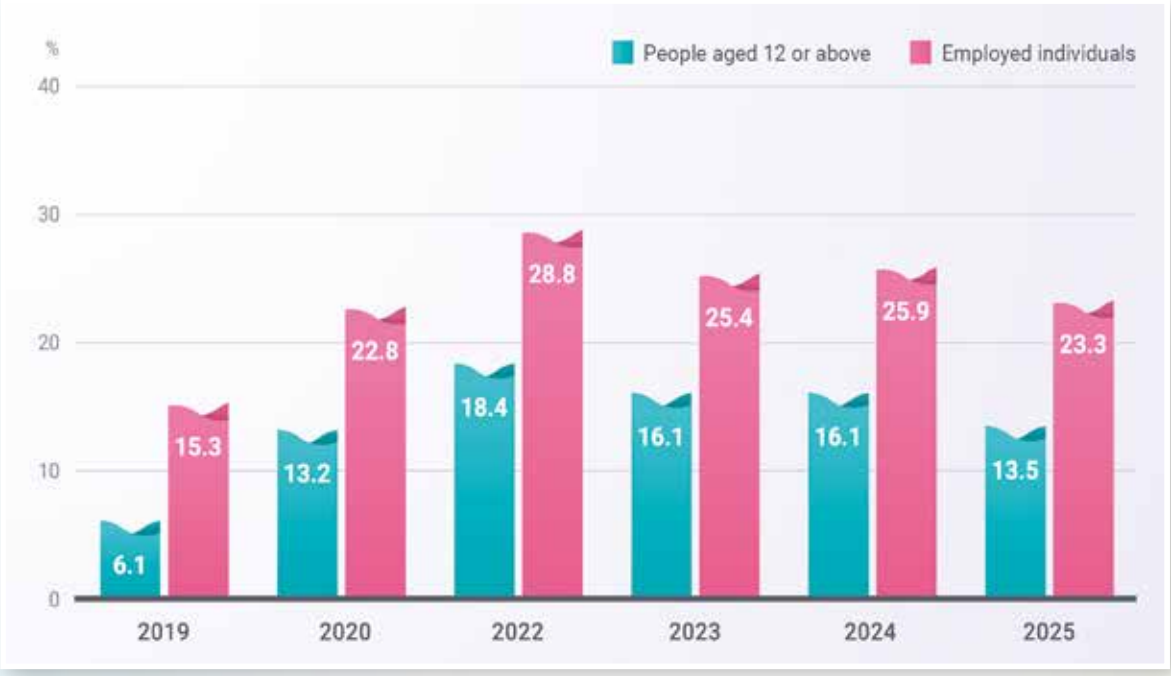


Figure 30. Percentage of Engaging in Teleworking in Taiwan

Worries about work when not working

Based on historical Digital Access Surveys, the proportion of employed persons aged 12 and above who continued to receive work-related messages or needed to handle work tasks online after working hours increased steadily from 49.8% in 2020 to 54.3% in 2024, before declining slightly to 53.2% in 2025. When recalculated using the labour force population aged 15 and above as the denominator, the proportion—aside from a slightly lower level in 2020 (47.0%)—remained relatively stable from 2022 to 2025, with approximately one in two workers continuing to experience work-related concerns after hours, at levels ranging between 49.6% and 51.0% (Figure 31).

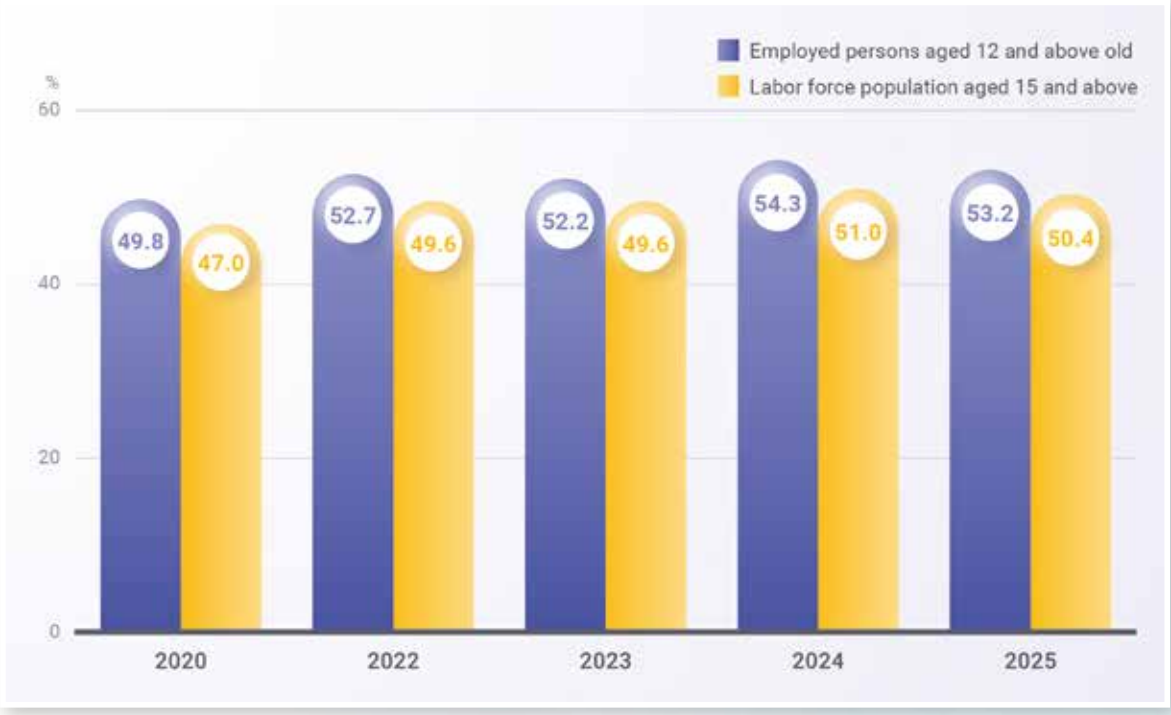


Figure 31. Percentage of Employed Individuals Handling Work Matters Online after Work Hours in Taiwan

Health

In the "Digital Access Index Framework" of Taiwan, the "Health" dimension encompasses four sub-dimensions, including "Medical appointments online," "Online health information," "Physical health risks," and "Mental health risks."

Medical appointments online

In the "Online Medical Appointment" sub-dimension, in 2020, the measurement indicator was based on the usage of online appointment registration in the past year, while starting from 2022, it followed the OECD standard and measured the usage within the past three months. The Digital Access Surveys conducted in previous years showed that in 2020, 40.6% of respondents had used online registration and appointment for medical visits in the past year. After the reference period was shortened to three months in 2022 and 2023, the usage rate declined to 36.7%, before stabilising and gradually increasing to 38.7% in 2024 and 39.2% in 2025 (Figure 32).

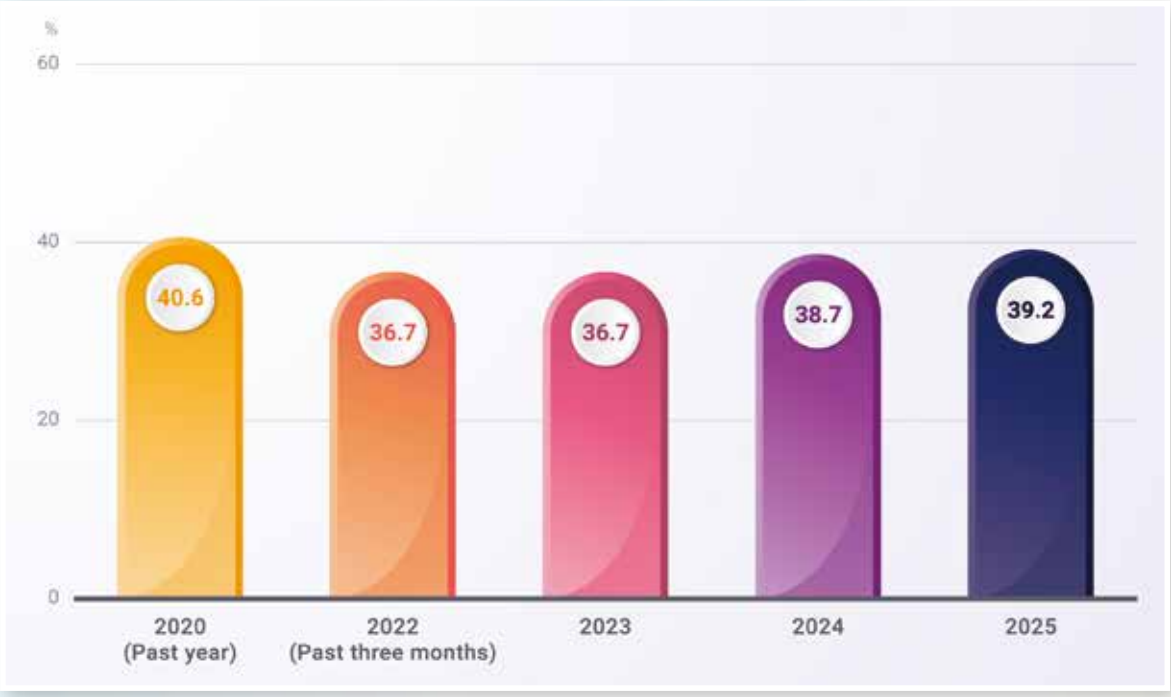


Figure 32. Population Aged 12 above Making Medical Appointment Online

Online Health Information

Findings from Digital Access Surveys show that among Taiwan's population aged 12 and above, the proportion using the internet to search for health-related information increased gradually from 60.6% in 2020 to 62.5% in 2025, indicating a steady upward trend (Figure 33).

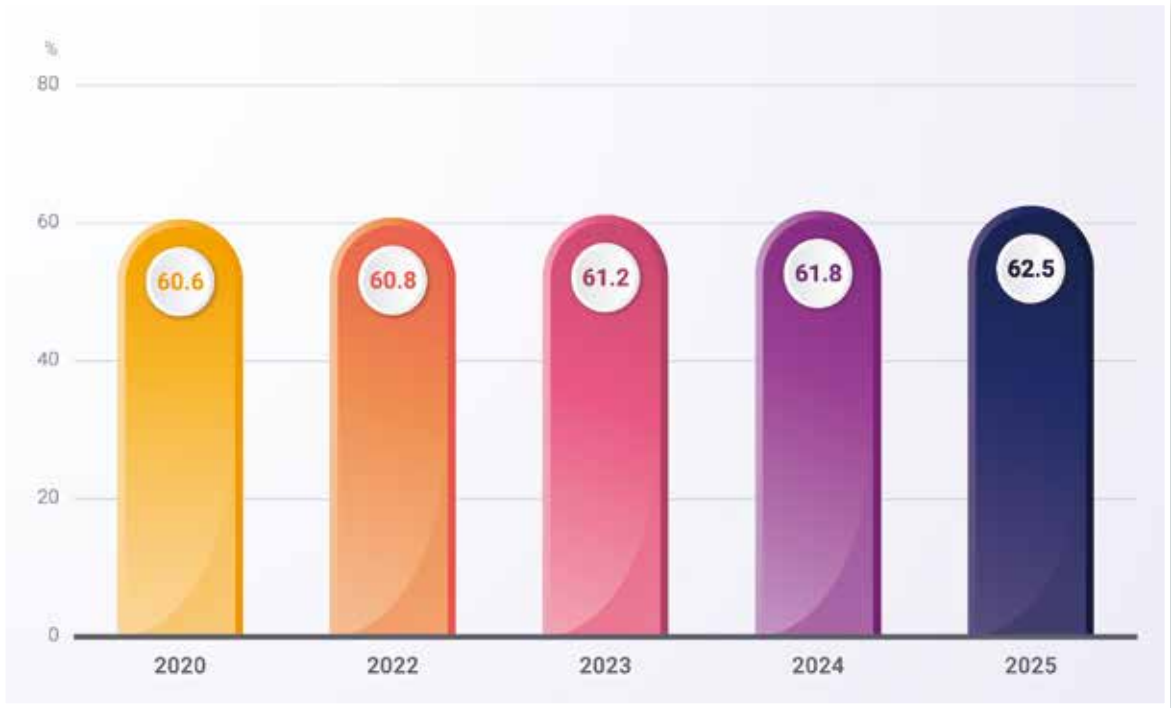


Figure 33. Population Aged 12 above in Taiwan Searching Health Information Online

Physical Health Risks

Survey results indicate that among individuals aged 12 and above, the proportion who perceived deterioration in their physical health due to internet use during the previous three months has declined over time. This share decreased from 47.4% in 2020 to 45.6% in 2022 and further to 44.7% in 2023, remaining at approximately 44% over the past two years. (Figure 34).

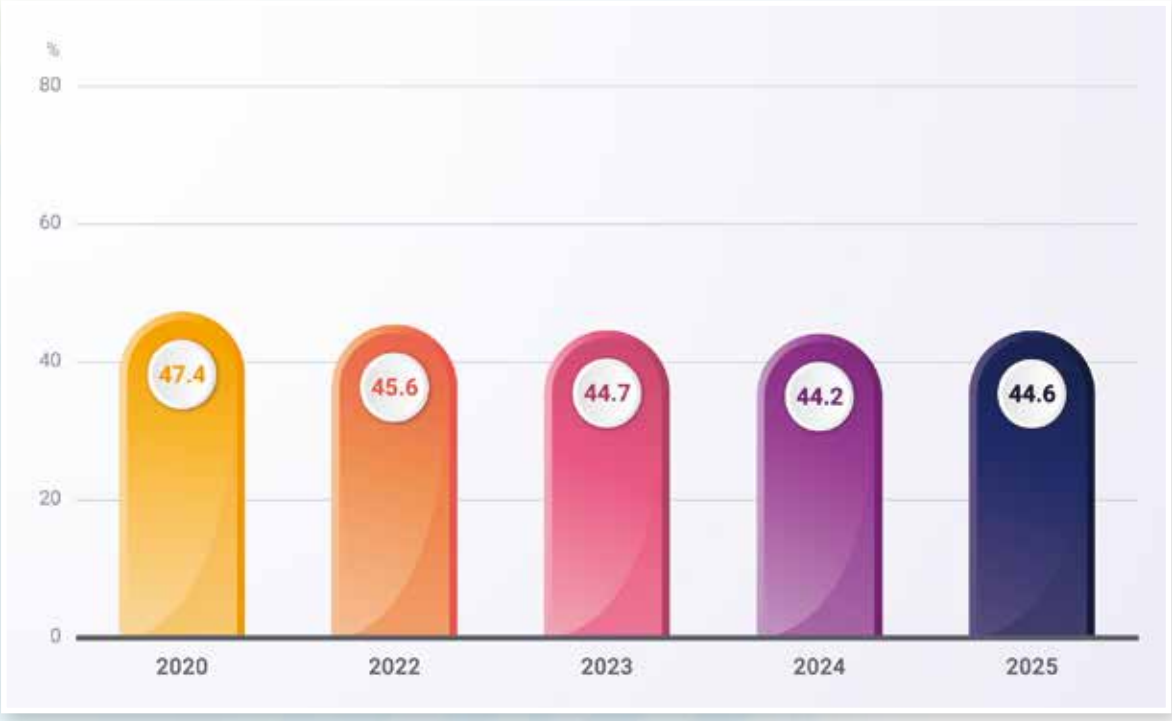


Figure 34. Population Aged 12 above in Taiwan Feeling That Their Physical Condition Deteriorated Due to Internet Use

Mental Health Risks

Within the Digital Access Index Framework, psychological risk is measured as the proportion of internet users aged 12 and above identified as being at risk of internet addiction, based on the Internet Use Habit Scale (short version of the Internet Addiction Scale, CIAS-10). [17] According to the latest national study on internet addiction conducted by the Ministry of Digital Affairs in December 2024, the average total score among internet users aged 12 and above in 2024 was 18.1. Using a cut-off score of 27/28, the proportion of individuals classified as being at risk of internet addiction declined from 7.7% in 2022 to 5.2% in 2024.[18]

Disaggregation by age group shows that while individuals aged 20–29 previously exhibited the highest risk in 2022 (14.7%), this share fell to 7.2% in 2024. Nevertheless, approximately 10% of individuals aged 30–39 remain in the high-risk category, indicating that internet addiction is not limited to children or adolescents (Figure 35).

Figure 35. Percentage of Internet Addiction Risk among Individuals aged 12 and above in Taiwan

17 In 2015, the Ministry of Health and Welfare commissioned a research team led by Professor Chen, Sue-Hue from the Department of Psychology at National Taiwan University to develop a 10-item version based on the 26-item Chen Internet Addiction Scale (CIAS). This version is used as a tool to screen for internet addiction tendencies.

18 The NDC conducted the first-ever internet addiction research in 2015, surveying individuals aged 12 and above. This research is unique internationally as it explores internet addiction among adults.

Social Connections

In the "Digital Access Index Framework" in Taiwan, the "Social Connections" dimension includes the indicators of "Using online social networks," "Digital content participation" and "Cyberbullying".

Using online social networks

Based on the Taiwan Network Information Center's 2020 Taiwan Internet Report, only 80.1% of internet users aged 12 and above reported browsing or using social networking sites, online forums, or blogs in 2020. When calculated as a proportion of the total population aged 12 and above, social networking participation stood at approximately 66.5%.

From 2022 onwards, the indicator has been administered directly by the Ministry of Digital Affairs. Results show that social networking has consistently been the most widely used application among internet users aged 12 and above. Measured against the total population aged 12 and above, the proportion using social media ranged from 82.2% to 83.4% between 2022 and 2024, before increasing further to 86.4% in 2025 (Figure 36).

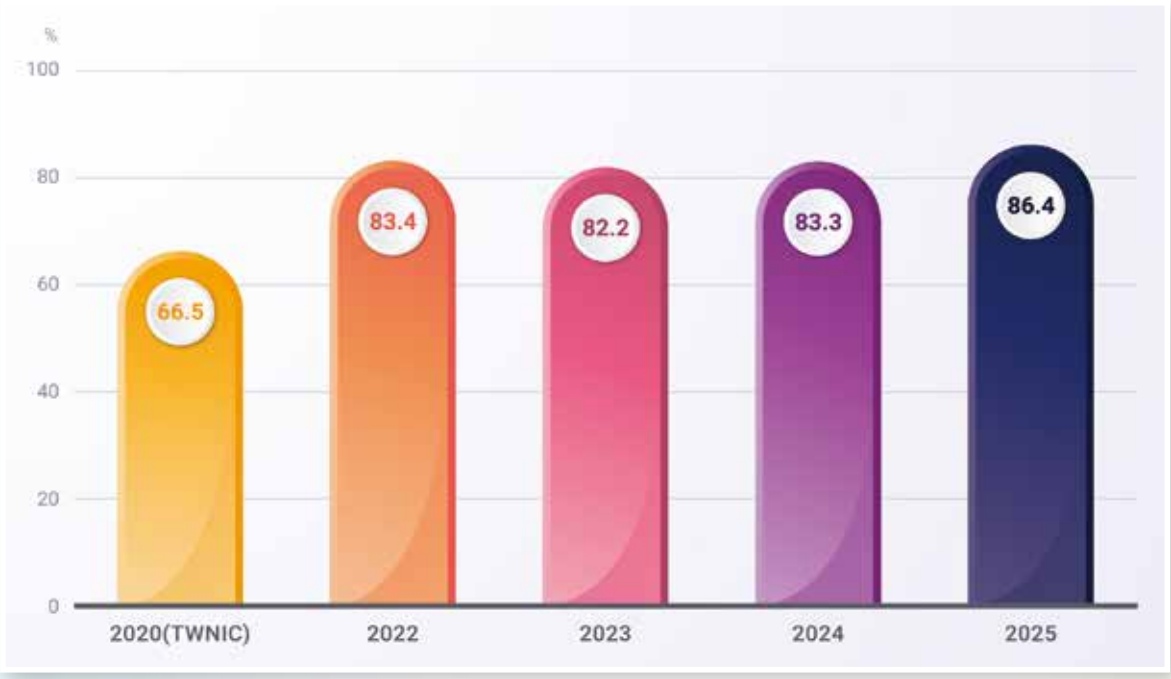


Figure 36. The Participation Rate of Using Online Social Networks in Taiwan

Digital content participation

Posting text, photos, or videos online constitutes a key form of content creation and social engagement. Successive Digital Access Surveys indicate that among individuals aged 12 and above, the proportion who had publicly posted content or uploaded photos or videos on social media or blogs within the previous three months peaked at 45.7% in 2020. This share declined slightly to between 43.7% and 44.1% between 2022 and 2024, and fell below 40% in 2025 (Figure 37).

The widening gap between using online social networks(86.4%) and digital content participation(39.4%) in 2025—an increase from a 38.5 percentage-point difference in 2023 to 47 percentage points—suggests that while users remain active on social platforms, fewer individuals choose to engage in public content creation or sharing.

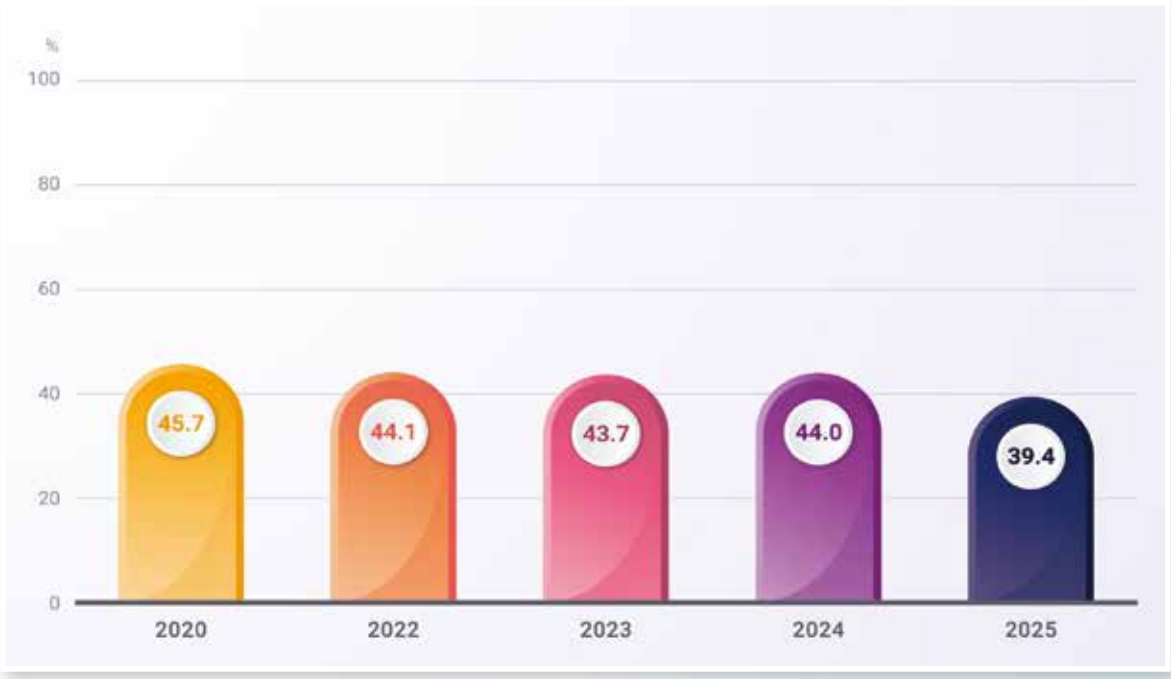


Figure 37. The Participation Rate of Digital Content Creation in Taiwan

Cyberbullying

The 2025 survey indicates that 5.1% of internet users aged 12 and above reported having experienced verbal attacks or harassment online within the previous year. When calculated as a proportion of the total population aged 12 and above, approximately 4.6% of individuals in Taiwan experienced cyberbullying,[19] representing a 2.4-fold increase compared with 2020 (1.9%) (Figure 38).

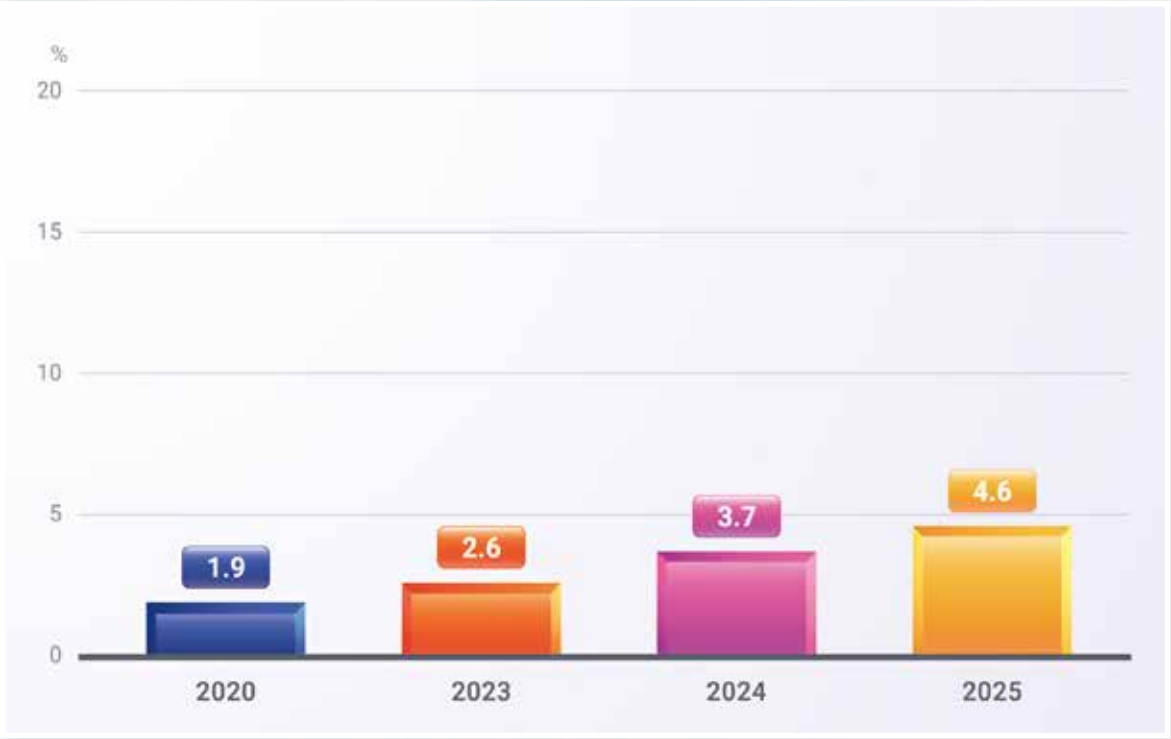


Figure 38. The Percentage of Individuals Experiencing Cyberbullying in Taiwan

19 This type of data, which relies on self-reported information from victims, may be prone to underestimation.

Governance and Civic Engagement

According to the Digital Access Index Framework, in the "Governance and Civic Engagement" dimension, in addition to the "Civic engagement," "E-government services" and "Exposure to disinformation online" discussed by the OECD, a new "Open government" sub-dimension has been added, with open data promotion as a measurement indicator.

Civic engagement

According to successive Digital Access Surveys, the proportion of individuals aged 12 and above who expressed opinions on public or political issues via official or non-official online channels within the previous three months remained stable between 2020 and 2025, ranging from 7.4% to 8.1% (Figure 39).

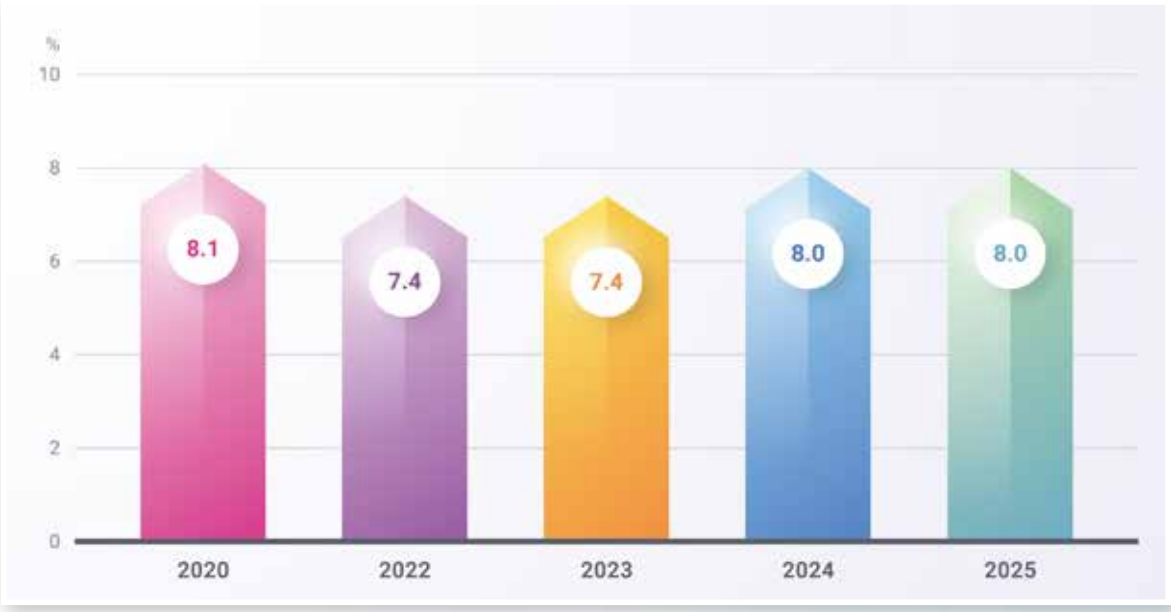


Figure 39. The Percentage of Individuals Expressed Political Opinions Online in Taiwan

"Public policy participation platform" section, according to statistics from the NDC, as of the end of 2024, government agencies had opened 184 policy topics for public consultation via the "Public Discussion" module and had released 9,411 draft regulations and administrative orders for public comment. In 2024 alone, 7 policy topics and 1,035 draft regulations or orders were opened for consultation (Figure 40).

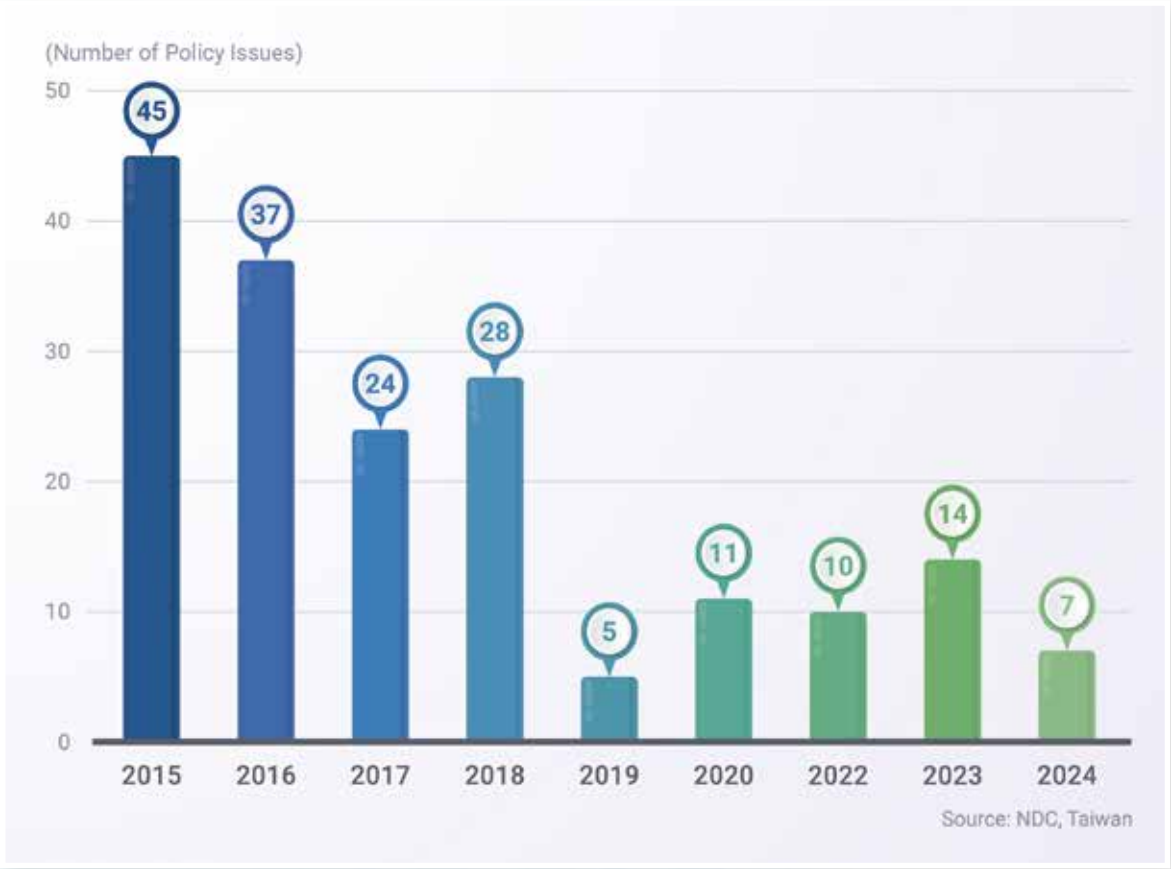


Figure 40. The Number of Policy Issues Open for Discussion on Public Policy Participation Platform

In addition, the "Citizen Proposals" module accumulated a total of 20,020 citizen proposals, of which 346 were formally adopted. The share of proposals entering the endorsement stage reached 50.6%, while the final adoption rate stood at 3.4%. In 2024, 2,854 proposals were submitted, of which 24 were adopted, yielding an adoption rate of 1.9%, the lowest on record (Figure 41).

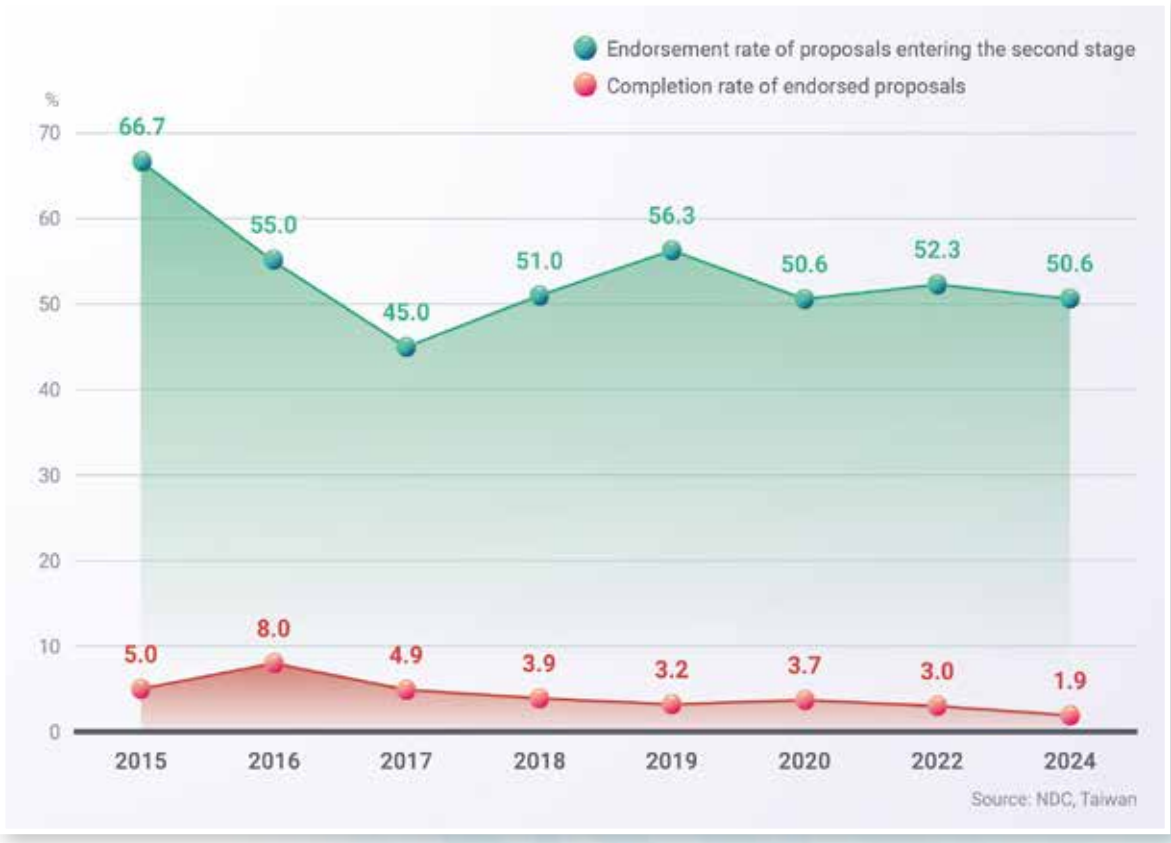


Figure 41. The Number of Proposals and Cases Filed on Public Policy Participation Platform

Open government

According to data provided by the Department of Data Innovation, Ministry of Digital Affairs, a cumulative total of 51,945 datasets had been released by the end of 2024, with 50% meeting the Platinum Open Data Standard (direct accessibility, structured format, accurate metadata, and domain standards). Cumulative page views reached 145.2 million, while downloads totalled 21.48 million. Compared with 2022, the number of datasets declined over two years due to quality improvement and consolidation efforts; [20] nevertheless, the total remained above 50,000. During the same period, page views increased by 35.27 million and downloads by approximately 2.56 million, representing growth rates of 32.1% and 13.6%, respectively (Figure 42).

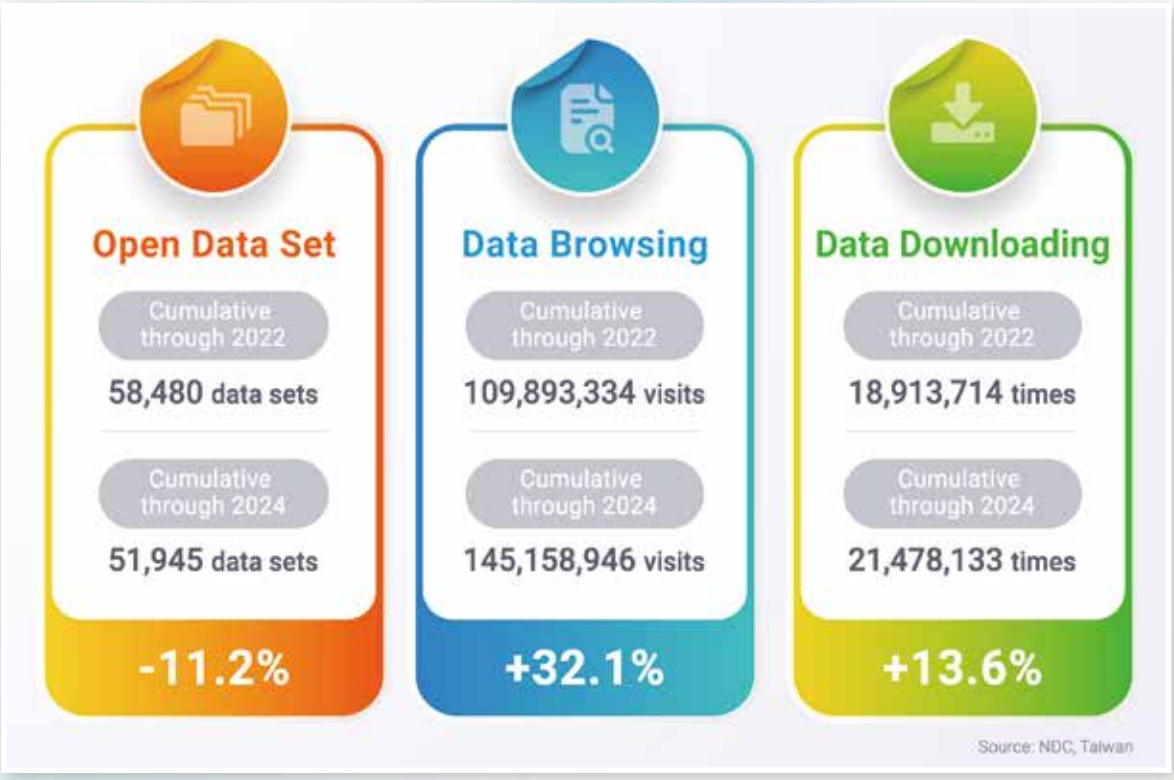


Figure 42. Quality and Application of Open Data

20 The total number of datasets may not necessarily increase continuously, as some datasets may be taken offline due to consolidation or integration processes.

E-government Services

According to the 2025 Digital Access Survey, nearly half of the population accessed government information online, an increase of 2.6 percentage points compared with 2024, making it the most stable of the three indicators. The proportion using online application services declined annually following the COVID-19 pandemic, reaching 43.7% in 2025—still above pre-pandemic levels but 16.8 percentage points lower than in 2022. Meanwhile, 86.4% of internet users received proactive government notifications within the previous year, representing the largest increase over the past five years and a 14.2-percentage-point rise compared with 2020. Overall, the proportion of individuals using either proactive or passive digital government services reached a record high of 87.7% in 2025. This represents an increase of 5.2 percentage points compared to 2024, and a growth of 9.4 percentage points compared to 2020 (Figure 43).

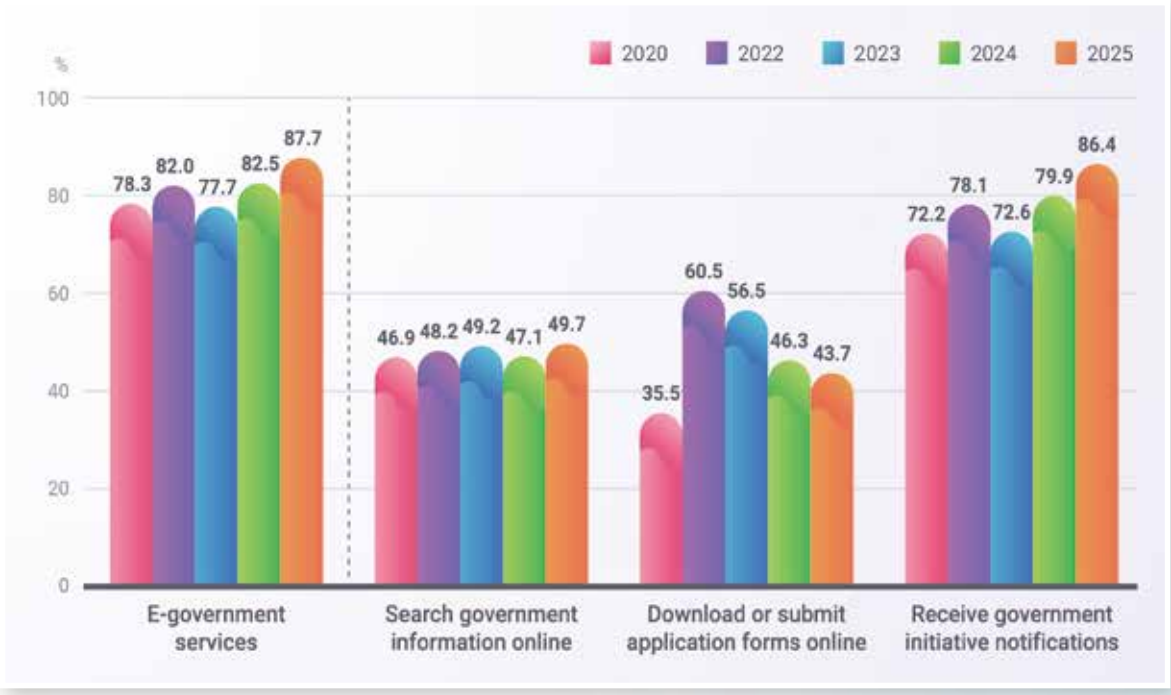


Figure 43. The Percentage of Using E-Government Services in the Past Year

At the same time, attention must be paid to the risk of digital exclusion arising from insufficient digital skills. Survey results show that the proportion of individuals aged 12 and above who had never used digital government services due to a lack of relevant skills or knowledge declined markedly from 1.9% in 2020 to 0.6% in 2025 (Figure 44).

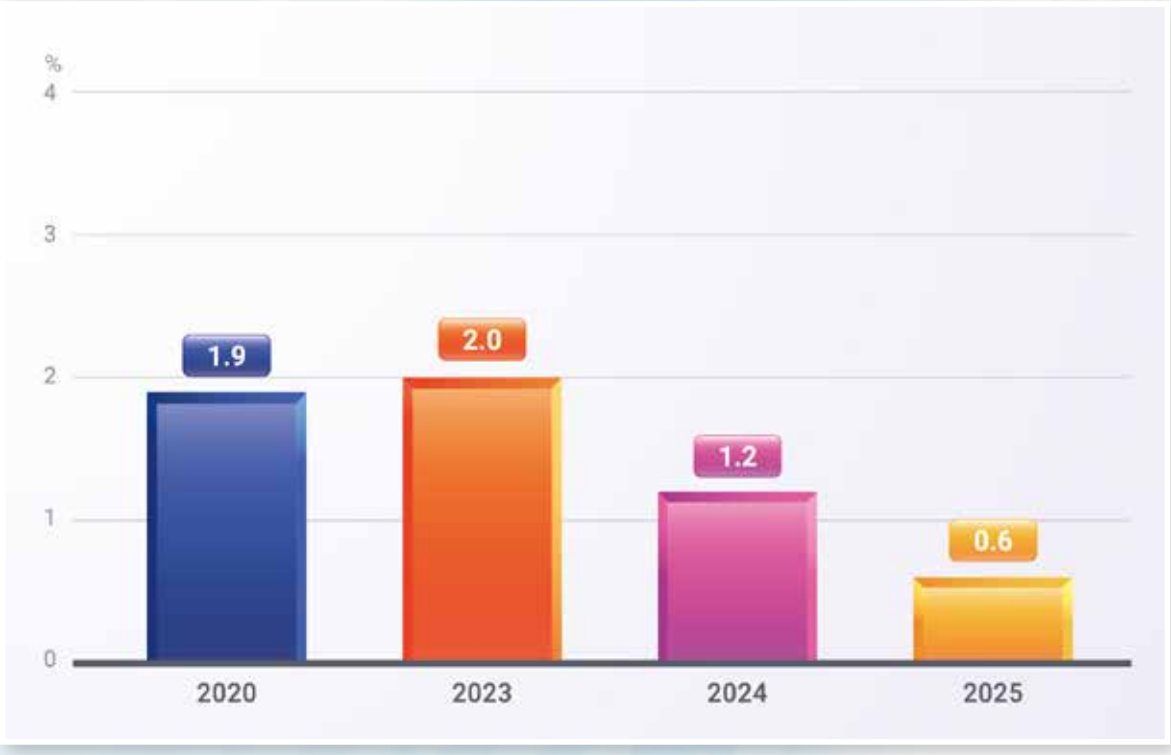


Figure 44. The Percentage of People Who Have Not Used E-government Services Due to Lack of Skills

Exposure to disinformation online

According to successive Digital Access Surveys, the proportion of individuals aged 12 and above who self-reported exposure to misinformation within the previous week increased steadily from 19.1% in 2020 to 43.7% in 2025. This upward trend reflects not only the continued prevalence of false or misleading information online, but also potentially heightened public awareness and improved ability to recognise misinformation. Continued efforts to promote media literacy and strengthen fact-checking collaboration are expected to help shift individuals from passive reception to active discernment, thereby enhancing societal resilience to information risks (Figure 45).

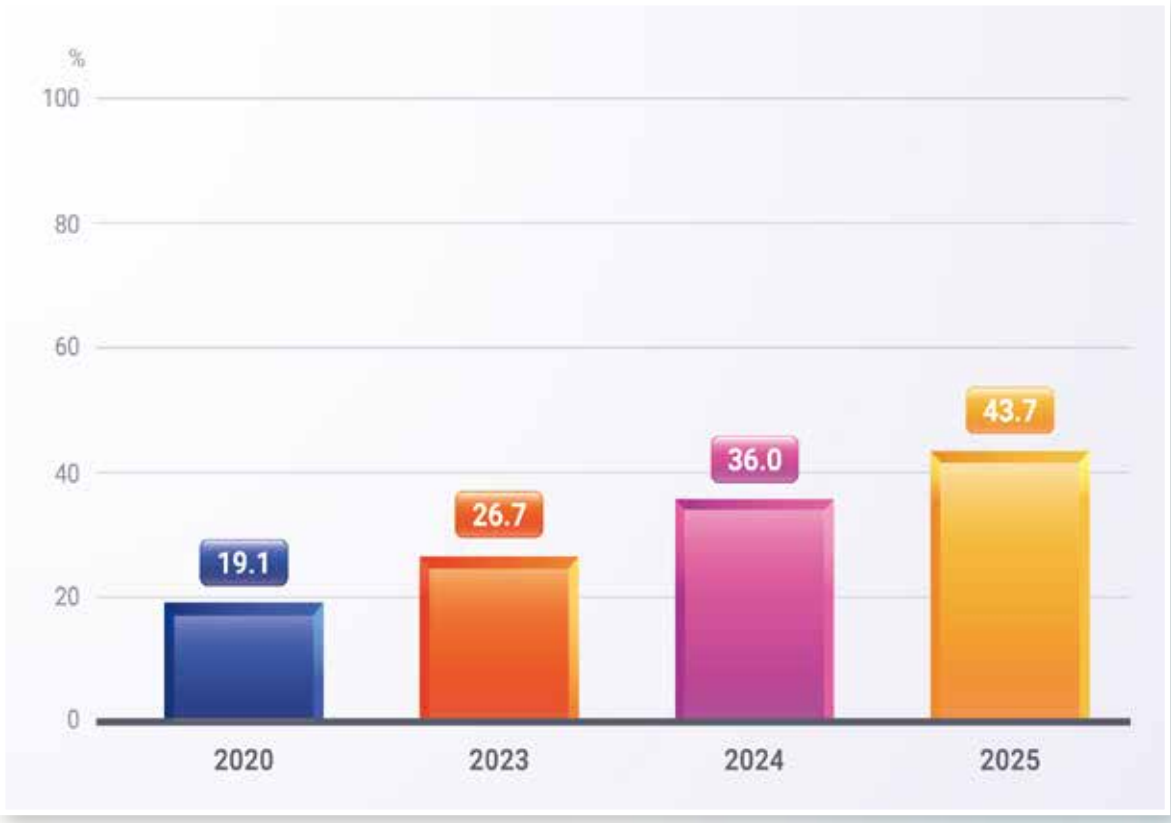


Figure 45. The Percentage of Population Exposed to Disinformation Online in Taiwan in the Past Week

Environmental Quality

The "Environmental Quality" dimension follows the OECD indicator of per-capita electronic waste, defined as the average annual weight of recycled waste electrical and electronic equipment and information products per person. This indicator may be influenced not only by the volume of e-waste generated, but also by recycling effectiveness, and may therefore underestimate actual levels.

According to official statistics on recyclable waste published by the Ministry of Environment, total e-waste recycling increased from 158,883 tonnes [21] in 2020 to 1,081,860 tonnes [22] in 2024. Average per-capita e-waste generation exceeded 8 kilograms in 2023 and rose further to 8.6 kilograms in 2024 (Figure 46).

Figure 46. E-Waste Generated per Capita in Taiwan

21 Electronic and electrical waste recycling: 139,010,712 kilograms; Information waste recycling: 19,873,093 kilograms.

22 Electronic and electrical waste recycling: 180,403,941 kilograms; Information waste recycling: the number is incorrect kilograms.

Personal Digital Security

In the "Digital Access Index Framework," it examines the key impact of the digital transformation process on individual well-being. In the "Personal Digital Security" dimension, in addition to using the occurrence of information security incidents as an indicator, it corresponds to the risk with the indicator of "Digital security measures" for internet users.

Digital security measures

According to successive Digital Access Surveys, in 2020 only 35.1% of individuals aged 12 and above had implemented cybersecurity measures (such as antivirus software or password, biometric, or facial recognition protection) and updated them within the previous three months. A further 36.7% had implemented measures but had not updated them for over three months, while 28.2% had neither installed antivirus software nor set any form of password protection.

Surveys conducted between 2023 and 2025 show improvement in information security practices. The proportion of individuals who had implemented and recently updated cybersecurity measures ranged from 45.3% to 47.9%, indicating that nearly half of the population has recognised the importance of information security and taken corresponding actions. Nevertheless, more than 30% still reported having security measures that had not been updated for over three months, highlighting ongoing vulnerabilities (Figure 47).

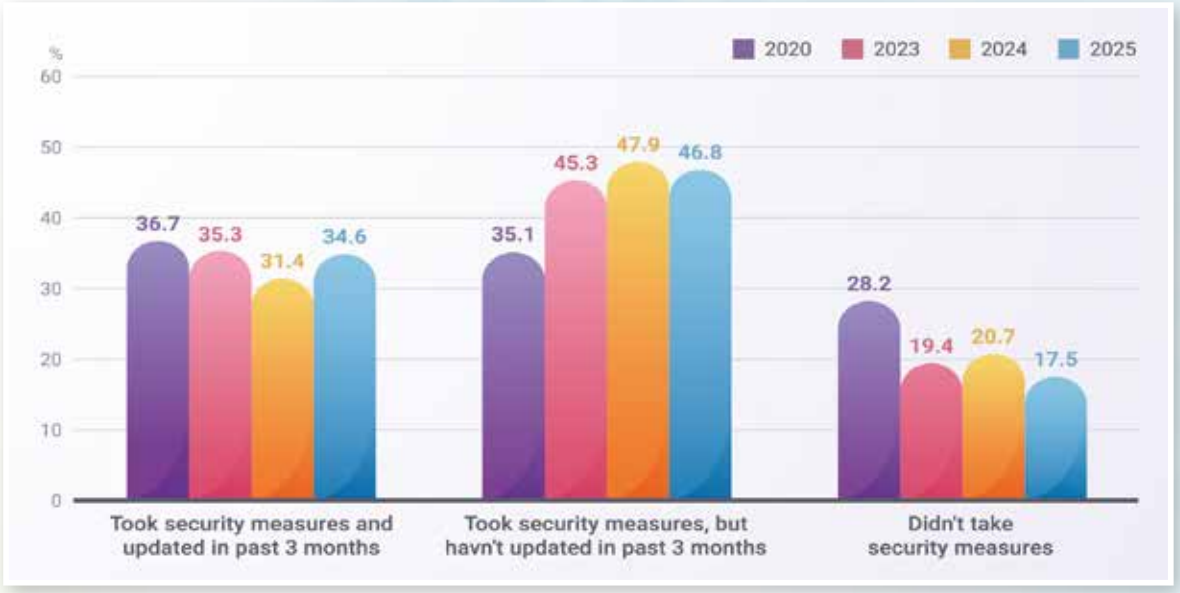


Figure 47. Digital Security Measures of Population Aged 12 above in Taiwan

Digital Security Threats

As cybersecurity practices have improved, the overall incidence of information security threats has shown a downward trend. According to the 2025 Digital Inclusion Survey, the proportion of internet users aged 12 and above who experienced personal data breaches within the previous three months declined from 6.6% in 2020 to 4.9% in 2023, rose temporarily to 8.5% in 2024, and fell again to 6.9% in 2025. The share experiencing online fraud declined from 4.3% in 2020 to 0.9% in 2023, rose to 1.5% in 2024, and decreased slightly to 1.3% in 2025. The proportion reporting device infections fell from 3.9% in 2020 to 2.8% in 2023, rose to 4.2% in 2024, and declined again to 3.5% in 2025. Account hijacking increased notably in 2024 (from 2.5% in 2020 to 4.5%), but improved slightly in 2025 (3.1%).

Overall, 11.2% of individuals aged 12 and above experienced at least one of these cybersecurity incidents within the previous three months in 2025, a level comparable to 2020 but slightly lower than in 2024 (Figure 48).

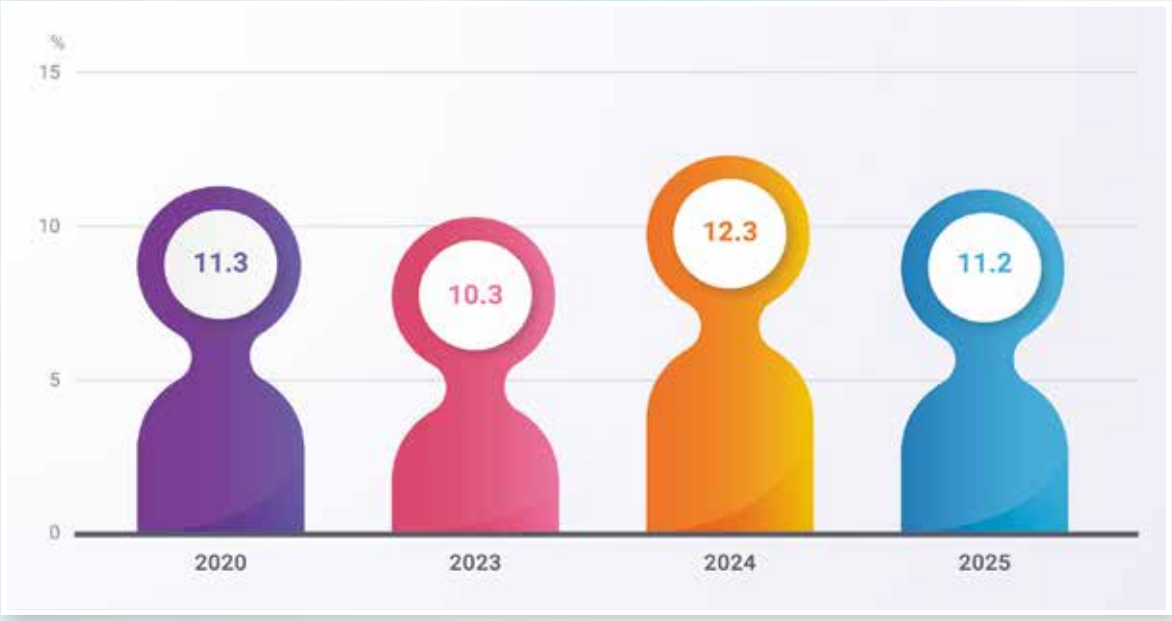


Figure 48. Digital Security Threats in the Past Three Months in Taiwan

Subjective Well-Being

"Subjective well-being" dimension focuses on whether individuals experience an increase in personal well-being due to internet usage. Specifically, it measures satisfaction with current life on a scale of 0 to 10, where 0 represents extreme dissatisfaction and 10 represents extreme satisfaction.

Among individuals aged 12 and above, life satisfaction scores have consistently clustered around 7 and 8 points. Average satisfaction increased gradually from 7.0 in 2020 to 7.2 in both 2024 and 2025 (Figure 49).

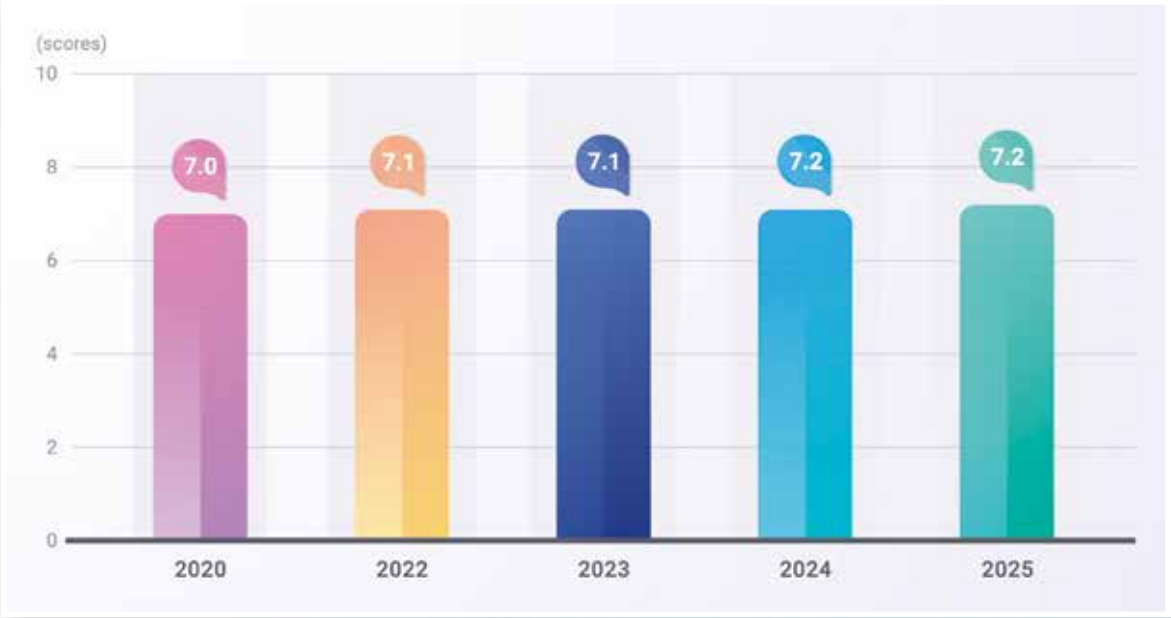


Figure49. Self-Assessment of Subjective Life Satisfaction

Using a separate scale where 0 represents feeling completely unable to keep pace with digital development and 10 represents feeling fully able to keep up, the average self-assessment score increased from 6.3 in 2020 to 6.6 in 2025(Figure 50).

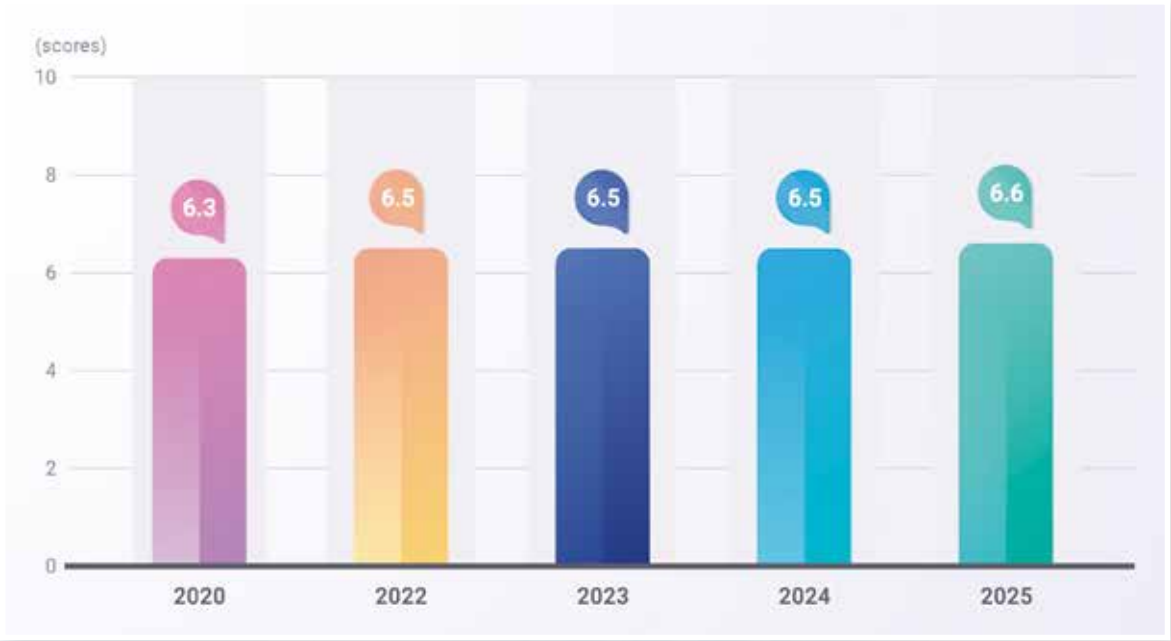


Figure50. Self-Assessment of Perceived Level of Keeping Up with Digital Technologies

Comparing with the regression model established by the OECD [23], after controlling for age, gender, employment status (unemployed, retired, and employed), and education level,it was found that in 2024, internet users reported life satisfaction scores 0.29 points higher than non-users. However, as Taiwan's internet penetration rate exceeded 90%, the effect of internet use on subjective well-being became statistically insignificant in 2025 (0.01 points).

A corresponding regression model for perceived ability to keep pace with digital trends reveals a consistently stronger effect. Internet users reported scores 1.38 points higher than non-users in 2020, rising to 2.09 points in 2022, remaining at 1.67 and 1.98 points in 2023 and 2024 respectively, and declining slightly to 1.24 points in 2025. Despite this decline, the effect remains substantially larger than that observed for life satisfaction (Figure 51).

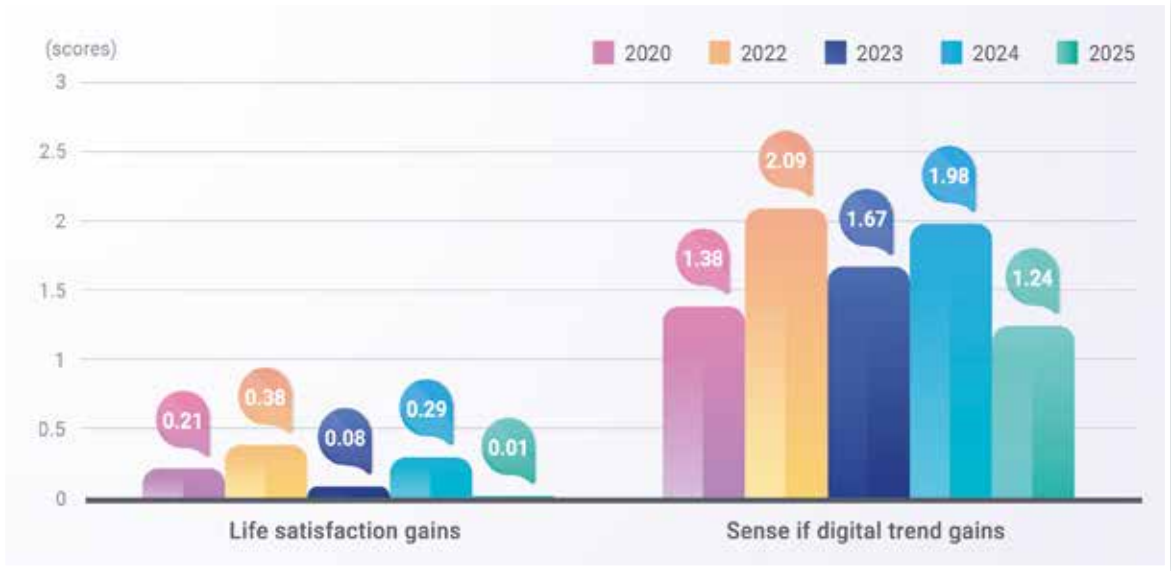


Figure51. Comparison of Net Effects of Internet Access on Subjective Life Satisfaction and Perceived Digital Trend Adaptation

23 The regression model in Taiwan lacks three indicators: marital status, economic satisfaction, and income.

International Comparison

As the OECD has not updated its comprehensive digital well-being reports in recent years, this study independently extracts the latest data available from the OECD database to visualize and analyze a "Digital Well-being Wheel," given that international comparisons still hold significant reference value.

It should be noted that cross-national comparisons are inherently subject to limitations, such as variations in survey periods, methodologies, sampling designs, and indicator definitions, all of which may affect the validity of the comparisons. The discrepancy in age ranges is most prominent: while most OECD members survey individuals aged 16–74, some include ages as young as 10–15 or have no upper age limit. For Taiwan, data was specifically filtered to the 15–74 age group from digital inclusion-related surveys to facilitate comparison.

Furthermore, most available OECD data pertain to 2023 or 2024, whereas Taiwan's data is from 2025. In the context of rapid technological evolution, this temporal discrepancy is a significant constraint. Therefore, the interpretation of results should focus on areas where Taiwan lags behind, rather than overemphasizing leading indicators. This analysis is based on currently accessible public data; should official or comprehensive international reports be published in the future, those findings shall take precedence. Finally, cross-national comparisons must account for socio-cultural contexts to avoid over-generalization.

Based on the OECD digital well-being framework, this report integrates all indicators for which Taiwan can be compared with OECD or EU countries and presents Taiwan's digital well-being wheel in Figure 52. The wheel illustrates relative positions across indicators, with values normalised between the minimum (0) and maximum (100) observed among member countries.

Figure 52 indicates that, compared with OECD member countries, Taiwan shows relatively slower progress in a number of indicators associated with digital opportunities, notably online learning, online selling, online job search, and online expression of political views.

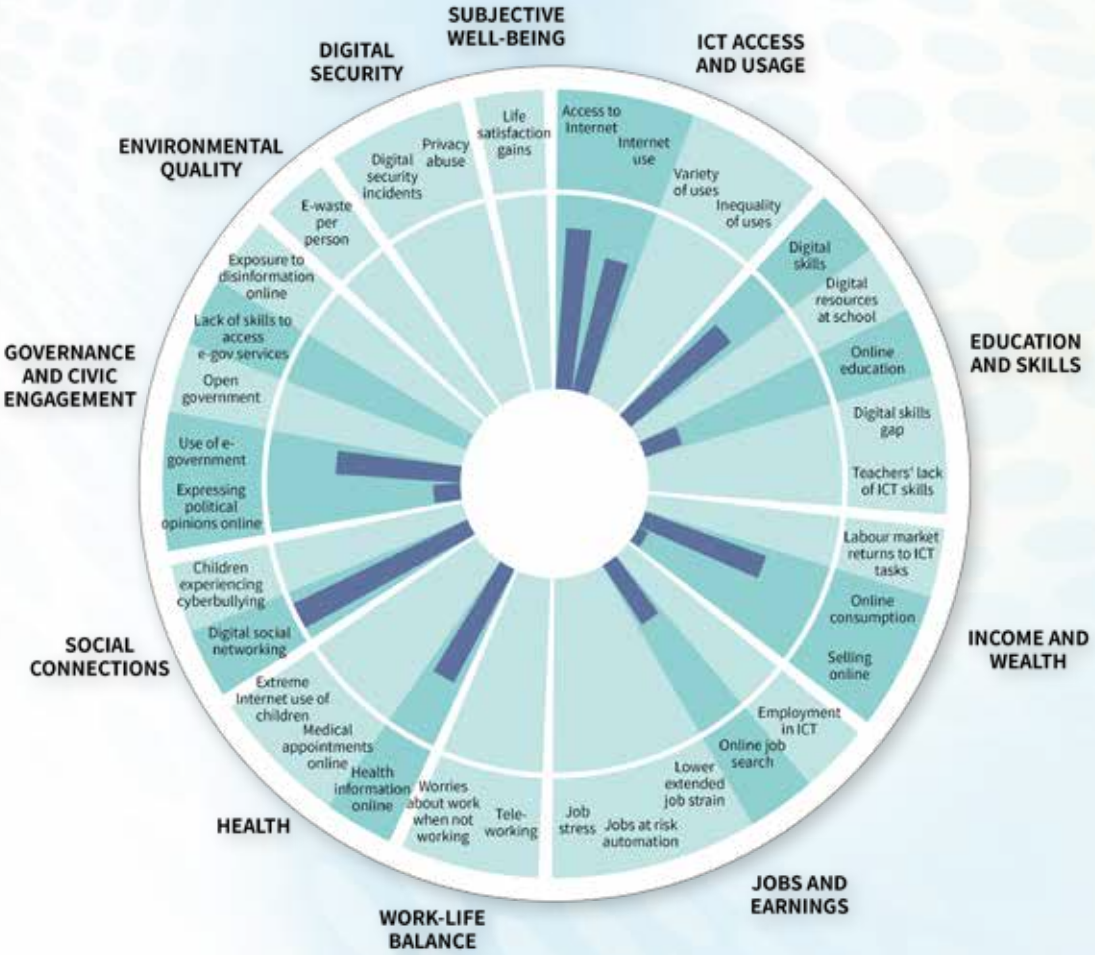


Figure 52. Digital Well-being Wheel for Taiwan: Benchmarked against OECD and EU Member Countries

● Note:For the "Digital Skills" indicator, this study references the EU's Digital Economy and Society Index (DESI), utilizing the percentage of individuals with "at least basic digital skills" as the benchmark for comparison.

Section2

The Status of Internet Usage by Groups in Taiwan

The 15 internet usage type indicators in Taiwan's Digital Access Index Framework can be categorized into 8 types of digital application based on their usage attributes: tool application (cloud storage, downloading software), civic engagement application (browsing or using official website services), social application (instant messaging, internet content participation, e-mailing for private purpose), entertainment application (online entertainment), economic application (searching for information about goods or services, purchasing goods or services online, Internet banking, mobile payments), audio-visual application (digital audio and video editing), information application (online reading, consulting wikis), and personal creation (digital contents creation) (Table 7).

Table 7. The Types of Internet Usage

Type	Internet Usage
Tools Application	Cloud storage
	Downloading software
Civic Engagement Application	Browsing or using official website services
Social Networking Application	Instant messaging
	Digital content participation
	E-mailing for private purpose
Entertainment Application	Online entertainment
Economic Application	Searching for information about goods or services
	Purchasing goods or services online
	Internet banking
	Mobile payments
Audio-Visual Application	Digital audio and video editing
Information Application	Online reading
	Consulting wikis
Creation Application	Digital contents creation

Differences between Genders

According to Figure 53, internet usage patterns are largely consistent across genders. Both men and women prioritize instant messaging, online entertainment, and official website services, while engagement in digital content creation remains low for both groups.

Key behavioral differences emerge in specific sectors: Women exhibit a stronger preference for the economic application and digital audio and video editing. In contrast, men are more active in utility-driven applications, specifically in downloading software, online entertainment, and consulting wikis, which are primarily tool-based and information-oriented applications (Figure 53).

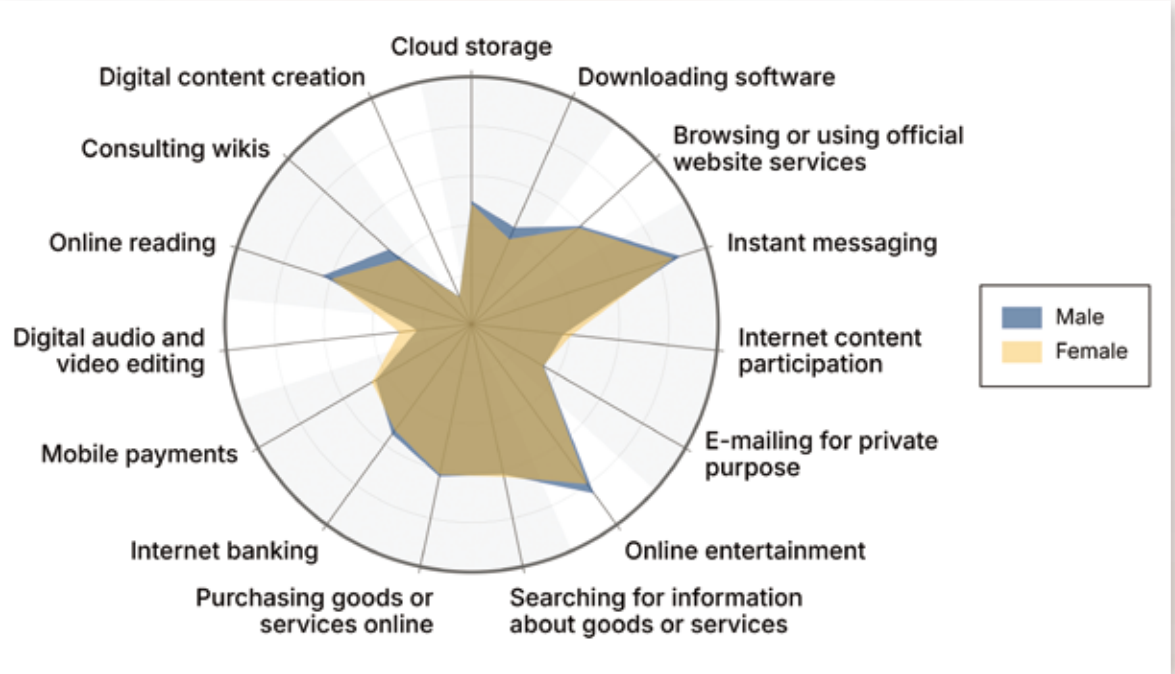
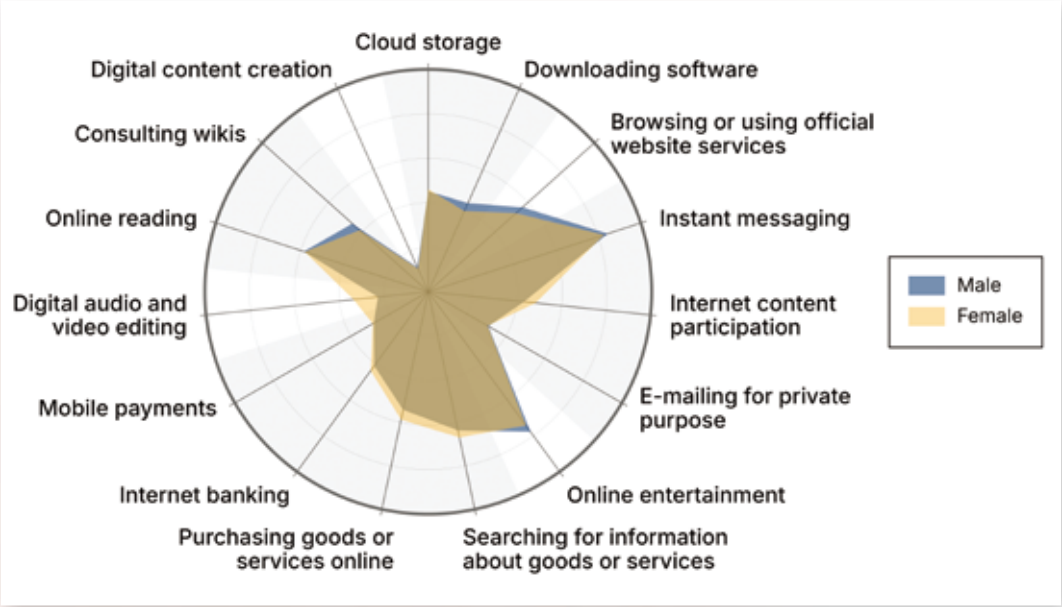


Figure 53. Differences in Internet Activities Between Genders

Between 2020 and 2025, gender differences were observed across several major internet activities. Men showed slightly higher participation rates than women in software downloading, online entertainment, and consulting wikis. However, the gender gap favoring men widened between 2020 and 2024, but remained stable or slightly narrowed between 2024 and 2025.

In contrast, women recorded slightly higher participation rates than men in four activities in 2020: internet content participation, searching for information about goods or services, purchasing goods or services online, and digital audio and video editing. However, the gender gap in these activities gradually narrowed over the 2020–2025 period. For other internet activities, gender differences remained relatively stable over time(Figure 54).



2020

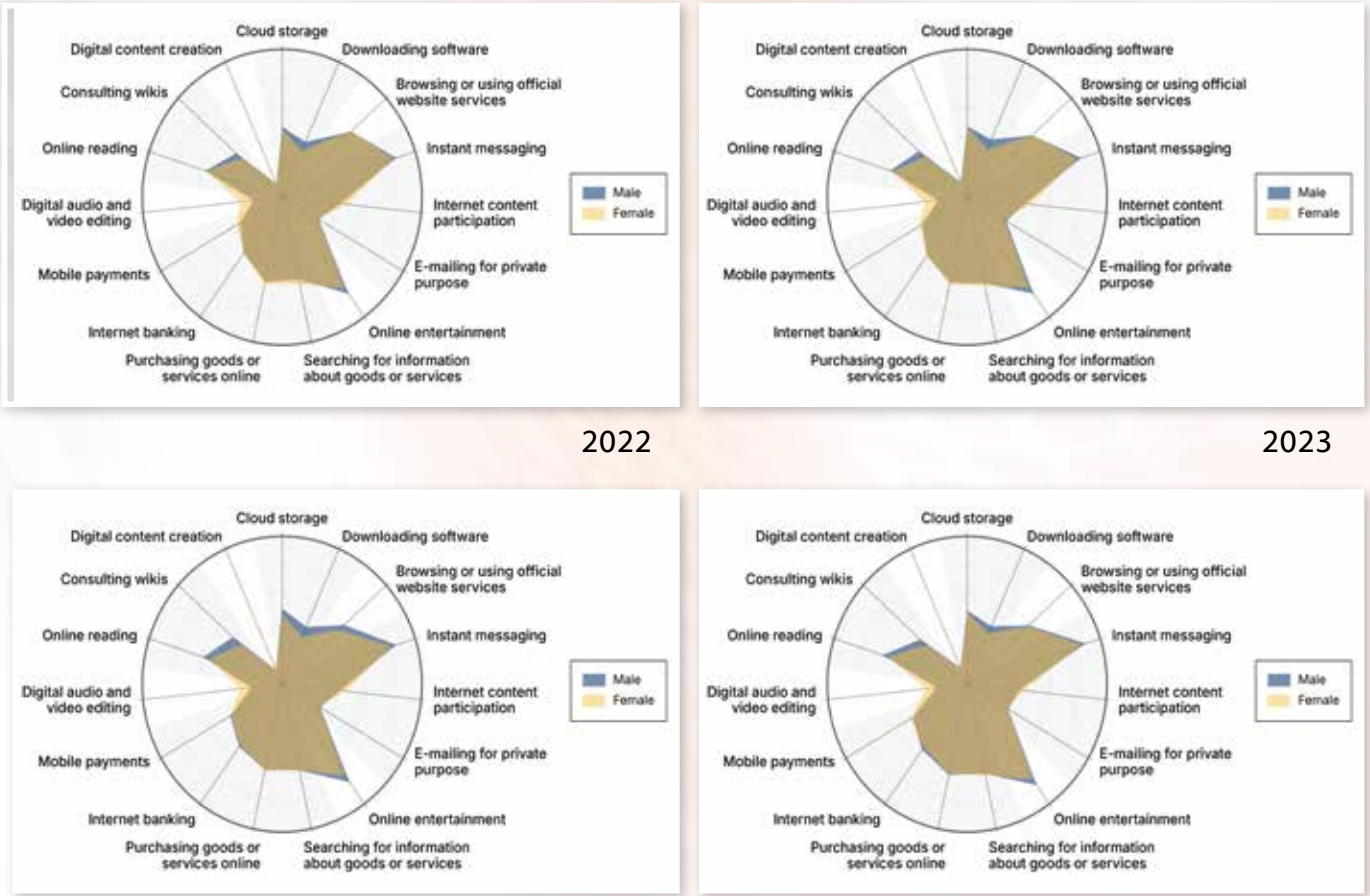


Figure 54.Annual Trends in Gender Differences across Internet Activities (2020–2025)

Differences among Generation

For the 12–19 age group, internet usage is primarily driven by their status as students. Their activities are heavily concentrated in Instant Messaging) and Online Entertainment. This is followed by Information Applications (Consulting wikis) and Tools (Cloud storage). However, due to limited financial independence, their engagement in Economic Applications—such as Internet banking and Mobile payments—is significantly lower than other age groups (Figure 55).

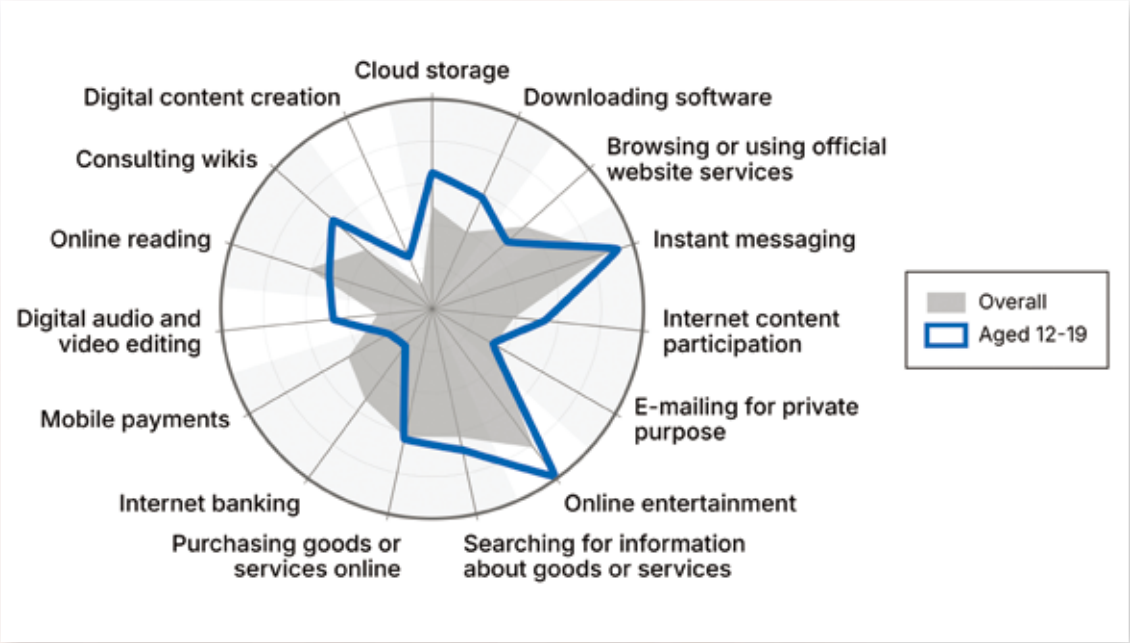


Figure 55. Differences in Internet Activities among 12-19-year-olds

Internet usage patterns among the 20–29 and 30–39 age groups are highly consistent in both breadth and depth, representing the most active digital cohorts(Figures 56).

Pronounced generational shifts become evident among users aged 40 and above. While the core activities across these older cohorts remain similar—led by Social Networking and Entertainment, followed by Civic Engagement (Official Website Services), Economic Applications, and Information Applications (Online reading)—two key trends emerge:

The Depth Gap: Participation rates across all online activities decline as age increases, with the most significant drop observed in the 65 and above cohort.

The Attribute Gap: Generational disparities are most prominent in Economic Applications, where older users show a markedly lower adoption rate compared to younger generations(Figures 57).

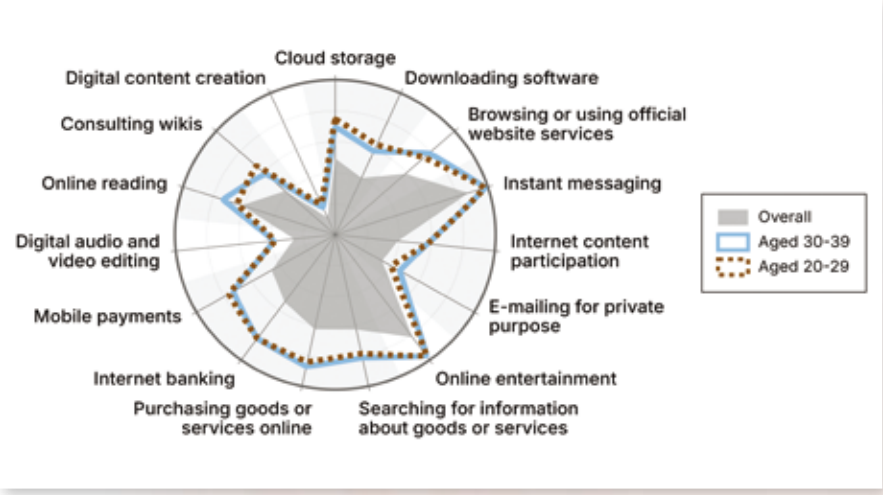


Figure 56. Differences in Internet Activities among 20-29-year-olds and 30-39-year-olds

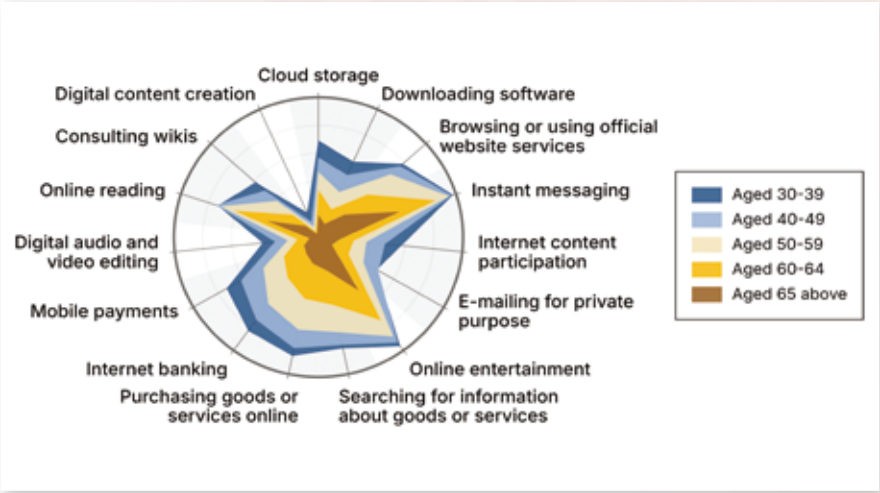
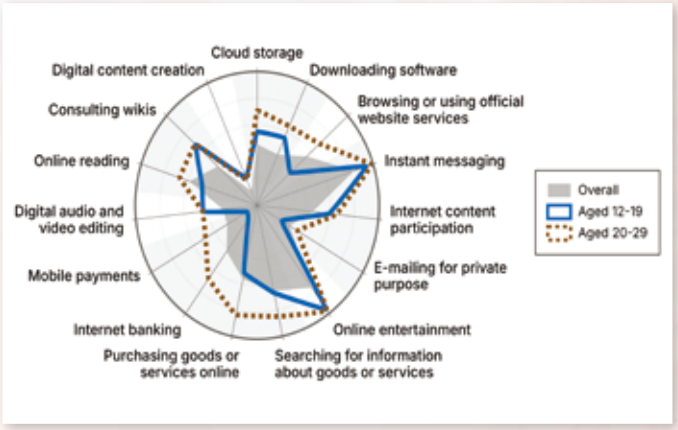
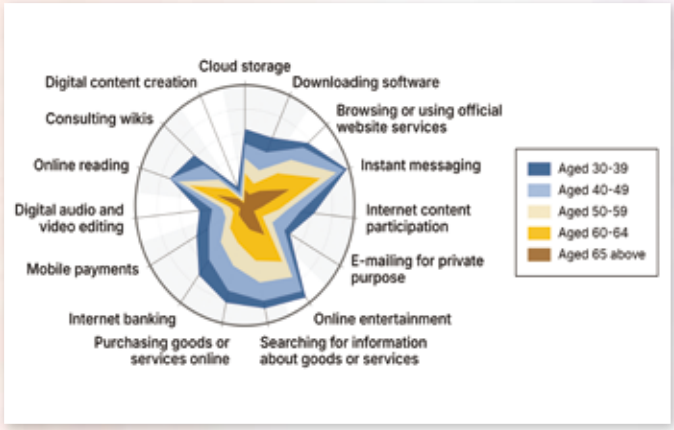


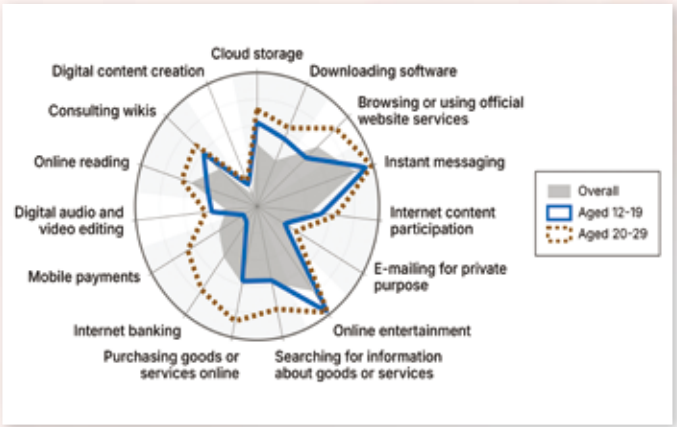
Figure 57. Differences in Internet Activities among those aged 30 and above

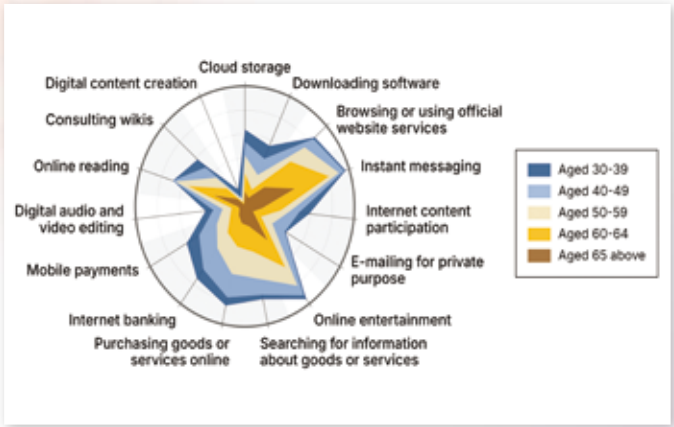
A further comparison of generational shifts within the panel from 2020 to 2025 reveals that, pandemic-driven demand for contactless payments and home-based financial transactions led to increased usage of mobile payments and Internet banking. This increase was particularly notable among individuals aged 20–59, resulting in widened generational gaps in participation in these economic applications. By 2025, the generational gap in economic participation showed a narrowing trend as application scenarios for these services expanded. Similarly, for the most popular activities—Instant messaging and Online entertainment—the generational divide has decreased as these applications became more universal.For other internet activities, generational differences showed no significant year-to-year change (Figure 58).





2020





2022

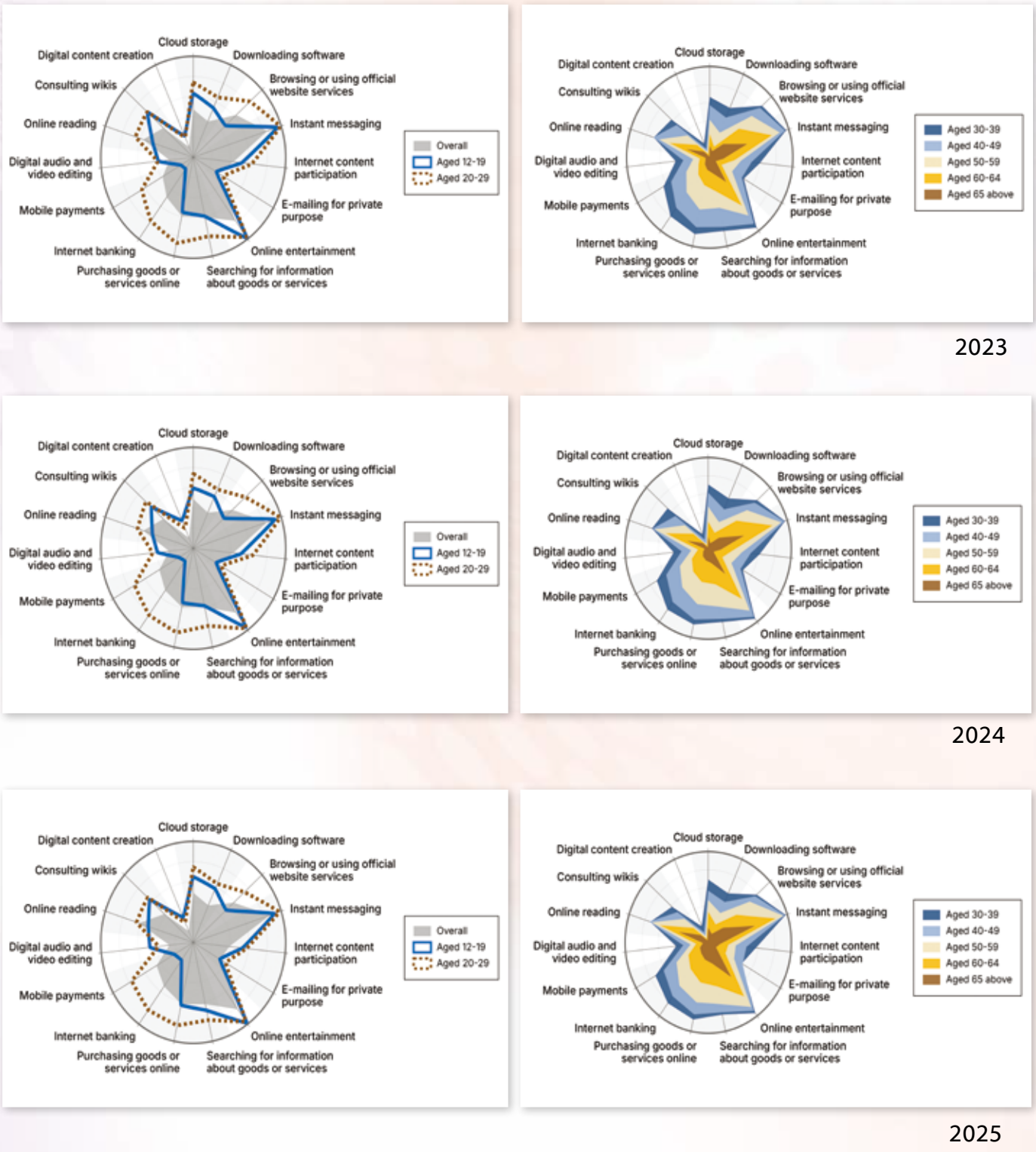


Figure 58. Annual Trends in Generational Differences across Internet Activities (2020–2025)

Differences among Regions

An analysis across regions with different levels of digital development shows consistent patterns of internet use. Social Networking (Instant Messaging) and Entertainment (Online Entertainment) remain the two most dominant activities in all regions. However, a clear disparity exists in application depth: participation rates across all categories increase alongside higher levels of digital development, with the most pronounced regional gaps observed in Economic Applications(Figure 59).

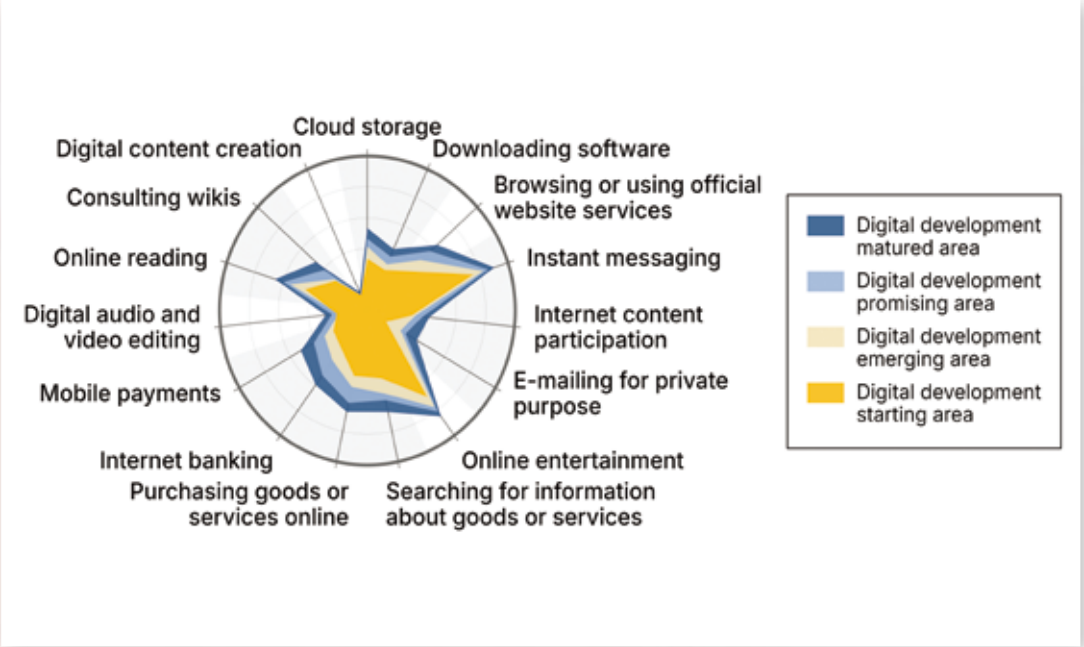
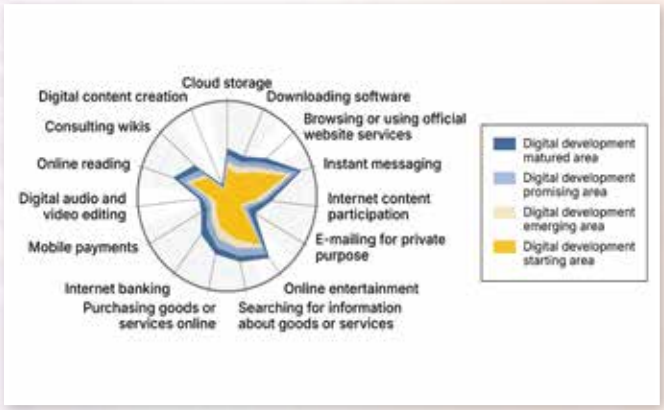
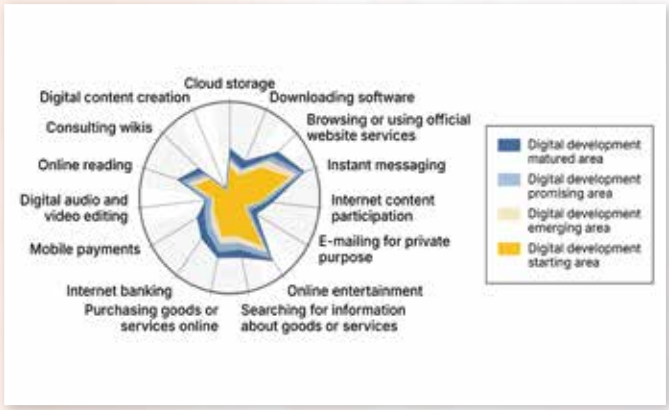


Figure 59. Differences in Internet Activities among Regions

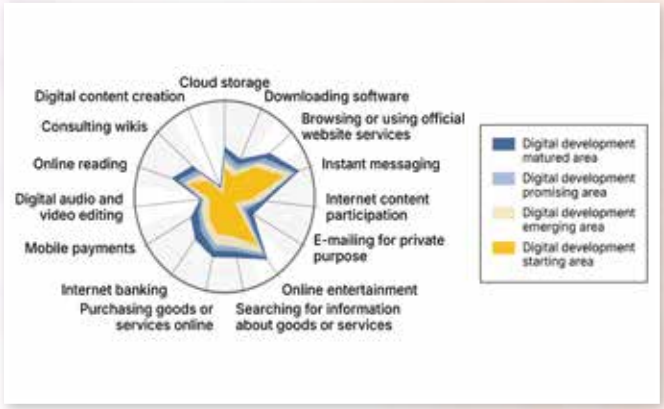
Examining changes in regional differences between 2020 and 2025, the decline in e-mailing for private purpose in digitally emerging regions in 2023 and 2025 led to an expansion of usage gaps between regions with different levels of digital development. In contrast, for five activities—downloading software, internet content participation, purchasing goods or services online, digital audio and video editing, and digital contents creation—regional usage gaps show a narrowing trend. For other internet activities, regional differences remained largely stable over time (Figure 60).



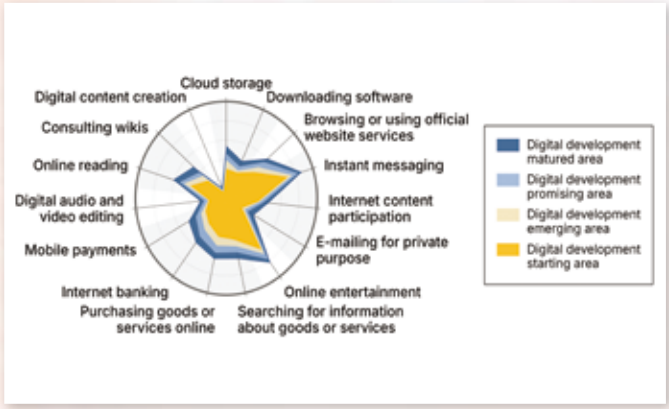
2020



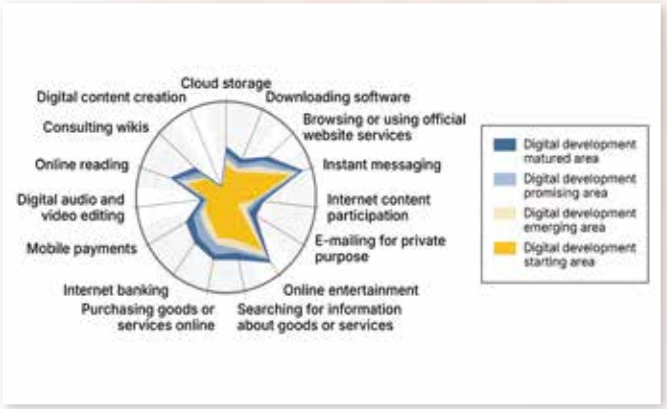
2022



2023



2024



2025

Figure 60. Annual Trends in Regional Differences across Internet Activities (2020–2025)

Section3

The Impact of Artificial Intelligence on Public Digital Applications

Since OpenAI launched ChatGPT 3.5 at the end of 2022, generative artificial intelligence (AI) has sparked a global wave of interest throughout 2023. These technological breakthroughs have not only attracted attention within the technology sector, but have also profoundly affected diverse fields such as business, education, and entertainment. This observation highlights that while AI is reshaping individual and organizational capabilities, it is also giving rise to new forms of digital divide.

Against this backdrop, this year's report introduces a dedicated chapter on "AI Use and Literacy Assessment" to examine the current state and impacts of AI use among Taiwan's internet users over the past three months. The analysis focuses on three main dimensions. First, it explores the use of generative AI among internet users, including frequency, contexts, and purposes of use, in order to depict how AI is being integrated into daily life. Second, it analyzes users' evaluations of AI to understand its impacts on daily life as well as on work and learning. Third, it examines public awareness and perceptions of AI, assessing levels of understanding and concerns as a reference for future policy development. The survey findings are presented as follows.

Awareness and Understanding of AI

The survey shows that among Taiwan's population aged 12 and above, 85.7% have heard of "AI (artificial intelligence)," while 13.7% report that they have not heard of it(Figure 61).

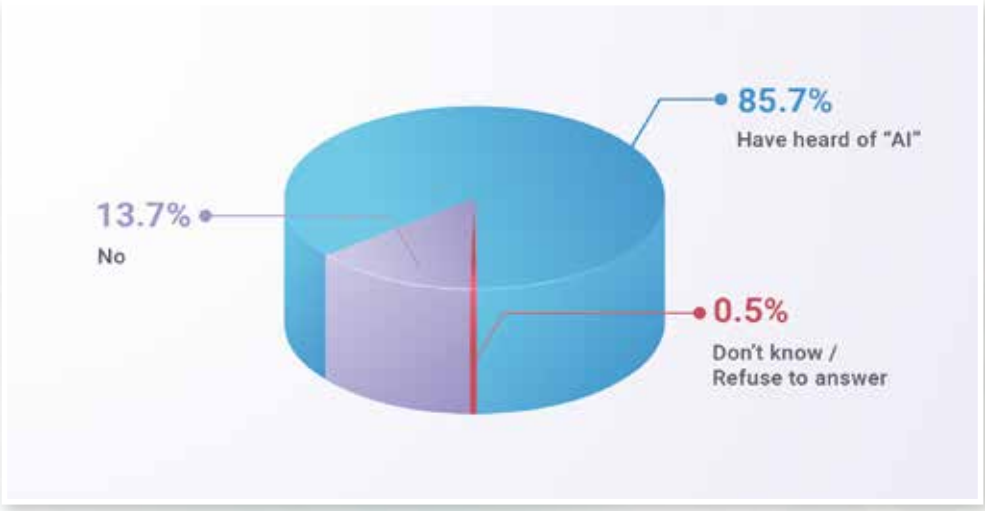


Figure 61. Awareness of AI among the Taiwanese population

Although AI has become a commonly used term in contemporary discourse, some members of the public still exhibit misconceptions or insufficient understanding of the concept. Among those who have heard of AI, 70.0% correctly identify AI as a type of computer technology capable of learning, thinking, and mimicking human judgment. However, 20.2% believe that AI refers to technologies that can operate automatically without human supervision, while 5.7% perceive AI as a system possessing emotions and consciousness(Figure 62).

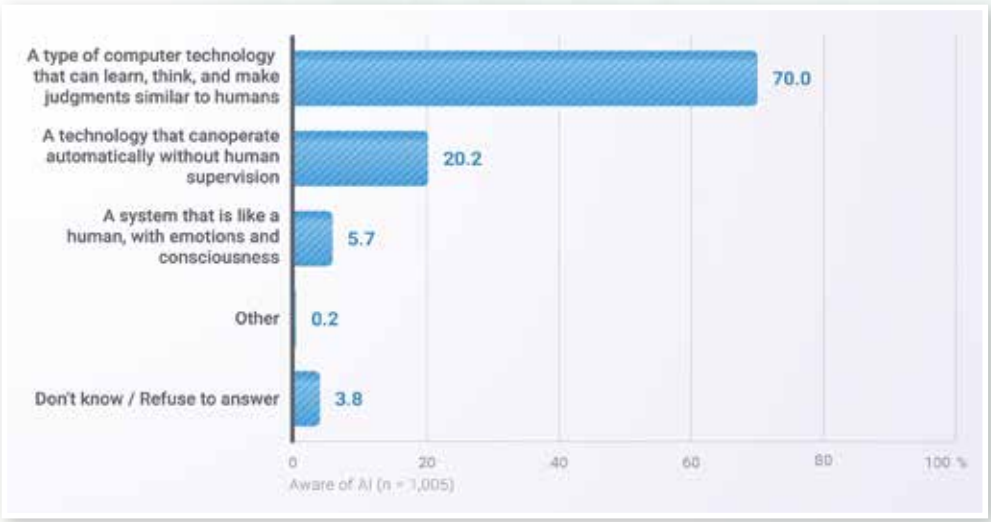


Figure 62. Understanding of AI

With regard to understanding how AI operates, 73.5% of respondents know that AI functions by learning from large volumes of data, identifying patterns, and making judgments or predictions based on those patterns. Nevertheless, 12.8% believe that AI functions like the human brain and can freely think and create, while 9.8% consider AI to be entirely controlled by humans and incapable of self-learning (Figure 63).

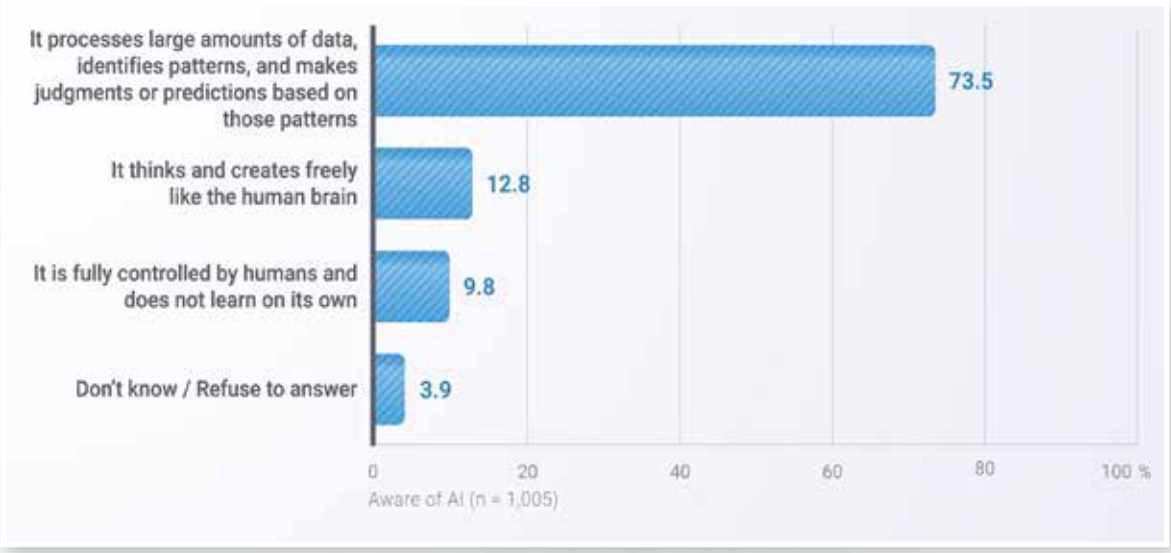


Figure 63. Understanding of how AI works

Regarding perceptions of the current stage of AI development, 80.9% of respondents believe that AI "performs well in certain tasks but is still unable to fully replace human judgment and creativity." Meanwhile, approximately one-tenth of respondents consider that AI can only handle simple and repetitive tasks (8.5%), or that it is already capable of almost completely replacing humans (8.3%) (Figure 64).

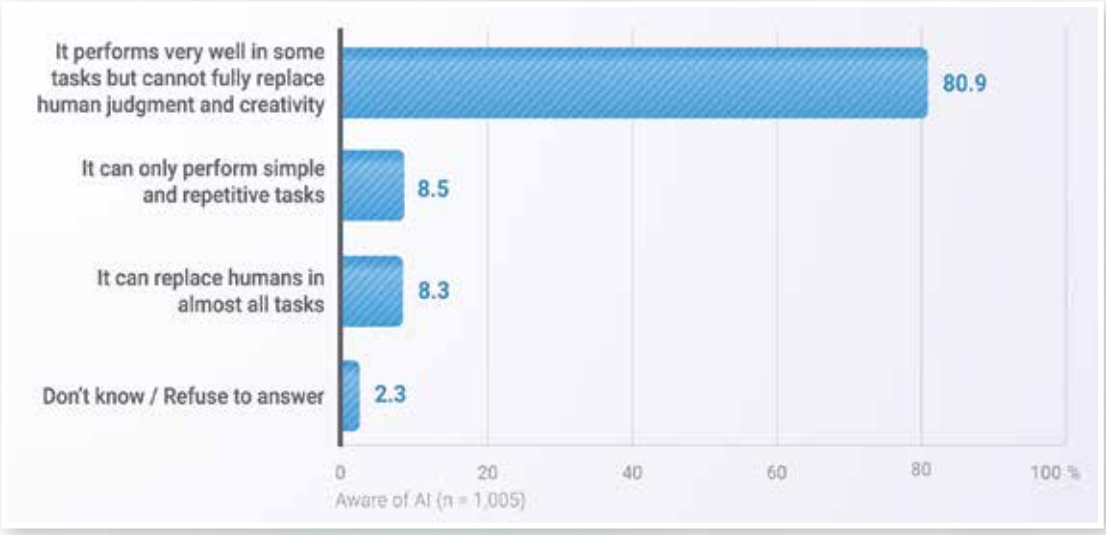


Figure 64. Perceptions of the current state of AI development

Experience with AI Use

AI Tool Usage Rate

In terms of experience with AI use, the survey finds that among Taiwan's population aged 12 and above, 44.3% have used AI tools, 41.4% have heard of AI but have not used it, and 14.3% have either not heard of AI or did not provide a response (Figure 65).

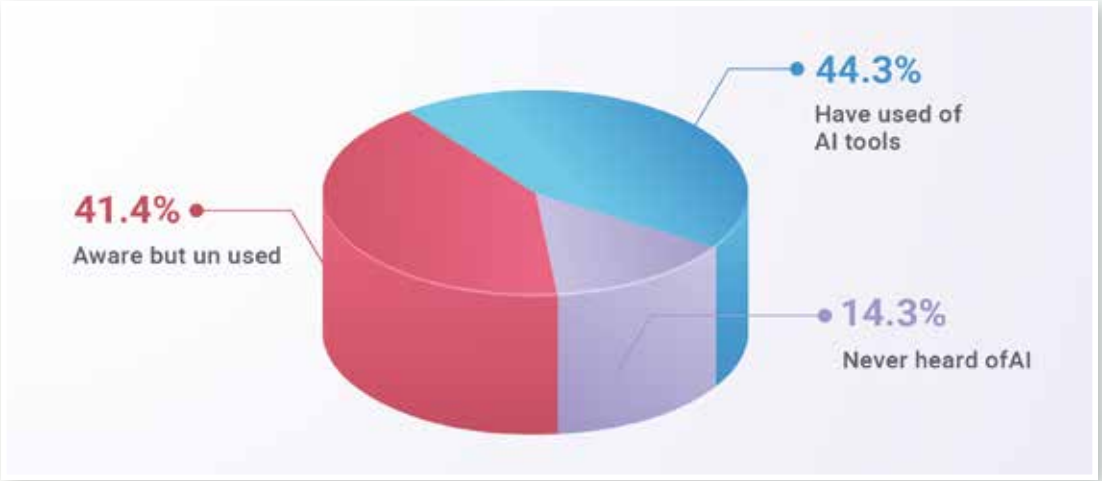


Figure 65. Use of AI tools

Number of AI Tools Used

As noted above, among Taiwan's population aged 12 and above, 44 out of every 100 people have used AI tools. However, survey results indicate that despite the wide variety of AI tools available on the market, users' actual experience remains relatively limited. Among those who have used AI tools, 39.8% have used only one AI tool, 25.9% have used two, 19.0% have used three, 6.1% have used four, and 8.1% have used five or more AI tools. On average, users have experience with 2.4 AI tools (Figure 66).

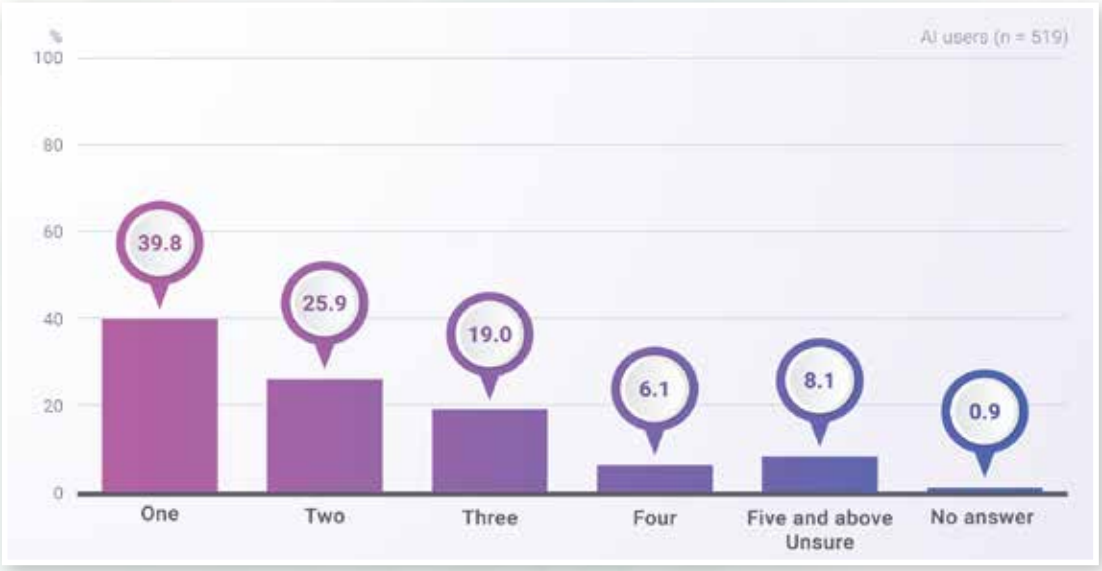


Figure 66. Number of AI tools used

Paid Use of AI Tools

Among AI users, 20.4% have paid to upgrade to a premium version, while 79.6% rely solely on free tools (Figure 67).

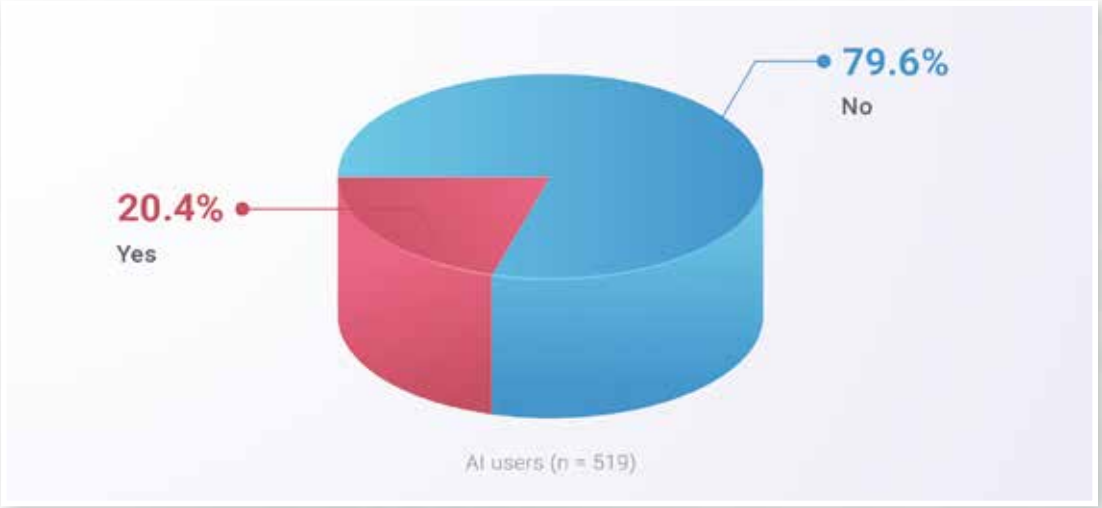


Figure 67. Paid use of upgraded AI services

Domains of AI Tool Use

In terms of domains of AI tool use, among every 100 AI users in Taiwan, 73 use AI for learning and research, 70 for daily life and leisure activities, and 63 for work-related purposes (Figure 68).

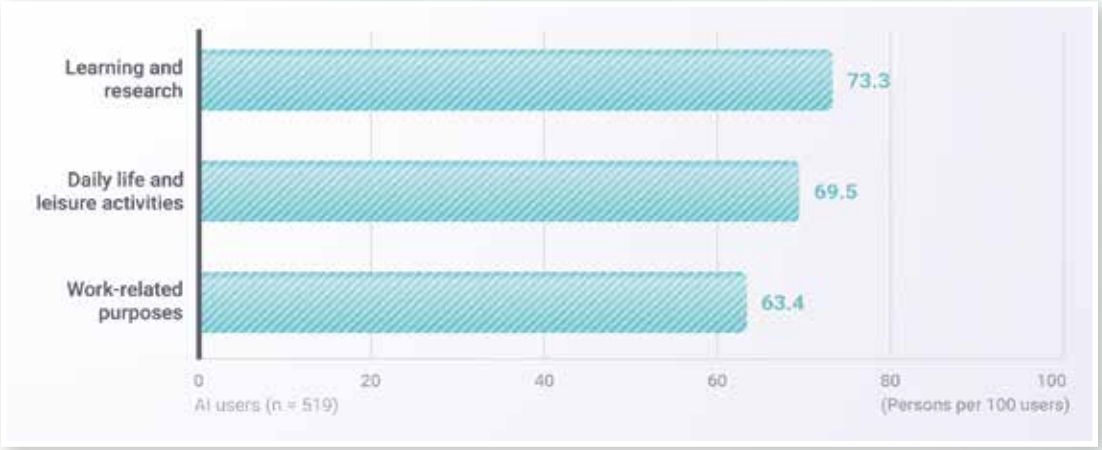


Figure 68. Domains of AI use (multiple responses allowed)

Types of AI Tools

Among different categories of AI tools, text generation and conversational AI tools are the most widely used, with 90 out of every 100 AI users reporting usage. This is followed by image generation tools (62 per 100 users) and presentation and document assistance tools (47 per 100 users). Fewer users report using AI for code generation or multimedia creation, usage ranges between 23 and 24 per 100 users (Figure 69).

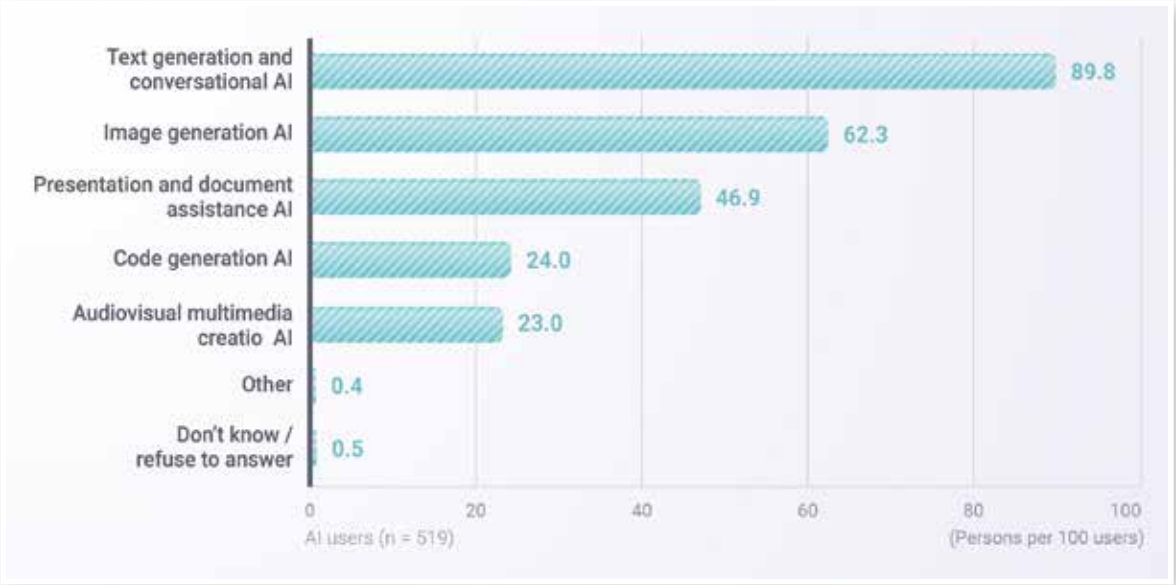


Figure 69. Types of AI tools used by AI users (multiple responses allowed)

Further inquiry into the AI tools most frequently used over the past three months shows that ChatGPT is the dominant tool among AI users in Taiwan (71.6%), followed by Google's Gemini (11.7%) (Figure 70).

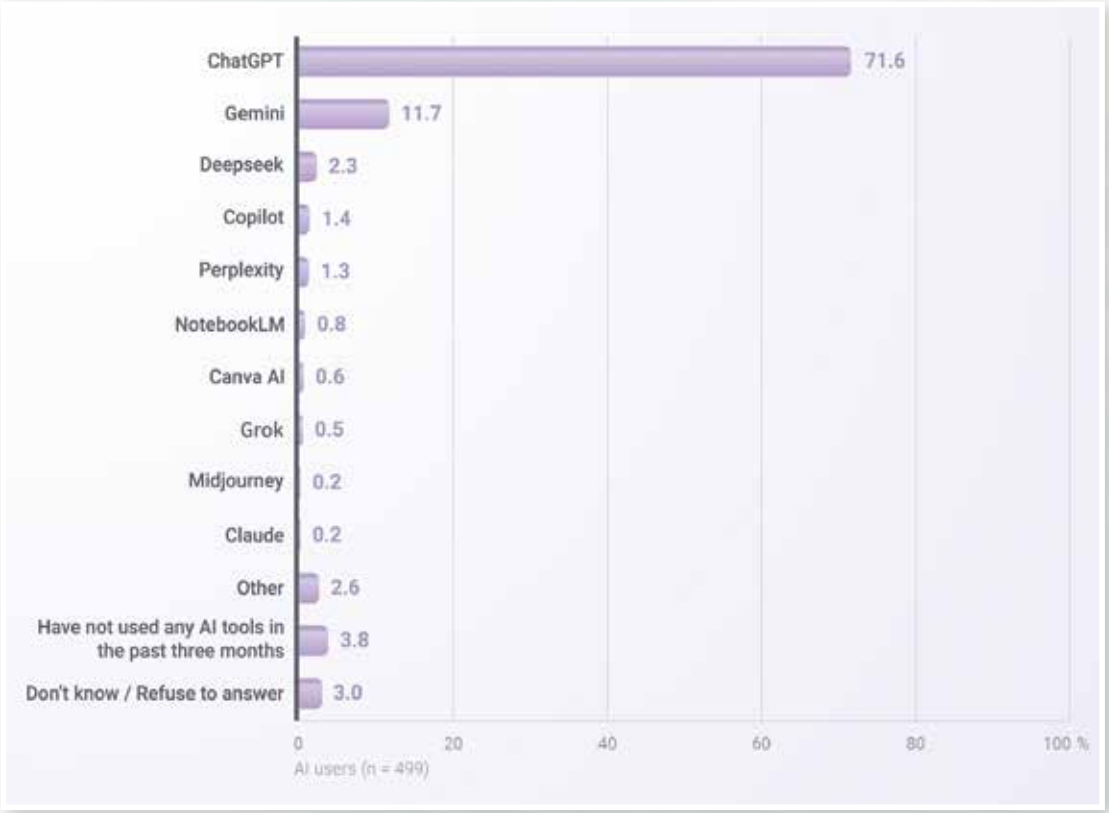


Figure 70. Most frequently used AI tools in the past three months

With respect to the specific tasks and daily activities completed using AI, the survey indicates that the most common use is for translation (59 per 100 users). Approximately half of AI users rely on AI for learning assistance, understanding complex or specialized knowledge, drafting articles, reports, projects, or copy, image generation and design, and searching, organizing, and comparing information. These results underscore the practical utility of AI in knowledge processing and content creation(Figure 71).

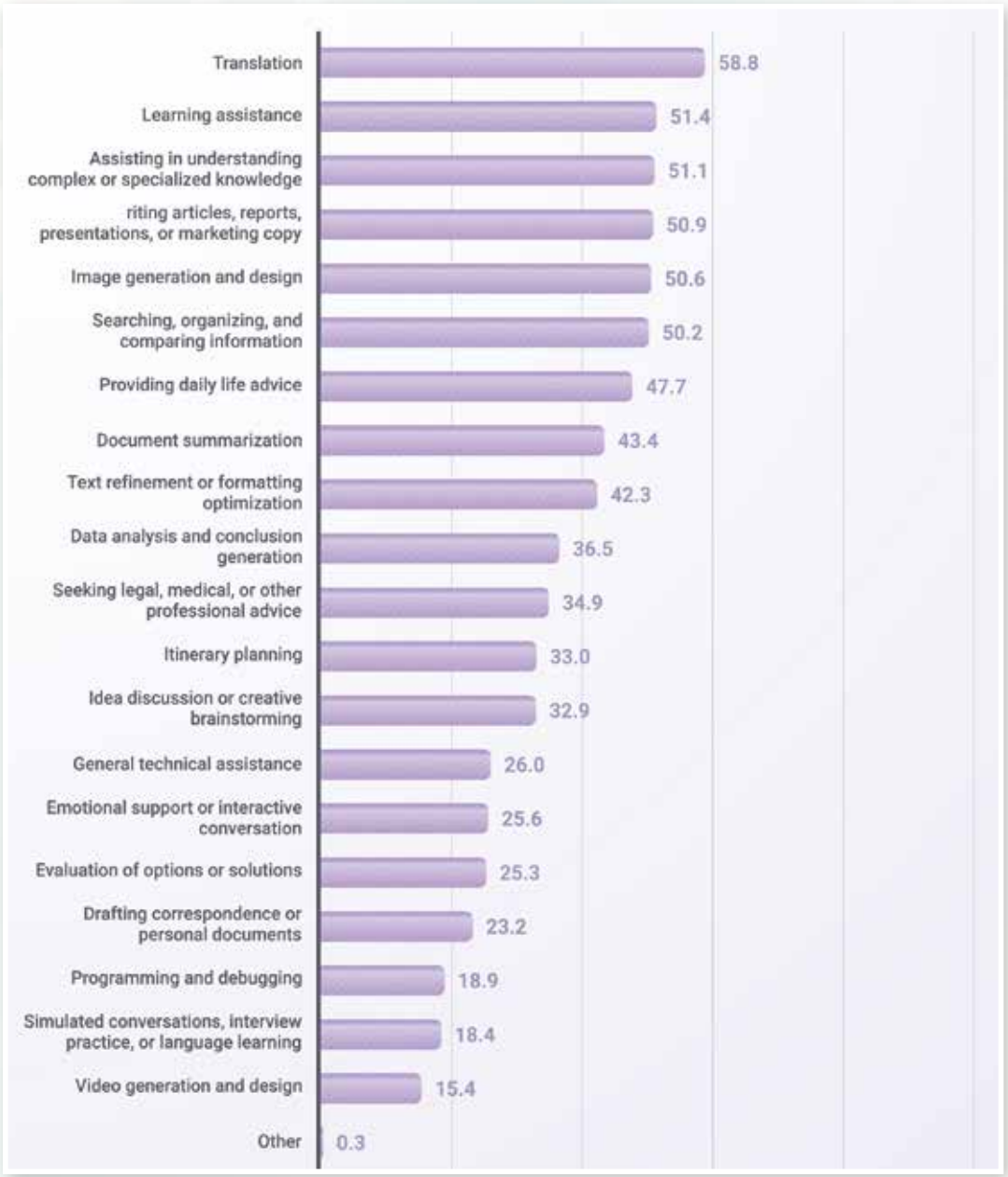


Figure 71. Tasks completed using AI tools in the past three months (multiple responses allowed)

In addition, 48 out of every 100 users ask AI to provide daily life advice, 43 use AI for document summarization, and 42 rely on AI for text refinement or formatting optimization. Between 33 and 37 out of every 100 users use AI for data analysis and conclusion generation, seeking legal, medical, or other professional advice, itinerary planning, or idea discussion and creative brainstorming. Meanwhile, between 23 and 26 out of every 100 users use AI for general programming assistance, emotional support and interactive conversation, solution evaluation, or drafting correspondence or personal documents.

Tasks with relatively lower usage rates include programming and debugging, simulated conversations, interview practice or language learning, and video generation and design, each used by approximately 15 to 19 out of every 100 users.

When these tasks are grouped by type, the most common AI uses among Taiwanese AI users are, in descending order: personal and professional support (79 per 100 users), learning and education (66 per 100 users), research analysis and solution evaluation (66 per 100 users), content creation and editing (65 per 100 users), and creative and entertainment purposes (61 per 100 users). In addition, 51 out of every 100 users employ AI for technical assistance and troubleshooting. Overall, AI use now spans multiple dimensions—including language, learning, creation, work, daily life, emotional interaction, and decision-making—demonstrating its broad penetration and multifaceted value in modern life(Figure 72).

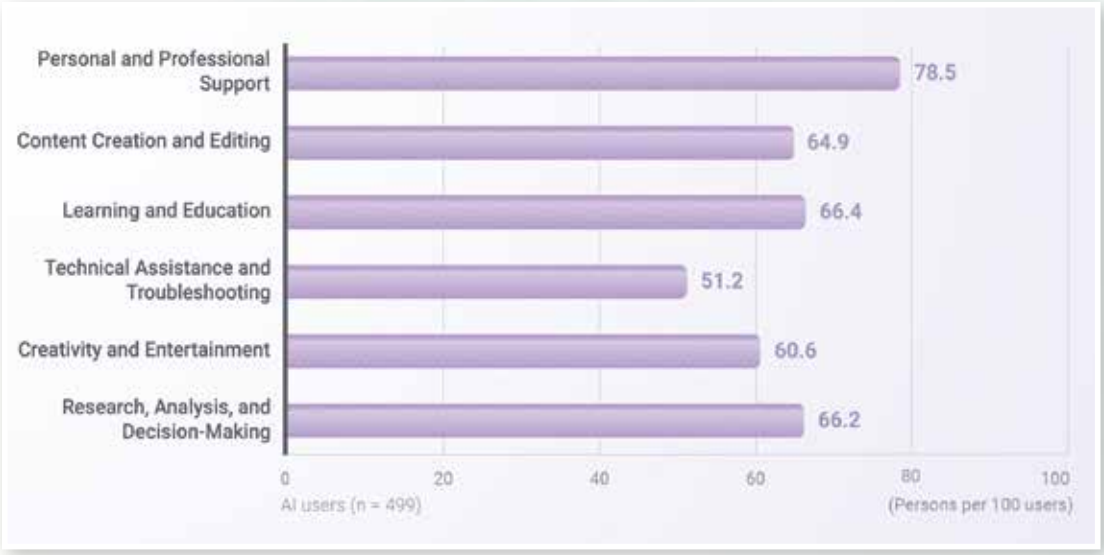


Figure 72. Types of tasks completed using AI tools in the past three months

Evaluation of AI Use

The foregoing analysis indicates that AI has gradually become integrated into the daily work and lives of internet users. Further inquiry into users' evaluations of AI use over the past three months reveals an overall attitude that is positive yet cautious (Figure 73).

1. Work and learning: AI users rate the degree to which AI helps them personally at an average score of 7.3 out of 10, indicating clear benefits in terms of efficiency enhancement and knowledge acquisition.

2. Daily life: The average helpfulness score is 6.3, which is lower than that for work and learning but still reflects generally favorable evaluations.

3. Dependence on AI: The average score is 5.0, suggesting that most users have not become fully reliant on AI tools, though AI has begun to form part of their regular usage habits.

4. Accuracy of AI-generated information: Respondents give an average score of 6.3, indicating that AI is considered to have a certain level of reliability, while still requiring human judgment and supplementation.

5. Information bias: The average score is 3.7, suggesting that concerns regarding bias or lack of neutrality in AI-generated content are relatively limited.

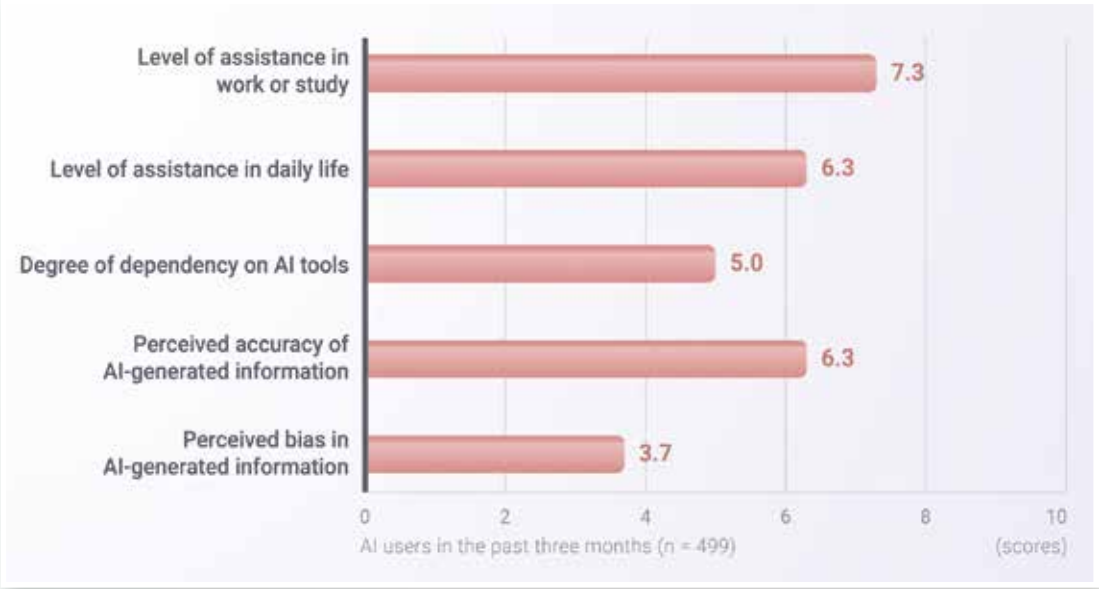


Figure 73. Evaluation of AI use

AI Risks and Ethics

The survey finds that the public holds a cautious attitude toward AI. Among those who have heard of AI, between 70 and 71 out of every 100 respondents believe that AI use may involve risks such as personal data and privacy breaches, copyright infringement, and the generation and dissemination of false information. In addition, 42 out of every 100 respondents believe that AI-generated content may also entail issues of bias and discrimination. Only 9.4% consider that AI does not pose the aforementioned risks or ethical concerns(Figure 74).

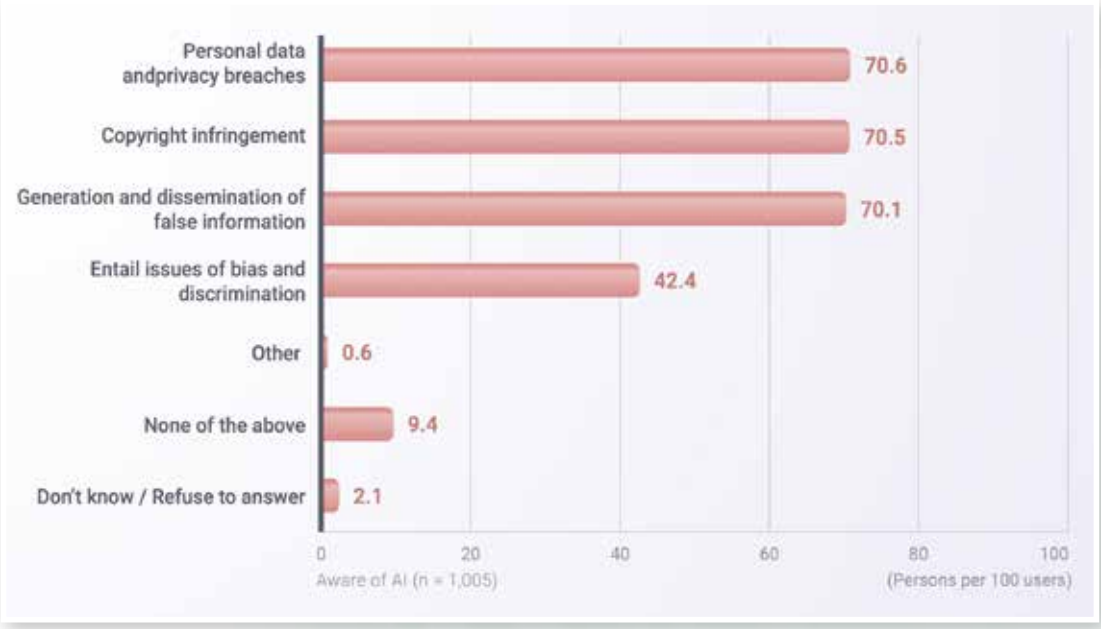


Figure 74. Perceived ethical issues or risks associated with AI (multiple responses allowed)

Section4

Conclusion

● The Digital Access in Taiwan

In summary, key findings from the “ICT Access, Usage and Literacy” dimension indicate that People using the internet aged 12 and above continued to increase, surpassing 90% (90.3%) in 2025. The proportion of “Active Internet users”—defined as those who used the internet daily and for extended periods or at high frequency within the previous three months—increased from 56.1% in 2020 to 62.1% in 2025, indicating a growing population of intensive users.

Benefiting from extensive mobile network infrastructure, with 5G network coverage rate reaching 98.15%, and relatively low Mobile data tariff well below the OECD benchmark of 2% of per-capita income, Taiwan has effectively facilitated access to mobile broadband services. In 2025, 97.9% of internet users accessed the internet via mobile phones, while the share owning three or more Internet connection device types increased, indicating expanding multi-device use alongside continued mobile-centric behavior.

In terms of online activities, the proportion using Internet banking exceeded 50% in 2024, increasing the number of applications with usage rates above 50% from six to seven. In 2025, the most frequently used activities were Instant messaging (87.8%), Online entertainment (82.4%), Searching for information about goods or services (62.8%), Purchasing goods or services online (62.6%), Online reading (61.9%), Usage of e-government (58.9%), and Internet banking (54.0%). Compared with 2020, the largest increases were observed in Mobile payments and Internet banking.

From an equity perspective, although digital divides caused by age difference and regional difference persist, overall disparities have continued to narrow. Moreover, digital opportunities are not concentrated among a small group of fast adopters; under OECD definitions, Inequality of Internet uses in Taiwan remains limited.

Regarding Information usage skills, self-assessed capabilities in information reuse and integration have improved steadily. All categories of Information filtering skills showed growth, with "screen useful dining information" showing the strongest performance, increasing from 63.0% in 2020 to

68.7% in 2025—the largest growth (5.7 percentage points) over the past five years.

The "Housing" dimension shows that the proportion of households using smart applications increased from 40 per 100 households to 55 per 100 households in 2025, indicating a deepening integration of smart living.

The "Education and Skills" dimension highlights universal school connectivity among 3,462 primary and secondary schools. While the share of schools with 1-Gbps connections increased slightly, bandwidth distribution remains polarised, and inter-school disparities have not improved over the past two years.

Following the pandemic, Taiwan has not only invested in school network infrastructure but also actively advanced Teacher ICT skills. As of December 2024, all basic digital teaching capacity-building training had been completed. However, the survey also found that while 21.8% of the population engaged in online courses in 2020, demand has significantly receded post-pandemic, with Online course participation dropping to 15.7% by 2025.

Within the "Income and Wealth" dimension, for young people newly entering the labor market, employment in the information industry generates a wage premium only for those with a master's degree or higher, whose earnings are significantly higher than peers with the same level of education employed in other industries. On the other hand, online consumption is generally regarded as providing more diverse and more reasonably priced consumption choices. Nevertheless, although purchasing goods or services online has shown growth over the long term, the pace of growth has been slow (an increase of approximately 6.1 percentage points over six years). Meanwhile, the proportion of individuals who had offered goods for sale online within the past three months has shown a downward trend, declining by as much as 23% over four years.

The "Jobs" dimension indicates that the degree of digitalization in the work activities of employed persons aged 12 and above in Taiwan remains relatively low. Although 28.4% of employed individuals rely entirely on computers or the internet for their work, 21.0% do not need to use computers or the internet at all, and 23.0% use computers or the internet for less than half of their work tasks. In other words, a total of 44.0% of employed persons in Taiwan are engaged in non-digital or low-digital jobs. Precisely because the degree of job digitalization is not high, only one out of every three workers believes that their job is likely to be replaced by automation.

On the other hand, although Taiwan occupies a key partner position in the global ICT industry and has high output levels in information hardware manufacturing and telecommunications industries, the proportion of ICT industry workers remains relatively small among all employed persons. Nevertheless, this proportion has increased steadily from 1.57% in 2019 to 1.80% in 2025. In addition, influenced by Taiwan's workplace culture, job mobility rates are lower than those in Europe and the United States. The proportion of individuals who had used the internet to search for

job information or to actually seek employment within the past three months has remained relatively stable over the past five years, ranging between 13.1% and 15.9%.

The "Work–Life Balance" dimension shows that the COVID-19 pandemic once promoted the widespread adoption of remote work in Taiwan. The proportion of individuals with remote work experience rose rapidly from only 6.1% in 2019 to around 20% during the pandemic period (2020–2022). However, by 2025, this figure had fallen back to 13.5%, indicating that although remote work continues to be adopted in certain contexts, overall demand is no longer as high as during the pandemic peak.

At the same time, the widespread adoption of information technology has continued to blur the boundary between work and personal life. About half of employed individuals still receive work-related messages after work hours or need to handle official duties online, reflecting that the extension of working hours in a digital environment has become a new normal.

The "Health" dimension shows that over the past five years, developments in information technology have continuously improved the public's access to medical and health resources. Among people aged 12 and above, approximately six out of ten had searched for health-related information online within the past three months, and about four out of ten had used medical appointments online to seek medical care, indicating that digital services have gradually become integrated into everyday health management.

At the same time, health risks associated with internet use have shown a declining trend. The proportion of individuals who believed that their physical condition had worsened due to internet use decreased from 47.4% in 2020 to around 44%. In addition, according to screening based on the short version of the Internet Addiction Scale, CIAS-10, the proportion of individuals classified as a high-risk group declined to 5.2% in 2024.

Overall, while digital technologies have promoted the circulation of health information and improved access to medical services, the public's capacity for self-adjustment and awareness of risks in internet use have clearly increased. Nevertheless, it remains necessary to continue monitoring the potential physical health impacts of prolonged internet use and to support the public in achieving a balance between convenience and health through education and support measures.

The "Social Connections" dimension indicates that among Taiwan's population aged 12 and above, approximately 86 out of every 100 people participate in social networking activities, while 39 out of every 100 had publicly posted messages, uploaded photos, or shared videos on social media or blogs within the past three months. The widening gap between these two indicators—reaching 47 percentage points—suggests that although internet users in Taiwan are active on social platforms, fewer people are choosing to engage in public content creation or sharing.

At the same time, participation in social networking carries the risk of encountering

cyberbullying. When calculated based on the total population aged 12 and above, approximately 4.6% of people in Taiwan experienced cyberbullying in 2025, a figure 2.4 times higher than that of 2020, highlighting the need for corresponding legal amendments and preventive measures.

The "Governance and Civic Engagement" dimension shows that the rate of use of both proactive and reactive digital government services over the past year reached a new high of 87.7% in 2025. However, only 8.0% of the population had expressed opinions on public or political issues through official or non-official online channels within the past three months, a proportion unchanged from 2020.

As Taiwan's most important official channel for civic participation, the "Public Policy Online Participation Platform," according to statistics from the National Development Council, had, by the end of 2024, opened 184 policy issues under the "Public Discussion" section for public consultation and had accumulated 9,411 draft regulations and administrative orders open for public comment. In 2024 alone, seven policy issues and 1,035 draft regulations or legal orders were opened for public consultation through this platform.

In terms of government governance, data transparency and openness are key objectives. According to statistics from Taiwan's government open data platform, between 2022 and 2024, although the number of open datasets decreased by 6,535 due to agencies improving data quality and consolidating datasets, the total number of datasets remained above 50,000. During the same period, data views increased by 35,265,612, and data downloads increased by approximately 2,564,419, representing growth rates of 32.1 and 13.6 percentage points, respectively.

The "Environmental Quality" dimension shows that the average amount of electronic waste generated per person per year exceeded 8 kilograms in 2023 and further increased to 8.6 kilograms in 2024.

The "Personal Digital Security" dimension indicates that the incidence of cybersecurity incidents has exhibited short-term fluctuations. Although public awareness of information security and the adoption of protective measures improved significantly in 2023, progress from 2024 to 2025 continued but with limited growth.

The "Subjective Well-Being" dimension shows that as Taiwan's internet penetration rate surpassed 90%, the impact of internet use on subjective well-being gradually diminished and was no longer statistically significant by 2025. Nevertheless, individuals who do not use the internet may still experience a sense of deprivation and feel that they are unable to keep up with the times. This disparity is reflected in perceptions of "keeping up with digital trends": in 2025, internet users scored an average of 1.24 points higher than non-users, indicating that digital participation continues to create a structural gap in subjective well-being. While non-users are not necessarily unhappy, they are more likely to feel marginalized by societal change.

● The Status of Internet Usage by Groups in Taiwan

Overall, differences in internet use by gender, age, and region persist, but data from 2020 to 2025 indicate that many of these gaps have gradually narrowed. Across groups, instant messaging and online entertainment remain the most universal applications. Gender-based differences are limited, age-related gaps are most evident in economic applications, and regional disparities are primarily reflected in usage depth rather than in the types of applications adopted.

● The Impact of Artificial Intelligence on Public Digital Applications

In addition, this year's report introduces a new analysis on "AI Use and Literacy," reflecting the rapid diffusion of generative artificial intelligence since 2023. Survey results show that 85.7% of the population aged 12 and above have heard of AI, and 44.3% have actually used AI tools. Although overall awareness is high, levels of understanding vary. Most respondents view AI as a data-driven technology that supports specific tasks, rather than one that can fully replace human judgment.

Among AI users, actual experience remains relatively limited in scope. Most users have tried only one or two AI tools, and fewer than one-quarter have paid for premium services. Text generation and conversational AI tools dominate usage, followed by image generation and document assistance tools. ChatGPT is by far the most frequently used AI tool in Taiwan.

AI is primarily applied to learning and research, daily life and leisure, and work-related tasks. Common uses include translation, learning support, drafting and editing content, information searching and organization, and daily life advice. When grouped by function, AI is most often used for personal and professional support, learning and education, research and analysis, and content creation, indicating that AI has become a practical, multifunctional support tool rather than a specialized technology.

User evaluations of AI are generally positive but cautious. Respondents report clear benefits for work and learning, moderate benefits for daily life, and only moderate levels of dependence. AI-generated information is viewed as reasonably reliable but still requiring human judgment. Concerns about bias are present but not dominant.

In terms of risks and ethics, a majority of respondents express concern about privacy breaches, copyright infringement, and the spread of false information, while fewer—but still substantial—proportions are concerned about bias and discrimination. Overall, the findings suggest that while AI adoption in Taiwan is advancing rapidly and broadly, differences among population groups are narrowing, and public attitudes remain balanced between recognition of AI's benefits and awareness of its risks.

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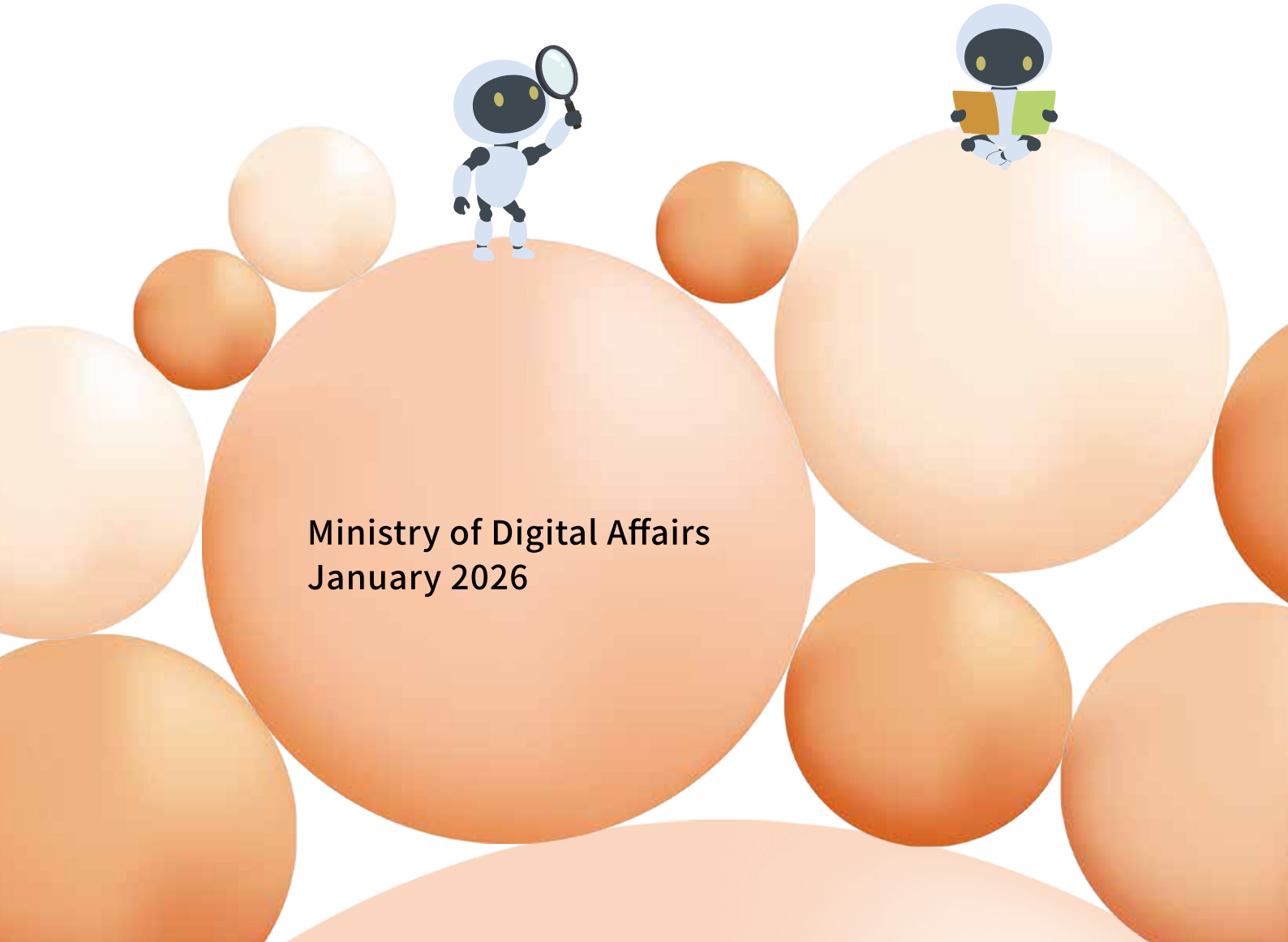

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