

香港—資訊社會

Hong Kong as an Information Society

二零零六年版
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Please refer to Appendix C for the means of obtaining this publication.

序言

Foreword

「資訊社會」泛指一個差不多所有活動均應用資訊的社會。科技上的轉變以及電子與電訊的廣泛使用，促使資訊得以在先進經濟體系內流通。

較明確來說，資訊社會可定義為一個廣泛使用資訊網絡及資訊科技，生產大量資訊與通訊的產品和服務，並擁有多元化內容行業結構的社會。這觀點強調資訊基建的實踐與發展對社會帶來的社會及經濟影響，而不僅是實際的科技發展。

本刊主要目的是展示從各種來源匯集所得與資訊社會發展有關的統計數據，涵蓋範圍由資訊科技在工商業及住戶的使用情況和普及程度，特別是政府內使用此等設施的情況，以至電訊服務的發展。至於業內的人力資源需求和相關教育課程的分析，亦包括在內。

若讀者希望獲得更詳細的統計資料，可參考每章後的其他有關刊物，或聯絡載列於附錄乙的有關資料來源。如欲詢問有關數據，亦歡迎聯絡本處。

政府統計處處長 馮興宏

二零零六年十二月

The expression "information society" generally refers to a society in which information is used in almost all forms of activities. Technological changes and the increased utilisation of electronics and telecommunications contribute to information flow in all advanced economies.

More specifically, the information society can be defined as one which makes extensive use of information networks and information technology, produces large quantities of information and communication products and services and has an industrial structure with diversified contents. This approach emphasises the social and economic effects that information infrastructure applications and development will have on society in addition to actual technological development.

This publication aims at presenting statistical data compiled from a variety of sources relevant to the development of the information society, ranging from the usage and penetration of information technology both in the business sector and in households, with particular emphasis on the adoption of such facilities in the government, to developments in telecommunications services. Analysis on the demand for manpower in the field and developments of relevant educational programmes is also included.

Readers who wish to obtain more detailed statistical information could consult the list of reference materials at the end of each chapter or contact the relevant sources of information given in Appendix B. If there are any enquiries, please contact the Department.

FUNG Hing-wang
Commissioner for Census and Statistics

December 2006

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特別註釋及代號

Special Notes and Symbols

數字的進位

由於四捨五入關係，個別數字或百分比之和可能不等於其總數。

Rounding of figures

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

代號

本刊內各代號的含意如下：

- 不適用
- N.A. 沒有數字

Symbols

The following symbols are used throughout the publication:

- Not applicable
- N.A. Not available

第 1 章 資訊科技在住戶的使用情況和普及程度

Chapter 1 Information Technology Usage and Penetration in Households

緒言

1.1 在工作及生活上使用各類資訊科技越來越變得普遍，而資訊科技基本上已滲透到社會上各層面及各類經濟活動。本章描述資訊科技在住戶的使用情況和普及程度。

1.2 當中的分析是根據政府統計處進行的有關「資訊科技的使用情況和普及程度的主題性住戶統計調查」所得的資料進行。該統計調查旨在搜集有關個人電腦及互聯網在住戶中的普及程度，以及住戶成員使用個人電腦、互聯網服務、中文輸入法、電子商業服務及網上政府服務的情況的資料。該主題性住戶統計調查自二零零零年起已進行七次。每次統計調查均成功訪問大約 10 000 個住戶，以代表全香港住戶及人口。

個人電腦及互聯網的普及程度

1.3 在二零零六年統計調查中，約 1 662 200 個住戶家中有個人電腦（包括桌面電腦、便攜式／筆記簿型／平板電腦及掌上電腦／個人數碼助理），佔全香港所有住戶的 72%。當中，約有 1 556 300 個住戶家中有個人電腦（不包括掌上電腦及個人數碼助理）接駁互聯網。換言之，在全香港所有住戶中，有 67% 的住戶家中有個人電腦接駁互聯網。（表 1.1）

Introduction

1.1 The use of various kinds of information technology (IT) has been prevailing in work and life, and IT has penetrated practically all walks of society and forms of economic activities. This chapter describes the usage and penetration of IT in the household sector.

1.2 The analyses are based on the data collected from the Thematic Household Survey (THS) on IT Usage and Penetration conducted by the Census and Statistics Department. Information collected in the survey include penetration of personal computers (PCs) and Internet among households, and also the utilisation of PCs, Internet service, Chinese input methods, electronic business services and online Government services among household members. So far, seven rounds of the THS on the subject have been conducted since 2000. About 10 000 households were successfully enumerated in each of the surveys to represent all households and the entire population in Hong Kong.

Penetration of Personal Computers (PCs) and Internet

1.3 In the 2006 Survey, some 1 662 200 households had PCs (including desktop computers, laptop/notebook/tablet computers and palm top/Personal Digital Assistant (PDA)) at home at the time of enumeration, constituting 72% of all households in Hong Kong. Among them, some 1 556 300 households had their PCs (excluding palm top and PDA) at home connected to Internet. In other words, 67% of all households in Hong Kong had their PCs at home connected to Internet. (Table 1.1)

接駁上互聯網的方法

1.4 在二零零六年統計調查中，家中的個人電腦有接駁上互聯網的住戶中，約 98% 是透過寬頻接駁上互聯網，而 2.5% 透過住宅電話線接駁及 2.4% 透過流動電話網絡接駁。在二零零五年的相應數字分別為 96%，5.1% 及 0.8%。(表 1.2)

曾使用個人電腦的十歲及以上人士

1.5 在二零零六年統計調查中，約 3 897 900 名十歲及以上的人士在統計前十二個月內曾使用個人電腦。十歲及以上人士在統計前十二個月內曾使用個人電腦的整體比率為 63%。在二零零五年的相應比率為 59%。(表 1.3)

年齡及性別

1.6 按年齡組別分析，在二零零六年統計調查中，十至十四歲人士在統計前十二個月內曾使用個人電腦的比率最高，超過 98%。緊隨的是十五至二十四歲人士（約 98%）及二十五至三十四歲人士（90%）。年齡較長的人士使用個人電腦的比率較低，其中五十五至六十四歲人士的比率為 26%，而六十五歲及以上人士的比率則為 5.3%。與二零零五年的統計調查比較，二十五歲及以上人士的比率明顯上升；而十至二十四歲人士的比率則大致相若。(表 1.3)

1.7 在二零零六年統計調查中，男性在統計前十二個月內曾使用個人電腦的比率（66%）較女性的比率（60%）稍高。(表 1.3)

Mode of connection to Internet

1.4 In the 2006 Survey, about 98% of those households that had their PCs connected to Internet were connected via broadband, 2.5% did so via household telephone line and 2.4% via mobile telecommunications network. The corresponding figures in 2005 were 96%, 5.1% and 0.8% respectively. (Table 1.2)

Persons aged 10 and over who had used PCs

1.5 In the 2006 Survey, some 3 897 900 persons aged 10 and over had used PCs in the twelve months before enumeration. The overall rate of persons having used PCs in the twelve months before enumeration was 63% among all persons aged 10 and over. The corresponding rate in 2005 was 59%. (Table 1.3)

Age and sex

1.6 Analysed by age group, persons aged 10-14 in the 2006 Survey had the highest rate of having used PCs in the twelve months before enumeration, over 98%. This was closely followed by persons aged 15-24 (about 98%) and those aged 25-34 (90%). Lower rates were recorded for older persons. In particular, only 26% of persons aged 55-64 and 5.3% of persons aged 65 and over had used PCs in the twelve months before enumeration. When compared with the 2005 Survey, the rates for persons aged 25 and over had increased significantly while those for persons aged 10-24 were similar. (Table 1.3)

1.7 In the 2006 Survey, the rates of having used PCs in the twelve months before enumeration for males (66%) was slightly higher than their female counterpart (60%). (Table 1.3)

教育程度

1.8 具有專上教育程度的人士在統計前十二個月內曾使用個人電腦的比率最高（在二零零五及二零零六年均約為 95%）。具有中學／預科教育程度的人士與具有小學及以下教育程度的人士在二零零六年的相應比率分別為 72%（相對二零零五年的 68%）及 21%（相對二零零五年的 18%）。（表 1.4）

經濟活動身分

1.9 按經濟活動身分分析，學生在統計前十二個月內曾使用個人電腦的比率最高（在二零零五及二零零六年均約為 99%）。其次為從事經濟活動人士（在二零零六年為 73%，相對二零零五年為 68%）。料理家務者及退休人士在統計前十二個月內曾使用個人電腦的比率較低，分別為 36%（相對二零零五年為 29%）及 8.8%（相對二零零五年為 6.5%）。（表 1.5）

曾使用個人電腦最少每星期一次的十歲及以上人士

1.10 在二零零六年統計調查中，在統計前十二個月內曾使用個人電腦最少每星期一次的十歲及以上人士中，他們每星期使用個人電腦的平均時間為 27 小時。在二零零五年，相應數字則為 26 小時。（表 1.6）

年齡

1.11 按年齡組別分析，在二零零六年統計調查中，年齡介乎二十五至三十四歲的人士每星期使用個人電腦的時間最長，平均為 36 小時；其次是三十五至四十四歲人士（30 小時）及十五至二十四歲人士（28 小時）。二零零五年的相應數字分別為 34 小時、28 小時及 26 小時。（表 1.6）

Educational attainment

1.8 The rate of having used PCs in the twelve months before enumeration was highest for persons with tertiary education (about 95% in both 2005 and 2006). The corresponding rates in 2006 for those with secondary/matriculation educational attainment and primary and lower educational attainment were 72% (as compared to 68% in 2005) and 21% (as compared to 18% in 2005) respectively. (Table 1.4)

Economic activity status

1.9 Analysed by economic activity status, students had the highest rate of having used PCs in the twelve months before enumeration (about 99% in both 2005 and 2006). This was followed by economically active persons (73% in 2006, as compared to 68% in 2005). Home-makers and retired persons had relatively lower rates of having used PCs in the twelve months before enumeration, at 36% (as compared to 29% in 2005) and 8.8% (as compared to 6.5% in 2005) respectively. (Table 1.5)

Persons aged 10 and over who had used PCs at least once a week

1.10 In the 2006 Survey, among those persons aged 10 and over who had used PCs at least once a week in the twelve months before enumeration, their average time spent in using PCs per week was 27 hours. The corresponding figure in 2005 was 26 hours. (Table 1.6)

Age

1.11 Analysed by age group, in the 2006 Survey, persons aged 25-34 spent the longest time using PCs per week, with 36 hours on average. This was followed by persons aged 35-44 (30 hours) and those aged 15-24 (28 hours). The corresponding figures in 2005 were 34 hours, 28 hours and 26 hours respectively. (Table 1.6)

經濟活動身分

1.12 按經濟活動身分分析，在二零零六年統計調查中，從事經濟活動的人士每星期使用個人電腦的平均時間為 32 小時；在二零零五年，此數字則為 31 小時。至於非從事經濟活動的人士中，學生及料理家務者每星期使用個人電腦的平均時間分別為 20 小時及 9.1 小時；在二零零五年時的相應數字分別為 19 小時及 8.9 小時。(表 1.7)

曾使用互聯網服務的十歲及以上人士

1.13 在二零零六年統計調查中，約 3 770 400 名十歲及以上的人士在統計前十二個月內曾使用互聯網服務，佔所有十歲及以上人士的 61% (亦即佔所有在統計前十二個月內曾使用個人電腦的十歲及以上人士的 97%)。(表 1.8)

年齡及性別

1.14 按年齡組別分析，十五至二十四歲人士在統計前十二個月內曾使用互聯網服務的比率最高，為 97% (在二零零五年時，則以十至十四歲人士的比率最高，達 97%；而當時十五至二十四歲人士的相應數字為 96%)。其次是十至十四歲人士 (96%) 及二十五至三十四歲人士 (88%)。年齡較長的人士使用互聯網服務的比率較低，六十五歲及以上人士的比率為 4.2%。(表 1.8)

1.15 在二零零六年統計調查中，男性在統計前十二個月內曾使用互聯網服務的比率 (64%) 較女性 (58%) 稍高。在二零零五年時的相應比率分別為 60% 及 54%。(表 1.8)

Economic activity status

1.12 Analysed by economic activity status, in the 2006 Survey, the average time spent in using PCs per week of economically active persons was 32 hours. In 2005, the corresponding figure was 31 hours. Among those economically inactive persons, the average time spent in using PCs per week for students and home-makers were 20 hours and 9.1 hours respectively. The corresponding figures in 2005 were 19 hours and 8.9 hours respectively. (Table 1.7)

Persons aged 10 and over who had used Internet Service

1.13 In the 2006 Survey, some 3 770 400 persons aged 10 and over had used Internet service in the twelve months before enumeration, accounting for 61% of all persons aged 10 and over (or 97% of all persons aged 10 and over who had used PCs in the twelve months before enumeration). (Table 1.8)

Age and sex

1.14 Analysed by age group, persons aged 15-24 had the highest rate of having used Internet service in the twelve months before enumeration, at 97%, (In 2005, persons aged 10-14 had the highest rate at 97%, while the corresponding rate for persons aged 15-24 was 96%). This was followed by persons aged 10-14 (96%) and persons aged 25-34 (88%). Lower rates were recorded for older persons. In particular, 4.2% of those aged 65 and over had used Internet service in the twelve months before enumeration. (Table 1.8)

1.15 In the 2006 Survey, the rate of having used Internet service in the twelve months before enumeration for males (64%) was slightly higher than their female counterpart (58%). The corresponding rates in 2005 were 60% and 54% respectively. (Table 1.8)

教育程度

1.16 在二零零六年統計調查中，具有專上教育程度的人士在統計前十二個月內曾使用互聯網服務的比率最高，為 94%，具有中學／預科教育程度的人士與具有小學及以下教育程度的人士的相應比率分別為 70% 及 19%。(表 1.9)

經濟活動身分

1.17 按經濟活動身分分析，在二零零六年統計調查中，學生在統計前十二個月內曾使用互聯網服務的比率最高，達 98%。其次為從事經濟活動人士（70%）。料理家務者及退休人士使用互聯網服務的比率較低，分別為 33% 及 7.7%。(表 1.10)

曾使用互聯網服務最少每星期一次的十歲及以上人士

每星期使用互聯網服務的時間

1.18 在二零零六年統計調查中，在統計前十二個月內曾使用互聯網服務最少每星期一次的十歲及以上人士中，他們每星期使用互聯網服務的平均時間為 18 小時。在二零零五年時的相應數字是 16 小時。(表 1.11)

年齡

1.19 按年齡組別分析，在二零零六年統計調查中，二十五至三十四歲人士每星期平均使用互聯網服務的時間最長，他們每星期平均使用互聯網服務 24 小時。其次為十五至二十四歲人士（21 小時）及三十五至四十四歲人士（18 小時）。(表 1.11)

Educational attainment

1.16 In the 2006 Survey, the rate of having used Internet service in the twelve months before enumeration was the highest for persons with tertiary education, at 94%. The corresponding rates for those with secondary/matriculation educational attainment and primary and lower educational attainment were 70% and 19% respectively. (Table 1.9)

Economic activity status

1.17 Analysed by economic activity status, in the 2006 Survey, students had the highest rate of having used Internet service in the twelve months before enumeration, at 98%. This was followed by economically active persons (70%). Home-makers and retired persons had relatively lower rates of having used Internet service, at 33% and 7.7% respectively. (Table 1.10)

Persons aged 10 and over who had used Internet Service at least once a week

Time spent in using Internet service per week

1.18 In the 2006 Survey, among those persons aged 10 and over who had used Internet service at least once a week in the twelve months before enumeration, their average time spent in using Internet service per week was 18 hours. The corresponding figure in 2005 was 16 hours. (Table 1.11)

Age

1.19 Analysed by age group, in the 2006 Survey, persons aged 25-34 spent the longest time using Internet service per week on average. Their average time spent in using Internet service was 24 hours per week. This was followed by persons aged 15-24 (21 hours) and those aged 35-44 (18 hours). (Table 1.11)

曾使用電子商業服務的十五歲及以上人士

1.20 十五歲及以上人士被問及他們在統計前十二個月內有否為個人事務而使用下列各項電子商業服務：

- 透過自動櫃員機提款、存款、轉賬或查詢戶口結餘
- 透過自動櫃員機繳費
- 使用電話透過「繳費靈」服務繳費
- 使用易辦事服務
- 使用八達通咭支付交通費
- 使用八達通咭購買貨物及服務
- 透過自動電話接聽系統購物或獲取服務
- 透過流動電訊網絡以互動短訊服務方式進行交易或獲取服務（例如：銀行服務、股票報價等）
- 上網搜尋財經資料（例如：股票價格）
- 上網搜尋貨物／服務資料
- 上網搜尋職位空缺資料
- 上網買賣股票
- 上網訂座／訂票
- 上網購買／訂購貨物及服務
- 使用網上拍賣服務
- 使用網上銀行服務（例如：轉賬）
- 上網繳費
- 上網要求客戶服務（例如：安排送貨）

Persons aged 15 and over who had used Electronic Business Services

1.20 Persons aged 15 and over were asked whether they had used the following types of electronic business services for personal matters in the twelve months before enumeration:

- Withdrawing/depositing/transferring money or checking account balance via Automatic Teller Machine (ATM)
- Settling payment by ATM
- Using telephone to settle payment by Payment by Phone Service (PPS)
- Using Easy Pay System (EPS)
- Using Octopus card for paying fare of transportation
- Using Octopus card for purchasing goods and services
- Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)
- Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)
- Searching for financial information online (e.g. stock prices)
- Searching for information on goods/services online
- Searching for job vacancies online
- Trading stock online
- Making reservation/booking tickets online
- Purchasing/ordering goods and services online
- Using auction service online
- Using cyber-banking services (e.g. transferring money)
- Settling payment online
- Requesting customer services online (e.g. arranging product delivery)

1.21 在二零零六年統計調查中，約 5 623 600 名十五歲及以上人士在統計前十二個月內曾為個人事務而使用一項或多項上述的電子商業服務，佔全港所有十五歲及以上人士的 97%。(表 1.12)

曾使用的電子商業服務類別

1.22 在二零零六年統計調查中，約 5 539 200 人在統計前十二個月內曾使用八達通咭支付交通費，佔所有十五歲及以上人士的 96%。其他較普遍被使用的電子商業服務為「透過自動櫃員機提款、存款、轉賬或查詢戶口結餘」(70%)、「使用八達通咭購買貨物及服務」(52%)及「使用易辦事服務」(29%)。曾使用電子商業服務的分佈大致與二零零五年時的相若。(表 1.12 及圖 1.1)

教育程度

1.23 十五歲及以上人士在統計前十二個月內曾使用電子商業服務的比率隨着教育程度增加。在二零零六年統計調查中，具有小學及以下教育程度人士的比率為 93%，具有中學／預科教育程度人士的比率為 99%，而具有專上教育程度人士的比率則接近 100%。(表 1.13)

經濟活動身分

1.24 在二零零六年統計調查中，曾在統計前十二個月內使用電子商業服務的人士中，約六成(65%)為從事經濟活動人士。另外有 14% 為退休人士；12% 為料理家務者及 8.2% 為學生。曾使用電子商業服務的比率以從事經濟活動人士(99%)及學生(99%)較高。(表 1.14)

1.21 In the 2006 Survey, some 5 623 600 persons aged 15 and over had used one or more types of the above-mentioned electronic business services for personal matters in the twelve months before enumeration, constituting 97% of all persons aged 15 and over in Hong Kong. (Table 1.12)

Type of electronic business services used

1.22 In the 2006 Survey, some 5 539 200 persons had used the Octopus card for paying fare of transportation in the twelve months before enumeration, accounting for 96% of all persons aged 15 and over. The other commonly used electronic business services were "withdrawing/depositing/transferring money or checking account balance via ATM" (70%), "using Octopus card for purchasing goods and services" (52%) and "using Easy Pay System (EPS)" (29%). The distribution is broadly similar to that in 2005. (Table 1.12 and Chart 1.1)

Educational attainment

1.23 The rate of persons aged 15 and over having used electronic business services in the twelve months before enumeration increased with educational attainment. In the 2006 Survey, it was 93% for persons with primary and lower educational attainment, 99% for those with secondary/matriculation educational attainment and approaching 100% for those with tertiary educational attainment. (Table 1.13)

Economic activity status

1.24 In the 2006 Survey, about three-fifths (65%) of the persons who had used electronic business services in the twelve months before enumeration were economically active. Another 14% were retired persons, 12% were home-makers and 8.2% were students. The rates of having used electronic business services were relatively higher for economically active persons (99%) and students (99%). (Table 1.14)

認識「公共服務電子化計劃」的十歲及以上人士

1.25 政府在二零零零年十二月推出「公共服務電子化計劃」，主要透過互聯網提供公共服務予市民。有見及此，在是項統計調查中，所有十歲及以上的人士均被問及他們是否認識此項計劃。另一方面，他們亦被問及在過去十二個月曾否為個人事務透過「公共服務電子化計劃」的網站或其他政府網站使用網上政府服務。

1.26 在二零零六年統計調查中，結果發現在統計時約 2 625 600 名十歲及以上人士認識「公共服務電子化計劃」，佔全港所有十歲及以上人士的 42%。(表 1.15)

年齡及性別

1.27 在該 2 625 600 人士中，51%年齡在三十五歲以下，而 26%年齡介乎三十五至四十四歲。年紀較輕的人士認識「公共服務電子化計劃」的比率較高。年齡介乎十五至二十四歲人士的比率為 63%；年齡介乎二十五至三十四歲人士的比率為 66%。相比之下，年齡介乎五十五至六十四歲的人士中，只有 21%認識「公共服務電子化計劃」；年齡在六十五歲及以上的人士中，則只有 5.5%認識此計劃。(表 1.15)

1.28 按性別分析，在二零零六年統計調查中，認識此計劃的人士中，男性佔 51%，而女性則佔 49%。相對而言，男性認識此計劃的比率(44%)較女性(41%)為高。(表 1.15)

其他有關刊物

主題性住戶統計調查第二、六、十、十五、二十、二十三及二十七號報告書

Persons age 10 and over who were aware of the ESD Scheme

1.25 The Government launched the Electronic Service Delivery (ESD) scheme in December 2000 with the purpose of providing public services to the community mainly through the Internet. In view of this, all persons aged 10 and over in the survey were asked whether they were aware of the ESD scheme. On the other hand, they were also asked whether they had used online Government services through ESD website or other Government websites for personal matters in the past twelve months.

1.26 In the 2006 Survey, the survey results showed that some 2 625 600 persons aged 10 and over were aware of the ESD scheme at the time of enumeration, constituting 42% of all persons aged 10 and over in Hong Kong. (Table 1.15)

Age and sex

1.27 Of those 2 625 600 persons, 51% were aged below 35 and 26% were aged 35-44. Younger persons had relatively higher rates of being aware of the ESD scheme, at 63% for persons aged 15-24 and 66% for those aged 25-34. In comparison, only 21% of persons aged 55-64 and 5.5% of persons aged 65 and over were aware of the ESD scheme. (Table 1.15)

1.28 Analysed by sex, 51% of the persons who were aware of the ESD scheme were males and 49% were females in the 2006 Survey. Relatively speaking, the rate of being aware of the ESD scheme for males (44%) was higher than their female counterpart (41%). (Table 1.15)

Further Reference

Thematic Household Survey Reports No. 2, 6, 10, 15, 20, 23 and 27

表 1.1 家中有個人電腦及家中有個人電腦接駁互聯網的住戶數目

Table 1.1 Number of households with personal computers (PCs) at home and with PCs at home connected to Internet

訪問期間 Enquiry period	家中有個人電腦 ⁽¹⁾ 的住戶數目 No. of households with PCs ⁽¹⁾ at home (‘000)	比率 ⁽²⁾ Rate ⁽²⁾	家中有個人電腦接駁 互聯網的住戶數目 ⁽³⁾ No. of households with PCs at home connected to Internet ⁽³⁾ (‘000)	比率 ^{(2) (3)} Rate ^{(2) (3)}
二零零一年四月至六月 Apr - Jun 2001	1 258.4	60.6	1 009.8 (80.2)	48.7
二零零二年五月至七月 May - Jul 2002	1 322.0	62.1	1 118.1 (84.6)	52.5
二零零三年五月至八月 May - Aug 2003	1 479.1	67.5	1 312.8 (88.8)	60.0
二零零四年六月至八月 Jun - Aug 2004	1 581.9	71.1	1 444.7 (91.3)	64.9
二零零五年五月至八月 May - Aug 2005	1 601.3	70.1	1 476.5 (92.2)	64.6
二零零六年六月至八月 Jun - Aug 2006	1 662.2	71.7	1 556.3 (93.6)	67.1

註釋: 括號內的數字是指佔家中有個人電腦的住戶的百分比。
 (1) 個人電腦包括桌面電腦、便攜式 / 筆記簿型 / 平板電腦及掌上電腦 / 個人數碼助理。
 (2) 在有關訪問期間佔所有住戶的百分比。
 (3) 不包括住戶成員只使用掌上電腦 / 個人數碼助理接駁互聯網的住戶。

Notes: Figures in brackets denote the percentage share of households with PCs at home.
 (1) PCs includes desktop computers, laptop/notebook/tablet computers and palm top/Personal Digital Assistant (PDA).
 (2) As a percentage of all households in the respective enquiry periods.
 (3) Excluding households with household members using only the palm top/Personal Digital Assistant (PDA) for connection to Internet.

資料來源: 政府統計處社會統計調查組
 Source: Social Surveys Section, Census and Statistics Department

表 1.2 按接駁上互聯網的方法劃分的家中有個人電腦接駁上互聯網的住戶數目

Table 1.2 Number of households with personal computers (PCs) at home connected to Internet by mode of connection to Internet

接駁上互聯網的方法 ⁽¹⁾ Mode of connection to Internet (1)	2003		2004		2005		2006	
	住戶數目 No. of households (’000)	百分比 %	住戶數目 No. of households (’000)	百分比 %	住戶數目 No. of households (’000)	百分比 %	住戶數目 No. of households (’000)	百分比 %
透過住宅電話線 Via household telephone line	233.6	17.8	136.8	9.5	75.6	5.1	38.5	2.5
透過寬頻 Via broadband	1 099.1	83.7	1 322.3	91.5	1 419.2	96.1	1 523.3	97.9
透過流動電話網絡 (例如：流動電話) Via mobile telecommunications network (e.g. mobile phones)	3.9	0.3	9.5	0.7	11.7	0.8	38.0	2.4
合計 Overall	1 312.8		1 444.7		1 476.5		1 556.3	

註釋： (1) 可選擇多項答案。
Note: (1) Multiple answers were allowed.

資料來源：政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.3 按年齡組別及性別劃分的在統計前十二個月內曾使用個人電腦的十歲及以上人士數目
Table 1.3 Number of persons aged 10 and over who had used personal computers (PCs) in the twelve months before enumeration by age group and sex

年齡組別 Age group	2003						2004					
	男		女		合計		男		女		合計	
	Male		Female		Overall		Male		Female		Overall	
	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾
No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	
	('000)		('000)		('000)		('000)		('000)		('000)	
10 - 14	216.2	95.9	206.0	96.7	422.2	96.3	215.0	97.9	203.1	98.1	418.2	98.0
15 - 24	422.4	93.8	410.8	94.8	833.3	94.3	425.8	95.2	426.2	96.5	852.0	95.8
25 - 34	386.8	80.5	471.8	78.9	858.6	79.6	407.1	87.2	485.3	83.3	892.4	85.0
35 - 44	416.6	66.8	440.0	59.6	856.6	62.9	430.6	71.8	478.3	65.6	908.9	68.4
45 - 54	228.7	42.8	159.8	29.5	388.5	36.1	255.2	46.3	194.0	34.4	449.2	40.3
55 - 64	61.5	21.5	26.4	10.4	87.9	16.2	74.0	24.8	43.8	16.0	117.8	20.6
≥65	12.2	3.4	5.0	1.2	17.2	2.2	20.9	5.7	10.4	2.5	31.3	4.0
合計 Overall	1 744.6	58.9	1 719.8	53.7	3 464.4	56.2	1 828.5	61.9	1 841.2	57.2	3 669.7	59.5

年齡組別 Age group	2005						2006					
	男		女		合計		男		女		合計	
	Male		Female		Overall		Male		Female		Overall	
	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾	人數	比率 ⁽¹⁾
No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	No. of persons	Rate (1)	
	('000)		('000)		('000)		('000)		('000)		('000)	
10 - 14	215.6	98.9	202.2	98.6	417.9	98.8	214.7	98.0	202.8	98.4	417.5	98.2
15 - 24	437.7	97.1	421.8	97.2	859.5	97.2	442.0	98.0	416.5	98.3	858.5	98.1
25 - 34	396.0	85.3	442.8	83.0	838.8	84.1	422.5	90.7	428.4	88.4	850.9	89.6
35 - 44	408.3	69.7	459.5	64.9	867.8	67.1	453.9	79.6	493.1	72.0	947.0	75.5
45 - 54	283.6	49.5	223.3	38.0	506.9	43.7	328.8	55.1	275.4	45.3	604.2	50.2
55 - 64	80.5	24.9	48.0	15.9	128.5	20.5	108.9	31.1	67.9	20.5	176.8	25.9
≥65	19.4	5.1	6.6	1.5	26.0	3.2	26.6	6.9	16.3	3.9	42.9	5.3
合計 Overall	1 841.2	61.4	1 804.3	56.3	3 645.5	58.8	1 997.4	65.8	1 900.5	60.1	3 897.9	62.9

註釋: (1) 在個別年齡組別及性別分組中佔該組別所有人士的百分比。以二零零三年所有十至十四歲的男性為例，95.9%在統計前十二個月內曾使用個人電腦。

Note: (1) As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14 in 2003, 95.9% had used PCs in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.4 按教育程度劃分的在統計前十二個月內曾使用個人電腦的十歲及以上人士數目
Table 1.4 Number of persons aged 10 and over who had used personal computers (PCs) in the twelve months before enumeration by educational attainment

教育程度 Educational attainment	2003		2004		2005		2006	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
未受教育 / 幼稚園 / 小學 No schooling/kindergarten/primary	314.1	17.6	311.4	18.2	308.0	17.6	348.3	20.8
中學 / 預科 Secondary/matriculation	2 379.4	67.4	2 303.7	69.0	2 252.5	68.2	2 423.5	72.4
專上教育 Tertiary	770.9	91.6	1 054.6	94.3	1 084.9	94.6	1 126.1	95.3
合計 Overall	3 464.4	56.2	3 669.7	59.5	3 645.5	58.8	3 897.9	62.9

註釋: (1) 在個別教育程度組別中佔該組別所有十歲及以上人士的百分比。以二零零三年所有具有專上教育程度人士為例，91.6%在統計前十二個月內曾使用個人電腦。

Note: (1) As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons with tertiary educational attainment in 2003, 91.6% had used PCs in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.5 按經濟活動身分劃分的在統計前十二個月內曾使用個人電腦的十歲及以上人士數目
Table 1.5 Number of persons aged 10 and over who had used personal computers (PCs) in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	2003		2004		2005		2006	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
從事經濟活動 ⁽²⁾ Economically active (2)	2 328.5	64.6	2 495.3	68.6	2 410.7	68.4	2 674.7	72.7
非從事經濟活動 Economically inactive	1 135.9	44.4	1 174.4	46.4	1 234.7	46.1	1 223.1	48.6
學生 Students	883.2	97.2	862.8	98.5	921.0	99.2	883.2	98.9
退休人士 Retired persons	36.7	4.5	48.0	9.0	55.5	6.5	74.3	8.8
料理家務者 Home-makers	200.7	26.0	250.9	24.8	241.5	29.2	244.8	35.9
其他 Others	15.3	22.8	12.7	11.6	16.6	23.6	20.9	22.4
合計 Overall	3 464.4	56.2	3 669.7	59.5	3 645.5	58.8	3 897.9	62.9

註釋: (1) 在個別經濟活動身分組別中佔該組別所有十歲及以上人士的百分比。以二零零三年所有從事經濟活動人士為例，64.6%在統計前十二個月內曾使用個人電腦。
(2) 從事經濟活動人士包括就業人士及失業人士。

Notes: (1) As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons in 2003, 64.6% had used PCs in the twelve months before enumeration.
(2) Economically active persons comprise employed persons and unemployed persons.

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.6 按年齡組別劃分的在統計前十二個月內曾使用個人電腦最少每星期一次的十歲及以上人士每星期使用個人電腦的平均時間

Table 1.6 Average duration of time spent in using personal computers (PCs) per week of persons aged 10 and over who had used PCs at least once a week in the twelve months before enumeration by age group

年齡組別 Age group	每星期使用個人電腦的平均時間 (小時) Average duration (hours) of time spent in using PCs per week			
	2003	2004	2005	2006
10 - 14	14.6	15.0	14.6	15.8
15 - 24	27.9	27.0	26.3	28.1
25 - 34	33.2	34.4	33.9	36.0
35 - 44	27.2	28.2	28.0	29.5
45 - 54	22.4	24.8	22.4	23.0
≥ 55	16.5	16.5	17.6	15.8
合計 Overall	26.5	27.1	26.2	27.5

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.7 按經濟活動身分劃分的在統計前十二個月內曾使用個人電腦最少每星期一次的十歲及以上人士每星期使用個人電腦的平均時間

Table 1.7 Average duration of time spent in using personal computers (PCs) per week of persons aged 10 and over who had used PCs at least once a week in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	每星期使用個人電腦的平均時間 (小時) Average duration (hours) of time spent in using PCs per week			
	2003	2004	2005	2006
從事經濟活動人士 ⁽¹⁾ Economically active persons ⁽¹⁾	30.7	31.5	31.0	31.9
非從事經濟活動人士 Economically inactive persons				
學生 Students	19.9	19.5	19.1	20.2
料理家務者 Home-makers	8.8	10.5	8.9	9.1
其他 ⁽²⁾ Others ⁽²⁾	14.1	13.0	11.2	11.1
合計 Overall	26.5	27.1	26.2	27.5

註釋: (1) 從事經濟活動人士包括就業人士及失業人士。
(2) 非從事經濟活動人士中的其他包括退休人士。

Notes: (1) Economically active persons comprise employed persons and unemployed persons.
(2) Others of economically inactive persons comprise retired persons.

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.8 按年齡組別及性別劃分的在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目
Table 1.8 Number of persons aged 10 and over who had used Internet service in the twelve months before enumeration by age group and sex

年齡組別 Age group	2003						2004					
	男 Male		女 Female		合計 Total		男 Male		女 Female		合計 Total	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
10 - 14	203.6	90.3	198.1	93.0	401.7	91.6	209.1	95.2	197.0	95.1	406.2	95.2
15 - 24	410.5	91.2	401.8	92.7	812.3	91.9	418.1	93.5	417.4	94.5	835.5	94.0
25 - 34	368.9	76.8	441.1	73.7	810.0	75.1	393.3	84.3	464.1	79.6	857.4	81.7
35 - 44	383.3	61.4	390.2	52.9	773.4	56.8	405.6	67.6	446.4	61.2	852.0	64.1
45 - 54	199.0	37.3	128.0	23.6	327.1	30.4	235.1	42.7	169.7	30.0	404.8	36.3
55 - 64	52.0	18.1	22.6	8.9	74.6	13.8	63.4	21.2	36.9	13.4	100.3	17.5
≥ 65	9.9	2.8	3.8	0.9	13.7	1.8	16.6	4.5	7.0	1.7	23.6	3.0
合計	1 627.1	55.0	1 585.6	49.6	3 212.8	52.2	1 741.1	59.0	1 738.6	54.0	3 479.7	56.4
Overall												

年齡組別 Age group	2005						2006					
	男 Male		女 Female		合計 Total		男 Male		女 Female		合計 Total	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
10 - 14	210.4	96.5	198.2	96.7	408.6	96.6	212.1	96.8	198.1	96.1	410.2	96.4
15 - 24	434.7	96.4	416.1	95.9	850.8	96.2	439.0	97.3	412.8	97.4	851.8	97.4
25 - 34	387.1	83.4	430.7	80.7	817.8	81.9	414.4	89.0	417.0	86.1	831.5	87.5
35 - 44	394.6	67.4	441.2	62.3	835.8	64.6	440.4	77.3	472.2	68.9	912.6	72.7
45 - 54	270.6	47.2	205.8	35.0	476.4	41.1	312.0	52.3	258.8	42.6	570.8	47.4
55 - 64	72.9	22.5	42.7	14.1	115.6	18.4	99.2	28.3	60.2	18.1	159.4	23.4
≥ 65	16.2	4.2	5.1	1.2	21.3	2.6	21.9	5.7	12.3	2.9	34.2	4.2
合計	1 786.5	59.6	1 739.7	54.3	3 526.2	56.9	1 938.9	63.8	1 831.5	57.9	3 770.4	60.8
Overall												

註釋: (1) 在個別年齡組別及性別分組中佔該組別所有人士的百分比。以二零零三年所有十至十四歲的男性為例，90.3%在統計前十二個月內曾使用互聯網服務。

Note: (1) As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14 in 2003, 90.3% had used Internet service in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.9 按教育程度劃分的在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目
Table 1.9 Number of persons aged 10 and over who had used Internet service in the twelve months before enumeration by educational attainment

教育程度 Educational attainment	2003		2004		2005		2006	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
未受教育 / 幼稚園 / 小學 No schooling/kindergarten/primary	272.2	15.2	282.3	16.5	289.1	16.5	318.8	19.1
中學 / 預科 Secondary/matriculation	2 192.5	62.1	2 160.0	64.7	2 162.0	65.5	2 336.5	69.8
專上教育 Tertiary	748.1	88.9	1 037.3	92.7	1 075.1	93.7	1 115.1	94.4
合計 Overall	3 212.8	52.2	3 479.7	56.4	3 526.2	56.9	3 770.4	60.8

註釋: (1) 在個別教育程度組別中佔該組別所有十歲及以上人士的百分比。以二零零三年所有具有專上教育程度的人士為例，88.9%在統計前十二個月內曾使用互聯網服務。

Note: (1) As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons with tertiary educational attainment in 2003, 88.9% had used Internet service in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.10 按經濟活動身分劃分的在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目
Table 1.10 Number of persons aged 10 and over who had used Internet service in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	2003		2004		2005		2006	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
從事經濟活動 ⁽²⁾ Economically active ⁽²⁾	2 143.8	59.5	2 358.9	64.8	2 329.0	66.1	2 587.6	70.3
非從事經濟活動 Economically inactive	1 069.0	41.8	1 120.8	44.3	1 197.1	44.7	1 182.8	47.0
學生 Students	856.2	94.2	844.6	96.4	908.7	97.9	871.8	97.6
退休人士 Retired persons	31.3	3.9	38.3	7.2	48.6	5.7	65.2	7.7
料理家務者 Home-makers	167.8	21.7	226.8	22.4	224.7	27.2	225.7	33.1
其他 Others	13.7	20.5	11.2	10.1	15.1	21.5	20.1	21.5
合計 Overall	3 212.8	52.2	3 479.7	56.4	3 526.2	56.9	3 770.4	60.8

註釋: (1) 在個別經濟活動身分組別中佔該組別所有十歲及以上人士的百分比。以二零零三年所有從事經濟活動人士為例，59.5%在統計前十二個月內曾使用互聯網服務。

(2) 從事經濟活動人士包括就業人士及失業人士。

Notes: (1) As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons in 2003, 59.5% had used Internet service in the twelve months before enumeration.

(2) Economically active persons comprise employed persons and unemployed persons.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.11 按年齡組別劃分的在統計前十二個月內曾使用互聯網服務最少每星期一次的十歲及以上人士每星期使用互聯網服務的平均時間

Table 1.11 Average duration of time spent in using Internet service per week of persons aged 10 and over who had used Internet service at least once a week in the twelve months before enumeration by age group

年齡組別 Age group	每星期使用互聯網服務的平均時間 (小時) Average duration (hours) of time spent in using Internet service per week			
	2003	2004	2005	2006
10 - 14	10.7	9.9	10.1	12.0
15 - 24	19.8	16.6	17.8	20.8
25 - 34	17.9	18.1	19.7	23.6
35 - 44	14.3	14.0	15.6	18.2
45 - 54	12.3	12.1	11.9	14.0
≥ 55	9.9	10.1	10.7	11.0
合計 Overall	15.9	14.9	15.8	18.4

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.12 按曾使用的電子商業服務類別劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目

Table 1.12 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by type of electronic business services used

曾使用的電子商業服務類別(1) Type of electronic business services used (1)	2003		2004	
	人數 No. of persons (‘000)	比率(2) Rate (2)	人數 No. of persons (‘000)	比率(2) Rate (2)
使用八達通咭 Using Octopus card	5 236.8	91.5	5 470.8	95.2
使用八達通咭支付交通費 Using Octopus card for paying fare of transportation	5 209.0	91.1	5 453.6	94.9
使用八達通咭購買貨物及服務 Using Octopus card for purchasing goods and services	1 971.4	34.5	2 278.5	39.7
透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 Withdrawing/depositing/transferring money or checking account balance via Automatic Teller Machine (ATM)	3 718.6	65.0	3 877.8	67.5
使用易辦事服務 Using Easy Pay System (EPS)	1 677.9	29.3	1 716.1	29.9
透過自動電話接聽系統購物或獲取服務 Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)	1 964.3	34.3	1 938.1	33.7
上網搜尋貨物 / 服務資料 Searching for information on goods/services online	623.3	10.9	575.2	10.0
使用電話透過「繳費靈」服務繳費 Using telephone to settle payment by Payment by Phone Service (PPS)	1 084.2	19.0	1 073.3	18.7
透過自動櫃員機繳費 Settling payment by ATM	926.0	16.2	1 014.5	17.7
使用網上銀行服務 (例如：轉帳) Using cyber-banking services (e.g. transferring money)	463.1	8.1	567.4	9.9
上網搜尋財經資料 (例如：股票價格) Searching for financial information online (e.g. stock prices)	343.8	6.0	401.5	7.0
上網搜尋職位空缺資料 Searching for job vacancies online	348.7	6.1	360.4	6.3
上網繳費 Settling payment online	292.3	5.1	336.7	5.9
上網訂座 / 訂票 Making reservation/booking tickets online	270.4	4.7	292.2	5.1
上網買賣股票 Trading stock online	101.3	1.8	129.1	2.2
上網購買 / 訂購貨物及服務 Purchasing/ordering goods and services online	207.4	3.6	178.2	3.1
透過流動電訊網絡以互動短訊服務方式進行交易或獲取服務 (例如：銀行服務、股票報價等) Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)	176.0	3.1	159.9	2.8
使用網上拍賣服務 Using auction service online	79.1	1.4	79.3	1.4
上網要求客戶服務 (例如：安排送貨) Requesting customer services online (e.g. arranging product delivery)	82.5	1.4	64.3	1.1
合計 Overall	5 357.0	93.6	5 542.5	96.5

註釋： (1) 可選擇多項答案。
(2) 佔所有十五歲及以上人士的百分比。

〔 本表下頁繼續。
This table is continued on the next page. 〕

Notes: (1) Multiple answers were allowed.
(2) As a percentage of all persons aged 15 and over.

資料來源：政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.12 按曾使用的電子商業服務類別劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目(續)

Table 1.12 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by type of electronic business services used (cont'd)

曾使用的電子商業服務類別(1) Type of electronic business services used (1)	2005		2006	
	人數 No. of persons (‘000)	比率(2) Rate (2)	人數 No. of persons (‘000)	比率(2) Rate (2)
使用八達通咭 Using Octopus card	5 575.3	96.5	5 575.6	96.6
使用八達通咭支付交通費 Using Octopus card for paying fare of transportation	5 545.5	96.0	5 539.2	96.0
使用八達通咭購買貨物及服務 Using Octopus card for purchasing goods and services	2 854.9	49.4	3 000.8	52.0
透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 Withdrawing/depositing/transferring money or checking account balance via Automatic Teller Machine (ATM)	3 931.2	68.0	4 024.5	69.7
使用易辦事服務 Using Easy Pay System (EPS)	1 635.7	28.3	1 666.3	28.9
透過自動電話接聽系統購物或獲取服務 Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)	1 799.3	31.1	1 606.8	27.8
上網搜尋貨物 / 服務資料 Searching for information on goods/services online	914.9	15.8	1 366.4	23.7
使用電話透過「繳費靈」服務繳費 Using telephone to settle payment by Payment by Phone Service (PPS)	1 010.4	17.5	1 008.8	17.5
透過自動櫃員機繳費 Settling payment by ATM	1 156.8	20.0	964.1	16.7
使用網上銀行服務 (例如：轉帳) Using cyber-banking services (e.g. transferring money)	519.2	9.0	762.5	13.2
上網搜尋財經資料 (例如：股票價格) Searching for financial information online (e.g. stock prices)	422.5	7.3	741.7	12.8
上網搜尋職位空缺資料 Searching for job vacancies online	559.1	9.7	631.2	10.9
上網繳費 Settling payment online	357.5	6.2	543.2	9.4
上網訂座 / 訂票 Making reservation/booking tickets online	389.1	6.7	367.6	6.4
上網買賣股票 Trading stock online	127.9	2.2	274.4	4.8
上網購買 / 訂購貨物及服務 Purchasing/ordering goods and services online	185.6	3.2	185.0	3.2
透過流動電訊網絡以互動短訊服務方式進行交易或獲取服務 (例如：銀行服務、股票報價等) Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)	173.1	3.0	124.7	2.2
使用網上拍賣服務 Using auction service online	80.7	1.4	115.3	2.0
上網要求客戶服務 (例如：安排送貨) Requesting customer services online (e.g. arranging product delivery)	60.6	1.0	69.5	1.2
合計 Overall	5 619.0	97.3	5 623.6	97.4

註釋：
(1) 可選擇多項答案。
(2) 佔所有十五歲及以上人士的百分比。

Notes:
(1) Multiple answers were allowed.
(2) As a percentage of all persons aged 15 and over.

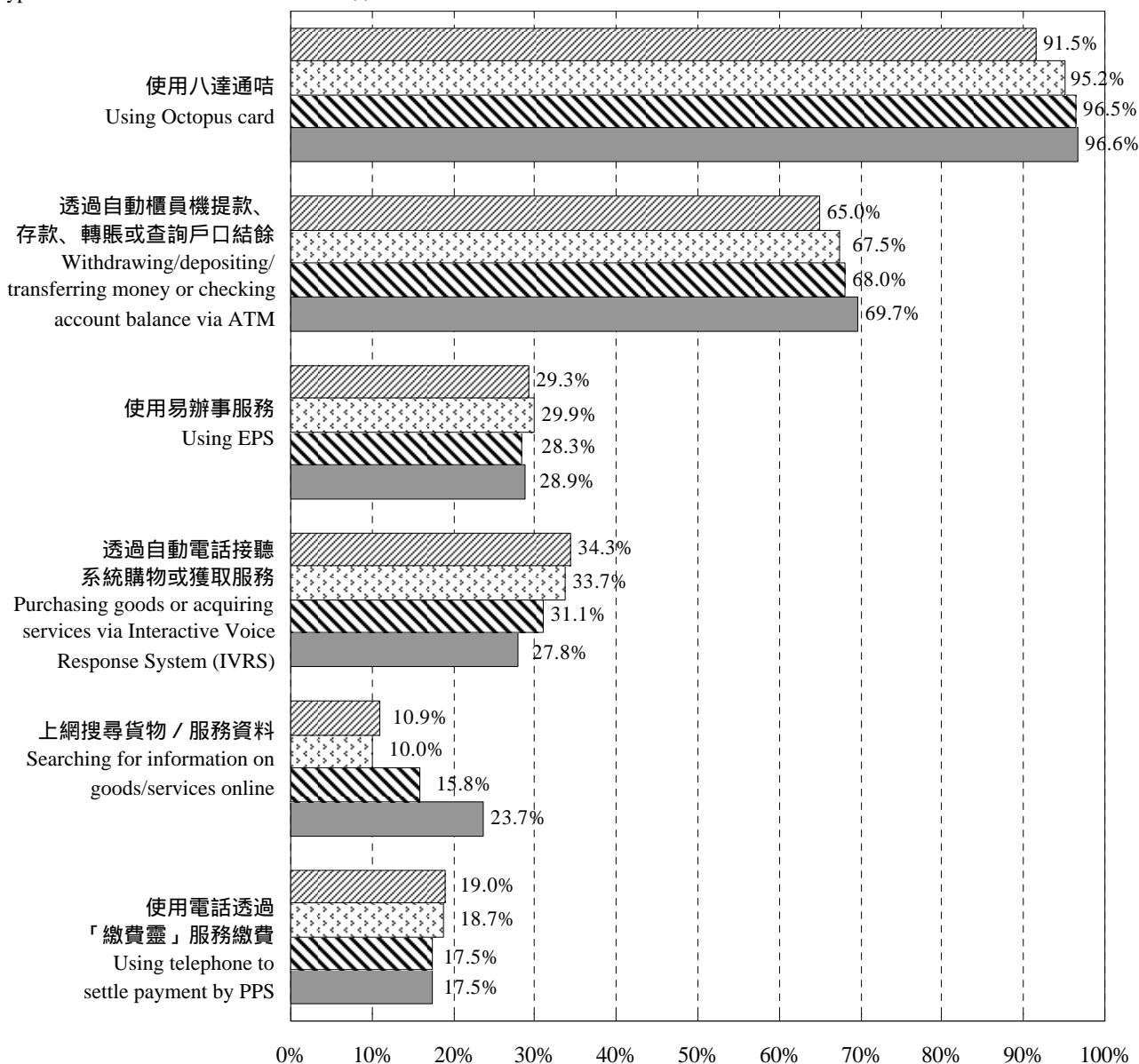
資料來源：政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

圖 1.1 按曾使用的電子商業服務類別劃分的在統計前十二個月內曾使用個別電子商業服務類別的十五歲及以上人士的比率

Chart 1.1 Rate of persons aged 15 and over who had used various types of electronic business services in the twelve months before enumeration by type of electronic business services used

曾使用的電子商業服務類別(1)

Type of electronic business services used (1)



十五歲及以上人士的比率(2)

Rate of persons aged 15 and over (2)

2003 2004 2005 2006

註釋: (1) 可選擇多項答案。
(2) 佔所有十五歲及以上人士的百分比。

Notes: (1) Multiple answers were allowed.
(2) As a percentage of all persons aged 15 and over.

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.13 按教育程度劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目
Table 1.13 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by educational attainment

教育程度 Educational attainment	2003		2004		2005		2006	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
未受教育 / 幼稚園 / 小學 No schooling/kindergarten/ primary	1 290.4	82.9	1 337.6	89.3	1 422.2	92.2	1 351.8	92.6
中學 / 預科 Secondary/matriculation	3 234.2	97.3	3 092.8	98.8	3 053.6	98.9	3 094.6	98.8
專上教育 Tertiary	832.4	98.9	1 112.1	99.4	1 143.2	99.7	1 177.3	99.7
合計 Overall	5 357.0	93.6	5 542.5	96.5	5 619.0	97.3	5 623.6	97.4

註釋: (1) 在個別教育程度組別中佔該組別所有十五歲及以上人士的百分比。以二零零三年所有具有專上教育程度的人士為例，98.9%在統計前十二個月內曾使用電子商業服務。

Note: (1) As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons with tertiary educational attainment in 2003, 98.9% had used electronic business services in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.14 按經濟活動身分劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目
Table 1.14 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	2003		2004		2005		2006	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
從事經濟活動 ⁽²⁾ Economically active (2)	3 535.2	98.1	3 604.5	99.0	3 498.1	99.3	3 657.8	99.4
非從事經濟活動 Economically inactive	1 821.8	86.1	1 938.0	92.0	2 121.0	94.1	1 965.9	94.0
學生 Students	456.1	96.9	441.7	98.3	499.5	98.9	462.8	98.9
退休人士 Retired persons	604.4	74.9	469.3	87.9	767.6	90.1	759.4	89.5
料理家務者 Home-makers	711.9	92.1	947.2	93.5	795.3	96.2	664.2	97.4
其他 Others	49.4	74.2	79.7	72.5	58.7	83.3	79.5	85.3
合計 Overall	5 357.0	93.6	5 542.5	96.5	5 619.0	97.3	5 623.6	97.4

註釋: (1) 在個別經濟活動身分組別中佔該組別所有十五歲及以上人士的百分比。以二零零三年所有從事經濟活動人士為例，98.1%在統計前十二個月內曾使用電子商業服務。
(2) 從事經濟活動人士包括就業人士及失業人士。

Notes: (1) As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons in 2003, 98.1% had used electronic business services in the twelve months before enumeration.
(2) Economically active persons comprise employed persons and unemployed persons.

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

表 1.15 按年齡組別 / 性別劃分的認識「公共服務電子化計劃」的十歲及以上人士數目

Table 1.15 Number of persons aged 10 and over who were aware of the Electronic Service Delivery (ESD) scheme by age group/sex

年齡組別 / 性別 Age group/sex	2003 (1)		2004 (1)		2005 (1)		2006 (1)	
	人數 No. of persons (‘000)	比率(2) Rate (2)	人數 No. of persons (‘000)	比率(2) Rate (2)	人數 No. of persons (‘000)	比率(2) Rate (2)	人數 No. of persons (‘000)	比率(2) Rate (2)
年齡組別 Age group								
10 - 14	-	-	-	-	-	-	148.6	34.9
15 - 24	463.4	52.5	559.3	62.9	525.5	59.4	552.8	63.2
25 - 34	572.2	53.0	679.6	64.8	604.8	60.6	629.4	66.2
35 - 44	558.1	41.0	724.2	54.5	664.7	51.4	680.4	54.2
45 - 54	255.5	23.7	358.2	32.1	378.9	32.7	427.7	35.5
55 - 64	68.2	12.6	94.2	16.4	100.9	16.1	142.6	20.9
≥ 65	27.4	3.5	34.5	4.4	26.9	3.3	44.2	5.5
性別 Sex								
男 Male	978.0	35.8 (3)	1 211.2	44.3 (3)	1 136.1	40.9 (3)	1 339.1	44.1 (4)
女 Female	966.9	32.4 (3)	1 238.8	41.1 (3)	1 165.6	38.9 (3)	1 286.6	40.7 (4)
合計 Overall	1 944.9	34.0 (3)	2 450.0	42.6 (3)	2 301.7	39.8 (3)	2 625.6	42.4 (4)

- 註釋:
- (1) 在二零零三至二零零五年度所進行的統計調查，有關資料只向十五歲及以上人士搜集。而在二零零六年度進行的統計調查，有關資料則向十歲及以上人士搜集。
 - (2) 在個別年齡組別 / 性別組別中佔該組別所有人士的百分比。以二零零三年所有十五至二十四歲的人士為例，52.5% 認識「公共服務電子化計劃」。
 - (3) 在有關統計期間佔所有十五歲及以上人士的百分比。
 - (4) 在有關統計期間佔所有十歲及以上人士的百分比。

- Notes:
- (1) In the surveys conducted from 2003 to 2005, relevant information was only collected from persons aged 15 and over. In the survey conducted in 2006, relevant information was collected from persons aged 10 and over.
 - (2) As a percentage of all persons in the respective age/sex groups. For example, among all persons aged 15-24 in 2003, 52.5% were aware of the ESD scheme.
 - (3) As a percentage of all persons aged 15 and over in the respective survey periods.
 - (4) As a percentage of all persons aged 10 and over in the respective survey periods.

資料來源: 政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

第 2 章 資訊科技在工商業的使用情況和普及程度

Chapter 2 Information Technology Usage and Penetration in the Business Sector

緒言

2.1 成功採用資訊科技往往被視為一個經濟體系經濟快速增長的最強大背後動力。本章描述資訊科技在工商業的使用情況和普及程度。

2.2 當中分析主要是根據政府統計處進行的「資訊科技在工商業的使用情況和普及程度按年統計調查」所得的資料進行。政府統計處在二零零零年首次進行這項統計調查。統計調查的樣本涵蓋多個行業約 4 700 間的機構單位，包括製造業；電力及燃氣業；建造業；批發、零售、進出口貿易、飲食及酒店業；運輸、倉庫及通訊業；金融、保險、地產及商用服務業；及社區、社會及個人服務業。農業及漁業和採礦及採石業則不包括在內。

2.3 機構單位按其在一月底的就業人數分類為大型、中型及小型機構單位。在製造業，大型機構單位是指有 100 名或以上就業人士的機構單位，在其他行業的有關就業人數則為 50 名或以上。小型機構單位則不論行業類別而泛指就業人數少於 10 名的機構單位。其餘的被視為中型機構單位。

Introduction

2.1 Successful adoption of Information Technology (IT) is frequently seen as the strongest driving force behind fast economic growth in an economy. This chapter describes the usage and penetration of IT in the business sector.

2.2 The analyses are based mainly on the data collected from the Annual Survey on Information Technology Usage and Penetration in the Business Sector conducted by the Census and Statistics Department. The survey was first conducted in 2000. The survey was based on a sample of some 4 700 establishments covering all industry sectors except the agriculture and fishing sector and the mining and quarrying sector. Specifically, the following industry sectors were covered: manufacturing; electricity and gas; construction; wholesale, retail and import/export trades, restaurants and hotels; transport, storage and communications; financing, insurance, real estate and business services; and community, social and personal services.

2.3 The establishments were categorised according to their employment size as at end-March as large, medium and small establishments. Large establishments referred to establishments with 100 or more persons engaged for the manufacturing sector, and 50 or more persons engaged for other industry sectors. Small establishments referred to those with less than 10 persons engaged regardless of sector. The others were regarded as medium establishments.

個人電腦的應用

2.4 在二零零六年統計調查中，約 61% 的機構單位有使用個人電腦。在主要行業類別中，使用個人電腦的百分比最高的是金融、保險、地產及商用服務業（88%），其次是批發、零售、進出口貿易、飲食及酒店業（61%），而最低的則是運輸、倉庫及通訊業（34%）。（表 2.1A）

2.5 機構單位的規模越大，個人電腦的使用率越高。在二零零六年統計調查中，超過 99% 的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為 86% 及 56%。（表 2.1B）

互聯網的應用

2.6 在二零零六年，約 56% 的機構單位已連接互聯網，佔有使用個人電腦的機構單位的 92%。在大型機構單位中，所佔的百分比則更高（在二零零六年是 95%，相對二零零五年時是 91%）。按行業類別分析，金融、保險、地產及商用服務業的百分比最高（在二零零六年是 87%，相對二零零五年時是 82%），而最低的則為運輸、倉庫及通訊業（在二零零六年是 30%，相對二零零五年時是 26%）。（表 2.2A 及 2.2B）

2.7 在互聯網的各項功能中，「電子郵件」是最普遍被應用的一項。在二零零六年，96% 有連接互聯網的機構單位均有使用這項功能，其次是「網上資料搜集」功能（95%）。（表 2.3）

2.8 按連接互聯網的方法分析，利用寬頻上網最為普及。在二零零六年，94% 有連接互聯網的機構單位均採用此方法。（表 2.4A 及 2.4B）

Personal Computers Usage

2.4 In the 2006 Survey, about 61% of the establishments had used personal computers (PCs). Among the major industry sectors, the percentage of establishments using PCs was highest in the financing, insurance, real estate and business services sector (88%), followed by the wholesale, retail and import/export trades, restaurants and hotels sector (61%) and was lowest in the transport, storage and communications sector (34%). (Table 2.1A)

2.5 PCs usage increased with the size of establishments. In the 2006 Survey, over 99% of the large establishments had used PCs. For the medium and small establishments, the percentages were 86% and 56% respectively. (Table 2.1B)

Internet Usage

2.6 In 2006, some 56% of all establishments or 92% of establishments using PCs had Internet connection. The percentage was much higher for large establishments (95% in 2006, as compared to 91% in 2005). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (87% in 2006, as compared to 82% in 2005) and lowest for the transport, storage and communications sector (30% in 2006, as compared to 26% in 2005). (Tables 2.2A and 2.2B)

2.7 Among the general functions of Internet usage, "Electronic-mail" was the most common one. It was used by 96% of the establishments having Internet connection in 2006, followed by "on-line source of information" (95%). (Table 2.3)

2.8 Analysed by method of connection, broadband was the most common. This was used by 94% of the establishments having Internet connection in 2006. (Tables 2.4A and 2.4B)

2.9 在二零零六年，約 18%的機構單位有設立網頁或網站，較於二零零五年增加了約兩個百分點。在大型機構單位，設有網頁或網站的百分比(75%)，明顯較中型(37%)及小型(14%)機構單位的百分比高。在已設立網頁或網站的機構單位中，36%同時擁有本身的網絡伺服器；24%已把網頁或網站連接到本身的資料庫；而 8.0%已把網頁或網站連接到商業伙伴的電腦系統。(表 2.5A、2.5B、2.6A 及 2.6B)

電子商業

2.10 這部分是以四個層面去分析不同形式的商業活動，分別為預訂或購買、獲取、售賣及遞送貨品、服務或資料，並分析每個層面在交易時使用電子途徑的情況。電子途徑包括互聯網，交互式應答系統及專用私人網絡等媒介。

(a) *透過電子途徑預訂或購買貨品、服務或資料*

2.11 在「資訊科技在工商業的使用情況和普及程度統計調查」中，只有那些透過電子途徑確認整個預訂或購買過程的機構單位，才被視為有透過電子途徑預訂或購買貨品、服務或資料。

2.12 在二零零六年，有 12%的機構單位在訪問前的十二個月內曾透過電子途徑預訂或購買貨品、服務或資料。而金融、保險、地產及商用服務業(14%)和大型機構單位(33%)的百分比則較高。在曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，72%表示主要用途是預訂或補購存貨。(表 2.7A、2.7B 及 2.8)

2.9 In 2006, about 18% of the establishments had their own Web page or Web site, an increase of about 2 percentage points as compared to 2005. The percentage was much higher for large establishments (75%) than medium establishments (37%) and small establishments (14%). Among establishments having Web pages or Web sites, 36% had their own Web servers; 24% had their Web pages or Web sites connected to their related in-firm database; and 8.0% had their Web pages or Web sites connected to business partners' computer systems. (Tables 2.5A, 2.5B, 2.6A and 2.6B)

Electronic Business

2.10 In this section, various business activities are analysed under four categories, viz. order or purchase, receipt, sale and delivery of goods, services or information. For each category, the extent of transactions made through electronic means is analysed. Electronic means include media such as the Internet, Interactive Response System and designated private network.

(a) *Order or purchase of goods, services or information through electronic means*

2.11 In the Survey on Information Technology Usage and Penetration in the Business Sector, an establishment is regarded to have ordered or purchased goods, services or information through electronic means if the confirmation of order or purchase is done completely through electronic means.

2.12 In 2006, 12% of establishments had ordered or purchased goods, services or information through electronic means. The percentages were higher for the financing, insurance, real estate and business services sector (14%) and for large establishments (33%). For those establishments that had ordered or purchased through electronic means, 72% expressed that the major use was order or purchase for replenishment of inventory. (Tables 2.7A, 2.7B and 2.8)

(b) 透過電子途徑獲取貨品、服務或資料

2.13 網上瀏覽資料亦視為透過電子途徑獲取資料。至於透過電子途徑獲取的貨品及服務，就只限於能以電子途徑傳遞的貨品及服務，如套裝軟件及歌曲。從二零零一年的統計年起，亦有就獲取政府貨品、服務或資料及其他貨品、服務或資料的情況作獨立分析。

2.14 在二零零六年，約 55% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取貨品、服務或資料。其中 71% 曾透過電子途徑獲取政府貨品、服務或資料，93% 曾獲取其他貨品、服務或資料。(表 2.7A、2.7B、2.9A 及 2.9B)

政府貨品、服務或資料

2.15 在二零零六年，曾透過電子途徑獲取政府貨品、服務或資料的機構單位中，約 96% 透過個人電腦連接互聯網獲取。按電子平台的種類劃分，39% 是透過公共服務電子化計劃 / 生活易獲取。(表 2.10)

其他非政府提供的貨品、服務或資料

2.16 在二零零六年，約 51% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取其他非政府提供的貨品、服務或資料。(表 2.9A 及 2.9B)

(b) *Receipts of goods, services or information through electronic means*

2.13 Browsing of information on the Internet is also regarded as receiving information through electronic means. As for goods and services received through electronic means, only those which could be transmitted through electronic media, such as software packages and songs, are included. Separate analyses are made on government goods, services or information and other goods, services or information as from the 2001 Survey.

2.14 In 2006, some 55% of the establishments had received goods, services or information through electronic means in the twelve months before enumeration. Among those establishments, 71% had received government goods, services or information through electronic means and 93% had received other goods, services or information. (Tables 2.7A, 2.7B, 2.9A and 2.9B)

Government goods, services or information

2.15 In 2006, of those establishments having received government goods, services or information through electronic means, 96% had done so through Internet via PCs. Analysed by type of electronic platform, 39% of them had done so through the Electronic Service Delivery Scheme (ESD)/ESD Life. (Table 2.10)

Goods, services or information other than from the government

2.16 In 2006, about 51% of the establishments had received goods, services or information (other than from the government) through electronic means in the twelve months before enumeration. (Tables 2.9A and 2.9B)

2.17 在曾透過電子途徑獲取其他非政府提供的貨品、服務或資料的機構單位中，有96%的機構表示曾獲取、瀏覽或尋找其他資料。29%表示曾獲取數碼形式的產品及服務，28%表示曾獲取電子銀行服務，以及14%曾查詢財經資料。(表 2.11)

(c) 透過電子途徑售賣貨品、服務或資料

2.18 只有那些有接納客戶純粹透過電子途徑預訂或購買其貨品及服務的機構單位，才會被視為有透過電子途徑售賣其貨品、服務或資料。

2.19 在二零零六年，只有很少百分比(1.5%)的機構單位在訪問前的十二個月內曾透過電子途徑售賣貨品、服務或資料。金融、保險、地產及商用服務業(2.2%);批發、零售、進出口貿易、飲食及酒店業(2.0%)與及製造業、電力及燃氣業(1.7%)和一般大型機構單位(7.7%)的百分比較高。互聯網是最普遍的電子銷售途徑。在曾透過電子途徑銷售的機構單位中，約99%是透過互聯網的。(表 2.12、2.13A、2.13B及 2.14)

2.20 在二零零五年透過電子途徑售賣貨品、服務或資料所獲取的業務收益為439億元，佔所有涵蓋行業類別總業務收益的0.64%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，經專用私人網絡及互聯網售賣所佔的百分比分別為80%及18%。按顧客類別分析，商業對商業電子商貿的收益佔電子商貿總收益的84%。(表 2.15)

2.17 Of those establishments having received goods, services or information (other than from the government) through electronic means, 96% of them had received, browsed or searched for other information. 29% had received services and products in digital form, 28% expressed that they had received electronic banking services, and 14% had searched for financial information. (Table 2.11)

(c) *Sales of goods, services or information through electronic means*

2.18 An establishment is considered to have sold its goods, services or information through electronic means if it offers and accepts orders or purchases that are placed completely through electronic means.

2.19 In 2006, only a small percentage (1.5%) of the establishments had sold goods, services or information through electronic means in the twelve months before enumeration. The percentages were higher for financing, insurance, real estate and business services (2.2%); the wholesale, retail and import/export trades, restaurants and hotels (2.0%); manufacturing, electricity and gas (1.7%) and for large establishments (7.7%). Internet was the most common electronic means for selling through electronic means. About 99% of those establishments having sold through electronic means had used it. (Tables 2.12, 2.13A, 2.13B and 2.14)

2.20 The value of business receipts from selling goods, services or information through electronic means totalled at \$43.9 billion in 2005, representing 0.64% of the total business receipts of all selected industry sectors. Analysed by type of electronic means, about 80% of the e-commerce business receipts were through designated private network and 18% were through Internet. As regards the customer group, business receipts from business-to-business e-commerce contributed 84% of the total e-commerce receipts. (Table 2.15)

(d) 透過電子途徑遞送貨品、服務或資料

2.21 機構單位以數碼形式遞送貨品及服務及放置有關機構單位或其所售賣貨品及服務的資料於互聯網上，均視為透過電子途徑遞送貨品、服務或資料。

2.22 在二零零六年，約 18% 的機構單位在訪問前的十二個月內曾透過電子途徑遞送其貨品、服務或資料。(表 2.12)

數碼證書的使用

2.23 至二零零六年三月底，根據電子交易條例獲認可的核證機關共有三所，分別為香港郵政署核證機關、網際威信（香港）有限公司、電子核證服務有限公司。

2.24 至於在二零零六年工商業使用數碼證書的情況，有 14% 的機構單位在訪問前的十二個月內擁有數碼證書。在那些並沒有數碼證書的機構單位中，有 1.1% 計劃申請使用（表 2.16 及 2.17）

其他有關刊物

資訊科技在工商業的使用情況和普及程度按年統計調查報告

(d) *Delivery of goods, services or information through electronic means*

2.21 Delivery of goods and services in digital form and placing information about an establishment or the goods and services sold on the Internet are both considered to be delivery of goods, services or information through electronic means.

2.22 In 2006, about 18% of the establishments had delivered their goods, services or information through electronic means in the twelve months before enumeration. (Table 2.12)

Use of Digital Certificates (D-certs)

2.23 As at end March 2006, there are three recognised Certification Authorities under the Electronic Transactions Ordinance. They are the Hong Kong Post Certificate Authority, the HiTRUST.COM (HK) Incorporated Limited and the Digi-Sign Certification Services Limited.

2.24 As regards the use of D-certs in the business sector in 2006, 14% of the establishments had D-certs in the twelve months before enumeration. For those not having D-certs, 1.1% had planned to apply for D-certs. (Tables 2.16 and 2.17)

Further Reference

Report on Annual Survey on Information Technology Usage and Penetration in the Business Sector

表 2.1A 按行業類別劃分的有使用個人電腦的機構單位百分比

Table 2.1A Percentage of establishments having used personal computers (PCs) by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有使用個人電腦的 百分比 % having used PCs	個人電腦 數量 No. of PCs
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	52.7	80 530
	2004	17 481	63.1	89 896
	2005	14 624	58.4	82 156
	2006	14 830	47.3	78 571
建造業 Construction	2003	25 147	55.6	86 475
	2004	22 869	49.5	69 578
	2005	21 085	55.4	61 064
	2006	19 093	55.2	55 058
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	165 855	54.6	483 927
	2004	165 582	59.7	534 101
	2005	165 420	63.6	564 654
	2006	154 592	60.6	560 147
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	31.5	137 786
	2004	36 310	33.7	138 911
	2005	34 729	28.9	140 571
	2006	30 026	33.7	146 629
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	76.6	374 281
	2004	48 630	82.3	479 834
	2005	46 649	87.2	540 680
	2006	43 764	88.1	475 352
社區、社會及個人服務業 Community, social and personal services	2003	34 829	50.5	348 631
	2004	35 257	48.8	350 790
	2005	31 424	44.2	398 381
	2006	34 980	57.3	389 488
合計 Overall	2003	329 191	54.8	1 511 631
	2004	326 128	58.4	1 663 110
	2005	313 931	60.5	1 787 507
	2006	297 286	60.5	1 705 245

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.1B 按就業人數類別劃分的有使用個人電腦的機構單位百分比

Table 2.1B Percentage of establishments having used personal computers (PCs) by employment size

	年份 Year	機構單位 數目總計 Total no. of establishments	有使用個人電腦的 百分比 % having used PCs	個人電腦 數量 No. of PCs
就業人數類別 Employment size				
大型 Large	2003	5 836	94.2	737 966
	2004	6 405	97.4	847 683
	2005	6 053	97.5	896 244
	2006	6 052	99.2	901 393
中型 Medium	2003	35 125	87.7	367 906
	2004	35 060	83.7	375 673
	2005	32 583	88.9	374 244
	2006	34 659	85.9	409 127
小型 Small	2003	288 231	50.0	405 759
	2004	284 663	54.5	439 753
	2005	275 295	56.4	517 019
	2006	256 574	56.2	394 724
合計 Overall	2003	329 191	54.8	1 511 631
	2004	326 128	58.4	1 663 110
	2005	313 931	60.5	1 787 507
	2006	297 286	60.5	1 705 245

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.2A 按行業類別劃分的有連接互聯網的機構單位百分比

Table 2.2A Percentage of establishments having Internet connection by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有連接互聯網 的百分比 % having Internet connection
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	42.0
	2004	17 481	54.1
	2005	14 624	46.9
	2006	14 830	44.0
建造業 Construction	2003	25 147	37.9
	2004	22 869	39.3
	2005	21 085	45.0
	2006	19 093	48.3
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	165 855	49.4
	2004	165 582	52.5
	2005	165 420	58.1
	2006	154 592	55.6
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	26.5
	2004	36 310	23.5
	2005	34 729	25.8
	2006	30 026	30.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	68.9
	2004	48 630	76.9
	2005	46 649	81.8
	2006	43 764	87.1
社區、社會及個人服務業 Community, social and personal services	2003	34 829	40.7
	2004	35 257	37.6
	2005	31 424	38.5
	2006	34 980	49.6
合計 Overall	2003	329 191	47.5
	2004	326 128	50.4
	2005	313 931	54.7
	2006	297 286	55.9

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.2B 按就業人數類別劃分的有連接互聯網的機構單位百分比

Table 2.2B Percentage of establishments having Internet connection by employment size

		年份	機構單位 數目總計	有連接互聯網 的百分比
		Year	Total no. of establishments	% having Internet connection
就業人數類別				
Employment size				
大型 Large		2003	5 836	85.1
		2004	6 405	89.7
		2005	6 053	91.5
		2006	6 052	94.7
中型 Medium		2003	35 125	78.2
		2004	35 060	76.2
		2005	32 583	83.6
		2006	34 659	80.7
小型 Small		2003	288 231	43.0
		2004	284 663	46.4
		2005	275 295	50.5
		2006	256 574	51.7
合計 Overall		2003	329 191	47.5
		2004	326 128	50.4
		2005	313 931	54.7
		2006	297 286	55.9

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.3 按使用互聯網的一般功能劃分的有連接互聯網的機構單位數目分布
Table 2.3 Distribution of establishments having Internet connection by general function of Internet used

互聯網的一般功能類別 General function of Internet	年份 Year	有使用互聯網一般功 能的機構單位數目 ⁽¹⁾ No. of establishments that used the general function of Internet ⁽¹⁾	佔連接互聯網的機構 單位總數的百分比 As a % of total no. of establishments having Internet connection
電子郵件 Electronic-mail	2003	150 370	96.2
	2004	158 253	96.2
	2005	165 486	96.4
	2006	160 047	96.2
網上資料搜集 On-line source of information	2003	144 704	92.5
	2004	153 066	93.1
	2005	156 192	91.0
	2006	158 444	95.3
網上獲取商品、服務或資料 On-line receipt of goods, services or information	2003	142 473	91.1
	2004	147 606	89.7
	2005	145 114	84.5
	2006	154 157	92.7
使用政府網上服務 Access to on-line government services	2003	90 063	57.6
	2004	96 231	58.5
	2005	96 201	56.0
	2006	102 436	61.6
下載軟件 Software downloads	2003	58 697	37.5
	2004	68 640	41.7
	2005	45 239	26.3
	2006	62 465	37.6
網上遞送商品、服務或資料 On-line delivery of goods, services or information	2003	33 171	21.2
	2004	35 907	21.8
	2005	39 667	23.1
	2006	42 861	25.8
電子銀行服務(例如轉帳) Electronic banking services (e.g. transferring money)	2003	35 115	22.5
	2004	42 535	25.9
	2005	39 151	22.8
	2006	42 854	25.8

註釋: (1) 可選擇多於一項功能。
 Note: (1) May select more than one function.

〔 本表下頁繼續。
 This table is continued on the next page. 〕

資料來源: 政府統計處科技統計組
 Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.3 按使用互聯網的一般功能劃分的有連接互聯網的機構單位數目分布(續)

Table 2.3 Distribution of establishments having Internet connection by general function of Internet used (cont'd)

互聯網的一般功能類別 General function of Internet	年份 Year	有使用互聯網一般功能的機構單位數目 ⁽¹⁾ No. of establishments that used the general function of Internet ⁽¹⁾	佔連接互聯網的機構單位總數的百分比 As a % of total no. of establishments having Internet connection
網上向供應商 / 商業伙伴提出查詢 Make on-line enquiry to supplier/business partners	2003	41 469	26.5
	2004	40 661	24.7
	2005	39 494	23.0
	2006	35 329	21.2
網上向顧客 / 購買商 / 商業伙伴提出資料 / 意見 On-line provision of information/feedback to customers/buyers/business partners	2003	25 275	16.2
	2004	28 295	17.2
	2005	24 184	14.1
	2006	28 828	17.3
網上購買 / 預訂商品、服務或資料 On-line purchase/ordering of goods, services or information	2003	25 732	16.5
	2004	28 723	17.5
	2005	41 911	24.4
	2006	25 144	15.1
網上付款 On-line payments	2003	21 257	13.6
	2004	28 313	17.2
	2005	21 106	12.3
	2006	23 701	14.3
金融交易服務(例如買賣股票) Financial transaction services (e.g. stock trading)	2003	4 241	2.7
	2004	5 389	3.3
	2005	8 387	4.9
	2006	11 103	6.7
網上售賣商品、服務或資料 On-line sales of goods, services or information	2003	2 826	1.8
	2004	4 025	2.4
	2005	4 427	2.6
	2006	4 239	2.5
其他 Others	2003	1 245	0.8
	2004	1 324	0.8
	2005	477	0.3
	2006	444	0.3

註釋: (1) 可選擇多於一項功能。

Note: (1) May select more than one function.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.4A 按行業類別及連接互聯網的方式劃分的機構單位數目分布

Table 2.4A Distribution of establishments having Internet connection by method of connection by industry sector

行業類別 Industry sector	年份 Year	有連接 互聯網的機構 單位數目 No. of establishments having Internet connection	連接互聯網的方式 ⁽¹⁾ (百分比) Method of Internet connection ⁽¹⁾ (%)			
			寬頻 Broadband	流動網絡 Mobile network	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	專用線路 Dedicated circuits
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	7 253	69.5	#	26.4	6.3
	2004	9 464	76.3	0.7	18.3	6.7
	2005	6 856	91.5	9.2	8.6	2.5
	2006	6 532	89.1	5.9	10.1	4.3
建造業 Construction	2003	9 538	80.0	#	18.9	3.3
	2004	8 999	79.3	9.7	9.6	4.4
	2005	9 485	94.8	2.4	12.7	0.7
	2006	9 216	94.5	1.0	5.2	0.7
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	81 871	66.1	0.6	33.7	7.3
	2004	86 858	79.2	6.2	15.9	8.3
	2005	96 184	91.8	11.3	8.8	1.9
	2006	86 024	92.9	8.0	6.4	1.9
運輸、倉庫及通訊業 Transport, storage and communications	2003	9 848	73.1	0.2	22.8	9.6
	2004	8 535	78.8	15.8	24.5	6.1
	2005	8 956	90.3	12.0	1.6	4.4
	2006	9 061	98.0	4.3	2.0	5.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	33 681	69.7	0.5	30.7	6.6
	2004	37 380	81.8	10.2	15.9	6.1
	2005	38 137	91.4	12.4	12.2	6.1
	2006	38 110	92.6	10.5	9.2	3.0
社區、社會及個人服務業 Community, social and personal services	2003	14 186	65.5	0.2	38.1	5.0
	2004	13 240	79.3	7.1	15.0	1.5
	2005	12 103	91.4	9.7	5.0	4.9
	2006	17 365	98.2	10.6	1.5	2.6
合計 Overall	2003	156 378	68.3	0.4	31.5	6.8
	2004	164 476	79.6	7.6	16.0	6.8
	2005	171 720	91.7	10.9	9.1	3.1
	2006	166 307	93.6	8.2	6.4	2.5

註釋: (1) 可選擇多於一種連接方式。
少於 0.05%。

Notes: (1) May select more than one connection method.
Less than 0.05%.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.4B 按就業人數類別及連接互聯網的方式劃分的機構單位數目分布

Table 2.4B Distribution of establishments having Internet connection by method of connection by employment size

		年份 Year	有連接 互聯網的機構 單位數目 No. of establishments having Internet connection	連接互聯網的方式 ⁽¹⁾ (百分比) Method of Internet connection (1) (%)			
				寬頻 Broadband	流動網絡 Mobile network	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	專用線路 Dedicated circuits
就業人數類別 Employment size							
大型 Large	2003	4 965	68.1	1.6	17.4	34.7	
	2004	5 743	82.6	13.6	13.7	32.4	
	2005	5 538	87.5	23.5	7.9	23.3	
	2006	5 732	84.9	20.5	8.5	25.7	
中型 Medium	2003	27 455	72.2	0.5	23.1	12.1	
	2004	26 704	81.0	10.1	11.6	15.1	
	2005	27 223	92.5	11.9	2.9	8.1	
	2006	27 987	95.2	8.6	2.6	7.0	
小型 Small	2003	123 958	67.4	0.4	33.9	4.5	
	2004	132 029	79.2	6.8	17.0	4.0	
	2005	138 959	91.7	10.2	10.4	1.3	
	2006	132 589	93.7	7.6	7.1	0.5	
合計 Overall	2003	156 378	68.3	0.4	31.5	6.8	
	2004	164 476	79.6	7.6	16.0	6.8	
	2005	171 720	91.7	10.9	9.1	3.1	
	2006	166 307	93.6	8.2	6.4	2.5	

註釋: (1) 可選擇多於一種連接方式。
Note: (1) May select more than one connection method.

資料來源: 政府統計處科技統計組
Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.5A 按行業類別劃分的有設立網頁 / 網站的機構單位百分比

Table 2.5A Percentage of establishments having Web page/Web site by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有設立網頁 / 網站的百分比 % having Web page/Web site
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	13.4
	2004	17 481	16.2
	2005	14 624	10.4
	2006	14 830	10.3
建造業 Construction	2003	25 147	9.1
	2004	22 869	7.3
	2005	21 085	7.0
	2006	19 093	2.3
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	165 855	14.4
	2004	165 582	13.5
	2005	165 420	17.5
	2006	154 592	19.3
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	6.6
	2004	36 310	6.6
	2005	34 729	5.4
	2006	30 026	7.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	14.9
	2004	48 630	25.8
	2005	46 649	20.7
	2006	43 764	22.0
社區、社會及個人服務業 Community, social and personal services	2003	34 829	17.4
	2004	35 257	18.4
	2005	31 424	16.4
	2006	34 980	24.6
合計 Overall	2003	329 191	13.5
	2004	326 128	14.8
	2005	313 931	15.5
	2006	297 286	17.5

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.5B 按就業人數類別劃分的有設立網頁 / 網站的機構單位百分比
Table 2.5B Percentage of establishments having Web page/Web site by employment size

	年份 Year	機構單位 數目總計 Total no. of establishments	有設立網頁 / 網站的百分比 % having Web page/Web site
就業人數類別 Employment size			
大型 Large	2003	5 836	62.4
	2004	6 405	67.7
	2005	6 053	72.3
	2006	6 052	74.7
中型 Medium	2003	35 125	31.7
	2004	35 060	39.2
	2005	32 583	34.6
	2006	34 659	37.0
小型 Small	2003	288 231	10.2
	2004	284 663	10.6
	2005	275 295	12.0
	2006	256 574	13.5
合計 Overall	2003	329 191	13.5
	2004	326 128	14.8
	2005	313 931	15.5
	2006	297 286	17.5

資料來源: 政府統計處科技統計組
 Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.6A 按行業類別及有設立網頁 / 網站劃分的有網絡伺服器；有把機構的網頁 / 網站連接到機構內的資料庫；有把機構的網頁 / 網站連接到商業伙伴的電腦系統的機構單位數目分布

Table 2.6A Distribution of establishments having Web page/Web site by having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer systems by industry sector

行業類別 Industry sector	年份 Year	有設立網頁 / 網站的機構 單位數目 No. of establishments having Web page/ Web site	設有下列項目的機構單位的百分比 % of establishments having		
			網絡 伺服器 Web server	把網頁 / 網站 連接到機構 內的資料庫 Web page/ Web site connected to related in-firm database	把機構的網頁 / 網站連接到 商業伙伴的 電腦系統 Web page/Web site connected to business partners' computer systems
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	2 318	24.0	13.7	2.8
	2004	2 838	19.1	5.2	2.6
	2005	1 522	38.6	20.1	2.4
	2006	1 523	41.1	43.3	15.0
建造業 Construction	2003	2 285	62.8	16.8	0.0
	2004	1 664	43.3	19.2	16.3
	2005	1 485	28.9	11.1	0.7
	2006	434	37.8	24.7	10.4
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	23 870	22.6	16.1	3.6
	2004	22 436	33.0	10.3	4.2
	2005	28 940	25.7	11.8	6.7
	2006	29 771	28.4	19.5	7.8
運輸、倉庫及通訊業 Transport, storage and communications	2003	2 456	28.5	16.2	6.9
	2004	2 407	52.8	40.8	25.2
	2005	1 887	55.1	31.3	24.3
	2006	2 117	35.3	32.3	14.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	7 289	57.5	27.9	7.3
	2004	12 549	42.0	23.3	14.1
	2005	9 641	50.4	27.5	7.6
	2006	9 614	59.0	25.9	11.6
社區、社會及個人服務業 Community, social and personal services	2003	6 062	40.9	17.1	2.5
	2004	6 470	33.2	21.0	1.8
	2005	5 142	48.8	29.2	8.2
	2006	8 605	37.2	29.4	2.1
合計 Overall	2003	44 281	33.3	18.1	4.0
	2004	48 364	35.9	16.6	7.8
	2005	48 617	34.7	17.7	7.4
	2006	52 063	36.2	23.5	8.0

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.6B 按就業人數類別及有設立網頁 / 網站劃分的有網絡伺服器；有把機構的網頁 / 網站連接到機構內的資料庫；有把機構的網頁 / 網站連接到商業伙伴的電腦系統的機構單位數目分布

Table 2.6B Distribution of establishments having Web page/Web site by having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer systems by employment size

就業人數類別 Employment size	年份 Year	有設立網頁 / 網站的機構 單位數目 No. of establishments having Web page/ Web site	設有下列項目的機構單位的百分比 % of establishments having		
			網絡 伺服器 Web server	把網頁 / 網站 連接到機構 內的資料庫 Web page/ Web site connected to related in-firm database	把機構的網頁 / 網站連接到 商業伙伴的 電腦系統 Web page/Web site connected to business partners' computer systems
大型 Large	2003	3 644	70.0	38.4	10.1
	2004	4 340	70.6	40.6	18.4
	2005	4 375	67.9	42.5	13.8
	2006	4 521	67.9	43.7	12.7
中型 Medium	2003	11 125	41.6	23.4	5.4
	2004	13 760	42.6	16.6	6.4
	2005	11 273	53.1	26.1	6.5
	2006	12 827	53.0	28.6	6.9
小型 Small	2003	29 512	25.7	13.6	2.7
	2004	30 264	27.9	13.2	6.9
	2005	32 968	23.9	11.6	6.9
	2006	34 715	25.9	19.1	7.8
合計 Overall	2003	44 281	33.3	18.1	4.0
	2004	48 364	35.9	16.6	7.8
	2005	48 617	34.7	17.7	7.4
	2006	52 063	36.2	23.5	8.0

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.7A 按行業類別劃分的透過電子途徑預訂、購買或獲取貨品 / 服務 / 資料的機構單位數目分布
Table 2.7A Distribution of establishments having ordered, purchased or received goods/services/information through electronic means by industry sector

		在機構單位數目總計中，有使用下列 資訊科技的機構單位所佔的百分比		
		Among total no. of establishments, % of establishments having		
		機構單位 數目總計	預訂或購買	獲取
		Total no. of establishments	Ordered or purchased	Received
行業類別	年份		產品、服務或資料 (透過電子途徑)	
Industry sector	Year		goods, services or information through electronic means	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	6.0	45.6
	2004	17 481	8.7	53.6
	2005	14 624	11.1	43.5
	2006	14 830	10.5	40.4
建造業 Construction	2003	25 147	9.8	38.4
	2004	22 869	6.7	44.3
	2005	21 085	8.8	45.7
	2006	19 093	6.4	47.9
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	165 855	8.7	53.6
	2004	165 582	11.6	55.3
	2005	165 420	18.4	55.7
	2006	154 592	13.0	53.4
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	4.3	35.1
	2004	36 310	3.6	31.6
	2005	34 729	3.5	28.0
	2006	30 026	4.4	33.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	19.1	67.9
	2004	48 630	22.4	72.9
	2005	46 649	22.5	75.1
	2006	43 764	14.3	85.5
社區、社會及個人服務業 Community, social and personal services	2003	34 829	7.9	43.4
	2004	35 257	11.0	42.5
	2005	31 424	8.1	36.6
	2006	34 980	12.5	49.9
合計 Overall	2003	329 191	9.6	51.0
	2004	326 128	11.7	53.0
	2005	313 931	15.4	52.3
	2006	297 286	11.7	54.7

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.7B 按就業人數類別劃分的透過電子途徑預訂、購買或獲取貨品 / 服務 / 資料的機構單位數目分布
Table 2.7B Distribution of establishments having ordered, purchased or received goods/services/information through electronic means by employment size

		在機構單位數目總計中，有使用下列 資訊科技的機構單位所佔的百分比 Among total no. of establishments, % of establishments having			
		機構單位 數目總計 Total no. of establishments		預訂或購買 Ordered or purchased	獲取 Received
就業人數類別 Employment size		年份 Year		產品、服務或資料 (透過電子途徑) goods, services or information through electronic means	
就業人數類別 Employment size	大型 Large	2003	5 836	27.9	84.7
		2004	6 405	32.0	88.1
		2005	6 053	31.5	90.1
		2006	6 052	33.4	95.1
	中型 Medium	2003	35 125	15.4	76.2
		2004	35 060	23.2	76.7
		2005	32 583	26.0	79.0
		2006	34 659	23.1	78.2
	小型 Small	2003	288 231	8.5	47.2
		2004	284 663	9.9	49.3
		2005	275 295	13.7	48.4
		2006	256 574	9.7	50.6
合計 Overall	2003	329 191	9.6	51.0	
	2004	326 128	11.7	53.0	
	2005	313 931	15.4	52.3	
	2006	297 286	11.7	54.7	

資料來源：政府統計處科技統計組
 Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.8 按預訂或購買的貨品 / 服務 / 資料種類劃分的透過電子途徑預訂或購買貨品 / 服務 / 資料的機構單位數目

Table 2.8 Number of establishments having ordered or purchased goods/services/information through electronic means by type of goods/services/information ordered or purchased

預訂或購買貨品 / 服務 / 資料的種類 Type of goods/services/information ordered or purchased	年份 Year	透過電子途徑預訂或購買下列貨品 / 服務 / 資料 ⁽¹⁾ Having ordered or purchased the following types of goods/ services/information through electronic means ⁽¹⁾	
		機構單位數目 No. of establishments	百分比 %
預訂或補購存貨 Order or purchase for replenishment of inventory	2003	16 544	52.4
	2004	22 192	57.9
	2005	35 105	72.8
	2006	25 131	72.1
預訂、購買或申請政府的貨品 / 服務 / 資料 Order, purchase of or application for government goods/services/information	2003	5 550	17.6
	2004	3 420	8.9
	2005	6 460	13.4
	2006	4 049	11.6
預訂、購買金融工具 (例如股票) Order or purchase of financial instruments (e.g. stock)	2003	993	3.1
	2004	1 184	3.1
	2005	891	1.8
	2006	2 730	7.8
預訂、購買旅遊服務 Order or purchase of travel services	2003	2 934	9.3
	2004	6 385	16.7
	2005	3 559	7.4
	2006	5 411	15.5
預訂或購買其他貨品 / 資料 / 服務 Order or purchase of other goods/ information/services	2003	12 114	38.3
	2004	12 078	31.5
	2005	10 329	21.4
	2006	6 065	17.4

註釋: (1) 可選擇多過一個種類。

Note: (1) May select more than one type.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.9A 按行業類別劃分的透過電子途徑獲取貨品 / 服務 / 資料的機構單位數目分布

Table 2.9A Distribution of establishments having received goods/services/information through electronic means by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑獲取貨品 / 服務 / 資料的機構單位所佔的百分比 % having received goods/services/ information through electronic means		
			政府貨品 / 服務 / 資料 Government goods/services/ information	其他貨品 / 服務 / 資料 Other types of goods/services/ information	任何貨品 / 服務 / 資料 Any type of goods/services/ information
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	26.8	43.5	45.6
	2004	17 481	41.3	47.5	53.6
	2005	14 624	32.7	37.7	43.5
	2006	14 830	28.3	37.7	40.4
建造業 Construction	2003	25 147	23.8	35.5	38.4
	2004	22 869	34.9	40.7	44.3
	2005	21 085	36.4	40.1	45.7
	2006	19 093	34.0	46.2	47.9
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	165 855	43.5	43.3	53.6
	2004	165 582	42.6	45.9	55.3
	2005	165 420	41.1	49.1	55.7
	2006	154 592	39.0	48.6	53.4
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	27.3	28.2	35.1
	2004	36 310	23.8	26.0	31.6
	2005	34 729	19.2	24.2	28.0
	2006	30 026	24.3	31.7	33.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	45.5	60.9	67.9
	2004	48 630	52.1	68.1	72.9
	2005	46 649	53.0	70.5	75.1
	2006	43 764	56.8	82.4	85.5
社區、社會及個人服務業 Community, social and personal services	2003	34 829	30.1	39.1	43.4
	2004	35 257	31.3	35.0	42.5
	2005	31 424	28.4	32.9	36.6
	2006	34 980	37.0	47.1	49.9
合計 Overall	2003	329 191	38.2	43.2	51.0
	2004	326 128	40.1	45.5	53.0
	2005	313 931	38.5	46.8	52.3
	2006	297 286	39.0	51.0	54.7

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.9B 按就業人數類別劃分的透過電子途徑獲取貨品 / 服務 / 資料的機構單位數目分布
Table 2.9B Distribution of establishments having received goods/services/information through electronic means by employment size

		透過電子途徑獲取貨品 / 服務 / 資料的機構單位所佔的百分比 % having received goods/services/information through electronic means				
		年份 Year	機構單位 數目總計 Total no. of establishments	政府貨品 / 服務 / 資料 Government goods/services/ information	其他貨品 / 服務 / 資料 Other types of goods/services/ information	任何貨品 / 服務 / 資料 Any type of goods/services/ information
就業人數類別 Employment size						
大型 Large	2003	5 836	73.7	79.4	84.7	
	2004	6 405	80.2	84.2	88.1	
	2005	6 053	80.8	87.3	90.1	
	2006	6 052	81.9	92.1	95.1	
中型 Medium	2003	35 125	64.4	66.2	76.2	
	2004	35 060	63.9	66.9	76.7	
	2005	32 583	67.7	69.1	79.0	
	2006	34 659	66.3	70.4	78.2	
小型 Small	2003	288 231	34.2	39.6	47.2	
	2004	284 663	36.2	42.0	49.3	
	2005	275 295	34.1	43.2	48.4	
	2006	256 574	34.3	47.4	50.6	
合計 Overall	2003	329 191	38.2	43.2	51.0	
	2004	326 128	40.1	45.5	53.0	
	2005	313 931	38.5	46.8	52.3	
	2006	297 286	39.0	51.0	54.7	

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.10 按電子途徑種類 / 電子平台種類劃分的有透過電子途徑獲取政府貨品 / 服務 / 資料的機構單位數目

Table 2.10 Number of establishments having received government goods/services/information through electronic means by type of electronic means/type of electronic platform

	年份 Year	透過該電子途徑或電子平台獲取政府貨品 / 服務 / 資料的機構單位數目 ⁽¹⁾ No. of establishments having received government goods/services/information through that type of electronic means/electronic platform ⁽¹⁾	佔透過電子途徑獲取政府貨品 / 服務 / 資料的機構單位數目百分比 As a % of total no. of establishments having received government goods/services/information through electronic means
按電子途徑的種類劃分			
By type of electronic means			
互聯網	2004	114 749	87.8
Internet	2005	115 577	95.7
	2006	111 409	96.0
經個人電腦連接互聯網	2004	114 745	87.8
Internet via PCs	2005	115 382	95.5
	2006	111 403	96.0
經流動裝置 (如支援無線應用協定的流動電話、個人數碼助理) 連接互聯網	2004	634	0.5
Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	2005	357	0.3
	2006	1 086	0.9
透過電話網絡的交互式話音應答系統	2004	40 705	31.2
Interactive Voice Response System through telephone network	2005	19 044	15.8
	2006	22 245	19.2
設置於政府辦公室的終端機	2004	2 866	2.2
Terminals at government offices	2005	1 515	1.3
	2006	1 251	1.1
專用私人網絡	2004	1 475	1.1
Designated private network	2005	339	0.3
	2006	376	0.3
其他	2004	285	0.2
Others	2005	0	0.0
	2006	0	0.0
按電子平台的種類劃分			
By type of electronic platform			
其他政府網站	2004	108 900	83.4
Other government websites	2005	95 924	79.4
	2006	99 927	86.1
公共服務電子化計劃 / 生活易	2004	39 478	30.2
Electronic Service Delivery Scheme (ESD)/ ESD Life	2005	48 651	40.3
	2006	45 820	39.5
其他	2004	14 728	11.3
Others	2005	5 006	4.1
	2006	14 315	12.3

註釋: (1) 可選擇多於一個種類。

Note: (1) May select more than one type.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

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表 2.11 按獲取的貨品 / 服務 / 資料種類劃分的透過電子途徑獲取貨品 / 服務 / 資料 (除政府提供以外) 的機構單位數目

Table 2.11 Number of establishments having received goods/services/information (other than from the government) through electronic means by type of goods/services/information received

獲取的貨品 / 服務 / 資料種類 Type of goods/services/information received	年份 Year	透過電子途徑獲取 下列貨品 / 服務 / 資料 (除政府提供以外) 的機構單位數目 ⁽¹⁾ No. of establishments having received the following types of goods/services/information (other than from the government) through electronic means (1)	佔透過電子途徑獲取 下列貨品 / 服務 / 資料 (除政府提供以外) 的機構單位數目百分比 As a % of total no. of establishments having received the following types of goods/services/information (other than from the government) through electronic means
電子銀行服務 (例如轉帳) Electronic banking services (e.g. transferring money)	2003	42 235	29.7
	2004	46 245	31.1
	2005	37 959	25.8
	2006	43 020	28.4
獲取數碼形式的產品及服務 Receipt of products and services in digital form	2003	29 002	20.4
	2004	25 646	17.3
	2005	28 983	19.7
	2006	44 216	29.2
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	2003	132 075	93.0
	2004	138 648	93.3
	2005	137 914	93.9
	2006	145 907	96.2
查詢財經資料 (例如股票價格) Search for financial information (e.g. stock price)	2003	12 545	8.8
	2004	15 660	10.5
	2005	17 990	12.3
	2006	21 547	14.2
電子付款服務 e-payment services	2003	437	0.3
	2004	11 947	8.0
	2005	11 971	8.2
	2006	15 859	10.5
其他 Others	2003	0	0.0
	2004	436	0.3
	2005	100	0.1
	2006	37	#

註釋: (1) 可選擇多於一項種類。
少於 0.05%。

Notes: (1) May select more than one type.
Less than 0.05%.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.12 按透過電子途徑售賣或遞送貨品 / 服務 / 資料劃分的機構單位數目
Table 2.12 Number of establishments having sold or delivered goods/services/information through electronic means

	年份 Year	機構單位數目 No. of establishments	佔機構單位 總數的百分比 As a % of total no. of establishments
透過電子途徑售賣貨品 / 服務 / 資料 Having sold goods/services/information through electronic means	2003	3 531	1.1
	2004	4 138	1.3
	2005	5 768	1.8
	2006	4 573	1.5
透過電子途徑遞送貨品 / 服務 / 資料 Having delivered goods/services/information through electronic means	2003	44 720	13.6
	2004	49 821	15.3
	2005	49 338	15.7
	2006	53 618	18.0

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.13A 按行業類別劃分的透過電子途徑售賣貨品 / 服務 / 資料的機構單位百分比

Table 2.13A Percentage of establishments having sold goods/services/information through electronic means by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑售賣貨品 / 服務 / 資料的百分比 % having sold goods/ services/information through electronic means
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	1.6
	2004	17 481	1.8
	2005	14 624	2.1
	2006	14 830	1.7
建造業 Construction	2003	25 147	#
	2004	22 869	#
	2005	21 085	0.1
	2006	19 093	0.1
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2003	165 855	1.2
	2004	165 582	1.1
	2005	165 420	2.5
	2006	154 592	2.0
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	0.5
	2004	36 310	0.4
	2005	34 729	0.8
	2006	30 026	0.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	1.6
	2004	48 630	2.9
	2005	46 649	2.0
	2006	43 764	2.2
社區、社會及個人服務業 Community, social and personal services	2003	34 829	1.0
	2004	35 257	1.1
	2005	31 424	0.2
	2006	34 980	0.4
合計 Overall	2003	329 191	1.1
	2004	326 128	1.3
	2005	313 931	1.8
	2006	297 286	1.5

註釋: # 少於 0.05%。
Note: # Less than 0.05%.

資料來源: 政府統計處科技統計組
Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.13B 按就業人數類別劃分的透過電子途徑售賣貨品 / 服務 / 資料的機構單位百分比
Table 2.13B Percentage of establishments having sold goods/services/information through electronic means by employment size

		年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑售賣貨品 / 服務 / 資料的百分比 % having sold goods/ services/information through electronic means
就業人數類別 Employment size				
大型 Large		2003	5 836	8.5
		2004	6 405	6.2
		2005	6 053	6.4
		2006	6 052	7.7
中型 Medium		2003	35 125	2.3
		2004	35 060	2.6
		2005	32 583	2.8
		2006	34 659	1.4
小型 Small		2003	288 231	0.8
		2004	284 663	1.0
		2005	275 295	1.6
		2006	256 574	1.4
合計 Overall		2003	329 191	1.1
		2004	326 128	1.3
		2005	313 931	1.8
		2006	297 286	1.5

資料來源: 政府統計處科技統計組
 Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.14 按有關電子途徑種類劃分的透過電子途徑售賣貨品 / 服務 / 資料的機構單位數目
Table 2.14 Number of establishments having sold goods/services/information through electronic means by type of electronic means

電子途徑種類 Type of electronic means	年份 Year	透過電子途徑售賣 貨品 / 服務 / 資料 的機構單位數目 ⁽¹⁾ No. of establishments having sold goods/ services/information through electronic means (1)	佔透過電子途徑售賣貨 品 / 服務 / 資料的機構 單位數目的百分比 As a % of total no. of establishments having sold goods/services/ information through electronic means
互聯網 Internet	2003	3 508	99.3
	2004	3 991	96.4
	2005	5 648	97.9
	2006	4 521	98.9
經電話網絡的交互式話音 應答系統 Interactive Voice Response System through telephone network	2003	170	4.8
	2004	147	3.6
	2005	245	4.2
	2006	130	2.9
專用私人網絡 Designated private network	2003	117	3.3
	2004	230	5.6
	2005	185	3.2
	2006	110	2.4
其他透過流動電訊網絡的 交互式應答系統 Other Interactive Response System through mobile telecommunications network	2003	117	3.3
	2004	54	1.3
	2005	104	1.8
	2006	19	0.4
其他 Others	2003	1	#
	2004	37	0.9
	2005	50	0.9
	2006	0	0.0

註釋: (1) 可選擇多於一種連接方式。
少於 0.05%。

Notes: (1) May select more than one connection method.
Less than 0.05%.

資料來源: 政府統計處科技統計組
Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.15 按電子途徑種類 / 顧客類別劃分的售賣貨品 / 服務 / 資料所帶來的業務收益
Table 2.15 Business receipts received through selling goods/services/information through electronic means by type of electronic means/customer group

		百萬港元 HK\$ million					
		年份 Year					
電子途徑種類 / 顧客類別 Type of electronic means/customer group		2000	2001	2002	2003	2004	2005
按電子途徑種類							
By type of electronic means							
專用私人網絡 Designated private network		3,499 (46.3) [+79.4]	3,683 (16.7) [+5.3]	3,395 (21.7) [-7.8]	6,440 (30.4) [+89.7]	15,432 (55.8) [+139.6]	34,953 (79.5) [+126.5]
互聯網 Internet		3,001 (39.7) [+214.6]	16,446 (74.4) [+448.0]	10,250 (65.5) [-37.7]	13,680 (64.6) [+33.5]	11,057 (40.0) [-19.2]	8,007 (18.2) [-27.6]
經電話線的互動式應答系統 Interactive Response System through telephone lines		1,060 (14.0) [-38.7]	1,975 (8.9) [+86.3]	1,997 (12.8) [+1.1]	1,065 (5.0) [-46.7]	1,067 (3.9) [+0.2]	979 (2.2) [-8.2]
總計 Total		7,559 (100.0) [+63.2]	22,116 (100.0) [+192.6]	15,649 (100.0) [-29.2]	21,185 (100.0) [+35.4]	27,632 (100.0) [+30.4]	43,939 (100.0) [+59.0]
按顧客類別							
By customer group							
商業及其他機構 Business and other establishments		3,775 (49.9) [-]	17,348 (78.4) [+359.5]	6,977 (44.6) [-59.8]	12,930 (61.0) [+85.3]	18,742 (67.8) [+45.0]	36,901 (84.0) [+96.9]
消費者 Consumers		3,014 (39.9) [-]	4,536 (20.5) [+50.5]	8,040 (51.4) [+77.3]	8,047 (38.0) [+0.1]	8,747 (31.7) [+8.7]	6,869 (15.6) [-21.5]
政府及有關機構 Government and related organisations		770 (10.2) [-]	232 (1.1) [-69.9]	632 (4.0) [+171.9]	208 (1.0) [-67.1]	142 (0.5) [-31.5]	169 (0.4) [+18.9]
總計 Total		7,559 (100.0) [-]	22,116 (100.0) [+192.6]	15,649 (100.0) [-29.2]	21,185 (100.0) [+35.4]	27,632 (100.0) [+30.4]	43,939 (100.0) [+59.0]
透過電子途徑所帶來的業務收益 佔總業務收益的百分比 Business receipts through electronic means as a % of total business receipts		0.17	0.43	0.29	0.42	0.49	0.64

註釋: 圓括號內的數字是佔個別總計的百分比。
 方括號內的數字是按年變動百分率。

Notes: Figures in round brackets denote the percentage shares to their respective totals.
 Figures in square brackets denote the annual percentage change.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.16 二零零六年按行業 / 就業人數類別劃分的擁有數碼證書的機構單位百分比

Table 2.16 Percentage of establishments with digital certificate by industry sector/employment size, 2006

行業類別 / 就業人數類別 Industry sector/employment size	機構單位數目總計 Total no. of establishments	擁有數碼證書的百分比 % with digital certificates
行業類別 Industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 830	9.0
建造業 Construction	19 093	3.4
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	154 592	21.6
運輸、倉庫及通訊業 Transport, storage and communications	30 026	8.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	43 764	6.3
社區、社會及個人服務業 Community, social and personal services	34 980	4.1
合計 Overall	297 286	14.1
就業人數類別 Employment size		
大型 Large	6 052	30.9
中型 Medium	34 659	28.0
小型 Small	256 574	11.9
合計 Overall	297 286	14.1

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 2.17 二零零六年按預計申請數碼證書的時間劃分的有此計劃的機構單位數目按行業 / 就業人數類別分布

Table 2.17 Distribution of establishments intending to acquire digital certificate by expected time of acquiring by industry sector/employment size, 2006

行業類別 / 就業人數類別 Industry sector/employment size	沒有數碼證書的機構單位數目 No. of establishments not having digital certificate	有計劃申請數碼證書的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to acquire digital certificate	在(b)欄機構單位中, 預計申請數碼證書的時間 Among establishments in column (b), expected time of acquiring digital certificate			(百份比) (%)
			2006年 In 2006	2007年 In 2007	2007年後或沒有預計時間 After 2007 or no expected time	
(a)	(b)	(c)	(d)	(e)	(f)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 492	0.1	7.8	92.2	0.0	100.0
建造業 Construction	18 442	3.1	0.0	50.1	49.9	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	121 227	1.0	7.5	92.5	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	27 597	0.2	5.0	5.8	89.3	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	40 992	1.6	8.6	91.4	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	33 533	1.0	1.1	98.9	0.0	100.0
合計 Overall	255 285	1.1	5.5	83.0	11.5	100.0
就業人數類別 Employment size						
大型 Large	4 185	1.4	92.0	8.0	0.0	100.0
中型 Medium	24 957	0.3	77.4	22.6	0.0	100.0
小型 Small	226 143	1.2	1.6	86.3	12.1	100.0
合計 Overall	255 285	1.1	5.5	83.0	11.5	100.0

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

第 3 章 資訊科技在政府的使用情況和普及程度

Chapter 3 Information Technology Usage and Penetration in the Government

政府的資訊科技開支

3.1 經過十年的快速增長後，政府的資訊科技開支在近年開始逐漸削減。在二零零五至零六年度，政府在資訊科技的開支為 35 億元，較二零零四至零五年度下降 5.5%。（表 3.1）

政府電腦化

3.2 在二零零五年，79% 受僱於政府的人員擁有專用工作站，遠較一九九五年的 18% 為高。（表 3.2）

3.3 在二零零五年，有 59% 受僱於政府的人員可接駁互聯網及 56% 人員為內部電子郵件用戶，分別較二零零四年的 52% 及 40% 為高。（表 3.2）

政府資訊科技人員

3.4 政府設有三個資訊科技人員職系，分別為系統分析 / 程式編製主任職系、電腦操作員職系及資料處理員職系。在二零零六年，這三個職系的人數分別為 739 人，470 人及 193 人。（表 3.3）

Government Spending on Information Technology (IT)

3.1 Government spending on IT recorded a gradual cut-back in recent years, after a period of rapid growth during the past decade. In 2005-06, Government spending on IT amounted to \$3.5 billion, representing a decrease of 5.5% compared with 2004-05. (Table 3.1)

Computerisation in the Government

3.2 In 2005, 79% of the staff employed by the government had designated workstations, which represented a significant increase compared with 18% in 1995. (Table 3.2)

3.3 In 2005, 59% of the staff employed by the government had Internet access and 56% had internal e-mail accounts, both higher than the corresponding figure in 2004 (52% and 40% respectively). (Table 3.2)

Government IT Staff

3.4 There are three grades of IT staff within the government. They are the analyst/programmer grade, the computer operator grade and the data processor grade. In 2006, the corresponding numbers of staff in these three grades were 739, 470 and 193 respectively. (Table 3.3)

表 3.1 政府的資訊科技開支**Table 3.1 Government spending on information technology (IT)**

		百萬港元 HK\$ million						
		1995-96	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
政府的資訊科技開支	(1)	1,342	2,466	2,980	3,213	3,081	2,834	2,805
Government spending on IT	(2)	-	-	3,904	4,040	3,887	3,754	3,547

註釋: 所有有關員工方面的支出會以員工的總薪酬福利作為計算基礎。
 (1) 由二零零一至零二年度開始, 政府的資訊科技開支亦包括非經常資助金及主要系統設備總目中的非行政電腦系統的支出。
 (2) 數字是指列(1)所載數字以及房屋委員會、醫院管理局及津貼學校的資訊科技支出的總和。

Notes: Staff cost is computed on a full cost basis.
 (1) Starting from 2001-02, Government spending on IT also includes non-administrative computer systems under Capital Subventions and Major Systems and Equipment.
 (2) The figures refer to the sum of those shown in row (1) and IT expenditures of Housing Authority, Hospital Authority and subvented schools.

資料來源: 政府資訊科技總監辦公室
 Source: Office of the Government Chief Information Officer

表 3.2 政府電腦化**Table 3.2 Computerisation in the Government**

		每年十二月三十一日的數字 As at 31 December of each year						
		1995	2000	2001 (1)	2002 (1)	2003 (1)	2004 (1)	2005 (1)
獲提供專用工作站的人員所佔的百分率		18	46	59	68	71	76	79
% of staff with designated workstations								
可接駁互聯網的人員的百分率		-	-	35	40	46	52	59
% of staff with Internet access								
可使用內部電子郵件的人員的百分率		-	-	22	27	31	40	56
% of staff with internal e-mail access								

註釋: (1) 自二零零一年起, 除公務員外, 以其他聘用條件(例如合約形式)受僱於政府的人員亦包括在內。
 Note: (1) As from 2001, apart from civil servants, persons employed by the government under other terms (e.g. contract terms) are also included.

資料來源: 政府資訊科技總監辦公室
 Source: Office of the Government Chief Information Officer

表 3.3 政府資訊科技人員**Table 3.3 Government information technology staff**

		每年三月三十一日的編制數目 Establishment as at 31 March of each year						
職系	Grade	1996	2001	2002	2003	2004	2005	2006
系統分析 / 程式編製主任職系	Analyst/programmer grade	675	790	775	773	759	751	739
電腦操作員職系	Computer operator grade	440	493	492	499	489	471	470
資料處理員職系	Data processor grade	330	250	233	223	203	195	193

資料來源: 政府資訊科技總監辦公室
 Source: Office of the Government Chief Information Officer

第 4 章 資訊科技及電訊業的營運特徵

Chapter 4 Operating Characteristics of the Information Technology and Telecommunications Sector

緒言

4.1 「電子經濟」的出現對資訊科技及電訊產品及服務的需求帶來一個新浪潮。各工商業也紛紛利用新科技所帶來的優勢，捕捉這新興市場。在嶄新經濟活動出現的同時，很多現有的公司亦把相關業務轉移至資訊科技及電訊產品。就編製統計數字而言，這些主要從事生產和經銷資訊科技及電訊產品以及提供資訊科技及電訊服務的行業，可統稱為「資訊科技及電訊業」。

4.2 不同的經濟體系對「資訊科技及電訊業」採用各自的一套定義。就本港而言，資訊科技及電訊業包括五個組別的行業，分別從事以下的經濟活動：

- (1) 資訊科技及電訊產品的製造；
- (2) 通訊系統安裝及保養；
- (3) 資訊科技及電訊產品的經銷；
- (4) 電訊服務；
- (5) 資訊科技服務。

4.3 本章描述資訊科技及電訊業的行業結構及營運特徵。當中的分析是根據從政府統計處進行的按年經濟統計調查計劃所搜集得的資料進行分析。

Introduction

4.1 Emergence of the "e-economy" brings a new wave of demand for Information Technology and Telecommunications (IT&T) products and services. Industries taking advantage of the new technologies come forth to capture this emerging market. New economic activities take form, while many existing companies shift their focus from related lines of business towards IT&T products and services. These industries which mainly engage in the production and distribution of IT&T products and provision of services related to IT&T may be grouped together as the "IT&T sector" for statistical compilation purposes.

4.2 Different economies adopt their own definitions on IT&T sector. In the case of Hong Kong, the IT&T sector covers five groups of industries engaged in the following economic activities respectively:

- (1) Manufacturing of IT&T products;
- (2) Communication system installation and maintenance;
- (3) Distribution of IT&T products;
- (4) Telecommunications services;
- (5) Information technology (IT) services.

4.3 This chapter describes the structural and operating characteristics of the IT&T sector in Hong Kong. Analyses are based on data collected from the Programme of Annual Economic Surveys conducted by the Census and Statistics Department.

資訊科技及電訊業的行業結構

4.4 在一九九八年，資訊科技及電訊業約有 5 800 間機構單位，就業人數共 66 500 人。有關機構單位數目在二零零四年增加至約 9 000 間，而就業人數亦增加至 74 700 人，較一九九八年分別上升 57% 及 12%。讀者須注意，資訊科技及電訊業就業人數的統計數字，包括從事資訊科技的僱員及從事其他職業的僱員。同樣，資訊科技及電訊業的機構單位雖然是以生產及提供資訊科技及電訊產品及服務為主，但亦可能同時生產或提供少量的非資訊科技及電訊產品或服務。（表 4.1）

4.5 在二零零四年，資訊科技及電訊業中有 51% 的機構單位從事提供資訊科技服務，例如軟件開發及保養服務，而有 36% 的機構單位則從事資訊科技及電訊產品的經銷業務。（圖 4.1）

4.6 以就業人數而言，從事資訊科技及電訊產品經銷業務的機構單位佔資訊科技及電訊業的最大比重（34%），其次是提供資訊科技服務的機構單位（31%）。從事提供電訊服務的機構單位雖然就機構單位數目而言，所佔的比重較小，但卻佔就業人數一個相當的比重（24%），因為當中有數間機構單位的規模很大。另一方面，由於大部分從事提供資訊科技服務的機構單位的規模較小，所以該行業組別的就業人數，只佔整體資訊科技及電訊業的 31%。（表 4.2 及圖 4.2）

4.7 在二零零四年，以增加價值而言，從事提供電訊服務的機構單位佔整體資訊科技及電訊業的增加價值的比重最大（39%），其次是從事資訊科技及電訊產品經銷業務的機構單位（37%）。（圖 4.3）

Industry Structure of the IT&T Sector

4.4 In 1998, there were some 5 800 establishments and 66 500 persons engaged in the IT&T sector. The numbers increased to about 9 000 and 74 700 respectively in 2004, representing increases of 57% and 12% respectively over 1998. It should be noted that statistics on the number of persons engaged in the IT&T sector include IT personnel and personnel in other occupations. By the same token, establishments in the IT&T sector may also produce small amount of non-IT&T products and services so long as IT&T products and services are their main line of business. (Table 4.1)

4.5 In 2004, 51% of the establishments in the IT&T sector were engaged in the provision of IT services, such as software development and maintenance services, while 36% were engaged in the distribution of IT&T products. (Chart 4.1)

4.6 In terms of persons engaged however, establishments engaged in the distribution of IT&T products had the largest share (34%), followed by those engaged in the provision of IT services (31%). The telecommunications services took up a significant share of the total number of persons engaged (24%) despite its relatively small share in terms of number of establishments, because there were a few very large establishments in this group of industries. On the other hand, as establishments engaged in the provision of IT services were dominated by small ones, they only took up 31% of the total number of persons engaged in the IT&T sector. (Table 4.2 and Chart 4.2)

4.7 In terms of value added in 2004, establishments engaged in the provision of telecommunications services accounted for the largest share (39%) of the total value added of the IT&T sector, followed by those engaged in the distribution of IT&T products (37%). (Chart 4.3)

資訊科技及電訊業的業務表現

4.8 雖然相關的市場急劇擴展，但資訊科技及電訊業的生產總額在一九九八年至二零零四年間沒有明顯的增減趨勢。在此期間，生產總額介乎 895 億元至 992 億元。（表 4.1）

4.9 然而，在一九九八年至二零零四年期間，資訊科技及電訊業的增加價值上升了 15%，由 393 億元增加至 451 億元。期間，資訊科技及電訊業的增加價值佔本地生產總值的百分比，亦由 3.2% 上升至 3.6%。（表 4.1）

資訊科技及電訊業的營運特徵

4.10 資訊科技及電訊業每間機構單位的平均就業人數，由一九九八年的 11.6 下降至二零零四年的 8.3，跌幅為 28%。造成機構單位縮減規模的趨勢，可能是由於機構更多採用辦公室自動化及其他資訊科技應用系統所帶動。（表 4.1）

4.11 資訊科技及電訊業每間機構單位的平均生產總額，亦由一九九八年的 1,580 萬元減少至二零零四年的 1,100 萬元，下降 30%。這情況與該行業機構單位縮小規模的趨勢吻合。（表 4.1）

4.12 由二零零一年統計年度開始，本處亦編製有關資訊科技及電訊業整體僱員薪酬、盈餘總額及固定資產的買賣淨值的統計數字。

4.13 作為量度經濟活動淨產出的數據，增加價值可視為各項生產因素的回報的總和，包括勞工、資金及企業才能。有關回報分別以僱員薪酬、利息支付及盈餘總額獲取。

Business Performance of the IT&T Sector

4.8 Despite the rapid expansion in the related market, total gross output of the IT&T sector did not manifest a clear increasing or decreasing trend between 1998 and 2004. Gross output ranged between \$89.5 billion and \$99.2 billion during these years. (Table 4.1)

4.9 Notwithstanding the above, the value added for the IT&T sector as a whole increased by 15% from \$39.3 billion in 1998 to \$45.1 billion in 2004. During 1998 to 2004, the contribution in terms of value added of the IT&T sector to GDP also edged up from 3.2% to 3.6%. (Table 4.1)

Operating Characteristics of the IT&T Sector

4.10 Average number of persons engaged per establishment in the IT&T sector dropped by 28% from 11.6 in 1998 to 8.3 in 2004. This trend of downsizing was probably made possible by office automation and other IT applications. (Table 4.1)

4.11 Average gross output per establishment in the IT&T sector also decreased by 30%, from \$15.8 million in 1998 to \$11.0 million in 2004, largely in line with the downsizing of establishments in the IT&T sector. (Table 4.1)

4.12 Starting from the reference year of 2001, statistics on compensation of employees, gross surplus and gross additions to fixed assets for the IT&T sector were also compiled.

4.13 Value added, being a measure of the net output of economic activities, is distributed as a return to the various factors of production, viz. labour, capital and entrepreneurship, in the form of compensation of employees, interest payments and gross surplus respectively.

4.14 在二零零四年，資訊科技及電訊業的僱員薪酬佔增加價值的比重為 43%。至於其他經濟行業，僱員薪酬佔增加價值的比重高低不一，最低是電力及燃氣業的少於 10%，而最高則是建築及建造業的 85%。（表 4.1）

4.15 在二零零四年，資訊科技及電訊業的整體固定資產的買賣淨值與僱員薪酬的比例是 0.46。相對於整體經濟的比例（0.18），資訊科技及電訊業明顯是一個較為資本密集的行业。（表 4.1）

其他參考資料

工業生產按年統計調查報告

屋宇建築、建造及地產業按年統計調查報告

批發、零售、進出口貿易、食肆及酒店按年統計調查報告

倉庫、通訊、財務、保險及商用服務按年統計調查報告

4.14 For the IT&T sector in 2004, compensation of employees amounted to 43% of value added. For the other economic sectors, the share of compensation of employees in 2004 ranged from less than 10% for the electricity and gas sector to 85% for the building and construction sector. (Table 4.1)

4.15 Ratio of gross additions to fixed assets to compensation of employees for the IT&T sector in 2004 was 0.46. Compared with the ratio for the whole economy (0.18), the IT&T sector is a relatively capital intensive sector. (Table 4.1)

Further Reference

Report on Annual Survey of Industrial Production

Report on Annual Survey of Building, Construction and Real Estate Sectors

Report on Annual Survey of Wholesale, Retail and Import and Export Trades, Restaurants and Hotels

Report on Annual Survey of Storage, Communication, Financing, Insurance and Business Services

表 4.1 有關資訊科技及電訊業的主要統計數字

Table 4.1 Key statistics on the information technology and telecommunications sector

	1998	1999	2000	2001	2002	2003	2004
機構單位數目 No. of establishments	5 751	6 579 (+14)	8 141 (+24)	8 971 (+10)	9 599 (+7)	9 537 (-1)	9 006 (-6)
就業人數 No. of persons engaged	66 500	70 800 (+6)	78 800 (+11)	76 460 (-3)	72 918 (-5)	74 983 (+3)	74 733 (#)
平均每間機構單位的就業人數 Average no. of persons engaged per establishment	11.6	10.8 (-7)	9.7 (-10)	8.5 (-12)	7.6 (-11)	7.9 (+4)	8.3 (+6)
生產總額 (十億港元) Gross output (HK\$ billion)	90.9	89.5 (-2)	94.3 (+5)	91.7 (-3)	92.2 (#)	89.7 (-3)	99.2 (+11)
平均每間機構單位的生產總額 (百萬港元) Average gross output per establishment (HK\$ million)	15.8	13.6 (-14)	11.6 (-15)	10.2 (-12)	9.6 (-6)	9.4 (-2)	11.0 (+17)
增加價值 ⁽¹⁾ (十億港元) Value added ⁽¹⁾ (HK\$ billion)	39.3	34.4 (-13)	40.6 (+18)	44.3 (+9)	47.7 (+8)	44.0 (-8)	45.1 (+2)
在要素成本計算的 本地生產總值內所佔比率 ⁽¹⁾ (%) Contribution to GDP at factor cost ⁽¹⁾ (%)	3.2	2.9	3.2	3.6	3.9	3.7	3.6
僱員薪酬 (十億港元) Compensation of employees (HK\$ billion)	N.A.	N.A.	N.A.	23.5	23.0 (-2)	20.6 (-11)	19.5 (-5)
盈餘總額 (十億港元) Gross surplus (HK\$ billion)	N.A.	N.A.	N.A.	16.8	21.9 (+30)	19.7 (-10)	23.1 (+18)
固定資產的買賣淨值 (十億港元) Gross additions to fixed assets (HK\$ billion)	N.A.	N.A.	N.A.	11.4	9.3 (-18)	9.2 (#)	9.0 (-2)

註釋: 括號內的數字是與上年比較的變動百分率。

(1) 政府統計處在二零零五年八月中完成一項工作, 就是在估計香港國民經濟核算統計數字時, 採用最新國際指引處理由銀行所提供的金融中介服務。由於這項統計發展, 載於本表內的有關數字已作出修訂。

表示變動百分率在增減 0.5% 以內。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) The Census and Statistics Department completed an exercise to implement the latest international guidelines on dealing with financial intermediation services provided by banks in the estimation of national accounts statistics of Hong Kong in mid-August 2005. As a result of this statistical development, affected figures presented in this table were revised.

Denotes changes within +/- 0.5%.

資料來源: 政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

表 4.2 資訊科技及電訊業每間機構單位的平均就業人數

Table 4.2 Average number of persons engaged per establishment in the IT&T sector

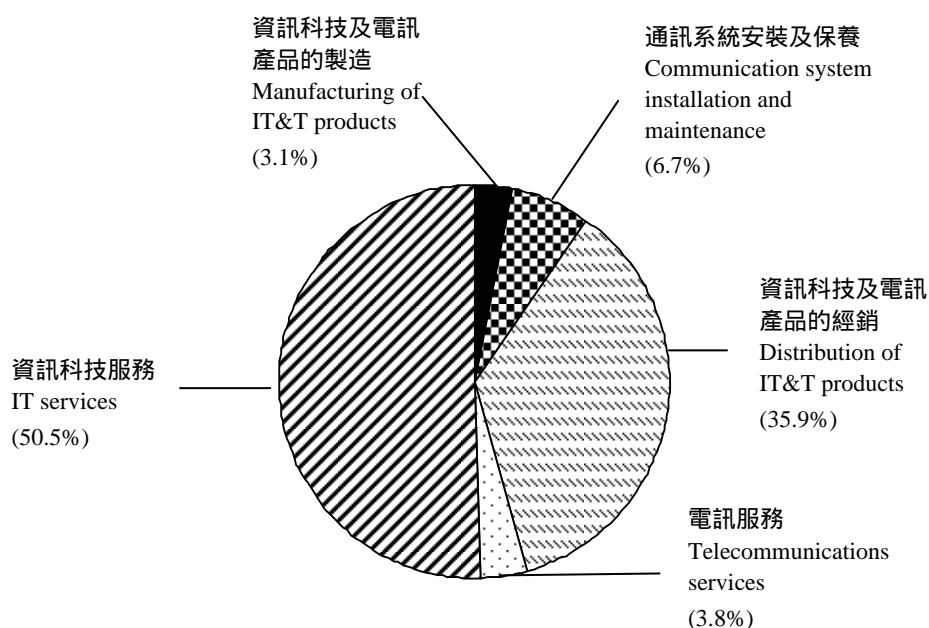
	每間機構單位的平均就業人數			
	Average number of persons engaged per establishment			
	2001	2002	2003	2004
資訊科技及電訊產品的製造 Manufacturing of IT&T products	13.4	9.4	8.5	7.1
通訊系統安裝及保養 Communication system installation and maintenance	9.2	8.8	6.8	10.3
資訊科技及電訊產品的經銷 Distribution of IT&T products	6.8	6.2	6.9	7.9
電訊服務 Telecommunications services	69.7	53.1	61.3	51.8
資訊科技服務 Information technology services	4.7	4.5	4.5	5.1

資料來源：政府統計處科技統計組

Source: Science and Technology Statistics Section, Census and Statistics Department

圖 4.1 二零零四年按經濟活動劃分的資訊科技及電訊業機構單位數目分布

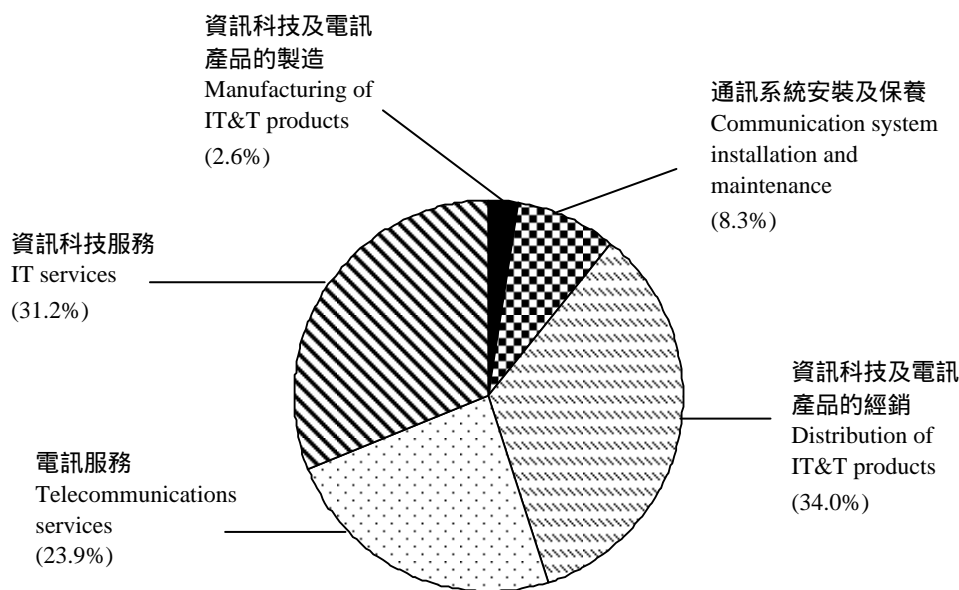
Chart 4.1 Distribution of number of establishment in the IT&T sector by economic activities in 2004



資料來源：政府統計處科技統計組

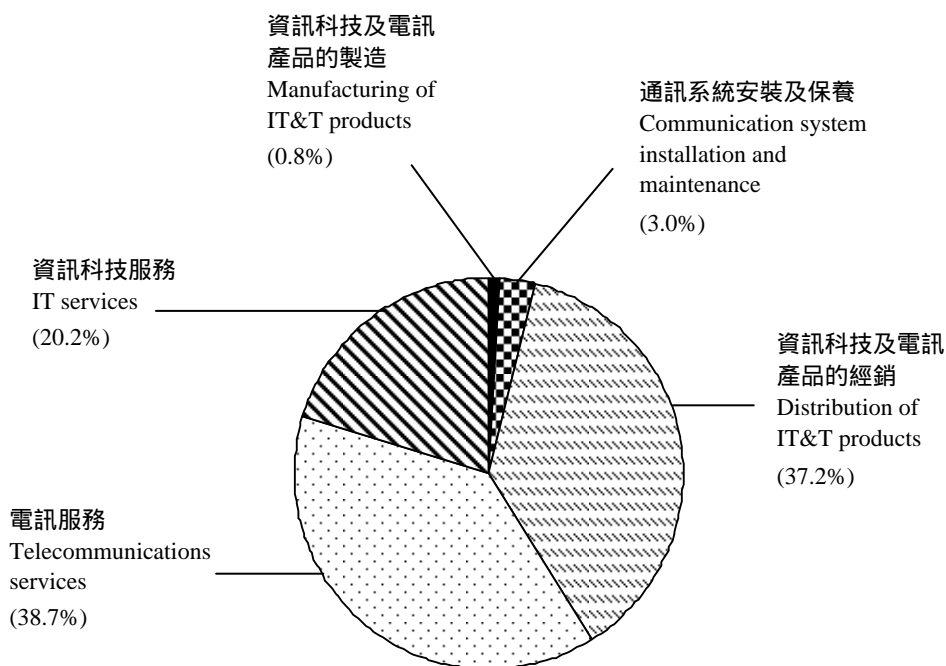
Source: Science and Technology Statistics Section, Census and Statistics Department

圖 4.2 二零零四年按經濟活動劃分的資訊科技及電訊業就業人數分布
Chart 4.2 Distribution of number of persons engaged in the IT&T Sector by economic activities in 2004



資料來源: 政府統計處科技統計組
 Source: Science and Technology Statistics Section, Census and Statistics Department

圖 4.3 二零零四年按經濟活動劃分的資訊科技及電訊業增加價值分布
Chart 4.3 Distribution of value added of the IT&T Sector by economic activities in 2004



資料來源: 政府統計處科技統計組
 Source: Science and Technology Statistics Section, Census and Statistics Department

第 5 章 電訊服務

Chapter 5 Telecommunications Services

緒言

5.1 良好的電訊基建一向是香港經濟成功的因素之一。電訊業在九十年代的迅速發展，成功地鞏固香港作為亞太區的電訊及互聯網樞紐的地位。

5.2 本章描述過去十年間電訊業在業務表現及經營特色的一些較明顯的發展。當中的分析主要是根據政府統計處的倉庫、通訊、財務、保險及商用服務按年統計調查所得的資料而進行。本章亦展示一些電訊管理局所編製有關電訊業的統計數字，以作參考。

5.3 就編製統計數字而言，電訊業包括提供固定電話及電報服務、流動電話服務、傳呼服務，以及其它電訊服務的機構單位。售賣電話、流動電話及有關配件的機構單位，則屬於批發／零售業，因此並不包括在電訊業內。

Introduction

5.1 Sound telecommunications infrastructure has been contributing to the success of Hong Kong's economy. With the rapid growth of the telecommunications industry in the 90's, Hong Kong has successfully strengthened its status as a regional telecommunications and Internet hub.

5.2 This chapter describes some of the more prominent development in the business performance and operating characteristics of the telecommunications industry in the past decade. Analyses are based mainly on the data collected from the Annual Survey of Storage, Communication, Financing, Insurance and Business Services of the Census and Statistics Department. Selected statistics on telecommunications services compiled by the Office of the Telecommunications Authority are also presented for reference.

5.3 The telecommunications industry comprises, for statistical compilation purposes, establishments engaged in the provision of fixed telephone and telegraph services; mobile phone services; radio paging services; and other telecommunications services. Establishments engaged in sales of telephone sets, mobile phones and related accessories are, however, in the wholesale/retail sector and are therefore not included in the telecommunications industry.

電訊業的主要服務類別

5.4 按服務類別劃分，電訊業大致可分為三個組別。這三個組別的經營特色各有不同。在首兩個組別內，即固定電話及電報服務與流動電話服務，只有為數不多的大型機構單位經營業務。於二零零四年，每間機構單位的平均就業人數約為 748 人。雖然這兩個組別的機構單位數目只佔整個電訊業總數的 4.3%，但它們所賺取的業務收益及其他收入卻佔整個電訊業總數的 73%。(表 5.1)

5.5 相反，從事其餘組別，即其他電訊服務（包括傳呼服務、互聯網服務及對外通訊服務等）的機構單位的規模則相對較小。於二零零四年，每間機構單位的平均就業人數約為 20 人。這組別佔電訊業機構單位數目總數的 96%，然而其所賺取的業務收益及其他收入只佔整個行業的 27%。(表 5.1)

固定電話、電報及流動電話服務

5.6 過去十年加入電訊市場的公司不斷增加，反映電訊業的競爭熾烈。提供固定電話、電報及流動電話服務的機構單位由一九九四年的 5 間增至二零零四年的 15 間。在二零零四年，此等機構單位的增加價值為 148 億元，合共為 11 200 人提供職位。(表 5.2)

Major Services Rendered by the Telecommunications Industry

5.4 According to the services rendered, the telecommunications industry can be broadly classified into three sub-groups. These three sub-groups are rather diversified in their operating characteristics. For the first two sub-groups, viz., fixed telephone and telegraph services and mobile phone services, there were only a few large establishments. In 2004, the average number of persons engaged per establishment was about 748. These two sub-groups constituted only about 4.3% of all establishments in the telecommunications industry. Yet they together generated about 73% of the business receipts and other income of the entire telecommunications industry. (Table 5.1)

5.5 In contrast, establishments in the other sub-group, viz., other telecommunications services (including radio paging, Internet services and external telecommunications services etc.) was relatively smaller in scale. In 2004, the average number of persons engaged per establishment in this sub-group was about 20. While this sub-group constituted 96% of all establishments in the telecommunications industry, they generated only 27% of the total business receipts and other income of the industry. (Table 5.1)

Fixed Telephone, Telegraph and Mobile Phone Services

5.6 The fierce competition in the telecommunications industry is signified by the increasing number of new entrants into the market during the past decade. The number of establishments engaged in the provision of fixed telephone, telegraph and mobile phone services grew from 5 in 1994 to 15 in 2004. In 2004, these establishments generated \$14.8 billion value added and provided jobs for some 11 200 people. (Table 5.2)

5.7 流動電話市場仍然十分活躍及具競爭性。第三代流動電話(3G)已於二零零四年一月在香港推出，為顧客提供更多元化的多媒體流動通訊服務。截至二零零五年底，流動無線電話用戶的數目達 850 萬，較一年前增加 4.7%。平均每百名人口中便有 122.6 個流動無線電話服務用戶，使香港成為全球最普遍使用此項服務的地區之一。(表 5.3 及圖 5.1)

5.8 除了使用傳統的話音方式作溝通工具外，無線資訊應用方案，例如短訊服務和多媒體訊息服務，在流動通訊中亦日漸普及。在二零零二年至二零零五年間，不同種類的短訊的發送及接收次數分別大幅增加了 749%及 437%。(表 5.3)

其他電訊服務

5.9 隨着科技不斷改進，互聯網服務及對外通訊服務的業務在近年平穩增長。另一方面，由於流動電話服務日形普及，傳呼業的客戶持續流失，業務因而逐步收縮。儘管如此，整體來說，此組別的業務收益及其他收入在過去數年仍有理想增長，由一九九六年的 70 億元增加至二零零四年的 133 億元。與此同時，由於同業間的競爭激烈和用戶對服務素質的要求愈來愈高，此組別的營運開支由一九九六年的 30 億元不斷上升至二零零四年的 112 億元。基於上述原因，增加價值由一九九六年的 32 億元減少至二零零四年的 23 億元。(表 5.5)

5.7 The mobile market continues to be very active and highly competitive. The third generation (3G) mobile service was launched in Hong Kong since January 2004, enabling consumers to enjoy a wider choice of multi-media mobile service. At the end of 2005, the number of mobile telephone subscribers increased by 4.7% over a year earlier to 8.5 million. In every 100 population, there were on average 122.6 mobile telephone service subscribers, making Hong Kong one of the places with the highest penetration of this service in the world. (Table 5.3 and Chart 5.1)

5.8 Apart from using voice as a traditional communication tool, wireless data applications such as Short Message Service (SMS) and Multi-media Message Service (MMS) are increasingly popular in mobile communication. Between the years 2002 and 2005, the number of various kinds of short messages sent and received increased substantially by 749% and 437% respectively. (Table 5.3)

Other Telecommunications Services

5.9 Along with the technological advancement, business in Internet services and external telecommunications services expanded steadily in recent years. On the other hand, radio paging services experienced a business decline because of the continual shift of customers to the mobile phone services. Notwithstanding this, the business receipts and other income of this sub-group still registered good growth, increasing from \$7.0 billion in 1996 to \$13.3 billion in 2004. Meanwhile, the operating expenses of the sub-group went up steadily from \$3.0 billion in 1996 to \$11.2 billion in 2004 in face of the fierce market competition and increasing customer demand for quality services. As a result, the value added decreased from \$3.2 billion in 1996 to \$2.3 billion in 2004. (Table 5.5)

有線電話服務

5.10 在二零零五年，5 間固定有線電話網絡營辦商提供大約 380 萬條電話線，人均電話密度為每百名人口有 54 條電話線。（表 5.6）

5.11 電話線的數目在近年保持平穩。商用和住宅電話線的數目的走勢都相當接近，並沒有顯著的按年變化。這反映有線電話服務已發展完備並達到成熟階段。另一方面，圖文傳真線的數目由二零零三年開始逐漸減少。互聯網的興起為數據交換提供了另一種方便的途徑，而它更取代了圖文傳真的部分功能。（表 5.6）

對外電訊服務

5.12 除本地電話服務，用戶可透過本地固網營辦商及其他網絡營辦商，例如流動電話服務營辦商，獲提供對外電話服務。在二零零五年，由本港撥出及由外地撥入的通訊量分別錄得 56.4 億分鐘及 21.7 億分鐘。（表 5.7）

Wireline Telephone Services

5.10 In 2005, 5 wireline based fixed telephone network operators provided services to about 3.8 million telephone lines. The telephone density was 54 exchange lines per 100 population. (Table 5.6)

5.11 The number of exchange lines remained relatively stable in recent years. Both the number of business lines and residential lines exhibited a similar pattern that there were little year-on-year changes. This showed that the wireline telephone services had been well developed and attained the maturity stage. On the other hand, the number of facsimile lines had been following a decreasing path since 2003. The proliferation of Internet had provided a convenient means to exchange data which had replaced some of the functions of the facsimile lines. (Table 5.6)

External Telecommunications Services

5.12 Apart from local telephone services, external telephone services are accessible by customers through local fixed network operators and other network operators such as mobile phone service operators. In 2005, a total of 5.64 billion minutes of outgoing traffic and 2.17 billion minutes of incoming traffic were recorded. (Table 5.7)

互聯網服務供應商

5.13 截至二零零五年底，香港有 186 間持牌的互聯網服務公司，而以撥號接駁及私人租用線路接駁上網的已登記客戶戶口數目分別約為 100 萬個及 1 900 個。另一方面，以寬頻連接互聯網已非常普及。二零零五年，寬頻互聯網接駁客戶戶口數目為 165 萬個，較二零零四年上升 11%。透過公共電話網絡接駁的互聯網使用量由二零零四年的 19 億分鐘減少至二零零五年的 11 億分鐘。這主要是由於寬頻互聯網接駁服務逐漸普及。（表 5.8）

5.14 根據倉庫、通訊、財務、保險及商用服務按年統計調查的結果顯示，互聯網服務供應商在二零零四年的互聯網相關業務收益為 50 億元。（表 5.9）

其他有關刊物

倉庫業、通訊業、銀行業、財務業、保險業及商用服務業按年統計調查報告

服務業統計摘要（年刊）

Internet Service Providers (ISPs)

5.13 As at the end of 2005, Hong Kong had 186 licensed Internet Service Providers (ISPs) and the number of registered customer accounts with dial-up access and with leased line access were about 1.0 million and 1 900 respectively. On the other hand, the use of Internet with broadband connection also became popular. In 2005, registered broadband Internet access customer accounts was 1.65 million, representing a 11% increase over 2004. Internet usage through Public Switched Telephone Network (PSTN) dropped from 1.9 billion minutes in 2004 to 1.1 billion minutes in 2005. The decline was due to the growing popularity of Internet access via broadband networks. (Table 5.8)

5.14 According to the results of the Annual Survey of Storage, Communication, Financing, Insurance and Business Services, the Internet Service Providers (ISPs) generated \$5.0 billion business receipts from Internet related services in 2004. (Table 5.9)

Further Reference

Report on Annual Surveys of Storage, Communication, Banking, Financing, Insurance and Business Services

Statistical Digest of the Services Sector (Annual)

表 5.1 二零零四年按服務類別劃分的電訊業總額比重

Table 5.1 Contributions of the telecommunications industry by type of services, 2004

百萬港元(另有註明除外)

HK\$ million (unless otherwise specified)

服務類別 Type of services	機構單位數目 Number of establishments	就業人數 Number of persons engaged	僱員薪酬 Compensation of employees	營運開支 Operating expenses	業務收益及其他收入 Business receipts and other income	增加價值 Value added
固定電話及電報服務 Fixed telephone and telegraph services	7 (2.0%)	6 571 (36.7%)	1,790 (36.1%)	9,157 (31.9%)	19,979 (40.2%)	10,370 (60.5%)
流動電話服務 Mobile phone services	8 (2.3%)	4 652 (26.0%)	1,361 (27.4%)	8,392 (29.2%)	16,396 (33.0%)	4,468 (26.1%)
傳呼及其他電訊服務 Radio paging and other telecommunications services	330 (95.7%)	6 664 (37.3%)	1,814 (36.5%)	11,182 (38.9%)	13,330 (26.8%)	2,313 (13.5%)
總數 Total	345 (100.0%)	17 887 (100.0%)	4,966 (100.0%)	28,731 (100.0%)	49,705 (100.0%)	17,151 (100.0%)

註釋: 括號內的數字表示該服務類別佔整個電訊業的百分比。

Note: Figures in brackets denote percentage contributions to the entire telecommunications industry.

資料來源: 政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

表 5.2 提供固定電話、電報及流動電話服務的機構單位的主要統計數字

Table 5.2 Principal statistics for establishments rendering fixed telephone, telegraph and mobile phone services

百萬港元(另有註明除外)

HK\$ million (unless otherwise specified)

	1994	1999	2000	2001	2002	2003	2004
機構單位數目 Number of establishments	5	11	12	13	13	15	15
就業人數 Number of persons engaged	16 997	18 573	18 567	16 775	13 782	14 574	11 223
僱員薪酬 Compensation of employees	4,403	6,363	5,978	4,924	4,032	4,229	3,152
營運開支 Operating expenses	12,473	27,420	23,488	21,004	16,099	16,595	17,550
業務收益及其他收入 Business receipts and other income	31,169	48,545	48,465	41,296	37,324	35,909	36,374
增加價值 Value added	16,931	13,758	18,669	19,620	19,936	17,479	14,838

資料來源: 政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

表 5.3 公共流動無線電話服務
Table 5.3 Public mobile radio-telephone services

	1995	2000	2001	2002	2003	2004	2005
公共流動無線電話用戶系統數目⁽¹⁾ (千個) Number of public mobile radio-telephone subscriber units ⁽¹⁾ (thousands)							
總數 Total	688 (+59.2)	5 234 (+31.2)	5 702 (+8.9)	6 219 (+9.1)	7 194 (+15.7)	8 158 (+13.4)	8 544 (+4.7)
週期性結帳 (包括數碼式800/900兆赫和個人通訊服務) ⁽²⁾ Post-paid (including Digital 800/900 MHz and PCS) ⁽²⁾	688 (+59.2)	4 173 (+14.3)	4 256 (+2.0)	4 207 (-1.2)	4 408 (+4.8)	4 575 (+3.8)	4 754 (+3.9)
預付儲值智能咭 ⁽³⁾ Pre-paid stored-value SIM cards ⁽³⁾	-	1 061 (+212.5)	1 445 (+36.2)	2 012 (+39.2)	2 787 (+38.5)	3 583 (+28.6)	3 790 (+5.8)
第2.5代及第3代客戶 ^{(2) (4) (5)} (千個) 2.5G and 3G customers ^{(2) (4) (5)} (thousands)	-	-	-	171	730 (+326.9)	1 349 (+84.8)	1 848 (+37.0)
其中 Within which							
第3代客戶 ^{(5) (6)} (千個) 3G customers ^{(5) (6)} (thousands)	-	-	-	-	-	-	636
按每百名人口計算的公共流動無線電話用戶系統數目 Number of public mobile radio-telephone subscriber units per 100 population	11.0	78.0	84.4	91.6	105.1	118.0	122.6
短訊數目^{(2) (7)} (千個) Number of short messages ^{(2) (7)} (thousands)							
發送 ⁽⁸⁾ Sent ⁽⁸⁾	-	-	-	196 380	416 845 (+112.3)	1 035 698 (+148.5)	1 667 211 (+61.0)
接收 ⁽⁸⁾ Received ⁽⁸⁾	-	-	-	514 914	1 024 560 (+99.0)	1 920 079 (+87.4)	2 766 677 (+44.1)
本地流動網絡營辦商電話號碼成功轉攜數目 ⁽⁹⁾ (千個) Number of successful portings in local mobile network operators ⁽⁹⁾ (thousands)	-	1 489 (+103.1)	1 843 (+23.7)	952 (-48.3)	1 036 (+8.8)	1 099 (+6.1)	1 243 (+13.1)
公共流動無線電話服務營辦商數目 Number of Public Mobile Radio-telephone Services (PMRS) operators	4	3	3	3	3	3	3

〔 本表下頁繼續。
This table is continued on the next page. 〕

表 5.3 公共流動無線電話服務(續)

Table 5.3 Public mobile radio-telephone services (cont'd)

	1995	2000	2001	2002	2003	2004	2005
個人通訊服務營辦商數目 ⁽¹⁰⁾ Number of Personal Communications Services (PCS) operators ⁽¹⁰⁾	-	6	6	6	6	6	6
移動傳送者牌照營辦商數目 Number of 3G operators	-	-	4	4	4	4	4

註釋: 括號內的數字是與上年比較的變動百分率。

- (1) 包括預付儲值智能咭及個人通訊服務的用戶。
- (2) 由二零零四年一月起，數據已包括第 3 代流動服務。
- (3) 數字由電訊管理局自一九九七年開始提供。
- (4) 第 2.5 代客戶指在統計年十二月份中已選用第 2.5 代服務(包括通用分組無線電服務(GPRS)及 IS-95B 服務)或至少使用第 2.5 代服務一次的客戶。
- (5) 第 3 代客戶指(i)登記為第 3 代客戶或購買第 3 代服務預繳智能咭的人士及(ii)未有登記為第 3 代客戶或沒有購買第 3 代服務預繳智能咭但在統計年十二月份中至少曾使用一次第 3 代服務的人士。
- (6) 數字由電訊管理局自二零零五年六月起開始提供。
- (7) 短訊服務包括流動服務客戶之間發送及接收的短訊，由固定位置發送到流動服務客戶的短訊，和由流動服務客戶發送到固定位置的短訊。數字由電訊管理局自二零零二年五月開始提供。
- (8) 發送的短訊數目指由流動服務客戶發送的短訊，並不包括由固定位置發送的短訊。接收的短訊數目指由流動服務客戶接收的短訊，並不包括由固定位置接收的短訊。接收短訊的數目大於發送短訊的數目，是由於一些短訊有多過一名接收者。
- (9) 流動電話號碼可攜服務在一九九九年三月一日實施。
- (10) 個人通訊服務牌照於一九九六年九月三十日首次發出。

Notes: Figures in brackets denote percentage changes over the preceding year.

- (1) Including pre-paid stored-value SIM cards and PCS subscribers.
- (2) With effect from January 2004, the figures include 3G mobile services.
- (3) Figures were first available from the Office of the Telecommunications Authority since 1997.
- (4) 2.5G customers refer to those customers who have joined the service plans for 2.5G services (including general packet radio service (GPRS) and IS-95B services) or used the 2.5G services at least once in December of the reference year.
- (5) 3G customers refer to those (i) who are registered as 3G customers or purchase pre-paid SIM cards for 3G services; and (ii) who are not registered as 3G customers or do not purchase pre-paid SIM cards for 3G services, but have used 3G services at least once in December of the reference year.
- (6) Figures were first available from the Office of the Telecommunications Authority since June 2005.
- (7) Short message service (SMS) includes short messages sent and received between mobile customers, messages sent to mobile customers from fixed locations and messages sent by mobile customers to fixed locations. Figures were first available from the Office of the Telecommunications Authority since May 2002.
- (8) The number of short messages sent refers to the number of short messages sent by mobile customers only and does not include short messages sent from fixed locations. The number of short messages received refers to the number of short messages received by mobile customers only and does not include short messages received from fixed locations. The number of messages received exceeds the number of messages sent because some sent messages were received by more than one recipient.
- (9) Mobile Number Portability was implemented on 1 March 1999.
- (10) PCS licenses were first issued on 30 September 1996.

資料來源: 電訊管理局

Source: Office of the Telecommunications Authority

表 5.4 公共無線電傳呼服務
Table 5.4 Public radio paging services

	1995	2000	2001	2002	2003	2004	2005
公共無線電傳呼服務牌照數目 Number of public radio paging service licenses	-	26	22	20	10	6	5
公共無線電傳呼服務頻道數目 Number of public radio paging service channels	-	72	57	54	42	28	27
公共無線電傳呼接收器數目 (千個) Number of public radio paging receivers (thousands)	1 324 (-2.4)	328 (-4.2)	253 (-22.9)	197 (-22.1)	178 (-9.6)	158 (-11.3)	132 (-16.5)
按每百名人口計算的無線電傳呼接收器數目 Number of radio paging receivers per 100 population	21.1	4.9	3.7	2.9	2.6	2.3	1.9

註釋: 括號內的數字是與上年比較的變動百分率。
Note: Figures in brackets denote percentage changes over the preceding year.

資料來源: 電訊管理局
Source: Office of the Telecommunications Authority

表 5.5 傳呼及其他電訊服務⁽¹⁾機構單位的主要統計數字
Table 5.5 Principal statistics for establishments rendering radio paging and other telecommunications services ⁽¹⁾

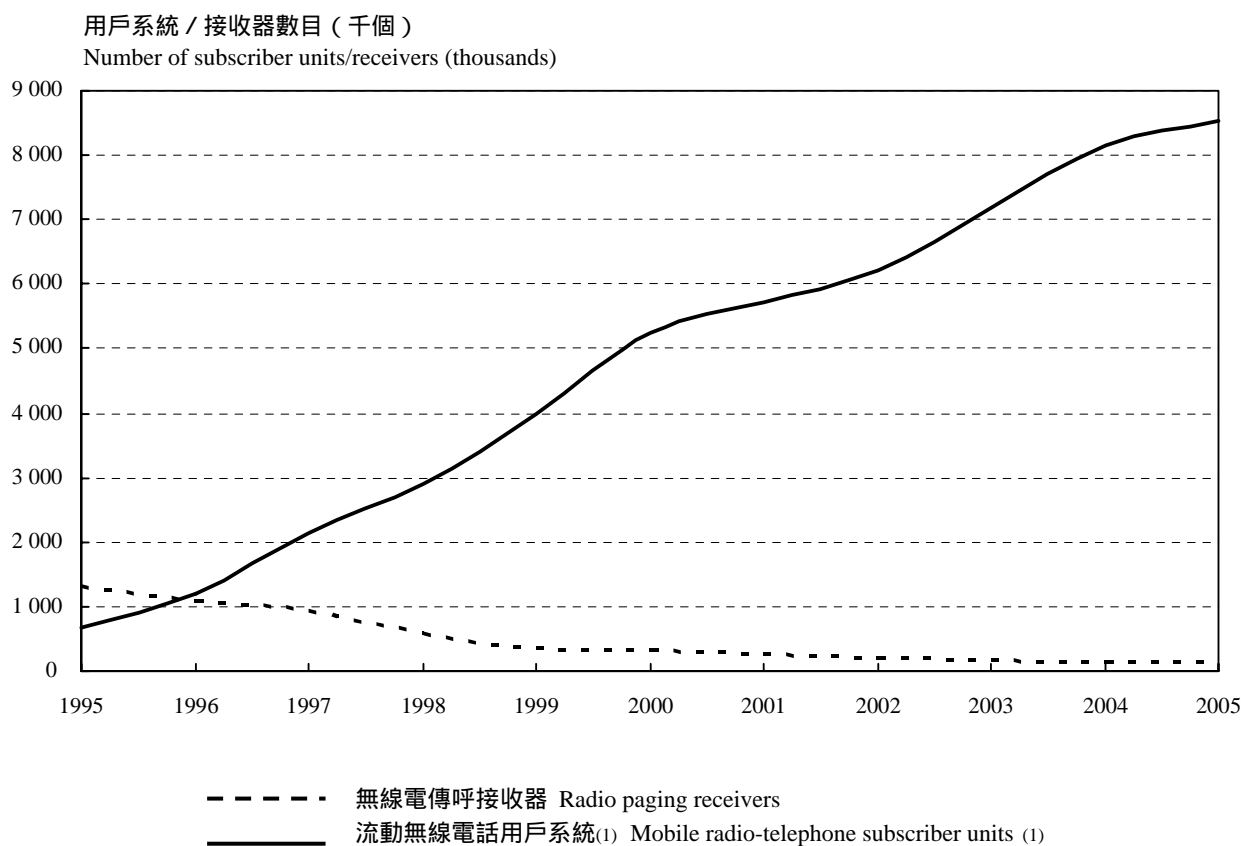
	百萬港元 (另有註明除外) HK\$ million (unless otherwise specified)						
	1996	1999	2000	2001	2002	2003	2004
機構單位數目 Number of establishments	130	170	190	335	387	336	330
就業人數 Number of persons engaged	9 457	6 389	8 319	7 493	7 461	6 938	6 664
僱員薪酬 Compensation of employees	1,817	1,663	2,284	2,432	2,254	2,005	1,814
營運開支 Operating expenses	3,034	5,567	7,949	7,529	8,489	8,313	11,182
業務收益及其他收入 Business receipts and other income	7,043	9,057	11,640	11,257	12,191	12,069	13,330
增加價值 Value added	3,155	2,709	2,289	3,286	3,193	3,546	2,313

註釋: (1) 其他電訊服務機構單位的有關統計數字由一九九六年起開始編製。
Note: (1) Relevant statistics of other telecommunications services were compiled since 1996.

資料來源: 政府統計處商業服務統計組
Source: Business Services Statistics Section, Census and Statistics Department

圖 5.1 公共流動無線電話用戶系統及公共無線電傳呼接收器數目

Chart 5.1 Number of public mobile radio-telephone subscriber units and public radio paging receivers



註釋: (1) 包括預付儲值智能咭及個人通訊服務的用戶。
Note: (1) Including pre-paid stored-value SIM cards and PCS subscribers.

資料來源: 電訊管理局
Source: Office of the Telecommunications Authority

表 5.6 有線電話服務

Table 5.6 Wireline telephone services

	1995	2000	2001	2002	2003	2004	2005
電話線數目 ⁽¹⁾ (千條)	3 254	3 946	3 926	3 842	3 820	3 780	3 793
Number of exchange lines ⁽¹⁾ (thousands)	(+4.5)	(+2.8)	(-0.5)	(-2.1)	(-0.5)	(-1.1)	(+0.3)
商用電話線	1 288	1 736	1 765	1 708	1 701	1 662	1 677
Business lines	(+6.8)	(+5.3)	(+1.6)	(-3.2)	(-0.4)	(-2.3)	(+0.9)
住宅電話線	1 966	2 210	2 161	2 134	2 119	2 118	2 116
Residential lines	(+3.1)	(+0.9)	(-2.2)	(-1.2)	(-0.7)	(-0.1)	(-0.1)
按每百名人口計算的 電話線數目	51.9	58.8	58.1	56.6	55.8	54.7	54.4
Number of exchange lines per 100 population							
圖文傳真線數目 (千條)	273	404	411	546	491	456	410
Number of facsimile lines (thousands)	(+8.2)	(+5.2)	(+1.7)	(+32.8)	(-10.0)	(-7.1)	(-10.1)
本地專用線路							
Local leased lines							
數目 (千條)	-	-	-	176	175	176	196
Number (thousands)	-	-	-	-	(-0.8)	(+0.9)	(+11.3)
總容量 (每秒兆比特)	-	-	-	363 950	455 564	580 161	845 651
Total capacity (Mbps)	-	-	-	-	(+25.2)	(+27.4)	(+45.8)
本地固定電訊網絡服務營辦商電話 號碼成功轉攜數目 ⁽²⁾ (千個)	-	-	-	-	-	207	285
Number of successful portings in local fixed telecommunications network services operators ⁽²⁾ (thousands)	-	-	-	-	-	-	(+37.7)
固定有線電話網絡營辦商數目	4	4	4	4	5	5	5
Number of wireline based fixed telephone network operators							

註釋: 括號內的數字是與上年比較的變動百分率。

(1) 包括直通內線式電話線、圖文傳真線及電文線路的直撥服務。

(2) 指本地固定電訊網絡營辦商之間的電話號碼成功轉攜安排的數字。為提高營辦商電話號碼轉攜服務運作的透明度，電訊管理局自二零零四年七月開始公布有關統計數字。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Including direct dialing in lines, facsimile lines and datel lines.

(2) Figures refer to the number of successful portings from one local fixed telecommunications network service operator to another. With a view to enhancing the transparency in the operation of operator number portability, the Office of the Telecommunications Authority has published the statistics since July 2004.

資料來源: 電訊管理局

Source: Office of the Telecommunications Authority

表 5.7 對外電訊通訊量

Table 5.7 External telecommunications traffic

	1995	2000	2001	2002	2003	2004	2005
對外電話總通訊量 (百萬分鐘)	3 209.1	4 932.9	5 429.6	5 706.9	5 908.8	6 973.8	7 805.9
Total external telephone traffic volume (million minutes)	(+8.6)	(+16.6)	(+10.1)	(+5.1)	(+3.5)	(+18.0)	(+11.9)
撥出總數	1 668.3	3 074.9	3 487.3	3 950.9	4 232.6	4 936.5	5 638.4
Total outgoing	(+8.5)	(+20.6)	(+13.4)	(+13.3)	(+7.1)	(+16.6)	(+14.2)
由接線生接駁的撥出	75.4	12.5	5.7	3.1	1.6	0.9	0.6
Operator assisted outgoing	(-14.2)	(-42.4)	(-54.4)	(-45.6)	(-48.4)	(-43.1)	(-35.2)
對外直撥電話撥出 ⁽¹⁾	1 592.9	3 062.4	3 481.6	3 947.8	4 231.0	4 935.6	5 637.8
IDD outgoing ⁽¹⁾	(+9.9)	(+21.1)	(+13.7)	(+13.4)	(+7.2)	(+16.7)	(+14.2)
撥入總數 ⁽²⁾	1 540.8	1 858.0	1 942.3	1 756.0	1 676.2	2 037.3	2 167.5
Total incoming ⁽²⁾	(+8.7)	(+10.6)	(+4.5)	(-9.6)	(-4.5)	(+21.5)	(+6.4)
對外專用電報總通訊量 ⁽³⁾ (千分鐘)	32 036	6 277	4 424	3 792	2 558	1 651	1 143
Total external telex traffic volume ⁽³⁾ (thousand minutes)	(-7.7)	(-23.5)	(-29.5)	(-14.3)	(-32.5)	(-35.4)	(-30.8)
對外電報總通訊量 ⁽⁴⁾ (千訊息)	165	29	17	11	7	N.A.	N.A.
Total external telegram traffic volume ⁽⁴⁾ (thousand messages)	(-28.6)	(-25.6)	(-41.4)	(-35.3)	(-36.3)	-	-
國際電話卡服務商數目 ⁽⁵⁾	8	3	2	2	1	0	0
Number of international calling card service providers ⁽⁵⁾	(+14.3)	(-75.0)	(-33.3)	(0.0)	(-50.0)	(-100.0)	-
對外電訊服務營辦商數目 ⁽⁵⁾	-	183	199	215	221	222	227
Number of external telecommunications service operators ⁽⁵⁾	-	(+14.4)	(+8.7)	(+8.0)	(+2.8)	(+0.5)	(+2.3)

註釋: 括號內的數字是與上年比較的變動百分率。

(1) 包括圖文傳真及數據撥出。

(2) 估計數字。

(3) 不包括轉發的專用電報。

(4) 不包括船舶與陸地之間的通訊。

(5) 國際電話卡服務於一九九三年推出。對外電訊服務於一九九九年推出，並逐步取代國際電話卡服務。

Notes: Figures in brackets denote percentage changes over the preceding year.

(1) Including facsimile and data outgoing traffic.

(2) Estimated figures.

(3) Not including telex refile traffic.

(4) Not including ship/shore traffic.

(5) International calling card service was launched in 1993. External telecommunications service was launched in 1999 to replace the international calling card service.

資料來源: 電訊管理局

Source: Office of the Telecommunications Authority

表 5.8 互聯網服務
Table 5.8 Internet services

	1995	2000	2001	2002	2003	2004	2005
持牌互聯網服務供應商數目 Number of licensed Internet Service Providers (ISPs)	56 (+1 766.7)	235 (+47.8)	258 (+9.8)	236 (-8.5)	201 (-14.8)	188 (-6.5)	186 (-1.1)
互聯網使用量 Internet traffic volume							
客戶透過公共電話網絡接駁 ⁽¹⁾ (百萬分鐘) Customer access via public switched telephone networks ⁽¹⁾ (million minutes)	-	14 989 (+37.2)	11 056 (-26.2)	5 550 (-49.8)	3 564 (-35.8)	1 897 (-46.8)	1 060 (-44.1)
客戶透過寬頻網絡接駁 ⁽²⁾ (兆兆比特) Customer access via broadband networks ⁽²⁾ (terabits)	-	2 909 -	73 607 -	215 296 (+192.5)	933 728 (+333.7)	2 949 652 (+215.9)	5 392 294 (+82.8)
持牌互聯網服務供應商客戶數目⁽³⁾ Number of customer of licensed ISPs ⁽³⁾							
以撥號接駁的已登記客戶戶口 (不包括互聯網儲值卡) ⁽⁴⁾ Registered customer accounts with dial-up access (excluding Internet pre-paid calling cards) ⁽⁴⁾	-	2 283 047 (+31.6)	2 018 238 (-11.6)	1 371 705 (-32.0)	1 084 368 (-20.9)	1 003 604 (-7.4)	974 873 (-2.9)
作撥號接駁用途的互聯網儲值卡 Internet pre-paid calling cards for dial-up access	-	38 708 (-67.1)	18 569 (-52.0)	14 978 (-19.3)	20 411 (+36.3)	9 800 (-52.0)	4 800 (-51.0)
以私人租用線路接駁的已登記客戶戶口 ⁽⁴⁾ Registered customer accounts with leased line access ⁽⁴⁾	-	11 527 (+53.8)	7 066 (-38.7)	3 439 (-51.3)	2 739 (-20.4)	2 259 (-17.5)	1 925 (-14.8)
寬頻互聯網接駁客戶戶口 ⁽⁵⁾ Registered broadband Internet access customer accounts ⁽⁵⁾	-	392 118 -	623 302 (+59.0)	989 115 (+58.7)	1 230 607 (+24.4)	1 484 486 (+20.6)	1 648 409 (+11.0)

註釋: 括號內的數字是與上年比較的變動百分率。

- (1) 數字由電訊管理局自一九九七年八月開始提供, 不包括透過私人租用線路及使用寬頻服務接駁的客戶。
- (2) 數字由電訊管理局自二零零零年十一月開始提供。二零零一年數字因而不能與二零零零年的數字作直接比較。
- (3) 數字由電訊管理局自一九九九年開始提供。根據互聯網服務供應商申報的估計數字, 不包括不屬於持牌互聯網服務供應商客戶的使用者。
- (4) 已登記客戶戶口指互聯網服務供應商的客戶戶口 (包括免費的客戶戶口)。擁有超過一個客戶登入識別碼的登記客戶戶口只算作一個已登記的客戶戶口。數字不包括只獲提供電郵地址的客戶戶口。
- (5) 數字由電訊管理局自二零零零年開始提供。

Notes: Figures in brackets denote percentage changes over the preceding year.

- (1) Figures were first available from the Office of the Telecommunications Authority in August 1997. Not including customer access via leased circuits and broadband services.
- (2) Figures were first available from the Office of the Telecommunications Authority in November 2000. Figure for 2001 is therefore not directly comparable with that for 2000.
- (3) Figures were first available from the Office of the Telecommunications Authority in 1999. Estimated figures based on the return from the ISPs and do not include users who are not customers of the licensed ISPs.
- (4) Registered customer accounts refer to the customer accounts of ISPs (including those free-of-charge customer accounts). For a registered customer account which has more than one user login ID, it is counted as one registered customer account only. Figures do not include customer accounts which are provided with e-mail addresses only.
- (5) Figures were first available from the Office of the Telecommunications Authority in 2000.

資料來源: 電訊管理局

Source: Office of the Telecommunications Authority

表 5.9 按互聯網接駁服務劃分的業務收益
Table 5.9 Business receipts of Internet connection services by type of product

百萬港元
 HK\$ million

產品類別 Type of product	年份 Year					
	1999	2000	2001	2002	2003	2004
入會／登記／開戶服務 Membership/registration/ account set-up services	4 (0.2) [-47.3]	29 (0.9) [+671.0]	5 (0.1) [-83.6]	65 (1.5) [+1 252.7]	8 (0.1) [-87.6]	4 (0.1) [-48.7]
基本接駁服務 Basic connection services						
撥號線路賬戶 for dial-up account	714 (42.7) [+8.3]	683 (20.5) [-4.3]	574 (13.6) [-15.9]	339 (7.6) [-40.9]	265 (5.0) [-21.9]	179 (3.6) [-32.3]
直駁專線賬戶 for leased line account	494 (29.5) [+29.4]	841 (25.3) [+70.2]	953 (22.5) [+13.3]	956 (21.5) [+0.4]	674 (12.6) [-29.6]	1,730 (34.5) [+156.9]
寬頻賬戶 Broadband account	- (-)	261 (7.8) [-]	1,057 (25.0) [+304.2]	1,406 (31.6) [+33.0]	2,667 (49.9) [+89.7]	2,663 (53.0) [-0.2]
儲存網站及有關服務 Web site hosting and related services	103 (6.2) [-62.7]	314 (9.4) [+204.8]	341 (8.1) [+8.4]	772 (17.4) [+126.5]	135 (2.5) [-82.5]	81 (1.6) [-40.2]
其他與互聯網有關的服務 Other Internet related services	358 (21.4) [+18.7]	1,197 (36.0) [+234.4]	1,303 (30.8) [+8.9]	909 (20.4) [-30.2]	1,594 (29.8) [+75.3]	364 (7.3) [-77.1]
總計 Total	1,673 (100.0) [+2.9]	3,326 (100.0) [+98.8]	4,232 (100.0) [+27.3]	4,447 (100.0) [+5.1]	5,343 (100.0) [+20.2]	5,022 (100.0) [-6.0]

註釋： 圓括號內的數字是佔個別總計的百分比。
 方括號內的數字是按年變動百分率。

Notes: Figures in round brackets denote the percentage shares to their respective totals.
 Figures in square brackets denote the annual percentage change.

資料來源： 政府統計處商業服務統計組
 Source: Business Services Statistics Section, Census and Statistics Department

第 6 章 電腦產品及電訊器材的進出口

Chapter 6 Imports and Exports of Computer Products and Telecommunications Equipment

緒言

6.1 香港是區內其中一個電腦硬件及軟件貿易的主要中介中心。有關電腦產品的貿易活動在過去十年間的增長持續暢旺。本章討論在一九九五至二零零五年間，香港就電腦硬件、電腦軟件及電訊器材方面的對外貿易趨勢。

電腦硬件

6.2 在二零零五年，香港的電腦硬件進口貨值達 2,312 億元，較一九九五年（556 億元）增加 316%。在一九九五年至二零零五年期間，電腦硬件的整體出口（包括港產品出口及轉口）貨值亦錄得顯著增長，由 591 億元上升至 2,625 億元，在十年間激增了 344%。（表 6.1 及圖 6.1）

6.3 香港進口的電腦硬件主要來自中國內地。隨着中國內地的發展，來自中國內地的電腦硬件佔香港的電腦硬件進口總值的百分比從一九九五年的 27% 躍升至二零零五年的 45%。台灣是香港進口電腦硬件的第二大供應地，在二零零五年佔電腦硬件進口總值的 8.4%，較一九九五年的數字低 1.1 個百分點。第三大來源地是日本。然而，其相對重要性在過去十年間不斷下滑，在近年已由一九九五年時的超過 17% 減至大約 8.2% 的水平。（表 6.1）

Introduction

6.1 Hong Kong is a major intermediary centre for computer hardware and software trade in the region. Trading activities related to computer products had been growing briskly in the past decade. This chapter discusses the trend of Hong Kong's external trade in computer hardware, computer software and telecommunications equipment during the period from 1995 to 2005.

Computer Hardware

6.2 In 2005, Hong Kong's imports of computer hardware reached \$231.2 billion, 316% greater than the figure (\$55.6 billion) in 1995. Between 1995 and 2005, the value of total exports (including domestic exports and re-exports) of computer hardware also grew markedly from \$59.1 billion to \$262.5 billion. This represented a surge of 344% over the ten-year period. (Table 6.1 and Chart 6.1)

6.3 The most important source of Hong Kong's imports of computer hardware was the mainland of China. In tandem with its development, the share of the mainland of China in Hong Kong's imports of computer hardware increased rapidly from 27% in 1995 to 45% in 2005. Taiwan was the second largest supplier of Hong Kong's imports of computer hardware, accounting for 8.4% of the total import value of computer hardware in 2005, which was 1.1 percentage points lower than the share in 1995. The third largest supplier was Japan. Nevertheless, its relative importance had been following a declining trend in the past decade, from over 17% in 1995 to around 8.2% in recent years. (Table 6.1)

6.4 在二零零五年，香港電腦硬件的整體出口的首兩個目的地是中國內地和美國，合共佔香港電腦硬件整體出口總值的 63%。值得注意的是，中國內地作為香港整體出口目的地的相對重要性在過去十年大幅提高，其所佔香港電腦硬件整體出口貨值的百分比由一九九五年的 25% 上升至二零零五年的 54%。另一方面，美國所佔的百分比卻由一九九五年的 20% 縮減至二零零五年的 9.8%。這部分是與中國內地自八十年代開始實施開放政策，因而帶動香港輸往內地的轉口貿易強勁增長有關。(表 6.1)

6.4 In 2005, the mainland of China and the USA, the top two destinations of Hong Kong's total exports of computer hardware, together accounted for 63% of the total export value of computer hardware. It is noteworthy that the relative importance of the mainland of China as a destination of Hong Kong's total exports rose prominently over the past decade. In 2005, the mainland of China accounted for 54% of the value of Hong Kong's total exports of computer hardware, compared with 25% in 1995. On the other hand, the share taken up by the USA shrank from 20% to 9.8% over the same period. This was partly related to the adoption of open door policy by the mainland of China as from the eighties, leading to robust growth of Hong Kong's re-export trade with the mainland of China. (Table 6.1)

電腦軟件

Computer Software

6.5 在二零零五年，香港的電腦軟件進口貨值為 19.3 億元，較一九九五年 (20.4 億元) 下降 5.3%，但較二零零四年 (16.8 億元) 上升 15%。其整體出口貨值 (包括港產品出口及轉口) 為 24.3 億元，較一九九五年的 11.3 億元增加超過一倍，亦較二零零四年的 24.0 億元輕微上升 1.4%。(表 6.2 及圖 6.2)

6.5 In 2005, Hong Kong's imports of computer software amounted to \$1.93 billion, 5.3% less than the figure (\$2.04 billion) in 1995 but 15% higher than the figure (\$1.68 billion) in 2004. The corresponding total exports (including domestic exports and re-exports) valued \$2.43 billion, more than two-folds the figure (\$1.13 billion) in 1995 and 1.4% slightly higher than the figure (\$2.40 billion) in 2004. (Table 6.2 and Chart 6.2)

6.6 超過六成香港進口的電腦軟件來自中國內地、美國及新加坡。事實上，自二零零二年開始，中國內地一直是香港電腦軟件的最大供應地，而其所佔香港電腦軟件進口的比重更由一九九五年的 2.3% 增加至二零零五年的 31%。曾經是香港進口電腦軟件的最大供應地的美國在二零零五年則保持其第二大供應地的地位，但其所佔香港電腦軟件進口的比重在過去十年間則明顯下降，由一九九五年的 40% 減至二零零五年的 18%。至於位列第三大供應地的新加坡，其在二零零五年所佔的比重為 13%，是一九九五年時的相應數字 (6.3%) 的兩倍有多。(表 6.2)

6.6 Over 60% of Hong Kong's imports of computer software came from the mainland of China, the USA and Singapore. In fact, the mainland of China had been the largest supplier of imports of computer software of Hong Kong since 2002. In 2005, its share in Hong Kong's imports of computer software reached 31%, compared to 2.3% in 1995. The USA, which was once the largest supplier of imports of computer software of Hong Kong, maintained to be the second most important supplier in 2005. However, its share in Hong Kong's imports of computer software had decreased notably over the past ten years, from 40% in 1995 to 18% in 2005. As for Singapore, the third largest supplier, its share in 2005 was 13%. This was more than double the figure (6.3%) in 1995. (Table 6.2)

6.7 至於電腦軟件出口方面，由二零零二年開始，中國內地、日本及美國一直穩佔最大市場的首三位。在二零零五年，三地合共佔香港的電腦軟件整體出口貨值的 84%，較一九九五年時所佔的比率（50%）大幅提高。當中又以中國內地的增長最為強勁，不論是港產品出口或轉口，其所佔的相對重要性在一九九五年至二零零五年的十年間均有接近兩倍的升幅。（表 6.2）

電訊器材

6.8 一九九五年至二零零五年期間，有關電訊器材的進口及整體出口（包括港產品出口及轉口）貿易均持續顯著增長。在二零零五年，電訊器材的進口及整體出口貨值分別達 879 億元及 612 億元，較一九九五年分別增加 122% 及 135%。（表 6.3 及圖 6.3）

6.9 在二零零五年，香港進口的電訊器材的首三個來源地依次是中國內地、韓國及新加坡。它們分別佔該年的電訊器材進口總值的 57%，6.8% 及 6.0%。自一九九三年開始，中國內地一直是香港進口電訊器材的最大來源地，而韓國則只是從一九九八年起才開始進佔第二大供應地的位置。（表 6.3）

6.10 與電腦軟件的情況類似，在二零零五年，香港電訊器材整體出口的首三個目的地是中國內地、美國和日本，合共佔香港電訊器材整體出口總值的 50%。（表 6.3）

6.7 The mainland of China, Japan and the USA remained to be the top three largest markets of Hong Kong's exports of computer software from 2002. In 2005, these three places together accounted for 84% of Hong Kong's total export value of computer software, significantly higher than the corresponding figure (50%) in 1995. The growth attained by the mainland of China over the ten-year period from 1995 to 2005 was particularly prominent, registering almost a 200% surge in its share in Hong Kong's domestic exports as well as re-exports. (Table 6.2)

Telecommunications Equipment

6.8 Between 1995 and 2005, imports and total exports (comprising domestic exports and re-exports) of telecommunications equipment also expanded remarkably. In 2005, the value of imports and total exports of telecommunications equipment reached \$87.9 billion and \$61.2 billion respectively, representing a respective rise of 122% and 135% over 1995. (Table 6.3 and Chart 6.3)

6.9 In 2005, the top three largest suppliers of Hong Kong's imports of telecommunications equipment were the mainland of China, Korea and Singapore. They accounted for 57%, 6.8% and 6.0% of the total value of Hong Kong's imports of telecommunications equipment in that year respectively. While the mainland of China had remained the top supplier since 1993, Korea had climbed up the league to become the second most important supplier only since 1998. (Table 6.3)

6.10 Similar to the case of computer software, the mainland of China, the USA and Japan were the top three destinations of Hong Kong's total exports of telecommunications equipment in 2005. They together accounted for 50% of the total export value of telecommunications equipment. (Table 6.3)

其他有關刊物

香港對外商品貿易〔月刊〕

香港商品貿易統計：進口〔月刊〕

香港商品貿易統計：港產品出口及轉口〔月刊〕

香港商品貿易統計：周年附刊 — 進口〔年刊〕

香港商品貿易統計：周年附刊 — 港產品出口及轉口〔年刊〕

Further Reference

Hong Kong External Merchandise Trade (Monthly)

Hong Kong Merchandise Trade Statistics: Imports (Monthly)

Hong Kong Merchandise Trade Statistics: Domestic Exports and Re-exports (Monthly)

Hong Kong Merchandise Trade Statistics: Annual Supplement - Imports (Annual)

Hong Kong Merchandise Trade Statistics: Annual Supplement - Domestic Exports and Re-exports (Annual)

表 6.1 按進口主要供應地及出口主要目的地劃分的電腦硬件

Table 6.1 Imports by main supplier and exports by main destination of computer hardware

	百萬港元 HK\$ million						
	1995	2000	2001	2002	2003	2004	2005
進口	55,579	125,929	128,853	138,939	167,434	190,608	231,234
Imports	(+44.6)	(+31.6)	(+2.3)	(+7.8)	(+20.5)	(+13.8)	(+21.3)
中國內地	14,999	42,297	40,611	47,989	64,667	83,288	105,163
The mainland of China	(+60.6)	(+27.3)	(-4.0)	(+18.2)	(+34.8)	(+28.8)	(+26.3)
台灣	5,287	14,740	13,557	15,413	15,971	19,655	19,336
Taiwan	(+34.7)	(+34.7)	(-8.0)	(+13.7)	(+3.6)	(+23.1)	(-1.6)
日本	9,851	9,018	9,702	10,661	13,012	15,651	18,939
Japan	(+48.5)	(+1.4)	(+7.6)	(+9.9)	(+22.0)	(+20.3)	(+21.0)
整體出口	59,050	106,336	114,568	134,761	169,921	196,542	262,460
Total exports	(+41.4)	(+20.7)	(+7.7)	(+17.6)	(+26.1)	(+15.7)	(+33.5)
中國內地	14,941	34,520	47,767	61,553	87,713	104,148	140,601
The mainland of China	(+35.8)	(+35.3)	(+38.4)	(+28.9)	(+42.5)	(+18.7)	(+35.0)
美國	11,533	18,144	17,537	16,867	17,605	18,091	25,613
United States of America	(+14.0)	(+11.2)	(-3.3)	(-3.8)	(+4.4)	(+2.8)	(+41.6)
荷蘭	1,271	4,285	4,708	5,905	5,827	7,669	13,202
Netherlands	(+70.7)	(+14.8)	(+9.9)	(+25.4)	(-1.3)	(+31.6)	(+72.1)
港產品出口	12,534	4,311	3,200	3,755	4,649	5,026	13,501
Domestic exports	(-4.0)	(-13.9)	(-25.8)	(+17.3)	(+23.8)	(+8.1)	(+168.6)
美國	2,202	388	206	1,943	1,616	1,468	3,306
United States of America	(-32.2)	(-12.6)	(-46.9)	(+842.5)	(-16.8)	(-9.2)	(+125.2)
荷蘭	137	106	30	66	229	494	2,854
Netherlands	(+67.9)	(-62.2)	(-71.6)	(+118.1)	(+249.3)	(+115.3)	(+477.6)
日本	838	409	212	236	499	446	1,411
Japan	(-3.9)	(+38.0)	(-48.1)	(+11.0)	(+111.5)	(-10.6)	(+216.4)
轉口	46,516	102,025	111,368	131,006	165,272	191,516	248,959
Re-exports	(+62.1)	(+22.7)	(+9.2)	(+17.6)	(+26.2)	(+15.9)	(+30.0)
中國內地	13,557	33,529	46,435	60,956	87,125	103,533	139,636
The mainland of China	(+37.7)	(+36.9)	(+38.5)	(+31.3)	(+42.9)	(+18.8)	(+34.9)
美國	9,331	17,756	17,331	14,923	15,989	16,623	22,307
United States of America	(+35.9)	(+11.9)	(-2.4)	(-13.9)	(+7.1)	(+4.0)	(+34.2)
新加坡	3,189	8,516	6,652	7,004	8,567	9,420	10,348
Singapore	(+142.7)	(-5.4)	(-21.9)	(+5.3)	(+22.3)	(+10.0)	(+9.8)

註釋： 括號內的數字是與上年比較的變動百分率。

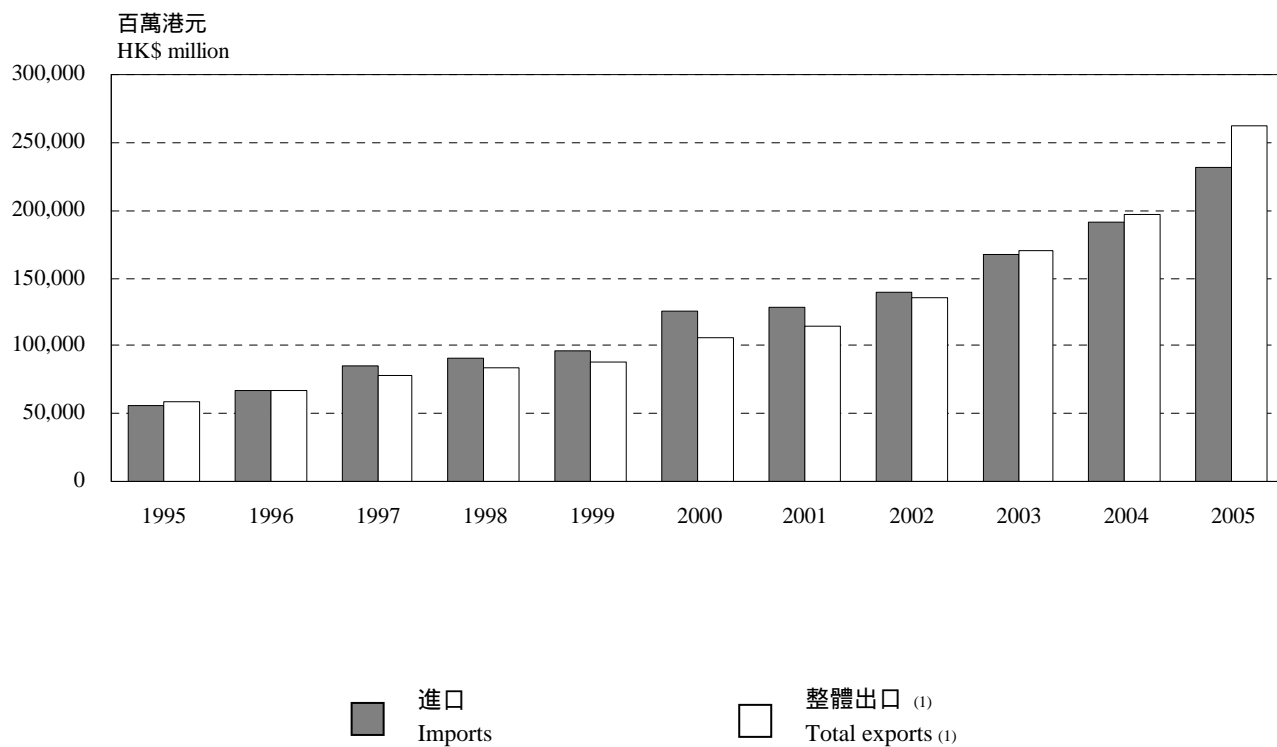
Note: Figures in brackets denote percentage change over the preceding year.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

圖 6.1 電腦硬件的進出口

Chart 6.1 Imports and exports of computer hardware



註釋： (1) 包括港產品出口及轉口。
Note: (1) Including domestic exports and re-exports.

資料來源： 政府統計處貿易資料分析組
Source: Trade Analysis Section, Census and Statistics Department

表 6.2 按進口主要供應地及出口主要目的地劃分的電腦軟件

Table 6.2 Imports by main supplier and exports by main destination of computer software

	百萬港元 HK\$ million						
	1995	2000	2001	2002	2003	2004	2005
進口	2,037	1,458	2,234	1,541	1,915	1,682	1,930
Imports	(+20.2)	(+9.7)	(+53.2)	(-31.0)	(+24.2)	(-12.2)	(+14.7)
中國內地	46	328	428	414	531	572	598
The mainland of China	(+46.1)	(+149.1)	(+30.4)	(-3.1)	(+28.0)	(+7.7)	(+4.6)
美國	813	414	460	323	387	281	338
United States of America	(+35.2)	(-3.8)	(+11.1)	(-29.7)	(+19.8)	(-27.4)	(+20.2)
新加坡	129	333	598	263	260	255	254
Singapore	(+6.2)	(+57.0)	(+79.9)	(-56.0)	(-1.3)	(-1.7)	(-0.4)
整體出口	1,131	1,723	2,989	3,024	3,017	2,396	2,430
Total exports	(+54.6)	(+12.1)	(+73.5)	(+1.2)	(-0.2)	(-20.6)	(+1.4)
中國內地	246	880	1,166	1,327	1,435	1,127	1,305
The mainland of China	(+70.7)	(+31.3)	(+32.4)	(+13.8)	(+8.2)	(-21.5)	(+15.8)
日本	186	48	259	479	456	327	394
Japan	(+49.6)	(+32.8)	(+434.8)	(+85.3)	(-4.8)	(-28.4)	(+20.6)
美國	130	484	658	692	659	569	346
United States Of America	(+83.2)	(-9.8)	(+35.9)	(+5.3)	(-4.9)	(-13.7)	(-39.1)
港產品出口	348	844	1,358	1,501	1,557	1,250	1,216
Domestic exports	(+50.5)	(+4.4)	(+60.9)	(+10.5)	(+3.7)	(-19.7)	(-2.7)
中國內地	44	321	275	293	323	364	438
The Mainland Of China	(+214.6)	(+31.3)	(-14.3)	(+6.8)	(+10.2)	(+12.7)	(+20.2)
日本	109	40	247	465	442	277	374
Japan	(+35.2)	(+42.6)	(+522.7)	(+88.2)	(-4.9)	(-37.3)	(+34.8)
美國	49	424	538	630	636	521	314
United States Of America	(+75.1)	(-7.1)	(+26.9)	(+17.2)	(+1.0)	(-18.1)	(-39.8)
轉口	784	878	1,631	1,523	1,460	1,146	1,213
Re-exports	(+56.5)	(+20.7)	(+85.7)	(-6.7)	(-4.1)	(-21.5)	(+5.9)
中國內地	202	560	891	1,033	1,112	762	867
The mainland of China	(+55.3)	(+31.4)	(+59.2)	(+16.0)	(+7.6)	(-31.5)	(+13.7)
台灣	103	116	464	129	151	129	91
Taiwan	(+53.8)	(+232.3)	(+301.5)	(-72.2)	(+16.7)	(-14.1)	(-29.7)
新加坡	106	12	7	27	77	40	54
Singapore	(+7.5)	(-7.0)	(-38.3)	(+272.6)	(+180.2)	(-47.6)	(+34.9)

註釋： 括號內的數字是與上年比較的變動百分率。

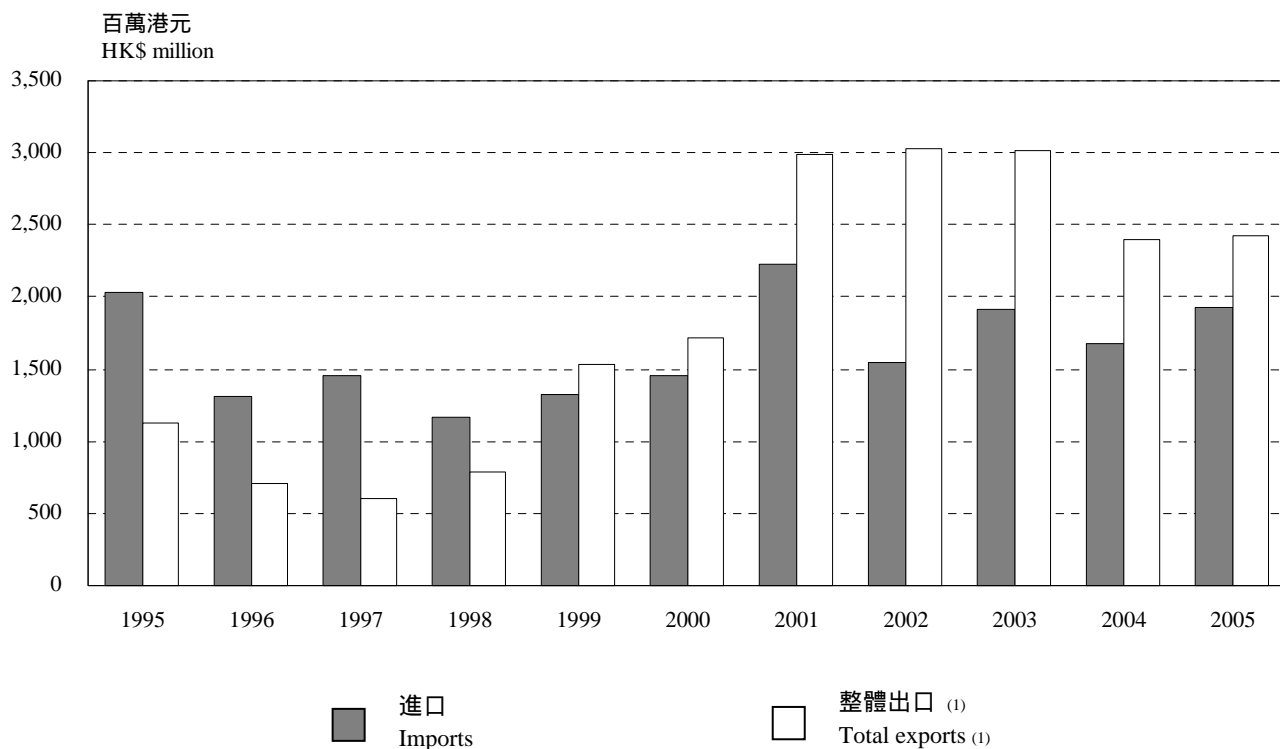
Note: Figures in brackets denote percentage change over the preceding year.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

圖 6.2 電腦軟件的進出口

Chart 6.2 Imports and exports of computer software



註釋： (1) 包括港產品出口及轉口。

Note: (1) Including domestic exports and re-exports.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 6.3 按進口主要供應地及出口主要目的地劃分的電訊器材

Table 6.3 Imports by main supplier and exports by main destination of telecommunications equipment

	百萬港元 HK\$ million						
	1995	2000	2001	2002	2003	2004	2005
進口	39,676	62,083	67,682	64,840	58,110	71,432	87,947
Imports	(+56.5)	(+40.3)	(+9.0)	(-4.2)	(-10.4)	(+22.9)	(+23.1)
中國內地	12,055	29,415	26,815	23,671	21,166	35,356	49,965
The mainland of China	(+44.9)	(+41.8)	(-8.8)	(-11.7)	(-10.6)	(+67.0)	(+41.3)
韓國	624	8,197	9,598	11,520	11,085	9,039	5,984
Korea	(+32.4)	(+41.4)	(+17.1)	(+20.0)	(-3.8)	(-18.5)	(-33.8)
新加坡	6,494	2,226	3,531	4,039	3,623	3,830	5,262
Singapore	(+57.0)	(+14.7)	(+58.6)	(+14.4)	(-10.3)	(+5.7)	(+37.4)
整體出口	26,068	42,339	41,360	44,547	48,535	53,058	61,172
Total exports	(+31.9)	(+21.4)	(-2.3)	(+7.7)	(+9.0)	(+9.3)	(+15.3)
中國內地	6,636	10,390	12,080	13,566	15,493	12,875	14,860
The mainland of China	(+29.5)	(+9.2)	(+16.3)	(+12.3)	(+14.2)	(-16.9)	(+15.4)
美國	8,212	13,438	9,408	9,572	7,387	9,390	12,513
United States of America	(+19.2)	(+21.3)	(-30.0)	(+1.7)	(-22.8)	(+27.1)	(+33.3)
日本	977	1,014	862	996	1,273	1,541	2,952
Japan	(+100.6)	(-8.0)	(-15.0)	(+15.6)	(+27.8)	(+21.1)	(+91.5)
港產品出口	1,849	1,456	1,448	301	399	131	158
Domestic exports	(-17.2)	(+13.4)	(-0.6)	(-79.2)	(+32.4)	(-67.2)	(+21.0)
澳大利亞	16	2	1	1	57	65	72
Australia	(-13.6)	(-52.5)	(-45.5)	(-25.7)	(+7 363.0)	(+14.8)	(+11.1)
中國內地	895	1,217	1,311	279	331	37	55
The mainland of China	(-17.2)	(+23.1)	(+7.7)	(-78.7)	(+18.6)	(-88.7)	(+46.6)
台灣	5	3	5	2	#	1	6
Taiwan	(-72.2)	(-73.1)	(+76.6)	(-64.0)	(-87.2)	(+538.3)	(+353.7)
轉口	24,219	40,883	39,912	44,246	48,137	52,927	61,013
Re-exports	(+38.2)	(+21.7)	(-2.4)	(+10.9)	(+8.8)	(+10.0)	(+15.3)
中國內地	5,741	9,173	10,769	13,287	15,162	12,837	14,805
The mainland of China	(+42.0)	(+7.6)	(+17.4)	(+23.4)	(+14.1)	(-15.3)	(+15.3)
美國	7,526	13,315	9,366	9,569	7,384	9,388	12,511
United States of America	(+22.6)	(+22.0)	(-29.7)	(+2.2)	(-22.8)	(+27.1)	(+33.3)
日本	966	1,001	851	994	1,273	1,540	2,951
Japan	(+106.9)	(-7.7)	(-15.0)	(+16.8)	(+28.1)	(+21.0)	(+91.7)

註釋： 括號內的數字是與上年比較的變動百分率。

數字少於 500,000 港元。

Notes: Figures in brackets denote percentage change over the preceding year.

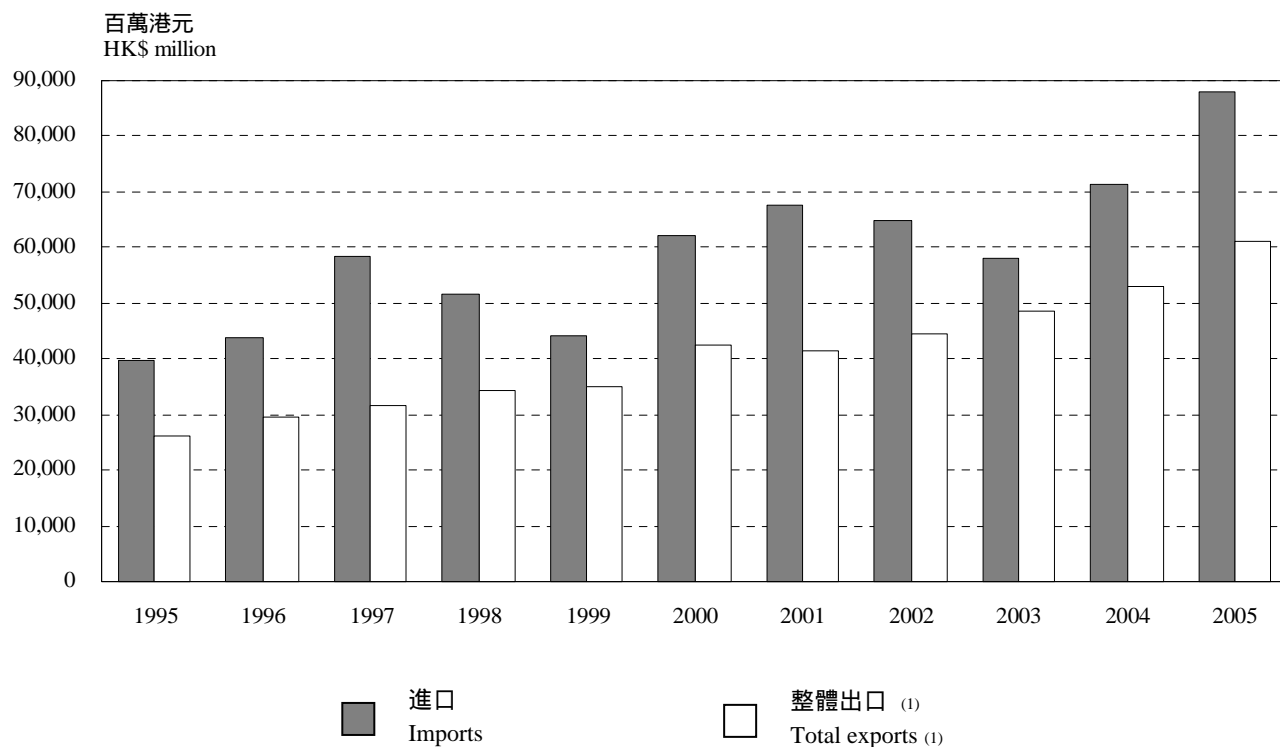
Figures are less than HK\$ 0.5 million.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

圖 6.3 電訊器材的進出口

Chart 6.3 Imports and exports of telecommunications equipment



註釋： (1) 包括港產品出口及轉口。

Note: (1) Including domestic exports and re-exports.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

第 7 章 資訊科技的人力資源

Chapter 7 Human Resources in Information Technology

緒言

7.1 資訊科技訓練發展委員會隸屬職業訓練局，負責評估資訊科技業的人力及訓練需求，並在這範疇內提出建議。有關人力資源的統計數字為有關工作提供非常重要的資料。

7.2 資訊科技業人力調查自一九八三年開始進行，反映社會上資訊科技業的人力情況。由於社會上各行業均有僱用資訊科技人員，因此這項統計調查涵蓋了所有主要的行業。從事資訊科技的人員亦受僱於不同的職務。

資訊科技範疇現時的人力資源狀況

7.3 統計調查結果顯示，資訊科技雇員的總人數由一九九六年的 38 069 名增至二零零六年的 64 473 名，增幅達 69%。(表 7.1A 及 7.1B)

7.4 由於資訊科技業已發展多年並趨向成熟，業界對資訊科技／軟件開發工作類別的人力資源需求最為殷切。在二零零六年的 64 473 名資訊科技雇員中，資訊科技／軟件開發人員有 28 916 名 (45%)，操作服務人員有 12 756 名 (20%)，實地支援人員有 5 340 名 (8.3%)，資訊科技銷售人員有 4 517 名 (7.0%)，電訊及網絡人員有 3 749 名 (5.8%)，而系統程式編製人員則有 3 732 名 (5.8%)。其餘的 5 463 名雇員 (8.5%) 為資訊科技教育及訓練、一般資訊科技管理、資料庫，以及資訊科技保安人員。(表 7.1B 及圖 7.1)

Introduction

7.1 The Committee on Information Technology Training and Development of the Vocational Training Council is charged with the duty to assess manpower and training needs and to draw up recommendations in this aspect. Manpower statistics are vital input in this process.

7.2 Manpower surveys have been conducted since 1983 to reflect IT manpower situation in the economy. Since IT employees are employed in all sectors of the economy, the survey covers all major economic sectors. IT employees are employed in various types of duties.

Existing Manpower Structure in the Information Technology (IT) Field

7.3 The survey results showed that the total number of IT employees grew from 38 069 in 1996 to 64 473 in 2006, representing an increase of 69% over the period. (Tables 7.1A and 7.1B)

7.4 As the IT sector had been developed for some years, the job category of IT/Software development ranked top amid the demands on IT manpower. Among the 64 473 IT employees in 2006, 28 916 (45%) were in IT/Software development, 12 756 (20%) in operation services, 5 340 (8.3%) in field support, 4 517 (7.0%) in IT sales, 3 749 (5.8%) in telecommunications and networking, 3 732 (5.8%) in systems programming. The remaining 5 463 IT employees (8.5%) were in IT education and training, general IT management, database and IT security. (Table 7.1B and Chart 7.1)

7.5 資訊科技僱員受僱於各主要行業 在一九九六年至二零零六年期間，大部分行業的資訊科技僱員人數均有所增長，只有建造業和金融、保險、地產及商用服務業例外。在各主要行業中，僱用於資訊科技服務供應商的資訊科技人員增長最快（741%），其次是社區、社會及個人服務業（218%）（表 7.2）

7.6 在二零零六年，僱用最多資訊科技員工的行業為資訊科技服務供應商，有 18 465 名，佔資訊科技僱員總數 29%。其次為批發、零售、進出口貿易、飲食及酒店業，有 15 050 名，佔總數 23%；金融、保險、地產及商用服務行業，有 12 508 名，佔總數 19%；社區、社會及個人服務行業，有 8 934 名，佔總數 14%。（表 7.2 及圖 7.2）

其他有關刊物

一九九六、一九九八、二零零零、二零零二及二零零四年資訊科技業人力調查報告

二零零六年資訊科技業人力統計報告

7.5 IT employees are employed in all major economic sectors. Over the period from 1996 to 2006, the number of IT employees in most sectors showed an increase, except the construction and financing, insurance, real estate and business services sectors. In particular, the growth in the IT service suppliers sector was the fastest (741%), followed by the community, social and personal services sector (218%). (Table 7.2)

7.6 In 2006 the IT service suppliers sector had the largest share of IT employees (18 465), accounting for 29% of the total IT manpower. This was followed by the wholesale, retail and import/export trades, restaurants and hotels sector (15 050 or 23%), the financing, insurance, real estate and business services sector (12 508 or 19%) and the community, social and personal services sector (8 934 or 14%). (Table 7.2 and Chart 7.2)

Further reference

Manpower Survey Report - Information Technology Sector, 1996, 1998, 2000, 2002 and 2004

Manpower Statistical Report - Information Technology Sector, 2006

表 7.1A 一九九六至二零零二年按技能類別劃分的資訊科技業人力結構

Table 7.1A Manpower structure of the information technology (IT) sector by job category, 1996 - 2002

	1996	1998	2000	2002
應用系統開發 Application systems development	13 886	14 813	16 706	16 104
硬件支援 Hardware support	3 639	5 407	10 526	7 353
資訊科技管理 IT management	6 777	6 802	7 191	7 196
操作支援服務 Operation support services	4 416	4 734	4 374	6 546
資訊科技教育及訓練 IT education and training	1 494	1 448	3 261	5 093
資訊科技研究及產品開發 IT research and product development	530	327	1 104	1 169
技術輔助 Technical support	7 327	11 316	-	-
系統程式編製 Systems programming	-	-	7 998	10 554
電訊及網絡 Telecommunications and networking	-	-	6 197	4 992
電子商務 互聯網服務 e-Business/Internet services	-	-	2 669	2 826
資料庫 Database	-	-	1 330	1 265
僱員總人數 Total number of IT employees	38 069	44 847	61 356	63 098

資料來源: 職業訓練局

Source: Vocational Training Council

表 7.1B 二零零四及二零零六年按技能類別劃分的資訊科技業人力結構

Table 7.1B Manpower structure of the information technology (IT) sector by job category, 2004 and 2006

	2004	2006
資訊科技 軟件開發 IT/Software development	28 733	28 916
操作服務 Operation services	8 609	12 756
技術服務 ⁽¹⁾ Technical services (1)		
實地支援 Field support	10 642	5 340
系統程式編製 Systems programming	4 314	3 732
資料庫 Database	897	837
資訊保安 IT security	391	424
資訊科技銷售 ⁽²⁾ IT sales (2)	-	4 517
電訊及網絡 Telecommunications and networking	4 265	3 749
資訊科技教育及訓練 IT education and training	2 494	2 575
一般資訊科技管理 ⁽³⁾ General IT management (3)	1 753	1 627
僱員總人數 Total number of IT employees	62 098	64 473

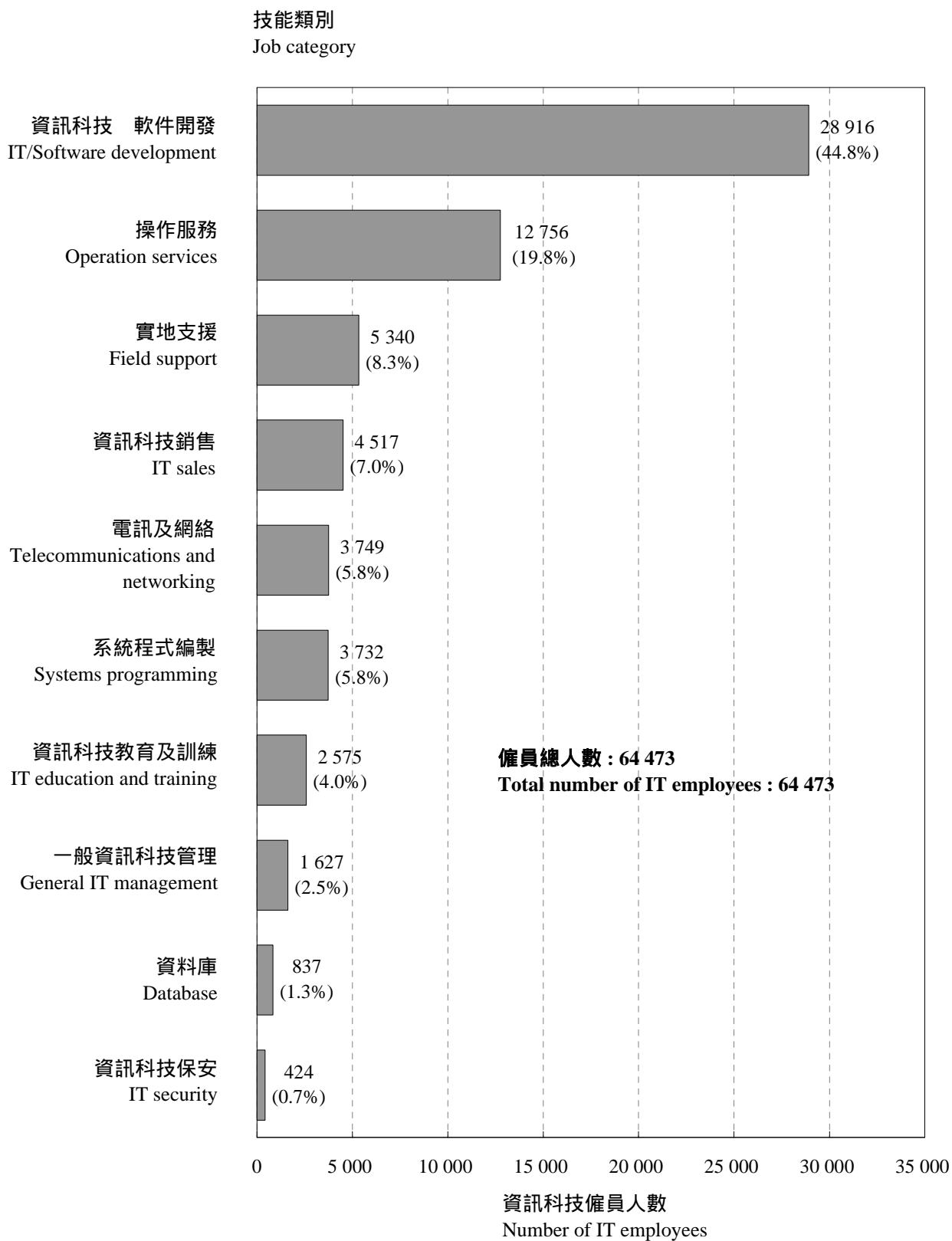
註釋: (1) 有關技能類別在二零零四年為「技術支援」。
 (2) 在二零零四年的「實地支援」和「系統程式編製」的技能類別中，擁有資訊科技產品及服務的科技知識的軟硬件銷售僱員在二零零六年納入在「資訊科技銷售」的新技能類別內。
 (3) 有關技能類別在二零零四年為「資訊科技管理」。

Notes: (1) The corresponding job category for 2004 was technical support.
 (2) Hardware and software sales employees with technical knowledge in IT products and services who were grouped under the job categories "Field support" and "Systems programming" respectively in 2004 are classified under the new job category "IT sales" in 2006.
 (3) The corresponding job category for 2004 was IT management.

資料來源: 職業訓練局
 Source: Vocational Training Council

圖 7.1 二零零六年四月按技能類別劃分的資訊科技業人力結構

Chart 7.1 Manpower structure of the information technology (IT) sector by job category, April 2006



註釋: 括號內的數字為佔資訊科技僱員總數的百分比。

Note: Figures in brackets denote the percentage share of the total number of IT employees.

資料來源: 職業訓練局

Source: Vocational Training Council

表 7.2 按行業分類的資訊科技僱員分布

Table 7.2 Distribution of information technology (IT) employees by sector

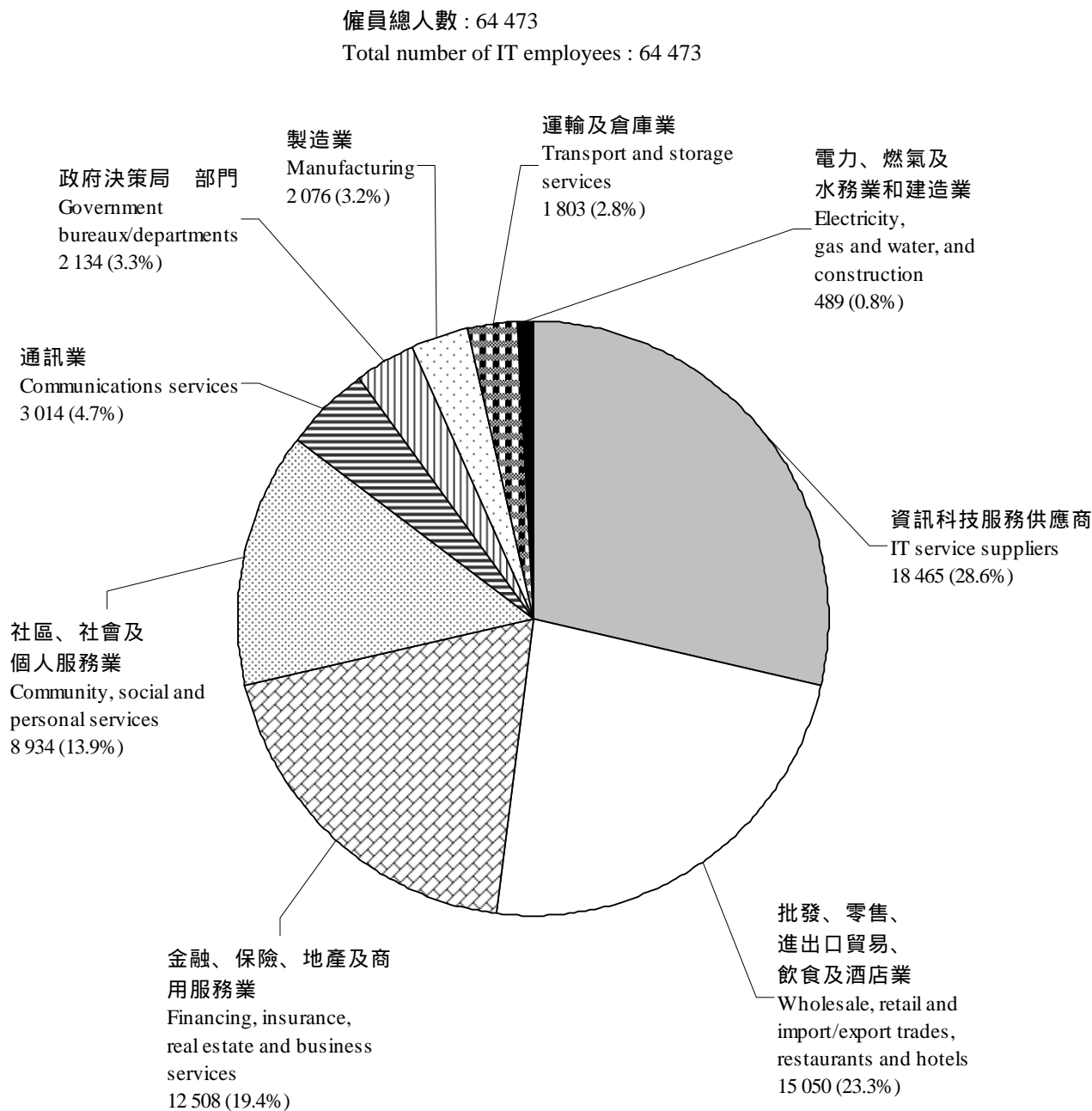
	1996	1998	2000	2002	2004	2006
資訊科技服務供應商 ⁽¹⁾ IT service suppliers (1)	2 196	5 182	3 985	15 069	16 802	18 465
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	9 758	11 237	21 755	19 171	13 749	15 050
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15 779	14 424	18 230	11 063	13 575	12 508
社區、社會及個人服務業 Community, social and personal services	2 809	3 783	6 209	8 162	8 688	8 934
通訊業 Communications services	3 478	4 986	4 846	3 914	4 486	3 014
運輸及倉庫業 Transport and storage services						1 803
政府決策局 部門 Government bureaux/departments	1 411	1 994	2 315	2 460	2 271	2 134
製造業 Manufacturing	1 675	2 172	2 789	2 540	2 029	2 076
電力、燃氣及水務業 Electricity, gas and water	293	399	376	350	326	333
建造業 Construction	670	668	851	369	172	156
僱員總人數 Total number of IT employees	38 069	44 847	61 356	63 098	62 098	64 473

註釋: (1) 一九九六至二零零四年期間，有關的行業分類為「軟件商」。
Note: (1) The corresponding sector for 1996-2004 was software vendors.

資料來源: 職業訓練局
Source: Vocational Training Council

圖 7.2 二零零六年四月按行業分類的資訊科技僱員分布

Chart 7.2 Distribution of information technology (IT) employees by sector, April 2006



註釋: 括號內的數字是資訊科技僱員總數的百分比。
Note: Figures in brackets denote the percentage share of the total number of IT employees.

資料來源: 職業訓練局
Source: Vocational Training Council

第 8 章 資訊科技的教育

Chapter 8 Education in Information Technology

大學教育資助委員會(教資會)資助的資訊科技課程

8.1 現時,受教資會資助的八間香港大專院校中,六間有開辦資訊科技的副學位、學士學位及研究院課程。

8.2 由二零零四至零五學年開始,教資會資助的副學位及研究院修課課程將逐漸轉變成自資形式。因此,在二零零四至零五學年,教資會資助的資訊科技副學位及研究院修課課程(包括全日制和兼讀制課程)的新收生總人數和學生總人數均較二零零三至零四學年的相應數字減少。然而,它們仍顯著高於五年前的有關數字。(表 8.1、8.2 及 8.3)

8.3 教資會資助的資訊科技課程的畢業生(包括全日制和兼讀制學生)總人數,由一九九九至二零零零學年的 2 560 人增加至二零零四至零五學年的 3 080 人,平均每年增長 3.8%。(表 8.1)

8.4 在二零零四至零五學年的 3 080 名畢業生中,760 人(25%)是副學位畢業生,1 845 人(60%)是學士學位畢業生,另外 475 人(15%)是研究院課程的畢業生。(表 8.1)

8.5 教資會資助的資訊科技課程的新收學生(包括全日制和兼讀制學生)總人數,由一九九九至二零零零學年的 2 749 人增加至二零零四至零五學年的 3 107 人,即平均每年以 2.5%的速率上升。(表 8.2)

Information Technology (IT) Programmes Funded by the University Grants Committee (UGC)

8.1 Among the eight UGC-funded institutions in Hong Kong, six institutions are currently offering IT programmes at sub-degree, undergraduate and postgraduate levels.

8.2 From 2004/05 school year, UGC-funded sub-degree and taught postgraduate programmes will be gradually converted to self-financing mode. Therefore, the total student intake and total student enrolment of UGC-funded IT programmes (including both full-time and part-time programmes) at these two levels in 2004/05 school year were all lower than their corresponding figures in 2003/04 school year. Notwithstanding this, they were still significantly higher than the respective figures five years ago. (Tables 8.1, 8.2 and 8.3)

8.3 The total number of graduates (including both full-time and part-time students) of UGC-funded IT programmes increased from 2 560 in 1999/2000 school year to 3 080 in 2004/05 school year, representing an average annual growth rate of 3.8%. (Table 8.1)

8.4 Among the 3 080 graduates in 2004/05 school year, 760 (25%) were sub-degree graduates, 1 845 (60%) were first degree graduates and 475 (15%) were graduates of postgraduate programmes. (Table 8.1)

8.5 The total student intake (including both full-time and part-time students) of UGC-funded IT programmes grew from 2 749 in 1999/2000 school year to 3 107 in 2004/05 school year, increasing at an average rate of 2.5% per annum. (Table 8.2)

8.6 在二零零四至零五學年，教資會資助的資訊科技課程的學生（包括全日制和兼讀制學生）總人數達 8 754 人，較一九九九至二零零零學年的 8 015 人，上升 9.2%。在過去五年，學生總人數平均每年增長率為 1.8%。（表 8.3）

政府在資訊科技教育及電腦科目方面的開支

8.7 一向以來，政府在教育 and 培訓方面均投入龐大資源，近來更特別注重發展資訊科技教育。

8.8 為推動資訊科技教育的發展，政府在一九九八至九九學年至二零零二至零三學年期間，在中小學實施一項「與時並進 - 善用資訊科技學習」的五年策略。其目的在於把學校變成充滿活力和創意的學習場所，培訓學生有效及迅速處理資訊的能力，及養成終身學習的態度。

8.9 根據首個五年策略所取得的成績，政府在二零零四年七月開始實施一個以學生為中心的資訊科技教育新策略，加強社區參與資訊科技教育的持續發展。

8.10 此外，一項特別非經常津貼已於二零零四至零五學年發放給公營學校，以更換及提升校內的資訊科技設備。這項安排為期三年，由二零零四至零五學年開始，直到二零零六至零七學年為止。

8.11 隨着學校資訊科技設備與基建的建立，有關招聘額外的資訊科技統籌主任及教師的津貼在二零零四年八月已告終結。另一方面，一項新的「資訊科技綜合津貼」已於二零零四至零五學年開始實施，這津貼合併了四項資訊科技的經常津貼，令學校有更大的靈活性去調配資源，當中包括聘請技術支援人員或服務，以助學校繼續將資訊科技融入學與教。

8.6 The student enrolment (including both full-time and part-time students) of UGC-funded IT programmes in 2004/05 school year was 8 754, up by 9.2% from 8 015 in 1999/2000 school year. The student enrolment had been increasing at an average annual rate of 1.8% in the past five years. (Table 8.3)

Government Spending on IT Education and Computer Subjects

8.7 The Government has consistently made substantial investments in education and training, and has in recent years increased its focus on IT.

8.8 A five-year strategy "Information Technology for Learning in a New Era" was launched in primary and secondary schools during the 1998/99 to 2002/03 school years to drive the development of IT in education. The aim is to turn schools into dynamic and innovative learning institutions where students can develop capabilities to process information effectively and efficiently, and to acquire the mindset required for independent life-long learning.

8.9 Riding on the achievements of the first five-year strategy, a new student-centred IT in education strategy was launched in July 2004 to enhance community-wide support for a sustainable development of IT in education.

8.10 Furthermore, a special non-recurrent grant was disbursed to public sector schools in the 2004/05 school year for schools' 3-year implementation on replacement/upgrading of their IT facilities from 2004/05 to 2006/07 school years.

8.11 Upon the setting up of the IT facilities and infrastructure in schools, the grant for appointing additional IT co-ordinator and teacher lapsed by August 2004. On the other hand, a new Composite IT Grant was implemented as from the 2004/05 school year by merging four IT recurrent grants, which allowed schools greater flexibility in allocating resources, including hiring of technical support personnel/services, to continue applying the embedded IT in learning and teaching.

8.12 在二零零零至零一年財政年度至二零零五至零六年財政年度期間，政府在小學、中學、特殊學校及前教育署／教育統籌局的資訊科技教育及電腦科目方面的開支（包括優質教育基金的撥款）為 49 億元，其中 27 億元為非經常開支，22 億元為經常開支。（表 8.4）

資訊科技教育

8.13 在推動資訊科技教育策略方面，政府擔當領導和統籌的角色，而學校可因應本身的需要而自行擬定資訊科技計劃及制訂把資訊科技融入課程的進程表。

8.14 以下列出幾個資訊科技教育的特點：

- 由二零零一至零二學年開始，所有小學及中學已配備接駁上互聯網的裝置。
- 在二零零五至零六學年，9 135 名小學及中學教師曾參與 325 個由教育統籌局舉辦的資訊科技培訓課程。（表 8.5）
- 在二零零五至零六學年，小學及中學分別有 489 名及 501 名教師在校執行資訊科技統籌員／資訊科技主任的職務。（表 8.6）
- 在二零零五至零六學年，有 2 863 名中學教師任教資訊科技／電腦科目。（表 8.7）

8.12 During the 2000-01 to 2005-06 financial years, the Government had spent \$4.9 billion (including contribution of the Quality Education Fund) on IT education and computer subjects in primary schools, secondary schools, special schools and the then Education Department/Education and Manpower Bureau. Of the total expenditure, \$2.7 billion was capital expenditure and \$2.2 billion was recurrent expenditure. (Table 8.4)

IT Education

8.13 Under the strategy on IT education, the Government assumes a leading and coordinating role in the promotion of IT in education, and schools are given the flexibility to devise their own IT plans and to set the pace for incorporating IT in their curriculum.

8.14 The following highlights some of the features of IT in education:

- As from the 2001/02 school year, all primary and secondary schools were equipped with Internet connection.
- In the 2005/06 school year, the Education and Manpower Bureau organised 325 IT courses, which were attended by 9 135 primary and secondary teachers. (Table 8.5)
- In the 2005/06 school year, there were 489 and 501 teachers with duties as IT coordinators/IT in-charge in primary and secondary schools respectively. (Table 8.6)
- In the 2005/06 school year, 2 863 secondary school teachers were teaching IT/computer studies. (Table 8.7)

表 8.1 按修課程度劃分的大學教育資助委員會資助的資訊科技課程的畢業生人數

Table 8.1 Graduates of information technology programmes funded by University Grants Committee by level of study

修課程度 Level of study	學年 School year						畢業生人數 Number of graduates
	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05	
	副學位課程 Sub-degree	460	508	687	688	798	760
學士學位課程 Undergraduate	1 730	1 672	1 925	1 967	1 938	1 845	
研究院修課課程 Taught postgraduate	241	269	304	595	580	277	
研究院研究課程 Research postgraduate	129	192	181	208	214	198	
總計 Total	2 560	2 641	3 097	3 458	3 530	3 080	

資料來源: 大學教育資助委員會
Source: University Grants Committee

表 8.2 按修課程度劃分的大學教育資助委員會資助的資訊科技課程的新收學生人數

Table 8.2 Student intake of information technology programmes funded by University Grants Committee by level of study

修課程度 Level of study	學年 School year						學生人數 Number of students
	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05	
	副學位課程 Sub-degree	554	580	895	1 001	1 054	999
學士學位課程 Undergraduate	1 766	1 854	1 929	1 945	1 792	1 850	
研究院修課課程 Taught postgraduate	224	339	313	332	341	49	
研究院研究課程 Research postgraduate	205	206	266	208	263	209	
總計 Total	2 749	2 979	3 403	3 486	3 450	3 107	

註釋: 二零零三 / 零四學年前的研究院研究課程的學生人數是指在教育資助委員會 (教資會) 指標內的學生人數。由二零零三 / 零四學年開始的研究院研究課程的學生人數亦包括在教資會指標外但受教資會資助的研究院研究課程學生。

Note: For prior to 2003/04 school year, Research Postgraduate (RPg) figures refer to students counted within the University Grants Committee (UGC) student number target. Starting from 2003/04 school year, RPg figures also include RPg students counted outside the UGC student number target but wholly funded by UGC.

資料來源: 大學教育資助委員會
Source: University Grants Committee

表 8.3 按修課程度劃分的大學教育資助委員會資助的資訊科技課程的學生人數
Table 8.3 Student enrolment of information technology programmes funded by University Grants Committee by level of study

修課程度 Level of study	學生人數 Number of students					
	學年 School year					
	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05
副學位課程 Sub-degree	1 357	1 412	1 665	1 796	1 925	1 867
學士學位課程 Undergraduate	5 685	6 012	6 426	6 390	6 154	5 908
研究院修課課程 Taught postgraduate	537	674	699	730	711	403
研究院研究課程 Research postgraduate	436	435	509	546	637	576
總計 Total	8 015	8 533	9 299	9 462	9 427	8 754

註釋: 二零零三 / 零四學年前的研究院研究課程的學生人數是指在一般的修業期內及教育資助委員會 (教資會) 指標內的學生人數。由二零零三 / 零四學年開始的研究院研究課程的學生人數亦包括在一般的修業期內及在教資會指標外但受教資會資助的研究院研究課程學生。

Note: For prior to 2003/04 school year, Research Postgraduate (RPg) figures refer to student enrolment numbers counted within the formal time limit and within University Grants Committee (UGC) student number target. Starting from 2003/04 school year, RPg figures also include RPg students counted within the formal time limit and outside the UGC student number target but wholly funded by UGC.

資料來源: 大學教育資助委員會
 Source: University Grants Committee

表 8.4 按學校類別及開支類別劃分的政府在資訊科技教育及電腦科目方面的開支
Table 8.4 Government spending on information technology education and computer subjects by type of schools and type of expenditure

		百萬港元 HK\$ million					
學校類別 Type of schools	開支類別 Type of expenditure	財政年度 Financial year					
		2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
小學 Primary schools	非經常開支 Capital expenditure	294.93	56.57	25.53	17.00	67.17	1.54
	經常開支 Recurrent expenditure	125.23	163.72	213.03	279.03	191.97 *	133.74
中學 Secondary schools	非經常開支 Capital expenditure	433.82	87.64	51.35	15.17	81.02	1.29
	經常開支 Recurrent expenditure	113.64	166.64	188.53	219.59	159.48	121.91
特殊學校 Special schools	非經常開支 Capital expenditure	40.21	10.34	2.76	1.31	7.75	0.06
	經常開支 Recurrent expenditure	10.80	12.79	24.36	31.66	20.61	13.56
前教育署 / 教育統籌局 Then Education Department/Education and Manpower Bureau	非經常開支 Capital expenditure	1.48	1.31	5.65	5.70	22.40	15.49
	經常開支 Recurrent expenditure	0.09	0.09	0.09	0.09	0.37	0.53
優質教育基金 Quality Education Fund	非經常開支 Capital expenditure	294.10	794.90	206.50	24.30	16.20	79.20
	經常開支 Recurrent expenditure	0	0	0	0	0	0
小計 Sub-total	非經常開支 Capital expenditure	1,064.54	950.76	291.79	63.48	194.54	97.58
	經常開支 Recurrent expenditure	249.77	343.24	426.01	530.38	372.43	269.74
總計 Total		1,314.31	1,294.00	717.80	593.86	566.97	367.32

註釋: * 修訂數字。
 Note : * Revised figure.

資料來源: 教育統籌局財政分部及優質教育基金秘書處
 Source: Finance Division and Quality Education Fund Secretariat, Education and Manpower Bureau

表 8.5 按課程類別劃分的教育統籌局為小學及中學教師而設的資訊科技培訓課程數目及教師參與人數
Table 8.5 Number of information technology (IT) courses offered by Education and Manpower Bureau for primary and secondary school teachers by course type and number of teachers attending those courses

	學年											
	School year											
	2000/01		2001/02		2002/03		2003/04		2004/05		2005/06	
	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數
	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers
資訊科技教育培訓課程⁽¹⁾												
IT in Education Courses ⁽¹⁾												
小學 Primary schools	560	11 767	551	10 792	266	5 081	70	1 770	171	3 359	120	2 381
中學 Secondary schools	419	9 383	336	6 691	161	6 635	72	3 409	164	3 938	89	2 019
校管系統 / 網上校管系統培訓課程												
Courses on School Administration and Management System (SAMS) and Web-based School Administration and Management System (WebSAMS)												
小學 Primary schools	642	10 269	150	2 429	186	3 000	153	6 352	70	3 826	57	2 113
中學 Secondary schools	564	9 010	328	5 401	428	6 970	146	5 687	59	3 367	59	2 622

註釋: (1) 資訊科技教育培訓課程包括為加強教師利用資訊科技促進學習與教授的培訓項目。

Note: (1) IT in Education Courses cover training courses for teachers to empower them to use IT for enhancing learning and teaching.

資料來源: 教育統籌局教育基建分部及資訊科技管理分部

Source: Education Infrastructure Division and Information Technology Management Division, Education and Manpower Bureau

表 8.6 小學及中學的資訊科技統籌員 / 資訊科技主任人數

Table 8.6 Information technology coordinators/IT in-charge of primary and secondary schools

小學 / 中學 Primary/secondary schools	資訊科技統籌員 / 資訊科技主任人數 Number of information technology coordinators/IT in-charge					
	學年 School year					
	2000/01 (1)	2001/02 (1)	2002/03	2003/04	2004/05	2005/06
小學 Primary schools	164	626	666	655	505	489
中學 Secondary schools	269	501	445	447	456	501
總計 Total	433	1 127	1 111 (2)	1 102 (2)	961	990

註釋: 數字包括本地普通日校。二零零四 / 零五學年前的數字是指在資訊科技教育計劃下獲分配到小學及中學的資訊科技統籌員人數，而該計劃已於二零零四 / 零五學年終止。二零零四 / 零五學年及以後的數字是指在校執行資訊科技統籌員 / 資訊科技主任職務的教師人數。

(1) 包括由優質教育基金資助的額外人力資源。

(2) 不包括 73 位任教於特殊學校內的統籌員。

Notes: Figures cover local ordinary day schools. Those prior to 2004/05 school year refer to information technology coordinators allocated to primary and secondary schools under the IT in Education Project, which was ended in 2004/05 school year. Figures for 2004/05 school year onwards refer to teachers with duties as IT coordinators/IT in-charge in schools.

(1) Including additional human resources funded by the Quality Education Fund.

(2) Excluding 73 coordinators in special schools.

資料來源: 教育統籌局學校教育統計組

Source: School Education Statistics Section, Education and Manpower Bureau

表 8.7 任教資訊科技 / 電腦科目的中學教師人數

Table 8.7 Secondary school teachers teaching information technology/computer studies

教師人數 Number of teachers	學年 School year					
	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
		2 584	2 682	2 659	2 784	2 860

資料來源: 教育統籌局學校教育統計組

Source: School Education Statistics Section, Education and Manpower Bureau

用語及定義 Terms and Definitions

1. 資訊科技在住戶的使用情況 和普及程度

1.1 **電子商業服務** 泛指透過電子方法、方式及程序進行的各種商業活動。這些活動基本上包括網上訂購貨品及服務、網上搜尋貨品 / 服務資料、自動操作的客戶諮詢熱線及處理網上繳費及交易（例如：處理銀行事務）。

1.2 **公共服務電子化計劃** 是香港特別行政區政府「數碼21」資訊科技策略下的一項重要措施，透過互聯網及其他電子途徑為市民提供200多項電子公共服務，包括遞交報稅表，申請個人獨資 / 合夥經營業務的商業或分行登記，繳交政府收費，登記職位空缺及挑選求職者等。

1.3 **個人電腦** 是指為個人使用而設的電腦，包括桌面電腦、便攜式電腦 / 筆記簿型電腦 / 平板電腦和掌上電腦 / 個人數碼助理。但不包括電子日記簿、電子詞典、伺服器及用於主機或小型電腦的工作站和終端機。把多個個人電腦接駁一起可組成區域網絡或廣域網絡系統。

1. Information Technology Usage and Penetration in Households

1.1 *Electronic business services* are broadly defined as the use of electronic methods, means and procedures to conduct various forms of business activity. These basically include online ordering of goods and services, online searching of information on goods/services, automated customer account inquiries and handling of online payment and transactions (e.g. banking transactions).

1.2 *Electronic Service Delivery Scheme* is a key initiative under the "Digital 21" Information Technology Strategy of the Government of the Hong Kong Special Administrative Region to provide over 200 types of online public services to the community through the Internet and other electronic means. Examples of services include filing of tax returns, application for business registration certificate by sole proprietors and partnerships, paying of Government bills, registration of job vacancies, and searching for job applicants, etc.

1.3 *Personal computer* refers to a computer designed for individual use. Personal computer includes desktop computer, laptop/notebook/tablet computer and palm top/Personal Digital Assistant. Digital diary, electronic dictionary, servers, workstations and terminals of mainframe or minicomputer are not included. Personal computers may be connected to form a Local Area Network (LAN) or Wide Area Network (WAN) system.

2. 資訊科技在工商業的使用情況和普及程度

2.1 **寬頻互聯網接駁** 指使用者透過傳送速度由每秒數百個千位元 (Kbps) 至每秒數個百萬位元(Mbps) 的上網服務(1個百萬位元 = 1000個千位元)進入互聯網並使用互聯網服務。採用有線調解器、異步傳輸模式(ATM)、以太網、非對稱數碼用戶線路(ASDL) 和其他種類的數字式用戶線路 / 數碼用戶線路 (DSL) 都是常用的上網方式。

2.2 **業務收益** 是指透過銷售貨品及服務所賺取的收入。

2.3 **專用線路** 是一種以全部容量供客戶專用的非交換式連接方式。

2.4 **專用私人網絡** 是某機構內或某組特定機構之間的通訊網絡。

2.5 **數碼證書** 可用作數碼簽署,以核實證書持有人的身份及承認證書持有人透過電子途徑傳送的資訊。數碼證書普遍用於某些電子政府服務、電子銀行、網上股票買賣及以電子資料聯通方式透過貿易通遞交貿易文件。

至二零零六年三月底,根據電子交易條例獲認可的核證機關共有三所,分別為:

- 香港郵政署核證機關
- 網際威信(香港)有限公司
- 電子核證服務有限公司

2.6 **公共服務電子化計劃** — 請參閱本附錄第1.2段。

2. Information Technology Usage and Penetration in the Business Sector

2.1 *Broadband Internet access* refers user to access the Internet and Internet related services, with transmission speed from hundreds of kbps (kilobits per second) to several Mbps (Megabits per second) (1 Mb = 1000 kb). Cable modems, ATM (asynchronous transfer mode), Ethernet, ADSL (asymmetric digital subscriber line), and other types of DSL (digital subscriber line) are technologies commonly used for provision of broadband services.

2.2 *Business receipts* refer to income received through sales of goods and services.

2.3 *Dedicated circuits* are unswitched connections with capacity dedicated to the users.

2.4 *Designated private network* is a communications network within an organisation or among a group of designated organisations.

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

As at end March 2006, there are three recognised certification authorities under the Electronic Transactions Ordinance. They are:

- Hong Kong Post Certificate Authority
- HiTRUST.COM (HK) Incorporated Limited
- Digi-Sign Certification Services Limited

2.6 *Electronic Service Delivery Scheme* - please refer to paragraph 1.2 of this appendix.

2.7 **機構單位** 是指在單一擁有權或控制權（即單一公司名義）下，在單一地點從事一種或主要從事一種經濟活動（即生產貨物或提供服務）的經濟單位。

2.8 把有關機構單位或其所售賣產品的資料放在互聯網上亦視為 **有透過電子途徑遞送貨品、服務或資料**。

2.9 機構單位如有透過電子途徑確認整個預訂或購買程序，便會視為 **有透過電子途徑預訂或購買貨品、服務或資料**。

2.10 網上瀏覽資料亦視為 **透過電子途徑獲取貨品、服務或資料**。至於透過電子途徑獲取的貨品，只限於能以電子途徑傳遞的產品，如套裝軟件及歌曲。

2.11 **透過電話線的互動式話音應答系統**指經電話線或流動電訊網絡自動以話音應答客戶需求的程序系統。

2.12 **互聯網** 是指可提供多項服務的全球性公眾電腦網絡，包括萬維網、電子郵件、新聞組及檔案傳遞等服務。

2.13 **個人電腦** — 請參閱本附錄第1.3段。

2.14 **網頁** 是一種可在互聯網上開啟的電子文件，提供文字、圖像或多媒體形式的資訊。

2.7 An *establishment* is defined as an economic unit (i.e. a unit engaged in the production of goods or services) which engages, under a single ownership or control (i.e. under a single company name), in one or predominantly one kind of economic activity at a single physical location.

2.8 Placing information on the Internet about an establishment or the products sold is considered to have *delivered its goods, services or information through electronic means*.

2.9 An establishment is considered to have *ordered or purchased goods, services or information through electronic means* if the confirmation of order or purchase is completely done through electronic means.

2.10 Browsing of information on the Internet is also considered as *receiving information through electronic means*. Goods received through electronic means are only restricted to products which could be transmitted through electronic means, such as software packages and songs.

2.11 *Interactive Voice Response System through telephone lines* refers to an automated system which deals with clients with voice response through telephone lines or mobile telecommunications network.

2.12 *Internet* is the world-wide public computer network, which provides access to a wide range of services including the world wide web, email, newsgroup and file transfer.

2.13 *Personal computer* - please refer to paragraph 1.3 of this appendix.

2.14 *Web page* is an electronic document accessible in the Internet, which provides information in a textual, graphical or multimedia format.

2.15 *網絡伺服器* 是一組安裝在一個特定電腦內的電腦程式，應用戶要求提供及傳送網頁給互聯網上的用戶。該特定電腦一般亦被稱為網絡伺服器。

2.16 *網站* 是一組以本頁為首頁的相關網頁。每一網站通常都有一個獨一無二的網址，以方便用戶尋找所需的本頁。

3. 資訊科技在政府的使用情況和普及程度

3.1 *電子郵件* 是一種提供本地和全球性網絡用戶互換訊息（包括文字和附件）的設施。

3.2 *互聯網* — 請參閱本附錄第2.12段。

2.15 *Web server* is the computer program (resided in a designated computer) that provides and transmits Web pages to users in the Internet upon request. The designated computer housing the computer program is commonly called Web server.

2.16 *Web site* is a collection of related Web pages that includes a beginning page called a home page. A web site has an address (often unique) to facilitate users to get their intended home pages.

3. Information Technology Usage and Penetration in the Government

3.1 *Electronic-mail* (e-mail) is a facility which allows network users locally and world-wide to exchange messages, including text and attachments.

3.2 *Internet* - please refer to paragraph 2.12 of this appendix.

4. 資訊科技及電訊業的營運特徵

4.1 *就業人數* 包括經常參與機構單位業務的在職東主及股東；在統計日期由機構單位直接支取薪酬的全職受薪僱員，包括長期或臨時聘用的，無論這些僱員正在本港或其他地方工作或暫時缺勤（即正在放病假、分娩假、年假、事假的工人及罷工者）；及在統計日期工作最少一小時的兼職僱員及夜班或通宵班的僱員和無酬家屬幫工。由一九九九年三月開始，有關點算就業人數的工作時數定義由原有的「在統計日期工作最少三小時」改為「在統計日期工作最少一小時」。

4.2 *本地生產總值* 是指一個國家或地區的所有常住生產單位，在一個指定的期間內，未扣除固定資本消耗的生產總價值。

4.3 *固定資產的買賣淨值* 是指添置的固定資產減出售的固定資產。

4.4 *生產總值* 是指銷貨或服務收入加其他收入（包括租項收入）減存貨變動。

4.5 *盈餘總額* 是指收入（來自銷售或業務）或支出，減僱員薪酬及其他支付或開支。

4. Operating Characteristics of the Information Technology and Telecommunications Sector

4.1 *Persons engaged* in an establishment include individual proprietors and partners actively engaged in the work of the establishment; full-time salaried personnel or employees, directly paid by the establishment, both permanent and temporary, who are either at work (whether in Hong Kong or outside Hong Kong) or temporarily absent from work (viz. those on sick leave, maternity leave, annual vacation or casual leave, and on strike) on the survey reference date; and part-time employees and employees on night/irregular shifts and unpaid family workers for at least one hour on the survey reference date. Starting from March 1999, the rule for counting the number of persons engaged has been changed from the previous definition of "working for at least three hours on the survey reference date" to a new definition of "working for at least one hour on the survey reference date".

4.2 *Gross Domestic Product (GDP)* is a measure of the total value of production of all resident producing units of a country or territory in a specified period, before deducting allowance for consumption of fixed capital.

4.3 *Gross Addition to Fixed Assets* is defined as acquisition of fixed assets minus disposal of fixed assets

4.4 *Gross Output* is defined as income from sales of goods or services plus income from other sources (including rental income) less changes in stock

4.5 *Gross Surplus* is defined as receipts (from sales or business) or output, minus compensation of employees and other payments or expenses

4.6 *增加價值* 是生產總額減去中間投產消耗（生產過程中所耗用的貨物和服務的價值）。

5. 電訊服務

5.1 *業務收益* — 請參閱本附錄第2.2段。

5.2 *機構單位* — 請參閱本附錄第2.7段。

5.3 *個人通訊服務* 是一種在1.7 / 1.8吉赫頻段操作的數碼式流動電話網絡，其特點是成本低而可為大量客戶提供服務。

5.4 *公共流動無線電話服務* 是由採用數碼式系統的蜂窩式流動電話營辦商所提供的流動電話服務。

5.5 *增加價值* — 請參閱本附錄第4.6段

6. 電腦產品及電訊器材的進出口

6.1 *電腦硬件* 的貿易統計數字包括自動資料處理機及其儲存、輸入或輸出部份、磁性或光學閱讀器、將資料以代碼形式轉錄到資料媒體的機器及處理這些資料的機器、網絡裝置設備以及其他有關的零件及附件的進口及出口貨值。

4.6 *Value added* is defined as the value of gross output less the value of intermediate consumption (the value of goods and services used up in the course of production).

5. Telecommunications Services

5.1 *Business receipts* - please refer to paragraph 2.2 of this appendix.

5.2 *An establishment* - please refer to paragraph 2.7 of this appendix.

5.3 *Personal Communications Services* (PCS) is a kind of digital mobile telephone network which operates in the 1.7/1.8GHz band, generally characterised by low cost and the ability to serve a very large number of customers.

5.4 *Public Mobile Radio-telephone Service* (PMRS) is a kind of mobile phone service provided by licensed cellular phone operators using digital system.

5.5 *Value added* - please refer to paragraph 4.6 of this appendix.

6. Imports and Exports of Computer Products and Telecommunications Equipment

6.1 Trade statistics on *computer hardware* includes imports and exports of automatic data processing machines and storage, input or output units thereof, magnetic or optical readers, machines for transcribing data onto data media in coded form, machines for processing such data, network units equipment and other related parts and accessories.

6.2 1992 年電腦软件的貿易統計數字包括已錄製信息（聲音或影像除外）的磁帶及其他媒體的進口及出口貨值。由 1996 年起，電腦软件的貿易統計數字包括已錄製信息（聲音或影像除外）的激光閱讀系統用的圓盤、磁帶及其他媒體的進口及出口貨值。

6.3 電訊器材的貿易統計數字包括有線電話或有線電報用的電動器具、無線電話或電報傳送器具及其他裝有接收器的傳送器具的進口及出口貨值。

7. 資訊科技人力資源

7.1 應用系統開發 包括以下員工：

適用於二零零四年之前

- 資訊科技顧問
- 項目組長
- 系統分析員
- 程式編製員
- 品質檢查專責經理

7.2 資料庫 包括以下員工：

- 適用於二零零四年之前

- 資訊保安專責經理
- 資料庫管理主任

- 適用於二零零四年

- 資料庫管理主任 / 專責經理 / 設計員 / 主任
- 數據庫管理主任
- 決策支援專責經理
- 商業資訊專責經理
- 知識管理專責經理

6.2 For 1992, trade statistics on *computer software* includes imports and exports of tapes and other recorded media reproducing phenomena other than sound or image. From 1996 onwards, trade statistics on *computer software* includes imports and exports of discs for laser reading systems, magnetic tapes and other recorded media for producing phenomena other than sound or image.

6.3 Trade statistics on *telecommunications equipment* includes imports and exports of electrical apparatus for line telephony or line telegraphy, transmission apparatus for radio-telephony, radio-telegraphy and other apparatus incorporating reception apparatus.

7. Human Resources in Information Technology

7.1 *Application systems development* includes the following personnel:

- before 2004

- IT Consultant
- Project Leader
- Systems Analyst
- Programmer
- Quality Assurance Specialist

7.2 *Database* includes the following personnel:

- before 2004

- Information Security Specialist
- Database Administrator

- for 2004

- Database Administrator/Specialist/Designer/Officer
- Data Warehouse Administrator
- Decision Support Specialist
- Business Intelligence Specialist
- Knowledge Management Specialist

- 適用於二零零六年
 - 資料庫管理主任 / 設計員
 - 數據庫管理主任
- for 2006
 - Database Administrator/Designer
 - Data Warehouse Administrator

7.3 電子商務 / 互聯網服務 包括以下員工：

- 適用於二零零四年之前
 - 電子商務 / 網站服務經理
 - 網站內容主任 / 主管
 - 網站主管
 - 高級網站開發員 / 設計員
 - 網站開發員 / 設計員
- before 2004
 - e-Business/Web Services Manager
 - Web Contents Executive/Administrator
 - Webmaster
 - Senior Web Developer/Designer
 - Web Developer/Designer

7.4 實地支援 包括以下員工：

- 適用於二零零四年
 - 經理 – 客戶工程 / 服務支援
 - 工程師 – 客戶 / 客戶服務 / 硬件 / 技術 / 實地服務
 - 技術員 – 硬件 / 服務 / 實地服務 / 維修
- for 2004
 - Manager - Customer Engineering/Service Support
 - Engineer - Customer/Customer Services/Hardware/Technical/Field
 - Technician - Hardware/Service/Field/Maintenance

- 適用於二零零六年
 - 經理 – 客戶工程 / 服務支援
 - 工程師 – 客戶服務 / 實地服務
 - 實地服務技術員
- for 2006
 - Manager - Customer Engineering/Services Support
 - Engineer - Customer Service/Field
 - Field Technician

7.5 一般資訊科技管理 包括以下員工：

- 適用於二零零六年
 - 資訊科技總監
 - 管理資訊系統總監
 - 資訊科技主管
 - 首席資訊主任
- for 2006
 - IT Director
 - MIS Director
 - Head of IT
 - CIO

- 7.6 硬件支援 包括以下員工：
- 適用於二零零四年之前
 - 硬件 / 客戶服務工程師
 - 硬件技術員
- 7.7 互聯網 — 請參閱本附錄第 2.12 段。
- 7.8 資訊科技教育及訓練 包括以下員工：
- 適用於二零零四年之前
 - 教授 / 講師 / 訓練主任
 - 資訊科技訓練員
 - 技術撰稿員
 - 適用於二零零四年
 - 教授 / 講師 / 訓練主任
 - 資訊科技訓練員 / 教導員
 - 資訊科技研究員 (大專院校)
 - 研究助理
 - 項目助理
 - 適用於二零零六年
 - 教授 / 講師 / 訓練主任
 - 資訊科技訓練員 / 教導員
 - 資訊科技研究員 (大專院校) / 研究助理
- 7.9 資訊科技管理 包括以下員工：
- 適用於二零零四年之前
 - 董事 / 經理 – 資訊科技 / 電腦服務 / 管理資訊系統
 - 董事 / 經理 – 程式編製 / 系統開發
 - 董事 / 經理 – 通訊 / 網絡
 - 董事 / 經理 – 技術支援 / 軟件工程 / 資料庫管理
- 7.6 *Hardware support* includes the following personnel:
- before 2004
 - Hardware/Customer Engineer
 - Hardware Technician
- 7.7 *Internet* - please refer to paragraph 2.12 of this appendix.
- 7.8 *IT education and training* includes the following personnel:
- before 2004
 - Professor/Lecturer/Training Officer
 - IT Trainer
 - Technical Writer
 - for 2004
 - Professor/Lecturer/Training Officer
 - IT Trainer/Instructor
 - IT Researcher (in a tertiary education institution)
 - Research Assistant
 - Project Assistant
 - for 2006
 - Professor/Lecturer/Training Officer
 - IT Trainer/Instructor
 - IT Researcher (in a tertiary educational institution)/Research Assistant
- 7.9 *IT management* includes the following personnel:
- before 2004
 - Director/Manager - IT/Computer Services/MIS
 - Director/Manager - Programming/Systems Development
 - Director/Manager - Communications/Networking
 - Director/Manager - Technical Support/Software Engineering/Database Management

- 董事 / 經理 – 客戶工程 / 服務支援
- 董事 / 經理 – 資訊中心 / 資訊中心服務 / 電腦操作 / 電腦服務
- 資訊科技管理顧問
- 資訊科技策略員 / 建築師

- Director/Manager - Customer Engineering/Services Support
- Director/Manager - Data Centre/Data Centre Services/Computer Operations/Computer Services
- IT Management Consultant
- IT Strategist/Architect

- 適用於二零零四年

- 資訊科技董事
- 電腦服務董事
- 管理資訊系統董事
- 資訊科技主管
- 首席資訊主任

- for 2004

- IT Director
- Computer Services Director
- MIS Director
- Head of IT
- CIO

7.10 資訊科技研究及產品開發 包括以下員工：

- 適用於二零零四年之前

- 研究及開發工程師
- 硬件 / 固件 / 軟件產品設計員
- 資訊科技研究員 (大專院校)

7.10 *IT research and product development* includes the following personnel:

- before 2004

- Research and Development Engineer
- Hardware/Firmware/Software Product Designer
- IT Researcher (in a tertiary education institution)

7.11 資訊科技銷售 包括以下員工：

- 適用於二零零六年

- 總監 – 銷售 / 客戶
- 經理 – 銷售 / 客戶
- 代表 – 銷售 / 產品推廣

7.11 *IT Sales* includes the following personnel:

- for 2006

- Director - Sales/Account
- Manager - Sales/Account
- Representative - Sales/Product Promotion

7.12 資訊保安 包括以下員工：

- 適用於二零零四年及二零零六年

- 專責經理 – 電腦保安 / 資訊保安
- 資訊保安主任

7.12 *IT Security* includes the following personnel:

- for 2004 and 2006

- Specialist - IT Security/Information Security
- Information Security Officer

7.13 資訊科技 / 軟件開發 包括以下員工 :

- 適用於二零零四年
 - 經理 – 系統開發 / 程式編製 / 系統
 - 資訊科技策略員 / 建築師
 - 商業分析員 / 顧問
 - 顧問 – 資訊科技 / 系統 / 項目 / 應用 / 應用設計
 - 電腦系統審核經理
 - 經理 – 項目 / 外判
 - 項目組長
 - 系統分析員
 - 應用設計員
 - 程式編製員
 - 分析員 / 程式編製員
 - 應用程式編製員
 - 工程師 – 應用程式 / 開發
 - 軟件設計員 / 工程師
 - 網站設計員 / 開發員
 - 專責經理 – 品質檢查 / 軟件品質檢查
 - 測試設計員
 - 軟件測試工程師
 - 研究及開發工程師
 - 研究員
 - 軟件 / 固件產品設計員
 - 產品分析員 / 開發員
 - 技術撰稿員

- 適用於二零零六年
 - 系統開發經理
 - 資訊科技建築師
 - 商業分析員
 - 項目經理 / 組長
 - 系統分析員
 - 應用設計員 / 設計顧問
 - 程式編製員
 - 分析員 / 程式編製員
 - 軟件工程師

7.13 *IT/Software development* includes the following personnel:

- for 2004
 - Manager - Systems development/ Programming/Systems
 - IT Strategist/Architect
 - Business Analyst/Consultant
 - Consultant - IT/Systems/Project/ Application/Usability Design
 - IT Systems Auditor
 - Manager - Project/Outsourcing
 - Project Leader
 - Systems Analyst
 - Usability Designer
 - Programmer
 - Analyst/Programmer
 - Application Programmer
 - Engineer - Application/ Development
 - Software Designer/Engineer
 - Web Designer/Developer
 - Specialist - Quality Assurance/ Software Assurance
 - Test Designer
 - Software Testing Engineer
 - Research and Development Engineer
 - Research Scientist
 - Software/Firmware Product Designer
 - Product Analyst/Developer
 - Technical Writer

- for 2006
 - Systems Development Manager
 - IT Architect
 - Business Analyst
 - Project Manager/Leader
 - Systems Analyst
 - Usability Designer/Design Consultant
 - Programmer
 - Analyst/Programmer
 - Software Engineer

- 網站設計員 / 開發員
- 品質檢查專責經理
- 軟件品質檢查專責經理 / 工程師
- 電腦系統審核經理
- 研究及開發工程師
- 軟件 / 固件產品設計員
- 產品分析員 / 開發員
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- 電腦遊戲設計 / 美術 / 開發員
- 電腦圖像設計 / 美術員
- 電腦動畫設計師
- 設計師 – 網頁圖像 / 視覺效果

- Web Designer/Developer
- Quality Assurance Specialist
- Software Assurance Specialist/Engineer
- IT Systems Auditor
- Research and Development Engineer
- Software/Firmware Product Designer
- Product Analyst/Developer
- Technical Writer
- Computer Game Designer/Artist/Developer
- Computer Graphic Designer/Artist
- Computer Animator
- Designer - Web Graphic/Visual Effect

7.14 操作服務 包括以下員工：

- 適用於二零零四年

- 經理 – 電腦操作 / 電腦服務
- 經理 – 資訊中心 / 資訊中心服務
- 求助台主任 / 主管
- 服務員 – 求助台 / 求助中心
- 客戶服務主任 / 服務員
- 電腦操作主任
- 操作員 – 電腦 / 系統
- 用戶支援 / 統籌員
- 用戶主任
- 用戶技術員
- 桌面支援專責人員

- 適用於二零零六年

- 電腦操作經理
- 求助台主任 / 服務員
- 客戶服務主任 / 服務員
- 電腦操作主任

7.14 *Operation services* includes the following personnel:

- for 2004

- Manager - Computer Operations/Computer Services
- Manager - Data Centre/Data Centre Service
- Help Desk Supervisor/Manager-in-charge
- Representative - Help Desk/Call Centre
- Customer Service Officer/Representative
- Computer Operations Supervisor
- Operator - Computer/Systems
- User Support/Co-ordinator
- User Officer
- User Technician
- Desktop Support Specialist

- for 2006

- Computer Operations Manager
- Help Desk Supervisor/Representative
- Customer Service Officer/Representative
- Computer Operations Supervisor

- 操作支援主任
- 操作員 – 電腦 / 系統
- 用戶支援 / 統籌員
- Operations Support Supervisor
- Operator - Computer/Systems
- User Support/Co-ordinator

7.15 操作支援服務 包括以下員工：

- 適用於二零零四年之前
 - 求助台主任
 - 操作主任
 - 電腦操作員
 - 求助中心操作員
 - 用戶支援 / 統籌員

7.15 *Operation support services* includes the following personnel:

- before 2004
 - Help Desk Supervisor
 - Operations Supervisor
 - Computer Operator
 - Call Centre Operator
 - User Support/Co-ordinator

7.16 系統程式編製 包括以下員工：

- 適用於二零零四年之前
 - 系統支援分析員
 - 系統程式編製員（機構內部 / 電腦供應商）
- 適用於二零零四年及二零零六年
 - 系統程式編製員（機構內部 / 電腦供應商）
 - 系統工程師

7.16 *Systems programming* includes the following personnel:

- before 2004
 - Systems Support Analyst
 - Systems Programmer (in-house/vendor environment)
- for 2004 and 2006
 - Systems Programmer (in-house/vendor environment)
 - Systems Engineer

7.17 電訊及網絡 包括以下員工：

- 適用於二零零四年之前
 - 通訊顧問
 - 電訊工程師
 - 網站管理主任
- 適用於二零零四年
 - 經理 – 電訊 / 網絡
 - 顧問 – 電訊 / 網絡
 - 工程師 – 電訊 / 網絡
 - 分析員 – 電訊 / 網絡

7.17 *Telecommunications and networking* includes the following personnel:

- before 2004
 - Communications Consultant
 - Telecommunications Engineer
 - Network Administrator
- for 2004
 - Manager - Telecommunications/ Network
 - Consultant - Telecommunications/ Network
 - Engineer - Telecommunications/ Network
 - Analyst - Telecommunications/ Network

- 管理主任 – 網絡 / 局域網 / 寬域網
- 網絡運作主任

- Administrator - Network/LAN/WAN
- Network Operation Officer

- 適用於二零零六年

- 經理 – 電訊 / 網絡
- 顧問 – 電訊 / 網絡
- 工程師 – 電訊 / 網絡
- 網絡 – 管理主任 / 主任

- for 2006

- Manager - Telecommunications/Networking
- Consultant - Telecommunications/Network
- Engineer - Telecommunications/Network
- Network - Administrator/Officer

8. 資訊科技教育

8. Education in Information Technology

8.1 *互聯網* — 請參閱本附錄第 2.12 段。

8.1 *Internet* - please refer to paragraph 2.12 of this appendix.

查詢電話 Enquiry Telephone Numbers

<i>章</i> <i>Chapter</i>	<i>資料來源</i> <i>Source of information</i>	<i>查詢電話</i> <i>Enquiry telephone numbers</i>
1. 資訊科技在住戶的使用情況和普及程度 Information Technology Usage and Penetration in Households	(i) 政府統計處社會統計調查組 Social Surveys Section, Census and Statistics Department	2887 5103
2. 資訊科技在工商業的使用情況和普及程度 Information Technology Usage and Penetration in the Business Sector	(i) 政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department	2887 9634
3. 資訊科技在政府的使用情況和普及程度 Information Technology Usage and Penetration in the Government	(i) 政府資訊科技總監辦公室 Office of the Government Chief Information Officer	2582 4520
4. 資訊科技及電訊業的營運特徵 Operating Characteristics of the Information Technology and Telecommunications Sector	(i) 政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department	2887 9634
5. 電訊服務 Telecommunications Services	(i) 電訊管理局 Office of the Telecommunications Authority (ii) 政府統計處商業服務統計組 Business Services Statistics Section, Census and Statistics Department	2961 6333 2894 8149
6. 電腦產品及電訊器材的進出口 Imports and Exports of Computer Products and Telecommunications Equipment	(i) 政府統計處貿易資料分析組 Trade Analysis Section, Census and Statistics Department	2582 4914
7. 資訊科技的人力資源 Human Resources in Information Technology	(i) 職業訓練局 Vocational Training Council	2836 1722

章 <i>Chapter</i>	資料來源 <i>Source of information</i>	查詢電話 <i>Enquiry telephone numbers</i>
8. 資訊科技的教育 Education in Information Technology	<ul style="list-style-type: none"> <li data-bbox="660 394 1027 465">(i) 大學教育資助委員會 University Grants Committee <li data-bbox="660 488 1070 560">(ii) 教育統籌局 Education and Manpower Bureau <ul style="list-style-type: none"> <li data-bbox="708 577 1430 649">(a) 財政分部 Finance Division <li data-bbox="708 669 1430 741">(b) 教育基建分部 Education Infrastructure Division <li data-bbox="708 761 1430 833">(c) 優質教育基金秘書處 Quality Education Fund Secretariat <li data-bbox="708 853 1430 925">(d) 資訊科技管理分部 Information Technology Management Division <li data-bbox="708 945 1430 1016">(e) 學校教育統計組 School Education Statistics Section 	<ul style="list-style-type: none"> <li data-bbox="1307 394 1430 421">2844 9919 <li data-bbox="1307 577 1430 604">2892 6230 <li data-bbox="1307 669 1430 696">2369 3595 <li data-bbox="1307 761 1430 788">2921 8833 <li data-bbox="1307 853 1430 880">2573 4240 <li data-bbox="1307 945 1430 972">2892 6355

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