

四十周年紀念特刊
40th Anniversary Commemoration Publication

統
Statistics
計



中華人民共和國
香港特別行政區 政府統計處
Census and Statistics Department
Hong Kong Special Administrative Region
People's Republic of China

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政務司司長獻辭

Message from the Chief Secretary for Administration.

欣逢政府統計處成立四十周年誌慶，我謹藉此機會衷心感謝該處在過去四十年為香港發展作出的卓越貢獻。

自一九六七年以來，香港經歷了不少變遷。這四十年間，香港無論在人口和經濟產量均有強勁的增長。時至今日，香港成為國際上舉足輕重的金融商業中心，也是資訊最豐富、企業化和充滿活力的國際城市之一。

穩健的統計資訊基建是鞏固香港發展的其中一項主要元素。準確、可靠和及時的統計數據是政府賴以制定政策和擬定發展方向，以及投資者作出商業決策不可或缺的資料。要在全球中超越群倫、保持競爭力，官方統計系統必須能夠就本地和國際瞬息萬變的社會和經濟環境作出迅速的應變。這不僅需要緊隨國際標準和做法，亦要適切地回應香港本身對統計的獨有需要。作為香港的官方統計機構，政府統計處一直肩負着這項獨特而重要的任務。

香港的社會和經濟環境變化愈來愈迅速。社會各界的要求亦不斷提升。政府統計處擁有的專業統計團隊，充滿熱誠，敬業樂業，協助政府滿足市民日趨殷切的期望、緊密掌握香港的社會經濟發展，實在令人深感欣慰。

秉承四十年的良好聲譽和竭誠服務、充滿誠信的精神，我深信政府統計處的全體人員定能繼往開來，悉力以赴未來種種的挑戰，續創佳績。



政務司司長 唐英年

On its 40th anniversary, I wish to extend my sincere appreciation to the Census and Statistics Department for its distinguished contributions to the development of Hong Kong.

Hong Kong has come a long way since 1967. Over the past four decades, Hong Kong has seen a surge of growth, in both population and economic output. Today, Hong Kong has established itself as a major international financial and commercial centre as well as one of the most savvy, entrepreneurial and resilient international cities.

One key element that buttresses our development is our sound statistical information infrastructure. Accurate, reliable and timely statistical data are indispensable for the Government in formulating policies and drawing up development plans and for investors in making business decisions. To stay at the top of the global league and sharpen our competitive edge, it is important that our official statistical system can respond quickly in reflecting the rapidly evolving social and economic environments both locally and internationally. This would require not only the adherence to international standards and practices, but also prompt actions to address statistical needs specific to the Hong Kong setting. To achieve this, the Census and Statistics Department, as the official statistical agency of Hong Kong, has a unique and pivotal part to play.

The pace of changes in our social and economic underpinnings is faster than ever. Community expectations are running ever higher. I am glad that the Census and Statistics Department has a team of extremely dedicated statistical professionals whose unswerving efforts have facilitated the Government in meeting the rising expectation and closely monitoring the socio-economic developments of Hong Kong.

With its reputation acquired over the past four decades and its commitment and integrity, I am confident that the Census and Statistics Department will stride onwards with its unflagging zeal and continue to excel in the face of the many challenges in the years to come.



Henry TANG
Chief Secretary for Administration



財政司司長獻辭

Message from the Financial Secretary

欣逢政府統計處四十周年誌慶，我謹致衷心祝賀。

憑着我們的實力，香港的經濟結構在過去四十載不斷轉型，並有長足的增長。今天，香港已躋身國際商業中心的行列，並冒起成為亞太區主要的金融和貿易樞紐，實在令我們深感自豪。作為通向中國內地的主要橋樑，香港提供了一個首選平台，讓海外企業和投資者可以抓緊在內地營商和投資的機會，亦使內地企業能夠進一步拓展商機，邁向世界。

在全球經濟加速一體化所帶來的激烈競爭之下，要維持香港的國際金融中心地位，對高質素的金融統計數據的需求愈見殷切。過去，政府統計處充分掌握國際間的統計發展，確保我們的官方統計系統在適切性、涵蓋範圍、周期性、誠信性、可予獲取的程度和及時性等不同的統計範疇均能符合國際規定，以保持香港在國際上的地位。事實上，香港的官方統計系統在周全性和複雜程度方面一直在世界上名列前茅。

我深信政府統計處憑着穩固的基礎、高瞻遠矚的策劃，以及不斷追求卓越的精神，必定會進一步強化香港的官方統計系統，並在推動香港未來的發展，繼續擔當舉足輕重的角色。

曾俊華

財政司司長 曾俊華

I am pleased to offer my warmest congratulations to the Census and Statistics Department on the celebration of its 40th anniversary.

Underpinned by its fundamental strengths, we have seen profound structural changes and spectacular growth in Hong Kong's economy over the past four decades. We are proud to see that Hong Kong has burgeoned into an international business centre, gaining prominence as the premier financial and trading hub for the Asia-Pacific region. Being the gateway to China, it provides an irreplaceable platform for overseas enterprises and investors to tap into the business and investment opportunities in the Mainland – and for Mainland enterprises to further extend their business scope to the rest of the world.

In the face of keen competition unleashed by the increasing globalisation of the world economy, the need for quality financial statistics is becoming more and more pronounced to fortify Hong Kong's position as a vibrant and ever-growing international financial centre. Over all these years, the Census and Statistics Department has succeeded in keeping abreast of international statistical developments and in ensuring that our official statistical system meets the demanding requirements in respect of various dimensions of statistics to maintain Hong Kong's international status. These include: relevance, coverage, periodicity, integrity, accessibility and timeliness. In fact, Hong Kong is very much at the forefront of the world insofar as comprehensiveness, detail and complexity of the official statistical system is concerned.

Building on its robust foundation and with its many visionary plans in the pursuit of excellence, I am confident that the Census and Statistics Department will further bolster the official statistical system and continue to play an important role in supporting the development of Hong Kong.



John C TSANG
Financial Secretary



財經事務及庫務局局長獻辭

Message from the Secretary for Financial Services and the Treasury

我非常高興能參與政府統計處成立四十周年的慶典。

過去四十載，政府統計處的發展一日千里。除增加了編制外，也擴大了職能和工作層面。日趨複雜和多樣化的工作，正好是香港社會和經濟發展的寫照。為確立香港作為主要的國際金融和貿易中心的地位，及分析其在不同經濟和金融活動上的優勢和發展潛力，政府統計處亦提供了適時和不可或缺的資料。日常的運作亦增加了透明度和問責性，並能夠更迅速地回應社會的需要。四十年來，統計處無論在人力資源和功能上都在不斷擴展，這正好反映其多元化的工作和社會日益殷切的需求。今天，政府統計處的工作範圍已遍及我們日常生活的每一方面。

政府統計處歷年來發揮部門的專業精神，不斷開拓統計的新領域，並在許多統計範疇佔有先導的地位。最重要的是，統計處已培育一羣具備專業精神、才幹和知識的人才，為市民服務。

展望將來，我寄望政府統計處的同事秉承優良傳統，繼往開來，把握機遇，百尺竿頭，更進一步。



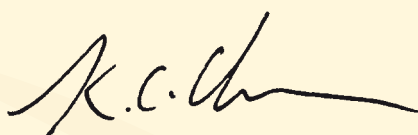
財經事務及庫務局局長 陳家強

It gives me great pleasure to join the celebration of the 40th anniversary of the Census and Statistics Department.

During the past four decades, the Census and Statistics Department has trodden a remarkable path of development. It has expanded in terms of size, role and perspective. Its activities have grown in complexity and diversity, mirroring the social and economic developments of Hong Kong. It has provided the timely and indispensable data required for ascertaining Hong Kong's position as a major international financial and trading hub, and analysing its strengths and growth potential in various economic and financial activities. Its operation has become more transparent, accountable and responsive to the needs of the community. The growth in strength and stature of the department over the 40-year period is a reflection of its diversified work portfolio and the rising demands that the community is making on it. Today, the work of the Census and Statistics Department touches every aspect of our daily lives as we go about our daily business.

Throughout its history, the Census and Statistics Department has upheld its ethos. It has succeeded in opening up new frontiers in the statistical field and pioneered many areas of statistics. Most importantly, it has nurtured an impressive staff equipped with the professionalism, competencies and knowledge to serve the community.

Looking ahead, I call upon my fellow colleagues in the Census and Statistics Department to continue with the fine exemplary traditions and explore every opportunity for advancement, capitalising on the solid foundation laid down by predecessors.



K C CHAN

Secretary for Financial Services and the Treasury



再創佳績 — 政府統計處處長獻辭

二零零七年對政府統計處別具意義。今年是香港特別行政區成立十周年，也標誌着統計處踏入四十周年。

統計處過去數十年不斷拓展和鑽研，規模得以壯大，為香港的官方統計開闢清晰的發展路向。統計處不但見證了香港的經濟和社會發展，也一直為此貢獻所長。

邁進知識型經濟的時代，大家都會利用統計資料以助面對許多社會和經濟的挑戰。由宏觀經濟分析、政府的日常施政和長遠規劃、工商機構的業務決策，乃至幫助大眾掌握社會事務和參與討論社會政策，官方統計都發揮重要作用。

雖然香港的官方統計系統已頗具聲譽，但我們眼前還有很多的工作。我們不會就此自滿。我們仍會精益求精，朝着更高的目標進發。世界每分每秒都在急速變化，香港豈會例外。經濟全球化過程不斷加快，香港與世界其他地方的經濟聯繫進一步加強。對於量度和分析社會經濟狀況的統計人員來說，既是挑戰，也是機遇。我們預期大眾對統計資訊的需求，無論在數量和種類方面都愈來愈大，而編製這些數據的速度也必須愈來愈快，以能適時地反映瞬息萬變的環境。

新的一章就在面前。統計處正值四十盛年，我們定會時刻把握每個機會，充滿自信、不畏各項挑戰，努力做好統計工作。承先啓後，面對當前不斷變化的環境，我們決心勇往直前，不負各界對我們殷切的期望。統計處將會扎根於固有的基礎，放眼全球，爭取在本地和國際統計界擔當主導和關鍵的任務。

踏入四十周年，對統計處來說不僅是一個重要的里程碑，也是另一個起步點，讓我們回顧過去，計劃未來。一如我們的四十周年標語「優質統計 發展所依」所言，我們深明統計對社會和經濟發展的重要性。這標語也代表了我們精益求精、竭盡所能為市民服務的決心。

統計處能夠得到今天的成績，全賴前人領導有方，也有賴各同事同心協力。憑着統計處同事的十足幹勁、努力不懈和全心全意工作，我們得以應付每一項挑戰，為部門向前邁進、持續發展奠下穩固的基礎。

身為統計處的處長，能夠與專業和熱心工作的同事一起慶祝部門四十周年，我感到欣喜萬分。我們定會發揮所長和延續這股衝勁，同心建設香港，並充分運用專業知識，鞏固我們在國際統計界的工作。統計處上下一心，定會再創佳績，為下一個四十年和未來更長的日子作好準備。

馮興宏

政府統計處處長 馮興宏

Scaling New Heights – Message from the Commissioner for Census and Statistics

The year 2007 carries a special meaning to the Census and Statistics Department. Not only that it marks the tenth year of the establishment of the Hong Kong Special Administrative Region, this year is also the fortieth anniversary of the department.

Over all these years, the department has grown significantly in both breadth and depth, and has created a clear road map for official statistics in Hong Kong. We have not only witnessed the economic and social developments of Hong Kong but have also taken pride in making contributions to them.

To live up to this knowledge-based era, we can look to statistics to rise to many of the socio-economic challenges. From macro-economic analysis to daily administration and long-term planning of the government, to the decision-making of industrial and business firms, and to enhancing citizens' understanding of the society and their participation in discussions about social policies, official statistics play an important role in a wide range of endeavours.

The culmination of a reputable official statistical system for Hong Kong has come a long way but much remains to be done. There is no room for complacency and we continue to aim high and scale new heights. The world is facing continuous and rapid changes, and Hong Kong is no exception. In the wake of accelerating globalisation, the economic ties between Hong Kong and other parts of the world are further strengthened. These present both challenges and opportunities to statistics practitioners in measuring and analysing social and economic phenomena. It is expected that the demand for statistical information, in terms of both quantity and variety, will increase. Also, there will be an urge for such information to be produced more quickly for discerning the rapidly evolving environment in a timely manner.

A new chapter is unfolding before us. At the prime age of forty, we stand ready to grasp every opportunity and embrace every new challenge in the realm of statistics with enthusiasm and confidence. Going from strength to strength, we will continue to keep in pace with the ever-changing environment and catch up with the rising aspirations of the community. Capitalising

on its existing sound foundation, the department will set its eyes on inculcating a global outlook, playing a proactive and pivotal role in both the local and international arena of statistics.

The momentous occasion of our 40th anniversary is more than just a milestone for the department. It is but another starting line. It is an opportune time for us to reflect on the past and to sculpt the future. As our anniversary slogan “Quality statistics – Key to the future” puts it, we are mindful of the importance of statistics to social and economic developments. It also signifies our genuine desire and commitment in the quest for excellence in serving the community.

The department’s achievements today would not have been possible without the able leadership of my predecessors and the concerted efforts of our staff. It is their drive, diligence and whole-heartedness that has led us to rise to each and every challenge that has come our way and enabled us to move forward, laying a solid foundation for the sustainable development of the department.

As the Commissioner, I feel privileged that I can share the jubilation of the department’s 40th anniversary with my team of professional and dedicated colleagues. Embracing our strengths and building upon the existing momentum, we share the common vision of building a better Hong Kong and fortifying our role in the international arena of statistics with our professional knowledge. With one heart and one mind, we strive to excel and look forward to what the next four decades and beyond may hold.



FUNG Hing-wang

Commissioner for Census and Statistics

抱負

Vision

提供高素質的統計服務，為香港的社會和經濟發展作出貢獻。

To provide high-quality statistical services, contributing to the social and economic developments of Hong Kong.

使命

Mission

提供充足、切合需要、可靠和及時的統計數據，以協助政府及社會各界進行研究、討論、計劃和決策。

To provide adequate, relevant, reliable and timely statistics to facilitate research, discussion, planning and decision making within the government and in the community.

確保統計數據的編製和發布符合科學原理、專業操守及國際標準。

To ensure that the compilation and dissemination of statistics are in accordance with scientific principles, professional ethics and international standards.

發揚用者為本的文化，確保使用者可以得到有效及方便的服務。

To promote a user-based culture, ensuring that users can obtain effective and convenient services.

價值取向

Values

- 專業精神 Professionalism
- 客觀中立 Objectivity and neutrality
- 成本效益 Cost-effectiveness
- 尊重私隱 Respect for privacy
- 與時並進 Progressing with the times
- 力求卓越 Commitment to excellence



首長級人員照片

前排右起：處長 — 馮興宏先生；助理處長 — 歐陽方麗麗女士；副處長 — 梁錦滔先生
後排右起：助理處長 — 陳家蓮女士、鄧偉江先生、李榮光先生、蕭耀財先生

A photo of directorate staff

Front (from right) : Commissioner — Mr H W FUNG;

Assistant Commissioner — Mrs Lily OU-YANG;

Deputy Commissioner — Mr Dominic K T LEUNG

Back (from right) : Assistant Commissioners — Miss K L CHAN;

Mr Leslie W K TANG; Mr Alvin W K LI; Mr Y C SIU



監察全球化而帶來的統計需求

「全球化」這個名詞從二十世紀末期開始被廣泛提及，一般是指在經濟、社會、文化及環境生態各領域上不斷擴展的全球性聯繫、整合及相互依靠。在經濟領域上，全球化的擴展趨勢反映於全球經濟體系中國際間貨物、服務及資本的流動大幅增長。運輸及通訊技術的提升為全球市場及顧客提供了一個便捷的接觸平台，解除經濟障礙及促進金融市場的整合，是推動增長的部分力量。

在現今的知識型經濟中，根據事實和研究結果去瞭解全球化的情況，對制定政策、籌組策略和進行許多其他經濟及商業分析至為重要。面對過去二十年全球化不斷加速，我們極需利用更充裕及合適的官方統計數字來量度及評估全球化的進程，並分析其所帶來的經濟影響。在香港穩固的官方統計系統的基礎上，政府統計處（統計處）主動開展了一系列新的統計數字，以配合在本地及國際間因全球化而引起的統計需求。

貨物及服務的全球化生產

全球化生產是改變世界經濟的重要元素，並為我們日常生活帶來明顯影響。作為一個世界主要貿易樞紐，香港對貨物及服務生產全球化的現象並不陌生，更在此過程中扮

Statistical Needs for Monitoring Globalisation

The term “globalisation” has been widely mentioned since late 20th century, and commonly refers to increasing global connectivity, integration and interdependence in the economic, social, cultural and ecological spheres. On economic front, the increasing trend of globalisation can be discerned through the significant growth of international movement of goods, services and capital in the global economy. Advances in transportation and communication technology which provide a medium for easy access to global markets and customers, deregulation of economic barriers and integration of financial markets are some of the driving forces contributing to the growth.

In the knowledge-based economy nowadays, understanding globalisation based on facts and findings is indispensable for policymaking, strategic decisions and many other economic and business analyses. Against the background of an accelerating process of globalisation over the past 20 years, it is not surprising to see a growing need for more adequate and relevant official statistics to measure and assess the globalisation process and to analyse its economic impact. Building on the solid foundation of the official statistical system of Hong Kong, the Census and Statistics Department (C&SD) has implemented a number of initiatives in developing new statistics to meet the emerging statistical needs, both locally and internationally, arising from globalisation.

Global Production of Goods and Services

Globalisation of production has been a key element in re-shaping the world economy and has brought about visible impact on our daily life. As a major trading hub in the world, Hong Kong is not unfamiliar with the phenomenon of global production of goods and services and has indeed

演一個重要的角色。早於八十年代，香港許多從事製造業的公司已把生產程序遷移到中國內地，以利用當地低廉的土地和勞工成本優勢。這早期的全球化生產形式促成了香港許多公司從製造業轉型為進口與出口貿易業，大量從事原材料及半製成品出口到內地進行加工，繼而從內地進口已製成的貨物並把這些貨物轉口到世界各地。為監察及評估外發加工活動對香港經濟的影響，統計處在八十年代後期開始編製涉及外發內地加工貿易的統計數字。這些統計數字已顯示涉及外發內地加工貿易的價值和比重均十分龐大，在全面分析香港的商品貿易中絕不能忽略有關活動。

played a pivotal role in the process. As early as 1980s, many manufacturing companies in Hong Kong had already relocated their production processes to the mainland of China to take advantages of the lower costs of land and labour there. This early form of global production contributed to the shift of many companies in Hong Kong from the manufacturing sector to import and export trades, which were heavily engaged in exporting raw materials and semi-manufactures to the Mainland for processing, importing the processed goods from the Mainland and re-exporting these goods to the rest of the world. To monitor and assess the economic impact of outward processing activities on Hong Kong, the C&SD started compiling statistics on trade involving outward processing in the Mainland in late 1980s. It has been evidenced from these statistics that both the amount and proportion of trade involving outward processing in the Mainland are very significant and cannot be overlooked in fully analysing the merchandise trade of Hong Kong.



統計處編製涉及外發內地加工貿易的統計數字，以監察及評估外發加工活動對香港經濟的影響

Statistics on trade involving outward processing in the Mainland are compiled to monitor and assess the economic impact of outward processing activities on Hong Kong

隨着內地基礎建設迅速發展，特別是在港口及相關運輸設施方面，香港的貿易公司察覺到把在內地製造的貨物直接出口到海外市場，比先入口再轉口的傳統模式的相對優勢不斷提高。因此，香港的貿易公司更進一步演變它們的經濟活動模式。提供予境外買家的商貿服務出口變得愈來愈重要，相反貨物轉口的增長率與往年比較已明顯放緩。

為量度國際服務貿易（特別是商貿服務和其他與貿易相關的服務）及其他主要服務行業（例如運輸及金融服務）在香港經濟活動中不斷增加的重要性，本處從二零零零年開始改良「服務輸入及輸出統計調查」，以編製更詳細按夥伴經濟體系劃分的服務貿易統計數字。從相

With rapid infrastructural development in the Mainland, particularly ports and related transportation facilities, trading firms in Hong Kong realised that exporting goods manufactured in the Mainland directly to overseas markets has increasingly high comparative advantage over the traditional mode of imports and re-exports of goods. As a result, further evolution of the economic activities of trading firms in Hong Kong has taken place. Exporting of merchanting services to buyers abroad has become more and more prominent while the growth of re-exports is becoming less significant as compared with previous years.

To gauge the increasing economic importance of international trade in services in Hong Kong (particularly merchanting and other trade-related services) and other key service sectors of Hong Kong (such as transportation and financial services), the department has enhanced the Survey of Imports and Exports of Services with a view to compiling more detailed trade in services statistics by partner economy since 2000. As reflected in relevant



■ 服務貿易統計數字可反映貨物及服務市場國際化為香港帶來的機遇
Trade in services statistics can reflect the opportunities brought to Hong Kong by the internationalisation of markets for goods and services

關統計數字反映，香港已把握貨物及服務市場國際化所帶來的機遇，進一步加強了其在全球化進程中作為國際貿易樞紐和商業中心的地位。

眾所周知，全球化生產是一個涉及持續演變的過程。為切合激烈的國際競爭及策略互動的需要，企業不斷建立自己的跨國網絡並透過設立於境外客戶所在經濟體系的分支機構經營貨物及服務銷售，有別於傳統提供跨境貨物及服務的模式。雖然這種服務境外市場的新方式，因能保持供應商與其客戶之間緊密和持續不斷的接觸而顯得特別有效率，但傳統的國際服務貿易統計數字並沒有涵蓋有關的經濟活動。為補充傳統統計數字的不足及反映境外公司在某經濟體系設立用以銷售貨物及服務的分支機構的經濟活動，有需要發展境外分支機構服務貿易統計數字。

鑑於在香港設立的境外分支機構的重要性，統計處已發展了一套有關外來分支機構服務貿易的統計框架，用以編製在香港設立的境外擁有多數股權的分支機構的營運特徵（如就業人數和增加價值）的統計數字。在二零零六年首次編製及發布的外來分支機構服務貿易統計數字顯示，香港經濟體系高度開放，以及境外分支機構在香港的商界為數不少。

statistics, Hong Kong has seized the opportunities brought by the internationalisation of markets for goods and services, and further strengthened its status as an international trading hub and business centre in the globalisation process.

It is recognised that globalisation of production is a process that involves continuous evolution. In response to intense international competition and the need for strategic interactions, firms keep on organising themselves into transnational networks and conducting sales of goods and services through affiliates established in the economies of foreign customers, as against the traditional mode of cross-border supply of goods and services. While this new method of serving foreign markets is particularly effective because it permits close and continuing contact between suppliers and their customers, the relevant activities are however not captured in the conventional international trade in services statistics. To complement the traditional statistics and reflect the economic activities of affiliates set up by foreign firms in an economy for the sales of goods and services, there is a need to develop Foreign Affiliates Trade in Services (FATS) statistics.

In view of the importance of foreign affiliates located in Hong Kong, the C&SD has developed a statistical framework of inward FATS for compiling statistics on operating characteristics (e.g. employment, value added) of majority-owned foreign affiliates located in Hong Kong. Compiled and released for the first time in 2006, inward FATS statistics indicate that the Hong Kong economy has a high degree of openness and there is significant commercial presence of foreign affiliates in Hong Kong.

跨境投資

全球化生產可使不同經濟體系互補不足並容許他們將發展集中於本身有相對優勢的經濟活動，從而為全球經濟體系中的國際貨物及服務貿易帶來龐大的增長。另一方面，投資市場全球化引發經濟體系間大量資金流動，投資者和負責人透過一個逐漸一體化的市場互相影響。因此，一個金融市場的資產價格上升或波動可在非常短時間之內對遠在千里以外的其他經濟體系造成很大的影響。為監察及評估跨境投資的影響，國際社會包括國際組織和許多經濟體系，在過去十年內投入了很大的努力去發展國際收支平衡及有關的統計數字。

作為一個主要國際金融中心，香港自一九九八年開始首次編製按年國際收支平衡表及從一九九九年第一季開始編製按季國際收支平衡表，提供一套完整的對外經濟交易數據，特別是以直接投資、有價證券投資和其他投資形式的跨境資本流

Cross Border Investment

Globalisation of production enables different economies to complement one another and allows them to focus their developments on economic activities with comparative advantages, thereby bringing about huge growth of international trade in goods and services in the world economy. On the other hand, globalisation of investment markets has triggered large movements of capital across economies, with investors and borrowers interacting through a more and more unified market. As a result, a rise in asset price or chaos in one financial market could create large implications to other economies thousands of miles away within a very short time. To monitor and assess the impact of cross border investment, the international community, including international organisations and many economies, has launched a major effort to develop Balance of Payments (BoP) and related statistics for the past decade.

As a major international financial centre, Hong Kong has compiled the first set of annual BoP account since 1998 and quarterly BoP account since the first quarter of 1999, providing a comprehensive measure of its external economic transactions, notably cross border capital flows in the form of direct investment, portfolio investment and other investment. To reflect the external financial position



統計處致力提供高素質的經濟統計數字，以促進香港發展為主要國際商業及金融中心的目標

The C&SD aims at providing high quality economic statistics to support the development of Hong Kong as a leading international business and financial centre

動。為反映香港對外金融頭寸，本處從二零零零年開始編製國際投資頭寸統計數字，以量度香港對外申索及負債的水平 and 結構。國際收支平衡表及國際投資頭寸統計數字，有助於對經濟體系的金融健全性作出全面評估，補充傳統的銀行及金融統計數字的不足。對於香港這個沒有外匯管制的開放型經濟體系，以及國際資金流動較其經濟體系規模相對龐大的國際金融中心而言，這些統計數字更為重要。

為進一步加強數字的透明度以便在急促的全球化進程中進行金融監察，本處在二零零二年發布首套對外債務統計數字，較國際貨幣基金組織「發布數據特別準則」中訂定的要求還要早一年發布。對外債務統計數字對評估因投資者情緒及資金流動逆轉而導致的外在弱點特別有用，並可在引發金融危機前提供資料作風險管理分析。

結語

全面、適時和可靠的官方統計數字對瞭解日趨複雜的全球化現象及其可能引發的影響、潛在風險和弱點是非常重要的。在過去數十年期間，香港官方統計系統不斷演變以切合相關的統計需求。在往後的日子，本處將繼續努力加強香港的統計系統，提供高素質官方統計數字，以促進香港在全球化趨勢下，進一步發展為主要國際商業及金融中心的目標。

of Hong Kong, international investment position statistics have been compiled as from 2000 to measure the levels and composition of Hong Kong's external claims and liabilities. Complementing the traditional banking and monetary statistics, BoP account and international investment position statistics facilitate a comprehensive assessment on the financial health of an economy. They are particularly important for an open economy and international financial centre like Hong Kong where there are no exchange controls and where international capital flows tend to be large relative to the size of the economy.

To further enhance data transparency for financial surveillance under the intense process of globalisation, the department released the first set of external debt statistics for Hong Kong in 2002, one year earlier than the requirements stipulated in the Special Data Dissemination Standard of the International Monetary Fund. External debt statistics are particularly useful for assessing the external vulnerability of an economy arising from reversals in investor sentiment and capital flows, and supporting the management of risks before they trigger off financial crisis.

Concluding Remarks

Comprehensive, timely and reliable official statistics are crucial in understanding the increasingly complex phenomenon of globalisation along with its impacts, potential risks and vulnerabilities that might arise. Over the past decades, the official statistical system of Hong Kong has continuously evolved to meet the relevant statistical needs. The department will continue its effort in the coming years to enhance the statistical infrastructure of Hong Kong with a view to producing more high quality official statistics in support of the further development of Hong Kong as a leading international business and financial centre amidst the globalisation trend.

Tracking the Characteristics of the Population through Population Censuses and Other Social Statistics

引言

香港是亞洲國際都會，又是國際金融和貿易中心。香港素以活力充沛、大都會魅力和節奏急速的生活模式見稱。香港從一百六十多年前的一個只有數千人聚居的小小漁港，發展而成為今日近七百萬人居住的都會，着實令人意想不到。

我們的社會已變得更加先進、更加複雜，若單憑一己的經驗和觀察，相信再難以了解身處的社會和經濟情況。因此，我們需要以統計數字作為主要的資訊，透過人口和社會統計數字，幫助我們好好認識香港以及其人口目前在各主要方面的情況。透過人口普查及各項社會統計調查，政府統計處（統計處）提供各項高素質的統計數字，描述香港人目前的情況。此外，通過追蹤統計數字的變化和趨勢，有助我們掌握香港社會急速變化的脈搏。

人口普查

在統計處的所有統計調查和統計系統中，其中一項最為熟悉無疑是人口普查。事實上，香港進行人口普查的歷史可追溯至一八四一年。早期的人口普查非常簡單，只作人數點算。一九六一年的人口普查是香港首個就有關香港整體人口的社會和經濟特徵方面的廣泛課題搜集詳細資料的人口普查。從該次人口普查開始，按照慣例，香港每十年進行一次人口普查，並在兩次人口普查之間進行一次中期人口統

Introduction

Being Asian's world city, an international financial and trading centre, Hong Kong is famous for its energy, cosmopolitan nature and fast-paced way of life. From a small fishing village of a few thousand people more than one and a half centuries ago, it is almost unimaginable that Hong Kong has developed to a metropolitan of nearly 7 million people today.

As our society becomes more advanced and sophisticated, it is no longer easy for us to understand the social and economic situations around us by relying solely on our own personal experience and observations. Therefore, we need to have statistics, as a major form of information, to help us get a good grasp of the current state in various important facets of Hong Kong and its population as portrayed by demographic and social statistics. Through population censuses and social surveys, the Census and Statistics Department (C&SD) produces various quality statistics depicting the current state of the Hong Kong people, which also facilitate us to get the pulse of the rapidly changing Hong Kong society by tracking changes or trends in the statistics.

Population Censuses

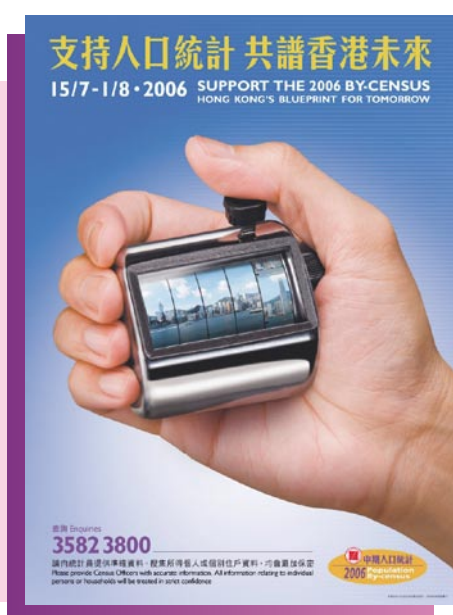
Of all the surveys and statistical systems of the C&SD, the population census is undoubtedly one of the best known to the public. In fact, the history of population census in Hong Kong can be traced back to 1841. Earlier censuses were simple, with headcounts taken only. The 1961 Census was the first population census in which detailed information was collected on a broad spectrum of demographic, social and economic characteristics of the whole population. Since then, it has become a well-established practice in Hong Kong to conduct a population census once every ten years and by-census in the middle of the intercensal period. A by-census differs from a census in not having a

計。中期人口統計與人口普查的分別是前者並不包括全面人口點算，而是進行大規模抽樣調查，以搜集人口特徵的詳細資料。

人口普查/中期人口統計的目的旨在搜集本港人口的社會和經濟特徵，以及按地區分布的最新基準資料。這些基準資料可用以研究人口變動的方向和趨勢，也是編製人口、住戶和勞動人口推算數字的主要資料。此外，人口普查/中期人口統計亦是有關細小地理分區和特定人口分組（例如長者和單親家庭）資料的主要數據來源。人口普查/中期人口統計與其他一般住戶統計調查的分別在於其規模龐大，因而可以提供可靠的統計數據，即使是細小地理分區和特定人口分組的統計數字，也可一一具備。

complete headcount of the population but simply focusing enquiry on the detailed characteristics of a large sample of the population.

The aim of conducting population censuses/by-censuses is to obtain up-to-date benchmark information on the socio-economic characteristics of the population and on its geographical distribution. They provide benchmark data for studying the direction and trend of population changes. The data are key inputs for making projections concerning population, household and labour force. In addition, population censuses/by-censuses are the primary source of data for small geographical areas and population sub-groups (such as the elderly and single parent families). They differ from other general household sample surveys in their sizable scale which enable them to provide statistics of high precision, even for small geographical areas and population sub-groups.



二零零六年中期人口統計宣傳海報
Publicity poster of 2006 Population By-census



二零零六年中期人口統計資料搜集工作出發儀式
Set-off ceremony of 2006 Population By-census data collection work



二零零六年中期人口統計簡要結果發布記者會
Press conference for announcing the summary results of 2006 Population By-census

「綜合住戶統計調查」和「主題性住戶統計調查」

統計處早於一九七五年首度進行勞動人口統計調查。該項統計調查於一九八一年發展而成為今日大家所熟悉的「綜合住戶統計調查」。「綜合住戶統計調查」是一項持續進行的抽樣統計調查，旨在搜集有關勞動人口的資料，包括就業、失業及就業不足的資料。除了提供勞動人口的資料外，「綜合住戶統計調查」也是各項關於本港整體人口的人口、社會和經濟特徵的重要資料來源。統計處亦把握與住戶接觸的機會，通過「綜合住戶統計調查」就選定的社會課題按季進行專題訪問。鑑於中國內地與香港的緊密經濟連繫，統計處自一九八八年開始通過「綜合住戶統計調查」多次進行名為「在中國內地工作的香港居民」的專題訪問，藉以評估香港居民在內地工作的趨勢。其他常見進行的專題訪問的課題包括「勞工流動情況」、「就業人士轉工情況」、「從事部分時間制工作僱員的就業情況」等。

由於對經由「綜合住戶統計調查」搜集資料編製社會統計數字的需求愈來愈大，統計處於一九九九年推出另一系列名為「主題性住戶統計調查」的住戶統計調查。由於香港的資訊科技由二零零零年代初迅速發展，一項名為「資訊科技的應用和普及程度」的課題由二零零零年開始通過「主題性住戶統計調查」系列按年進行專題訪問。香港與內

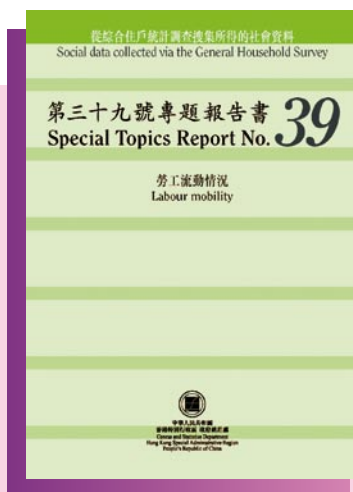
General Household Survey and Thematic Household Survey

As early as 1975, the C&SD conducted its first labour force survey. Then the survey was turned into the well known General Household Survey (GHS) of today in 1981. The GHS is a continuous sample survey for collecting information on the labour force, including data on employment, unemployment and underemployment. Apart from labour force data, the GHS also serves as an important source of data on various demographic, social and economic characteristics of the population. Taking the opportunity of contacting the households, selected social topics are also included in the GHS on a quarterly basis in the form of the Special Topics Enquiry (STE). In view of the close economic integration between the mainland of China and Hong Kong, a STE on “Hong Kong residents working in the mainland of China” has been conducted frequently via the GHS since 1988 to gauge the trend of Hong Kong residents working in the Mainland. Other common topics of STE include “Labour mobility”, “Job-changing of employed persons”, “Part-time employment”, etc.

As there was increasing demand for social statistics to be collected via the GHS, another series of household survey entitled Thematic Household Survey (THS) was started in 1999. Given the rapid development of the information technology (IT) in Hong Kong in the early 2000s, a topic on “IT usage and penetration” has been conducted via the THS series on an annual basis since 2000. The intensification of the socio-economic relationships between Hong Kong and the Mainland, in particular the Pearl River Delta (PRD) Region, has been accompanied by increasing cross-boundary activity.

地，特別是珠江三角洲（珠三角）地區的社會經濟關係因着跨境活動日趨頻繁而更加密切。有鑑於此，愈來愈多香港居民在內地逗留一段較長的時間，甚至基於不同的原因而遷往內地生活。為了更深入了解這個現象的模式和發展情況，統計處由二零零一年起通過「主題性住戶統計調查」每兩年就「香港居民在中國內地居住的意向及情況」進行專題訪問。其他定期進行的「主題性住戶統計調查」的專題包括吸煙情況、醫療服務的使用情況等。

Amongst others, there has been a trend of some Hong Kong residents to spend a considerable period of time in the Mainland or even move to live there for various reasons. To have a better understanding of the pattern and extent of this phenomenon, a topic on “Hong Kong residents’ experience of and aspirations for taking up residence in the mainland of China” has been conducted via the THS series on a biennial basis since 2001. Other regular THS topics include pattern of smoking, health services utilisation, etc.



載有透過「綜合住戶統計調查」進行的專題訪問和「主題性住戶統計調查」系列的社會統計數字的報告書
Reports containing social statistics collected via the General Household Survey in the form of Special Topics Enquiry and Thematic Household Survey series

從行政記錄編製的人口統計數字

除了從人口普查/中期人口統計和社會統計調查搜集資料外，政府各樣登記和作管制用途的行政系統也是統計資料的一個主要來源。為此，入境事務處提供其行政系統的各项記錄（以不能辨識個別人士資

Population Statistics Derived from Administrative Records

Other than collecting data from population censuses/by-censuses and social surveys, government administrative systems for registration and control purposes also act as a vast reservoir of data. In this aspect, the Immigration Department provides various types of records (in anonymised form without individual’s identifier) from

統計

料的不記名形式提供) 作人口和生命統計數字的編製用途。由於凡出生、死亡和結婚都必須向入境事務處登記, 該處提供了可隨時備用以編製和分析相關統計數字的資料, 以助了解背後的社會現象。此外, 港人進出香港的記錄也為估計香港目前的人口和研究人口的流動性提供重要的資料。

本處亦善用歷年來搜集和積累的豐富資料, 進行更深入的分析, 從而掌握各項背後的社會現象。部分的例子包括解構總和生育率的變化因素所作的分析、適婚年齡的從未結婚男性與從未結婚女性的男女比例研究、以及從不記名的出入境記錄分析留港的時間。這些研究為政府的政策局/ 部門提供寶貴的資料和見解, 以助進行規劃。

their administrative systems for the compilation of demographic and vital statistics. Since every birth, death and marriage need to be registered with the Immigration Department, they provide a ready source of information essential to the compilation and analysis of relevant statistics for understanding the underlying social phenomenon. Moreover, records of passengers crossing the boundary also provide crucial data for estimating the current size of the population and studying the mobility of the population.

With the wealth of data made available over the years, the department has also made the most of them in carrying out more advanced analyses to understand the underlying social phenomena. Some examples include an analysis by decomposing the factors for changes in the total fertility rate; a study on the gender balance between never married men and never married women at marriageable ages; and an analysis on the duration of stay in Hong Kong from anonymised passenger movement records. These studies provide precious information and insights for government bureaux/departments in their planning.



旅客進出香港的記錄為估計香港人口提供重要資料
Records of passengers crossing the boundary provide crucial data for estimating the size of the population

人口和社會統計系統的發展

因應香港各方面的發展，本港的人口和社會統計系統近年出現重要的變化。香港在一九九七年回歸祖國，內地與香港的社會和經濟連繫在跨境人流激增的情況下較前更加密切。據悉，許多香港人因為工作或其他原因有頗長時間逗留在內地。以統計角度而言，這些人不應該納入香港人口。因此，統計處就關於香港人口的概念和定義作重大的檢討。根據檢討的結果，「居住人口」方法自二零零零年八月開始取代「廣義時點」方法點算人口，以解決香港人的流動和居住模式的轉變問題。

此外，隨着內地與香港甚具影響力的政策（例如「個人遊」計劃）的推行，對香港其他方面的影響也頗深遠。這包括跨境婚姻數目大增、內地婦女在香港生產的子女數目上升，而這些婦女的丈夫未必是香港居民。凡此種種，均為香港社會及編製香港各項人口和社會統計數字的統計系統帶來挑戰與機遇。統計處不時隨「綜合住戶統計調查」/「主題性住戶統計調查」進行特別統計調查（例如關於在內地工作的香港居民）或是進行專門統計調查（例如內地女性在香港所生嬰兒統計調查），補充從現有的統計調查和行政系統提供的資料，以便監察或研究在不同時期的人口變化。

Developments of the Population and Social Statistics Systems

In tandem with the developments in Hong Kong, there have been important changes to the population and social statistics systems in recent years. Upon Hong Kong's return to her motherland in 1997, the social and economic ties between the Mainland and Hong Kong have grown even more rapidly than ever before, which has been accompanied by an enormous increase of population movements across the boundary. Many Hong Kong people were noted to be staying in the Mainland for a prolonged period of time for work or other purposes. Statistically speaking, they should not be included in the Hong Kong population. Thus, a major review was made of the concept and definition on what constituted the population of Hong Kong. Based on the review, the resident population approach has been adopted since August 2000 in place of the extended de facto approach in counting the population to address the change in the mobility and residency patterns of Hong Kong people.

Moreover, the introduction of far-reaching policies between the Mainland and Hong Kong (such as the Individual Visit Scheme) have also given rise to many other impacts to Hong Kong, including the burgeoning trends in cross-boundary marriages and babies born in Hong Kong to Mainland women whose spouses may or may not be Hong Kong residents. All these have brought about challenges and opportunities both to the Hong Kong society and our statistical systems in relation to the compilation of various population and social statistics. Ad hoc surveys either as part of the GHS/THS (e.g. on Hong Kong residents working in the Mainland) or a dedicated survey (e.g. survey on babies born in Hong Kong to Mainland women) are conducted from time to time to supplement information available from the existing survey and administrative systems for monitoring or studying the population changes over the years.

結語

編製人口統計數字的系統相當複雜，需要從多方面的來源搜集資料。人口普查/中期人口統計的結果是這個系統的基石。這些基準資料與來自行政系統的統計資料（例如出生、死亡和出入境記錄）和抽樣統計調查（特別是持續進行的「綜合住戶統計調查」）的資料，組成適用於廣泛用途的人口統計資料庫。周全的香港人口統計資料對政府策劃和制定政策，特別是在教育、房屋、運輸、醫療和社會服務方面，極為重要。有關的資料對於私營機構發展業務策略，以及研究人員進行社會和經濟研究，同樣重要。

最新的人口統計數字揭示了香港人口的三個趨勢：人口增長放緩、人口持續老化和男女比例失衡。這些趨勢導致社會服務的需求模式產生變化。持續老化的人口代表着非工作人口更加依賴工作人口供養，以及對老人服務的需求將會日漸殷切。透過審視不同社會統計數字的變化，政府已為這些服務的規劃和所需的資源作出必要的調整。現時正好是一個黃金機會，讓政府以至整個社會作好計劃和準備，以迎接數十年後將要面對的「銀髮社會」所帶來的挑戰。

Concluding Remarks

The system for compiling population figures is complex and requires data from a wide variety of sources. The results of population censuses/by-censuses form the corner stone of the system. These benchmark data are taken together with statistical data generated from administrative systems (such as births, deaths and passenger movement records) and sample surveys (in particular, the continuous GHS) to form a population statistical database which serves a multitude of purposes. Comprehensive statistical data on the population of Hong Kong are of vital importance to the Government for planning and policy formulation, particularly in such fields as education, housing, transport, medical and social services. The data are also important to the private sector for devising business strategies and to researchers for carrying out social and economic studies.

The latest population statistics unveiled three demographical trends: the slowing of population growth, an ageing population and an imbalance of gender ratio. All these are causing changes in the patterns of demand for social services. An ageing population implies an increasing dependency of the non-working population on the working population as well as a growing demand for services for older persons. Tracking the changes in various social statistics, the Government has been making necessary adjustments in planning for these services and the resources required. It is indeed a golden opportunity now, not only for the Government but the community as a whole, to plan and make preparation for the anticipated challenges of a graying society we all have to face in decades ahead.



周全的香港人口統計資料對政府策劃和制定政策，特別是在教育、房屋、運輸、醫療和社會服務方面，極為重要

Comprehensive statistical data on the population of Hong Kong are of vital importance to the Government for planning and policy formulation, particularly in such fields as education, housing, transport, medical and social services



注重素質

「素質」一詞已成為現代社會的流行用語。在統計學的領域中，「素質」往往被認為等同於「準確度」，但在現實生活中，「素質」並沒有一個單一或既定的意思，而是一個包含多面體的概念。

統計是協助我們觀察、認知和評估各種社會及經濟現象的有效工具。在社會及經濟的迅速發展下，政府機構、私人企業及社會大眾對統計服務的需求無不與日俱增，而統計服務是否有用和可靠則與其素質有着莫大的關係。因此，政府統計處（統計處）一向都非常重視其服務素質，這點從我們的抱負宣言，即「提供高素質的統計服務，為香港的社會和經濟發展作出貢獻」已清楚反映。

致力確保官方統計數字的素質

統計處每一位員工都秉持服務社會的宗旨，竭力履行提供高素質服務的承諾，從不鬆懈。提供高素質的統計服務，實有賴統計系統的良好管理，以及有利持續改善素質的工作環境。本着這個理念，本處早已着力培養注重素質的機構文化。時至今日，這種機構文化不單已確立了鞏固的基礎，並從以下所述的多方面體現出來。

Attention to Quality

“Quality” has become a very popular buzzword in modern society. In the world of statistics, some may equate “quality” with “accuracy”. In daily life, “quality” indeed has no single fixed concept. Instead, it is a concept having a number of facets.

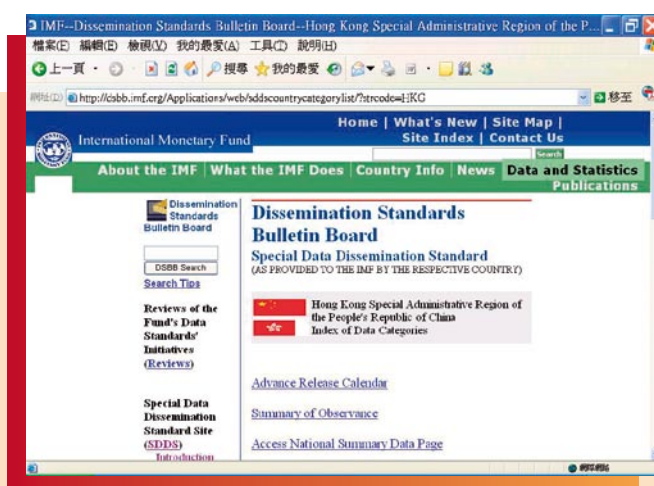
Statistics are effective tools in making observations, perception and assessment of social and economic phenomena. Along with rapid social and economic developments, the demand for statistical services by government organisations, private enterprises and the general public is getting greater and greater, while quality is of paramount importance to the usefulness and credibility of such services. In view of this, the Census and Statistics Department (C&SD) has been attaching great importance to the quality of its services. This is clearly reflected in the department’s vision statement, namely, to provide high-quality statistical services, contributing to the social and economic developments of Hong Kong.

Endeavours to Ensure Quality of Official Statistics

With an abiding drive to serve the community, each staff member of the C&SD has been making continued and dedicated effort in meeting the pledge of providing quality services. The provision of high-quality statistical services relies upon two factors : good management of statistical systems and an enabling working environment for continuous quality improvement. Along this paradigm, the department started to nourish a quality-oriented organisational culture years ago and by now, this culture has not only been firmly built on a sound foundation but also realised in various forms as described below.

在理論及方法的層面上，統計處嚴格遵守由國際組織頒布及廣受接納的統計定義、概念、方法和分類系統。較為熟悉的例子包括聯合國採用的「官方統計基本原則」，以及國際貨幣基金組織頒布的「發布數據特別準則」。跟隨國際認可的準則，有助確保所編製的統計數字的素質達到一定的水平，並且保持與其他經濟體系的統計數字的可比性。

On theoretical and methodological front, the C&SD follows closely the widely accepted definitions, concepts and methods on statistical issues and classification systems promulgated by international organisations. Notable examples include the Fundamental Principles of Official Statistics adopted by the United Nations and the Special Data Dissemination Standard established by the International Monetary Fund (IMF). The adoption of internationally accepted standards helps ensure a definite level of quality in respect of the statistics compiled and their comparability with statistics of other economies.



統計處遵守國際貨幣基金組織的「發布數據特別準則」
The C&SD complies with the Special Data Dissemination Standard of the International Monetary Fund

在生產層面方面，本處的統計系統均已設立足夠而具體的操作程序和素質保證機制，以達致理想的產品素質。本處的專業統計師會就每一項統計程序的各個步驟制定清晰的工作手冊及指引，供各級員工依循，也會設計估量指標以評估統計系統的表現，並定期進行檢討，藉以簡化流程和提高生產力。各統計系統亦設有恆常的諮詢機制，收集數據使用者對統計數字的要求及意見。

On production front, adequate and elaborate operating procedures and quality assurance (QA) mechanisms are established in statistical systems to achieve the desired product quality. Apart from preparing work manuals setting out clear working guidelines for staff at various levels in carrying out the steps of each statistical process, professional statisticians of the department are also responsible for devising evaluative indicators for assessing the performance of the statistical systems and conducting regular reviews to streamline procedures and improve productivity. For each statistical system being operated, there are also established consultation mechanisms to collect information on users' data needs and opinions.

統計

在人力資源方面，統計處十分重視發展人力資源的潛能。我們實施了一系列全面的培訓及發展活動，務使員工能盡展所長。培訓及發展活動涵蓋的範疇包括統計知識、統計管理、一般管理、有關特定課題的認識、資訊科技的應用，以及語文和溝通技巧，旨在協助員工發展多方面的才能，從而提升工作表現。與此同時，本處的專業人員一直積極參與有關的國際會議、工作坊、研討會及工作小組，藉此與世界各地的統計專家就不同的技術性項目分享經驗及交流意見。

On manpower front, the C&SD puts great focus on developing its human resources to their full potential through instituting a comprehensive range of training and development activities. These activities cover various areas such as statistical knowledge, statistical management, general management, subject matter knowledge, application of information technology as well as language and communication skills in order to meet the objective of achieving multiple skills by staff to maximise individual performance. In parallel, professional officers of the department are actively participating in international conferences, workshops, seminars and working groups to share experience and exchange views with statistical experts from around the world on a variety of technical issues.



處長於一個有關統計素質的會議上分享統計處在素質保證機制檢定方面的經驗
Commissioner shared the experience of quality assurance review in the C&SD at a conference related to quality of statistics

數據素質所涵蓋的範疇

一如上述，統計服務是否有用很大程度取決於其素質水平。我們理解到對很多數據使用者而言，「統計數據的素質」可能是「數據是否合用」這個較為籠統的概念的代名詞。為了具體表達「素質」的定義，我們提倡採用國際統計機構常用的六個數據素質範疇：

Data Quality Dimensions

As aforesaid, the usefulness of statistical services hinges much on their quality level. It is thus understandable that to many data users, “quality of statistical data” may just mean the broad notion of “fitness for use”. For operationalising the definition of “quality”, we advocate the use of the following six quality dimensions which are commonly adopted in international statistical agencies :

(i) 適切性 Relevance	指統計數字符合使用者要求的程度。 refers to the degree to which the data meet user needs.
(ii) 準確度 Accuracy	指統計數字正確量度或描述有關現象的程度。 refers to the degree to which the data correctly measure or describe the phenomenon they are designed to measure.
(iii) 適時性 Timeliness	指統計數字的時滯，即所量度或描述的現象的發生時間與數據發布日期兩者相隔的時間。 refers to the length of time lag between the availability of data and the phenomenon they measure or describe.
(iv) 可予獲取的程度 Accessibility	指公眾尋找和獲取統計資料，尤其是電子化統計服務的便捷程度。 refers to the ease with which the data can be located and obtained by the general public, with a high priority accorded to the electronic delivery of statistical services.
(v) 可比性 Comparability	指在不同時間發布的數據是否可以互相比較，以及數據與國際間可供應用的相關統計數字的可比性。 refers to the degree of comparability of the data over time and with corresponding statistics available internationally.
(vi) 連貫性 Coherence	指就同一個社會及經濟領域但為不同基本用途而編製的各種統計數字，彼此之間是否有合乎邏輯的關聯及一致性。 refers to the degree to which the data produced for different primary purposes but in the same socio-economic domain are logically connected and mutually consistent.

統計處在設計和管理統計系統時均會全面考慮上述各個素質範疇，也會根據這些素質範疇，對現行的統計投入程序進行持續檢討及改進，從而製作「高素質的產品」。我們的基本理念是透過監控各個投入程序，找出潛在問題的根源並加以糾正，並適當地引入改進措施，以確保產品在各個素質範疇上均能切合所設定的理想水平。

素質保證 更進一步

香港官方統計數字的高素質在本地及國際間均享有盛譽。儘管如此，我們並沒有自滿，在近年更進一步強化我們的素質保證框架，務使能提供更卓越的服務，續創佳績。

過往，本處統計系統的素質保證工作主要由負責有關系統的專業人員把關。他們肩負管理系統的任務，負責維持及不斷提升系統的表現，從而達致提供高素質的產品及服務的基本目標。他們處於最前綫，能及早發現系統的不足和缺點，以便及時作出適當的改進。為了進一步鞏固統計系統的素質保證機制及提高整個機制的公信力，本處參照國際貨幣基金組織倡議的「數據素質評估框架」及其他著名統計組織的標準和慣用方法，於二零零二年展開了一項全面的素質保證檢定計劃，並正式成立一隊由一名高級統計師帶領，直接向副處長匯報的素

The C&SD fully takes the above quality dimensions into account when designing and managing its statistical systems. The input statistical processes are continuously reviewed and improved with a view to producing “quality products” in terms of such quality dimensions. The basic idea is that through monitoring the input processes, identifying and fixing the root causes of potential problems and introducing process improvements where appropriate, the desired level of quality of the final products, in terms of the prescribed quality dimensions, is assured.

A Further Step in Quality Assurance

Official statistics of Hong Kong enjoy a good reputation of quality both locally and elsewhere. Notwithstanding this, we are not complacent with what has been achieved. In recent years, we have taken one further step to enhance our QA framework with a view to excelling ourselves in the provision of quality services.

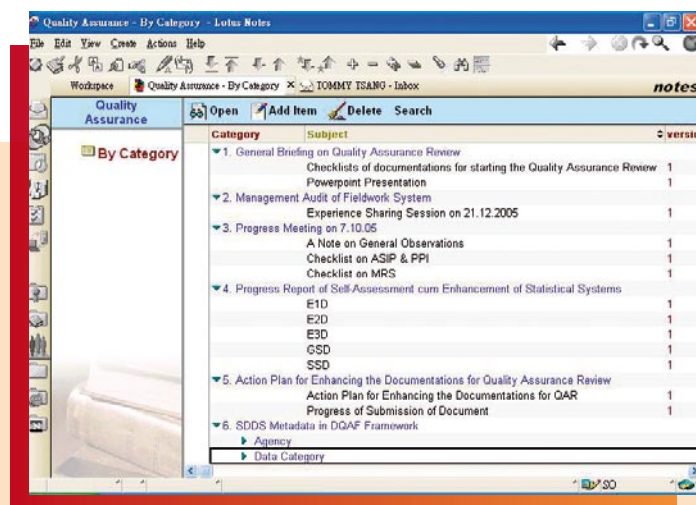
Initially, the primary responsibility in regard to QA of individual statistical systems in the department has fallen on the subject professionals. Being the managers of the systems, they are responsible for upholding, and continuing advancement where possible, of the performance of the systems with the primary goal of producing outputs and services of good quality. They form the front-line to spot any early signals of deficiencies or weaknesses in the systems such that appropriate improvements can be introduced in time. To further strengthen their work on QA of statistical systems and enhance the integrity of the QA mechanism, the department has set up a comprehensive QA review programme starting from 2002, making due reference to the Data Quality Assessment Framework promulgated by the IMF and the standards and practices of other prominent statistical organisations. A dedicated QA review team,

質保證檢定小組，負責推行整項檢定計劃的工作。

要在推行素質保證檢定的同時有效地運用資源，制定一套可供各個統計系統的專業人員進行初步檢定的框架，是非常重要的。首先，檢定小組挑選數個統計系統作素質檢定測試，再根據歸納所得的知識和經驗，從理論/方法及生產兩個層面，為所有主要的統計程序建立一套文書記錄最低要求的通用框架。依照這個框架的要求，各統計系統的專業人員便可通過自我評估來實施初步的素質保證檢定，評定統計系統中已設立的素質控制方法是否已足夠。若找出需要改進的地方，負責的專業人員便會擬訂一套增強系統記錄及/或改善系統運作程序的具體行動計劃，以便編排行動計劃的工作時間表及監察工作的進度。

headed by a Senior Statistician and responsible directly to the Deputy Commissioner, has been set up to take charge of the review programme.

To optimise the use of resources in the QA review, it is important to draw up a general framework to facilitate initial review by the subject professionals of individual statistical systems. To start with, the review team conducted the QA review on a few statistical systems, with a view to generalising the knowledge and experience gathered therefrom to establish a general framework of minimum documentation requirement, at both theoretical/methodological and production levels, in respect of all the key statistical processes. Based on this general framework, subject professionals of individual systems then conduct initial QA review through self-assessment on the adequacy of the established quality control practices within individual systems. On areas with scope for enhancement so identified, an action plan for implementing the enhancement of the documentation and/or the processes is drawn up to facilitate work scheduling and process monitoring.



設立電子報告版以便分享、報告和監察素質保證檢定計劃的有關事宜
An electronic bulletin board is set up to facilitate the sharing, reporting and monitoring in regard to the Quality Assurance review programme

當負責的專業人員通過自我評估並作出適當的改進，從而完成初步的素質保證檢定之後，素質保證檢定小組便會就各統計系統分階段進行獨立的「第三者檢定」。檢定小組會審核每個統計系統的相關記錄和作深入的檢討，然後提出專業意見，協助負責的專業人員：

- (i) 確定系統是否依照既定的方法和程序運作，以達致訂定的素質標準；以及
- (ii) 找出系統中需要更正和改善的潛在問題。

透過這個互動的過程，各專業人員和檢定小組便能有效地以最少的資源實施素質保證的檢定工作。

未來路向

提供優質的統計服務是本處長遠不斷的承諾。為此，我們已在各個統計系統切實推行有效的素質保證措施，確保每一個統計系統的方法和生產水平都有理想的表現。由獨立小組擔當的監察角色，可產生輔助及激勵作用，為強化素質保證機制和確保其公信力注入新動力。

長遠而言，本處會積極考慮建立中央資料庫，儲存個別統計系統就素質保證機制所採用的最佳做法，方便專業人員分享經驗及找出可予改善的地方。另一個較長遠的目標是在本處開發一套有效的數據素質評估框架，藉以從質、量兩方面評估

After conducting initial QA review through self-assessment and making suitable enhancement by subject professionals, an independent “third-party QA review” is further conducted by the QA review team according to a phased programme. The review team conducts record checks and in-depth review on individual statistical systems with a view to providing third-party professional advice to assist the subject professionals of these systems in :

- (i) ascertaining whether the systems are operated in full accordance with laid down methods and procedures which meet the prescribed quality standards; and
- (ii) identifying any potential weaknesses in the existing systems for rectification and improvement.

Through these interactive processes made amongst the subject professionals and the review team, the QA review can be conducted effectively with minimum resources.

The Way Forward

In pursuance of the continued commitment to quality of our statistical services, effective QA measures have been firmly established in individual statistical systems of the department to ensure sound performance of statistical systems at both methodological and production levels. The third-party review by an independent team acts as an add-on tool catalysing the strengthening of the QA mechanism as well as assuring the integrity of the QA mechanism.

In the longer term, a central database on best practices related to the QA mechanism adopted in individual statistical systems can be built up. The database would further facilitate subject professionals in sharing their experience and identifying areas for further improvement. Another long-term goal is to develop an effective data quality assessment framework in the department to

各統計系統的素質水平。這個框架可提供一個重要的途徑，讓有關專業人員通過素質保證檢定，全面地鑑別統計系統的強弱之處，從而作出適當的改進。國際統計界在有關方面的發展方向將為本處提供非常有用的參考，引領我們達成這個發展目標。

要達致優質的表現，當然不是一件容易的工作。統計處能夠提供優質的統計服務，實在是當中每一位成員的合作和參與、共同努力的成果。我們合作無間，發揮團隊精神，不斷追求卓越，提高數據的素質，正是「百人各多走一步，勝過一人獨走百步」這句說話的最佳寫照。

facilitate both qualitative and quantitative assessment of the quality level achieved in individual statistical systems. This quality assessment serves as an important means whereby subject professionals can fully appreciate the strengths and weaknesses of the statistical systems concerned from the QA perspective and initiate further improvement as appropriate. Developments in the international statistical community towards such direction will provide extremely useful reference for the department to meet this goal.

Achieving quality is by no means an easy task. The achievements of the C&SD in respect of the provision of quality statistical services are the results of the combined and concerted effort of each and every member therein. Our ongoing pursuit of excellence in data quality through teamwork fully realises the saying that “taking one step more together by 100 people is much stronger than 100 steps to be taken by oneself”.

引言

香港是亞太區和全球的金融、貿易、旅遊、資訊和運輸中心。統計數字是使香港足以在環球經濟中擔當重要角色的資訊基礎設施的重要元素。

政府統計處（統計處）是香港官方統計數字的編製者和提供者，對國際和本地統計界的貢獻備受肯定。在國際方面，統計處積極參與全球性的統計體系，包括擬定、發展和推行國際統計標準。在本地方面，我們與中國內地保持密切聯繫，並與本地的統計組織/專家緊密合作。

影響全球統計系統的形態

統計處一向在全球的統計系統擔任積極的角色，經常派出人員就國際統計標準的擬定、發展和推行出任不同的諮詢委員會、專家組、工作委員會等的成員或主管人員。就國際比較方案而言，政府統計處處長馮興宏先生是亞洲及太平洋地區諮詢委員會的成員。馮先生也是二十一世紀促進發展統計夥伴關係指導委員會的東亞代表。該委員會的工作是策劃宣傳活動以推廣在發展過程中運用統計的方案。在區域和都市統計方面，副處長梁錦滔先生在二零零七至二零零九年度出任區域及都市統計常務委員會的主席，領導發展城市統計。在國際收支平衡統計方面，經濟統計（三）部的助理處

Introduction

Hong Kong is a regional and global hub for finance, trade, tourism, information and transport. Statistics is an important feature of the information infrastructure that enables Hong Kong to play a pivotal role in the global economy.

The Census and Statistics Department (C&SD), being the producer and provider of Hong Kong's official statistics, is well recognised for its contributions in both the international and local statistical communities. On the international front, the C&SD participates actively in the global statistical systems in the setting, development and implementation of international standards. On the local end, we maintain a close link with the mainland of China and work hand-in-hand with local statistical organisations/experts.

Influencing the Shape of the Global Statistical System

The C&SD has been playing an active role in the global statistical systems, with officers serving as active members or office holders of various advisory boards, expert groups, working committees, etc. in relation to the setting, development and implementation of international standards. On the International Comparison Program, Mr FUNG Hing-wang, Commissioner for Census and Statistics, is a member of the Regional Advisory Board for Asia and the Pacific. Mr FUNG is also the representative of East Asia sitting on the Steering Committee of the Partnership for Development of Statistics in the 21st Century (PARIS21), an initiative to plan for advocacy activities for promoting the application of statistics in the development processes. On regional and urban statistics, Mr Dominic LEUNG, Deputy Commissioner for Census and Statistics, is the Chairman for the Standing Committee on Regional and Urban Statistics for 2007-2009, which spearheads the development of city statistics. On balance of payments

長歐陽方麗麗女士擔任國際貨幣基金組織的國際收支平衡統計委員會的成員。在人口統計方面，社會統計部的助理處長陳家蓮女士擔任美洲和亞太地區普查和統計局長協會的董事會主席。

嚴格遵守國際標準和最佳做法

為確保統計數字的編製和發布符合科學原則和專業操守，統計處一直跟隨國際的標準和做法。在這方面，本處以聯合國出版的「官方統計基本原則」為參考的藍本。本處的員工也遵守國際統計學會頒布的「專業操守宣言」。此外，本處已由一九九七年起簽訂國際貨幣基金組織訂立的「發布數據特別準則」，並於二零零七年簽署「數據素質評估框架」。該兩項標準皆有利於提升統計數據的素質。若所發表的數據符合這兩項標準，數據使用者便可知個別經濟體系數據的素質，亦有助研究人員進行跨經濟體系的研究，更合乎社會的利益。此外，我們致力改善服務，常常把其他在統計工作上較先進的經濟體系的最佳做法作比較基準，以提供及時和高素質的統計數字。

促進分享和交流

為了掌握國際統計界的最新發展，本處人員一直積極參與國際的會

statistics, Mrs Lily OU-YANG, Assistant Commissioner of the Economic Statistics Division (3), is a member of the International Monetary Fund (IMF)'s Committee on Balance of Payments Statistics. On population statistics, Miss K L CHAN, Assistant Commissioner of the Social Statistics Division, is the Chairperson of the Board of Directors of Association of National Census and Statistics Directors of America, Asia and the Pacific (ANCSDAAP).

Adhering to International Standards and Best Practices

To ensure statistics are compiled and disseminated in accordance with scientific principles and professional ethics, the C&SD has all along been following international standards and practices. In this regard, a central piece of reference is the Fundamental Principles of Official Statistics of the United Nations. Staff of the department also adhere to the Declaration on Professional Ethics promulgated by the International Statistical Institute (ISI). The department has also subscribed to the Special Data Dissemination Standard (SDDS) stipulated by the IMF since 1997 and the Data Quality Assessment Framework (DQAF) starting from 2007. Both standards have merits on the enhancement of data quality. Presenting data in compliance with the SDDS and the DQAF can better serve the interests of the community by informing users of data quality of individual economies and facilitating researchers in conducting cross-economy comparisons. Moreover, we always make stride to improve our service by providing timely and high quality statistics through benchmarking the best practices of other statistically advanced economies.

Facilitating Sharing and Exchanges

To keep abreast of developments in the international statistical community, officers in the department have been actively

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議、工作坊和研討會。過去五年，我們的人員參加了近二百四十項海外和內地不同議題的培訓和交流活動。加強與同業的溝通與協調可注入新的觀點和啟發創新意念，有利增進知識，並加深了解彼此的統計系統、統計技術和統計方法。

participating in international conferences, workshops and seminars. In the past five years, our officers had attended around 240 overseas and Mainland training and exchange activities in different subject areas. Through strengthening communication and coordination, it can in one way or another help inject new perspectives and inspire innovative ideas which are conducive to enhancing knowledge and understanding of each other's statistical systems, statistical techniques and statistical methods.



本處人員積極參與國際會議、工作坊和研討會，以掌握國際統計社群的最新發展
To keep abreast of developments in the international statistical community, officers in the department participated actively in international conferences, workshops and seminars

除了參與國際性的會議和交流活動外，本處近年也積極與國際組織合作在香港籌備和主辦國際性統計會議。統計處與國際貨幣基金組織合作，在二零零二年合辦協調有價證券投資統計調查亞洲及太平洋區工作坊，為亞太區內的國家/地區檢討進展情況、交流經驗和彼此的做法、討論日後為國際貨幣基金組織提供數據的安排等提供議事的場合。同年，本處也主辦了亞太區資訊科技及電訊統計技術會議，讓參加者就發展亞太區的資訊科技和電訊統計分享經驗和交換意見。在二零零七年五月，統計處主辦第六屆亞洲及太平洋國家及地區統計辦事處首長管理研討會。與會者包括聯合國統計司司長、國際貨幣基金組織的地區代表、聯合國亞

Apart from participating in international conferences and exchanges, the department has played an increasingly active role in recent years in organising and hosting international statistical conferences in Hong Kong in collaboration with international organisations. In cooperation with the IMF, the Coordinated Portfolio Investment Survey (CPIS) Asia-Pacific Regional Workshop was organised in 2002 to provide a forum for the countries/territories in the region to review progress, exchange experience and practices, and discuss future data supply to the IMF. In the same year, the department also held the Asia Pacific Technical Meeting on Information Technology and Telecommunications (IT&T) Statistics, in which participants shared their experience and exchanged views on the development of IT&T statistics in the region. In May 2007, we hosted the 6th Management Seminar for the Heads of National Statistical Offices in Asia and the Pacific. The Director of the United Nations Statistics Division (UNSD), regional representatives from the IMF,



統計處與聯合國亞洲及太平洋地區統計研修所合辦「第六屆亞洲及太平洋國家及地區統計辦事處首長管理研討會」，讓與會者掌握統計技術的最新發展
Delegates met at the "Sixth Management Seminar for the Heads of National Statistical Offices in Asia and the Pacific" jointly organised by the United Nations Statistical Institute of Asia and the Pacific and the C&SD to keep abreast of the latest technological advancements

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洲及太平洋經濟社會委員會（聯合國亞太經社會）的代表以及亞太區約三十個經濟體系的國家及地區統計辦事處首長/高級人員。參加者在研討會上獲悉統計技術的最新發展，並就統計工作的資訊科技運用和管理的多個範疇分享抱負、見解、專業知識和經驗。

統計處已計劃於未來數年與不同的組織在香港合辦其他國際性的統計會議，當中包括在二零零八年年初與國際貨幣基金組織合辦第二屆協調直接投資統計調查專責小組會議，並於二零零九年與美洲和亞太地區普查和統計局長協會合辦第二十四屆人口普查會議。在二零零七年年中，本處已成功取得二零一三年第五十九屆國際統計學會大會的主辦權。國際統計學會是著名的統計學組織，其兩年一度的大會被譽為國際統計界的盛事。

representatives from the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) together with the heads/senior officers of national statistical offices of some 30 economies in Asia and the Pacific joined the Seminar. Through the Seminar, participants were able to keep abreast of the latest technological advancements and to share their visions, insights, expertise and experience on various aspects of the application and management of information technology in statistical work.

Plans are in hand to co-organise other international statistical conferences in Hong Kong in the coming years, including the 2nd Coordinated Direct Investment Survey (CDIS) Task Force Meeting with the IMF in early 2008 and the 24th Population Census Conference with the ANCSDAAP in 2009. In mid 2007, the department has successfully won the bid to host the 59th Session of the ISI in 2013. The ISI is a prestigious statistical organisation and its biennial sessions are regarded as great events of the international statistical community.



過去數年，本處接待了來自全球各地的代表團和訪客
The department had received delegates and visitors from all over the world over the past years

此外，本處和其他統計機關的專業統計人員經常作交流性質的訪問，就多項技術事宜討論和分享心得。過去數年，我們接待了來自世界各地的代表團和訪客，例如聯合國統計司、國際貨幣基金組織、中國國家統計局、澳洲統計局、越南綜合統計辦公室、蒙古統計局等。該等訪問的討論議題相當廣泛，包括國民經濟核算體系、國際標準行業分類、國際比較方案、二零一零年東亞地區人口及住房普查世界綱領、境外分支機構服務貿易統計數字等。

與中國內地緊密聯繫

近年，香港與內地就統計事宜的發展與協調的聯繫日益密切。當中，本處與國家統計局的雙邊交流與合作更加頻繁和深入。為便利統計事宜的合作和交流的安排，國家統計局與本處於二零零三年四月一日就內地的統計機關與統計處定期聯絡簽訂協議。該協議訂明雙方，包括國家統計局轄下的省級和市級統計局直接接觸的程序。

除了交流訪問之外，我們又與內地同業分享在統計發展過程中汲取的教訓、領略的新知識和累積的經驗。預期我們與國家統計局的合作在未來數年將會更加深入，這樣有利雙方的發展。

There are also exchange visits of professional statistical officers between the department and other statistical agencies to discuss and share views and experience on a variety of technical issues. During the past years, we had received delegates and visitors from all over the world, such as the UNSD, IMF, National Bureau of Statistics of China (NBS), Australian Bureau of Statistics, General Statistics Office of Vietnam and Mongolian National Statistical Office, etc. A wide range of topics were covered in these visits, including the System of National Accounts, International Standard Industrial Classification, International Comparison Program, 2010 World Programme on Population and Housing Censuses in the East Asia region, Foreign Affiliates Trade in Services statistics, etc.

Maintaining Strong Links with the Mainland of China

There have been increasingly closer ties between Hong Kong and the Mainland in the development and coordination of statistical matters in recent years. In particular, bilateral exchanges and cooperation between the department and the NBS have become more frequent and in-depth. To facilitate arrangements for cooperation and exchanges on statistical matters, an agreement on regular contacts with statistical authorities in the Mainland was signed between the department and the NBS on 1 April 2003. The agreement lays down procedures to be followed in making direct contacts between the two, including subordinating bureaux of the NBS at the provincial and city levels.

Apart from exchange visits, we also share with our Mainland counterparts our lessons learned, our insights gained and our experience gathered in the process of statistical development. It is anticipated that our collaborative work with the NBS will evolve into greater depths in the years to come and the deepened ties are conducive to creating a win-win situation.

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本處與內地對口部門的雙邊交流與合作更加頻繁和深入
Bilateral exchanges and cooperation between the department and the counterparts in the Mainland have become more frequent and in-depth



在商品貿易統計方面，統計處特別與國家海關總署簽署合作計劃。該合作計劃旨在進一步促進內地與香港的商品貿易統計的技術交流。除了交流訪問之外，合作計劃還包括雙邊貿易統計的比對研究，以及為海關總署人員在香港開辦有關編製貿易統計數字的工作坊。

On the area of merchandise trade statistics in particular, the C&SD has agreed on a cooperation programme with the Customs General Administration (CGA) of the People's Republic of China. The cooperation programme aims to further step up technical exchanges in respect of merchandise trade statistics between the Mainland and Hong Kong. Apart from exchange visits, the cooperation programme also includes such areas as bilateral trade statistics reconciliation studies and workshops in Hong Kong for CGA officers on compilation of trade statistics.

與香港統計學會緊密合作

統計處一直與香港統計學會緊密合作，向市民推廣統計認知，並增進統計專業人員的知識。本處的人員一直積極參與香港統計學會的事務，出任執行委員會、籌備委員會和香港統計學會推行的多個計劃的工作小組。

香港統計學會自二零零二年五月由英國的皇家統計學會接掌統計考試後，由香港統計學會頒發的所有證書均列作等同皇家統計學會頒發的同級證書的資歷。這項發展是確立香港的統計專業考試的本地學術評審和考試制度的重要里程碑。政府統計處處長馮興宏先生是香港統計學會考試委員會的主席。

前瞻

統計處將會扎根於固有的穩健基礎，放眼全球，爭取在本地和國際統計界肩負主導和關鍵的任務。我們將會繼續探索各項可以進一步加強與國際和本地統計界協調和合作的方案。

Working Closely with the Hong Kong Statistical Society

The C&SD has been working closely with the Hong Kong Statistical Society (HKSS) to promote the statistical literacy in the community and to enrich the knowledge of statistical professionals. Officers in the department have been participating actively in the affairs of the HKSS by serving on the Executive Committee, organising committees and working groups of various projects undertaken by the HKSS.

Since the taking over of the examination from the Royal Statistical Society (RSS) of the United Kingdom by the HKSS in May 2002, all certificates issued by the HKSS are recognised as a standard equivalent to the certificates issued by the RSS for the same levels of qualification. This development marks an important milestone in the establishment of a local accreditation and examination system for statistical professionals in Hong Kong. Mr FUNG Hing-wang, Commissioner for Census and Statistics, is the Chairman of the HKSS Examination Board.

Looking Ahead

Capitalising on its existing robust and solid foundation, the C&SD will continue to set its eyes on inculcating a global outlook, playing a proactive and pivotal role in the international and local arena of statistics. Possible initiatives to further strengthening our coordination and cooperation with the international and local statistical communities will be actively explored in the years to come.

統計學頭腦 — 現代社會必備的一項技能

「統計學」是什麼？數字遊戲？當然不是。統計學不僅是數字，而是有意義、有內容的數字。統計數字能夠以科學和客觀的態度讓我們知道身處什麼樣的世界和了解周遭發生的事情。要適應這個知識型經濟的時代，大家都會運用統計資料以助面對社會和經濟的各項挑戰。由宏觀經濟分析、政府的日常施政和長遠規劃、工商機構的業務決策，乃至幫助大眾掌握社會事務和參與討論社會政策，官方統計都發揮重要作用。

如果對統計沒有足夠的認識，相信在工作或日常生活不免會吃虧。不過，統計數字也要運用得正確，否則不但未能得到益處，反而會錯下結論或者作出錯誤的決定，招致損失。因此，每一位市民也應該對常用的統計概念和方法有基本的認識，並能掌握常用的統計數字的含意。

推廣統計認知的工作

政府統計處（統計處）作為香港的中央統計辦事處，一直致力在社會上提倡統計數字的運用。除了擔當倡導者的角色，我們也一直籌備各式各樣的活動，以提高不同界別的市民，包括商界和專業人士、教師和學生、傳媒、公務員和一般市民等對統計的認識，並推廣正確運用統計數字。

Statistical Mind — One of the Essential Skills in Modern Society

What is “statistics”? Number crunching? Of course not. Statistics are more than just numbers. They are numbers with context. They can tell us about the world we live in and things happening around us in a scientific and objective manner. To live up to this knowledge-based era, we have to refer to statistics to rise to many of the socio-economic challenges. From macro-economic analysis to daily administration and long-term planning of the Government, to decision-making of industrial and business firms, and to enhancing citizens’ understanding of the society and their participation in discussions about social and economic issues, official statistics do have a very important part to play in a wide range of endeavours.

One will stand to lose out whether in work or in daily living if one does not possess sufficient statistical literacy. However, statistics have to be applied properly. Otherwise, not only are the benefits not reaped, wrong conclusions could be drawn and wrong decisions made, resulting in harm being done. It is therefore essential for every citizen to possess an adequate understanding of the common statistical concepts and methodologies and the meaning of commonly available statistical data.

Work on Promoting Statistical Literacy

The Census and Statistics Department (C&SD), as the central statistical office in Hong Kong, has been making continuous effort in promoting the use of statistics in the community. Apart from playing the advocacy role, we have been organising a variety of activities to increase the awareness and promote proper application of statistics among people in various sectors in the community, including business and professional personnel, teachers and students, media workers, civil servants and the general public, etc.

向市民推廣統計認知

在為推廣統計教育所編製的材料和進行活動當中，部分具有多種用途，社會不同界別的人都合用。我們編製的教育單張和小冊子，例如《抽樣統計調查簡介》、《統計資料與你息息相關》、《香港統計數字一覽》和《消費物價指數簡介》，免費供市民索閱。此外，我們定期在本地多份報章刊登有關統計的短篇文章，向讀者介紹官方統計的範圍、採用的定義和用途。我們也不時舉辦展覽，向市民介紹我們的工作和可供使用的統計數字。

Promotion of statistical literacy to general public

Among materials we publish and activities we undertake for promoting statistical education, some are of multiple uses and are suitable for different sectors of the community. Educational leaflets and pamphlets, such as *An Introduction to Sample Surveys*, *Statistics and You*, *Hong Kong in Figures* and *Introduction to the Consumer Price Index*, are published and made available to the general public free of charge. In addition, short statistical articles are published periodically in local newspapers to introduce the scope, definitions and uses of official statistics to members of the public. Exhibitions on statistical work are also organised from time to time to inform the public about our work and the statistics that are available.



統計處編製一系列教育單張和小冊子，推廣統計認知
The C&SD publishes a wide range of educational leaflets and pamphlets to promote statistical literacy

統計

以特定組別為對象的活動

統計處也為特定的組別推出許多推廣活動/材料。在向學生推廣統計認知方面，我們每年都會舉行約六十個講座，為超過八千名中學生提供統計教育。我們又與幾家本地的大學合作，為大學本科生提供關於抽樣統計調查和官方統計的講課。再者，我們在一些本地報章的專欄發表文章，期望向學生灌輸基本的統計知識。我們也經常安排學生參觀本處，使他們深入了解香港的社會經濟統計數字，培養對這範疇的興趣。

Activities targeted at specific groups

A variety of promotion activities/materials are targeted at specific groups. Insofar as the promotion of statistical literacy among students is concerned, we organise some 60 talks on statistics each year, providing statistical education to over 8 000 secondary school students. Lectures on sample surveys and official statistics are also delivered to undergraduate students in collaboration with some local universities. Furthermore, we contribute articles to designated columns in local newspapers with a view to providing basic statistical knowledge to students. From time to time, we arrange visits to our department for students so that they can learn more about the socio-economic statistics of Hong Kong and foster interest in this area.



舉辦展覽向市民介紹我們的工作
Exhibitions are organised to inform the public about our work



安排學校講座及參觀統計處以向學生推廣統計認知
School talks and visits to the C&SD are arranged to promote statistical literacy among students



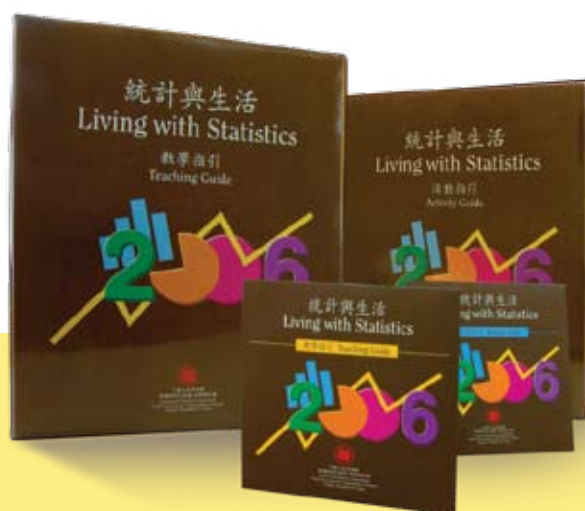
統計處十分支持香港統計學會自一九八六年起每年一度的「中學生統計習作比賽」。參賽的學生自選研究課題，以官方統計數字為分析的數據，撰寫研究報告。學生們通過這項比賽，可以對官方統計的不同項目加深認識，也可從中取得搜集資料、分析數據和撰寫報告的經驗。

The C&SD has been keenly supporting the Statistical Project Competition for Secondary School Students, an annual event organised by the Hong Kong Statistical Society since 1986. Students participating in the competition will select their own research topics, make use of official statistics as data for analysis and write research reports. Through this competition, students can learn more about various items of official statistics and gain experience in collating information, analysing data and writing reports.



統計處多年來支持香港統計學會的「中學生統計習作比賽」，加深學生對官方統計的認識

The C&SD supports the "Statistical Project Competition for Secondary School Students" organised by the Hong Kong Statistical Society for years, enhancing students' knowledge of official statistics



「統計與生活」教材套為老師提供有關統計方法和香港常用統計數字的教學材料和參考

The teaching kit "Living with Statistics" provides teachers with teaching materials and references on statistical methods and commonly available statistics in Hong Kong

我們也製作「統計與生活」教材套，分發給全港的中學，為任教不同科目的老師提供教學資料和參考，以便向學生介紹統計方法和香港常用的統計數字。此外，我們就選定的統計課題與教育局合辦研討會，例如抽樣統計調查、國民收入統計和國際收支平衡統計等，幫助中學老師教授有關的課題。

A teaching kit entitled "Living with Statistics" is distributed to all secondary schools, providing teachers of different subjects with teaching materials and references for introducing students to statistical methods and commonly available statistics in Hong Kong. Moreover, seminars on selected statistical themes such as sample surveys, national income statistics and Balance of Payments statistics are organised jointly with the Education Bureau for secondary school teachers to facilitate their teaching.

統計

眾所周知，傳媒正確報道統計資料，對進一步推廣市民的統計認知，所發揮的作用愈來愈重要。本處特此為傳媒機構的編輯和記者就多個統計課題舉辦專門的講座。此外，每當要公布重要的統計數字或採用新的統計方法，我們也會在適當時為傳媒舉行簡介會，提供所發表的新聞稿以外的詳細資料或進一步的背景資料。

It is recognised that the mass media plays an important role in furthering statistical literacy of the general public through correct reporting of statistics. Customised talks on a range of statistical topics are therefore organised for editors and reporters in media organisations to promote proper interpretation and reporting of official statistics. Besides, when important statistics are released or new statistical methodologies are adopted, briefings are held with media workers where appropriate to provide more details or further background information in addition to those released in press releases.



為傳媒工作者就多項統計課題舉行講座
Talks on statistical topics are organised for media workers



在向商界推廣統計認知方面，我們與香港大學專業進修學院合辦每兩年一屆的「香港統計在商業上的應用」晚間兼讀課程。該課程是專為經理級、行政人員和商界的專業人士而設，讓他們較有系統地深入了解官方統計和其正確的用途。統計處也與商界建立聯繫，與經濟師/分析員交流意見和經驗，又為主要的商業機構和商會的人員舉辦講座。

非統計職系的公務員在工作上運用統計資料和進行統計調查的機會愈來愈多。因此，我們開辦課程和講座，增進職務與統計有關的公務員的統計知識。

便利獲取官方統計數字

統計處除了直接推廣統計認知以外，也通過提高統計資料的方便獲取程度和發布統計資料的公開性和透明度，致力提倡廣泛採用統計數字。為配合數據使用者各有不同的需要，本處本着容易獲取和快捷遞送的服務原則，通過各種媒體發布官方統計資料。

若是大家都感興趣的統計數字，我們會向傳媒發布新聞稿。每年九月，我們會向傳媒公布翌年定期性統計數據新聞發布的詳細時間表。一經向傳媒公布後，所有有關的新聞公布會於稍後時間上載至統計處的網站 (www.censtatd.gov.hk)。

Regarding promotion of statistical literacy to the business sector, we have been organising bi-annually an evening course on “Hong Kong Statistics for Business” in collaboration with the School of Professional Continuing Education (SPACE) of the University of Hong Kong. The course is designated for managers, administrators and business professionals to get a better understanding of official statistics and their correct use in a more systematic way. The C&SD has also established contacts with the business community through exchanging views and experience with economists/analysts and giving talks to members of prominent business organisations and chambers of commerce.

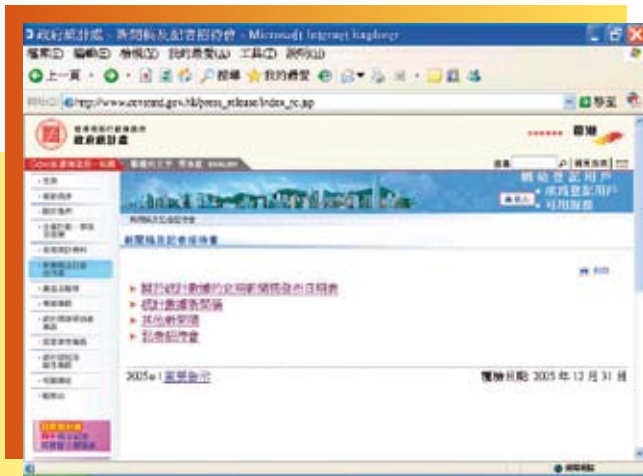
Civil servants in non-statistical grades have increasing opportunities to apply statistical information and make use of statistical surveys in their work. Courses and talks are delivered to enhance the statistical knowledge of civil servants with relevant duties.

Facilitation of Access to Official Statistics

In addition to direct promotion of statistical literacy, the C&SD strives to promote the wider use of statistics by ensuring accessibility, openness and transparency in disseminating statistical data. To meet the divergent needs of data users, the department disseminates official statistics through various media, emphasising the service principles of friendly access and prompt delivery.

For statistics of common interest, we issue press releases to the media. The schedule of issuing press releases on regular series of statistics for each calendar year is announced in September of the preceding year. All press releases are posted on the C&SD Website (www.censtatd.gov.hk) shortly after their release.

統計



所有統計處發布的新聞公布均上載至本處的網站
All press releases issued by the C&SD are posted on its website



詳細的統計數字，包括涵蓋範圍、定義、統計方法和資料來源，已全部刊載於本處出版的刊物內，公眾可隨時查閱。為鼓勵各界廣泛採用並仔細運用官方統計資料，統計處由二零零六年起實施免費下載政策。數據使用者自此可在統計處的網站免費下載本處出版的各種刊物和詳細的統計表。

統計處的網站為互聯網用戶提供關於香港的社會和經濟方面的最新統計數字，以及有關統計發展的最新資訊。網站也是查閱由政府其他部門和政策局編製的官方統計數字的入門網站。

More detailed statistics, together with their coverage, definitions, methodology and sources of data, are readily available to the public in our publications. To encourage more frequent and sophisticated use of official statistics, the C&SD has implemented a free download policy since 2006, under which data users can download publications and detailed statistical tables of the C&SD free of charge via its website.

The C&SD Website provides Internet users with up-to-date statistics covering major social and economic aspects of Hong Kong as well as information on recent statistical developments. It also serves as a portal of official statistics compiled by other government departments and policy bureaux.

為方便發布資料龐雜的數據，例如人口普查/中期人口統計的詳細結果、商品貿易統計數字和船務的統計數字，我們也會自行或與私人機構合作製作統計資料的唯讀光碟產品。

鑑於外界對於更詳盡和具備互動功能的官方統計資料的免費網上服務需求日益殷切，統計處現正開發二零零六年中期人口統計結果的網上「互動數據發布系統」。與傳統於統計處網站免費下載統計刊物和統計表的做法比較，「互動數據發布系統」將會提供動態和互動的服務，用戶可按本身的特別需要建立統計表、圖表或地圖。

結語

憑着統計處員工過去數年同心協力，我們今天樂見社會各界普遍更懂得運用統計數字。我們當然不能滿足於此，更要精益求精。最重要的是，市民可以取得高素質的統計數字，又可以用科學的態度思考和分析統計數字，以能在各範疇都作出最佳的決定。為此，我們將會以市民目前掌握的統計知識為基礎，進一步推廣香港的統計認知工作。

To facilitate the dissemination of massive data, e.g. detailed results of population censuses/by-censuses, merchandise trade statistics and shipping statistics, CD-ROM products are produced, either in-house or in partnership with private companies.

In the light of the growing demand for free online services of official statistics at more detailed level with greater interactivity, an online Interactive Data Dissemination System (IDDS) on the results of the 2006 Population By-census is being developed. Compared to the statistical publications and tables which are available for free download at the C&SD Website, the IDDS will provide a dynamic and interactive service for users to build tables, charts and maps that best meet their specific needs.

Concluding Remarks

With the spirited effort of the staff in the C&SD over the past years, we are glad to see that the society has become more knowledgeable in using statistics generally. Of course, there is always no room for complacency. We will try our best to strive to excel. Most important above all is that the community could be able to have access to quality statistics and is able to deliberate and analyse statistics in a scientific manner so as to reach sound decisions at all fronts. To achieve this, we will build on the existing foundation of knowledge of statistics in the community and step up the promotion of statistical literacy in Hong Kong.

引言

資訊和通訊科技在香港特別行政區（香港特區）政府統計處（統計處）的核心業務發揮愈來愈重要的作用，這情況和許多官方統計辦事處相同。資訊和通訊科技使本處能更具效率和效能地完成定下的策略性目標。資訊和通訊科技進步，不斷為統計工作和發展開拓新的機會。

統計處目前正推行一系列以資訊和通訊科技為基礎的統計服務和業務組織重整。其中最主要的工作包括更廣泛使用部門化的通用平台、標準和工具；推出更多以用者為本的電子服務；並推行更有效的知識分享和協同工作。當中大部分的變革是根據二零零三至二零零四年度內完成的「資訊系統策略研究」中提出的建議而推行的。

Introduction

As in many official statistical offices, information and communication technology (ICT) plays an increasingly important role in the core businesses of the Census and Statistics Department (C&SD) of the Hong Kong Special Administrative Region (HKSAR), enabling the department to meet its strategic goals more efficiently and effectively. Advances in ICT continually present new opportunities for statistical initiatives and developments.

The C&SD is implementing a series of ICT-based transformations in its statistical services and organisation of operations. More prominent amongst these include moving towards greater adoption of department-wide common platforms, standards and tools; more user centric e-services; and greater knowledge sharing and collaboration. A number of these transformations are spurred by the recommendations of the Information Systems Strategy Study (ISSS) conducted in 2003-2004.



資訊和通訊科技在統計處的核心業務發揮愈來愈重要的角色
Information and communication technology plays an increasingly
role in the core businesses of the C&SD

資訊系統策略研究

為了制定中期的資訊科技策略計劃，統計處於二零零三至二零零四年度完成了一項「資訊系統策略研究」。研究涵蓋多個策略性的綱領，藉以提升本處在管理統計和相關程序與有效運用資訊科技提供統計和有關服務的整體生產力、服務素質和成本效益。

此項研究根據當時的業務事項和資訊科技應用在官方統計服務方面的國際發展進行檢討，為未來的業務環境擬定方向。將來的業務環境將會包括以下四個的主要方面：

- 以客戶為本的業務流程和服務——執行業務流程和數據發布，以改善官方數字的應用，滿足客戶需要，以及減輕受訪者的負擔。
- 部門整體的數據共用、管理和發布——專注培養本處知識共享文化及建立合適的支援機制，鼓勵統計人員充分運用及分享知識和資訊。
- 通過共通業務流程的劃一、整合和自動化以提高效率——選取合適的共通業務流程，作進一步整合和劃一，藉以提高效率，從而在規模經濟中獲益，並盡量減少重複的工序。

Information Systems Strategy Study (ISSS)

In order to formulate an information technology (IT) strategy plan over the medium term, the C&SD had conducted an ISSS in 2003-2004. The study covers strategic programmes devised for improving the overall productivity, service quality and cost effectiveness of the department in managing the statistical and related processes and providing statistics and related services through the effective use of IT.

Based on the review of the current business issues and international developments of the IT applications in the official statistical service, the future business environment was mapped out. There are 4 major facets and they are given below :

- **Customer-focused business processes and service provision** — To implement business processes and output dissemination with a view to facilitating better usage of official statistics, satisfying customers' needs and reducing respondent burden.
- **Department-wide data sharing, management and dissemination** — To focus on building a corporate culture and appropriate supporting mechanisms so as to encourage better usage and sharing of knowledge and information by statistical staff.
- **Efficiency improvement through standardisation, consolidation and automation of common processes** — To achieve higher efficiency by identifying common processes with potential for further consolidation and standardisation so as to benefit from economy of scale and reduce as much as possible the amount of duplicated effort.

- 支援跨部門和更廣泛的電子政府措施——繼續積極爭取跨部門的合作機會，為政府的整體效益作出貢獻。

管理資訊和通訊科技以促進統計發展

提供更佳的服務以滿足使用者日益嚴謹細緻的要求

資訊和通訊科技快速進步，大大改變了提供統計服務的營運狀況，以及數據使用者（包括政府部門、私營機構、學術界和市民）的期望。電腦和互聯網在工商業和住戶的應用愈來愈普及。使用者不僅要求更詳盡和更及時的統計資料，也愈來愈期望得到更尖端的網上服務，例如簡單易明的電子報表服務和互動式製表服務等。

資訊和通訊科技發達，為各方面帶來新機會，包括減省送遞時間；提供切合客戶要求、用者為本和方便易用的服務；拉近與客戶的關係；最終能更有效地推動各界根據充足的資料作決定和推廣統計認知。香港特區政府的電子政府計劃對統計處開發電子服務的措施，幫助甚大。統計處、數據使用者或兩者都會與國際的標準作對比，這些都經常是促進電子服務措施發展的參考。

- **Support cross-department and wider e-government initiatives** — To remain active in pursuing cross-department collaboration opportunities with a view to providing overall benefits to the Government as a whole.

Managing ICT for Enhanced Statistical Development

Meeting increasingly sophisticated user demands with enhanced service offerings

Advances in ICT have significantly changed the landscape of what can be achieved in delivering statistical services and what is expected by data users (including government departments, private companies, the academia and the community). The increasing penetration of computers and the Internet into corporations and households has undoubtedly raised the expectations of data users. Not only do users demand more detailed and timely statistics, they have grown to expect more sophisticated online services such as intuitive e-reporting and interactive table building.

ICT advances have created new opportunities in reducing delivery time; providing customised, user centric and friendly services; improving customer relationship; and ultimately better promoting more informed decision making and statistical literacy. The e-government programme of the HKSAR Government has contributed greatly to the development of e-service initiatives by the C&SD which are often stimulated by international benchmarking undertaken by the department, data users or both.

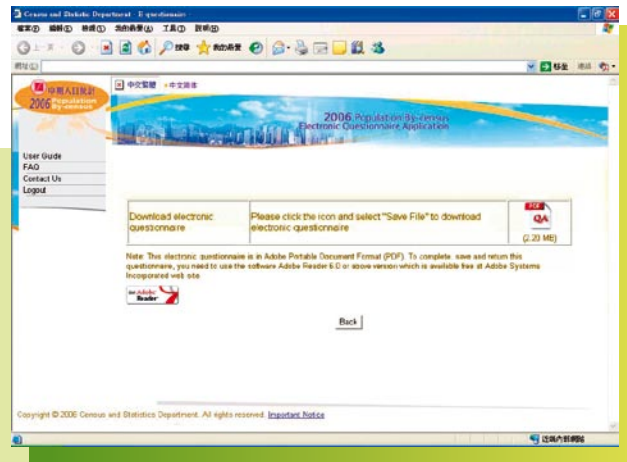
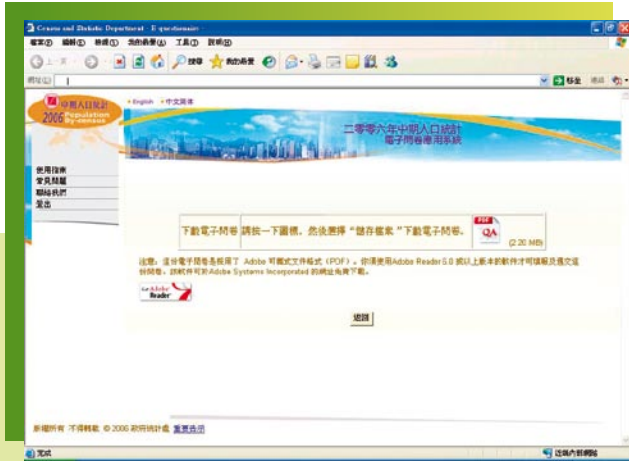


香港特區政府的電子政府計劃對統計處開發電子服務的措施，幫助甚大

The e-government programme of the HKSAR Government has contributed greatly to the development of e-service initiatives by the C&SD

既要滿足使用者的複雜要求，又不忘發掘新的資訊和通訊科技，就設計能迎合使用者的需要並且具成本效益的服務、保持服務的優勢而言，無疑是挑戰。提供電子服務的其中一個主要挑戰，是要有足夠的用家，方可達至成本效益和支持服務延續下去。這要求在發布數據方面不難達到，但對於網上填報資料來說，卻是另一回事。剛經過革新的統計處網站，在開發以使用者為本，具有「客戶關係管理」特色（例如電郵通知服務、個人化的網頁）的網站方面，取得重大進展，以促進與網上數據使用者的關係。二零零六年中期人口統計以在線PDF格式電子問卷方案，為使用者提供方便易用的電子填報資料方法，較推行全面的網上調查方案更具成本效益。

Meeting sophisticated user demands while exploiting new ICT opportunities presents challenges in designing services that meet user needs, achieving cost-effectiveness in delivering these services, as well as sustaining the service advantage. One key challenge in delivering e-services is to reach a critical mass which is crucial for cost-effectiveness and service sustainability. While this may not be difficult in data dissemination, online data reporting is a different story. The recently revamped C&SD Website has made significant headway in developing a user centric website with Customer Relationship Management (CRM) tools (e.g. e-mail notification and personalised webpages) to enhance relationship with online data users while the online PDF e-questionnaire solution adopted for the 2006 Population By-census has provided a user friendly e-reporting solution and has been relatively cost-effective compared to full-fledged online solutions.



- 二零零六年中期人口統計首次使用更具成本效益的在線電子問卷搜集資料
An online e-questionnaire, which was more cost-effective, was adopted for the first time in the 2006 Population By-census

開發使統計工作更完善的內部通用平台和工具

資訊和通訊科技的進步，創造了優化統計程序的機會，包括數據輸入、編輯和驗證、數據分析和編製統計表，以及編製刊物和報告書等工作。於數據輸入和編製統計結果等工作採用標準化和整個部門通用的工作平台/工具，在分析數據時採用通用的統計和「在線分析處理」工具，設立可按不同統計調查系統的要求作出調整的數據驗證程式資源共享庫，都可以在資源共享和員工培訓方面，取得重大的經濟效益。統計處目前已展開了多個部門化通用的工作設施，例

Developing department-wide common platforms and tools to enhance statistical operations

Advances in ICT have created opportunities for enhancing in-house statistical processes such as data capturing, data editing and validation, data analysis and compiling tabulations as well as preparing publications and reports. Significant economies in resource sharing and staff training can be gained from deploying standardised and department-wide platforms/tools for processes such as data capturing and output production, common statistical and On Line Analytical Processing (OLAP) tools for data analysis, and shared libraries of data validation programs that can be customised for different survey systems. A number of such department-wide initiatives are currently underway in the C&SD such as the development of a common data processing and analysis platform, an imaging centre for

如開發數據處理和分析的通用工作平台、統計調查問卷的影像處理中心、優化的電腦輔助電話訪問中心和編製統計結果的通用工作平台。

支援知識分享和協同工作的環境

今天的社會已由知識主導，快捷而有效的知識分享與工作上的協同，無論對公營機構還是私營機構都愈來愈重要。創造有利培養知識貢獻和共享環境固然重要，但懂得運用創新的資訊和通訊科技以幫助在機構內發掘、發揮、搜尋和傳遞機構知識，也同樣不容忽視。統計處目前一項主要措施是開發「知識管理支援系統」，以提供所需的資訊系統架構，支援工作上彼此合作、工作流程管理和業務管理。

資訊科技管理的挑戰

設計以使用者為本的電子服務

在推行體貼使用者的電子服務前，先要了解 and 搜集關於使用者的需要和喜好的資料，免得電子服務未能符合使用者的期望。推行使用者為本的電子服務是一項持久的工作，講求不息地監察不斷變化的使用者需求和喜好，藉此啟發大家修訂、修改甚至革新現有的服務。統計處

survey questionnaires, enhanced computer-assisted telephone interviewing centres and a common output production platform.

Supporting the development of a knowledge sharing and collaboration environment

In today's knowledge driven society, efficient and effective knowledge sharing and workspace collaboration are increasingly important both for government organisations and private companies. While it is essential to create an environment that fosters knowledge sharing and contribution, it is equally important to use innovative ICT solutions that facilitate the capturing, harvesting, searching and distributing of corporate knowledge across an organisation. A major initiative currently underway in the C&SD is the development of a Knowledge Management Support System which will provide the necessary infrastructure to support work collaboration, workflow management and the implementation of management activities.

IT Management Challenges

Designing user centric e-services

In delivering user friendly e-services, user needs and preferences should be collected and understood, lest the e-service falls short of user expectations. User centric e-service delivery is an ongoing endeavour and requires continuous monitoring of changing user needs and preferences which provide stimulants to refining, modifying or even revamping existing service offerings. The C&SD has been making use of focus group interviews and pre-launch

一直進行客戶小組訪問和向選定的用戶作服務示範試點，確保所提供的電子服務能夠切實可行地配合使用者的需要。我們也備有網上回應表格，聽取客戶的意見。客戶的參與情況和回應都十分理想，統計處有意進一步開拓這範疇的工作。

管理各式各樣的數據使用者並照顧他們對數據和統計服務不同的需要和喜好，是提供電子服務的另一項挑戰。因此，統計處的網站不會只用單一設計以迎合不同使用者的需要，而是為個別不同的使用者組別開設網站專區。供特定使用者的專區可因應有關使用者（例如學生、貿易商、傳媒工作者和統計調查的受訪者）的需要，提供切合其本身的格式要求設定的內容。數據使用者是統計處網站主要的用戶組別，本處特別採用按主題歸類的編排方式，把同一個主題範疇（例如人口和生命事件、勞工、價格，以及對外貿易）之下的各項統計資料（例如最新的統計數字、詳細的統計表、刊物、新聞公布和詞彙等）放在同一個網頁內以供查閱，方便數據使用者在選定的課題找尋統計資料。借助數據庫發布技術和內容管理工具，網頁設計和內容編排一類的發展工作已顯著簡化。

除了設立使用者專區之外，統計處免費為使用者提供登記服務，讓已登記的使用者享用增值服務，作為「客戶關係管理」的部分措施。

prototype demonstrations with selected user groups to ensure that e-services delivered can be as close to meeting user needs as feasible and practicable. Online feedback forms have also been introduced to gauge customer comments. Participation and feedback have been encouraging and the C&SD plans to further step up activities in this area.

Managing the variety of data users and their different needs and preferences for data and statistical service is another challenge in e-service delivery. Instead of a “one design fits all” website, the C&SD has set up dedicated corners on its website for specific user groups with customised and tailored contents geared towards the needs of these users (such as students, traders, media workers and survey respondents). For data users who constitute the major user group of the C&SD Website, a thematic presentation approach has been adopted whereby all statistical contents (e.g. latest statistics, detailed statistical tables, publications, press releases and glossary of terms) pertaining to a subject area (e.g. Population and Vital Events, Labour, Prices and External Trade) can be accessed from a single webpage, facilitating data users in searching for statistical information on selected subject areas. Database publishing techniques and content management tools have significantly streamlined the development of such website designs and content deployment.

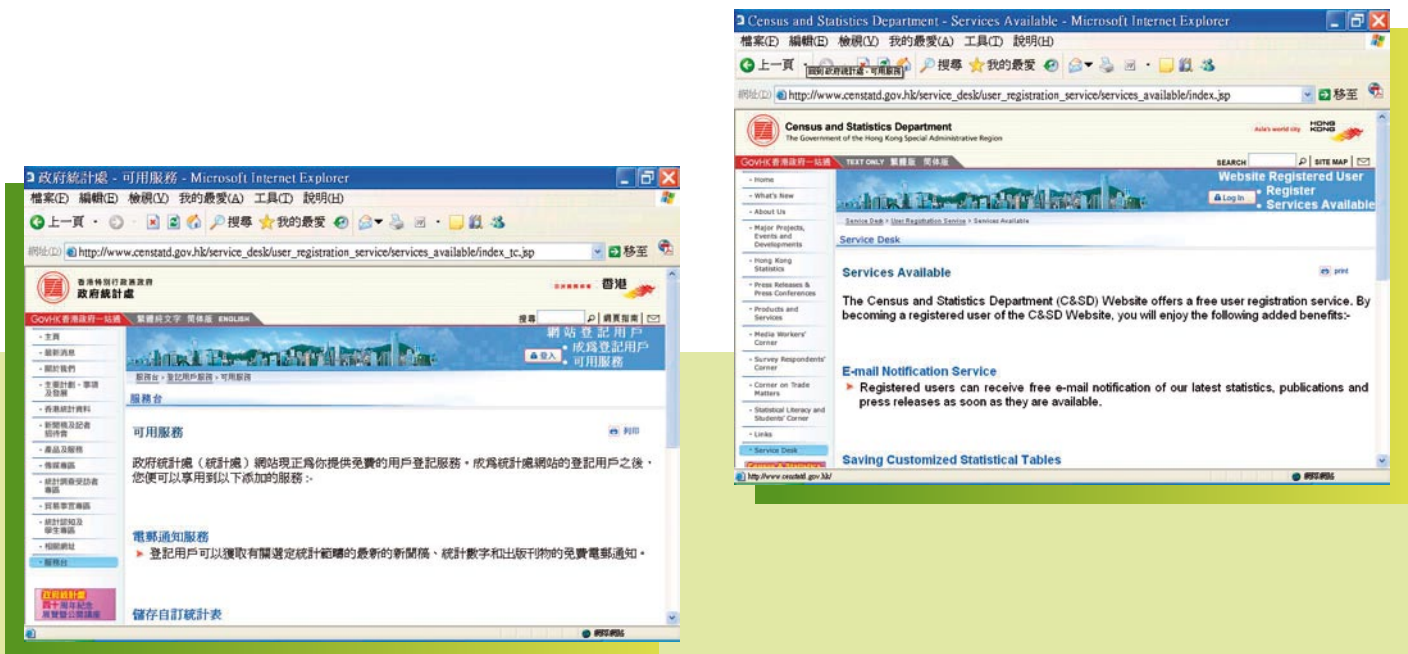
Besides dedicated user corners, as part of the CRM activities, the C&SD provides a free user registration service which allows registered users to enjoy value-added services such as e-mail notification in selected subjects of interest,

增值服務的例子包括獲取關於所選定感興趣的課題的電子郵件通知、個人化的網頁、儲存按本身要求自訂格式的統計表以方便將來使用、在經常瀏覽的統計處網頁設定書籤等。使用者的反應一直頗為熱烈，已有許多使用者登記這項服務。統計處採用合適的網頁技術和新的網上互動內容共享平台，得以向使用者提供這類切合其需要自訂格式的服務。

總括來說，設計以使用者為本的電子服務的主要目標是「創造價值定位」，並以資訊和通訊科技為推動媒介，有效率和效能地向使用者提供該「價值定位」。

personalised webpage, saving customised tables for convenient future reference and setting bookmarks to frequently accessed pages on the C&SD Website. So far, the response has been positive and many users have registered for this service. The deployment of appropriate web technologies and the new hosting platform for dynamic web content has made it possible to deliver such customised services.

In essence, the key objective in designing user centric e-services is “creating a value proposition” with ICT being an enabler to deliver this “value proposition” efficiently and effectively to users.



統計處在網站免費為使用者提供登記服務，作為「客戶關係管理」的部分措施
The C&SD provides a free user registration service on the website, as part of Customer Relationship Management activities

統計

統計處發展的電子服務近年屢獲殊榮，計有二零零三至二零零四年度公務員顧客服務獎勵計劃電子服務傑出顧客服務獎—優異獎、二零零六年香港資訊及通訊科技獎—電子政府「最環保」銅獎及二零零七年公務員優質服務獎勵計劃創新意念隊伍獎—優異獎。這些獎項，肯定了本處在發展電子服務的努力及成就。統計處將會繼續努力，發展各樣以使用者為本的電子服務，為使用者帶來更多價值。

The e-services developed by the C&SD have won a number of awards in recent years, viz. the E-Service Team Award of the Outstanding Customer Service Award of the Civil Service Customer Service Award Scheme 2003-2004 — Merit Award; Hong Kong ICT Awards 2006 — eGovernment “Most Environmental Conscious” Bronze medal; and Innovation Team Award of the 2007 Civil Service Outstanding Service Award Scheme — Merit Award. These awards serve as recognition of the department’s efforts and achievement in the development of e-services. The C&SD will continue its endeavour in developing user centric e-services and bring additional value to its users.



■ 統計處發展的電子服務近年屢獲殊榮，包括二零零六年香港資訊及通訊科技獎及二零零七年公務員優質服務獎勵計劃創新意念隊伍獎
E-services developed by the C&SD have won a number of awards, including the Hong Kong ICT Awards 2006 and the Innovation Team Award of the 2007 Civil Service Outstanding Service Award Scheme

變革管理

內部統計程序的資訊和通訊技術發展的重點將會是為所有統計範疇設立整個部門共享的通用工作平台。就「知識管理支援系統」而言，在此變革下，現行的業務運作模式會出現明顯的改變。基於多個原因，例如已習慣現行的運作模式、未能充分認識整個部門通用的工作平台的好處、緩急先後的次序有衝突或缺乏資源等，以至該等新發展有時未能得到鼎力支持。為了確保目前的應用系統和程序能順利轉移到新的整個部門通用的工作平台，我們必須擬定變革管理方案。統計處的最高管理層、項目負責人和資訊科技專業人員正緊密合作，使有關的變革能順利完成。

結語

「以使用者為本、以業務為主導、以資訊和通訊科技作支援」— 這大致上概括了本處管理統計發展的方針，以及資訊和通訊科技所擔當的重要角色。成功地管理資訊和通訊科技以進一步實踐統計處的使命，是一個比以前任何時候都重要的挑戰。在未來的歲月，統計處仍會繼續推行已展開的業務改革，並會因應資訊和通訊科技的持續發展，發掘其他的業務革新機會，盡力滿足使用者的需要。

Change Management

ICT developments for in-house statistical processes will focus very much on the set-up of department-wide platforms for shared use in all subject areas. Such migration, as in the case of the Knowledge Management Support System, can mean significant departure from the existing mode of operation. Owing to various reasons such as being highly accustomed to existing mode of operation, not fully perceiving the benefits of department-wide platforms, conflicting priorities or lack of resources, less than whole-hearted support for such developments can sometimes be experienced. To ensure that existing applications and processes can be successfully migrated to the new department-wide platforms, a change management programme is indispensable. Top management, project owners and IT professionals of the C&SD are working closely together for the successful migration.

Concluding Remarks

“User Centric, Business Driven, ICT Enabled” — this essentially summarises our approach in managing statistical development and the role played by ICT. Successfully managing ICT in furthering the mission of the C&SD is an important challenge, now more than ever. In the coming years, the C&SD shall continue to pursue the business transformations that have been started and identify and embark on other business transformation opportunities made possible with the continuous advances in ICT, all in an effort to better meet the needs of users.

關心社會

政府統計處一直以來關注統計數據使用者和員工的需要，並透過本處的康樂會積極參與社會服務工作，及鼓勵各員工為有需要的人士送上愛心和歡樂。自一九八六年開始，康樂會增設及拓展社會服務，讓各同事親身體驗工作以外的另一種服務社群的樂趣。康樂會曾參與的活動包括：定期帶領「保良局」院童外遊並為院童提供理髮服務，積極宣傳及支持公益慈善活動如：組隊參與香港盲人輔導會愛心售旗活動、保良局慈善步行、樂施米義賣大行動等。康樂會更獲社會福利署頒發義務工作嘉許銀狀，以表揚員工於二零零六年參與社會服務達812小時。

Caring the Community

The needs of data users and our staff are always the concerns of the Census and Statistics Department (C&SD). Our Social Club has been actively taking part in various social activities and motivating staff members to care for the needy. The Social Club first introduced and expanded its social services in 1986, giving colleagues the opportunities to experience the joy of serving the community beyond their work. Activities that have been organised by the Social Club included regular outings with children of Po Leung Kuk and provision of haircutting service to children thereof. The Social Club has also been actively participating in promoting and supporting charity work, such as the Flag Day of the Hong Kong Society for the Blind, the Charity Walk of Po Leung Kuk, Oxfam Rice Sale, etc. A Silver Award for Voluntary Service was awarded to the Social Club by the Social Welfare Department in appreciation of our staff's contribution of 812 hours of voluntary social service in 2006.



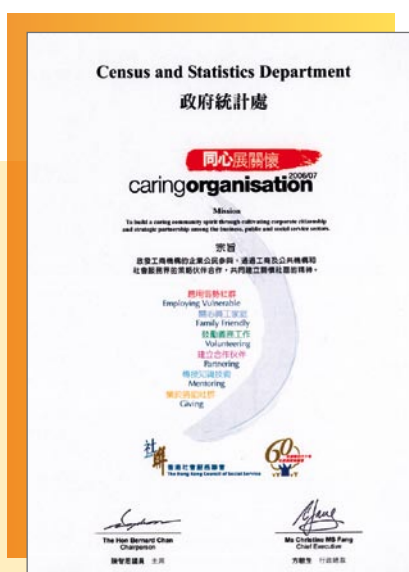
由處長帶領員工參與二零零七年「保良局慈善步行」
Staff led by the Commissioner to participate in the Charity Walk of Po Leung Kuk 2007



康樂會獲社會福利署頒發義務工作嘉許銀狀
The Social Club received a Silver Award for Voluntary Service from the Social Welfare Department

榮獲「同心展關懷」標誌

本處於二零零六至零七年獲香港社會服務聯會（社聯）頒發「同心展關懷」標誌，以表揚我們在鼓勵義務工作、關心員工家庭、聘用弱勢社群、以及樂於捐助社群方面均作出承擔。



Awarding the Caring Organisation Logo

The department received a Caring Organisation Logo from the Hong Kong Council of Social Service in 2006/07 in recognition of our commitments in volunteering, being family friendly, employing the vulnerable and giving.



本處獲社聯頒發「同心展關懷」標誌
The department received a Caring Organisation Logo from the Hong Kong Council of Social Service

員工溝通

本處一向十分重視與員方的溝通，除了首長級人員定期與部門協商委員會、一般職系協商小組委員會、政府統計師協會、政府統計主任協會、政府統計處外勤統計職員及統計督導主任合併協會的成員舉行會議外，各科/組別主管亦經常與屬下各職級員工舉行會議交流意見。本處希望透過多方面的溝通渠道及員工代表，收集員工對本處日常運作的意見，及將各項重要的信息傳遞予有關的職系及各科/組別的員工。

Staff Communication

The department treasures communication with staff. On top of those regular meetings by the Directorate with members of the Departmental Consultative Committee, the General Grades Consultative Sub-committee, the Association of Government Statisticians, the Government Statistical Officers Association, the C&SD Field Officers and Statistics Supervisors Amalgamated Association, Branch/Section Heads always conduct meetings with their staff to exchange views. It is hoped that the department can collect views on the daily operation of the department and cascade down the important message to relevant grades and staff in Branches/Sections through the various communication channels and staff representatives.

統計

員工培訓

統計處為員工設立了全面的培訓及發展計劃系統，藉此構建一支具備多方面才能和充滿熱誠的工作隊伍。我們又擬備部門培訓及發展大綱。該大綱每年更新，列出年內已計劃的各項培訓及發展活動。有關的培訓及發展活動能協助員工盡展所長，以支援統計處提供的服務，並照顧員工的個人和長遠發展的需要。



本處為各個職系的人員制定多元化的員工培訓及發展計劃，以建立一支能幹、靈活和積極進取的工作團隊
Diversified staff training and development programmes are devised for various grades of officers with an aim to build up a versatile, agile and motivated work team

本處的培訓及發展計劃所涵蓋的範疇非常廣泛，包括統計知識、統計管理、一般管理、有關特定課題的認識及語文和溝通技巧等。本處除了不時為員工提供在香港進行的各式各樣專門培訓和發展活動外，亦會提名統計職系內合適的人員參加香港以外地方舉辦的培訓課程/工作坊/研討會等，幫助他們掌握統計界最新的國際發展，增廣見聞和與國際同業建立聯繫。

Staff Training

The C&SD has set up a comprehensive system of training and development (T&D) programmes for its staff members to bring about a versatile and motivated workforce. A Departmental T&D Plan has been prepared and is updated annually to outline the range of T&D activities planned to develop its staff to their full potential to support the C&SD in its delivery of services and to cater for the personal and long term development needs of the staff.



ADB International Comparison Program Asia and the Pacific ICP

為提高專業水準和擴闊國際視野，本處會安排員工參加香港以外地方舉辦的培訓課程/工作坊/研討會
To raise our professional standard and broaden our international perspective, staff are sent to attend training courses/workshops/seminars outside Hong Kong

Our T&D programmes are devised to focus on multiple areas, including statistical knowledge, statistical management, general management, subject matter knowledge and language and communication skills, etc. While customised T&D programmes covering different areas are organised locally from time to time, appropriate officers in the statistical grades will also be nominated to attend training courses/workshops/seminars outside Hong Kong to help them keep abreast of the latest international statistical developments, widen their exposure and build up international networks.

安全工作環境

統計處十分關注員工的工作安全，因此安排辦公室地方統籌人員及經理管理辦公地方，亦在各樓層安排員工擔任防火隊人員及急救員。同時，為加強員工的防火知識，本處定期舉行火警逃生演習及防火課程。此外，本處亦為員工提供職業安全設備如：椅背軟墊、電腦桌椅、滑鼠護墊、鍵盤護墊、腳踏等。

職業安全及健康

為加強員工對工作間的職業安全及健康(職安健)知識，本處會安排員工參加由公務員事務局舉辦的職安健講座，主題包括：使用電腦的職業健康錦囊、急救的護理常識、預防筋肌勞損和壓力管理等。本處並會定期更新職安健資訊，並上載於本處的內聯網以供員工參閱。

聘用殘障僱員

為響應政府聘用殘障人士的政策，本處亦會盡可能安排殘障人士擔任適合的職位。截至二零零七年六月，統計處共聘用了二十七位殘障僱員。

結語

作為一個對社會有承擔的政府部門，統計處會繼續關懷員工、顧客以至整個社會。在未來的日子，我們會進一步發揚這種關懷精神。

Safe Working Environment

Work safety is always the priority of the C&SD. As such, Office Accommodation Coordinators and Managers are appointed to take part in office accommodation management; and staff members are appointed as fire fighting team members and first-aiders on each floor. Moreover, fire drills and fire safety courses are regularly organised for our staff to enhance their knowledge on fire safety. In addition, to provide staff with a pleasant and safe working environment, backrests, computer tables and chairs, mouse pads with wrist rest, keyboard wrist rests, foot rests, etc. have been provided to staff.

Occupational Safety and Health

To enhance staff members' knowledge on occupational safety and health (OSH) in workplace, the department has arranged staff to attend OSH workshops organised by the Civil Service Bureau. These included workshops on health hints on the use of computer equipment, first aid seminars, seminars on prevention of musculoskeletal disorders and stress management. Regular updates on OSH information are available on the Intranet for reference of staff.

Disabled Employees

In support of the policy of taking on people with disabilities in the Government, the department has been offering employment to people with disabilities to suitable posts. There are 27 people with disabilities working with the C&SD as at June 2007.

Concluding Remarks

Being a socially responsible department, the C&SD will continue to express care and concern to its staff, its clients and the community. We will try our best to further enhance our caring spirit in the years to come.

員工是機構的資產，資深的人員更是無價之寶。他們的寶貴經驗值得我們學習。政府統計處（統計處）踏入四十周年，我們訪問了四位見證着本處四十載發展的資深人員。細閱他們的分享，我們可以深入了解統計處過去的工作，對於如何走前面的路，不斷進取，也有莫大的啓示。

助理統計處處長陸志明博士 (已退休)

陸志明博士在一九七二年加入統計處。最初約兩年半，陸博士在統計處負責編製社會和房屋統計數字，其後外調至房屋署，在新成立的統計組任職統計師。

陸博士說：「我在房屋署工作的數年，所學甚多。我特別認識到溝通的重要性，書面和口頭溝通同樣重要。」他發現當時房屋署內不同的組別根據行政資料來源編製了許多統計數字，但所採用的定義和涵蓋範圍未必相同。為了使該等統計數字更有利於監察、規劃和作決策，陸博士努力與有關的組別合作，把這些數字加以整理和標準化。經過一番努力，陸博士終於把數量龐雜的統計數字濃縮為兩本定期編製的內部報告書，並在報告書內強調需要特別關注的主要範疇。當要向房屋署最高管理層作特別情況報告時，這些報告書便成為實用的參考資料。

Staff are asset of an organisation. Veterans, in particular, are precious resources. One can benefit much from their invaluable experience. Taking the opportunity of the 40th Anniversary of the Census and Statistics Department (C&SD), we have interviewed four veterans who have witnessed development of the department in the past four decades. Through their sharing, we could better understand what the C&SD has achieved in the past and how we can strive for continuous improvement in the years to come.

Dr LUK Chi-ming, Assistant Commissioner for Census and Statistics (retired)

Dr LUK Chi-ming joined the C&SD in 1972. After serving in the department for about 2.5 years in compiling social and housing statistics, he was outposted to the newly-established statistics unit of the Housing Department (HD) as a Statistician.

“I have learnt a lot during my years in the HD, particularly the importance of communication, both written and oral,” said Dr LUK. He noticed that various units in the then HD produced a lot of statistics from administrative sources but might adopt different definitions and coverage. To make such statistics more useful for monitoring, planning and decision making, Dr LUK made efforts to rationalise and standardise them in collaboration with the units concerned, and ultimately condensed the massive volume of statistics into two regular internal reports, with key areas that deserved special attention appropriately highlighted. These reports served as useful reference for exception reporting to the top management in the HD.



陸志明博士出席記者招待會
Dr LUK Chi-ming in a press conference



積極參與統計處的各项活動
Participated actively in various activities of the C&SD

陸博士續說：「我在房屋署工作時又遇上另一個充滿挑戰的時刻。」當時，陸博士被要求進行一項涵蓋全港公共屋邨的統計調查。可是，他竟要在六天之內做好統計調查報告！陸博士說：「我即時要與最高管理層商討問卷的設計，再安排印製問卷和抽選樣本，又要向一大群房屋事務主任（在有關的首長級人員協助下召集他們回房屋署總部）講解，讓他們先了解任務，才上門搜集資料和把填妥的問卷編碼及校對，再使用微型電腦處理資料。」他又說：「我自己也要用手動的打字機撰寫統計報告。換句話說，只要有一個部分要修改，整份報告也得重新打一次。」儘管時間相當緊迫，但統計組上下總動員，大家終於按時完成統計報告。

在一九七六年年底，陸博士重回統計處工作，擔任統計師（特別職務）。經過多次與本處內不同的使

“There is another challenging moment during my service in the HD,” Dr LUK continued. He was requested to carry out a statistical survey which covered all public housing estates in Hong Kong at that time. The time available from receiving the request to completing the survey report was only six days! “I have to immediately design the questionnaire in consultation with the top management, arrange questionnaire printing and sample selection, brief a large number of Housing Officers (who were called back to the HD headquarters with the help of the relevant Directorate officers) before they undertake the face-to-face data collection, and arrange data processing using a mini-computer after coding and editing of the completed questionnaires,” said Dr LUK. “I also have to personally write the statistical report on a manual typewriter. This means that the whole report might have to be re-typed even if only a part of it was revised.” Despite the extremely tight schedule, however, the survey report was completed on schedule with the concerted effort of all staff of the statistics unit.

In late 1976, Dr LUK became Statistician (Special Duties) back in the C&SD. Through numerous consultations/liasons with various users in the department, computer hardware/

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用者、電腦硬件/軟件零售商、大型私人機構的資訊科技部門主管、以及當時香港政府的資料處理部諮詢/聯絡，陸博士在一九七七年年底於統計處內開設資料處理組。組內設有交互式終端系統和接駁政府中央主機電腦的遙距列印系統。有了這些設備，本處的用戶除了使用傳統的整批資料處理方式之外，也可同時使用連機遙距方式處理資料。統計處也無須在處內設置主機電腦，可以節省人力資源。陸博士於一九七八年晉升為高級統計師（資料處理），直至一九八二年再調職出掌貿易統計科為止。

software vendors, heads of IT departments of prominent private companies, and the then Data Processing Division of the Hong Kong Government, Dr LUK set up the first Data Processing Section in the C&SD in late 1977, with interactive terminal systems and a remote print system linked to the Government central mainframe computer. With this set-up, users of the department could enjoy benefits of online processing operations in addition to the conventional mode of batch processing operations, while the department could save staff resources as it needed not maintain a local mainframe computer. In 1978, Dr LUK was made Senior Statistician (Data Processing), a post which he held until he was reposted to head the Trade Statistics Branch in 1982.



與前任處長何永煊先生出席國際會議
Attended an international conference with
ex-Commissioner Mr Frederick W H HO



在榮休晚宴上與眾人依依惜別
Bidding farewell in the retirement dinner

陸博士在一九八四年年初獲擢升為助理處長。多年以來，陸博士曾主管經濟統計（甲）部、經濟統計（乙）部、社會統計部和經濟統計（二）部。他曾參與一輪住戶開支統計調查和一九九六年中期人口統計，又為改善多個官方統計系統以符合社會各界日益殷切的需求作出

Since early 1984, Dr LUK has become Assistant Commissioner. Over the years, he had been in charge of Economic Statistics Division (A), Economic Statistics Division (B), Social Statistics Division and Economic Statistics Division (2). He participated in a round of Household Expenditure Survey, in the 1996 Population By-census, and contributed to the enhancements of various official statistical systems in meeting the ever growing

不少貢獻，特別是大幅提前發布不同的行業經濟的統計數字的時間。陸博士為便利數據供應者提供數據方面的貢獻也不少。例子包括推行貿易報關單的商品編碼「協調制度」、推行「磁碟報關計劃」以方便進口商/出口商提交貿易報關單、修訂《普查及統計條例》以加強保障個別人士和機構提供的資料保密，以及推出「顧客窗口計劃」，安排由一名外勤統計主任統籌同時參與多項統計調查的機構的統計調查事宜，減輕受訪者提供資料的負擔。此外，陸博士也監察多項統計的新領域的發展情況，例如服務貿易統計、科技統計、資產管理統計的發展。

陸博士十分懷念過去三十五年在政府統計事務體系的工作歲月。他說：「有機會為市民服務，我深感榮幸。由日常工作、出席本地/國際性的會議、海外考察、新聞簡布會/記者會、專業團體的活動、以至由一九八七年年中開始以太平紳士的身分到不同的機構/醫院探訪，使我接觸到不同階層的人，從中得到不少寶貴的經驗和體會到不同的事物。如果我任職私人機構，或者未必得到這般豐富的經歷。」

陸博士榮休，他祝福各位同事工作和家庭生活美滿健康。大家與時並進，享受工作，時刻樂在其中。

demand from the society, particularly in substantially advancing the release of various sectoral economic statistics. He also contributed a lot in facilitating data provision by data suppliers. These include the implementation of the Harmonised System for coding commodities in trade declarations; implementation of the Diskette Submission Scheme to facilitate importers/exporters in making declarations; amendment of the Census and Statistics Ordinance to enhance the protection of confidentiality of data supplied by individual persons and firms; and introduction of the Customer Window Scheme, under which a single Census and Survey officer co-ordinates all survey matters in relation to a company participating in multi-surveys of the department to reduce respondent burden. Moreover, he supervised the development of quite a number of new areas of statistics, such as statistics on trade in services; science and technology; and asset management.

Dr LUK treasures very much the days of his working in the Government Statistical Service over the past 35 years. "I am honoured to have an opportunity to serve the community. Through daily work, local/international meetings, overseas duty visits, press briefings/conferences, activities of professional bodies, and even visits to various institutions/hospitals in the capacity of Justice of the Peace since mid-1987, I could meet people from different walks of life and obtain valuable experiences and exposures which I probably might not have obtained had I served in the private sector."

In bidding farewell, Dr LUK wishes all colleagues to be happy and healthy both in their career and family life, and be able to progress with the time and always enjoy their work.

高級外勤統計主任曾紹禎先生

曾紹禎先生是統計處內少數參與過自一九七一年開始的每一項人口普查/中期人口統計工作的人員之一。曾先生憶述：「我在中四那年獲聘為一九七一年人口普查的臨時統計員。」到了一九七六年，曾先生正式投身統計處外勤統計工作。他的首個工作崗位是在地理組，負責更新屋宇單位抽樣框，並且為一九七六年中期人口統計和一九八一年人口普查搜集資料。曾先生的工作經驗日趨豐富，監管外勤工作的職責也愈來愈重。他在一九八六年中期人口統計中擔任外勤統計主任、在一九九一年人口普查和一九九六年中期人口統計擔任高級外勤統計主任，並在二零零一年人口普查和二零零六年中期人口統計擔任總外勤統計主任。

曾先生說：「在監管人口普查/中期人口統計的外勤工作中，最具挑戰性的莫過於要在不能延長的限期內完成資料搜集工作。另一方面是要管理數百名臨時外勤人員。由於他們大部分均是中學生，我們必須有充足的預防措施，保障他們的人身安全。此外，我們需經常訓示，提醒這些年輕人遇到不同的情況應如何妥善處理，以策安全。」他又說：「不過，如果一名臨時外勤人員過於着重自己的安全，或者沒有信心執行資料搜集的工作，我便會耐心和技巧地加以輔導，務求不致延誤外勤工作的進度。」

Mr TSANG Shiu-ching, Senior Census and Survey Officer

Mr TSANG Shiu-ching is one of the few officers in the department who have taken part in every population census/by-census fieldwork operations since 1971. “I was employed as a temporary field officer in the 1971 Population Census when I was a Secondary 4 student,” recalled Mr TSANG. In 1976, Mr TSANG formally started his fieldwork career in the department. His first post was in the Geography Section, where he was responsible for updating of sampling frame for living quarters as well as data collection in the 1976 Population By-census and 1981 Population Census. As Mr TSANG progressed in his career, he played increasingly important role in fieldwork supervision. He served as a Census and Survey Officer in the 1986 Population By-census; as a Senior Census and Survey Officer in the 1991 Population Census and 1996 Population By-census; and as the Chief Census and Survey Officer in the 2001 Population Census and 2006 Population By-census.

“The most challenging part of supervising fieldwork operation of Population Census/By-census is that all data collection work has to be completed within the specified period and could not be extended. Another issue is management of hundreds of temporary field workers. As most of them are secondary school students, sufficient precautionary measures have to be taken to ensure their personal safety. Frequent briefings are also needed, so that these young people will know how to handle different situations properly and to ensure their own safety in work,” said Mr TSANG. “But if a temporary field worker becomes too concerned for his/her own safety, or does not have confidence to discharge the data collection duties, I have to counsel him/her patiently and tactfully, so that fieldwork schedule will not fall behind.”



曾紹禎先生於晚宴上與高級處長人員合照
Mr TSANG Shiu-ching with senior directors
in a dinner



曾紹禎先生與二零零六年中期人口統計外勤工作主任合照於聖誕聯歡會
Mr TSANG Shiu-ching with Census and Survey Officers of the 2006
Population By-census in a Christmas Party

「過去三十年來社會和經濟急速發展，對資料搜集工作的影響頗大。」曾先生續說。「在一九七零年代，香港島和九龍還有很多木屋區，衛生環境差劣。經過的時候更要提防犬隻。不過，受訪者一般很合作和信任你。今天，香港主要是屋邨和屋苑，管理嚴密。我們要先向管理處道明來意，才可以開始訪問的工作。此外，愈來愈多的受訪者關心私隱問題，擔心自己的資料會被泄露。為了使他們安心和取得他們的信任，我們要不斷強調全部資料僅作統計用途，資料將會嚴加保密，不會隨便向未經授權的各方披露，包括不會向政府其他的決策局或部門披露。」

曾先生說：「資訊科技在過去十年更見廣泛採用，改變了資料搜集和外勤工作管理。」他又說：「舉例來說，二零零一年人口普查引入地

“The rapid social and economic developments over the past 30 years have great impact on the data collection work,” continued Mr TSANG. “In 1970s, there were still many squatter areas on Hong Kong Island and in Kowloon. Hygiene conditions were extremely poor. You had to be careful about dogs, too. But respondents were generally co-operative and trusted you. Nowadays, there are mainly housing estates with good property management, which means that you have to explain clearly to the management offices about your purpose of visit before starting your work. Also, more and more respondents concern their privacy and worry that their own information will be leaked. To build up their confidence and trust, you have to assure them again and again that all information is to be used for statistical purposes only, and that it will be kept in strict confidence and will not be disclosed to any unauthorised party, including other government bureaux and departments.”

“The more common use of information technology over the past decade also brings changes to data collection and fieldwork supervision,” said Mr TSANG. “For example, the introduction of Geographical Information System in the

理資訊系統，大大提高了繪製地圖的效率。我們更在二零零六年中期人口統計為外勤人員製作彩色的數碼地圖，在地圖上顯示建議的外勤工作路線和其他有用的資訊，例如最近的巴士總站、地下鐵路車站和醫院等的位置。這對資料搜集工作幫助甚大。使用資訊科技之後可更容易監察外勤工作的進度，確保外勤工作按時完成。現在愈來愈多外勤人員已克服對日常工作使用電腦的『恐懼』，我感到很高興。」

曾先生進行機構單位統計調查的經驗也很豐富。他在一九八一年至一九八四年和一九九一年至一九九四年任職當時的經銷及服務業統計科，又在一九九六年至一九九九年任職勞工統計科(一)。他說：「我從機構單位統計調查學到很多東西。」「受訪者通常是人力資源部或會計部的經理，與他們溝通，使我更加了解不同的經濟行業不同的行規。」

最後，曾先生指出，保持融洽的工作關係，十分重要。他說：「如果自己工作得不開心，難望容易爭取受訪者的合作。到頭來，你的工作表現也會受到影響。」曾先生總結時說：「大家要敬業樂業，竭盡所能。」

2001 Population Census has greatly improved the efficiency of mapping work. In the 2006 Population By-census, we can even produce digital colour maps for field workers, with recommended route for fieldwork and other useful information printed on the map, such as locations of nearby bus terminus, Mass Transit Railway stations and hospitals. This greatly facilitates data collection work. With the use of information technology, it is also easier to monitor fieldwork progress to ensure on-time completion of fieldwork operation. I am glad to see that more and more field officers could overcome their 'phobia' in using computer in daily work."

Mr TSANG is also experienced in carrying out establishment surveys. He served in the then Distribution Services Branch from 1981 to 1984, and from 1991 to 1994. He also served in the Labour Statistics Branch (1) from 1996 to 1999. "I learnt a lot from establishment surveys, too," said Mr TSANG. "Through communication with respondents, who are usually human resources or accounting managers, I have a better understanding on different trade practices in different economic sectors."

Finally, Mr TSANG points out that it is important to maintain a harmonious working relation. "If you feel unhappy with your work, you will be more difficult to solicit co-operation from respondents. In return, your performance will be affected," said Mr TSANG. "Enjoy your work. Respect your work by doing your best," Mr TSANG concluded.

高級統計主任劉廣騰先生 (已退休)

甫開始訪問，劉廣騰先生即說：「過去四十年，統計處給我的不僅是工作滿足感，還有寶貴的培訓機會，更定期得到『培訓津貼』（每月薪金）。我在統計處渡過我的職業生涯，彷彿走過一趟終身學習之旅。」

劉先生在政府服務超過四十年。他於一九六四年加入當時的教育署考試組當文書職系人員。後來，組內增設了一個統計文員的職位，劉先生順利當上統計文員，開始任職統計處。劉先生稱：「考試組當時的小組主管是一位聰穎的年輕人，工作充滿熱誠。我深受他積極的工作態度影響。」他繼續說：「我的小組的一項主要工作是在香港中學會考中加入多項選擇題。我很高興有機會參與這項有意義的工作。這項新發展不單大大影響了當時的中學教科書的設計，也深深改變了香港學校的教學模式。」

劉先生在一九七三年調職至差餉物業估價署工作。「有一次，統計處一名助理處長和一位高級統計師初來參觀。我的上司說：『他是你們（統計處）的統計文員，也是為我們（差餉物業估價署）提供所需資料的統計顧問。』雖然上司的說話生動地描述了我的職務，我卻即時汗顏。」劉先生憶述時說。「我一方面是統計組的主管人員，需要

Mr LAU Kwong-tang, Senior Statistical Officer (retired)

“Over the past four decades, the C&SD offered me not only job satisfaction, but also valuable training opportunities and regular ‘training allowance’ (monthly salary). I feel like just going through a life-long learning process when I ended my career in the C&SD,” said Mr LAU Kwong-tang at the beginning of the interview.

Mr LAU served in the Government for more than 40 years. He joined the Examination Unit of the then Education Department as a clerical grade officer in 1964. A new post of statistical clerk then became available in the same Unit. Mr LAU was successful in getting this new job and started his career in the C&SD. “The supervisor of my team in the Examination Unit was a young and intelligent officer who was full of enthusiasm. His positive working attitude has a strong impact on my career,” said Mr LAU. “One of the major duties of my team was to introduce multiple choice questions to the Hong Kong Certificate of Education Examinations. I am glad to have a chance to participate in this meaningful project. This new development not only had a profound impact on the design of the then secondary school textbooks, but also deeply changed the ways of teaching and learning in Hong Kong schools.”

In 1973, Mr LAU was posted to the Rating and Valuation Department (R&VD). “During the first visit by an Assistant Commissioner and a Senior Statistician of the C&SD, my supervisor in the R&VD described me as ‘your (C&SD) statistical clerk; my (R&VD) statistical advisor who prepares for us all what we need’. I broke out in a sweat at that time, though this phrase was a vivid highlights of my role there,” recalled Mr LAU. “On one hand, as an officer-in-charge of the statistics unit, I needed to provide statistical advice to the senior staff in the R&VD. On the other hand, as a

統計

就統計事務向差餉物業估價署的高層人員提供建議。另一方面，我又是屬於另一個職系的新主管，需要有技巧地顧及我的文書職系下屬的感受，維持和諧但有效益的工作環境。我在那個崗位學到如何有效與上司、同事和下屬相處。我又得到他們的支持和尊重，可以有效率地達成工作目標。這些關於溝通和人際關係技巧的訓練，對我後來成為中層主管人員，幫助甚大。」

劉先生在一九七六年被調往國民收入統計科任職一級統計主任。他說：「我下過一番苦功，學習本地生產總值的概念和編製方法。我有份協助發展一項關於服務輸入及輸出的新統計調查，又參與以生產面編製本地生產總值的編製工作。若沒有編製本地生產總值的經驗，相信我未必懂得以不同的方式編製的本地生產總值數字之間的複雜關係。」數年後，劉先生晉升為高級統計主任，被派往當時的保安科工作，協助統籌「治安統計資料綜合系統」的開發工作。

new supervisor from a different grade, I needed to handle my clerical subordinates' emotion tactfully to maintain a harmonious yet productive working environment. From that post, I learnt how to communicate effectively with my supervisors, my colleagues and my subordinates. I also managed to obtain their support and respect so as to achieve working objectives efficiently. Such training on communication and inter-personal skills was proved to be highly beneficial when I later became a middle-level supervisor in my career.”

Mr LAU was transferred to the National Income Branch as Statistical Officer I in 1976. “I started a long and hard journey to learn the concepts and compilation methods of Gross Domestic Product (GDP). I assisted in developing a new statistical survey in imports and exports of services. I also took part in developing the compilation of GDP on production basis. Without the valuable working experience in compiling GDP, I would not know the complex inter-relationship among the GDP figures compiled by different approaches,” said Mr LAU. Several years later, Mr LAU was promoted to Senior Statistical Officer and was posted to the then Security Branch to assist in co-ordinating the development of the Integrated Law and Order Statistical System (ILOSS).



劉廣騰先生享受在統計處工作，深受同事敬重
Mr LAU Kwong-tang enjoyed his career in the C&SD and is highly respected by the colleagues

「治安統計資料綜合系統」投入運作後，劉先生隨即被調回統計處工作。他一直留在國民收入統計科（一）工作，直至二零零六年退休為止。「這一次我雖然錯過了從頭開始參與發展統計系統的機會（因為首套按開支面編製的本地生產總值統計數字早於一九七三年已發表），但我也從目前的統計系統學到許多東西。本地生產總值數列的基年須予定期修訂。本地生產總值的編製方法更需要配合最新的國際指引和建議，不時作檢討。為了滿足社會對統計資料日益殷切的需求，本地生產總值的公布日期亦須大幅提前。若非同事努力工作，發揮團結合作精神，以上的工作未必可以順利完成。我很開心見到這個優良的傳統得以延續下去，不會受到員工的調動影響。」

劉先生也熱心義務工作。他由二零零三年起擔任統計處康樂會的社會服務統籌人員，直至退休為止。他為保良局的院童安排外遊和理髮，並參與接聽保良局家庭熱線的工作。他說：「統計處許多同事十分樂意在公餘時間服務需要幫助的人。親身參與義務的社會工作，有助更加融入社會。」

臨別時，劉先生說：「我享受我的工作，也希望同事享受自己的工作。我期望統計處會，也深信統計處必定會繼續為香港的繁榮作出貢獻。」

Mr LAU was posted back to the C&SD shortly after the ILOSS system started its operation. He served in the National Income Branch (1) until his retirement in 2006. “While I missed the chance to participate in the development work from scratch this time (as the first set of GDP figures by expenditure component had been published in 1973), there were still many things to learn from the existing system. Base year of the GDP data series has to be revised regularly. Compilation methods of GDP have to be reviewed from time to time to meet the latest international guidelines and recommendations. To cope with the ever growing statistical need of the society, the release dates of GDP have been substantially advanced. All of these could not be achieved without the dedication and strong teamwork spirit of my colleagues. I am also glad to see that such a meritorious tradition could be continued without being affected by changeover in staff formation.”

Mr LAU is also dedicated to volunteer service. He was the social service co-ordinator of the C&SD Social Club from 2003 until his retirement. He organised outings and hair-cut service for children, and participated in answering the family hotline of Po Leung Kuk. “Many C&SD colleagues are willing to contribute their time and effort to serve the needy. By engaging ourselves in voluntary social work, we will get ourselves more integrated with the society,” said Mr LAU.

“I enjoy my career, and I wish my colleagues also enjoy theirs. I wish the C&SD will, and actually I trust the C&SD definitely will continue to contribute to the building of a better Hong Kong,” concluded Mr LAU.

高級文書主任鮑劉思明女士

鮑劉思明女士由一九八六年開始在統計處的總務組服務。鮑太太說：「我已經在政府服務了三十七年，其中有二十一年在統計處工作。」她又憶述：「我在統計處的第一件重要任務是協助上司統籌把當時的總部和其他分處的辦公室一起遷往目前的灣仔政府大樓。搬遷的工作在一九八七年進行，前後只用了十天！」「搬遷前後有許多的後勤安排。有賴我的同事通力合作，所有任務得以順利完成。」

鮑太太續說：「由於要開發新的統計系統，統計處的規模擴展得很快，轉眼又要增加辦公的地方。灣仔政府大樓的辦公地方很快便不敷應用。約到了一九八九年，我們又要設立分處辦事處。」「在過去二十年，不時有新的分處成立，取代舊的分處。不同的組別提出有關裝修工程、添置新的辦公室家具、處置舊的辦公室家具、印製問卷和名片等要求，我們都要在非常短的時間內處理好，以應付各組別的運作需要。我要再次多謝我的下屬團結合作，即使時間十分緊迫，我們也能夠處理好這些要求。」

鮑太太說：「二零零三年『沙士』爆發，是對總務組的另一項挑戰。總務組要安排更頻密地清洗冷氣槽和辦公室範圍。我們又要為統計處全體員工，特別是前線的員工充分添置口罩、消毒濕紙巾和皂液。那時候，全港的貨源短缺，的確很

Mrs Annie PAU LAU Si-ming, Senior Clerical Officer

Mrs Annie PAU LAU Si-ming has been serving in the General Section of the C&SD since 1986. “I have been serving in the Government for 37 years, of which 21 years are in the C&SD,” said Mrs PAU. “My first major task in the C&SD was to assist my boss in co-ordinating the move of the then headquarters and sub-offices to the current Wanchai Tower under one roof. The move took place in 1987, and the whole process lasted for 10 days!” recalled Mrs PAU. “There were lots of logistic arrangements before and after the move. Thanks for the co-operation of my colleagues, all tasks were completed satisfactorily.”

“As the C&SD continued to expand rapidly in connection with the development of new statistical systems, there were new accommodation requirements soon. Owing to the lack of office space in Wanchai Tower, sub-offices were set up again at around 1989,” continued Mrs PAU. “Over the past two decades, there were openings of new sub-offices vice old ones from time to time. Requests for arranging renovations, acquiring new office furniture, disposing of old office furniture, and printing of questionnaires and name cards from different sections have to be settled at short notice to meet their operational needs. Once again, thanks to the strong team spirit of the subordinates, such requests could always be met even though the schedules were tight.”

“The outbreak of SARS in 2003 posed another challenge to the work of the General Section. We had to arrange more frequent cleansing of air-conditioning ducts and office premises. We also had to acquire sufficient face masks, disinfecting wet tissues and antiseptic liquid soap for all C&SD staff, particularly the frontline staff. It was really difficult to acquire those N-95 masks and surgical masks at

難購得足夠數量的N-95口罩和外科口罩。不過，我們最終也把工作辦妥。」「另一項挑戰是二零零五年香港舉行世界貿易組織第六次部長級會議。其中一項緊急應變措施是要在短時間內設立多個後備辦公室，以應付緊急的運作需要。全賴組內同事的支持，我們又一次完成任務，使我感到很高興。幸好那些後備辦公室最終也沒派上用場。」

鮑太說：「統計處好像一個大家庭。我在工作上得到很大的滿足感，並享受與同事融洽相處的工作關係，又常常受到下屬團結一致的精神激勵。大家對統計處培養了強烈的歸屬感，許多舊同事即使已調離統計處，仍樂意出席統計處的部門運動會和其他聯誼活動。」

結束訪問前，鮑太勉勵所有文書職系、工人和辦公室助理的同事勇於面對轉變，多學習新的知識和技能，與時並進。她說：「無論被委派任何的任務，都要全力做好它。吸收新的知識和技能，工作起來便會更得心應手。好好充實自己，有助應付前面的挑戰，發掘發展事業的新機會。」

that time as there was shortage in supply of such masks all over Hong Kong, but we finally managed to get the job done,” said Mrs PAU. “Another challenge occurred in 2005 when the World Trade Organisation Sixth Ministerial Conference was held in Hong Kong. As a measure in the contingency plan, we had to set up some back-up offices to meet operational needs at short notice. I am glad to see that we accomplished the task once again with the support of colleagues in my team. Fortunately, we finally needed not use those back-up offices.”

“The C&SD is like a big family. I have great satisfaction in my job, enjoy the harmonious working relationship with my colleagues very much, and am always motivated by the high team spirit of my staff. With a strong sense of belonging to the C&SD, many colleagues still took part in the Departmental Sports Day and other social functions despite that they had been posted out of the department,” said Mrs PAU.

As a conclusion, Mrs PAU encourages all clerical staff, workmen and office assistants to be receptive to changes and keep learning new knowledge and techniques to progress with the time. “It is always important to do your best for each duty assigned. By learning new knowledge and skills, you can perform your duties even better. You will also be better prepared for the new challenges ahead, and find new opportunities in your career, too,” said Mrs PAU.



鮑劉思明女士出席部門的運動會和聖誕聯歡會
Mrs Annie PAU LAU Si-ming attended the Departmental Sports Day and Christmas Party



鮑劉思明女士獲頒長期優良服務獎狀
Mrs Annie PAU LAU Si-ming awarded the Long and Meritorious Service Certificate

我們的四十周年紀念活動

Celebration Events in Brief

政府統計處（統計處）成立四十周年，對每位政府統計事務體系的成員來說，都是值得慶祝的事情。

本處舉辦一系列紀念活動，與各位員工一起分享喜悅。這些活動包羅萬有，其中包括展示統計處工作的展覽、研討會系列及在報章上刊登短文；攝製介紹本處發展和工作的記錄影片；周年紀念晚宴；與傳媒茶敘；與修讀統計學的大學生分享經驗；填字遊戲；馬拉松、保齡球及慈善步行等體育活動；編製紀念特刊（包括《四十周年紀念特刊》，《專題文章選輯》，以及《四十年來香港發展（1967-2007）統計圖表集》）等。

有些活動是為了讓市民及員工更了解統計處的工作及歷史，另一些則為員工提供舒展身心和增進相互間友誼的機會。

在本處員工的齊心合作下，至本刊付印時，數項活動已順利舉行。

我們相信，員工透過籌備及參與這些活動，加強了對統計處的歸屬感及團隊精神。

To each and every member of the Government Statistical Service, the 40th Anniversary of the Census and Statistics Department (C&SD) is an event for celebration.

The department organises a series of commemoration activities for staff to share the joy. The activities include an exhibition and series of seminars and short newspaper articles to showcase the work of the C&SD; production of a documentary video on the development and work of the department; a commemoration dinner; a tea reception with the media; experience sharing with university students studying statistics; a crossword puzzle; sports events such as marathon, bowling tournament and walkathon; and compilation of commemoration publications [including *40th Anniversary Commemoration Publication*, *A Collection of Feature Articles on Statistics* and *A Graphic Guide of Hong Kong's Development (1967-2007)*].

Some activities are geared to promoting better understanding among the general public and our staff of the history and development of the C&SD, while others are aimed to provide opportunities for staff to enjoy and relax themselves as well as to foster their mutual friendship.

With the collaborative efforts of our staff, a number of items have already been conducted successfully by the time this publication goes to print.

We believe that, through organising and participating in these activities, staff members would have enhanced their sense of belonging and corporate spirit towards the C&SD.



為紀念統計處成立四十周年，特別設計和製作載有本處歷年珍貴圖片和標誌的小全張作為紀念品之一
A stamp album, containing precious photos and icons of the department in the past years, was specially designed and produced as one of the souvenirs of the 40th Anniversary Commemoration of the C&SD



本處的一組人員參加二零零七年三月四日舉行的渣打馬拉松，展示統計處的團隊精神
A group of officers from the department participated in the 2007 Standard Chartered Marathon on 4 March 2007, demonstrating the corporate spirit of the C&SD



統計

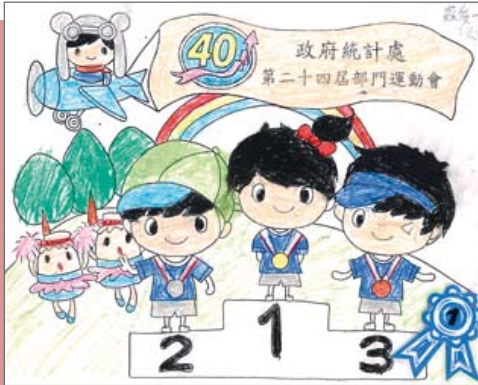


香港統計學會主辦的二零零六/零七年度中學生統計習作比賽，以《香港社會在過去數十年的結構性轉變》為主題的最佳專題習作獲得統計處頒發四十周年特別獎項以示嘉許

A special prize on 40th Anniversary was awarded by the C&SD to the best project on the theme “Structural Changes of the Hong Kong Society in the Past Decades” in the 2006/07 round of the Statistical Project Competition for Secondary School Students organised by the Hong Kong Statistical Society



政府統計師協會舉辦多個討論環節，由高級統計師/統計師與大學的學生分享工作經驗
Discussion sessions had been organised by the Association of Government Statisticians to share the working experience of Senior Statisticians/Statisticians with university students



部門運動會中特別加設兒童填色比賽，與員工及其家人共享四十周年的喜悅
A kids' colouring competition was specially organised in the Departmental Sports Day to share the joy of the 40th Anniversary with the staff and their families



統計



統計處於二零零七年十一月十九日舉行四十周年紀念展覽開幕典禮，向賓客展示本處的工作
 The C&SD hosted an opening ceremony on 19 November 2007 for the 40th Anniversary Commemoration Exhibition to showcase the work of the department

藉着四十周年紀念的機會，統計處於二零零七年十一月二十至二十二日舉行展覽暨公開講座，以推廣統計認知

Taking the opportunity of the 40th Anniversary Commemoration, the C&SD organised an Exhibition and Public Seminars during 20-22 November 2007 to promote statistical literacy



為慶祝統計處成立四十周年，處長與傳媒於茶敘中回顧香港官方統計系統過往四十年的演進和展望未來的發展
To commemorate the 40th Anniversary of the C&SD, the Commissioner held a media tea reception to give a brief on the evolution of the official statistical system of Hong Kong over the past four decades and the way forward for further development

政府統計處

於一九六七年至二零零七年的主要發展

Major Developments of the Census and Statistics Department from 1967 to 2007

1

與時並進

Progressing with the times

- 1967** • 政府統計處成立
Census and Statistics Department established
- 1968** • 貿易統計的編製工作電腦化
Compilation of trade statistics computerised
- 1970** • 出版第一期《香港統計月刊》
First issue of *Hong Kong Monthly Digest of Statistics* published
- 1971** • 進行「製造業機構經濟普查」
Census of Manufacturing Establishments conducted
- 進行「人口普查」
Population Census conducted
- 1973** • 發布首套按開支組成部分劃分的按年本地生產總值
First set of annual Gross Domestic Product by expenditure component released
- 1975** • 首次進行「勞動人口統計調查」系列
Series of Labour Force Surveys first launched
- 1978** • 《普查及統計條例》生效
Census and Statistics Ordinance came into effect
- 進行首次「批發、零售業及進出口貿易業、飲食業及酒店業按年統計調查」
First Annual Survey of Wholesale, Retail and Import/Export Trades, Restaurants and Hotels conducted
- 出版第一期《香港統計年刊》
First issue of *Hong Kong Annual Digest of Statistics* published
- 1980** • 設立機構單位記錄庫，方便各種經濟統計調查抽取樣本
Central Register of Establishments constructed to facilitate sample selection in various economic surveys

- 1981** • 「勞動人口統計調查」系列演變為「綜合住戶統計調查」
Series of Labour Force Surveys transformed into General Household Survey
- 建立「零售業銷貨額按月統計調查」系列
New series of Monthly Survey of Retail Sales launched
- 1982** • 進行首次「運輸及有關服務按年統計調查」
First Annual Survey of Transport and Related Services conducted
- 1983** • 建立「食肆的收入及購貨額按季統計調查」系列
New series of Quarterly Survey of Restaurant Receipts and Purchases launched
- 1984** • 發布首套完整的以當時價格計算按經濟活動劃分的按年本地生產總值
First set of complete annual current price Gross Domestic Product by economic activity released
- 1985** • 設立電腦化住所檔案，方便各種住戶統計調查抽取樣本
Computerised Frame of Living Quarters constructed to facilitate sample selection in various household surveys
- 1990** • 開始採用「電腦輔助電話訪問」方式，作為其中一種搜集資料的方法，以助提高統計調查工作的效率
Computer-assisted Telephone Interviewing introduced as a means of data collection to help enhance efficiency in conducting surveys
- 1991** • 修訂《普查及統計條例》，加強保障個人及個別機構提供予統計調查的資料的保密性
Census and Statistics Ordinance amended to enhance the protection of confidentiality of data supplied by individual persons and firms in surveys
- 發布首套按開支組成部分劃分的按季本地生產總值
First set of quarterly Gross Domestic Product by expenditure component released
- 1992** • 全面採用「協調制度」處理進/出口報關貨物編號
Harmonised System for coding commodities in import/export declarations fully implemented
- 1994** • 進行首次「對外要素收益流動按年統計調查」
First Annual Survey of External Factor Income Flows conducted
- 1995** • 發布首套按年本地居民生產總值
First set of annual Gross National Product for Hong Kong released

- 1996** • 採用雙語版形式編製大部分本處的刊物
Bilingual presentation format adopted by nearly all publications of the department
- 1997** • 首次發布綜合就業估計數字系列
Series of Composite Employment Estimate first released
- 1999** • 建立「主題性住戶統計調查」系列
Series of Thematic Household Surveys launched
- 建立「對外申索、負債及收益統計調查」
Survey of External Claims, Liabilities and Income launched
- 2000** • 開始進行「資訊科技在工商業的使用情況和普及程度統計調查」及「資訊科技的使用情況和普及程度主題性住戶統計調查」
Survey on Information Technology Usage and Penetration in the Business Sector and Thematic Household Survey on Information Technology Usage and Penetration launched
- 發布首套完整而載列經常帳和資本及金融帳詳細分項的香港國際收支平衡表
First set of complete Balance of Payments account with detailed components for both the Current Account as well as the Capital and Financial Account for Hong Kong released
- 確立以「居住人口」方法編製人口數字，更有效地反映香港人口的流動模式
Resident population approach adopted for compiling population figures in order to better reflect the mobility patterns of the population
- 2002** • 首次進行「工商業創新活動按年統計調查」
First Annual Survey of Innovation Activities in the Business Sector conducted
- 發布首套詳細的離岸貿易及服務貿易統計數字
First set of detailed statistics on offshore trade and trade in services released
- 2003** • 首次以樓宇組群方式在網上發布人口普查數據
Population census data first disseminated at building group level on the Internet
- 2006** • 發布首套香港的外來分支機構服務貿易統計數字
First set of inward foreign affiliates trade in services statistics for Hong Kong released
- 2007** • 首次發布資產管理統計數字
First set of asset management statistics released

2

建立顧客服務文化及提供以客為本的服務 Establishing a customer service culture and providing user-friendly services

- 1972** • 統計諮詢委員會成立
Statistics Advisory Board formed
- 1989** • 實施磁碟報關計劃
Diskette Submission Scheme for trade declarations implemented
- 1993** • 出版第一份《服務承諾》小冊子
First issue of *Performance Pledge* published
- 1994** • 成立「貿易事宜客戶聯絡小組」
Customer Liaison Group on Trade Matters formed
- 開始每年進行「顧客意見調查」
Customer Opinion Survey conducted on an annual basis started
- 設立交互式話音回應系統，供市民查詢有關遞交進/出口報關單和貨物倉單事宜
Interactive Voice Response System implemented to answer enquiries on matters related to lodgement of import/export declarations and cargo manifests
- 1996** • 在互聯網上設立部門網站
The department's website launched on the Internet
- 1997** • 推出進/出口報關電子資料聯通服務
Electronic Data Interchange service for lodgement of import/export declarations launched
- 1999** • 開始舉行顧客座談會和拜訪一些主要機構及商貿協會，以爭取和保持原始數據提供者的合作
Meet-the-Clients sessions and courtesy visits to some prominent establishments and trade associations started, with a view to gaining and maintaining the co-operation of raw data suppliers
- 2000** • 正式推出「抱負、使命與價值取向」宣言
“Vision, Mission and Values” statement formally promulgated
- 所有強制性統計調查均備妥問卷的電子版本，供統計調查受訪者選擇遞交已填妥問卷的方式
Electronic version of questionnaires for all mandatory surveys made available as an option for survey respondents in returning completed questionnaires

- 2001** • 在二零零一年人口普查中應用數碼地圖系統及光學標記識別技術
Digital Mapping System and Optical Mark Recognition technologies applied in the 2001 Population Census
- 推出網上「香港統計數據書店」
Online “Statistical Bookstore, Hong Kong” launched
- 2003** • 推出「顧客窗戶計劃」，方便參與本處多項統計調查的公司提供原始數據
Customer Window Scheme launched to facilitate the provision of raw data by companies participating in multi-surveys of the department
- 2005** • 部門網站經重建後推出
Revamped website of the department launched
- 2006** • 全面實施電子貨物艙單服務（除道路運輸外）
Electronic cargo manifest service fully launched (except for road mode)
- 二零零六年中期人口統計提供電子方式予受訪者選擇，以便提供所需的數據或要求預約訪問
Respondents of the 2006 Population By-census provided with electronic option to furnish the required data or to request for an appointment for interview
- 推行免費下載政策，使統計數據使用者可透過互聯網免費獲取本處的統計刊物和統計表的下載版
Free download policy launched to enable statistical data users to acquire download versions of statistical publications and statistical tables of the department free of charge via the Internet

3

緊隨國際標準及參與國際統計事務 Keeping abreast of international standards and participating in international statistical affairs

- 1983** • 首次參與聯合國的國際比較方案，以一九八零年為統計年份
Participated for the first time in the International Comparison Program of the United Nations, with 1980 as the reference year
- 1994**
1998 • 代表香港出任聯合國亞洲及太平洋經濟社會委員會轄下的統計委員會主席
Represented Hong Kong to serve as the Chairman of the Committee on Statistics of the United Nations Economic and Social Commission for Asia and the Pacific
- 1997** • 國際貨幣基金組織接納香港簽署其「發布數據特別準則」
International Monetary Fund accepted Hong Kong's subscription to its Special Data Dissemination Standard

2000 • 與中華人民共和國海關總署就貿易統計技術交流事宜簽署合作方案
Signed the co-operation programme in respect of technical exchanges on trade statistics with the General Administration of Customs of the People's Republic of China

2002 • 與國際貨幣基金組織合辦於香港舉行的「二零零二年協調有價證券投資統計調查亞洲及太平洋地區工作坊」
Jointly organised the “Coordinated Portfolio Investment Survey Asia-Pacific Regional Workshop 2002” with the International Monetary Fund in Hong Kong

- 在香港主辦「二零零二年亞太區資訊科技及電訊統計技術性會議」
Hosted the “2002 Asia Pacific Technical Meeting on Information Technology and Telecommunications Statistics” in Hong Kong

2003 • 與中華人民共和國國家統計局簽訂「合作與交流的安排」
Signed the “Agreement on Co-operation and Arrangement” with the National Bureau of Statistics of the People's Republic of China

2003 • 代表香港出任由亞洲開發銀行統籌的國際比較方案亞太區區域諮詢委員會主席/委員

2007 Represented Hong Kong to serve as Chairman/member of the Regional Advisory Board of the International Comparison Program co-organised by the Asian Development Bank

2007 • 與聯合國亞洲及太平洋區統計研修所合辦於香港舉行的「第六屆亞洲及太平洋國家及地區統計辦事處首長管理研討會」
Jointly organised the “Sixth Management Seminar for the Heads of National Statistical Offices in Asia and the Pacific” in Hong Kong with the United Nations Statistical Institute for Asia and the Pacific

- 獲選於二零零八年在香港主辦「第二屆協調直接投資統計調查」專責小組會議
Elected as the host of the “2nd Coordinated Direct Investment Survey Task Force Meeting” to be held in Hong Kong in 2008

- 獲選於二零零九年在香港主辦「第二十四屆人口普查會議」
Elected as the host of the “24th Population Census Conference” to be held in Hong Kong in 2009

- 獲選於二零一三年在香港主辦「國際統計學會第五十九屆大會」
Elected as the host of the “59th Session of the International Statistical Institute” to be held in Hong Kong in 2013



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