

香港—資訊社會

Hong Kong as an Information Society

二零零五年版
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序言

Foreword

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

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

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

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

政府統計處處長 馮興宏

二零零五年十二月

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

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

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

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

FUNG Hing-wang
Commissioner for Census and Statistics

December 2005

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數字的進位

由於進位原因，統計表及統計圖內個別項目的數字加起來可能與總數略有出入。

Rounding of figures

There may be a slight discrepancy between the sum of individual items and the total as shown in the tables and charts owing to rounding.

代號

本刊內各代號的含意如下：

- 不適用
- N.A. 沒有數字

Symbols

The following symbols are used throughout the publication:

- Not applicable
- N.A. Not available

第 1 章 資訊科技在住戶的使用情況和普及程度

Chapter 1 Information Technology Usage and Penetration in Households

緒言

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

1.2 當中的分析是根據政府統計處進行的有關資訊科技的使用情況和普及程度的主題性住戶統計調查所得的資料進行分析。該統計調查旨在搜集有關個人電腦及互聯網在住戶中的普及程度，以及住戶成員使用個人電腦、互聯網服務、中文輸入法、電子商業服務及網上政府服務的情況的資料。該主題性住戶統計調查自 2000 年起已進行六次。每次統計調查均成功訪問大約 10 000 個住戶，以代表全香港住戶及人口。

個人電腦及互聯網的普及程度

1.3 在 2005 年統計調查中，約 1 601 300 個住戶家中有個人電腦（包括桌面電腦、便攜式/筆記簿型/平板電腦及掌上電腦/個人數碼助理），佔全香港所有住戶的 70.1%。當中，約有 1 476 500 個住戶家中有個人電腦（不包括掌上電腦及個人數碼助理）接駁互聯網。換言之，在全香港所有住戶中，有 64.6% 的住戶家中有個人電腦接駁互聯網。（表 1.1）

Introduction

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

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

Penetration of personal computers (PCs) and Internet

1.3 In the 2005 Survey, some 1 601 300 households had PCs (including desktop computers, laptop/notebook/tablet computers and palm top/Personal Digital Assistant (PDA)) at home at the time of enumeration, constituting 70.1% of all households in Hong Kong. Among them, some 1 476 500 households had their PCs (excluding palm top and PDA) at home connected to Internet. In other words, 64.6% of all households in Hong Kong had their PCs at home connected to Internet. (Table 1.1)

接駁上互聯網的方法

1.4 在 2005 年統計調查中，家中的個人電腦有接駁上互聯網的住戶中，約 96.1% 是透過寬頻接駁上互聯網，而有 5.1% 則透過住宅電話線接駁。在 2004 年的相應數字分別為 91.5% 及 9.5%。（表 1.2）

曾使用個人電腦的十歲及以上人士

1.5 在 2005 年統計調查中，約 3 645 500 名十歲及以上的人士在統計前十二個月內曾使用個人電腦。十歲及以上人士在統計前十二個月內曾使用個人電腦的整體比率為 58.8%。在 2004 年的相應比率為 59.5%。（表 1.3）

年齡及性別

1.6 按年齡組別分析，在 2005 年統計調查中，十至十四歲人士在統計前十二個月內曾使用個人電腦的比率最高，達 98.8%。緊隨的是十五至二十四歲人士（97.2%）及二十五至三十四歲人士（84.1%）。年齡較長的人士使用個人電腦的比率較低，其中五十五至六十四歲人士的比率為 20.5%，而六十五歲及以上人士的比率則為 3.2%。這分佈大致與 2004 年時的相若。（表 1.3）

1.7 在 2005 年統計調查中，男性在統計前十二個月內曾使用個人電腦的比率（61.4%）較女性的比率（56.3%）稍高。（表 1.3）

Mode of connection to Internet

1.4 In the 2005 Survey, about 96.1% of those households that had their PCs connected to Internet were connected via broadband, while 5.1% did so via household telephone line. The corresponding figures in 2004 were 91.5% and 9.5% respectively. (Table 1.2)

Persons aged 10 and over who had used PCs

1.5 In the 2005 Survey, some 3 645 500 persons aged 10 and over had used PCs in the twelve months before enumeration. The overall rate of persons having used PCs in the twelve months before enumeration was 58.8% among all persons aged 10 and over. The corresponding rate in 2004 was 59.5%. (Table 1.3)

Age and sex

1.6 Analysed by age group, persons aged 10-14 in the 2005 Survey had the highest rate of having used PCs in the twelve months before enumeration, at 98.8%. This was closely followed by persons aged 15-24 (97.2%) and those aged 25-34 (84.1%). Lower rates were recorded for older persons. In particular, only 20.5% of persons aged 55-64 and 3.2% of persons aged 65 and over had used PCs in the twelve months before enumeration. The profile is broadly similar to that in 2004. (Table 1.3)

1.7 In the 2005 Survey, the rates of having used PCs in the twelve months before enumeration for males (61.4%) was slightly higher than their female counterpart (56.3%). (Table 1.3)

教育程度

1.8 具有專上教育程度的人士在統計前十二個月內曾使用個人電腦的比率最高（在 2005 年為 94.6%，相對 2004 年為 94.3%）。具有中學/預科教育程度的人士與具有小學及以下教育程度的人士在 2005 年的相應比率分別為 68.2%（相對 2004 年的 69.0%）及 17.6%（相對 2004 年的 18.2%）。（表 1.4）

經濟活動身分

1.9 按經濟活動身分分析，學生在統計前十二個月內曾使用個人電腦的比率最高（在 2005 年為 99.2%，相對 2004 年為 98.5%）。其次為從事經濟活動人士（在 2005 年為 68.4%，相對 2004 年為 68.6%）。料理家務者及退休人士在統計前十二個月內曾使用個人電腦的比率較低，分別為 29.2%（相對 2004 年為 24.8%）及 6.5%（相對 2004 年為 9.0%）。（表 1.5）

曾使用個人電腦最少每星期一次的十歲及以上人士

1.10 在 2005 年統計調查中，在統計前十二個月內曾使用個人電腦最少每星期一次的十歲及以上人士中，他們每星期使用個人電腦的平均時間為 26.2 小時。在 2004 年，相應數字則為 27.1 小時。（表 1.6）

年齡

1.11 按年齡組別分析，在 2005 年統計調查中，年齡介乎二十五至三十四歲的人士每星期使用個人電腦的時間最長，平均為 33.9 小時；其次是三十五至四十四歲人士（28.0 小時）及十五至二十四歲人士（26.3 小時）。2004 年的相應數字分別為 34.4 小時、28.2 小時及 27.0 小時。（表 1.6）

Educational attainment

1.8 The rate of having used PCs in the twelve months before enumeration was highest for persons with tertiary education (94.6% in 2005, as compared to 94.3% in 2004). The corresponding rates in 2005 for those with secondary/matriculation educational attainment and primary and lower educational attainment were 68.2% (as compared to 69.0% in 2004) and 17.6% (as compared to 18.2% in 2004) respectively. (Table 1.4)

Economic activity status

1.9 Analysed by economic activity status, students had the highest rate of having used PCs in the twelve months before enumeration (99.2% in 2005, as compared to 98.5% in 2004). This was followed by economically active persons (68.4% in 2005, as compared to 68.6% in 2004). Home-makers and retired persons had relatively lower rates of having used PCs in the twelve months before enumeration, at 29.2% (as compared to 24.8% in 2004) and 6.5% (as compared to 9.0% in 2004) respectively. (Table 1.5)

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

1.10 In the 2005 Survey, among those persons aged 10 and over who had used PCs at least once a week in the twelve months before enumeration, their average time spent in using PCs per week was 26.2 hours. The corresponding figure in 2004 was 27.1 hours. (Table 1.6)

Age

1.11 Analysed by age group, in the 2005 Survey, persons aged 25-34 spent the longest time using PCs per week, with 33.9 hours on average. This was followed by persons aged 35-44 (28.0 hours) and those aged 15-24 (26.3 hours). The corresponding figures in 2004 were 34.4 hours, 28.2 hours and 27.0 hours respectively. (Table 1.6)

經濟活動身分

1.12 按經濟活動身分分析，在 2005 年統計調查中，從事經濟活動的人士每星期使用個人電腦的平均時間為 31.0 小時；在 2004 年，此數字則為 31.5 小時。至於非從事經濟活動的人士中，學生及料理家務者每星期使用個人電腦的平均時間分別為 19.1 小時及 8.9 小時；在 2004 年時的相應數字分別為 19.5 小時及 10.5 小時。(表 1.7)

曾使用互聯網服務的十歲及以上人士

1.13 在 2005 年統計調查中，約 3 526 200 名十歲及以上的人士在統計前十二個月內曾使用互聯網服務，佔所有十歲及以上人士的 56.9% (亦即佔所有在統計前十二個月內曾使用個人電腦的十歲及以上人士的 96.6%)。(表 1.8)

年齡及性別

1.14 按年齡組別分析，十至十四歲人士在統計前十二個月內曾使用互聯網服務的比率最高 (在 2005 年是 96.6%，相對 2004 年時是 95.2%)。其次是十五至二十四歲人士 (在 2005 年是 96.2%，相對 2004 年時是 94.0%) 及二十五歲至三十四歲人士 (在 2005 年是 81.9%，相對 2004 年時是 81.7%)。年齡較長的人士使用互聯網服務的比率較低，六十五歲及以上人士的比率為 2.6%。(表 1.8)

1.15 在 2005 年統計調查中，男性在統計前十二個月內曾使用互聯網服務的比率 (59.6%) 較女性 (54.3%) 稍高。在 2004 年時的相應比率分別為 59.0% 及 54.0%。(表 1.8)

Economic activity status

1.12 Analysed by economic activity status, in the 2005 Survey, the average time spent in using PCs per week of economically active persons was 31.0 hours. In 2004, the corresponding figure was 31.5 hours. Among those economically inactive persons, the average time spent in using PCs per week for students and home-makers were 19.1 hours and 8.9 hours respectively. The corresponding figures in 2004 were 19.5 hours and 10.5 hours respectively. (Table 1.7)

Persons aged 10 and over who had used Internet service

1.13 In the 2005 Survey, some 3 526 200 persons aged 10 and over had used Internet service in the twelve months before enumeration, accounting for 56.9% of all persons aged 10 and over (or 96.6% of all persons aged 10 and over who had used PCs in the twelve months before enumeration). (Table 1.8)

Age and sex

1.14 Analysed by age group, persons aged 10-14 had the highest rate of having used Internet service in the twelve months before enumeration (96.6% in 2005, as compared to 95.2% in 2004). This was followed by persons aged 15-24 (96.2% in 2005, as compared to 94.0% in 2004) and persons aged 25-34 (81.9% in 2005, as compared to 81.7% in 2004). Lower rates were recorded for older persons. In particular, 2.6% of those aged 65 and over had used Internet service in the twelve months before enumeration. (Table 1.8)

1.15 In the 2005 Survey, the rate of having used Internet service in the twelve months before enumeration for males (59.6%) was slightly higher than their female counterpart (54.3%). The corresponding rates in 2004 were 59.0% and 54.0% respectively. (Table 1.8)

教育程度

1.16 在 2005 年統計調查中，具有專上教育程度的人士在統計前十二個月內曾使用互聯網服務的比率最高，為 93.7%，具有中學/預科教育程度的人士與具有小學及以下教育程度的人士的相應比率分別為 65.5% 及 16.5%。(表 1.9)

經濟活動身分

1.17 按經濟活動身分分析，在 2005 年統計調查中，學生在統計前十二個月內曾使用互聯網服務的比率最高，達 97.9%。其次為從事經濟活動人士 (66.1%)。料理家務者及退休人士使用互聯網服務的比率較低，分別為 27.2% 及 5.7%。(表 1.10)

曾使用互聯網服務最少每星期一次的十歲及以上人士

每星期使用互聯網服務的時間

1.18 在 2005 年統計調查中，在統計前十二個月內曾使用互聯網服務最少每星期一次的十歲及以上人士中，他們每星期使用互聯網服務的平均時間為 15.8 小時。在 2004 年時的相應數字是 14.9 小時。(表 1.11)

年齡

1.19 按年齡組別分析，在 2005 年統計調查中，二十五至三十四歲人士每星期平均使用互聯網服務的時間最長，他們每星期平均使用互聯網服務 19.7 小時。其次為十五至二十四歲人士 (17.8 小時) 及三十五至四十四歲人士 (15.6 小時)。(表 1.11)

Educational Attainment

1.16 In the 2005 Survey, the rate of having used Internet service in the twelve months before enumeration was the highest for persons with tertiary education, at 93.7%. The corresponding rates for those with secondary/matriculation educational attainment and primary and lower educational attainment were 65.5% and 16.5% respectively. (Table 1.9)

Economic activity status

1.17 Analysed by economic activity status, in the 2005 Survey, students had the highest rate of having used Internet service in the twelve months before enumeration, at 97.9%. This was followed by economically active persons (66.1%). Home-makers and retired persons had relatively lower rates of having used Internet service, at 27.2% and 5.7% respectively. (Table 1.10)

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

Time spent in using Internet service per week

1.18 In the 2005 Survey, among those persons aged 10 and over who had used Internet service at least once a week in the twelve months before enumeration, their average time spent in using Internet service per week was 15.8 hours. The corresponding figure in 2004 was 14.9 hours. (Table 1.11)

Age

1.19 Analysed by age group, in the 2005 Survey, persons aged 25-34 spent the longest time using Internet service per week on average. Their average time spent in using Internet service was 19.7 hours per week. This was followed by persons aged 15-24 (17.8 hours) and those aged 35-44 (15.6 hours). (Table 1.11)

曾使用電子商業服務的十五歲及以上人士

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

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

Persons aged 15 and over who had used electronic business services

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

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

1.21 在 2005 年統計調查中，約 5 619 000 名十五歲及以上人士在統計前十二個月內曾為個人事務而使用一項或多項上述的電子商業服務，佔全港所有十五歲及以上人士的 97.3%。(表 1.12)

曾使用的電子商業服務類別

1.22 在 2005 年統計調查中，約 5 545 500 人在統計前十二個月內曾使用八達通咭支付交通費，佔所有十五歲及以上人士的 96.0%。其他較普遍被使用的電子商業服務為「透過自動櫃員機提款、存款、轉賬或查詢戶口結餘」(68.0%)、「使用八達通咭購買貨物及服務」(49.4%)及「透過自動電話接聽系統購買貨物及服務」(31.1%)。曾使用電子商業服務的分佈大致與 2004 年時的相若。(表 1.12 及圖 1.1)

教育程度

1.23 十五歲及以上人士在統計前十二個月內曾使用電子商業服務的比率隨着教育程度增加。在 2005 年統計調查中，具有小學及以下教育程度人士的比率為 92.2%，具有中學/預科教育程度人士的比率為 98.9%，而具有專上教育程度人士的比率則為 99.7%。(表 1.13)

經濟活動身分

1.24 在 2005 年統計調查中，曾在統計前十二個月內使用電子商業服務的人士中，約六成(62.3%)為從事經濟活動人士。另外有 14.2% 為料理家務者；13.7% 為退休人士及 8.9% 為學生。曾使用電子商業服務的比率以從事經濟活動人士(99.3%)及學生(98.9%)較高。(表 1.14)

1.21 In the 2005 Survey, some 5 619 000 persons aged 15 and over had used one or more types of the above-mentioned electronic business services for personal matters in the twelve months before enumeration, constituting 97.3% of all persons aged 15 and over in Hong Kong. (Table 1.12)

Type of electronic business services used

1.22 In the 2005 Survey, some 5 545 500 persons had used the Octopus card for paying fare of transportation in the twelve months before enumeration, accounting for 96.0% of all persons aged 15 and over. The other commonly used electronic business services were "withdrawing/depositing/transferring money or checking account balance via ATM" (68.0%), "using Octopus card for purchasing goods and services" (49.4%) and "purchasing goods and services via Interactive Voice Response System (IVRS)" (31.1%). The distribution is broadly similar to that in 2004. (Table 1.12 and Chart 1.1)

Educational attainment

1.23 The rate of persons aged 15 and over having used electronic business services in the twelve months before enumeration increased with educational attainment. In the 2005 Survey, it was 92.2% for persons with primary and lower educational attainment, 98.9% for those with secondary/matriculation educational attainment and 99.7% for those with tertiary educational attainment. (Table 1.13)

Economic activity status

1.24 In the 2005 Survey, about three-fifths (62.3%) of the persons who had used electronic business services in the twelve months before enumeration were economically active. Another 14.2% were home-makers, 13.7% were retired persons and 8.9% were students. The rates of having used electronic business services were relatively higher for economically active persons (99.3%) and students (98.9%). (Table 1.14)

認識「公共服務電子化計劃」的十五歲及以上人士

1.25 政府在 2000 年十二月推出「公共服務電子化計劃」，主要透過互聯網提供公共服務予市民。有見及此，在是項統計調查中，所有十五歲及以上的人士均被問及他們是否認識此項計劃。另一方面，他們亦被問及在過去十二個月曾否為個人事務透過「公共服務電子化計劃」的網站或其他政府網站使用網上政府服務。

1.26 在 2005 年統計調查中，結果發現在統計時約 2 301 700 名十五歲及以上人士認識「公共服務電子化計劃」，佔全港所有十五歲及以上人士的 39.8%。在 2004 年時的相應數字為 42.6%。(表 1.15)

年齡及性別

1.27 在該 2 301 700 人士中，49.1% 年齡在三十五歲以下，而 28.9% 年齡介乎三十五至四十四歲。年紀較輕的人士認識「公共服務電子化計劃」的比率較高。年齡介乎十五至二十四歲人士的比率為 59.4%；年齡介乎二十五至三十四歲人士的比率為 60.6%。相比之下，年齡介乎五十五至六十四歲的人士中，只有 16.1% 認識「公共服務電子化計劃」；年齡在六十五歲及以上的人士中，則只有 3.3% 認識此計劃。(表 1.15)

1.28 按性別分析，在 2005 年統計調查中，認識此計劃的人士中，男性佔 49.4%，而女性則佔 50.6%。相對而言，男性認識此計劃的比率(40.9%)較女性(38.9%)輕微為高。(表 1.15)

其他有關刊物

主題性住戶統計調查第二、六、十、十五、二十及二十三號報告書

Persons age 15 and over who were aware of the ESD scheme

1.25 The Government launched the Electronic Service Delivery (ESD) scheme in December 2000 with the purpose of providing public services to the community mainly through the Internet. In view of this, all persons aged 15 and over in the survey were asked whether they were aware of the ESD scheme. On the other hand, they were also asked whether they had used online Government services through ESD website or other Government websites for personal matters in the past twelve months.

1.26 In the 2005 Survey, the survey results showed that some 2 301 700 persons aged 15 and over were aware of the ESD scheme at the time of enumeration, constituting 39.8% of all persons aged 15 and over in Hong Kong. The corresponding rate in 2004 was 42.6%. (Table 1.15)

Age and sex

1.27 Of those 2 301 700 persons, 49.1% were aged below 35 and 28.9% were aged 35-44. Younger persons had relatively higher rates of being aware of the ESD scheme, at 59.4% for persons aged 15-24 and 60.6% for those aged 25-34. In comparison, only 16.1% of persons aged 55-64 and 3.3% of persons aged 65 and over were aware of the ESD scheme. (Table 1.15)

1.28 Analysed by sex, 49.4% of the persons who were aware of the ESD scheme were males and 50.6% were females in the 2005 Survey. Relatively speaking, the rate of being aware of the ESD scheme for males (40.9%) was slightly higher than their female counterpart (38.9%). (Table 1.15)

Further reference

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

表 1.1 家中有個人電腦及家中有個人電腦接駁互聯網的住戶

Table 1.1 Households with personal computers (PCs) at home and with PCs at home connected to Internet

訪問期間 Enquiry period	家中有個人電腦 [@] 的住戶數目 No. of households with PCs [@] at home (‘000)	比率 * Rate *	家中有個人電腦接駁 互聯網的住戶數目 No. of households with PCs at home connected to Internet (‘000)	比率 * Rate *
二零零零年一月至三月 Jan - Mar 2000	1 051.1	49.7	770.2 (73.3)	36.4
二零零一年四月至六月 Apr - Jun 2001	1 258.4	60.6	1 009.8 (80.4) **	48.7 **
二零零二年五月至七月 May - Jul 2002	1 322.0	62.1	1 118.1 (84.6) **	52.5 **
二零零三年五月至八月 May - Aug 2003	1 479.1	67.5	1 312.8 (88.8) **	60.0 **
二零零四年六月至八月 Jun - Aug 2004	1 581.9	71.1	1 444.7 (91.3) **	64.9 **
二零零五年五月至八月 May - Aug 2005	1 601.3	70.1	1 476.5 (92.2) **	64.6 **

註釋: 括號內的數字是指佔家中有個人電腦的住戶的百分比。

@ 個人電腦包括桌面電腦、便攜式/筆記簿型/平板電腦及掌上電腦/個人數碼助理。

* 在有關訪問期間佔所有住戶的百分比。

** 不包括住戶成員只使用掌上電腦/個人數碼助理接駁互聯網的住戶。

Notes: Figures in brackets denote the percentage share of households with PCs at home.

@ PCs includes desktop computers, laptop/notebook/tablet computers and palm top/Personal Digital Assistant (PDA).

* As a percentage of all households in the respective enquiry periods.

** Excluding households with household members using only the palm top/Personal Digital Assistant (PDA) for connection to Internet.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.2 按接駁上互聯網的方法劃分的家中有個人電腦接駁上互聯網的住戶
Table 1.2 Households with personal computers (PCs) at home connected to Internet by mode of connection to Internet

接駁上互聯網的方法# Mode of connection to Internet #	2002		2003		2004		2005	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
透過住宅電話線 Via household telephone line	377.2	33.7	233.6	17.8	136.8	9.5	75.6	5.1
透過寬頻 Via broadband	762.7	68.2	1 099.1	83.7	1 322.3	91.5	1 419.2	96.1
透過流動電話網絡 (例如：流動電話) Via mobile telecommunications network (e.g. mobile phones)	2.2	0.2	3.9	0.3	9.5	0.7	11.7	0.8
合計 Overall	1 118.1		1 312.8		1 444.7		1 476.5	

註釋： # 可選擇多項答案。
 Note: # Multiple answers were allowed.

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

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

年齡組別 Age group	2002						2003					
	男		女		合計		男		女		合計	
	Male		Female		Overall		Male		Female		Overall	
	人數	比率*	人數	比率*	人數	比率*	人數	比率*	人數	比率*	人數	比率*
No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	
	('000)			('000)				('000)				
10 - 14	213.1	96.1	201.6	96.3	414.7	96.2	216.2	95.9	206.0	96.7	422.2	96.3
15 - 24	411.8	91.9	411.5	92.7	823.2	92.3	422.4	93.8	410.8	94.8	833.3	94.3
25 - 34	369.0	75.9	461.8	76.3	830.8	76.2	386.8	80.5	471.8	78.9	858.6	79.6
35 - 44	396.6	62.3	395.7	55.0	792.3	58.4	416.6	66.8	440.0	59.6	856.6	62.9
45 - 54	183.4	35.9	133.9	26.5	317.3	31.2	228.7	42.8	159.8	29.5	388.5	36.1
55 - 64	48.2	17.5	23.0	9.5	71.3	13.8	61.5	21.5	26.4	10.4	87.9	16.2
≥65	14.8	4.2	6.0	1.5	20.8	2.8	12.2	3.4	5.0	1.2	17.2	2.2
合計 Overall	1 636.7	55.9	1 633.6	52.3	3 270.3	54.0	1 744.6	58.9	1 719.8	53.7	3 464.4	56.2

年齡組別 Age group	2004						2005					
	男		女		合計		男		女		合計	
	Male		Female		Overall		Male		Female		Overall	
	人數	比率*	人數	比率*	人數	比率*	人數	比率*	人數	比率*	人數	比率*
No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	No. of persons	Rate*	
	('000)			('000)				('000)				
10 - 14	215.0	97.9	203.1	98.1	418.2	98.0	215.6	98.9	202.2	98.6	417.9	98.8
15 - 24	425.8	95.2	426.2	96.5	852.0	95.8	437.7	97.1	421.8	97.2	859.5	97.2
25 - 34	407.1	87.2	485.3	83.3	892.4	85.0	396.0	85.3	442.8	83.0	838.8	84.1
35 - 44	430.6	71.8	478.3	65.6	908.9	68.4	408.3	69.7	459.5	64.9	867.8	67.1
45 - 54	255.2	46.3	194.0	34.4	449.2	40.3	283.6	49.5	223.3	38.0	506.9	43.7
55 - 64	74.0	24.8	43.8	16.0	117.8	20.6	80.5	24.9	48.0	15.9	128.5	20.5
≥65	20.9	5.7	10.4	2.5	31.3	4.0	19.4	5.1	6.6	1.5	26.0	3.2
合計 Overall	1 828.5	61.9	1 841.2	57.2	3 669.7	59.5	1 841.2	61.4	1 804.3	56.3	3 645.5	58.8

註釋: * 在個別年齡組別及性別分組中佔該組別所有人士的百分比。以二零零二年所有十至十四歲的男性為例，96.1%在統計前十二個月內曾使用個人電腦。

Note: * As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14 in 2002, 96.1% had used PCs in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.4 按教育程度劃分的在統計前十二個月內曾使用個人電腦的十歲及以上人士

Table 1.4 Persons aged 10 and over who had used personal computers (PCs) in the twelve months before enumeration by educational attainment

教育程度 Educational attainment	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
未受教育/幼稚園/小學 No schooling/kindergarten/primary	308.9	17.0	314.1	17.6	311.4	18.2	308.0	17.6
中學/預科 Secondary/matriculation	2 002.7	62.6	2 379.4	67.4	2 303.7	69.0	2 252.5	68.2
專上教育 Tertiary	958.7	92.8	770.9	91.6	1 054.6	94.3	1 084.9	94.6
合計 Overall	3 270.3	54.0	3 464.4	56.2	3 669.7	59.5	3 645.5	58.8

註釋: * 在個別教育程度組別中佔該組別所有十歲及以上人士的百分比。以二零零二年所有具有專上教育程度人士為例，92.8%在統計前十二個月內曾使用個人電腦。

Note: * As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons with tertiary educational attainment in 2002, 92.8% had used PCs in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

經濟活動身分 Economic activity status	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	2 173.5	61.5	2 328.5	64.6	2 495.3	68.6	2 410.7	68.4
非從事經濟活動 Economically inactive	1 096.8	43.5	1 135.9	44.4	1 174.4	46.4	1 234.7	46.1
學生 Students	860.9	97.5	883.2	97.2	862.8	98.5	921.0	99.2
退休人士 Retired persons	35.3	5.3	36.7	4.5	48.0	9.0	55.5	6.5
料理家務者 Home-makers	186.2	21.1	200.7	26.0	250.9	24.8	241.5	29.2
其他 Others	14.5	16.5	15.3	22.8	12.7	11.6	16.6	23.6
合計 Overall	3 270.3	54.0	3 464.4	56.2	3 669.7	59.5	3 645.5	58.8

註釋: * 在個別經濟活動身分組別中佔該組別所有十歲及以上人士的百分比。以二零零二年所有從事經濟活動人士為例，61.5%在統計前十二個月內曾使用個人電腦。

+ 從事經濟活動人士包括就業人士及失業人士。

Notes: * As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons in 2002, 61.5% had used PCs in the twelve months before enumeration.

+ Economically active persons comprise employed persons and unemployed persons.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

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

年齡組別 Age group	每星期使用個人電腦的平均時間 (小時) Average duration (hours) of time spent in using PCs per week			
	2002	2003	2004	2005
10 - 14	11.3	14.6	15.0	14.6
15 - 24	23.2	27.9	27.0	26.3
25 - 34	31.8	33.2	34.4	33.9
35 - 44	24.8	27.2	28.2	28.0
45 - 54	20.5	22.4	24.8	22.4
≥ 55	16.8	16.5	16.5	17.6
合計 Overall	23.8	26.5	27.1	26.2

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

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

經濟活動身分 Economic activity status	每星期使用個人電腦的平均時間 (小時) Average duration (hours) of time spent in using PCs per week			
	2002	2003	2004	2005
從事經濟活動人士 ⁺ Economically active persons ⁺	28.5	30.7	31.5	31.0
非從事經濟活動人士 Economically inactive persons				
學生 Students	15.4	19.9	19.5	19.1
料理家務者 Home-makers	9.0	8.8	10.5	8.9
其他 Others	13.8	14.1	13.0	11.2
合計 Overall	23.8	26.5	27.1	26.2

註釋: + 從事經濟活動人士包括就業人士及失業人士。

Note: + Economically active persons comprise employed persons and unemployed persons.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

年齡組別 Age group	2002						2003					
	男 Male		女 Female		合計 Total		男 Male		女 Female		合計 Total	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
10 - 14	197.9	89.3	189.6	90.6	387.5	89.9	203.6	90.3	198.1	93.0	401.7	91.6
15 - 24	397.7	88.8	397.5	89.6	795.1	89.2	410.5	91.2	401.8	92.7	812.3	91.9
25 - 34	341.3	70.2	412.5	68.2	753.9	69.1	368.9	76.8	441.1	73.7	810.0	75.1
35 - 44	339.6	53.4	319.7	44.4	659.3	48.6	383.3	61.4	390.2	52.9	773.4	56.8
45 - 54	151.1	29.6	103.1	20.4	254.3	25.0	199.0	37.3	128.0	23.6	327.1	30.4
55 - 64	36.5	13.3	17.8	7.4	54.3	10.5	52.0	18.1	22.6	8.9	74.6	13.8
≥ 65	10.6	3.0	3.8	1.0	14.4	1.9	9.9	2.8	3.8	0.9	13.7	1.8
合計	1 474.7	50.3	1 444.1	46.2	2 918.8	48.2	1 627.1	55.0	1 585.6	49.6	3 212.8	52.2
Overall												

年齡組別 Age group	2004						2005					
	男 Male		女 Female		合計 Total		男 Male		女 Female		合計 Total	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
10 - 14	209.1	95.2	197.0	95.1	406.2	95.2	210.4	96.5	198.2	96.7	408.6	96.6
15 - 24	418.1	93.5	417.4	94.5	835.5	94.0	434.7	96.4	416.1	95.9	850.8	96.2
25 - 34	393.3	84.3	464.1	79.6	857.4	81.7	387.1	83.4	430.7	80.7	817.8	81.9
35 - 44	405.6	67.6	446.4	61.2	852.0	64.1	394.6	67.4	441.2	62.3	835.8	64.6
45 - 54	235.1	42.7	169.7	30.0	404.8	36.3	270.6	47.2	205.8	35.0	476.4	41.1
55 - 64	63.4	21.2	36.9	13.4	100.3	17.5	72.9	22.5	42.7	14.1	115.6	18.4
≥ 65	16.6	4.5	7.0	1.7	23.6	3.0	16.2	4.2	5.1	1.2	21.3	2.6
合計	1 741.1	59.0	1 738.6	54.0	3 479.7	56.4	1 786.5	59.6	1 739.7	54.3	3 526.2	56.9
Overall												

註釋: * 在個別年齡組別及性別分組中佔該組別所有人士的百分比。以二零零二年所有十至十四歲的男性為例，89.3%在統計前十二個月內曾使用互聯網服務。

Note: * As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14 in 2002, 89.3% had used Internet service in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

教育程度 Educational attainment	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
未受教育/幼稚園/小學 No schooling/kindergarten/primary	263.1	14.4	272.2	15.2	282.3	16.5	289.1	16.5
中學/預科 Secondary/matriculation	1 736.9	54.3	2 192.5	62.1	2 160.0	64.7	2 162.0	65.5
專上教育 Tertiary	918.8	89.0	748.1	88.9	1 037.3	92.7	1 075.1	93.7
合計 Overall	2 918.8	48.2	3 212.8	52.2	3 479.7	56.4	3 526.2	56.9

註釋: * 在個別教育程度組別中佔該組別所有十歲及以上人士的百分比。以二零零二年所有具有專上教育程度的人士為例，89.0%在統計前十二個月內曾使用互聯網服務。

Note: * As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons with tertiary educational attainment in 2002, 89.0% had used Internet service in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

經濟活動身分 Economic activity status	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	1 909.7	54.1	2 143.8	59.5	2 358.9	64.8	3 329.0	66.1
非從事經濟活動 Economically inactive	1 009.1	40.0	1 069.0	41.8	1 120.8	44.3	1 197.1	44.7
學生 Students	824.2	93.4	856.2	94.2	844.6	96.4	908.7	97.9
退休人士 Retired persons	27.5	4.1	31.3	3.9	38.3	7.2	48.6	5.7
料理家務者 Home-makers	144.9	16.5	167.8	21.7	226.8	22.4	224.7	27.2
其他 Others	12.4	14.2	13.7	20.5	11.2	10.1	15.1	21.5
合計 Overall	2 918.8	48.2	3 212.8	52.2	3 479.7	56.4	3 526.2	56.9

註釋: * 在個別經濟活動身分組別中佔該組別所有十歲及以上人士的百分比。以二零零二年所有從事經濟活動人士為例，54.1%在統計前十二個月內曾使用互聯網服務。
+ 從事經濟活動人士包括就業人士及失業人士。

Notes: * As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons in 2002, 54.1% had used Internet service in the twelve months before enumeration.
+ Economically active persons comprise employed persons and unemployed persons.

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

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

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

年齡組別 Age group	每星期使用互聯網服務的平均時間 (小時) Average duration (hours) of time spent in using Internet service per week			
	2002	2003	2004	2005
10 - 14	6.8	10.7	9.9	10.1
15 - 24	13.1	19.8	16.6	17.8
25 - 34	13.4	17.9	18.1	19.7
35 - 44	10.3	14.3	14.0	15.6
45 - 54	8.9	12.3	12.1	11.9
≥ 55	8.3	9.9	10.1	10.7
合計 Overall	11.3	15.9	14.9	15.8

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

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

曾使用的電子商業服務類別 [#] Type of electronic business services used [#]	2002		2003	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
使用八達通咭 [@] Using Octopus card [@]	5 085.2	90.4	5 236.8	91.5
使用八達通咭支付交通費 Using Octopus card for paying fare of transportation	5 043.8	89.7	5 209.0	91.1
使用八達通咭購買貨物及服務 Using Octopus card for purchasing goods and services	1 520.1	27.0	1 971.4	34.5
透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 Withdrawing/depositing/transferring money or checking account balance via Automatic Teller Machine (ATM)	3 686.6	65.6	3 718.6	65.0
透過自動電話接聽系統購物或獲取服務 Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)	2 004.1	35.6	1 964.3	34.3
使用電子現金/易辦事服務 Using e-cash/Easy Pay System (EPS)	1 476.1	26.3	1 677.9	29.3
透過自動櫃員機繳費 Settling payment by ATM	831.2	14.8	926.0	16.2
使用電話透過「繳費靈」服務繳費 Using telephone to settle payment by Payment by Phone Service (PPS)	1 172.8	20.9	1 084.2	19.0
上網搜尋貨物/服務資料 Searching for information on goods/services online	337.0	6.0	623.3	10.9
上網搜尋職位空缺資料 Searching for job vacancies online	275.5	4.9	348.7	6.1
使用網上銀行服務(例如:轉帳) Using cyber-banking services (e.g. transferring money)	268.8	4.8	463.1	8.1
上網搜尋財經資料(例如:股票價格) Searching for financial information online (e.g. stock prices)	276.0	4.9	343.8	6.0
上網訂座/訂票 Making reservation/booking tickets online	158.9	2.8	270.4	4.7
上網繳費 Settling payment online	131.4	2.3	292.3	5.1
上網購買/訂購貨物及服務 Purchasing/ordering goods and services online	153.8	2.7	207.4	3.6
透過流動電訊網絡以互動短訊服務方式進行交易或獲取服務 (例如:銀行服務、股票報價等) Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)	117.6	2.1	176.0	3.1
上網買賣股票 Trading stock online	63.9	1.1	101.3	1.8
使用網上拍賣服務 Using auction service online	42.4	0.8	79.1	1.4
上網要求客戶服務(例如:安排送貨) Requesting customer services online (e.g. arranging product delivery)	31.6	0.6	82.5	1.4
合計 Overall	5 209.0	92.6	5 357.0	93.6

註釋: # 可選擇多項答案。
* 佔所有十五歲及以上人士的百分比。

Notes: # Multiple answers were allowed.
* As a percentage of all persons aged 15 and over.

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

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

Table 1.12 Persons aged 15 and over who had used electronic business services in the twelve months before enumeration by type of electronic business services used (continued)

曾使用的電子商業服務類別 [#] Type of electronic business services used [#]	2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
使用八達通咭 [@] Using Octopus card [@]	5 470.8	95.2	5 575.3	96.5
使用八達通咭支付交通費 Using Octopus card for paying fare of transportation	5 453.6	94.9	5 545.5	96.0
使用八達通咭購買貨物及服務 Using Octopus card for purchasing goods and services	2 278.5	39.7	2 854.9	49.4
透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 Withdrawing/depositing/transferring money or checking account balance via Automatic Teller Machine (ATM)	3 877.8	67.5	3 931.2	68.0
透過自動電話接聽系統購物或獲取服務 Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)	1 938.1	33.7	1 799.3	31.1
使用電子現金/易辦事服務 Using e-cash/Easy Pay System (EPS)	1 716.1	29.9	1 635.7	28.3
透過自動櫃員機繳費 Settling payment by ATM	1 014.5	17.7	1 156.8	20.0
使用電話透過「繳費靈」服務繳費 Using telephone to settle payment by Payment by Phone Service (PPS)	1 073.3	18.7	1 010.4	17.5
上網搜尋貨物/服務資料 Searching for information on goods/services online	575.2	10.0	914.9	15.8
上網搜尋職位空缺資料 Searching for job vacancies online	360.4	6.3	559.1	9.7
使用網上銀行服務 (例如：轉帳) Using cyber-banking services (e.g. transferring money)	567.4	9.9	519.2	9.0
上網搜尋財經資料 (例如：股票價格) Searching for financial information online (e.g. stock prices)	401.5	7.0	422.5	7.3
上網訂座/訂票 Making reservation/booking tickets online	292.2	5.1	389.1	6.7
上網繳費 Settling payment online	336.7	5.9	357.5	6.2
上網購買/訂購貨物及服務 Purchasing/ordering goods and services online	178.2	3.1	185.6	3.2
透過流動電訊網絡以互動短訊服務方式進行交易或獲取服務 (例如：銀行服務、股票報價等) Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)	159.9	2.8	173.1	3.0
上網買賣股票 Trading stock online	129.1	2.2	127.9	2.2
使用網上拍賣服務 Using auction service online	79.3	1.4	80.7	1.4
上網要求客戶服務 (例如：安排送貨) Requesting customer services online (e.g. arranging product delivery)	64.3	1.1	60.6	1.0
合計 Overall	5 542.5	96.5	5 619.0	97.3

註釋：
可選擇多項答案。
* 佔所有十五歲及以上人士的百分比。

Notes:
Multiple answers were allowed.
* As a percentage of all persons aged 15 and over.

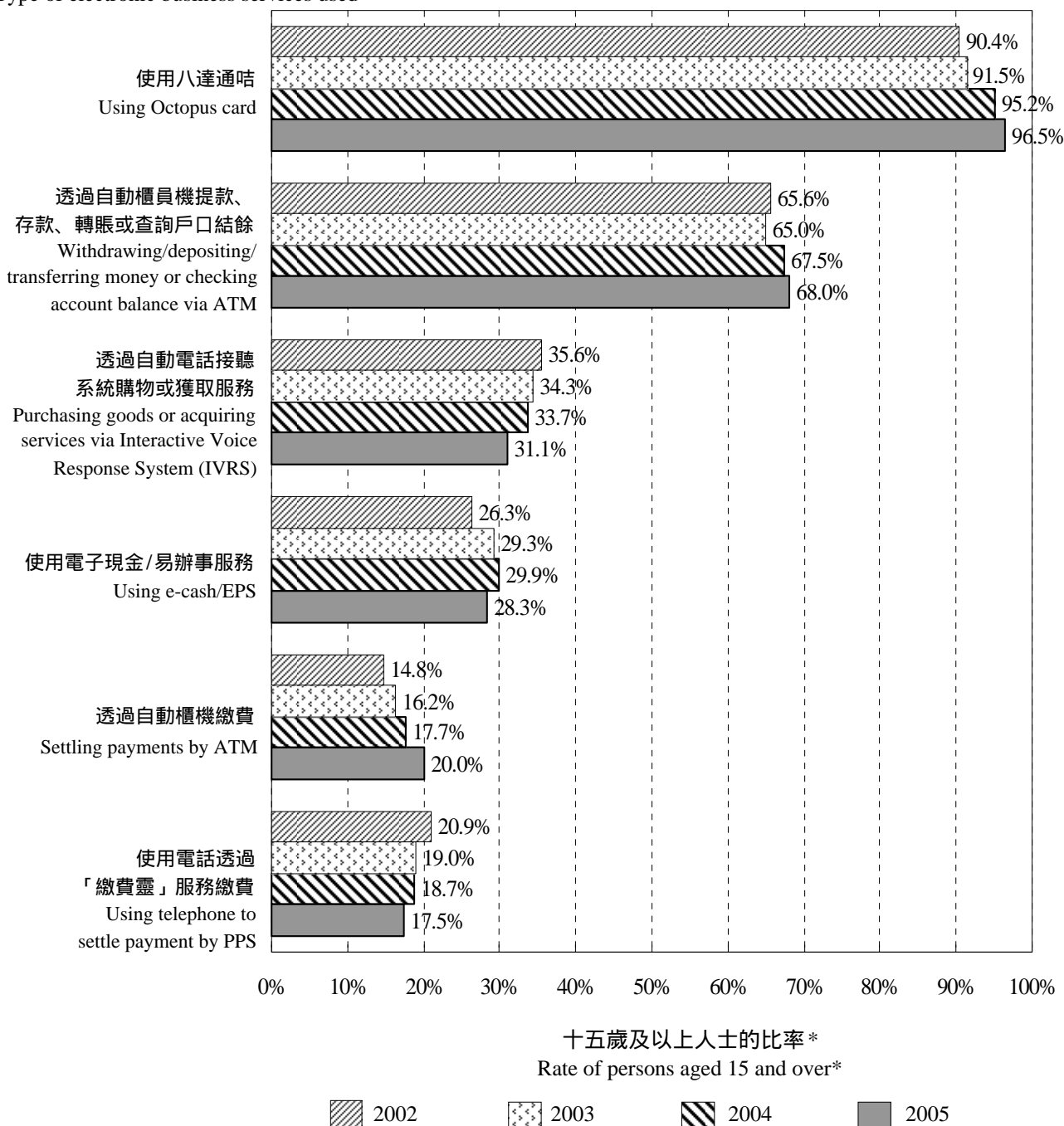
資料來源：政府統計處社會統計調查組
Source: Social Surveys Section, Census and Statistics Department

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

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

曾使用的電子商業服務類別

Type of electronic business services used



註釋: * 佔所有十五歲及以上人士的百分比。
Note: * As a percentage of all persons aged 15 and over.

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

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

教育程度 Educational attainment	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
未受教育/幼稚園/小學 No schooling/kindergarten/ primary	1 244.6	79.0	1 290.4	82.9	1 337.6	89.3	1 422.2	92.2
中學/預科 Secondary/matriculation	2 939.6	97.5	3 234.2	97.3	3 092.8	98.8	3 053.6	98.9
專上教育 Tertiary	1 024.8	99.2	832.4	98.9	1 112.1	99.4	1 143.2	99.7
合計 Overall	5 209.0	92.6	5 357.0	93.6	5 542.5	96.5	5 619.0	97.3

註釋: * 在個別教育程度組別中佔該組別所有十五歲及以上人士的百分比。以二零零二年所有具有專上教育程度的人士為例，99.2%在統計前十二個月內曾使用電子商業服務。

Note: * As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons with tertiary educational attainment in 2002, 99.2% had used electronic business services in the twelve months before enumeration.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

經濟活動身分 Economic activity status	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	3 462.7	98.0	3 535.2	98.1	3 604.5	99.0	3 498.1	99.3
非從事經濟活動 Economically inactive	1 746.3	83.5	1 821.8	86.1	1 938.0	92.0	2 121.0	94.1
學生 Students	444.5	98.4	456.1	96.9	441.7	98.3	499.5	98.9
退休人士 Retired persons	468.9	69.8	604.4	74.9	469.3	87.9	767.6	90.1
料理家務者 Home-makers	774.2	87.9	711.9	92.1	947.2	93.5	795.3	96.2
其他 Others	58.8	67.2	49.4	74.2	79.7	72.5	58.7	83.3
合計 Overall	5 209.0	92.6	5 357.0	93.6	5 542.5	96.5	5 619.0	97.3

註釋: * 在個別經濟活動身分組別中佔該組別所有十五歲及以上人士的百分比。以二零零二年所有從事經濟活動人士為例，98.0%在統計前十二個月內曾使用電子商業服務。

+ 從事經濟活動人士包括就業人士及失業人士。

Notes: * As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons in 2002, 98.0% had used electronic business services in the twelve months before enumeration.

+ Economically active persons comprise employed persons and unemployed persons.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.15 按年齡組別/性別劃分的認識「公共服務電子化計劃」的十五歲及以上人士

Table 1.15 Persons aged 15 and over who were aware of the Electronic Service Delivery (ESD) scheme by age group/sex

年齡組別/性別 Age group/sex	2002		2003		2004		2005	
	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*	人數 No. of persons (‘000)	比率* Rate*
年齡組別 Age group								
15 - 24	555.7	62.3	463.4	52.5	559.3	62.9	525.5	59.4
25 - 34	624.6	57.3	572.2	53.0	679.6	64.8	604.8	60.6
35 - 44	623.5	46.0	558.1	41.0	724.2	54.5	664.7	51.4
45 - 54	303.6	29.9	255.5	23.7	358.2	32.1	378.9	32.7
55 - 64	86.0	16.6	68.2	12.6	94.2	16.4	100.9	16.1
≥ 65	37.5	5.0	27.4	3.5	34.5	4.4	26.9	3.3
性別 Sex								
男 Male	1 118.5	41.3	978.0	35.8	1 211.2	44.3	1 136.1	40.9
女 Female	1 112.5	38.2	966.9	32.4	1 238.8	41.1	1 165.6	38.9
合計 Overall	2 231.0	39.7	1 944.9	34.0	2 450.0	42.6	2 301.7	39.8

註釋: * 在個別年齡組別/性別組別中佔該組別所有人士的百分比。以二零零二年所有十五至二十四歲的人士為例，62.3% 認識「公共服務電子化計劃」。

Note: * As a percentage of all persons in the respective age/sex groups. For example, among all persons aged 15-24 in 2002, 62.3% were aware of the ESD scheme.

資料來源: 政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

第 2 章 資訊科技在工商業的使用情況和普及程度

Chapter 2 Information Technology Usage and Penetration in the Business Sector

緒言

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

2.2 當中分析主要是根據政府統計處進行的「資訊科技在工商業的使用情況和普及程度按年統計調查」所得的資料進行分析。政府統計處在 2000 年首次進行這項統計調查。統計調查所根據的樣本，涵蓋多個行業約 4 700 間的機構單位，包括製造業；電力及燃氣業；建造業；批發、零售、進出口貿易、飲食及酒店業；運輸、倉庫及通訊業；金融、保險、地產及商用服務業；及社區、社會及個人服務業。漁業及農業和採礦及採石業則不包括在內。

2.3 機構單位均以其在 3 月底的就業人數分類為大型、中型及小型機構單位。在製造業，大型機構單位是指有 100 名或以上就業人士的機構單位，在其他行業的有關就業人數則為 50 名或以上。小型機構單位則不論行業類別而泛指就業人數少於 10 名的機構單位。其餘的被視為中型機構單位。

Introduction

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

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

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

個人電腦的應用

2.4 在 2005 年統計調查中，約 60.5% 的機構單位有使用個人電腦。在主要行業類別中，使用個人電腦的百分比最高的是金融、保險、地產及商用服務業（87.2%），其次是批發、零售、進出口貿易、飲食及酒店業（63.6%），而最低的則是運輸、倉庫及通訊業（28.9%）。（表 2.1A）

2.5 機構單位的規模越大，個人電腦的使用率越高。在 2005 年統計調查中，約 97.5% 的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為 88.9% 及 56.4%。（表 2.1B）

互聯網的應用

2.6 在 2005 年，約 54.7% 的機構單位已連接互聯網，佔有使用個人電腦的機構單位的 90.4%。在大型機構單位中，所佔的百分比則更高（在 2005 年是 91.5%，相對 2004 年時是 89.7%）。按行業類別分析，金融、保險、地產及商用服務業的百分比最高（在 2005 年是 81.8%，相對 2004 年時是 76.9%），而最低的則為運輸、倉庫及通訊業（在 2005 年是 25.8%，相對 2004 年時是 23.5%）。（表 2.2A 及 2.2B）

2.7 在互聯網的各項功能中，「電子郵件」是最普遍被應用的一項。在 2005 年，96.4% 有連接互聯網的機構單位均有使用這項功能，而有使用「網上資料搜集」功能的則為 91.0%。（表 2.3）

2.8 按連接互聯網的方法分析，利用寬頻上網最為普及。在 2005 年，91.7% 有連接互聯網的機構單位均有採用。（表 2.4A）

Personal computers usage

2.4 In the 2005 Survey, about 60.5% of the establishments used personal computers (PCs). Among the major industry sectors, the percentage of establishments using PCs was highest in the financing, insurance, real estate and business services sector (87.2%), followed by the wholesale, retail and import/export trades, restaurants and hotels sector (63.6%) and was lowest in the transport, storage and communications sector (28.9%). (Table 2.1A)

2.5 PCs usage increased with the size of establishments. In the 2005 Survey, some 97.5% of the large establishments had used PCs. For the medium and small establishments, the percentages were 88.9% and 56.4% respectively. (Table 2.1B)

Internet usage

2.6 In 2005, some 54.7% of all establishments or 90.4% of establishments using PCs had Internet connection. The percentage was much higher for large establishments (91.5% in 2005, as compared to 89.7% in 2004). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (81.8% in 2005, as compared to 76.9% in 2004) and lowest for the transport, storage and communications sector (25.8% in 2005, as compared to 23.5% in 2004). (Tables 2.2A and 2.2B)

2.7 Among the general functions of Internet usage, "E-mail" was the most common one. It was used by 96.4% of the establishments having Internet connection in 2005, followed by "on-line source of information" (91.0%). (Table 2.3)

2.8 Analysed by method of connection, broadband was the most common. This was used by 91.7% of the establishments having Internet connection in 2005. (Table 2.4A)

2.9 截至 2004 年底，香港有 188 間持牌的互聯網服務公司，而以撥號接駁及私人租用線路接駁上網的已登記客戶戶口數目分別為 100 萬個及 2 300 個。另一方面，以寬頻連接互聯網非常普及。2004 年，寬頻互聯網接駁客戶戶口數目為 148 萬個，較 2003 年上升 20.6%。透過公共電話網絡接駁的互聯網使用量由 2003 年的 36 億分鐘減少至 2004 年的 19 億分鐘。這主要是由於寬頻互聯網接駁服務逐漸普及。(表 2.5)

2.10 在 2005 年，約 15.5% 的機構單位有設立網頁或網站，相對於 2004 年的 14.8% 增加了約一個百分點。在大型機構單位，設有網頁或網站的百分比(72.3%)，明顯較中型(34.6%)及小型(12.0%)機構單位的百分比高。在已設立網頁或網站的機構單位中，34.7% 同時擁有本身的網絡伺服器；17.7% 已把網頁或網站連接到本身的資料庫；而 7.4% 已把網頁或網站連接到商業伙伴的電腦系統。(表 2.6A、2.6B、2.7A 及 2.7B)

電子商業

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

2.9 As at the end of 2004, Hong Kong had 188 licensed Internet Service Providers (ISPs) and the number of registered customer accounts with dial-up access and with leased line access were 1.0 million and 2 300 respectively. On the other hand, the use of Internet with broadband connection also became popular. In 2004, registered broadband Internet access customer accounts was 1.48 million, representing a 20.6% increase over 2003. Internet usage through Public Switched Telephone Network (PSTN) dropped from 3.6 billion minutes in 2003 to 1.9 billion minutes in 2004. The decline is due to the growing popularity of Internet access via broadband networks. (Table 2.5)

2.10 In 2005, about 15.5% of the establishments had their own Web page or Web site, an increase of about 1 percentage point as compared to 14.8% in 2004. The percentage was much higher for large establishments (72.3%) than medium establishments (34.6%) and small establishments (12.0%). Among establishments having Web pages or Web sites, 34.7% had their own Web servers; 17.7% had their Web pages or Web sites connected to their related in-firm database; and 7.4% had their Web pages or Web sites connected to business partners' computer systems. (Tables 2.6A, 2.6B, 2.7A and 2.7B)

Electronic business

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

(a) 透過電子途徑預訂或購買貨品、服務或資料

2.12 在資訊科技在工商業的使用情況和普及程度統計調查中，機構單位透過電子途徑確認整個預訂或購買過程，才被視為透過電子途徑預訂或購買貨品、服務或資料。

2.13 在 2005 年，透過電子途徑預訂或購買貨品、服務或資料的機構單位所佔的百分比比較 2004 年為高。在訪問前的十二個月內曾透過電子途徑預訂或購買貨品、服務或資料的機構單位佔 15.4%。金融、保險、地產及商用服務業(22.5%)和大型機構單位(31.5%)的百分比均較高。在曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，72.8% 表示主要預訂或補購存貨。

(表 2.8A、2.8B 及 2.9)

(b) 透過電子途徑獲取貨品、服務或資料

2.14 網上瀏覽資料亦視為透過電子途徑獲取資料。至於透過電子途徑獲取的貨品及服務，就只限於能以電子途徑傳遞的貨品及服務，如套裝軟件及歌曲。從 2001 年的統計調查起，政府貨品、服務或資料及其他貨品、服務或資料的數據，是分別記錄的。

2.15 在 2005 年，約 52.3% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取貨品、服務或資料。其中 73.5% 曾透過電子途徑獲取政府貨品、服務或資料，89.4% 曾獲取其他貨品、服務或資料。

(表 2.8A、2.8B、2.10A 及 2.10B)

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

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

2.13 In 2005, the proportion of establishments ordering or purchasing goods, services or information through electronic means had increased over 2004. 15.4% of the establishments had ordered or purchased goods, services or information through electronic means in the 12 months before enumeration. The percentages were higher for the financing, insurance, real estate and business services sector (22.5%) and for large establishments (31.5%). For those establishments that had ordered or purchased through electronic means, 72.8% expressed that the major use was order or purchase for replenishment of inventory.

(Tables 2.8A, 2.8B and 2.9)

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

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

2.15 In 2005, some 52.3% of the establishments had received goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 73.5% had received government goods, services or information through electronic means and 89.4% had received other goods, services or information.

(Tables 2.8A, 2.8B, 2.10A and 2.10B)

政府貨品、服務或資料

2.16 在 2005 年，曾透過電子途徑獲取政府貨品、服務或資料的機構單位中，約 95.5% 透過個人電腦連接互聯網獲取。按電子平台的種類劃分，40.3% 是透過公共服務電子化計劃/生活易獲取。(表 2.11)

其他非政府提供的貨品、服務或資料

2.17 在 2005 年，約 46.8% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取其他非政府提供的貨品、服務或資料。
(表 2.10A 及 2.10B)

2.18 在曾透過電子途徑獲取其他非政府提供的貨品、服務或資料的機構單位中，有 93.9% 的機構表示曾獲取、瀏覽或尋找其他資料。25.8% 表示曾獲取電子銀行服務，19.7% 表示曾獲取數碼形式的產品及服務，以及 12.3% 曾查詢財經資料。(表 2.12)

(c) 透過電子途徑售賣貨品、服務或資料

2.19 機構單位透過電子途徑提供並接納整個預訂或購買其貨品及服務，才被視為透過電子途徑售賣其貨品、服務或資料。

Government goods, services or information

2.16 In 2005, of those establishments having received government goods, services or information through electronic means, 95.5% had done so through Internet via PCs. Analysed by type of electronic platform, 40.3% of them had done so through the Electronic Service Delivery Scheme (ESD) / ESD Life. (Table 2.11)

Goods, services or information other than from the government

2.17 In 2005, about 46.8% of the establishments had received goods, services or information (other than from the government) through electronic means in the 12 months before enumeration. (Tables 2.10A and 2.10B)

2.18 Of those establishments having received goods, services or information (other than from the government) through electronic means, 93.9% of them had received, browsed or searched for other information. 25.8% expressed that they had received electronic banking services, 19.7% had received services and products in digital form, and 12.3% had searched for financial information. (Table 2.12)

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

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

2.20 在 2005 年，只有很少百分比（1.8%）的機構單位在訪問前的十二個月內曾透過電子途徑售賣貨品、服務或資料。批發、零售、進出口貿易、飲食及酒店業（2.5%）；製造業、電力及燃氣業（2.1%）與及金融、保險、地產及商用服務業（2.0%）和一般大型機構單位（6.4%）的百分比比較高。互聯網是最普遍的電子銷售途徑。在曾透過電子途徑銷售的機構單位中，約 97.9% 是透過互聯網的。（表 2.13、2.14A、2.14B 及 2.15）

2.21 在 2004 年透過電子途徑售賣貨品、服務或資料所獲取的業務收益為 276 億港元，佔所有涵蓋行業類別總業務收益的 0.49%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，經專用私人網絡及互聯網售賣所佔的百分比分別為 55.8% 及 40.0%。按顧客類別分析，商業對商業電子商貿的收益佔電子商貿總收益的 67.8%。（表 2.16）

(d) 透過電子途徑遞送貨品、服務或資料

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

2.23 在 2005 年，約 15.7% 的機構單位在訪問前的十二個月內曾透過電子途徑遞送其貨品、服務或資料。（表 2.13）

2.20 In 2005, only a small percentage (1.8%) of the establishments had sold goods, services or information through electronic means in the 12 months before enumeration. The percentages were higher for the wholesale, retail and import/export trades, restaurants and hotels (2.5%); manufacturing, electricity and gas (2.1%), financing, insurance, real estate and business services (2.0%) and for large establishments (6.4%). Internet was the most common electronic means for selling through electronic means. About 97.9% of those establishments having sold through electronic means had used it. (Tables 2.13, 2.14A, 2.14B and 2.15)

2.21 The value of business receipts from selling goods, services or information through electronic means totalled at HK\$27.6 billion in 2004, representing 0.49% of the total business receipts of all selected industry sectors. Analysed by type of electronic means, about 55.8% of the e-commerce business receipts were through designated private network and 40.0% were through Internet. As regards the customer group, business receipts from business-to-business e-commerce contributed 67.8% of the total e-commerce receipts. (Table 2.16)

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

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

2.23 In 2005, about 15.7% of the establishments had delivered their goods, services or information through electronic means in the 12 months before enumeration. (Table 2.13)

互聯網接駁服務的業務收益

2.24 根據倉庫、通訊、財務、保險及商用服務按年統計調查的結果顯示，互聯網服務供應商在 2003 年的互聯網相關業務收益為 53 億港元。(表 2.17)

數碼證書的使用

2.25 至於在 2005 年工商業使用數碼證書的情況，有 14.5% 的機構單位擁有數碼證書。在那些並沒有數碼證書的機構單位中，有 0.7% 計劃申請使用。(表 2.18 及 2.19)

認可核證機關

2.26 至 2005 年 3 月底，根據電子交易條例獲認可的核證機關共有三所，分別為香港郵政署核證機關、網際威信（香港）有限公司、電子核證服務有限公司。

其他有關刊物

資訊科技在工商業的使用情況和普及程度按年統計調查報告

Business receipts of Internet connection services

2.24 According to the results of the Annual Survey of Storage, Communication, Financing, Insurance and Business Services, the Internet Service Providers (ISPs) generated HK\$5.3 billion business receipts from Internet related services in 2003. (Table 2.17)

Use of digital certificates (D-certs)

2.25 As regards the use of D-certs in the business sector in 2005, 14.5% of the establishments had D-certs in the 12 months before enumeration. For those not having D-certs, 0.7% had planned to apply for D-certs. (Tables 2.18 and 2.19)

Recognised Certificate Authority

2.26 As at end March 2005, there are three recognised Certification Authorities under the Electronic Transactions Ordinance. They are the Hong Kong Post Certificate Authority, the HiTRUST.COM (HK) Incorporated Limited and the Digi-Sign Certification Services Limited.

Further reference

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

表 2.1A 按行業類別劃分的有使用個人電腦的機構單位百分比

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

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有使用個 人電腦的 百分比 % having used PCs	個人電腦 數量 No. of PCs
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	20 402	40.7	76 343
	2003	17 275	52.7	80 530
	2004	17 481	63.1	89 896
	2005	14 624	58.4	82 156
建造業 Construction	2002	22 959	44.8	54 879
	2003	25 147	55.6	86 475
	2004	22 869	49.5	69 578
	2005	21 085	55.4	61 064
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	171 508	58.1	447 887
	2003	165 855	54.6	483 927
	2004	165 582	59.7	534 101
	2005	165 420	63.6	564 654
運輸、倉庫及通訊業 Transport, storage and communications	2002	36 849	30.6	129 422
	2003	37 220	31.5	137 786
	2004	36 310	33.7	138 911
	2005	34 729	28.9	140 571
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	50 784	77.7	388 497
	2003	48 865	76.6	374 281
	2004	48 630	82.3	479 834
	2005	46 649	87.2	540 680
社區、社會及個人服務業 Community, social and personal services	2002	30 781	41.4	276 036
	2003	34 829	50.5	348 631
	2004	35 257	48.8	350 790
	2005	31 424	44.2	398 381
合計 Overall	2002	333 283	54.5	1 403 064
	2003	329 191	54.8	1 511 631
	2004	326 128	58.4	1 663 110
	2005	313 931	60.5	1 787 507

資料來源: 政府統計處科技統計組

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

表 2.1B 按就業人數類別劃分的有使用個人電腦的機構單位百分比

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

	年份 Year	機構單位 數目總計 Total no. of establishments	有使用個人電腦的 百分比 % having used PCs	個人電腦 數量 No. of PCs
就業人數類別 Employment size				
大型 Large	2002	6 063	94.6	690 663
	2003	5 836	94.2	737 966
	2004	6 405	97.4	847 683
	2005	6 053	97.5	896 244
中型 Medium	2002	38 300	76.6	358 656
	2003	35 125	87.7	367 906
	2004	35 060	83.7	375 673
	2005	32 583	88.9	374 244
小型 Small	2002	288 921	50.7	353 745
	2003	288 231	50.0	405 759
	2004	284 663	54.5	439 753
	2005	275 295	56.4	517 019
合計 Overall	2002	333 283	54.5	1 403 064
	2003	329 191	54.8	1 511 631
	2004	326 128	58.4	1 663 110
	2005	313 931	60.5	1 787 507

資料來源: 政府統計處科技統計組

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

表 2.2A 按行業類別劃分的有連接互聯網的機構單位百分比

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

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有連接互聯網 的百分比 % having Internet connection
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	20 402	31.2
	2003	17 275	42.0
	2004	17 481	54.1
	2005	14 624	46.9
建造業 Construction	2002	22 959	36.4
	2003	25 147	37.9
	2004	22 869	39.3
	2005	21 085	45.0
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	171 508	45.9
	2003	165 855	49.4
	2004	165 582	52.5
	2005	165 420	58.1
運輸、倉庫及通訊業 Transport, storage and communications	2002	36 849	27.4
	2003	37 220	26.5
	2004	36 310	23.5
	2005	34 729	25.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	50 784	66.1
	2003	48 865	68.9
	2004	48 630	76.9
	2005	46 649	81.8
社區、社會及個人服務業 Community, social and personal services	2002	30 781	33.7
	2003	34 829	40.7
	2004	35 257	37.6
	2005	31 424	38.5
合計 Overall	2002	333 283	44.2
	2003	329 191	47.5
	2004	326 128	50.4
	2005	313 931	54.7

資料來源：政府統計處科技統計組

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

表 2.2B 按就業人數類別劃分的有連接互聯網的機構單位百分比

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

	年份 Year	機構單位 數目總計 Total no. of establishments	有連接互聯網 的百分比 % having Internet connection
就業人數類別 Employment size			
大型 Large	2002	6 063	82.6
	2003	5 836	85.1
	2004	6 405	89.7
	2005	6 053	91.5
中型 Medium	2002	38 300	66.1
	2003	35 125	78.2
	2004	35 060	76.2
	2005	32 583	83.6
小型 Small	2002	288 921	40.5
	2003	288 231	43.0
	2004	284 663	46.4
	2005	275 295	50.5
合計 Overall	2002	333 283	44.2
	2003	329 191	47.5
	2004	326 128	50.4
	2005	313 931	54.7

資料來源: 政府統計處科技統計組

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

表 2.3 按使用互聯網的一般功能劃分的有連接互聯網的機構單位分布

Table 2.3 Distribution of establishments having Internet connection by general function of Internet used

互聯網的一般功能類別 General function of Internet	年份 Year	有使用互聯網一般功 能的機構單位數目* No. of establishments that used the general function of Internet *	佔連接互聯網的機構 單位總數的百分比 As a % of total no. of establishments having Internet connection
電子郵件 E-mail	2002	138 688	94.0
	2003	150 370	96.2
	2004	158 253	96.2
	2005	165 486	96.4
網上資料搜集 On-line source of information	2002	135 964	92.2
	2003	144 704	92.5
	2004	153 066	93.1
	2005	156 192	91.0
網上獲取商品、服務或資料 On-line receipt of goods, services or information	2002	130 601	88.6
	2003	142 473	91.1
	2004	147 606	89.7
	2005	145 114	84.5
使用政府網上服務 Access to on-line government services	2002	85 192	57.8
	2003	90 063	57.6
	2004	96 231	58.5
	2005	96 201	56.0
下載軟件 Software downloads	2002	47 667	32.3
	2003	58 697	37.5
	2004	68 640	41.7
	2005	45 239	26.3
網上購買/預訂商品、服務或資料 On-line purchase/ordering of goods, services or information	2002	22 991	15.6
	2003	25 732	16.5
	2004	28 723	17.5
	2005	41 911	24.4
網上遞送商品、服務或資料 On-line delivery of goods, services or information	2002	38 516	26.1
	2003	33 171	21.2
	2004	35 907	21.8
	2005	39 667	23.1

註釋: * 可選擇多於一項功能。

Note: * May select more than one function.

資料來源: 政府統計處科技統計組

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

表 2.3 按使用互聯網的一般功能劃分的有連接互聯網的機構單位分布 (續)

Table 2.3 Distribution of establishments having Internet connection by general function of Internet used (continued)

互聯網的一般功能類別 General function of Internet	年份 Year	有使用互聯網一般功 能的機構單位數目* No. of establishments that used the general function of Internet *	佔連接互聯網的機構 單位總數的百分比 As a % of total no. of establishments having Internet connection
網上向供應商/商業伙伴提出查詢 Make on-line enquiry to supplier/business partners	2002	34 651	23.5
	2003	41 469	26.5
	2004	40 661	24.7
	2005	39 494	23.0
電子銀行服務(例如轉帳) Electronic banking services (e.g. transferring money)	2002	N.A.	N.A.
	2003	35 115	22.5
	2004	42 535	25.9
	2005	39 151	22.8
網上向顧客/購買商/商業伙伴提出資料/ 意見 On-line provision of information/feedback to customers/buyers//business partners	2002	44 311	30.0
	2003	25 275	16.2
	2004	28 295	17.2
	2005	24 184	14.1
網上付款 On-line payments	2002	12 275	8.3
	2003	21 257	13.6
	2004	28 313	17.2
	2005	21 106	12.3
金融交易服務(例如買賣股票) Financial transaction services (e.g. stock trading)	2002	N.A.	N.A.
	2003	4 241	2.7
	2004	5 389	3.3
	2005	8 387	4.9
網上售賣商品、服務或資料 On-line sales of goods, services or information	2002	4 263	2.9
	2003	2 826	1.8
	2004	4 025	2.4
	2005	4 427	2.6
其他 Others	2002	783	0.5
	2003	1 245	0.8
	2004	1 324	0.8
	2005	477	0.3

註釋: * 可選擇多於一項功能。

Note: * May select more than one function.

資料來源: 政府統計處科技統計組

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

表 2.4A 按行業類別及連接互聯網的方式劃分的機構單位分布

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

行業類別 Industry sector	年份 Year	有連接 互聯網的機構 單位數目 No. of establishments having Internet connection	連接互聯網的方式** (百分比) Method of Internet connection** (%)			
			寬頻 Broad-band	流動網絡 Mobile network	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	專用線路 Dedicated circuits
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	6 372	45.1	#	56.8	2.2
	2003	7 253	69.5	#	26.4	6.3
	2004	9 464	76.3	0.7 *	18.3	6.7 *
	2005	6 856	91.5	9.2	8.6	2.5
建造業 Construction	2002	8 359	39.9	#	60.9	1.4
	2003	9 538	80.0	#	18.9	3.3
	2004	8 999	79.3	9.7 *	9.6	4.4 *
	2005	9 485	94.8	2.4	12.7	0.7
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	78 687	50.3	0.5	52.8	5.1
	2003	81 871	66.1	0.6	33.7	7.3
	2004	86 858	79.2	6.2 *	15.9	8.3 *
	2005	96 184	91.8	11.3	8.8	1.9
運輸、倉庫及通訊業 Transport, storage and communications	2002	10 097	55.0	0.1	46.3	5.2
	2003	9 848	73.1	0.2	22.8	9.6
	2004	8 535	78.8	15.8 *	24.5	6.1 *
	2005	8 956	90.3	12.0	1.6	4.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	33 564	51.2	0.6	47.0	12.9
	2003	33 681	69.7	0.5	30.7	6.6
	2004	37 380	81.8	10.2 *	15.9	6.1 *
	2005	38 137	91.4	12.4	12.2	6.1
社區、社會及個人服務業 Community, social and personal services	2002	10 387	63.5	0.8	43.8	7.8
	2003	14 186	65.5	0.2	38.1	5.0
	2004	13 240	79.3	7.1 *	15.0	1.5 *
	2005	12 103	91.4	9.7	5.0	4.9
合計 Overall	2002	147 466	50.9	0.5	51.0	6.7
	2003	156 378	68.3	0.4	31.5	6.8
	2004	164 476	79.6	7.6 *	16.0	6.8 *
	2005	171 720	91.7	10.9	9.1	3.1

註釋:
* 修訂數字。
** 可選擇多於一種連接方式。
少於 0.05%。

Notes:
* Revised figures.
** May select more than one connection method.
Less than 0.05%.

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

表 2.4B 按就業人數類別及連接互聯網的方式劃分的機構單位分布

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

		年份 Year	有連接 互聯網的機構 單位數目 No. of establishments having Internet connection	連接互聯網的方式** (百分比) Method of Internet connection** (%)			
				寬頻 Broad-band	流動網絡 Mobile network	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	專用線路 Dedicated circuits
就業人數類別 Employment size							
大型 Large	2002	5 008	67.1	1.6	26.5	38.4	
	2003	4 965	68.1	1.6	17.4	34.7	
	2004	5 743	82.6	13.6 *	13.7	32.4 *	
	2005	5 538	87.5	23.5	7.9	23.3	
中型 Medium	2002	25 334	57.5	0.8	44.4	13.1	
	2003	27 455	72.2	0.5	23.1	12.1	
	2004	26 704	81.0	10.1 *	11.6	15.1 *	
	2005	27 223	92.5	11.9	2.9	8.1	
小型 Small	2002	117 124	48.8	0.4	53.5	4.0	
	2003	123 958	67.4	0.4	33.9	4.5	
	2004	132 029	79.2	6.8 *	17.0	4.0 *	
	2005	138 959	91.7	10.2	10.4	1.3	
合計 Overall	2002	147 466	50.9	0.5	51.0	6.7	
	2003	156 378	68.3	0.4	31.5	6.8	
	2004	164 476	79.6	7.6 *	16.0	6.8 *	
	2005	171 720	91.7	10.9	9.1	3.1	

註釋:
* 修訂數字。
** 可選擇多於一種連接方式。
少於 0.05%。

Notes:
* Revised figures.
** May select more than one connection method.
Less than 0.05%.

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

表 2.5 互聯網服務
Table 2.5 Internet services

	1994	1999	2000	2001	2002	2003	2004
持牌互聯網服務供應商數目 No. of licensed Internet Service Providers (ISPs)	3 (+200.0)	159 (+19.5)	235 (+47.8)	258 (+9.8)	236 (-8.5)	201 (-14.8)	188 (-6.5)
互聯網使用量 Internet traffic volume							
客戶透過公共電話網絡接駁 ⁽¹⁾ (百萬分鐘) Customer access via public switched telephone networks ⁽¹⁾ (million minutes)	-	10 923 (+103.8)	14 989 (+37.2)	11 056 (-26.2)	5 550 (-49.8)	3 564 (-35.8)	1 897 (-46.8)
客戶透過寬頻網絡接駁 ⁽²⁾ (兆兆比特) Customer access via broadband networks ⁽²⁾ (terabits)	-	-	2 909 -	73 607 (+2 430.3)	215 296 (+192.5)	933 728 (+333.7)	2 949 652 (+215.9)
持牌互聯網服務供應商客戶數目⁽³⁾ No. of customer of licensed ISPs ⁽³⁾							
以撥號接駁的已登記客戶戶口 (不包括互聯網儲值卡) ⁽⁴⁾ Registered customer accounts with dial-up access (excluding Internet pre-paid calling cards) ⁽⁴⁾	-	1 734 254	2 283 047 (+31.6)	2 018 238 (-11.6)	1 371 705 (-32.0)	1 084 368 (-20.9)	1 003 604 (-7.4)
作撥號接駁用途的互聯網儲值卡 Internet pre-paid calling cards for dial-up access	-	117 496	38 708 (-67.1)	18 569 (-52.0)	14 978 (-19.3)	20 411 (+36.3)	9 800 (-52.0)
以私人租用線路接駁的已登記客戶戶口 ⁽⁴⁾ Registered customer accounts with leased line access ⁽⁴⁾	-	7 495	11 527 (+53.8)	7 066 (-38.7)	3 439 (-51.3)	2 739 (-20.4)	2 259 (-17.5)
寬頻互聯網接駁客戶戶口 ⁽⁵⁾ Registered broadband Internet access customer accounts ⁽⁵⁾	-	-	392 118	623 302 (+59.0)	989 115 (+58.7)	1 230 607 (+24.4)	1 484 486 (+20.6)

註釋: 括號內的數字是與上年比較的變動百分率。

- (1) 數字由電訊管理局自一九九七年八月開始提供, 不包括透過私人租用線路及使用寬頻服務接駁的客戶。
- (2) 數字由電訊管理局自二零零零年十一月開始提供, 數字並未與二零零一年的全年數據作比較。
- (3) 數字由電訊管理局自一九九九年開始提供。根據互聯網服務供應商申報的估計數字, 不包括不屬於持牌互聯網服務供應商客戶的使用者。
- (4) 已登記客戶戶口指互聯網服務供應商的客戶戶口(包括免費的客戶戶口)。擁有超過一個客戶登入識別碼的登記客戶戶口只算作一個已登記的客戶戶口。數字不包括只獲提供電郵地址的客戶戶口。
- (5) 數字由電訊管理局自二零零零年二月開始提供。

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

- (1) Figures were first available from the Office of the Telecommunications Authority in August 1997. Not including customer access via leased circuits and broadband services.
- (2) Figures were first available from the Office of the Telecommunications Authority in November 2000 and no comparison was made against the full year figure for 2001.
- (3) Figures were first available from the Office of the Telecommunications Authority in 1999. Estimated figures based on the return from the ISPs and do not include users who are not customers of the licensed ISPs.
- (4) Registered customer accounts refer to the customer accounts of ISPs (including those free-of-charge customer accounts). For a registered customer account which has more than one user login ID, it is counted as one registered customer account only. Figures do not include customer accounts which are provided with e-mail addresses only.
- (5) Figures were first available from the Office of the Telecommunications Authority in February 2000.

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

表 2.6A 按行業類別劃分的有設立網頁/網站的機構單位百分比

Table 2.6A Percentage of establishments having Web page / Web site by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有設立網頁/ 網站的百分比 % having Web page/ Web site
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	20 402	7.0
	2003	17 275	13.4
	2004	17 481	16.2
	2005	14 624	10.4
建造業 Construction	2002	22 959	2.4
	2003	25 147	9.1
	2004	22 869	7.3
	2005	21 085	7.0
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	171 508	11.9
	2003	165 855	14.4
	2004	165 582	13.5
	2005	165 420	17.5
運輸、倉庫及通訊業 Transport, storage and communications	2002	36 849	7.0
	2003	37 220	6.6
	2004	36 310	6.6
	2005	34 729	5.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	50 784	18.6
	2003	48 865	14.9
	2004	48 630	25.8
	2005	46 649	20.7
社區、社會及個人服務業 Community, social and personal services	2002	30 781	15.7
	2003	34 829	17.4
	2004	35 257	18.4
	2005	31 424	16.4
合計 Overall	2002	333 283	11.8
	2003	329 191	13.5
	2004	326 128	14.8
	2005	313 931	15.5

資料來源：政府統計處科技統計組

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

表 2.6B 按就業人數類別劃分的有設立網頁/網站的機構單位百分比

Table 2.6B Percentage of establishments having Web page / Web site by employment size

	年份 Year	機構單位 數目總計 Total no. of establishments	有設立網頁/ 網站的百分比 % having Web page/ Web site
就業人數類別 Employment size			
大型 Large	2002	6 063	61.0
	2003	5 836	62.4
	2004	6 405	67.7
	2005	6 053	72.3
中型 Medium	2002	38 300	31.6
	2003	35 125	31.7
	2004	35 060	39.2
	2005	32 583	34.6
小型 Small	2002	288 921	8.1
	2003	288 231	10.2
	2004	284 663	10.6
	2005	275 295	12.0
合計 Overall	2002	333 283	11.8
	2003	329 191	13.5
	2004	326 128	14.8
	2005	313 931	15.5

資料來源: 政府統計處科技統計組

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

表 2.7A 按行業類別及有設立網頁/網站劃分的有網絡伺服器；有把機構的網頁/網站連接到機構內的資料庫；有把機構的網頁/網站連接到商業伙伴的電腦系統的機構單位分布

Table 2.7A Distribution of establishments having Web page/Web site by having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer systems by industry sector

行業類別 Industry sector	年份 Year	有設立網頁/ 網站的機構 單位數目 No. of establishments having Web page/ Web site	設有下列項目的機構單位的百分比 % of establishments having		
			網絡 伺服器 Web server	把網頁/網站 連接到機構 內的資料庫 Web page/ Web site connected to related in- firm database	把機構的網頁/ 網站連接到 商業伙伴的 電腦系統 Web page/Web site connected to business partners' computer systems
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	1 428	36.8	6.4	6.5
	2003	2 318	24.0	13.7	2.8
	2004	2 838	19.1	5.2	2.6
	2005	1 522	38.6	20.1	2.4
建造業 Construction	2002	558	33.0	15.4	0.8
	2003	2 285	62.8	16.8	0.0
	2004	1 664	43.3	19.2	16.3
	2005	1 485	28.9	11.1	0.7
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	20 383	28.3	10.9	6.4
	2003	23 870	22.6	16.1	3.6
	2004	22 436	33.0	10.3	4.2
	2005	28 940	25.7	11.8	6.7
運輸、倉庫及通訊業 Transport, storage and communications	2002	2 582	37.4	19.9	5.4
	2003	2 456	28.5	16.2	6.9
	2004	2 407	52.8	40.8	25.2
	2005	1 887	55.1	31.3	24.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	9 460	49.6	35.5	17.1
	2003	7 289	57.5	27.9	7.3
	2004	12 549	42.0	23.3	14.1
	2005	9 641	50.4	27.5	7.6
社區、社會及個人服務業 Community, social and personal services	2002	4 832	36.7	21.6	1.6
	2003	6 062	40.9	17.1	2.5
	2004	6 470	33.2	21.0	1.8
	2005	5 142	48.8	29.2	8.2
合計 Overall	2002	39 244	35.4	18.6	8.3
	2003	44 281	33.3	18.1	4.0
	2004	48 364	35.9	16.6	7.8
	2005	48 617	34.7	17.7	7.4

資料來源：政府統計處科技統計組

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

表 2.7B 按就業人數類別及有設立網頁/網站劃分的有網絡伺服器；有把機構的網頁/網站連接到機構內的資料庫；有把機構的網頁/網站連接到商業伙伴的電腦系統的機構單位分布

Table 2.7B Distribution of establishments having Web page/Web site by having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer systems by employment size

就業人數類別 Employment size	年份 Year	有設立網頁/ 網站的機構 單位數目 No. of establishments having Web page/ Web site	設有下列項目的機構單位的百分比 % of establishments having		
			網絡 伺服器 Web server	把網頁/網站 連接到機構 內的資料庫 Web page/ Web site connected to related in- firm database	把機構的網頁/ 網站連接到 商業伙伴的 電腦系統 Web page/Web site connected to business partners' computer systems
大型 Large	2002	3 697	61.3	26.5	11.1
	2003	3 644	70.0	38.4	10.1
	2004	4 340	70.6	40.6	18.4
	2005	4 375	67.9	42.5	13.8
中型 Medium	2002	12 102	39.7	19.5	11.9
	2003	11 125	41.6	23.4	5.4
	2004	13 760	42.6	16.6	6.4
	2005	11 273	53.1	26.1	6.5
小型 Small	2002	23 445	29.2	17.0	5.9
	2003	29 512	25.7	13.6	2.7
	2004	30 264	27.9	13.2	6.9
	2005	32 968	23.9	11.6	6.9
合計 Overall	2002	39 244	35.4	18.6	8.3
	2003	44 281	33.3	18.1	4.0
	2004	48 364	35.9	16.6	7.8
	2005	48 617	34.7	17.7	7.4

資料來源: 政府統計處科技統計組

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

表 2.8A 按行業類別劃分的透過電子途徑預訂、購買或獲取貨品/服務/資料的機構單位分布
 Table 2.8A Distribution of establishments having ordered, purchased or received goods/services/information through electronic means by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	在機構單位數目總計中，有使用下列 資訊科技的機構單位所佔的百分比 Among total no. of establishments, % of establishments having	
			預訂或購買 Ordered or purchased	獲取 Received
			產品、服務或資料 (透過電子途徑) goods, services or information through electronic means	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	20 402	6.1	34.3
	2003	17 275	6.0	45.6
	2004	17 481	8.7	53.6
	2005	14 624	11.1	43.5
建造業 Construction	2002	22 959	2.1	38.5
	2003	25 147	9.8	38.4
	2004	22 869	6.7	44.3
	2005	21 085	8.8	45.7
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	171 508	6.1	46.6
	2003	165 855	8.7	53.6
	2004	165 582	11.6	55.3
	2005	165 420	18.4	55.7
運輸、倉庫及通訊業 Transport, storage and communications	2002	36 849	1.8	25.4
	2003	37 220	4.3	35.1
	2004	36 310	3.6	31.6
	2005	34 729	3.5	28.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	50 784	15.5	67.9
	2003	48 865	19.1	67.9
	2004	48 630	22.4	72.9
	2005	46 649	22.5	75.1
社區、社會及個人服務業 Community, social and personal services	2002	30 781	9.2	35.4
	2003	34 829	7.9	43.4
	2004	35 257	11.0	42.5
	2005	31 424	8.1	36.6
合計 Overall	2002	333 283	7.1	45.2
	2003	329 191	9.6	51.0
	2004	326 128	11.7	53.0
	2005	313 931	15.4	52.3

資料來源：政府統計處科技統計組

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

表 2.8B 按就業人數類別劃分的透過電子途徑預訂、購買或獲取貨品/服務/資料的機構單位分布
Table 2.8B Distribution of establishments having ordered, purchased or received goods/services/information through electronic means by employment size

		在機構單位數目總計中，有使用下列 資訊科技的機構單位所佔的百分比 Among total no. of establishments, % of establishments having			
		機構單位 數目總計 Total no. of establishments		預訂或購買 Ordered or purchased	獲取 Received
		年份 Year		產品、服務或資料 (透過電子途徑) goods, services or information through electronic means	
就業人數類別 Employment size					
大型 Large		2002	6 063	28.6	80.7
		2003	5 836	27.9	84.7
		2004	6 405	32.0	88.1
		2005	6 053	31.5	90.1
中型 Medium		2002	38 300	12.0	67.6
		2003	35 125	15.4	76.2
		2004	35 060	23.2	76.7
		2005	32 583	26.0	79.0
小型 Small		2002	288 921	6.0	41.4
		2003	288 231	8.5	47.2
		2004	284 663	9.9	49.3
		2005	275 295	13.7	48.4
合計 Overall		2002	333 283	7.1	45.2
		2003	329 191	9.6	51.0
		2004	326 128	11.7	53.0
		2005	313 931	15.4	52.3

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

表 2.9 按預訂或購買的貨品/服務/資料種類劃分的透過電子途徑預訂或購買貨品/服務/資料的機構單位

Table 2.9 Establishments having ordered or purchased goods / services / information through electronic means by type of goods / services / information ordered or purchased

預訂或購買貨品/服務/資料的種類 Type of goods / services / information ordered or purchased	年份 Year	透過電子途徑預訂或購買下列貨品/服務/資料* Having ordered or purchased the following types of goods / services / information through electronic means *	
		機構單位數目 No. of establishments	百分比 %
預訂或補購存貨 Order or purchase for replenishment of inventory	2002	9 869	41.9
	2003	16 544	52.4
	2004	22 192	57.9
	2005	35 105	72.8
預訂、購買或申請政府的貨品/ 服務/資料 Order, purchase of or application for government goods / services / information	2002	3 233	13.7
	2003	5 550	17.6
	2004	3 420	8.9
	2005	6 460	13.4
預訂、購買金融工具（例如股票） Order or purchase of financial instruments (e.g. stock)	2002	N.A.	N.A.
	2003	993	3.1
	2004	1 184	3.1
	2005	891	1.8
金融交易服務 Financial transaction services	2002	1 507	6.4
	2003	N.A.	N.A.
	2004	N.A.	N.A.
	2005	N.A.	N.A.
預訂、購買旅遊服務 Order or purchase of travel services	2002	3 341	14.2
	2003	2 934	9.3
	2004	6 385	16.7
	2005	3 559	7.4
預訂或購買其他貨品/資料/服務 Order or purchase of other goods / information / services	2002	10 058	42.7
	2003	12 114	38.3
	2004	12 078	31.5
	2005	10 329	21.4

註釋: * 可選擇多過一個種類。

Note: * May select more than one type.

資料來源: 政府統計處科技統計組

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

表 2.10A 按行業類別劃分的透過電子途徑獲取貨品/服務/資料的機構單位分布

Table 2.10A Distribution of establishments having received goods / services / information through electronic means by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑獲取貨品/服務/ 資料的機構單位所佔的百分比 % having received goods / services / information through electronic means		
			政府貨品/ 服務/資料 Government goods/services/ information	其他貨品/ 服務/資料 Other types of goods/services/ information	任何貨品/ 服務/資料 Any type of goods/services/ information
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	20 402	21.0	31.0	34.3
	2003	17 275	26.8	43.5	45.6
	2004	17 481	41.3	47.5	53.6
	2005	14 624	32.7	37.7	43.5
建造業 Construction	2002	22 959	27.3	35.4	38.5
	2003	25 147	23.8	35.5	38.4
	2004	22 869	34.9	40.7	44.3
	2005	21 085	36.4	40.1	45.7
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	171 508	30.9	42.5	46.6
	2003	165 855	43.5	43.3	53.6
	2004	165 582	42.6	45.9	55.3
	2005	165 420	41.1	49.1	55.7
運輸、倉庫及通訊業 Transport, storage and communications	2002	36 849	15.3	24.6	25.4
	2003	37 220	27.3	28.2	35.1
	2004	36 310	23.8	26.0	31.6
	2005	34 729	19.2	24.2	28.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	50 784	42.6	63.6	67.9
	2003	48 865	45.5	60.9	67.9
	2004	48 630	52.1	68.1	72.9
	2005	46 649	53.0	70.5	75.1
社區、社會及個人服務業 Community, social and personal services	2002	30 781	25.5	32.4	35.4
	2003	34 829	30.1	39.1	43.4
	2004	35 257	31.3	35.0	42.5
	2005	31 424	28.4	32.9	36.6
合計 Overall	2002	333 283	29.6	41.6	45.2
	2003	329 191	38.2	43.2	51.0
	2004	326 128	40.1	45.5	53.0
	2005	313 931	38.5	46.8	52.3

資料來源: 政府統計處科技統計組

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

表 2.10B 按就業人數類別劃分的透過電子途徑獲取貨品/服務/資料的機構單位分布

Table 2.10B Distribution of establishments having received goods / services / information through electronic means by employment size

	年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑獲取貨品/服務/ 資料的機構單位所佔的百分比 % having received goods / services / information through electronic means		
			政府貨品/ 服務/資料 Government goods/services/ information	其他貨品/ 服務/資料 Other types of goods/services/ information	任何貨品/ 服務/資料 Any type of goods/services/ information
就業人數類別 Employment size					
大型 Large	2002	6 063	68.0	78.4	80.7
	2003	5 836	73.7	79.4	84.7
	2004	6 405	80.2	84.2	88.1
	2005	6 053	80.8	87.3	90.1
中型 Medium	2002	38 300	54.5	59.5	67.6
	2003	35 125	64.4	66.2	76.2
	2004	35 060	63.9	66.9	76.7
	2005	32 583	67.7	69.1	79.0
小型 Small	2002	288 921	25.5	38.5	41.4
	2003	288 231	34.2	39.6	47.2
	2004	284 663	36.2	42.0	49.3
	2005	275 295	34.1	43.2	48.4
合計 Overall	2002	333 283	29.6	41.6	45.2
	2003	329 191	38.2	43.2	51.0
	2004	326 128	40.1	45.5	53.0
	2005	313 931	38.5	46.8	52.3

資料來源: 政府統計處科技統計組

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

表 2.11 按電子途徑種類 / 電子平台種類劃分的有透過電子途徑獲取政府產品、服務或資料的機構單位數目

Table 2.11 Establishments having received government goods, services or information through electronic means by type of electronic means / type of electronic platform

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

註釋: * 可選擇多於一個種類。
Note: * May select more than one type.

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

表 2.12 按獲取的貨品/服務/資料種類劃分的透過電子途徑獲取貨品/服務/資料（非政府的貨品/服務/資料）的機構單位

Table 2.12 Establishments having received goods/services/information (other than from government goods/services/information) through electronic means by type of goods/services/information received

獲取的貨品/服務/資料種類 Type of goods / services / information received	年份 Year	透過該電子途徑獲取 下列貨品/服務/資料的 機構單位數目* No. of establishments having received the following types of goods / services / information through electronic means*	佔透過電子途徑獲取 下列貨品/服務/資料的 機構單位數目百分比 As a % of total no. of establishments having received the following types of goods / services / information through electronic means
電子銀行服務（例如轉帳） Electronic banking services (e.g. transferring money)	2002	N.A.	N.A.
	2003	42 235	29.7
	2004	46 245	31.1
	2005	37 959	25.8
金融交易服務 Financial transaction services	2002	9 244	6.7
	2003	N.A.	N.A.
	2004	N.A.	N.A.
	2005	N.A.	N.A.
獲取數碼形式的產品及服務 Receipt of services and products in digital form	2002	15 957	11.5
	2003	29 002	20.4
	2004	25 646	17.3
	2005	28 983	19.7
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	2002	131 903	95.1
	2003	132 075	93.0
	2004	138 648	93.3
	2005	137 914	93.9
查詢財經資料（例如股票價格） Search for financial information (e.g. stock price)	2002	N.A.	N.A.
	2003	12 545	8.8
	2004	15 660	10.5
	2005	17 990	12.3
網上繳交費用 Online payment	2002	2 003	1.4
	2003	437	0.3
	2004	11 947	8.0
	2005	11 971	8.2
其他 Others	2002	0	0.0
	2003	0	0.0
	2004	436	0.3
	2005	100	0.1

註釋: * 可選擇多於一項種類。
Note: * May select more than one type.

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

表 2.13 按透過電子途徑售賣或遞送貨品/服務/資料劃分的機構單位

Table 2.13 Establishments having sold or delivered goods/services/information through electronic means

	年份 Year	機構單位數目 No. of establishments	佔機構單位 總數的百分比 As a % of total no. of establishments
透過電子途徑售賣貨品/服務/資料 Having sold goods/services/information through electronic means	2002	4 889	1.5
	2003	3 531	1.1
	2004	4 138	1.3
	2005	5 768	1.8
透過電子途徑遞送貨品/服務/資料 Having delivered goods/services/information through electronic means	2002	40 278	12.1
	2003	44 720	13.6
	2004	49 821	15.3
	2005	49 338	15.7

資料來源: 政府統計處科技統計組

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

表 2.14A 按行業類別劃分的透過電子途徑售賣貨品/服務/資料的機構單位

Table 2.14A Establishments having sold goods / services / information through electronic means by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑售賣貨品/ 服務/資料的百分比 % having sold goods / services / information through electronic means
製造業、電力及燃氣業 Manufacturing, electricity and gas	2002	20 402	1.8
	2003	17 275	1.6
	2004	17 481	1.8
	2005	14 624	2.1
建造業 Construction	2002	22 959	#
	2003	25 147	#
	2004	22 869	#
	2005	21 085	0.1
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2002	171 508	1.2
	2003	165 855	1.2
	2004	165 582	1.1
	2005	165 420	2.5
運輸、倉庫及通訊業 Transport, storage and communications	2002	36 849	0.6
	2003	37 220	0.5
	2004	36 310	0.4
	2005	34 729	0.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2002	50 784	4.3
	2003	48 865	1.6
	2004	48 630	2.9
	2005	46 649	2.0
社區、社會及個人服務業 Community, social and personal services	2002	30 781	0.1
	2003	34 829	1.0
	2004	35 257	1.1
	2005	31 424	0.2
合計 Overall	2002	333 283	1.5
	2003	329 191	1.1
	2004	326 128	1.3
	2005	313 931	1.8

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

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

表 2.14B 按就業人數類別劃分的透過電子途徑售賣貨品/服務/資料的機構單位

Table 2.14B Establishments having sold goods / services / information through electronic means by employment size

	年份 Year	機構單位 數目總計 Total no. of establishments	透過電子途徑售賣貨品/ 服務/資料的百分比 % having sold goods / services / information through electronic means
就業人數類別 Employment size			
大型 Large	2002	6 063	6.5
	2003	5 836	8.5
	2004	6 405	6.2
	2005	6 053	6.4
中型 Medium	2002	38 300	1.9
	2003	35 125	2.3
	2004	35 060	2.6
	2005	32 583	2.8
小型 Small	2002	288 921	1.3
	2003	288 231	0.8
	2004	284 663	1.0
	2005	275 295	1.6
合計 Overall	2002	333 283	1.5
	2003	329 191	1.1
	2004	326 128	1.3
	2005	313 931	1.8

資料來源: 政府統計處科技統計組

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

表 2.15 按有關電子途徑種類劃分的透過電子途徑售賣貨品/服務/資料的機構單位
 Table 2.15 Establishments having sold goods / services / information through electronic means by type of electronic means

電子途徑種類 Type of electronic means	年份 Year	透過電子途徑售賣 貨品/服務/資料的 機構單位數目* No. of establishments having sold goods / services / information through electronic means*	佔透過電子途徑售賣 貨品/服務/資料的機 構單位數目的百分比 As a % of total no. of establishments having sold goods / services / information through electronic means
互聯網 Internet	2002	4 416	90.3
	2003	3 508	99.3
	2004	3 991	96.4
	2005	5 648	97.9
經電話網絡的交互式話音 應答系統 Interactive voice response system through telephone network	2002	511	10.5
	2003	170	4.8
	2004	147	3.6
	2005	245	4.2
專用私人網絡 Designated private network	2002	589	12.1
	2003	117	3.3
	2004	230	5.6
	2005	185	3.2
其他透過流動電訊網絡的 交互式應答系統 Other interactive response system through mobile telecommunications network	2002	56	1.1
	2003	117	3.3
	2004	54	1.3
	2005	104	1.8
其他 Others	2002	3	0.1
	2003	1	#
	2004	37	0.9
	2005	50	0.9

註釋: * 可選擇多於一種連接方式。
 # 少於 0.05%。

Notes: * May select more than one connection method.
 # Less than 0.05%.

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

表 2.16 按電子途徑種類/顧客類別劃分的售賣貨品/服務/資料所帶來的業務收益
 Table 2.16 Business receipts received through selling goods / services / information through electronic means by type of electronic means / customer group

百萬港元
 HK\$ million

電子途徑種類/顧客類別 Type of electronic means / customer group	年份 Year					
	1999	2000	2001	2002	2003	2004
按電子途徑種類 By type of electronic means						
專用私人網絡 Designated private network	1,950 (42.1) [81.8]	3,499 (46.3) [79.4]	3,683 (16.7) [5.3]	3,395 (21.7) [-7.8]	6,440 (30.4) [89.7]	15,432 (55.8) [139.6]
互聯網 Internet	954 (20.6) [871.5]	3,001 (39.7) [214.6]	16,446 (74.4) [448.0]	10,250 (65.5) [-37.7]	13,680 (64.6) [33.5]	11,057 (40.0) [-19.2]
經電話線的互動式應答系統 Interactive response system through telephone lines	1,729 (37.3) [-3.0]	1,060 (14.0) [-38.7]	1,975 (8.9) [86.3]	1,997 (12.8) [1.1]	1,065 (5.0) [-46.7]	1,067 (3.9) [0.2]
總計 Total	4,633 (100.0) [56.9]	7,559 (100.0) [63.2]	22,116 (100.0) [192.6]	15,649 (100.0) [-29.2]	21,185 (100.0) [35.4]	27,632 (100.0) [30.4]
按顧客類別 By customer group						
商業及其他機構 Business and other establishments	-	3,775 (49.9) [-]	17,348 (78.4) [359.5]	6,977 (44.6) [-59.8]	12,930 (61.0) [85.3]	18,742 (67.8) [45.0]
消費者 Consumers	-	3,014 (39.9) [-]	4,536 (20.5) [50.5]	8,040 (51.4) [77.3]	8,047 (38.0) [0.1]	8,747 (31.7) [8.7]
政府及有關機構 Government and related organisations	-	770 (10.2) [-]	232 (1.1) [-69.9]	632 (4.0) [171.9]	208 (1.0) [-67.1]	142 (0.5) [-31.5]
總計 Total	-	7,559 (100.0) [-]	22,116 (100.0) [192.6]	15,649 (100.0) [-29.2]	21,185 (100.0) [35.4]	27,632 (100.0) [30.4]
透過電子途徑所帶來的業務收益 佔總業務收益的百分比 Business receipts through electronic means / Total business receipts (%)	0.11	0.17	0.43	0.29	0.42	0.49

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

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

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

表 2.17 按互聯網接駁服務劃分的業務收益

Table 2.17 Business receipts of Internet connection services by type of product

百萬港元
HK\$ million

產品類別 Type of product	年份 Year					
	1998	1999	2000	2001	2002	2003
入會/登記/開戶服務 Membership/registration/ account set-up services	7 (0.4) [-23.1]	4 (0.2) [-47.3]	29 (0.9) [671.0]	5 (0.1) [-83.6]	65 (1.5) [1 252.7]	8 (0.1) [-87.6]
基本接駁服務 Basic connection services						
撥號線路賬戶 for dial-up account	659 (40.5) [52.0]	714 (42.7) [8.3]	683 (20.5) [-4.3]	574 (13.6) [-15.9]	339 (7.6) [-40.9]	265 (5.0) [-21.9]
直駁專線賬戶 for leased line account	382 (23.5) [139.5]	494 (29.5) [29.4]	841 (25.3) [70.2]	953 (22.5) [13.3]	956 (21.5) [0.4]	674 (12.6) [-29.6]
寬頻賬戶 Broadband account	- (-)	- (-)	261 (7.8) [-]	1,057 (25.0) [304.2]	1,406 (31.6) [33.0]	2,667 (49.9) [89.7]
儲存網站及有關服務 Web site hosting and related services	276 (17.0) [754.8]	103 (6.2) [-62.7]	314 (9.4) [204.8]	341 (8.1) [8.4]	772 (17.4) [126.5]	135 (2.5) [-82.5]
其他與互聯網有關的服務 Other Internet related services	302 (18.6) [48.9]	358 (21.4) [18.7]	1,197 (36.0) [234.4]	1,303 (30.8) [8.9]	909 (20.4) [-30.2]	1,594 (29.8) [75.3]
總計 Total	1,626 (100.0) [94.2]	1,673 (100.0) [2.9]	3,326 (100.0) [98.8]	4,232 (100.0) [27.3]	4,447 (100.0) [5.1]	5,343 (100.0) [20.2]

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

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

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

表 2.18 二零零五年按行業/就業人數類別劃分的擁有數碼證書的機構單位數目
 Table 2.18 Establishments with digital certificate by industry sector/employment size, 2005

行業類別/就業人數類別 Industry sector/employment size	機構單位數目總計 Total no. of establishments	擁有數碼證書的百分比 % with digital certificates
行業類別 Industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 624	14.0
建造業 Construction	21 085	6.2
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 420	21.7
運輸、倉庫及通訊業 Transport, storage and communications	34 729	6.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 649	7.0
社區、社會及個人服務業 Community, social and personal services	31 424	1.8
合計 Overall	313 931	14.5
就業人數類別 Employment size		
大型 Large	6 053	36.2
中型 Medium	32 583	35.5
小型 Small	275 295	11.5
合計 Overall	313 931	14.5

資料來源：政府統計處科技統計組

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

表 2.19 二零零五年按預計申請數碼證書的時間劃分的有此計劃的機構單位按行業/就業人數類別分布
Table 2.19 Distribution of establishments intending to acquire digital certificate by expected time of acquiring by industry sector/employment size, 2005

行業類別/就業人數類別 Industry sector/employment size	沒有數碼證書的機構單位數目 No. of establishments not having digital certificate	有計劃申請數碼證書的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to acquire digital certificate	在(b)欄機構單位中，預計申請數碼證書的時間 Among establishments in column (b), expected time of acquiring digital certificate			(百份比) (%)
			2005年 In 2005	2006年 In 2006	2006年後或沒有預計時間 After 2006 or no expected time	
(a)	(b)	(c)	(d)	(e)	(f)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 574	0.3	31.0	69.0	0.0	100.0
建造業 Construction	19 784	0.1	4.6	95.4	0.0	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	129 496	0.6	40.4	59.6	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	32 405	0.2	85.2	14.8	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	43 401	1.4	94.7	1.4	3.8	100.0
社區、社會及個人服務業 Community, social and personal services	30 848	1.1	100.0	0.0	0.0	100.0
合計 Overall	268 509	0.7	70.0	28.8	1.3	100.0
就業人數類別 Employment size						
大型 Large	3 860	1.8	58.0	8.2	33.8	100.0
中型 Medium	21 008	2.2	95.0	5.0	0.0	100.0
小型 Small	243 641	0.5	61.5	38.5	0.0	100.0
合計 Overall	268 509	0.7	70.0	28.8	1.3	100.0

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

第 3 章 資訊科技在政府的使用情況和普及程度

Chapter 3 Information Technology Usage and Penetration in the Government

政府的資訊科技開支

3.1 經過十年的顯著增長，政府的資訊科技開支的增幅近年開始放緩。在 2004/05 年，政府在資訊科技的開支為 38 億港元，較 2003/04 輕微下降了 3.4%。（表 3.1）

政府電腦化

3.2 在 2004 年，76% 受僱於政府的人員擁有專用工作站，遠較 1994 年的 21% 為高。（表 3.2）

3.3 在 2004 年，有 52% 受僱於政府的人員可接駁互聯網及 40% 人員為內部電子郵件用戶，分別較 2003 年的 46% 及 31% 為高。（表 3.2）

政府資訊科技人員

3.4 政府設有三個資訊科技人員職系，分別為系統分析/程式編製主任職系、電腦操作員職系及資料處理員職系。在 2005 年，這三個職系的人數分別為 751 人，471 人及 195 人。（表 3.3）

Government spending on information technology (IT)

3.1 Government spending on IT started to moderate in recent years, after a period of rapid growth during the past decade. In 2004/05, Government spending on IT amounted to HK\$3.8 billion, representing a slight decrease of 3.4% compared with 2003/04. (Table 3.1)

Computerisation in the Government

3.2 In 2004, 76% of the staff employed by the government had designated workstations, which represented a significant increase compared with 21% in 1994. (Table 3.2)

3.3 In 2004, 52% of the staff employed by the government had Internet access and 40% had internal e-mail accounts, higher than the 46% and 31% of 2003 respectively. (Table 3.2)

Government IT staff

3.4 There are three grades of IT staff within the government. They are the analyst/ programmer grade, the computer operator grade and the data processor grade. In 2005, the corresponding numbers of staff in these three grades were 751, 471 and 195 respectively. (Table 3.3)

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

		百萬港元 HK\$ million						
		1994/95	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05
政府的資訊科技開支	(1)	1,065	2,160	2,466	2,980	3,213	3,081	2,834
Government spending on IT	(2)	-	-	-	3,904	4,040	3,887	3,754

註釋： (1) 由 2001/02 年度開始，政府的資訊科技開支亦包括：
(甲) 政府總部：工商及科技局（資訊科技及廣播科）的資訊科技開支；及
(乙) 非經常資助金及主要系統設備總目中的非行政電腦系統的支出。
此外，所有有關員工方面的支出會以員工的總薪酬福利作為計算基礎。
(2) 數字包括房屋委員會、醫院管理局及津貼學校的資訊科技支出。

Notes: (1) Starting from 2001/02, Government spending on IT also includes:
(a) expenditure on IT under Government Secretariat: Commerce, Industry and Technology Bureau (Information Technology and Broadcasting Branch); and
(b) non-administrative computer systems under Capital Subventions and Major Systems and Equipment.
Also staff cost is computed on a full cost basis.
(2) The figures include IT expenditure in Housing Authority, Hospital Authority and subvented schools.

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

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

		截至每年十二月止 As at December each year						
		1994	1999	2000	2001*	2002*	2003*	2004*
獲提供專用工作站的人員所佔的百分率		21	40	46	59	68	71	76
% of staff with designated workstations								
可接駁互聯網的人員的百分率		-	-	-	35	40	46	52
% of staff with Internet access								
可使用內部電子郵件的人員的百分率		-	-	-	22	27	31	40
% of staff with internal e-mail access								

註釋： * 自 2001 年起，除公務員外，數據並包括以其他聘用條件（例如合約形式）受僱於政府的人員。

Note: * As from 2001, apart from civil servants, figures also include staff employed by the government under other terms (e.g. contract terms).

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

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

		截至每年的三月三十一日止的編制 Establishment as at 31 March of each year						
職系	Grade	1995	2000	2001	2002	2003	2004	2005
系統分析/程式編製主任職系	Analyst/programmer grade	633	851	790	775	773	759	751
電腦操作員職系	Computer operator grade	438	503	493	492	499	489	471
資料處理員職系	Data processor grade	449	259	250	233	223	203	195

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

第 4 章 資訊科技及電訊業的營運特徵

Chapter 4 Operating Characteristics of the Information Technology and Telecommunications Sector

緒言

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

4.2 直至現時為止，國際間對「資訊科技及電訊業」尚未有一致的定義。不同的經濟體系採用各自的一套定義。就本港而言，資訊科技及電訊業包括五個組別的行業，分別從事以下的經濟活動：

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

4.3 本章描述資訊科技及電訊業的行業結構及營運特徵。當中的分析是根據由按年經濟統計調查計劃所搜集的資料進行分析。

Introduction

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

4.2 So far, there is no international standard definition on IT&T sector. Different economies adopt their own definitions. In the case of Hong Kong, the IT&T sector covers five groups of industries engaged in the following economic activities respectively:

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

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

資訊科技及電訊業的行業結構

4.4 在 1998 年，資訊科技及電訊業約有 5 800 間機構單位，就業人數共 66 500 人。有關機構單位數目在 2003 年增加至約 9 500 間，就業人數增加至 75 000 人，較 1998 年分別上升 66% 及 13%。讀者須注意資訊科技及電訊業就業人數的統計數字，包括從事資訊科技的僱員及從事其他職業的僱員。同樣，資訊科技及電訊業的機構單位是以生產及提供資訊科技及電訊產品及服務為主，亦可能同時生產及提供少量非資訊科技及電訊產品及服務。（表 4.1）

4.5 在 2003 年，資訊科技及電訊業中有 46.9% 的機構單位從事提供資訊科技服務，例如軟件開發及保養服務，而有 39.7% 的機構單位則從事資訊科技及電訊產品的經銷業務。（圖 4.1）

4.6 以就業人數而言，從事資訊科技及電訊產品經銷業務的機構單位在資訊科技及電訊業佔最大的比重(35.0%)，其次是提供電訊服務的機構單位(28.7%)。後者雖然就機構單位數目而言，所佔的比重較小，但卻佔就業人數很大的比重，因為當中有數間規模很大的機構單位。另一方面，由於大部分從事提供資訊科技服務的機構單位的規模較小，所以該組別行業的就業人數，只佔整體資訊科技及電訊業的 27.1%。（表 4.2 及圖 4.2）

4.7 以增加價值而言，從事提供電訊服務的機構單位佔整體資訊科技及電訊業的增加價值的比重接近一半(49.2%)，其次是從事資訊科技及電訊產品經銷業務的機構單位(30.0%)。（圖 4.3）

Industry Structure of the IT&T Sector

4.4 In 1998, there were some 5 800 establishments and 66 500 persons engaged in the IT&T sector. The numbers increased to about 9 500 and 75 000 respectively in 2003, representing increases of 66% and 13% respectively over 1998. It should be noted that statistics on the number of persons engaged in the IT&T sector include IT personnel and personnel in other occupations. By the same token, establishments in the IT&T sector may also produce small amount of non-IT&T products and services so long as IT&T products and services are their main line of business. (Table 4.1)

4.5 In 2003, 46.9% of the establishments in the IT&T sector were engaged in provision of IT services, such as software development and maintenance services, while 39.7% were engaged in distribution of IT&T products. (Chart 4.1)

4.6 In terms of persons engaged however, establishments engaged in the distribution of IT&T products had the largest share (35.0%), followed by those engaged in provision of telecommunications services (28.7%). The latter took up such a large share of the total number of persons engaged despite its relatively small share in terms of number of establishments, because there were a few very large establishments in this group of industries. On the other hand, as establishments engaged in the provision of IT services were dominated by small ones, they only took up 27.1% of the total number of persons engaged in the IT&T sector. (Table 4.2 and Chart 4.2)

4.7 In terms of value added in 2003, establishments engaged in the provision of telecommunications services accounted for about half (49.2%) of the total value added of the IT&T sector, followed by those engaged in the distribution of IT&T products (30.0%). (Chart 4.3)

資訊科技及電訊業的業務表現

4.8 雖然相關的市場急劇擴展，但資訊科技及電訊業的生產總額在 1998 年至 2003 年間只有輕微波動。在此期間，生產總額介乎 895 億至 943 億港元。（表 4.1）

4.9 資訊科技及電訊業的增加價值，由 1998 年的 393 億港元上升 12% 至 2003 年的 440 億港元。在 1998 年至 2003 年間，資訊科技及電訊業的增加價值佔本地生產總值的百分比，由 3.2% 微升至 3.7%。（表 4.1）

資訊科技及電訊業的營運特徵

4.10 資訊科技及電訊業每間機構單位的平均就業人數，由 1998 年的 11.6 下降 32.0% 至 2003 年的 7.9。這縮小規模的趨勢，可能由機構單位採用辦公室自動化及其他資訊科技應用系統所帶動。（表 4.1）

4.11 資訊科技及電訊業每間機構單位的平均生產總額，亦由 1998 年的 1 580 萬港元減少至 2003 年的 940 萬港元，下降 41%。這情況與該行業機構單位縮小規模的趨勢相近。（表 4.1）

4.12 由 2001 年統計年度開始，本處亦編製有關資訊科技及電訊業整體僱員薪酬、盈餘總額及固定資產的買賣淨值的統計數字。

4.13 作為量度經濟活動淨產出的數據，增加價值會被分配到各項生產因素作為回報，包括勞工、資金及企業才能。它們分別獲取以僱員薪酬、利息支付及盈餘總額作為回報。

Business Performance of the IT&T Sector

4.8 Despite a rapid expansion in the related market, total gross output of the IT&T sector only fluctuated mildly between 1998 and 2003. Gross output ranged between \$89.5 billion and \$94.3 billion during these years. (Table 4.1)

4.9 The value added for the IT&T sector increased by 12% from \$39.3 billion in 1998 to \$44.0 billion in 2003. During 1998 to 2003, the contribution in terms of value added of the IT&T sector to GDP edged up from 3.2% and 3.7%. (Table 4.1)

Operating Characteristics of the IT&T Sector

4.10 Average number of persons engaged per establishment in the IT&T sector dropped by 32.0% from 11.6 in 1998 to 7.9 in 2003. This trend of downsizing was probably made possible by office automation and other IT applications. (Table 4.1)

4.11 Average gross output per establishment in the IT&T sector also decreased by 41%, from \$15.8 million in 1998 to \$9.4 million in 2003, largely in line with the downsizing of establishments in the IT&T sector. (Table 4.1)

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

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

4.14 在 2003 年,資訊科技及電訊業的僱員薪酬佔增加價值的比重為 46.8%。至於其他經濟行業方面,僱員薪酬佔增加價值的比重,則由電力及燃氣業的低於 10%,至建築及建造業的高於 84%。(表 4.1)

4.15 在 2003 年,資訊科技及電訊業的整體固定資產的買賣淨值與僱員薪酬比例是 0.45。相對於整體經濟的 0.16,資訊科技及電訊業較為資本密集。(表 4.1)

其他參考資料

工業生產按年統計調查報告

屋宇建築、建造及地產業按年統計調查報告

批發、零售、進出口貿易、食肆及酒店按年統計調查報告

倉庫、通訊、財務、保險及商用服務按年統計調查報告

4.14 For the IT&T sector in 2003, compensation of employees amounted to 46.8% of value added. For the other economic sectors, the share of compensation of employees in 2003 ranged from less than 10% for the electricity and gas sector to over 84% for the building and construction sector. (Table 4.1)

4.15 Ratio of gross additions to fixed assets to compensation of employees for the IT&T sector in 2003 is 0.45. Compared with 0.16 for the whole economy, the IT&T sector is a relatively capital intensive sector. (Table 4.1)

Further Reference

Report on Annual Survey of Industrial Production

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

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

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

表 4.1 有關資訊科技及電訊業的主要統計數字

Table 4.1 Key statistics pertaining to the information technology and telecommunications sector

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

註釋: 括號內的數字是與上年比較的變動百分率。

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

表示變動百分率在增減 0.5% 以內。

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

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

Denotes changes within +/- 0.5%

資料來源: 科技統計組

Source: Science and Technology Statistics Section

表 4.2 資訊科技及電訊業每間機構單位的平均就業人數

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

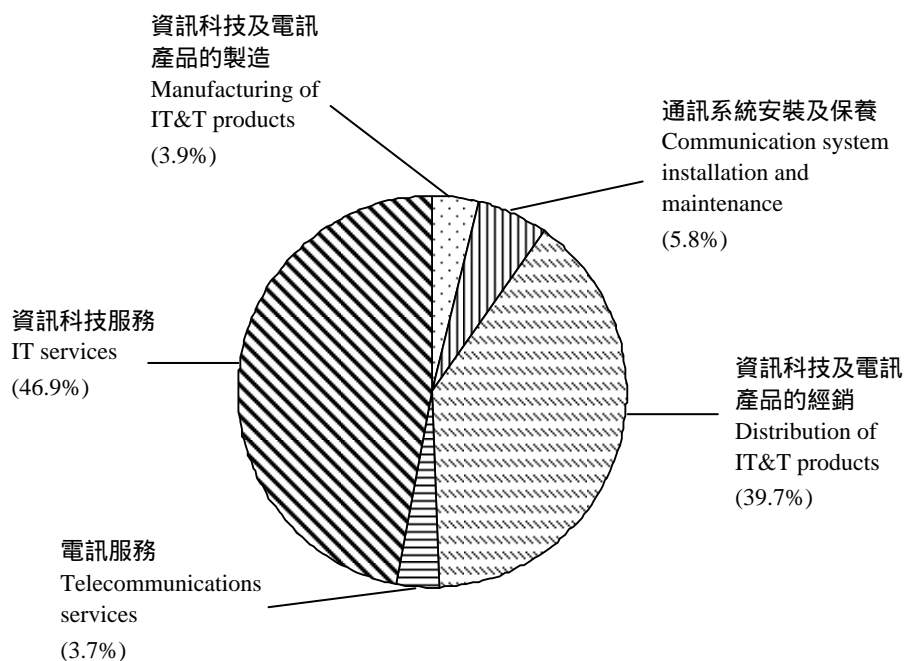
	每間機構單位的平均就業人數		
	Average number of persons engaged per establishment		
	2001	2002	2003
資訊科技及電訊產品的製造 Manufacturing of IT&T products	13.4	9.4	8.5
通訊系統安裝及保養 Communication system installation and maintenance	9.2	8.8	6.8
資訊科技及電訊產品的經銷 Distribution of IT&T products	6.8	6.2	6.9
電訊服務 Telecommunications services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

資料來源: 科技統計組

Source: Science and Technology Statistics Section

圖 4.1 二零零三年按經濟活動劃分的資訊科技及電訊業機構單位的分布

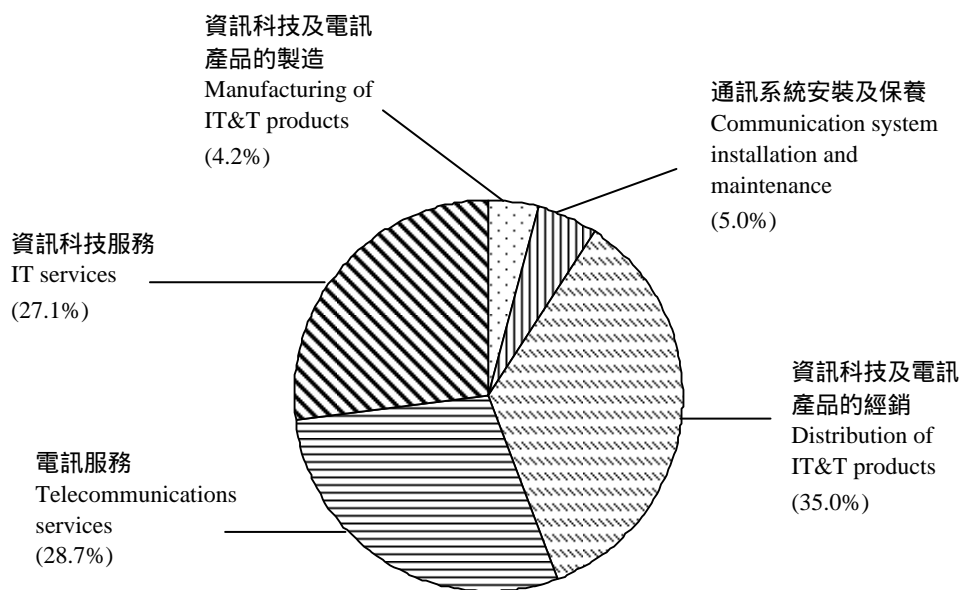
Chart 4.1 Distribution of number of establishment in the IT&T sector by economic activities in 2003



資料來源: 科技統計組

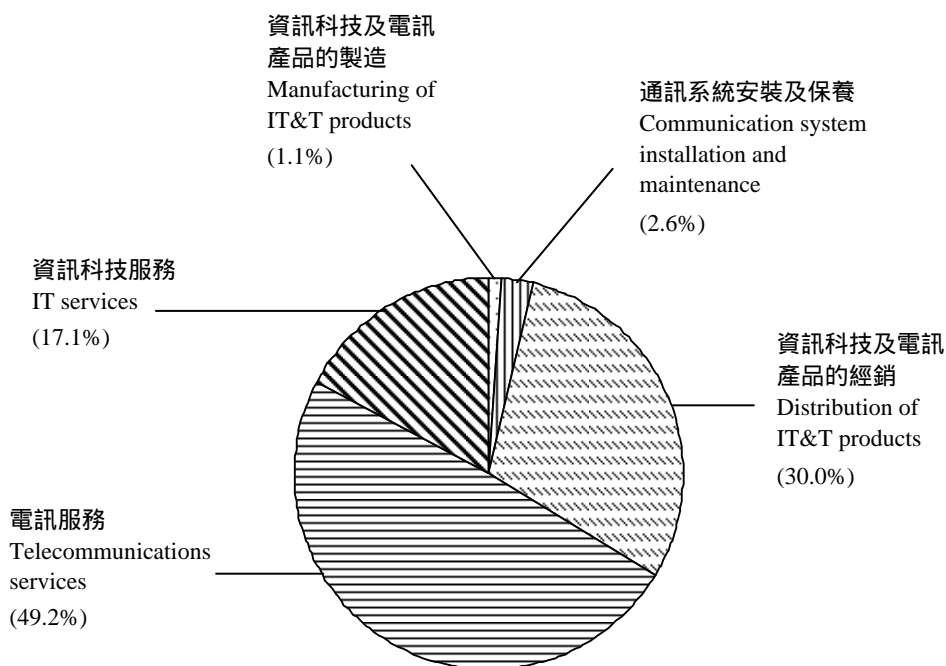
Source: Science and Technology Statistics Section

圖 4.2 二零零三年按經濟活動劃分的資訊科技及電訊業就業人數的分布
Chart 4.2 Distribution of number of persons engaged in the IT&T Sector by economic activities in 2003



資料來源: 科技統計組
 Source: Science and Technology Statistics Section

圖 4.3 二零零三年按經濟活動劃分的資訊科技及電訊業增加價值的分布
Chart 4.3 Distribution of value added of the IT&T Sector by economic activities in 2003



資料來源: 科技統計組
 Source: Science and Technology Statistics Section

第 5 章 電訊服務

Chapter 5 Telecommunications Services

緒言

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

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

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

Introduction

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

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

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

電訊業的主要服務類別

5.4 按服務類別劃分，電訊業大致分為四個組別。這四個組別的經營特色各有不同。首兩個組別，即固定電話及電報服務及流動電話服務，只有為數不多的大機構單位。於2003年，每間機構單位的平均就業人數約為972人。這兩個組別的機構單位數目只佔整個電訊業總數的4.3%。但這些機構單位所賺取的業務收益及其他收入卻佔整個電訊業總數的74.8%。（表5.1）

5.5 相對地，從事其他兩個組別，即傳呼服務及其他電訊服務（包括互聯網服務及對外通訊服務等）的機構單位的規模則相對較小。於2003年，每間機構單位的平均就業人數分別約為108人和19人。傳呼服務佔電訊業1.7%的機構單位，賺取0.3%的業務收益及其他收入。其他電訊服務佔電訊業94.0%的機構單位，賺取24.8%的業務收益及其他收入。（表5.1）

固定電話、電報及流動電話服務

5.6 過去十年加入電訊市場的公司不斷增加，反映電訊業的競爭熾烈。提供固定電話、電報及流動電話服務的機構單位由1993年的5間增至2003年的15間。在2003年，這兩個組別的增加價值為175億港元，合共為14 600人提供職位。（表5.2）

Major services rendered by the telecommunications industry

5.4 According to the services rendered, the telecommunications industry can be broadly classified into four sub-groups. These four sub-groups are rather diversified in their operating characteristics. For the first two sub-groups, viz., fixed telephone and telegraph services and mobile phone services, there were only a few large establishments. In 2003, the average number of persons engaged per establishment was about 972. These two sub-groups constituted only about 4.3% of all establishments in the telecommunications industry. Yet they together generated about 74.8% of the business receipts and other income of the entire telecommunications industry. (Table 5.1)

5.5 In contrast, establishments in the other two sub-groups, viz., radio paging services and other telecommunications services (including Internet services and external telecommunications services etc.) were relatively smaller in scale. In 2003, the average numbers of persons engaged per establishment in these two sub-groups were about 108 and 19 respectively. Radio paging services constituted about 1.7% of all establishments in this industry, generating about 0.3% of total business receipts and other income. Other telecommunications services constituted about 94.0% of all establishments in this industry, generating 24.8% of total business receipts and other income. (Table 5.1)

Fixed telephone, telegraph and mobile phone services

5.6 The fierce competition in the telecommunications industry is signified by the increasing number of new entrants into the market during the past decade. The number of establishments engaged in the fixed telephone, telegraph and mobile phone services grew from 5 in 1993 to 15 in 2003. In 2003, these two sub-groups generated HK\$17.5 billion value added and provided jobs for some 14 600 people. (Table 5.2)

5.7 流動電話市場仍然十分活躍及具競爭性。第三代流動電話(3G) 已於 2004 年 1 月在香港推出，為顧客提供更多元化的多媒體流動通訊服務。截至 2004 年底，流動無線電話用戶的數目較一年前增加 13.4% 至 820 萬，每百名人口中便有 118.0 個流動無線電話服務用戶，使香港成為全球最普遍使用該項服務的地區之一。(表 5.3 及圖 5.1)

5.8 除了使用傳統的話音方式作溝通工具外，無線資訊應用方案，例如短訊服務和多媒體訊息服務，在流動通訊中亦日漸普及。在 2002 年至 2004 年之間，發送及接收短訊的數目分別大幅增加 427% 及 273%。(表 5.3)

傳呼服務

5.9 由於客戶流失往流動電話服務，傳呼服務的近年業務持續收縮。傳呼服務的機構單位數目從 1993 年的 18 間，下跌至 2003 年的 6 間。同時，其增加價值亦從 17.4 億港元下跌至 0.7 億港元。(表 5.4)

5.10 按每百名人口計算的無線電傳呼接收器數目亦下跌，由 1994 年的 22.2 下跌至 2004 年的 2.3。這主要是由於公共流動無線電話服務逐漸普及。(表 5.5 及圖 5.1)

5.7 The mobile market continues to be very active and highly competitive. The third generation (3G) mobile services was launched in Hong Kong since January 2004, enabling consumers to enjoy a wider choice of multi-media mobile services. At the end of 2004, the number of mobile telephone subscribers increased by 13.4% over a year earlier to 8.2 million. In every 100 population, there were on average 118.0 mobile telephone service subscribers, making Hong Kong one of the places with the highest penetration of this service in the world. (Table 5.3 and Chart 5.1)

5.8 Apart from using voice as a traditional communication tool, wireless data applications such as Short Message Service (SMS) and Multi-media Message Service (MMS) are increasingly popular in mobile communication. Between the years 2002 and 2004, the number of short messages sent and received increased substantially by 427% and 273% respectively. (Table 5.3)

Radio paging services

5.9 Business in the radio paging services experienced a persistent decline in recent years because of the shift of customers to the mobile phone services. The number of establishments rendering radio paging services dropped from 18 in 1993 to 6 in 2003. At the same time, the value added decreased from HK\$1.74 billion to HK\$0.07 billion. (Table 5.4)

5.10 The number of radio paging receivers per 100 population also decreased, from 22.2 in 1994 to 2.3 in 2004. The decline is due to the growing popularity of public mobile radio-telephone services. (Table 5.5 and Chart 5.1)

其他電訊服務

5.11 隨著科技不斷改進，互聯網服務、對外通訊服務及其他電訊服務的業務在近年快速增長。此組別的業務收益及其他收入由1996年的38億港元增至2003年的119億港元。（表5.6）

5.12 此組別的機構單位數目由1996年的110間增至2003年的330間。就業人數及僱員薪酬亦分別增加了210.6%及190.5%，營運開支及業務收益及其他收入則分別上升321.9%及215.3%。（表5.6）

固定電訊網絡服務（固網服務）

5.13 由2003年1月開始，本地固網服務市場全面開放，進一步引入競爭。與1992年只有一間固網服務營辦商比較，2004年已有34間固網服務營辦商，提供各項固定電訊服務，包括本地有線固網服務、本地無線固網服務、衛星對外固網服務、混合光纖同軸電纜網絡的固網服務、電纜對外固網服務及網際規約（IP）電話服務。

5.14 在2004年，5間固定有線電話網絡營辦商提供大約380萬條電話線。在2004年的人均電話密度為每百名人口有55條電話線。（表5.7）

Other telecommunications services

5.11 Along with the continuous technological advancement, business in Internet services, external telecommunications services and other telecommunications services expanded by leaps and bounds in recent years. The business receipts and other income of this sub-group increased from HK\$3.8 billion in 1996 to HK\$11.9 billion in 2003. (Table 5.6)

5.12 The number of establishments engaged in this sub-group increased from 110 in 1996 to 330 in 2003. The number of persons engaged and compensation of employees in related services increased by 210.6% and 190.5% respectively. Operating expenses and business receipts and other income also surged by 321.9% and 215.3% respectively. (Table 5.6)

Fixed telecommunications network services (FTNS)

5.13 The local FTNS market has been fully liberalised as from January 2003 to promote further competition. Compared with only one FTNS operator in 1992, there were 34 FTNS operators in 2004 providing various fixed telecommunications services, including local wireline-based fixed network services, local wireless fixed network services, satellite-based external fixed network services, fixed network service over the hybrid fibre coaxial cable network, cable-based external fixed network services and Internet Protocol (IP) telephony services.

5.14 In 2004, 5 wireline based fixed telephone network operators provided services to about 3.8 million telephone lines. The telephone density in 2004 was 55 exchange lines per 100 population. (Table 5.7)

對外電訊服務

5.15 除本地電話服務，用戶可透過本地固網營辦商及其他網絡營辦商，例如流動電話服務營辦商，獲提供對外電話服務。在 2004 年，共錄得 49.4 億分鐘由本港撥出及 20.4 億分鐘由外地撥入的通訊量。(表 5.8)

其他有關刊物

倉庫、通訊、財務、保險及商用服務按年統計調查報告

服務業統計摘要 (年刊)

External telecommunications services

5.15 Apart from local telephone services, external telephone services are accessible by customers through local fixed network operators and other network operators such as mobile phone service operators. In 2004, a total of 4.94 billion minutes of outgoing traffic and 2.04 billion minutes of incoming traffic were recorded. (Table 5.8)

Further reference

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

Statistical Digest of the Services Sector (Annual)

表 5.1 二零零三年按服務類別劃分的電訊業總額比重

Table 5.1 Contributions of the telecommunications industry by type of services, 2003

百萬港元(另有註明除外)

HK\$ million (unless otherwise specified)

服務類別 Type of services	機構單位數目 Number of establishments	就業人數 Number of persons engaged	僱員薪酬 Compensation of employees	營運開支 Operating expenses	業務收益及其他收入 Business receipts and other income	增加價值 Value added
固定電話及電報服務 Fixed telephone and telegraph services	6 (1.7%)	9 021 (41.9%)	2,396 (38.4%)	9,164 (36.8%)	19,793 (41.3%)	10,978 (52.2%)
流動電話服務 Mobile phone services	9 (2.6%)	5 553 (25.8%)	1,832 (29.4%)	7,431 (29.8%)	16,116 (33.6%)	6,501 (30.9%)
傳呼服務 Radio paging services	6 (1.7%)	647 (3.0%)	50 (0.8%)	77 (0.3%)	149 (0.3%)	67 (0.3%)
其他電訊服務 Other telecommunications services	330 (94.0%)	6 292 (29.2%)	1,955 (31.4%)	8,236 (33.1%)	11,919 (24.8%)	3,479 (16.5%)
總數 Total	351 (100.0%)	21 512 (100.0%)	6,234 (100.0%)	24,908 (100.0%)	47,977 (100.0%)	21,025 (100.0%)

註釋: 括號內的數字表示該服務類別佔整個電訊業的百分比。

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

資料來源: 政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

表 5.2 提供固定電話、電報及流動電話服務的機構單位的主要統計數字

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

百萬港元(另有註明除外)

HK\$ million (unless otherwise specified)

	1993	1998	1999	2000	2001	2002	2003
機構單位數目 Number of establishments	5	11	11	12	13	13	15
就業人數 Number of persons engaged	17 218	19 249	18 573	18 567	16 775	13 782	14 574
僱員薪酬 Compensation of employees	3,931	6,614	6,363	5,978	4,924	4,032	4,229
營運開支 Operating expenses	11,200	24,156	27,420	23,488	21,004	16,099	16,595
業務收益及其他收入 Business receipts and other income	27,448	49,250	48,545	48,465	41,296	37,324	35,909
增加價值 Value added	15,178	18,844	13,758	18,669	19,620	19,936	17,479

資料來源: 政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

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

	1994	1999	2000	2001	2002	2003	2004
公共流動無線電話用戶系統數目 ⁽¹⁾ (千個) No. of public mobile radio-telephone subscriber units ⁽¹⁾ (thousands)							
總數 Total	432 (+48.5)	3 990 (+37.7)	5 234 (+31.2)	5 702 (+8.9)	6 219 (+9.1)	7 194 (+15.7)	8 158 (+13.4)
週期性結帳(包括數碼式800/ 900兆赫和個人通訊服務) ⁽²⁾ Post-paid (including Digital 800/ 900 MHz and PCS) ⁽²⁾	432 (+48.5)	3 650 (+31.9)	4 173 (+14.3)	4 256 (+2.0)	4 207 (-1.2)	4 408 (+4.8)	4 575 (+3.8)
預付儲值智能咭 ⁽³⁾ Pre-paid stored-value SIM cards ⁽³⁾	-	340 (+160.9)	1 061 (+212.5)	1 445 (+36.2)	2 012 (+39.2)	2 787 (+38.5)	3 583 (+28.6)
2.5代客戶 ^{(2),(4)} (千個) 2.5G customers ^{(2),(4)} (thousands)	-	-	-	-	171	730 (+326.9)	1 349 (+84.8)
按每百名人口計算的公共流動 無線電話用戶系統數目 No. of public mobile radio-telephone subscriber units per 100 population	7.1	60.1	78.0	84.4	91.6	105.1 *	118.0

(本表下頁繼續。
This table is continued on the next page.)

註釋: 括號內的數字是與上年比較的變動百分率。
(1) 包括預付儲值智能咭及個人通訊服務的用戶。
(2) 由二零零四年一月起, 數據已包括第3代流動服務。
(3) 數字由電訊管理局自一九九七年開始提供。
(4) 第2.5代客戶指在統計年十二月份中已選用第2.5代服務(包括通用分組無線電服務(GPRS)及IS-95B服務)或至少使用第2.5代服務一次的客戶。
* 修訂數字。

Notes: Figures in brackets denote percentage changes over the preceding year.
(1) Including pre-paid stored-value SIM cards and PCS subscribers.
(2) With effect from January 2004, the figures include 3G mobile services.
(3) Figures were first available from the Office of the Telecommunications Authority since 1997.
(4) 2.5G customers refer to those customers who have joined the service plans for 2.5G services (including general packet radio service (GPRS) and IS-95B services) or used the 2.5G services at least once in December of the reference year.
* Revised figures.

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

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

	1994	1999	2000	2001	2002	2003	2004
短訊數目 ^{(1),(2)} (千個)							
Number of short messages ^{(1),(2)} (thousands)							
發送 ⁽³⁾	-	-	-	-	196 380	416 845	1 035 698
Sent ⁽³⁾	-	-	-	-	-	(+112.3)	(+148.5)
接收 ⁽³⁾	-	-	-	-	514 914	1 024 560	1 920 079
Received ⁽³⁾	-	-	-	-	-	(+99.0)	(+87.4)
本地流動網絡營辦商電話號碼成功轉攜 數目 (千個)	-	733 ⁽⁴⁾	1 489	1 843	952	1 036	1 099
Number of successful portings in local mobile network operators (thousands)	-	-	(+103.1)	(+23.7)	(-48.3)	(+8.8)	(+6.1)
公共流動無線電話服務營辦商數目 No. of Public Mobile Radio-telephone Services (PMRS) operators	4	3	3	3	3	3	3
個人通訊服務營辦商數目 No. of Personal Communications Services (PCS) operators	-	6	6	6	6	6	6

註釋: 括號內的數字是與上年比較的變動百分率。
(1) 由二零零四年一月起, 數據已包括第 3 代流動服務。
(2) 短訊服務包括流動服務客戶之間發送及接收的短訊, 由固定位置發送到流動服務客戶的短訊, 和由流動服務客戶發送到固定位置的短訊。數字由電訊管理局自二零零二年五月開始提供。
(3) 發送的短訊數目指由流動服務客戶發送的短訊, 並不包括由固定位置發送的短訊。接收的短訊數目指由流動服務客戶接收的短訊, 並不包括由固定位置接收的短訊。接收短訊的數目大於發送短訊的數目, 是由於一些短訊有多過一名接收者。
(4) 流動電話號碼可攜服務在一九九九年三月一日實施。

Notes: Figures in brackets denote percentage changes over the preceding year.
(1) With effect from January 2004, the figures include 3G mobile services.
(2) Short message service (SMS) includes short messages sent and received between mobile customers, messages sent to mobile customers from fixed locations and messages sent by mobile customers to fixed locations. Figures were first available from the Office of the Telecommunications Authority since May of 2002.
(3) The number of short messages sent refers to the number of short messages sent by mobile customers only and does not include short messages sent from fixed locations. The number of short messages received refers to the number of short messages received by mobile customers only and does not include short messages received from fixed locations. The number of messages received exceeds the number of messages sent because some sent messages were received by more than one recipient.
(4) Mobile Number Portability was implemented on 1 March, 1999.

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

表 5.4 提供傳呼服務機構單位的主要統計數字

Table 5.4 Principal statistics for establishments rendering radio paging services

	百萬港元 (另有註明除外) HK\$ million (unless otherwise specified)						
	1993	1998	1999	2000	2001	2002	2003
機構單位數目 Number of establishments	18	19	14	13	11	9	6
就業人數 Number of persons engaged	8 411	3 197	2 103	1 807	1 564	1 331	647
僱員薪酬 Compensation of employees	848	652	426	395	292	250	50
營運開支 Operating expenses	926	1,415	1,331	835	643	613	77
業務收益及其他收入 Business receipts and other income	3,411	2,819	2,486	1,613	1,180	1,035	149
增加價值 Value added	1,738	576	581	565	460	395	67

資料來源: 政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

表 5.5 公共無線電傳呼服務

Table 5.5 Public radio paging services

	1994	1999	2000	2001	2002	2003	2004
公共無線電傳呼服務牌照數目 No. of public radio paging service licenses	-	29	26	22	20	10	6
公共無線電傳呼服務頻道數目 No. of public radio paging service channels	-	75	72	57	54	42	28
公共無線電傳呼接收器數目 ⁽¹⁾ (千個) No. of public radio paging receivers ⁽¹⁾ (thousands)	1 356 (9.0)	342 (-40.2)	328 (-4.2)	253 (-22.9)	197 (-22.1)	178 (-9.6)	158 (-11.3)
按每名人口計算的無線電傳呼接收器數目 No. of radio paging receivers per 100 population	22.2	5.2	4.9	3.7	2.9	2.6	2.3

註釋: 括號內的數字是與上年比較的變動百分率。
(1) 一九九五年前的數字是以另一種方法編製。

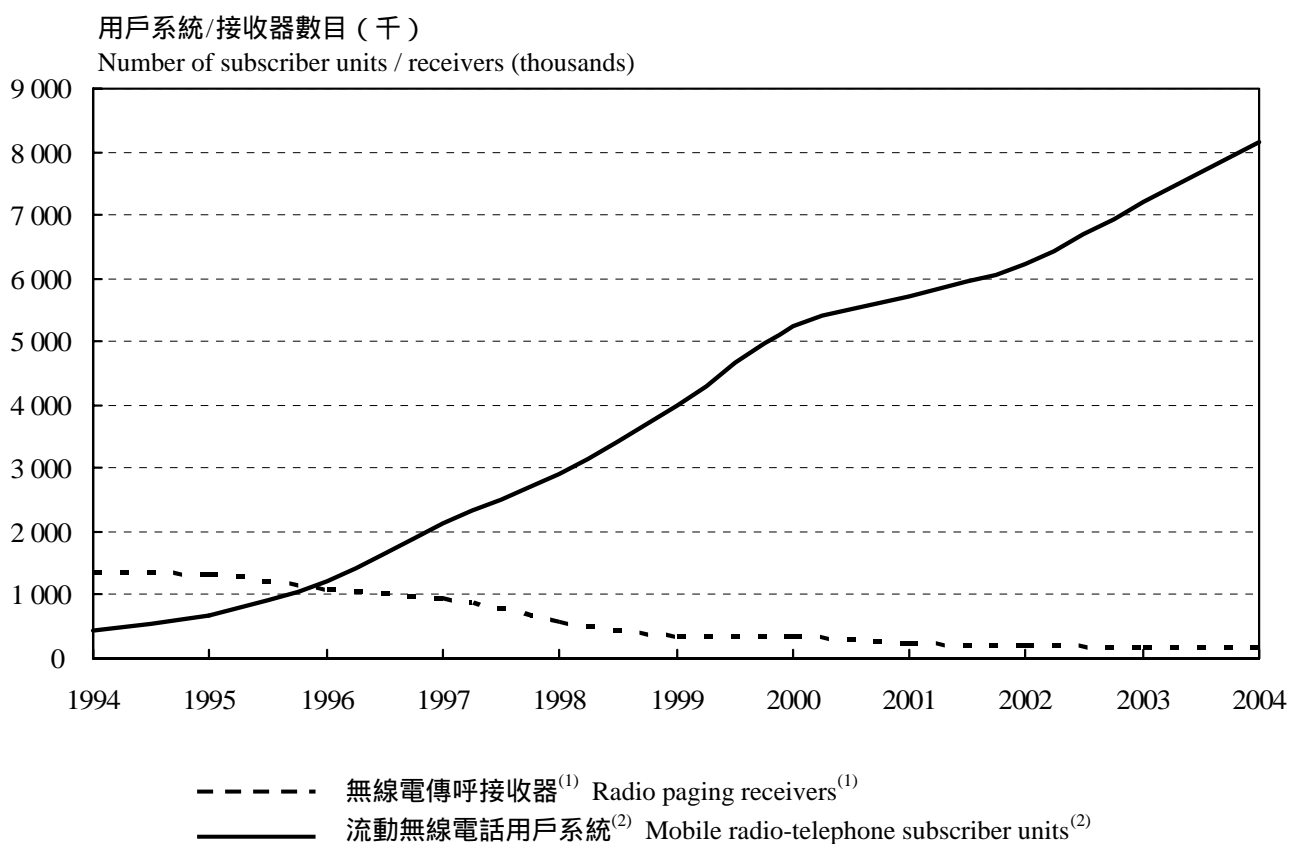
Notes: Figures in brackets denote percentage changes over the preceding year.
(1) Figures before 1995 were compiled using a different approach.

資料來源: 電訊管理局

Source: Office of the Telecommunications Authority

圖 5.1 公共流動無線電話用戶系統及公共無線電傳呼接收器數目

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



註釋: (1) 一九九五年前的數字是以另一種方法編製。
(2) 包括預付儲值智能咭及個人通訊服務的用戶。

Notes: (1) Figures before 1995 were compiled using a different approach.
(2) Including pre-paid stored-value SIM cards and PCS subscribers.

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

表 5.6 其他電訊服務機構單位的主要統計數字[#]

Table 5.6 Principal statistics for establishments rendering other telecommunications services[#]

	百萬港元 (另有註明除外) HK\$ million (unless otherwise specified)						
	1996	1998	1999	2000	2001	2002	2003
機構單位數目 Number of establishments	110	152	156	178	324	378	330
就業人數 Number of persons engaged	2 026	2 694	4 286	6 513	5 929	6 130	6 292
僱員薪酬 Compensation of employees	673	888	1,237	1,889	2,139	2,004	1,955
營運開支 Operating expenses	1,952	3,143	4,236	7,114	6,886	7,876	8,236
業務收益及其他收入 Business receipts and other income	3,780	4,877	6,571	10,027	10,076	11,157	11,919
增加價值 Value added	1,797	1,605	2,128	1,724	2,827	2,798	3,479

註釋: # 其他電訊服務機構單位的有關統計數字由一九九六年起開始編製。

Note: # Relevant statistics of other telecommunications services were compiled since 1996.

資料來源: 政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

表 5.7 有線電話服務
Table 5.7 Wireline telephone services

	1994	1999	2000	2001	2002	2003	2004
電話線數目 ⁽¹⁾ (千條)	3 114	3 839	3 946	3 926	3 842	3 820	3 780
No. of exchange lines ⁽¹⁾ (thousands)	(+5.3)	(+3.5)	(+2.8)	(-0.5)	(-2.1)	(-0.5)	(-1.1)
商用電話線	1 206	1 649	1 736	1 765	1 708	1 701	1 662
Business lines	(+7.6)	(+6.5)	(+5.3)	(+1.6)	(-3.2)	(-0.4)	(-2.3)
住宅電話線	1 908	2 190	2 210	2 161	2 134	2 119	2 118
Residential lines	(+4.0)	(+1.4)	(+0.9)	(-2.2)	(-1.2)	(-0.7)	(-0.1)
按每百名人口計算的 電話線數目	50.9	57.8	58.8	58.1	56.6	55.8*	54.7
No. of exchange lines per 100 population							
圖文傳真線數目 (千條)	252	384	404	411	546	491	456
Number of facsimile lines (thousands)	(+11.5)	(+6.7)	(+5.2)	(+1.7)	(+32.8)	(-10.0)	(-7.1)
本地專用線路							
Local leased lines							
數目 (千條)	-	-	-	-	176	175	176
Numbers (thousands)	-	-	-	-	-	(-0.8)	(+0.9)
總容量 (每秒兆比特)	-	-	-	-	363 950	455 564	580 161
Total capacity (Mbps)	-	-	-	-	-	(+25.2)	(+27.4)
固定有線電話網絡營辦商數目	1	4	4	4	4	5	5
No. of wireline based fixed telephone network operators							

註釋: 括號內的數字是與上年比較的變動百分率。
(1) 包括直通內線式電話線、圖文傳真線及電文線路的直撥服務。
* 修訂數字。

Notes: Figures in brackets denote percentage changes over the preceding year.
(1) Including direct dialing in lines, facsimile lines and datel lines.
* Revised figures.

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

表 5.8 對外電訊通訊量

Table 5.8 External telecommunications traffic

	1994	1999	2000	2001	2002	2003	2004
對外電話總通訊量 (百萬分鐘)	2 955.7	4 229.3	4 932.9	5 429.6	5 706.9	5 908.8	6 973.8
Total external telephone traffic volume (million minutes)	(+17.3)	(+15.0)	(+16.6)	(+10.1)	(+5.1)	(+3.5)	(+18.0)
撥出總數	1 537.7	2 550.1	3 074.9	3 487.3	3 950.9	4 232.6	4 936.5
Total outgoing	(+16.6)	(+48.4)	(+20.6)	(+13.4)	(+13.3)	(+7.1)	(+16.6)
由接線生接駁的撥出	87.9	21.7	12.5	5.7	3.1	1.6	N.A.
Operator assisted outgoing	(+1.9)	(-27.0)	(-42.4)	(-54.4)	(-45.6)	(-48.4)	
對外直撥電話撥出 ⁽¹⁾	1 449.9	2 528.4	3 062.4	3 481.6	3 947.8	4 231.0	N.A.
IDD outgoing ⁽¹⁾	(+17.6)	(+49.7)	(+21.1)	(+13.7)	(+13.4)	(+7.2)	
撥入總數 ⁽²⁾	1 418.0	1 679.2	1 858.0	1 942.3	1 756.0	1 676.2	2 037.3
Total incoming ⁽²⁾	(+18.2)	(-14.2)	(+10.6)	(+4.5)	(-9.6)	(-4.5)	(+21.5)
對外專用電報總通訊量 ⁽³⁾ (千分鐘)	34 711	8 202	6 277	4 424	3 792	2 558	1 651
Total external telex traffic volume ⁽³⁾ (thousand minutes)	(-10.8)	(-30.9)	(-23.5)	(-29.5)	(-14.3)	(-32.5)	(-35.4)
對外電報總通訊量 ⁽⁴⁾ (千訊息)	231	39	29	17	11	7	N.A.
Total external telegram traffic volume ⁽⁴⁾ (thousand messages)	(-30.4)	(-31.6)	(-25.6)	(-41.4)	(-35.3)	(-36.3)	
國際電話卡服務商數目 ⁽⁵⁾	7	12	3	2	2	1	0
No. of international calling card service providers ⁽⁵⁾	(+600.0)	(-72.7)	(-75.0)	(-33.3)	(0.0)	(-50.0)	(-100.0)
對外電訊服務營辦商數目 ⁽⁵⁾	-	160	183	199	215	221	222
No. of external telecommunications service operators ⁽⁵⁾	-	-	(+14.4)	(+8.7)	(+8.0)	(+2.8)	(+0.5)

註釋: 括號內的數字是與上年比較的變動百分率。

(1) 包括圖文傳真及數據撥出。

(2) 估計數字。

(3) 不包括轉發的專用電報。

(4) 不包括船舶與陸地之間的通訊。

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

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

(1) Including facsimile and data outgoing traffic.

(2) Estimated figures.

(3) Not including telex refile traffic.

(4) Not including ship/shore traffic.

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

資料來源: 電訊管理局

Source: Office of the Telecommunications Authority

第 6 章 電腦產品及電訊器材的進出口

Chapter 6 Imports and Exports of Computer Products and Telecommunications Equipment

緒言

6.1 香港是外國公司與中國內地或亞洲其他國家之間的電腦硬件及軟件貿易的主要中介中心。有關電腦產品的貿易活動貨值在過去十年間顯著增長。本章討論電腦硬件、電腦軟件及電訊器材的貿易在過去十年間的趨勢。

電腦硬件

6.2 在 2004 年，香港的電腦硬件進口貨值達 1,906 億港元，較 1994 年（384 億港元）增加 396%。其整體出口貨值（包括港產品出口及轉口）為 1,965 億港元，較 1994 年的 417 億港元上升 371%。（表 6.1 及圖 6.1）

6.3 香港進口的電腦硬件大部分來自中國內地、台灣及新加坡。2004 年進口的電腦硬件中，來自中國內地的進口貨值佔電腦硬件進口總值的 43.7%，而有關的比率在 1994 年則為 24.3%。台灣是香港進口電腦硬件的第二大供應地，在 2004 年佔電腦硬件進口總值的 10.3%，而有關的比率在 1994 年為 10.2%。（表 6.1）

6.4 在 2004 年，香港的電腦硬件整體出口的首兩個目的地是中國內地和美國，合共佔香港電腦硬件整體出口總值的 62.2%。（表 6.1）

Introduction

6.1 Hong Kong is a major intermediary centre for the trading of computer hardware and software between foreign firms and the mainland of China or other Asian countries. The value of trading activities related to computer products grew remarkably in the past decade. This chapter discusses the trend of trade in computer hardware, computer software and telecommunications equipment in the past decade.

Computer hardware

6.2 In 2004, Hong Kong's imports of computer hardware reached HK\$190.6 billion, 396% greater than the figure (HK\$38.4 billion) in 1994. The corresponding total exports (including domestic exports and re-exports) reached HK\$196.5 billion, representing an increase of 371% over the HK\$41.7 billion in 1994. (Table 6.1 and Chart 6.1)

6.3 Most of Hong Kong's imports of computer hardware came from the mainland of China, Taiwan and Singapore. In 2004, the mainland of China accounted for 43.7% of the total import value of computer hardware, compared with 24.3% in 1994. Taiwan was the second largest supplier of imports of computer hardware of Hong Kong, accounting for 10.3% of the total import value of computer hardware in 2004, compared with 10.2% in 1994. (Table 6.1)

6.4 In 2004, the mainland of China and the USA, the top two destinations of total exports of computer hardware, together accounted for 62.2% of Hong Kong's total export value of computer hardware. (Table 6.1)

電腦軟件

6.5 在 2004 年，香港的電腦軟件進口貨值達 16.8 億港元，較 1994 年（17.0 億港元）輕微下降 0.8%。其整體出口貨值（包括港產品出口及轉口）為 24 億港元，較 1994 年的 7 億港元上升 227%。（表 6.2 及圖 6.2）

6.6 香港進口的電腦軟件大部分來自中國內地、美國及新加坡。在 2004 年，中國內地是香港電腦軟件的最大供應地，其所佔香港電腦軟件進口的比重由 1994 年的 1.8% 增加至 2004 年的 34.0%。美國是香港進口電腦軟件的第二大供應地，但其所佔香港電腦軟件進口的比重則由 1994 年的 35.5% 減至 2004 年的 16.7%。（表 6.2）

6.7 在 2004 年，香港的電腦軟件整體出口的首兩個目的地是中國內地和美國，合共佔香港電腦軟件整體出口總值的 70.8%。（表 6.2）

電訊器材

6.8 有關電訊器材的貿易貨值在過去十年間也顯著增長。在 2004 年，電訊器材的進口貨值達 714 億港元，較 1994 年（253 億港元）增加 182%。其整體出口貨值（包括港產品出口及轉口）為 531 億港元，較 1994 年的 198 億港元上升 169%。（表 6.3 及圖 6.3）

Computer Software

6.5 In 2004, Hong Kong's imports of computer software reached HK\$1.68 billion, 0.8% slightly less than the figure (HK\$1.70 billion) in 1994. The corresponding total exports (including domestic exports and re-exports) reached HK\$2.4 billion, representing an increase of 227% over the HK\$0.7 billion in 1994. (Table 6.2 and Chart 6.2)

6.6 Most of Hong Kong's imports of computer software came from the mainland of China, the USA and Singapore. In 2004, the mainland of China was the largest supplier of imports of computer software of Hong Kong. Its share in Hong Kong's imports of computer software increased from 1.8% in 1994 to 34.0% in 2004. The USA was the second largest supplier of imports of computer software of Hong Kong in 2004. However, its share in Hong Kong's imports of computer software decreased from 35.5% in 1994 to 16.7% in 2004. (Table 6.2)

6.7 In 2004, the mainland of China and the USA, the top two destinations of total exports of computer software, together accounting for 70.8% of Hong Kong's total export value of computer software. (Table 6.2)

Telecommunications equipment

6.8 The trade value related to telecommunications equipment also grew remarkably in the past decade. In 2004, imports of telecommunications equipment reached HK\$71.4 billion, 182% greater than the figure (HK\$25.3 billion) in 1994. The corresponding total exports (including domestic exports and re-exports) reached HK\$53.1 billion, representing an increase of 169% over the HK\$19.8 billion in 1994. (Table 6.3 and Chart 6.3)

6.9 香港進口的電訊器材大部分來自中國內地、韓國及新加坡。2004年進口的電訊器材中，來自中國內地的進口貨值佔電訊器材進口總值的49.5%，而有關的比率在1994年為32.8%。（表6.3）

6.10 在2004年，香港電訊器材整體出口的首兩個目的地是中國內地和美國，合共佔香港電訊器材整體出口總值的42.0%。（表6.3）

其他有關刊物

香港對外商品貿易（月刊）

香港商品貿易統計：進口（月刊）

香港商品貿易統計：港產品出口及轉口（月刊）

香港商品貿易統計：周年附刊 — 進口（年刊）

香港商品貿易統計：周年附刊 — 港產品出口及轉口（年刊）

6.9 Most of Hong Kong's imports of telecommunications equipment came from the mainland of China, Republic of Korea and Singapore. In 2004, the mainland of China accounted for 49.5% of the total import value of telecommunications equipment, compared with 32.8% in 1994. (Table 6.3)

6.10 In 2004, the mainland of China and the USA, the top two destinations of total exports of telecommunications equipment, together accounted for 42.0% of Hong Kong's total export value of telecommunications equipment. (Table 6.3)

Further reference

Hong Kong External Merchandise Trade (Monthly)

Hong Kong Merchandise Trade Statistics: Imports (Monthly)

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

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

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

表 6.1 按進口主要供應地及出口主要目的地劃分的電腦硬件

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

	百萬港元 HK\$ million						
	1994	1999	2000	2001	2002	2003	2004
進口	38,436	95,691	125,929	128,853	138,939	167,434	190,608
Imports	(+30.8)	(+5.5)	(+31.6)	(+2.3)	(+7.8)	(+20.5)	(+13.8)
中國內地	9,340	33,231	42,297	40,611	47,989	64,667	83,288
The mainland of China	(+42.8)	(+3.1)	(+27.3)	(-4.0)	(+18.2)	(+34.8)	(+28.8)
台灣	3,925	10,941	14,740	13,557	15,413	15,971	19,655
Taiwan	(+37.4)	(+11.0)	(+34.7)	(-8.0)	(+13.7)	(+3.6)	(+23.1)
新加坡	6,527	10,349	14,335	14,547	15,074	16,641	16,208
Singapore	(+53.0)	(-1.2)	(+38.5)	(+1.5)	(+3.6)	(+10.4)	(-2.6)
整體出口	41,748	88,123	106,336	114,568	134,761	169,921	196,542
Total exports	(+14.8)	(+5.0)	(+20.7)	(+7.7)	(+17.6)	(+26.1)	(+15.7)
中國內地	11,005	25,505	34,520	47,767	61,553	87,713	104,148
The mainland of China	(+27.0)	(+17.2)	(+35.3)	(+38.4)	(+28.9)	(+42.5)	(+18.7)
美國	10,112	16,317	18,144	17,537	16,867	17,605	18,091
United States of America	(+3.7)	(-3.2)	(+11.2)	(-3.3)	(-3.8)	(+4.4)	(+2.8)
新加坡	5,112	9,201	8,682	6,870	7,060	8,887	9,707
Singapore	(-2.5)	(-5.4)	(-5.6)	(-20.9)	(+2.8)	(+25.9)	(+9.2)
港產品出口	13,058	5,005	4,311	3,200	3,755	4,649	5,026
Domestic exports	(-6.2)	(-3.8)	(-13.9)	(-25.8)	(+17.3)	(+23.8)	(+8.1)
美國	3,246	444	388	206	1,943	1,616	1,468
United States of America	(-21.5)	(-39.9)	(-12.6)	(-46.9)	(+842.5)	(-16.8)	(-9.2)
中國內地	1,159	1,009	991	1,332	597	588	616
The mainland of China	(+9.6)	(+1.2)	(-1.8)	(+34.4)	(-55.2)	(-1.6)	(+4.8)
荷蘭	82	280	106	30	66	229	494
Netherlands	(-25.5)	(-23.0)	(-62.2)	(-71.6)	(+118.1)	(+249.3)	(+115.3)
轉口	28,689	83,117	102,025	111,368	131,006	165,272	191,516
Re-exports	(+27.9)	(+5.6)	(+22.7)	(+9.2)	(+17.6)	(+26.2)	(+15.9)
中國內地	9,846	24,496	33,529	46,435	60,956	87,125	103,533
The mainland of China	(+29.5)	(+18.0)	(+36.9)	(+38.5)	(+31.3)	(+42.9)	(+18.8)
美國	6,866	15,873	17,756	17,331	14,923	15,989	16,623
United States of America	(+22.2)	(-1.5)	(+11.9)	(-2.4)	(-13.9)	(+7.1)	(+4.0)
新加坡	1,314	9,000	8,516	6,652	7,004	8,567	9,420
Singapore	(+5.5)	(-5.6)	(-5.4)	(-21.9)	(+5.3)	(+22.3)	(+10.0)

註釋： 括號內的數字是與上年比較的變動百分率。

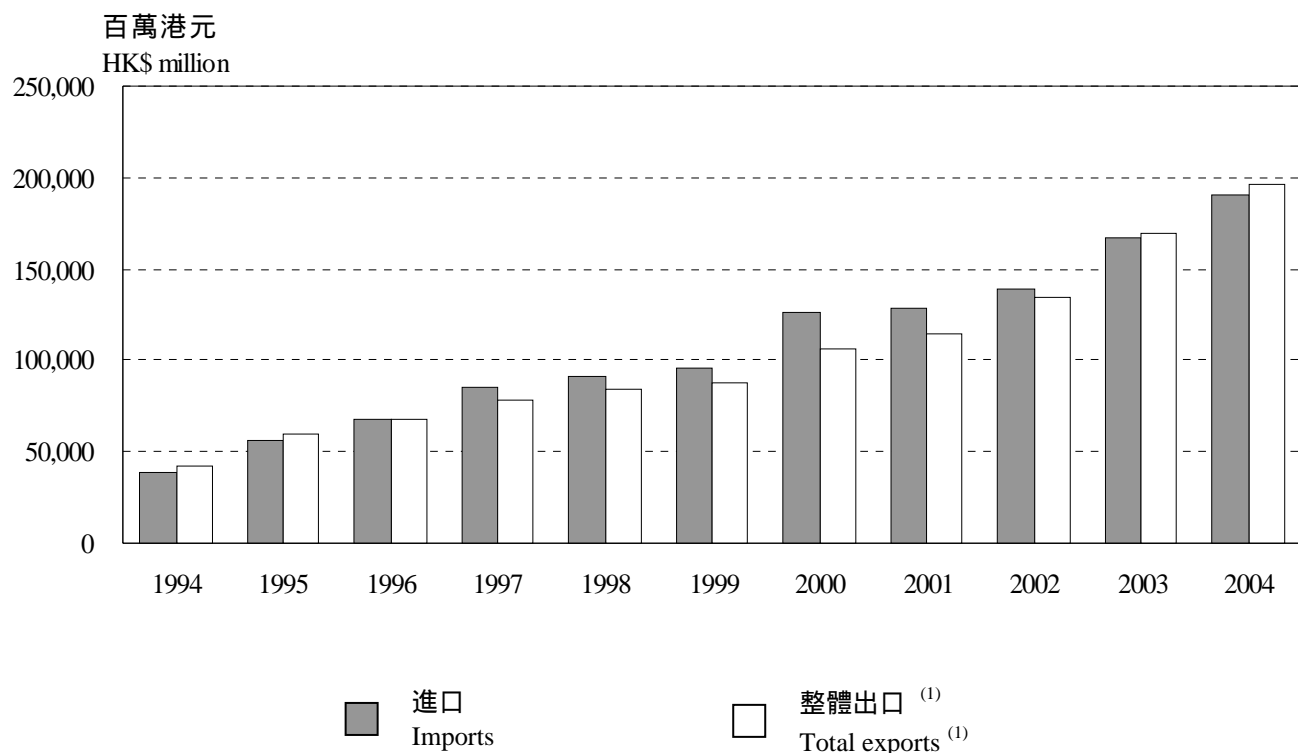
Note: Figures in brackets denote percentage changes over the preceding year.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

圖 6.1 電腦硬件的進出口

Chart 6.1 Imports and exports of computer hardware



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

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

表 6.2 按進口主要供應地及出口主要目的地劃分的電腦軟件

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

	百萬港元 HK\$ million						
	1994	1999	2000	2001	2002	2003	2004
進口	1,695	1,329	1,458	2,234	1,541	1,915	1,682
Imports	(+24.4)	(+14.0)	(+9.7)	(+53.2)	(-31.0)	(+24.2)	(-12.2)
中國內地	31	132	328	428	414	531	572
The mainland of China	(+138.3)	(+253.7)	(+149.1)	(+30.4)	(-3.1)	(+28.0)	(+7.7)
美國	601	431	414	460	323	387	281
United States of America	(+23.6)	(+11.3)	(-3.8)	(+11.1)	(-29.7)	(+19.8)	(-27.4)
新加坡	121	212	333	598	263	260	255
Singapore	(+69.6)	(-14.2)	(+57.0)	(+79.9)	(-56.0)	(-1.3)	(-1.7)
整體出口	732	1,537	1,723	2,989	3,024	3,017	2,396
Total exports	(+1.3)	(+96.7)	(+12.1)	(+73.5)	(+1.2)	(-0.2)	(-20.6)
中國內地	144	670	880	1,166	1,327	1,435	1,127
The mainland of China	(-19.9)	(+90.0)	(+31.3)	(+32.4)	(+13.8)	(+8.2)	(-21.5)
美國	71	536	484	658	692	659	569
United States of America	(-15.0)	(+172.4)	(-9.8)	(+35.9)	(+5.3)	(-4.9)	(-13.7)
日本	125	36	48	259	479	456	327
Japan	(+107.2)	(-14.3)	(+32.8)	(+434.8)	(+85.3)	(-4.8)	(-28.4)
港產品出口	231	809	844	1,358	1,501	1,557	1,250
Domestic exports	(+5.3)	(+138.9)	(+4.4)	(+60.9)	(+10.5)	(+3.7)	(-19.7)
美國	28	456	424	538	630	636	521
United States of America	(-17.8)	(+177.1)	(-7.1)	(+26.9)	(+17.2)	(+1.0)	(-18.1)
中國內地	14	244	321	275	293	323	364
The mainland of China	(-48.9)	(+226.1)	(+31.3)	(-14.3)	(+6.8)	(+10.2)	(+12.7)
日本	81	28	40	247	465	442	277
Japan	(+74.7)	(-31.4)	(+42.6)	(+522.7)	(+88.2)	(-4.9)	(-37.3)
轉口	501	728	878	1,631	1,523	1,460	1,146
Re-exports	(-0.5)	(+64.5)	(+20.7)	(+85.7)	(-6.7)	(-4.1)	(-21.5)
中國內地	130	426	560	891	1,033	1,112	762
The mainland of China	(-14.7)	(+53.3)	(+31.4)	(+59.2)	(+16.0)	(+7.6)	(-31.5)
台灣	67	35	116	464	129	151	129
Taiwan	(+61.1)	(+96.8)	(+232.3)	(+301.5)	(-72.2)	(+16.7)	(-14.1)
日本	44	9	9	11	14	14	49
Japan	(+216.2)	(+344.9)	(+1.1)	(+32.1)	(+24.2)	(-4.0)	(+262.2)

註釋： 括號內的數字是與上年比較的變動百分率。

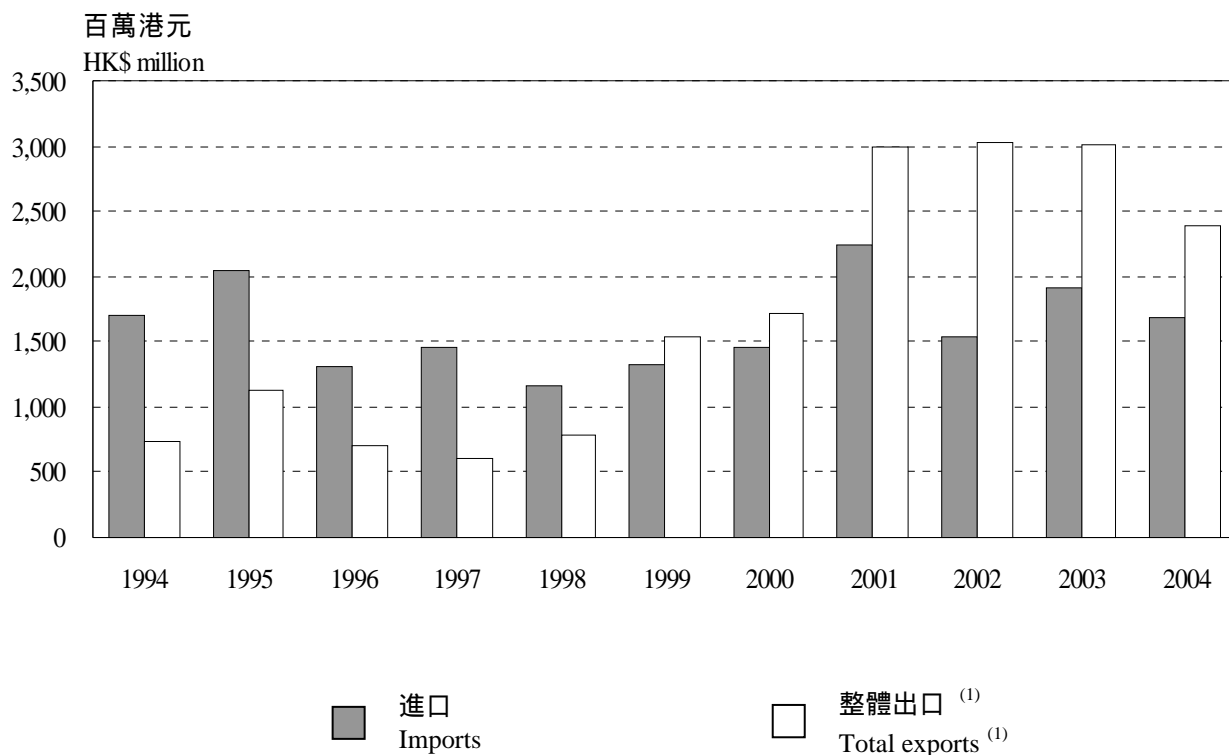
Notes: Figures in brackets denote percentage changes over the preceding year.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

圖 6.2 電腦软件的進出口

Chart 6.2 Imports and exports of computer software



註釋： (1) 包括港產品出口及轉口。

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

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 6.3 按進口主要供應地及出口主要目的地劃分的電訊器材

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

	百萬港元 HK\$ million						
	1994	1999	2000	2001	2002	2003	2004
進口	25,345	44,252	62,083	67,682	64,840	58,110	71,432
Imports	(+13.5)	(-14.5)	(+40.3)	(+9.0)	(-4.2)	(-10.4)	(+22.9)
中國內地	8,317	20,744	29,415	26,815	23,671	21,166	35,356
The mainland of China	(+32.4)	(+26.8)	(+41.8)	(-8.8)	(-11.7)	(-10.6)	(+67.0)
韓國	472	5,797	8,197	9,598	11,520	11,085	9,039
Republic of Korea	(-3.2)	(+3.6)	(+41.4)	(+17.1)	(+20.0)	(-3.8)	(-18.5)
新加坡	4,136	1,940	2,226	3,531	4,039	3,623	3,830
Singapore	(+4.6)	(-60.7)	(+14.7)	(+58.6)	(+14.4)	(-10.3)	(+5.7)
整體出口	19,756	34,880	42,339	41,360	44,547	48,535	53,058
Total exports	(+20.2)	(+2.0)	(+21.4)	(-2.3)	(+7.7)	(+9.0)	(+9.3)
中國內地	5,123	9,517	10,390	12,080	13,566	15,493	12,875
The mainland of China	(-12.1)	(-12.4)	(+9.2)	(+16.3)	(+12.3)	(+14.2)	(-16.9)
美國	6,890	11,080	13,438	9,408	9,572	7,387	9,390
United States of America	(+33.8)	(+18.8)	(+21.3)	(-30.0)	(+1.7)	(-22.8)	(+27.1)
新加坡	364	1,097	1,104	1,522	2,014	3,886	3,503
Singapore	(+76.3)	(+3.8)	(+0.7)	(+37.8)	(+32.3)	(+93.0)	(-9.9)
港產品出口	2,233	1,284	1,456	1,448	301	399	131
Domestic exports	(-5.1)	(-32.4)	(+13.4)	(-0.6)	(-79.2)	(+32.4)	(-67.2)
澳大利亞	18	4	2	1	1	57	65
Australia	(+138.6)	(-66.0)	(-52.5)	(-45.5)	(-25.7)	(+7 363.0)	(+14.8)
中國內地	1,082	989	1,217	1,311	279	331	37
The mainland of China	(-4.3)	(-26.2)	(+23.1)	(+7.7)	(-78.7)	(+18.6)	(-88.7)
南非	1	#	1	1	#	2	6
South Africa	(-35.9)	(+27.2)	(+106.0)	(-29.0)	(-91.4)	(+3279.9)	(+245.8)
轉口	17,523	33,596	40,883	39,912	44,246	48,137	52,927
Re-exports	(+24.5)	(+4.1)	(+21.7)	(-2.4)	(+10.9)	(+8.8)	(+10.0)
中國內地	4,042	8,528	9,173	10,769	13,287	15,162	12,837
The mainland of China	(-14.0)	(-10.5)	(+7.6)	(+17.4)	(+23.4)	(+14.1)	(-15.3)
美國	6,140	10,912	13,315	9,366	9,569	7,384	9,388
United States of America	(+40.7)	(+19.6)	(+22.0)	(-29.7)	(+2.2)	(-22.8)	(+27.1)
新加坡	356	1,083	1,085	1,516	2,014	3,886	3,498
Singapore	(+79.0)	(+4.2)	(+0.2)	(+39.7)	(+32.8)	(+93.0)	(-10.0)

註釋： 括號內的數字是與上年比較的變動百分率。

數字少於 500,000。

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

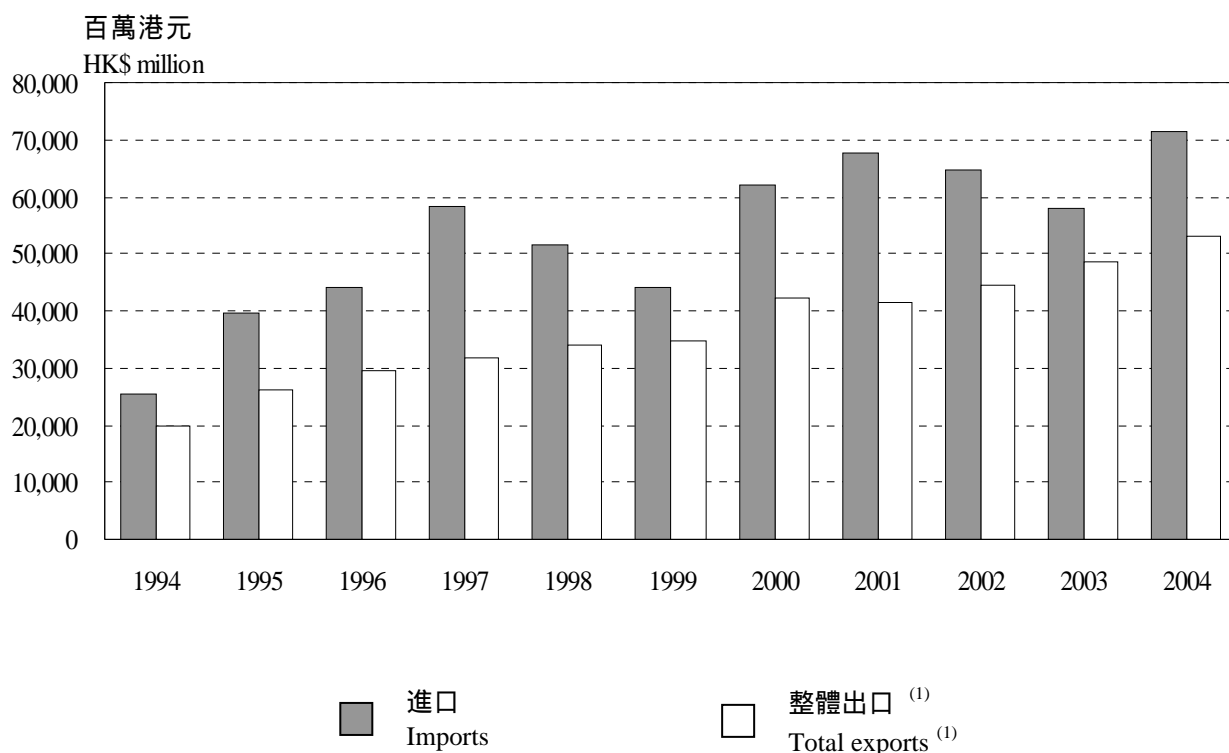
Figures are less than 0.5 million.

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

圖 6.3 電訊器材的進出口

Chart 6.3 Imports and exports of telecommunications equipment



註釋： (1) 包括港產品出口及轉口。

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

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

第 7 章 資訊科技的人力資源

Chapter 7 Human Resources in Information Technology

緒言

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

7.2 資訊科技業人力調查自 1983 年開始進行，反映社會上資訊科技業的人力情況。由於社會上各行業均僱用資訊科技人員，因此這項統計調查包括了所有主要行業。而從事資訊科技的人員亦受僱於不同的職務。

資訊科技範疇現時的人力需求

7.3 調查顯示，資訊科技僱員由 1993 年的 34 943 名增至 2004 年的 62 098 名，增長 77.7%。(表 7.1A 及 7.1B)

7.4 在 2004 年的 62 098 名資訊科技僱員中，資訊科技 / 軟件開發人員有 28 733 名 (46.3%)；實地支援人員有 10 642 名 (17.1%)；操作服務人員有 8 609 名 (13.9%)；系統程式編製人員有 4 314 名 (7.0%)；電訊及網絡人員有 4 265 名 (6.9%)；其餘為資訊科技教育及訓練、資訊科技管理、資料庫，以及資訊保安人員。(表 7.1B 及圖 7.1)

Introduction

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

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

Existing manpower requirement in the information technology (IT) field

7.3 The surveys showed that the total number of IT employees grew from 34 943 in 1993 to 62 098 in 2004, representing an increase of 77.7% over the period. (Table 7.1A and 7.1B)

7.4 Among the 62 098 IT employees in 2004, 28 733 (46.3%) were in IT/Software development, 10 642 (17.1%) in field support, 8 609 (13.9%) in operation services, 4 314 (7.0%) in systems programming, 4 265 (6.9%) in telecommunications and networking, and the rest in IT education and training, IT management, database and IT security. (Table 7.1B and Chart 7.1)

7.5 資訊科技僱員受僱於各主要行業。調查顯示，在 1993 年至 2004 年，僱用於社區、社會及個人服務業的資訊科技人員增長最快 (365.8%)，而僱用於建造業及製造業的資訊科技人員則分別下跌 77.8% 及 23.1% (表 7.2)

7.6 在 2004 年，僱用最多資訊科技員工的行業為金融、保險、地產及商用服務行業 (包括軟件商)，有 30 377 名，佔資訊科技僱員總數 48.9%；其次為批發、零售、進出口貿易、飲食及酒店業，有 13 749 名，佔總數 22.1%；再其次為社區、社會及個人服務行業，有 8 688 名，佔總數 14.0%。(表 7.2 及圖 7.2)

其他有關刊物

一九九三、一九九六、一九九八、二零零零、二零零二及二零零四年資訊科技業人力調查報告

7.5 IT employees are employed in all major economic sectors. The surveys showed that over the period 1993 to 2004, IT employees in the community, social and personal services sector had the fastest growth (365.8%), while those in the construction and manufacturing sectors actually showed a decline of 77.8% and 23.1% respectively. (Table 7.2)

7.6 In 2004 the financing, insurance, real estate and business services sector (including software vendors) had the largest share of IT employees (30 377), accounting for 48.9% of the total IT manpower, followed by the wholesale, retail and import/export trades, restaurants and hotels sector (13 749 or 22.1%) and the community, social and personal services sector (8 688 or 14.0%). (Table 7.2 and Chart 7.2)

Further reference

Manpower Survey Report - Information Technology Sector, 1993, 1996, 1998, 2000, 2002 and 2004

表 7.1A 一九九三至二零零二年按技能類別劃分的資訊科技業人力結構

Table 7.1A Manpower structure of the information technology (IT) sector by nature of job, 1993 – 2002

	1993	1996	1998	2000	2002
應用系統開發 Application systems development	12 621	13 886	14 813	16 706	16 104
硬件支援 Hardware support	4 402	3 639	5 407	10 526	7 353
資訊科技管理 IT management	5 063	6 777	6 802	7 191	7 196
操作支援服務 Operation support services	3 759	4 416	4 734	4 374	6 546
資訊科技教育及訓練 IT education and training	1 030	1 494	1 448	3 261	5 093
資訊科技研究及產品開發 IT research and product development	196	530	327	1 104	1 169
技術輔助 Technical support	7 872	7 327	11 316	-	-
系統程式編製 Systems programming	-	-	-	7 998	10 554
電訊及網絡 Telecommunications and networking	-	-	-	6 197	4 992
電子商務 互聯網服務 e-Business/Internet services	-	-	-	2 669	2 826
資料庫 Database	-	-	-	1 330	1 265
僱員總人數 Total number of IT employees	34 943	38 069	44 847	61 356	63 098

註釋: 因四捨五入關係, 數字相加或與總計數字略有出入。

Notes: Figures may not add up to the total due to rounding.

資料來源: 職業訓練局

Source: Vocational Training Council

表 7.1B 二零零四年按技能類別劃分的資訊科技業人力結構**Table 7.1B Manpower structure of the information technology (IT) sector by nature of job, 2004**

	2004
資訊科技 軟件開發 IT/Software development	28 733
操作服務 Operation services	8 609
電訊及網絡 Telecommunications and networking	4 265
資訊科技教育及訓練 IT education and training	2 494
資訊科技管理 IT management	1 753
技術支援 Technical support	
實地支援 Field support	10 642
系統程式編製 Systems programming	4 314
資料庫 Database	897
資訊保安 IT security	391
僱員總人數 Total number of IT employees	62 098

註釋: 因四捨五入關係, 數字相加或與總計數字略有出入。

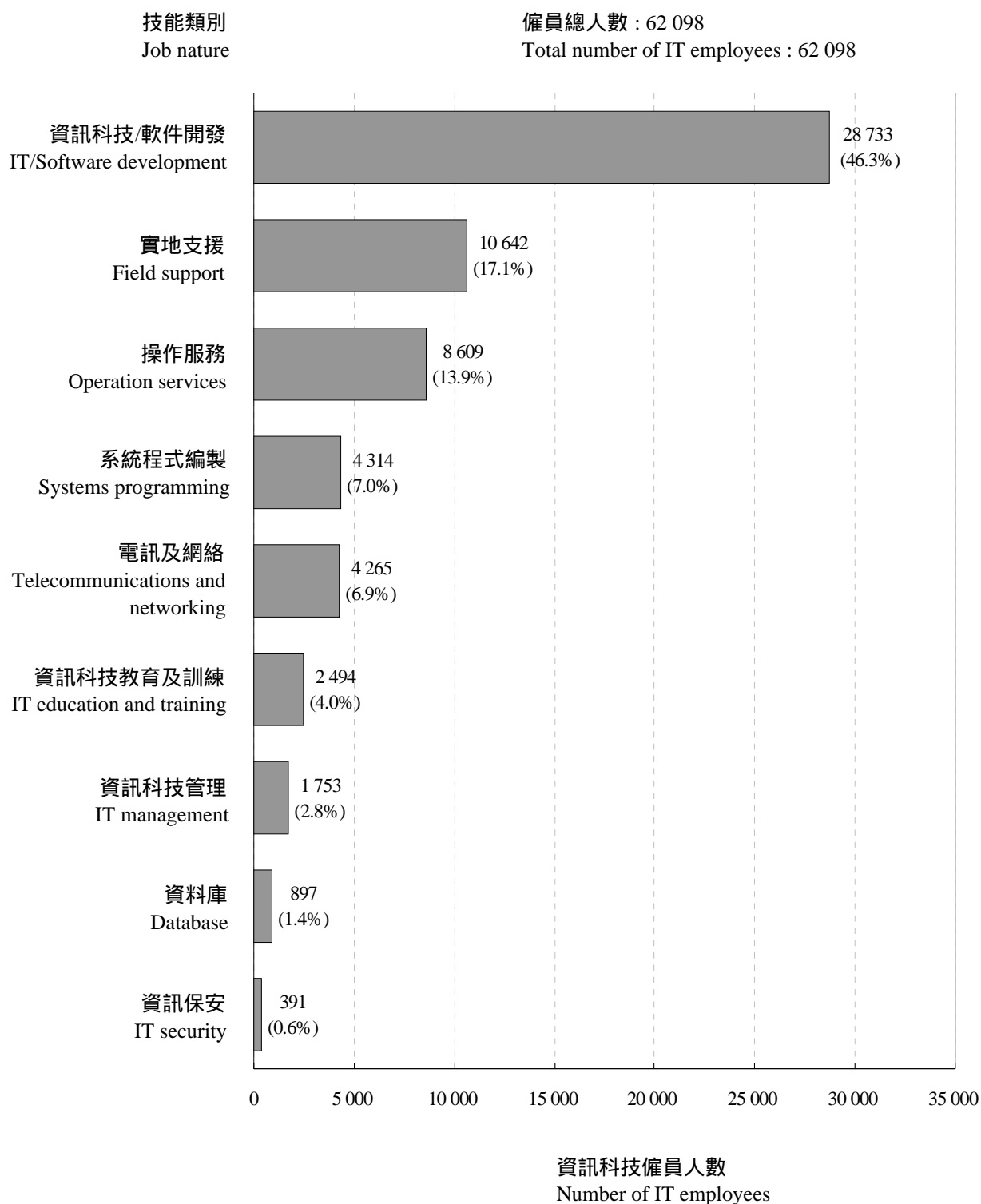
Notes: Figures may not add up to the total due to rounding.

資料來源: 職業訓練局

Source: Vocational Training Council

圖 7.1 二零零四年三月按技能類別劃分的資訊科技業人力結構

Chart 7.1 Manpower structure of the information technology (IT) sector by nature of job, March 2004



註釋: 括號內的數字為佔資訊科技僱員總數的百分比。

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

資料來源: 職業訓練局

Source: Vocational Training Council

表 7.2 按行業分類的資訊科技僱員分布

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

	1993	1996	1998	2000	2002	2004
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	13 273	9 758	11 237	21 755	19 171	13 749
軟件商 Software vendors	12 216	2 196	5 182	3 985	15 069	16 802
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services		15 779	14 424	18 230	11 063	13 575
社區、社會及個人服務業 Community, social and personal services	1 865	2 809	3 783	6 209	8 162	8 688
運輸、倉庫及通訊業 Transport, storage and communications	2 556	3 478	4 986	4 846	3 914	4 486
製造業 Manufacturing	2 637	1 675	2 172	2 789	2 540	2 029
政府決策局/部門 Government bureaux/departments	1 417	1 411	1 994	2 315	2 460	2 271
建造業 Construction	774	670	668	851	369	172
電力、燃氣及水務業 Electricity, gas and water	205	293	399	376	350	326
僱員總人數 Total number of IT employees	34 943	38 069	44 847	61 356	63 098	62 098

註釋： 因四捨五入關係，數字相加或與總計數字略有出入。

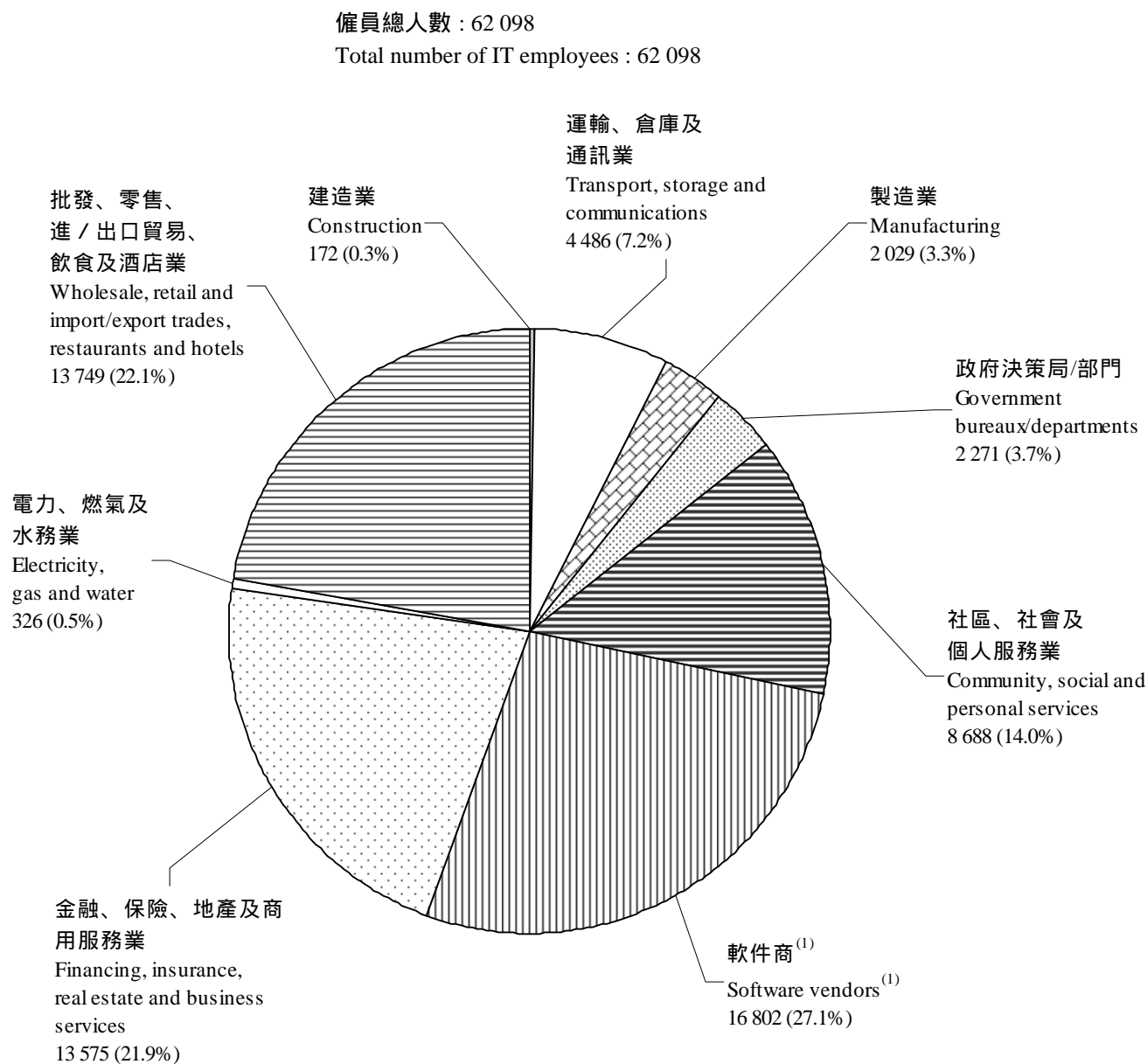
Notes: Figures may not add up to the total due to rounding.

資料來源： 職業訓練局

Source: Vocational Training Council

圖 7.2 二零零四年三月按行業分類的資訊科技僱員分布

Chart 7.2 Distribution of information technology (IT) employees by sector, March 2004



註釋： 括號內的數字是資訊科技僱員總數的百分比。

因四捨五入關係，各個括弧內數字相加或與總計數字略有出入。

(1) 軟件商屬金融、保險、地產及商用服務行業的業務之一，包括主要從事開發或提供軟件服務及產品的公司（如修護服務、資料處理及編纂服務）。主要為公司內部提供服務的管理資訊系統/資訊科技單位則除外。

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

Figures in brackets may not add up to the total due to rounding.

(1) Software vendors, one of the branches of the financing, insurance, real estate and business services sector, cover those companies with core business in the development of or in providing software services and products (including maintenance services, data processing and tabulation services). Those in-house MIS/IT shops mainly serving internal user divisions are not included.

資料來源： 職業訓練局

Source: Vocational Training Council

第 8 章 資訊科技的教育

Chapter 8 Education in Information Technology

大學教育資助委員會(教資會)資助的資訊科技課程的畢業生人數

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

8.2 教資會資助的資訊科技課程的畢業生(包括全日制和兼讀制學生)總人數,由1998/99年度的2 299人增加至2003/04年度的3 530人,平均按年增長率為9.0%(表 8.1)

8.3 在2003/04年度的3 530名畢業生中,1 938人(54.9%)是學士學位畢業生,798人(22.6%)是副學位畢業生,另外794人(22.5%)是研究院課程的畢業生。(表 8.1)

大學教育資助委員會(教資會)資助的資訊科技課程的新收學生人數

8.4 教資會資助的資訊科技課程的新收學生(包括全日制和兼讀制學生)總人數,由1998/99年度的2 560人增加至2003/04年度的3 450人,平均按年增長率為6.1%。(表 8.2)

大學教育資助委員會(教資會)資助的資訊科技課程的學生人數

8.5 教資會資助的資訊科技課程的學生(包括全日制和兼讀制學生)總人數,由1998/99年度的7 455人增加至2003/04年度的9 427人,平均按年增長率為4.8%(表 8.3)

Graduates of information technology (IT) programmes funded by the University Grants Committee (UGC)

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

8.2 The total number of graduates (including both full-time and part-time students) of UGC-funded IT programmes increased from 2 299 in 1998/99 to 3 530 in 2003/04, representing an average annual growth rate of 9.0%. (Table 8.1)

8.3 Among the 3 530 graduates in 2003/04, 1 938 (54.9%) were first degree graduates, 798 (22.6%) were sub-degree graduates and 794 (22.5%) were graduates of postgraduate programmes. (Table 8.1)

Student intake of information technology (IT) programmes funded by the University Grants Committee (UGC)

8.4 The total student intake (including both full-time and part-time students) of UGC-funded IT programmes increased from 2 560 in 1998/99 to 3 450 in 2003/04, representing an average annual growth rate of 6.1%. (Table 8.2)

Student enrolment of information technology (IT) programmes funded by the University Grants Committee (UGC)

8.5 The student enrolment (including both full-time and part-time students) of UGC-funded IT programmes increased from 7 455 in 1998/99 to 9 427 in 2003/04, representing an average annual growth rate of 4.8%. (Table 8.3)

政府在資訊科技教育及電腦科目方面的開支

8.6 政府一向在教育 and 培訓方面投入龐大資源，近來更特別專注發展資訊科技教育。

8.7 為推動資訊科技教育的發展，「與時並進 – 善用資訊科技學習」的五年策略（1998/99 至 2002/03 年度）已在中小學實施。其目的在於把學校變成充滿活力和創意的學習場所，培訓學生有效及迅速處理資訊的能力，及養成終身學習的態度。根據首個五年策略所取得的成績，政府在二零零四年七月開始實施一個以學生為中心的資訊科技教育新策略，加強社區參與資訊科技教育的持續發展。新策略的主要目標是利用資訊科技加強學習者和教師的能力，提升學校的電子領導能力，編製更多數碼學習資源，改善學校的資訊科技基礎設施，進行持續研究及發展，以及推動社區支援。

8.8 在 1999/2000 至 2004/05 年度，政府在小學、中學、特殊學校及前教育署/教育統籌局的資訊科技教育及電腦科目方面的開支（包括優質教育基金的撥款）為 58 億港元。這總開支中，37 億港元為非經常開支，而 21 億港元為經常開支。（表 8.4）

資訊科技教育

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

Government spending on information technology (IT) education and computer subjects

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

8.7 A five-year (1998/99 to 2002/03) strategy “Information Technology for Learning in a New Era” in primary and secondary schools has been launched to drive the development of IT in education. The aim is to turn schools into dynamic and innovative learning institutions where students can develop capabilities to process information effectively and efficiently, and to acquire the mindset required for independent life-long learning. Riding on the achievements of the first five-year strategy, a new student-centred IT in education strategy was launched in July 2004 to enhance community-wide support for a sustainable development of IT in education. The key goals of the new strategy are to empower learners and teachers with IT, to enhance e-leadership capacity in schools, to develop more digital resources for learning, to improve schools’ IT infrastructure, to provide continuous research and development, and to promote community-wide support.

8.8 During 1999/2000 to 2004/05, the Government had spent HK\$5.8 billion (including contribution of the Quality Education Fund) on IT education and computer subjects in primary schools, secondary schools, special schools and the then Education Department/Education and Manpower Bureau. Of the total expenditure, HK\$3.7 billion was capital expenditure and HK\$2.1 billion was recurrent expenditure. (Table 8.4)

Information technology (IT) education

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

8.10 以下列出幾個資訊科技教育的特點：

- 在 2003/04 學年，17 218 名小學及中學教師曾參與 441 個由教育統籌局舉辦的資訊科技培訓課程。(表 8.5)
- 在 2004/05 學年，小學及中學分別有 505 名及 456 名教師在校執行資訊科技統籌員的職務。(表 8.6)
- 由 2001/02 學年開始，所有小學及中學已接駁上互聯網。
- 在 2004/05 學年，2 860 名中學教師任教資訊科技/電腦科目。(表 8.7)

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

- In the 2003/04 school year, the Education and Manpower Bureau organised 441 IT courses, which were attended by 17 218 primary and secondary teachers. (Table 8.5)
- In the 2004/05 school year, there were 505 and 456 teachers with duties as IT coordinators in primary and secondary schools respectively. (Table 8.6)
- As from the 2001/02 school year, all primary and secondary schools were connected to Internet.
- In the 2004/05 school year, 2 860 secondary school teachers were teaching IT/computer studies. (Table 8.7)

表 8.1 按修課程度劃分的大學教育資助委員會資助的資訊科技課程的畢業生人數**Table 8.1 Graduates of information technology programmes funded by University Grants Committee by level of study**

修課程度 Level of study	學年 School year						畢業生人數 Number of graduates
	1998/99	1999/2000	2000/01	2001/02	2002/03	2003/04	
	副學位課程 Sub-degree	445	460	508	687	688	798
學士學位課程 Undergraduate	1 494	1 730	1 672	1 925	1 967	1 938	
研究院修課課程 Taught postgraduate	236	241	269	304	595	580	
研究院研究課程 Research postgraduate	124	129	192	181	208	214	
總計 Total	2 299	2 560	2 641	3 097	3 458	3 530	

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

表 8.2 按修課程度劃分的大學教育資助委員會資助的資訊科技課程的新收學生人數**Table 8.2 Student intake of information technology programmes funded by University Grants Committee by level of study**

修課程度 Level of study	學年 School year						學生人數 Number of students
	1998/99	1999/2000	2000/01	2001/02	2002/03	2003/04	
	副學位課程 Sub-degree	533	554	580	895	1 001	1 054
學士學位課程 Undergraduate	1 603	1 766	1 854	1 929	1 945	1 792	
研究院修課課程 Taught postgraduate	234	224	339	313	332	341	
研究院研究課程 Research postgraduate	190	205	206	266	208	263	
總計 Total	2 560	2 749	2 979	3 403	3 486	3 450	

註釋: 2003/04 以前的學年的研究院研究課程的學生人數是指在教資會指標內的學生人數。由 2003/04 學年開始的研究院研究課程的學生人數亦包括在教資會指標外但受教資會資助的研究院研究課程學生。

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

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

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

修課程度 Level of study	學生人數 Number of students					
	學年 School year					
	1998/99	1999/2000	2000/01	2001/02	2002/03	2003/04
副學位課程 Sub-degree	1 211	1 357	1 412	1 665	1 796	1 925
學士學位課程 Undergraduate	5 286	5 685	6 012	6 426	6 390	6 154
研究院修課課程 Taught postgraduate	548	537	674	699	730	711
研究院研究課程 Research postgraduate	410	436	435	509	546	637
總計 Total	7 455	8 015	8 533	9 299	9 462	9 427

註釋: 2003/04 以前的學年的研究院研究課程的學生人數是指在一般的修業期內及教資會指標內的學生人數。由 2003/04 學年開始的研究院研究課程的學生人數亦包括在一般的修業期內及在教資會指標外但受教資會資助的研究院研究課程學生。

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

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

表 8.4 按學校類別及開支類別劃分的政府在資訊科技教育及電腦科目方面的開支

Table 8.4 Government spending on information technology education and computer subjects by type of schools and type of expenditure

		百萬港元 HK\$ million					
學校類別 Type of schools	開支類別 Type of expenditure	財政年度 Financial year					
		1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05
小學 Primary schools	非經常開支 Capital expenditure	383.64	294.93	56.57	25.53	17.00	67.17
	經常開支 Recurrent expenditure	66.42	125.23	163.72	213.03	279.03	191.96
中學 Secondary schools	非經常開支 Capital expenditure	638.53	433.82	87.64	51.35	15.17	81.02
	經常開支 Recurrent expenditure	68.73	113.64	166.64	188.53	219.59	159.48
特殊學校 Special schools	非經常開支 Capital expenditure	36.79	40.21	10.34	2.76	1.31	7.75
	經常開支 Recurrent expenditure	7.26	10.80	12.79	24.36	31.66	20.61
前教育署/教育統籌局 Then Education Department/Education and Manpower Bureau	非經常開支 Capital expenditure	4.23	1.48	1.31	5.65	5.70	22.40
	經常開支 Recurrent expenditure	0.09	0.09	0.09	0.09	0.09	0.37
優質教育基金 Quality Education Fund	非經常開支 Capital expenditure	104.80	294.10	794.90	206.50	24.30	16.20
	經常開支 Recurrent expenditure	0	0	0	0	0	0
小計 Sub-total	非經常開支 Capital expenditure	1,167.99	1,064.54	950.76	291.79	63.48	194.54
	經常開支 Recurrent expenditure	142.50	249.77	343.24	426.01	530.38	372.43
總計 Total		1,310.49	1,314.31	1,294.00	717.80	593.86	566.97

資料來源: 教育統籌局財政分部及優質教育分部

Source: Finance Division and Quality Education Division, Education and Manpower Bureau

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

	學年											
	School year											
	1998/99		1999/2000		2000/01		2001/02		2002/03		2003/04	
	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數	課程 數目	教師 人數
	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers	No. of courses	No. of teachers
資訊科技教育培訓課程⁽¹⁾												
IT in Education Courses⁽¹⁾												
小學 Primary schools	98	59 111	1 233	24 591	560	11 767	551	10 792	266	5 081	70	1 770
中學 Secondary schools	53	1 992	471	9 910	419	9 383	336	6 691	161	6 635	72	3 409
校管系統 / 網上校管系統培訓課程												
Courses on School Administration and Management System (SAMS) and Web-based School Administration and Management System (WebSAMS)												
小學 Primary schools	-	-	307	5 124	642	10 269	150	2 429	186	3 000	153	6 352
中學 Secondary schools	-	-	287	4 970	564	9 010	328	5 401	428	6 970	146	5 687

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

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

資料來源: 教育統籌局課程發展處、優質教育分部及資訊科技管理分部

Source: Curriculum Development Institute, Quality Education Division and Information Technology Management Division, Education and Manpower Bureau

表 8.6 設於小學及中學的資訊科技統籌員人數

Table 8.6 Information technology coordinators of primary and secondary schools

		資訊科技統籌員人數					
		Number of information technology coordinators					
		學年					
		School year					
小學/中學	Primary/secondary schools	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05
小學	Primary schools	63	164 *	626 *	666	655	505
中學	Secondary schools	77	269 *	501 *	445	447	456
總計	Total	140	433 *	1 127 *	1 111 @	1 102 @	961

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

* 包括由優質教育基金資助的額外人力資源。

@ 不包括 73 位任教於特殊學校內的統籌員。

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

* Include additional human resources funded by the Quality Education Fund.

@ Exclude 73 coordinators in special schools.

資料來源: 教育統籌局優質教育分部及學校教育統計組

Source: Quality Education Division and School Education Statistics Section, Education and Manpower Bureau

表 8.7 任教資訊科技/電腦科目的中學教師人數

Table 8.7 Secondary school teachers teaching information technology/computer studies

		學年					
		School year					
		1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05
教師人數	Number of teachers	2 291	2 584	2 682	2 659	2 784	2 860

資料來源: 教育統籌局學校教育統計組

Source: School Education Statistics Section, Education and Manpower Bureau

用語及定義 Terms and Definitions

1. 資訊科技在住戶的使用情況 和普及程度

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

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

1.3 **個人電腦** 是指為個人使用而設的電腦，包括桌面電腦、便攜式電腦/筆記簿型電腦和個人數碼助理。不包括伺服器及用於主機或小型電腦的工作站和終端機。把個人電腦接駁一起可組成區域網絡或廣域網絡系統。

1. Information Technology Usage and Penetration in Households

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

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

1.3 *Personal computers* refer to a computer designed for individual use. Personal computers include desktop computer, laptop/notebook computer and Personal Digital Assistant. Servers, workstations and terminals of mainframe or minicomputer are not included. Personal computers may be connected to form a Local Area Network (LAN) or Wide Area Network (WAN) system.

2. 資訊科技在工商業的使用情況和普及程度

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

2.2 **業務收益** 是指透過銷售貨品及服務所賺取的收入。

2.3 **專用私人網絡** 是某機構內或某組特定機構之間的通訊網絡。

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

至2005年3月底,根據電子交易條例獲認可的核證機關共有三所,分別為:

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

2.5 **公共服務電子化計劃** — 請參閱本章第1.2段。

2. Information Technology Usage and Penetration in the Business Sector

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

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

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

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

As at end March 2005, there are three recognised certification authorities under the Electronic Transactions Ordinance. They are:

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

2.5 *Electronic Service Delivery Scheme* — please refer to paragraph 1.2 of this chapter.

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

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

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

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

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

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

2.9 網上瀏覽資料亦視為 **透過電子途徑獲取貨品、服務或資料**。至於能透過電子途徑獲取貨品，就只限可以電子途徑傳遞的產品，如套裝軟件及歌曲。

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

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

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

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

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

2.12 **租用專線** 是由公眾電訊公司出租給客戶的一種通訊線路。透過這種專線，終端機或電腦整天可與網絡相連。

2.12 *Leased line* is a transmission line leased from a telecommunication company. It enables round the clock connection by terminals and computers.

2.13 **個人電腦** — 請參閱本章第1.3段。

2.13 *Personal computers* - please refer to paragraph 1.3 of this chapter.

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

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

2.16 *網站* 是一組以本頁為首頁的相關網頁。每一網站通常都有一個獨一無二的網上地址，以供用戶尋找所需的首網頁。

3. 資訊科技在政府的使用情況和普及程度

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

3.2 *互聯網* — 請參閱本章第2.11段。

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

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

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

3. Information Technology Usage and Penetration in the Government

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

3.2 *Internet* - please refer to paragraph 2.11 of this chapter.

4. 資訊科技及電訊業的營運特徵

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

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

4.3 *固定資產的買賣淨值* 是指添置的固定資產減出售的固定資產。

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

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

4. Operating Characteristics of the Information Technology and Telecommunications Sector

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

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

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

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

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

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

5. 電訊服務

5.1 *業務收益* — 請參閱本章第2.2段。

5.2 *機構單位* — 請參閱本章第2.6段。

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

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

5.5 *增加價值* — 請參閱本章第4.6段

6. 電腦產品及電訊器材的進出口

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

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

5. Telecommunications Services

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

5.2 *An establishment* - please refer to paragraph 2.6 of this chapter.

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

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

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

6. Imports and Exports of Computer Products and Telecommunications Equipment

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

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

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

7. 資訊科技人力資源

7.1 應用系統開發 包括以下員工：

適用於2004年之前

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

7.2 資料庫 包括以下員工：

- 適用於2004年之前

- 資訊保安專責經理
- 資料庫管理主任

- 適用於2004年

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

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

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

7. Human Resources in Information Technology

7.1 *Application systems development* includes the following personnel:

- before 2004

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

7.2 *Database* includes the following personnel:

- before 2004

- Information Security Specialist
- Database Administrator

- for 2004

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

7.3 電子商務/互聯網服務 包括以下員工：

- 適用於2004年之前
 - 電子商務/網站服務經理
 - 網站內容主任/主管

 - 網站主管
 - 高級網站開發員/設計員
 - 網站開發員/設計員

7.4 硬件支援 包括以下員工：

- 適用於2004年之前
 - 硬件/客戶服務工程師
 - 硬件技術員

7.5 互聯網 — 請參閱本章第 2.11 段。

7.6 資訊科技教育及訓練 包括以下員工：

- 適用於2004年之前
 - 教授/講師/訓練主任
 - 資訊科技訓練員
 - 技術撰稿員

- 適用於2004年
 - 教授/講師/訓練主任
 - 資訊科技訓練員/教導員
 - 資訊科技研究員（大專院校）

 - 研究助理
 - 項目助理

7.3 *e-Business/Internet services* includes the following personnel:

- before 2004
 - e-Business/Web Services Manager
 - Web Contents Executive/Administrator

 - Webmaster
 - Senior Web Developer/Designer
 - Web Developer/Designer

7.4 *Hardware support* includes the following personnel:

- before 2004
 - Hardware/Customer Engineer
 - Hardware Technician

7.5 *Internet* - please refer to paragraph 2.11 of this chapter.

7.6 *IT education and training* includes the following personnel:

- before 2004
 - Professor/Lecturer/Training Officer
 - IT Trainer
 - Technical Writer

- for 2004
 - Professor/Lecturer/ Training Officer
 - IT Trainer/ Instructor
 - IT Researcher (in a tertiary education institution)
 - Research Assistant
 - Project Assistant

7.7 資訊科技管理 包括以下員工：

- 適用於2004年之前
 - 董事/經理 – 資訊科技/電腦服務/管理資訊系統
 - 董事/經理 – 程式編製/系統開發
 - 董事/經理 – 通訊/網絡
 - 董事/經理 – 技術支援/軟件工程/資料庫管理
 - 董事/經理 – 客戶工程/服務支援
 - 董事/經理 – 資訊中心/資訊中心服務/電腦操作/電腦服務
 - 資訊科技管理顧問
 - 資訊科技策略員/建築師

- 適用於2004年

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

7.8 資訊科技研究及產品開發 包括以下員工：

- 適用於2004年之前
 - 研究及開發工程師
 - 硬件/固件/軟件產品設計員
 - 資訊科技研究員（大專院校）

7.7 *IT management* includes the following personnel:

- before 2004

- Director/Manager - IT/ Computer Services/ MIS
- Director/Manager - Programming/Systems Development
- Director/Manager - Communications/Networking
- Director/Manager - Technical Support/ Software Engineering/ Database Management
- Director/Manager - Customer Engineering/ Services Support
- Director/Manager - Data Centre/ Data Centre Services/ Computer Operations/ Computer Services
- IT Management Consultant
- IT Strategist/Architect

- for 2004

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

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

- before 2004

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

7.9 操作支援服務 包括以下員工：

- 適用於2004年之前
 - 求助台主任
 - 操作主任
 - 電腦操作員
 - 求助中心操作員
 - 用戶支援/統籌員

- 適用於2004年
 - 經理 – 電腦操作/電腦服務
 - 經理 – 資訊中心/資訊中心服務
 - 求助台主任/主管
 - 服務員 – 求助台/求助中心
 - 客戶服務主任/服務員
 - 電腦操作主任
 - 操作員 – 電腦/系統
 - 用戶支援/統籌員
 - 用戶主任
 - 用戶技術員
 - 桌面支援專責人員

7.10 系統程式編製 包括以下員工：

- 適用於2004年之前
 - 系統支援分析員
 - 系統程式編製員（機構內部/電腦供應商）

- 適用於2004年
 - 系統程式編製員（機構內部/電腦供應商）
 - 系統工程師

7.9 *Operation support services* includes the following personnel:

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

- for 2004
 - Manager - Computer Operations/Computer Services
 - Manager - Data Centre/ Data Centre Service
 - Help Desk Supervisor/Manager-in-charge
 - Representative - Help Desk/ Call Centre
 - Customer Service Officer/ Representative
 - Computer Operations Supervisor
 - Operator - Computer/ Systems
 - User Support/Co-ordinator
 - User Officer
 - User Technician
 - Desktop Support Specialist

7.10 *Systems programming* includes the following personnel:

- before 2004
 - Systems Support Analyst
 - Systems Programmer (in-house/vendor environment)

- for 2004
 - Systems Programmer (in-house/vendor environment)
 - Systems Engineer

7.11 電訊及網絡 包括以下員工：

- 適用於2004年之前
 - 通訊顧問
 - 電訊工程師
 - 網站管理主任
- 適用於2004年
 - 經理 – 電訊/網絡
 - 顧問 – 電訊/網絡
 - 工程師 – 電訊/網絡
 - 分析員 – 電訊/網絡
 - 管理主任 – 網絡/局域網/寬域網
 - 網絡運作主任

7.12 資訊科技/軟件開發 包括以下員工：

- 適用於2004年
 - 經理 – 系統開發/程式編製/系統
 - 資訊科技策略員/建築師
 - 商業分析員/顧問
 - 顧問 – 資訊科技/系統/項目/應用/應用設計
 - 電腦系統審核經理
 - 經理 – 項目/外判
 - 項目組長
 - 系統分析員
 - 應用設計員
 - 程式編製員
 - 分析員/程式編製員
 - 應用程式編製員
 - 工程師 – 應用程式/開發
 - 軟件設計員/工程師
 - 網站設計員/開發員
 - 專責經理 – 品質檢查/軟件品質檢查

7.11 *Telecommunications and networking* includes the following personnel:

- before 2004
 - Communications Consultant
 - Telecommunications Engineer
 - Network Administrator
- for 2004
 - Manager - Telecommunications/Network
 - Consultant - Telecommunications/Network
 - Engineer - Telecommunications/Network
 - Analyst - Telecommunications/Network
 - Administrator - Network/LAN/WAN
 - Network Operation Officer

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

- for 2004
 - Manager - Systems development/Programming/ Systems
 - IT Strategist/Architect
 - Business Analyst/ Consultant
 - Consultant - IT/ Systems/ Project/ Application/ Usability Design
 - IT Systems Auditor
 - Manager - Project/ Outsourcing
 - Project Leader
 - Systems Analyst
 - Usability Designer
 - Programmer
 - Analyst/Programmer
 - Application Programmer
 - Engineer - Application/Development
 - Software Designer/Engineer
 - Web Designer/Developer
 - Specialist - Quality Assurance/Software Assurance

- 測試設計員
- 軟件測試工程師
- 研究及開發工程師
- 研究員
- 軟件/固件產品設計員
- 產品分析員/開發員
- 技術撰稿員

- Test Designer
- Software Testing Engineer
- Research and Development Engineer
- Research Scientist
- Software/Firmware Product Designer
- Product Analyst/Developer
- Technical Writer

7.13 *資訊保安* 包括以下員工：

- 適用於2004年
 - 專責經理 – 電腦保安/資訊保安
 - 資訊保安主任

7.13 *IT Security* includes the following personnel:

- for 2004
 - Specialist - IT Security/ Information Security
 - Information Security Officer

7.14 *實地支援* 包括以下員工：

- 適用於2004年
 - 經理 – 客戶工程/服務支援
 - 工程師 – 客戶/客戶服務/硬件/技術/實地服務
 - 技術員 – 硬件/服務/實地服務/維修

7.14 *Field Support* includes the following personnel:

- for 2004
 - Manager - Customer Engineering/ Service Support
 - Engineer - Customer/ Customer Services/ Hardware/ Technical/ Field
 - Technician - Hardware/ Service/ Field/ Maintenance

8. 資訊科技教育

8. Education in Information Technology

8.1 *互聯網* — 請參閱本章第 2.11 段。

8.1 *Internet* - please refer to paragraph 2.11 of this chapter.

查詢電話 Enquiry Telephone Numbers

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1. 資訊科技在住戶的使用情況和普及程度 Information Technology Usage and Penetration in Households	(i) 政府統計處社會統計調查組 Social Surveys Section, Census and Statistics Department	2887 5103
2. 資訊科技在工商業的使用情況和普及程度 Information Technology Usage and Penetration in the Business Sector	(i) 政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department (ii) 電訊管理局 Office of the Telecommunications Authority	2887 5559 2961 6333
3. 資訊科技在政府的使用情況和普及程度 Information Technology Usage and Penetration in the Government	(i) 政府資訊科技總監辦公室 Office of the Government Chief Information Officer	2582 4520
4. 資訊科技及電訊業的營運特徵 Operating Characteristics of the Information Technology and Telecommunications Sector	(i) 政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department	2887 5559
5. 電訊服務 Telecommunications Services	(i) 電訊管理局 Office of the Telecommunications Authority (ii) 政府統計處商業服務統計組 Business Services Statistics Section, Census and Statistics Department	2961 6333 2894 8149

章 <i>Chapter</i>	資料來源 <i>Source of information</i>	查詢電話 <i>Enquiry telephone numbers</i>
6. 電腦產品及電訊器材的進出口 Imports and Exports of Computer Products and Telecommunications Equipment	(i) 政府統計處貿易資料分析組 Trade Analysis Section, Census and Statistics Department	2582 4914
7. 資訊科技的人力資源 Human Resources in Information Technology	(i) 政府統計處就業統計組 Employment Statistics Section, Census and Statistics Department (ii) 職業訓練局 Vocational Training Council	2582 4751 2836 1722
8. 資訊科技的教育 Education in Information Technology	(i) 大學教育資助委員會 University Grants Committee (ii) 教育統籌局 Education and Manpower Bureau (a) 財政分部 Finance Division (b) 課程發展處 Curriculum Development Institute (c) 優質教育分部 Quality Education Division (d) 資訊科技管理分部 Information Technology Management Division (e) 學校教育統計組 School Education Statistics Section	2844 9919 2892 6230 2762 2216 3123 8259 2573 4240 2892 6355

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