

香港——資訊社會

Hong Kong as an Information Society

二零零九年版
2009 Edition

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Please refer to Appendix C for the means of obtaining this publication.

序言

「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產品和服務，並擁有多元化內容的行業結構的社會。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，而不僅限於實際的科技發展。

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，涵蓋範圍包括資訊科技在工商業及住戶的使用情況和普及程度，政府內使用此等設施的情況，以至電訊服務的發展。有關資訊科技業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，可參考每章後列出的其他有關刊物，或聯絡載列於附錄乙的資料來源。如欲查詢有關數據，歡迎聯絡本處。

政府統計處處長
馮興宏

二零零九年十二月

Foreword

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

More specifically, an 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 developments will have on society in addition to actual technological developments.

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

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

FUNG Hing-wang
Commissioner for Census and Statistics

December 2009

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緒言

本刊旨在展示各項統計指標，以量度香港邁向資訊社會的發展步伐。本刊所採用的統計架構是根據國際指引所制定，包括聯合國的《信息和通信技術核心指標》和《衡量信息和通信技術：信息和通信技術指標全球現狀》。

資訊社會的特徵是在工商業、住戶、政府及不同界別廣泛使用資訊及通訊科技。本刊內量度資訊社會所涵蓋的核心指標包括以下幾個範疇：

- (i) 資訊及通訊科技基礎設施和公開使用情況
- (ii) 住戶及個人使用資訊及通訊科技的情況
- (iii) 工商業使用資訊及通訊科技的情況
- (iv) 政府使用資訊及通訊科技的情況
- (v) 與資訊及通訊科技產品和服務有關的生產行業，以及資訊及通訊科技產品的對外貿易
- (vi) 資訊及通訊科技的教育

本刊登載的統計資料主要來自政府統計處和其他政府部門。在適當地方亦引用了其他機構發表的統計數字。

代號

本刊內各代號的含意如下：

- 不適用
- N.A. 沒有數字

數字的進位

由於四捨五入關係，個別數字或百分比之和可能不等於其總數。

變動百分率的計算

變動百分率是以未經進位的數字計算。

Introduction

This publication aims at presenting statistical indicators for measuring the progress of Hong Kong towards an information society. The statistical framework adopted in this publication follows international guidelines, including the United Nations' Manual for the *Core ICT Indicators* and *Measuring ICT: the global status of ICT indicators*.

An information society is featured by intensive use of information and communication technology (ICT) by businesses, households, government and different sectors. In this publication, core indicators for measurement of information society cover the following aspects:

- (i) ICT infrastructure and access
- (ii) Use of ICT by households and individuals
- (iii) Use of ICT by businesses
- (iv) Use of ICT by government
- (v) Producing sector of ICT products and services and external trade in ICT products
- (vi) Education in ICT

The principal sources of statistical information presented in this publication are official statistics compiled by the Census and Statistics Department and other government departments. Statistics produced by other organisations are also referred to where appropriate.

Symbols

The following symbols are used throughout the publication:

- Not applicable
- N.A. Not available

Rounding of figures

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

Calculation of percentage changes

Percentage changes are derived from unrounded figures.

財政年度

財政年度以「-」為代號。例如二零零八至零九年的財政年度是由二零零八年四月一日至二零零九年三月三十一日止。

Financial year

The symbol “-” represents financial year. For example, 2008-09 means the financial year starting from 1 April 2008 and ending on 31 March 2009.

資訊及通訊科技核心指標的最新統計數字

Latest Statistics on Core Information and Communication Technology (ICT) Indicators

本刊提供有關香港資訊及通訊科技發展的各範疇的詳細統計數據。為方便讀者了解最新的發展，在適當情況下，本節提供在二零零九年十二月之前已公布的一些資訊及通訊科技核心指標的最新統計數字。以下展示的資訊及通訊科技核心指標屬於聯合國的《信息和通信技術核心指標》內所列舉的指標。

This publication provides detailed statistics on various aspects of the development of ICT in Hong Kong. For readers' convenience in understanding the latest development, this section provides the up-to-date statistics on some core ICT indicators already released by mid-December 2009 where applicable. The core ICT indicators presented below are those listed in the United Nations' *Core ICT Indicators*.

指標	Indicator	統計期 Reference period	數目 (另有註明除外) Number (unless otherwise specified)
資訊及通訊科技基礎設施和公開使用情況的指標		Indicators on ICT infrastructure and access	
按每百名人口計算的固定電話線數目 (表 5.2)	Number of fixed telephone lines per 100 population (Table 5.2)	2008 [Sep 2009]	58.8 [59.3]
按每百名人口計算的公共流動電話用戶系統數目 (表 5.3)	Number of public mobile subscriber units per 100 population (Table 5.3)	2008 [Sep 2009]	162.7 [170.3]
按每百名人口計算的互聯網用戶數目 (表 5.6)	Internet subscribers per 100 population (Table 5.6)	2008 [Sep 2009]	41.6 [42.1]
按每百名人口計算的固定寬頻互聯網用戶數目 (表 5.6)	Fixed broadband Internet subscribers per 100 population (Table 5.6)	2008 [Sep 2009]	27.9 [28.4]
按每百名人口計算的流動寬頻訂用數目 (表 5.6)	Mobile broadband subscriptions per 100 population (Table 5.6)	2008	40.1
按每名人口計算的國際互聯網頻寬 (每秒千比特) (表 5.6)	International Internet bandwidth per person (Kilobits per second (Kbps)) (Table 5.6)	2008	24.3
流動電話網絡覆蓋率 (表 5.3)	% of population covered by mobile cellular telephone network (Table 5.3)	2008	100.0%
固定寬頻互聯網服務月費 (港元) (表 5.6)	Fixed broadband Internet access tariffs per month (HK\$) (Table 5.6)	2008	121.0
流動電話服務平均月費 (以每月100分鐘計算) (港元) (表 5.3)	Average mobile cellular tariffs (100 minutes of use per month) (HK\$) (Table 5.3)	2008	8.5
有設立公共互聯網連接中心的地區覆蓋率 (表 1.1)	% of localities with public Internet access centres (Table 1.1)	2009	100.0%

註釋：方括號內的數字是在二零零九年十二月已公布的最新統計數字 (以補充在本刊相應統計表內所載的統計數字)，並同時顯示有關的統計期。

Note: Figures in square brackets are the latest available statistics already released by mid-December 2009 (to supplement those contained in the respective tables in this publication), with the corresponding reference period also given.

資訊及通訊科技核心指標的最新統計數字（續）
Latest Statistics on Core ICT Indicators (cont'd)

指標	Indicator	統計期 Reference period	百分比 Percentage
住戶及個人使用資訊及通訊科技情況的指標	Indicators on use of ICT by households and individuals		
住戶固定電話線普及率（表 5.2）	Household fixed line penetration rate (Table 5.2)	2008 [Sep 2009]	99.1% [100.7%]
家中有個人電腦的住戶百分比（表 1.1）	% of households with personal computers (PCs) at home (Table 1.1)	2009	75.8%
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百分比（表 1.1、1.3-1.5）	% of persons aged 10 and over who had used PCs in the twelve months before enumeration (Tables 1.1, 1.3-1.5)	2009	70.2%
家中有個人電腦接駁互聯網的住戶百分比（表 1.1）	% of households with PCs at home connected to Internet (Table 1.1)	2009	73.3%
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的百分比（表 1.1、1.8-1.10）	% of persons aged 10 and over who had used Internet service in the twelve months before enumeration (Tables 1.1, 1.8-1.10)	2009	69.4%
按使用互聯網服務的地方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的百分比（表 1.13）	% of persons aged 10 and over who had used Internet service in the twelve months before enumeration by place of using Internet service (Table 1.13)		
在家	At home	2009	87.6%
在工作地方	At place of work	2009	42.7%
在學校	At place of study	2009	14.7%

註釋： 方括號內的數字是在二零零九年十二月中已公布的最新統計數字（以補充在本刊相應統計表內所載的統計數字），並同時顯示有關的統計期。

Note: Figures in square brackets are the latest available statistics already released by mid-December 2009 (to supplement those contained in the respective tables in this publication), with the corresponding reference period also given.

資訊及通訊科技核心指標的最新統計數字（續）

Latest Statistics on Core ICT Indicators (cont'd)

指標	Indicator	統計期 Reference period	百分比 Percentage
住戶及個人使用資訊及通訊科技情況的指標 （續）	Indicators on use of ICT by households and individuals (cont'd)		
按使用互聯網服務的主要目的劃分的在統計 前十二個月內曾透過固定上網設備使用互聯 網服務的十五歲及以上人士的百分比 （表 1.14）	% of persons aged 15 and over who had used Internet service via non-mobile web device in the twelve months before enumeration by major purpose of using Internet service (Table 1.14)		
資訊查詢	Information searching	2009	96.7%
通訊 / 互動	Communication/interaction	2009	85.3%
網上數碼娛樂	Online digital entertainment	2009	46.3%
在統計前十二個月內有使用個人流動電話服 務的十歲及以上人士的百分比（表 1.1）	% of persons aged 10 and over who used a mobile cellular phone in the twelve months before enumeration (Table 1.1)	2009	91.2%
按接駁互聯網的方法劃分的家中有個人電腦 接駁互聯網的住戶百分比（表 1.2）	% of households with PCs at home connected to Internet by mode of connection to Internet (Table 1.2)		
透過寬頻	Via broadband	2009	97.7%
透過流動電話網絡 （例如：流動電話）	Via mobile telecommunications network (e.g. mobile phones)	2009	4.9%
透過住宅電話線	Via household telephone line	2009	0.9%
按使用互聯網服務的次數劃分在統計前十二 個月內曾使用互聯網服務的十歲及以上人士 的百分比（表 1.12）	% of persons aged 10 and over who had used Internet service in the twelve months before enumeration by frequency of using Internet service (Table 1.12)		
一星期一次或以上	Once or more a week	2009	91.5%
少於一星期一次	Less than once a week	2009	8.5%

資訊及通訊科技核心指標的最新統計數字（續）
Latest Statistics on Core ICT Indicators (cont'd)

指標	Indicator	統計期 Reference period	百分比 Percentage
工商業使用資訊及通訊科技情況的指標	Indicators on use of ICT by businesses		
有使用個人電腦的機構單位百分比（表 2.1、2.2A及2.2B）	% of establishments having used PCs (Tables 2.1, 2.2A and 2.2B)	2009	63.6%
在機構單位工作上使用個人電腦的就業人士的百分比（表 2.2A及2.2B）	% of employed persons in establishments having used PCs at work (Tables 2.2A and 2.2B)	2009	60.0%
有連接互聯網的機構單位百分比（表 2.1、2.3A及2.3B）	% of establishments having Internet connection (Tables 2.1, 2.3A and 2.3B)	2009	60.6%
在機構單位工作上使用互聯網的就業人士的百分比（表 2.3A及2.3B）	% of employed persons in establishments having used Internet at work (Tables 2.3A and 2.3B)	2009	53.7%
有設立網頁／網站的機構單位百分比（表 2.1、2.6A及2.6B）	% of establishments having webpages/websites (Tables 2.1, 2.6A and 2.6B)	2009	20.0%
設有內聯網的機構單位百分比（表 2.1）	% of establishments with an intranet (Table 2.1)	2009	12.0%
有透過電子途徑售賣貨品、服務或資料的機構單位百分比（表 2.1、2.8A及2.8B）	% of establishments having sold goods, services or information through electronic means (Tables 2.1, 2.8A and 2.8B)	2009	1.5%
有透過電子途徑預訂或購買貨品、服務或資料的機構單位百分比（表 2.1、2.8A及2.8B）	% of establishments having ordered or purchased goods, services or information through electronic means (Tables 2.1, 2.8A and 2.8B)	2009	12.9%
按連接互聯網的方式劃分的有連接互聯網的機構單位百分比（表 2.5A及2.5B）	% of establishments having Internet connection by method of Internet connection (Tables 2.5A and 2.5B)		
透過寬頻	Via broadband	2009	98.3%
透過流動網絡	Via mobile network	2009	16.8%
透過專用線路	Via dedicated circuits	2009	2.7%
透過撥號式調解器（透過電話線）	Via dial-up modem (through telephone line)	2009	1.7%
設有局部區域網絡（局域網）的機構單位百分比（表 2.1）	% of establishments with a Local Area Network (LAN) (Table 2.1)	2009	24.6%
設有外聯網的機構單位百分比（表 2.1）	% of establishments with an extranet (Table 2.1)	2009	3.7%
按使用互聯網的功能類別劃分的有連接互聯網的機構單位百分比（表 2.4）	% of establishments having Internet connection by type of Internet function used (Table 2.4)		
電子郵件	Electronic-mail (e-mail)	2009	98.8%
網上搜集一般資料	Online sourcing of general information	2009	97.3%
網上獲取貨品、服務或資料	Online receipt of goods, services or information	2009	96.8%

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變得越來越普遍，而資訊科技實際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「資訊科技的使用情況和普及程度的主題性住戶統計調查」所得的資料進行。該統計調查旨在搜集有關個人電腦及互聯網在住戶中的普及程度，以及住戶成員使用個人電腦、互聯網服務、電子商業服務及電子政府服務的情況的資料。自二零零零年起，該主題性住戶統計調查已進行了十次。每次統計調查均成功訪問大約 10 000 個按科學抽樣設計抽選的住戶，以代表全香港的住戶及人口。

個人電腦及互聯網的普及程度

1.3 根據二零零九年的統計調查結果，約 1 756 300 個住戶在統計時家中有個人電腦（包括桌面電腦、便攜式／筆記簿型／小筆電／平板電腦及掌上電腦／個人數碼助理），佔全香港所有住戶的 75.8%。當中，約有 1 699 400 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 73.3% 的住戶家中有個人電腦接駁互聯網。（表 1.1）

Introduction

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

1.2 The analyses are based on the data collected from the Thematic Household Survey (THS) on IT Usage and Penetration conducted by the Census and Statistics Department. Information collected in the Survey included penetration of personal computers (PCs) and Internet among households, and also the utilisation of PCs, Internet service, electronic business services and electronic Government services among household members. So far, ten rounds of the THS on the subject have been conducted since 2000. About 10 000 households selected in accordance with a scientific sampling design 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 According to results of the 2009 Survey, some 1 756 300 households had PCs (including desktop computers, laptop/notebook/netbook/tablet computers and palm top/Personal Digital Assistant (PDA)) at home at the time of enumeration, constituting 75.8% of all households in Hong Kong. Among them, some 1 699 400 households had their PCs (excluding palm top and PDA) at home connected to Internet. In other words, 73.3% of all households in Hong Kong had their PCs at home connected to Internet. (Table 1.1)

1.4 隨着流動電話服務的迅速發展，住戶流動電話服務亦被廣泛使用。在二零零九年，擁有流動電話的住戶百分比為 94.5%。（表 1.1）

接駁互聯網的方法

1.5 在二零零九年統計調查中，家中的個人電腦有接駁互聯網的住戶裏，97.7%透過寬頻接駁互聯網。在二零零八年的相應數字為 98.3%。（表 1.2）

曾使用個人電腦的十歲及以上人士

1.6 在二零零九年統計調查中，約 4 349 400 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 70.2%，比二零零八年的 68.2%為高。（表 1.3）

年齡及性別

1.7 按年齡組別分析，在二零零九年統計調查中，年齡組別介乎十至十四歲及十五至二十四歲人士在統計前十二個月內曾使用個人電腦的比率最高，超過 99%。緊隨其後的是二十五至三十四歲人士（95.6%）。年齡較高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 39.0%，而六十五歲及以上人士的比率則為 9.4%。這分布大致與二零零八年時的情況相若。（表 1.3）

1.8 在二零零九年統計調查中，男性在統計前十二個月內曾使用個人電腦的比率（73.6%）較女性的比率（67.0%）為高。（表 1.3）

1.4 Following the rapid development of mobile phone service, mobile cellular telephone service for households was also in widespread use. In 2009, percentage of households with a mobile cellular telephone was 94.5%. (Table 1.1)

Mode of connection to Internet

1.5 In the 2009 Survey, about 97.7% of those households that had their PCs connected to Internet were connected via broadband. The corresponding figure in 2008 was 98.3%. (Table 1.2)

Persons aged 10 and over who had used PCs

1.6 In the 2009 Survey, some 4 349 400 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 70.2% among all persons aged 10 and over, higher than that of 68.2% in 2008. (Table 1.3)

Age and sex

1.7 Analysed by age group, persons aged 10-14 and 15-24 in the 2009 Survey had the highest rate of having used PCs in the twelve months before enumeration (over 99%). This was closely followed by persons aged 25-34 (95.6%). Lower rates were recorded for older persons. In particular, 39.0% of persons aged 55-64 and 9.4% of persons aged 65 and over had used PCs in the twelve months before enumeration. The profile was broadly similar to that in 2008. (Table 1.3)

1.8 In the 2009 Survey, the rate of having used PCs in the twelve months before enumeration for males (73.6%) was higher than their female counterpart (67.0%). (Table 1.3)

教育程度

1.9 具有專上教育程度的人士在統計前十二個月內曾使用個人電腦的比率最高（在二零零九年約為 97.1%，與二零零八年相應的數字相若）。具有中學／預科教育程度的人士與具有小學及以下教育程度的人士在二零零九年的相應比率分別為 80.6%（相對二零零八年的 78.5%）及 25.2%（相對二零零八年的 23.3%）。（表 1.4）

經濟活動身分

1.10 按經濟活動身分分析，學生在統計前十二個月內曾使用個人電腦的比率最高（在二零零八及二零零九年均約超過 99%）。其次為從事經濟活動人士（在二零零九年為 82.3%，相對二零零八年為 79.9%）。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 49.4%（相對二零零八年為 45.8%）及 14.6%（相對二零零八年為 11.8%）。（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

1.11 在二零零九年統計調查中，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 30.2 小時。與二零零八年相應的數字（29.7 小時）相若。（表 1.6）

年齡

1.12 按年齡組別分析，在二零零九年統計調查中，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 39.4 小時；其次是三十五至四十四歲人士（33.1 小時）及十五至二十四歲人士（30.7 小時）。在二零零八年的相應數字分別為 37.8 小時、31.5 小時及 29.3 小時。（表 1.6）

Educational attainment

1.9 The rate of having used PCs in the twelve months before enumeration was the highest for persons with post-secondary education (about 97.1% in 2009 and similar to the corresponding figure in 2008). The corresponding rates in 2009 for those with secondary/sixth-form educational attainment and primary educational attainment and lower were 80.6% (as compared to 78.5% in 2008) and 25.2% (as compared to 23.3% in 2008) respectively. (Table 1.4)

Economic activity status

1.10 Analysed by economic activity status, students had the highest rate of having used PCs in the twelve months before enumeration (over 99% in both 2008 and 2009). This was followed by economically active persons (82.3% in 2009, as compared to 79.9% in 2008). Home-makers and retired persons had relatively lower rates of having used PCs in the twelve months before enumeration, at 49.4% (as compared to 45.8% in 2008) and 14.6% (as compared to 11.8% in 2008) respectively. (Table 1.5)

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

1.11 In the 2009 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 30.2 hours, similar to the corresponding figure (29.7 hours) in 2008. (Table 1.6)

Age

1.12 Analysed by age group, in the 2009 Survey, persons aged 25-34 spent the longest time using PCs per week, at 39.4 hours on average. This was followed by persons aged 35-44 (33.1 hours) and those aged 15-24 (30.7 hours). The corresponding figures in 2008 were 37.8 hours, 31.5 hours and 29.3 hours respectively. (Table 1.6)

經濟活動身分

1.13 按經濟活動身分分析，在二零零九年統計調查中，從事經濟活動的人士每星期使用個人電腦的平均時間為 35.0 小時；在二零零八年，此數字則為 34.3 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 22.7 小時及 13.6 小時；在二零零八年時的相應數字分別為 22.3 小時及 13.0 小時。（表 1.7）

曾使用互聯網服務的十歲及以上人士

1.14 在二零零九年統計調查中，約 4 300 000 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 69.4%（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 98.9%）。（表 1.8）

年齡及性別

1.15 按年齡組別分析，十五至二十四歲人士在統計前十二個月內曾使用互聯網服務的比率最高，為 99.1%（在二零零八年時，以十至十四歲人士的比率最高，達 99.0%）。其次是十至十四歲人士（98.8%）及二十五至三十四歲人士（95.2%）。年齡較高的人士使用互聯網服務的比率較低，六十五歲及以上人士在統計前十二個月內曾使用互聯網服務的比率為 8.8%。（表 1.8）

1.16 在二零零九年統計調查中，男性在統計前十二個月內曾使用互聯網服務的比率（72.9%）較女性的比率（66.1%）為高。在二零零八年時的相應比率分別為 70.0%及 63.5%。（表 1.8）

Economic activity status

1.13 Analysed by economic activity status, the average time spent in using PCs per week of economically active persons was 35.0 hours in the 2009 Survey. In 2008, the corresponding figure was 34.3 hours. Among those economically inactive persons, the corresponding average time spent in using PCs per week for students and home-makers were 22.7 hours and 13.6 hours, while the figures in 2008 were 22.3 hours and 13.0 hours respectively. (Table 1.7)

Persons aged 10 and over who had used Internet service

1.14 In the 2009 Survey, some 4 300 000 persons aged 10 and over had used Internet service in the twelve months before enumeration, accounting for 69.4% of all persons aged 10 and over (or 98.9% of all persons aged 10 and over who had used PCs in the twelve months before enumeration). (Table 1.8)

Age and sex

1.15 Analysed by age group, persons aged 15-24 had the highest rate of having used Internet service in the twelve months before enumeration, at 99.1% (in 2008, persons aged 10-14 had the highest rate at 99.0%). This was followed by persons aged 10-14 (98.8%) and persons aged 25-34 (95.2%). Lower rates were recorded for older persons. In particular, 8.8% of those aged 65 and over had used Internet service in the twelve months before enumeration. (Table 1.8)

1.16 In the 2009 Survey, the rate of having used Internet service in the twelve months before enumeration for males (72.9%) was higher than their female counterpart (66.1%). The corresponding rates in 2008 were 70.0% and 63.5% respectively. (Table 1.8)

教育程度

1.17 在二零零九年統計調查中，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 97.0%，具有中學／預科教育程度與具有小學及以下教育程度的人士的相應比率分別為 79.6%及 24.3%。(表 1.9)

經濟活動身分

1.18 按經濟活動身分分析，在二零零九年統計調查中，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 99.3%。其次為從事經濟活動人士 (81.5%)。料理家務者及退休人士使用互聯網服務的比率較低，分別有 48.3%及 13.6%。(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

1.19 在二零零九年統計調查中，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 23.7 小時。在二零零八年時的相應數字是 24.1 小時。(表 1.11)

年齡

1.20 按年齡組別分析，在二零零九年統計調查中，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 30.6 小時。其次為十五至二十四歲人士 (25.9 小時) 及三十五至四十四歲人士 (24.4 小時)。(表 1.11)

Educational attainment

1.17 In the 2009 Survey, the rate of having used Internet service in the twelve months before enumeration was the highest for persons with post-secondary educational attainment, at 97.0%. The corresponding rates for those with secondary/sixth-form educational attainment, and for those with primary educational attainment and lower were 79.6% and 24.3% respectively. (Table 1.9)

Economic activity status

1.18 Analysed by economic activity status, in the 2009 Survey, students had the highest rate of having used Internet service in the twelve months before enumeration, at 99.3%. This was followed by economically active persons (81.5%). Home-makers and retired persons had lower rates of having used Internet service, at 48.3% and 13.6% 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

1.19 In the 2009 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 23.7 hours. The corresponding figure in 2008 was 24.1 hours. (Table 1.11)

Age

1.20 Analysed by age group, in the 2009 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 30.6 hours per week. This was followed by persons aged 15-24 (25.9 hours) and those aged 35-44 (24.4 hours). (Table 1.11)

1.21 約 3 935 900 名十歲及以上人士在統計前十二個月內曾使用互聯網服務最少每星期一次，佔所有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的 91.5%。約 76.9%甚至最少每日使用一次互聯網服務。(表 1.12)

1.22 在統計前十二個月內曾透過固定上網設備使用互聯網服務最少每星期一次的十歲及以上人士中，大部分 (87.6%) 表示他們曾在家中使用互聯網服務。約 42.7%曾在工作地方使用及 14.7%曾在學校使用互聯網服務。(表 1.13)

曾透過固定上網設備使用互聯網服務的十五歲及以上人士

1.23 在統計前十二個月內曾透過固定上網設備使用互聯網服務的十五歲及以上人士中，大部分 (96.7%) 表示他們曾使用互聯網查詢資訊。約 85.3%曾使用互聯網作為通訊／互動的工具。(表 1.14)

曾使用電子商業服務的十五歲及以上人士

1.24 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
- 使用電話或互聯網透過「繳費靈」服務繳費
- 使用易辦事服務
- 使用八達通咭支付交通費
- 使用八達通咭購買貨物及服務

1.21 Some 3 935 900 persons aged 10 and over had used Internet service at least once a week in the twelve months before enumeration, constituting 91.5% of all persons aged 10 and over who had used Internet service in the twelve months before enumeration. Some 76.9% had even used Internet service at least once a day. (Table 1.12)

1.22 Of those persons aged 10 and over who had used Internet service via non-mobile web device at least once a week in the twelve months before enumeration, the majority (87.6%) reported that they had used Internet service at home. Some 42.7% had used Internet service at place of work and 14.7% at place of study. (Table 1.13)

Persons aged 15 and over who had used Internet service via non-mobile web device

1.23 Of those persons aged 15 and over who had used Internet service via non-mobile web device in the twelve months before enumeration, the majority (96.7%) reported that they had searched information through Internet, and some 85.3% had used Internet as a tool for communication/interaction. (Table 1.14)

Persons aged 15 and over who had used electronic business services

1.24 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 or Internet to settle payment by Payment by Phone Service (PPS)
- Using Easy Pay System (EPS)
- Using Octopus card for paying fare of transportation
- Using Octopus card for purchasing goods and services

- 透過自動電話接聽系統購買貨物或獲取服務
- 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）
- 上網投注
- 網上課堂學習
- 網上捐款給慈善團體

1.25 在二零零九年統計調查中，約 5 722 900 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，佔全港十五歲及以上人士的 98.3%。（表 1.15）

- Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)
- Making transactions or acquiring services (e.g. banking services, checking stock prices, etc.) via interactive short message services of mobile telecommunications network
- 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 online banking services (e.g. transferring money)
- Settling payment online
- Requesting customer services online (e.g. arranging product delivery)
- Placing bets online
- Online study sessions
- Online donations

1.25 In the 2009 Survey, some 5 722 900 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 98.3% of persons aged 15 and over in Hong Kong. (Table 1.15)

曾使用的電子商業服務類別

1.26 在二零零九年統計調查中，約 5 688 700 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 97.7%。其他較普遍被使用的電子商業服務為「使用八達通咭購買貨物及服務」（77.8%）、「透過自動櫃員機提款、存款、轉賬或查詢戶口結餘」（73.7%）及「透過自動電話接聽系統購物或獲取服務」（40.6%）。(表 1.15)

教育程度

1.27 十五歲及以上人士在統計前十二個月內曾使用電子商業服務的比率隨着教育程度增加。在二零零九年統計調查中，具有小學及以下教育程度人士的比率為 94.0%，而具有中學／預科及專上教育程度人士的比率均超過 99%。(表 1.16)

經濟活動身分

1.28 在二零零九年統計調查中，曾在統計前十二個月內使用電子商業服務的人士中，63.0%為從事經濟活動人士。另外有 14.9%為退休人士；12.9%為料理家務者及 8.4%為學生。曾使用電子商業服務的比率以從事經濟活動人士及學生較高，均超過 99%。(表 1.17)

認識「香港政府一站通」的十歲及以上人士

1.29 政府在二零零六年推出一個名為「香港政府一站通」的入門網站，讓市民更輕鬆方便地獲取所需的公共資訊和服務。有見及此，在二零零九年統計調查中，所有十歲及以上的被訪者均被問及他們是否認識此網站。

Type of electronic business services used

1.26 In the 2009 Survey, some 5 688 700 persons had used Octopus card for paying fare of transportation in the twelve months before enumeration, accounting for 97.7% of all persons aged 15 and over. The other commonly used electronic business services were "using Octopus card for purchasing goods and services" (77.8%), "withdrawing/depositing/transferring money or checking account balance via Automatic Teller Machine (ATM)" (73.7%) and "purchasing goods or acquiring services via Interactive Voice Response System (IVRS)" (40.6%). (Table 1.15)

Educational attainment

1.27 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 2009 Survey, it was 94.0% for persons with primary educational attainment and lower, and over 99% for those with secondary/sixth-form educational attainment and those with post-secondary educational attainment. (Table 1.16)

Economic activity status

1.28 In the 2009 Survey, 63.0% of the persons who had used electronic business services in the twelve months before enumeration were economically active. Another 14.9% were retired persons, 12.9% were home-makers and 8.4% were students. The rates of having used electronic business services were higher for economically active persons and students, both over 99%. (Table 1.17)

Persons aged 10 and over who were aware of the GovHK

1.29 The Government launched an access portal, GovHK, in 2006 in order to provide a platform for people to obtain public information and public services easily. In view of this, all respondents aged 10 and over in the 2009 Survey were asked whether they were aware of this portal site.

1.30 在二零零九年統計調查中，顯示在統計時約3 304 900名十歲及以上人士認識「香港政府一站通」，佔全港所有十歲及以上人士的53.3%。(表 1.18)

年齡及性別

1.31 在該3 304 900人中，48.0%年齡在三十五歲以下，而22.2%年齡介乎三十五至四十四歲。年紀較輕的人士認識「香港政府一站通」的比率較高。年齡介乎十五至二十四歲人士的比率為75.5%；年齡介乎二十五至三十四歲人士的比率為75.3%；而年齡介乎三十五至四十四歲人士的比率則為66.3%。相比之下，年齡介乎五十五至六十四歲的人士中，約有31.4%認識「香港政府一站通」；年齡在六十五歲及以上的人士中，則約有10.5%認識該網站。(表 1.18)

1.32 按性別分析，認識「香港政府一站通」的十歲及以上男性的比率(55.9%)較女性(50.9%)為高。(表 1.18)

其他有關刊物

主題性住戶統計調查第二、六、十、十五、二十、二十三、二十七、三十二、三十七及四十三號報告書

1.30 In the 2009 Survey, the survey results showed that some 3 304 900 persons aged 10 and over were aware of the GovHK at the time of enumeration, constituting 53.3% of all persons aged 10 and over in Hong Kong. (Table 1.18)

Age and sex

1.31 Of those 3 304 900 persons, 48.0% were aged below 35 and 22.2% were aged 35-44. Younger persons had higher rates of being aware of the GovHK, at 75.5% for those aged 15-24, 75.3% for persons aged 25-34 and 66.3% for those aged 35-44. In comparison, some 31.4% of persons aged 55-64 and 10.5% of those aged 65 and over were aware of the GovHK. (Table 1.18)

1.32 Analysed by sex, the rate of being aware of the GovHK was higher for males (55.9%) than females (50.9%). (Table 1.18)

Further Reference

Thematic Household Survey Reports No. 2, 6, 10, 15, 20, 23, 27, 32, 37 and 43

表 1.1 資訊科技在住戶的使用情況和普及程度主要統計數字

Table 1.1 Key statistics on information technology (IT) usage and penetration in households

	2000	2004	2005	2006	2007	2008	2009
家中有個人電腦的住戶數目 ('000) No. of households with personal computers (PCs) at home ('000)	1 051.1	1 581.9	1 601.3	1 662.2	1 671.6	1 710.1	1 756.3
家中有個人電腦的住戶百分比 % of households with PCs at home	49.7	71.1	70.1	71.7	74.2	74.6	75.8
家中有個人電腦接駁互聯網的住戶數目 ('000) No. of households with PCs at home connected to Internet ('000)	770.2	1 444.7	1 476.5	1 556.3	1 580.2	1 625.7	1 699.4
家中有個人電腦接駁互聯網的住戶百分比 % of households with PCs at home connected to Internet	36.4	64.9	64.6	67.1	70.1	70.9	73.3
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百分比 % of persons aged 10 and over who had used PCs in the twelve months before enumeration	43.1	59.5	58.8	62.9	66.4	68.2	70.2
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的百分比 % of persons aged 10 and over who had used Internet service in the twelve months before enumeration	30.3	56.4	56.9	60.8	64.8	66.7	69.4
擁有流動電話的住戶百分比 ⁽¹⁾ % of households with a mobile cellular telephone ⁽¹⁾	-	-	91.5	92.5	93.5	93.5	94.5
在統計前十二個月內有使用個人流動電話服務的十歲及以上人士的百分比 ⁽²⁾ % of persons aged 10 and over who used a mobile cellular phone in the twelve months before enumeration ⁽²⁾	-	-	-	-	-	90.0	91.2
有設立公共互聯網連接中心的地區覆蓋率 ⁽³⁾ % of localities with public Internet access centres ⁽³⁾	100.0	100.0	100.0	100.0	100.0	100.0	100.0

註釋：
 (1) 數字由二零零五年開始編製。
 (2) 數字由二零零八年開始編製。
 (3) 數字只反映在十八個區議會分區內，提供公共上網設施的情況。

Notes:
 (1) Figures are available as from 2005.
 (2) Figures are available as from 2008.
 (3) Figures indicate the availability of public Internet access in 18 District Council districts only.

資料來源：政府統計處社會統計調查組
康樂及文化事務署

Sources: Social Surveys Section, Census and Statistics Department
Leisure and Cultural Services Department

表 1.2 按接駁互聯網的方法劃分的家中有個人電腦接駁互聯網的住戶數目

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

接駁互聯網的 方法 ⁽¹⁾ Mode of connection to Internet ⁽¹⁾	2006		2007		2008		2009	
	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 %
透過寬頻 Via broadband	1 523.3	97.9	1 564.7	99.0	1 598.6	98.3	1 660.1	97.7
透過流動電話網絡 (例如：流動電話) Via mobile telecommunications network (e.g. mobile phones)	38.0	2.4	40.4	2.6	51.3	3.2	83.8	4.9
透過住宅電話線 Via household telephone line	38.5	2.5	14.7	0.9	13.8	0.9	15.1	0.9
合計 Overall	1 556.3		1 580.2		1 625.7		1 699.4	

註釋： (1) 可選擇多於一種接駁方法。

Note: (1) May select more than one connection mode.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

年齡組別 Age group	2006						2007					
	男		女		合計		男		女		合計	
	Male		Female		Overall		Male		Female		Overall	
	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)
10 - 14	214.7	98.0	202.8	98.4	417.5	98.2	209.1	99.7	199.6	99.5	408.7	99.6
15 - 24	442.0	98.0	416.5	98.3	858.5	98.1	435.8	99.1	418.2	98.7	854.0	98.9
25 - 34	422.5	90.7	428.4	88.4	850.9	89.6	428.0	93.2	454.0	92.1	882.0	92.6
35 - 44	453.9	79.6	493.1	72.0	947.0	75.5	445.5	83.4	478.2	75.9	923.7	79.3
45 - 54	328.8	55.1	275.4	45.3	604.2	50.2	388.2	65.0	319.8	53.3	708.0	59.1
55 - 64	108.9	31.1	67.9	20.5	176.8	25.9	141.8	39.1	88.9	25.5	230.7	32.4
≥ 65	26.6	6.9	16.3	3.9	42.9	5.3	37.4	9.7	17.0	4.0	54.5	6.7
合計 Overall	1 997.4	65.8	1 900.5	60.1	3 897.9	62.9	2 085.8	69.8	1 975.7	63.2	4 061.5	66.4

年齡組別 Age group	2008						2009					
	男		女		合計		男		女		合計	
	Male		Female		Overall		Male		Female		Overall	
	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)
10 - 14	202.6	99.8	193.5	100.0	396.1	99.9	190.0	99.5	181.5	99.2	371.4	99.4
15 - 24	436.7	99.2	423.3	99.2	860.0	99.2	432.6	99.3	418.8	99.5	851.5	99.4
25 - 34	436.4	95.3	470.5	94.0	906.9	94.6	438.4	96.5	468.5	94.7	906.9	95.6
35 - 44	458.6	89.1	512.4	82.9	970.9	85.7	457.0	90.8	501.9	83.2	958.9	86.6
45 - 54	403.5	65.9	364.7	57.9	768.2	61.9	453.3	73.3	414.2	64.2	867.5	68.7
55 - 64	152.1	39.6	103.2	27.4	255.3	33.6	182.5	45.1	131.2	32.9	313.6	39.0
≥ 65	42.9	11.0	21.3	4.9	64.2	7.8	57.8	14.5	21.8	4.9	79.6	9.4
合計 Overall	2 132.7	71.0	2 088.8	65.7	4 221.6	68.2	2 211.5	73.6	2 137.9	67.0	4 349.4	70.2

註釋： (1) 在個別年齡組別及性別分組中佔該組別所有人士的百分比。以二零零六年所有十至十四歲的男性為例，98.0%在統計前十二個月內曾使用個人電腦。

Note: (1) As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14 in 2006, 98.0% had used PCs in the twelve months before enumeration.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

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

	2006		2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
教育程度 Educational attainment								
未受教育 / 學前教育 / 小學 No schooling/Pre-primary/Primary	348.3	20.8	369.0	22.5	364.7	23.3	389.9	25.2
中學 / 預科 Secondary/Sixth-form	2 423.5	72.4	2 574.1	77.6	2 662.6	78.5	2 710.4	80.6
專上教育 Post-secondary	1 126.1	95.3	1 118.5	96.3	1 194.3	97.1	1 249.1	97.1
合計 Overall	3 897.9	62.9	4 061.5	66.4	4 221.6	68.2	4 349.4	70.2

註釋： (1) 在個別教育程度組別中佔該組別所有十歲及以上人士的百分比。以二零零六年所有具有專上教育程度人士為例，95.3%在統計前十二個月內曾使用個人電腦。

Note: (1) As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons with post-secondary educational attainment in 2006, 95.3% had used PCs in the twelve months before enumeration.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.5 按經濟活動身分劃分的在統計前十二個月內曾使用個人電腦的十歲及以上人士數目

Table 1.5 Number of persons aged 10 and over who had used personal computers (PCs) in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	2006		2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
從事經濟活動 ⁽²⁾ Economically active (2)	2 674.7	72.7	2 686.1	77.3	2 864.7	79.9	2 975.1	82.3
非從事經濟活動 Economically inactive	1 223.1	48.6	1 375.4	52.0	1 356.8	52.2	1 374.3	53.2
學生 Students	883.2	98.9	924.1	99.5	902.6	99.9	854.5	99.6
料理家務者 Home-makers	244.8	35.9	317.7	42.9	331.0	45.8	371.2	49.4
退休人士 Retired persons	74.3	8.8	119.0	13.0	108.6	11.8	133.3	14.6
其他 Others	20.9	22.4	14.7	26.2	14.6	27.0	15.3	26.3
合計 Overall	3 897.9	62.9	4 061.5	66.4	4 221.6	68.2	4 349.4	70.2

註釋： (1) 在個別經濟活動身分組別中佔該組別所有十歲及以上人士的百分比。以二零零六年所有從事經濟活動人士為例，72.7%在統計前十二個月內曾使用個人電腦。
(2) 從事經濟活動人士包括就業人士及失業人士。

Notes: (1) As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons in 2006, 72.7% had used PCs in the twelve months before enumeration.
(2) Economically active persons comprise employed persons and unemployed persons.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

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

年齡組別 Age group	每星期使用個人電腦的平均時間 (小時) Average duration (hours) of time spent in using PCs per week			
	2006	2007	2008	2009
10 - 14	15.8	17.2	17.8	17.6
15 - 24	28.1	29.2	29.3	30.7
25 - 34	36.0	37.0	37.8	39.4
35 - 44	29.5	30.6	31.5	33.1
45 - 54	23.0	23.9	26.9	26.3
≥ 55	15.8	17.8	23.6	19.0
合計 Overall	27.5	28.4	29.7	30.2

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			
	2006	2007	2008	2009
從事經濟活動人士 ⁽¹⁾ Economically active persons ⁽¹⁾	31.9	33.3	34.3	35.0
非從事經濟活動人士 Economically inactive persons				
學生 Students	20.2	21.9	22.3	22.7
料理家務者 Home-makers	9.1	11.1	13.0	13.6
其他 ⁽²⁾ Others ⁽²⁾	11.1	12.9	13.7	14.0
合計 Overall	27.5	28.4	29.7	30.2

註釋：(1) 從事經濟活動人士包括就業人士及失業人士。

(2) 非從事經濟活動人士中的「其他」包括退休人士。

Notes: (1) Economically active persons comprise employed persons and unemployed persons.

(2) "Others" of economically inactive persons comprise retired persons.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

年齡組別 Age group	2006						2007					
	男 Male		女 Female		合計 Total		男 Male		女 Female		合計 Total	
	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)
10 - 14	212.1	96.8	198.1	96.1	410.2	96.4	206.6	98.5	198.8	99.1	405.4	98.8
15 - 24	439.0	97.3	412.8	97.4	851.8	97.4	434.8	98.8	416.9	98.4	851.7	98.6
25 - 34	414.4	89.0	417.0	86.1	831.5	87.5	423.6	92.2	447.0	90.7	870.6	91.4
35 - 44	440.4	77.3	472.2	68.9	912.6	72.7	433.9	81.2	467.6	74.2	901.5	77.4
45 - 54	312.0	52.3	258.8	42.6	570.8	47.4	372.3	62.3	300.3	50.0	672.5	56.1
55 - 64	99.2	28.3	60.2	18.1	159.4	23.4	132.5	36.6	80.2	23.0	212.7	29.9
≥ 65	21.9	5.7	12.3	2.9	34.2	4.2	33.1	8.6	13.9	3.2	47.0	5.8
合計 Overall	1 938.9	63.8	1 831.5	57.9	3 770.4	60.8	2 036.7	68.1	1 924.7	61.5	3 961.4	64.8

年齡組別 Age group	2008						2009					
	男 Male		女 Female		合計 Total		男 Male		女 Female		合計 Total	
	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons ('000)	比率 ⁽¹⁾ Rate (1)
10 - 14	201.2	99.1	191.2	98.8	392.4	99.0	188.9	99.0	180.4	98.6	369.3	98.8
15 - 24	434.2	98.6	422.0	98.9	856.3	98.8	431.8	99.1	417.5	99.2	849.3	99.1
25 - 34	435.1	95.0	467.1	93.3	902.2	94.1	437.0	96.2	466.4	94.2	903.3	95.2
35 - 44	455.3	88.4	501.4	81.1	956.7	84.4	452.6	89.9	495.3	82.1	947.9	85.6
45 - 54	394.2	64.4	335.4	53.3	729.6	58.8	447.3	72.3	404.7	62.8	852.0	67.5
55 - 64	143.7	37.4	85.0	22.6	228.7	30.1	178.4	44.1	125.8	31.5	304.1	37.9
≥ 65	39.6	10.1	18.6	4.3	58.1	7.0	54.5	13.7	19.5	4.4	74.0	8.8
合計 Overall	2 103.2	70.0	2 020.7	63.5	4 123.9	66.7	2 190.3	72.9	2 109.7	66.1	4 300.0	69.4

註釋： (1) 在個別年齡組別及性別分組中佔該組別所有人士的百分比。以二零零六年所有十至十四歲的男性為例，96.8%在統計前十二個月內曾使用互聯網服務。

Note: (1) As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14 in 2006, 96.8% had used Internet service in the twelve months before enumeration.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.9 按教育程度劃分的在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目

Table 1.9 Number of persons aged 10 and over who had used Internet service in the twelve months before enumeration by educational attainment

	2006		2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
教育程度 Educational attainment								
未受教育 / 學前教育 / 小學 No schooling/Pre-primary/Primary	318.8	19.1	341.5	20.9	333.8	21.4	375.8	24.3
中學 / 預科 Secondary/Sixth-form	2 336.5	69.8	2 505.3	75.5	2 599.9	76.6	2 676.9	79.6
專上教育 Post-secondary	1 115.1	94.4	1 114.6	96.0	1 190.2	96.8	1 247.3	97.0
合計 Overall	3 770.4	60.8	3 961.4	64.8	4 123.9	66.7	4 300.0	69.4

註釋： (1) 在個別教育程度組別中佔該組別所有十歲及以上人士的百分比。以二零零六年所有具有專上教育程度的人士為例，94.4%在統計前十二個月內曾使用互聯網服務。

Note: (1) As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons with post-secondary educational attainment in 2006, 94.4% had used Internet service in the twelve months before enumeration.

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.10 按經濟活動身分劃分的在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目

Table 1.10 Number of persons aged 10 and over who had used Internet service in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	2006		2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
從事經濟活動 ⁽²⁾ Economically active ⁽²⁾	2 587.6	70.3	2 618.0	75.4	2 838.9	79.2	2 945.5	81.5
非從事經濟活動 Economically inactive	1 182.8	47.0	1 343.4	50.8	1 285.0	49.4	1 354.5	52.5
學生 Students	871.8	97.6	920.6	99.1	896.4	99.2	852.0	99.3
料理家務者 Home-makers	225.7	33.1	301.7	40.7	288.4	39.9	362.9	48.3
退休人士 Retired persons	65.2	7.7	107.2	11.7	88.3	9.6	124.8	13.6
其他 Others	20.1	21.5	13.9	24.7	11.9	22.0	14.7	25.3
合計 Overall	3 770.4	60.8	3 961.4	64.8	4 123.9	66.7	4 300.0	69.4

註釋： (1) 在個別經濟活動身分組別中佔該組別所有十歲及以上人士的百分比。以二零零六年所有從事經濟活動人士為例，70.3%在統計前十二個月內曾使用互聯網服務。

(2) 從事經濟活動人士包括就業人士及失業人士。

Notes: (1) As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons in 2006, 70.3% had used Internet service in the twelve months before enumeration.

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

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

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

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

年齡組別 Age group	每星期使用互聯網服務的平均時間（小時） Average duration (hours) of time spent in using Internet service per week			
	2006	2007	2008	2009
10 - 14	12.0	14.2	15.3	15.5
15 - 24	20.8	23.2	24.5	25.9
25 - 34	23.6	26.4	30.3	30.6
35 - 44	18.2	21.1	24.3	24.4
45 - 54	14.0	16.7	21.6	19.8
≥ 55	11.0	13.3	20.9	14.8
合計 Overall	18.4	20.9	24.1	23.7

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 按使用互聯網服務的次數劃分在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目
Table 1.12 Number of persons aged 10 and over who had used Internet service in the twelve months before enumeration by frequency of using Internet service

使用互聯網服務的次數 Frequency of using Internet service	2006		2007		2008		2009	
	人數 No. of persons (‘000)	百分比 ⁽¹⁾ %(1)	人數 No. of persons (‘000)	百分比 ⁽¹⁾ %(1)	人數 No. of persons (‘000)	百分比 ⁽¹⁾ %(1)	人數 No. of persons (‘000)	百分比 ⁽¹⁾ %(1)
一星期一次或以上 Once or more a week	3 438.3	91.2	3 626.2	91.5	3 824.0	92.7	3 935.9	91.5
最少每日一次 At least once a day	2 717.8	72.1	2 964.3	74.8	3 078.9	74.7	3 308.0	76.9
最少一星期一次但 不是每日一次 At least once a week but not every day	720.5	19.1	661.9	16.7	745.1	18.1	627.9	14.6
少於一星期一次 Less than once a week	332.2	8.8	335.2	8.5	299.9	7.3	364.1	8.5
合計 Overall	3 770.4	100.0	3 961.4	100.0	4 123.9	100.0	4 300.0	100.0

註釋： (1) 佔所有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的百分比。

Note: (1) As a percentage of all persons aged 10 and over who 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 1.13 按使用互聯網服務的地方劃分的在統計前十二個月內曾透過固定上網設備使用互聯網服務最少每星期一次的十歲及以上人士數目

Table 1.13 Number of persons aged 10 and over who had used Internet service via non-mobile web device at least once a week in the twelve months before enumeration by place of using Internet service

使用互聯網服務的地方 ⁽¹⁾ Place of using Internet service ⁽¹⁾	2006		2007		2008		2009	
	人數 No. of persons (‘000)	百分比 ⁽³⁾ %(3)	人數 No. of persons (‘000)	百分比 ⁽³⁾ %(3)	人數 No. of persons (‘000)	百分比 ⁽³⁾ %(3)	人數 No. of persons (‘000)	百分比 ⁽³⁾ %(3)
在家 At home	3 105.9	91.0	3 277.3	91.4	3 371.7	91.4	3 216.6	87.6
在工作地方 At place of work	1 426.7	41.8	1 505.0	42.0	1 534.0	41.6	1 569.8	42.7
在學校 At place of study	465.7	13.6	558.1	15.6	586.2	15.9	539.2	14.7
在有由政府提供公眾 電腦設施的地方 At places with public computer facilities provided by the Government	80.1	2.3	84.8	2.4	94.2	2.6	61.3	1.7
在網吧 ⁽²⁾ At cyber-café ⁽²⁾	38.7	1.1	30.3	0.8	33.6	0.9	24.2	0.7
在其他地方 At other places	132.2	3.9	192.4	5.4	193.7	5.3	105.3	2.9
合計 Overall	3 414.2		3 585.6		3 687.8		3 673.5	

註釋： (1) 可選擇多項答案。
(2) 網吧泛指一些以收費形式集中提供電腦與上網設施以及網上遊戲予顧客的商店。網吧並不包括以提供飲食為主，但亦設置電腦供顧客免費使用的咖啡室及快餐店等。
(3) 佔所有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的百分比。

Notes: (1) Multiple answers were allowed.
(2) Cyber-café broadly refers to shops specialising in providing computer and Internet facilities as well as online games to customers at a charge. Coffee shops and fast food shops which mainly provide food and drinks together with free computer facilities are not regarded as cyber-café.
(3) As a percentage of all persons aged 10 and over who 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 1.14 按使用互聯網服務的主要目的劃分的在統計前十二個月內曾透過固定上網設備使用互聯網服務的十五歲及以上人士數目

Table 1.14 Number of persons aged 15 and over who had used Internet service via non-mobile web device in the twelve months before enumeration by major purpose of using Internet service

使用互聯網服務的主要目的 ⁽¹⁾ Major purpose of using Internet service (1)	2009	
	人數 No. of persons (‘000)	百分比 ⁽²⁾ % (2)
資訊查詢 Information searching	3 562.5	96.7
上網閱讀報章 / 新聞 (時事、財經、娛樂、體育) / 雜誌 Reading newspapers/news (current affairs, finance, entertainment, sports)/magazines online	3 001.8	81.5
上網搜尋資料 / 下載資料 (不包括政府資料) Searching for/downloading information online (excluding Government information)	2 710.6	73.6
查閱娛樂、消閒指南 Searching for entertainment/leisure guide	2 293.4	62.2
瀏覽政府網站 / 上網搜尋或下載政府資料 Browsing Government websites/searching for or downloading Government information online	2 182.1	59.2
上網搵工 / 求職招聘 Online job search and recruitment	942.4	25.6
其他 Others	1 710.4	46.4
通訊 / 互動 Communication/interaction	3 143.9	85.3
收發電子郵件 Sending and receiving e-mail	3 050.6	82.8
網上即時通訊 Instant online communication	1 888.0	51.2
網上互動 Online interaction	1 586.0	43.0
網上數碼娛樂 Online digital entertainment	1 704.2	46.3
上網聽歌 / 電台節目 Listening songs/radio programmes online	1 107.1	30.0
上網看影視節目 Watching video programmes online	1 099.3	29.8
玩網上遊戲 Playing online games	988.0	26.8
上網看書 / 小說 / 漫畫 Reading online books/fiction/comic	471.3	12.8
網上購物 / 處理個人事務 Online shopping/transaction	1 387.1	37.6
網上銀行服務 / 網上帳單繳費 / 金融交易 Online banking service/bill payment/finance transaction	1 220.8	33.1
其他網上購物 Other online shopping	654.2	17.8
下載檔案 / 軟件 Downloading files/software	914.8	24.8
免費 Free	891.3	24.2
收費 Charged	195.1	5.3
辦公室 / 個人事務及其他 Office/personal affairs and others	757.6	20.6
合計 Overall	3 684.4	100.0

註釋： (1) 可選擇多項答案。
(2) 佔所有統計前十二個月內曾透過固定上網設備使用互聯網服務的十五歲及以上人士的百分比。

Notes: (1) Multiple answers were allowed.
(2) As a percentage of all persons aged 15 and over who had used Internet service via non-mobile web device 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 1.15 按曾使用的電子商業服務類別劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目

Table 1.15 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by type of electronic business services used

曾使用的電子商業服務類別 ⁽¹⁾ Type of electronic business services used ⁽¹⁾	2009	
	人數 No. of persons (‘000)	比率 ⁽²⁾ Rate ⁽²⁾
使用八達通咭 Using Octopus card	5 700.6	97.9
支付交通費 Paying fare of transportation	5 688.7	97.7
購買貨物及服務 Purchasing goods and services	4 527.7	77.8
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)	4 293.5	73.7
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)	2 364.0	40.6
使用易辦事服務 Using Easy Pay System (EPS)	2 069.4	35.5
上網搜尋貨物 / 服務資料 Searching for information on goods/services online	1 548.0	26.6
使用電話或互聯網透過「繳費靈」服務繳費 Using telephone or Internet to settle payment by Payment by Phone Service (PPS)	1 177.8	20.2
使用網上銀行服務 (例如：轉帳) Using online banking services (e.g. transferring money)	1 116.3	19.2
透過自動櫃員機繳費 Settling payment by ATM	1 041.0	17.9
上網搜尋財經資料 (例如：股票價格) Searching for financial information online (e.g. stock prices)	927.9	15.9
上網搜尋職位空缺資料 Searching for job vacancies online	900.1	15.5
上網繳費 Settling payment online	765.0	13.1
上網訂座 / 訂票 Making reservation/booking tickets online	722.5	12.4
上網買賣股票 Trading stock online	549.1	9.4
其他 Others	786.0	13.5
合計 Overall	5 722.9	98.3

註釋： (1) 可選擇多項答案。
(2) 佔所有十五歲及以上人士的百分比。

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

資料來源：政府統計處社會統計調查組

Source: Social Surveys Section, Census and Statistics Department

表 1.16 按教育程度劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目

Table 1.16 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by educational attainment

教育程度 Educational attainment	2006		2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
未受教育 / 學前教育 / 小學 No schooling/Pre-primary/Primary	1 351.8	92.6	1 378.1	94.5	1 333.4	93.5	1 313.8	94.0
中學 / 預科 Secondary/Sixth-form	3 094.6	98.8	3 070.3	99.5	3 113.0	99.3	3 124.9	99.5
專上教育 Post-secondary	1 177.3	99.7	1 158.2	99.7	1 227.4	99.8	1 284.2	99.9
合計 Overall	5 623.6	97.4	5 606.5	98.2	5 673.7	98.0	5 722.9	98.3

註釋： (1) 在個別教育程度組別中佔該組別所有十五歲及以上人士的百分比。以二零零六年所有具有專上教育程度的人士為例，99.7%在統計前十二個月內曾使用電子商業服務。

Note: (1) As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons with post-secondary educational attainment in 2006, 99.7% 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 1.17 按經濟活動身分劃分的在統計前十二個月內曾使用電子商業服務的十五歲及以上人士數目
Table 1.17 Number of persons aged 15 and over who had used electronic business services in the twelve months before enumeration by economic activity status

經濟活動身分 Economic activity status	2006		2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate (1)
從事經濟活動 ⁽²⁾ Economically active ⁽²⁾	3 657.8	99.4	3 464.7	99.8	3 571.7	99.6	3 605.6	99.8
非從事經濟活動 Economically inactive	1 965.9	94.0	2 141.8	95.9	2 102.0	95.4	2 117.4	95.9
學生 Students	462.8	98.9	516.7	99.7	504.4	99.4	483.1	99.8
料理家務者 Home-makers	664.2	97.4	726.4	98.0	709.8	98.2	736.5	98.1
退休人士 Retired persons	759.4	89.5	849.1	92.5	844.0	91.9	851.1	93.0
其他 Others	79.5	85.3	49.6	88.5	43.9	81.2	46.7	80.2
合計 Overall	5 623.6	97.4	5 606.5	98.2	5 673.7 *	98.0	5 722.9	98.3

註釋： (1) 在個別經濟活動身分組別中佔該組別所有十五歲及以上人士的百分比。以二零零六年所有從事經濟活動人士為例，99.4%在統計前十二個月內曾使用電子商業服務。
(2) 從事經濟活動人士包括就業人士及失業人士。
* 修訂數字。

Notes: (1) As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons in 2006, 99.4% had used electronic business services in the twelve months before enumeration.
(2) Economically active persons comprise employed persons and unemployed persons.
* Revised figure.

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 1.18 按年齡組別 / 性別劃分的認識「香港政府一站通」的十歲及以上人士數目
Table 1.18 Number of persons aged 10 and over who were aware of the GovHK by age group/sex

年齡組別 / 性別 Age group/Sex	2007		2008		2009	
	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate ⁽¹⁾	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate ⁽¹⁾	人數 No. of persons (‘000)	比率 ⁽¹⁾ Rate ⁽¹⁾
年齡組別 Age group						
10 - 14	161.8	39.4	214.9	54.2	224.6	60.1
15 - 24	444.1	51.4	589.3	68.0	647.0	75.5
25 - 34	513.8	54.0	639.3	66.7	715.1	75.3
35 - 44	515.4	44.3	667.0	58.9	733.4	66.3
45 - 54	378.5	31.6	555.4	44.7	644.0	51.0
55 - 64	132.9	18.7	202.2	26.6	252.6	31.4
≥ 65	45.4	5.6	72.7	8.8	88.2	10.5
性別 Sex						
男 Male	1 115.2	37.3	1 488.1	49.5	1 680.3	55.9
女 Female	1 076.5	34.4	1 452.6	45.7	1 624.6	50.9
合計 Overall	2 191.8	35.8	2 940.7	47.5	3 304.9	53.3

註釋： (1) 在個別年齡組別 / 性別組別中佔該組別所有人士的百分比。以二零零七年所有十至十四歲的人士為例，39.4%認識「香港政府一站通」。

Note: (1) As a percentage of all persons in the respective age/sex groups. For example, among all persons aged 10-14 in 2007, 39.4% were aware of the GovHK.

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推動經濟體系經濟快速增長的其中一種強勁動力。本章描述資訊科技在工商業的使用情況和普及程度。

2.2 本章的分析主要是根據政府統計處進行的「資訊科技在工商業的使用情況和普及程度按年統計調查」所得的資料進行。政府統計處在二零零零年首次進行這項統計調查。二零零九年統計調查的樣本涵蓋多個行業約 5 500 間按科學抽樣設計抽選的機構單位，包括製造業；電力及燃氣業；建造業；批發、零售、進口與出口貿易、飲食及酒店業；運輸、倉庫及通訊業；金融、保險、地產及商用服務業；及社區、社會及個人服務業。農業及漁業和採礦及採石業則不包括在內。

2.3 機構單位按其在有關統計年份三月底時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，在其他行業是指就業人數為 50 人或以上以上的機構單位。小型機構單位則是指在各行業類別中就業人數少於 10 人的機構單位。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 one of the strongest driving forces behind fast economic growth in an economy. This Chapter describes the usage and penetration of IT in the business sector.

2.2 The analyses in this Chapter are based mainly on the data collected from the Annual Survey on Information Technology Usage and Penetration in the Business Sector conducted by the Census and Statistics Department. The Survey was first conducted in 2000. In the 2009 Survey, a sample of some 5 500 establishments were selected in accordance with a scientific sampling design, covering all industry sectors (except the agriculture and fishing sector and the mining and quarrying sector), including manufacturing; electricity and gas; construction; wholesale, retail and import and export trades, restaurants and hotels; transport, storage and communications; financing, insurance, real estate and business services; and community, social and personal services.

2.3 The establishments were categorised into large, medium and small establishments according to their employment size as at end-March of the survey reference year concerned. Large establishments referred to establishments engaging 100 or more persons for the manufacturing sector, and 50 or more persons for other industry sectors. Small establishments referred to those engaging less than 10 persons in different sectors. The others were regarded as medium establishments.

個人電腦的應用

2.4 根據二零零九年統計調查的結果顯示，有 63.6% 的機構單位有使用個人電腦。在各主要行業類別中，有使用個人電腦的機構單位所佔百分比最高的是金融、保險、地產及商用服務業（82.4%），其次是製造業、電力及燃氣業（69.2%），而最低的則是運輸、倉庫及通訊業（38.8%）。（表 2.1 及 2.2A）

2.5 機構單位的規模越大，個人電腦的使用率越高。在二零零九年，接近全部（99.4%）大型機構單位均有使用個人電腦，而中、小型機構單位的百分比則分別為 89.9% 及 59.8%。（表 2.2B）

2.6 在機構單位統計調查範圍內的機構單位中，約有 60.0% 的就業人士在工作上有使用個人電腦。按機構單位的行業類別分析，金融、保險、地產及商用服務業機構單位的就業人士使用電腦的百分比最高（76.0%），而建造業的相應百分比則最低（48.4%）。（表 2.2A）

互聯網的應用

2.7 在二零零九年，約 60.6% 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 95.4%。在大型機構單位中，所佔的百分比則更高，有 95.6% 的大型機構單位已連接互聯網，佔有使用個人電腦的大型機構單位的 96.2%。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（79.5%），而最低的則為運輸、倉庫及通訊業（37.4%）。（表 2.1、2.3A 及 2.3B）

Personal Computer Usage

2.4 According to the survey results in 2009, 63.6% of the establishments had used Personal Computers (PCs). Among the major industry sectors, the percentage of establishments using PCs was the highest in the financing, insurance, real estate and business services sector (82.4%), followed by the manufacturing, electricity and gas sector (69.2%). The lowest percentage was in the transport, storage and communications sector (38.8%). (Tables 2.1 and 2.2A)

2.5 PC usage increased with the size of establishments. In 2009, nearly all (99.4%) of the large establishments had used PCs. For the medium and small establishments, the percentages were 89.9% and 59.8% respectively. (Table 2.2B)

2.6 Some 60.0% of employed persons in the establishments covered in the Survey had used PCs at work. Analysed by industry group of establishments, employed persons in establishments engaged in the financing, insurance, real estate and business services sector had the highest percentage of employed persons using PCs at work (76.0%), while those in the construction sector had the lowest percentage (48.4%). (Table 2.2A)

Internet Usage

2.7 In 2009, some 60.6% of all establishments or 95.4% of establishments having used PCs had Internet connection. The percentage was much higher for large establishments. 95.6% of all large establishments or 96.2% of large establishments having used PCs had been connected to Internet. Analysed by industry sector, the percentage was the highest for the financing, insurance, real estate and business services sector (79.5%) and the lowest for the transport, storage and communications sector (37.4%). (Tables 2.1, 2.3A and 2.3B)

2.8 就業人士在機構單位工作上使用互聯網的情況與工作上使用個人電腦的情況相若，有關的百分比是 53.7%。金融、保險、地產及商用服務業機構單位的就業人士使用互聯網的百分比最高（65.3%），而製造業、電力及燃氣業的相應百分比則最低（45.2%）。（表 2.3A）

2.9 在互聯網的各項功能中，「電子郵件」是最普遍被使用的一項。在二零零九年，98.8%有連接互聯網的機構單位均有使用這項功能，其次是「網上搜集一般資料」（97.3%）及「網上獲取貨品、服務或資料」（96.8%）。（表 2.4）

2.10 按連接互聯網的方式分析，利用寬頻上網最為普遍。在二零零九年，98.3%有連接互聯網的機構單位均採用此方式。（表 2.5A 及 2.5B）

網頁／網站的應用

2.11 在二零零九年，約 20.0%的機構單位有設立本身的網頁／網站。在大型機構單位，設有網頁／網站的百分比（75.4%），明顯較中型（46.2%）及小型（15.8%）機構單位的百分比高。在已設立網頁／網站的機構單位中，53.5%擁有本身的網絡伺服器；16.5%已把網頁／網站連接到屬於自己機構的資料庫；而 6.1%已把網頁／網站連接到其商業伙伴的電腦系統。（表 2.1、2.6A、2.6B、2.7A 及 2.7B）

電子商業

2.12 這部分是以四個層面去分析不同形態的商業活動，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。

2.8 Exhibiting similar pattern as that of using PCs at work, the percentage of employed persons in establishments having used Internet at work was 53.7%. While the percentage of employed persons having used Internet at work was the highest in establishments in the financing, insurance, real estate and business services sector (65.3%), those in the manufacturing, electricity and gas sector had the lowest percentage (45.2%). (Table 2.3A)

2.9 Among the Internet functions used, "Electronic-mail (e-mail)" was the most common one. It was used by 98.8% of the establishments having Internet connection in 2009, followed by "online sourcing of general information" (97.3%) and "online receipt of goods, services or information" (96.8%). (Table 2.4)

2.10 Analysed by method of Internet connection, broadband was the most common means. This was used by 98.3% of the establishments having Internet connection in 2009. (Tables 2.5A and 2.5B)

Webpage/website Usage

2.11 In 2009, about 20.0% of the establishments had their own webpages/websites. The percentage was much higher for large establishments (75.4%) than medium establishments (46.2%) and small establishments (15.8%). Among establishments having webpages/websites, 53.5% had their own web servers; 16.5% had their webpages/websites connected to their related in-firm databases; and 6.1% had their webpages/websites connected to their business partners' computer systems. (Tables 2.1, 2.6A, 2.6B, 2.7A and 2.7B)

Electronic Business

2.12 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

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

2.14 在二零零九年，有 12.9%的機構單位在訪問前的十二個月內曾透過電子途徑預訂或購買貨品、服務或資料。而金融、保險、地產及商用服務業（26.2%）和大型機構單位（40.6%）的百分比則較高。在曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，45.3%表示主要用途是預訂或補購存貨。（表 2.1、2.8A、2.8B、2.9A 及 2.9B）

(b) 透過電子途徑獲取貨品、服務或資料

2.15 在這個統計調查中，透過電子途徑獲取的貨品及服務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。網上瀏覽資料亦被視為透過電子途徑獲取資料。

2.16 在二零零九年，約 60.1%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 76.9%曾透過電子途徑獲取政府貨品、服務或資料，而 96.4%曾獲取其他貨品、服務或資料（表 2.1、2.8A、2.8B、2.10A 及 2.10B）

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

2.13 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.

2.14 In 2009, 12.9% of establishments had ordered or purchased goods, services or information through electronic means in the twelve months before enumeration. The percentages were higher for the financing, insurance, real estate and business services sector (26.2%) and for large establishments (40.6%). Among those establishments having ordered or purchased through electronic means, 45.3% expressed that the major use was ordering or purchasing for replenishment of inventory. (Tables 2.1, 2.8A, 2.8B, 2.9A and 2.9B)

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

2.15 In this Survey, goods and services received through electronic means are restricted to those which could be transmitted through electronic media, such as software packages and songs. Browsing of information on the Internet is also regarded as receiving information through electronic means.

2.16 In 2009, some 60.1% of the establishments had received goods, services or information through electronic means in the twelve months before enumeration. Among those establishments, 76.9% had received Government goods, services or information through electronic means and 96.4% had received other goods, services or information. (Tables 2.1, 2.8A, 2.8B, 2.10A and 2.10B)

2.17 在二零零九年曾透過電子途徑獲取政府貨品、服務或資料的機構單位中，約 96.9% 透過個人電腦連接互聯網獲取。按所使用電子平台的種類劃分，76.1% 是透過「香港政府一站通」獲取，而 51.0% 則是透過其他政府網站獲取。（表 2.11A 及 2.11B）

2.18 在二零零九年曾透過電子途徑獲取非政府提供的貨品、服務或資料的機構單位中，有 97.1% 的機構單位表示曾獲取、瀏覽或尋找非政府資料。39.1% 表示曾獲取電子金融服務，19.4% 表示曾獲取數碼形式的產品及服務，以及 5.7% 曾獲取網上客戶服務。（表 2.12A 及 2.12B）

(c) 透過電子途徑售賣貨品、服務或資料

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

2.20 在二零零九年，只有小部分（1.5%）的機構單位在訪問前的十二個月內曾透過電子途徑售賣貨品、服務或資料。金融、保險、地產及商用服務業（4.9%）；運輸、倉庫及通訊業（1.7%）和一般大型機構單位（8.4%）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其貨品、服務或資料的機構單位中，約 99.9% 使用互聯網這個途徑。（表 2.1、2.8A、2.8B 及 2.13）

2.17 Of those establishments having received Government goods, services or information through electronic means in 2009, 96.9% had done so through Internet via PCs. Analysed by type of electronic platform, 76.1% of them had used GovHK, while 51.0% of them had used other Government websites. (Tables 2.11A and 2.11B)

2.18 Of those establishments having received goods, services or information (other than from Government) through electronic means in 2009, 97.1% of them had received, browsed or searched for information (other than from Government). 39.1% expressed that they had received electronic financial services, 19.4% had received products and services in digital form, and 5.7% had received online customer services. (Tables 2.12A and 2.12B)

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

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

2.20 In 2009, only a small percentage (1.5%) of the establishments had sold goods, services or information through electronic means in the twelve months before enumeration. The percentages were higher for establishments in the financing, insurance, real estate and business services sector (4.9%); transport, storage and communications sector (1.7%) and for large establishments (8.4%). Internet was the most common electronic medium for selling through electronic means. About 99.9% of those establishments having sold goods, services or information through electronic means had used it. (Tables 2.1, 2.8A, 2.8B and 2.13)

2.21 在二零零八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 1,396 億元，佔所有涵蓋行業類別的業務總收益的 1.69%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，經互聯網及專用私人網絡售賣所佔的百分比分別為 52.0% 及 45.1%。按顧客組別分析，從消費者獲取的收益佔電子商貿總收益的 60.5%。（表 2.14）

(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，以及放置有關機構單位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 在二零零九年，約 20.1% 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。其中，以金融、保險、地產及商用服務業（29.3%）和大型機構單位（75.4%）的百分比比較高。（表 2.1、2.8A 及 2.8B）

數碼證書的使用

2.24 至二零零九年三月底，根據電子交易條例獲認可的核證機關共有兩所，分別為香港郵政署核證機關與電子核證服務有限公司。

2.25 至於在二零零九年工商業使用數碼證書的情況，有 14.4% 的機構單位在訪問前的十二個月內擁有數碼證書。在那些並沒有數碼證書的機構單位中，只有 0.5% 計劃申請使用。（表 2.15 及 2.16）

2.21 The value of business receipts from selling goods, services or information through electronic means totalled at \$139.6 billion in 2008, representing 1.69% of the total business receipts of all selected industry sectors. Analysed by type of electronic means used, about 52.0% of the e-commerce business receipts were through Internet and 45.1% were through designated private network. When analysed by customer group, business receipts from consumers constituted 60.5% of the total e-commerce receipts. (Table 2.14)

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

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

2.23 In 2009, about 20.1% of the establishments had delivered their goods, services or information through electronic means in the twelve months before enumeration. Of those, the percentages were higher for establishments in the financing, insurance, real estate and business services sector (29.3%) and for large establishments (75.4%). (Tables 2.1, 2.8A and 2.8B)

Use of Digital Certificates

2.24 As at end-March 2009, there were two recognised Certification Authorities under the Electronic Transactions Ordinance. They were the Hong Kong Post Certificate Authority and the Digi-Sign Certification Services Limited.

2.25 As regards the use of digital certificates (D-certs) in the business sector in 2009, 14.4% of the establishments had D-certs in the twelve months before enumeration. Among those without D-certs, only 0.5% had planned to apply for one. (Tables 2.15 and 2.16)

資訊科技總開支

2.26 工商業的資訊科技總開支的數據主要是透過政府統計處所進行的按年經濟統計調查系列所搜集。有關的統計調查基本上涵蓋香港所有的主要行業類別，但不包括農業及漁業；採礦及採石業；及社區、社會及個人服務業內的一些機構單位類別。

2.27 工商業的資訊科技總開支由二零零二年的 224 億元升至二零零七年的 322 億元，增幅約 44.0%。工商業的資訊科技總開支相對本地生產總值的比率亦由二零零二年的 1.8% 增加至二零零七年的 2.0%。（表 2.17）

其他有關刊物

資訊科技在工商業的使用情況和普及程度按年統計調查報告

香港 — 知識型經濟統計透視

Total IT Expenditure

2.26 Data on total IT expenditure in the business sector are mainly collected through the Programme of Annual Economic Surveys conducted by the Census and Statistics Department, which covers basically all major industry sectors in Hong Kong except the agriculture and fishing sector, mining and quarrying sector and some categories of establishments in the community, social and personal services sector.

2.27 Total IT expenditure in the business sector increased from \$22.4 billion in 2002 to \$32.2 billion in 2007, up by around 44.0%. The total IT expenditure in the business sector as a ratio to Gross Domestic Product (GDP) also went up from 1.8% in 2002 to 2.0% in 2007. (Table 2.17)

Further References

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

Hong Kong as a Knowledge-based Economy - A Statistical Perspective

表 2.1 資訊科技在工商業的使用情況和普及程度主要統計數字

Table 2.1 Key statistics on usage and penetration of information technology (IT) in the business sector

	2000	2004	2005	2006	2007	2008	2009
機構單位總數目 Total no. of establishments	339 832	326 128	313 931	297 286	301 274	307 900	300 393
有使用個人電腦的機構單位百分比 % of establishments having used personal computers (PCs)	51.5	58.4	60.5	60.5	63.8	63.1	63.6
有連接互聯網的機構單位百分比 % of establishments having Internet connection	37.3	50.4	54.7	55.9	59.8	58.8	60.6
設有局部區域網絡（局域網）的機構單位 百分比 ⁽¹⁾ % of establishments with a Local Area Network (LAN) ⁽¹⁾	-	-	20.4	22.4	20.7	27.7	24.6
設有內聯網的機構單位百分比 ⁽¹⁾ % of establishments with an intranet ⁽¹⁾	-	-	6.2	7.7	12.7	11.0	12.0
設有外聯網的機構單位百分比 ⁽¹⁾ % of establishments with an extranet ⁽¹⁾	-	-	1.4	1.9	4.8	4.6	3.7
有設立網頁／網站的機構單位百分比 % of establishments having webpages/websites	7.3	14.8	15.5	17.5	18.2	19.3	20.0
有透過電子途徑預訂或購買貨品、服務 或資料的機構單位百分比 % of establishments having ordered or purchased goods, services or information through electronic means	4.9	11.7	15.4	11.7	11.4	13.2	12.9
有透過電子途徑獲取貨品、服務或資料 的機構單位百分比 % of establishments having received goods, services or information through electronic means	35.3	53.0	52.3	54.7	58.3	58.9	60.1
有透過電子途徑售賣貨品、服務或資料 的機構單位百分比 % of establishments having sold goods, services or information through electronic means	0.3	1.3	1.8	1.5	1.8	1.3	1.5
有透過電子途徑遞送貨品、服務或資料 的機構單位百分比 % of establishments having delivered goods, services or information through electronic means	8.1	15.3	15.7	18.0	18.3	19.4	20.1

註釋： (1) 數字由二零零五年開始編製。

Note: (1) Figures are available as from 2005.

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使用個人電腦的機構單位百分比

Table 2.2A 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 電腦的機構 單位百分比 % of establishments having used PCs	在機構單位工作上 使用個人電腦的就 業人士的百分比 % of employed persons in establishments having used PCs at work	個人電腦數目 No. of PCs
製造業、電力及燃氣業 Manufacturing, electricity and gas	2006	14 830	47.3	44.7	78 571
	2007	13 941	61.2	45.5	92 062
	2008	16 559	52.8	48.0	87 252
	2009	13 378	69.2	55.5	90 333
建造業 Construction	2006	19 093	55.2	44.8	55 058
	2007	19 499	48.0	48.7	65 597
	2008	20 355	55.5	43.6	67 594
	2009	20 646	55.0	48.4	73 311
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	154 592	60.6	52.3	560 147
	2007	154 071	66.4	56.3	598 847
	2008	160 717	65.8	56.7	645 115
	2009	157 409	64.7	56.4	623 893
運輸、倉庫及通訊業 Transport, storage and communications	2006	30 026	33.7	54.8	146 629
	2007	30 804	43.2	50.1	167 612
	2008	32 636	33.2	51.4	173 637
	2009	30 188	38.8	55.0	170 707
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	43 764	88.1	74.8	475 352
	2007	48 960	86.0	76.1	593 320
	2008	42 903	84.0	75.6	564 450
	2009	46 680	82.4	76.0	572 886
社區、社會及個人服務業 Community, social and personal services	2006	34 980	57.3	53.0	389 488
	2007	33 999	48.4	47.4	353 807
	2008	34 730	61.8	54.6	430 483
	2009	32 093	57.0	56.1	430 277
合計 Overall	2006	297 286	60.5	56.4	1 705 245
	2007	301 274	63.8	57.5	1 871 245
	2008	307 900	63.1	58.4	1 968 530
	2009	300 393	63.6	60.0	1 961 408

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 按就業人數組別劃分的有使用個人電腦的機構單位百分比

Table 2.2B Percentage of establishments having used personal computers (PCs) by employment size

就業人數組別 Employment size	年份 Year	機構單位 數目總計 Total no. of establishments	有使用個人 電腦的機構 單位百分比 % of establishments having used PCs	在機構單位工作上 使用個人電腦的就 業人士的百分比 % of employed persons in establishments having used PCs at work	個人電腦數目 No. of PCs
大型 Large	2006	6 052	99.2	58.4	901 393
	2007	6 271	99.1	57.7	982 961
	2008	6 296	99.1	59.5	1 077 181
	2009	6 061	99.4	60.2	1 118 440
中型 Medium	2006	34 659	85.9	57.3	409 127
	2007	33 039	88.3	60.4	429 392
	2008	35 659	91.7	60.2	418 419
	2009	29 479	89.9	62.2	401 393
小型 Small	2006	256 574	56.2	51.9	394 724
	2007	261 964	59.8	54.4	458 891
	2008	265 945	58.4	54.8	472 931
	2009	264 853	59.8	58.0	441 575
合計 Overall	2006	297 286	60.5	56.4	1 705 245
	2007	301 274	63.8	57.5	1 871 245
	2008	307 900	63.1	58.4	1 968 530
	2009	300 393	63.6	60.0	1 961 408

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 2.3A 按行業類別劃分的有連接互聯網的機構單位百分比

Table 2.3A 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 機構單位百分比 % of establishments having Internet connection	在機構單位工作上使 用互聯網的就業 人士的百分比 % of employed persons in establishments having used Internet at work
製造業、電力及燃氣業 Manufacturing, electricity and gas	2006	14 830	44.0	34.4
	2007	13 941	59.4	35.6
	2008	16 559	51.6	40.5
	2009	13 378	64.7	45.2
建造業 Construction	2006	19 093	48.3	39.4
	2007	19 499	46.0	45.4
	2008	20 355	47.0	38.9
	2009	20 646	51.3	45.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	154 592	55.6	41.8
	2007	154 071	62.3	49.6
	2008	160 717	62.3	51.3
	2009	157 409	61.7	51.6
運輸、倉庫及通訊業 Transport, storage and communications	2006	30 026	30.2	45.8
	2007	30 804	38.1	42.5
	2008	32 636	31.9	45.3
	2009	30 188	37.4	48.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	43 764	87.1	59.5
	2007	48 960	84.4	63.1
	2008	42 903	79.9	62.8
	2009	46 680	79.5	65.3
社區、社會及個人服務業 Community, social and personal services	2006	34 980	49.6	47.7
	2007	33 999	40.8	41.9
	2008	34 730	52.4	49.5
	2009	32 093	53.8	52.6
合計 Overall	2006	297 286	55.9	46.2
	2007	301 274	59.8	49.5
	2008	307 900	58.8	51.4
	2009	300 393	60.6	53.7

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 2.3B 按就業人數組別劃分的有連接互聯網的機構單位百分比

Table 2.3B Percentage of establishments having Internet connection by employment size

就業人數組別 Employment size	年份 Year	機構單位 數目總計 Total no. of establishments	有連接互聯網的 機構單位百分比 % of establishments having Internet connection	在機構單位工作上使 用互聯網的就業 人士的百分比 % of employed persons in establishments having used Internet at work
大型 Large	2006	6 052	94.7	44.0
	2007	6 271	93.3	46.9
	2008	6 296	95.3	50.0
	2009	6 061	95.6	51.4
中型 Medium	2006	34 659	80.7	49.1
	2007	33 039	82.8	54.2
	2008	35 659	85.1	55.1
	2009	29 479	85.6	57.2
小型 Small	2006	256 574	51.7	47.1
	2007	261 964	56.1	50.6
	2008	265 945	54.4	51.0
	2009	264 853	57.0	55.6
合計 Overall	2006	297 286	55.9	46.2
	2007	301 274	59.8	49.5
	2008	307 900	58.8	51.4
	2009	300 393	60.6	53.7

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 2.4 按使用互聯網功能類別劃分的有連接互聯網的機構單位數目分布
Table 2.4 Distribution of establishments having Internet connection by type of Internet function used

互聯網功能類別 ⁽¹⁾ Type of Internet function (1)	年份 Year	有使用該互聯網功能的機構單位數目 No. of establishments that used the Internet function	佔有連接互聯網的機構單位總數的百分比 As a % of total no. of establishments having Internet connection
電子郵件 Electronic-mail (e-mail)	2006	160 047	96.2
	2007	175 355	97.3
	2008	177 868	98.2
	2009	179 906	98.8
網上搜集一般資料 Online sourcing of general information	2006	158 444	95.3
	2007	170 590	94.7
	2008	176 041	97.2
	2009	177 174	97.3
網上獲取貨品、服務或資料 Online receipt of goods, services or information	2006	154 157	92.7
	2007	168 128	93.3
	2008	175 319	96.8
	2009	176 324	96.8
使用政府網上資訊或服務 Access to online Government information or services	2006	102 436	61.6
	2007	121 686	67.5
	2008	140 215	77.4
	2009	134 847	74.1
下載軟件 Software downloads	2006	62 465	37.6
	2007	52 525	29.2
	2008	64 418	35.6
	2009	71 010	39.0
電子銀行服務（例如轉帳） Electronic banking services (e.g. transferring money)	2006	42 854	25.8
	2007	59 746	33.2
	2008	57 842	31.9
	2009	63 083	34.6
網上遞送貨品、服務或資料 Online delivery of goods, services or information	2006	42 861	25.8
	2007	43 939	24.4
	2008	58 253	32.2
	2009	59 137	32.5
網上付款 Online payments	2006	23 701	14.3
	2007	33 925	18.8
	2008	29 040	16.0
	2009	37 304	20.5

註釋： (1) 可選擇多於一項功能。

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

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This table is continued on the next page.

資料來源：政府統計處科技統計組

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

表 2.4 按使用互聯網功能類別劃分的有連接互聯網的機構單位數目分布 (續)

Table 2.4 Distribution of establishments having Internet connection by type of Internet function used (cont'd)

互聯網功能類別 ⁽¹⁾ Type of Internet function ⁽¹⁾	年份 Year	有使用該互聯網功能 的機構單位數目 No. of establishments that used the Internet function	佔有連接互聯網的機 構單位總數的百分比 As a % of total no. of establishments having Internet connection
網上購買 / 預訂貨品、服務或資料 Online purchase/ordering of goods, services or information	2006 2007 2008 2009	25 144 29 593 38 840 35 921	15.1 16.4 21.4 19.7
網上向供應商 / 商業伙伴提出查詢 Make online enquiry to suppliers/business partners	2006 2007 2008 2009	35 329 53 697 35 866 26 551	21.2 29.8 19.8 14.6
網上向顧客 / 購買商 / 商業伙伴提供資料 / 意見 Online provision of information/feedback to customers/buyers/business partners	2006 2007 2008 2009	28 828 49 216 25 965 15 345	17.3 27.3 14.3 8.4
金融交易服務 (例如買賣股票) Financial transaction services (e.g. stock trading)	2006 2007 2008 2009	11 103 11 946 10 359 12 216	6.7 6.6 5.7 6.7
視像會議 ⁽²⁾ Video conference ⁽²⁾	2006 2007 2008 2009	- 9 574 8 757 9 981	- 5.3 4.8 5.5
網上應用系統以作機構內部運作 (例如客戶關係管理、企業資源計劃) ⁽²⁾ Online application for internal use (e.g. customer relationship management, enterprise resources planning) ⁽²⁾	2006 2007 2008 2009	- 6 892 6 423 6 186	- 3.8 3.5 3.4
網上售賣貨品、服務或資料 Online sales of goods, services or information	2006 2007 2008 2009	4 239 4 859 3 146 4 460	2.5 2.7 1.7 2.4
其他 Others	2006 2007 2008 2009	444 208 528 445	0.3 0.1 0.3 0.2

註釋： (1) 可選擇多於一項功能。

(2) 數字由二零零七年開始編製。

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

(2) Figures are available as from 2007.

資料來源：政府統計處科技統計組

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

表 2.5A 按行業類別及連接互聯網的方式劃分的有連接互聯網的機構單位數目分布

Table 2.5A Distribution of establishments having Internet connection by method of Internet connection by industry sector

行業類別 Industry sector	年份 Year	有連接 互聯網的機 構單位數目 No. of establishments having Internet connection	連接互聯網的方式 ⁽¹⁾ (百分比) Method of Internet connection ⁽¹⁾ (%)				
			寬頻 Broadband	流動網絡 ⁽²⁾ Mobile network (2)	專用線路 Dedicated circuits	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	其他 Others
製造業、電力及燃氣業 Manufacturing, electricity and gas	2006	6 532	89.1	5.9	4.3	10.1	-
	2007	8 275	89.1	4.3	4.2	8.4	-
	2008	8 545	96.1	11.9	1.7	1.3	#
	2009	8 656	97.2	12.2	2.3	2.3	0.0
建造業 Construction	2006	9 216	94.5	1.0	0.7	5.2	-
	2007	8 977	95.6	13.4	1.4	3.7	-
	2008	9 571	99.6	11.0	0.5	2.1	0.0
	2009	10 589	97.2	7.1	0.4	1.0	0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	86 024	92.9	8.0	1.9	6.4	-
	2007	96 014	94.7	7.9	2.4	2.4	-
	2008	100 101	95.9	12.1	1.9	3.1	0.0
	2009	97 175	99.2	12.9	2.3	2.1	0.0
運輸、倉庫及通訊業 Transport, storage and communications	2006	9 061	98.0	4.3	5.4	2.0	-
	2007	11 723	96.7	3.4	4.0	2.4	-
	2008	10 400	96.1	5.4	2.5	2.7	0.0
	2009	11 285	93.9	10.8	2.7	2.0	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	38 110	92.6	10.5	3.0	9.2	-
	2007	41 308	91.5	10.6	5.5	5.6	-
	2008	34 297	97.7	10.8	4.6	0.6	0.0
	2009	37 120	98.4	24.4	4.2	0.6	0.0
社區、社會及個人服務業 Community, social and personal services	2006	17 365	98.2	10.6	2.6	1.5	-
	2007	13 860	96.0	6.7	1.3	2.5	-
	2008	18 208	94.7	12.8	1.6	3.9	0.0
	2009	17 268	97.4	34.7	2.9	1.9	0.0
合計 Overall	2006	166 307	93.6	8.2	2.5	6.4	-
	2007	180 157	94.0	8.3	3.1	3.5	-
	2008	181 121	96.4	11.5	2.3	2.5	#
	2009	182 093	98.3	16.8	2.7	1.7	0.0

註釋： (1) 可選擇多於一種連接方式。

(2) 流動網絡包括經公眾蜂窩式電話網絡連接及經 Wi-Fi (無線相容性認證) 連接。

少於 0.05%。

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

(2) Mobile network includes connection via the public cellular telephone network and connection via Wi-Fi (Wireless Fidelity).

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 2.5B 按就業人數組別及連接互聯網的方式劃分的有連接互聯網的機構單位數目分布
Table 2.5B Distribution of establishments having Internet connection by method of Internet connection by employment size

就業人數組別 Employment size	年份 Year	有連接 互聯網的機 構單位數目 No. of establishments having Internet connection	連接互聯網的方式 ⁽¹⁾ (百分比) Method of Internet connection ⁽¹⁾ (%)				
			寬頻 Broadband	流動網絡 ⁽²⁾ Mobile network ⁽²⁾	專用線路 Dedicated circuits	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	其他 Others
大型 Large	2006	5 732	84.9	20.5	25.7	8.5	-
	2007	5 851	87.3	19.3	29.2	3.4	-
	2008	6 000	91.1	20.2	22.6	2.6	#
	2009	5 795	92.3	30.6	22.8	1.8	0.0
中型 Medium	2006	27 987	95.2	8.6	7.0	2.6	-
	2007	27 344	92.4	9.3	7.6	3.0	-
	2008	30 345	96.6	12.9	6.7	1.5	0.0
	2009	25 246	97.0	15.8	8.7	0.6	0.0
小型 Small	2006	132 589	93.7	7.6	0.5	7.1	-
	2007	146 961	94.5	7.6	1.3	3.6	-
	2008	144 777	96.5	10.8	0.6	2.8	0.0
	2009	151 051	98.8	16.5	0.9	1.9	0.0
合計 Overall	2006	166 307	93.6	8.2	2.5	6.4	-
	2007	180 157	94.0	8.3	3.1	3.5	-
	2008	181 121	96.4	11.5	2.3	2.5	#
	2009	182 093	98.3	16.8	2.7	1.7	0.0

註釋： (1) 可選擇多於一種連接方式。

(2) 流動網絡包括經公眾蜂窩式電話網絡連接及經 Wi-Fi (無線相容性認證) 連接。

少於 0.05%。

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

(2) Mobile network includes connection via the public cellular telephone network and connection via Wi-Fi (Wireless Fidelity).

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 2.6A 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 webpages/websites 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 的機構單位百分比 % of establishments having webpages/websites
製造業、電力及燃氣業 Manufacturing, electricity and gas	2006	14 830	10.3
	2007	13 941	14.1
	2008	16 559	18.4
	2009	13 378	20.3
建造業 Construction	2006	19 093	2.3
	2007	19 499	5.8
	2008	20 355	6.7
	2009	20 646	4.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	154 592	19.3
	2007	154 071	21.4
	2008	160 717	21.6
	2009	157 409	22.3
運輸、倉庫及通訊業 Transport, storage and communications	2006	30 026	7.1
	2007	30 804	6.8
	2008	32 636	7.7
	2009	30 188	7.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	43 764	22.0
	2007	48 960	22.5
	2008	42 903	26.0
	2009	46 680	28.8
社區、社會及個人服務業 Community, social and personal services	2006	34 980	24.6
	2007	33 999	16.4
	2008	34 730	18.9
	2009	32 093	16.7
合計 Overall	2006	297 286	17.5
	2007	301 274	18.2
	2008	307 900	19.3
	2009	300 393	20.0

資料來源：政府統計處科技統計組

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

表 2.6B 按就業人數組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 webpages/websites by employment size

就業人數組別 Employment size	年份 Year	機構單位 數目總計 Total no. of establishments	有設立網頁／網站 的機構單位百分比 % of establishments having webpages/websites
大型 Large	2006	6 052	74.7
	2007	6 271	75.0
	2008	6 296	75.3
	2009	6 061	75.4
中型 Medium	2006	34 659	37.0
	2007	33 039	39.6
	2008	35 659	45.0
	2009	29 479	46.2
小型 Small	2006	256 574	13.5
	2007	261 964	14.1
	2008	265 945	14.5
	2009	264 853	15.8
合計 Overall	2006	297 286	17.5
	2007	301 274	18.2
	2008	307 900	19.3
	2009	300 393	20.0

資料來源：政府統計處科技統計組

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

表 2.7A 按行業類別劃分有設立網頁／網站的機構單位是否擁有網絡伺服器、把網頁／網站連接到機構內的資料庫或把網頁／網站連接到商業伙伴的電腦系統的百分比

Table 2.7A Percentage of establishments having webpages/websites by whether having web servers; having webpages/websites connected to related in-firm databases; or having webpages/websites 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 webpages/ websites (a)	在(a)欄機構單位中， 設有下列項目的機構單位的百分比 Among establishments in column (a), % of establishments having:		
			網絡 伺服器 Web servers (b)	把網頁／ 網站連接到機 構內的資料庫 Webpages/ websites connected to related in-firm databases (c)	把網頁／ 網站連接到 商業伙伴的 電腦系統 Webpages/websites connected to business partners' computer systems (d)
製造業、電力及燃氣業 Manufacturing, electricity and gas	2006	1 523	41.1	43.3	15.0
	2007	1 966	35.6	23.3	5.1
	2008	3 050	59.7	9.8	3.1
	2009	2 717	30.0	14.7	3.2
建造業 Construction	2006	434	37.8	24.7	10.4
	2007	1 129	71.2	56.7	17.1
	2008	1 361	58.4	7.8	0.4
	2009	1 013	47.2	16.5	0.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	29 771	28.4	19.5	7.8
	2007	32 932	27.5	22.2	6.1
	2008	34 745	32.0	14.0	5.1
	2009	35 082	58.6	11.0	4.7
運輸、倉庫及通訊業 Transport, storage and communications	2006	2 117	35.3	32.3	14.2
	2007	2 087	58.2	40.8	14.8
	2008	2 501	47.8	34.2	13.3
	2009	2 368	59.2	34.0	16.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	9 614	59.0	25.9	11.6
	2007	11 036	62.6	39.3	18.1
	2008	11 164	57.2	32.5	9.3
	2009	13 422	42.2	22.1	7.8
社區、社會及個人服務業 Community, social and personal services	2006	8 605	37.2	29.4	2.1
	2007	5 569	39.7	23.8	5.0
	2008	6 580	27.3	18.1	3.2
	2009	5 373	59.0	32.0	9.4
合計 Overall	2006	52 063	36.2	23.5	8.0
	2007	54 719	38.2	27.3	9.0
	2008	59 401	38.9	18.4	5.8
	2009	59 974	53.5	16.5	6.1

資料來源：政府統計處科技統計組

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

表 2.7B 按就業人數組別劃分有設立網頁 / 網站的機構單位是否擁有網絡伺服器、把網頁 / 網站連接到機構內的資料庫或把網頁 / 網站連接到商業伙伴的電腦系統的百分比

Table 2.7B Percentage of establishments having webpages/websites by whether having web servers; having webpages/websites connected to related in-firm databases; or having webpages/websites connected to business partners' computer systems by employment size

		在(a)欄機構單位中， 設有下列項目的機構單位的百分比 Among establishments in column (a), % of establishments having:			
就業人數組別 Employment size	年份 Year	有設立網頁 / 網站的機 構單位數目 No. of establishments having webpages/ websites (a)	網絡 伺服器 Web servers (b)	把網頁 / 網站連接到機 構內的資料庫 Webpages/ websites connected to related in-firm databases (c)	把網頁 / 網站連接到 商業伙伴的 電腦系統 Webpages/websites connected to business partners' computer systems (d)
大型 Large	2006	4 521	67.9	43.7	12.7
	2007	4 702	65.2	43.6	13.7
	2008	4 738	70.9	39.6	14.0
	2009	4 573	67.5	45.1	12.7
中型 Medium	2006	12 827	53.0	28.6	6.9
	2007	13 075	58.1	30.5	10.1
	2008	16 032	47.6	17.4	6.2
	2009	13 633	50.4	29.6	9.3
小型 Small	2006	34 715	25.9	19.1	7.8
	2007	36 942	27.7	24.1	7.9
	2008	38 630	31.4	16.3	4.7
	2009	41 769	53.0	9.2	4.3
合計 Overall	2006	52 063	36.2	23.5	8.0
	2007	54 719	38.2	27.3	9.0
	2008	59 401	38.9	18.4	5.8
	2009	59 974	53.5	16.5	6.1

資料來源：政府統計處科技統計組

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

表 2.8A 按行業類別劃分的有透過電子途徑進行商業活動的機構單位百分比

Table 2.8A Percentage of establishments having conducted business activities 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	在所有機構單位中，有使用下列 資訊科技的機構單位所佔的百分比 Among all establishments, % of establishments having:			
			預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
			貨品、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	2006	14 830	10.5	40.4	1.7	10.3
	2007	13 941	6.3	53.0	0.5	14.1
	2008	16 559	8.1	50.4	2.2	18.4
	2009	13 378	10.0	65.4	1.5	20.4
建造業 Construction	2006	19 093	6.4	47.9	0.1	2.5
	2007	19 499	9.3	45.6	0.0	6.5
	2008	20 355	6.4	46.6	#	6.7
	2009	20 646	5.1	46.6	0.1	4.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	154 592	13.0	53.4	2.0	19.4
	2007	154 071	10.3	61.9	2.0	21.4
	2008	160 717	11.6	62.0	1.2	21.8
	2009	157 409	12.0	61.1	0.8	22.3
運輸、倉庫及通訊業 Transport, storage and communications	2006	30 026	4.4	33.6	0.6	7.1
	2007	30 804	7.7	35.3	1.1	7.1
	2008	32 636	6.8	33.2	0.6	7.7
	2009	30 188	7.3	42.8	1.7	7.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	43 764	14.3	85.5	2.2	25.0
	2007	48 960	19.9	79.0	4.1	22.6
	2008	42 903	29.7	80.8	3.1	26.4
	2009	46 680	26.2	78.1	4.9	29.3
社區、社會及個人服務業 Community, social and personal services	2006	34 980	12.5	49.9	0.4	24.6
	2007	33 999	11.0	42.5	0.3	16.4
	2008	34 730	12.2	52.9	0.2	18.9
	2009	32 093	9.9	51.6	0.4	16.8
合計 Overall	2006	297 286	11.7	54.7	1.5	18.0
	2007	301 274	11.4	58.3	1.8	18.3
	2008	307 900	13.2	58.9	1.3	19.4
	2009	300 393	12.9	60.1	1.5	20.1

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 2.8B 按就業人數組別劃分的有透過電子途徑進行商業活動的機構單位百分比

Table 2.8B Percentage of establishments having conducted business activities through electronic means by employment size

就業人數組別 Employment size	年份 Year	機構單位 數目總計 Total no. of establishments	在所有機構單位中，有使用下列 資訊科技的機構單位所佔的百分比 Among all establishments, % of establishments having:			
			預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
			貨品、服務或資料（透過電子途徑） goods, services or information through electronic means			
大型 Large	2006	6 052	33.4	95.1	7.7	75.0
	2007	6 271	35.0	93.0	7.3	75.0
	2008	6 296	31.1	94.0	6.8	75.3
	2009	6 061	40.6	93.7	8.4	75.4
中型 Medium	2006	34 659	23.1	78.2	1.4	37.5
	2007	33 039	21.1	80.4	3.0	39.8
	2008	35 659	22.0	83.7	2.0	45.6
	2009	29 479	25.0	84.8	5.3	46.3
小型 Small	2006	256 574	9.7	50.6	1.4	14.1
	2007	261 964	9.6	54.7	1.5	14.2
	2008	265 945	11.6	54.8	1.0	14.6
	2009	264 853	11.0	56.5	0.9	15.9
合計 Overall	2006	297 286	11.7	54.7	1.5	18.0
	2007	301 274	11.4	58.3	1.8	18.3
	2008	307 900	13.2	58.9	1.3	19.4
	2009	300 393	12.9	60.1	1.5	20.1

資料來源：政府統計處科技統計組

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

表 2.9A 二零零六至二零零七年按所預訂或購買的貨品、服務或資料種類劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目

Table 2.9A Number of establishments having ordered or purchased goods, services or information through electronic means by type of goods, services or information ordered or purchased, 2006-2007

所預訂或購買貨品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information ordered or purchased ⁽¹⁾	有透過電子途徑預訂或購買該類貨品、服務或資料 Having ordered or purchased that type of goods, services or information through electronic means			
	2006		2007	
	機構單位數目 No. of establishments	百分比 %	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	25 131	72.1	20 682	60.2
預訂、購買旅遊服務 Order or purchase of travel service	5 411	15.5	6 049	17.6
預訂、購買金融工具（例如股票） Order or purchase of financial instruments (e.g. stock)	2 730	7.8	3 404	9.9
預訂、購買或申請政府的貨品、 服務或資料 Order, purchase of or application for Government goods, services or information	4 049	11.6	3 370	9.8
預訂或購買其他貨品、服務或資料 Order or purchase of other goods, services or information	6 065	17.4	9 417	27.4

註釋： (1) 可選擇多於一個種類。

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

資料來源：政府統計處科技統計組

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

表 2.9B 二零零八至二零零九年按所預訂或購買的貨品、服務或資料種類劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目

Table 2.9B Number of establishments having ordered or purchased goods, services or information through electronic means by type of goods, services or information ordered or purchased, 2008-2009

所預訂或購買貨品、服務或資料的種類 ⁽¹⁾⁽²⁾ Type of goods, services or information ordered or purchased ⁽¹⁾⁽²⁾	有透過電子途徑預訂或購買該類貨品、服務或資料 Having ordered or purchased that type of goods, services or information through electronic means			
	2008		2009	
	機構單位數目 No. of establishments	百分比 %	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	20 151	49.7	17 597	45.3
預訂或購買電子產品包括電腦硬件、軟件及相關消耗用品 Order or purchase of electronic products including computer hardware, software and their consumables	10 888	26.9	15 398	39.6
預訂或購買旅遊服務 Order or purchase of travel service	6 575	16.2	7 427	19.1
預訂、購買或申請政府的貨品、服務或資料 Order, purchase of or application for Government goods, services or information	7 242	17.9	6 177	15.9
預訂或購買金融產品及服務(例如股票、保險或投資基金) Order or purchase of financial instruments and services (e.g. securities, insurance or investment funds)	3 289	8.1	4 007	10.3
預訂或購買其他貨品、服務或資料 Order or purchase of other goods, services or information	7 457	18.4	4 559	11.7

- 註釋：
 (1) 可選擇多於一個種類。
 (2) 由二零零八年起，透過電子途徑所預訂或購買的貨品、服務或資料種類的涵蓋範圍已修訂。二零零八年或以後的數字不可與較前年份的數字作直接比較。
- Notes:
 (1) May select more than one type.
 (2) As from 2008, the coverage of type of goods, services or information ordered or purchased through electronic means has been revised. Figures for 2008 or after are not strictly comparable with figures in previous years.

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 按所獲取的貨品、服務或資料種類及行業類別劃分的有透過電子途徑獲取貨品、服務或資料的機構單位百分比

Table 2.10A Percentage of establishments having received goods, services or information through electronic means by type of goods, services or information received by industry sector

行業類別 Industry sector	年份 Year	機構單位 數目總計 Total no. of establishments	有透過電子途徑獲取貨品、服務或 資料的機構單位所佔的百分比 % having received goods, services or information through electronic means		
			政府貨品、 服務或資料 Government goods, services or information	其他貨品、 服務或資料 Other types of goods, services or information	任何貨品、 服務或資料 Any type of goods, services or information
製造業、電力及燃氣業 Manufacturing, electricity and gas	2006	14 830	28.3	37.7	40.4
	2007	13 941	41.9	48.1	53.0
	2008	16 559	42.3	45.3	50.4
	2009	13 378	41.3	64.0	65.4
建造業 Construction	2006	19 093	34.0	46.2	47.9
	2007	19 499	36.7	42.0	45.6
	2008	20 355	35.3	44.4	46.6
	2009	20 646	37.7	46.2	46.6
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2006	154 592	39.0	48.6	53.4
	2007	154 071	46.2	57.9	61.9
	2008	160 717	51.5	60.1	62.0
	2009	157 409	43.6	58.6	61.1
運輸、倉庫及通訊業 Transport, storage and communications	2006	30 026	24.3	31.7	33.6
	2007	30 804	25.7	31.5	35.3
	2008	32 636	23.9	31.4	33.2
	2009	30 188	35.8	39.8	42.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2006	43 764	56.8	82.4	85.5
	2007	48 960	66.0	75.2	79.0
	2008	42 903	73.3	78.8	80.8
	2009	46 680	66.0	75.6	78.1
社區、社會及個人服務業 Community, social and personal services	2006	34 980	37.0	47.1	49.9
	2007	33 999	30.8	40.2	42.5
	2008	34 730	39.6	52.1	52.9
	2009	32 093	47.5	50.3	51.6
合計 Overall	2006	297 286	39.0	51.0	54.7
	2007	301 274	44.8	54.5	58.3
	2008	307 900	48.7	56.9	58.9
	2009	300 393	46.2	57.9	60.1

資料來源：政府統計處科技統計組

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

表 2.10B 按所獲取的貨品、服務或資料種類及就業人數組別劃分的有透過電子途徑獲取貨品、服務或資料的機構單位百分比

Table 2.10B Percentage of establishments having received goods, services or information through electronic means by type of goods, services or information received by employment size

就業人數組別 Employment size	年份 Year	機構單位 數目總計 Total no. of establishments	有透過電子途徑獲取貨品、服務或 資料的機構單位所佔的百分比 % having received goods, services or information through electronic means		
			政府貨品、 服務或資料 Government goods, services or information	其他貨品、 服務或資料 Other types of goods, services or information	任何貨品、 服務或資料 Any type of goods, services or information
大型 Large	2006	6 052	81.9	92.1	95.1
	2007	6 271	84.4	90.8	93.0
	2008	6 296	86.1	92.9	94.0
	2009	6 061	84.2	90.2	93.7
中型 Medium	2006	34 659	66.3	70.4	78.2
	2007	33 039	68.0	74.5	80.4
	2008	35 659	74.8	78.8	83.7
	2009	29 479	76.7	80.8	84.8
小型 Small	2006	256 574	34.3	47.4	50.6
	2007	261 964	40.9	51.1	54.7
	2008	265 945	44.3	53.1	54.8
	2009	264 853	41.9	54.6	56.5
合計 Overall	2006	297 286	39.0	51.0	54.7
	2007	301 274	44.8	54.5	58.3
	2008	307 900	48.7	56.9	58.9
	2009	300 393	46.2	57.9	60.1

資料來源：政府統計處科技統計組

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

表 2.11A 按所使用的電子途徑種類劃分的有透過電子途徑獲取政府貨品、服務或資料的機構單位數目
Table 2.11A Number of establishments having received Government goods, services or information through electronic means by type of electronic means used

所使用的電子途徑的種類 ⁽¹⁾ Type of electronic means used (1)	年份 Year	有透過該類電子途徑 獲取政府貨品、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	佔有透過電子途徑獲取 政府貨品、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
互聯網 Internet	2006	111 409	96.0
	2007	131 082	97.2
	2008	146 470	97.7
	2009	134 414	96.9
經個人電腦連接互聯網 Internet via personal computers	2006	111 403	96.0
	2007	131 082	97.2
	2008	146 414	97.7
	2009	134 411	96.9
經流動裝置（如流動電話、 個人數碼助理）連接互聯網 Internet via mobile devices (such as mobile phones, Personal Digital Assistants)	2006	1 086	0.9
	2007	1 010	0.7
	2008	1 085	0.7
	2009	2 051	1.5
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	2006	22 245	19.2
	2007	18 264	13.5
	2008	8 494	5.7
	2009	28 365	20.4
設置於政府辦公室的終端機 Terminals at Government offices	2006	1 251	1.1
	2007	1 095	0.8
	2008	2 082	1.4
	2009	1 105	0.8
專用私人網絡 Designated private network	2006	376	0.3
	2007	986	0.7
	2008	443	0.3
	2009	422	0.3
其他透過流動電訊網絡的 交互式應答系統（例如短訊服務） ⁽²⁾ Other Interactive Response System (such as Short Message Service) through mobile telecommunications network ⁽²⁾	2006	-	-
	2007	-	-
	2008	-	-
	2009	3	#
其他 Others	2006	0	0.0
	2007	0	0.0
	2008	248	0.2
	2009	0	0.0

註釋： (1) 可選擇多於一個種類。
(2) 數字由二零零九年開始編製。
少於 0.05%。

Notes: (1) May select more than one type.
(2) Figures are available as from 2009.
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 2.11B 按所使用的電子平台種類劃分的有透過電子途徑獲取政府貨品、服務或資料的機構單位數目
Table 2.11B Number of establishments having received Government goods, services or information through electronic means by type of electronic platform used

所使用的電子平台的種類 ⁽¹⁾ Type of electronic platform used ⁽¹⁾	年份 Year	有透過該類電子平台 獲取政府貨品、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 platform	佔有透過電子途徑獲取 政府貨品、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
香港政府一站通 (www.gov.hk) ⁽²⁾ GovHK (www.gov.hk) ⁽²⁾	2006	-	-
	2007	66 685	49.4
	2008	99 810	66.6
	2009	105 552	76.1
其他政府網站 Other Government websites	2006	99 927	86.1
	2007	56 801	42.1
	2008	72 427	48.3
	2009	70 807	51.0
政府部門的交互式話音應答系統 ⁽³⁾ Interactive Voice Response System of Government Departments ⁽³⁾	2006	-	-
	2007	-	-
	2008	-	-
	2009	28 365	20.4
設置於政府辦公室的終端機 ⁽³⁾ Terminals at Government offices ⁽³⁾	2006	-	-
	2007	-	-
	2008	-	-
	2009	1 105	0.8
其他 Others	2006	14 315	12.3
	2007	19 678	14.6
	2008	9 673	6.5
	2009	62	#

註釋：
 (1) 可選擇多於一個種類。
 (2) 數字由二零零七年開始編製。
 (3) 數字由二零零九年開始編製。
 # 少於 0.05%。

Notes:
 (1) May select more than one type.
 (2) Figures are available as from 2007.
 (3) Figures are available as from 2009.
 # 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 2.12A 二零零六至二零零七年按所獲取的貨品、服務或資料種類劃分的有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目

Table 2.12A Number of establishments having received goods, services or information (other than from Government) through electronic means by type of goods, services or information received, 2006-2007

所獲取的貨品、服務或資料種類 ⁽¹⁾ Type of goods, services or information received ⁽¹⁾	有透過電子途徑獲取該類貨品、服務或資料（除政府提供以外） Having received that type of goods, services or information (other than from Government) through electronic means			
	2006		2007	
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %
電子銀行服務（例如轉帳） Electronic banking services (e.g. transferring money)	43 020	28.4	57 976	35.3
獲取數碼形式的產品及服務 Receipt of products and services in digital form	44 216	29.2	28 452	17.3
獲取、瀏覽或尋找其他資料 Receipt of, browsing or searching for other information	145 907	96.2	154 801	94.2
查詢財經資料（例如股票價格） Searching for financial information (e.g. stock price)	21 547	14.2	18 993	11.6
電子付款服務 E-payment services	15 859	10.5	19 618	11.9

註釋： (1) 可選擇多於一個種類。
少於 0.05%。

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

資料來源：政府統計處科技統計組

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

表 2.12B 二零零八至二零零九年按所獲取的貨品、服務或資料種類劃分的有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目

Table 2.12B Number of establishments having received goods, services or information (other than from Government) through electronic means by type of goods, services or information received, 2008-2009

所獲取的貨品、服務或資料種類 ⁽¹⁾⁽²⁾ Type of goods, services or information received ⁽¹⁾⁽²⁾	有透過電子途徑獲取該類貨品、服務或資料 （除政府提供以外） Having received that type of goods, services or information (other than from Government) through electronic means			
	2008		2009	
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %
獲取、瀏覽或尋找資料 Receipt of, browsing or searching for information	171 152	97.7	168 871	97.1
電子金融服務（例如轉帳及網上繳費） Electronic financial services (e.g. transferring money and online payment)	59 345	33.9	67 980	39.1
獲取數碼形式的產品及服務 Receipt of products and services in digital form	36 009	20.6	33 700	19.4
獲取網上客戶服務 Receipt of online customer services	7 989	4.6	9 994	5.7

- 註釋：
- (1) 可選擇多於一個種類。
- (2) 由二零零八年起，透過電子途徑所獲取的貨品、服務或資料種類的涵蓋範圍已修訂。二零零八年或以後的數字不可與較前年份的數字作直接比較。
- # 少於 0.05%。
- Notes:
- (1) May select more than one type.
- (2) As from 2008, the coverage of type of goods, services or information received through electronic means has been revised. Figures for 2008 or after are not strictly comparable with figures in previous years.
- # 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 2.13 按所使用的電子途徑種類劃分的有透過電子途徑售賣貨品、服務或資料的機構單位數目
Table 2.13 Number of establishments having sold goods, services or information through electronic means by type of electronic means used

所使用的電子途徑種類 ⁽¹⁾ Type of electronic means used ⁽¹⁾	年份 Year	有透過該類電子途徑 售賣貨品、服務或資料 的機構單位數目 No. of establishments having sold goods, services or information through that type of electronic means	佔有透過電子途徑售賣 貨品、服務或資料的機 構單位數目的百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
互聯網 Internet	2006	4 521	98.9
	2007	5 412	98.2
	2008	3 113	80.3
	2009	4 456	99.9
專用私人網絡 Designated private network	2006	110	2.4
	2007	83	1.5
	2008	73	1.9
	2009	330	7.4
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	2006	130	2.9
	2007	183	3.3
	2008	92	2.4
	2009	137	3.1
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	2006	19	0.4
	2007	121	2.2
	2008	67	1.7
	2009	33	0.7

註釋： (1) 可選擇多於一種電子途徑。
少於 0.05%。

Notes: (1) May select more than one type of electronic means.
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 2.14 按所使用的電子途徑種類 / 顧客組別劃分的透過電子途徑售賣貨品、服務或資料所帶來的業務收益

Table 2.14 Business receipts received through selling goods, services or information through electronic means by type of electronic means used/customer group

百萬元 HK\$ million						
所使用的電子途徑種類 / 顧客組別 Type of electronic means used/Customer group	年份 Year					
	2003	2004	2005	2006	2007	2008
所使用的電子途徑種類						
Type of electronic means used						
互聯網	13,680	11,057	8,007	22,054	43,283	72,616
Internet	(64.6)	(40.0)	(18.2)	(34.0)	(44.0)	(52.0)
	[+33.5]	[-19.2]	[-27.6]	[+175.4]	[+96.3]	[+67.8]
專用私人網絡	6,440	15,432	34,953	40,830	52,487	62,915
Designated private network	(30.4)	(55.8)	(79.5)	(62.9)	(53.4)	(45.1)
	[+89.7]	[+139.6]	[+126.5]	[+16.8]	[+28.5]	[+19.9]
經電話線的互動式應答系統	1,065	1,067	979	2,021	2,457	3,615
Interactive Response System	(5.0)	(3.9)	(2.2)	(3.1)	(2.5)	(2.6)
through telephone lines	[-46.7]	[+0.2]	[-8.2]	[+106.5]	[+21.5]	[+47.1]
其他	1.0	76.0	0.0	0.0	160	429
Others	(#)	(0.3)	(0.0)	(0.0)	(0.2)	(0.3)
	[-84.5]	[+6 829.8]	[-100.0]	[-]	[-]	[+169.1]
總計	21,185	27,632	43,939	64,905	98,294	139,576
Total	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)
	[+35.4]	[+30.4]	[+59.0]	[+47.7]	[+51.4]	[+42.0]
顧客組別						
Customer group						
消費者	8,047	8,747	6,869	21,962	63,790	84,386
Consumers	(38.0)	(31.7)	(15.6)	(33.8)	(64.9)	(60.5)
	[+0.1]	[+8.7]	[-21.5]	[+219.7]	[+190.5] *	[+32.3]
商業及其他機構單位	12,930	18,742	36,901	42,565	33,949	53,792
Business and other establishments	(61.0)	(67.8)	(84.0)	(65.6)	(34.5)	(38.5)
	[+85.3]	[+45.0]	[+96.9]	[+15.3]	[-20.2] *	[+58.4]
政府及有關機構	208	142	169	378	555	1,399
Government and related organisations	(1.0)	(0.5)	(0.4)	(0.6)	(0.6)	(1.0)
	[-67.1]	[-31.5]	[+18.9]	[+123.3]	[+47.0]	[+151.9]
總計	21,185	27,632	43,939	64,905	98,294	139,576
Total	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)
	[+35.4]	[+30.4]	[+59.0]	[+47.7]	[+51.4]	[+42.0]
透過電子途徑所帶來的業務收益	0.42	0.49	0.64	0.77	1.16	1.69
佔業務總收益的百分比						
Business receipts through electronic means as						
a % of total business receipts						

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。
少於 0.05%。
* 修訂數字。

Notes:
Figures in round brackets denote the percentage shares to their respective totals.
Figures in square brackets denote the annual percentage change.
Less than 0.05%.
* Revised figures.

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 二零零九年按行業類別 / 就業人數組別劃分的擁有數碼證書的機構單位百分比

Table 2.15 Percentage of establishments having digital certificate by industry sector/employment size, 2009

行業類別 / 就業人數組別 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 % having digital certificates
行業類別 Industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	10.9
建造業 Construction	20 646	4.4
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	20.3
運輸、倉庫及通訊業 Transport, storage and communications	30 188	7.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	5.5
社區、社會及個人服務業 Community, social and personal services	32 093	13.0
合計 Overall	300 393	14.4
就業人數組別 Employment size		
大型 Large	6 061	35.7
中型 Medium	29 479	36.0
小型 Small	264 853	11.5
合計 Overall	300 393	14.4

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 2.16 二零零九年按預計申請數碼證書的時間劃分的機構單位按行業類別 / 就業人數組別分布
Table 2.16 Distribution of establishments intending to acquire digital certificate by expected time of acquisition by industry sector/employment size, 2009

行業類別 / 就業人數組別 Industry sector/Employment size	沒有數碼 證書的機構 單位數目 No. of establishments not having digital certificate (a)	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 (b)	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 (%)			總計 Total (f)
			在2009年 In 2009 (c)	在2010年 In 2010 (d)	在2010年後或 沒有預計時間 After 2010 or no expected time (e)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	11 922	0.2	100.0	0.0	0.0	100.0
建造業 Construction	19 737	0.4	1.3	98.7	0.0	100.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	125 533	0.9	86.7	1.5	11.8	100.0
運輸、倉庫及通訊業 Transport, storage and communications	27 972	#	0.0	0.0	100.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	44 097	0.3	0.7	7.4	91.9	100.0
社區、社會及個人服務業 Community, social and personal services	27 937	0.1	0.0	69.6	30.4	100.0
合計 Overall	257 198	0.5	71.0	9.2	19.8	100.0
就業人數組別 Employment size						
大型 Large	3 896	0.6	4.4	62.4	33.2	100.0
中型 Medium	18 874	0.4	1.6	31.2	67.2	100.0
小型 Small	234 429	0.5	76.3	7.0	16.7	100.0
合計 Overall	257 198	0.5	71.0	9.2	19.8	100.0

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 2.17 工商業的資訊科技總開支相對於本地生產總值的比率

Table 2.17 Total information technology (IT) expenditure in the business sector as a ratio to Gross Domestic Product (GDP)

	1999	2002	2003	2004	2005	2006	2007
工商業的資訊科技總開支（十億港元）							
Total IT expenditure in the business sector (HK\$ billion)	20.3	22.4	23.3	23.2	26.7	30.8	32.2
工商業的資訊科技總開支相對於本地生產總值的比率 (%) ⁽¹⁾							
Total IT expenditure in the business sector as a ratio to GDP (%) ⁽¹⁾	1.6	1.8	1.9	1.8	1.9	2.1	2.0 @

註釋： (1) 本地生產總值的數字是二零零九年十一月發表的最新數據。

@ 數字在日後可能作出修訂。

Notes: (1) Figures on GDP refer to the latest statistics released in November 2009.

@ Figure is subject to revision later on.

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 在二零零八至零九年度，政府在資訊科技的開支為 40 億元。有關開支相等於公共開支的 1.2%及本地生產總值的 0.2%。（表 3.1）

政府機構的電腦化

3.2 在二零零八年，94%受僱於政府機構的人員擁有專用工作站，與一九九八年的 38%比較，有明顯的上升。（表 3.2）

3.3 在二零零八年，93%受僱於政府機構的人員可使用互聯網，而 75%的人員擁有內部的電子郵件帳戶，這兩個數字與二零零七年的相若。（表 3.2）

政府資訊科技人員

3.4 政府設有三個資訊科技人員職系，分別為系統分析／程式編製主任職系、電腦操作員職系及資料處理員職系。在二零零九年，這三個職系的編制數目分別為 759、443 及 189。（表 3.3）

Government Spending on Information Technology (IT)

3.1 In 2008-09, Government spending on IT amounted to \$4.0 billion. It represented 1.2% of public expenditure and 0.2% of the Gross Domestic Product (GDP). (Table 3.1)

Computerisation in the Government

3.2 In 2008, 94% of the staff employed by the Government had designated workstations, representing a significant increase when compared with 38% in 1998. (Table 3.2)

3.3 In 2008, 93% of the staff employed by the Government had Internet access and 75% had internal e-mail accounts, similar to those figures in 2007. (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 2009, the corresponding levels of staff establishment in these three grades were 759, 443 and 189 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)

		1998-99	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
政府的資訊科技開支 (百萬元)	(1)	2,028	3,081	2,834	2,805	3,063	3,002	3,027
Government spending on IT (HK\$ million)	(2)	-	3,887	3,754	3,547	3,889	4,099 *	3,954
政府的資訊科技開支相對於公共 開支的比率 (%) (3)		0.8	1.4	1.5	1.4	1.6	1.6	1.2 @
Government expenditure on IT as a ratio to public expenditure (%) (3)								
政府的資訊科技開支相對於本地 生產總值的比率 (%) (3) (4)		0.2	0.3	0.3	0.3	0.3	0.3 @	0.2 @
Government expenditure on IT as a ratio to Gross Domestic Product (GDP) (%) (3) (4)								

註釋： 所有有關員工方面的支出均以員工的總薪酬福利作為計算基礎。

(1) 由二零零一至零二年度開始，政府的資訊科技開支亦包括非經常資助金及主要系統設備總目中的非行政電腦系統的支出。

(2) 數字是指列(1)所載數字以及房屋委員會、醫院管理局及津貼學校的資訊科技支出的總和。

(3) 在二零零一至零二年度之前，政府的資訊科技開支採用列(1)的數據計算；二零零一至零二年度及以後均採用列(2)的數字。

(4) 本地生產總值的數字是二零零九年十一月發表的最新數據。

* 修訂數字。

@ 數字在日後可能作出修訂。

Notes: Staff cost is computed on a full cost basis.

(1) Starting from 2001-02, Government spending on IT also includes non-administrative computer systems under Capital Subventions and Major Systems and Equipment.

(2) The figures refer to the sum of those shown in row (1) and IT expenditure of Housing Authority, Hospital Authority and subvented schools.

(3) Government spending on IT is calculated using the figures in row (1) before 2001-02, while using the figures in row (2) for 2001-02 and afterwards.

(4) Figures on GDP refer to the latest statistics released in November 2009.

* Revised figure.

@ Figures are subject to revision later on.

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 政府機構的電腦化

Table 3.2 Computerisation in the Government

	每年十二月三十一日的數字 As at 31 December of each year						
	1998	2003 ⁽¹⁾	2004 ⁽¹⁾	2005 ⁽¹⁾	2006 ⁽¹⁾	2007 ⁽¹⁾	2008 ⁽¹⁾
獲提供專用工作站的人員所佔的百分比 % of staff with designated workstations	38	71	76	79	93	95	94
獲接駁互聯網的人員的百分比 % of staff with Internet access	-	46	52	59	90	93	93
可使用內部電子郵件的人員的百分比 % of staff with internal e-mail access	-	31	40	56	71	75	75

註釋： (1) 自二零零一年起，除公務員外，以其他聘用條件（例如合約形式）受僱於政府機構的人員亦包括在內。

Note: (1) As from 2001, apart from civil servants, persons employed by the Government under other terms (e.g. contract terms) are also included.

資料來源： 政府資訊科技總監辦公室

Source: Office of the Government Chief Information Officer

表 3.3 政府資訊科技人員

Table 3.3 Government information technology (IT) staff

	每年三月三十一日的編制數目 Establishment as at 31 March of each year						
職系 Grade	1999	2004	2005	2006	2007	2008	2009
系統分析 / 程式編製主任 Analyst/programmer	895	759	751	739	741	742	759
電腦操作員 Computer operator	506	489	471	470	466	450	443
資料處理員 Data processor	262	203	195	193	193	189	189

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。各工商業紛紛利用新科技所帶來的優勢，捕捉這新興市場所帶來的發展先機。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及服務。就編製統計數字而言，這些主要從事生產和經銷資訊科技及電訊產品以及提供資訊科技及電訊服務的行業，可統稱為「資訊科技及電訊業」（又稱「資訊及通訊科技業」）。

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

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

4.3 本章描述資訊科技及電訊業的行業結構及營運特徵。當中的分析是根據政府統計處的按年經濟統計調查系列所搜集得的資料進行。有關資訊科技及電訊業內的電訊服務業務特徵的較詳細分析，載於本刊第 5 章。

Introduction

4.1 Emergence of the "e-economy" has brought 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 the opportunities brought about by 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, mainly engaged in production and distribution of IT&T products and provision of services related to IT&T, may be grouped together as the "IT&T sector" (also known as the Information and Communication Technology (ICT) sector) for statistical compilation purposes.

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

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

4.3 This Chapter describes the structural and operating characteristics of the IT&T sector in Hong Kong. Analyses are based on data collected from the Programme of Annual Economic Surveys conducted by the Census and Statistics Department. A more detailed analysis of the characteristics of the telecommunications services within the IT&T sector is given in Chapter 5 of this publication.

資訊科技及電訊業的行業結構

4.4 在一九九八年，資訊科技及電訊業約有 5 800 間機構單位，就業人數共 66 500 人。有關機構單位數目在二零零七年增加至約 8 800 間，而就業人數亦增加至 81 100 人，較一九九八年分別上升 52.6% 及 21.9%。讀者須注意，資訊科技及電訊業就業人數的統計數字中，包括了從事資訊科技的僱員及從事其他職業的僱員。同樣地，資訊科技及電訊業的機構單位雖然是以生產及提供資訊科技及電訊產品及服務為主，但亦可能同時生產或提供少量的非資訊科技及電訊產品或服務。（表 4.1）

4.5 在二零零七年，資訊科技及電訊業中有 51.7% 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 41.5% 的機構單位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，從事提供資訊科技服務及資訊科技及電訊產品的經銷的機構單位各佔資訊科技及電訊業總就業人數的約三分之一。至於包括數間很大型機構單位的電訊服務業，其機構單位數目所佔的比重雖然較小（2.9%），在就業人數方面則佔一個相當大的比重（21.7%）。（圖 4.1 及 4.2）

4.7 以增加價值而言，在二零零七年，從事資訊科技及電訊產品經銷業務的機構單位佔整體資訊科技及電訊業的增加價值的最大比重（41.1%），其次是從事提供電訊服務的機構單位（36.4%）。（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 8 800 and 81 100 respectively in 2007, representing increases of 52.6% and 21.9% 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 2007, 51.7% of the establishments in the IT&T sector were engaged in provision of IT services, such as software development and maintenance services, while 41.5% were engaged in distribution of IT&T products. (Chart 4.1)

4.6 In terms of persons engaged, establishments engaged in provision of IT services and distribution of IT&T products each accounted for about one-third of the total persons engaged in the IT&T sector. Comprising a few very large establishments, the telecommunications services also took up a significant share of the total number of persons engaged (21.7%) despite its small share in terms of number of establishments (2.9%). (Charts 4.1 and 4.2)

4.7 In terms of value added in 2007, establishments engaged in the distribution of IT&T products accounted for the largest share (41.1%) of the total value added of the IT&T sector, followed by those engaged in the telecommunications services (36.4%). (Chart 4.3)

資訊科技及電訊業的業務表現

4.8 由於相關市場近年的擴張，資訊科技及電訊業的生產總額由一九九八年的 909 億元上升至二零零七年的 1,172 億元，升幅約 28.9%。（表 4.1）

4.9 同樣地，在一九九八年至二零零七年期間，資訊科技及電訊業的增加價值上升了 41.0%，由 393 億元增加至 554 億元。此外，資訊科技及電訊業的增加價值佔本地生產總值的百分比，在同期亦由 3.2% 上升至 3.6%。（表 4.1）

資訊科技及電訊業的營運特徵

4.10 資訊科技及電訊業每間機構單位的平均就業人數，由一九九八年的 11.6 人下降至二零零七年的 9.2 人，跌幅為 20.1%（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，由一九九八年的 1,580 萬元減少至二零零七年的 1,330 萬元，下降 15.5%。（表 4.1）

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

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

4.14 在二零零七年，資訊科技及電訊業的僱員薪酬佔增加價值的比重為 41.8%。另一方面，資訊科技及電訊業的整體固定資產的買賣淨值與僱員薪酬的比例是 0.40（表 4.1）

Business Performance of the IT&T Sector

4.8 Owing to the expansion in the related market in recent years, gross output of the IT&T sector increased from \$90.9 billion in 1998 to \$117.2 billion in 2007, representing an increase of 28.9%. (Table 4.1)

4.9 Similarly, the value added of the IT&T sector as a whole increased by 41.0%, from \$39.3 billion in 1998 to \$55.4 billion in 2007. During the period, the contribution in terms of value added of the IT&T sector to Gross Domestic Product (GDP) also rose from 3.2% to 3.6%. (Table 4.1)

Operating Characteristics of the IT&T Sector

4.10 Average number of persons engaged per establishment in the IT&T sector dropped by 20.1% from 11.6 in 1998 to 9.2 in 2007. (Table 4.1)

4.11 Average gross output per establishment in the IT&T sector also decreased by 15.5%, from \$15.8 million in 1998 to \$13.3 million in 2007. (Table 4.1)

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

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

4.14 For the IT&T sector in 2007, compensation of employees amounted to 41.8% of value added. On the other hand, the ratio of gross additions to fixed assets to compensation of employees for the IT&T sector was 0.40. (Table 4.1)

其他有關刊物

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、進口與出口貿易、食肆及酒店
按年統計調查報告*

*倉庫業、通訊業、銀行業、財務業、保險業
及商用服務業按年統計調查報告*

Further References

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 Surveys of Storage,
Communication, Banking, Financing, Insurance and
Business Services*

表 4.1 有關資訊科技及電訊業的主要統計數字

Table 4.1 Key statistics on the information technology and telecommunications (IT&T) sector

	1998	2002	2003	2004	2005	2006	2007
機構單位數目	5 751	9 599	9 537	9 006	9 360	9 645	8 776
Number of establishments		(+7)	(-1)	(-6)	(+4)	(+3)	(-9)
就業人數	66 500	72 918	74 983	74 733	75 345	84 685	81 077
Number of persons engaged		(-5)	(+3)	(#)	(+1)	(+12)	(-4)
每間機構單位的平均就業人數	11.6	7.6	7.9	8.3	8.0	8.8	9.2
Average number of persons engaged per establishment		(-11)	(+4)	(+6)	(-3)	(+9)	(+5)
生產總額 (十億港元)	90.9	92.2	89.7	99.2	114.7	114.0	117.2
Gross output (HK\$ billion)		(#)	(-3)	(+11)	(+16)	(-1)	(+3)
每間機構單位的平均生產總額 (百萬港元)	15.8	9.6	9.4	11.0	12.3	11.8	13.3
Average gross output per establishment (HK\$ million)		(-6)	(-2)	(+17)	(+11)	(-4)	(+13)
增加價值 (十億港元)	39.3	47.7	44.0	45.1	50.0	55.8	55.4
Value added (HK\$ billion)		(+8)	(-8)	(+2)	(+11)	(+12)	(-1)
在以當時要素成本計算的 本地生產總值內所佔比率 (%) ⁽¹⁾ Contribution to Gross Domestic Product (GDP) at current factor cost (%) ⁽¹⁾	3.2	3.9	3.7	3.6	3.8	3.9	3.6 @
僱員薪酬 (十億港元)	N.A.	23.0	20.6	19.5	21.4	22.4	23.2
Compensation of employees (HK\$ billion)		(-2)	(-11)	(-5)	(+10)	(+5)	(+3)
盈餘總額 (十億港元)	N.A.	21.9	19.7	23.1	26.8	32.2	36.3
Gross surplus (HK\$ billion)		(+30)	(-10)	(+18)	(+16)	(+20)	(+13)
固定資產的買賣淨值 (十億港元)	N.A.	9.3	9.2	9.0	10.0	7.9	9.3
Gross additions to fixed assets (HK\$ billion)		(-18)	(#)	(-2)	(+11)	(-21)	(+17)

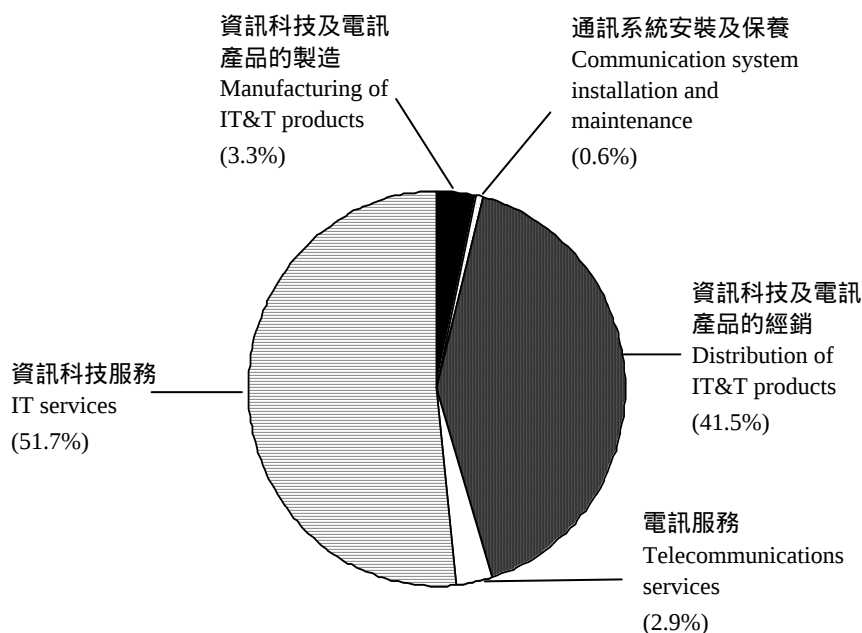
註釋： 括號內的數字是與上年比較的變動百分率。
 (1) 本地生產總值的數字是二零零九年十一月發表的最新數據。
 # 表示變動百分率在增減 0.5%以內。
 @ 數字在日後可能作出修訂。

Notes: Figures in brackets denote percentage changes over the preceding year.
 (1) Figures on GDP refer to the latest statistics released in November 2009.
 # Denotes changes within +/- 0.5%.
 @ Figure is subject to revision later on.

資料來源： 政府統計處科技統計組

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

圖 4.1 二零零七年按經濟活動劃分的資訊科技及電訊業機構單位數目分布
Chart 4.1 Distribution of number of establishments in the information technology and telecommunications (IT&T) sector by economic activity in 2007



資料來源：政府統計處科技統計組

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

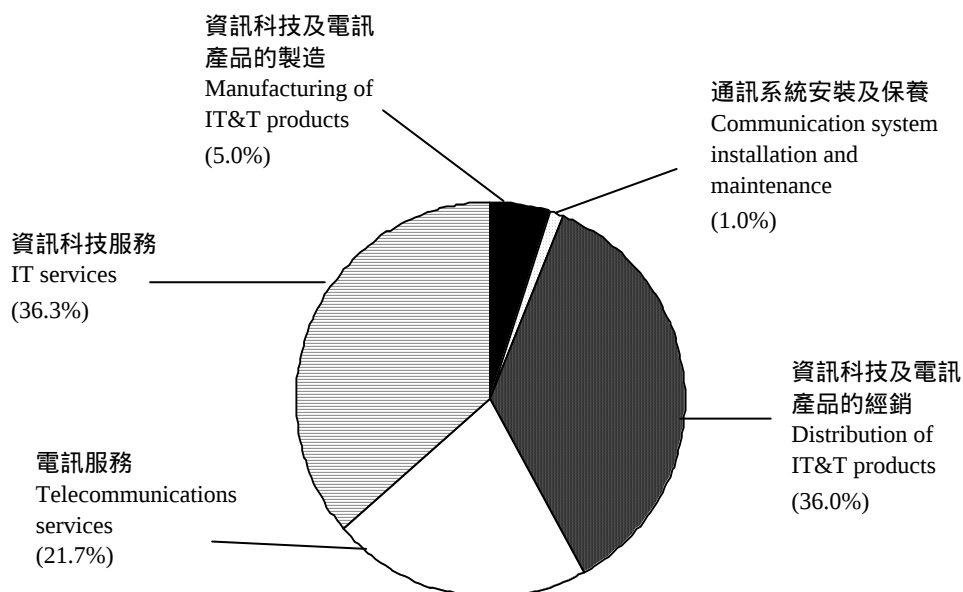
表 4.2 資訊科技及電訊業每間機構單位的平均就業人數
Table 4.2 Average number of persons engaged per establishment in the information technology and telecommunications (IT&T) sector

	每間機構單位的平均就業人數						
	Average number of persons engaged per establishment						
	2001	2002	2003	2004	2005	2006	2007
資訊科技及電訊產品的製造 Manufacturing of IT&T products	13.4	9.4	8.5	7.1	20.0	6.2	14.3
通訊系統安裝及保養 Communication system installation and maintenance	9.2	8.8	6.8	10.3	13.8	17.9	14.6
資訊科技及電訊產品的經銷 Distribution of IT&T products	6.8	6.2	6.9	7.9	7.0	7.7	8.0
電訊服務 Telecommunications services	69.7	53.1	61.3	51.8	63.8	68.6	68.2
資訊科技服務 Information technology services	4.7	4.5	4.5	5.1	4.9	5.8	6.5

資料來源：政府統計處科技統計組

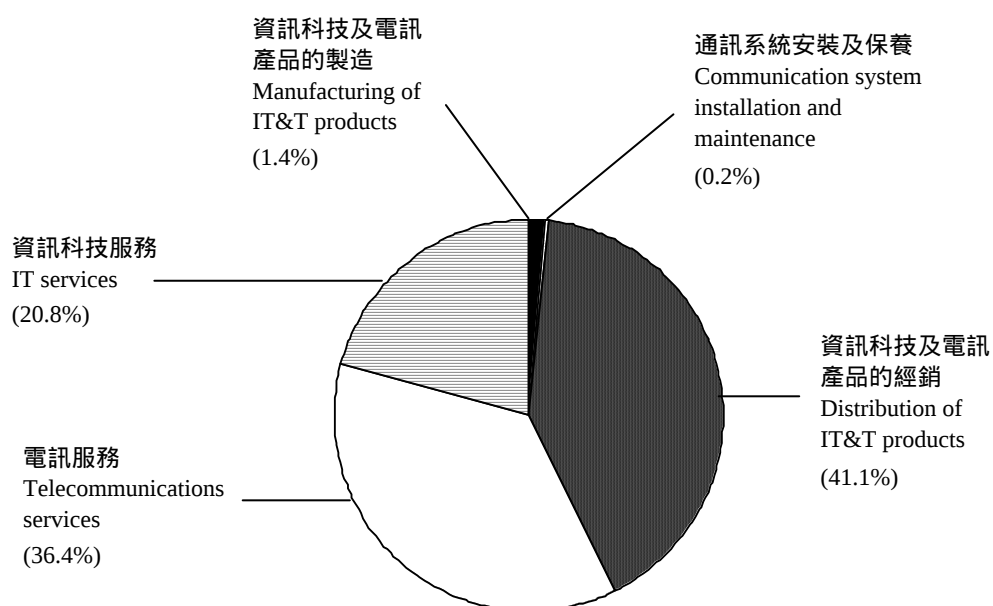
Source: Science and Technology Statistics Section, Census and Statistics Department

圖 4.2 二零零七年按經濟活動劃分的資訊科技及電訊業就業人數分布
Chart 4.2 Distribution of number of persons engaged in the information technology and telecommunications (IT&T) sector by economic activity in 2007



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

圖 4.3 二零零七年按經濟活動劃分的資訊科技及電訊業增加價值分布
Chart 4.3 Distribution of value added of the information technology and telecommunications (IT&T) sector by economic activity in 2007



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

第 5 章 電訊服務

Chapter 5 Telecommunications Services

緒言

5.1 良好的電訊基建一向是香港經濟成功的因素之一。電訊業自九十年代起的迅速發展，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進行的倉庫、通訊、財務、保險及商用服務按年統計調查所得的資料而作出。本章亦展示電訊管理局所編製有關電訊業服務的選定統計數字，以作參考。

5.3 就編製統計數字而言，電訊業包括提供固定電話及電報服務、流動電話服務、傳呼服務，以及其他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，屬於批發／零售業，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 since the 1990'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 mainly based on the data collected from the Annual Survey of Storage, Communication, Financing, Insurance and Business Services conducted by the Census and Statistics Department (C&SD). Selected statistics on services rendered by the telecommunications industry compiled by the Office of the Telecommunications Authority (OFTA) are also presented for reference.

5.3 The telecommunications industry comprises, for statistical compilation purposes, establishments engaged in 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, which belong to the wholesale/retail sector, are however not included in the telecommunications industry.

電訊業的主要服務類別

5.4 按服務類別劃分，電訊業大致可分為三個組別，分別為：

- (1) 固定電話及電報服務；
- (2) 流動電話服務；
- (3) 傳呼及其他電訊服務。

這三個組別的經營特色各有不同。

5.5 在首兩個組別內，即固定電話及電報服務以及流動電話服務，只有為數不多的大型機構單位經營業務。雖然這兩個組別的機構單位數目在二零零七年只佔整個電訊業總數的 5.8%，但它們在就業人數、業務收益及其他收入，以及增加價值方面卻分別佔整個電訊業務的 60.0%、64.2%及 77.3%。

（表 5.1 及圖 5.1、5.2、5.3）

5.6 從事另一個組別，即傳呼及其他電訊服務（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。於二零零七年，這組別雖佔電訊業機構單位數目總數的 94.2%，其就業人數、業務收益及其他收入，以及增加價值分別只佔整個行業的 40.0%、35.8%及 22.7%。（表 5.1 及圖 5.1、5.2、5.3）

Major Services Rendered by the Telecommunications Industry

5.4 According to the services rendered, the telecommunications industry can be broadly classified into three sub-groups:

- (1) Fixed telephone and telegraph services;
- (2) Mobile phone services;
- (3) Radio paging and other telecommunications services.

These three sub-groups are rather diversified in their operating characteristics.

5.5 For the first two sub-groups, viz. fixed telephone and telegraph services, and mobile phone services, there are only a few large establishments. These two sub-groups constituted only about 5.8% of all establishments in the telecommunications industry in 2007. Yet they together constituted 60.0% of persons engaged, 64.2% of the business receipts and other income, and 77.3% of value added of the entire telecommunications industry. (Table 5.1 and Charts 5.1, 5.2, 5.3)

5.6 In contrast, establishments in the remaining sub-group, viz. radio paging and other telecommunications services (including Internet services and external telecommunications services etc.) are relatively smaller in scale. While this sub-group constituted 94.2% of all establishments in the telecommunications industry in 2007, it only took up 40.0%, 35.8% and 22.7% respectively of persons engaged, business receipts and other income, and value added of the entire telecommunications industry. (Table 5.1 and Charts 5.1, 5.2, 5.3)

固定電話及電報服務

5.7 提供固定電話及電報服務的機構單位由一九九七年的 5 間增至二零零七年的 8 間。然而，此組別的就業人數及增加價值卻持續下降。在二零零七年，這個組別的就業人數為 6 400，而增加價值則為 109 億元。（表 5.1）

5.8 在二零零八年，5 間固定有線電話網絡營辦商提供大約 370 萬條電話線，包括 180 萬條商用電話線和 190 萬條住宅電話線。此外，在二零零八年網際規約電話服務客戶數目，即持牌營辦商根據「香港號碼計劃」獲指配電話號碼的網際規約(IP)電話或網絡電話(VoIP)服務客戶的數目，大約有 39.6 萬，其中包括 6.4 萬名商用客戶及 33.2 萬名住宅客戶。人均電話密度（包括電話線數目和網際規約電話服務客戶數目）為每百名人口有 59 條固定電話線。（表 5.2）

5.9 另一方面，圖文傳真線的數目由二零零三年開始逐漸減少。互聯網的興起為數據交換提供了另一種方便的途徑，取代了圖文傳真的部分功能。（表 5.2）

流動電話服務

5.10 提供流動電話服務的機構單位數目保持平穩。在二零零七年，此組別機構單位共有 7 間，就業人數共有 4 200 人，而增加價值為 55 億元。（表 5.1）

Fixed Telephone and Telegraph Services

5.7 The number of establishments in this sub-group increased from 5 in 1997 to 8 in 2007. The number of persons engaged and value added of this sub-group were however declining during the period. In 2007, its number of persons engaged was 6 400 persons and the value added generated was \$10.9 billion. (Table 5.1)

5.8 In 2008, 5 wireline based fixed telephone network operators provided about 3.7 million telephone lines, comprising 1.8 million business lines and 1.9 million residential lines. Moreover, the number of subscribers of Internet Protocol (IP) services, which refers to the number of subscribers of IP telephony/voice-over-IP (VoIP) services of licensed operators assigned with telephone numbers in accordance with the Hong Kong Numbering Plan, was 396 000 in 2008. It included 64 000 business subscribers and 332 000 residential subscribers. The telephone density (including the number of exchange lines and IP services subscribers) was 59 fixed telephone lines per 100 population. (Table 5.2)

5.9 On the other hand, the number of facsimile lines has been trending down since 2003. The proliferation of Internet has provided a convenient means to exchange data which replaced some of the functions of facsimile lines. (Table 5.2)

Mobile Phone Services

5.10 The number of establishments engaged in provision of mobile phone services remained stable. In 2007, the number of establishments in this sub-group was 7. They generated \$5.5 billion of value added and engaged some 4 200 persons. (Table 5.1)

5.11 流動電話市場依然十分活躍及具競爭性。截至二零零八年年底，公共流動電話用戶的數目達 1 140 萬，較一年前增加 7.4%。平均每百名人口中便有 162.7 個公共流動電話用戶，使香港成為全球最普遍使用此項服務的地區之一。(表 5.3 及圖 5.4)

5.12 從一九九八年到二零零八年間，第二代流動電話 (2G) 的客戶由 290 萬增至 856 萬，增幅約兩倍。第二點五代流動電話 (2.5G) 的客戶在二零零三年至二零零八年間，減少約 7.0%。而第三代流動電話 (3G) 於二零零四年一月在香港推出，為顧客提供更多元化的多媒體流動通訊服務。截至二零零八年年底，第三代流動電話用戶數目達 281 萬。(表 5.3)

5.13 與此同時，由於流動電話市場競爭激烈，流動電話服務的費用在過去十年間顯著下跌。流動電話服務的平均月費(以每月 100 分鐘計算)從一九九八年的 144.7 元下跌至二零零八年的 8.5 元，跌幅為 94.1%。(表 5.3)

5.14 除了使用傳統的話音方式作溝通工具外，無線及流動服務，例如短訊服務和多媒體訊息服務，在流動通訊中亦日漸普及。在二零零三年至二零零八年間，不同種類的短訊發送及接收次數大幅飆升，分別錄得約十倍及五倍的增長。(表 5.3)

5.11 The mobile phone market continues to be very active and highly competitive. At the end of 2008, the number of public mobile subscribers increased by 7.4% over a year earlier to 11.4 million. In every 100 population, there were on average 162.7 public mobile subscribers, making Hong Kong one of the places with the highest penetration of this service in the world. (Table 5.3 and Chart 5.4)

5.12 From 1998 to 2008, the subscribers of the second generation (2G) mobile phone service increased from 2.90 million to 8.56 million, signifying a growth of around two times. The second point five generation (2.5G) subscribers decreased around 7.0% between 2003 and 2008. The third generation (3G) mobile phone service was launched in Hong Kong in January 2004, enabling consumers to enjoy a wider choice of multi-media mobile service. As at end 2008, the number of subscribers of 3G mobile phone services reached 2.81 million. (Table 5.3)

5.13 Meanwhile, in face of the intense market competition, the mobile cellular tariffs fell markedly. Average mobile cellular tariffs (100 minutes of use per month) dropped from \$144.7 in 1998 to \$8.5 in 2008, representing a decrease of 94.1%. (Table 5.3)

5.14 Apart from using voice as a traditional communication tool, wireless and mobile services such as Short Message Service (SMS) and Multi-media Message Service (MMS) are increasingly popular in mobile communication. Between 2003 and 2008, the number of various kinds of short messages sent and received had a huge surge, recording increases of about ten times and five times respectively. (Table 5.3)

傳呼及其他電訊服務

5.15 隨着科技不斷改進，互聯網服務及對外通訊服務的業務在近年平穩增長。另一方面，由於流動電話服務日漸普及，傳呼業的客戶持續流失，業務因而逐步收縮。傳呼及其他電訊服務機構單位數目由二零零二年的 387 間減少至二零零七年的 243 間。而公共無線電傳呼服務牌照數目亦不斷減少。儘管如此，此組別的整體業務收益及其他收入在過去十年仍有理想增長，由一九九七年的 83 億元增加至二零零七年的 206 億元。與此同時，由於同業間的競爭激烈和用戶對服務素質的要求愈來愈高，此組別的營運開支由一九九七年的 40 億元不斷攀升至二零零七年的 153 億元。在二零零七年，此組別的增加價值為 48 億元。（表 5.1 及 5.4）

對外電訊服務

5.16 除本地電話服務，用戶可透過本地固網營辦商及其他網絡營辦商，例如流動電話服務營辦商，獲提供對外電話服務。在二零零八年，由本港撥出及由外地撥入的通訊量分別達 76.6 億分鐘及 23.4 億分鐘。（表 5.5）

Radio Paging and Other Telecommunications Services

5.15 Along with technological advancement, business in Internet services and external telecommunications services expanded steadily in recent years. On the other hand, radio paging services experienced a business decline because of the continual shift of customers to the mobile phone services. The number of establishments rendering radio paging and other telecommunications services decreased from 387 in 2002 to 243 in 2007. Moreover, the number of public radio paging service licences has also decreased. Notwithstanding this, the overall business receipts and other income of this sub-group still registered considerable growth over the past 10 years, increasing from \$8.3 billion in 1997 to \$20.6 billion in 2007. Meanwhile, the operating expenses of the sub-group went up steadily from \$4.0 billion in 1997 to \$15.3 billion in 2007 in face of the fierce market competition and increasing customer demand for quality services. In 2007, the value added of the sub-group was \$4.8 billion. (Tables 5.1 and 5.4)

External Telecommunications Services

5.16 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 2008, a total of 7.66 billion minutes of outgoing traffic volume and 2.34 billion minutes of incoming traffic volume were recorded. (Table 5.5)

互聯網服務

5.17 截至二零零八年底，香港有 169 間持牌的互聯網服務供應商。隨着科技的進步，以寬頻連接互聯網日漸普及，而透過公共電話網絡接駁互聯網的客戶則逐漸減少。客戶透過寬頻網絡接駁互聯網的使用量由二零零三年的 93 萬兆兆比特大幅上升至二零零八年的 1 031 萬兆兆比特。而寬頻互聯網接駁客戶戶口亦由二零零三年的 123 萬個增加至二零零八年的 195 萬個，升幅約 58.3%。相反，客戶透過公共電話網絡接駁互聯網的使用量卻由二零零三年的 36 億分鐘下降到二零零八年的 3 億分鐘。此外，在二零零八年底，以撥號接駁的已登記客戶戶口只有 96 萬個，但在二零零三年底時則有 108 萬個。（表 5.6）

5.18 截至二零零八年底為止，按每名人口計算的國際互聯網頻寬為每秒 24.3 千比特。此外，在二零零八年透過撥號式調解器接駁互聯網服務的收費為每月 68 元，而透過寬頻接駁互聯網服務的收費則為每月 121 元。（表 5.6）

5.19 根據倉庫、通訊、財務、保險及商用服務按年統計調查的結果顯示，互聯網服務供應商在二零零七年的互聯網相關業務收益為 67 億元，其中 88.4% 的業務收益由提供基本接駁服務所產生。（表 5.7）

其他有關刊物

倉庫業、通訊業、銀行業、財務業、保險業及商用服務業按年統計調查報告

服務業統計摘要（年刊）

Internet Services

5.17 As at the end of 2008, Hong Kong had 169 licensed Internet Service Providers (ISPs). As technology grew rapidly, the use of Internet with broadband connection became popular whereas the use of Internet through Public Switched Telephone Networks (PSTN) decreased progressively. The Internet traffic volume of customer access via broadband networks increased sharply from 0.93 million terabits in 2003 to 10.31 million terabits in 2008. Besides, the number of registered broadband Internet access customer accounts rose from 1.23 million to 1.95 million during 2003 to 2008, representing an increase of 58.3%. On the contrary, the Internet traffic volume of customer access via PSTN decreased from 3.6 billion minutes in 2003 to 0.3 billion in 2008. Furthermore, as at the end of 2008, there were only 0.96 million registered customer accounts with dial-up access, as compared with 1.08 million as at end of 2003. (Table 5.6)

5.18 As at the end of 2008, the international Internet bandwidth per person was 24.3 kilobits per second. Besides, the tariff of Internet access via dial-up modem was \$68 per month, whereas that via broadband was \$121 per month in 2008. (Table 5.6)

5.19 According to the results of the Annual Survey of Storage, Communication, Financing, Insurance and Business Services, the ISPs generated \$6.7 billion of business receipts from Internet related services in 2007, within which 88.4% were generated from provision of basic Internet connection services. (Table 5.7)

Further References

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

Statistical Digest of the Services Sector (Annual)

表 5.1 電訊業經營特色的主要統計數字

Table 5.1 Key statistics on operating characteristics of the telecommunications industry

百萬港元（另有註明除外）
HK\$ million (unless otherwise specified)

	1997	2002	2003	2004	2005	2006	2007
固定電話及電報服務							
Fixed telephone and telegraph services							
機構單位數目 Number of establishments	5	6	6	7	7	8	8
就業人數 Number of persons engaged	13 841	8 085	9 021	6 571	6 185	5 678	6 368
僱員薪酬 Compensation of employees	4,623	2,301	2,396	1,790	1,739	1,584	1,616
營運開支 Operating expenses	16,435	8,770	9,164	9,157	9,725	9,360	9,330
業務收益及其他收入 Business receipts and other income	33,679	22,565	19,793	19,979	19,458	18,162	19,081
增加價值 Value added	16,553	14,174	10,978	10,370	10,631	9,741	10,857
流動電話服務							
Mobile phone services							
機構單位數目 Number of establishments	8	7	9	8	7	6	7
就業人數 Number of persons engaged	7 810	5 697	5 553	4 652	5 115	4 720	4 191
僱員薪酬 Compensation of employees	2,285	1,731	1,832	1,361	1,490	1,436	1,364
營運開支 Operating expenses	9,545	7,330	7,431	8,392	7,722	7,829	9,109
業務收益及其他收入 Business receipts and other income	20,038	14,759	16,116	16,396	16,139	16,569	17,815
增加價值 Value added	4,551	5,762	6,501	4,468	4,911	5,354	5,502

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

表 5.1 電訊業經營特色的主要統計數字（續）

Table 5.1 Key statistics on operating characteristics of the telecommunications industry (cont'd)

百萬港元（另有註明除外）
HK\$ million (unless otherwise specified)

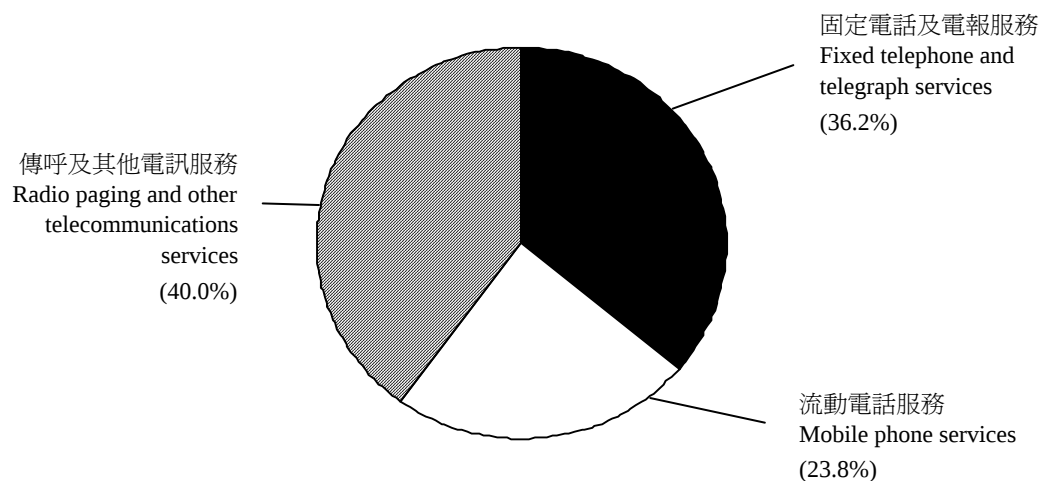
	1997	2002	2003	2004	2005	2006	2007
傳呼及其他電訊服務 Radio paging and other telecommunications services							
機構單位數目 Number of establishments	160	387	336	330	273	251	243
就業人數 Number of persons engaged	9 485	7 461	6 938	6 664	7 003	7 793	7 044
僱員薪酬 Compensation of employees	1,938	2,254	2,005	1,814	2,048	2,319	2,166
營運開支 Operating expenses	3,982	8,489	8,313	11,182	13,428	13,854	15,281
業務收益及其他收入 Business receipts and other income	8,294	12,191	12,069	13,330	16,645	19,428	20,614
增加價值 Value added	3,420	3,193	3,546	2,313	2,720	4,902	4,812
合計 Overall							
機構單位數目 Number of establishments	173	400	351	345	287	265	258
就業人數 Number of persons engaged	31 136	21 243	21 512	17 887	18 303	18 191	17 603
僱員薪酬 Compensation of employees	8,847	6,286	6,234	4,966	5,276	5,339	5,147
營運開支 Operating expenses	29,962	24,588	24,908	28,731	30,875	31,043	33,721
業務收益及其他收入 Business receipts and other income	62,012	49,516	47,977	49,705	52,242	54,159	57,510
增加價值 Value added	24,524	23,129	21,025	17,151	18,262	19,997	21,170

資料來源：政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

圖 5.1 二零零七年按服務類別劃分的電訊業的就業人數分布

Chart 5.1 Distribution of number of persons engaged in the telecommunications industry by type of services in 2007

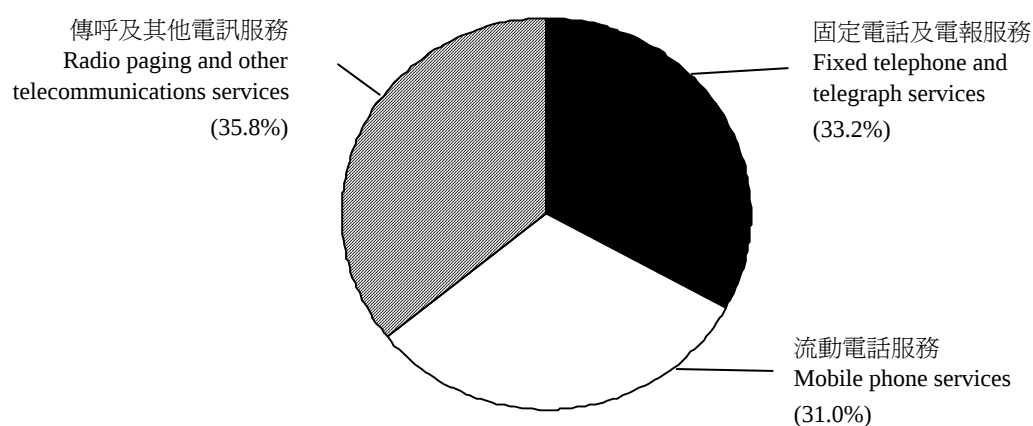


資料來源：政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

圖 5.2 二零零七年按服務類別劃分的電訊業的業務收益及其他收入分布

Chart 5.2 Distribution of business receipts and other income in the telecommunications industry by type of services in 2007

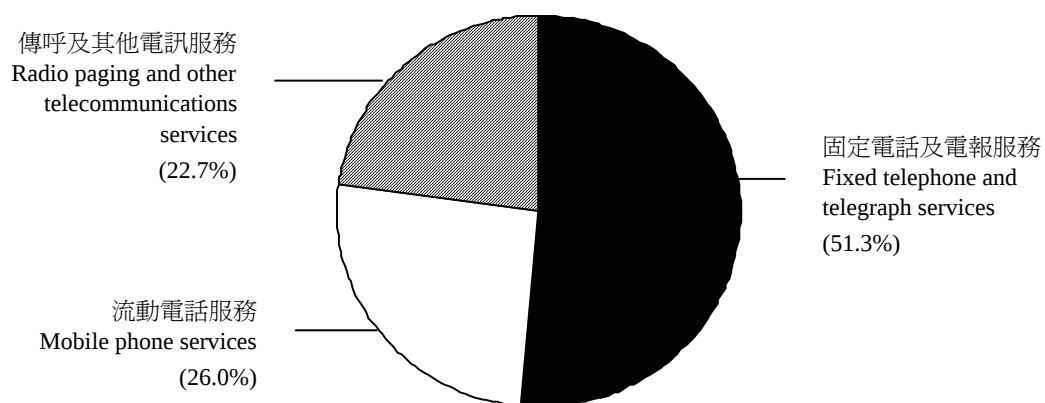


資料來源：政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

圖 5.3 二零零七年按服務類別劃分的電訊業的增加價值分布

Chart 5.3 Distribution of value added of the telecommunications industry by type of services in 2007



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 有線電話服務

Table 5.2 Wireline telephone services

	1998	2003	2004	2005	2006	2007	2008
電話線數目 ⁽¹⁾ (千條)	3 708	3 820	3 780	3 793	3 836	3 719	3 712
Number of exchange lines ⁽¹⁾ (thousands)	(+2.3)	(-0.6)	(-1.1)	(+0.3)	(+1.1)	(-3.0)	(-0.2)
商用電話線	1 549	1 701	1 662	1 677	1 701	1 743	1 769
Business lines	(+1.5)	(-0.4)	(-2.3)	(+0.9)	(+1.4)	(+2.5)	(+1.5)
住宅電話線	2 159	2 119	2 118	2 116	2 135	1 976	1 943
Residential lines	(+2.9)	(-0.7)	(-0.1)	(-0.1)	(+0.9)	(-7.4)	(-1.7)
網際規約電話服務客戶數目 ⁽²⁾ (千個)	-	-	-	-	-	370	396
Number of subscribers of Internet protocol (IP) services ⁽²⁾ (thousands)							(+7.0)
商用客戶	-	-	-	-	-	64	64
Business subscribers							(+0.3)
住宅客戶	-	-	-	-	-	306	332
Residential subscribers							(+8.4)
按每百名人口計算的固定電話線數目 ⁽³⁾	56.3	56.5	55.6	55.5	55.5	58.8 *	58.8
Number of fixed telephone lines per 100 population ⁽³⁾							
住戶固定電話線普及率 ⁽³⁾	109.4	99.0	97.2	96.3	95.5	101.5	99.1
Household fixed line penetration rate ⁽³⁾							
圖文傳真線數目 (千條)	360	491	456	410	375	352	319
Number of facsimile lines (thousands)	(+5.0)	(-10.0)	(-7.1)	(-10.1)	(-8.5)	(-6.1)	(-9.4)
本地專用線路 ⁽⁴⁾							
Local leased lines ⁽⁴⁾							
數目 (千條)	-	175	176	196	184	221	164
Number (thousands)	-	(-0.8)	(+0.9)	(+11.3)	(-6.5)	(+20.2)	(-25.7)
總容量 (每秒兆比特)	-	455 564	580 161	845 651	1 133 940	1 737 196	2 302 605
Total capacity (Mbps)	-	(+25.2)	(+27.4)	(+45.8)	(+34.1)	(+53.2)	(+32.5)

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

表 5.2 有線電話服務（續）
Table 5.2 Wireline telephone services (cont'd)

	1998	2003	2004	2005	2006	2007	2008
本地固定電訊網絡服務營辦商電話號碼成功轉攜數目 ⁽⁵⁾ （千個）	-	-	207	285	210	182	182
Number of successful portings in local fixed telecommunications network services operators ⁽⁵⁾ (thousands)	-	-	-	(+37.7)	(-26.4)	(-13.3)	(-0.3)
固定有線電話網絡營辦商數目	4	5	5	5	5	5	5
Number of wireline based fixed telephone network operators							

- 註釋：
- 括號內的數字是與上年比較的變動百分率。
- (1) 包括直通內線式電話線、圖文傳真線及電文線路的直撥服務。
- (2) 網際規約電話服務統計數字，是指持牌營辦商根據「香港號碼計劃」獲指配電話號碼的網際規約(IP)電話或網絡電話(VoIP)服務客戶的數目。電訊管理局自二零零七年十二月開始公布有關數字。
- (3) 包括電話線和網際規約電話服務的客戶數目。
- (4) 數字由二零零二年開始編製。
- (5) 指本地固定電訊網絡營辦商之間的電話號碼成功轉攜安排的數字。為提高營辦商電話號碼轉攜服務運作的透明度，電訊管理局自二零零四年七月開始公布有關統計數字。
- * 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.
- (2) Figures reported under the IP telephony services refer to the number of subscribers of IP telephony/voice-over-IP (VoIP) services of licensed operators assigned with telephone numbers in accordance with the Hong Kong Numbering Plan. The Office of the Telecommunications Authority has published the statistics since December 2007.
- (3) Figures include the number of exchange lines and subscribers of IP services.
- (4) Figures are available as from 2002.
- (5) Figures refer to the number of successful portings from one local fixed telecommunications network service operator to another. With a view to enhancing the transparency in the operation of operator number portability, the Office of the Telecommunications Authority has published the statistics since July 2004.
- * Revised figure.

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

表 5.3 公共流動電話服務
Table 5.3 Public mobile services

	1998	2003	2004	2005	2006	2007	2008
公共流動電話用戶系統數目（千個） Number of public mobile subscriber units (thousands)							
總數 Total	2 898 (+36.2)	7 194 (+15.7)	8 158 (+13.4)	8 544 (+4.7)	9 444 (+10.5)	10 589 (+12.1)	11 374 (+7.4)
週期性結帳（包括數碼式800/900 兆赫和個人通訊服務） ⁽¹⁾ Post-paid (including Digital 800/900 MHz and PCS) ⁽¹⁾	2 768 (+32.7)	4 408 (+4.8)	4 575 (+3.8)	4 754 (+3.9)	5 153 (+8.4)	5 698 (+10.6)	6 090 (+6.9)
預付儲值智能咭 ⁽²⁾ Pre-paid stored-value SIM cards ⁽²⁾	130 (+207.4)	2 787 (+38.5)	3 583 (+28.6)	3 790 (+5.8)	4 291 (+13.2)	4 890 (+14.0)	5 284 (+8.1)
其中 Within which							
第2代客戶 2G customers	2 898 (+36.2)	7 194 (+15.7)	8 158 (+13.4)	7 908 (-3.1)	8 112 (+2.6)	8 584 (+5.8)	8 562 (-0.3)
第2.5代客戶 ⁽³⁾ 2.5G customers ⁽³⁾	-	730 (+326.8)	1 349 (+84.9)	1 212 (-10.1)	875 (-27.8)	943 * (+7.8) *	679 (-28.0)
第3代客戶 ^{(4) (5)} 3G customers ^{(4) (5)}	-	-	-	636 -	1 332 (+109.4) *	2 005 (+50.5)	2 812 (+40.3)
按每百名人口計算的公共流動 電話用戶系統數目 Number of public mobile subscriber units per 100 population	44.0	106.4	120.0	125.0	136.7	152.3 *	162.7
流動電話網絡覆蓋率 ⁽⁶⁾ % of population covered by mobile cellular telephone network ⁽⁶⁾	-	100	100	100	100	100	100
流動電話服務平均月費 （以每月100分鐘計算）（港元） Average mobile cellular tariffs (100 minutes of use per month) (HK\$)	144.7	30.0	30.0	9.0	8.5	8.5	8.5
流動電話服務傳送者牌照（2G） ^{(7) (8)} Number of Mobile Carrier Licences (2G) ^{(7) (8)}	-	-	-	1	9	9	5
流動電話服務傳送者牌照（3G） ⁽⁸⁾ Number of Mobile Carrier Licences (3G) ⁽⁸⁾	-	4	4	4	4	4	3
綜合傳送者牌照 ⁽⁸⁾ Number of Unified Carrier Licences ⁽⁸⁾	-	-	-	-	-	-	3
流動網絡營辦商 Number of Mobile Network Operators	6	6	6	6	5	5	5

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

表 5.3 公共流動電話服務（續）

Table 5.3 Public mobile services (cont'd)

	1998	2003	2004	2005	2006	2007	2008
短訊數目 ⁽¹⁾ （千個）							
Number of short messages ⁽¹⁾ (thousands)							
發送 ⁽⁹⁾	-	416 845	1 035 698	1 667 211	2 695 131	3 356 764	4 454 588
Sent ⁽⁹⁾	-	(+112.3)	(+148.5)	(+61.0)	(+61.7)	(+24.5)	(+32.7)
接收 ⁽⁹⁾	-	1 024 560	1 920 079	2 766 677	3 871 638	5 028 186 *	6 316 760
Received ⁽⁹⁾	-	(+99.0)	(+87.4)	(+44.1)	(+39.9)	(+29.9)	(+25.6)
本地流動網絡營辦商電話號碼成功轉攜數目 ⁽¹⁰⁾ （千個）	-	1 036	1 099	1 243	1 394	1 387	1 517
Number of successful portings in local mobile network operators ⁽¹⁰⁾ (thousands)	-	(+8.8)	(+6.1)	(+13.1)	(+12.2)	(-0.5)	(+9.4)

註釋： 括號內的數字是與上年比較的變動百分率。另外，須注意圖表內短訊發送及接收的數目，以及本地流動網絡營辦商電話號碼成功轉攜數目均以每年的一月一日起至十二月三十一日期間內的總和計算，至於其他數據則以每年的十二月三十一日截止計算。

(1) 二零零四年起的數字已包括第 3 代流動服務。

(2) 數字由一九九七年開始編製。

(3) 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。

(4) 數字由二零零五年六月開始編製。

(5) 第 3 代客戶指 (i) 登記為第 3 代客戶或購買第 3 代服務預繳智能咭的人士及 (ii) 未有登記為第 3 代客戶或沒有購買第 3 代服務預繳智能咭但在統計年十二月份中最少曾使用一次第 3 代服務的人士。

(6) 數字由二零零三年開始編製。

(7) 於二零零四年十一月，政府決定當三個環球流動通訊系統（GSM）及六個個人通訊服務（PCS）牌照在二零零五年七月至二零零六年九月期間屆滿後，給予該九個固有 GSM 和 PCS 持牌人行使「優先申請權」提供第二代流動通訊服務，並發出有效期為十五年的移動傳送者新牌照，以繼續提供流動通訊服務。

(8) 綜合傳送者牌照發牌制度自二零零八年八月開始實行。一些流動電話服務傳送者牌照（2G）和流動電話服務傳送者牌照（3G）已經轉換並合併成一個綜合傳送者牌照。

(9) 收發短訊數目包括流動服務客戶之間的短訊，以及由固定位置發送到流動服務客戶或由流動服務客戶發送到固定位置的短訊。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。

(10) 流動電話號碼可攜服務在一九九九年三月一日實施。

* 修訂數字。

Notes: Figures in brackets denote percentage changes over the preceding year. Please note that the number of short messages sent and received, and the number of successful portings in local mobile network operators are calculated based on the sum obtained between 1 January and 31 December every year, while other figures in the table are recorded as at 31 December every year.

(1) Figures from 2004 onwards include 3G mobile phone services.

(2) Figures are available as from 1997.

(3) 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.

(4) Figures are available as from June 2005.

(5) 3G customers refer to those (i) who are registered as 3G customers or purchase pre-paid SIM cards for 3G services; and (ii) who are not registered as 3G customers or do not purchase pre-paid SIM cards for 3G services, but have used 3G services at least once in December of the reference year.

(6) Figures are available as from 2003.

(7) In November 2004, the Government decided to grant the 3 GSM and 6 PCS licences providing 2G mobile phone services the “Right of First Refusal” upon expiry of their licences in July 2005 and September 2006 respectively, thus entitling them to new mobile carrier licence for 15 years to continue provision of their services.

(8) The unified carrier licensing regime has been implemented starting from August 2008. Some of the mobile carrier licences (2G) and mobile carrier licences (3G) have been converted to and combined into one single unified carrier licence.

(9) The number of short messages sent and received includes messages between mobile customers as well as messages sent to mobile customers from fixed locations and vice versa. The number of messages received exceeds the number of messages sent because some sent messages were received by more than one recipient.

(10) Mobile Number Portability was implemented on 1 March 1999.

* Revised figures.

資料來源：電訊管理局

Source: Office of the Telecommunications Authority

表 5.4 公共無線電傳呼服務

Table 5.4 Public radio paging services

	1998	2003	2004	2005	2006	2007	2008
公共無線電傳呼服務牌照數目 Number of public radio paging service licences	29	10	6	5	5	5	5
公共無線電傳呼服務頻道數目 Number of public radio paging service channels	79	42	28	27	23	23	19
公共無線電傳呼接收器數目（千個） Number of public radio paging receivers (thousands)	572 (-38.7)	178 (-9.9) *	158 (-11.4) *	132 (-16.5)	123 (-6.6) *	141 (+14.4) *	118 (-16.2)
按每百名人口計算的無線電 傳呼接收器數目 Number of radio paging receivers per 100 population	8.7	2.6	2.3	1.9	1.8	2.0	1.7

註釋： 括號內的數字是與上年比較的變動百分率。

* 修訂數字。

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

* Revised figures.

資料來源： 電訊管理局

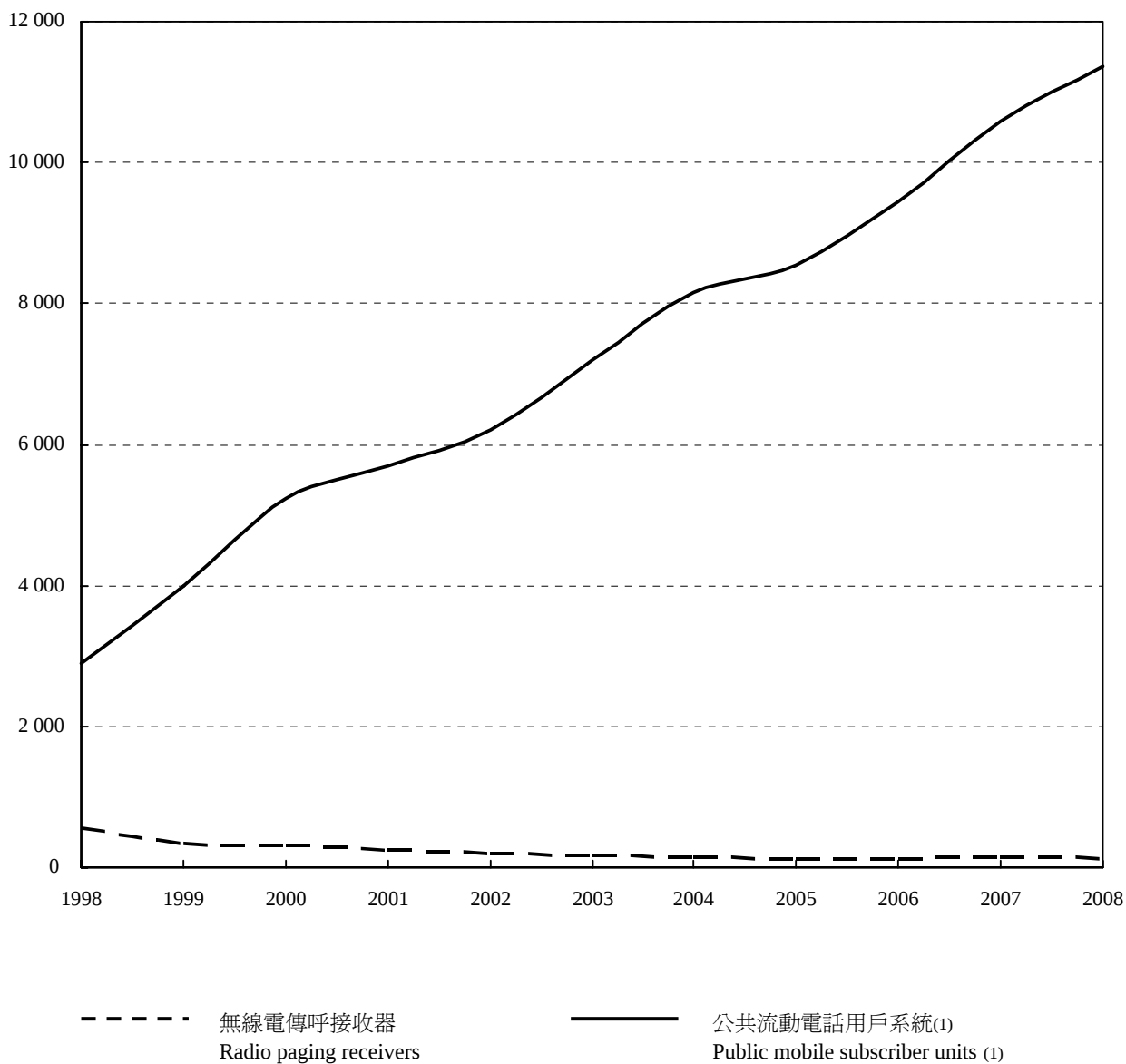
Source: Office of the Telecommunications Authority

圖 5.4 公共流動電話用戶系統及公共無線電傳呼接收器數目

Chart 5.4 Number of public mobile subscriber units and public radio paging receivers

用戶系統／接收器數目（千個）

Number of subscriber units/receivers (thousands)



註釋： (1) 包括預付儲值智能咭及個人通訊服務的用戶。

Note: (1) Including pre-paid stored-value SIM cards and PCS subscribers.

資料來源：電訊管理局

Source: Office of the Telecommunications Authority

表 5.5 對外電訊通訊量

Table 5.5 External telecommunications traffic

	1998	2003	2004	2005	2006	2007	2008
對外電話總通訊量（百萬分鐘） Total external telephone traffic volume (million minutes)	3 676.1 (-4.7)	5 908.8 (+3.5)	6 973.8 (+18.0)	7 805.9 (+11.9)	8 775.2 (+12.4)	9 501.0 (+8.3)	10 000.3 (+5.3)
撥出總數 Total outgoing	1 718.5 (-1.1)	4 232.6 (+7.1)	4 936.5 (+16.6)	5 638.4 (+14.2)	6 542.2 (+16.0)	7 239.2 (+10.7)	7 656.8 (+5.8)
由接線生接駁的撥出 Operator assisted outgoing	29.8 (-27.8)	1.6 (-47.4)	0.9 (-43.5)	0.6 (-35.2)	0.4 (-33.9)	0.2 (-46.2) *	0.1 (-38.1)
對外直撥電話撥出 ⁽¹⁾ IDD outgoing ⁽¹⁾	1 688.7 (-0.5)	4 231.0 (+7.2)	4 935.6 (+16.7)	5 637.8 (+14.2)	6 541.8 (+16.0)	7 239.0 (+10.7)	7 656.6 (+5.8)
撥入總數 ⁽²⁾ Total incoming ⁽²⁾	1 957.6 (-7.7)	1 676.2 (-4.5)	2 037.3 (+21.5)	2 167.5 (+6.4)	2 233.0 (+3.0)	2 261.8 (+1.3)	2 343.6 (+3.6)
對外專用電報總通訊量 ⁽³⁾ （千分鐘） Total external telex traffic volume ⁽³⁾ (thousand minutes)	11 877 (-31.6)	2 558 (-32.5)	1 651 (-35.4)	1 143 (-30.8)	763 (-33.2)	519 (-31.9)	351 (-32.4)
對外電報總通訊量 ^{(4) (5)} （千訊息） Total external telegram traffic volume ^{(4) (5)} (thousand messages)	57 (-33.7)	7 (-33.3)	- -	- -	- -	- -	- -
國際電話卡服務商數目 ⁽⁶⁾ Number of international calling card service providers ⁽⁶⁾	44 (+41.9)	1 (-50.0)	0 (-100.0)	0 -	0 -	0 * -	0 -
對外電訊服務營辦商數目 ⁽⁶⁾ Number of external telecommunications service operators ⁽⁶⁾	- -	221 (+3.3)	222 (+0.5)	228 (+2.7)	249 (+9.2)	254 (+2.0)	246 (-3.1)

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) 由二零零四年一月一日起，有關的服務已經終止。故此不再提供以上數據。

(6) 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。

* 修訂數字。

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) Figures are no longer available as the related service has been terminated since 1 January 2004.

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

* Revised figures.

資料來源：電訊管理局

Source: Office of the Telecommunications Authority

表 5.6 互聯網服務
Table 5.6 Internet services

	1998	2003	2004	2005	2006	2007	2008
持牌互聯網服務供應商數目 ⁽¹⁾ Number of licensed Internet Service Providers (ISPs) ⁽¹⁾	133 (+7.3)	201 (-14.8) *	188 (-6.5)	186 (-1.1)	181 (-2.7)	173 (-4.4)	169 (-2.3)
互聯網使用量 Internet traffic volume							
客戶透過公共電話網絡接駁 ⁽²⁾ (百萬分鐘) Customer access via Public Switched Telephone Networks (PSTN) ⁽²⁾ (million minutes)	5 359 -	3 564 (-35.8)	1 897 (-46.8)	1 060 (-44.1)	619 (-41.6)	404 (-34.7)	305 (-24.6)
客戶透過寬頻網絡接駁 ⁽³⁾ (兆兆比特) Customer access via broadband networks ⁽³⁾ (terabits)	- -	933 728 (+333.7)	2 949 652 (+215.9)	5 392 294 (+82.8)	7 794 032 (+44.5)	9 572 815 (+22.8)	10 312 632 (+7.7)
持牌互聯網服務供應商客戶數目 Number of customers of licensed ISPs							
以撥號接駁的已登記客戶戶口 (不包括互聯網儲值卡) ^{(4) (5)} Registered customer accounts with dial-up access (excluding Internet pre-paid calling cards) ^{(4) (5)}	- -	1 084 368 (-20.9)	1 003 604 (-7.4)	974 873 (-2.9)	945 193 (-3.0)	959 831 (+1.5)	955 000 (-0.5)
作撥號接駁用途的互聯網儲值卡 ⁽⁴⁾ Internet pre-paid calling cards for dial-up access ⁽⁴⁾	- -	20 411 (+36.3)	9 800 (-52.0)	4 800 (-51.0)	1 000 (-79.2)	500 (-50.0)	300 (-40.0)
以私人租用線路接駁的已登記客戶戶口 ^{(4) (5)} Registered customer accounts with leased line access ^{(4) (5)}	- -	2 739 (-20.4)	2 259 (-17.5)	1 925 (-14.8)	1 641 (-14.8)	1 913 (+16.6)	1 724 (-9.9)
寬頻互聯網接駁客戶戶口 ⁽⁶⁾ Registered broadband Internet access customer accounts ⁽⁶⁾	- -	1 230 607 (+24.4)	1 484 486 (+20.6)	1 648 409 (+11.0)	1 744 420 (+5.8)	1 879 735 (+7.8)	1 948 271 (+3.6)
按每百名人口計算的互聯網用戶數目 ⁽⁴⁾ Internet subscribers per 100 population ⁽⁴⁾	-	34.6	36.8	38.5	39.0	40.9	41.6
按每百名人口計算的固定寬頻互聯網用戶數目 ⁽⁶⁾ Fixed broadband Internet subscribers per 100 population ⁽⁶⁾	-	18.2	21.8	24.1	25.2	27.0	27.9
按每百名人口計算的流動寬頻訂用數目 ⁽⁷⁾ Mobile broadband subscriptions per 100 population ⁽⁷⁾	-	-	-	9.3	19.3	28.8	40.1

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

表 5.6 互聯網服務 (續)
Table 5.6 Internet services (cont'd)

	1998	2003	2004	2005	2006	2007	2008
按每名人口計算的國際互聯網頻寬 ⁽⁸⁾ (每秒千比特) International Internet bandwidth per person (Kilobits per second (Kbps)) ⁽⁸⁾	-	2.8	4.9	9.4	12.6	13.8	24.3
互聯網服務月費 (以每月計算) (港元) Internet access tariffs (per month) (HK\$)							
撥號式調解器 ⁽⁹⁾ Dial-up modem ⁽⁹⁾	-	30.0	30.0	30.0	30.0	30.0	68.0
固定寬頻 ⁽¹⁰⁾⁽¹¹⁾ Fixed broadband ⁽¹⁰⁾⁽¹¹⁾	-	-	-	118.3	118.3	89.3 *	121.0

註釋： 括號內的數字是與上年比較的變動百分率。

- (1) 互聯網持牌供應商的數目因供應商要求重新分類其服務而有所調整。
 - (2) 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。
 - (3) 數字由電訊管理局自二零零零年十一月開始提供。
 - (4) 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。
 - (5) 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。
 - (6) 數字由電訊管理局自二零零零年開始提供。
 - (7) 數字由電訊管理局自二零零五年開始提供。
 - (8) 數字由電訊管理局自二零零二年開始提供。
 - (9) 除了月費外，還要收取每小時 HK\$1.2 的上網費。數字由電訊管理局自二零零三年開始提供。
 - (10) 數字由電訊管理局自二零零五年開始提供。
 - (11) 一般來說，寬頻服務的價格在過去幾年有下降的趨勢。二零零八年的價格比二零零七年高是因為前者是指高速寬頻服務的價格。二零零六年和二零零七年的寬頻服務價格是指每秒 1.5 個百萬位元的服務，而二零零八年的價格是指每秒 10 個百萬位元的服務 (在二零零八年，每秒 10 個百萬位元的服務比每秒 1.5 個百萬位元的服務更受歡迎)。
- * 修訂數字。

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

- (1) The number of ISPs has been adjusted due to reclassification of service requested by some licensees.
 - (2) Figures were first available from the Office of the Telecommunications Authority in August 1997. Not including customer access via leased circuits and broadband services.
 - (3) Figures were first available from the Office of the Telecommunications Authority in November 2000.
 - (4) 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.
 - (5) 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.
 - (6) Figures were first available from the Office of the Telecommunications Authority in 2000.
 - (7) Figures were first available from the Office of the Telecommunications Authority in 2005.
 - (8) Figures were first available from the Office of the Telecommunications Authority in 2002.
 - (9) In addition to the monthly subscription fee, a PNET charge of \$HK1.2/hour was imposed on Internet access. Figures were first available from the Office of the Telecommunications Authority in 2003.
 - (10) Figures were first available from the Office of the Telecommunications Authority in 2005.
 - (11) In general, there has been a downward trend in prices of broadband services in the past years. The main reason for the higher price in 2008 (vs. 2007) was because it referred to higher speed broadband service. The 2006 and 2007 prices referred to 1.5Mbps service only, while that of 2008 referred to 10Mbps service (which was more popular than 1.5Mbps service in 2008).
- * Revised figure.

資料來源：電訊管理局

Source: Office of the Telecommunications Authority

表 5.7 按所提供的服務類別劃分的互聯網服務公司的業務收益

Table 5.7 Business receipts of Internet Service Providers (ISPs) by type of services provided

百萬港元
HK\$ million

所提供的服務類別 Type of services provided	1998	2002	2003	2004	2005	2006	2007
入會／登記／開戶服務 Membership/registration/ account set-up services	7 (0.4) [-23.1]	65 (1.5) [+1 252.7]	8 (0.1) [-87.6]	4 (0.1) [-48.7]	5 (0.1) [+10.2]	5 (0.1) [+11.1]	10 (0.1) [+96.9]
基本接駁服務 Basic connection services							
撥號線路賬戶 Dial-up account	659 (40.5) [+52.0]	339 (7.6) [-40.9]	265 (5.0) [-21.9]	179 (3.6) [-32.3]	128 (3.1) [-28.6]	109 (2.2) [-15.0]	113 (1.7) [+3.5]
直駁專線賬戶 Leased line account	382 (23.5) [+139.5]	956 (21.5) [+0.4]	674 (12.6) [-29.6]	1,730 (34.5) [+156.9]	686 (16.6) [-60.4]	711 (14.5) [+3.7]	815 (12.2) [+14.5]
寬頻賬戶 Broadband account	- (-) -	1,406 (31.6) [+33.0]	2,667 (49.9) [+89.7]	2,663 (53.0) [-0.2]	2,872 (69.6) [+7.8]	3,482 (71.0) [+21.2]	4,989 (74.5) [+43.3]
儲存網站及有關服務 Website hosting and related services	276 (17.0) [+754.8]	772 (17.4) [+126.5]	135 (2.5) [-82.5]	81 (1.6) [-40.2]	51 (1.2) [-36.4]	94 (1.9) [+83.0]	228 (3.4) [+142.7]
其他與互聯網有關的服務 Other Internet related services	302 (18.6) [+48.9]	909 (20.4) [-30.2]	1,594 (29.8) [+75.3]	364 (7.3) [-77.1]	382 (9.3) [+4.8]	503 (10.3) [+31.7]	539 (8.1) [+7.2]
總計 Total	1,626 (100.0) [+94.2]	4,447 (100.0) [+5.1]	5,343 (100.0) [+20.2]	5,022 (100.0) [-6.0]	4,123 (100.0) [-17.9]	4,904 (100.0) [+18.9]	6,694 (100.0) [+36.5]

註釋： ()內的數字是佔個別總計的百分比。
[]內的數字是按年變動百分率。

Notes: Figures in () denote the percentage shares to their respective totals.
Figures in [] denote the annual percentage changes.

資料來源：政府統計處商業服務統計組

Source: Business Services Statistics Section, Census and Statistics Department

第 6 章 資訊及通訊科技貨品的進出口

Chapter 6 Imports and Exports of Information and Communication Technology Goods

緒言

6.1 香港是區內一個資訊及通訊科技貨品貿易的主要中介中心。本刊物採用一套較全面的資訊及通訊科技貨品分類，以取代本刊較早期號按電腦產品及電訊設備兩大組別劃分的分類。新分類是依照聯合國貿易和發展會議頒布的國際指引而編製。

6.2 本章展示在一九九八至二零零八年間，香港就電訊設備、電腦及相關設備、電子組件、影音設備、電腦軟件以及其他資訊及通訊科技貨品的對外貿易統計數字。由二零零七年一月起，香港就電訊設備的涵蓋範圍作出了修訂。因此，該類貨品於二零零七年及以後的貿易數字不能與較早年份的數字作直接比較。

電訊設備

6.3 在二零零八年，香港的電訊設備進口貨值達 1,897 億元。同年，電訊設備的整體出口(包括港產品出口及轉口)貨值為 2,084 億元。(表 6.1)

6.4 在二零零八年，中國內地為香港最主要的電訊設備供應地，佔電訊設備進口總值的 68.3%。第二及第三的主要供應地是日本和新加坡，分別佔總值的 4.8% 和 4.5%。(表 6.1)

Introduction

6.1 Hong Kong is a major intermediary centre for trading of information and communication technology (ICT) goods in the region. A more comprehensive classification of ICT goods is introduced in this edition of the publication to replace the two categories of computer products and telecommunications equipment presented in previous issues of this publication. The new classification follows the international guidelines promulgated by the United Nations Conference on Trade and Development (UNCTAD).

6.2 This Chapter presents the statistics of Hong Kong's external trade in telecommunications equipment, computer and related equipment, electronic components, audio and video equipment, computer software and other ICT goods during the period from 1998 to 2008. As from January 2007, the coverage of telecommunications equipment has been revised and the trade figures as from 2007 are not strictly comparable with those in previous years.

Telecommunications Equipment

6.3 In 2008, Hong Kong's imports of telecommunications equipment amounted to \$189.7 billion. In the same year, the value of total exports (including domestic exports and re-exports) of telecommunications equipment was \$208.4 billion. (Table 6.1)

6.4 The mainland of China was the major supplier, accounting for 68.3% of Hong Kong's total imports of telecommunications equipment in 2008. The second and third major suppliers were Japan and Singapore, accounting for 4.8% and 4.5% of the total respectively. (Table 6.1)

6.5 中國內地和美國為香港電訊設備整體出口最主要的兩個目的地，分別佔總值的34.6%和13.4%。（表6.1）

電腦及相關設備

6.6 在二零零八年，香港的電腦及相關設備進口貨值達2,783億元。同年，電腦及相關設備的整體出口貨值為2,921億元。（表6.2）

6.7 在二零零八年，有59.1%進口香港的電腦及相關設備來自中國內地。第二及第三大的供應地依次為日本和泰國，分別佔總值的8.9%和6.1%。（表6.2）

6.8 在二零零八年，香港電腦及相關設備整體出口的最大目的地是中國內地，佔總值的62.7%。第二及第三大目的地是美國和日本，分別佔總值的7.1%和4.4%。（表6.2）

電子組件

6.9 在二零零八年，電子組件的進口及整體出口貨值分別達6,523億元及5,903億元。（表6.3）

6.10 在二零零八年，香港進口的電子組件的首三個供應地依次是中國內地、台灣及新加坡，它們分別佔電子組件進口總值的31.0%、16.6%及15.3%。（表6.3）

6.5 The mainland of China and the USA were the two major destinations of Hong Kong's total exports of telecommunications equipment, accounting for 34.6% and 13.4% of the total respectively. (Table 6.1)

Computer and Related Equipment

6.6 In 2008, Hong Kong's imports of computer and related equipment reached \$278.3 billion. In the same year, the value of total exports of computer and related equipment was \$292.1 billion. (Table 6.2)

6.7 In 2008, 59.1% of Hong Kong's imports of computer and related equipment was supplied by the mainland of China. The second and third largest suppliers were Japan and Thailand, accounting for 8.9% and 6.1% of the total respectively. (Table 6.2)

6.8 In 2008, the mainland of China was the largest destination of Hong Kong's total exports of computer and related equipment, accounting for 62.7% of the total. The second and third largest destinations were the USA and Japan, accounting for 7.1% and 4.4% of the total respectively. (Table 6.2)

Electronic Components

6.9 In 2008, the value of imports and total exports of electronic components reached \$652.3 billion and \$590.3 billion respectively. (Table 6.3)

6.10 In 2008, the top three suppliers of Hong Kong's imports of electronic components were the mainland of China, Taiwan and Singapore. They accounted for 31.0%, 16.6% and 15.3% of the total value of Hong Kong's imports of electronic components respectively. (Table 6.3)

6.11 在二零零八年，香港電子組件整體出口的最大目的地是中國內地，佔總值的74.7%。第二及第三大目的地是美國及台灣，分別佔總值的3.5%和3.2%。（表6.3）

影音設備

6.12 在二零零八年，香港的影音設備進口貨值達1,437億元。同年，影音設備的整體出口貨值為1,591億元。（表6.4）

6.13 香港進口的影音設備主要來自中國內地。在二零零八年，來自中國內地佔總值的71.3%。第二和第三大供應地是日本和台灣，分別佔總值的10.1%和4.7%。（表6.4）

6.14 在二零零八年，香港影音設備整體出口的最大的兩個目的地是中國內地和美國，分別佔總值的33.9%和17.1%。第三大目的地是日本，佔總值的6.1%。（表6.4）

電腦軟件

6.15 在二零零八年，香港的電腦軟件進口貨值為29億元。電腦軟件的整體出口貨值為33億元。（表6.5）

6.16 在二零零八年，香港進口的電腦軟件的首三個供應地依次是中國內地、美國及新加坡，它們分別佔電腦軟件進口總值的42.1%、15.1%及13.7%。（表6.5）

6.11 In 2008, the mainland of China was the largest destination of Hong Kong's total exports of electronic components, accounting for 74.7% of the total. The second and third largest destinations were the USA and Taiwan, accounting for 3.5% and 3.2% of the total respectively. (Table 6.3)

Audio and Video Equipment

6.12 In 2008, Hong Kong's imports of audio and video equipment reached \$143.7 billion. In the same year, the value of total exports of audio and video equipment was \$159.1 billion. (Table 6.4)

6.13 The most important source of Hong Kong's imports of audio and video equipment was the mainland of China. In 2008, the share of the mainland of China was 71.3%. The second and third largest suppliers were Japan and Taiwan, accounting for 10.1% and 4.7% of the total respectively. (Table 6.4)

6.14 In 2008, the mainland of China and the USA, the two largest destinations of Hong Kong's total exports of audio and video equipment, accounting for 33.9% and 17.1% of the total respectively. The third largest destination was Japan, accounting for 6.1% of the total. (Table 6.4)

Computer Software

6.15 In 2008, Hong Kong's imports of computer software amounted to \$2.9 billion. The corresponding total exports of computer software was \$3.3 billion. (Table 6.5)

6.16 In 2008, the top three suppliers of Hong Kong's imports of computer software were the mainland of China, the USA and Singapore. They accounted for 42.1%, 15.1% and 13.7% of the total value of Hong Kong's imports of computer software respectively. (Table 6.5)

6.17 在二零零八年，香港電腦軟件整體出口的最大目的地是中國內地，佔總值的74.6%。第二及第三大目的地是孟加拉國及台灣，分別佔總值的5.2%及4.3%。(表6.5)

其他資訊及通訊科技貨品

6.18 在二零零八年，其他資訊及通訊科技貨品的進口及整體出口貨值分別達279億元及345億元。(表6.6)

6.19 在二零零八年，香港進口的其他資訊及通訊科技貨品的首三個供應地依次是中國內地、日本及美國，它們分別佔其他資訊及通訊科技貨品進口總值的42.1%、15.3%及14.0%。(表6.6)

6.20 在二零零八年，香港其他資訊及通訊科技貨品整體出口的最大目的地是中國內地，佔總值的63.1%。第二及第三大目的地是美國及日本，分別佔總值的9.1%和3.9%。(表6.6)

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)

6.17 In 2008, the mainland of China was the largest destination of Hong Kong's total exports of computer software, accounting for 74.6% of the total. Bangladesh and Taiwan were the second and third largest destinations, accounting for 5.2% and 4.3% of the total respectively. (Table 6.5)

Other ICT Goods

6.18 In 2008, the value of imports and total exports of other ICT goods reached \$27.9 billion and \$34.5 billion respectively. (Table 6.6)

6.19 In 2008, the top three suppliers of Hong Kong's imports of other ICT goods were the mainland of China, Japan and the USA. They accounted for 42.1%, 15.3% and 14.0% of the total value of Hong Kong's imports of other ICT goods respectively. (Table 6.6)

6.20 In 2008, the mainland of China was the largest destination of Hong Kong's total exports of other ICT goods, accounting for 63.1% of the total. The second and third largest were the USA and Japan, accounting for 9.1% and 3.9% of the total respectively. (Table 6.6)

Further References

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 電訊設備按主要供應地劃分的進口及按主要目的地劃分的出口⁽¹⁾

Table 6.1 Imports by main supplier and exports by main destination of telecommunications equipment ⁽¹⁾

	百萬港元 HK\$ million						
	1998	2003	2004	2005	2006	2007 ⁽¹⁾	2008
進口	55,366	60,632	74,322	90,961	114,704	177,937	189,727
Imports	(-11.3)	(-10.0)	(+22.6)	(+22.4)	(+26.1)		(+6.6)
中國內地	18,339	22,551	36,952	51,570	69,076	119,794	129,578
The mainland of China	(-3.3)	(-10.1)	(+63.9)	(+39.6)	(+33.9)		(+8.2)
日本	4,226	2,369	3,331	2,585	2,456	7,905	9,141
Japan	(-8.8)	(+9.9)	(+40.6)	(-22.4)	(-5.0)		(+15.6)
新加坡	4,978	3,644	3,863	5,296	8,388	10,255	8,510
Singapore	(-27.0)	(-10.2)	(+6.0)	(+37.1)	(+58.4)		(-17.0)
整體出口	38,298	51,898	56,663	64,855	80,283	184,990	208,367
Total exports	(+6.4)	(+8.8)	(+9.2)	(+14.5)	(+23.8)		(+12.6)
中國內地	11,606	16,103	13,513	15,623	13,023	70,210	72,071
The mainland of China	(+13.0)	(+13.1)	(-16.1)	(+15.6)	(-16.6)		(+2.7)
美國	10,768	8,399	10,514	13,427	20,990	26,425	28,004
United States of America	(+3.4)	(-19.9)	(+25.2)	(+27.7)	(+56.3)		(+6.0)
荷蘭	819	923	1,465	1,589	2,459	11,283	13,726
Netherlands	(-9.4)	(-6.8)	(+58.7)	(+8.5)	(+54.8)		(+21.7)
港產品出口	1,959	402	137	166	166	7,539	8,421
Domestic exports	(-26.9)	(+25.0)	(-65.9)	(+21.0)	(@)		(+11.7)
美國	200	2	3	2	16	1,444	1,866
United States of America	(-33.8)	(-26.0)	(+18.9)	(-23.8)	(+632.7)		(+29.2)
荷蘭	48	#	#	#	1	1,504	1,653
Netherlands	(-30.4)	(-95.5)	(-97.9)	(-16.7)	(+15 311.6)		(+9.9)
新加坡	18	#	5	4	7	869	849
Singapore	(-10.8)	(+246.6)	(+2 802.0)	(-12.1)	(+57.7)		(-2.3)
轉口	36,340	51,496	56,525	64,689	80,117	177,451	199,946
Re-exports	(+9.0)	(+8.7)	(+9.8)	(+14.4)	(+23.9)		(+12.7)
中國內地	10,228	15,771	13,476	15,567	12,995	69,776	71,632
The mainland of China	(+20.1)	(+13.2)	(-14.6)	(+15.5)	(-16.5)		(+2.7)
美國	10,568	8,396	10,511	13,425	20,974	24,981	26,139
United States of America	(+4.5)	(-19.9)	(+25.2)	(+27.7)	(+56.2)		(+4.6)
荷蘭	770	923	1,465	1,589	2,458	9,778	12,073
Netherlands	(-7.6)	(-6.3)	(+58.8)	(+8.5)	(+54.7)		(+23.5)

註釋： 括號內的數字是與上年比較的變動百分率。

(1) 由二零零七年一月起，電訊設備的涵蓋範圍已修訂。在本表內，二零零七年及以後的貿易數字不可與較前年份的數字作直接比較。因此，二零零六年與二零零七年間的變動百分率亦不提供。

少於 500,000 港元。

@ 表示變動百分率在增減 0.05% 以內。

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

(1) As from January 2007, the coverage of telecommunications equipment has been revised. In this table, trade figures as from 2007 are not strictly comparable with figures in previous years. Hence, the rate of change between 2006 and 2007 is not provided.

Less than HK\$ 0.5 million.

@ Denotes changes within +/- 0.05%.

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 電腦及相關設備按主要供應地劃分的進口及按主要目的地劃分的出口

Table 6.2 Imports by main supplier and exports by main destination of computer and related equipment

百萬港元
HK\$ million

	1998	2003	2004	2005	2006	2007	2008
進口	90,718	167,434	190,608	231,234	268,290	261,865	278,299
Imports	(+6.5)	(+20.5)	(+13.8)	(+21.3)	(+16.0)	(-2.4)	(+6.3)
中國內地	32,230	64,667	83,288	105,163	127,412	146,216	164,447
The mainland of China	(+14.3)	(+34.8)	(+28.8)	(+26.3)	(+21.2)	(+14.8)	(+12.5)
日本	9,162	13,012	15,651	18,939	20,726	24,859	24,779
Japan	(-6.3)	(+22.0)	(+20.3)	(+21.0)	(+9.4)	(+19.9)	(-0.3)
泰國	1,453	3,514	3,625	8,931	12,865	15,148	17,105
Thailand	(-0.5)	(+22.6)	(+3.1)	(+146.4)	(+44.0)	(+17.8)	(+12.9)
整體出口	83,949	169,921	196,542	262,460	290,570	270,130	292,058
Total exports	(+7.0)	(+26.1)	(+15.7)	(+33.5)	(+10.7)	(-7.0)	(+8.1)
中國內地	21,762	87,713	104,148	140,601	165,706	164,977	183,107
The mainland of China	(+5.1)	(+42.5)	(+18.7)	(+35.0)	(+17.9)	(-0.4)	(+11.0)
美國	16,850	17,605	18,091	25,613	25,525	20,656	20,879
United States of America	(+3.9)	(+4.4)	(+2.8)	(+41.6)	(-0.3)	(-19.1)	(+1.1)
日本	5,640	7,655	8,271	10,460	13,610	11,793	12,710
Japan	(-13.1)	(+30.0)	(+8.1)	(+26.5)	(+30.1)	(-13.3)	(+7.8)
港產品出口	5,205	4,649	5,026	13,501	19,321	2,775	1,424
Domestic exports	(-16.6)	(+23.8)	(+8.1)	(+168.6)	(+43.1)	(-85.6)	(-48.7)
中國內地	997	588	616	965	1,339	1,846	679
The mainland of China	(-34.5)	(-1.6)	(+4.8)	(+56.7)	(+38.8)	(+37.9)	(-63.2)
美國	739	1,616	1,468	3,306	4,209	132	102
United States of America	(-44.6)	(-16.8)	(-9.2)	(+125.2)	(+27.3)	(-96.9)	(-23.1)
澳大利亞	252	134	229	811	1,274	74	74
Australia	(-17.5)	(+97.4)	(+71.0)	(+254.1)	(+57.2)	(-94.2)	(-1.1)
轉口	78,743	165,272	191,516	248,959	271,248	267,355	290,633
Re-exports	(+9.1)	(+26.2)	(+15.9)	(+30.0)	(+9.0)	(-1.4)	(+8.7)
中國內地	20,765	87,125	103,533	139,636	164,367	163,131	182,427
The mainland of China	(+8.2)	(+42.9)	(+18.8)	(+34.9)	(+17.7)	(-0.8)	(+11.8)
美國	16,111	15,989	16,623	22,307	21,316	20,524	20,778
United States of America	(+8.3)	(+7.1)	(+4.0)	(+34.2)	(-4.4)	(-3.7)	(+1.2)
日本	5,321	7,156	7,825	9,049	11,722	11,724	12,657
Japan	(-14.9)	(+26.6)	(+9.4)	(+15.6)	(+29.5)	(@)	(+8.0)

註釋： 括號內的數字是與上年比較的變動百分率。

@ 表示變動百分率在增減 0.05%以內。

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

@ Denotes changes within +/- 0.05%.

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 電子組件按主要供應地劃分的進口及按主要目的地劃分的出口

Table 6.3 Imports by main supplier and exports by main destination of electronic components

	百萬港元 HK\$ million						
	1998	2003	2004	2005	2006	2007	2008
進口	134,403	289,933	391,179	457,652	554,470	626,978	652,252
Imports	(-12.7)	(+27.8)	(+34.9)	(+17.0)	(+21.2)	(+13.1)	(+4.0)
中國內地	19,281	62,616	90,570	126,167	169,376	176,216	202,267
The mainland of China	(-3.0)	(+40.2)	(+44.6)	(+39.3)	(+34.2)	(+4.0)	(+14.8)
台灣	20,946	45,723	65,421	79,213	101,161	109,479	108,500
Taiwan	(-7.8)	(+7.3)	(+43.1)	(+21.1)	(+27.7)	(+8.2)	(-0.9)
新加坡	13,046	33,626	44,516	51,684	68,958	93,834	99,770
Singapore	(-16.7)	(+39.6)	(+32.4)	(+16.1)	(+33.4)	(+36.1)	(+6.3)
整體出口	101,247	247,727	338,698	401,765	495,661	540,864	590,337
Total exports	(-8.6)	(+25.0)	(+36.7)	(+18.6)	(+23.4)	(+9.1)	(+9.1)
中國內地	41,240	165,759	231,794	281,697	358,425	399,687	441,164
The mainland of China	(-1.7)	(+31.8)	(+39.8)	(+21.5)	(+27.2)	(+11.5)	(+10.4)
美國	14,007	10,906	12,540	14,067	17,506	18,721	20,578
United States of America	(-7.7)	(+4.2)	(+15.0)	(+12.2)	(+24.4)	(+6.9)	(+9.9)
台灣	9,821	16,969	20,123	19,845	19,268	20,303	19,021
Taiwan	(-1.4)	(+45.1)	(+18.6)	(-1.4)	(-2.9)	(+5.4)	(-6.3)
港產品出口	24,113	7,864	10,391	13,768	8,245	6,413	4,887
Domestic exports	(-17.5)	(-43.9)	(+32.1)	(+32.5)	(-40.1)	(-22.2)	(-23.8)
中國內地	4,859	2,599	3,353	7,141	3,745	3,189	2,469
The mainland of China	(-17.0)	(-29.6)	(+29.0)	(+113.0)	(-47.6)	(-14.9)	(-22.6)
美國	5,618	905	1,004	1,058	556	396	381
United States of America	(-19.0)	(-53.8)	(+11.0)	(+5.4)	(-47.5)	(-28.7)	(-3.9)
韓國	507	269	363	451	271	297	367
Korea	(-41.6)	(+39.9)	(+35.1)	(+24.2)	(-39.9)	(+9.6)	(+23.4)
轉口	77,134	239,863	328,307	387,996	487,416	534,452	585,449
Re-exports	(-5.4)	(+30.2)	(+36.9)	(+18.2)	(+25.6)	(+9.6)	(+9.5)
中國內地	36,381	163,160	228,441	274,555	354,680	396,498	438,695
The mainland of China	(+0.7)	(+33.6)	(+40.0)	(+20.2)	(+29.2)	(+11.8)	(+10.6)
美國	8,389	10,001	11,536	13,009	16,950	18,325	20,197
United States of America	(+1.8)	(+17.6)	(+15.4)	(+12.8)	(+30.3)	(+8.1)	(+10.2)
台灣	7,566	16,241	18,935	18,966	18,746	20,035	18,810
Taiwan	(-6.2)	(+56.9)	(+16.6)	(+0.2)	(-1.2)	(+6.9)	(-6.1)

註釋： 括號內的數字是與上年比較的變動百分率。

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

資料來源： 政府統計處貿易資料分析組

Source: Trade Analysis Section, Census and Statistics Department

表 6.4 影音設備按主要供應地劃分的進口及按主要目的地劃分的出口

Table 6.4 Imports by main supplier and exports by main destination of audio and video equipment

	百萬港元 HK\$ million						
	1998	2003	2004	2005	2006	2007	2008
進口	64,688	108,436	134,451	132,907	129,483	148,784	143,666
Imports	(-16.6)	(+19.0)	(+24.0)	(-1.1)	(-2.6)	(+14.9)	(-3.4)
中國內地	38,781	75,718	96,586	99,149	97,350	106,261	102,494
The mainland of China	(-3.0)	(+22.9)	(+27.6)	(+2.7)	(-1.8)	(+9.2)	(-3.5)
日本	12,920	19,042	20,912	15,957	13,335	15,136	14,474
Japan	(-20.6)	(+12.3)	(+9.8)	(-23.7)	(-16.4)	(+13.5)	(-4.4)
台灣	1,189	2,297	3,303	3,019	2,831	7,505	6,689
Taiwan	(-22.1)	(+34.9)	(+43.8)	(-8.6)	(-6.2)	(+165.1)	(-10.9)
整體出口	69,519	119,870	153,365	163,609	162,778	175,923	159,102
Total exports	(-7.8)	(+22.7)	(+27.9)	(+6.7)	(-0.5)	(+8.1)	(-9.6)
中國內地	17,472	37,605	45,134	48,966	50,504	60,902	54,001
The mainland of China	(-5.5)	(+26.8)	(+20.0)	(+8.5)	(+3.1)	(+20.6)	(-11.3)
美國	17,116	22,916	27,276	29,304	31,733	31,483	27,248
United States of America	(+0.9)	(+7.2)	(+19.0)	(+7.4)	(+8.3)	(-0.8)	(-13.5)
日本	3,662	8,604	11,985	12,844	10,264	9,315	9,669
Japan	(-12.5)	(+18.8)	(+39.3)	(+7.2)	(-20.1)	(-9.3)	(+3.8)
港產品出口	2,537	1,227	1,813	1,649	1,735	1,220	798
Domestic exports	(-31.4)	(+17.1)	(+47.8)	(-9.0)	(+5.2)	(-29.7)	(-34.6)
中國內地	2,171	279	421	477	445	338	366
The mainland of China	(-32.2)	(-53.7)	(+51.1)	(+13.4)	(-6.8)	(-24.0)	(+8.2)
德國	8	152	189	146	123	120	76
Germany	(-59.4)	(+218.2)	(+24.8)	(-22.7)	(-15.9)	(-2.3)	(-36.5)
巴西	2	1	16	63	123	55	62
Brazil	(+136.9)	(+3 079.8)	(+1 195.3)	(+283.7)	(+93.8)	(-55.5)	(+14.3)
轉口	66,982	118,644	151,552	161,960	161,043	174,703	158,304
Re-exports	(-6.6)	(+22.7)	(+27.7)	(+6.9)	(-0.6)	(+8.5)	(-9.4)
中國內地	15,301	37,326	44,713	48,489	50,059	60,564	53,635
The mainland of China	(@)	(+28.4)	(+19.8)	(+8.4)	(+3.2)	(+21.0)	(-11.4)
美國	17,065	22,799	27,081	29,158	31,470	31,307	27,187
United States of America	(+1.0)	(+6.9)	(+18.8)	(+7.7)	(+7.9)	(-0.5)	(-13.2)
日本	3,635	8,599	11,957	12,828	10,256	9,281	9,640
Japan	(-12.6)	(+19.1)	(+39.0)	(+7.3)	(-20.0)	(-9.5)	(+3.9)

註釋： 括號內的數字是與上年比較的變動百分率。

@ 表示變動百分率在增減 0.05%以內。

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

@ Denotes changes within +/- 0.05%.

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 6.5 電腦軟件按主要供應地劃分的進口及按主要目的地劃分的出口

Table 6.5 Imports by main supplier and exports by main destination of computer software

	百萬港元 HK\$ million						
	1998	2003	2004	2005	2006	2007	2008
進口	1,166	1,915	1,682	1,930	2,740	2,617	2,919
Imports	(-20.0)	(+24.2)	(-12.2)	(+14.7)	(+42.0)	(-4.5)	(+11.5)
中國內地	37	531	572	598	726	643	1,229
The mainland of China	(+1.3)	(+28.0)	(+7.7)	(+4.6)	(+21.5)	(-11.5)	(+91.3)
美國	387	387	281	338	424	431	440
United States of America	(-34.6)	(+19.8)	(-27.4)	(+20.2)	(+25.5)	(+1.6)	(+2.2)
新加坡	247	260	255	254	356	366	401
Singapore	(-20.3)	(-1.3)	(-1.7)	(-0.4)	(+39.9)	(+2.7)	(+9.6)
整體出口	781	3,017	2,396	2,430	2,418	2,429	3,280
Total exports	(+29.3)	(-0.2)	(-20.6)	(+1.4)	(-0.5)	(+0.4)	(+35.1)
中國內地	353	1,435	1,127	1,305	1,295	1,595	2,445
The mainland of China	(+21.2)	(+8.2)	(-21.5)	(+15.8)	(-0.8)	(+23.2)	(+53.3)
孟加拉國	#	#	#	19	158	61	172
Bangladesh	-	(+37.0)	(+460.8)	(+11 963.9)	(+718.8)	(-61.4)	(+181.5)
台灣	36	187	162	126	100	105	142
Taiwan	(+57.2)	(+19.3)	(-12.9)	(-22.2)	(-20.5)	(+4.6)	(+35.2)
港產品出口	339	1,557	1,250	1,216	860	542	415
Domestic exports	(+119.0)	(+3.7)	(-19.7)	(-2.7)	(-29.3)	(-37.0)	(-23.3)
中國內地	75	323	364	438	297	179	239
The mainland of China	(+443.3)	(+10.2)	(+12.7)	(+20.2)	(-32.3)	(-39.6)	(+33.1)
日本	41	442	277	374	315	266	73
Japan	(-35.1)	(-4.9)	(-37.3)	(+34.8)	(-15.6)	(-15.5)	(-72.5)
台灣	19	36	33	35	38	24	52
Taiwan	(+149.9)	(+31.5)	(-8.0)	(+7.0)	(+7.3)	(-36.9)	(+118.1)
轉口	443	1,460	1,146	1,213	1,558	1,887	2,865
Re-exports	(-1.5)	(-4.1)	(-21.5)	(+5.9)	(+28.4)	(+21.1)	(+51.8)
中國內地	278	1,112	762	867	998	1,416	2,207
The mainland of China	(+0.2)	(+7.6)	(-31.5)	(+13.7)	(+15.1)	(+41.9)	(+55.9)
孟加拉國	#	#	#	19	158	61	172
Bangladesh	-	(+37.0)	(-1.8)	(+68 703.4)	(+719.5)	(-61.4)	(+181.5)
台灣	18	151	129	91	62	81	90
Taiwan	(+13.1)	(+16.7)	(-14.1)	(-29.7)	(-31.3)	(+29.8)	(+10.7)

註釋： 括號內的數字是與上年比較的變動百分率。
少於 500,000 港元。

Notes: Figures in brackets denote percentage change over the preceding year.
Less than HK\$ 0.5 million.

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

表 6.6 其他資訊及通訊科技貨品按主要供應地劃分的進口及按主要目的地劃分的出口
Table 6.6 Imports by main supplier and exports by main destination of other information and communication technology goods

	百萬港元 HK\$ million						
	1998	2003	2004	2005	2006	2007	2008
進口	14,099	17,540	19,939	20,300	22,122	26,371	27,928
Imports	(-13.4)	(+21.0)	(+13.7)	(+1.8)	(+9.0)	(+19.2)	(+5.9)
中國內地	6,022	6,825	7,415	7,594	8,942	10,714	11,769
The mainland of China	(-8.9)	(+21.8)	(+8.6)	(+2.4)	(+17.8)	(+19.8)	(+9.8)
日本	2,026	2,970	3,787	3,373	3,508	4,051	4,284
Japan	(-4.4)	(+38.0)	(+27.5)	(-10.9)	(+4.0)	(+15.5)	(+5.7)
美國	2,630	3,066	3,294	3,588	3,544	3,837	3,908
United States of America	(-8.7)	(+15.6)	(+7.4)	(+8.9)	(-1.2)	(+8.3)	(+1.9)
整體出口	15,556	18,501	24,392	26,905	27,042	33,555	34,528
Total exports	(+0.2)	(+9.7)	(+31.8)	(+10.3)	(+0.5)	(+24.1)	(+2.9)
中國內地	4,891	9,082	13,233	15,324	16,154	21,017	21,800
The mainland of China	(+7.7)	(+18.9)	(+45.7)	(+15.8)	(+5.4)	(+30.1)	(+3.7)
美國	3,494	3,495	3,348	3,407	3,110	3,152	3,132
United States of America	(-2.2)	(+10.3)	(-4.2)	(+1.8)	(-8.7)	(+1.4)	(-0.6)
日本	1,443	1,066	1,172	1,055	918	1,326	1,341
Japan	(-21.6)	(-3.2)	(+10.0)	(-10.0)	(-12.9)	(+44.4)	(+1.1)
港產品出口	877	219	195	249	321	846	555
Domestic exports	(-17.6)	(-13.4)	(-11.1)	(+27.7)	(+29.2)	(+163.4)	(-34.4)
中國內地	567	116	71	121	140	368	324
The mainland of China	(-24.2)	(-30.8)	(-38.5)	(+70.0)	(+15.7)	(+162.7)	(-11.9)
台灣	58	10	33	29	80	232	66
Taiwan	(+51.6)	(+35.7)	(+229.3)	(-10.9)	(+172.3)	(+190.5)	(-71.7)
日本	39	6	8	9	10	48	37
Japan	(-32.5)	(-20.2)	(+38.5)	(+14.1)	(+18.8)	(+358.8)	(-22.1)
轉口	14,680	18,282	24,198	26,656	26,720	32,709	33,973
Re-exports	(+1.5)	(+10.1)	(+32.4)	(+10.2)	(+0.2)	(+22.4)	(+3.9)
中國內地	4,325	8,966	13,162	15,203	16,014	20,649	21,475
The mainland of China	(+14.0)	(+20.0)	(+46.8)	(+15.5)	(+5.3)	(+28.9)	(+4.0)
美國	3,444	3,479	3,329	3,389	3,101	3,134	3,115
United States of America	(-1.9)	(+10.5)	(-4.3)	(+1.8)	(-8.5)	(+1.1)	(-0.6)
日本	1,405	1,060	1,164	1,046	908	1,278	1,303
Japan	(-21.2)	(-3.1)	(+9.8)	(-10.2)	(-13.2)	(+40.8)	(+2.0)

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 change over the preceding year.

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

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，並就相關事項提出建議。人力資源統計數字為有關工作提供非常重要的資料。

7.2 資訊科技業人力調查¹自一九八三年開始進行，反映香港資訊科技業的人力情況。由於社會上各主要界別均有僱用資訊科技人員從事不同的資訊科技職務，因此這項統計調查涵蓋所有主要的行業類別。

資訊科技範疇現時的人力資源狀況

7.3 統計調查結果顯示，資訊科技僱員的總人數由一九九六年的 38 069 名增加至二零零八年的 66 697 名，增幅達 75.2%。（表 7.1A 及 7.1B）

7.4 由於資訊科技業已發展多年並趨向成熟，業界對資訊科技／軟件開發工作類別的人力資源需求最為殷切。在二零零八年的 66 697 名資訊科技僱員中，資訊科技／軟件開發人員有 24 206 名（36.3%），操作服務人員有 16 235 名（24.3%），實地支援人員有 6 277 名（9.4%），電訊及網絡人員有 6 153 名（9.2%），資訊科技銷售人員有 4 531 名（6.8%），而系統程式編製人員則有 3 988 名（6.0%）。其餘的 5 307 名僱員（8.0%）從事資訊科技教育及訓練、一般資訊科技管理、資料庫，以及資訊科技保安人員。（表 7.1B 及圖 7.1）

Introduction

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

7.2 Manpower surveys¹ have been conducted since 1983 to reflect the information technology (IT) manpower situation in Hong Kong. Since IT employees are employed in all major sectors of the economy to perform various types of IT duties, the survey covers all major industry sectors.

Existing Manpower Structure in the IT Field

7.3 The survey results showed that the total number of IT employees grew from 38 069 in 1996 to 66 697 in 2008, representing an increase of 75.2% over the period. (Tables 7.1A and 7.1B)

7.4 As the IT sector had been developed for some years, the job category of IT/software development ranked top amid the demand for IT manpower. Among the 66 697 IT employees in 2008, 24 206 (36.3%) were in IT/software development; 16 235 (24.3%) in operation services; 6 277 (9.4%) in field support; 6 153 (9.2%) in telecommunications and networking; 4 531 (6.8%) in IT sales; and 3 988 (6.0%) in systems programming. The remaining 5 307 IT employees (8.0%) were engaged in IT education and training, general IT management, database and IT security. (Table 7.1B and Chart 7.1)

¹ 資訊科技業人力調查是由職業訓練局自一九八三年開始，每兩年進行一次的統計調查。

¹ The Manpower Survey of the Information Technology Sector was a biennial survey conducted by the Vocational Training Council since 1983.

7.5 資訊科技僱員受僱於各主要行業類別。在一九九六年至二零零八年期間，大部分行業的資訊科技僱員人數均有所增長，只有建造業例外。在各主要行業中，僱用於資訊科技服務供應商的資訊科技人員增長最快（707.7%），其次是社區、社會及個人服務業（198.5%）。（表 7.2）

7.6 在二零零八年，僱用最多資訊科技員工的行業為資訊科技服務供應商，有 17 737 名，佔資訊科技僱員總數 26.6%。其次為金融、保險、地產及商用服務行業，有 16 566 名，佔總數 24.8%；批發、零售、進口與出口貿易、飲食及酒店業，有 14 459 名，佔總數 21.7%；社區、社會及個人服務業（醫院除外），有 7 961 名，佔總數 11.9%。（表 7.2 及圖 7.2）

其他有關刊物

一九九六 一九九八 二零零零 二零零二、
二零零四 二零零六年及二零零八年資訊科
技業人力調查報告

7.5 IT employees are employed in all major industry sectors. Over the period from 1996 to 2008, the number of IT employees in most sectors showed an increase, except the construction sector. In particular, the number of IT employees in the IT service suppliers grew the fastest (707.7%), followed by the community, social and personal services sector (198.5%). (Table 7.2)

7.6 In 2008, the IT service suppliers had the largest share of IT employees (17 737), accounting for 26.6% of the total IT manpower. This was followed by the financing, insurance, real estate and business services sector (16 566 or 24.8%), the wholesale, retail, import and export trades, restaurants and hotels sector (14 459 or 21.7%) and the community, social and personal services sector (excluding hospitals) (7 961 or 11.9%). (Table 7.2 and Chart 7.2)

Further Reference

Manpower Survey Report - Information Technology Sector, 1996, 1998, 2000, 2002, 2004, 2006 and 2008

表 7.1A 一九九六至二零零二年按技能類別劃分的資訊科技業人力結構

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

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

資料來源： 職業訓練局

Source: Vocational Training Council

表 7.1B 二零零四至二零零八年按技能類別劃分的資訊科技業人力結構

Table 7.1B Manpower structure of the information technology (IT) sector by job category, 2004-2008

	僱員人數 Number of employees		
	2004	2006	2008
資訊科技 軟件開發 IT/Software development	28 733	28 916	24 206
操作服務 Operation services	8 609	12 756	16 235
技術服務 ⁽¹⁾ Technical services (1)			
實地支援 ⁽²⁾ Field support (2)	10 642	5 340	6 277
系統程式編製 ⁽²⁾ Systems programming (2)	4 314	3 732	3 988
資料庫 Database	897	837	525
資訊科技保安 IT security	391	424	361
電訊及網絡 Telecommunications and networking	4 265	3 749	6 153
資訊科技銷售 ⁽²⁾ IT sales (2)	-	4 517	4 531
資訊科技教育及訓練 IT education and training	2 494	2 575	3 302
一般資訊科技管理 ⁽³⁾ General IT management (3)	1 753	1 627	1 119
總計 Total	62 098	64 473	66 697

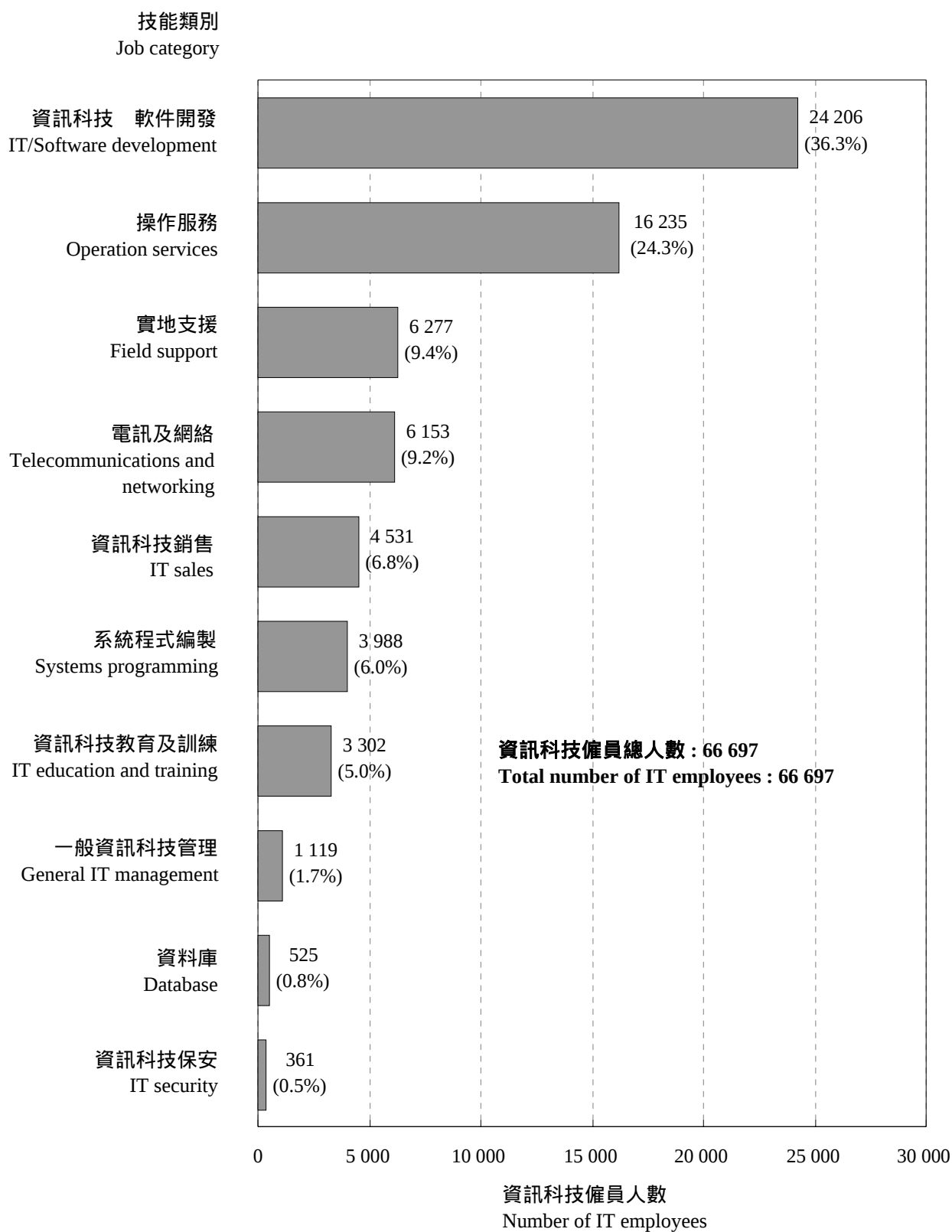
註釋：
 (1) 有關技能類別在二零零四年為「技術支援」。
 (2) 在二零零四年的「實地支援」和「系統程式編製」的技能類別中，擁有資訊科技產品及服務技術知識的軟硬件銷售僱員由二零零六年起納入在「資訊科技銷售」的技能類別內。
 (3) 有關技能類別在二零零四年為「資訊科技管理」。

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

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

圖 7.1 二零零八年按技能類別劃分的資訊科技業人力結構

Chart 7.1 Manpower structure of the information technology (IT) sector by job category, 2008



註釋： 括號內的數字代表佔資訊科技僱員總數的百分比。

Note: Figures in brackets denote the percentage share in 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

	僱員人數 Number of employees						
	1996	1998	2000	2002	2004	2006	2008
資訊科技服務供應商 ⁽¹⁾ IT service suppliers ⁽¹⁾	2 196	5 182	3 985	15 069	16 802	18 465	17 737
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15 779	14 424	18 230	11 063	13 575	12 508	16 566
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	9 758	11 237	21 755	19 171	13 749	15 050	14 459
社區、社會及個人服務業（醫院除外） ⁽²⁾ Community, social and personal services (excluding hospitals) ⁽²⁾	2 809	3 783	6 209	8 162	8 688	8 934	7 961
醫院(包括醫院管理局) Hospitals (including Hospital Authority)							423
通訊業 Communications services	3 478	4 986	4 846	3 914	4 486	3 014	2 680
運輸及倉庫業 Transport and storage services						1 803	1 762
製造業 Manufacturing	1 675	2 172	2 789	2 540	2 029	2 076	2 389
政府決策局 部門 Government bureaux/departments	1 411	1 994	2 315	2 460	2 271	2 134	2 161
電力、燃氣及水務業 Electricity, gas and water	293	399	376	350	326	333	333
建造業 Construction	670	668	851	369	172	156	226
總計 Total	38 069	44 847	61 356	63 098	62 098	64 473	66 697

註釋： (1) 一九九六至二零零四年期間，有關的行業分類為「軟件商」。
(2) 一九九六至二零零六年期間，有關的行業包括醫院。

Notes: (1) The corresponding sector for 1996-2004 was "software vendors".
(2) The corresponding sector for 1996-2006 included hospitals.

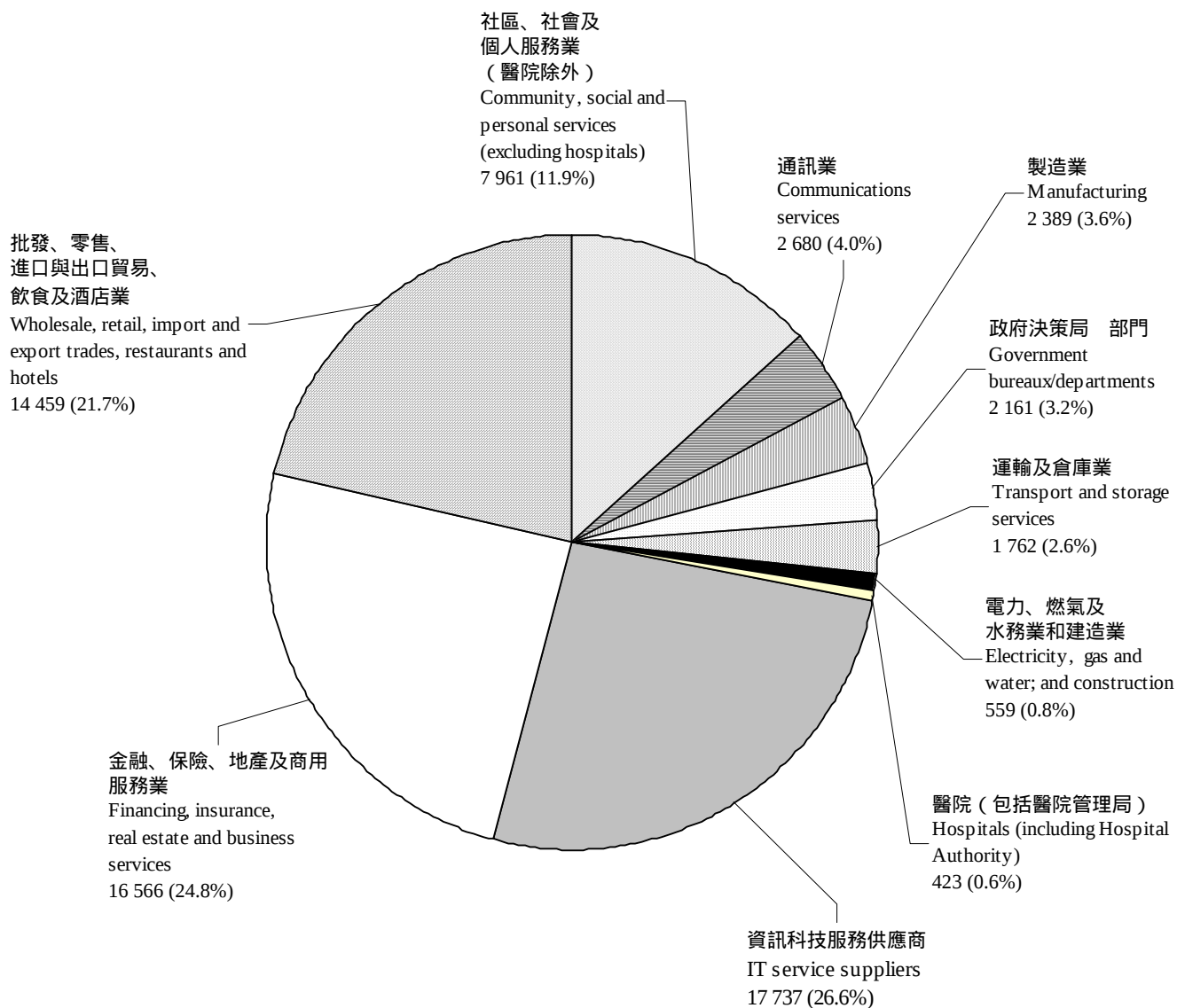
資料來源： 職業訓練局
Source: Vocational Training Council

圖 7.2 二零零八年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, 2008

資訊科技僱員總人數：66 697

Total number of IT employees : 66 697



註釋： 括號內的數字代表佔資訊科技僱員總數的百分比。

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

資料來源： 職業訓練局

Source: Vocational Training Council

第 8 章 資訊科技的教育

Chapter 8 Education in Information Technology

大學教育資助委員會（教資會）資助的資訊科技課程

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

8.2 自二零零四／零五學年開始，教資會資助的副學位及研究院修課課程逐漸轉變成自負盈虧形式。因此，教資會資助的資訊科技副學位及研究院修課課程（包括全日制和兼讀制課程）的新收生總人數和學生總人數普遍較其早年的相應數字減少。（表 8.2 及 8.3）

8.3 教資會資助的資訊科技課程的畢業生（包括全日制和兼讀制學生）總人數，由一九九七／九八學年的 2 210 人增加至二零零三／零四學年的 3 647 人。其後由於第 8.2 段所述的原因，人數回落至二零零七／零八學年的 2 398 人。（表 8.1）

8.4 在二零零七／零八學年的 2 398 名畢業生中，260 人（10.8%）是副學位畢業生，1 908 人（79.6%）是學士學位畢業生，另外 230 人（9.6%）是研究院課程的畢業生。（表 8.1）

8.5 教資會資助的資訊科技課程的新收學生（包括全日制和兼讀制學生）總人數，由一九九八／九九學年的 2 560 人增加至二零零三／零四學年的 3 594 人。其後下降至二零零八／零九學年的 2 304 人。（表 8.2）

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

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

8.2 From 2004/05 school year, UGC-funded sub-degree and taught postgraduate programmes have gradually been converted to self-financing mode. Therefore, the total student intake and total student enrolment of UGC-funded IT programmes (including both full-time and part-time programmes) at these two levels generally recorded decreases when compared with the preceding years respectively. (Tables 8.2 and 8.3)

8.3 The total number of graduates (including both full-time and part-time students) of UGC-funded IT programmes increased from 2 210 in 1997/98 school year to 3 647 in 2003/04 school year. Owing to the reason stated in paragraph 8.2, the relevant number of graduates decreased to 2 398 in 2007/08 school year. (Table 8.1)

8.4 Among the 2 398 graduates in 2007/08 school year, 260 (10.8%) were sub-degree graduates, 1 908 (79.6%) were first degree graduates and 230 (9.6%) were graduates of postgraduate programmes. (Table 8.1)

8.5 The total student intake (including both full-time and part-time students) of UGC-funded IT programmes increased from 2 560 in 1998/99 school year to 3 594 in 2003/04 school year and then dropped to 2 304 in 2008/09 school year. (Table 8.2)

8.6 在二零零八／零九學年，教資會資助的資訊科技課程的學生（包括全日制和兼讀制學生）總人數為 7 410 人。一九九八／九九和二零零三／零四學年的相應數字分別為 7 455 及 9 837 人。（表 8.3）

政府在資訊科技教育及電腦科目方面的開支

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

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

8.9 根據首個五年策略所取得的成績，政府在二零零四年七月開始實施一個以學生為中心的第二個資訊科技教育策略，加強社區參與資訊科技教育的持續發展。

8.10 政府在二零零八年進一步實施一個名為「適當適用科技－學教效能兼備」的第三個資訊科技教育策略。當局認為，要進一步成功發展資訊科技教育，關鍵在於加強教師的能力，使他們能夠在適當的時候，使用適當的科技來進行合適的工作。

8.11 此外，在第三個資訊科技教育策略下，一項一筆過的特別津貼已於二零零八年初發放給各公營及直資學校。學校可運用這筆津貼直到二零一零／一一學年，以配合推行校本資訊科技教育發展計劃。

8.6 The student enrolment (including both full-time and part-time students) of UGC-funded IT programmes in 2008/09 school year was 7 410. The relevant figures were 7 455 and 9 837 in 1998/99 and 2003/04 school years respectively. (Table 8.3)

Government Spending on IT Education and Computer Subjects

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

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

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

8.10 To keep moving forward, the third strategy on IT in education entitled "Right Technology at the Right Time for the Right Task" was launched in 2008. The strategy placed great emphasis on the fact that the key to the success of taking IT in education forward is to enable teachers to use the right technology at the right time for the right task.

8.11 Furthermore, under the third strategy on IT in education, a special one-off grant has been disbursed to public sector schools and schools under the Direct Subsidy Scheme in early 2008 for use until the 2010/11 school year to facilitate schools to implement their school-based IT in education development plans.

8.12 「資訊科技綜合津貼」已於二零零四／零五學年開始實施，這津貼合併了四項資訊科技的經常津貼，令學校有更大的靈活性去調配資源以施行校本資訊科技計劃。由二零零六／零七學年起，資訊科技設施的保養維修費用亦已納入「資訊科技綜合津貼」的範疇內，並按年以現金津貼形式發放予學校。自二零零八／零九學年起，這項津貼的適用範圍已進一步擴大，讓學校可在有需要時提升和更換校內的資訊科技設施。

8.13 在二零零三至零四年財政年度至二零零八至零九年財政年度期間，政府在小學、中學、特殊學校及前教育署／前教育統籌局／教育局的資訊科技教育及電腦科目方面的總開支（包括優質教育基金的撥款）為29億港元，其中8億港元為非經常開支，21億港元為經常開支。（表8.4）

資訊科技教育

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

8.15 以下列出幾個資訊科技教育的特點：

- (1) 由二零零一／零二學年開始，所有小學及中學已配備接駁互聯網的裝置。
- (2) 由二零零七／零八學年開始，所有小學及中學已配備校園無線網絡的裝置。

8.12 The Composite IT Grant (CITG) has been implemented as from the 2004/05 school year by merging four IT recurrent grants, allowing schools a greater flexibility in allocating resources in the implementation of their school-based IT plans. As from the 2006/07 school year, maintenance provisions for IT facilities have also been subsumed into CITG for disbursement to schools annually. Starting from the 2008/09 school year, the scope of this grant has been further expanded to allow schools to upgrade and replace their IT facilities as and when required.

8.13 During the 2003-04 to 2008-09 financial years, the Government had spent, in the aggregate, HK\$2.9 billion (including contribution of the Quality Education Fund) on IT education and computer subjects in primary schools, secondary schools, special schools and the then Education Department/then Education and Manpower Bureau/Education Bureau. Of the total expenditure, HK\$0.8 billion was capital expenditure and HK\$2.1 billion was recurrent expenditure. (Table 8.4)

IT in Education

8.14 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.

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

- (1) As from the 2001/02 school year, all primary and secondary schools were equipped with Internet connection.
- (2) As from the 2007/08 school year, all primary and secondary schools were equipped with campus wireless Internet connection.

(3) 在二零零八／零九學年，約有 4 600 名小學教師及 4 800 名中學教師曾參與約 380 個由教育局舉辦的資訊科技培訓課程。(表 8.5A 和 8.5B)

(4) 在二零零八／零九學年，小學及中學分別約有 500 名教師在學校執行資訊科技統籌員／資訊科技主任的職務。(表 8.6)

(5) 在二零零八／零九學年，約 2 600 名中學教師任教資訊科技／電腦科目。(表 8.7)

(3) In the 2008/09 school year, the Education Bureau organised some 380 IT courses, which were attended by about 4 600 primary school teachers and 4 800 secondary school teachers. (Tables 8.5A and 8.5B)

(4) In the 2008/09 school year, there were around 500 teachers with duties as IT coordinators/IT in-charge each in primary and secondary schools respectively. (Table 8.6)

(5) In the 2008/09 school year, about 2 600 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（教資會）資助的資訊科技課程的畢業生人數
Table 8.1 Graduates of information technology (IT) programmes funded by University Grants Committee (UGC) by level of study

修課程度 Level of study	畢業生人數 Number of graduates						
	學年 School year						
	1997/98	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
副學位課程 Sub-degree	388	688	798	760	696	633	260
學士學位課程 Undergraduate	1 512	1 967	1 969	1 875	1 801	1 880	1 908
研究院修課課程 Taught postgraduate	211	691	666	370	214	81	17
研究院研究課程 Research postgraduate	99	208	214	198	196	190	213
總計 Total	2 210	3 554	3 647	3 203	2 907	2 784	2 398

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（教資會）資助的資訊科技課程的新收學生人數
Table 8.2 Student intake of information technology (IT) programmes funded by University Grants Committee (UGC) by level of study

修課程度 Level of study	學生人數 Number of students						
	學年 School year						
	1998/99	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
副學位課程 Sub-degree	533	1 054	999	888	310	289	289
學士學位課程 Undergraduate	1 603	1 825	1 880	1 810	1 814	1 762	1 739
研究院修課課程 Taught postgraduate	234	452	49	56	9	0	0
研究院研究課程 Research postgraduate	190	263	209	184	269	268	276
總計 Total	2 560	3 594	3 137	2 938	2 402	2 319	2 304

註釋： 在二零零三 / 零四學年以前，研究院研究課程的學生人數是指屬於教資會學生人數指標內的學生。但其後則是指受教資會資助的學生。

Note: For academic years prior to 2003/04, Research Postgraduate figures refer to students counted against UGC student number target; but refer to students funded by UGC since then.

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（教資會）資助的資訊科技課程的學生人數
Table 8.3 Student enrolment of information technology (IT) programmes funded by University Grants Committee (UGC) by level of study

修課程度 Level of study	學生人數 Number of students						
	學年 School year						
	1998/99	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
副學位課程 Sub-degree	1 211	1 925	1 867	1 702	1 029	580	528
學士學位課程 Undergraduate	5 286	6 251	6 005	6 054	6 124	6 100	6 159
研究院修課課程 Taught postgraduate	548	1 024	620	307	100	19	3
研究院研究課程 Research postgraduate	410	637	576	513	591	748	720
總計 Total	7 455	9 837	9 068	8 576	7 844	7 447	7 410

註釋： 在二零零三 / 零四學年以前，研究院研究課程的學生人數是指在一般修業期內屬於教資會學生人數指標內的學生。但其後則是指在一般修業期內受教資會資助的學生。

Note: Research postgraduate figures prior to the 2003/04 academic year refer to students counted against UGC student number target within formal time limit; but refer to those funded by UGC within formal time limit since then.

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 (IT) 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						
		1999-00	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
小學 Primary schools	非經常開支 Capital expenditure	383.64	17.00	67.17	1.54	12.51	82.98	4.39
	經常開支 Recurrent expenditure	66.42	279.03	191.97	133.74	150.98	119.90	134.29
中學 Secondary schools	非經常開支 Capital expenditure	638.53	15.17	81.02	1.29	14.60	99.74	4.38
	經常開支 Recurrent expenditure	68.73	219.59	159.48	121.91	151.92	130.70	144.92
特殊學校 Special schools	非經常開支 Capital expenditure	36.79	1.31	7.75	0.06	0.62	8.84	#
	經常開支 Recurrent expenditure	7.26	31.66	20.61	13.56	16.90	13.64	15.82
前教育署 / 前教育統籌局 / 教育局 Then Education Department/Then Education and Manpower Bureau/Education Bureau	非經常開支 Capital expenditure	4.23	5.70	22.40	15.49	12.78	9.52	8.10
	經常開支 ⁽¹⁾ Recurrent expenditure ⁽¹⁾	0.09	0.09	0.37	0.53	-	-	-
優質教育基金 ⁽²⁾ Quality Education Fund ⁽²⁾	非經常開支 Capital expenditure	104.80	24.30	16.20	79.20	85.80	93.55	53.27
	經常開支 Recurrent expenditure	-	-	-	-	-	-	-
小計 Sub-total	非經常開支 Capital expenditure	1,167.99	63.48	194.54	97.58	126.31	294.63	70.14
	經常開支 Recurrent expenditure	142.50	530.38	372.43	269.74	319.80	264.24	295.03
總計 Total		1,310.49	593.86	566.97	367.32	446.11	558.87	365.17

註釋： (1) 數字指資訊科技教育資源中心的開支。該中心已於二零零六年四月關閉。

(2) 優質教育基金於一九九八年開始成立。

少於 5,000 港元。

Notes: (1) Figures refer to the expenditure of the IT in Education Resource Centre, which was closed in April 2006.

(2) Quality Education Fund was set up in 1998.

Less than HK\$5,000.

資料來源：教育局財政分部及優質教育基金秘書處

Source: Finance Division and Quality Education Fund Secretariat, Education Bureau

表 8.5A 按課程類別劃分的教育局為小學及中學教師而設的資訊科技培訓課程數目

Table 8.5A Number of information technology (IT) courses offered by Education Bureau for primary and secondary school teachers by course type

		課程數目 Number of courses						
		學年 School year						
		1998/99	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
資訊科技教育培訓課程 ⁽¹⁾ IT in Education Courses ⁽¹⁾								
小學 Primary schools		98	70	171	120	163	159	174
中學 Secondary schools		53	72	164	89	160	204	207
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		48	153	70	57	60	62	79
中學 Secondary schools		42	146	59	59	64	69	88

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

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

資料來源： 教育局教育基建分部及資訊科技管理分部

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

表 8.5B 按課程類別劃分的教育局為小學及中學教師而設的資訊科技培訓參與教師人數
Table 8.5B Number of teachers attending information technology (IT) courses offered by Education Bureau for primary and secondary school teachers by course type

		參與教師人數 Number of teachers attended						
		學年 School year						
		1998/99	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
資訊科技教育培訓課程 ⁽¹⁾ IT in Education Courses ⁽¹⁾								
小學 Primary schools		59 111	1 770	3 359	2 381	2 289	8 308	4 593
中學 Secondary schools		1 992	3 409	3 938	2 019	2 246	9 711	4 800
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		5 076	6 352	3 826	2 113	1 670	967	1 767
中學 Secondary schools		3 908	5 687	3 367	2 662	2 049	1 596	2 572

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

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

資料來源： 教育局教育基建分部及資訊科技管理分部

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

表 8.6 小學及中學的資訊科技統籌員 / 資訊科技主任人數

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

資訊科技統籌員 / 資訊科技主任人數
Number of IT coordinators/IT in-charge

小學 / 中學 Primary/secondary schools	學年 School year						
	1999/00	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
小學 Primary schools	63	655	505	489	486	473	456
中學 Secondary schools	77	447	456	501	539	529	530
總計 Total	140	1 102 ⁽¹⁾	961	990	1 025	1 002	986

註釋： 數字包括本地普通日校，並自一九九八 / 九九學年開始編製。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，而該計劃自一九九八 / 九九學年起推行並於二零零四 / 零五學年終止。二零零四 / 零五學年及以後的數字是指在學校執行資訊科技統籌員 / 資訊科技主任職務的教師人數。

(1) 不包括 73 位任教於特殊學校內的統籌員。

Notes: Figures cover local ordinary day schools and are compiled as from 1998/99 school year. Figures prior to 2004/05 school year refer to IT coordinators allocated to primary and secondary schools under the IT in Education Project, which was started in 1998/99 school year and ended in 2004/05 school year. Figures for 2004/05 school year onwards refer to teachers with duties as IT coordinators/IT in-charge in schools.

(1) Excluding 73 coordinators in special schools.

資料來源： 教育局學校教育統計組

Source: School Education Statistics Section, Education 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 (IT)/computer studies

	學年 School year						
	1998/99	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
教師人數 Number of teachers	2 088	2 784	2 860	2 863	2 818	2 772	2 647

資料來源： 教育局學校教育統計組

Source: School Education Statistics Section, Education 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 「**香港政府一站通**」(www.gov.hk)是香港特別行政區政府在二零零六年推出的一站式網站，為市民提供最常用的政府網上資訊及服務。

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／小筆電／平板電腦和掌上電腦／個人數碼助理。但不包括電子日記簿、電子詞典、伺服器及用於主機或小型電腦的工作站和終端機。把多個個人電腦接駁一起可組成區域網絡或廣域網絡系統。

1. Information Technology Usage and Penetration in Households

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

1.2 *GovHK* (www.gov.hk) is a one-stop portal launched in 2006 by the Government of the Hong Kong Special Administrative Region to provide the most popular online Government information and services to the public.

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

2. 資訊科技在工商業的使用情況和普及程度

2.1 *寬頻互聯網接駁* 指使用者透過傳送速度由每秒數百個千位元 (Kbps) 至每秒千個百萬位元 (Mbps) 的上網服務 (1個百萬位元 = 1024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 (ADSL)、其他種類的數字式用戶線路／數碼用戶線路 (DSL) 及光纖到樓 (FTTB) 都是常用的上網方式。

2.2 *業務收益* 是指透過銷售貨品及服務所賺取的收入。

2.3 *專用線路* 是一種以全部容量供客戶專用的非交換式連接方式。

2.4 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*。

2.5 *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. Information Technology Usage and Penetration in the Business Sector

2.1 *Broadband Internet access* refers to access to the Internet and Internet related services, with transmission speed from hundreds of kbps (kilobits per second) to thousand Mbps (Megabits per second) (1 Mb = 1024 kb). Cable modems, ATM (asynchronous transfer mode), Ethernet, ADSL (asymmetric digital subscriber line), other types of DSL (digital subscriber line) and FTTB (Fibre-to-the-building), are technologies commonly used for provision of broadband connection.

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

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

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

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

2.6 **數碼證書** 可用作生產數碼簽署，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。根據電子交易條例，現時獲認可的核證機關為：

- 香港郵政署核證機關
- 電子核證服務有限公司

2.7 **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超過200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。由於政府與生活易營運商簽訂的合約已於二零零八年一月屆滿，由此網站提供的政府網上資訊和服務，經已遷移至「香港政府一站通」。

2.8 **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。

2.9 「香港政府一站通」 — 請參閱本附錄第1.2段。

2.6 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. The recognised certification authorities currently under the Electronic Transactions Ordinance are:

- Hong Kong Post Certificate Authority
- Digi-Sign Certification Services Limited

2.7 *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. Government information and services provided on this website have been migrated to GovHK upon the expiry of the contract between the Government and the operator of the ESD Scheme since January 2008.

2.8 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.

2.9 *GovHK* - please refer to paragraph 1.2 of this Appendix.

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。

2.11 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。

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

2.13 個人電腦 — 請參閱本附錄第1.3段。

2.14 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」。

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

2.10 *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 *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 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.

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

2.14 *Employed persons* (or 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 employed persons 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".

2.15 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.

2.16 工商業的資訊科技總開支 涵蓋以下四種類別的開支：

- (a) 購買供自用的電腦硬件（例如個人電腦、主機電腦、筆記簿型電腦、儲存裝置及元件）及周邊設備（例如打印機和掃描器）的開支；
- (b) 購買供自用的電腦程式、軟件及資料庫的開支，包括市場上的標準電腦軟件和由其他機構專門設計／開發的電腦軟件；
- (c) 其他與資訊科技有關的服務（例如系統設計與開發、電腦培訓、網頁設計、互聯網接駁服務、網站儲存、電腦設備租賃，以及電腦產品的維修保養）的開支；及
- (d) 自行開發供自用的軟件及資料庫的成本。

2.17 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。

2.18 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。

2.16 *Total expenditure on information technology (IT) in the business sector* is defined to cover the following four types of expenditure:

- (a) Expenditure on purchases of computer hardware (e.g. personal computers, mainframes, notebook computers, storage devices and components) and peripherals (e.g. printers and scanners) for own use;
- (b) Expenditure on purchases of computer programs, software and databases for own use, including both standard ones available in the market and those specifically designed/developed by other firms;
- (c) Payments for other IT-related services (e.g. system design and development; computer training; webpage design; Internet connection; website hosting; computer equipment leasing; and repair and maintenance of computer products); and
- (d) Cost of in-house development of computer programs and databases for own use.

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

2.18 *Website* is a collection of related webpages that includes a beginning page called a home page. A website usually has a unique address to facilitate users to get their intended home pages.

3. 資訊科技在政府的使用情況和普及程度

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

3.2 *互聯網* — 請參閱本附錄第2.11段。

4. 資訊科技及電訊業的營運特徵

4.1 *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。

4.2 *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 *生產總額* 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。

4.4 *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。

4.5 *就業人數* — 請參閱本附錄第2.14段。

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

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 Appendix.

4. Operating Characteristics of the Information Technology and Telecommunications Sector

4.1 *Gross addition to fixed assets* is defined as acquisition of fixed assets minus disposal of fixed assets.

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

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

4.5 *Persons engaged* - please refer to paragraph 2.14 of this Appendix.

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. 電訊服務

5.1 業務收益 — 請參閱本附錄第2.2段。

5.2 碼分多址制式 (CDMA) 是一種數碼流動電訊系統，該系統利用擴譜調制的多路數碼頻道傳輸技術，將訊號編成數碼形式，在通訊頻道中傳送。

5.3 機構單位 — 請參閱本附錄第2.8段。

5.4 對外電訊服務 是指透過固網服務／固定傳送者／綜合傳送者牌照持有人提供的對外專用綫路經營（包括話音、傳真、或數據）與香港以外的地方通訊服務。

5.5 個人通訊服務 (PCS) 是一種在1.7/1.8 京赫頻段操作的數碼式流動電訊服務。

5.6 公共流動無線電話服務 (PMRS) 是一種在800/900兆赫頻段操作的數碼式流動電訊服務。

5.7 第二代流動無線服務 (2G) 是指利用包括碼分多址制式 (CDMA)、分時多工存取 (TDMA)、環球流動通訊系統 (GSM) 及個人通訊服務 (PCS) 系統操作的數碼式流動電訊服務。

5. Telecommunications Services

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

5.2 *Code Division Multiple Access (CDMA)* is a digital mobile telecommunications system which uses a technique of multiplexing called spread spectrum for coding of signals into digital form for transmission in a communication channel.

5.3 *Establishment* - please refer to paragraph 2.8 of this Appendix.

5.4 *External telecommunications services*, which may include voice, facsimile or data, are services operated over external leased circuits supplied by Fixed Telecommunication Network Services/Fixed Carrier/Unified Carrier licensee for communications with places outside Hong Kong.

5.5 *Personal Communications Services (PCS)* is a kind of digital mobile telecommunications service which operates in the 1.7/1.8 GHz band.

5.6 *Public Mobile Radio-telephone Services (PMRS)* is a kind of digital mobile telecommunications service which operates in the 800/900 MHz band.

5.7 *Second Generation (2G) wireless services* is the digital mobile telecommunications service operating on Code Division Multiple Access (CDMA), Time Division Multiple Access (TDMA), Global System for Mobile Communication (GSM) and Personal Communications Services (PCS) systems.

5.8 第三代流動無線服務(3G)是根據國際電信聯盟(International Telecommunication Union, 簡稱ITU)定下的國際流動電信2000標準(International Mobile Telecommunication 2000, 簡稱IMT-2000)發展而成的新一代無線通訊系統。第三代流動無線服務可使無線傳送速度提升至2兆比特／秒, 提供高質數的無線話音及影像的傳送。

5.9 增加價值 — 請參閱本附錄第4.6段。

6. 資訊及通訊科技貨品的進出口

6.1 自本期起, 電腦產品及電訊設備的定義是根據經濟合作及發展組織在二零零三年發布的分類制度而釐定。有關的貿易統計數字已作出相應更新。

6.2 電訊設備的貿易統計數字 主要涵蓋電話機, 包括蜂巢式網絡或其他無線網絡的電話; 其他傳送或接收聲音、圖像或數據的器具, 包括有線或無線網絡的通訊器具, 如局部或寬廣區域網絡; 無線電廣播或電視傳送器具及其他裝有接收器的傳送器具的進口及出口。

6.3 電腦及相關設備的貿易統計數字 主要涵蓋自動資料處理機及其儲存、輸入或輸出部件、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及網絡裝置設備; 以及其他有關零件及附件的進口及出口。

5.8 *Third Generation (3G) wireless services* is a new generation of wireless telecommunications service and its development is based on the initiative of International Telecommunication Union (ITU) called IMT-2000 (International Mobile Telecommunication 2000). 3G will bring wireless transmission speeds up to 2Mbps, which allows high-quality wireless audio and video transmission.

5.9 *Value added* - please refer to paragraph 4.6 of this Appendix.

6. Imports and Exports of Information and Communication Technology Goods

6.1 Starting from this edition, computer products and telecommunications equipment are defined pursuant to the classification system published by the Organisation for Economic Co-operation and Development (OECD) in 2003. The related trade statistics have been updated accordingly.

6.2 *Trade statistics on telecommunications equipment* mainly cover imports and exports of telephone sets, including telephones for cellular networks or for other wireless networks; other apparatus for transmission or reception of voice, images or other data, including apparatus for communication in a wired or wireless network such as a local or wide area network; transmission apparatus for radio-broadcasting or television and other apparatus incorporating reception apparatus.

6.3 *Trade statistics on computer and related equipment* mainly cover 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 and network units equipment; and other related parts and accessories.

6.4 電子組件的貿易統計數字 主要涵蓋電子集成電路及微形電子組件；二極管、晶體管及類似的半導體器件；光敏半導體器件，包括無論是否裝在組件內或組裝成塊的光電池；發光二極管；已裝配的壓電晶體；印刷電路；以及用於傳送器具、電視攝影機、數碼攝影機、攝錄機、監視器及投影機的零件等的進口及出口。

6.5 影音設備的貿易統計數字 主要涵蓋錄音及錄影設備或重播器具及其零件及附件；無線電廣播或電視傳送器具、電視攝影機、數碼攝影機及其他攝錄機；傳聲器及其座架、音頻電動擴音器、電動擴音器組合；以及唱片、磁帶、固態永久資料存儲器及其他供錄音或記錄其他信息的媒體的進口及出口。

6.6 電腦軟件的貿易統計數字 主要涵蓋闊度不超過 6.5 毫米的已錄製磁帶；其他光學媒體及其他供錄音或記錄其他信息的媒體的進口及出口。

6.7 其他資訊及通訊科技貨品的貿易統計數字 主要涵蓋辦公室機器及設備、醫療設備、工業工序控制機器，以及量度、檢查、測試及導航儀器等的進口及出口。

（註釋：上述列出的貨品分類是根據二零零八年有關類別的涵蓋範圍。由於每年貨品編碼會有所變動，過往年份的涵蓋範圍可能略為不同。故在比較跨年的統計數字時應注意。）

6.4 *Trade statistics on electronic components* mainly cover imports and exports of electronic integrated circuits and micro assemblies; diodes, transistors and semiconductor devices; photosensitive semiconductor devices, including photovoltaic cells whether or not assembled in modules or made up into panels; light emitting diodes; mounted piezo-electric crystals; printed circuits; and parts of transmission apparatus, television cameras, digital cameras, video camera recorders, monitors and projectors, etc.

6.5 *Trade statistics on audio and video equipment* mainly cover imports and exports of sound and video recording or reproducing apparatus and their parts and accessories; transmission apparatus for radio-broadcasting or television, television cameras, digital cameras and video camera recorders; microphones and stands therefore, headphones and earphones, audio-frequency electric amplifiers, electric sound amplifier sets; and discs, tapes, solid-state non-volatile storage devices and other media for the recording of sound or of other phenomena.

6.6 *Trade statistics on computer software* mainly cover imports and exports of recorded magnetic tapes of a width not exceeding 6.5mm; other optical media and other media for the recording of sound or of other phenomena.

6.7 *Trade statistics on other ICT goods* mainly cover imports and exports of office machinery and equipment, medical equipment, industrial process control equipment, and appliances for measuring, checking, testing and navigating, etc.

(Note: The categories listed above are based on the respective coverage in 2008. Due to annual changes in commodity codes, the coverage in previous years may be slightly different and caution should be exercised in comparing the statistics across years.)

7. 資訊科技人力資源

7.1 應用系統開發 包括以下員工：

- 適用於二零零四年之前
 - 資訊科技顧問
 - 項目組長
 - 系統分析員
 - 程式編製員
 - 品質檢查專責經理

7.2 資料庫 包括以下員工：

- 適用於二零零四年之前
 - 資訊保安專責經理
 - 資料庫管理主任
- 適用於二零零四年
 - 資料庫管理主任／專責經理／設計員／主任
 - 數據庫管理主任
 - 決策支援專責經理
 - 商業資訊專責經理
 - 知識管理專責經理
- 適用於二零零六年及二零零八年
 - 資料庫管理主任／設計員
 - 數據庫管理主任

7.3 電子商務／互聯網服務 包括以下員工：

- 適用於二零零四年之前
 - 電子商務／網站服務經理
 - 網站內容主任／主管
 - 網站主管
 - 高級網站開發員／設計員
 - 網站開發員／設計員

7.4 實地支援 包括以下員工：

- 適用於二零零四年

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
- for 2006 and 2008
 - Database Administrator/Designer
 - Data Warehouse Administrator

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 Field Support includes the following personnel:

- for 2004

● 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	● Manager - Customer Engineering/Services Support ● Engineer - Customer/Customer Services/Hardware/Technical/Field ● Technician - Hardware/Service/Field/Maintenance
- 適用於二零零六年及二零零八年 ● 經理 – 客戶工程／服務支援 ● 工程師 – 客戶服務／實地服務 ● 實地服務技術員	- for 2006 and 2008 ● Manager - Customer Engineering/Services Support ● Engineer - Customer Services/Field ● Field Technician
7.5 一般資訊科技管理 包括以下員工： - 適用於二零零六年及二零零八年 ● 資訊科技總監 ● 管理資訊系統總監 ● 資訊科技主管 ● 首席資訊主任	7.5 <i>General IT management</i> includes the following personnel: - for 2006 and 2008 ● IT Director ● Management Information System (MIS) Director ● Head of IT ● Chief Information Officer (CIO)
7.6 硬件支援 包括以下員工： - 適用於二零零四年之前 ● 硬件／客戶服務工程師 ● 硬件技術員	7.6 <i>Hardware support</i> includes the following personnel: - before 2004 ● Hardware/Customer Engineer ● Hardware Technician
7.7 互聯網 — 請參閱本附錄第 2.11 段。	7.7 <i>Internet</i> - please refer to paragraph 2.11 of this Appendix.
7.8 資訊科技教育及訓練 包括以下員工： - 適用於二零零四年之前 ● 教授／講師／訓練主任 ● 資訊科技訓練員 ● 技術撰稿員 - 適用於二零零四年 ● 教授／講師／訓練主任 ● 資訊科技訓練員／教導員	7.8 <i>IT education and training</i> includes the following personnel: - before 2004 ● Professor/Lecturer/Training Officer ● IT Trainer ● Technical Writer - for 2004 ● Professor/Lecturer/Training Officer ● IT Trainer/Instructor

- 資訊科技研究員（大專院校）

- 研究助理

- 項目助理

- 適用於二零零六年及二零零八年

- 教授／講師／訓練主任
- 資訊科技訓練員／教導員
- 資訊科技研究員（大專院校）／研究助理

7.9 資訊科技管理 包括以下員工：

- 適用於二零零四年之前

- 董事／經理 – 資訊科技／電腦服務／管理資訊系統
- 董事／經理 – 程式編製／系統開發
- 董事／經理 – 通訊／網絡
- 董事／經理 – 技術支援／軟件工程／資料庫管理
- 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

- 適用於二零零四年

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

7.10 資訊科技研究及產品開發 包括以下員工：

- 適用於二零零四年之前

- 研究及開發工程師

- IT Researcher (in a tertiary education institution)

- Research Assistant

- Project Assistant

- for 2006 and 2008

- Professor/Lecturer/Training Officer
- IT Trainer/Instructor
- IT Researcher (in a tertiary educational institution)/Research Assistant

7.9 IT management includes the following personnel:

- before 2004

- Director/Manager - IT/Computer Services/MIS
- Director/Manager - Programming/Systems Development
- Director/Manager - Communications/Networking
- Director/Manager - Technical Support/Software Engineering/Database Management
- 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
- Chief Information Officer (CIO)

7.10 IT research and product development includes the following personnel:

- before 2004

- Research and Development Engineer

- 硬件／固件／軟件產品設計員
- 資訊科技研究員（大專院校）

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

7.11 資訊科技銷售 包括以下員工：

- 適用於二零零六年及二零零八年
 - 總監 – 銷售／客戶
 - 經理 – 銷售／客戶
 - 代表 – 銷售／產品推廣

7.11 IT Sales includes the following personnel:

- for 2006 and 2008
 - Director - Sales/Account
 - Manager - Sales/Account
 - Representative - Sales/Product Promotion

7.12 資訊科技保安 包括以下員工：

- 適用於二零零四年、二零零六年及二零零八年
 - 專責經理 – 電腦保安／資訊保安
 - 資訊保安主任

7.12 IT Security includes the following personnel:

- for 2004, 2006 and 2008
 - Specialist - IT Security/Information Security
 - Information Security Officer

7.13 資訊科技／軟件開發 包括以下員工：

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

7.13 IT/Software development includes the following personnel:

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

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

- 適用於二零零六年

- 系統開發經理
- 資訊科技建築師
- 商業分析員
- 項目經理／組長
- 系統分析員
- 應用設計員／設計顧問
- 程式編製員
- 分析員／程式編製員
- 軟件工程師
- 網站設計員／開發員
- 品質檢查專責經理
- 軟件品質檢查專責經理／工程師
- 電腦系統審核經理
- 研究及開發工程師
- 軟件／固件產品設計員
- 產品分析員／開發員
- 技術撰稿員
- 電腦遊戲設計／美術／開發員
- 電腦圖像設計／美術員
- 電腦動畫設計師
- 設計師 – 網頁圖像／視覺效果

- 適用於二零零八年

- 系統開發經理
- 資訊科技建築師
- 商業分析員
- 項目經理／組長
- 系統分析員
- 應用設計員／設計顧問
- 程式編製員
- 分析員／程式編製員
- 軟件工程師
- 網站設計員／開發員
- 品質檢查專責經理

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

- for 2006

- Systems Development Manager
- IT Architect
- Business Analyst
- Project Manager/Leader
- Systems Analyst
- Usability Designer/Design Consultant
- Programmer
- Analyst/Programmer
- Software Engineer
- Web Designer/Developer
- Quality Assurance Specialist
- Software Assurance Specialist/Engineer
- IT Systems Auditor
- Research and Development Engineer
- Software/Firmware Product Designer
- Product Analyst/Developer
- Technical Writer
- Computer Game Designer/Artist/Developer
- Computer Graphic Designer/Artist
- Computer Animator
- Designer - Web Graphic/Visual Effect

- for 2008

- Systems Development Manager
- IT Architect
- Business Analyst
- Project Manager/Leader
- Systems Analyst
- Usability Designer/Design Consultant
- Programmer
- Analyst/Programmer
- Software Engineer
- Web Designer/Developer
- Quality Assurance Specialist

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

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

7.14 操作服務 包括以下員工：

- 適用於二零零四年
 - 經理 – 電腦操作／電腦服務
 - 經理 – 資訊中心／資訊中心服務
 - 求助台主任／主管
 - 服務員 – 求助台／求助中心
 - 客戶服務主任／服務員
 - 電腦操作主任
 - 操作員 – 電腦／系統
 - 用戶支援／統籌員
 - 用戶主任
 - 用戶技術員
 - 桌面支援專責人員

- 適用於二零零六年及二零零八年
 - 電腦操作經理
 - 求助台主任／服務員
 - 客戶服務主任／服務員
 - 電腦操作主任
 - 操作支援主任
 - 操作員 – 電腦／系統
 - 用戶支援／統籌員

7.14 Operation services includes the following personnel:

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

- for 2006 and 2008
 - Computer Operations Manager
 - Help Desk Supervisor/Representative
 - Customer Service Officer/Representative
 - Computer Operations Supervisor
 - Operations Support Supervisor
 - Operator - Computer/Systems
 - User Support/Co-ordinator

7.15 操作支援服務 包括以下員工：

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

7.16 系統程式編製 包括以下員工：

- 適用於二零零四年之前
 - 系統支援分析員
 - 系統程式編製員(機構內部／電腦供應商)
- 適用於二零零四年、二零零六年及二零零八年
 - 系統程式編製員(機構內部／電腦供應商)
 - 系統工程師

7.17 電訊及網絡 包括以下員工：

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

7.15 *Operation support services* includes the following personnel:

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

7.16 *Systems programming* includes the following personnel:

- before 2004
 - Systems Support Analyst
 - Systems Programmer (in-house/vendor environment)
- for 2004, 2006 and 2008
 - Systems Programmer (in-house/vendor environment)
 - Systems Engineer

7.17 *Telecommunications and networking* includes the following personnel:

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

- 適用於二零零六年及二零零八年
 - 經理 – 電訊／網絡
 - 顧問 – 電訊／網絡
 - 工程師 – 電訊／網絡
 - 網絡 – 管理主任／主任

- for 2006 and 2008

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

8. 資訊科技的教育

8. Education in Information Technology

8.1 互聯網 — 請參閱本附錄第 2.11 段。

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

查詢電話 Enquiry Telephone Numbers

章 Chapter	資料來源 Source of information	查詢電話 Enquiry telephone numbers
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 (ii) 康樂及文化事務署 Leisure and Cultural Services Department	2887 5103 2921 0287
2. 資訊科技在工商業的使用情況和普及程度 Information Technology Usage and Penetration in the Business Sector	(i) 政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department	2887 9634
3. 資訊科技在政府的使用情況和普及程度 Information Technology Usage and Penetration in the Government	(i) 政府資訊科技總監辦公室 Office of the Government Chief Information Officer	2582 4520
4. 資訊科技及電訊業的營運特徵 Operating Characteristics of the Information Technology and Telecommunications Sector	(i) 政府統計處科技統計組 Science and Technology Statistics Section, Census and Statistics Department	2887 9634
5. 電訊服務 Telecommunications Services	(i) 電訊管理局 Office of the Telecommunications Authority (ii) 政府統計處商業服務統計組 Business Services Statistics Section, Census and Statistics Department	2961 6333 2894 8149
6. 資訊及通訊科技貨品的進出口 Imports and Exports of Information and Communication Technology Goods	(i) 政府統計處貿易資料分析組 Trade Analysis Section, Census and Statistics Department	2582 4914

章 Chapter	資料來源 Source of information	查詢電話 Enquiry telephone numbers
7. 資訊科技的人力資源 Human Resources in Information Technology	(i) 職業訓練局 Vocational Training Council	3907 6650
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	2844 9919
	(ii) 教育局 Education Bureau	
	(a) 財政分部 Finance Division	2892 6230
	(b) 教育基建分部 Education Infrastructure Division	3698 3601
	(c) 優質教育基金秘書處 Quality Education Fund Secretariat	2186 8718
	(d) 資訊科技管理分部 Information Technology Management Division	2573 4240
	(e) 學校教育統計組 School Education Statistics Section	2892 6355

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