

**二零零一年資訊科技
在工商業的使用情況和普及程度
按年統計調查報告**

**Report on 2001 Annual Survey on
Information Technology Usage and Penetration
in the Business Sector**

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統計調查結果摘要

Summary of Survey Results

個人電腦的應用

Personal computer (PC) usage

- (1) **49.7%**的機構單位有使用個人電腦，較2000年減少1.8個百分點。（詳見2.3段）
49.7% of establishments used PCs, 1.8 percentage points lower than that in 2000. (See paragraph 2.3 for details)

互聯網的應用

Internet usage

- (2) **37.2%**的機構單位有連接互聯網，較2000年減少0.1個百分點。（詳見2.9段）
37.2% of establishments had Internet connection, 0.1 percentage point lower than that in 2000. (See paragraph 2.9 for details)
- (3) 2000年，所有機構單位在連接互聯網方面的費用合計為 **11.8 億元**，較1999年上升44.1%。
（詳見2.10段）
In 2000, total Internet connection charge for all establishments taken together was **\$1.18 billion**, up by 44.1% over 1999. (See paragraph 2.10 for details)

網頁 / 網站的應用

Web page / Web site usage

- (4) **10.7%**的機構單位有設立網頁/網站，較2000年增加3.4*個百分點。（詳見2.16段）
10.7% of establishments had a Web page / Web site, 3.4* percentage points higher than that in 2000. (See paragraph 2.16 for details)

電子商業

Electronic business

- (5) **6.2%**的機構單位有透過電子途徑預訂或購買產品、服務或資料，較2000年增加1.3個百分點。（詳見2.27段）
6.2% of establishments had *ordered/purchased* goods, services or information through electronic means, 1.3 percentage points higher than that in 2000. (See paragraph 2.27 for details)
- (6) **40.0%**的機構單位有透過電子途徑獲取產品、服務或資料，較2000年增加4.6*個百分點。（詳見2.32段）
40.0% of establishments had *received* goods, services or information through electronic means, 4.6* percentage points higher than that in 2000. (See paragraph 2.32 for details)
- (7) **1.1%**的機構單位有透過電子途徑售賣產品、服務或資料，較2000年增加0.7*個百分點。（詳見2.39段）
1.1% of establishments had *sold* goods, services or information through electronic means, 0.7* percentage point higher than that in 2000. (See paragraph 2.39 for details)

統計結果摘要 (續)

Summary of Results (cont'd.)

- (8) **12.4%**的機構單位有透過電子途徑遞送產品、服務或資料，較2000年增加4.3*個百分點。(詳見2.46段)
12.4% of establishments had *delivered* goods, services or information through electronic means, 4.3* percentage points higher than that in 2000. (See paragraph 2.46 for details)
- (9) 2000年，透過電子途徑售賣產品、服務或資料而獲得的業務收益合計為**76億元**，較1999年上升63%。這類收益佔業務總收益的**0.17%**，較1999年增加0.06個百分點。(詳見2.42段)
In 2000, business receipts received through selling goods, services or information through electronic means was **\$7.6 billion**, up by 63% over 1999. These receipts represented **0.17%** of the total business receipts, up by 0.06 percentage point over 1999. (See paragraph 2.42 for details)

資訊科技工作的人力狀況

Manpower situation in information technology (IT) work

- (10) 2001年3月底時從事資訊科技工作的就業人數是 **69 476**。(詳見2.53段)
Number of persons engaged in IT work as at end-March 2001 was **69 476**. (See paragraph 2.53 for details)
- (11) 2001年3月底時的資訊科技職位空缺數目是 **5 187**。(詳見2.55段)
Number of vacancies of IT posts as at end-March 2001 was **5 187**. (See paragraph 2.55 for details)
- (12) 2001年3月底時的資訊科技工作職位數目是 **74 663** (即 (10) + (11))。(詳見2.55段)
Total number of IT posts as at end-March 2001 was **74 663** (i.e. (10) + (11)). (See paragraph 2.55 for details)
- (13) 在2001年的統計調查中，業界預計在2002年3月底時的資訊科技工作職位數目是 **76 268**。(詳見2.56段)
Number of IT posts as at end-March 2002 as forecast by the industry in the 2001 Survey was **76 268**. (See paragraph 2.56 for details)

註釋：(i) 此統計調查的結果受抽樣誤差的影響。根據統計檢定的結果，本表附有“*”號的變動在統計觀點而言是顯著的，即假若2000年及2001年的真正數字其實並無分別，樣本的估計會出現這個變動幅度的機會率小於5%。

(ii) 除特別說明外，所有資料均是指2001年4至6月時的情況。

Notes: (i) Results of the survey are subject to sampling error. According to results of a statistical test, the changes given in this table marked with "*" are statistically significant, i.e. if there is actually no difference between the true values in 2000 and 2001, the probability of observing a change of this magnitude in the sample estimate is less than 5%.

(ii) All figures refer to the position as at April to June 2001 unless otherwise specified.

背景

1.1 政府統計處應資訊科技及廣播局委託，於2001年4月至6月進行了第二次的資訊科技在工商業的使用情況和普及程度統計調查。政府統計處在2000年首次進行這項統計調查。

統計調查目的

1.2 這項統計調查目的是搜集有關資訊科技在工商業的使用情況和普及程度的資料。統計調查的結果將提供有用資料，作為釐訂香港未來資訊科技發展策略的參考。

有關法例

1.3 這項統計調查是根據《普查及統計條例》(第316章)第IIIA部進行，屬自願參與性質，並於2001年3月2日在香港特別行政區政府憲報所刊登的第三號政府公告上宣佈進行。條例規定，政府統計處對個別機構單位的資料必須嚴加保密，日後只發表整體性而不會顯示個別機構單位的資料。

Background

1.1 The Census and Statistics Department (C&SD) conducted the 2nd Survey on Information Technology Usage and Penetration in the Business Sector in April to June 2001 under the auspices of the Information Technology and Broadcasting Bureau. The survey was first conducted in 2000.

Survey objectives

1.2 The objective of the survey is to collect information relating to information technology (IT) usage and penetration in the business sector. The survey results would be useful for reference in the development of IT strategy in Hong Kong.

Legislation

1.3 The survey is conducted under Part IIIA of the Census and Statistics Ordinance (Chapter 316). It is a voluntary survey as notified in Government Notice No. 3 in the Government of the Hong Kong Special Administrative Region Gazette of 2 March 2001. The Ordinance stipulates that the collected information relating to individual establishments must be kept in strict confidence. Only aggregate information, which does not reveal details of individual establishments, would be released.

統計調查的範圍

1.4 這項統計調查以政府統計處備存的機構單位紀錄庫為抽樣框。此紀錄庫是根據稅務局商業登記處的資料更新。這項統計調查涵蓋下列行業的機構單位：

行業類別 (HSIC)	包括的行業
3	製造業
4	電力及燃氣業
5	建造業
6	批發、零售、進出口貿易、飲食及酒店業
7	運輸、倉庫及通訊業
8	金融、保險、地產及商用服務業
9	社區、社會及個人服務業

統計期

1.5 為了獲得資訊科技在工商業的使用情況和普及程度的最新資料，除特別說明外，所有資料均以數據搜集時的情況為依據。

Survey coverage

1.4 The sampling frame for the survey is the Central Register of Establishments, which is a comprehensive register maintained by the C&SD and updated by reference to records of the Business Registration Office of the Inland Revenue Department. The survey covers establishments engaged in the following sectors:

Industry Sector (HSIC)	Sectors covered
3	Manufacturing
4	Electricity and gas
5	Construction
6	Wholesale, retail, and import/export trades, restaurants and hotels
7	Transport, storage and communications
8	Financing, insurance, real estate and business services
9	Community, social and personal services

Survey reference period

1.5 In order to obtain the latest position on IT usage and penetration in the business sector, data collected referred to the position when they were collected, unless it was specified otherwise.

1.6 在2001年統計調查中，就業人數是指在2001年3月底的情況，而互聯網連接費用和總業務收益則指2000年或由2000年1月1日至2001年3月31日期間任何連續十二個月的資料，視乎個別機構單位的會計慣例而定。如機構單位在上述界定的會計期間內開業或停業，則只搜集該等機構單位營業期間的數據。

抽樣設計

1.7 這項統計調查的抽樣框是先以行業組別分層，然後在每個行業組別分層內，再以就業人數類別分層。2001年統計調查一共選出4 674間機構單位作為樣本。根據統計調查結果，在統計範圍內的機構單位總數估計為335 000間。

資料搜集

1.8 問卷於2001年4月初以郵寄方式遞送到被選中的4 674間機構單位。此外亦製備問卷的電子版本，以供索取應用。外勤人員會探訪或致電受訪者以核實已填妥問卷內的資料，並在有需要時協助受訪者填妥問卷。截至2001年6月底，成功訪問的機構單位有3 492間，未有回應的機構單位有157間，未能接觸到或在統計期內已停止作業的機構單位有1 025間。總體回應率為96%。

1.6 In the 2001 survey, number of persons engaged referred to the position as at end-March 2001. Information on Internet connection charges and business receipts referred to the calendar year 2000, or a 12-month period between 1 January 2000 and 31 March 2001, according to the accounting practice of individual establishments. For establishments which commenced or ceased operation within their respective accounting periods defined above, data collected were for that part of the period during which the establishments were in operation.

Sampling design

1.7 The survey frame was first stratified by industry group, and within each industry group, by employment size. A total of 4 674 establishments were selected for enumeration in the 2001 survey. The total number of establishments falling within the scope of the survey was estimated to be 335 000 based on the results of the survey.

Data collection

1.8 Questionnaires were mailed to 4 674 selected establishments in early-April 2001. Soft copy of the questionnaire was also available upon request. Field officers would visit/telephone respondents to verify the information in the completed questionnaires and assist them in completing the questionnaires if necessary. By end-June 2001, 3 492 establishments were successfully enumerated, 157 failed to respond and 1 025 could not be located or were found to be inactive. The overall response rate was 96%.

資料處理

1.9 填妥交回的問卷經本處職員詳細審核及電腦查證，方進行製表工作。這項審核程序包括查核填報的資料是否完整無缺、前後一致以及確實可信。遇有含糊或前後不一致的數據，本處即致電或到訪有關機構單位進行查證。

估值的可靠性

1.10 這項統計調查的結果受抽樣誤差和非抽樣誤差的影響。本報告所載的估價是根據一個特定樣本所得的資料編製。以同樣的抽樣方式，可抽選出許多大小相同的樣本，而是項統計調查的樣本為眾多樣本的其中之一。由於每次抽選的樣本都會略有不同，因此不同樣本得出的估價亦互有差異。抽樣誤差是計算這些差異的統計數量，可用以量度從一個特定樣本所得的估價，在估計總體數據方面的精確程度。

1.11 本報告在評估各種變數估價的精確程度時，採用了離中系數。離中系數為一統計量數，顯示估計數值的相對精確性。離中系數的計算方法，是將估價的抽樣誤差除以估價本身的數值，再以百分比表示。離中系數越低，估計數值則越精確。

Data processing

1.9 Completed questionnaires were subjected to thorough checks by office staff and detailed validation checks by computer before tabulation. Such checking covered completeness of entries, consistency among data items and credibility of reported data. Where there seemed to be dubious entries or inconsistency in the reported data, clarifications were made with respondents by phone or by field verification visits.

Reliability of the estimates

1.10 Results of the survey are subject to sampling and non-sampling errors. The estimates contained in this report are based on information obtained from a particular sample, which is one of many samples that could be selected using the same sampling design. Estimates derived from different samples may differ from each other. Sampling error is a measure of these variations and is thus a measure of the precision of an estimate derived from the particular sample in estimating the population parameter to be measured.

1.11 For assessing the precision of the estimates for various variables in this report, the coefficient of variation (CV) is used. The CV is a statistical measure to indicate the relative precision of an estimate. The CV is obtained by expressing the sampling error of an estimate as a percentage of the value of estimate itself. The smaller the CV, the more precise is the value of the estimate.

I 緒言 (續)

1.12 統計變數的95%置信區間意指某一範圍的數值，其包含變數的實際值機會率達百分之九十五。

1.13 本報告所載列的主要變數估值的離中系數及統計變數的95%置信區間如下：

I Introduction (cont'd.)

1.12 A 95% confidence interval (CI) for a statistical variable refers to the range of values which covers the true value of the variable with a chance of 95 out of 100.

1.13 The CV and 95% CI of the estimates of the key variables in this report are given below :

變數 Variable	估值 Estimate	離中系數 CV	95% 置信區間 95% CI
有使用個人電腦的機構單位的百分比 Percentage of establishments using personal computers	49.7%	2.3%	47.4% - 52.0%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	37.2%	3.1%	35.0% - 39.5%
有網頁 / 網站的機構單位的百分比 Percentage of establishments having Web pages/Web sites	10.7%	6.7%	9.3% - 12.1%
從事資訊科技工作的就業人數 Number of persons engaged in information technology work	69 476	3.5%	64 656 - 74 296

統計表註釋

Notes to statistical tables

1.14 機構單位按照下表分為小型、中型及大型：

1.14 Establishments are categorized into small, medium and large as follows:

經濟活動 Economic Activity	機構單位規模 Size of establishments	就業人數 No. of persons engaged		
		小型 Small	中型 Medium	大型 Large
製造業 (行業類別 3) Manufacturing (Industry Sector 3)		<10	10 - 99	100
非製造業 (行業類別 4 至 9) Non-manufacturing (Industry Sectors 4-9)		<10	10 - 49	50

1.15 本刊的統計表內各代號的含意如下：

1.15 The following symbols were used in tables throughout this report:

- 不適用

- not applicable

少於0.05%

less than 0.05%

1.16 由於進位關係，個別數字或百分比之和可能不等於其總數。

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

機構單位的特徵

2.1 這項統計調查範圍內的機構單位估計有335 000間。按行業類別分析，過半數 (177 000) 的機構單位從事批發、零售、進出口貿易、飲食及酒店業。約89%為小型機構單位。機構單位的分布大致與2000年相若。(表 1.1)

個人電腦的應用

2.2 這部分分析個人電腦在工商業的使用情況，及探討機構單位所使用的個人電腦和應用軟件類別。

2.3 約50%的機構單位有使用個人電腦。在主要行業類別中，使用個人電腦的百分比最高的是金融、保險、地產及商用服務業 (76%)，最低的是運輸、倉庫及通訊業 (29%)。(表 2.1)

2.4 如預期一般，機構單位的規模越大，個人電腦的使用率越高。約93%的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為79%及46%。(表 2.1)

2.5 統計調查所涵蓋的行業類別內的機構單位共裝置了約一百二十萬部個人電腦，其中88%為桌面電腦，11%為便攜式電腦 / 筆記簿型電腦。平均每所有使用個人電腦的機構單位裝置7部個人電腦。(表 2.2)

Characteristics of establishments

2.1 A total of 335 000 establishments were estimated to fall within the scope of the survey. Analysed by industry sector, over half (177 000) of the establishments were engaged in the wholesale, retail and import/export trades, restaurants and hotels sector. About 89% of the establishments were of small size. The distribution is similar to that in 2000. (Table 1.1)

Personal computer usage

2.2 This section analyses the utilization of personal computers (PCs) in the business sector. The types of PCs and application software packages being used are also studied.

2.3 About 50% of the establishments used PCs. Among the major industry sectors, the percentage of establishments using PCs was highest in the financing, insurance, real estate and business services sector (76%), and was lowest in the transport, storage and communications sector (29%). (Table 2.1)

2.4 As expected, PC usage increased with size of establishments. Some 93% of the large establishments had used PCs, as against 79% for medium establishments and 46% for small establishments. (Table 2.1)

2.5 A total of about 1.2 million sets of PCs were installed in establishments of the industry sectors covered. About 88% were desktop computers and 11% were laptop/notebook computers. Among those establishments using PCs, each had 7 sets of PCs on average. (Table 2.2)

II 統計調查的主要結果 (續)

2.6 在有使用個人電腦的機構單位中，約93%有裝置或接達文字處理應用軟件。另一方面，19%有裝置或接達特製電腦系統。(表 2.3及2.4)

2.7 在沒有使用個人電腦的機構單位中，只有3%有計劃裝置個人電腦。在有此計劃的機構單位中，75%預計將在2001年底前裝置。至於並未有計劃裝置個人電腦的原因，較多機構單位提及「對業務沒有裨益」(79%該類機構單位曾提及此原因)，其次是「缺乏對應用個人電腦有認識的員工」(34%)。(表 2.5及2.6)

互聯網的應用

2.8 除分析各機構單位連接互聯網的情況外，這部分亦探討各機構單位如何連接互聯網及有關費用，使用互聯網的哪些一般功能及使用電子證書的情況。連接互聯網的費用在此包括會員費、入會費、設立帳戶的收費及連接互聯網的公共非專利電訊服務 (PNETS) 附加費。

2.9 約37%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75%。大型機構單位的百分比(86%)較中型(64%)及小型(33%)機構單位的百分比為高。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(62%)，而最低的則為運輸、倉庫及通訊業(21%)。(表 3.1)

II Major Survey Findings (cont'd.)

2.6 Of those establishments that had installed PCs, some 93% had installed or access to word processing application software. On the other hand, 19% had installed or access to tailor-made computer system. (Tables 2.3 and 2.4)

2.7 Only 3% of the establishments not using PCs had planned to install PCs. Among those that had intended to do so, 75% had planned to do so by end-2001. The most commonly cited reasons for not intending to install PCs were “no business benefits to do so” (cited by 79% of those establishments) and “lack of personnel familiar with using PC” (34%). (Tables 2.5 and 2.6)

Internet usage

2.8 Besides analysing the extent of establishments having Internet connection in this section, the method of connection, Internet connection charges, general functions of Internet usage and e-Cert usage are also studied. Total Internet connection charges is defined here to include membership/registration/account set-up fee and public non-exclusive telecommunication service (PNETS) surcharges.

2.9 Some 37% of all establishments, or 75% of the establishments using PCs had Internet connection. The percentage was much higher for large establishments (86%) than medium establishments (64%) and small establishments (33%). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (62%) and lowest for the transport, storage and communications sector (21%). (Table 3.1)

II 統計調查的主要結果 (續)

2.10 按連接互聯網的方法分析，利用撥號式調解器上網仍是最為普及。只有31%的機構單位是租用專線上網。至於連接互聯網的通訊線速度，約有35%的機構單位所用的通訊線路每秒傳送1兆位元或以上（即寬頻）。在2000年，統計調查所涵蓋的行業類別的整體連接互聯網費用估計為12億元。平均每間有連接互聯網的機構單位在2000年的連接互聯網費用為 \$9,500。（表 3.1、3.2及3.3）

2.11 在互聯網的各項功能中，「電子郵件」為94%有連接互聯網的機構單位所使用，而「網上資料搜集」及「使用政府網上服務」功能則分別為87%及43%有連接互聯網的機構單位使用。（表 3.4）

2.12 約95%沒有連接互聯網的機構單位並未有計劃連接互聯網。最常提及的原因是「連接互聯網對業務沒有裨益」（該類機構單位中，78%曾提及此原因），其次是「缺乏熟悉互聯網的員工」（31%）。在有計劃連接互聯網的機構單位中，78%預計將在2001年底前連接。（表 3.5及3.6）

2.13 至於電子證書的使用情況，則只有1%的機構單位曾於訪問前的十二個月內有使用電子證書。那些並未使用電子證書的機構單位中，只有2%有計劃使用。在並未有計劃使用電子證書的機構單位中，有67%曾提及因「甚少透過電子途徑進行商業交易」，有26%提及因「沒有提供數碼簽署的需要」，故並未有計劃使用電子證書。（表 4.1、4.2及4.3）

II Major Survey Findings (cont'd.)

2.10 Analysed by method of connection, dial-up connection was still most common. Only 31% of the establishments were connected through leased line. As regards the speed of transmission line, 35% were connected at the speed of 1 megabit per second or above (i.e. broadband). The total Internet connection charges for all selected industry sectors for 2000 were estimated at \$1.2 billion. The average Internet connection charges for an establishment having Internet connection were \$9,500 in 2000. (Tables 3.1, 3.2 and 3.3).

2.11 Among the general functions of Internet usage, "electronic-mail" was used by 94% of the establishments having Internet connection, followed by "on-line source of information" (87%) and "access to on-line government service" (43%). (Table 3.4)

2.12 About 95% of the establishments not having Internet connection had not intended to have the connection. The most commonly cited reasons for not intending to do so were "no business benefits to do so" (cited by 78% of those establishments), followed by "lack of personnel familiar with Internet" (31%). For those establishments that had intended to have Internet connection, 78% expected that they would do so by end-2001. (Tables 3.5 and 3.6)

2.13 As regards the use of e-Cert, only 1% of the establishments had used e-Cert in the 12 months before enumeration. For those not having used e-Cert, only 2% had planned to do so. The most commonly cited reasons for not intending to use e-Cert was "little use of electronic means in business transactions" (cited by 67% of those establishments) and "no need to provide digital signature" (26%). (Tables 4.1, 4.2 and 4.3)

網頁 / 網站的應用

2.14 這項統計調查探討機構單位使用網頁 / 網站的情況，不論其網頁是附設在其他機構單位 / 組織的網站內，或是放置在該機構單位的註冊領域名稱之下。

2.15 這部分分析有設立網頁 / 網站或擁有網絡伺服器的機構單位分布，亦分析機構單位把其網頁 / 網站連接到本身的資料庫及其商業伙伴的電腦系統的情況。

2.16 約11%的機構單位有設立網頁 / 網站。與個人電腦及互聯網的使用情況相同，大型機構單位設立網頁 / 網站的百分比 (57%)，明顯較中型 (29%) 及小型 (8%) 機構單位的百分比為高。
(表 5.1)

2.17 約98%有設立網頁 / 網站的機構單位在他們的網頁 / 網站提供有關該機構單位及其產品和服務的資料，有31%的機構單位在網上收集顧客意見。只有15%的機構單位透過網頁 / 網站接受網上訂購。(表 5.2)

2.18 在已設立網頁 / 網站的機構單位中，3%亦擁有無線應用協定 (WAP) 版本的網頁 / 網站；27%亦同時擁有本身的網絡伺服器；14%已把網頁 / 網站連接到本身的資料庫；而6%已把網頁 / 網站連接到商業伙伴的電腦系統。(表 5.3)

Web page/Web site usage

2.14 In this survey, the usage of Web page/Web site is studied, regardless of whether the Web page was attached to the Web site of other establishments/organisations, or was placed under the registered domain name of the establishment.

2.15 In this section, the distribution of establishments having Web page/Web site or Web server is analysed. The extents of establishments connecting their Web pages/Web sites with their related in-firm database and with their business partners' computer systems are also analysed.

2.16 About 11% of the establishments had a Web page/Web site. Exhibiting the same pattern as PC and Internet usage, the percentage was much higher for large establishments (57%) than medium establishments (29%) and small establishments (8%). (Table 5.1)

2.17 About 98% of the establishments having Web pages/Web sites provided information about the establishments and the products and services offered in their Web pages/Web sites, while 31% collected on-line feedback from customers. Only 15% of those establishments supported on-line ordering in their Web pages/Web sites. (Table 5.2)

2.18 Among establishments having Web pages/Web sites, 3% had Wireless Application Protocol (WAP) version of Web pages/Web sites; 27% had their own Web servers; 14% had their Web pages/Web sites connected to their related in-firm database; and 6% had their Web pages/Web sites connected to business partners' computer systems. (Table 5.3)

II 統計調查的主要結果 (續)

2.19 在並未設有無線應用協定(WAP)版本網頁/網站的機構單位中,少於3%的機構單位有計劃這樣做,而其中的54%計劃在2001年底設立。(表 5.4)

2.20 在那些擁有網頁/網站但沒有把網頁/網站連接到本身的資料庫的機構單位中,約7%有計劃這樣做,而其中52%計劃在2001年底前連接好。(表 5.5)

2.21 同樣地,那些擁有網頁/網站但沒有連接到商業伙伴電腦系統的機構單位中,只有4%計劃將這樣做,而其中23%計劃在2001年底前連接好。(表 5.6)

2.22 在沒有設立網頁/網站的機構單位中,94%並未有計劃設立網頁/網站。並未有設立網頁/網站的大型機構單位中,有27%表示有計劃設立本身的網頁/網站,與整體情況頗為不同。(表 5.7)

2.23 在有計劃設立網頁/網站的17 000間機構單位中,約53%計劃在2001年底前設立其網頁/網站,而另外有41%則計劃在2002年設立。(表 5.7)

2.24 至於未有計劃設立本身的網頁/網站的機構單位,其主要原因是認為「此舉對業務沒有裨益」(該類機構單位中,73%曾提及此原因),其次是由於「缺乏熟悉保養/發展網頁/網站的員工」(34%)。(表 5.8)

II Major Survey Findings (cont'd.)

2.19 For establishments not having WAP version of their Web pages/Web sites, less than 3% had intended to do so. Among them, 54% had intended to do so by end-2001. (Table 5.4)

2.20 For those establishments having Web pages/Web sites but not having them connected to their related in-firm database, about 7% had intended to do so. Among those that had intended to do so, 52% had intended to have the connection by end-2001. (Table 5.5)

2.21 Similarly, for those establishments having Web pages/Web sites but not having them connected to business partners' computer systems, only 4% had intended to do so. Among those that had intended to do so, about 23% had intended to have the connection by end-2001. (Table 5.6)

2.22 For those establishments not having their own Web pages/Web sites, 94% had not intended to have one. The situation was quite different for large establishments, as 27% of those large establishments not having a Web page/Web site had intended to have their own Web pages/Web sites. (Table 5.7)

2.23 Among the 17 000 establishments intending to have their own Web pages/Web sites, about 53% had planned to do so by end-2001, and another 41% in 2002. (Table 5.7)

2.24 For those establishments not intending to have their own Web pages/Web sites, the reasons cited by most respondents were "no business benefits to do so" (cited by 73% of those establishments), followed by "lack of personnel familiar with maintaining/developing a Web page/Web site" (34%). (Table 5.8)

電子商業

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

(a) *透過電子途徑預訂或購買產品、服務或資料*

2.26 在這項統計調查中，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產品、服務或資料。

2.27 只有6%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產品、服務或資料，反映透過電子途徑購買仍然非常有限。而金融、保險、地產及商用服務業（14%）和一般大型機構單位（26%）的百分比則較高。
(表 6.1)

2.28 在曾透過電子途徑預訂或購買產品、服務或資料的機構單位中，82%表示主要預訂或購買一般網上產品、服務或資料。按電子途徑類別分析，曾透過電子途徑預訂或購買產品、服務或資料的機構單位中，96%透過互聯網進行，28%透過交互式話音應答系統進行，12%透過專用私人網絡進行。(表 6.2及6.3)

Electronic business

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

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

2.26 In this survey, 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.

2.27 Purchasing through electronic means was still very limited, as only 6% of the establishments had ordered or purchased goods, services or information through electronic means in the 12 months before enumeration. The percentages were higher for the financing, insurance, real estate and business services sector (14%) and for large establishments (26%). (Table 6.1)

2.28 For those establishments that had ordered or purchased through electronic means, 82% expressed that the major use was for “general on-line order or purchase of goods, services or information”. Analysed by various electronic means, 96% of those establishments having ordered or purchased through electronic means had done so through the Internet, 28% through Interactive Voice Response System and 12% through designated private network. (Tables 6.2 and 6.3)

II 統計調查的主要結果 (續)

2.29 至於在2000年透過電子途徑預訂或購買產品、服務或資料的總值佔總購買開支的百分比，58%的機構單位表示該百分比少於1%。只有6%的機構單位表示該百分比多於10%。(表 6.4)

2.30 機構單位未曾透過電子途徑預訂或購買產品、服務或資料的一般原因是認為「對業務沒有裨益」(該類機構單位中，53%曾提及此原因)及「在業內並不普遍」(41%)。(表 6.5)

(b) 透過電子途徑獲取產品、服務或資料

2.31 在這項統計調查中，網上瀏覽資料亦視為透過電子途徑獲取資料。至於透過電子途徑獲取的產品，就只限於能以電子途徑傳遞的產品及服務，如套裝軟件及歌曲。這項統計調查就獲取政府產品、服務或資料(表 7.2及7.3)及其他產品、服務或資料(表 7.4、7.5及7.6)的情況作獨立分析。

2.32 約40%的機構單位在訪問前的十二個月內曾透過電子途徑獲取產品、服務或資料。其中64%曾透過電子途徑獲取政府產品、服務或資料，91%曾獲取其他產品、服務或資料。(表 7.1)

II Major Survey Findings (cont'd.)

2.29 Regarding the value of order or purchase through electronic means as a percentage to the total value of purchase in 2000, 58% of the establishments indicated the value of e-purchase contributed to less than 1% of their total value of purchase. Only 6% indicated that e-purchase contributed to more than 10% of their total value of purchase. (Table 6.4)

2.30 The common reasons for establishments not having ordered or purchased through electronic means were “no business benefits” (cited by 53% of those establishments) and “not popular in the industry” (41%). (Table 6.5)

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

2.31 In this survey, browsing of information on the Internet is also regarded as receiving information through electronic means. Goods and services received through electronic means are only restricted to products which could be transmitted through electronic media, such as software packages and songs. Separate analyses are made in the survey on government goods, services or information (Tables 7.2 and 7.3) and other goods, services or information (Tables 7.4, 7.5 and 7.6).

2.32 Some 40% of the establishments had received goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 64% had received government goods, services or information through electronic means and 91% had received other goods, services or information. (Table 7.1)

II 統計調查的主要結果 (續)

政府產品、服務或資料

2.33 在曾透過電子途徑獲取政府產品、服務或資料的機構單位中，約40%透過電子資料聯通獲取，35%透過互聯網（公共服務電子化計劃除外）獲取及23%透過公共服務電子化計劃獲取。

(表 7.2)

2.34 至於未曾透過電子途徑獲取政府產品、服務或資料的原因，56%的該類機構單位指是由於「這樣做對業務沒有裨益」，36%是因為「業內並不普遍」。

(表 7.3)

其他非政府提供的產品、服務或資料

2.35 約36%的機構單位在訪問前的十二個月內曾透過電子途徑獲取其他非政府提供的產品、服務或資料。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（60%），運輸、倉庫及通訊業的百分比則最低（22%）。按就業人數類別分析，大型機構單位的百分比明顯較高（83%）。(表 7.1)

2.36 在曾透過電子途徑獲取其他非政府提供的產品、服務或資料的機構單位中，大部分（95%）表示曾獲取、瀏覽或尋找資料。只有11%表示曾獲取金融交易服務，9%曾獲取數碼形式的產品及服務。在各電子途徑中，互聯網最為普及，約92%該類機構單位有用此電子途徑。

(表 7.4及7.5)

II Major Survey Findings (cont'd.)

Government goods, services or information

2.33 Of those establishments having received government goods, services or information through electronic means, 40% had received through Electronic Data Interchange, 35% through the Internet outside the Electronic Service Delivery (ESD) Scheme and 23% through the ESD Scheme. (Table 7.2)

2.34 As regards the reasons for not receiving government goods, services or information through electronic means, the more commonly cited reasons were “no business benefit to do so” (56%) and “not popular in the industry” (36%). (Table 7.3)

Goods, services or information other than from the government

2.35 About 36% of the establishments had received goods, services or information (other than from the government) through electronic means in the 12 months before enumeration. Analysed by industry, the percentage was highest for the financing, insurance, real estate and business services sector (60%) and lowest for the transport, storage and communications sector (22%). Analysed by establishment size, the percentage of large establishments was much higher (83%). (Table 7.1)

2.36 Of those establishments having received goods, services or information (other than from the government) through electronic means, most (95%) of them had received, browsed or searched information. Only 11% expressed that they had received on-line financial transaction services and 9% had received products in digital form. Internet was the most commonly used electronic means, having been used by 92% of those establishments. (Tables 7.4 and 7.5)

II 統計調查的主要結果 (續)

2.37 未曾獲取其他產品、服務或資料的普遍原因再次是「這樣做對業務沒有裨益」(58%)及「業內並不普遍」(38%)。(表 7.6)

(c) 透過電子途徑售賣產品、服務或資料

2.38 在這項統計調查中，只有那些有提供並接納整個透過電子途徑預訂或購買其產品及服務的機構單位才會被視為有透過電子途徑售賣其產品、服務或資料。

2.39 只有很小百分比的機構單位(1%)在被訪問前的十二個月內曾透過電子途徑售賣產品、服務或資料。大型機構的百分比較高(9%)。(表 8.1)

2.40 透過互聯網售賣產品、服務或資料最普遍。在曾透過電子途徑售賣產品、服務或資料的機構單位中，約79%透過互聯網售賣其產品、服務或資料。(表 8.3)

2.41 在透過電子途徑售賣產品、服務或資料的原因中，分別有89%及56%該類機構單位選擇「提高業務靈活性/商機」和「減低成本」。(表 8.4)

II Major Survey Findings (cont'd.)

2.37 Again, the common reasons for not having received other goods, services or information were “no business benefit to do so” (58%) and “not popular in the industry” (38%). (Table 7.6)

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

2.38 In this survey, an establishment is regarded to have sold their goods, services or information through electronic means if it offers and accepts orders or purchases that are placed completely through electronic means.

2.39 Only a very small percentage (1%) of the establishments had sold goods, services or information through electronic means in the 12 months before enumeration. The percentage in large establishments was higher, being 9%. (Table 8.1)

2.40 Internet was the most common electronic means for selling through electronic means. About 79% of those establishments having sold through electronic means had used it. (Table 8.3)

2.41 Regarding the reasons for selling goods, services or information through electronic means, “to increase business flexibility/opportunities” and “to reduce cost” were cited by 89% and 56% of those establishments respectively. (Table 8.4)

II 統計調查的主要結果 (續)

2.42 在2000年透過電子途徑售賣產品、服務或資料所獲取的業務收益為76億元，佔所有涵蓋行業類別總業務收益的0.17%。在透過電子途徑售賣產品、服務或資料所獲取的收益中，經專用私人網絡及互聯網售賣所佔的百分比分別為46%及40%。按顧客類別分析，商業對商業電子商貿的收益佔總收益的50%。(表 8.5)

2.43 在未曾透過電子途徑售賣產品、服務或資料的機構單位中，98%並未有計劃這樣做。普遍的原因是「這樣做對業務沒有裨益」(50%)和「業內並不普遍」(44%)。(表 8.6及8.7)

2.44 至於那些有計劃透過電子途徑售賣其產品、服務或資料的機構單位中，52%預計將在2001年底前實行。(表 8.6)

(d) 透過電子途徑遞送產品、服務或資料

2.45 在這項統計調查中，遞送數碼形式的產品及服務及把有關機構單位或其售賣產品及服務的資料放在互聯網上，均被視為有透過電子途徑遞送產品、服務或資料。

2.46 約12%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產品、服務或資料。其中金融、保險、地產及商用服務業的百分比比較高(21%)。(表 9.1)

II Major Survey Findings (cont'd.)

2.42 The value of business receipts from selling of goods, services or information through electronic means totalled at \$7.6 billion in 2000, representing 0.17% of the total business receipts of all selected industry sectors. Analysed by type of electronic means, about 46% of the e-commerce business receipts were through designated private network and 40% were through Internet. As regards the customer group, business receipts from business-to-business e-commerce contributed 50% of the total e-commerce receipts. (Table 8.5)

2.43 Regarding those establishments not having sold goods, services or information through electronic means, 98% had not intended to do so. The reasons of “no business benefit to do so” and “not popular in the industry” were commonly cited by 50% and 44% of those establishments respectively. (Tables 8.6 and 8.7)

2.44 As regards those establishments intending to sell through electronic means, 52% expected to do so by end-2001. (Table 8.6)

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

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

2.46 About 12% of the establishments had delivered their goods, services or information through electronic means in the 12 months before enumeration. The percentage was higher in the financing, insurance, real estate and business services sector (21%). (Table 9.1)

II 統計調查的主要結果 (續)

2.47 在曾透過電子途徑遞送產品、服務或資料的機構單位中，大部分是透過網站遞送機構單位的資料。透過互聯網遞送產品、服務或資料最為普遍，約98%該類機構單位曾用此途徑。(表 9.2及9.3)

2.48 至於透過電子途徑遞送產品、服務或資料的原因，分別有64%，48%及41%曾提供此服務的機構單位選擇是由於「提高業務靈活性/商機」、「增強競爭力」及「改善對顧客的服務」。(表 9.4)

2.49 在未曾透過電子途徑遞送產品、服務或資料的機構單位中，95%並未有計劃這樣做。「這樣做對業務沒有裨益」和「業內並不普遍」兩原因則分別為其中的50%及40%的機構單位所提及。(表 9.5及9.6)

2.50 在有計劃透過電子途徑遞送其產品、服務或資料的機構單位中，54%預計將在2001年底前實行。(表 9.5)

資訊科技項目的財政預算

2.51 這部分以四方面探討有關資訊科技項目的財政預算情況，分別是：為從事有關資訊科技研究及發展的活動、為增購資訊科技儀器及軟件、為增聘資訊科技員工及為獲取資訊科技應用服務。並分別把2001年各方面的財政預算與2000年的比較，及把2002年的與2001年的比較加以分析。

II Major Survey Findings (cont'd.)

2.47 Most of the establishments having delivered their goods, services or information through electronic means were in fact providing information of the firm on Web site. Internet was the most common electronic medium for delivering goods, services or information through electronic means. About 98% of those establishments had used it. (Tables 9.2 and 9.3)

2.48 Regarding the reasons for delivering goods, services or information through electronic means, the reasons of “to increase business flexibility / opportunities”, “to enhance competitiveness” and “to improve customer services” were cited by 64%, 48% and 41% of those establishments respectively. (Table 9.4)

2.49 Regarding those establishments not having delivered goods, services or information through electronic means, 95% had not intended to do so. The reasons of “no business benefit to do so” and “not popular in the industry” were cited by 50% and 40% of those establishments respectively. (Tables 9.5 and 9.6)

2.50 As regards those establishments intending to deliver their goods, services or information through electronic means, 54% expected to do so by end-2001. (Table 9.5)

Budget for information technology

2.51 The budget for IT is analysed under four aspects, viz. for performing research and development activities related to IT; for procuring additional IT equipment and software; for employing additional IT personnel; and for acquiring IT application services. The IT budgets for these aspects in 2001 and 2002 are compared with that in 2000 and 2001 respectively in this section.

II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd.)

(a) 為從事有關資訊科技研究及發展的活動

約2%的機構單位有為從事有關資訊科技研究及發展的活動訂下2001年的財政預算。其中64%的機構單位指該項財政預算較2000年的有所增加。預計2002年的情況亦大致相若。(表 10.1及10.2)

(b) 為增購資訊科技儀器及軟件

約10%的機構單位有為增購資訊科技儀器及軟件訂下2001年的財政預算。其中77%的機構單位指該項財政預算較2000年的有所增加。預計2002年的情況亦大致相若。(表 10.1及10.2)

(c) 為增聘資訊科技員工

約3%的機構單位有為增聘資訊科技員工訂下2001年的財政預算。其中66%的機構單位指該項財政預算較2000年的有所增加。預計2002年的情況亦大致相若。(表 10.1及10.2)

(d) 為獲取資訊科技應用服務

約4%的機構單位有為獲取資訊科技應用服務訂下2001年的財政預算。其中73%的機構單位指該項財政預算較2000年的有所增加。預計2002年的情況亦大致相若。(表 10.1及10.2)

(a) *For performing research and development activities related to IT*

Only 2% of the establishments had a budget for performing research and development activities related to IT in 2001. Among them, 64% had increased the budget compared with 2000. The situation was expected to be similar in 2002. (Tables 10.1 and 10.2)

(b) *For procuring additional IT equipment and software*

About 10% of the establishments had a budget for procuring additional IT equipment and software in 2001. Among them, 77% had increased the budget compared with 2000. The situation was expected to be similar for 2002. (Tables 10.1 and 10.2)

(c) *For employing additional IT personnel*

About 3% of the establishments had a budget for employing additional IT personnel in 2001. Among them, 66% had increased the budget compared with 2000. The situation was expected to be similar for 2002. (Tables 10.1 and 10.2)

(d) *For acquiring IT application services*

About 4% of the establishments had a budget for acquiring IT application services in 2001. Among them, about 73% had increased the budget compared with 2000. The situation was expected to be similar for 2002. (Tables 10.1 and 10.2)

II 統計調查的主要結果 (續)

資訊科技工作的人力狀況

2.52 這部分分析從事資訊科技工作的就業人數、職位空缺數目及預計的人力需求。在這項統計調查中，從事資訊科技工作的就業人數包括資訊科技工作佔其一半以上工作時間的員工。資訊科技工作包括資訊科技管理 / 顧問、軟件 / 網站 / 資料庫 / 多媒體 / 內容的開發 / 支援 / 維修保養、電訊及網絡 / 硬件支援、系統操作、資訊科技研究及產品開發、及資訊科技教育及訓練。但並不包括電腦軟件及程式的使用者及只負責數據輸入的人員。

2.53 在2001年3月底，從事資訊科技工作的就業人數約有69 500人。其中約41%從事軟件 / 網站 / 資料庫 / 多媒體 / 內容的開發 / 支援 / 維修保養，21%從事資訊科技管理 / 顧問工作，及16%從事電訊及網絡 / 硬件支援。(表 11.1)

2.54 從事資訊科技工作的人士分布在各行業。約54%從事資訊科技工作的就業人數屬金融、保險、地產及商用服務業，19%屬批發、零售、進出口貿易、飲食及酒店業。(表 11.2)

2.55 在2001年3月底的資訊科技工作職位空缺約有5 200個。換言之，2001年3月底的資訊科技工作人力需求為74 700。過半數的空缺屬於軟件 / 網站 / 資料庫 / 多媒體 / 內容的開發 / 支援 / 維修保養職位。(表 11.1)

II Major Survey Findings (cont'd.)

Manpower situation in information technology work

2.52 This section analyses the distribution of persons engaged, vacancies and forecast manpower requirement in Information Technology (IT) work. In this survey, persons engaged in IT work include staff with over 50% of their work time being spent on IT work. IT work includes management/ consultancy, development/ support/ maintenance of software/ Web site/ database/ multimedia/ contents, telecommunications and networking/hardware support, systems operation, IT research & product development, IT education & training. Those who are only end-users of computer software and programs or those engaged only in data inputs are excluded.

2.53 As at end-March 2001, there were 69 500 persons engaged in IT work. Among them, 41% were engaged in development/ support/ maintenance of software/ Web site/ database/ multimedia/ contents; 21% in IT management / consultancy; and 16% telecommunications and networking/hardware support. (Table 11.1)

2.54 Persons engaged in IT work can be found in nearly every industry. Some 54% of them were in the financing, insurance, real estate and business services sector and 19% in the wholesale, retail and import/export trades, restaurants and hotels sector. (Table 11.2)

2.55 As at end-March 2001, there were about 5 200 IT job vacancies, giving the total manpower requirement in IT work as at end-March 2001 to be 74 700. Over half of the vacancies were at the development/ support/ maintenance of software/ Web site/ database/ multimedia/ contents level. (Table 11.1)

II 統計調查的主要結果 (續)

2.56 在這項統計調查中，受訪機構單位亦會被問及該機構單位預計於2002年3月底從事資訊科技工作的人力需求。業界預計於2002年3月的資訊科技工作人力需求較現時(即2001年3月)增加1 600個職位(就業人數加職位空缺)，即在2001年4月至2002年3月期間將上升2%。按機構單位規模分析，大型機構預計於2001年4月至2002年3月間會削減一些資訊科技工作職位，而小型機構則會增加有關職位。(表 11.2)

II Major Survey Findings (cont'd.)

2.56 In this survey, the sampled establishments were also asked to forecast their expected manpower requirement as at end-March 2002. Comparing the existing (March 2001) manpower requirement in IT work with the requirement as at end-March 2002 as forecast by the industry, a total increase of 1 600 IT jobs (persons engaged plus vacancies) was expected, or a 2% increase between April 2001 and March 2002. Analysed by size of establishments, large establishments expected to cut some IT jobs between April 2001 and March 2002, while the small establishments expected to create new ones. (Table 11.2)

表 1.1 : 按行業/就業人數類別劃分的在2000年及2001年間資訊科技在工商業的使用情況和普及程度主要數據
Table 1.1 : Key statistics on usage and penetration of information technology in the business sector by industry sector/employment size in 2000 and 2001

		在(a)欄的機構單位中, 有使用下列資訊科技的機構單位所佔的百分比 Among establishments in column (a), % of establishments having :							
		機構單位數目 No. of establishments (a)	個人電腦 Personal computers (b)	互聯網 Internet connection (c)	網頁/網站 Web pages/ Web sites (d)	預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
						產品/服務/資料 (透過電子途徑) goods/services/information through electronic means			
按行業類別劃分									
By industry sector									
製造業、電力及燃氣業	2000	23 671	48.6	31.6	5.1	6.1	30.4	0.3	6.7
Manufacturing, electricity and gas	2001	19 999	39.6 (-9.0)	27.8 (-3.8)	8.0 (+3.0)	5.3 (-0.9)	31.7 (+1.3)	0.8 (+0.6)	8.1 (+1.5)
建造業	2000	25 377	45.3	24.5	4.8	1.2	25.5	0.0	7.0
Construction	2001	24 976	45.8 (+0.5)	27.7 (+3.1)	3.1 (-1.7)	3.8 (+2.6)	31.9 (+6.4)	# (#)	4.0 (-3.0)
批發、零售、進出口貿易、飲食及酒店業	2000	176 205	53.1	40.8	7.8	3.8	38.2	0.3	8.3
Wholesale, retail and import/export trades, restaurants and hotels	2001	176 597	49.5 (-3.6)	37.2 (-3.6)	11.8 (+4.0)	5.0 (+1.2)	40.1 (+1.9)	0.9 (+0.6)	13.0 (+4.7)
運輸、倉庫及通訊業	2000	38 030	27.6	18.6	3.3	2.6	16.7	0.1	4.1
Transport, storage and communications	2001	36 253	29.2 (+1.5)	21.0 (+2.4)	3.4 (+0.1)	4.4 (+1.8)	24.7 (+8.1)	0.6 (+0.5)	6.9 (+2.9)
金融、保險、地產及商用服務業	2000	47 347	74.5	56.9	10.3	11.9	55.0	0.9	11.5
Financing, insurance, real estate and business services	2001	47 954	76.1 (+1.6)	61.5 (+4.6)	17.6 (+7.3)	13.7 (+1.8)	62.8 (+7.7)	2.6 (+1.7)	21.2 (+9.7)

註釋：括號內的數字表示 2001 年與 2000 年比較的相差百分點。

Note : The figures in brackets denote the percentage points difference between 2000 and 2001.

表 1.1 : 按行業/就業人數類別劃分的在2000年及2001年間資訊科技在工商業的使用情況和普及程度主要數據(續)
Table 1.1 : Key statistics on usage and penetration of information technology in the business sector by industry sector/employment size in 2000 and 2001 (cont'd)

		在(a)欄的機構單位中, 有使用下列資訊科技的機構單位所佔的百分比 Among establishments in column (a), % of establishments having :							
		機構單位數目 No. of establishments (a)	個人電腦 Personal computers (b)	互聯網 Internet connection (c)	網頁/網站 Web pages/ Web sites (d)	預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
						產品/服務/資料 (透過電子途徑) goods/services/information through electronic means			
社區、社會及個人服務業 Community, social and personal services	2000	29 203	43.5	24.6	8.9	5.4	23.1	0.4	9.3
	2001	29 152	43.4 (-0.1)	32.2 (+7.6)	10.3 (+1.4)	5.5 (+0.1)	33.4 (+10.3)	1.2 (+0.7)	11.4 (+2.1)
總計 Total	2000	339 832	51.5	37.3	7.3	4.9	35.3	0.3	8.1
	2001	334 932	49.7 (-1.8)	37.2 (-0.1)	10.7 (+3.4)	6.2 (+1.3)	40.0 (+4.6)	1.1 (+0.7)	12.4 (+4.3)
按就業人數類別劃分 By employment size									
大型 Large	2000	6 153	92.0	77.9	43.2	18.5	77.2	4.4	44.4
	2001	5 635	93.4 (+1.3)	86.0 (+8.1)	57.2 (+14.1)	26.2 (+7.7)	85.1 (+8.0)	8.5 (+4.1)	62.6 (+18.1)
中型 Medium	2000	31 855	78.2	63.1	18.5	10.4	59.1	0.5	18.0
	2001	32 507	79.2 (+0.9)	64.2 (+1.1)	29.1 (+10.6)	13.9 (+3.5)	65.1 (+6.1)	2.4 (+1.8)	31.8 (+13.9)
小型 Small	2000	301 825	47.9	33.8	5.4	4.0	32.0	0.2	6.4
	2001	296 790	45.7 (-2.2)	33.3 (-0.4)	7.8 (+2.4)	4.9 (+0.9)	36.4 (+4.4)	0.8 (+0.5)	9.3 (+3.0)
總計 Total	2000	339 832	51.5	37.3	7.3	4.9	35.3	0.3	8.1
	2001	334 932	49.7 (-1.8)	37.2 (-0.1)	10.7 (+3.4)	6.2 (+1.3)	40.0 (+4.6)	1.1 (+0.7)	12.4 (+4.3)

註釋：括號內的數字表示 2001 年與 2000 年比較的相差百分點。

Note : The figures in brackets denote the percentage points difference between 2000 and 2001.

表 2.1 : 按有沒有使用個人電腦劃分的機構單位數目及其按行業/就業人數類別分布
Table 2.1 : Distribution of establishments by whether having used personal computers (PCs)
by industry sector/employment size

	機構單位數目 No. of establishments	有沒有使用個人電腦 (百分比) Whether using personal computers (PCs) (%)	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	39.6	60.4
建造業 Construction	24 976	45.8	54.2
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	49.5	50.5
運輸、倉庫及通訊業 Transport, storage and communications	36 253	29.2	70.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	76.1	23.9
社區、社會及個人服務業 Community, social and personal services	29 152	43.4	56.6
總計 Total	334 932	49.7	50.3
按就業人數類別劃分 By employment size			
大型 Large	5 635	93.4	6.6
中型 Medium	32 507	79.2	20.8
小型 Small	296 790	45.7	54.3
總計 Total	334 932	49.7	50.3

表 2.2 : 按個人電腦類別劃分的工商業所使用的個人電腦數目及其按行業/就業人數類別分布
 Table 2.2 : Distribution of personal computers (PCs) in the business sector by category by industry sector/employment size

	個人電腦數量 No. of PCs	個人電腦種類 Category of PCs			(百分比) (%)
		桌面電腦 Desktop	便攜式電腦/ 筆記簿型 電腦 Laptop or notebook	個人數碼 助理 Personal Digital Assistant (PDA)	總計 Total
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	81 424	91.1	7.7	1.1	100.0
建造業 Construction	48 015	88.2	9.4	2.4	100.0
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	422 614	88.8	9.6	1.6	100.0
運輸、倉庫及通訊業 Transport, storage and communications	113 498	88.5	9.2	2.3	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	355 768	85.9	11.5	2.6	100.0
社區、社會及個人服務業 Community, social and personal services	209 820	85.9	13.7	0.4	100.0
總計 Total	1 231 139	87.6	10.7	1.7	100.0
按就業人數類別劃分 By employment size					
大型 Large	609 357	87.6	10.9	1.5	100.0
中型 Medium	286 616	89.0	10.0	0.9	100.0
小型 Small	335 167	86.3	10.8	2.9	100.0
總計 Total	1 231 139	87.6	10.7	1.7	100.0

表 2.3 : 按應用軟件種類劃分的有使用個人電腦並裝置/接達應用軟件的機構單位數目
 Table 2.3 : Establishments with personal computers (PCs) and having installed/access to application software by category of application software

應用軟件種類 Category of application software	有使用個人電腦並裝置/接達 該應用軟件的機構單位數目 ⁽¹⁾ No. of establishments with PCs and having installed/access to that application software ⁽¹⁾	佔有使用個人電腦的 機構單位數目百分比 As a % of total no. of establishments using PCs
文字處理 Word processing	154 047	92.5
互聯網瀏覽器 Internet browser	128 501	77.2
電子表格 Spreadsheet	119 009	71.5
實用程式 Utility	99 864	60.0
通訊 Communications	97 814	58.8
數據庫管理 Database management	73 927	44.4
銀行及金融/會計 Banking and finance/Accounting	51 932	31.2
採購/處理銷售訂單 Purchasing/Sales and order processing	31 889	19.2
電腦輔助設計/電腦輔助製造(CAD/CAM) Computer-aided Design/Computer-aided Manufacturing (CAD/CAM)	15 317	9.2
人力資源管理/培訓 Human resource management/Training	5 639	3.4
其他 Others	3 842	2.3
以上種類的任何組合 Any combination of the above categories	165 064	99.1

⁽¹⁾ 可選擇多於一個種類。
 May select more than one category.

表 2.4 : 按電腦系統種類劃分的有使用個人電腦並裝置/接達特製電腦系統的機構單位數目
Table 2.4 : Establishments with personal computers (PCs) and having installed/access to tailor-made computer system by category of tailor-made computer system

特製電腦系統種類 Category of tailor-made computer system	有使用個人電腦並裝置/ 接達以下特製電腦系統 的機構單位數目 ⁽¹⁾ No. of establishments with PCs and having installed/access to the following tailor-made computer system ⁽¹⁾	佔有使用個人電腦的 機構單位數目百分比 As a % of total no. of establishments using PCs
銀行及金融/會計 Banking and finance/Accounting	23 529	14.1
採購/處理銷售訂單 Purchasing/Sales and order processing	15 402	9.3
電腦輔助設計/電腦輔助製造 (CAD/CAM) Computer-aided Design/Computer-aided Manufacturing (CAD/CAM)	3 938	2.4
人力資源管理/培訓 Human resource management/Training	3 377	2.0
其他 Others	1 679	1.0
以上種類的任何組合 Any combinations of the above categories	31 353	18.8

⁽¹⁾ 可選擇多於一個種類。
May select more than one category.

表 2.5 : 按預計裝置個人電腦的時間劃分的有此計劃的機構單位按行業/就業人數類別分布
 Table 2.5 : Distribution of establishments intending to install personal computers (PCs)
 by expected time of installation by industry sector/employment size

	沒有使用個人電腦的機構單位數目 No. of establishments not using PCs (a)	有計劃裝置個人電腦的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to install PCs (b)	在(b)欄機構單位中，預計裝置個人電腦的時間 Among establishments in column (b), expected time of installing PCs			(百分比) (%) 總計 Total (f)
			2001年 In 2001 (c)	2002年 In 2002 (d)	2002年後或沒有預計時間 After 2002 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 084	6.1	100.0	0.0	0.0	100.0
建造業 Construction	13 541	5.9	63.3	36.7	0.0	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	89 166	3.0	71.1	26.8	2.1	100.0
運輸、倉庫及通訊業 Transport, storage and communications	25 680	1.4	100.0	0.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 474	2.5	100.0	0.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	16 501	3.8	53.8	29.9	16.4	100.0
總計 Total	168 446	3.3	75.2	21.9	2.9	100.0
按就業人數類別劃分 By employment size						
大型 Large	374	13.8	100.0	0.0	0.0	100.0
中型 Medium	6 774	2.0	58.5	18.9	22.7	100.0
小型 Small	161 297	3.3	75.4	22.1	2.4	100.0
總計 Total	168 446	3.3	75.2	21.9	2.9	100.0

表 2.6A : 按未有計劃裝置個人電腦的原因劃分的該類機構單位按行業類別分布
Table 2.6A : Distribution of establishments not intending to install personal computers (PCs) by reason by industry sector

行業類別 Industry sector	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾			(百分比) (%)	
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置及 發展成本高昂 Costly in procuring and developing software	
製造業、電力及燃氣業 Manufacturing, electricity and gas	11 342	72.4	33.8	13.3		10.8
建造業 Construction	12 738	74.5	32.3	21.8		10.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	86 489	78.5	35.9	17.1		13.1
運輸、倉庫及通訊業 Transport, storage and communications	25 323	93.5	28.5	8.8		6.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 192	72.9	19.7	18.9		9.0
社區、社會及個人服務業 Community, social and personal services	15 867	76.2	39.4	21.6		8.9
總計 Total	162 950	79.5	33.5	16.5		11.0

行業類別 Industry sector	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)	
	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	科技人員 的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電 腦時的資料 保密事宜 Concern about security issue in using computer	其他 Others		
製造業、電力及燃氣業 Manufacturing, electricity and gas		11.5	2.8	2.0	0.6		1.0
建造業 Construction		10.2	2.4	7.1	2.3		0.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels		9.8	8.6	3.9	2.0		1.7
運輸、倉庫及通訊業 Transport, storage and communications		6.2	2.6	0.1	0.2		0.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services		4.8	4.5	0.6	1.3		5.6
社區、社會及個人服務業 Community, social and personal services		12.5	6.8	6.7	5.2		1.0
總計 Total		9.3	6.3	3.5	1.9		1.5

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 2.6B : 按未有計劃裝置個人電腦的原因劃分的該類機構單位按就業人數類別分布
Table 2.6B : Distribution of establishments not intending to install personal computers (PCs) by reason by employment size

就業人數類別 Employment size	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾				(百分比) (%)
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置及 發展成本高昂 Costly in procuring and developing software	
大型 Large	323	45.2	30.5	77.3	31.3	
中型 Medium	6 640	75.8	31.7	15.8	13.9	
小型 Small	155 988	79.7	33.6	16.4	10.9	
總計 Total	162 950	79.5	33.5	16.5	11.0	

就業人數類別 Employment size	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)
	缺乏懂得發展 電腦應用 系統的員工 Lack of personnel knowledgeable in developing computer application systems	科技人員 的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電 腦時的資料 保密事宜 Concern about security issue in using computer	其他 Others	
大型 Large	15.6	15.6	9.7	1.1	15.7	
中型 Medium	9.4	9.2	0.5	2.5	0.1	
小型 Small	9.3	6.2	3.6	1.9	1.5	
總計 Total	9.3	6.3	3.5	1.9	1.5	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 3.1 :按行業/就業人數類別劃分的有連接互聯網的機構單位數目及其在2000年用於連接互聯網的費用

Table 3.1 : Establishments having Internet connection and their total Internet connection charges in 2000 by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有連接互聯網的機構 單位佔(a)欄機構 單位數目的百分比 Among establishments in column (a), % having Internet connection	在 2000 年用於 連接互聯網的費用 (千港元) Total Internet connection charges in 2000 (HK\$'000)
	(a)	(b)	(c)
按行業類別劃分			
By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	27.8	58,061
建造業 Construction	24 976	27.7	32,614
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	37.2	489,850
運輸、倉庫及通訊業 Transport, storage and communications	36 253	21.0	94,845
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	61.5	417,650
社區、社會及個人服務業 Community, social and personal services	29 152	32.2	86,967
總計 Total	334 932	37.2	1,179,986
按就業人數類別劃分			
By employment size			
大型 Large	5 635	86.0	356,925
中型 Medium	32 507	64.2	366,554
小型 Small	296 790	33.3	456,507
總計 Total	334 932	37.2	1,179,986

表 3.2 : 按連接互聯網的方式劃分的有連接互聯網的機構單位按行業/就業人數類別分布
 Table 3.2 : Distribution of establishments having Internet connection by method of connection by industry sector/employment size

	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⁾ Method of Internet connection ⁽¹⁾				(百分比) (%)
		撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	租用專線 Leased line	流動電訊網絡 Mobile telecommunications network	其他 Others	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 562	66.8	33.7	1.2	0.0	
建造業 Construction	6 906	79.6	21.8	0.5	0.2	
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	65 681	73.7	31.3	0.6	#	
運輸、倉庫及通訊業 Transport, storage and communications	7 604	65.0	38.6	5.6	0.8	
金融、保險、地產 及商用服務業 Financing, insurance, real estate and business services	29 516	73.2	30.7	1.2	0.2	
社區、社會及個人服務業 Community, social and personal services	9 381	73.9	32.2	0.1	0.1	
總計 Total	124 651	73.1	31.3	1.0	0.1	
按就業人數類別劃分 By employment size						
大型 Large	4 844	48.5	71.6	2.6	0.5	
中型 Medium	20 880	57.7	48.6	0.4	0.6	
小型 Small	98 927	77.5	25.6	1.1	0.0	
總計 Total	124 651	73.1	31.3	1.0	0.1	

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

表 3.3 : 按連接互聯網的通訊線路速度劃分的有連接互聯網的機構單位按行業/就業人數類別分布
Table 3.3 : Distribution of establishments having Internet connection by speed of transmission line being used for Internet access by industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通訊線路速度 Speed of transmission line		(百分比) (%)
		每秒傳送 1 兆位元或以上 (即只用寬頻) 1 Megabit per second (Mbps) or above (i.e. broad-band only)	每秒傳送少於 1 兆位元 (即只用窄頻) below 1 Mbps (i.e. narrow-band only)	寬頻及窄頻並用 Both broad-band and narrow-band available
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 562	28.5	69.8	1.8
建造業 Construction	6 906	35.9	62.7	1.4
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	65 681	32.5	63.5	4.0
運輸、倉庫及通訊業 Transport, storage and communications	7 604	40.3	56.4	3.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	29 516	27.6	68.2	4.3
社區、社會及個人服務業 Community, social and personal services	9 381	31.3	65.5	3.2
總計 Total	124 651	31.7	64.6	3.7
按就業人數類別劃分 By employment size				
大型 Large	4 844	37.8	49.0	13.2
中型 Medium	20 880	42.4	52.3	5.3
小型 Small	98 927	29.2	67.9	2.9
總計 Total	124 651	31.7	64.6	3.7

表 3.4 : 按使用互聯網的一般功能劃分的有連接互聯網的機構單位按行業/就業人數類別分布
Table 3.4 : Distribution of establishments having Internet connection by general function of Internet usage by industry sector/employment size

	有連接互聯網的 機構單位 數目 No. of establishments having Internet connection	使用互聯網的一般功能 ⁽¹⁾ General function of Internet usage ⁽¹⁾						(百分比) (%)	
		電子郵件 Electronic- mail	網上資料 搜集 On-line source of information	使用政府 網上服務 Access to on-line government services	下載軟件 Software downloads	網上購買 /獲取/預 訂商品及 服務 On-line purchase/ receipt/ ordering of goods and services	網上 付款 On-line payments	其他 Others	
按行業類別劃分 By industry sector									
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 562	96.2	84.6	39.1	22.6	23.2	5.5	0.1	
建造業 Construction	6 906	89.3	92.5	46.9	25.4	23.3	9.4	0.0	
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	65 681	93.3	85.7	42.1	21.5	21.1	5.3	0.2	
運輸、倉庫及通訊業 Transport, storage and communications	7 604	94.9	81.1	46.0	16.6	17.1	6.2	0.2	
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	29 516	93.9	92.1	45.8	35.7	32.8	8.5	1.0	
社區、社會及個人服務業 Community, social and personal services	9 381	94.9	88.7	36.4	38.6	39.6	7.7	1.3	
總計 Total	124 651	93.6	87.5	42.9	26.1	25.3	6.5	0.5	
按就業人數類別劃分 By employment size									
大型 Large	4 844	96.9	94.5	56.6	53.0	39.5	8.0	1.8	
中型 Medium	20 880	98.3	87.2	53.2	27.9	33.2	7.6	0.5	
小型 Small	98 927	92.4	87.2	40.1	24.4	22.9	6.2	0.4	
總計 Total	124 651	93.6	87.5	42.9	26.1	25.3	6.5	0.5	

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

表 3.5 : 按預計連接互聯網的時間劃分的有此計劃的機構單位按行業/就業人數類別分布
 Table 3.5 : Distribution of establishments intending to have Internet connection by expected time of having by industry sector/employment size

	沒有連接互聯網的機構單位數目 No. of establishments not having Internet connection (a)	有計劃連接互聯網的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to have Internet connection (b)	在(b)欄機構單位中，預計連接互聯網的時間 Among establishments in column (b), expected time of connecting Internet			(百分比) (%)
			2001年 In 2001 (c)	2002年 In 2002 (d)	2002年後或沒有預計時間 After 2002 or no expected time (e)	
						總計 Total (f)
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 437	8.0	100.0	0.0	0.0	100.0
建造業 Construction	18 070	3.7	8.8	91.2	0.0	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	110 916	5.1	86.0	13.5	0.4	100.0
運輸、倉庫及通訊業 Transport, storage and communications	28 649	1.9	79.7	20.3	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	18 439	11.6	60.2	36.1	3.7	100.0
社區、社會及個人服務業 Community, social and personal services	19 771	4.5	89.4	10.6	0.0	100.0
總計 Total	210 281	5.3	77.8	21.2	0.9	100.0
按就業人數類別劃分 By employment size						
大型 Large	791	18.9	97.5	2.5	0.0	100.0
中型 Medium	11 627	8.6	89.5	10.5	0.0	100.0
小型 Small	197 863	5.0	76.3	22.6	1.1	100.0
總計 Total	210 281	5.3	77.8	21.2	0.9	100.0

表 3.6A : 按未有計劃連接互聯網的原因劃分的該類機構單位按行業類別分布
Table 3.6A : Distribution of establishments not intending to have Internet connection by reason by industry sector

行業類別 Industry sector	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾			(百分比) (%)	
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	软件的購置及 發展成本高昂 Costly in procuring and developing software	
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 284	73.9	32.9	10.5		7.2
建造業 Construction	17 406	78.2	33.0	15.5		7.3
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	105 251	76.7	32.8	15.4		11.3
運輸、倉庫及通訊業 Transport, storage and communications	28 096	89.0	26.3	9.7		5.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	16 301	70.7	20.7	11.5		15.7
社區、社會及個人服務業 Community, social and personal services	18 878	77.5	34.8	17.6		9.8
總計 Total	199 216	78.0	31.1	14.1		10.0

行業類別 Industry sector	未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd)			(百分比) (%)	
	聘用資訊 科技人員的 成本高昂 Costly in employing IT personnel	互聯網並 不可靠 Consider Internet not reliable	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2.1	2.5	0.0	0.0	
建造業 Construction	4.0	5.3	0.2	0.0	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	6.7	2.2	2.0	0.7	
運輸、倉庫及通訊業 Transport, storage and communications	5.7	1.4	0.7	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6.5	1.3	1.1	6.0	
社區、社會及個人服務業 Community, social and personal services	7.9	5.4	3.0	0.9	
總計 Total	6.1	2.6	1.6	0.9	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 3.6B : 按未有計劃連接互聯網的原因劃分的該類機構單位按就業人數類別分布
Table 3.6B : Distribution of establishments not intending to have Internet connection by reason by employment size

就業人數類別 Employment size	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾				(百分比) (%)
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置 及發展成本 高昂 Costly in procuring and developing software	
大型 Large	642	62.1	29.8	39.0	15.9	
中型 Medium	10 623	74.6	36.3	11.9	10.2	
小型 Small	187 951	78.2	30.8	14.2	10.0	
總計 Total	199 216	78.0	31.1	14.1	10.0	

就業人數類別 Employment size	未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd)				(百分比) (%)
	聘用資訊 科技人員的 成本高昂 Costly in employing IT personnel	互聯網並 不可靠 Consider Internet not reliable	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	其他 Others	
大型 Large	15.2	5.2	9.5	0.2	
中型 Medium	7.5	1.1	3.8	1.2	
小型 Small	6.0	2.7	1.4	0.9	
總計 Total	6.1	2.6	1.6	0.9	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 4.1 : 按有沒有使用電子證書劃分的機構單位按行業/就業人數類別分布

Table 4.1 : Distribution of establishments by whether having used e-Cert by industry sector/employment size

	機構單位數目 No. of establishments	有沒有使用電子證書 Whether having used e-Cert		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	1.7		98.3
建造業 Construction	24 976	0.5		99.5
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/ export trades, restaurants and hotels	176 597	0.9		99.1
運輸、倉庫及通訊業 Transport, storage and communications	36 253	0.2		99.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	1.9		98.1
社區、社會及個人服務業 Community, social and personal services	29 152	0.7		99.3
總計 Total	334 932	1.0		99.0
按就業人數類別劃分 By employment size				
大型 Large	5 635	5.5		94.5
中型 Medium	32 507	3.5		96.5
小型 Small	296 790	0.6		99.4
總計 Total	334 932	1.0		99.0

表 4.2 : 按預計使用電子證書的時間劃分的有此計劃的機構單位按行業/就業人數類別分布
Table 4.2 : Distribution of establishments intending to use e-Cert by expected time of using by industry sector/employment size

	沒有使用電子證書的機構單位數目 No. of establishments not having used e-Cert (a)	有計劃使用電子證書的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to use e-Cert (b)	在(b)欄機構單位中，預計使用電子證書的時間 Among establishments in column (b), expected time of using e-Cert			(百分比) (%) (f)
			2001年 In 2001 (c)	2002年 In 2002 (d)	2002年後或沒有預計時間 After 2002 or no expected time (e)	
			總計 Total			
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 651	1.9	96.8	3.2	0.0	100.0
建造業 Construction	24 841	1.4	98.8	1.2	0.0	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	174 986	1.7	43.0	31.5	25.5	100.0
運輸、倉庫及通訊業 Transport, storage and communications	36 198	0.1	32.2	60.9	6.9	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 063	3.9	68.1	20.5	11.4	100.0
社區、社會及個人服務業 Community, social and personal services	28 947	0.5	56.5	42.8	0.7	100.0
總計 Total	331 686	1.7	58.1	24.9	17.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	5 326	5.6	77.7	20.4	1.9	100.0
中型 Medium	31 360	2.7	53.2	34.5	12.3	100.0
小型 Small	294 999	1.6	57.8	23.4	18.8	100.0
總計 Total	331 686	1.7	58.1	24.9	17.0	100.0

表 4.3A : 按未有計劃使用電子證書的原因劃分的該類機構單位按行業類別分布
Table 4.3A : Distribution of establishments not intending to use e-Cert by reason by industry sector

行業類別 Industry sector	未有計劃使用 電子證書的 機構單位數目 No. of establishments not intending to use e-Cert	未有計劃使用電子證書的原因 ⁽¹⁾ Reason for not intending to use e-Cert ⁽¹⁾			(百分比) (%)
		甚少透過電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供數碼 簽署的需要 No need to provide digital signature	沒有使用電子證書 加強保安的需要 No need to enhance security by using e-Cert	
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 286	68.3	28.2	12.2	
建造業 Construction	24 485	67.2	21.6	18.1	
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	172 004	65.0	27.2	14.3	
運輸、倉庫及通訊業 Transport, storage and communications	36 144	71.6	20.0	16.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	45 235	68.9	27.7	14.7	
社區、社會及個人服務業 Community, social and personal services	28 795	69.4	27.5	15.9	
總計 Total	325 950	67.0	26.1	14.8	

行業類別 Industry sector	未有計劃使用電子證書的原因 ⁽¹⁾ (續) Reason for not intending to use e-Cert ⁽¹⁾ (cont'd.)				(百分比) (%)
	程序繁複及 不易使用 Procedures cumbersome and not user-friendly	只有少數政府服務 或商業應用會要求 使用電子證書 Limited Government/ business applications/ services requiring use of e-Cert	電子證書的 技術保安不足 e-Cert technology not secure	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	5.6	1.9	1.7	0.8	
建造業 Construction	7.9	3.2	3.8	0.3	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/ export trades, restaurants and hotels	6.6	4.2	3.8	3.6	
運輸、倉庫及通訊業 Transport, storage and communications	3.7	1.5	2.3	2.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6.6	5.0	5.0	3.9	
社區、社會及個人服務業 Community, social and personal services	7.7	3.4	3.0	4.5	
總計 Total	6.4	3.7	3.6	3.1	

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 4.3B : 按未有計劃使用電子證書的原因劃分的該類機構單位按就業人數類別分布
Table 4.3B : Distribution of establishments not intending to use e-Cert by reason by employment size

就業人數類別 Employment size	未有計劃使用 電子證書的 機構單位數目 No. of establishments not intending to use e-Cert	未有計劃使用電子證書的原因 ⁽¹⁾ Reason for not intending to use e-Cert ⁽¹⁾			(百分比) (%)
		甚少透過電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供數碼 簽署的需要 No need to provide digital signature	沒有使用電子證書 加強保安的需要 No need to enhance security by using e-Cert	
大型 Large	5 028	72.2	32.9		17.1
中型 Medium	30 515	73.3	27.5		16.5
小型 Small	290 406	66.3	25.8		14.6
總計 Total	325 950	67.0	26.1		14.8

就業人數類別 Employment size		未有計劃使用電子證書的原因 ⁽¹⁾ (續) Reason for not intending to use e-Cert ⁽¹⁾ (cont'd.)				(百分比) (%)
		程序繁複及 不易使用 Procedures cumbersome and not user-friendly	只有少數政府服務 或商業應用會要求 使用電子證書 Limited Government/ business applications/ services requiring use of e-Cert	電子證書 的技術 保安不足 e-Cert technology not secure	其他 Others	(%)
大型 Large		4.6	6.9	2.9		3.4
中型 Medium		6.4	6.7	4.1		3.2
小型 Small		6.4	3.4	3.6		3.1
總計 Total		6.4	3.7	3.6		3.1

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 5.1 : 按有沒有設立網頁/網站劃分的機構單位按行業/就業人數類別分布
Table 5.1 : Distribution of establishments by whether having Web page/Web site by industry sector/employment size

	機構單位數目 No. of establishments	有沒有設立網頁/網站 Whether having Web page/Web site	
		有 Yes	沒有 No
(百分比) (%)			
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	8.0	92.0
建造業 Construction	24 976	3.1	96.9
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	11.8	88.2
運輸、倉庫及通訊業 Transport, storage and communications	36 253	3.4	96.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	17.6	82.4
社區、社會及個人服務業 Community, social and personal services	29 152	10.3	89.7
總計 Total	334 932	10.7	89.3
按就業人數類別劃分 By employment size			
大型 Large	5 635	57.2	42.8
中型 Medium	32 507	29.1	70.9
小型 Small	296 790	7.8	92.2
總計 Total	334 932	10.7	89.3

表 5.2 : 按網頁/網站所提供的服務種類劃分的有設立網頁/網站的機構單位按行業/就業人數類別分布
Table 5.2 : Distribution of establishments having Web page/Web site by type of service offered by industry sector/employment size

	有設立網頁/ 網站的機構 單位數目 No. of establishments having Web page/Web site	提供機構和 其產品及 服務的資料 (對象包括顧 客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	所提供的服務種類 ⁽¹⁾ Type of service offered ⁽¹⁾					(百分比) (%)	
			網上收 集顧客 的意見 On-line collection of feedback from customers	網上訂購 機構的產 品及服務 On-line ordering of the firm's products and services	網上售 後服務 On-line after sales services	網上遞 送產品 及服務 On-line delivery of the firm's products and services	網上付款 On-line payments	其他 Others	
按行業類別劃分 By industry sector									
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 606	99.6	29.8	19.7	5.2	1.8	5.9	0.0	
建造業 Construction	776	100.0	66.4	2.7	2.5	1.0	1.5	0.0	
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	20 799	97.5	28.6	17.9	2.8	3.4	3.1	#	
運輸、倉庫及通訊業 Transport, storage and communications	1 238	100.0	48.0	25.1	7.9	8.7	1.6	0.0	
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	8 444	97.6	34.2	9.8	8.5	4.5	2.6	1.6	
社區、社會及個人服務業 Community, social and personal services	3 015	99.4	21.3	7.0	4.8	10.8	3.3	0.0	
總計 Total	35 879	97.9	30.8	15.1	4.6	4.4	3.0	0.4	
按就業人數類別劃分 By employment size									
大型 Large	3 226	97.1	41.1	21.2	10.2	8.0	3.5	0.1	
中型 Medium	9 451	99.2	33.6	13.8	7.1	3.7	3.2	0.3	
小型 Small	23 202	97.5	28.2	14.7	2.8	4.1	2.9	0.5	
總計 Total	35 879	97.9	30.8	15.1	4.6	4.4	3.0	0.4	

⁽¹⁾ 可選擇多於一項服務。
May select more than one service

表 5.3 : 按有沒有無線應用協定(WAP)版本的網頁/網站；網絡伺服器；把網頁/網站連接到機構內的資料庫；把網頁/網站連接到商業伙伴的電腦系統劃分的有設立網頁/網站機構單位按行業/就業人數類別分布

Table 5.3 : Distribution of establishments having Web page/Web site by whether having Wireless Application Protocol (WAP) version of Web page/Web site; having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer systems by industry sector/employment size

	在(a)欄機構單位中, 設有下列項目的機構單位: Among establishments in column (a), % of establishments having:					(百分比) (%)
	有設立網頁/ 網站的機構 單位數目 No. of establishments having Web Page/Web site (a)	無線應用協定 (WAP)版本的 網頁/網站 Wireless Application Protocol (WAP) version of Web page/Web site (b)	網絡伺服器 Web server (c)	把網頁/ 網站連接到機構內 的資料庫 Web page/Web site connected to related in-firm database (d)	把網頁/網站 連接到商業伙 伴的電腦系統 Web page/Web site connected to business partners' computer systems (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 606	10.5	32.6	19.0	15.9	
建造業 Construction	776	0.1	14.3	4.4	1.1	
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	20 799	1.2	21.5	10.3	4.2	
運輸、倉庫及通訊業 Transport, storage and communications	1 238	3.4	41.4	27.2	13.6	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 444	3.6	38.9	20.4	8.3	
社區、社會及個人服務業 Community, social and personal services	3 015	6.3	28.9	13.7	2.3	
總計 Total	35 879	2.7	27.2	13.8	5.8	
按就業人數類別劃分 By employment size						
大型 Large	3 226	3.9	55.8	21.4	8.4	
中型 Medium	9 451	5.5	28.5	13.2	4.5	
小型 Small	23 202	1.4	22.8	13.0	6.0	
總計 Total	35 879	2.7	27.2	13.8	5.8	

表 5.4 : 按預計為其網頁/網站設立無線應用協定(WAP)版本的時間劃分該類機構單位按行業/就業人數類別分布

Table 5.4 : Distribution of establishments intending to install Wireless Application Protocol (WAP) version of their Web pages/Web sites by expected time of installation by industry sector/employment size

	有設立網頁/網站 但沒有設立無線 應用協定(WAP) 版本的網頁/ 網站的機構 單位數目 No. of establishments having Web page/Web site but not having WAP version of Web page/Web site (a)	有計劃設立無線 應用協定(WAP) 版本的網頁/網 站的機構單位佔 (a)欄機構單位 數目的百分比 Among Establishments in column (a), % intending to have WAP version of Web page/Web site (b)	在(b)欄機構單位中, 預計設立無線應用 協定(WAP)版本的網頁/網站的時間 Among establishments in column (b), expected time of having WAP version of Web page/Web site			(百分比) (%)
			2001年 In 2001 (c)	2002年 In 2002 (d)	2002年後或 沒有預計時間 After 2002 or no expected time (e)	
按行業類別劃分						
By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 437	0.2	33.3	66.7	0.0	100.0
建造業 Construction	775	0.0	0.0	0.0	0.0	0.0
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	20 548	2.2	78.8	20.0	1.2	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 195	1.1	77.9	22.1	0.0	100.0
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	8 137	3.3	46.3	40.8	12.8	100.0
社區、社會及個人服務業 Community, social and personal services	2 826	6.7	4.8	94.7	0.5	100.0
總計 Total	34 918	2.7	54.4	41.2	4.4	100.0
按就業人數類別劃分						
By employment size						
大型 Large	3 101	2.8	48.2	44.0	7.8	100.0
中型 Medium	8 929	2.7	16.1	83.9	0.0	100.0
小型 Small	22 888	2.7	70.0	24.3	5.6	100.0
總計 Total	34 918	2.7	54.4	41.2	4.4	100.0

表 5.5 : 按預計把機構內的資料庫連接到現有網頁/網站的時間劃分的該類機構單位按行業/就業人數類別分布

Table 5.5 : Distribution of establishments intending to connect related in-firm database to their existing Web pages/Web sites by expected time of connection by industry sector/employment size

	有設立網頁/網站但沒有把機構內的資料庫連接到網頁/網站的機構單位數目 No. of establishments having Web page/Web site but not having related in-firm database connected to their Web pages/Web sites (a)	有計劃把機構內的資料庫連接到網頁/網站的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to have related in-firm database connected to their Web pages/Web sites (b)	在(b)欄機構單位中，預計把機構內的資料庫連接到現有網頁/網站的時間 Among establishments in column (b), expected time of having related in-firm database connected to existing Web page/Web site			(百分比) (%)
			2001年 In 2001 (c)	2002年 In 2002 (d)	2002年後或沒有預計時間 After 2002 or no expected time (e)	
						總計 Total (f)
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 302	0.7	77.1	22.9	0.0	100.0
建造業 Construction	743	5.5	77.2	22.8	0.0	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	18 652	7.1	55.8	26.3	17.9	100.0
運輸、倉庫及通訊業 Transport, storage and communications	901	8.6	21.9	78.1	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 724	5.0	49.6	46.5	3.9	100.0
社區、社會及個人服務業 Community, social and personal services	2 602	15.1	46.1	34.7	19.1	100.0
總計 Total	30 923	7.1	52.4	32.7	14.9	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 536	16.9	59.8	34.3	5.9	100.0
中型 Medium	8 207	5.1	50.2	12.5	37.3	100.0
小型 Small	20 180	6.6	50.7	38.5	10.8	100.0
總計 Total	30 923	7.1	52.4	32.7	14.9	100.0

**表 5.6 : 按預計把商業伙伴的電腦系統連接到現有的網頁/網站的時間劃分的該類的機構單位
按行業/就業人數類別分布**

Table 5.6 : Distribution of establishments intending to connect business partners' computer systems to their existing Web pages/Web sites by expected time of connection by industry sector/employment size

	有設立網頁/網站 但沒有把商業伙伴 的電腦系統連接到 網頁/網站的機構 單位數目 No. of establishments having Web page/Web site but not having Web page/Web site connected to business partners' computer systems (a)	有計劃把商業伙伴 的電腦系統連接到 網頁/網站的機構單位 佔(a)欄機構單位數目 的百分比 Among establishments in column (a), % intending to have business partners' computer systems connected to their Web pages/Web sites (b)	在(b)欄機構單位中, 預計把商業 伙伴的電腦系統連接到現有網頁/ 網站的時間 Among establishments in column (b), expected time of having existing Web page/Web site connected to business partners' computer systems (百分比) (%)			總計 Total (f)
			2001 年 In 2001 (c)	2002 年 In 2002 (d)	2002 年後或 沒有預計時間 After 2002 or no expected time (e)	
按行業類別劃分						
By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 351	2.5	3.0	97.0	0.0	100.0
建造業 Construction	768	4.2	100.0	0.0	0.0	100.0
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	19 921	5.3	9.7	8.8	81.5	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 069	6.8	86.9	11.7	1.4	100.0
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	7 740	2.7	62.6	37.4	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	2 946	0.1	49.3	0.0	50.7	100.0
總計 Total	33 795	4.2	23.4	15.0	61.6	100.0
按就業人數類別劃分						
By employment size						
大型 Large	2 955	2.8	26.3	71.3	2.5	100.0
中型 Medium	9 030	2.3	48.2	51.8	0.0	100.0
小型 Small	21 811	5.1	18.5	3.9	77.7	100.0
總計 Total	33 795	4.2	23.4	15.0	61.6	100.0

表 5.7 : 按預計設立網頁/網站的時間劃分的該類的機構單位按行業/就業人數類別分布
Table 5.7 : Distribution of establishments intending to have Web page/Web site by expected time of having by industry sector/employment size

	沒有設立網頁/網站的機構單位數目 No. of establishments not having Web page/Web site (a)	有計劃設立網頁/網站的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to have Web page/Web site (b)	在(b)欄機構單位中, 預計設立網頁/網站的時間 Among establishments in column (b), expected time of having Web page/Web site (百分比) (%)			
			2001年 In 2001 (c)	2002年 In 2002 (d)	2002年後或沒有預計時間 After 2002 or no expected time (e)	總計 Total (f)
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	18 393	9.1	78.2	21.8	0.0	100.0
建造業 Construction	24 200	4.1	8.1	60.4	31.5	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	155 798	5.1	55.3	42.2	2.5	100.0
運輸、倉庫及通訊業 Transport, storage and communications	35 015	2.1	27.1	50.5	22.4	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	39 510	10.1	41.0	49.6	9.4	100.0
社區、社會及個人服務業 Community, social and personal services	26 137	7.2	80.3	18.8	0.9	100.0
總計 Total	299 053	5.8	53.1	40.8	6.2	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 409	26.9	80.2	17.3	2.5	100.0
中型 Medium	23 056	14.4	52.8	40.1	7.1	100.0
小型 Small	273 588	4.8	51.8	42.1	6.1	100.0
總計 Total	299 053	5.8	53.1	40.8	6.2	100.0

表 5.8 : 按未有計劃設立網頁/網站的原因劃分的該類機構單位分布
Table 5.8 : Distribution of establishments not intending to have Web page/Web site by reason

未有計劃設立網頁/網站的原因 Reason for not intending to have Web page/Web site	因該原因而未有 計劃設立網頁/網站 的機構單位數目 ⁽¹⁾ No. of establishments not intending to have Web page/Web site because of that reason ⁽¹⁾	佔未有計劃設立 網頁/網站的機構 單位數目百分比 As a % of total no. of establishments not intending to have Web page/Web site
擁有網頁/網站對業務沒有裨益 No business benefit to have a Web page/Web site	204 545	72.6
缺乏熟悉保養/發展網頁/網站的員工 Lack of personnel familiar with maintaining/developing a Web page/Web site	94 533	33.5
個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the personal computer equipment	40 538	14.4
軟件的購置及發展成本高昂 Costly in procuring and developing software	31 505	11.2
聘用資訊科技人員的成本高昂 Costly in employing information technology personnel	27 824	9.9
已採用其他機構提供的互聯網服務， 所以不需自行設立網頁/網站 Has already used the Internet services provided by other firms and therefore need not establish own Web page/Web site	9 533	3.4
擔心擁有網頁/網站時的資料保密事宜 Concern about security issue in having a Web page/Web site	5 896	2.1
其他 Others	4 332	1.5

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 6.1 : 按有沒有透過電子途徑預訂或購買產品/服務/資料劃分的機構單位按行業/就業人數類別分布
Table 6.1 : Distribution of establishments by whether having ordered or purchased goods/services/information through electronic means by industry sector/employment size

	機構單位數目 No. of establishments	有沒有透過電子途徑預訂或購買 產品/服務/資料 Whether having ordered or purchased goods/services/information through electronic means	
		有 Yes	沒有 No
(百分比) (%)			
按行業類別劃分			
By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	5.3	94.7
建造業 Construction	24 976	3.8	96.2
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	5.0	95.0
運輸、倉庫及通訊業 Transport, storage and communications	36 253	4.4	95.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	13.7	86.3
社區、社會及個人服務業 Community, social and personal services	29 152	5.5	94.5
總計 Total	334 932	6.2	93.8
按就業人數類別劃分			
By employment size			
大型 Large	5 635	26.2	73.8
中型 Medium	32 507	13.9	86.1
小型 Small	296 790	4.9	95.1
總計 Total	334 932	6.2	93.8

表 6.2 : 按預訂或購買的產品/服務/資料種類劃分的有透過電子途徑預訂或購買產品/服務/資料的機構單位數目

Table 6.2 : Establishments having ordered or purchased goods/services/information through electronic means by type of goods/services/information ordered or purchased

預訂或購買產品/服務/資料的種類 Type of goods/services/information ordered or purchased	透過電子途徑預訂或 購買該產品/服務/資料 的機構單位數目 ⁽¹⁾ No. of establishments having ordered or purchased that type of goods/services/information through electronic means ⁽¹⁾	佔有透過電子途徑預訂 或購買產品/服務/資料 的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods/services/information through electronic means
預訂、購買或申請政府 的產品/服務/資料 Order, purchase of or application for government goods/services/information	4 854	23.5
預訂或補購存貨 Order or purchase for replenishment of inventory	3 168	15.3
金融交易服務 Financial transaction service	2 940	14.2
預訂、購買旅遊服務 Order or purchase of travel service	2 127	10.3
預訂或購買其他 產品/資料/服務 Order or purchase of other goods/ information/services	16 951	82.0

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 6.3 : 按有關電子途徑種類劃分的有透過電子途徑預訂或購買產品/服務/資料的機構單位數目
Table 6.3 : Establishments having ordered or purchased goods/services/information through electronic means by type of electronic means

電子途徑種類 Type of electronic means	有透過該電子途徑預訂或 購買產品/服務/資料 的機構單位數目 ⁽¹⁾ No. of establishments having ordered or purchased goods/services/ information through that type of electronic means ⁽¹⁾	佔有透過電子途徑 預訂或購買的 機構單位數目百分比 As a % of total no. of establishments having ordered or purchased through electronic means
互聯網 Internet	19 835	96.0
經個人電腦連接互聯網 Internet via PCs	19 171	92.7
經流動裝置 (如支援無線應用協定 的流動電話、個人數碼助理) 連接 互聯網 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	1 677	8.1
透過電話網絡的交互式話音應答系統 Interactive <u>voice</u> response system through telephone network	5 693	27.5
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	1 960	9.5
專用私人網絡 Designated private network	2 402	11.6

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 6.4 : 按透過電子途徑購買的項目的開支佔總購買開支的百分比劃分的有透過電子途徑預訂或購買產品/服務/資料的機構單位數目

Table 6.4 : Establishments having ordered or purchased goods/services/information through electronic means by percentage of value of goods/services/information purchased through electronic means

在 2000 年購買的產品/服務/資料總值中， 透過電子途徑所購買的項目的開支佔 總購買開支的百分比 Percentage of value of goods/services/ information purchased through electronic means to the total value of purchase of goods/services/information in 2000	有透過電子途徑預訂 或購買產品/服務/ 資料的機構單位數目 No. of establishments having ordered or purchased goods/ services/information through electronic means	百分比 Percentage
< 1%	11 994	58.0
1-5%	5 450	26.4
6-10%	2 012	9.7
11-15%	592	2.9
> 15%	621	3.0
總計 Total	20 671	100.0

表 6.5 : 按沒有透過電子途徑預訂或購買產品/服務/資料的原因劃分的該類機構單位數目
Table 6.5 : Establishments not having ordered or purchased goods/services/information through electronic means by reason

沒有透過電子途徑預訂或購買產品/ 服務/資料的原因 Reason for not having ordered or purchased goods/services/ information through electronic means	因該原因而沒有透過 電子途徑預訂或購買 產品/服務/資料的 機構單位數目 ⁽¹⁾ No. of establishments not having ordered or purchased goods/services/information through electronic means because of that reason ⁽¹⁾	佔沒有透過電子途徑 預訂或購買產品/ 服務/資料的機構 單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods/services/information through electronic means
透過電子途徑預訂或購買產品/服務/資料 對業務沒有裨益 No business benefit to order or purchase goods/services/information through electronic means	165 714	52.7
業內並不普遍 Not popular in the industry	128 286	40.8
缺乏熟悉透過電子途徑預訂或購買 產品/服務/資料的員工 Lack of personnel familiar with ordering or purchasing goods/services/information through electronic means	79 572	25.3
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	29 795	9.5
所需的產品/服務/資料沒有 透過電子途徑銷售 Goods/services/information required not available for sale through electronic means	24 455	7.8
擔心透過電子途徑預訂或購買產品/ 服務/資料時的資料保密事宜 Concern about security issue in ordering or purchasing goods/services/information through electronic means	23 784	7.6
透過電子途徑預訂或購買產品/服務/資料 並不可靠 Consider ordering or purchasing goods/services/information through electronic means not reliable	23 548	7.5
其他 Others	2 960	0.9

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 7.1 : 按有沒有透過電子途徑獲取產品/服務/資料劃分的機構單位按行業/就業人數類別分布
Table 7.1 : Distribution of establishments by whether having received goods/services/information through electronic means by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有透過電子途徑獲取產品/服務/資料 的機構單位所佔的百分比 % having received goods/services/information through electronic means			(百分比) (%)
		政府產品/ 服務/資料 Government goods/services/ information	其他產品/ 服務/資料 Other types of goods/services/ information	任何產品/ 服務/資料 Any type of goods/services/ information	
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	21.2	25.6	31.7	
建造業 Construction	24 976	23.2	29.5	31.9	
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	26.6	35.7	40.1	
運輸、倉庫及通訊業 Transport, storage and communications	36 253	16.5	22.2	24.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	36.8	59.8	62.8	
社區、社會及個人服務業 Community, social and personal services	29 152	16.3	31.7	33.4	
總計 Total	334 932	25.5	36.3	40.0	
按就業人數類別劃分 By employment size					
大型 Large	5 635	65.6	82.6	85.1	
中型 Medium	32 507	46.2	60.4	65.1	
小型 Small	296 790	22.5	32.8	36.4	
總計 Total	334 932	25.5	36.3	40.0	

表 7.2 : 按有關電子途徑種類劃分的有透過電子途徑獲取政府產品/服務/資料的機構單位數目
Table 7.2 : Establishments having received government goods/services/information through electronic means by type of electronic means

電子途徑種類 Type of electronic means	有透過該電子途徑獲取 政府產品/服務/資料 的機構單位數目 ⁽¹⁾ No. of establishments having received government goods/ services/information through that type of electronic means ⁽¹⁾	佔有透過電子途徑獲取政府 產品/服務/資料的機構 單位數目百分比 As a % of total no. of establishments having received government goods/services/information through electronic means
電子資料聯通 (例如透過貿易通遞交報關文件) Electronic data interchange (EDI), e.g. submission of trade documents through TradeLink	33 982	39.8
經個人電腦或流動裝置連接互聯網 (公共服務電子化計劃除外), 例如 透過互聯網遞交申請 Internet via PCs/mobile devices outside the Electronic Service Delivery Scheme, e.g. electronic submissions through the Internet	29 993	35.1
經電話網絡的交互式話音應答系統 Interactive voice response system through telephone network	26 262	30.8
公共服務電子化計劃 Electronic Service Delivery Scheme	19 345	22.7
其他 Others	627	0.7

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.3 : 按沒有透過電子途徑獲取政府產品/服務/資料的原因劃分的該類機構單位數目
Table 7.3 : Establishments not having received government goods/services/information through electronic means by reason

沒有透過電子途徑獲取政府產品/服務/資料的原因 Reason for not having received government goods/services/information through electronic means	因該原因而沒有透過電子途徑獲取政府產品/服務/資料的機構單位數目 ⁽¹⁾ No. of establishments not having received government goods/services/information through electronic means because of that reason ⁽¹⁾	佔沒有透過電子途徑獲取政府產品/服務/資料的機構單位數目百分比 As a % of total no. of establishments not having received government goods/services/information through electronic means
透過電子途徑獲取政府產品/服務/資料沒有裨益 No business benefit to receive government goods/services/information through electronic means	140 291	56.2
業內並不普遍 Not popular in the industry	90 138	36.1
缺乏熟悉透過電子途徑獲取政府產品/服務/資料的員工 Lack of personnel familiar with receiving government goods/services/information through electronic means	72 466	29.0
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	23 645	9.5
軟件的購置及發展成本高昂 Costly in procuring and developing software	16 951	6.8
所需的政府產品/服務/資料沒有以電子途徑遞送 Government goods/services/information required not delivered through electronic means	10 127	4.1
不方使用戶使用 Not user-friendly	9 119	3.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	8 994	3.6
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	7 824	3.1
擔心透過電子途徑獲取政府產品/服務/資料時的資料保密事宜 Concern about security issue in receiving government goods/services/information through electronic means	5 930	2.4
透過電子途徑獲取政府產品/服務/資料並不可靠 Consider receiving government goods/services/information through electronic means not reliable	3 733	1.5
其他 Others	1 640	0.7

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 7.4 : 按獲取產品/服務/資料種類劃分的有透過電子途徑獲取產品/服務/資料(非政府提供)的機構單位數目

Table 7.4 : Establishments having received goods/services/information (other than from government) through electronic means by type of goods/services/information received

所獲取產品/服務/資料的種類 Type of goods/services/ information received	有透過電子途徑獲取 該類產品/服務/資料 (非政府提供) 的機構單位數目 ⁽¹⁾ No. of establishments received that type of goods/services/information (other than from government) through electronic means ⁽¹⁾	佔有透過電子途徑 獲取其他(非政府 提供)產品/服務/ 資料的機構單位 數目百分比 As a % of total no. of establishments having received goods/ services/information (other than from government) through electronic means
金融交易服務 Financial transaction service	13 217	10.9
獲取數碼形式的產品及服務 Receipt of services and products in digital form	10 397	8.6
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	115 736	95.2
其他 Others	1 398	1.2

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.5 : 按有關電子途徑種類劃分的有透過電子途徑獲取產品/服務/資料(非政府提供)的機構單位數目

Table 7.5 : Establishments having received goods/services/information (other than from government) through electronic means by type of electronic means

電子途徑種類 Type of electronic means	有透過該電子途徑種類 獲取產品/服務/資料 (非政府提供) 的機構單位數目 ⁽¹⁾ No. of establishments having received goods/services/ information (other than from government) through that type of electronic means ⁽¹⁾	佔有透過有關電子途徑 獲取產品/服務/資料 (非政府提供)的 機構單位數目百分比 As a % of total no. of establishments having received goods/services/information (other than from government) through electronic means
互聯網 Internet	111 324	91.6
經個人電腦連接互聯網 Internet via PCs	110 889	91.2
經流動裝置(如支援無線應用協定的流 動電話、個人數碼助理)連接互聯網 Internet via mobile devices (such as WAP phones, personal digital assistants)	1 405	1.2
透過電話網絡的交互式話音應答系統 Interactive voice response system through telephone network	24 240	19.9
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	4 122	3.4
專用私人網絡 Designated private network	4 167	3.4
其他 Others	74	0.1

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 7.6 : 按沒有透過電子途徑獲取產品/服務/資料(非政府提供)的原因劃分的該類機構單位數目
Table 7.6 : Establishments not having received goods/services/information (other than from government) through electronic means by reason

沒有透過電子途徑獲取產品/ 服務或資料的原因 Reason for not having received goods/services/ information through electronic means	因該原因而沒有 透過電子途徑獲取 產品/服務/資料 (非政府提供) 的機構單位數目 ⁽¹⁾ No. of establishments not having received goods/services/information (other than from government) through electronic means because of that reason ⁽¹⁾	佔沒有透過電子途徑 獲取產品/服務/ 資料(非政府提供)的 機構單位數目百分比 As a % of total no. of establishments not having received goods/services/information (other than from government) through electronic means
透過電子途徑獲取產品/服務/資料對業務 沒有裨益 No business benefit to receive goods/services/ information through electronic means	123 053	57.7
業內並不普遍 Not popular in the industry	80 197	37.6
缺乏熟悉透過電子途徑獲取產品/ 服務/資料的員工 Lack of personnel familiar with receiving goods/ services/information through electronic means	61 261	28.7
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	22 076	10.3
軟件的購置及發展成本高昂 Costly in procuring and developing software	15 116	7.1
所需的產品/服務/資料 不能透過電子途徑送遞 Goods/services/information required cannot be delivered through electronic means	9 721	4.6
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	7 789	3.6
在發展電腦應用系統方面 缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	4 809	2.3
擔心透過電子途徑獲取產品/ 服務/資料時的資料保密事宜 Concern about security issue in receiving goods/ services/information through electronic means	3 101	1.5
透過電子途徑獲取產品/服務/資料並不可靠 Consider receiving goods/services/information through electronic means not reliable	3 050	1.4
其他 Others	1 507	0.7

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 8.1 : 按行業/就業人數類別及有沒有透過電子途徑售賣產品/服務/資料劃分的機構單位分布
Table 8.1 : Distribution of establishments by whether having sold goods/services/information through electronic means by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有沒有透過電子途徑售賣 產品/服務/資料 Whether having sold goods/services/information through electronic means	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	0.8	99.2
建造業 Construction	24 976	#	100.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	0.9	99.1
運輸、倉庫及通訊業 Transport, storage and communications	36 253	0.6	99.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	2.6	97.4
社區、社會及個人服務業 Community, social and personal services	29 152	1.2	98.8
總計 Total	334 932	1.1	98.9
按就業人數類別劃分 By employment size			
大型 Large	5 635	8.5	91.5
中型 Medium	32 507	2.4	97.6
小型 Small	296 790	0.8	99.2
總計 Total	334 932	1.1	98.9

表 8.2 : 按售賣的產品/服務/資料種類劃分的有透過電子途徑售賣產品/服務/資料的機構單位數目
Table 8.2 : Establishments having sold goods/services/information through electronic means by type of goods/services/information sold

所售賣產品/服務/資料的種類 Type of goods/services/ information sold	有透過電子途徑售賣 該類產品/服務/資料的 機構單位數目 ⁽¹⁾ No. of establishments having sold that type of goods/services/ information through electronic means ⁽¹⁾	佔有透過電子途徑 售賣產品/服務/資料 的機構單位數目百分比 As a % of total no. of establishments having sold goods/services/ information through electronic means
售賣旅遊服務 Sales of travel service	156	4.4
金融交易服務 Financial transaction service	86	2.4
售賣產品/資料/其他服務 Sales of goods/information/other services	3 321	93.8
其他 Others	3	0.1

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 8.3 : 按有關電子途徑種類劃分的有透過電子途徑售賣產品/服務/資料的機構單位數目
 Table 8.3 : Establishments having sold goods/services/information through electronic means by type of electronic means

電子途徑類別 Type of electronic means	有透過該電子途徑種類售賣產品/服務/資料的機構單位數目 ⁽¹⁾ No. of establishments having sold through that type of electronic means ⁽¹⁾	佔有透過電子途徑售賣產品/服務/資料的機構單位數目百分比 As a % of total no. of establishments having sold through electronic means
互聯網 Internet	2 795	79.0
互聯網(經 WAP 版本網站/網頁) Internet (via WAP version of Web site/ Web page)	292	8.3
互聯網(經其他一般網站/網頁) Internet (via Web site/Web page other than WAP version)	2 717	76.7
透過電話網絡的交互式語音應答系統 Interactive voice response system through telephone network	293	8.3
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other interactive response system (such as short message service) through mobile telecommunications network	228	6.4
專用私人網絡 Designated private network	294	8.3

⁽¹⁾ 可選擇多於一個種類。
 May select more than one type.

表 8.4 : 按有透過電子途徑售賣產品/服務/資料的原因劃分的該類機構單位數目
Table 8.4 : Establishments having sold goods/services/information through electronic means by reason

有透過電子途徑售賣產品/ 服務/資料的原因 Reason for having sold goods/ services/information through electronic means	因該原因而有透過 電子途徑售賣 產品/服務/資料的 機構單位數目 ⁽¹⁾ No. of establishments having sold goods/services/ information through electronic means because of that reason ⁽¹⁾	佔有透過電子途徑 售賣產品/服務/ 資料的機構單位 數目百分比 As a % of total no. of establishments having sold goods/services/information through electronic means
提高業務靈活性/商機 To increase business flexibility/opportunities	3 135	88.6
減低成本 To reduce cost	1 988	56.1
增強競爭力 To enhance competitiveness	1 467	41.4
改善對顧客的服務 To improve customer services	1 388	39.2
改善生產力 To improve productivity	929	26.2

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 8.5 : 按電子途徑種類 / 顧客類別劃分在2000年透過電子途徑售賣產品 / 服務 / 資料所帶來的業務收益

Table 8.5 : Business receipts received through selling goods/services/information through electronic means by type of electronic means/customer group in 2000

	在 2000 年透過電子 途徑售賣產品 / 服務 / 資料 所帶來的業務收益 (百萬港元) Business receipts received through selling goods/services/ information through electronic means in 2000 (HK\$Mn.)	百分比 % share
按電子途徑的種類		
By type of electronic means		
互聯網 Internet	3,001	39.7
互聯網(經 WAP 版本網站/網頁) Internet (via WAP version of Web site/Web page)	419	5.5
互聯網(經其他一般網站/網頁) Internet (via Web site/Web page other than WAP version)	2,582	34.2
透過電話網絡的交互式話音應答系統 Interactive voice response system through telephone network	939	12.4
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	121	1.6
專用私人網絡 Designated private network	3,499	46.3
總計 Total	7,559	100.0
按顧客類別		
By customer group		
商業及其他機構 Business and other establishments	3,775	49.9
消費者 Consumers	3,014	39.9
政府及有關機構 Government and related organisations	770	10.2
總計 Total	7,559	100.0
透過電子途徑所帶來的業務收益佔總業務收益的百分比 Business receipts through electronic means / Total business receipts (%)		0.17

表 8.6 : 按有沒有計劃透過電子途徑售賣產品/服務/資料及預計開始的年份劃分的沒有透過電子途徑售賣產品/服務/資料的機構單位數目

Table 8.6 : Establishments not having sold goods/services/information through electronic means by whether intending to do so by expected time of doing so

有沒有計劃透過 電子途徑售賣產品/ 服務/資料 Whether intending to sell goods/services/ information through electronic means	預計透過電子途徑售賣的時間 Expected time of selling through electronic means	機構單位數目 No. of establishments	佔沒有透過電子途徑售賣 產品/服務/資料的 機構單位數目百分比 As a % to total no. of establishments not having sold through electronic means
有 Yes	2001 年 In 2001	3 797	1.1
	2002 年 In 2002	2 411	0.7
	2002 年後或沒有預計時間 After 2002 or no expected time	1 061	0.3
沒有 No	-	324 123	97.8

表 8.7 : 按未有計劃透過電子途徑售賣產品/服務/資料的原因劃分的該類機構單位數目
Table 8.7 : Establishments not intending to sell goods/services/information through electronic means by reason

未有計劃透過電子途徑售賣產品/ 服務/資料的原因 Reason for not planning to sell goods/ services/information through electronic means	因該原因而未有計劃透過 電子途徑售賣產品/服務/ 資料的機構單位數目 ⁽¹⁾ No. of establishments not intending to sell goods/ services/information through electronic means because of that reason ⁽¹⁾	佔未有計劃透過電子途徑 售賣產品/服務/資料 的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods/services/ information through electronic means
透過電子途徑售賣產品/ 服務/資料對業務沒有裨益 No business benefit to sell goods/services/information through electronic means	162 370	50.1
業內並不普遍 Not popular in the industry	144 126	44.5
缺乏熟悉透過電子途徑售賣產品/ 服務/資料的員工 Lack of personnel familiar with selling goods/services/information through electronic means	85 883	26.5
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	29 252	9.0
軟件的購置及發展成本高昂 Costly in procuring and developing software	26 011	8.0
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	18 027	5.6
透過電子途徑售賣產品/ 服務/資料並不可靠 Consider selling goods/services/information through electronic means not reliable	14 473	4.5
擔心透過電子途徑售賣產品/ 服務/資料時的資料保密事宜 Concern about security issue in selling goods/services/information through electronic means	12 935	4.0
在發展電腦應用系統方面 缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	10 485	3.2
其他 Others	6 969	2.2

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 9.1 : 按有沒有透過電子途徑遞送產品/服務/資料劃分的機構單位按行業/就業人數類別分布
Table 9.1 : Distribution of establishments by whether having delivered goods/services/information through electronic means by industry sector/employment size

	機構單位數目 No. of establishments	有沒有透過電子途徑遞送 產品/服務/資料 Whether having delivered goods/services/information through electronic means		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	19 999	8.1		91.9
建造業 Construction	24 976	4.0		96.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	176 597	13.0		87.0
運輸、倉庫及通訊業 Transport, storage and communications	36 253	6.9		93.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 954	21.2		78.8
社區、社會及個人服務業 Community, social and personal services	29 152	11.4		88.6
總計 Total	334 932	12.4		87.6
按就業人數類別劃分 By employment size				
大型 Large	5 635	62.6		37.4
中型 Medium	32 507	31.8		68.2
小型 Small	296 790	9.3		90.7
總計 Total	334 932	12.4		87.6

表 9.2 : 按遞送的產品/服務/資料種類劃分的有透過電子途徑遞送產品/服務/資料的機構單位數目
Table 9.2 : Establishments having delivered goods/services/information through electronic means by type of goods/services/information delivered

遞送產品/服務/資料的種類 Type of goods/services/ information delivered	有透過電子途徑遞送 該類產品/服務/資料 的機構單位數目 ⁽¹⁾ No. of establishments having delivered that type of goods/services/ information through electronic means ⁽¹⁾	佔有透過電子途徑遞送 產品/服務/資料的 機構單位數目百分比 As a % of total no. of establishments having delivered goods/services/ information through electronic means
在網站/網頁提供機構資料 Providing information of the firm on the Web site/Web page	37 440	90.0
遞送其他資料 Delivery of other information	12 245	29.4
遞送數碼形式的產品及服務 Delivery of services and products in digital form	3 612	8.7
金融交易服務 Financial transaction service	508	1.2
其他 Others	196	0.5

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 9.3 : 按電子途徑種類劃分的有透過電子途徑遞送產品 / 服務 / 資料的機構單位數目
Table 9.3 : Establishments having delivered goods/services/information through electronic means by type of electronic means

電子途徑種類 Type of electronic means	有透過該電子途徑 種類遞送產品 / 服務 / 資料的機構單位數目 ⁽¹⁾ No. of establishments having delivered goods/ services/information through that type of electronic means ⁽¹⁾	佔有透過電子途徑 遞送產品 / 服務 / 資料 的機構單位數目百分比 As a % of total no. of establishments having delivered goods/services/ information through electronic means
互聯網 Internet	40 646	97.7
互聯網(經 WAP 版本網站 / 網頁) Internet (via WAP version of Web site/Web page)	1 329	3.2
互聯網(經其他一般網站 / 網頁) Internet (via Web site/Web page other than WAP version)	40 586	97.5
透過電話網絡的交互式話音應答系統 Interactive voice response system through telephone network	2 257	5.4
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	97	0.2
專用私人網絡 Designated private network	1 482	3.6

⁽¹⁾ 可選擇多於一個種類。
May select more than one type.

表 9.4 : 按有透過電子途徑遞送產品/服務/資料的原因劃分的該類機構單位數目
Table 9.4 : Establishments having delivered goods/services/information through electronic means by reason

有透過電子途徑遞送產品/服務/資料的原因 Reason for having delivered goods/services/information through electronic means	因該原因而有透過電子途徑遞送產品/服務/資料的機構單位數目 ⁽¹⁾ No. of establishments having delivered goods/services/information through electronic means because of that reason ⁽¹⁾	佔有透過電子途徑遞送產品/服務/資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods/services/information through electronic means
提高業務靈活性/商機 To increase business flexibility/opportunities	26 693	64.2
增強競爭力 To enhance competitiveness	20 007	48.1
改善對顧客的服務 To improve customer services	17 191	41.3
減低成本 To reduce cost	11 772	28.3
改善生產力 To improve productivity	6 701	16.1
其他 Others	715	1.7

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 9.5 : 按有沒有計劃透過電子途徑遞送產品/服務/資料及預計開始的年份劃分的沒有透過電子途徑遞送產品/服務/資料的機構單位數目

Table 9.5 : Establishments not having delivered goods/services/information through electronic means by whether intending to do so by expected time of doing so

有沒有計劃透過電子途徑遞送產品/服務/資料 Whether intending to deliver goods/services/information through electronic means	預計透過電子途徑遞送的時間 Expected time of delivering through electronic means	機構單位數目 No. of establishments	佔沒有透過電子途徑遞送產品/服務/資料的機構單位數目百分比 As a % to total no. of establishments not having delivered through electronic means
有 Yes	2001 年 In 2001	8 669	3.0
	2002 年 In 2002	6 593	2.2
	2002 年後或沒有預計時間 After 2002 or no expected time	853	0.3
沒有 No	-	277 209	94.5

表 9.6 : 按未有計劃透過電子途徑遞送產品/服務/資料的原因劃分的該類機構單位數目
Table 9.6 : Establishments not intending to deliver goods/services/information through electronic means by reason

未有計劃透過電子途徑遞送 產品/服務/資料的原因 Reason for not intending to deliver goods/ services/information through electronic means	因該原因而未有計劃透 過電子途徑遞送產品/服務/ 資料的機構單位數目 ⁽¹⁾ No. of establishments not intending to deliver goods/ services/information through electronic means because of that reason ⁽¹⁾	佔未有計劃透過電子途 徑遞送產品/服務/ 資料的機構單位數目百分比 As a % of total no. of establishments not intending to deliver goods/services/ information through electronic means
透過電子途徑遞送產品/ 服務/資料對業務沒有裨益 No business benefit to deliver goods/services/ information through electronic means	139 611	50.4
業內並不普遍 Not popular in the industry	112 080	40.4
缺乏熟悉透過電子途徑遞送 產品/服務/資料的員工 Lack of personnel familiar with delivering goods/ services/information through electronic means	79 133	28.5
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	27 228	9.8
有關的產品/服務/資料不能以電子途徑遞送 Goods/services/information could not be delivered through electronic means	25 817	9.3
軟件的購置及發展成本高昂 Costly in procuring and developing software	21 662	7.8
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	13 599	4.9
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	9 042	3.3
透過電子途徑遞送產品/ 服務/資料並不可靠 Consider delivering goods/services/information through electronic means not reliable	6 703	2.4
擔心透過電子途徑遞送產品/ 服務/資料時的資料保密事宜 Concern about security issue in delivering goods/ services/information through electronic means	5 530	2.0
其他 Others	4 095	1.5

⁽¹⁾ 可選擇多於一個原因。
May select more than one reason.

表 10.1A : 按資訊科技開支項目種類及有沒有為其訂下2001年財政預算劃分的機構單位數目
Table 10.1A : Establishments by whether having budget for information technology (IT) for year 2001
by area of IT expenditure

資訊科技開支項目 Area of IT expenditure	有沒有為資訊科技項目訂下 2001 年的財政預算 Whether having budget for IT for year 2001							總計 Total (%)
	有 Yes		沒有 No		不肯定 Uncertain			
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %		
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	7 999	2.4	303 374	90.6	23 560	7.0	100.0	
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	35 110	10.5	269 386	80.4	30 436	9.1	100.0	
為增聘資訊科技員工 For employing additional IT personnel	8 727	2.6	298 942	89.3	27 262	8.1	100.0	
為獲取資訊科技應用服務 For acquiring IT application services	14 036	4.2	286 822	85.6	34 073	10.2	100.0	

表 10.1B : 按資訊科技開支項目種類及有沒有為其訂下2002年財政預算劃分的機構單位數目
Table 10.1B : Establishments by whether having budget for information technology (IT) for year 2002
by area of IT expenditure

資訊科技開支項目 Area of IT expenditure	有沒有為資訊科技項目訂下 2002 年的財政預算 Whether having budget for IT for year 2002							總計 Total (%)
	有 Yes		沒有 No		不肯定 Uncertain			
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %		
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	6 859	2.0	277 456	82.8	50 616	15.1	100.0	
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	25 434	7.6	251 169	75.0	58 328	17.4	100.0	
為增聘資訊科技員工 For employing additional IT personnel	6 605	2.0	277 267	82.8	51 060	15.2	100.0	
為獲取資訊科技應用服務 For acquiring IT application services	12 910	3.9	265 772	79.4	56 250	16.8	100.0	

表 10.2A : 按資訊科技開支項目種類及2001年與2000年比較的財政預算變動劃分的有為資訊科技開支項目訂下2001年財政預算的機構單位分布

Table 10.2A : Distribution of establishments having budget for information technology (IT) expenditure for 2001 by area of IT expenditure by change of budget for year 2001 over that for 2000

資訊科技開支項目 Area of IT expenditure	有為該項目訂下財政預算的機構單位數目 No. of establishments having budget for that area	2001年與2000年比較的財政預算變動 Change of budget for year 2001 over that for 2000			(百分比) (%)
		增加 Increased	不變 Same	減少 Decreased	總計 Total
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	7 999	63.6	34.8	1.6	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	35 110	77.2	18.8	4.1	100.0
為增聘資訊科技員工 For employing additional IT personnel	8 727	65.7	31.4	3.0	100.0
為獲取資訊科技應用服務 For acquiring IT application services	14 036	72.6	26.1	1.3	100.0

表 10.2B : 按資訊科技開支項目種類及2002年與2001年比較的財政預算變動劃分的有為資訊科技開支項目訂下2002年財政預算的機構單位分布

Table 10.2B : Distribution of establishments having budget for information technology (IT) expenditure for 2002 by area of IT expenditure by change of budget for year 2002 over that for 2001

資訊科技開支項目 Area of IT expenditure	有為該項目訂下財政預算的機構單位數目 No. of establishments having budget for that area	2002年與2001年比較的財政預算變動 Change of budget for year 2002 over that for 2001			(百分比) (%)
		增加 Increased	不變 Same	減少 Decreased	總計 Total
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	6 859	61.3	36.5	2.1	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	25 434	73.6	23.9	2.4	100.0
為增聘資訊科技員工 For employing additional IT personnel	6 605	56.7	41.3	2.0	100.0
為獲取資訊科技應用服務 For acquiring IT application services	12 910	67.5	32.1	0.3	100.0

表 11.1 : 按不同職位組別劃分的資訊科技工作的人力狀況
Table 11.1 : Manpower situation in information technology (IT) work by job level

職位組別 Job level	在 2001 年 3 月底的 就業人數 No. of persons engaged as at end-March 2001 (a)	在 2001 年 3 月底的職位 空缺數目 No. of vacancies as at end-March 2001 (b)	在 2001 年 3 月底的 職位數目 Total no. of posts as at end-March 2001 (c)=(a)+(b)	預計在 2002 年 3 月底的 職位數目 Forecast no. of posts as at end-March 2002 (d)	職位數目 變動的 百分比 % change in no. of posts (e)=[(d)/(c)-1]x100%
資訊科技管理 / 顧問 IT management/ consultancy	14 870	597	15 467	16 224	+4.9
軟件 / 網站 / 資料庫 / 多媒體 / 內容的開發 / 支援 / 維修保養 Development/support/ maintenance of software/ Web site/database/ multimedia/contents	28 536	2 748	31 284	31 631	+1.1
電訊及網絡 / 硬件支援 Telecommunications and networking/ hardware support	10 858	588	11 445	11 696	+2.2
其他資訊科技職位包括 系統操作 / 資訊科技 研究及產品開發 / 資訊 科技教育及訓練 Others IT jobs including systems operation/IT research & product development/IT education & training	15 212	1 224	16 437	16 686	+1.5
總計 Total	69 476	5 187	74 663	76 268	+2.1

表 11.2 : 按行業/就業人數類別劃分的資訊科技工作的人力狀況

Table 11.2 : Manpower situation in information technology (IT) work by industry sector/employment size

	在 2001 年 3 月底的 就業人數 No. of persons engaged as at end-March 2001 (a)	在 2001 年 3 月底的職位 空缺數目 No. of vacancies as at end-March 2001 (b)	在 2001 年 3 月底的 職位數目 Total no. of posts as at end-March 2001 (c)=(a)+(b)	預計在 2002 年 3 月底的 職位數目 Forecast no. of posts as at end-March 2002 (d)	職位數目 變動的 百分比 % change in no. of posts (e)=[(d)/(c)-1]x100%
按行業類別劃分					
By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	3 731	255	3 985	4 115	+3.3
建造業 Construction	1 548	96	1 644	1 631	-0.8
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	13 063	1 143	14 205	14 837	+4.4
運輸、倉庫及通訊業 Transport, storage and communications	6 503	642	7 145	7 376	+3.2
金融、保險、地產 及商用服務業 Financing, insurance, real estate and business services	37 646	2 877	40 523	41 136	+1.5
社區、社會及個人服務業 Community, social and personal services	6 986	175	7 161	7 172	+0.2
總計 Total	69 476	5 187	74 663	76 268	+2.1
按就業人數類別劃分					
By employment size					
大型 Large	39 728	2 519	42 247	42 112	-0.3
中型 Medium	15 065	1 246	16 312	16 601	+1.8
小型 Small	14 683	1 422	16 105	17 555	+9.0
總計 Total	69 476	5 187	74 663	76 268	+2.1

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HONG KONG SPECIAL ADMINISTRATIVE REGION

二零零一年資訊科技在工商業的使用情況和普及程度統計調查
SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION
IN THE BUSINESS SECTOR FOR 2001

致：
To:

或上列地址的使用者
or the occupier of these premises

注意事項
Points to Note

1. 請填妥本問卷及用所附的機密函件信封在 2001年4月20日 或以前寄回：-

九龍 紅磡蕪湖街八十三號 莊士紅磡廣場二十三樓
政府統計處 經濟統計調查發展科

Please complete this questionnaire and return it under the enclosed confidential cover to:

Census and Statistics Department
Economic Surveys Development Branch
23/F., Chuang's Hunghom Plaza
83 Wuhu Street, Hung Hom, Kowloon.

not later than **20 April 2001**.

2. 除特別註明外，填報的數據應以填報問卷時的情況為依據。E 欄內有關購買和業務收益的全年數據是指所述年份或由該年一月一日至翌年三月三十一日期間任何連續十二個月的資料，視乎貴機構的會計慣例而定。

Data provided should refer to the position when completing the questionnaire, unless it is specified otherwise. Information on value of purchases and business receipts for a year in Section E refers to that of the specified calendar year or a 12-month period between 1 January of that year and 31 March of the following year, according to the accounting practice of your firm.

3. 有關本問卷內以**粗斜體**印出的詞彙的釋義，請參閱「**註釋**」。倘未能提供準確數據，請提供最佳的估計。如有查詢或需要協助填報問卷，請與本處陸國華先生聯絡(電話：2882 4674)。

Please refer to the **Explanatory Notes** for the definition of those terms printed in **bold and italic** in this questionnaire. If exact figures are not available, please provide best estimates. For enquiry or assistance in completing this questionnaire, please contact our Mr. LUK Kwok-wah at 2882 4674.

4. 請在適當空格「」內加「✓」。

Please '✓' in the appropriate box ''.

A. 一般資料

GENERAL INFORMATION

1. 貴機構的業務性質。（請簡述貴機構所生產或提供的主要貨品及服務。）

Nature of business of your firm.

(Please describe the major products and services produced or offered by your firm.)

2. 在 2001 年 3 月底貴機構的 **就業人數**

Number of *persons engaged* in your firm as at end March 2001

--	--	--	--	--	--

3. 在 2001 年 3 月底按不同職位組別劃分 **從事資訊科技工作的就業人數**和職位空缺數目及預計在 2002 年 3 月底的職位數目

Number of *persons engaged* and vacancies *in information technology work* as at end March 2001 and the forecast number of posts as at end March 2002 in your firm by job level.

職位組別 Job Level	在 2001 年 3 月底的就業人數 Number of persons engaged as at end March 2001	在 2001 年 3 月底的職位空缺 數目 Number of vacancies as at end March 2001	預計在 2002 年 3 月底的職位數目 Number of posts as at end March 2002
a. 資訊科技管理 / 顧問 <i>IT management/ consultancy</i>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
b. 軟件 / 網站 / 資料庫 / 多媒體 / 內容的開發 / 支援 / 維修保養 <i>Development/ support/ maintenance of software/ Web site/ database/ multimedia / contents</i>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
c. 電訊及網絡 / 硬件支援 <i>Telecommunications and networking/hardware support</i>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
d. 系統操作 <i>Systems operation</i>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
e. 資訊科技研究及產品開發 <i>IT research & product development</i>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
f. 資訊科技教育及訓練 <i>IT education & training</i>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
總計 Total	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>

B. 個人電腦的應用

PERSONAL COMPUTER USAGE

4. 貴機構有沒有使用**個人電腦**?

Does your firm use *personal computer(s)* (PCs)?

有 自從 (年份) (請跳到問題 6)
Yes, since (year) (Go to question 6)

沒有 貴機構有沒有使用**主機電腦/小型電腦** ?
No. Does your firm use *mainframe / mini computers* ?

有
Yes

沒有
No

5. 貴機構有沒有計劃裝置**個人電腦**?

Is your firm planning to install PCs?

有 預計在 / (月份/年份) (請跳到問題 9)
Yes, in (mm/yyyy) (Go to question 9)

沒有 請提供原因及跳到問題 9 (可選多項, 但請圈出最主要的一項)
No. Please give reason(s) and go to question 9.
(May select more than one but please encircle the major one.)

a. 缺乏對應用個人電腦有認識的員工
Lack of personnel familiar with using PC

b. 缺乏懂得發展電腦應用系統的員工
Lack of personnel knowledgeable in developing computer application systems

c. 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment

d. 軟件的購置及發展成本高昂
Costly in procuring and developing software

e. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel

f. 擔心使用電腦時的資料保密事宜
Concern about security issue in using computer

g. 電腦並不可靠
Consider computer not reliable

h. 裝置電腦對業務沒有裨益
No business benefit to install PCs

i. 其他, 請註明
Others, please specify

B. 個人電腦的應用 (續)**PERSONAL COMPUTER USAGE (Continued)**

6. 請按以下類別，註明貴機構所使用的個人電腦數量：
Number of PCs in use by the following categories:

	數量 (部) Number of sets				
a. 桌面電腦 Desktop computer	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>				
b. 便攜式電腦 / 筆記簿型電腦 Laptop or notebook computer	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>				
c. 個人數碼助理 <i>Personal Digital Assistant (PDA)</i>	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>				
d. 其他，請註明 Others, please specify _____	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>				
總計 Total	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>				

7. 貴機構的個人電腦有沒有裝置 / 接達以下類別的**應用軟件**：
Whether your firm's PCs have installed/access to the following categories of *application software*:

	有 Yes	沒有 No
a. 文字處理 Word processing	<input type="checkbox"/>	<input type="checkbox"/>
b. 電子表格 Spreadsheet	<input type="checkbox"/>	<input type="checkbox"/>
c. 數據庫管理 Database management	<input type="checkbox"/>	<input type="checkbox"/>
d. 通訊 Communication	<input type="checkbox"/>	<input type="checkbox"/>
e. 實用程式 <i>Utility</i>	<input type="checkbox"/>	<input type="checkbox"/>
f. 電腦輔助設計 / 電腦輔助製造 (CAD/CAM) <i>Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)</i>	<input type="checkbox"/>	<input type="checkbox"/>
g. 互聯網瀏覽器 Internet browser	<input type="checkbox"/>	<input type="checkbox"/>
h. 銀行及金融 / 會計 Banking and finance/Accounting	<input type="checkbox"/>	<input type="checkbox"/>
i. 採購 / 處理銷售訂單 Purchasing/Sales and order processing	<input type="checkbox"/>	<input type="checkbox"/>
j. 人力資源管理 / 培訓 Human resource management/Training	<input type="checkbox"/>	<input type="checkbox"/>
k. 其他，請註明 Others, please specify _____	<input type="checkbox"/>	<input type="checkbox"/>

B. 個人電腦的應用 (續)

PERSONAL COMPUTER USAGE (Continued)

8. 貴機構的個人電腦有沒有接達以下類別的**特製電腦系統**：

Whether your firm's PCs have access to the following categories of *tailor-made computer system*:

- | | 有
Yes | 沒有
No |
|---|--------------------------|--------------------------|
| a. 電腦輔助設計 / 電腦輔助製造
CAD/CAM | <input type="checkbox"/> | <input type="checkbox"/> |
| b. 銀行及金融 / 會計
Banking and finance/Accounting | <input type="checkbox"/> | <input type="checkbox"/> |
| c. 採購 / 處理銷售訂單
Purchasing/Sales and order processing | <input type="checkbox"/> | <input type="checkbox"/> |
| d. 人力資源管理 / 培訓
Human resource management/Training | <input type="checkbox"/> | <input type="checkbox"/> |
| e. 其他，請註明
Others, please specify _____ | <input type="checkbox"/> | <input type="checkbox"/> |

C. 互聯網的應用

INTERNET USAGE

9. 貴機構有沒有連接**互聯網**？

Does your firm have *Internet* connection?

有 自從 (年份) (請跳到問題 11)
Yes, since (year) (Go to question 11)

沒有
No

C. 互聯網的應用 (續)

INTERNET USAGE (Continued)

10. 貴機構有沒有計劃連接互聯網?

Is your firm planning to have Internet connection?

有 預計在 / (月份/年份) (請跳到問題 15)
Yes, in (mm/yyyy) (Go to question 15)

沒有 請提供原因及跳到問題 15 (可選多項, 但請圈出最主要的一項)
No. Please give reason(s) and go to question 15.
(May select more than one but please encircle the major one.)

- a. 缺乏熟悉互聯網的員工
Lack of personnel familiar with Internet
- b. 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
- c. 軟件的購置及發展成本高昂
Costly in procuring and developing software
- d. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- e. 擔心使用互聯網時的資料保密事宜
Concern about security issue in using Internet
- f. 互聯網並不可靠
Consider Internet not reliable
- g. 連接互聯網對業務沒有裨益
No business benefit to have Internet connection
- h. 其他, 請註明
Others, please specify _____

11. 貴機構通常使用互聯網的哪種功能? (可選多項, 但請圈出最主要的一項)

Which general functions of the Internet does your firm use?

(May select more than one but please encircle the major one)

- a. 電子郵件
Electronic-mail
- b. 網上資料搜集
On-line source of information
- c. 網上購買 / 獲取 / 預訂商品及服務
On-line purchase/receipt/ordering of goods and services
- d. 網上付款
On-line payments
- e. 使用政府網上服務
Access to on-line government services
- f. 下載軟件
Software downloads
- g. 其他, 請註明
Others, please specify _____

C. 互聯網的應用 (續)

INTERNET USAGE (Continued)

12. 貴機構是如何連接互聯網的? (可選多項)

How is your firm connected to the Internet? (May select more than one)

a. 撥號式調解器 (透過電話線)
Dial-up Modem (through telephone line)

b. 租用專線
Leased Line

c. 流動電訊網絡
Mobile telecommunications network

d. 其他, 請註明
Others, please specify _____

13. 貴機構用於連接互聯網的通訊線路的速度是多少? (可選多項)

What is the speed of the transmission line being used for Internet access? (May select more than one)

a. 每秒傳送 1 兆位元或以上 (即寬頻)
1 Megabit per second (Mbps) or above (i.e. broad-band)

b. 每秒傳送少於 1 兆位元 (即窄頻)
below 1 Mbps (i.e. narrow-band)

14. 貴機構在 2000 年用於**連接互聯網的費用**是: 港元\$
Your firm's *Internet connection charges* in 2000 are: HK\$

15. 在過去十二個月內, 貴機構曾否使用**電子證書**?

Has your firm used an *e-Cert* in the past 12 months?

有 自從 (年份) (請跳到問題 17)
Yes, since (year) (Go to question 17)

沒有
No

C. 互聯網的應用 (續)

INTERNET USAGE (Continued)

16. 貴機構有沒有計劃使用電子證書?

Does your firm plan to use e-Cert?

有 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)

沒有 請提供原因 (可選多項, 但請圈出最主要的一項)
No. Please give reason(s)

(May select more than one but please encircle the major one)

- a. 甚少透過電子途徑進行商業交易
Little use of electronic means in business transactions
- b. 沒有使用電子證書加強保安的需要
No need to enhance security by using e-Cert
- c. 沒有提供數碼簽署的需要
No need to provide digital signature
- d. 只有少數政府服務或商業應用會要求使用電子證書
Limited Government/business applications/services requiring use of e-Cert
- e. 程序繁複及不易使用
Procedures cumbersome and not user-friendly
- f. 電子證書的技術保安不足
e-Cert technology not secure
- g. 其他, 請註明
Others, please specify _____

D. 網站的應用

WEB SITE USAGE

17. 貴機構有沒有設立網頁或網站?

Does your firm have a *Web page* or *Web site*?

有 自從 (年份) (請跳到問題 19)
Yes, since (year) (Go to question 19)

沒有
No

D. 網站的應用 (續)

WEB SITE USAGE (Continued)

18. 貴機構有沒有計劃設立網頁或網站?

Does your firm plan to have a Web page or Web site?

有 預計在 / (月份 / 年份) (請跳到問題 24)
Yes, in (mm/yyyy) (Go to question 24)

沒有 請提供原因及跳到問題 24 (可選多項, 但請圈出最主要的一項)
No. Please give reason(s) and go to question 24.

(May select more than one but please encircle the major one)

- a. 缺乏熟悉保養 / 發展網頁或網站的員工
Lack of personnel familiar with maintaining/developing a Web page or Web site
- b. 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
- c. 軟件的購置及發展成本高昂
Costly in procuring and developing software
- d. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- e. 擔心擁有網頁或網站時的資料保密事宜
Concern about security issue in having a Web page or Web site
- f. 擁有網頁或網站對業務沒有裨益
No business benefit to have a Web page or Web site
- g. 已採用其他機構提供的互聯網服務, 所以不需自行設立網頁或網站
Has already used the Internet services provided by other firms and therefore need not establish own Web page or Web site
- h. 其他, 請註明
Others, please specify _____

19. 貴機構有沒有無線應用協定(WAP)版本的網頁或網站?

Does your firm have a *Wireless Application Protocol (WAP)* version of Web page or Web site?

有 自從 (年份)
Yes, since (year)

沒有 貴機構有沒有計劃增設?
No Does your firm plan to add one?

有 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)

沒有
No

20. 貴機構是否擁有自己的網絡伺服器?

Does your firm have your own *Web server*?

有
Yes

沒有
No

D. 網站的應用 (續)**WEB SITE USAGE (Continued)**

21. 貴機構的網頁或網站有沒有連接到機構內的資料庫?

Does your firm's Web page or Web site have connection with the related in-firm database?

有 自從 (年份)
Yes, since (year)

沒有 貴機構有沒有計劃將網頁或網站連接到機構內的資料庫?
No. Is your firm planning to connect the firm's Web page or Web site with the related in-firm database?

有 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)

沒有
No

22. 貴機構的網頁或網站有沒有連接到商業伙伴的電腦系統?

Does your firm's Web page or Web site have connection with business partners' computer systems?

有 自從 (年份)
Yes, since (year)

沒有 貴機構有沒有計劃將網頁或網站連接到商業伙伴的電腦系統?
No. Is your firm planning to connect the firm's Web page or Web site with business partners' computer systems?

有, 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)

沒有
No

23. 貴機構的網頁或網站可提供的服務是：(可選多項，但請圈出最主要的一項)

Type(s) of services offered by the Web page or Web site of your firm is/are :

(May select more than one but please encircle the major one)

- a. 提供機構和其產品及服務的資料 (對象包括顧客及員工)
Providing information on the firm and products and services offered (both for use by customers and staff)
- b. 網上訂購機構的產品及服務
On-line ordering of the firm's products and services
- c. 網上付款
On-line payments
- d. 網上遞送產品及服務
On-line delivery of the firm's products and services
- e. 網上售後服務
On-line after sales services
- f. 網上收集顧客的意見
On-line collection of feedback from customers
- g. 其他, 請註明
Others, please specify _____

E. 電子商業 / 電子貿易

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE

E1. 透過電子途徑預訂或購買產品、服務或資料

Ordering or Purchases of Goods, Services or Information through Electronic Means

24. 在過去十二個月內，貴機構有沒有透過電子途徑預訂或購買產品、服務或資料？

Has your firm *ordered or purchased goods, services or information through electronic means* in the past 12 months ?

有
Yes

沒有 請提供原因及跳到問題 27 (可選多項，但請圈出最主要的一項)
No. Please give reason(s) and go to question 27.
(May select more than one but please encircle the major one.)

- a. 缺乏熟悉透過電子途徑預訂或購買產品、服務或資料的員工
Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means
- b. 業內並不普遍
Not popular in the industry
- c. 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- d. 擔心透過電子途徑預訂或購買產品、服務或資料時的資料保密事宜
Concern about security issue in ordering or purchasing goods, services or information through electronic means
- e. 透過電子途徑預訂或購買產品、服務或資料並不可靠
Consider ordering or purchasing goods, services or information through electronic means not reliable
- f. 透過電子途徑預訂或購買產品、服務或資料對業務沒有裨益
No business benefit to order or purchase goods, services or information through electronic means
- g. 所需的產品、服務或資料沒有在網上銷售
Goods, services or information required not available for sale through electronic means
- h. 其他，請註明
Others, please specify
-

25. 貴機構曾透過電子途徑預訂或購買產品、服務或資料的種類是：
(可選多項，但請圈出最主要的一項)

Type(s) of goods, services or information ordered or purchased through electronic means is/are :
(May select more than one but please encircle the major one)

- a. 金融交易服務
Financial transaction service
- b. 預訂或補購存貨
Order or purchase for replenishment of inventory
- c. 預訂、購買或申請政府的產品、服務或資料
Order, purchase of or application for government goods, service or information
- d. 預訂、購買旅遊服務
Order or purchase of travel service
- e. 預訂或購買產品、資料或其他服務
Order or purchase of goods, information or other services
- f. 其他，請註明
Others, please specify
-

E. 電子商業 / 電子貿易 (續)**ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)**

26. (i) 貴機構在 2000 年 **購買的產品、服務或資料總值**中，透過各類電子途徑購買的項目佔總購買開支的百分比是：

Percentage of *value of goods/services/information purchased* through electronic means to the total value of purchase of goods/services/information of your firm in 2000 is:

- a. < 1 %
- b. 1-5 %
- c. 6-10 %
- d. 11-15 %
- e. > 15 %，請註明
please specify _____

- (ii) 在透過電子途徑購買的產品、服務或資料總值中，各類電子途徑所佔的百分比分別是(若曾使用有關電子途徑類別購買，但其所佔的百分比少於一，請以 "*" 號表示。):

Percentage breakdowns of value of goods/services/information purchased through electronic means by type of electronic means are (if the type of electronic means concerned has been used for purchasing but its percentage is <1, please mark an "*"):

- a. **透過電話網絡的交互式話音應答系統**
Interactive Voice Response System through telephone network %
- b. **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 %
- c. **專用私人網絡**
Designated private network %
- d. **經個人電腦連接互聯網**
Internet via PCs %
- e. **經流動裝置(如支援無線應用協定的流動電話、個人數碼助理)連接互聯網**
Internet via mobile devices (such as WAP phones, Personal Digital Assistants) %
- f. **其他，請註明**
Others, please specify _____ %

總計
Total **1 0 0 %**

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

E2. 透過電子途徑獲取產品、服務或資料

Receipt of Goods, Services or Information through Electronic Means

a. 政府產品、服務或資料

Government Goods, Services or Information

27. 在過去十二個月內，貴機構曾否透過電子途徑獲取政府產品、服務或資料？

Has your firm obtained government goods, services or information through electronic means in the past 12 months?

- 有
Yes
- 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Through what electronic means? (May select more than one but please encircle the major one)
- a. **公共服務電子化計劃**
Electronic Service Delivery Scheme (ESD)
- b. 經個人電腦或流動裝置連接互聯網(公共服務電子化計劃除外)，例如透過互聯網遞交申請
Internet via PCs / mobile devices outside the ESD Scheme, e.g. electronic submissions through the Internet
- c. 電子資料聯通(例如透過貿易通遞交報關文件)
Electronic Data Interchange (EDI), e.g. submission of trade documents through TradeLink
- d. 經電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- e. 其他，請註明
Others, please specify _____
-
- 沒有
No.
- 請提供原因 (可選多項，但請圈出最主要的一項)
Please give reason(s). (May select more than one but please encircle the major one.)
- a. 缺乏熟悉透過電子途徑獲取政府產品、服務或資料的員工
Lack of personnel familiar with receiving government goods, services or information through electronic means
- b. 業內並不普遍
Not popular in the industry
- c. 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- d. 軟件的購置及發展成本高昂
Costly in procuring and developing software
- e. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- f. 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems
- g. 擔心透過電子途徑獲取政府產品、服務或資料時的資料保密事宜
Concern about security issue in receiving government goods, services or information through electronic means
- h. 透過電子途徑獲取政府產品、服務或資料並不可靠
Consider receiving government goods, services or information through electronic means not reliable
- i. 透過電子途徑獲取政府產品、服務或資料沒有裨益
No business benefit to receive government goods, services or information through electronic means
- j. 所需的政府產品、服務或資料沒有以電子途徑遞送
Government goods, services or information required not delivered through electronic means
- k. 不方使用戶使用
Not user-friendly
- l. 其他，請註明
Others, please specify _____

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

b. 其他產品、服務或資料

Other Goods, Services or Information

29. 在過去十二個月內，貴機構有沒有透過電子途徑獲取產品、服務或資料（除政府提供的服務外）？
Has your firm *received goods, services or information (other than from the government) through electronic means* in the past 12 months?

- 有
Yes
- 透過哪種電子途徑？（可選多項，但請圈出最主要的一項）
Through what electronic means? (May select more than one but please encircle the major one)
- a. 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- b. 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
- c. 專用私人網絡
Designated private network
- d. 經個人電腦連接互聯網
Internet via PCs
- e. 經流動裝置（如支援無線應用協定的流動電話 個人數碼助理）連接互聯網
Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
- f. 其他，請註明
Others, please specify _____

- 沒有
No.
- 請提供原因及跳到問題 31（可選多項，但請圈出最主要的一項）
Please give reason(s) and go to question 31.

(May select more than one but please encircle the major one.)

- a. 缺乏熟悉透過電子途徑獲取產品、服務或資料的員工
Lack of personnel familiar with receiving goods, services or information through electronic means
- b. 業內並不普遍
Not popular in the industry
- c. 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- d. 軟件的購置及發展成本高昂
Costly in procuring and developing software
- e. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- f. 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems
- g. 擔心透過電子途徑獲取產品、服務或資料時的資料保密事宜
Concern about security issue in receiving goods, services or information through electronic means
- h. 透過電子途徑獲取產品、服務或資料並不可靠
Consider receiving goods, services or information through electronic means not reliable
- i. 透過電子途徑獲取產品、服務或資料對業務沒有裨益
No business benefit to receive goods, services or information through electronic means
- j. 所需的產品、服務或資料不能透過電子途徑送遞
Goods, services or information required cannot be delivered through electronic means
- k. 其他，請註明
Others, please specify _____

E. 電子商業 / 電子貿易 (續)**ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)**

30. 貴機構透過電子途徑獲取產品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information received through electronic means is/are :
(May select more than one but please encircle the major one)
- 金融交易服務
Financial transaction service
 - 獲取數碼形式的產品及服務
Receipt of services and products in digital form
 - 獲取、瀏覽或尋找其他資料
Receipt, browsing or searching of other information
 - 其他，請註明
Others, please specify
-

E3. 透過電子途徑售賣產品、服務或資料
Sales of Goods, Services or Information through Electronic Means

31. 在過去十二個月內，貴機構有沒有透過電子途徑售賣產品、服務或資料？
Has your firm *sold your goods, services or information through electronic means* in the past 12 months ?
- 有 自從 (年份)
Yes, since (year)
- 沒有 貴機構有沒有計劃透過電子途徑售賣產品、服務或資料？
No. Is your firm planning to sell your goods, services or information through electronic means?
- 有 預計在 / (月份/年份) (請跳到問題 35)
Yes, in (mm/yyyy) (Go to question 35)
- 沒有 請提供原因及跳到問題 35 (可選多項，但請圈出最主要的一項)
No. Please give reason(s) and go to question 35.
(May select more than one but please encircle the major one.)
- 缺乏熟悉透過電子途徑售賣產品、服務或資料的員工
Lack of personnel familiar with selling goods, services or information through electronic means
 - 業內並不普遍
Not popular in the industry
 - 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
 - 軟件的購置及發展成本高昂
Costly in procuring and developing software
 - 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
 - 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems
 - 擔心透過電子途徑售賣產品、服務或資料時的資料保密事宜
Concern about security issue in selling goods, services or information through electronic means
 - 透過電子途徑售賣產品、服務或資料並不可靠
Consider selling goods, services or information through electronic means not reliable
 - 透過電子途徑售賣產品、服務或資料對業務沒有裨益
No business benefit to sell goods, services or information through electronic means at this time
 - 其他，請註明
Others, please specify
-

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

32. 貴機構透過電子途徑售賣產品、服務或資料的原因是：
(可選多項，但請圈出最主要的一項)

Reason(s) for selling your goods, services or information through electronic means is/are :
(May select more than one but please encircle the major one)

- a. 增強競爭力
To enhance competitiveness
- b. 改善生產力
To improve productivity
- c. 減低成本
To reduce cost
- d. 改善對顧客的服務
To improve customer services
- e. 提高業務靈活性 / 商機
To increase business flexibility/opportunities
- f. 其他，請註明
Others, please specify
-

33. 貴機構透過電子途徑所售賣產品、服務或資料的種類是：
(可選多項，但請圈出最主要的一項)

Type(s) of goods, services or information sold through electronic means is/are :
(May select more than one but please encircle the major one)

- a. 金融交易服務
Financial transaction service
- b. 售賣旅遊服務
Sales of travel service
- c. 售賣產品、資料或其他服務
Sales of goods, information or other services
- d. 其他，請註明
Others, please specify
-

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

34. (i) 貴機構在 2000 年透過電子途徑售賣產品、服務及資料所帶來的業務收益。 港元\$
 HK\$

Business receipts of your firm received in 2000 through selling goods, services and information through electronic means.

(ii) 透過不同電子途徑類別所帶來的業務收益所佔的百分比分別是：(佔問題 34(i) 的總值的百分比。若曾使用有關電子途徑類別售賣，但其所佔的百分比少於一，請以 "*" 號表示。) Percentage breakdowns of business receipts by type of electronic means (as a percentage to the total value in question 34(i). If the type of electronic means concerned has been used for selling but its percentage is <1, please mark an "*".) are :

- a. 透過電話網絡的交互式話音應答系統 %
Interactive Voice Response System through telephone network
- b. 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
- c. 專用私人網絡 %
Designated private network
- d. 互聯網(經 WAP 版本網站/網頁) %
Internet (via WAP version of Web site/page)
- e. 互聯網(經其他一般網站/網頁) %
Internet (via Web site/page other than WAP version)
- f. 其他，請註明 %
Others, please specify _____

總計 Total 1 0 0 %

(iii) 不同顧客類別所帶來的業務收益所佔的百分比是 (佔問題 34(i) 的總值的百分比) : Breakdowns of business receipts by customer group (as a percentage to the total value in question 34(i)) are :

- a. 消費者 %
Consumers
- b. 政府及有關機構 %
Government and related organisations
- c. 商業及其他機構 %
Business and other establishments

總計 Total 1 0 0 %

35. 貴機構在 1999 年的業務總收益。 港元\$
 Total business receipts of your firm in 1999. HK\$

36. 貴機構在 2000 年的業務總收益。 港元\$
 Total business receipts of your firm in 2000. HK\$

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

E4. 透過電子途徑遞送產品、服務或資料

Delivery of Goods, Services or Information through Electronic Means

37. 在過去十二個月內，貴機構有沒有透過電子途徑遞送產品、服務或資料？

Has your firm *delivered your goods, services or information through electronic means* in the past 12 months ?

有 自從 (年份)
Yes, since (year)

沒有 貴機構有沒有計劃透過電子途徑遞送產品、服務或資料？
No. Is your firm planning to deliver your goods, services or information through electronic means?

有 預計在 / (月份/年份) (請跳到問題 41)
Yes, in (mm/yyyy) (Go to question 41)

沒有 請提供原因及跳到問題 41 (可選多項，但請圈出最主要的一項)
No. Please give reason(s) and go to question 41.
(May select more than one but please encircle the major one.)

- a. 缺乏熟悉透過電子途徑遞送產品、服務或資料的員工
Lack of personnel familiar with delivering goods, services or information through electronic means
- b. 業內並不普遍
Not popular in the industry
- c. 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- d. 軟件的購置及發展成本高昂
Costly in procuring and developing software
- e. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- f. 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems
- g. 擔心透過電子途徑遞送產品、服務或資料時的資料保密事宜
Concern about security issue in delivering goods, services or information through electronic means
- h. 透過電子途徑遞送產品、服務或資料並不可靠
Consider delivering goods, services or information through electronic means not reliable
- i. 透過電子途徑遞送產品、服務或資料對業務沒有裨益
No business benefit to deliver goods, services or information through electronic means at this time
- j. 有關的產品、服務或資料不能以電子途徑遞送
Goods, services or information could not be delivered through electronic means
- k. 其他，請註明
Others, please specify _____

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

38. 貴機構透過電子途徑遞送產品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for delivering your goods, services or information through electronic means is/are :
(May select more than one but please encircle the major one.)
- a. 增強競爭力
To enhance competitiveness
 - b. 改善生產力
To improve productivity
 - c. 減低成本
To reduce cost
 - d. 改善對顧客的服務
To improve customer services
 - e. 提高業務靈活性 / 商機
To increase business flexibility / opportunities
 - f. 其他，請註明
Others, please specify
-
39. 貴機構透過電子途徑遞送產品、服務或資料的種類是：
(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information delivered through electronic means is/are :
(May select more than one but please encircle the major one)
- a. 金融交易服務
Financial transaction service
 - b. 遞送數碼形式的產品及服務
Delivery of services and products in digital form
 - c. 在網站提供機構資料
Providing information of the firm on the Web site
 - d. 遞送其他資料
Delivery of other information
 - e. 其他，請註明
Others, please specify
-
40. 貴機構透過電子途徑遞送產品、服務或資料的媒介是：(可選多項)
The media for delivering your goods, services or information through electronic means is/are :
(May select more than one)
- a. 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
 - b. 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
 - c. 專用私人網絡
Designated private network
 - d. 互聯網(經 WAP 版本網站 / 網頁)
Internet (via WAP version of Web site/page)
 - e. 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version)
 - f. 其他，請註明
Others, please specify
-

F. 資訊科技項目的財政預算 BUDGET FOR INFORMATION TECHNOLOGY

41. 貴機構有沒有為下列項目訂下 2001 年的財政預算？
Does your firm have a budget for year 2001 for the following purposes?

	有 Yes	沒有 No	不肯定 Uncertain
a. 為從事有關資訊科技 研究及發展 的活動 For performing <i>research and development</i> activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為獲取資訊科技應用服務 For acquiring IT application services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42. 貴機構為下列項目所訂下的 2001 年財政預算，與 2000 年比較，會增加、減少或不變呢？
Has the budget for year 2001 for the following purposes been increased, decreased or the same compared with that for 2000?

	增加 Increased	減少 Decreased	不變 Same	不肯定 Uncertain	不適用 Not Applicable
a. 為從事有關資訊科技 研究及發展 的活動 For performing research and development activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為獲取資訊科技應用服務 For acquiring IT application services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. 資訊科技項目的財政預算 (續)

BUDGET FOR INFORMATION TECHNOLOGY (Continued)

43. 貴機構會不會為下列項目訂下 2002 年的財政預算？

Will your firm have a budget for year 2002 for the following purposes ?

	會 Yes	不會 No	不肯定 Uncertain
a. 為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為獲取資訊科技應用服務 For acquiring IT application services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. 貴機構為下列項目所擬訂的 2002 年財政預算，與 2001 年比較，會增加、減少或不變呢？

Will the budget for year 2002 for the following purposes be increased, decreased or the same compared with that for 2001 ?

	增加 Increase	減少 Decrease	不變 Same	不肯定 Uncertain	不適用 Not Applicable
a. 為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為獲取資訊科技應用服務 For acquiring IT application services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. 資訊科技項目的財政預算 (續)

BUDGET FOR INFORMATION TECHNOLOGY (Continued)

45. 請提供任何有關對電子貿易的意見、建議及 / 或看法。

Any comments, suggestions, and / or insights that you have about electronic commerce.

樣本
SPECIMEN

問卷填報人資料

Particulars of person completing this questionnaire

姓名 _____ 職位 _____
Name Position

電話 _____ 日期 _____
Tel. No. Date

由本處填寫

For official use

Field officer _____ (visit _____ col. _____ ver. _____)

Office editor _____ (code _____ edit _____ input _____)

香港特別行政區 政府統計處
CENSUS AND STATISTICS DEPARTMENT
HONG KONG SPECIAL ADMINISTRATIVE REGION

二零零一年資訊科技在工商業的使用情況和普及程度統計調查
SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION
IN THE BUSINESS SECTOR FOR 2001

註釋

問題 2

就業人數

就業人數包括在職東主、在職合夥人、無酬家屬幫工及所有在一間機構一天工作不少於一小時的僱員。

問題 3

從事資訊科技工作的就業人數

從事資訊科技工作的就業人數包括資訊科技工作佔其一半以上工作時間的員工。資訊科技工作包括資訊科技管理、軟件／互聯網／資料庫的開發／支援／維修保養、電訊及網絡／硬件支援、系統操作、資訊科技研究及產品開發、以及資訊科技教育及訓練。

不應包括電腦軟件及程式的使用者和只負責數據輸入的員工。如有員工參與多於一個職位組別的工作，應以主要工作來歸類。

資訊科技管理/顧問

資訊科技管理/顧問包括資訊科技管理顧問以及負責以下事務的董事或經理：

- 資訊科技/電腦服務/管理資訊系統
- 程式編製/系統開發
- 電訊/網絡
- 技術支援/軟件工程/資料庫管理
- 客戶工程/服務支援
- 資訊中心/資訊中心服務
- 電腦操作/電腦服務

Explanatory Notes

Question 2

Persons engaged

Persons engaged includes working proprietors, active partners, unpaid family workers and all employees of a firm who worked at least for one hour a day in the firm.

Question 3

Persons engaged in information technology work

Persons engaged in information technology (IT) work include staff with *over 50% of their work time spent* on information technology work. IT work includes IT management, development / support / maintenance of software / Internet / database, telecommunications and networking / hardware support, systems operation, IT research & product development, IT education & training.

Exclude those who are only end-users of computer software and programs or those engaged only in data inputs. If a person is engaged in more than one job level, classify according to the major duties.

IT management / consultancy

IT management/consultancy includes IT Management Consultants and directors or managers of following :

- IT / Computer Services / MIS
- Programming / Systems Development
- Telecommunications / Networking
- Technical Support / Software Engineering / Database Management
- Customer Engineering / Services Support
- Data Centre / Data Centre Services
- Computer Operations / Computer Services

註釋

軟件／網站／資料庫／多媒體／內容的開發／支援／維修保養

軟件／網站／資料庫／多媒體／內容的開發／支援／維修保養包括以下的工作及人員：

應用系統的開發／維修保養：

- 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

互聯網網站／多媒體／內容的開發／維修保養：

- 網站開發員/設計員

資料庫的支援：

- 資訊保安專責經理
- 資料庫管理主任

系統程式編寫：

- 系統支援分析員
- 系統程式編製員(機構內部/電腦供應商)

電訊及網絡／硬件支援

電訊及網絡／硬件支援包括以下員工：

- 電訊顧問
- 電訊工程師
- 網絡管理主任
- 硬件/客戶服務工程師
- 硬件技術員

系統操作

系統操作包括以下員工：

- 求助台主任
- 操作主任
- 電腦操作員
- 求助中心操作員

Explanatory Notes

Development / support / maintenance of software / Web site / database / multimedia / contents

Development / support / maintenance of software / Web site / database / multimedia / contents includes the following jobs and personnel:

Development / maintenance of application systems :

- IT Consultants
- Project Leaders
- System Analysts
- Programmers
- Quality Assurance Specialists

Development / maintenance of Internet Web site / multimedia / contents:

- Web Developers / Designers

Database support:

- Information Security Specialists
- Database Administrators

System programming:

- Systems Support Analysts
- Systems Programmers (in-house/Vendor environment)

Telecommunications and networking/ hardware support

Telecommunications and networking/hardware support includes the following personnel:

- Telecommunications Consultants
- Telecommunications Engineers
- Network Administrators
- Hardware/Customer Engineers
- Hardware Technicians

Systems operation

Systems operation includes the following personnel:

- Help Desk Supervisors
- Operations Supervisors
- Computer Operators
- Help Desk Centre Operators

註釋

資訊科技研究及產品開發

資訊科技研究及產品開發包括以下員工：

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

資訊科技教育及訓練

資訊科技教育及訓練包括以下員工：

- 資訊科技教授/講師/訓練主任
- 資訊科技訓練員
- 資訊科技技術撰稿員

問題 4

個人電腦

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

主機電腦

主機電腦指大型中央電腦系統，通常應用於整個大型機構。主機電腦通常由一個中央處理器連接著一組工作站及終端機所組成。

小型電腦

小型電腦指中型電腦系統，通常應用於大型機構的個別部門，並由一個中央處理器連接著一組工作站及終端機所組成。

Explanatory Notes

IT research & product development

IT research & product development includes the following personnel:

- IT Research and Development Engineers
- Hardware/Firmware/Software Product Designers
- IT Researchers (in a tertiary education institution)

IT education & training

- IT education & training includes the following personnel:

- IT Professors/Lecturers/Training Officers
- IT Trainers
- IT Technical Writers

Question 4

Personal computer

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

Mainframe

Mainframe refers to large centralised computer system, usually serving the whole of a large organisation. It usually consists of a Central Processing Unit connected with a number of workstations and terminals.

Mini computer

Mini computer refers to medium-sized computer system, usually serving a department within a large organisation. It usually consists of a Central Processing Unit connected with a number of workstations and terminals.

註釋

問題 6

個人數碼助理

個人數碼助理是指體積細小的袋裝掌上電腦，可提供計算及資料存取功能作個人或商業用途，亦可用作流動電話、傳真發送機或個人行事曆。但電子記事簿和電子詞典則不應界定為個人數碼助理。

問題 7

應用軟件

應用軟件是指一般在市面上可買到的電腦程式。

實用程式

實用程式是指提供基本服務和功能的電腦程式，如檢查電腦病毒的軟件。

電腦輔助設計 (CAD)

電腦輔助設計 (CAD) 是指利用電腦在產品及建築設計和繪圖於過程中製作詳細幾何資料及標籤。

電腦輔助製造 (CAM)

電腦輔助製造 (CAM) 泛指對製造程序所提供的電腦支援。

問題 8

特製電腦系統

特製電腦系統是指由機構本身的資訊科技人員或其他編寫軟件的公司根據該機構特定的用戶需求而設計的電腦應用系統。

問題 9

互聯網

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。

Explanatory Notes

Question 6

Personal Digital Assistant (PDA)

Personal Digital Assistant (PDA) refers to a handheld computer small enough to fit inside a jacket pocket, providing computing and information storage and retrieval capabilities for personal and business use. Besides, it may function as a mobile phone, fax sender, and personal organiser. However, digital diary and electronic dictionary alone are not regarded as PDA.

Question 7

Application software

Application software refers to computer program directly purchasable in the market.

Utility

Utility is a computer program that provides basic services and functions, e.g. virus checking software.

Computer-Aided Design (CAD)

Computer-Aided Design (CAD) is the use of computers to create the geometric detail and labeling involved in product and architectural design and drafting.

Computer-Aided Manufacturing (CAM)

Computer-Aided Manufacturing (CAM) is a general term for computer support for the manufacturing process.

Question 8

Tailor-made computer system

Tailor-made computer system refers to computer application developed by in-house IT personnel or outside software house according to specific user requirements in a firm.

Question 9

Internet

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.

註釋

問題 11

電子郵件

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。

問題 12

租用專線

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

問題 14

連接互聯網的費用

連接互聯網的費用包括會員費、入會費、設立帳戶的收費及連接互聯網的公共非專利電訊服務(PNETS)附加費。

問題 15

電子證書

電子證書(亦稱作數碼證書)是指由核證機關(例如香港郵政)發出及數碼簽署的電子文檔，以核實證書持有人之身分。

問題 17

網頁

網頁是一種可在互聯網上開啟的電子文件，提供文字、圖像或多媒體形式的資訊。

網站

網站是一組以首頁為首網頁的相關網頁。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。

Explanatory Notes

Question 11

Electronic-mail

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

Question 12

Leased line

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

Question 14

Internet connection charges

Internet connection charges include membership/registration/account set-up fee and public non-exclusive telecommunication service (PNETS) surcharges.

Question 15

e-Cert

An e-Cert (also called digital certificate) is an electronic file issued and digitally signed by a Certification Authority (e.g. Hongkong Post), vouching for the identity of the certificate holder.

Question 17

Web page

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

Web site

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

註釋

問題 19

無線應用協定 (WAP)

無線應用協定是一組通訊協定的標準規格，使流動通訊器材如流動電話和無線電收發器能使用互聯網提供的服務，包括電子郵件、萬維網、新聞組和互聯網交談室。

問題 20

網絡伺服器

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。

問題 24-26

透過電子途徑預訂或購買產品、服務或資料

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

電子途徑

電子途徑是指以電子媒介(例如互聯網及專用私人網絡等)處理及傳送數碼數據。

問題 26

購買產品、服務或資料的總值

購買產品、服務或資料的總值是指貴機構用於購買自用或作轉賣用途的產品、服務或資料的總值。

透過電話網絡的交互式話音應答系統

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。

Explanatory Notes

Question 19

Wireless Application Protocol (WAP)

Wireless Application Protocol (WAP) is a specification for a set of communication protocol to standardize the way that wireless devices, such as cellular telephones and radio transceivers, can be used for Internet access, including email, the world wide web, newsgroups and the Internet Relay Chat.

Question 20

Web server

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

Question 24-26

Goods, services or information ordered or purchased through electronic means

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.

Electronic means

Electronic means refer to the processing and transmission of digitized data, which are transmitted through electronic media such as the Internet and designated private network.

Question 26

Value of goods / services / information purchased

Value of goods/services/information purchased refers to the total value of purchases of the firm, both for own consumption and for resale.

Interactive Voice Response System through telephone network

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

註釋

其他透過流動電訊網絡的交互式應答系統（例如短訊服務）

其他透過流動電訊網絡的交互式應答系統(例如短訊服務)指經流動電訊網絡以非話音方式自動回應客戶需求的程序系統。例如在金融與銀行業廣泛應用在流動交易處理的短訊服務。

專用私人網絡

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。

問題 27-30

透過電子途徑獲取產品、服務或資料

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

問題 27

公共服務電子化計劃

「公共服務電子化計劃」是香港特別行政區政府「數碼21新紀元」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60多項電子公共服務，包括遞交報稅表，申請個人獨資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。

就這問題而言，選項(a)「公共服務電子化計劃」是指透過 www.esd.gov.hk 或 www.esdlife.com 網站或公眾資訊服務站獲取政府產品、服務或資料。

Explanatory Notes

Other Interactive Response System (such as Short Message Service) through mobile telecommunications network

Other Interactive Response System (such as Short Message Service) through mobile telecommunications network refers to an automated system which deals with clients through mobile telecommunications network without using voice response. Example is Short Message Service, which is commonly used in mobile transactions in financial and banking sector.

Designated private network

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

Questions 27-30

Goods, services or information received through electronic means

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.

Question 27

Electronic Service Delivery Scheme (ESD)

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 60 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, paying of Government bills, registration of job vacancies, and searching for job applicants, etc.

For the purpose of this question, option (a) "Electronic Service Delivery Scheme" means obtaining government goods, services or information via the website www.esd.gov.hk or www.esdlife.com or through ESD public kiosks.

註釋

問題 31-36

透過電子途徑售賣產品、服務或資料

若機構單位有提供並接納完全透過電子途徑預訂或購買其產品及服務，則會視為有透過電子途徑售賣其產品、服務或資料。

問題 34

業務收益

業務收益是指貴機構透過銷售產品及服務所賺取的收入。

政府及有關機構

政府及有關機構包括所有政府部門及其他有關的機構，例如醫院管理局和職業訓練局等。

商業及其他機構

商業及其他機構包括商業機構、公用服務機構（例如電力及燃氣業）、學校及非牟利團體等。

問題 37-40

透過電子途徑遞送產品、服務或資料

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產品、服務或資料。

問題 41-44

研究及發展

研究及發展是指有系統及創意的活動，其目的為提高對某些知識的瞭解，而這些知識有助於發明新產品、計劃新服務或應用；亦可改良現有的產品、服務及應用。研究及發展通常都帶有創新和改革的元素。

Explanatory Notes

Question 31-36

Goods, services or information sold through electronic means

An establishment is considered to have sold their goods, services or information through electronic means if they offered and accepted orders or purchases that were placed completely through electronic means.

Question 34

Business receipts

Business receipts refers to income received through sales of goods and services.

Government and related organisations

Government and related organisations include all government offices and other related organisations such as the Hospital Authority and Vocational Training Council.

Business and other establishments

Business and other establishments include establishments such as private business establishments; utilities companies (e.g. electricity and gas); schools and non-profit making bodies.

Question 37-40

Goods, services or information delivered through electronic means

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

Question 41-44

Research and development

Research and development is defined as any systematic and creative work undertaken in order to increase the stock of knowledge and use of this knowledge to devise new products / services / applications as well as improvement of existing products / services. It generally refers to activities with the element of novelty or innovation.