

主題性住戶統計調查 第六號報告書

Thematic Household Survey Report No. 6

資訊科技的使用情況和普及程度
Information Technology Usage and Penetration

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1 引言 Introduction

背景

1.1 為了應付政府各決策局及部門對各類社會事項的統計數據的需求，政府統計處於一九九九年開始進行一系列的主題性住戶統計調查。統計處將各決策局及部門就其所需各類社會專題的統計資料而提議進行的專題訪問結集，組成不同的主題性住戶統計調查，然後外判予私營市場調查公司進行。

1.2 每一輪的主題性住戶統計調查均是獨立及涵蓋全港的統計調查，並且委托私營市場調查公司進行。統計處在這些統計調查中擔任協調及管理的角色，並負責監察承辦商的工作，以確保承辦商所提供的服務能夠符合統計標準。

本報告書所包括的專題

1.3 在二零零零年一月至三月期間，統計處曾透過主題性住戶統計調查，進行了一項有關資訊科技的使用情況和普及程度的專題訪問。由於近年資訊科技在香港急速發展，因此有需要在二零零一年再次搜集類似的資料，以更了解資訊科技在社會上的最新發展情況。

1.4 有見及此，統計處在二零零一年四月至六月期間，再次進行了一項有關資訊科技的使用情況和普及程度的主題性住戶統計調查。該統計調查旨在搜集有關個人電腦及互聯網在住戶中的普及程度，以及住戶成員使用個人電腦、互聯網服務、中文輸入法及電子商業服務的情況的資料。

統計調查方法簡述

1.5 在經科學方法抽選的樣本內，約10 100個住戶接受了訪問，回應率為75%。統計員首先從每個接受訪問的住戶中抽選戶主或一名對本主題有認識的人士進行訪問。被抽選的受訪者被問及他們家中是否有個人電腦；若有，家中個人電腦的數目和類型以及是否已接駁上互

Background

1.1 In order to meet the requests from Government policy bureaux and departments for statistical data on various social issues, the Census and Statistics Department (C&SD) started a series of Thematic Household Survey (THS) in 1999 such that certain enquiries for statistical information on social topics proposed by individual bureaux / departments would be packaged together to form different rounds of THS and contracted-out to private research firms.

1.2 Each round of THS is an independent, territory-wide survey commissioned to a private research firm. The C&SD plays a co-ordination and management role in the THS and is responsible for monitoring the work of the contractor to ensure that the service delivered by the contractor in connection with the THS is statistically acceptable.

Topic included in this report

1.3 An enquiry on the information technology (IT) usage and penetrations had been conducted via the THS during January to March 2000. Given the rapid development of IT in Hong Kong in recent years, it was considered necessary to collect similar information in 2001 in order to gain better understanding of the latest development of IT in the community.

1.4 In light of this, another round of THS on IT usage and penetration was conducted again during April to June 2001 to collect information on the penetration of personal computer (PC) and Internet amongst households as well as the utilization of PC, Internet service, Chinese input methods and electronic business services amongst household members.

Brief description of survey method

1.5 Some 10 100 households within a scientifically selected sample were successfully enumerated, constituting a response rate of 75%. The household head or a knowledgeable person in each enumerated household was first selected for interview. The selected respondents were asked

聯網。

1.6 然後，所有十歲及以上的人士均被抽選作個別訪問。他們被問及其對使用個人電腦及中文輸入法的認識，以及在統計前十二個月內使用個人電腦及互聯網服務的情況。最後，十五歲及以上的人士再被問及其在統計前十二個月內為個人事務使用電子商業服務的情況、對「公共服務電子化計劃」的認識及使用該計劃所包括的服務的情況。

1.7 根據從受訪住戶所搜集的資料，可推論全香港住戶及人口的有關情況(有關統計調查所涵蓋的人口範圍及統計調查方法詳情，請參閱本報告書附錄一)。

概念及定義

1.8 是項統計調查所涉及的主要名詞採用了以下的定義：

- 個人電腦包括桌面電腦、便攜式/筆記簿型電腦及個人數碼助理，但不包括電子日記簿及電子詞典；
- 固定上網設備包括接駁上互聯網的桌面電腦、便攜式/筆記簿型電腦及電視；
- 流動上網設備包括可接駁上互聯網的可支援無線應用協定的流動電話及個人數碼助理；
- 電子商業服務泛指透過電子方法、方式及程序進行的各種商業活動；這些活動基本上包括網上訂購貨品及服務、自動操作的客戶諮詢熱線及處理網上繳費及交易(例如：處理銀行事務)；及

whether there were any PCs in the household and if so, the number and type of PCs they had, and whether the PCs were connected to Internet.

1.6 Then, all persons aged 10 and over in the enumerated households were selected for interview in respect of their knowledge of using PC and Chinese input methods as well as their usage of PC and Internet service during the twelve months before enumeration. Finally, persons aged 15 and over were further asked about their usage of electronic business services for personal matters during the twelve months before enumeration, their awareness of the Electronic Service Delivery (ESD) scheme and the usage of the services covered by the scheme.

1.7 Based on information collected from the interviewed households, the situation related to all households and the entire population in Hong Kong can be inferred (please see [Appendix 1](#) of this report for more detailed description of the survey coverage and methodology).

Concepts and definitions

1.8 The definition of the key terms used in the survey are given as follows :-

- PC included desktop computer, laptop / notebook computer and Personal Digital Assistant (PDA), but excluded digital diary and electronic dictionary;
- Non-mobile web devices included desktop computer, laptop / notebook computer and television set that were connected to Internet;
- Mobile web devices included Wireless Application Protocol phone (WAP phone) and PDA that carried the function of Internet connection;
- Electronic business services were broadly defined as the use of electronic methods, means and procedures to conduct various forms of business activity; these basically included online ordering of goods and services, automated customer account inquiries and handling of online payment and transactions (e.g. banking transactions); and

- 「公共服務電子化計劃」指透過互聯網及其他電子方式提供公共服務予市民使用（例如：市民可透過該計劃遞交報稅表）。

數字進位

1.9 由於進位關係，統計圖表內個別項目加起來可能與總數略有出入。

代號

1.10 ‘-’ 代表「零」。

- Electronic Service Delivery (ESD) scheme referred to the delivery of public services to the community through the Internet and other electronic means (e.g. people may submit tax returns through the scheme).

Rounding of figures

1.9 Owing to rounding, there may be a slight discrepancy between the sum of individual items and the total as shown in the tables and charts.

Symbol

1.10 ‘-’ signifies nil.

2 統計調查結果摘要 Summary of survey findings

主要指標	Key indicators	統計調查結果* Survey findings*
個人電腦在住戶中的普及程度	Penetration of personal computer (PC) in households	
<ul style="list-style-type: none"> 家中有個人電腦的住戶數目 	<ul style="list-style-type: none"> Number of households with PC at home 	1 258 400 (1 051 100)
<ul style="list-style-type: none"> 家中有個人電腦的住戶佔所有住戶的百分比 	<ul style="list-style-type: none"> Percentage of households with PC at home among all households 	60.6% (49.7%)
互聯網在住戶中的普及程度	Penetration of Internet in households	
<ul style="list-style-type: none"> 家中有個人電腦(不包括個人數碼助理)接駁上互聯網的住戶數目 	<ul style="list-style-type: none"> Number of households with PC (excluding Personal Digital Assistant (PDA)) at home connected to Internet 	1 009 800 (770 200)
<ul style="list-style-type: none"> 家中有個人電腦(不包括個人數碼助理)接駁上互聯網的住戶佔所有家中有個人電腦的住戶的百分比 	<ul style="list-style-type: none"> Percentage of households with PC (excluding PDA) at home connected to Internet among all households with PC at home 	80.4% (73.3%)
<ul style="list-style-type: none"> 家中有個人電腦(不包括個人數碼助理)接駁上互聯網的住戶佔所有住戶的百分比 	<ul style="list-style-type: none"> Percentage of households with PC (excluding PDA) at home connected to Internet among all households 	48.7% (36.4%)
對使用個人電腦的認識	Knowledge of using personal computer	
<ul style="list-style-type: none"> 懂得使用個人電腦的十歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 10 and over who had knowledge of using PC 	3 117 100 (N.A.)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

N.A. 不適用。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
<ul style="list-style-type: none"> 懂得使用個人電腦的十歲及以上人士佔所有十歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had knowledge of using PC among all persons aged 10 and over 	51.9% (N.A.)
對使用中文輸入法的認識	Knowledge of using Chinese input methods	
<ul style="list-style-type: none"> 懂得使用中文輸入法的十歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 10 and over who had knowledge of using Chinese input methods 	2 393 400 (1 827 800)
<ul style="list-style-type: none"> 懂得使用中文輸入法的十歲及以上人士佔所有十歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had knowledge of using Chinese input methods among all persons aged 10 and over 	39.9% (29.8%)
<ul style="list-style-type: none"> 按最常用的中文輸入法類型劃分的懂得使用中文輸入法的十歲及以上人士的百分比分布 <ul style="list-style-type: none"> 鍵盤輸入法 手寫輸入法 語音輸入法 	<ul style="list-style-type: none"> Percentage distribution of persons aged 10 and over who had knowledge of using Chinese input methods by type of Chinese input methods most often used <ul style="list-style-type: none"> Keyboard input methods Hand-writing input methods Voice input methods 	<ul style="list-style-type: none"> 72.3% (79.2%) 26.7% (20.4%) 1.0% (0.3%)
個人電腦的使用情況	Usage of personal computer	
<ul style="list-style-type: none"> 在過去十二個月曾使用個人電腦的十歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 10 and over who had used PC in the past twelve months 	3 020 000 (2 639 700)
<ul style="list-style-type: none"> 在過去十二個月曾使用個人電腦的十歲及以上人士佔所有十歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had used PC in the past twelve months among all persons aged 10 and over 	50.3% (43.1%)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

N.A. 不適用。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
<ul style="list-style-type: none"> • 按使用個人電腦的主要目的劃分的在過去十二個月曾使用個人電腦的十歲及以上人士的百分比 <ul style="list-style-type: none"> - 文書處理 - 瀏覽網頁(不包括政府網頁) - 與外界聯絡 - 上網搜尋資料/下載資料(不包括政府資料) - 玩電腦遊戲 	<ul style="list-style-type: none"> • Percentage of persons aged 10 and over who had used PC in the past twelve months by major purpose of using PC <ul style="list-style-type: none"> - Word processing - Browsing / surfing the web pages (excluding Government homepage) - Communication with others - Searching for / downloading information online (excluding Government information) - Playing PC games 	<ul style="list-style-type: none"> 58.6% (N.A.) 57.5% (N.A.) 55.1% (N.A.) 41.6% (N.A.) 40.2% (N.A.)
<ul style="list-style-type: none"> • 在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的百分比 	<ul style="list-style-type: none"> • Percentage of persons aged 10 and over who had used PC at least once a week in the past twelve months among all persons aged 10 and over who had used PC in the past twelve months 	<ul style="list-style-type: none"> 88.8% (N.A.)
<ul style="list-style-type: none"> • 在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士每星期使用個人電腦的平均時間 	<ul style="list-style-type: none"> • Average time spent in using PC per week for persons aged 10 and over who had used PC at least once a week in the past twelve months 	<ul style="list-style-type: none"> 23.1 hours (N.A.)
<ul style="list-style-type: none"> • 按使用個人電腦的地方劃分的在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士的百分比 <ul style="list-style-type: none"> - 在家 - 在工作地方 - 在學校 - 在有由政府提供公眾電腦設施的地方 - 在其他地方 	<ul style="list-style-type: none"> • Percentage of persons aged 10 and over who had used PC at least once a week in the past twelve months by place of using PC <ul style="list-style-type: none"> - At home - At place of work - At place of study - At places with public computer facilities provided by the Government - At other places 	<ul style="list-style-type: none"> 81.4% (N.A.) 54.0% (N.A.) 24.6% (N.A.) 5.2% (N.A.) 7.2% (N.A.)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. 不適用。

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
互聯網服務的使用情況	Usage of Internet service	
<ul style="list-style-type: none"> 在過去十二個月曾使用互聯網服務的十歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 10 and over who had used Internet service in the past twelve months 	2 601 300 (1 855 200)
<ul style="list-style-type: none"> 在過去十二個月曾使用互聯網服務的十歲及以上人士佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had used Internet service in the past twelve months among all persons aged 10 and over who had used PC in the past twelve months 	85.8% (70.3%)
<ul style="list-style-type: none"> 在過去十二個月曾使用互聯網服務的十歲及以上人士佔所有十歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had used Internet service in the past twelve months among all persons aged 10 and over 	43.3% (30.3%)
<ul style="list-style-type: none"> 按曾使用的上網設備類別劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士的百分比 <ul style="list-style-type: none"> - 透過固定上網設備 <ul style="list-style-type: none"> 桌面電腦 便攜式/筆記簿型電腦 - 透過流動上網設備 <ul style="list-style-type: none"> 可支援無線應用協定的流動電話 個人數碼助理 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had used Internet service in the past twelve months by type of web device used for connection to Internet <ul style="list-style-type: none"> - Via non-mobile web device <ul style="list-style-type: none"> Desktop computer Laptop / notebook computer - Via mobile web device <ul style="list-style-type: none"> WAP phone Personal Digital Assistant (PDA) 	<ul style="list-style-type: none"> 99.7% (N.A.) 98.0% (N.A.) 14.2% (N.A.) 5.5% (N.A.) 4.7% (N.A.) 1.2% (N.A.)
<ul style="list-style-type: none"> 按使用互聯網服務的主要目的劃分的在過去十二個月曾透過固定上網設備使用互聯網服務的十歲及以上人士的百分比 <ul style="list-style-type: none"> - 瀏覽網頁(不包括政府網頁) 	<ul style="list-style-type: none"> Percentage of persons aged 10 and over who had used Internet service via non-mobile web device in the past twelve months by major purpose of using Internet service <ul style="list-style-type: none"> - Browsing / surfing the web pages (excluding Government homepage) 	<ul style="list-style-type: none"> 67.0% (N.A.)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. 不適用。

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
- 與外界聯絡	- Communication with others	63.2% (N.A.)
- 上網搜尋資料/下載資料(不包括政府資料)	- Searching for / downloading information online (excluding Government information)	48.4% (N.A.)
- 上網閱讀雜誌/報章	- Reading magazine / newspaper online	42.5% (N.A.)
• 在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士佔所有在過去十二個月曾使用互聯網服務的十歲及以上人士的百分比	• Percentage of persons aged 10 and over who had used Internet service at least once a week in the past twelve months among all persons aged 10 and over who had used Internet service in the past twelve months	84.5% (N.A.)
• 在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士每星期使用互聯網服務的平均時間	• Average time spent in using Internet service per week for persons aged 10 and over who had used Internet service at least once a week in the past twelve months	12.1 hours (N.A.)
- 透過固定上網設備	- Via non-mobile web device	12.1 hours (N.A.)
- 透過流動上網設備	- Via mobile web device	2.8 hours (N.A.)
• 按使用互聯網服務的地方劃分的在過去十二個月曾透過固定上網設備使用互聯網服務最少每星期一次的十歲及以上人士的百分比	• Percentage of persons aged 10 and over who had used Internet service via non-mobile web device at least once a week in the past twelve months by place of using Internet service	
- 在家	- At home	80.0% (N.A.)
- 在工作地方	- At place of work	43.8% (N.A.)
- 在學校	- At place of study	21.9% (N.A.)
- 在有由政府提供公眾電腦設施的地方	- At places with public computer facilities provided by the Government	3.6% (N.A.)
- 在其他地方	- At other places	5.9% (N.A.)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. 不適用。

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
電子商業服務的使用情況	Usage of electronic business services	
<ul style="list-style-type: none"> • 在過去十二個月曾使用各項電子商業服務類別的十五歲及以上人士數目 	<ul style="list-style-type: none"> • Number of persons aged 15 and over who had used various types of electronic business services in the past twelve months 	4 933 600 (4 852 100)
<ul style="list-style-type: none"> • 在過去十二個月曾使用各項電子商業服務類別的十五歲及以上人士佔所有十五歲及以上人士的百分比 	<ul style="list-style-type: none"> • Percentage of persons aged 15 and over who had used various types of electronic business services in the past twelve months among all persons aged 15 and over 	88.5% (84.9%)
<ul style="list-style-type: none"> • 在過去十二個月曾使用下列電子商業服務類別的十五歲及以上人士佔所有十五歲及以上人士的百分比 <ul style="list-style-type: none"> - 使用八達通咭 - 透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 - 使用電子現金/易辦事服務 - 使用電話透過繳費聆服務繳費 - 透過自動電話接聽系統購物或獲取服務 - 透過自動櫃員機繳費 	<ul style="list-style-type: none"> • Percentage of persons aged 15 and over who had used the following types of electronic business services in the past twelve months among all persons aged 15 and over <ul style="list-style-type: none"> - Using Octopus card - Withdrawing / depositing / transferring money or checking account balance via Automatic Teller Machine (ATM) - Using e-cash / Easy Pay System (EPS) - Using telephone to settle payment by Payment by Phone Service (PPS) - Purchasing goods or acquiring services via Interactive Voice Response System (IVRS) - Settling payment by ATM 	<ul style="list-style-type: none"> 84.1% (78.9%) 63.5% (64.3%) 31.4% (34.6%) 21.0% (19.5%) 20.0% (N.A.) 19.5% (13.5%)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

N.A. 不適用。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
進行網上電子商貿交易的情況	Performance of electronic commerce transactions online	
<ul style="list-style-type: none"> 在過去十二個月曾進行網上電子商貿交易的十五歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 15 and over who had performed electronic commerce transactions online in the past twelve months 	529 500 (N.A.)
<ul style="list-style-type: none"> 在過去十二個月曾進行網上電子商貿交易的十五歲及以上人士佔所有十五歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 15 and over who had performed electronic commerce transactions online in the past twelve months among all persons aged 15 and over 	9.5% (N.A.)
網上購物服務的使用情況	Usage of online purchasing services	
<ul style="list-style-type: none"> 在過去十二個月曾使用網上購物服務的十五歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 15 and over who had used online purchasing services in the past twelve months 	313 300 (N.A.)
<ul style="list-style-type: none"> 在過去十二個月曾使用網上購物服務的十五歲及以上人士佔所有十五歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 15 and over who had used online purchasing services in the past twelve months among all persons aged 15 and over 	5.6% (N.A.)
<ul style="list-style-type: none"> 按曾在網上購買的商品/服務類別劃分的在過去三十日曾使用網上購物服務的十五歲及以上人士的百分比 <ul style="list-style-type: none"> 網上訂票 網上購買書本及報刊 網上購買以電子方式傳送的商品 網上安排旅遊事宜 	<ul style="list-style-type: none"> Percentage of persons aged 15 and over who had used online purchasing services in the past 30 days by type of goods / services purchased online <ul style="list-style-type: none"> Online ticket reservation Online purchasing of books, newspapers and magazines Online purchasing of goods delivered via electronic means Online travel arrangement 	<ul style="list-style-type: none"> 43.1% (N.A.) 22.0% (N.A.) 13.9% (N.A.) 11.5% (N.A.)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. 不適用。

N.A. Not applicable.

主要指標	Key indicators	統計調查結果* Survey findings*
「公共服務電子化計劃」所包括的服務的使用情況	Usage of the services covered by the Electronic Service Delivery (ESD) scheme	
<ul style="list-style-type: none"> 過往曾使用「公共服務電子化計劃」所包括的服務的十五歲及以上人士數目 	<ul style="list-style-type: none"> Number of persons aged 15 and over who had ever used the services covered by the ESD scheme 	71 100 (N.A.)
<ul style="list-style-type: none"> 過往曾使用「公共服務電子化計劃」所包括的服務的十五歲及以上人士佔所有認識「公共服務電子化計劃」的十五歲及以上人士的百分比 	<ul style="list-style-type: none"> Percentage of persons aged 15 and over who had ever used the services covered by the ESD scheme among all persons aged 15 and over who were aware of the ESD scheme 	3.9% (N.A.)

* 括號內的數字顯示在二零零零年一月至三月進行的上一輪統計調查所得的相應數字，該些數字在適用情況下可與今次統計調查所得的結果作比較。

N.A. 不適用。

* Figures in brackets denote the corresponding figures obtained from the previous round of the survey conducted in January to March 2000, which are presented here for comparison with the findings of the present survey where applicable.

N.A. Not applicable.

3 個人電腦及互聯網的普及程度

Penetration of personal computer and Internet

個人電腦及互聯網的普及程度

3.1 在統計時，約 1 258 400 個住戶家中有個人電腦，佔全香港所有住戶的60.6%。當中，約有 1 009 800 戶家中有個人電腦(不包括個人數碼助理)接駁上互聯網。換言之，在全香港所有住戶中，有48.7%家中有個人電腦接駁上互聯網。(表 3.1、3.2 和 3.5 及圖 3.1 和 3.2)

3.2 家中擁有個人電腦的住戶百分比及家中有個人電腦接駁上互聯網的住戶百分比在過去三年均顯著增加。政府統計處於一九九八年一月至三月透過綜合住戶統計調查進行了一項有關使用互聯網服務情況的專題訪問，估計當時家中擁有個人電腦的住戶佔全香港所有住戶的34.5%；而當時在家中有個人電腦的住戶中，只有34.2%有個人電腦接駁上互聯網。換言之，在一九九八年的專題訪問中，估計家中有個人電腦接駁上互聯網的住戶只約佔當時全香港所有住戶的11.8%，而在今次的統計調查中，相應的百分比估計為 48.7%。(表 3.1 及 3.5)

家中有個人電腦的住戶

房屋類型

3.3 在該 1 258 400 個家中有個人電腦的住戶中，54.1%住在私人永久性房屋；23.1%住在公營租住房屋；21.9%住在資助出售單位；而0.9%住在臨時房屋。住在資助出售單位的住戶，家中有個人電腦的比率最高，達70.5%；而住在臨時房屋的住戶的比率則最低，為25.7%。(表 3.3a)

住戶每月入息

3.4 該 1 258 400 個家中有個人電腦的住戶的每月入息中位數為 \$24,800。住戶每月入息與住戶家中有個人電腦的比率似乎有密切關係，每月入息較高的住戶有較高的比率。住戶家中有個人電腦的比率介乎於每月入息少於 \$10,000 的住戶的22.8%與每月入息為\$50,000

Penetration of personal computer (PC) and Internet

3.1 Some 1 258 400 households had PC at home at the time of enumeration, constituting 60.6% of all households in Hong Kong. Among them, some 1 009 800 households had their PC (excluding Personal Data Assistant (PDA)) at home connected to Internet. In other words, 48.7% of all households in Hong Kong had their PC at home connected to Internet. (Tables 3.1, 3.2 and 3.5, and Charts 3.1 and 3.2)

3.2 Both the percentage of households with PC at home and the percentage of households with their PC at home connected to Internet had increased significantly over the past three years. In the special topic enquiry on utilization of Internet service conducted via the General Household Survey by the Census and Statistics Department during January to March 1998, the survey results showed that 34.5% of the households in Hong Kong had PC at home at that time and among those households with PC at home, only 34.2% had Internet connection. In other words, only 11.8% of all households had PC at home connected to Internet at the time of the 1998 enquiry, as against 48.7% estimated in the present survey. (Tables 3.1 and 3.5)

Households with PC at home

Type of housing

3.3 Of the 1 258 400 households with PC at home, 54.1% were in private permanent housing; 23.1%, public rental housing; 21.9%, subsidized sale flats; and 0.9%, temporary housing. Households in subsidized sale flats had the highest rate of having PC at home, at 70.5%. The rate for households in temporary housing was the lowest, at 25.7%. (Table 3.3a)

Monthly household income

3.4 The median household income for those 1 258 400 households with PC at home was \$24,800. The monthly household income seemed to have a close relationship with the rate of households having PC at home. Households with higher monthly household income had a

及以上的住戶的 89.5%。(表 3.3b)

higher rate. The rate of households having PC at home ranged from 22.8% for households with monthly household income of less than \$10,000 to 89.5% for those with monthly household income of \$50,000 and more. (Table 3.3b)

家中個人電腦的數目

Number of PC at home

3.5 在該 1 258 400 個家中有個人電腦的住戶中，77.9%擁有一部個人電腦；15.4%擁有兩部；6.7%擁有三部及以上。(表 3.3c)

3.5 Of the 1 258 400 households with PC at home, 77.9% had one PC; 15.4%, two PCs; and 6.7%, three and more PCs. (Table 3.3c)

家中個人電腦的類別

Type of PC at home

3.6 大部分(94.7%)家中有個人電腦的住戶擁有桌面電腦，而16.5%擁有便攜式或筆記簿型電腦及6.6%擁有個人數碼助理。(表 3.3d)

3.6 The majority (94.7%) of the households with PC at home had desktop computer at home, while 16.5% had laptop or notebook computer and 6.6%, PDA. (Table 3.3d)

家中沒有個人電腦的住戶

Households without PC at home

家中沒有個人電腦的原因

Reason for not having PC at home

3.7 在統計時，約有 816 600 個住戶家中沒有個人電腦。其中57.8%由於「無需要使用」而沒有安裝個人電腦，其次為「不懂得使用電腦」(44.6%)。(表 3.4a)

3.7 Some 816 600 households did not have PC at home at the time of enumeration. Their main reason was “no specific application”, as cited by 57.8% of the households without PC at home. This was followed by “did not know how to use computer” (44.6%). (Table 3.4a)

在家中安裝個人電腦的意向

Intention to install PC at home

3.8 大部分(77.1%)家中沒有個人電腦的住戶表示一定不會或多數不會於未來十二個月在家中安裝個人電腦。(表 3.4b)

3.8 The majority (77.1%) of the households without PC at home claimed that they would definitely not or very unlikely install PC at home in the next twelve months. (Table 3.4b)

家中有個人電腦接駁上互聯網的住戶

Households with PC at home connected to Internet

3.9 約 1 009 800 個住戶家中的個人電腦(不包括個人數碼助理)有接駁上互聯網，佔全香港所有住戶的 48.7%。(表 3.5)

3.9 Some 1 009 800 households had their PC (excluding PDA) at home connected to Internet, accounting for 48.7% of all households in Hong Kong. (Table 3.5)

房屋類型

Type of housing

3.10 在該 1 009 800 個家中有個人電腦接駁上互聯網的住戶中，56.0%住在私人永久性房屋；21.8%住在資助出售單位；21.3%住在公營租住房屋；而 0.9%住在臨時房屋。住在資助出

3.10 Of the 1 009 800 households with PC at home connected to Internet, 56.0% were in private permanent housing; 21.8%, subsidized sale flats; 21.3%, public rental housing; and 0.9%,

售單位的住戶，家中有個人電腦接駁上互聯網的比率最高，達56.3%；而住在臨時房屋的住戶的比率則最低，為20.3%。（表3.6a）

住戶每月入息

3.11 該1 009 800個住戶每月入息中位數為\$26,500。住戶每月入息與住戶家中有個人電腦接駁上互聯網的比率似乎有密切關係，每月入息較高的住戶有較高的比率。住戶家中有個人電腦接駁上互聯網的比率介乎於每月入息少於\$10,000的住戶的14.5%與每月入息為\$50,000及以上的住戶的82.7%。（表3.6b）

接駁上互聯網的方法

3.12 在該1 009 800個住戶中，約三分之二(65.9%)是透過住宅電話線接駁上互聯網，而有39.4%則透過寬頻接駁上互聯網。（表3.6c）

家中有個人電腦而沒有接駁上互聯網的住戶

家中個人電腦沒有接駁上互聯網的原因

3.13 約245 800個住戶家中的個人電腦沒有接駁上互聯網，其中59.9%認為他們沒有需要使用互聯網。其他較普遍提及的原因包括「上網月費貴」(10.5%)及「不大懂得使用電腦」(10.1%)。（表3.7a）

將家中個人電腦接駁上互聯網的意向

3.14 在該245 800個住戶中，約28.1%表示一定會或多數會於未來十二個月將家中的個人電腦接駁上互聯網。約34.4%表示不肯定，而37.4%表示一定不會或多數不會於未來十二個月將家中個人電腦接駁上互聯網。（表3.7b）

temporary housing. Households in subsidized sale flats had the highest rate of having PC at home connected to Internet, at 56.3%. The rate for households in temporary housing was the lowest, at 20.3%. (Table 3.6a)

Monthly household income

3.11 The median monthly household income for those 1 009 800 households was \$26,500. The monthly household income seemed to have a close relationship with the rate of households having PC at home connected to Internet. Households with higher monthly household income had a higher rate. The rate of households having PC at home connected to Internet ranged from 14.5% for households with monthly household income of less than \$10,000 to 82.7% for those with monthly household income of \$50,000 and more. (Table 3.6b)

Mode of connection to Internet

3.12 About two-thirds (65.9%) of those 1 009 800 households connected their PC to Internet via household telephone line, while 39.4% did so via broad band. (Table 3.6c)

Households with PC at home not connected to Internet

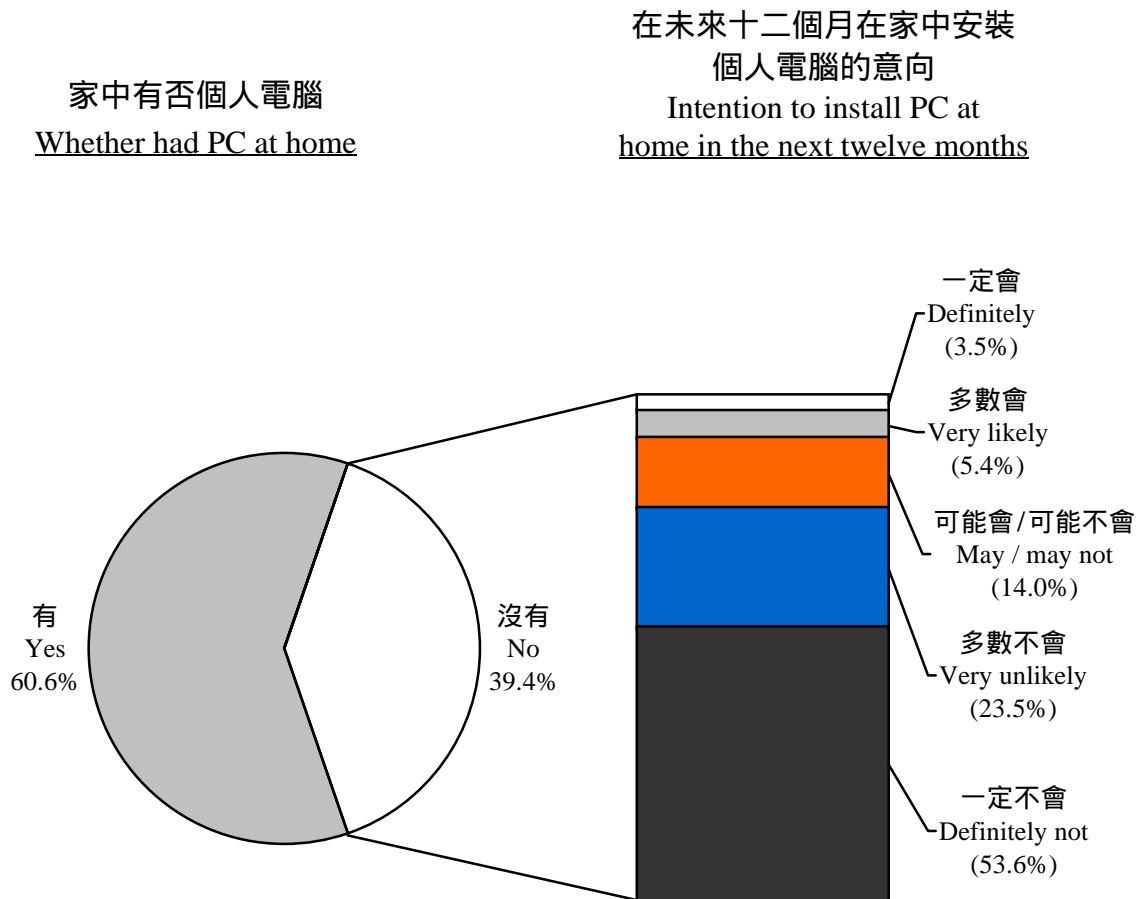
Reason for not having the PC at home connected to Internet

3.13 Of the 245 800 households with PC at home not connected to Internet, 59.9% considered that they had no need to use Internet. Other more commonly cited reasons were “monthly charge too expensive” (10.5%) and “lack of confidence / skills in using computer” (10.1%). (Table 3.7a)

Intention to connect the PC at home to Internet

3.14 Some 28.1% of those 245 800 households reported that they would definitely or very likely connect their PC at home to Internet in the next twelve months. About 34.4% were uncertain while 37.4% indicated that they would definitely not or very unlikely connect their PC at home to Internet in the next twelve months. (Table 3.7b)

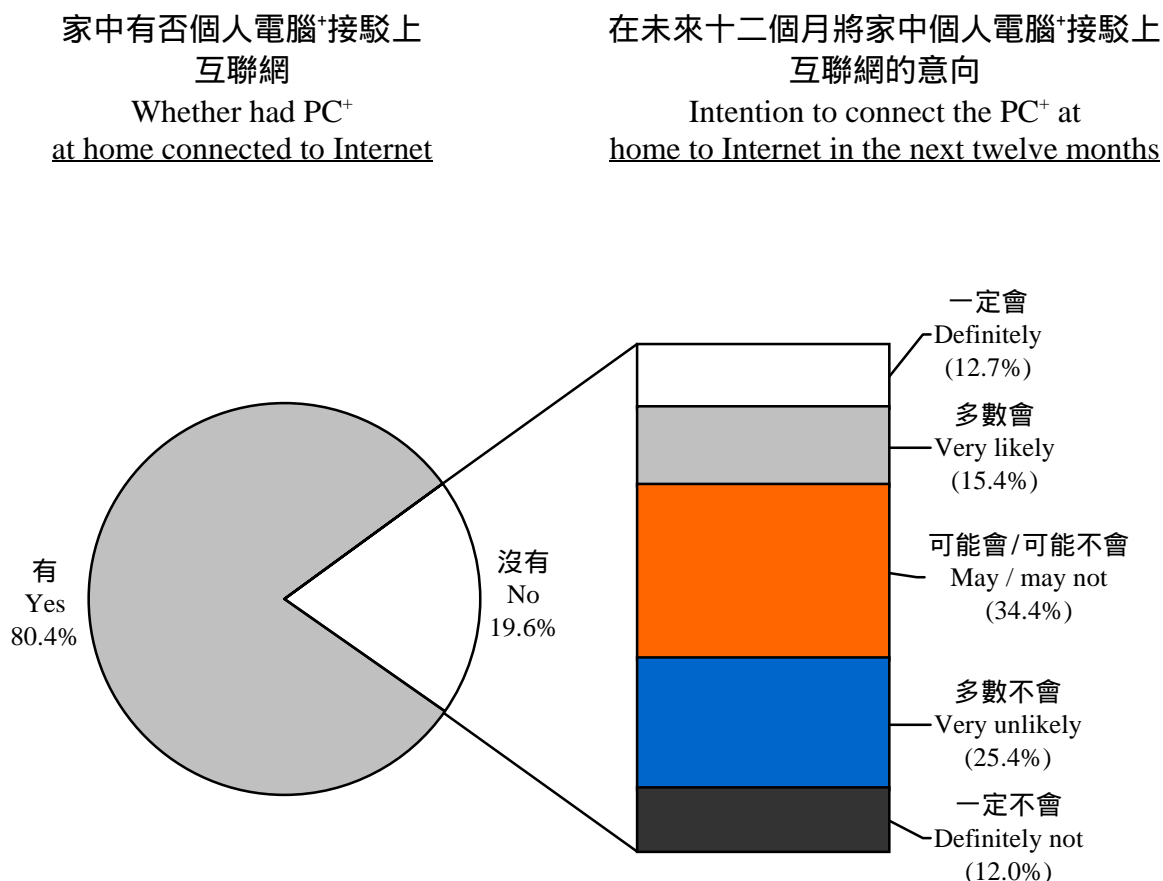
圖 3.1 按家中有否個人電腦及在未來十二個月在家中安裝個人電腦的意向劃分的住戶的百分比分布
Chart 3.1 Percentage distribution of households by whether had personal computer (PC) at home and intention to install PC at home in the next twelve months



註釋： 括號內的數字顯示在所有家中沒有個人電腦的住戶中所佔的百分比。

Note : Figures in brackets represent the percentages in respect of all households without PC at home.

圖 3.2 按家中有否個人電腦接駁上互聯網及在未來十二個月將家中個人電腦接駁上互聯網的意向劃分的家中有個人電腦+的住戶的百分比分布
Chart 3.2 Percentage distribution of households with personal computer+ (PC) at home by whether had PC at home connected to Internet and intention to connect the PC at home to Internet in the next twelve months



註釋：+ 不包括個人數碼助理。

Notes：+ Excluding Personal Digital Assistant (PDA).

括號內的數字顯示在所有家中有個人電腦而沒有接駁上互聯網的住戶中所佔的百分比。

Figures in brackets represent the percentages in respect of all households with PC at home not connected to Internet.

表 3.1 家中有個人電腦的住戶數目
Table 3.1 Households with personal computer at home

訪問期間 Enquiry period	住戶數目 No. of households (‘000)	比率# Rate#
一九九八年一月至三月 Jan - Mar 1998	676.1	34.5
二零零零年一月至三月 Jan - Mar 2000	1 051.1	49.7
二零零一年四月至六月 Apr - Jun 2001	1 258.4	60.6

註釋：# 在有關訪問期間佔所有住戶的百分比。

Note: # As a percentage of all households in the respective enquiry periods.

表 3.2 按家中個人電腦有否接駁上互聯網劃分的家中有個人電腦+的住戶數目
Table 3.2 Households with personal computer+ (PC) at home by whether had PC at home connected to Internet

家中個人電腦有否接駁上互聯網 Whether had PC at home connected to Internet	住戶數目 No. of households (‘000)	百分比 %
有 Yes	1 009.8	80.4
沒有 No	245.8	19.6
總計 Total	1 255.6	100.0

註釋：+ 不包括個人數碼助理。

Note: + Excluding Personal Digital Assistant (PDA).

表 3.3a 按房屋類型劃分的家中有個人電腦的住戶數目
Table 3.3a Households with personal computer (PC) at home by type of housing

房屋類型 Type of housing	住戶數目 No. of households ('000)	百分比 %	比率* Rate*
公營租住房屋 Public rental housing	290.4	23.1	49.9
資助出售單位# Subsidized sale flats#	276.1	21.9	70.5
私人永久性房屋@ Private permanent housing@	681.0	54.1	64.3
臨時房屋 Temporary housing	10.9	0.9	25.7
合計 Overall	1 258.4	100.0	60.6

註釋：* 在個別房屋類型中佔所有住戶的百分比。以所有居住在公營租住房屋的住戶為例，49.9%家中有個人電腦。

Notes：* As a percentage of all households in the respective types of housing. For example, among all households residing in public rental housing, 49.9% had PC at home.

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Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

@ 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及其他永久性房屋。

@ Includes private housing blocks, flats built under the Urban Improvement Scheme of the Hong Kong Housing Society, villas / bungalows / modern village houses, simple stone structures and other permanent housing.

表 3.3b 按住戶每月入息劃分的家中有個人電腦的住戶數目
Table 3.3b Households with personal computer (PC) at home by monthly household income

住戶每月入息(港元) Monthly household income (HK\$)	住戶數目 No. of households ('000)	百分比 %	比率* Rate*
<10,000	119.7	9.5	22.8
10,000 - 19,999	329.3	26.2	58.3
20,000 - 29,999	314.0	24.9	76.2
30,000 - 39,999	179.9	14.3	82.9
40,000 - 49,999	105.9	8.4	86.1
≥ 50,000	209.6	16.7	89.5
合計 Overall	1 258.4	100.0	60.6
住戶每月入息中位數(港元) Median monthly household income (HK\$)		24,800	

註釋：* 在個別住戶每月入息組別中佔所有住戶的百分比。以所有住戶每月入息少於\$10,000的住戶為例，22.8%家中有個人電腦。

Note: * As a percentage of all households in the respective monthly household income groups. For example, among all households with monthly household income of less than \$10,000, 22.8% had PC at home.

表 3.3c 按家中個人電腦的數目劃分的家中有個人電腦的住戶數目
Table 3.3c Households with personal computer (PC) at home by number of PC at home

家中個人電腦的數目 Number of PC at home	住戶數目 No. of households (‘000)	百分比 %
1	980.5	77.9
2	193.6	15.4
3	55.0	4.4
4	18.8	1.5
≥ 5	10.5	0.8
總計 Total	1 258.4	100.0

表 3.3d 按家中個人電腦的類別劃分的家中有個人電腦的住戶數目
Table 3.3d Households with personal computer (PC) at home by type of PC at home

家中個人電腦的類別 [#] Type of PC at home [#]	住戶數目 No. of households (‘000)	百分比 %
桌面電腦 Desktop Computer	1 191.9	94.7
便攜式/筆記簿型電腦 Laptop / notebook computer	207.4	16.5
個人數碼助理 Personal Digital Assistant (PDA)	83.5	6.6
合計 Overall	1 258.4	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.4a 按家中沒有個人電腦的原因劃分的家中沒有個人電腦的住戶數目
Table 3.4a Households without personal computer (PC) at home by reason for not having PC at home

家中沒有個人電腦的原因# Reason for not having PC at home#	住戶數目 No. of households (‘000)	百分比 %
無需要使用 No specific application	471.9	57.8
不懂得使用電腦 Did not know how to use computer	364.3	44.6
費用昂貴 Cost too high	74.4	9.1
可以在其他地方使用電腦 Had access to computer at other places	59.9	7.3
沒有興趣使用電腦 Lack of interest in using computer	16.6	2.0
避免子女花太多時間在電腦方面 Avoided children spending too much time on computer	11.2	1.4
已經有計劃購買電腦 Already had plan to purchase computer	7.5	0.9
其他 Others	9.1	1.1
合計 Overall	816.6	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.4b 按在未來十二個月在家中安裝個人電腦的意向劃分的家中沒有個人電腦的住戶數目
Table 3.4b Households without personal computer (PC) at home by intention to install PC at home in the next twelve months

在未來十二個月在家中安裝個人電腦的意向 Intention to install PC at home in the next twelve months	住戶數目 No. of households ('000)	百分比 %
一定會 Definitely	28.6	3.5
多數會 Very likely	43.6	5.3
可能會/可能不會 May / may not	114.6	14.0
多數不會 Very unlikely	191.2	23.4
一定不會 Definitely not	438.6	53.7
總計 Total	816.6	100.0

表 3.5 家中有個人電腦⁺接駁上互聯網的住戶數目
Table 3.5 Households with personal computer⁺ at home connected to Internet

訪問期間 Enquiry period	住戶數目 No. of households ('000)	比率* Rate*
一九九八年一月至三月 Jan - Mar 1998	231.1	11.8
二零零零年一月至三月 Jan - Mar 2000	770.2	36.4
二零零一年四月至六月 Apr - Jun 2001	1 009.8	48.7

註釋：⁺ 不包括個人數碼助理。

Notes: ⁺ Excluding Personal Digital Assistant (PDA).

* 在有關訪問期間佔所有住戶的百分比。

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

表 3.6a 按房屋類型劃分的家中有個人電腦⁺接駁上互聯網的住戶數目
Table 3.6a Households with personal computer⁺ (PC) at home connected to Internet by type of housing

房屋類型 Type of housing	住戶數目 No. of households ('000)	百分比 %	比率* Rate*
公營租住房屋 Public rental housing	215.1	21.3	37.0
資助出售單位 [#] Subsidized sale flats [#]	220.6	21.8	56.3
私人永久性房屋 [@] Private permanent housing [@]	565.5	56.0	53.4
臨時房屋 Temporary housing	8.6	0.9	20.3
合計 Overall	1 009.8	100.0	48.7

註釋：⁺ 不包括個人數碼助理。

Notes: ⁺ Excluding Personal Digital Assistant (PDA).

* 在個別房屋類型中佔所有住戶的百分比。以所有居住在公營租住房屋的住戶為例，37.0%家中有個人電腦接駁上互聯網。

* As a percentage of all households in the respective types of housing. For example, among all households residing in public rental housing, 37.0% had PC at home connected to Internet.

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Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

@ 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及其他永久性房屋。

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表 3.6b 按住戶每月入息劃分的家中有個人電腦⁺接駁上互聯網的住戶數目
Table 3.6b Households with personal computer⁺ (PC) at home connected to Internet by monthly household income

住戶每月入息(港元) Monthly household income (HK\$)	住戶數目 No. of households ('000)	百分比 %	比率* Rate*
<10,000	76.0	7.5	14.5
10,000 - 19,999	241.9	24.0	42.9
20,000 - 29,999	252.8	25.0	61.3
30,000 - 39,999	150.9	14.9	69.5
40,000 - 49,999	94.5	9.4	76.8
≥ 50,000	193.7	19.2	82.7
合計 Overall	1 009.8	100.0	48.7
住戶每月入息中位數(港元) Median monthly household income (HK\$)		26,500	

註釋：⁺ 不包括個人數碼助理。

Notes: ⁺ Excluding Personal Digital Assistant (PDA).

* 在個別住戶每月入息組別中佔所有住戶的百分比。以所有住戶每月入息少於\$10,000的住戶為例，14.5%家中有個人電腦接駁上互聯網。

* As a percentage of all households in the respective monthly household income groups. For example, among all households with monthly household income of less than \$10,000, 14.5% had PC at home connected to Internet.

表 3.6c 按接駁上互聯網的方法劃分的家中有個人電腦+接駁上互聯網的住戶數目
Table 3.6c Households with personal computer+ (PC) at home connected to Internet by mode of connection to Internet

接駁上互聯網的方法# Mode of connection to Internet#	住戶數目 No. of households ('000)	百分比 %
透過住宅電話線 Via household telephone line	665.4	65.9
透過寬頻 Via broad band	397.7	39.4
流動電訊網絡(例如：流動電話) Via mobile telecommunications network (e.g. mobile phones)	3.4	0.3
其他 Others	0.8	0.1
合計 Overall	1 009.8	

註釋：+ 不包括個人數碼助理。

Notes : + Excluding Personal Digital Assistant (PDA).

可選擇多項答案。

Multiple answers were allowed.

表 3.7a 按家中個人電腦沒有接駁上互聯網的原因劃分的家中有個人電腦⁺而沒有接駁上互聯網的住戶數目
Table 3.7a Households with personal computer⁺ (PC) at home not connected to Internet by reason for not having the PC at home connected to Internet

家中個人電腦沒有接駁上互聯網的原因 [#] Reason for not having the PC at home connected to Internet [#]	住戶數目 No. of households (‘000)	百分比 %
沒有需要上網 No need to use Internet	147.1	59.9
上網月費貴 Monthly charge too expensive	25.9	10.5
不大懂得使用電腦 Lack of confidence / skills in using computer	24.8	10.1
避免子女花太多時間上網 Avoided children spending too much time on Internet	18.7	7.6
可以在其他地方上網 Had access to Internet at other places	16.3	6.6
要提升電腦的功能才可以上網 Needed to upgrade the computer before connecting to Internet	15.3	6.2
無興趣上網 Lack of interest in Internet	10.3	4.2
網上有不良/不雅資訊 There was unhealthy / obscene information on Internet	7.0	2.9
剛裝置新電腦或連線設備 Just installed a new computer or other facilities for connection	5.6	2.3
家人不允許 Not permitted by household members	4.9	2.0
沒有時間/太忙 No time / too busy	4.6	1.9
其他 Others	12.3	5.0
合計 Overall	245.8	

註釋：⁺ 不包括個人數碼助理。

Notes: ⁺ Excluding Personal Digital Assistant (PDA).

[#] 可選擇多項答案。

[#] Multiple answers were allowed.

表 3.7b 按在未來十二個月將家中個人電腦接駁上互聯網的意向劃分的家中有個人電腦⁺而沒有接駁上互聯網的住戶數目
Table 3.7b Households with personal computer⁺ (PC) at home not connected to Internet by intention to connect the PC at home to Internet in the next twelve months

在未來十二個月將家中個人電腦 接駁上互聯網的意向 Intention to connect the PC at home to Internet in the next twelve months	住戶數目 No. of households (‘000)	百分比 %
一定會 Definitely	31.3	12.7
多數會 Very likely	38.0	15.4
可能會/可能不會 May / may not	84.5	34.4
多數不會 Very unlikely	62.4	25.4
一定不會 Definitely not	29.6	12.0
總計 Total	245.8	100.0

註釋：⁺ 不包括個人數碼助理。

Note: ⁺ Excluding Personal Digital Assistant (PDA).

4 對使用個人電腦及中文輸入法的認識

Knowledge of using personal computer and Chinese input methods

懂得使用個人電腦的人士

4.1 在接受訪問的住戶中，十歲及以上人士被問及他們是否懂得使用個人電腦及中文輸入法。統計調查結果發現，在統計時約有 3 117 100 名十歲及以上人士懂得使用個人電腦，佔全港所有十歲及以上人士的 51.9%。（表 4.1a）

年齡及性別

4.2 按年齡組別分析，十至十四歲人士懂得使用個人電腦的比率最高，達92.0%。其次是十五至二十四歲人士(89.2%)及二十五至三十四歲人士(76.0%)。年紀較長的人士的比率較低，其中五十五至六十四歲人士的比率只為10.2%，而六十五歲及以上人士的比率則為1.6%。（表 4.1a 及圖 4.1）

4.3 男性懂得使用個人電腦的比率(53.4%)稍高於女性(50.6%)。（表 4.1a）

教育程度

4.4 在 3 117 100 名懂得使用個人電腦的十歲及以上人士中，約 64.7%具中學/預科教育程度。另外26.3%具專上教育程度及9.0%具小學及以下教育程度。具專上教育程度的人士懂得使用個人電腦的比率最高，達 92.2%。具中學/預科教育程度的人士與具小學及以下教育程度的人士的相應比率分別為 62.3%及 15.0%。（表 4.1b）

經濟活動身分

4.5 按經濟活動身分分析，學生懂得使用個人電腦的比率最高，達 94.1%。其次為從事經濟活動人士(59.7%)。料理家務者及退休人士懂得使用個人電腦的比率較低，分別為20.2%及3.2%。（表 4.1c）

Persons who had knowledge of using personal computer (PC)

4.1 Persons aged 10 and over in the enumerated households were asked whether they had knowledge of using PC and Chinese input methods. The survey results showed that some 3 117 100 persons aged 10 and over had knowledge of using PC at the time of enumeration, constituting 51.9% of all persons aged 10 and over in Hong Kong. (Table 4.1a)

Age and sex

4.2 Analysed by age group, persons aged 10-14 had the highest rate of having knowledge of using PC, at 92.0%. This was followed by persons aged 15-24 (89.2%) and those aged 25-34 (76.0%). Lower rates were recorded for older persons. In particular, the rate was only 10.2% for persons aged 55-64 and 1.6% for those aged 65 and over. (Table 4.1a and Chart 4.1)

4.3 The rate of having knowledge of using PC was slightly higher for males (53.4%) than their female counterparts (50.6%). (Table 4.1a)

Educational attainment

4.4 Of the 3 117 100 persons aged 10 and over who had knowledge of using PC, some 64.7% had secondary / matriculation educational attainment. Another 26.3% had tertiary educational attainment and 9.0% had primary and lower educational attainment. Persons with tertiary education had the highest rate of having knowledge of using PC, at 92.2%. The corresponding rates for those with secondary / matriculation educational attainment and primary and lower educational attainment were 62.3% and 15.0% respectively. (Table 4.1b)

Economic activity status

4.5 Analysed by economic activity status, students had the highest rate of having knowledge of using PC, at 94.1%. This was followed by economically active persons (59.7%). Homemakers and retired persons had relatively lower rates of having knowledge of using PC, at 20.2% and 3.2% respectively. (Table 4.1c)

懂得使用中文輸入法的人士

4.6 在統計時約有 2 393 400 名十歲及以上人士懂得使用中文輸入法，佔全港所有十歲及以上人士的 39.9%。（表 4.2a）

年齡及性別

4.7 按年齡組別分析，十五至二十四歲人士懂得使用中文輸入法的比率最高，達 77.5%。其次是十至十四歲人士(70.7%)及二十五至三十四歲人士(59.9%)。年紀較長的人士的比率較低，其中五十五至六十四歲人士的比率只為 5.2%，而六十五歲及以上人士的比率則為 0.7%。（表 4.2a）

4.8 按性別分析，女性懂得使用中文輸入法的比率(40.3%)稍高於男性(39.4%)。（表 4.2a）

教育程度

4.9 在 2 393 400 名懂得使用中文輸入法的十歲及以上人士中，約 65.7%具中學/預科教育程度。另外 26.5%具專上教育程度及 7.8%具小學及以下教育程度。具專上教育程度的人士懂得使用中文輸入法的比率最高，達 71.4%。具中學/預科教育程度的人士與具小學及以下教育程度的人士的相應比率分別為 48.6%及 9.9%。（表 4.2b）

經濟活動身分

4.10 按經濟活動身分分析，學生懂得使用中文輸入法的比率最高，達 77.8%。其次為從事經濟活動人士(45.2%)。料理家務者及退休人士懂得使用中文輸入法的比率較低，分別為 13.0%及 1.5%。（表 4.2c）

Persons who had knowledge of using Chinese input methods

4.6 Some 2 393 400 persons aged 10 and over had knowledge of using Chinese input methods at the time of enumeration, constituting 39.9% of all persons aged 10 and over in Hong Kong. (Table 4.2a)

Age and sex

4.7 Analysed by age group, persons aged 15-24 had the highest rate of having knowledge of using Chinese input methods, at 77.5%. This was followed by persons aged 10-14 (70.7%) and those aged 25-34 (59.9%). Lower rates were recorded for older persons. In particular, the rate was only 5.2% for persons aged 55-64 and 0.7% for those aged 65 and over. (Table 4.2a)

4.8 Analysed by sex, the rate of having knowledge of using Chinese input methods was slightly higher for females (40.3%) than their male counterparts (39.4%). (Table 4.2a)

Educational attainment

4.9 Of the 2 393 400 persons aged 10 and over who had knowledge of using Chinese input methods, some 65.7% had secondary / matriculation educational attainment. Another 26.5% had tertiary educational attainment and 7.8% had primary and lower educational attainment. Persons with tertiary education had the highest rate of having knowledge of using Chinese input methods, at 71.4%. The corresponding rates for those with secondary / matriculation educational attainment and primary and lower educational attainment were 48.6% and 9.9% respectively. (Table 4.2b)

Economic activity status

4.10 Analysed by economic activity status, students had the highest rate of having knowledge of using Chinese input methods, at 77.8%. This was followed by economically active persons (45.2%). Home-makers and retired persons had relatively lower rates of having knowledge of using Chinese input methods, at 13.0% and 1.5% respectively. (Table 4.2c)

懂得使用的中文輸入法類型

4.11 在該 2 393 400 人中，大部分(83.5%)懂得使用鍵盤輸入法。另外45.5%懂得使用手寫輸入法及4.0%懂得使用語音輸入法。（表 4.2d 及圖 4.2）

最常用的中文輸入法類型

4.12 在該 2 393 400 人中，約 72.3%最常使用鍵盤輸入法。另外，有26.7%最常使用手寫輸入法及 1.0%最常使用語音輸入法。（表 4.2e）

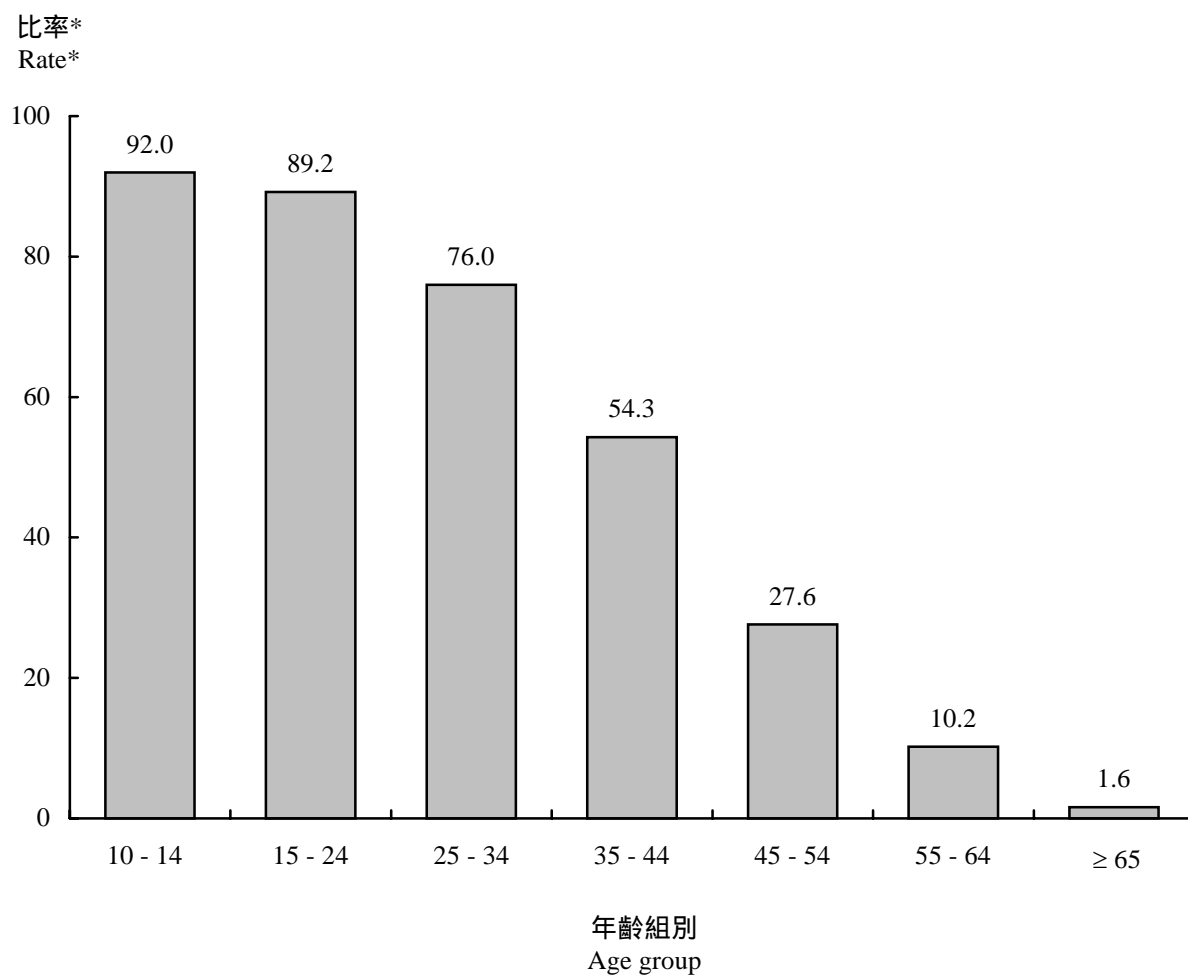
Type of Chinese input methods known

4.11 The majority (83.5%) of those 2 393 400 persons had knowledge of using keyboard input methods. Another 45.5% had knowledge of using hand-writing input methods and 4.0%, voice input methods. (Table 4.2d and Chart 4.2)

Type of Chinese input methods most often used

4.12 Some 72.3% of those 2 393 400 persons most often used the keyboard input methods. Another 26.7% often used hand-writing input methods and only 1.0% often used voice input methods. (Table 4.2e)

圖4.1 按年齡劃分的懂得使用個人電腦的十歲及以上人士的比率
Chart 4.1 Rate of persons aged 10 and over who had knowledge of using personal computer by age



註釋：* 在個別年齡組別中佔所有人士的百分比。

Note: * As a percentage of all persons in the respective age groups.

圖4.2 按是否懂得使用個別中文輸入法類型劃分的懂得使用中文輸入法的十歲及以上人士的百分比分布
Chart 4.2 Percentage distribution of persons aged 10 and over who had knowledge of using Chinese input methods by whether had knowledge of using the respective types of Chinese input methods

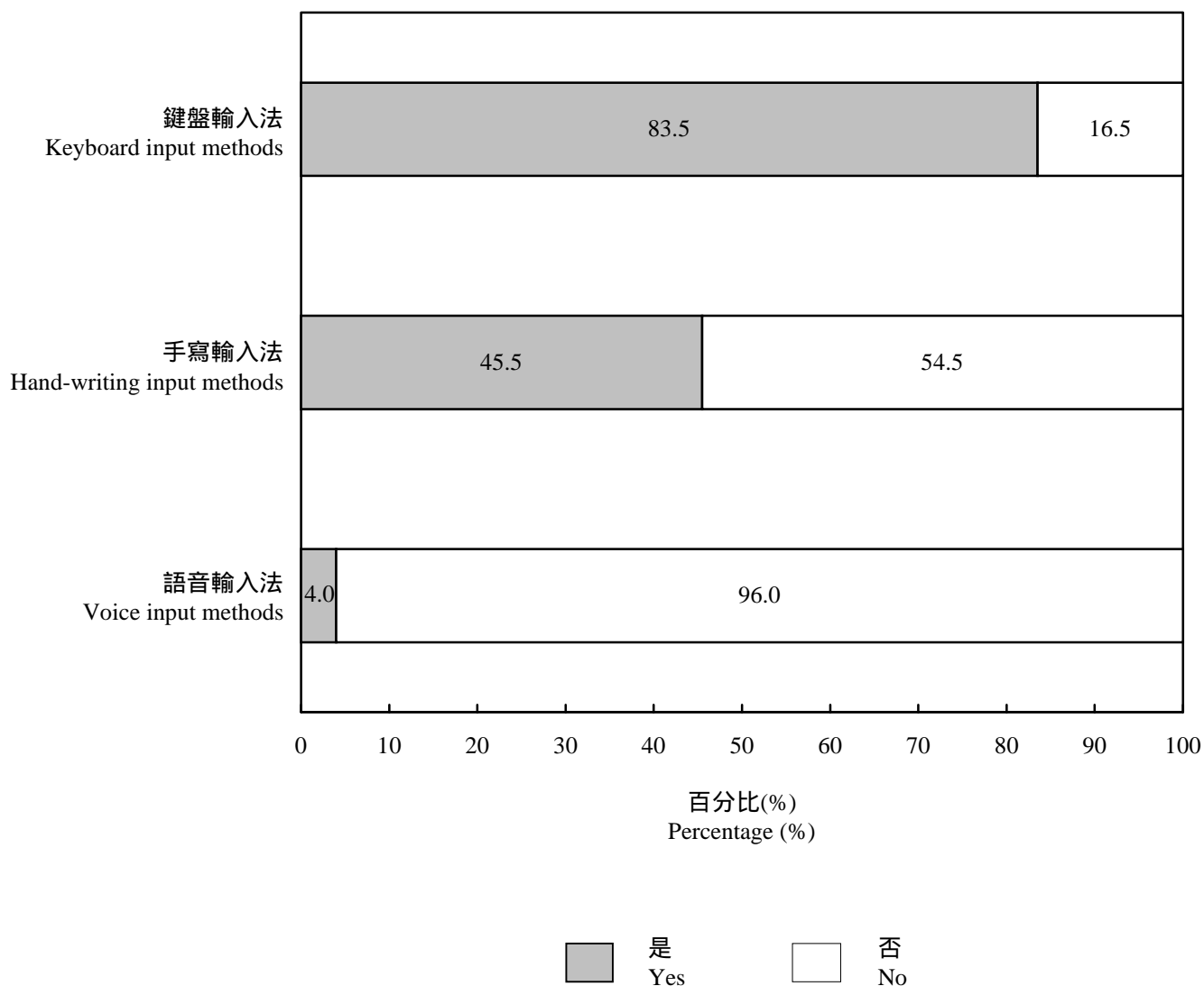


表 4.1a 按年齡及性別劃分的懂得使用個人電腦的十歲及以上人士數目
Table 4.1a Persons aged 10 and over who had knowledge of using personal computer (PC) by age and sex

年齡組別 Age group	男 Male			女 Female			合計 Overall		
	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*
10 - 14	204.5	13.2	92.4	191.2	12.2	91.7	395.7	12.7	92.0
15 - 24	398.3	25.6	87.6	419.4	26.8	90.9	817.7	26.2	89.2
25 - 34	375.0	24.1	76.1	462.0	29.6	75.8	837.0	26.9	76.0
35 - 44	370.8	23.9	57.5	366.6	23.5	51.5	737.4	23.7	54.3
45 - 54	161.0	10.4	32.8	105.8	6.8	22.2	266.8	8.6	27.6
55 - 64	36.6	2.4	13.7	14.4	0.9	6.2	51.0	1.6	10.2
≥ 65	8.4	0.5	2.5	3.2	0.2	0.8	11.5	0.4	1.6
合計 Overall	1 554.6	100.0	53.4	1 562.5	100.0	50.6	3 117.1	100.0	51.9

註釋：* 在個別年齡及性別分組中佔所有人士的百分比。以所有十至十四歲的男性為例，92.4%懂得使用個人電腦。

Note: * As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14, 92.4% had knowledge of using PC.

表 4.1b 按教育程度劃分的懂得使用個人電腦的十歲及以上人士數目
Table 4.1b Persons aged 10 and over who had knowledge of using personal computer (PC) by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	281.0	9.0	15.0
中學/預科 Secondary / matriculation	2 016.4	64.7	62.3
專上教育 Tertiary	819.8	26.3	92.2
合計 Overall	3 117.1	100.0	51.9

註釋：* 在個別教育程度組別中佔所有十歲及以上人士的百分比。以所有具專上教育程度的十歲及以上人士為例，92.2%懂得使用個人電腦。

Note: * As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons aged 10 and over with tertiary education, 92.2% had knowledge of using PC.

表 4.1c 按經濟活動身分劃分的懂得使用個人電腦的十歲及以上人士數目
Table 4.1c Persons aged 10 and over who had knowledge of using personal computer (PC) by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	2 092.6	67.1	59.7
非從事經濟活動 Economically inactive	1 024.5	32.9	41.0
學生 Students	814.8	26.1	94.1
退休人士 Retired persons	23.5	0.8	3.2
料理家務者 Home-makers	145.6	4.7	20.2
其他 Others	40.6	1.3	22.6
合計 Overall	3 117.1	100.0	51.9

註釋： * 在個別經濟活動身分組別中佔所有十歲及以上人士的百分比。以所有從事經濟活動人士為例，59.7%懂得使用個人電腦。

+ 從事經濟活動人士包括就業人士及失業人士。

Notes : * As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons, 59.7% had knowledge of using PC.

+ Economically active persons comprise employed persons and unemployed persons.

表 4.2a 按年齡/性別劃分的懂得使用中文輸入法的十歲及以上人士數目
Table 4.2a Persons aged 10 and over who had knowledge of using Chinese input methods by age / sex

年齡組別/性別 Age group / sex	人數 No. of persons ('000)	百分比 %	比率* Rate*
年齡組別 Age group			
10 - 14	303.7	12.7	70.7
15 - 24	710.1	29.7	77.5
25 - 34	660.4	27.6	59.9
35 - 44	518.2	21.7	38.2
45 - 54	170.3	7.1	17.6
55 - 64	25.9	1.1	5.2
≥ 65	4.8	0.2	0.7
性別 Sex			
男 Male	1 148.7	48.0	39.4
女 Female	1 244.7	52.0	40.3
合計 Overall	2 393.4	100.0	39.9

註釋：* 在個別年齡/性別組別中佔所有人士的百分比。以所有十至十四歲的人士為例，70.7% 懂得使用中文輸入法。

Note: * As a percentage of all persons in the respective age / sex groups. For example, among all persons aged 10-14, 70.7% had knowledge of using Chinese input methods.

表 4.2b 按教育程度劃分的懂得使用中文輸入法的十歲及以上人士數目
Table 4.2b Persons aged 10 and over who had knowledge of using Chinese input methods by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	186.0	7.8	9.9
中學/預科 Secondary / matriculation	1 573.0	65.7	48.6
專上教育 Tertiary	634.4	26.5	71.4
合計 Overall	2 393.4	100.0	39.9

註釋：* 在個別教育程度組別中佔所有十歲及以上人士的百分比。以所有具專上教育程度的十歲及以上人士為例，71.4%懂得使用中文輸入法。

Note : * As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons aged 10 and over with tertiary education, 71.4% had knowledge of using Chinese input methods.

表 4.2c 按經濟活動身分劃分的懂得使用中文輸入法的十歲及以上人士數目
Table 4.2c Persons aged 10 and over who had knowledge of using Chinese input methods by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	1 585.2	66.2	45.2
非從事經濟活動 Economically inactive	808.2	33.8	32.4
學生 Students	673.5	28.1	77.8
退休人士 Retired persons	10.8	0.5	1.5
料理家務者 Home-makers	93.5	3.9	13.0
其他 Others	30.5	1.3	16.9
合計 Overall	2 393.4	100.0	39.9

註釋：* 在個別經濟活動身分組別中佔所有十歲及以上人士的百分比。以所有從事經濟活動人士為例，45.2%懂得使用中文輸入法。

+ 從事經濟活動人士包括就業人士及失業人士。

Notes : * As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons, 45.2% had knowledge of using Chinese input methods.

+ Economically active persons comprise employed persons and unemployed persons.

表 4.2d 按懂得使用的中文輸入法類型劃分的懂得使用中文輸入法的十歲及以上人士數目
Table 4.2d Persons aged 10 and over who had knowledge of using Chinese input methods by type of Chinese input methods known

懂得使用的中文輸入法類型# Type of Chinese input methods known#	人數 No. of persons ('000)	百分比 %
鍵盤輸入法 Keyboard input methods	1 997.9	83.5
手寫輸入法 Hand-writing input methods	1 088.5	45.5
語音輸入法 Voice input methods	95.6	4.0
合計 Overall	2 393.4	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.2e 按最常用的中文輸入法類型劃分的懂得使用中文輸入法的十歲及以上人士數目

Table 4.2e Persons aged 10 and over who had knowledge of using Chinese input methods by type of Chinese input methods most often used

最常用的中文輸入法類型 Type of Chinese input methods most often used	人數 No. of persons ('000)	百分比 %
鍵盤輸入法 Keyboard input methods	1 731.6	72.3
手寫輸入法 Hand-writing input methods	638.0	26.7
語音輸入法 Voice input methods	23.9	1.0
總計 Total	2 393.4	100.0

5 個人電腦的使用情況 Usage of personal computer

曾使用個人電腦的人士

5.1 約 3 020 000 名十歲及以上的人士在過去十二個月曾使用個人電腦。十歲及以上人士在過去十二個月曾使用個人電腦的整體比率為 50.3%。 (表 5.1a)

年齡及性別

5.2 按年齡組別分析，十至十四歲人士在過去十二個月曾使用個人電腦的比率最高，達 90.8%。緊隨的是十五至二十四歲人士(88.0%)及二十五至三十四歲人士(73.6%)。年齡較長的人士使用個人電腦的比率較低，其中五十五至六十四歲人士的比率為 8.8%，而六十五歲及以上人士的比率則為 1.2%。 (表 5.1a 及圖 5.1)

5.3 男性在過去十二個月曾使用個人電腦的比率(51.7%)稍高於女性(49.0%)。 (表 5.1a)

教育程度

5.4 在過去十二個月曾使用個人電腦的十歲及以上人士中，約 64.3% 具中學/預科教育程度。另外 26.8% 具專上教育程度及 8.9% 具小學及以下教育程度。具專上教育程度的人士在過去十二個月曾使用個人電腦的比率最高，為 91.1%。具中學/預科教育程度的人士與具小學及以下教育程度的人士的相應比率分別為 60.0% 及 14.3%。 (表 5.1b)

經濟活動身分

5.5 按經濟活動身分分析，學生在過去十二個月曾使用個人電腦的比率最高，達 93.3%。其次為從事經濟活動人士(57.8%)。料理家務者及退休人士在過去十二個月曾使用個人電腦的比率較低，分別為 18.0% 及 2.6%。 (表 5.1c)

Persons who had used PC

5.1 Some 3 020 000 persons aged 10 and over had used PC in the past twelve months. The overall rate of persons having used PC in the past twelve months was 50.3% among all persons aged 10 and over. (Table 5.1a)

Age and sex

5.2 Analysed by age group, persons aged 10-14 had the highest rate of having used PC in the past twelve months, at 90.8%. This was closely followed by persons aged 15-24 (88.0%) and those aged 25-34 (73.6%). Lower rates were recorded for older persons. In particular, only 8.8% of persons aged 55-64 and 1.2% of persons aged 65 and over had used PC in the past twelve months. (Table 5.1a and Chart 5.1)

5.3 The rate of having used PC in the past twelve months was slightly higher for males (51.7%) than their female counterparts (49.0%). (Table 5.1a)

Educational attainment

5.4 Some 64.3% of the persons aged 10 and over who had used PC in the past twelve months had secondary / matriculation educational attainment. Another 26.8% had tertiary educational attainment and 8.9% had primary and lower educational attainment. The rate of having used PC in the past twelve months was the highest for persons with tertiary education, at 91.1%. The corresponding rates for those with secondary / matriculation educational attainment and primary and lower educational attainment were 60.0% and 14.3% respectively. (Table 5.1b)

Economic activity status

5.5 Analysed by economic activity status, students had the highest rate of having used PC in the past twelve months, at 93.3%. This was followed by economically active persons (57.8%). Home-makers and retired persons had relatively lower rates of having used PC in the past twelve months, at 18.0% and 2.6% respectively. (Table 5.1c)

使用個人電腦的主要目的

5.6 在該 3 020 000 名在過去十二個月曾使用個人電腦的十歲及以上人士中，最普遍提及使用個人電腦的主要目的為「文書處理」(58.6%)，其次為「瀏覽網頁(不包括政府網頁)」(57.5%)、「與外界聯絡」(55.1%)、「上網搜尋資料/下載資料(不包括政府資料)」(41.6%)及「玩電腦遊戲」(40.2%)。(表 5.1d)

5.7 再按經濟活動身分分析，學生及料理家務者使用個人電腦的主要目的與上述的模式有些不同。在過去十二個月曾使用個人電腦的學生及料理家務者中，最普遍提及的兩個主要目的為「玩電腦遊戲」及「瀏覽網頁(不包括政府網頁)」在該些學生中，分別有64.0%及61.4%提及該兩個目的。就料理家務者而言，相應的百分比分別為42.4%及42.5%。(表 5.1d)

使用個人電腦的次數

5.8 約 2 681 100 名十歲及以上人士最少每星期使用一次個人電腦，佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的88.8%。約 60.4%甚至最少每日使用一次個人電腦。(表 5.1e)

5.9 再按經濟活動身分分析，使用個人電腦最頻密的人士為學生。在過去十二個月曾使用個人電腦的十歲及以上學生中，約92.7%最少每星期使用一次個人電腦。從事經濟活動人士及料理家務者的相應百分比分別為89.1%及64.0%。(表 5.1e)

使用個人電腦最少每星期一次的人士*使用個人電腦的地方*

5.10 在該 2 681 100 名在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士

Major purpose of using PC

5.6 Of those 3 020 000 persons aged 10 and over who had used PC in the past twelve months, the major purpose of using PC most commonly cited was “word processing” (58.6%), followed by “browsing / surfing the web pages (excluding Government homepage)” (57.5%), “communication with others” (55.1%), “searching for / downloading information online (excluding Government information)” (41.6%) and “playing PC games” (40.2%). (Table 5.1d)

5.7 Further analysed by economic activity status, the pattern in respect of the major purpose of using PC was slightly different from that stated above for students and home-makers. For students and home-makers who had used PC in the past twelve months, “playing PC games” and “browsing / surfing the web pages (excluding Government homepage)” were the two most commonly cited major purposes of using PC. Some 64.0% and 61.4% of those students cited these two purposes respectively. The corresponding percentages for home-makers were 42.4% and 42.5% respectively. (Table 5.1d)

Frequency of using PC

5.8 Some 2 681 100 persons aged 10 and over had used PC at least once a week, accounting for 88.8% of all persons aged 10 and over who had used PC in the past twelve months. Some 60.4% had even used PC at least once a day. (Table 5.1e)

5.9 Further analysed by economic activity status, the most frequent users of PC were students. Of all students aged 10 and over who had used PC in the past twelve months, some 92.7% had used PC at least once a week. The corresponding percentages for economically active persons and home-makers were 89.1% and 64.0% respectively. (Table 5.1e)

Persons who had used PC at least once a week*Place of using PC*

5.10 Of the 2 681 100 persons aged 10 and over who had used PC at least once a week in the

中，大部分(81.4%)表示他們曾在家中使用個人電腦。約 54.0%曾在工作地方及24.6%曾在學校使用個人電腦。(表 5.2a)

每星期使用個人電腦的時間

5.11 在該 2 681 100 名在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士中，約47.4%表示每星期使用個人電腦二十小時及以上。另外 32.5%每星期使用五至少於二十小時。就該 2 681 100 人整體而言，他們每星期使用個人電腦的平均時間為 23.1 小時。(表 5.2b)

5.12 按年齡組別分析，二十五至三十四歲人士每星期平均使用個人電腦的時間最長，他們每星期平均使用個人電腦 30.5 小時。其次為三十五至四十四歲人士及十五至二十四歲人士。該兩組人士每星期平均使用個人電腦的時間分別為 25.0 小時及 22.4 小時。(表 5.2b)

5.13 按經濟活動身分分析，從事經濟活動人士每星期平均使用個人電腦 28.3 小時，較學生及料理家務者所使用個人電腦的時間顯著為長。學生及料理家務者的相應數字分別為 12.5 小時及 8.9 小時。(表 5.2c)

past twelve months, the majority (81.4%) reported that they had used PC at home. Some 54.0% had used PC at place of work and 24.6% at place of study. (Table 5.2a)

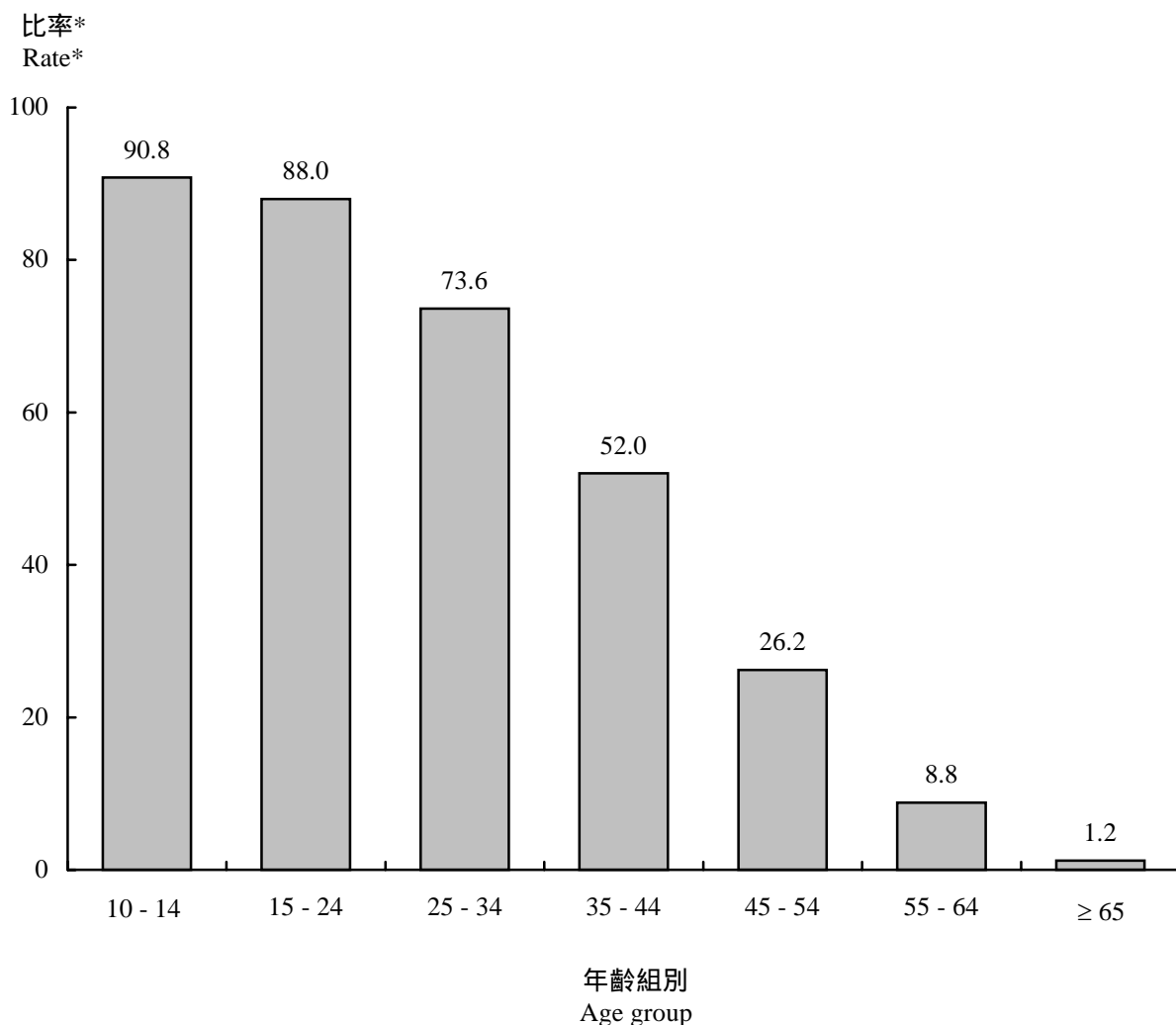
Time spent in using PC per week

5.11 Some 47.4% of the 2 681 100 persons aged 10 and over who had used PC at least once a week in the past twelve months reported that they had used PC for 20 hours and more per week. Another 32.5% had done so for 5 to less than 20 hours per week. For those 2 681 100 persons taken together, their average time spent in using PC per week was 23.1 hours. (Table 5.2b)

5.12 Analysed by age group, persons aged 25-34 spent the longest time using PC per week on average. Their average time spent in using PC was 30.5 hours per week. This was followed by persons aged 35-44 and those aged 15-24. The average time spent in using PC per week was 25.0 hours and 22.4 hours respectively for these two groups of persons. (Table 5.2b)

5.13 Analysed by economic activity status, economically active persons had used PC for an average of 28.3 hours per week, significantly longer than the time spent by students and home-makers. The corresponding figures for students and home-makers were 12.5 hours and 8.9 hours respectively. (Table 5.2c)

圖5.1 按年齡劃分的在過去十二個月曾使用個人電腦的十歲及以上人士的比率
Chart 5.1 Rate of persons aged 10 and over who had used personal computer in the past twelve months by age



註釋： * 在個別年齡組別中佔所有人士的百分比。

Note: * As a percentage of all persons in the respective age groups.

表 5.1a 按年齡及性別劃分的在過去十二個月曾使用個人電腦的十歲及以上人士數目
 Table 5.1a Persons aged 10 and over who had used personal computer (PC) in the past twelve months by age and sex

年齡組別 Age group	男 Male			女 Female			合計 Overall		
	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*
10 - 14	201.6	13.4	91.1	188.6	12.5	90.5	390.2	12.9	90.8
15 - 24	391.1	26.0	86.0	415.6	27.5	90.1	806.7	26.7	88.0
25 - 34	364.7	24.2	74.1	446.2	29.5	73.2	810.9	26.9	73.6
35 - 44	356.7	23.7	55.3	349.0	23.1	49.0	705.6	23.4	52.0
45 - 54	153.5	10.2	31.3	99.8	6.6	21.0	253.3	8.4	26.2
55 - 64	32.6	2.2	12.1	11.7	0.8	5.0	44.2	1.5	8.8
≥ 65	6.4	0.4	1.9	2.6	0.2	0.7	8.9	0.3	1.2
合計 Overall	1 506.5	100.0	51.7	1 513.5	100.0	49.0	3 020.0	100.0	50.3

註釋：* 在個別年齡及性別分組中佔所有人士的百分比。以所有十至十四歲的男性為例，91.1%在過去十二個月曾使用個人電腦。

Note: * As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14, 91.1% had used PC in the past twelve months.

表 5.1b 按教育程度劃分的在過去十二個月曾使用個人電腦的十歲及以上人士數目
Table 5.1b Persons aged 10 and over who had used personal computer (PC) in the past twelve months by educational attainment

教育程度 Educational attainment	人數 No. of persons (‘000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	268.7	8.9	14.3
中學/預科 Secondary / matriculation	1 941.5	64.3	60.0
專上教育 Tertiary	809.8	26.8	91.1
合計 Overall	3 020.0	100.0	50.3

註釋： * 在個別教育程度組別中佔所有十歲及以上人士的百分比。以所有具專上教育程度的十歲及以上人士為例，91.1%在過去十二個月曾使用個人電腦。

Note : * As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons aged 10 and over with tertiary education, 91.1% had used PC in the past twelve months.

表 5.1c 按經濟活動身分劃分的在過去十二個月曾使用個人電腦的十歲及以上人士數目
 Table 5.1c Persons aged 10 and over who had used personal computer (PC) in the past twelve months by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	2 027.9	67.1	57.8
非從事經濟活動 Economically inactive	992.1	32.9	39.7
學生 Students	807.3	26.7	93.3
退休人士 Retired persons	19.0	0.6	2.6
料理家務者 Home-makers	129.3	4.3	18.0
其他 Others	36.6	1.2	20.3
合計 Overall	3 020.0	100.0	50.3

註釋：* 在個別經濟活動身分組別中佔所有十歲及以上人士的百分比。以所有從事經濟活動人士為例，57.8%在過去十二個月曾使用個人電腦。

⁺ 從事經濟活動人士包括就業人士及失業人士。

Notes: * As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons, 57.8% had used PC in the past twelve months.

⁺ Economically active persons comprise employed persons and unemployed persons.

表 5.1d 按使用個人電腦的主要目的及經濟活動身分劃分的在過去十二個月曾使用個人電腦的十歲及以上人士數目
Table 5.1d Persons aged 10 and over who had used personal computer (PC) in the past twelve months by major purpose of using PC and economic activity status

使用個人電腦的主要目的# Major purpose of using PC#	經濟活動身分 Economic activity status				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
		人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	
文書處理 Word processing	1 308.2 (64.5%)	388.8 (48.2%)	51.0 (39.4%)	22.5 (40.4%)	1 770.4 (58.6%)
瀏覽網頁(不包括政府網頁) Browsing / surfing the web pages (excluding Government homepage)	1 161.9 (57.3%)	495.9 (61.4%)	55.0 (42.5%)	25.2 (45.3%)	1 738.0 (57.5%)
與外界聯絡 Communication with others	1 208.2 (59.6%)	393.8 (48.8%)	37.5 (29.0%)	23.2 (41.8%)	1 662.8 (55.1%)
上網搜尋資料/下載資料 (不包括政府資料) Searching for / downloading information online (excluding Government information)	850.2 (41.9%)	367.3 (45.5%)	25.5 (19.8%)	14.5 (26.1%)	1 257.6 (41.6%)
玩電腦遊戲 Playing PC games	622.6 (30.7%)	516.4 (64.0%)	54.8 (42.4%)	20.1 (36.2%)	1 213.9 (40.2%)
上網閱讀雜誌/報章 Reading magazine / newspaper online	788.9 (38.9%)	253.6 (31.4%)	44.3 (34.3%)	18.1 (32.6%)	1 105.0 (36.6%)
聽歌 Listening songs	455.2 (22.4%)	373.5 (46.3%)	20.0 (15.5%)	10.0 (17.9%)	858.6 (28.4%)
上網使用政府網頁服務(例如：瀏覽 政府網頁或下載政府申請表格) Using services provided by Government homepage online (e.g. browsing Government homepage or downloading Government application form)	524.9 (25.9%)	123.4 (15.3%)	16.6 (12.9%)	9.0 (16.1%)	673.9 (22.3%)

註釋：* 從事經濟活動人士包括就業人士及失業人士。

可選擇多項答案。

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的百分比。

Notes : * Economically active persons comprise employed persons and unemployed persons.

Multiple answers were allowed.

Figures in brackets represent the percentage of persons aged 10 and over who had used PC in the past twelve months in the respective economic activity status groups.

表 5.1d(續) 按使用個人電腦的主要目的及經濟活動身分劃分的在過去十二個月曾使用個人電腦的十歲及以上人士數目
Table 5.1d Persons aged 10 and over who had used personal computer (PC) in the past (Cont'd) twelve months by major purpose of using PC and economic activity status

使用個人電腦的主要目的 [#] (續) Major purpose of using PC [#] (Cont'd)	經濟活動身分 Economic activity status				合計 Overall
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			
		學生 Students	料理家務者 Home-makers	其他 Others	
		人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	
上網下載軟件 Downloading software online	399.0 (19.7%)	212.7 (26.3%)	7.3 (5.6%)	5.6 (10.1%)	624.6 (20.7%)
看光碟/鐳射數碼光碟 Watching VCD / DVD	362.3 (17.9%)	201.2 (24.9%)	17.0 (13.1%)	8.3 (14.9%)	588.7 (19.5%)
圖形/圖像處理 Graphics / image processing	350.0 (17.3%)	150.1 (18.6%)	8.4 (6.5%)	3.9 (7.0%)	512.5 (17.0%)
數據處理/分析/資料庫管理 Data processing / analysis / database management	381.1 (18.8%)	33.0 (4.1%)	4.9 (3.8%)	2.9 (5.2%)	421.8 (14.0%)
上網使用電子商業服務 Using electronic business services online	326.7 (16.1%)	29.6 (3.7%)	11.8 (9.1%)	7.9 (14.3%)	375.9 (12.4%)
使用內聯網(例如：搜尋內部資料及內部聯絡) Using Intranet (e.g. searching internal information and for internal communication)	324.3 (16.0%)	11.1 (1.4%)	0.7 (0.5%)	0.7 (1.2%)	336.8 (11.2%)
自我進修 Self-studying	174.7 (8.6%)	58.5 (7.2%)	6.8 (5.3%)	1.9 (3.4%)	241.9 (8.0%)
合計 Overall	2 027.9	807.3	129.3	55.6	3 020.0

註釋：* 從事經濟活動人士包括就業人士及失業人士。

可選擇多項答案。

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的百分比。

Notes: * Economically active persons comprise employed persons and unemployed persons.

Multiple answers were allowed.

Figures in brackets represent the percentage of persons aged 10 and over who had used PC in the past twelve months in the respective economic activity status groups.

表 5.1e 按使用個人電腦的次數及經濟活動身分劃分的在過去十二個月曾使用個人電腦的十歲及以上人士數目
 Table 5.1e Persons aged 10 and over who had used personal computer (PC) in the past twelve months by frequency of using PC and economic activity status

使用個人電腦的次數 Frequency of using PC	經濟活動身分 Economic activity status				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)
少於一個月一次 Less than once a month	80.4 (4.0%)	11.7 (1.5%)	20.1 (15.5%)	5.4 (9.6%)	117.6 (3.9%)
少於一星期一次但最少一個月一次 Less than once a week but at least once a month	140.8 (6.9%)	46.8 (5.8%)	26.5 (20.5%)	7.2 (13.0%)	221.4 (7.3%)
一星期一次或以上 Once or more a week	1 806.6 (89.1%)	748.7 (92.7%)	82.7 (64.0%)	43.0 (77.4%)	2 681.1 (88.8%)
最少每日一次 At least once a day	1 370.2 (67.6%)	390.6 (48.4%)	37.8 (29.2%)	25.4 (45.7%)	1 824.0 (60.4%)
二至四日一次 Once every 2 to 4 days	283.4 (14.0%)	191.7 (23.7%)	23.5 (18.2%)	10.8 (19.4%)	509.4 (16.9%)
五至七日一次 Once every 5 to 7 days	153.0 (7.5%)	166.4 (20.6%)	21.4 (16.6%)	6.8 (12.2%)	347.7 (11.5%)
總計 Total	2 027.9 (100.0%)	807.3 (100.0%)	129.3 (100.0%)	55.6 (100.0%)	3 020.0 (100.0%)

註釋：* 從事經濟活動人士包括就業人士及失業人士。

Notes：* Economically active persons comprise employed persons and unemployed persons.

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的百分比。

Figures in brackets represent the percentage of persons aged 10 and over who had used PC in the past twelve months in the respective economic activity status groups.

表 5.2a 按使用個人電腦的地方劃分的在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士數目
Table 5.2a Persons aged 10 and over who had used personal computer (PC) at least once a week in the past twelve months by place of using PC

使用個人電腦的地方 [#] Place of using PC [#]	人數 No. of persons ('000)	百分比 %
在家 At home	2 183.6	81.4
在工作地方 At place of work	1 447.8	54.0
在學校 At place of study	660.7	24.6
在有由政府提供公眾電腦設施的地方 At places with public computer facilities provided by the Government	138.9	5.2
在其他地方 At other places	192.3	7.2
合計 Overall	2 681.1	

註釋：# 可選擇多項答案。

Note: # Multiple answers were allowed.

表 5.2b 按每星期使用個人電腦的時間及年齡劃分的在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士數目
Table 5.2b Persons aged 10 and over who had used personal computer (PC) at least once a week in the past twelve months by time spent in using PC per week and age

	年齡組別 Age group						合計 Overall
	10 - 14	15 - 24	25 - 34	35 - 44	45 - 54	≥ 55	
每星期使用個人電腦的時間(小時) Time spent in using PC per week (hours)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)
< 1	30.9 (8.7%)	4.9 (0.7%)	2.7 (0.4%)	6.4 (1.1%)	4.4 (2.1%)	0.4 (1.0%)	49.6 (1.9%)
1 - < 5	149.5 (42.0%)	105.5 (14.4%)	76.1 (10.3%)	101.1 (16.8%)	39.2 (18.6%)	12.4 (30.3%)	483.7 (18.0%)
5 - < 10	75.5 (21.2%)	115.6 (15.8%)	70.3 (9.5%)	75.1 (12.5%)	31.5 (15.0%)	8.6 (21.0%)	376.5 (14.0%)
10 - < 20	61.5 (17.2%)	183.2 (25.0%)	108.6 (14.7%)	94.8 (15.7%)	40.5 (19.2%)	6.4 (15.6%)	494.9 (18.5%)
20 - < 30	23.5 (6.6%)	108.4 (14.8%)	96.6 (13.1%)	79.9 (13.3%)	30.8 (14.6%)	6.0 (14.8%)	345.2 (12.9%)
30 - < 40	10.1 (2.8%)	70.2 (9.6%)	94.1 (12.8%)	72.8 (12.1%)	19.6 (9.3%)	1.8 (4.3%)	268.6 (10.0%)
40 - < 50	2.5 (0.7%)	60.2 (8.2%)	143.2 (19.4%)	90.4 (15.0%)	24.7 (11.7%)	3.1 (7.7%)	324.3 (12.1%)
≥ 50	2.1 (0.6%)	85.3 (11.6%)	143.8 (19.5%)	80.3 (13.3%)	20.0 (9.5%)	2.2 (5.4%)	333.7 (12.4%)
不定 Not fixed	0.8 (0.2%)	0.4 (0.1%)	1.4 (0.2%)	1.9 (0.3%)	- (-)	- (-)	4.6 (0.2%)
總計 Total	356.3 (100.0%)	733.7 (100.0%)	736.7 (100.0%)	602.8 (100.0%)	210.7 (100.0%)	40.9 (100.0%)	2 681.1 (100.0%)
平均時間(小時) Average duration (hours)	7.9	22.4	30.5	25.0	21.3	15.2	23.1

註釋： 括號內的數字顯示在個別年齡組別中佔所有在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士的百分比。

Note : Figures in brackets represent the percentage of persons aged 10 and over who had used PC at least once a week in the past twelve months in the respective age groups.

表 5.2c 按每星期使用個人電腦的時間及經濟活動身分劃分的在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士數目
 Table 5.2c Persons aged 10 and over who had used personal computer (PC) at least once a week in the past twelve months by time spent in using PC per week and economic activity status

每星期使用個人電腦 的時間(小時) Time spent in using PC per week (hours)	經濟活動身分 Economic activity status				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	
< 1	11.2 (0.6%)	35.1 (4.7%)	2.7 (3.3%)	0.6 (1.4%)	49.6 (1.9%)
1 - < 5	216.4 (12.0%)	216.5 (28.9%)	37.4 (45.2%)	13.4 (31.1%)	483.7 (18.0%)
5 - < 10	197.8 (10.9%)	152.9 (20.4%)	16.9 (20.4%)	8.9 (20.7%)	376.5 (14.0%)
10 - < 20	291.9 (16.2%)	180.8 (24.1%)	13.9 (16.8%)	8.3 (19.3%)	494.9 (18.5%)
20 - < 30	247.7 (13.7%)	85.7 (11.5%)	6.5 (7.9%)	5.3 (12.3%)	345.2 (12.9%)
30 - < 40	222.6 (12.3%)	41.4 (5.5%)	1.9 (2.3%)	2.7 (6.4%)	268.6 (10.0%)
40 - < 50	305.3 (16.9%)	15.1 (2.0%)	2.5 (3.0%)	1.3 (3.0%)	324.3 (12.1%)
≥ 50	310.5 (17.2%)	20.0 (2.7%)	0.9 (1.1%)	2.3 (5.3%)	333.7 (12.4%)
不定 Not fixed	3.3 (0.2%)	1.0 (0.1%)	- (-)	0.2 (0.5%)	4.6 (0.2%)
總計 Total	1 806.6 (100.0%)	748.7 (100.0%)	82.7 (100.0%)	43.0 (100.0%)	2 681.1 (100.0%)
平均時間(小時) Average duration (hours)	28.3	12.5	8.9	14.1	23.1

註釋：* 從事經濟活動人士包括就業人士及失業人士。

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用個人電腦最少每星期一次的十歲及以上人士的百分比。

Notes：* Economically active persons comprise employed persons and unemployed persons.

Figures in brackets represent the percentage of persons aged 10 and over who had used PC at least once a week in the past twelve months in the respective economic activity status groups.

6 互聯網服務的使用情況 Usage of Internet service

曾使用互聯網服務的人士

6.1 約 2 601 300 名十歲及以上的人士在過去十二個月曾使用互聯網服務，佔所有十歲及以上人士的 43.3% (亦即佔所有在過去十二個月曾使用個人電腦的十歲及以上人士的 85.8%)。他們當中，99.7% 曾透過固定上網設備使用互聯網服務，而 5.5% 則曾透過流動上網設備使用互聯網服務。 (表 6.1)

年齡及性別

6.2 按年齡組別分析，十五至二十四歲人士在過去十二個月曾使用互聯網服務的比率最高，達 81.1%。其次是十至十四歲人士 (79.4%) 及二十五至三十四歲人士 (65.1%)。年齡較長的人士使用互聯網服務的比率較低，其中五十五至六十四歲人士的比率為 6.0%，而六十五歲及以上人士的比率則為 0.8%。 (表 6.2a 及圖 6.1)

6.3 男性在過去十二個月曾使用互聯網服務的比率 (45.0%) 稍高於女性 (41.7%)。 (表 6.2a)

教育程度

6.4 在過去十二個月曾使用互聯網服務的十歲及以上人士中，約 62.3% 具中學/預科教育程度。另外 29.7% 具專上教育程度及 8.0% 具小學及以下教育程度。具專上教育程度的人士在過去十二個月曾使用互聯網服務的比率最高，為 86.9%。具中學/預科教育程度的人士與具小學及以下教育程度的人士的相應比率分別為 50.1% 及 11.1%。 (表 6.2b)

經濟活動身分

6.5 按經濟活動身分分析，學生在過去十二個月曾使用互聯網服務的比率最高，達 84.7%。其次為從事經濟活動人士 (49.4%)。料理家務者及退休人士使用互聯網服務的比率較低，分別為 12.7% 及 1.8%。 (表 6.2c)

Persons who had used Internet service

6.1 Some 2 601 300 persons aged 10 and over had used Internet service in the past twelve months, accounting for 43.3% of all persons aged 10 and over (or 85.8% of all persons aged 10 and over who had used PC in the past twelve months). Among them, 99.7% had used Internet service via non-mobile web device and 5.5% via mobile web device. (Table 6.1)

Age and sex

6.2 Analysed by age group, persons aged 15-24 had the highest rate of having used Internet service in the past twelve months, at 81.1%. This was followed by persons aged 10-14 (79.4%) and persons aged 25-34 (65.1%). Lower rates were recorded for older persons. In particular, only 6.0% of persons aged 55-64 and 0.8% of those aged 65 and over had used Internet service in the past twelve months. (Table 6.2a and Chart 6.1)

6.3 The rate of having used Internet service in the past twelve months was slightly higher for males (45.0%) than their female counterparts (41.7%). (Table 6.2a)

Educational attainment

6.4 Of all persons aged 10 and over who had used Internet service in the past twelve months, some 62.3% had secondary / matriculation educational attainment. Another 29.7% had tertiary educational attainment and 8.0% had primary and lower educational attainment. The rate of having used Internet service in the past twelve months was the highest for persons with tertiary education, at 86.9%. The corresponding rates for those with secondary / matriculation educational attainment and primary and lower educational attainment were 50.1% and 11.1% respectively. (Table 6.2b)

Economic activity status

6.5 Analysed by economic activity status, students had the highest rate of having used Internet service in the past twelve months, at 84.7%. This was followed by economically active persons (49.4%). Home-makers and

使用互聯網服務的次數

6.6 約 2 198 800 名十歲及以上人士使用互聯網服務最少每星期一次，佔所有在過去十二個月曾使用互聯網服務的十歲及以上人士的 84.5%。約 48.2% 甚至最少每日使用一次互聯網服務。（表 6.2d）

6.7 按經濟活動身分分析，使用互聯網服務最頻密的人士為學生。在過去十二個月曾使用互聯網服務的十歲及以上學生中，約 86.4% 最少每星期使用一次互聯網服務。從事經濟活動人士及料理家務者的相應百分比分別為 85.2% 及 62.4%。（表 6.2d）

6.8 在過去十二個月曾透過固定上網設備使用互聯網服務的十歲及以上人士中，約 84.6% 使用互聯網服務最少每星期一次。曾透過流動上網設備使用互聯網服務的人士的相應百分比為 31.4%。（表 6.2e）

使用互聯網服務的主要目的

6.9 就該 2 593 100 名在過去十二個月曾透過固定上網設備使用互聯網服務的十歲及以上人士而言，他們上網的主要目的為「瀏覽網頁（不包括政府網頁）」（佔該些人士的 67.0%）、「與外界聯絡」（63.2%）、「上網搜尋資料/下載資料（不包括政府資料）」（48.4%）及「上網閱讀雜誌/報章」（42.5%）。（表 6.3）

6.10 從事經濟活動人士透過固定上網設備使用互聯網服務最普遍提及的目的為「與外界聯絡」，佔所有在過去十二個月曾透過固定上網設備使用互聯網服務的從事經濟活動人士的 69.0%。就學生及料理家務者而言，最普遍提及使用互聯網服務的目的為「瀏覽網頁（不包括政府網頁）」，約 67.6% 的學生及 61.0% 的料理家務者提及此目的。（表 6.3）

retired persons had relatively lower rates of having used Internet service, at 12.7% and 1.8% respectively. (Table 6.2c)

Frequency of using Internet service

6.6 Some 2 198 800 persons aged 10 and over had used Internet service at least once a week, constituting 84.5% of all persons aged 10 and over who had used Internet service in the past twelve months. Some 48.2% had even used Internet service at least once a day. (Table 6.2d)

6.7 Analysed by economic activity status, the most frequent users of Internet service were students. Of all students aged 10 and over who had used Internet service in the past twelve months, some 86.4% had used Internet service at least once a week. The corresponding percentages for economically active persons and home-makers were 85.2% and 62.4% respectively. (Table 6.2d)

6.8 Of those persons aged 10 and over who had used Internet service via non-mobile web device in the past twelve months, some 84.6% had used Internet service at least once a week. The corresponding percentage for those persons who had used Internet service via mobile web device was 31.4%. (Table 6.2e)

Major purpose of using Internet service

6.9 For those 2 593 100 persons aged 10 and over who had used Internet service via non-mobile web device in the past twelve months, their major purposes of using Internet service were “browsing / surfing the web pages (excluding Government homepage)” (reported by 67.0% of such persons), “communication with others” (63.2%), “searching for / downloading information online (excluding Government information)” (48.4%) and “reading magazine / newspaper online” (42.5%). (Table 6.3)

6.10 The most commonly cited purpose of using Internet service via non-mobile web device was “communication with others” for economically active persons, as cited by 69.0% of all economically active persons who had used Internet service via non-mobile web device in the past twelve months. For students and home-makers, the most commonly cited purpose of

6.11 在該 144 200 名在過去十二個月曾透過流動上網設備使用互聯網服務的人士中，最普遍提及使用互聯網服務的目的為「查閱資訊」(46.8%)，其次為「查閱娛樂及消閒指南」(42.8%)及「與外界聯絡」(34.7%)。(表 6.4)

使用互聯網服務最少每星期一次的人士

每星期使用互聯網服務的時間

6.12 在該 2 198 800 名在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士中，約20.6%表示每星期使用互聯網服務二十小時及以上。另外41.8%每星期使用五至少於二十小時，而37.5%每星期使用少於五小時。就該 2 198 800 人整體而言，他們每星期使用互聯網服務的平均時間為 12.1 小時。(表 6.5a)

6.13 按年齡組別分析，二十五至三十四歲人士每星期平均使用互聯網服務的時間最長，他們每星期平均使用互聯網服務 14.8 小時。其次為十五至二十四歲人士(13.6小時)及三十五至四十四歲人士(11.3 小時)。(表 6.5a)

6.14 按經濟活動身分分析，從事經濟活動人士每星期平均使用互聯網服務 13.8 小時。學生及料理家務者的相應數字分別為 8.6 小時及 6.7 小時。(表 6.5b)

6.15 在 2 194 200 名在過去十二個月曾透過固定上網設備使用互聯網服務最少每星期一次的人士中，約 41.5%每星期使用互聯網服務十小時及以上。曾透過流動上網設備使用互聯網服務的人士的相應百分比為 5.1%。該兩類人士每星期平均使用互聯網服務的時間分別為 12.1

using Internet service was “browsing / surfing the web pages (excluding Government homepage)”, as reported by 67.6% of students and 61.0% of home-makers. (Table 6.3)

6.11 Among those 144 200 persons who had used Internet service via mobile web device in the past twelve months, the most commonly cited purpose of using Internet service was “searching for information” (46.8%), followed by “searching for entertainment and leisure guide” (42.8%) and “communication with others” (34.7%). (Table 6.4)

Persons who had used Internet service at least once a week

Time spent in using Internet service per week

6.12 Of the 2 198 800 persons aged 10 and over who had used Internet service at least once a week in the past twelve months, some 20.6% reported that they had used Internet service for 20 hours and more per week. Another 41.8% had done so for 5 to less than 20 hours per week, while 37.5% for less than 5 hours per week. For those 2 198 800 persons taken together, their average time spent in using Internet service per week was 12.1 hours. (Table 6.5a)

6.13 Analysed by age group, persons aged 25-34 spent the longest time using Internet service per week on average. Their average time spent in using Internet service was 14.8 hours per week. This was followed by persons aged 15-24 (13.6 hours) and those aged 35-44 (11.3 hours). (Table 6.5a)

6.14 Analysed by economic activity status, economically active persons had used Internet service for an average of 13.8 hours per week. The corresponding figures for students and home-makers were 8.6 hours and 6.7 hours respectively. (Table 6.5b)

6.15 Of the 2 194 200 persons who had used Internet service via non-mobile web device at least once a week in the past twelve months, some 41.5% had used Internet service for 10 hours and more per week. The corresponding percentage for those who had used Internet service via mobile

小時及 2.8 小時。 (表 6.5c)

web device was 5.1%. The average time spent in using Internet service per week was 12.1 hours and 2.8 hours respectively for these two groups of persons. (Table 6.5c)

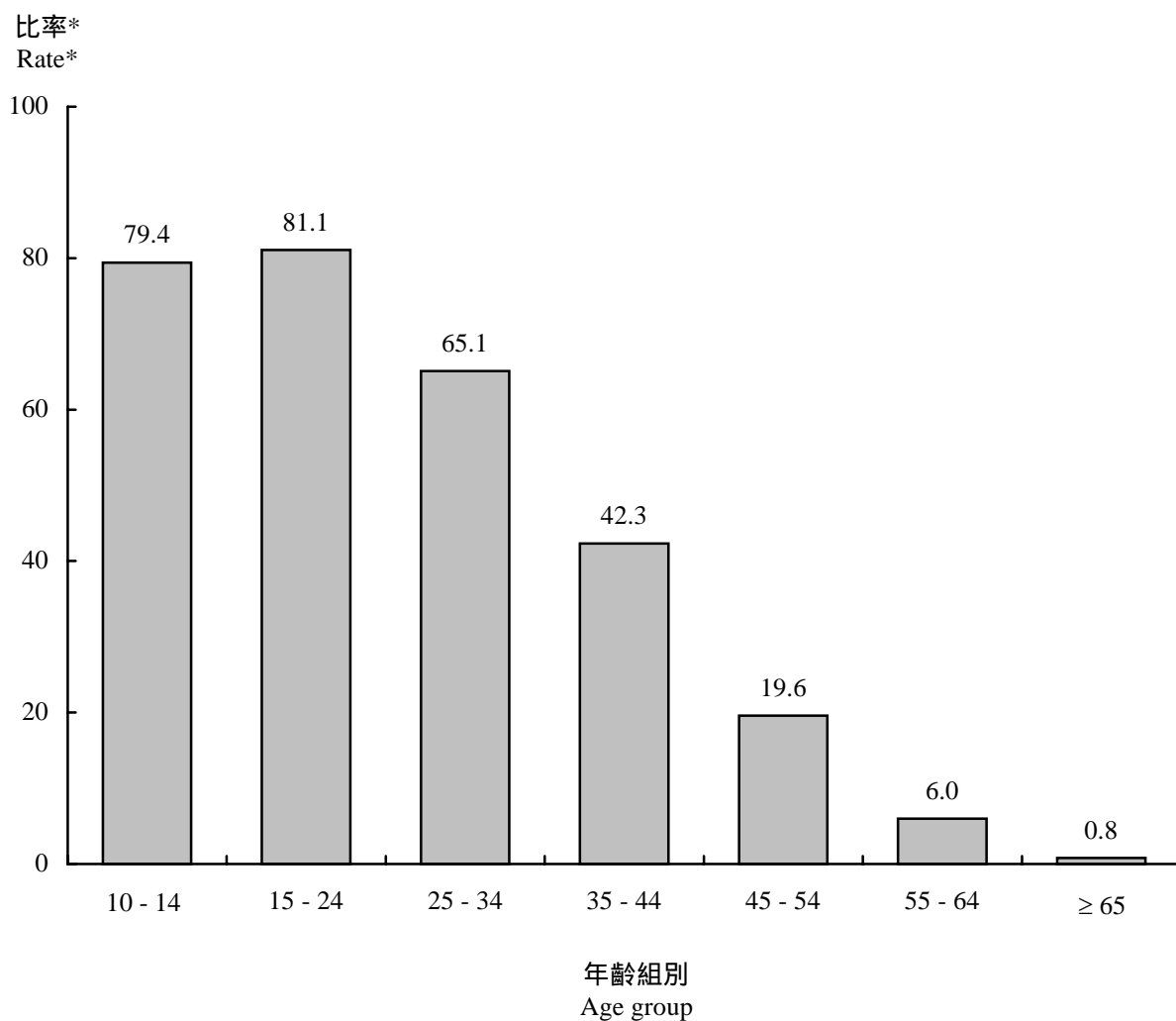
使用互聯網服務的地方

Place of using Internet service

6.16 在該 2 194 200 名在過去十二個月曾透過固定上網設備使用互聯網服務最少每星期一次的十歲及以上人士中，大部分(80.0%)表示他們曾在家中使用互聯網服務。約43.8%曾在工作地方使用互聯網服務；21.9%在學校使用及3.6%在有由政府提供公眾電腦設施的地方使用。(表 6.6)

6.16 Of the 2 194 200 persons aged 10 and over who had used Internet service via non-mobile web device at least once a week in the past twelve months, the majority (80.0%) reported that they had used Internet service at home. Some 43.8% had used Internet service at place of work, 21.9% at place of study and 3.6% at places with public computer facilities provided by the Government. (Table 6.6)

圖6.1 按年齡劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士的比率
Chart 6.1 Rate of persons aged 10 and over who had used Internet service in the past twelve months by age



註釋： * 在個別年齡組別中佔所有人士的百分比。

Note: * As a percentage of all persons in the respective age groups.

表 6.1 按有否在過去十二個月使用互聯網服務/曾使用的上網設備類別劃分的十歲及以上人士數目
Table 6.1 Persons aged 10 and over by whether had used Internet service in the past twelve months / type of web device used for connection to Internet

有否在過去十二個月使用互聯網服務/ 曾使用的上網設備類別 [#] Whether had used Internet service in the past twelve months / type of web device used for connection to Internet [#]	人數 No. of persons (‘000)	百分比* %*
有 [#] Yes [#]	2 601.3	43.3
透過固定上網設備 Via non-mobile web device	2 593.1	43.2 (99.7)
桌面電腦 Desktop computer	2 550.5	42.5 (98.0)
便攜式/筆記簿型電腦 Laptop / notebook computer	370.1	6.2 (14.2)
透過流動上網設備 Via mobile web device	144.2	2.4 (5.5)
可支援無線應用協定的流動電話 WAP phone	122.3	2.0 (4.7)
個人數碼助理 Personal Digital Assistant (PDA)	31.1	0.5 (1.2)
沒有 No	3 400.6	56.7
總計 Total	6 001.9	100.0

註釋：* 括號內的數字顯示在過去十二個月曾使用互聯網服務的所有十歲及以上人士中所佔的百分比。

可選擇多項答案。

Notes: * Figures in brackets represent the percentages in respect of all persons aged 10 and over who had used Internet service in the past twelve months.

Multiple answers were allowed.

表 6.2a 按年齡及性別劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士數目

Table 6.2a Persons aged 10 and over who had used Internet service in the past twelve months by age and sex

年齡組別 Age group	男 Male			女 Female			合計 Overall		
	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*
10 - 14	172.5	13.1	77.9	168.8	13.1	81.0	341.2	13.1	79.4
15 - 24	353.5	26.9	77.7	389.5	30.2	84.4	743.0	28.6	81.1
25 - 34	329.0	25.1	66.8	388.1	30.1	63.7	717.1	27.6	65.1
35 - 44	307.1	23.4	47.6	266.9	20.7	37.5	574.0	22.1	42.3
45 - 54	122.3	9.3	24.9	67.5	5.2	14.2	189.8	7.3	19.6
55 - 64	23.1	1.8	8.6	6.7	0.5	2.9	29.8	1.1	6.0
≥ 65	4.4	0.3	1.3	1.8	0.1	0.5	6.2	0.2	0.8
合計 Overall	1 311.8	100.0	45.0	1 289.5	100.0	41.7	2 601.3	100.0	43.3

註釋：* 在個別年齡及性別分組中佔所有人士的百分比。以所有十至十四歲的男性為例，77.9%在過去十二個月曾使用互聯網服務。

Note: * As a percentage of all persons in the respective age and sex sub-groups. For example, among all males aged 10-14, 77.9% had used Internet service in the past twelve months.

表 6.2b 按教育程度劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士數目
Table 6.2b Persons aged 10 and over who had used Internet service in the past twelve months by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	207.4	8.0	11.1
中學/預科 Secondary / matriculation	1 621.5	62.3	50.1
專上教育 Tertiary	772.4	29.7	86.9
合計 Overall	2 601.3	100.0	43.3

註釋：* 在個別教育程度組別中佔所有十歲及以上人士的百分比。以所有具專上教育程度的十歲及以上人士為例，86.9%在過去十二個月曾使用互聯網服務。

Note: * As a percentage of all persons aged 10 and over in the respective educational attainment groups. For example, among all persons aged 10 and over with tertiary education, 86.9% had used Internet service in the past twelve months.

表 6.2c 按經濟活動身分劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士數目
 Table 6.2c Persons aged 10 and over who had used Internet service in the past twelve months by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	1 732.8	66.6	49.4
非從事經濟活動 Economically inactive	868.4	33.4	34.8
學生 <i>Students</i>	733.3	28.2	84.7
退休人士 <i>Retired persons</i>	13.4	0.5	1.8
料理家務者 <i>Home-makers</i>	91.5	3.5	12.7
其他 <i>Others</i>	30.2	1.2	16.8
合計 Overall	2 601.3	100.0	43.3

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

* 在個別經濟活動身分組別中佔所有十歲及以上人士的百分比。以所有從事經濟活動人士為例，49.4%在過去十二個月曾使用互聯網服務。

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

* As a percentage of all persons aged 10 and over in the respective economic activity status groups. For example, among all economically active persons, 49.4% had used Internet service in the past twelve months.

表 6.2d 按使用互聯網服務的次數及經濟活動身分劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士數目
Table 6.2d Persons aged 10 and over who had used Internet service in the past twelve months by frequency of using Internet service and economic activity status

使用互聯網服務的次數 Frequency of using Internet service	經濟活動身分 Economic activity status				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)
少於一個月一次 Less than once a month	98.0 (5.7%)	25.1 (3.4%)	14.6 (15.9%)	4.8 (11.0%)	142.5 (5.5%)
少於一星期一次但 最少一個月一次 Less than once a week but at least once a month	158.9 (9.2%)	74.6 (10.2%)	19.9 (21.7%)	6.6 (15.2%)	260.0 (10.0%)
一星期一次或以上 Once or more a week	1 475.9 (85.2%)	633.7 (86.4%)	57.1 (62.4%)	32.1 (73.8%)	2 198.8 (84.5%)
最少每日一次 At least once a day	909.6 (52.5%)	297.5 (40.6%)	26.2 (28.6%)	19.5 (44.8%)	1 252.8 (48.2%)
二至四日一次 Once every 2 to 4 days	374.4 (21.6%)	177.2 (24.2%)	18.3 (20.0%)	8.0 (18.3%)	577.8 (22.2%)
五至七日一次 Once every 5 to 7 days	191.9 (11.1%)	159.0 (21.7%)	12.6 (13.8%)	4.6 (10.7%)	368.2 (14.2%)
總計 Total	1 732.8 (100.0%)	733.3 (100.0%)	91.5 (100.0%)	43.5 (100.0%)	2 601.3 (100.0%)

註釋：* 從事經濟活動人士包括就業人士及失業人士。

Notes: * Economically active persons comprise employed persons and unemployed persons.

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用互聯網服務的十歲及以上人士的百分比。

Figures in brackets represent the percentage of persons aged 10 and over who had used Internet service in the past twelve months in the respective economic activity status groups.

表 6.2e 按使用互聯網服務的次數及曾使用的上網設備類別劃分的在過去十二個月曾使用互聯網服務的十歲及以上人士數目
 Table 6.2e Persons aged 10 and over who had used Internet service in the past twelve months by frequency of using Internet service and type of web device used for connection to Internet

使用互聯網服務的次數 Frequency of using Internet service	曾使用的上網設備類別 [#] Type of web device used for connection to Internet [#]					
	固定上網設備 Non-mobile web device		流動上網設備 Mobile web device		合計 Overall	
	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %
少於一個月一次 Less than once a month	138.7	5.3	62.7	43.5	142.5	5.5
少於一星期一次但 最少一個月一次 Less than once a week but at least once a month	260.2	10.0	36.2	25.1	260.0	10.0
一星期一次或以上 Once or more a week	2 194.2	84.6	45.3	31.4	2 198.8	84.5
最少每日一次 At least once a day	1 251.4	48.3	16.7	11.6	1 252.8	48.2
二至四日一次 Once every 2 to 4 days	576.2	22.2	12.3	8.5	577.8	22.2
五至七日一次 Once every 5 to 7 days	366.6	14.1	16.3	11.3	368.2	14.2
總計 Total	2 593.1	100.0	144.2	100.0	2 601.3	100.0

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 6.3 按使用互聯網服務的主要目的及經濟活動身分劃分的在過去十二個月曾透過固定上網設備使用互聯網服務的十歲及以上人士數目
Table 6.3 Persons aged 10 and over who had used Internet service via non-mobile web device in the past twelve months by major purpose of using Internet service and economic activity status

	經濟活動身分				
	Economic activity status				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	
使用互聯網服務的主要目的# Major purpose of using Internet service#					
瀏覽網頁(不包括政府網頁) Browsing / surfing the web pages (excluding Government homepage)	1 161.7 (67.3%)	495.5 (67.6%)	55.2 (61.0%)	25.2 (58.8%)	1 737.6 (67.0%)
與外界聯絡 Communication with others	1 191.4 (69.0%)	389.1 (53.1%)	36.8 (40.6%)	22.8 (53.2%)	1 640.1 (63.2%)
上網搜尋資料/下載資料 (不包括政府資料) Searching for / downloading information online (excluding Government information)	846.9 (49.1%)	367.0 (50.1%)	25.5 (28.2%)	14.5 (33.9%)	1 254.0 (48.4%)
上網閱讀雜誌/報章 Reading magazine / newspaper online	787.3 (45.6%)	253.2 (34.5%)	44.3 (48.9%)	18.1 (42.3%)	1 103.0 (42.5%)
上網使用政府網頁服務(例如：瀏覽 政府網頁或下載政府申請表格) Using services provided by Government homepage online (e.g. browsing Government homepage or downloading Government application form)	524.4 (30.4%)	123.4 (16.8%)	16.6 (18.4%)	9.0 (20.9%)	673.4 (26.0%)
上網下載軟件 Downloading software online	397.1 (23.0%)	211.9 (28.9%)	7.3 (8.0%)	5.6 (13.0%)	621.9 (24.0%)

註釋：* 從事經濟活動人士包括就業人士及失業人士。

可選擇多項答案。

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用互聯網服務的十歲及以上人士的百分比。

Notes : * Economically active persons comprise employed persons and unemployed persons.

Multiple answers were allowed.

Figures in brackets represent the percentage of persons aged 10 and over who had used Internet service in the past twelve months in the respective economic activity status groups.

表 6.3 (續) 按使用互聯網服務的主要目的及經濟活動身分劃分的在過去十二個月曾透過固定上網設備使用互聯網服務的十歲及以上人士數目
Table 6.3 Persons aged 10 and over who had used Internet service via non-mobile web device in the past twelve months by major purpose of using Internet service and economic activity status

使用互聯網服務的主要目的 [#] (續) Major purpose of using Internet service [#] (Cont'd)	經濟活動身分 Economic activity status				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
		人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	
玩電腦遊戲 Playing PC games	270.5 (15.7%)	264.2 (36.0%)	14.7 (16.2%)	6.1 (14.1%)	555.3 (21.4%)
上網使用電子商業服務 Using electronic business services online	325.5 (18.9%)	29.6 (4.0%)	11.8 (13.0%)	7.9 (18.5%)	374.7 (14.5%)
聽歌 Listening songs	174.3 (10.1%)	167.0 (22.8%)	6.4 (7.0%)	4.4 (10.3%)	352.1 (13.6%)
上網使用政府網頁服務 (例如：繳費或申請) Using online services provided by Government homepage (e.g. bill payment or application)	154.6 (9.0%)	26.1 (3.6%)	6.5 (7.2%)	3.4 (7.8%)	190.5 (7.3%)
使用內聯網(例如：搜尋內部資料及內部聯絡) Using Intranet (e.g. searching internal information and for internal communication)	69.6 (4.0%)	3.7 (0.5%)	- (-)	0.2 (0.5%)	73.6 (2.8%)
合計 Overall	1 726.5	733.1	90.6	42.9	2 593.1

註釋：* 從事經濟活動人士包括就業人士及失業人士。

可選擇多項答案。

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用互聯網服務的十歲及以上人士的百分比。

Notes: * Economically active persons comprise employed persons and unemployed persons.

Multiple answers were allowed.

Figures in brackets represent the percentage of persons aged 10 and over who had used Internet service in the past twelve months in the respective economic activity status groups.

表 6.4 按透過流動上網設備使用互聯網服務的主要目的劃分的在過去十二個月曾透過流動上網設備使用互聯網服務的十歲及以上人士數目
Table 6.4 Persons aged 10 and over who had used Internet service via mobile web device in the past twelve months by major purpose of using Internet service via mobile web device

透過流動上網設備使用互聯網服務的主要目的 [#] Major purpose of using Internet service via mobile web device [#]	人數 No. of persons ('000)	百分比 %
查閱資訊(例如：新聞、股票價格、樓盤資訊、 交通消息等) Searching for information (e.g. news, stock price, property information, traffic news, etc)	67.5	46.8
查閱娛樂及消閒指南(例如：電影資料、 購物指南、食肆指南等) Searching for entertainment and leisure guide (e.g. movies information, shopping guides, restaurant guides, etc)	61.8	42.8
與外界聯絡(例如：收發電子郵件等) Communication with others (e.g. sending or receiving e-mail, etc)	50.0	34.7
下載圖像、鈴聲等 Downloading graphics, ringing tones, etc	38.3	26.5
網上玩遊戲 Playing games online	19.7	13.7
使用電子商貿服務(例如：銀行服務、訂票、預訂 酒店/機位、訂購百貨/超市商品、網上拍賣等) Using e-commerce service (e.g. using banking services, making ticket reservations, making hotel / air ticket reservations, buying goods from department stores / supermarkets, joining auction online, etc)	13.4	9.3
其他 Others	2.1	1.4
合計 Overall	144.2	

註釋：[#] 可選擇多項答案。

Note：[#] Multiple answers were allowed.

表 6.5a 按每星期使用互聯網服務的時間及年齡劃分的在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士數目
 Table 6.5a Persons aged 10 and over who had used Internet service at least once a week in the past twelve months by time spent in using Internet service per week and age

	年齡組別						合計
	Age group						
每星期使用互聯網服務的時間(小時)	10 - 14	15 - 24	25 - 34	35 - 44	45 - 54	≥ 55	Overall
Time spent in using Internet service per week (hours)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)
< 1	51.6 (18.6%)	14.3 (2.2%)	12.7 (2.0%)	19.1 (4.1%)	6.3 (4.2%)	2.0 (7.6%)	106.0 (4.8%)
1 - < 5	131.2 (47.3%)	173.8 (26.3%)	178.3 (28.6%)	166.7 (36.1%)	57.3 (38.4%)	11.7 (45.6%)	719.0 (32.7%)
5 - < 10	51.3 (18.5%)	151.5 (22.9%)	124.6 (20.0%)	98.5 (21.3%)	29.8 (19.9%)	4.2 (16.3%)	460.0 (20.9%)
10 - < 20	29.2 (10.5%)	164.8 (24.9%)	141.6 (22.7%)	89.3 (19.3%)	30.6 (20.5%)	4.9 (18.9%)	460.4 (20.9%)
20 - < 30	10.0 (3.6%)	75.0 (11.3%)	62.9 (10.1%)	39.5 (8.6%)	14.3 (9.6%)	1.2 (4.8%)	203.1 (9.2%)
30 - < 40	2.3 (0.8%)	35.2 (5.3%)	33.9 (5.4%)	22.3 (4.8%)	3.6 (2.4%)	0.6 (2.5%)	97.9 (4.5%)
40 - < 50	0.6 (0.2%)	20.8 (3.2%)	36.9 (5.9%)	13.7 (3.0%)	3.8 (2.5%)	0.7 (2.7%)	76.5 (3.5%)
≥ 50	1.0 (0.4%)	25.4 (3.8%)	31.6 (5.1%)	13.0 (2.8%)	3.6 (2.4%)	0.4 (1.5%)	75.1 (3.4%)
不定 Not fixed	- (-)	- (-)	0.7 (0.1%)	0.2 (~)	- (-)	- (-)	0.9 (~)
總計 Total	277.3 (100.0%)	660.9 (100.0%)	623.4 (100.0%)	462.2 (100.0%)	149.3 (100.0%)	25.7 (100.0%)	2 198.8 (100.0%)
平均時間(小時) Average duration (hours)	5.1	13.6	14.8	11.3	10.3	8.5	12.1

註釋：~ 少於 0.05%。

Notes : ~ Less than 0.05%.

括號內的數字顯示在個別年齡組別中佔所有在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士的百分比。

Figures in brackets represent the percentage of persons aged 10 and over who had used Internet service at least once a week in the past twelve months in the respective age groups.

表 6.5b 按每星期使用互聯網服務的時間及經濟活動身分劃分的在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士數目
Table 6.5b Persons aged 10 and over who had used Internet service at least once a week in the past twelve months by time spent in using Internet service per week and economic activity status

	經濟活動身分				
	從事經濟活動人士* Economically active persons*	非從事經濟活動人士 Economically inactive persons			合計 Overall
		學生 Students	料理家務者 Home-makers	其他 Others	
每星期使用互聯網服務的時間(小時) Time spent in using Internet service per week (hours)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)	人數 No. of persons ('000)
< 1	40.0 (2.7%)	61.5 (9.7%)	3.4 (5.9%)	1.0 (3.2%)	106.0 (4.8%)
1 - < 5	444.6 (30.1%)	234.0 (36.9%)	28.4 (49.7%)	12.0 (37.3%)	719.0 (32.7%)
5 - < 10	301.4 (20.4%)	138.9 (21.9%)	12.2 (21.3%)	7.5 (23.4%)	460.0 (20.9%)
10 - < 20	328.3 (22.2%)	118.6 (18.7%)	8.2 (14.3%)	5.3 (16.6%)	460.4 (20.9%)
20 - < 30	145.6 (9.9%)	50.5 (8.0%)	3.3 (5.8%)	3.7 (11.5%)	203.1 (9.2%)
30 - < 40	78.6 (5.3%)	16.6 (2.6%)	1.2 (2.1%)	1.5 (4.6%)	97.9 (4.5%)
40 - < 50	69.6 (4.7%)	6.0 (0.9%)	0.3 (0.4%)	0.7 (2.0%)	76.5 (3.5%)
≥ 50	66.9 (4.5%)	7.6 (1.2%)	0.2 (0.4%)	0.4 (1.4%)	75.1 (3.4%)
不定 Not fixed	0.9 (0.1%)	- (-)	- (-)	- (-)	0.9 (~)
總計 Total	1 475.9 (100.0%)	633.7 (100.0%)	57.1 (100.0%)	32.1 (100.0%)	2 198.8 (100.0%)
平均時間(小時) Average duration (hours)	13.8	8.6	6.7	10.3	12.1

註釋：* 從事經濟活動人士包括就業人士及失業人士。

~ 少於 0.05%。

括號內的數字顯示在個別經濟活動身分組別中佔所有在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士的百分比。

Notes : * Economically active persons comprise employed persons and unemployed persons.

~ Less than 0.05%.

Figures in brackets represent the percentage of persons aged 10 and over who had used Internet service at least once a week in the past twelve months in the respective economic activity status groups.

表 6.5c 按每星期使用互聯網服務的時間及曾使用的上網設備類別劃分的在過去十二個月曾使用互聯網服務最少每星期一次的十歲及以上人士數目
Table 6.5c Persons aged 10 and over who had used Internet service at least once a week in the past twelve months by time spent in using Internet service per week and type of web device used for connection to Internet

每星期使用互聯網 服務的時間(小時) Time spent in using Internet service per week (hours)	曾使用的上網設備類別 [#] Type of web device used for connection to Internet [#]					
	固定上網設備 Non-mobile web device		流動上網設備 Mobile web device		合計 Overall	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
< 1	104.6	4.8	12.8	28.3	106.0	4.8
1 - < 5	719.2	32.8	26.3	58.1	719.0	32.7
5 - < 10	458.6	20.9	3.7	8.1	460.0	20.9
10 - < 20	458.9	20.9	1.6	3.5	460.4	20.9
≥ 20	452.2	20.6	0.7	1.6	452.5	20.6
不定 Not fixed	0.7	~	0.2	0.5	0.9	~
總計 Total	2 194.2	100.0	45.3	100.0	2 198.8	100.0
平均時間(小時) Average duration (hours)	12.1		2.8		12.1	

註釋：# 可選擇多項答案。

~ 少於 0.05%。

Notes : # Multiple answers were allowed.

~ Less than 0.05%.

表 6.6 按使用互聯網服務的地方劃分的在過去十二個月曾透過固定上網設備使用互聯網服務最少每星期一次的十歲及以上人士數目
Table 6.6 Persons aged 10 and over who had used Internet service via non-mobile web device at least once a week in the past twelve months by place of using Internet service

使用互聯網服務的地方 [#] Place of using Internet service [#]	人數 No. of persons ('000)	百分比 %
在家 At home	1 755.7	80.0
在工作地方 At place of work	960.2	43.8
在學校 At place of study	481.2	21.9
在有由政府提供公眾電腦設施的地方 At places with public computer facilities provided by the Government	80.0	3.6
在其他地方 At other places	129.0	5.9
合計 Overall	2 194.2	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

7 電子商業服務的使用情況 Usage of electronic business services

7.1 在是項統計調查中，十五歲及以上人士被問及他們在過去十二個月有否為個人事務而使用下列各項電子商業服務：

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

曾使用電子商業服務的人士

7.2 約 4 933 600 名十五歲及以上人士在過去十二個月曾為個人事務而使用一項或多項上述的電子商業服務，佔全港所有十五歲及以上人士的88.5%。(表 7.1a 及圖 7.1)

7.1 In the survey, persons aged 15 and over were asked whether they had used the following types of electronic business services for personal matters in the past twelve months :

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

Persons who had used electronic business services

7.2 Some 4 933 600 persons aged 15 and over had used one or more types of the above-mentioned electronic business services for personal matters in the past twelve months, constituting 88.5% of all persons aged 15 and over in Hong Kong. (Table 7.1a and Chart 7.1)

*年齡及性別**Age and sex*

7.3 在該 4 933 600 人中，39.6% 年齡小於三十五歲，而 26.4% 年齡介乎三十五至四十四歲。曾使用電子商業服務的比率在年齡小於四十五歲的人士中較高，介乎 95.6% 與 97.7% 之間。相比之下，年齡介乎五十五至六十四歲的人士中，只有 80.2% 在過去十二個月曾使用電子商業服務，而年齡在六十五歲及以上人士的比率則為 54.3%。 (表 7.1a)

7.3 Of those 4 933 600 persons, 39.6% were aged below 35 and 26.4% were aged 35-44. The rate of having used electronic business services was relatively higher for persons aged below 45, ranging from 95.6%-97.7%. In comparison, only 80.2% of persons aged 55-64 and 54.3% of those aged 65 and over had used electronic business services in the past twelve months. (Table 7.1a)

7.4 按性別分析，男性曾使用電子商業服務的比率為 89.9%，較女性的 87.2% 稍高。 (表 7.1a)

7.4 Analysed by sex, the rate of having used electronic business services was slightly higher for males, at 89.9%, as against 87.2% for females. (Table 7.1a)

*教育程度**Educational attainment*

7.5 十五歲及以上人士在過去十二個月曾使用電子商業服務的比率隨着教育程度增加。具小學及以下教育程度人士的比率為 70.7%，具中學/預科教育程度人士的比率為 95.2%，而具專上教育程度人士的比率則為 98.9%。 (表 7.1b)

7.5 The rate of persons aged 15 and over having used electronic business services in the past twelve months increased with educational attainment. It was 70.7% for persons with primary and lower educational attainment, 95.2% for those with secondary / matriculation educational attainment and 98.9% for those with tertiary educational attainment. (Table 7.1b)

*經濟活動身分**Economic activity status*

7.6 約三分之二(68.2%)在過去十二個月曾使用電子商業服務的人士都是從事經濟活動人士。另外有 12.2% 為料理家務者；8.6% 為退休人士及 8.3% 為學生。曾使用電子商業服務的比率在從事經濟活動人士(96.0%)及學生(94.3%)中較高。 (表 7.1c)

7.6 About two-thirds (68.2%) of the persons who had used electronic business services in the past twelve months were economically active. Another 12.2% were home-makers, 8.6% were retired persons and 8.3% were students. The rates of having used electronic business services were relatively higher for economically active persons (96.0%) and students (94.3%). (Table 7.1c)

*曾使用的電子商業服務類別**Type of electronic business services used*

7.7 約 4 687 700 人在過去十二個月曾使用八達通咭，佔所有十五歲及以上人士的 84.1%。其他較普遍被使用的電子商業服務為「透過自動櫃員機提款、存款、轉賬或查詢戶口結餘」(63.5%)、「使用電子現金/易辦事服務」(31.4%)及「使用電話透過繳費聆服務繳費」(21.0%)。 (表 7.1d 及圖 7.2)

7.7 Some 4 687 700 persons had used the Octopus card in the past twelve months, constituting 84.1% of all persons aged 15 and over. The other commonly used electronic business services were “withdrawing / depositing / transferring money or checking account balance via ATM” (63.5%), “using e-cash / EPS” (31.4%) and “using telephone to settle payment by PPS” (21.0%). (Table 7.1d and Chart 7.2)

曾使用個別電子商業服務類別的人士

7.8 在過去十二個月曾使用個別電子商業服務類別的十五歲及以上人士被問及他們使用該些服務的次數。

使用個別電子商業服務類別的次數

7.9 在過去十二個月曾使用過「八達通咭」的人士中，91.2%最少每星期使用一次。其他較頻密被使用的電子商業服務包括「透過自動櫃員機提款、存款、轉賬或查詢戶口結餘」(73.9%曾使用此服務的人士表示最少每星期使用一次)及「上網搜尋財經資料」(72.6%)。(表 7.2)

曾進行網上電子商貿交易的人士

7.10 統計調查結果亦發現約 529 500 名十五歲及以上人士(佔所有十五歲及以上人士的9.5%)在過去十二個月曾為個人事務而進行一項或多項下列的網上電子商貿交易：

- 上網買賣股票
 - 上網訂座/訂票
 - 上網購買/訂購貨物及服務
 - 使用網上拍賣服務
 - 使用網上銀行服務(例如：轉賬)
 - 上網繳費
- (表 7.3a 及圖 7.1)

年齡及性別

7.11 在該 529 500 人中，64.4%年齡小於三十五歲，而26.9%年齡介乎三十五至四十四歲。曾進行網上電子商貿交易的比率在年紀較輕的人士中較高。年齡介乎十五至二十四歲人士的比率為 12.9%；而年齡介乎二十五至三十四歲人士的比率則為20.3%。相比之下，年齡介乎四十五至五十四歲的人士中，只有4.3%曾進行網

Persons who had used the respective types of electronic business services

7.8 For persons aged 15 and over who had used the respective types of electronic business services in the past twelve months, they were asked about the frequency of using such services.

Frequency of using the respective types of electronic business services

7.9 Among those persons who had used “Octopus card” in the past twelve months, 91.2% had used it at least once a week. The other frequently used electronic business services were “withdrawing / depositing / transferring money or checking account balance via ATM” (73.9% of the persons who had used this service reported that they had used it at least once a week) and “searching for financial information online” (72.6%). (Table 7.2)

Persons who had performed electronic commerce transactions online

7.10 The survey results also showed that some 529 500 persons aged 15 and over (or 9.5% of all persons aged 15 and over) had performed one or more types of the following electronic commerce transactions online for personal matters in the past twelve months :

- Trading stock online
 - Making reservation / booking tickets online
 - Purchasing / ordering goods and services online
 - Using auction service online
 - Using cyber-banking services (e.g. transferring money)
 - Settling payment online
- (Table 7.3a and Chart 7.1)

Age and sex

7.11 Of those 529 500 persons, 64.4% were aged below 35 and 26.9% were aged 35-44. The rate of having performed electronic commerce transactions online was relatively higher for younger persons, being 12.9% for those aged 15-24 and 20.3% for those aged 25-34. In comparison, only 4.3% of persons aged 45-54 and

上電子商貿交易，而年齡在五十五歲及以上人士的比率則為 0.3%。（表 7.3a）

7.12 按性別分析，男性曾進行網上電子商貿交易的比率為 11.3%，較女性的比率(7.8%)為高。（表 7.3a）

教育程度

7.13 曾進行網上電子商貿交易的比率在具專上教育程度的人士中顯著為高，達 31.3%。具小學及以下教育程度人士的比率為0.3%，而具中學/預科教育程度人士的比率則為 8.1%。（表 7.3b）

經濟活動身分

7.14 按經濟活動身分分析，大部分(88.8%)在過去十二個月曾進行網上電子商貿交易的人士都是從事經濟活動人士。另外 7.5%為學生及 2.4%為料理家務者。曾進行網上電子商貿交易的比率在從事經濟活動人士(13.4%)及學生(9.1%)中較高。（表 7.3c）

未曾進行過任何網上電子商貿交易的人士

7.15 在 5 042 500 名於過去十二個月未曾進行過任何網上電子商貿交易的十五歲及以上人士中，約三分之二(65.7%)表示他們在該段期間沒有使用過互聯網服務。至於在餘下 1 730 500 名曾使用互聯網服務的人士中，最普遍提及沒有進行過網上電子商貿交易的原因為「沒有需要」(71.4%)。其他原因包括「擔心保安問題(例如：害怕洩漏資料或賬戶給盜用等)」(23.1%)、「有其他途徑可供選擇」(15.3%)、「不懂得使用」(4.6%)及「害怕入錯資料」(3.9%)。（表 7.4）

0.3% of those aged 55 and over had performed such transactions. (Table 7.3a)

7.12 Analysed by sex, the rate of having performed electronic commerce transactions online was relatively higher for males, at 11.3%, as against 7.8% for females. (Table 7.3a)

Educational attainment

7.13 The rate of having performed electronic commerce transactions online was substantially higher for persons with tertiary educational attainment, at 31.3%, compared with 0.3% for persons with primary and lower educational attainment and 8.1% for those with secondary / matriculation educational attainment. (Table 7.3b)

Economic activity status

7.14 Analysed by economic activity status, the majority (88.8%) of the persons who had performed electronic commerce transactions online in the past twelve months were economically active. Another 7.5% were students and 2.4% were home-makers. The rates of having performed electronic commerce transactions online were relatively higher for economically active persons (13.4%) and students (9.1%). (Table 7.3c)

Persons who had not performed any electronic commerce transactions online

7.15 Of the 5 042 500 persons aged 15 and over who had not performed any electronic commerce transactions online in the past twelve months, about two-thirds (65.7%) reported that they had not used Internet service during that period. For the remaining 1 730 500 persons who had used Internet service, the most commonly cited reason for not performing electronic commerce transactions online was “no such need” (71.4%). Other reasons included “concern about security (e.g. fear of leakage of information, thief of account, etc.)” (23.1%), “other choices available” (15.3%), “did not know how to use” (4.6%) and “fear of inputting inaccurate information” (3.9%). (Table 7.4)

曾使用網上購物服務的人士

7.16 約 313 300 名十五歲及以上人士在過去十二個月曾使用一項或多項網上購物服務，佔全港所有十五歲及以上人士的5.6%。（表 7.5a 及圖 7.1）

年齡及性別

7.17 在該 313 300 人中，71.6%年齡小於三十五歲，而 22.6%年齡介乎三十五至四十四歲。曾使用網上購物服務的比率在年紀較輕的人士中顯著較高。年齡介乎十五至二十四歲人士的比率為 9.5%；而年齡介乎二十五至三十四歲人士的比率則為12.5%。相比之下，年齡在四十五歲及以上人士曾使用網上購物服務的比率低於 2%。（表 7.5a）

7.18 按性別分析，男性曾使用網上購物服務的比率為6.4%，較女性的比率(4.9%)為高。（表 7.5a）

教育程度

7.19 十五歲及以上人士曾使用網上購物服務的比率隨着教育程度增加。具小學及以下教育程度人士的比率為0.2%，具中學/預科教育程度人士的比率為 4.5%，而具專上教育程度人士的比率則為 19.5%。（表 7.5b）

經濟活動身分

7.20 按經濟活動身分分析，大部分(86.7%)在過去十二個月曾使用網上購物服務的人士都是從事經濟活動人士。另外10.2%為學生及2.1%為料理家務者。曾使用網上購物服務的比率在從事經濟活動人士(7.8%)及學生(7.3%)中明顯較高。（表 7.5c）

Persons who had used online purchasing services

7.16 Some 313 300 persons aged 15 and over had used one or more types of online purchasing services in the past twelve months, constituting 5.6% of all persons aged 15 and over in Hong Kong. (Table 7.5a and Chart 7.1)

Age and sex

7.17 Of those 313 300 persons, 71.6% were aged below 35 and 22.6% were aged 35-44. The rate of having used online purchasing services was significantly higher for younger persons, being 9.5% for those aged 15-24 and 12.5% for those aged 25-34. In comparison, only less than 2% of persons aged 45 and over had used online purchasing services. (Table 7.5a)

7.18 Analysed by sex, the rate of having used online purchasing services was relatively higher for males, at 6.4%, as against 4.9% for females. (Table 7.5a)

Educational attainment

7.19 The rate of persons aged 15 and over having used online purchasing services increased with educational attainment. It was 0.2% for persons with primary and lower educational attainment, 4.5% for those with secondary / matriculation educational attainment and 19.5% for those with tertiary educational attainment. (Table 7.5b)

Economic activity status

7.20 Analysed by economic activity status, the majority (86.7%) of the persons who had used online purchasing services in the past twelve months were economically active. Another 10.2% were students and 2.1% were homemakers. The rates of having used online purchasing services were substantially higher for economically active persons (7.8%) and students (7.3%). (Table 7.5c)

在過去三十日曾使用網上購物服務的人士

7.21 在過去十二個月曾使用網上購物服務的十五歲及以上人士被問及他們在過去三十日有否使用該服務。若有，他們再被問及在網上購買的商品/服務總額及曾購買的商品/服務類別。

在網上購買的商品/服務總額

7.22 在過去十二個月曾使用網上購物服務的人士中，約122 100人在過去三十日曾使用該服務。他們當中，47.3%在網上購買商品/服務少於 \$500；17.6%，\$500-\$999；18.2%，\$1,000-\$1,999；9.2%，\$2,000-\$4,999；和 7.7%，\$5,000 及以上。他們在網上購買的商品/服務總額中位數為\$500。（表 7.6a）

在網上曾購買的商品/服務類別

7.23 就該122 100名在過去三十日曾使用網上購物服務的人士而言，最普遍使用的網上服務為「網上訂票」（43.1%），其次為「網上購買書本及報刊」（22.0%）、「網上購買以電子方式傳送的商品」（13.9%）及「網上安排旅遊事宜」（11.5%）。（表 7.6b）

曾透過電子方式使用政府服務的人士

7.24 統計調查結果發現約 1 870 200 名十五歲及以上人士在過去十二個月曾為個人事務而透過電子方式使用一項或多項的政府服務（包括查閱政府網頁、遞交申請及繳交費用等），佔全港所有十五歲及以上人士的33.6%。他們當中，約 64.3%曾透過互聯網使用政府服務；38.4%透過繳費聆服務；23.3%透過自動電話接聽系統；19.9%透過自動櫃員機；及9.8%透過電子現金/易辦事服務。（表 7.7 及圖 7.1）

Persons who had used online purchasing services in the past 30 days

7.21 For persons aged 15 and over who had used online purchasing services in the past twelve months, they were asked whether they had used such services in the past 30 days and if so, the amount spent in purchasing goods / services online and types of goods / services purchased online.

Amount spent in purchasing goods / services online

7.22 Of those persons who had used online purchasing services in the past twelve months, some 122 100 persons had used such services in the past 30 days. Among them, 47.3% spent less than \$500 in purchasing goods / services online; 17.6%, \$500-\$999; 18.2%, \$1,000-\$1,999; 9.2%, \$2,000-\$4,999; and 7.7%, \$5,000 and more. The median amount which they spent in purchasing goods / services online was \$500. (Table 7.6a)

Type of goods / services purchased online

7.23 For the 122 100 persons who had used online purchasing services in the past 30 days, “online ticket reservation” (43.1%) was the online service most commonly used, followed by “online purchasing of books, newspapers and magazines” (22.0%), “online purchasing of goods delivered via electronic means” (13.9%) and “online travel arrangement” (11.5%). (Table 7.6b)

Persons who had used Government services via electronic means

7.24 The survey results showed that some 1 870 200 persons aged 15 and over had used one or more types of Government services (including browsing Government web pages, submitting applications and making bill payments) via electronic means for personal matters in the past twelve months, constituting 33.6% of all persons aged 15 and over in Hong Kong. Among them, some 64.3% had used Government services via Internet; 38.4%, PPS; 23.3%, IVRS; 19.9%, ATM; and 9.8%, e-cash / EPS. (Table 7.7 and Chart 7.1)

年齡及性別

7.25 在該 1 870 200 人中，56.0%年齡小於三十五歲，而30.2%年齡介乎三十五至四十四歲。曾透過電子方式使用政府服務的比率在年紀較輕的人士中較高。年齡介乎十五至二十四歲人士的比率為 46.6%；而年齡介乎二十五至三十四歲人士的比率則為56.3%。相比之下，年齡介乎五十五至六十四歲的人士中，只有7.0%在過去十二個月曾透過電子方式使用政府服務，而年齡在六十五歲及以上人士的比率則為1.0%。（表 7.8a）

7.26 按性別分析，男性及女性曾透過電子方式使用政府服務的比率相同，均為33.6%。（表 7.8a）

教育程度

7.27 十五歲及以上人士曾透過電子方式使用政府服務的比率在具專上教育程度的人士中明顯為高，達72.5%。具小學及以下教育程度人士的比率為4.7%，而具中學/預科教育程度人士的比率則為 37.8%。（表 7.8b）

經濟活動身分

7.28 按經濟活動身分分析，大部分(80.9%)在過去十二個月曾透過電子方式使用政府服務的人士都是從事經濟活動人士。另外10.6%為學生及6.1%為料理家務者。曾透過電子方式使用政府服務的比率在學生(45.5%)及從事經濟活動人士(43.2%)中顯著較高。（表 7.8c）

Age and sex

7.25 Of those 1 870 200 persons, 56.0% were aged below 35 and 30.2% were aged 35-44. The rate of having used Government services via electronic means was relatively higher for younger persons, being 46.6% for those aged 15-24 and 56.3% for those aged 25-34. In comparison, only 7.0% of persons aged 55-64 and 1.0% of those aged 65 and over had used Government services via electronic means in the past twelve months. (Table 7.8a)

7.26 Analysed by sex, the rate of having used Government services via electronic means was the same for males and females, both at 33.6%. (Table 7.8a)

Educational attainment

7.27 The rate of persons aged 15 and over having used Government services via electronic means was substantially higher for persons with tertiary educational attainment, at 72.5%. It was only 4.7% for persons with primary and lower educational attainment and 37.8% for those with secondary / matriculation educational attainment. (Table 7.8b)

Economic activity status

7.28 Analysed by economic activity status, the majority (80.9%) of the persons who had used Government services via electronic means in the past twelve months were economically active. Another 10.6% were students and 6.1% were home-makers. The rates of having used Government services via electronic means were considerably higher for students (45.5%) and economically active persons (43.2%). (Table 7.8c)

圖7.1 按曾否在過去十二個月使用個別電子服務類別劃分的十五歲及以上人士的百分比分布
Chart 7.1 Percentage distribution of persons aged 15 and over by whether had used the respective types of electronic services in the past twelve months

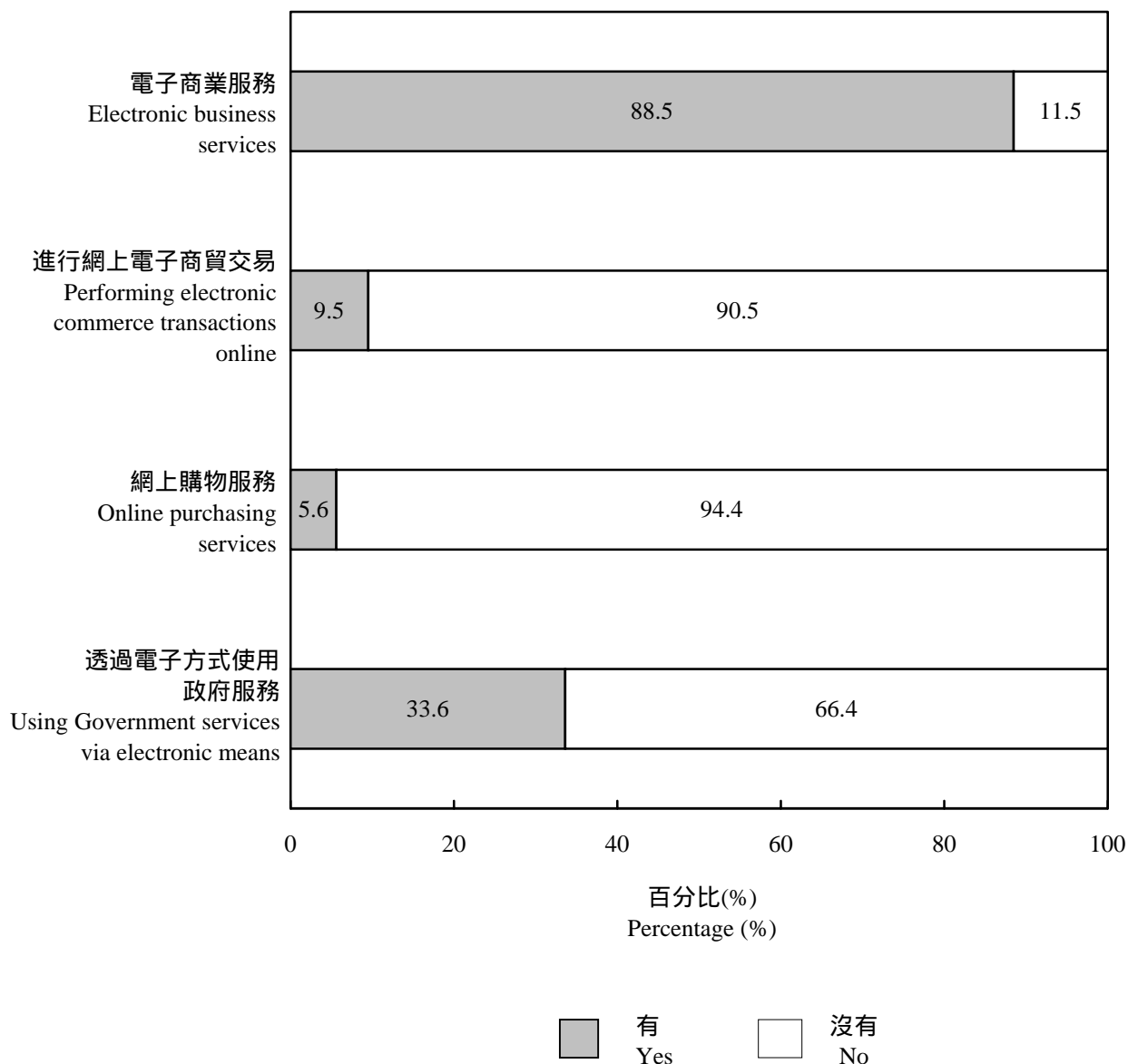


圖7.2 按曾使用的電子商業服務類別劃分的在過去十二個月曾使用個別電子商業服務類別的十五歲及以上人士的比率
Chart 7.2 Rate of persons aged 15 and over who had used various types of electronic business services in the past twelve months by type of electronic business services used

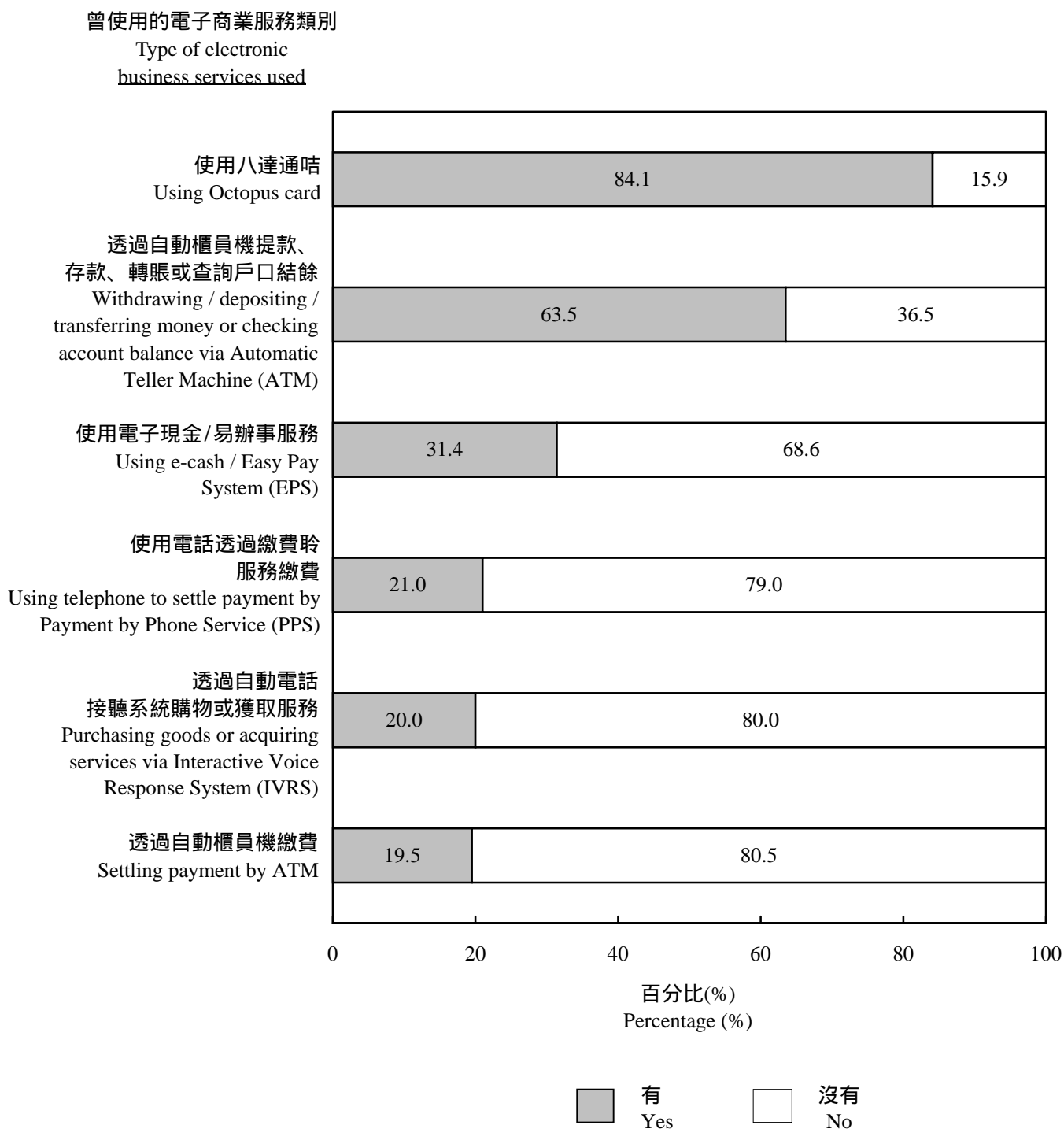


表 7.1a 按年齡/性別劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目
Table 7.1a Persons aged 15 and over who had used electronic business services in the past twelve months by age / sex

年齡組別/性別 Age group / sex	人數 No. of persons ('000)	百分比 %	比率* Rate*
年齡組別 Age group			
15 - 24	876.3	17.8	95.6
25 - 34	1 076.5	21.8	97.7
35 - 44	1 303.6	26.4	96.0
45 - 54	879.1	17.8	91.0
55 - 64	401.5	8.1	80.2
≥ 65	396.6	8.0	54.3
性別 Sex			
男 Male	2 421.0	49.1	89.9
女 Female	2 512.6	50.9	87.2
合計 Overall	4 933.6	100.0	88.5

註釋：* 在個別年齡/性別組別中佔所有人士的百分比。以所有十五至二十四歲的人士為例，95.6%在過去十二個月曾使用電子商業服務。

Note: * As a percentage of all persons in the respective age / sex groups. For example, among all persons aged 15-24, 95.6% had used electronic business services in the past twelve months.

表 7.1b 按教育程度劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目
Table 7.1b Persons aged 15 and over who had used electronic business services in the past twelve months by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	1 161.3	23.5	70.7
中學/預科 Secondary / matriculation	2 893.3	58.6	95.2
專上教育 Tertiary	878.9	17.8	98.9
合計 Overall	4 933.6	100.0	88.5

註釋： * 在個別教育程度組別中佔所有十五歲及以上人士的百分比。以所有具專上教育程度的十五歲及以上人士為例，98.9%在過去十二個月曾使用電子商業服務。

Note : * As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons aged 15 and over with tertiary education, 98.9% had used electronic business services in the past twelve months.

表 7.1c 按經濟活動身分劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目
Table 7.1c Persons aged 15 and over who had used electronic business services in the past twelve months by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	3 364.5	68.2	96.0
非從事經濟活動 Economically inactive	1 569.1	31.8	75.9
學生 Students	410.9	8.3	94.3
退休人士 Retired persons	425.9	8.6	58.3
料理家務者 Home-makers	601.4	12.2	83.6
其他 Others	130.9	2.7	72.8
合計 Overall	4 933.6	100.0	88.5

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

* 在個別經濟活動身分組別中佔所有十五歲及以上人士的百分比。以所有從事經濟活動人士為例，96.0%在過去十二個月曾使用電子商業服務。

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

* As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons, 96.0% had used electronic business services in the past twelve months.

表 7.1d 按曾使用的電子商業服務類別劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目
Table 7.1d Persons aged 15 and over who had used electronic business services in the past twelve months by type of electronic business services used

曾使用的電子商業服務類別# Type of electronic business services used#	人數 No. of persons ('000)	百分比 %	比率* Rate*
使用八達通咭 Using Octopus card	4 687.7	95.0	84.1
透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 Withdrawing / depositing / transferring money or checking account balance via Automatic Teller Machine (ATM)	3 540.2	71.8	63.5
使用電子現金/易辦事服務 Using e-cash / Easy Pay System (EPS)	1 752.0	35.5	31.4
使用電話透過繳費聆服務繳費 Using telephone to settle payment by Payment by Phone Service (PPS)	1 168.2	23.7	21.0
透過自動電話接聽系統購物或獲取服務 Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)	1 112.1	22.5	20.0
透過自動櫃員機繳費 Settling payment by ATM	1 085.8	22.0	19.5
上網搜尋職位空缺資料 Searching for job vacancies online	396.9	8.0	7.1
上網搜尋財經資料(例如：股票價格) Searching for financial information online (e.g. stock prices)	390.8	7.9	7.0
使用網上銀行服務(例如：轉賬) Using cyber-banking services (e.g. transferring money)	281.5	5.7	5.1
上網搜尋貨物/服務資料 Searching for information on goods / services online	254.2	5.2	4.6
上網購買/訂購貨物及服務 Purchasing / ordering goods and services online	190.4	3.9	3.4

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 佔所有十五歲及以上人士的百分比。

* As a percentage of all persons aged 15 and over.

表 7.1d (續) 按曾使用的電子商業服務類別劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目

Table 7.1d Persons aged 15 and over who had used electronic business services in the (Cont'd) past twelve months by type of electronic business services used

曾使用的電子商業服務類別#(續) Type of electronic business services used# (Cont'd)	人數 No. of persons ('000)	百分比 %	比率* Rate*
上網繳費 Settling payment online	177.0	3.6	3.2
上網訂座/訂票 Making reservation / booking tickets online	163.6	3.3	2.9
透過流動電訊網絡以互動短訊 服務方式進行交易或獲取服務 (例如：銀行服務、股票報價等) Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)	156.6	3.2	2.8
上網要求客戶服務(例如：安排送貨) Requesting customer services online (e.g. arranging product delivery)	83.7	1.7	1.5
上網買賣股票 Trading stock online	82.7	1.7	1.5
使用網上拍賣服務 Using auction service online	67.9	1.4	1.2
合計 Overall	4 933.6		88.5

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 佔所有十五歲及以上人士的百分比。

* As a percentage of all persons aged 15 and over.

表 7.2 按曾使用的電子商業服務類別及使用電子商業服務的次數劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目
 Table 7.2 Persons aged 15 and over who had used electronic business services in the past twelve months by type of electronic business services used and frequency of using electronic business services

曾使用的電子商業服務類別# Type of electronic business services used#	使用電子商業服務的次數 Frequency of using electronic business services							
	最少每星期一次 At least once a week		少於一星期一次但最少一個月一次 Less than once a week but at least once a month		少於一個月一次 Less than once a month		總計 Total	
	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %
使用八達通咭 Using Octopus card	4 275.0	91.2	289.2	6.2	123.4	2.6	4 687.7	100.0
透過自動櫃員機提款、存款、轉賬或查詢戶口結餘 Withdrawing / depositing / transferring money or checking account balance via Automatic Teller Machine (ATM)	2 617.6	73.9	799.6	22.6	122.9	3.5	3 540.2	100.0
上網搜尋財經資料 (例如：股票價格) Searching for financial information online (e.g. stock prices)	283.6	72.6	64.9	16.6	42.4	10.8	390.8	100.0
使用網上銀行服務(例如：轉賬) Using cyber-banking services (e.g. transferring money)	139.7	49.6	106.4	37.8	35.4	12.6	281.5	100.0
上網搜尋貨物/服務資料 Searching for information on goods / services online	125.2	49.3	82.1	32.3	46.9	18.4	254.2	100.0
透過流動電訊網絡以互動短訊服務方式進行交易或獲取服務 (例如：銀行服務、股票報價等) Making transactions or acquiring services via interactive short message services of mobile telecommunications network (e.g. banking services, checking stock prices, etc.)	62.6	39.9	58.8	37.5	35.3	22.5	156.6	100.0

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 7.2 (續) 按曾使用的電子商業服務的類別及使用電子商業服務的次數劃分的在過去十二個月曾使用電子商業服務的十五歲及以上人士數目
 Table 7.2 Persons aged 15 and over who had used electronic business services in the past twelve months by type of electronic business services used and frequency of using the electronic business services

曾使用的電子商業服務類別(續) [#] Type of electronic business services used (Cont'd) [#]	使用電子商業服務的次數 Frequency of using the electronic business services							
	最少每星期一次 At least once a week		少於一星期一次但最少一個月一次 Less than once a week but at least once a month		少於一個月一次 Less than once a month		總計 Total	
	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %
透過自動電話接聽系統購物或獲取服務 Purchasing goods or acquiring services via Interactive Voice Response System (IVRS)	414.0	37.2	442.1	39.8	256.0	23.0	1 112.1	100.0
上網搜尋職位空缺資料 Searching for job vacancies online	141.8	35.7	120.6	30.4	134.5	33.9	396.9	100.0
上網買賣股票 Trading stock online	28.7	34.8	26.3	31.8	27.7	33.5	82.7	100.0
使用電子現金/易辦事服務 Using e-cash / Easy Pay System (EPS)	490.5	28.0	776.3	44.3	485.2	27.7	1 752.0	100.0
使用電話透過繳費聆服務繳費 Using telephone to settle payment by Payment by Phone Service (PPS)	266.6	22.8	774.1	66.3	127.5	10.9	1 168.2	100.0
上網繳費 Settling payment online	39.5	22.3	99.7	56.4	37.8	21.3	177.0	100.0
使用網上拍賣服務 Using auction service online	12.8	18.9	21.8	32.1	33.3	49.0	67.9	100.0
透過自動櫃員機繳費 Settling payment by ATM	184.9	17.0	709.3	65.3	191.7	17.7	1 085.8	100.0
上網要求客戶服務(例如：安排送貨) Requesting customer services online (e.g. arranging product delivery)	13.2	15.8	31.2	37.3	39.2	46.9	83.7	100.0
上網訂座/訂票 Making reservation / booking tickets online	15.0	9.1	62.4	38.1	86.2	52.7	163.6	100.0
上網購買/訂購貨物及服務 Purchasing / ordering goods and services online	14.9	7.8	70.8	37.2	104.7	55.0	190.4	100.0

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 7.3a 按年齡/性別劃分的在過去十二個月曾進行網上電子商貿交易的十五歲及以上人士數目
Table 7.3a Persons aged 15 and over who had performed electronic commerce transactions online in the past twelve months by age / sex

年齡組別/性別 Age group / sex	人數 No. of persons ('000)	百分比 %	比率* Rate*
年齡組別 Age group			
15 - 24	117.8	22.2	12.9
25 - 34	223.6	42.2	20.3
35 - 44	142.7	26.9	10.5
45 - 54	41.4	7.8	4.3
≥ 55	4.1	0.8	0.3
性別 Sex			
男 Male	305.5	57.7	11.3
女 Female	224.0	42.3	7.8
合計 Overall	529.5	100.0	9.5

註釋：* 在個別年齡/性別組別中佔所有人士的百分比。以所有十五至二十四歲的人士為例，12.9%在過去十二個月曾進行網上電子商貿交易。

Note: * As a percentage of all persons in the respective age / sex groups. For example, among all persons aged 15-24, 12.9% had performed electronic commerce transactions online in the past twelve months.

表 7.3b 按教育程度劃分的在過去十二個月曾進行網上電子商貿交易的十五歲及以上人士數目
Table 7.3b Persons aged 15 and over who had performed electronic commerce transactions online in the past twelve months by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	4.5	0.9	0.3
中學/預科 Secondary / matriculation	246.4	46.5	8.1
專上教育 Tertiary	278.6	52.6	31.3
合計 Overall	529.5	100.0	9.5

註釋： * 在個別教育程度組別中佔所有十五歲及以上人士的百分比。以所有具專上教育程度的十五歲及以上人士為例，31.3%在過去十二個月曾進行網上電子商貿交易。

Note : * As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons aged 15 and over with tertiary education, 31.3% had performed electronic commerce transactions online in the past twelve months.

表 7.3c 按經濟活動身分劃分的在過去十二個月曾進行網上電子商貿交易的十五歲及以上人士數目
 Table 7.3c Persons aged 15 and over who had performed electronic commerce transactions online in the past twelve months by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	470.2	88.8	13.4
非從事經濟活動 Economically inactive	59.3	11.2	2.9
學生 <i>Students</i>	39.7	7.5	9.1
退休人士 <i>Retired persons</i>	2.1	0.4	0.3
料理家務者 <i>Home-makers</i>	12.9	2.4	1.8
其他 <i>Others</i>	4.7	0.9	2.6
合計 Overall	529.5	100.0	9.5

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

* 在個別經濟活動身分組別中佔所有十五歲及以上人士的百分比。以所有從事經濟活動人士為例，13.4%在過去十二個月曾進行網上電子商貿交易。

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

* As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons, 13.4% had performed electronic commerce transactions online in the past twelve months.

表 7.4 按在過去十二個月曾否使用互聯網服務/沒有進行任何網上電子商貿交易的原因劃分的在過去十二個月未曾進行過任何網上電子商貿交易的十五歲及以上人士數目

Table 7.4 Persons aged 15 and over who had not performed any electronic commerce transactions online in the past twelve months by whether had used Internet service in the past twelve months / reason for not performing any electronic commerce transactions online

在過去十二個月曾否使用互聯網服務/ 沒有進行任何網上電子商貿交易的原因 [#] Whether had used Internet service in the past twelve months / reason for not performing any electronic commerce transactions online [#]	人數 No. of persons (‘000)	百分比 %
有 [#] Yes [#]	1 730.5	34.3
沒有需要 No such need	1 235.5	(71.4)
擔心保安問題(例如：害怕洩漏資料或 賬戶給盜用等) Concern about security (e.g. fear of leakage of information, thief of account, etc.)	399.3	(23.1)
有其他途徑可供選擇 Other choices available	264.1	(15.3)
不懂得使用 Did not know how to use	79.6	(4.6)
害怕入錯資料 Fear of inputting inaccurate information	68.1	(3.9)
其他 Others	10.9	(0.6)
沒有 No	3 312.0	65.7
總計 Total	5 042.5	100.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

括號內的數字顯示所有在過去十二個月曾使用互聯網服務而沒有進行任何網上電子商貿交易的十五歲及以上人士中所佔的百分比。

Figures in brackets represent the percentages in respect of all persons aged 15 and over who had used Internet service but had not performed any electronic commerce transactions online in the past twelve months.

表 7.5a 按年齡/性別劃分的在過去十二個月曾使用網上購物服務的十五歲及以上人士數目
 Table 7.5a Persons aged 15 and over who had used online purchasing services in the past twelve months by age / sex

年齡組別/性別 Age group / sex	人數 No. of persons ('000)	百分比 %	比率* Rate*
年齡組別 Age group			
15 - 24	87.2	27.8	9.5
25 - 34	137.2	43.8	12.5
35 - 44	70.8	22.6	5.2
45 - 54	16.7	5.3	1.7
≥ 55	1.4	0.4	0.1
性別 Sex			
男 Male	173.4	55.3	6.4
女 Female	139.9	44.7	4.9
合計 Overall	313.3	100.0	5.6

註釋：* 在個別年齡/性別組別中佔所有人士的百分比。以所有十五至二十四歲的人士為例，9.5%在過去十二個月曾使用網上購物服務。

Note: * As a percentage of all persons in the respective age / sex groups. For example, among all persons aged 15-24, 9.5% had used online purchasing services in the past twelve months.

表 7.5b 按教育程度劃分的在過去十二個月曾使用網上購物服務的十五歲及以上人士數目
Table 7.5b Persons aged 15 and over who had used online purchasing services in the past twelve months by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	2.7	0.9	0.2
中學/預科 Secondary / matriculation	137.5	43.9	4.5
專上教育 Tertiary	173.1	55.2	19.5
合計 Overall	313.3	100.0	5.6

註釋：* 在個別教育程度組別中佔所有十五歲及以上人士的百分比。以所有具專上教育程度的十五歲及以上人士為例，19.5%在過去十二個月曾使用網上購物服務。

Note : * As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons aged 15 and over with tertiary education, 19.5% had used online purchasing services in the past twelve months.

表 7.5c 按經濟活動身分劃分的在過去十二個月曾使用網上購物服務的十五歲及以上人士數目
 Table 7.5c Persons aged 15 and over who had used online purchasing services in the past twelve months by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	271.7	86.7	7.8
非從事經濟活動 Economically inactive	41.5	13.3	2.0
學生 Students	31.9	10.2	7.3
料理家務者 Home-makers	6.7	2.1	0.9
其他 Others	2.9	0.9	0.3
合計 Overall	313.3	100.0	5.6

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

* 在個別經濟活動身分組別中佔所有十五歲及以上人士的百分比。以所有從事經濟活動人士為例，7.8%在過去十二個月曾使用網上購物服務。

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

* As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons, 7.8% had used online purchasing services in the past twelve months.

表 7.6a 按在過去三十日在網上購買的商品/服務總額劃分的在過去三十日曾使用網上購物服務的十五歲及以上人士數目
Table 7.6a Persons aged 15 and over who had used online purchasing services in the past 30 days by amount spent in purchasing goods / services online in the past 30 days

在過去三十日在網上購買的商品/服務總額(港元) Amount spent in purchasing goods / services online in the past 30 days (HK\$)	人數 No. of persons ('000)	百分比 %
< 200	17.6	14.4
200 - 499	40.2	32.9
500 - 999	21.5	17.6
1,000 - 1,999	22.3	18.2
2,000 - 4,999	11.2	9.2
5,000 - 9,999	5.7	4.7
≥ 10,000	3.7	3.0
總計 Total	122.1	100.0
中位數(港元) Median (HK\$)		500

表 7.6b 按在過去三十日曾在網上購買的商品/服務類別劃分的在過去三十日曾使用網上購物服務的十五歲及以上人士數目
Table 7.6b Persons aged 15 and over who had used online purchasing services in the past 30 days by type of goods / services purchased online in the past 30 days

在過去三十日曾在網上購買的商品/服務類別# Type of goods / services purchased online in the past 30 days#	人數 No. of persons ('000)	百分比 %
網上訂票 Online ticket reservation	52.6	43.1
網上購買書本及報刊 Online purchasing of books, newspapers and magazines	26.9	22.0
網上購買以電子方式傳送的商品 Online purchasing of goods delivered via electronic means	16.9	13.9
網上安排旅遊事宜 Online travel arrangement	14.1	11.5
網上購買禮物 Online purchasing of gifts	12.9	10.5
網上購買電器 Online purchasing of electrical appliances	12.3	10.1
網上購買日常用品及食物 Online purchasing of daily necessities and food	10.8	8.9
網上購買衣服鞋襪 Online purchasing of clothes and accessories	8.5	7.0
網上購買鐳射唱片/錄影帶/光碟/鐳射數碼光碟 Online purchasing of CDs / video tapes / VCDs / DVDs	2.8	2.4
網上租用體育場地 Online reservation of sport courts	1.9	1.5
網上購買古董 Online purchasing of antiques	1.6	1.3
網上購買電腦硬件 Online purchasing of computer hardware	1.1	0.9
合計 Overall	122.1	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 7.7 按有否在過去十二個月透過電子方式使用政府服務/曾使用的電子方式類別劃分的十五歲及以上人士數目
 Table 7.7 Persons aged 15 and over by whether had used Government services via electronic means in the past twelve months / type of electronic means used

有否在過去十二個月透過電子方式使用政府服務/曾使用的電子方式類別 Whether had used Government services via electronic means in the past twelve months / type of electronic means used [#]	人數 No. of persons ('000)	百分比 %
有 [#] Yes [#]	1 870.2	33.6
互聯網 Internet	1 202.9	(64.3)
繳費聆 Payment by Phone Service (PPS)	719.1	(38.4)
自動電話接聽系統 Interactive Voice Response System (IVRS)	436.0	(23.3)
自動櫃員機 Automatic Teller Machine (ATM)	372.4	(19.9)
電子現金/易辦事服務 E-cash / Easy Pay System (EPS)	183.7	(9.8)
沒有 No	3 701.9	66.4
總計 Total	5 572.1	100.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

括號內的數字顯示所有在過去十二個月曾透過電子方式使用政府服務的十五歲及以上人士中所佔的百分比。

Figures in brackets represent the percentages in respect of all persons aged 15 and over who had used Government services via electronic means in the past twelve months.

表 7.8a 按年齡/性別劃分的在過去十二個月曾透過電子方式使用政府服務的十五歲及以上人士數目
Table 7.8a Persons aged 15 and over who had used Government services via electronic means in the past twelve months by age / sex

年齡組別/性別 Age group / sex	人數 No. of persons (‘000)	百分比 %	比率* Rate*
年齡組別 Age group			
15 - 24	426.9	22.8	46.6
25 - 34	620.2	33.2	56.3
35 - 44	564.7	30.2	41.6
45 - 54	216.1	11.6	22.4
55 - 64	35.3	1.9	7.0
≥ 65	7.0	0.4	1.0
性別 Sex			
男 Male	903.5	48.3	33.6
女 Female	966.7	51.7	33.6
合計 Overall	1 870.2	100.0	33.6

註釋：* 在個別年齡/性別組別中佔所有人士的百分比。以所有十五至二十四歲的人士為例，46.6%在過去十二個月曾透過電子方式使用政府服務。

Note : * As a percentage of all persons in the respective age / sex groups. For example, among all persons aged 15-24, 46.6% had used Government services via electronic means in the past twelve months.

表 7.8b 按教育程度劃分的在過去十二個月曾透過電子方式使用政府服務的十五歲及以上人士數目
Table 7.8b Persons aged 15 and over who had used Government services via electronic means in the past twelve months by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	77.4	4.1	4.7
中學/預科 Secondary / matriculation	1 148.3	61.4	37.8
專上教育 Tertiary	644.5	34.5	72.5
合計 Overall	1 870.2	100.0	33.6

註釋： * 在個別教育程度組別中佔所有十五歲及以上人士的百分比。以所有具專上教育程度的十五歲及以上人士為例，72.5%在過去十二個月曾透過電子方式使用政府服務。

Note : * As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons aged 15 and over with tertiary education, 72.5% had used Government services via electronic means in the past twelve months.

表 7.8c 按經濟活動身分劃分的在過去十二個月曾透過電子方式使用政府服務的十五歲及以上人士數目
Table 7.8c Persons aged 15 and over who had used Government services via electronic means in the past twelve months by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	1 513.8	80.9	43.2
非從事經濟活動 Economically inactive	356.5	19.1	17.2
學生 <i>Students</i>	198.4	10.6	45.5
退休人士 <i>Retired persons</i>	16.0	0.9	2.2
料理家務者 <i>Home-makers</i>	114.8	6.1	15.9
其他 <i>Others</i>	27.2	1.5	15.2
合計 Overall	1 870.2	100.0	33.6

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

* 在個別經濟活動身分組別中佔所有十五歲及以上人士的百分比。以所有從事經濟活動人士為例，43.2%在過去十二個月曾透過電子方式使用政府服務。

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

* As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons, 43.2% had used Government services via electronic means in the past twelve months.

8 對「公共服務電子化計劃」的認識 Awareness of Electronic Service Delivery scheme

8.1 政府在二零零零年十二月推出「公共服務電子化計劃」，透過互聯網及其他電子方式提供公共服務予市民。有見及此，在是項統計調查中所有十五歲及以上的人士均被問及他們是否認識此項計劃；若是，他們曾否使用該計劃所包括的服務。至於該些不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務的人士，他們均被問及在未來十二個月會否使用該些服務。

認識「公共服務電子化計劃」的人士

8.2 在統計時約1 803 700名十五歲及以上人士認識「公共服務電子化計劃」，佔全港所有十五歲及以上人士的 32.4%。（表 8.1a 及圖 8.1）

年齡及性別

8.3 在該1 803 700人中，54.6%年齡小於三十五歲，而27.8%年齡介乎三十五至四十四歲。年紀較輕的人士認識「公共服務電子化計劃」的比率較高。年齡介乎十五至二十四歲人士的比率為48.9%；年齡介乎二十五至三十四歲人士的比率為48.8%；而年齡介乎三十五至四十四歲人士的比率則為36.9%。相比之下，年齡介乎五十五至六十四歲的人士中，只有11.5%認識「公共服務電子化計劃」；年齡在六十五歲及以上的人士中，則只有4.6%認識此計劃。（表 8.1a）

8.4 按性別分析，認識此計劃的人士中，男性佔 51.3%，而女性則佔 48.7%。相對而言，男性認識此計劃的比率(34.4%)較女性(30.5%)為高。（表 8.1a）

教育程度

8.5 在該 1 803 700 人中，8.1%具小學及以下教育程度，61.1%具中學/預科教育程度及30.7%具專上教育程度。具專上教育程度的人士認識「公共服務電子化計劃」的比率最高，達62.4%。（表 8.1b）

8.1 The Government launched the Electronic Service Delivery (ESD) scheme in December 2000 with the purpose of providing public services via Internet and other electronic means to the community. In view of this, all persons aged 15 and over in the survey were asked whether they were aware of the ESD scheme and if so, whether they had ever used the services covered by the scheme. For those persons who were not aware of the ESD scheme / had not used the services covered by the scheme, they were asked about their likelihood of using such services in the next twelve months.

Persons who were aware of the ESD scheme

8.2 Some 1 803 700 persons aged 15 and over were aware of the ESD scheme at the time of enumeration, constituting 32.4% of all persons aged 15 and over in Hong Kong. (Table 8.1a and Chart 8.1)

Age and sex

8.3 Of those 1 803 700 persons, 54.6% were aged below 35 and 27.8% were aged 35-44. Younger persons had relatively higher rates of being aware of the ESD scheme, at 48.9% for persons aged 15-24, 48.8% for those aged 25-34 and 36.9% for those aged 35-44. In comparison, only 11.5% of persons aged 55-64 and 4.6% of persons aged 65 and over were aware of the ESD scheme. (Table 8.1a)

8.4 Analysed by sex, 51.3% of the persons who were aware of the ESD scheme were males and 48.7% were females. Relatively speaking, the rate of being aware of the ESD scheme was higher for males (34.4%) than their female counterparts (30.5%). (Table 8.1a)

Educational attainment

8.5 Among those 1 803 700 persons, 8.1% had primary and lower educational attainment, 61.1% had secondary / matriculation educational attainment and 30.7% had tertiary educational attainment. The rate of being aware of the ESD

經濟活動身分

8.6 按經濟活動身分分析，認識「公共服務電子化計劃」的人士中，76.5%為從事經濟活動人士。另外12.1%為學生及7.3%為料理家務者。認識此計劃人士的比率在學生(49.9%)及從事經濟活動人士(39.4%)中較高。(表 8.1c)

曾否使用「公共服務電子化計劃」所包括的服務

8.7 由於是項統計調查是在「公共服務電子化計劃」推出只數月後進行，所以在該 1 803 700 名認識該計劃的人士中，只有 3.9%過往曾使用該計劃所包括的服務。他們當中，最普遍提及曾使用的服務類別為「詢問服務」(46.6%)，其次為「求職及招聘」(30.6%)及「電子理財」(23.7%)。(表 8.1d 及圖 8.1)

會否使用「公共服務電子化計劃」所包括的服務

8.8 約 5 501 000 名十五歲及以上人士不認識「公共服務電子化計劃」或從未使用過該計劃所包括的服務。他們當中，約 366 100 人(6.6%)表示一定會/多數會在未來十二個月使用該計劃所包括的服務。此外，13.8%表示不肯定會否使用該些服務；38.0%表示多數不會使用該些服務；而41.5%則表示一定不會使用該些服務。(表 8.2a)

年齡及性別

8.9 按年齡組別分析，年紀較輕的人士有較大傾向使用「公共服務電子化計劃」所包括的服務。表示一定會/多數會在未來十二個月使用該些服務的人士佔十五至二十四歲人士的10.2%，而年齡介乎二十五至三十四歲人士的相應百分比為11.1%。相比之下，年齡較長人士的相應百分比極低。(表 8.2a)

scheme was the highest for persons with tertiary educational attainment, at 62.4%. (Table 8.1b)

Economic activity status

8.6 Analysed by economic activity status, 76.5% of the persons who were aware of the ESD scheme were economically active. Another 12.1% were students and 7.3% were homemakers. The rates of being aware of the ESD scheme were relatively higher for students (49.9%) and economically active persons (39.4%). (Table 8.1c)

Whether had used the services covered by the ESD scheme

8.7 As the survey was conducted only several months after the launching of the ESD scheme, only 3.9% of the 1 803 700 persons who were aware of the ESD scheme had ever used the services covered by the scheme. Among them, the most commonly cited type of services used was “enquiry services” (46.6%), followed by “job seeking and recruitment” (30.6%) and “financial management” (23.7%). (Table 8.1d and Chart 8.1)

Likelihood of using the services covered by the ESD scheme

8.8 Some 5 501 000 persons aged 15 and over were neither aware of the ESD scheme nor had ever used the services covered by that scheme. Among them, some 366 100 (6.6%) indicated that they would definitely / very likely use the services covered by the ESD scheme in the next twelve months. Another 13.8% reported that they were uncertain, while 38.0% reported that they would very unlikely use the services and 41.5% said that they would definitely not use the services. (Table 8.2a)

Age and sex

8.9 Analysed by age group, younger persons had greater likelihood of using the services covered by the ESD scheme. The percentages of persons who indicated that they would definitely / very likely use the services in the next twelve months were 10.2% for those aged 15-24 and 11.1% for those aged 25-34. In comparison, the corresponding percentages for older persons were much smaller. (Table 8.2a)

8.10 相對而言，在該 5 501 000 名人士中，男性有稍微較大傾向使用「公共服務電子化計劃」所包括的服務。約 7.3% 的男性表示一定會/多數會使用該些服務，而女性的相應百分比則為 6.0%。（表 8.2a）

教育程度

8.11 具專上教育程度的人士中，15.9% 表示一定會/多數會在未來十二個月使用「公共服務電子化計劃」所包括的服務。具小學及以下教育程度與具中學/預科教育程度的人士的相應百分比分別為 0.8% 及 7.2%。（表 8.2b）

經濟活動身分

8.12 按經濟活動身分分析，學生使用「公共服務電子化計劃」所包括的服務的可能性最高。約 10.7% 的學生表示一定會/多數會在未來十二個月使用該些服務。從事經濟活動人士的相應百分比為 8.4%；料理家務者，2.9%；及退休人士，0.4%。（表 8.2c）

是否認識「公共服務電子化計劃」

8.13 在該 5 501 000 名人士中，約 1 732 600 人認識「公共服務電子化計劃」。當中約 12.3% 表示一定會/多數會在未來十二個月使用該計劃所包括的服務。而在完全不認識該計劃的人士中，相應的百分比則明顯較低，只有 4.0%。（表 8.2d）

會/可能會使用「公共服務電子化計劃」所包括的服務的人士

8.14 表示在未來十二個月一定會/多數會使用「公共服務電子化計劃」所包括的服務或可能會使用該些服務的人士均被問及他們將會/可能會使用哪些類別的服務。

8.10 Relatively speaking, among those 5 501 000 persons, males had slightly greater likelihood of using the services covered by the ESD scheme. Some 7.3% of males indicated that they would definitely / very likely use such services, as against 6.0% for females. (Table 8.2a)

Educational attainment

8.11 For persons with tertiary educational attainment, 15.9% said that they would definitely / very likely use the services covered by the ESD scheme in the next twelve months. The corresponding percentages for those with primary and lower educational attainment and secondary / matriculation educational attainment were 0.8% and 7.2% respectively. (Table 8.2b)

Economic activity status

8.12 Analysed by economic activity status, students had the greatest likelihood of using the services covered by the ESD scheme. Some 10.7% of students claimed that they would definitely / very likely use such services in the next twelve months, as against 8.4% for economically active persons, 2.9% for home-makers and 0.4% for retired persons. (Table 8.2c)

Whether being aware of the ESD scheme

8.13 Among those 5 501 000 persons, some 1 732 600 were aware of the ESD scheme. About 12.3% of them indicated that they would definitely / very likely use the services covered by the ESD scheme in the next twelve months. A considerably lower percentage of 4.0% was recorded for those who were not aware of the ESD scheme at all. (Table 8.2d)

Persons who would / probably would use the services covered by the ESD scheme

8.14 Persons who indicated that they would definitely / very likely use the services covered by the ESD scheme as well as those who probably would use such services in the next twelve months were asked about the types of services which they would / probably would use.

8.15 在該 1 127 200 名表示會/可能會在未來十二個月使用「公共服務電子化計劃」所包括的服務的人士中，約57.4%將會使用「電子理財」服務及約半數(50.2%)會使用「詢問服務」。其他較多人提及的服務包括「求職及招聘」(39.1%)、「登記服務」(36.3%)、「預約申請」(35.8%)、「更改個人資料」(32.0%)及「申請牌照/證書」(31.8%)。(表 8.3)

不會使用「公共服務電子化計劃」所包括的服務的人士

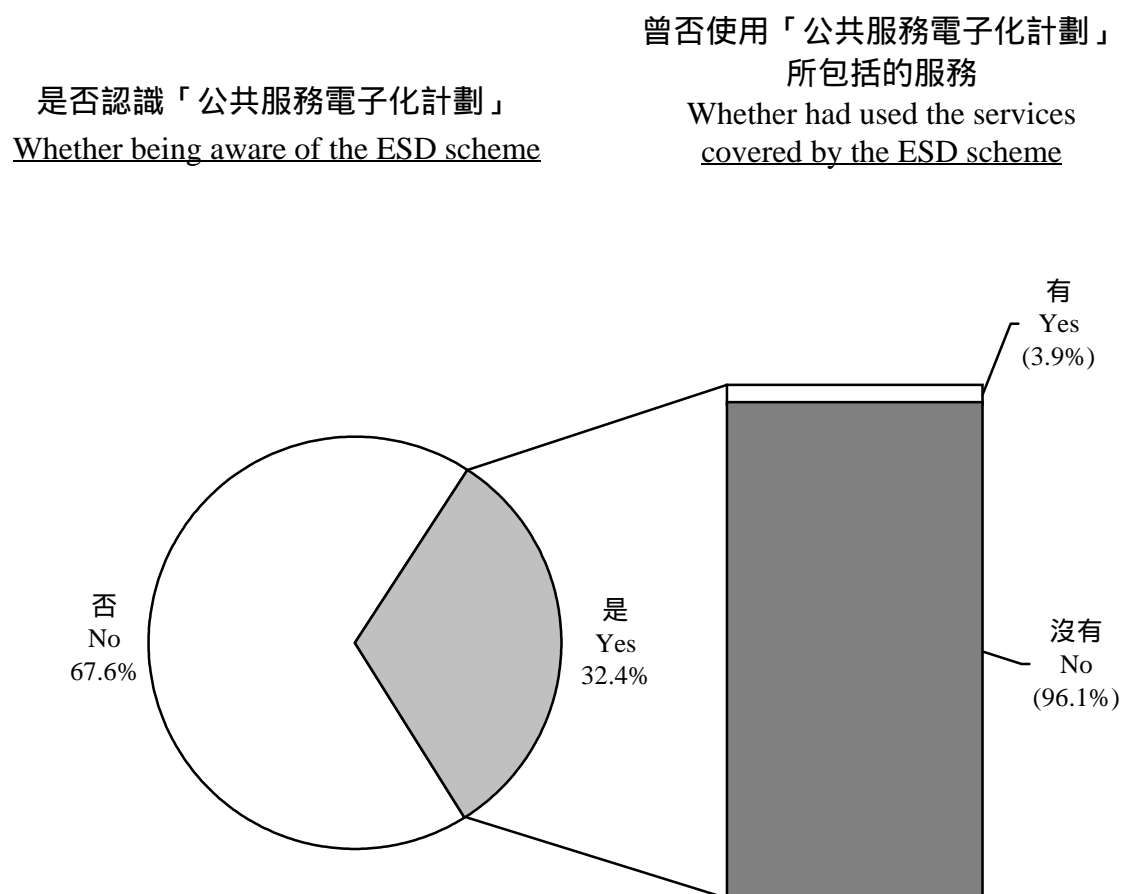
8.16 約 4 373 800 人表示一定不會/多數不會在未來十二個月使用「公共服務電子化計劃」所包括的服務。接近一半(46.8%)的人士表示其主要原因為「不懂得使用電腦」。其他較普遍提及不會使用該些服務的原因為「沒有需要」(46.0%)、「有其他途徑可供選擇」(15.5%)及「不懂得使用互聯網服務」(11.5%)。(表 8.4)

8.15 Of the 1 127 200 persons who would / probably would use the services covered by the ESD scheme in the next twelve months, some 57.4% would use the services for “financial management” and about half (50.2%) would use the “enquiry services”. The other commonly mentioned services included “job seeking and recruitment” (39.1%), “registration” (36.3%), “appointment booking” (35.8%), “change of personal particulars” (32.0%) and “application for licences / certificates” (31.8%). (Table 8.3)

Persons who would not use the services provided by the ESD scheme

8.16 Some 4 373 800 persons claimed that they would definitely not / very unlikely use the services covered by the ESD scheme in the next twelve months. Nearly half (46.8%) of them mentioned “did not know how to use computer” as the major reason. The other commonly cited reasons for not using the services were “no need” (46.0%), “other choices available” (15.5%) and “did not know how to use Internet service” (11.5%). (Table 8.4)

圖 8.1 按是否認識「公共服務電子化計劃」及曾否使用「公共服務電子化計劃」所包括的服務劃分的十五歲及以上人士的百分比分布
Chart 8.1 Percentage distribution of persons aged 15 and over by whether being aware of the Electronic Service Delivery (ESD) scheme and whether had used the services covered by the ESD scheme



註釋： 括號內的數字顯示在所有認識「公共服務電子化計劃」的十五歲及以上人士中所佔的百分比。

Note : Figures in brackets represent the percentages in respect of all persons aged 15 and over who were aware of the ESD scheme.

表 8.1a 按年齡/性別劃分的認識「公共服務電子化計劃」的十五歲及以上人士數目
Table 8.1a Persons aged 15 and over who were aware of the Electronic Service Delivery (ESD) scheme by age / sex

年齡組別/性別 Age group / sex	人數 No. of persons ('000)	百分比 %	比率* Rate*
年齡組別 Age group			
15 - 24	447.9	24.8	48.9
25 - 34	537.2	29.8	48.8
35 - 44	501.0	27.8	36.9
45 - 54	226.4	12.6	23.4
55 - 64	57.5	3.2	11.5
≥ 65	33.7	1.9	4.6
性別 Sex			
男 Male	926.1	51.3	34.4
女 Female	877.6	48.7	30.5
合計 Overall	1 803.7	100.0	32.4

註釋：* 在個別年齡/性別組別中佔所有人士的百分比。以所有十五至二十四歲的人士為例，48.9% 認識「公共服務電子化計劃」。

Note: * As a percentage of all persons in the respective age / sex groups. For example, among all persons aged 15-24, 48.9% were aware of the ESD scheme.

表 8.1b 按教育程度劃分的認識「公共服務電子化計劃」的十五歲及以上人士數目
Table 8.1b Persons aged 15 and over who were aware of the Electronic Service Delivery (ESD) scheme by educational attainment

教育程度 Educational attainment	人數 No. of persons ('000)	百分比 %	比率* Rate*
未受教育/幼稚園/小學 No schooling / kindergarten / primary	147.0	8.1	8.9
中學/預科 Secondary / matriculation	1 102.2	61.1	36.3
專上教育 Tertiary	554.5	30.7	62.4
合計 Overall	1 803.7	100.0	32.4

註釋：* 在個別教育程度組別中佔所有十五歲及以上人士的百分比。以所有具專上教育程度的十五歲及以上人士為例，62.4%認識「公共服務電子化計劃」。

Note: * As a percentage of all persons aged 15 and over in the respective educational attainment groups. For example, among all persons aged 15 and over with tertiary education, 62.4% were aware of the ESD scheme.

表 8.1c 按經濟活動身分劃分的認識「公共服務電子化計劃」的十五歲及以上人士數目
 Table 8.1c Persons aged 15 and over who were aware of the Electronic Service Delivery (ESD) scheme by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons ('000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	1 380.2	76.5	39.4
非從事經濟活動 Economically inactive	423.5	23.5	20.5
學生 Students	217.5	12.1	49.9
退休人士 Retired persons	40.1	2.2	5.5
料理家務者 Home-makers	130.9	7.3	18.2
其他 Others	34.9	1.9	19.4
合計 Overall	1 803.7	100.0	32.4

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

* 在個別經濟活動身分組別中佔所有十五歲及以上人士的百分比。以所有從事經濟活動的人士為例，39.4% 認識「公共服務電子化計劃」。

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

* As a percentage of all persons aged 15 and over in the respective economic activity status groups. For example, among all economically active persons, 39.4% were aware of the ESD scheme.

表 8.1d 按曾否使用「公共服務電子化計劃」所包括的服務/曾使用的服務類別劃分的認識「公共服務電子化計劃」的十五歲及以上人士數目
 Table 8.1d Persons aged 15 and over who were aware of the Electronic Service Delivery (ESD) scheme by whether had used the services covered by the ESD scheme / type of services used

曾否使用「公共服務電子化計劃」所包括的服務/ 曾使用的服務類別 [#]	人數 No. of persons (‘000)	百分比 %
有 [#] Yes [#]	71.1	3.9
詢問服務 Enquiry services	33.2	(46.6)
求職及招聘 Job seeking and recruitment	21.7	(30.6)
電子理財 Financial management	16.8	(23.7)
申請牌照/證書 Application for licences / certificates	12.0	(16.8)
預約申請 Appointment booking	8.7	(12.2)
登記服務 Registration	8.5	(12.0)
更改個人資料 Change of personal particulars	6.3	(8.8)
商業管理 Business management	4.4	(6.2)
沒有 No	1 732.6	96.1
總計 Total	1 803.7	100.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

括號內的數字顯示在所有曾使用「公共服務電子化計劃」所包括的服務的十五歲及以上人士中所佔的百分比。

Figures in brackets represent the percentages in respect of all persons aged 15 and over who had used the services covered by the ESD scheme.

表 8.2a 按年齡/性別及在未來十二個月會否使用「公共服務電子化計劃」所包括的服務劃分的不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務的十五歲及以上人士數目

Table 8.2a Persons aged 15 and over who were not aware of the Electronic Service Delivery (ESD) scheme / had not used the services covered by that scheme by age / sex and likelihood of using the services covered by the ESD scheme in the next twelve months

年齡組別/性別 Age group / sex	在未來十二個月會否使用 「公共服務電子化計劃」所包括的服務 Likelihood of using the services covered by the ESD scheme in the next twelve months					總計 Total No. of persons (‘000)
	一定會 Definitely	多數會 Very likely	可能會/ 可能不會 May / may not	多數不會 Very unlikely	一定不會 Definitely not	
	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	
年齡組別 Age group						
15 - 24	7.9 (0.9%)	83.5 (9.3%)	198.9 (22.3%)	409.5 (45.8%)	193.7 (21.7%)	893.5 (100.0%)
25 - 34	14.4 (1.3%)	105.5 (9.8%)	237.9 (22.1%)	459.3 (42.6%)	260.4 (24.2%)	1 077.4 (100.0%)
35 - 44	11.8 (0.9%)	96.4 (7.2%)	213.6 (15.9%)	575.3 (42.9%)	442.5 (33.0%)	1 339.7 (100.0%)
45 - 54	4.4 (0.5%)	35.6 (3.7%)	90.3 (9.4%)	377.3 (39.3%)	453.1 (47.2%)	960.8 (100.0%)
55 - 64	1.2 (0.2%)	4.6 (0.9%)	15.2 (3.0%)	147.4 (29.5%)	331.8 (66.3%)	500.1 (100.0%)
≥ 65	- (-)	0.8 (0.1%)	5.2 (0.7%)	124.1 (17.0%)	599.4 (82.2%)	729.5 (100.0%)
性別 Sex						
男 Male	21.4 (0.8%)	171.1 (6.5%)	385.6 (14.6%)	1 007.3 (38.0%)	1 064.3 (40.2%)	2 649.7 (100.0%)
女 Female	18.3 (0.6%)	155.3 (5.4%)	375.5 (13.2%)	1 085.6 (38.1%)	1 216.6 (42.7%)	2 851.3 (100.0%)
合計 Overall	39.7 (0.7%)	326.4 (5.9%)	761.1 (13.8%)	2 092.9 (38.0%)	2 280.8 (41.5%)	5 501.0 (100.0%)

表 8.2b 按教育程度及在未來十二個月會否使用「公共服務電子化計劃」所包括的服務劃分的不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務的十五歲及以上人士數目

Table 8.2b Persons aged 15 and over who were not aware of the Electronic Service Delivery (ESD) scheme / had not used the services covered by that scheme by educational attainment and likelihood of using the services covered by the ESD scheme in the next twelve months

	在未來十二個月會否使用 「公共服務電子化計劃」所包括的服務 Likelihood of using the services covered by the ESD scheme in the next twelve months					總計 Total
	一定會 Definitely	多數會 Very likely	可能會/ 可能不會 May / may not	多數不會 Very unlikely	一定不會 Definitely not	
	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	
教育程度 Educational attainment						人數 No. of persons (‘000)
未受教育/幼稚園/小學 No schooling / kindergarten / primary	2.3 (0.1%)	12.3 (0.7%)	40.8 (2.5%)	422.9 (25.7%)	1 164.8 (70.9%)	1 643.0 (100.0%)
中學/預科 Secondary / matriculation	24.1 (0.8%)	191.6 (6.4%)	497.1 (16.5%)	1 313.7 (43.7%)	977.6 (32.5%)	3 004.2 (100.0%)
專上教育 Tertiary	13.3 (1.6%)	122.5 (14.3%)	223.2 (26.1%)	356.3 (41.7%)	138.5 (16.2%)	853.8 (100.0%)
合計 Overall	39.7 (0.7%)	326.4 (5.9%)	761.1 (13.8%)	2 092.9 (38.0%)	2 280.8 (41.5%)	5 501.0 (100.0%)

表 8.2c 按經濟活動身分及在未來十二個月會否使用「公共服務電子化計劃」所包括的服務劃分的不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務的十五歲及以上人士數目

Table 8.2c Persons aged 15 and over who were not aware of the Electronic Service Delivery (ESD) scheme / had not used the services covered by that scheme by economic activity status and likelihood of using the services covered by the ESD scheme in the next twelve months

	在未來十二個月會否使用 「公共服務電子化計劃」所包括的服務 Likelihood of using the services covered by the ESD scheme in the next twelve months					總計 Total
	一定會 Definitely	多數會 Very likely	可能會/ 可能不會 May / may not	多數不會 Very unlikely	一定不會 Definitely not	
	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	
經濟活動身分 Economic activity status						人數 No. of persons (‘000)
從事經濟活動 ⁺ Economically active ⁺	32.7 (0.9%)	258.7 (7.5%)	612.3 (17.8%)	1 437.0 (41.7%)	1 104.9 (32.1%)	3 445.5 (100.0%)
非從事經濟活動 Economically inactive	7.1 (0.3%)	67.7 (3.3%)	148.8 (7.2%)	655.9 (31.9%)	1 175.9 (57.2%)	2 055.4 (100.0%)
學生 Students	4.2 (1.0%)	41.4 (9.7%)	87.8 (20.6%)	202.7 (47.5%)	90.9 (21.3%)	426.9 (100.0%)
退休人士 Retired persons	0.7 (0.1%)	1.9 (0.3%)	6.0 (0.8%)	132.8 (18.2%)	589.4 (80.7%)	730.8 (100.0%)
料理家務者 Home-makers	1.8 (0.3%)	18.4 (2.6%)	43.7 (6.1%)	264.4 (36.8%)	390.8 (54.3%)	719.1 (100.0%)
其他 Others	0.4 (0.2%)	6.0 (3.3%)	11.3 (6.3%)	56.0 (31.4%)	104.9 (58.7%)	178.6 (100.0%)
合計 Overall	39.7 (0.7%)	326.4 (5.9%)	761.1 (13.8%)	2 092.9 (38.0%)	2 280.8 (41.5%)	5 501.0 (100.0%)

註釋：⁺ 從事經濟活動人士包括就業人士及失業人士。

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

表 8.2d 按在未來十二個月會否使用「公共服務電子化計劃」所包括的服務及是否認識該計劃劃分的不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務的十五歲及以上人士數目

Table 8.2d Persons aged 15 and over who were not aware of the Electronic Service Delivery (ESD) scheme / had not used the services covered by that scheme by likelihood of using the services covered by the ESD scheme in the next twelve months and whether being aware of that scheme

在未來十二個月會否使用 「公共服務電子化計劃」 所包括的服務 Likelihood of using the services covered by the ESD scheme in the next twelve months	是否認識「公共服務電子化計劃」 Whether being aware of the ESD scheme					
	是 Yes		否 No		合計 Overall	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
一定會 Definitely	23.6	1.4	16.2	0.4	39.7	0.7
多數會 Very likely	189.1	10.9	137.3	3.6	326.4	5.9
可能會/可能不會 May / may not	457.5	26.4	303.5	8.1	761.1	13.8
多數不會 Very unlikely	731.3	42.2	1 361.6	36.1	2 092.9	38.0
一定不會 Definitely not	331.1	19.1	1 949.8	51.7	2 280.8	41.5
總計 Total	1 732.6	100.0	3 768.4	100.0	5 501.0	100.0

表 8.3 按會使用的「公共服務電子化計劃」的服務類別劃分的不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務但在未來十二個月會/可能會使用該些服務的十五歲及以上人士數目

Table 8.3 Persons aged 15 and over who were not aware of the Electronic Service Delivery (ESD) scheme / had not used the services covered by that scheme but would / probably would use them in the next twelve months by type of ESD services that would be used

會使用的「公共服務電子化計劃」的服務類別# Type of ESD services that would be used #	人數 No. of persons ('000)	百分比 %
電子理財 Financial management	647.1	57.4
詢問服務 Enquiry services	566.3	50.2
求職及招聘 Job seeking and recruitment	441.2	39.1
登記服務 Registration	409.3	36.3
預約申請 Appointment booking	403.3	35.8
更改個人資料 Change of personal particulars	361.3	32.0
申請牌照/證書 Application for licences / certificates	358.6	31.8
商業管理 Business management	119.5	10.6
合計 Overall	1 127.2	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 8.4 按不會使用「公共服務電子化計劃」所包括的服務的原因劃分的不認識「公共服務電子化計劃」/未曾使用過該計劃所包括的服務及在未來十二個月不會使用該些服務的十五歲及以上人士數目

Table 8.4 Persons aged 15 and over who were not aware of the Electronic Service Delivery (ESD) scheme / had not used the services covered by that scheme and would not use them in the next twelve months by reason for not using such services

不會使用「公共服務電子化計劃」 所包括的服務的原因 [#] Reason for not using the services covered by the ESD scheme [#]	人數 No. of persons ('000)	百分比 %
不懂得使用電腦 Did not know how to use computer	2 045.8	46.8
沒有需要 No need	2 014.1	46.0
有其他途徑可供選擇 Other choices available	677.3	15.5
不懂得使用互聯網服務 Did not know how to use Internet service	502.5	11.5
害怕洩漏資料 Fear of leakage of information	209.0	4.8
不方便 Inconvenient	168.7	3.9
害怕入錯資料 Fear of inputting inaccurate information	96.5	2.2
不清楚有關該計劃所提供的服務 Unclear about the services provided by the scheme	27.1	0.6
其他 Others	20.9	0.5
合計 Overall	4 373.8	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

附錄一：統計調查方法

Appendix 1 : Survey methodology

統計調查的涵蓋範圍及樣本設計

1. 主題性住戶統計調查涵蓋全港陸上非住院人口。以下類別人士並不包括在內：

- (a) 公共機構/社團院舍的住院人士；及
- (b) 水上居民。

這項統計調查的涵蓋範圍約佔居港人口(包括常住居民¹及流動居民²)的99%。

2. 這項統計調查是以屋宇單位的樣本作依據。該樣本是從全港所有供居住用途及只部分作居住用途的永久性屋宇單位和小區內的屋宇單位中，以一個根據科學方法設計的抽樣系統選出。抽樣單位包括在已建設地區內的永久性屋宇單位及在非建設地區內的小區。

3. 主題性住戶統計調查採用政府統計處設立的屋宇單位框作為抽樣框，當中包括兩部分：(i) 屋宇單位檔案庫和(ii) 小區檔案庫。屋宇單位檔案庫載有在已建設地區內所有永久性屋宇單位地址的電腦化紀錄，包括市區、新市鎮和其他主要發展區。每個屋宇單位均以一個獨有的地址作識別，並詳列街道名稱、大廈名稱、層數和單位號碼。

¹ 「常住居民」包括兩類人士：(一)在統計時點之前的六個月內，在港逗留最少三個月，又或在統計時點之後的六個月內，在港逗留最少三個月之香港永久性居民，不論在統計時點他們是否身在香港；及(二)在統計時點身在香港之香港非永久性居民。

² 至於「流動居民」，是指在統計時點之前的六個月內，在港逗留最少一個月但少於三個月，又或在統計時點之後的六個月內，在港逗留最少一個月但少於三個月的香港永久性居民，不論在統計時點他們是否身在香港。

Survey coverage and sample design

1. The Thematic Household Survey (THS) covers the land-based non-institutional population of Hong Kong. The following categories of people are excluded :

- (a) inmates of institutions; and
- (b) persons living on board vessels.

This survey thus covers about 99% of the Hong Kong Resident Population (i.e. including both Usual Residents¹ and Mobile Residents²).

2. The THS is based on a sample of quarters selected from all permanent quarters and quarters in segments which are for residential and partially residential purposes in Hong Kong in accordance with a scientifically designed sampling scheme. The sampling units are permanent quarters in built-up areas and segments in non-built-up areas.

3. The THS makes use of the frame of quarters maintained by the Census and Statistics Department as the sampling frame. The frame consists of two parts : (i) Register of Quarters (RQ) and (ii) Register of Segments (RS). The RQ contains computerized records of all addresses of permanent quarters in built-up areas, including urban areas, new towns and other major developed areas. Each unit of quarters is identified by unique address with details such as street name, building name, floor number and flat number.

¹ "Usual Resident" include two categories of people: (1) Hong Kong Permanent Residents who have stayed in Hong Kong for at least three months during the six months before or for at least three months during the six months after the reference time-point, regardless of whether they are in Hong Kong or not at the reference time-point; and (2) Hong Kong Non-permanent Residents who are in Hong Kong at the reference time-point.

² As for "Mobile Residents", they are Hong Kong Permanent Residents who have stayed in Hong Kong for at least one month but less than three months during the six months before or for at least one month but less than three months during the six months after the reference time-point, regardless of whether they are in Hong Kong or not at the reference time-point.

4. 小區檔案庫載有在非建設地區內的小區的紀錄，有關紀錄以相對較永久和可辨認的標記(例如小徑和河流)來劃分。每個小區約有 10 個屋宇單位。由於在非建設地區內的屋宇單位未必有明確的地址，以致未能個別識認，故此以小區作為在非建設地區內的抽樣單位的安排是有必要的。

4. The RS contains records of segments in non-built-up areas which are delineated by relatively permanent and identifiable landmarks such as footpath and river. There are about 10 quarters in each segment. The use of segments as the sampling unit in non-built-up areas is necessary since the quarters in these areas may not have clear addresses and cannot readily be identified individually.

統計調查問卷

Survey questionnaire

5. 問卷旨在搜集有關住戶應用資訊科技的普及程度與住戶成員使用資訊科技情況的資料。

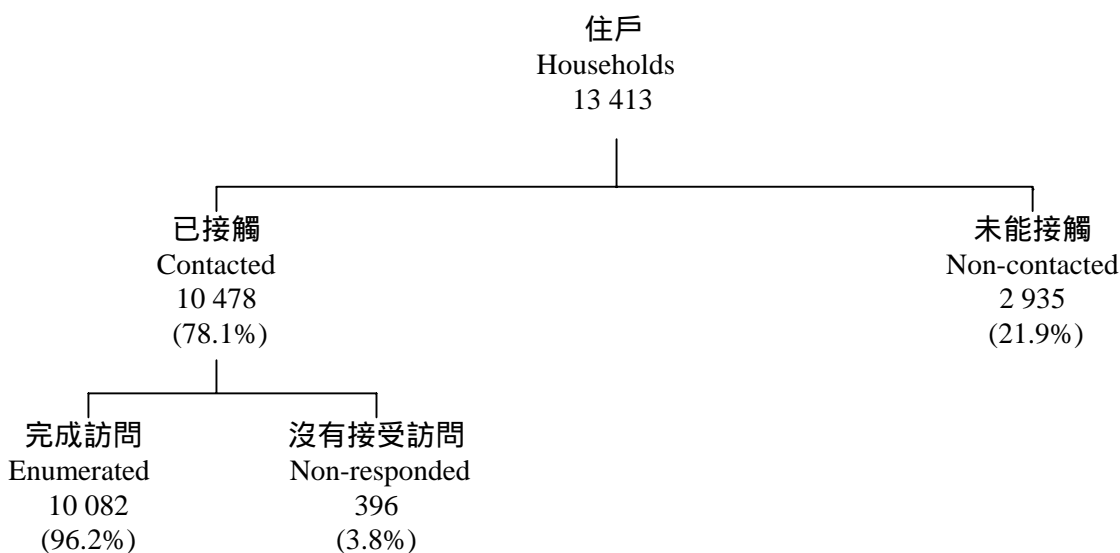
5. The questionnaire is designed to collect information on the penetration of information technology amongst households and the usage of information technology amongst household members.

訪問結果

Enumeration experience

6. 在有人居住的 13 198 個屋宇單位中，共有 13 413 個住戶。於該 13 413 個住戶中，成功訪問了 10 082 個住戶，回應率為 75%。統計調查的訪問結果概列如下：

6. A total of 13 413 households were found in the sample of 13 198 occupied quarters. Among those 13 413 households, 10 082 households had been successfully enumerated, constituting an overall response rate of 75%. The enumeration experience of the survey is summarized below :-



估計的可靠性

Reliability of the estimates

7. 主題性住戶統計調查的結果受抽樣誤差和非抽樣誤差的影響。本報告書所載的估計是根據一個特定樣本所得的資料編製。以同樣

7. Results of the THS are subject to sampling error and non-sampling error. The estimates contained in this report were based on

的抽樣方式，可抽選出許多大小相同的可能樣本，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計亦互有差異。「抽樣誤差」正是計算這些差異的統計量數，可用以量度從一個特定樣本所得的估計，在估計總體數據方面的精確程度。

8. 由於本報告書所載列的估計有抽樣誤差，寫作零的數字，可能是一個小數值的數字，而並非是零。這些估計須謹慎闡釋。

9. 在比較本報告書所載列各種變數估計的精確程度時，可採用離中系數。離中系數的計算方法，是將標準誤差除以有關估計，再以百分比表示。標準誤差是根據統計原理所訂的公式計算。一般來說，標準誤差與總體內各元素的變異、樣本規模和樣本設計相關。

10. 本報告書所載列的主要變數估計的離中系數如下：

information obtained from a particular sample, which was one of a large number of possible samples that could be selected using the same sample design. By chance, estimates derived from different samples would differ from each other. The 'sampling error' is a measure of these variations and is thus a measure of the precision with which an estimate derived from a particular sample would approximate the population parameter to be measured.

8. It should be noted that since all estimates contained in this report are subject to sampling error, a zero figure may mean a non-zero figure of a small magnitude. These estimates should be interpreted with caution.

9. For comparing the precision of the estimates of various variables in this report, the *coefficient of variation* (CV) is used. CV is obtained by expressing the *standard error* (SE) as a percentage of the estimate to which it refers. In turn, the SE is computed according to a formula which is established on the basis of statistical theory. Generally speaking, the SE is related to the variability of the elements in the population, the size of the sample and the sample design adopted for the survey.

10. The CV of the estimates of the main variables in this report are given below :

變數 <u>Variable</u>	估計 <u>Estimate</u>	離中系數 <u>CV</u> (%)
在過去十二個月曾使用個人電腦的十歲及以上人士佔所有十歲及以上人士的百分比 Percentage of persons aged 10 and over who had used personal computer in the past twelve months among all persons aged 10 and over	50.3%	0.5
在過去十二個月曾使用互聯網服務的十歲及以上人士佔所有十歲及以上人士的百分比 Percentage of persons aged 10 and over who had used Internet service in the past twelve months among all persons aged 10 and over	43.3%	0.6
懂得使用中文輸入法的十歲及以上人士佔所有十歲及以上人士的百分比 Percentage of persons aged 10 and over who had knowledge of using Chinese input methods among all persons aged 10 and over	39.9%	0.6

變數 <u>Variable</u>	估計 <u>Estimate</u>	離中系數 <u>CV</u> (%)
在過去十二個月曾使用電子商業服務的十五歲及以上人士佔所有十五歲及以上人士的百分比 Percentage of persons aged 15 and over who had used electronic business services in the past twelve months among all persons aged 15 and over	88.5%	0.2
認識「公共服務電子化計劃」的十五歲及以上人士佔所有十五歲及以上人士的百分比 Percentage of persons aged 15 and over who were aware of the Electronic Service Delivery scheme among all persons aged 15 and over	32.4%	0.9

附錄二：曾出版的主題性住戶統計調查報告書

Appendix 2 : Previously released Thematic Household Survey Reports

主題性住戶統計調查第一號報告書

中英文對照版，港幣六十元

(統計期間：4/2000-6/2000)

- 有關就業機會的關注事項 – 現職情況
- 有關就業機會的關注事項 – 對事業的冀望
- 對自己創業的冀望
- 曾參加的培訓/再培訓課程
- 計劃參加的培訓/再培訓課程
- 對政府在經濟轉型時期所擔當角色的期望

Thematic Household Survey Report No. 1

Bilingual version, HK\$60

(Survey period: 4/2000-6/2000)

- Concerns on employment opportunities – current situation
- Concerns on employment opportunities – career aspirations
- Aspirations for setting up own business
- Training / retraining courses attended
- Plan for attending training / retraining courses
- Expectations for the role of the Government under the economic transformation

主題性住戶統計調查第二號報告書

中英文對照版，港幣六十六元

(統計期間：1/2000-3/2000)

- 個人電腦及互聯網的普及程度
- 個人電腦的使用情況
- 互聯網服務的使用情況
- 對中文輸入法的認識及使用情況
- 電子商業服務的使用情況
- 對「公共服務電子化計劃」的認識
- 對資訊科技發展的意見

Thematic Household Survey Report No. 2

Bilingual version, HK\$66

(Survey period: 1/2000-3/2000)

- Penetration of personal computer and Internet
- Usage of personal computer
- Usage of Internet service
- Knowledge and usage of Chinese input methods
- Usage of electronic business services
- Awareness of Electronic Service Delivery scheme
- Views on the development of information technology

主題性住戶統計調查第三號報告書

中英文對照版，港幣四十四元

(統計期間：9/1999-11/1999)

- 香港居民的健康狀況
- 就醫情況
- 入住醫院情況
- 牙醫診治情況
- 使用中藥產品和食品情況

Thematic Household Survey Report No. 3

Bilingual version, HK\$44

(Survey period: 9/1999-11/1999)

- Health status of Hong Kong residents
- Doctor consultation
- Hospitalization
- Dental consultation
- The usage of Chinese medical products and food

主題性住戶統計調查第四號報告書

中英文對照版，港幣六十六元

(統計期間：10/1999-1/2000)

- 公眾對樓宇安全檢驗計劃的認識
- 公眾對緊急事故及天災的應變情況
- 公眾對申訴專員公署的認識
- 香港的少數族裔人士的特徵

Thematic Household Survey Report No. 4

Bilingual version, HK\$66

(Survey period: 10/1999-1/2000)

- Public awareness of the Building Safety Inspection Scheme
- The public's responses to emergency incidents and natural disasters
- Public awareness of the Office of The Ombudsman
- The characteristics of the ethnic minorities in Hong Kong

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- 吸煙情況
- 對《基本法》的認識
- 對聘請家庭傭工的意見
- 購買新鮮食品的情況

Thematic Household Survey Report No. 5

Bilingual version, HK\$52

(Survey period: 10/2000-11/2000)

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