



專業統計 三十五載
與時並進 繼往開來

**35 Years of Professional Work in Statistics:
On a firm foundation we progress with the times into the future**



政府統計處成立於一九六七年十二月。今年，即二零零二年，是本處成立三十五周年。

在過去三十五年，隨着香港社會及經濟的迅速發展，本處不斷開拓新的工作領域，發展了多項社會及經濟統計調查和系統，以迎合日益增加的需求。這些年來，本處所編製的統計數據，均按照科學原理、專業操守與國際標準編製和發布。時至今日，本處提供一系列題材廣泛的統計產品和服務，以充份切合政府、私營機構和市民大眾的數據需求。

藉着穩固的根基，本處會繼續以專業精神，專心致志地為各界提供優質的統計服務，為香港的發展作出貢獻。

The Census and Statistics Department was set up in December 1967. This year, 2002, is the 35th Anniversary of the department.

Over the past 35 years, along with the rapid social and economic developments of Hong Kong, the department continuously opened up new fronts, developing many social and economic statistical surveys and systems to meet the ever growing demands. Through these years, statistics produced by the department have been compiled and disseminated in accordance with scientific principles, professional ethics and international standards. Today, the department provides a wide range of statistical products and services, closely meeting the data needs of the Government, the private sector and the general public.

On a firm foundation, the department will continue with its professionalism and dedication in delivering high-quality statistical services, contributing to the development of Hong Kong.

二零零二年資訊科技
在工商業的使用情況和普及程度
按年統計調查報告

Report on 2002 Annual Survey on
Information Technology Usage and Penetration
in the Business Sector

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統計調查結果摘要

Summary of Survey Results

個人電腦的應用

Personal computer (PC) usage

- (1) **54.5%**的機構單位有使用個人電腦，較2001年增加**4.8**個百分點。(詳見2.3段)
54.5% of establishments used PCs, **4.8** percentage points higher than that in 2001. (See paragraph 2.3 for details)

互聯網的應用

Internet usage

- (2) **44.2%**的機構單位有連接互聯網，較2001年增加**7**個百分點。(詳見2.9段)
44.2% of establishments had Internet connection, **7** percentage points higher than that in 2001. (See paragraph 2.9 for details)

網頁 / 網站的應用

Web page / Web site usage

- (3) **11.8%**的機構單位有設立網頁 / 網站，較2001年增加**1.1***個百分點。(詳見2.16段)
11.8% of establishments had a Web page / Web site, **1.1*** percentage points higher than that in 2001. (See paragraph 2.16 for details)

電子商業

Electronic business

- (4) **7.1%**的機構單位有透過電子途徑**預訂或購買** 產品、服務或資料，較2001年增加**0.9***個百分點。(詳見2.27段)
7.1% of establishments had *ordered or purchased* goods, services or information through electronic means, **0.9*** percentage point higher than that in 2001. (See paragraph 2.27 for details)
- (5) **45.2%**的機構單位有透過電子途徑**獲取** 產品、服務或資料，較2001年增加**5.2**個百分點。(詳見2.32段)
45.2% of establishments had *received* goods, services or information through electronic means, **5.2** percentage points higher than that in 2001. (See paragraph 2.32 for details)
- (6) **1.5%**的機構單位有透過電子途徑**售賣** 產品、服務或資料，較2001年增加**0.4***個百分點。(詳見2.39段)
1.5% of establishments had *sold* goods, services or information through electronic means, **0.4*** percentage point higher than that in 2001. (See paragraph 2.39 for details)
- (7) **12.1%**的機構單位有透過電子途徑**遞送** 產品、服務或資料，較2001年減少**0.3***個百分點。(詳見2.46段)
12.1% of establishments had *delivered* goods, services or information through electronic means, **0.3*** percentage point lower than that in 2001. (See paragraph 2.46 for details)

統計調查結果摘要 (續)

Summary of Survey Results (cont'd.)

- (8) 2001年，透過電子途徑售賣產品、服務或資料而獲得的業務收益合計為**221億元**，較2000年上升**185%**。這類收益佔業務總收益的**0.43%**，較2000年增加**0.26**個百分點。(詳見2.42段)

In 2001, business receipts received through selling goods, services or information through electronic means was **\$22.1 billion**, up by **185%** over 2000. These receipts represented **0.43%** of the total business receipts, up by **0.26** percentage point over 2000. (See paragraph 2.42 for details)

資訊科技保安

Information technology security

- (9) 2001年，**35%**的機構單位的電腦系統曾受到入侵／襲擊。(詳見2.53段)

In 2001, **35%** of establishments had suffered from computer attacks. (See paragraph 2.53 for details)

註釋：(i) 此統計調查的結果受抽樣誤差的影響。根據統計檢定的結果，本表附有 " * " 號的變動在統計觀點而言是不顯著的。

(ii) 除特別說明外，所有資料均是指 2002 年 4 至 6 月時的情況。

Notes : (i) Results of the survey are subject to sampling error. According to results of a statistical test, the changes given in this table marked with "*" are statistically insignificant.

(ii) All figures refer to the position as at April to June 2002 unless otherwise specified.

I 緒言

I Introduction

背景

1.1 政府統計處應工商及科技局委託，於 2002 年 4 月至 6 月進行了第三次的資訊科技在工商業的使用情況和普及程度統計調查。政府統計處在 2000 年首次進行這項統計調查。

統計調查目的

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

有關法例

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

Background

1.1 The Census and Statistics Department (C&SD) conducted the 3rd Survey on Information Technology Usage and Penetration in the Business Sector in April to June 2002 under the auspices of the Commerce, Industry and Technology Bureau. The survey was first conducted in 2000.

Survey objectives

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

Legislation

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

I 緒言 (續)

統計調查的範圍

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

行業類別 包括的行業 (HSIC)

3	製造業
4	電力及燃氣業
5	建造業
6	批發、零售、進 / 出口貿易、 飲食及酒店業
7	運輸、倉庫及通訊業
8	金融、保險、地產及商用 服務業
9	社區、社會及個人服務業

統計期

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

I Introduction (cont'd.)

Survey coverage

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

Industry Sectors covered Sector (HSIC)

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

Survey reference period

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

I 緒言 (續)

1.6 在 2002 年統計調查中，就業人數是指在 2002 年 3 月底的情況，而總業務收益則指 2001 年或由 2001 年 1 月 1 日至 2002 年 3 月 31 日期間任何連續十二個月的資料，視乎個別機構單位的會計慣例而定。如機構單位在上述界定的會計期間內開業或停業，則只搜集該等機構單位在上述會計期間內營業期間的數據。

抽樣設計

1.7 這項統計調查的抽樣框是先以行業組別分層，然後在每個行業組別分層內，再以就業人數類別分層。2002 年統計調查一共選出 4 635 間機構單位作為樣本。根據統計調查結果，在統計範圍內的機構單位總數估計為 333 000 間。

資料搜集

1.8 問卷於 2002 年 4 月初以郵寄方式遞送到被選中的 4 635 間機構單位。此外亦製備問卷的電子版本，以供索取應用。外勤人員會探訪或致電受訪者以核實已填妥問卷內的資料，並在有需要時協助受訪者填妥問卷。截至 2002 年 6 月底，成功訪問的機構單位有 3 378 間，未有回應的機構單位有 123 間，未能接觸到或在統計期內已停止作業的機構單位有 1 134 間。總體回應率為 95%。

I Introduction (cont'd.)

1.6 In the 2002 survey, number of persons engaged referred to the position as at end-March 2002. Information on business receipts referred to the calendar year 2001, or a 12-month period between 1 January 2001 and 31 March 2002, according to the accounting practice of individual establishments. For establishments which commenced or ceased operation within their respective accounting periods defined above, data collected covered the months within this accounting period during which the establishments were in operation.

Sampling design

1.7 The survey frame was first stratified by industry group, and within each industry group, by employment size. A total of 4 635 establishments were selected for enumeration in the 2002 survey. The total number of establishments falling within the scope of the survey was estimated to be 333 000 based on the results of the survey.

Data collection

1.8 Questionnaires were mailed to the 4 635 selected establishments in early-April 2002. Soft copy of the questionnaire was also available upon request. Field officers would visit/telephone respondents to verify the information in the completed questionnaires and assist them in completing the questionnaires if necessary. By end-June 2002, 3 378 establishments were successfully enumerated, 123 failed to respond and 1 134 could not be located or were found to be inactive. The overall response rate was 95%.

資料處理

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

估值的可靠性

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

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

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

Data processing

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

Reliability of the estimates

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

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

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

I 緒言 (續)

I Introduction (cont'd.)

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

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

變數 Variable	估值 Estimate	離中系數 CV	95% 置信區間 95% CI
有使用個人電腦的機構單位的百分比 Percentage of establishments using personal computers	54.5%	2.3%	52.1% – 56.9%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	44.2%	2.9%	41.8% – 46.7%
有網頁 / 網站的機構單位的百分比 Percentage of establishments having Web pages/Web sites	11.8%	6.1%	10.4% – 13.2%
有透過電子途徑預訂或購買產品、服務或資料的機構單位的百分比 Percentage of establishments having ordered or purchased goods, services or information through electronic means	7.1%	8.3%	5.9% – 8.2%
有透過電子途徑獲取產品、服務或資料的機構單位的百分比 Percentage of establishments having received goods, services or information through electronic means	45.2%	2.8%	42.7% – 47.6%
有透過電子途徑售賣產品、服務或資料的機構單位的百分比 Percentage of establishments having sold goods, services or information through electronic means	1.5%	18.6%	0.9% – 2.0%
有透過電子途徑遞送產品、服務或資料的機構單位的百分比 Percentage of establishments having delivered goods, services or information through electronic means	12.1%	6.1%	10.6% – 13.5%

I 緒言 (續)

I Introduction (cont'd.)

統計表註釋

Notes to statistical tables

1.14 機構單位按照下表分為小型、中型及大型：

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

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

1.15 本刊的統計表內各代號的含意如下：

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

- 不適用

- not applicable

少於0.05%

less than 0.05%

1.16 由於進位關係，個別數字或百分比之和可能不等於其總數。

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

機構單位的特徵

2.1 這項統計調查範圍內的機構單位估計有 333 000 間。按行業類別分析，過半數 (172 000) 的機構單位從事批發、零售、進 / 出口貿易、飲食及酒店業。約 87% 為小型機構單位。機構單位的分布大致與 2001 年相若。(表 1.1)

個人電腦的應用

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

2.3 約 55% 的機構單位有使用個人電腦。在主要行業類別中，使用個人電腦的百分比最高的是金融、保險、地產及商用服務業 (78%)，最低的是運輸、倉庫及通訊業 (31%)。(表 2.1)

2.4 如預期一般，機構單位的規模越大，個人電腦的使用率越高。約 95% 的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為 77% 及 51%。(表 2.1)

2.5 統計調查所涵蓋的行業類別內的機構單位共裝置了約一百四十萬部個人電腦，其中 86% 為桌面電腦，11% 為便攜式電腦 / 筆記簿型電腦。平均每間有使用個人電腦的機構單位裝置 8 部個人電腦。(表 2.2)

Characteristics of establishments

2.1 A total of 333 000 establishments were estimated to fall within the scope of the survey. Analysed by industry sector, over half (172 000) of the establishments were engaged in the wholesale, retail and import/export trades, restaurants and hotels sector. About 87% of the establishments were of small size. The distribution is similar to that in 2001. (Table 1.1)

Personal computer usage

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

2.3 About 55% of the establishments used PCs. Among the major industry sectors, the percentage of establishments using PCs was highest in the financing, insurance, real estate and business services sector (78%), and was lowest in the transport, storage and communications sector (31%). (Table 2.1)

2.4 As expected, PC usage increased with size of establishments. Some 95% of the large establishments had used PCs, as against 77% for medium establishments and 51% for small establishments. (Table 2.1)

2.5 A total of about 1.4 million sets of PCs were installed in establishments of the industry sectors covered. About 86% were desktop computers and 11% were laptop/notebook computers. Among those establishments using PCs, each had 8 sets of PCs on average. (Table 2.2)

II 統計調查的主要結果 (續)

2.6 在有使用個人電腦的機構單位中，約 95% 有裝置或接達文字處理應用軟件。另一方面，23% 有裝置或接達特製電腦系統。(表 2.3 及 2.4)

2.7 在沒有使用個人電腦的機構單位中，只有 3% 有計劃裝置個人電腦。在有此計劃的機構單位中，81% 預計將在 2002 年底前裝置。至於並未有計劃裝置個人電腦的原因，較多機構單位提及「對業務沒有裨益」(74% 該類機構單位曾提及此原因)，其次是「缺乏對應用個人電腦有認識的員工」(32%)。(表 2.5、2.6A 及 2.6B)

互聯網的應用

2.8 除分析各機構單位連接互聯網的情況外，這部分亦探討各機構單位使用互聯網的哪些一般功能，如何連接互聯網及使用數碼證書的情況。

2.9 約 44% 的機構單位已連接互聯網，佔有使用個人電腦的機構單位的 81%。大型機構單位的百分比 (83%) 較中型 (66%) 及小型 (41%) 機構單位的百分比為高。按行業類別分析，金融、保險、地產及商用服務業的百分比最高 (66%)，而最低的則為運輸、倉庫及通訊業 (27%)。(表 3.1)

2.10 在互聯網的各用途中，「電子郵件」為 94% 有連接互聯網的機構單位所使用，而「網上資料搜集」及「網上獲取商品、服務或資料」則分別為 92% 及 89% 有連接互聯網的機構單位使用。(表 3.2)

II Major Survey Findings (cont'd.)

2.6 Of those establishments that had installed PCs, some 95% had installed or access to word processing application software. On the other hand, 23% had installed or access to tailor-made computer systems. (Tables 2.3 and 2.4)

2.7 Only 3% of the establishments not using PCs had planned to install PCs. Among those that had intended to do so, 81% had planned to do so by end-2002. The most commonly cited reasons for not intending to install PCs were "no business benefits to do so" (cited by 74% of those establishments) and "lack of personnel familiar with using PC" (32%). (Tables 2.5, 2.6A and 2.6B)

Internet usage

2.8 Besides analysing the extent of establishments having Internet connection in this section, the general functions of Internet usage, method of connection and e-Cert usage are also studied.

2.9 Some 44% of all establishments, or 81% of the establishments using PCs had Internet connection. The percentage was much higher for large establishments (83%) than medium establishments (66%) and small establishments (41%). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (66%) and lowest for the transport, storage and communications sector (27%). (Table 3.1)

2.10 Among the various types of Internet usage, "electronic-mail" was used by 94% of the establishments having Internet connection, followed by "on-line source of information" (92%) and "on-line receipt of goods, services or information" (89%). (Table 3.2)

II 統計調查的主要結果 (續)

2.11 按連接互聯網的方法分析，有 51% 的機構單位利用透過電話線撥號式調解器及 51% 的機構單位利用寬頻上網。有 7% 的機構單位是用專用線路上網及約 0.5% 的機構單位利用流動網絡上網。(表 3.3)

2.12 約 96% 沒有連接互聯網的機構單位並未有計劃連接互聯網。最常提及的原因是「連接互聯網對業務沒有裨益」(該類機構單位中，71% 曾提及此原因)，其次是「缺乏熟悉互聯網的員工」(31%)。在有計劃連接互聯網的機構單位中，69% 預計將在 2002 年底前連接。(表 3.4、3.5A 及 3.5B)

數碼證書的應用

2.13 至於數碼證書的使用情況，則只有 2% 的機構單位擁有數碼證書。有 66% 擁有數碼證書的機構單位有使用數碼證書。那些並沒有數碼證書的機構單位中，只有 2% 有計劃申請使用。在並未有計劃申請使用數碼證書的機構單位中，有 48% 曾提及「甚少透過電子途徑進行商業交易」，有 36% 提及「不知道數碼證書的存在或對此沒有認識」，同樣有 36% 的機構單位提及「沒有提供數碼簽署的需要」，故並未有計劃申請使用數碼證書。(表 4.1、4.2、4.5、4.6A 及 4.6B)

網頁 / 網站的應用

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

II Major Survey Findings (cont'd.)

2.11 Analysed by method of connection, about 51% of the establishments use dial-up modem connection through telephone lines and 51% of the establishments use broad-band connection to the Internet. 7% of the establishments were connected through dedicated circuits and only 0.5% of the establishments use mobile network for connecting to the Internet. (Table 3.3)

2.12 About 96% of the establishments not having Internet connection had not intended to have the connection. The most commonly cited reasons for not intending to do so were "no business benefits to do so" (cited by 71% of those establishments), followed by "lack of personnel familiar with Internet" (31%). For those establishments that had intended to have Internet connection, 69% expected that they would do so by end-2002. (Tables 3.4, 3.5A and 3.5B)

e-Cert usage

2.13 As regards the use of e-Cert, only 2% of the establishments had e-Cert and 66% of the establishments having e-Cert had used e-Cert. For those not having e-Cert, only 2% had planned to apply for e-Cert. The most commonly cited reasons for not intending to have e-Cert was "little use of electronic means in business transactions" (cited by 48% of those establishments), "do not know existence of e-Cert or do not have knowledge about it" (36%) and also 36% of the establishments mentioned "no need to provide digital signature". (Tables 4.1, 4.2, 4.5, 4.6A and 4.6B)

Web page/Web site usage

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

II 統計調查的主要結果 (續)

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

2.16 約 12% 的機構單位有設立網頁／網站。與個人電腦及互聯網的使用情況相若，大型機構單位設立網頁／網站的百分比 (61%)，明顯較中型 (32%) 及小型 (8%) 機構單位的百分比為高。(表 5.1)

2.17 全部有設立網頁／網站的機構單位在他們的網頁／網站提供有關該機構單位及其產品和服務的資料，亦有 32% 的機構單位在網上收集顧客意見。10% 的機構單位透過網頁／網站提供網上訂購產品及服務。(表 5.2A 及 5.2B)

2.18 在已設立網頁／網站的機構單位中，4% 亦擁有無線應用協定版本的網頁／網站；35% 亦同時擁有本身的網絡伺服器；19% 已把網頁／網站連接到本身的資料庫；而 8% 已把網頁／網站連接到商業伙伴的電腦系統。(表 5.3)

2.19 在並未設有無線應用協定版本網頁／網站的機構單位中，少於 2% 的機構單位有計劃這樣做，而其中的 84% 計劃在 2002 年底前設立。(表 5.4)

2.20 在那些擁有網頁／網站但沒有把網頁／網站連接到本身的資料庫的機構單位中，約 5% 有計劃這樣做，而其中 84% 計劃在 2002 年底前連接好。(表 5.5)

II Major Survey Findings (cont'd.)

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

2.16 About 12% of the establishments had a Web page/Web site. Exhibiting similar pattern as PC and Internet usage, the percentage was much higher for large establishments (61%) than medium establishments (32%) and small establishments (8%). (Table 5.1)

2.17 All of the establishments having Web pages/Web sites provided information about the establishments and the products and services offered in their Web pages/Web sites, while 32% collected on-line feedback from customers. 10% of those establishments supported on-line ordering in their Web pages/Web sites. (Tables 5.2A and 5.2B)

2.18 Among establishments having Web pages/Web sites, 4% had Wireless Application Protocol (WAP) version of Web pages/Web sites; 35% had their own Web servers; 19% had their Web pages/Web sites connected to their related in-firm database; and 8% had their Web pages/Web sites connected to business partners' computer systems. (Table 5.3)

2.19 For establishments not having WAP version of their Web pages/Web sites, less than 2% had intended to do so. Among them, 84% had intended to do so by end-2002. (Table 5.4)

2.20 For those establishments having Web pages/Web sites but not having them connected to their related in-firm database, about 5% had intended to do so. Among those that had intended to do so, 84% had intended to have the connection by end-2002. (Table 5.5)

II 統計調查的主要結果 (續)

2.21 同樣地，那些擁有網頁／網站但沒有連接到商業伙伴電腦系統的機構單位中，只有 2% 計劃將這樣做，而其中 27% 計劃在 2002 年底前連接好。(表 5.6)

2.22 在沒有設立網頁／網站的機構單位中，94% 並未有計劃設立網頁／網站。(表 5.7)

2.23 在有計劃設立網頁／網站的 17 000 間機構單位中，約 52% 計劃在 2002 年底前設立其網頁／網站，而另外有 40% 則計劃在 2003 年設立。(表 5.7)

2.24 至於未有計劃設立本身的網頁／網站的機構單位，其主要原因是認為「擁有網頁／網站對業務沒有裨益」(該類機構單位中，69% 曾提及此原因)，其次是由於「缺乏熟悉保養／發展網頁／網站的員工」(30%)。(表 5.8)

電子商業

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

II Major Survey Findings (cont'd.)

2.21 Similarly, for those establishments having Web pages/Web sites but not having them connected to business partners' computer systems, only 2% had intended to do so. Among those that had intended to do so, about 27% had intended to have the connection by end-2002. (Table 5.6)

2.22 For those establishments not having their own Web pages/Web sites, 94% had not intended to have one. (Table 5.7)

2.23 Among the 17 000 establishments intending to have their own Web pages/Web sites, about 52% had planned to do so by end-2002, and another 40% in 2003. (Table 5.7)

2.24 For those establishments not intending to have their own Web pages/Web sites, the reasons cited by most of them were "no business benefits to have Web page/Web site" (cited by 69% of those establishments), followed by "lack of personnel familiar with maintaining/developing a Web page/Web site" (30%). (Table 5.8)

Electronic business

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

II 統計調查的主要結果 (續)

(a) 透過電子途徑預訂或購買產品、服務或資料

2.26 在這項統計調查中，只有那些透過電子途徑確認整個預訂或購買過程的機構單位才被視為有透過電子途徑預訂或購買產品、服務或資料。

2.27 只有 7% 的機構單位在訪問前的十二個月內曾透過電子途徑預訂或購買產品、服務或資料，反映透過電子途徑購買仍然非常有限。而金融、保險、地產及商用服務業 (15%) 和一般大型機構單位 (29%) 的百分比則較高。(表 6.1)

2.28 在曾透過電子途徑預訂或購買產品、服務或資料的機構單位中，42% 表示主要預訂或補購存貨。按電子途徑類別分析，曾透過電子途徑預訂或購買產品、服務或資料的機構單位中，94% 透過互聯網進行，10% 透過交互式話音應答系統進行，9% 透過專用私人網絡進行。(表 6.2 及 6.3)

2.29 至於在 2001 年透過電子途徑預訂或購買產品、服務或資料的總值佔總購買開支的百分比，52% 的機構單位表示該百分比少於 1%。只有 14% 的機構單位表示該百分比多於 10%。在有透過互聯網預訂或購買產品、服務或資料的機構單位中，56% 表示曾經由網上支付部份的款項。(表 6.4 及 6.5)

II Major Survey Findings (cont'd.)

(a) Ordering or purchases of goods, services or information through electronic means

2.26 In this survey, an establishment is regarded to have ordered or purchased goods, services or information through electronic means if the confirmation of order or purchase is done completely through electronic means.

2.27 Purchasing through electronic means was still very limited, as only 7% of the establishments had ordered or purchased goods, services or information through electronic means in the 12 months before enumeration. The percentages were higher for the financing, insurance, real estate and business services sector (15%) and for large establishments (29%). (Table 6.1)

2.28 For those establishments that had ordered or purchased through electronic means, 42% expressed that the major use was for "order or purchase for replenishment of inventory". Analysed by various electronic means, 94% of those establishments having ordered or purchased through electronic means had done so through the Internet, 10% through Interactive Voice Response System and 9% through designated private network. (Tables 6.2 and 6.3)

2.29 Regarding the value of order or purchase through electronic means as a percentage to the total value of purchase in 2001, 52% of the establishments indicated the value of e-purchase contributed to less than 1% of their total value of purchase. Only 14% indicated that e-purchase contributed to more than 10% of their total value of purchase. Among establishments having ordered or purchased goods, services or information through Internet, 56% of them indicated that they had made part of the payment through Internet. (Tables 6.4 and 6.5)

II 統計調查的主要結果 (續)

2.30 機構單位未曾透過電子途徑預訂或購買產品、服務或資料的一般原因是認為「對業務沒有裨益」(該類機構單位中, 45% 曾提及此原因) 及「在業內並不普遍」(42%)。(表 6.6)

(b) 透過電子途徑獲取產品、服務或資料

2.31 在這項統計調查中, 網上瀏覽資料亦視為透過電子途徑獲取資料。至於透過電子途徑獲取的產品, 就只限於能以電子途徑傳遞的產品及服務, 如套裝軟件及歌曲。這項統計調查就獲取政府產品、服務或資料(表 7.2、7.3 及 7.4)及其他產品、服務或資料(表 7.5、7.6 及 7.7)的情況作獨立分析。

2.32 約 45% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取產品、服務或資料。其中 66% 曾透過電子途徑獲取政府產品、服務或資料, 92% 曾獲取其他產品、服務或資料。(表 7.1)

政府產品、服務或資料

2.33 在曾透過電子途徑獲取政府產品、服務或資料的機構單位中, 約 46% 透過個人電腦或流動裝置連接互聯網(公共服務電子化計劃除外)獲取, 34% 透過公共服務電子化計劃獲取及 30% 透過電子資料聯通獲取。按獲取政府產品、服務或資料類別分析, 大部分(76%)表示曾獲取、瀏覽或尋找其他資料, 而 45% 則曾遞交表格/文件/申請給政府。(表 7.2 及 7.3)

II Major Survey Findings (cont'd.)

2.30 The common reasons for establishments not having ordered or purchased through electronic means were "no business benefits" (cited by 45% of those establishments) and "not popular in the industry" (42%). (Table 6.6)

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

2.31 In this survey, browsing of information on the Internet is also regarded as receiving information through electronic means. Goods and services received through electronic means are only restricted to products which could be transmitted through electronic media, such as software packages and songs. Separate analyses are made in the survey on government goods, services or information (Tables 7.2, 7.3 and 7.4) and other goods, services or information (Tables 7.5, 7.6 and 7.7).

2.32 Some 45% of the establishments had received goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 66% had received government goods, services or information through electronic means and 92% had received other goods, services or information. (Table 7.1)

Government goods, services or information

2.33 Of those establishments having received government goods, services or information through electronic means, 46% had received through Internet via PCs/mobile devices outside the Electronic Service Delivery (ESD), 34% through the Electronic Service Delivery Scheme (ESD/ESD Life), and 30% through Electronic data interchange (EDI). Analysed by type of government goods, services or information received, most (76%) of them had received, browsed or searched information and 45% had submitted forms/documents/applications to government. (Tables 7.2 and 7.3)

II 統計調查的主要結果 (續)

2.34 至於未曾透過電子途徑獲取政府產品、服務或資料的原因，44% 的該類機構單位指是由於「對業務沒有裨益」，35% 是因為「業內並不普遍」。(表 7.4)

其他非政府提供的產品、服務或資料

2.35 約 42% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取其他非政府提供的產品、服務或資料。按行業類別分析，金融、保險、地產及商用服務業的百分比最高 (64%)，運輸、倉庫及通訊業的百分比則最低 (25%)。按就業人數類別分析，大型機構單位的百分比明顯較高 (78%)。(表 7.1)

2.36 在曾透過電子途徑獲取其他非政府提供的產品、服務或資料的機構單位中，大部分 (95%) 表示曾獲取、瀏覽或尋找資料。只有 12% 曾獲取數碼形式的產品及服務，7% 表示曾獲取金融交易服務。在各電子途徑中，互聯網最為普及，約 93% 該類機構單位有用此電子途徑。(表 7.5 及 7.6)

2.37 未曾獲取其他產品、服務或資料的普遍原因亦是「對業務沒有裨益」(48%) 及「業內並不普遍」(38%)。(表 7.7)

(c) 透過電子途徑售賣產品、服務或資料

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

II Major Survey Findings (cont'd.)

2.34 As regards the reasons for not receiving government goods, services or information through electronic means, the more commonly cited reasons were "no business benefit to do so" (44%) and "not popular in the industry" (35%). (Table 7.4)

Goods, services or information other than from the government

2.35 About 42% of the establishments had received goods, services or information (other than from the government) through electronic means in the 12 months before enumeration. Analysed by industry, the percentage was highest for the financing, insurance, real estate and business services sector (64%) and lowest for the transport, storage and communications sector (25%). Analysed by establishment size, the percentage of large establishments was much higher (78%). (Table 7.1)

2.36 Of those establishments having received goods, services or information (other than from the government) through electronic means, most (95%) of them had received, browsed or searched information. Only 12% had received products in digital form and 7% expressed that they had received on-line financial transaction services. Internet was the most commonly used electronic means, having been used by 93% of those establishments. (Tables 7.5 and 7.6)

2.37 Again, the common reasons for not having received other goods, services or information were "no business benefit to do so" (48%) and "not popular in the industry" (38%). (Table 7.7)

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

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

II 統計調查的主要結果 (續)

2.39 只有很少百分比的機構單位(1%)在被訪問前的十二個月內曾透過電子途徑售賣產品、服務或資料。大型機構的百分比比較高(6%)。(表 8.1)

2.40 透過互聯網售賣產品、服務或資料最普遍。在曾透過電子途徑售賣產品、服務或資料的機構單位中,約 90% 透過互聯網售賣其產品、服務或資料。(表 8.2)

2.41 在透過電子途徑售賣產品、服務或資料的原因中,分別有 77% 及 58% 該類機構單位選擇「提高業務靈活性/商機」和「改善對顧客的服務」。(表 8.3)

2.42 在 2001 年透過電子途徑售賣產品、服務或資料所獲取的業務收益為 221 億元,佔所有涵蓋行業類別總業務收益的 0.43%。在透過電子途徑售賣產品、服務或資料所獲取的收益中,經互聯網及專用私人網絡售賣所佔的百分比分別為 74% 及 17%。按顧客類別分析,商業對商業電子商貿的收益佔總收益的 78%。在有透過互聯網售賣產品、服務或資料的機構單位中,28% 表示曾經網上收取部份的款項。(表 8.4 及 8.5)

2.43 在未曾透過電子途徑售賣產品、服務或資料的機構單位中,99% 並未有計劃這樣做。普遍的原因是「業內並不普遍」(該類機構單位中,43% 曾提及此原因)和「對業務沒有裨益」(39%)。(表 8.6 及 8.7)

II Major Survey Findings (cont'd.)

2.39 Only a very small percentage (1%) of the establishments had sold goods, services or information through electronic means in the 12 months before enumeration. The percentage in large establishments was higher, being 6%. (Table 8.1)

2.40 Internet was the most common electronic means for selling through electronic means. About 90% of those establishments having sold through electronic means had used it. (Table 8.2)

2.41 Regarding the reasons for selling goods, services or information through electronic means, "to increase business flexibility/opportunities" and "to improve customer services" were cited by 77% and 58% of those establishments respectively. (Table 8.3)

2.42 The value of business receipts from selling of goods, services or information through electronic means totalled at \$22.1 billion in 2001, representing 0.43% of the total business receipts of all selected industry sectors. Analysed by type of electronic means, about 74% of the e-commerce business receipts were through Internet and 17% were through designated private network. As regards the customer group, business receipts from business-to-business e-commerce contributed 78% of the total e-commerce receipts. Among establishments having sold goods, services or information through Internet, 28% of them indicated that they had received part of the payment through Internet. (Tables 8.4 and 8.5)

2.43 Regarding those establishments not having sold goods, services or information through electronic means, 99% had not intended to do so. The reasons of "not popular in the industry" and "no business benefit to do so" were commonly cited by 43% and 39% of those establishments respectively. (Tables 8.6 and 8.7)

II 統計調查的主要結果 (續)

2.44 至於那些有計劃透過電子途徑售賣其產品、服務或資料的機構單位中，41% 預計將在 2002 年底前實行。

(表 8.6)

(d) 透過電子途徑遞送產品、服務或資料

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

2.46 約 12% 的機構單位在訪問前的十二個月內曾透過電子途徑遞送其產品、服務或資料。其中金融、保險、地產及商用服務業，及社區、社會及個人服務業的百分比比較高，分別為 19% 和 18%。(表 9.1)

2.47 在曾透過電子途徑遞送產品、服務或資料的機構單位中，大部分 (88%) 是透過網站遞送機構單位的資料。透過互聯網遞送產品、服務或資料最為普遍，約 99% 該類機構單位曾用此途徑。(表 9.2 及 9.3)

2.48 至於透過電子途徑遞送產品、服務或資料的原因，分別有 61%，55% 及 48% 曾提供此服務的機構單位選擇是由於「提高業務靈活性 / 商機」、「增強競爭力」及「改善對顧客的服務」。(表 9.4)

II Major Survey Findings (cont'd.)

2.44 As regards those establishments intending to sell through electronic means, 41% expected to do so by end-2002. (Table 8.6)

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

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

2.46 About 12% of the establishments had delivered their goods, services or information through electronic means in the 12 months before enumeration. The percentage was higher in the financing, insurance, real estate and business services sector (19%) and community, social and personal services (18%). (Table 9.1)

2.47 Most (88%) of the establishments having delivered their goods, services or information through electronic means were in fact providing information of the firm on Web site. Internet was the most common electronic medium for delivering goods, services or information through electronic means. About 99% of those establishments had used it. (Tables 9.2 and 9.3)

2.48 Regarding the reasons for delivering goods, services or information through electronic means, the reasons of "to increase business flexibility/opportunities", "to enhance competitiveness" and "to improve customer services" were cited by 61%, 55% and 48% of those establishments respectively. (Table 9.4)

II 統計調查的主要結果 (續)

2.49 在未曾透過電子途徑遞送產品、服務或資料的機構單位中，95% 並未有計劃這樣做。「業內並不普遍」和「對業務沒有裨益」兩原因則分別為其中的43% 及 41% 的機構單位所提及。

(表 9.5 及 9.6)

2.50 在有計劃透過電子途徑遞送其產品、服務或資料的機構單位中，56% 預計將在 2002 年底前實行。(表 9.5)

資訊科技項目的財政預算

2.51 這部分以七方面探討有關資訊科技項目的財政預算情況，分別是：為從事有關資訊科技研究及發展的活動、為增購資訊科技儀器及軟件、為增聘資訊科技員工、為採用資訊科技應用服務或將有關服務外判、為資訊科技培訓、為資訊科技保安用途及為設立 / 接達數據通訊網絡 (例如寬頻)。並分別把 2002 年各方面的財政預算與 2001 年的比較，及把 2003 年的與 2002 年的比較加以分析。

(a) 為從事有關資訊科技研究及發展的活動

約 3% 的機構單位有為從事有關資訊科技研究及發展的活動訂下 2002 年的財政預算。其中 57% 的機構單位指該項財政預算較 2001 年的有所增加。預計 2003 年的情況亦大致相若。(表 10.1A, 10.1B, 10.2A 及 10.2B)

II Major Survey Findings (cont'd.)

2.49 Regarding those establishments not having delivered goods, services or information through electronic means, 95% had not intended to do so. The reasons of "not popular in the industry" and "no business benefit" were cited by 43% and 41% of those establishments respectively. (Tables 9.5 and 9.6)

2.50 As regards those establishments intending to deliver their goods, services or information through electronic means, 56% expected to do so by end-2002. (Table 9.5)

Budget for information technology

2.51 The budget for IT is analysed under seven aspects, viz. for performing research and development activities related to IT; for procuring additional IT equipment and software; for employing additional IT personnel; for using IT application services or by outsourcing; for IT training; for IT security purposes and for setting up/access to data communication network (e.g. broad-band). The IT budgets for these aspects in 2002 and 2003 are compared with that in 2001 and 2002 respectively in this section.

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

Only 3% of the establishments had a budget for performing research and development activities related to IT in 2002. Among them, 57% had increased the budget compared with 2001. The situation was expected to be similar in 2003. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

II 統計調查的主要結果 (續)

(b) 為增購資訊科技儀器及軟件

約 10% 的機構單位有為增購資訊科技儀器及軟件訂下 2002 年的財政預算。其中 68% 的機構單位指該項財政預算較 2001 年的有所增加。至於 2003 年，則只有 5% 的機構單位有為此項目訂下財政預算。其中的 69% 的機構單位的財政預算將會較 2002 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(c) 為增聘資訊科技員工

約 2% 的機構單位有為增聘資訊科技員工訂下 2002 年的財政預算。其中 68% 的機構單位指該項財政預算較 2001 年的有所增加。預計 2003 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(d) 為採用資訊科技應用服務或將有關服務外判

約 3% 機構單位有為採用資訊科技應用服務或將有關服務外判訂下 2002 年的財政預算。其中 51% 單位指該項財政預算較 2001 年的有所增加。預計 2003 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(e) 為資訊科技培訓

約 4% 的機構單位有為資訊科技培訓訂下 2002 年的財政預算。其中 61% 的機構單位指該項財政預算較 2001 年的有所增加。預計 2003 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

II Major Survey Findings (cont'd.)

(b) For procuring additional IT equipment and software

About 10% of the establishments had a budget for procuring additional IT equipment and software in 2002. Among them, 68% had increased the budget compared with 2001. Only 5% of the establishments had a budget on this item for 2003. Among them, 69% had increased the budget compared with 2002. (Tables 10.1A, 10.1B 10.2A and 10.2B)

(c) For employing additional IT personnel

About 2% of the establishments had a budget for employing additional IT personnel in 2002. Among them, 68% had increased the budget compared with 2001. The situation was expected to be similar for 2003. (Tables 10.1A, 10.1B 10.2A and 10.2B)

(d) For using IT application services or by outsourcing

About 3% of the establishments had a budget for using IT application services or by outsourcing in 2002. Among them, about 51% had increased the budget compared with 2001. The situation was expected to be similar for 2003. (Tables 10.1A, 10.1B 10.2A and 10.2B)

(e) For IT training

About 4% of the establishments had a budget for IT training in 2002. Among them, about 61% had increased the budget compared with 2001. The situation was expected to be similar for 2003. (Tables 10.1A, 10.1B 10.2A and 10.2B)

II 統計調查的主要結果 (續)

(f) 為資訊科技保安用途

約 5% 的機構單位有為資訊科技保安用途訂下 2002 年的財政預算。其中 65% 的機構單位指該項財政預算較 2001 年的有所增加。預計 2003 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(g) 為設立 / 接達數據通訊網絡 (例如 ? 頻)

約 9% 的機構單位有為設立 / 接達數據通訊網絡 (例如寬頻) 訂下 2002 年的財政預算。其中 73% 的機構單位指該項財政預算較 2001 年的有所增加。至於 2003 年, 則只有 5% 的機構單位有為此項目訂下財政預算。其中 61% 的機構單位的財政預算將會較 2002 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

資訊科技保安

2.52 2002 年的統計調查新增了一個項目。這個項目會探討一些有關資訊科技保安事宜, 包括電腦保安被衝破、對採用電腦保安措施的態度及所採用的保安措施。

2.53 35% 的機構單位的電腦系統在被訪問前的十二個月內曾受到入侵 / 襲擊。大部分 (88%) 在該段期間內曾受到一次至十次的入侵 / 襲擊。(表 11.1 及 11.2)

2.54 按電腦曾受入侵 / 襲擊的種類分析, 大部分 (98%) 的機構單位曾受到「電腦病毒」入侵, 其次是「黑客」(7%) 及「阻斷服務」(5%)。(表 11.3)

II Major Survey Findings (cont'd.)

(f) For IT security purposes

About 5% of the establishments had a budget for IT security purposes in 2002. Among them, about 65% had increased the budget compared with 2001. The situation was expected to be similar for 2003. (Tables 10.1A, 10.1B 10.2A and 10.2B)

(g) For setting up/access to data communication network (e.g. broad-band)

About 9% of the establishments had a budget for setting up/access to data communication network (e.g. broad-band) in 2002. Among them, about 73% had increased the budget compared with 2001. Only 5% of the establishments had budget on this item for 2003. Among them, 61% would increase the budget compared with 2002. (Tables 10.1A, 10.1B 10.2A and 10.2B)

Information technology security

2.52 A new topic had been introduced in the 2002 round of the survey. In this new topic, some areas of IT security are explored, including breaches of computer security, attitude to adoption of computer security measures, and types of security measure implemented.

2.53 35% of the establishments had suffered from computer attacks in the 12 months before enumeration. Most of them (88%) suffered 1-10 attacks during the period. (Tables 11.1 and 11.2)

2.54 Analysed by type of computer attacks, most (98%) of the establishments had suffered from "virus" attacks. This was followed by "hacking" (7%) and "denial of service" (5%). (Table 11.3)

II 統計調查的主要結果 (續)

2.55 大部份 (91%) 機構單位於受襲後都曾採取相應的補救措施。當中有 72% 曾修補漏洞, 而 41% 則曾使用更多電腦保安技術。只有少於 1% 曾向香港電腦保安事故協調中心匯報或向警方報案。(表 11.4A 及 11.4B)

2.56 在有使用個人電腦的機構單位中, 81% 曾採用保安技術來保護機構的電腦系統及資料。因應電腦病毒的廣泛性, 最多被機構單位採用的防禦技術自然是「防毒軟件」(在有採用保安技術的機構單位中, 95% 曾採用此技術)。有 41% 的機構單位採用「密碼」保安, 至於「防火牆」(16%) 及「接達管制」(10%) 也是普遍曾被採用的技術。(表 11.5、11.6A 及 11.6B)

2.57 至於沒有採用任何保安技術來保護機構的電腦系統及資料的機構單位, 其主要原因是認為「沒有需要/不預期有保安問題」(該類機構單位中, 75% 曾提及此原因), 其次是由於「缺乏有關範疇的知識」(20%) 及「財政限制」(14%)。(表 11.7)

2.58 至於有採用保安技術來保護機構的電腦系統及資料的機構單位, 其中 45% 認為在處理保安問題上遇到最主要的限制是「財政限制」。至於「缺乏有關範疇的知識」(32%)、「員工缺乏資訊保安的意識」(28%)、「缺乏有關資訊科技保安的策略及指引」(21%) 及「有關產品的技術複雜」(20%) 亦是普遍被提及的限制。(表 11.8)

II Major Survey Findings (cont'd.)

2.55 Upon attacked, most (91%) of the establishments took on remedial measures. 72% of them had applied patches, and 41% of them had resorted to using more security technologies. Less than 1% of them had reported their cases to either the Hong Kong Computer Emergency Response Team Co-ordination Centre or the police. (Tables 11.4A and 11.4B)

2.56 Among establishments having used PCs, 81% of them had adopted security technology to protect their computer systems and information. As a natural response to the predominance of virus attacks, "anti-virus software" ranked top on the list of security technologies adopted (cited by 95% of establishments having adopted security technologies). 41% of those establishments had adopted "password" protection, while "firewalls" (16%) and "access controls" (10%) were also common technologies adopted. (Tables 11.5, 11.6A and 11.6B)

2.57 For those establishments not having adopted any security technology to protect their computer system and information, the reasons cited by most of them were "don't see the need/don't foresee any security problem" (cited by 75% of those establishments), followed by "lack of expertise in the field" (20%) and "budget constraint" (14%). (Table 11.7)

2.58 For those establishments having adopted security technology to protect their computer systems and information, 45% of them expressed that the major obstacles to addressing security concerns was "budgetary constraints". "lack of expertise in the field" (32%), "lack of employee awareness" (28%), "lack of policy and guideline on IT security" (21%) and "technical/complexity of products" (20%) were also commonly mentioned. (Table 11.8)

II 統計調查的主要結果 (續)

2.59 有透過電子途徑售賣產品、服務或資料的機構單位中，95% 表示有為客戶提供身分認證及 / 或保密接達服務。其中大部分都只採用比較簡單的方法來為客戶提供身分認證及 / 或保密接達服務。最常用的方法為「用戶名稱」(該類機構單位中，79% 曾應用此方法)，其次是「個人辨認密碼」(63%)。而「保密插口層」、「個人數碼證書」及「保密電子交易」則分別只有 21%、12% 及 10% 的機構單位應用。(表 11.9、11.10A 及 11.10B)

2.60 有內部通訊系統的機構單位中，59% 有為僱員核證身分。用來核證僱員身分的方法同樣是比較簡單。最常用的方法亦是「用戶名稱」(該類機構單位中，78% 曾應用此方法)，其次是「個人辨認密碼」(74%)。(表 11.11 及 11.12)

II Major Survey Findings (cont'd.)

2.59 Among those establishments having sold goods, services or information through electronic means, 95% of them had provided authentication and/or security access for the clients. Most of them had only implemented relatively simple methods of authentication and/or security access for the clients. The most common method adopted was "user name" (cited by 79% of those establishments), followed by "Personal Identity Number (PIN)" (63%). "Secure Sockets Layers (SSL)", "Personal e-Certs" and "Secure Electronic Transaction (SET)" had been used by only 21%, 12% and 10% of those establishments respectively. (Tables 11.9, 11.10A and 11.10B)

2.60 Among establishments having internal communications system, 59% had provided authentication for employees. The methods used for authenticating the identity of employees were again relatively simple. The most common method used was again "user name" (cited by 78% of those establishments), followed by "Personal Identity Number (PIN)" (74%). (Tables 11.11 and 11.12)

表 1.1 : 按行業 / 就業人數類別劃分的在2000年、2001年及2002年間資訊科技在工商業的使用情況和普及程度主要數據

Table 1.1 : Key statistics on usage and penetration of information technology in the business sector by industry sector/employment size in 2000, 2001 and 2002

		在機構單位數目中，有使用下列資訊科技的機構單位所佔的百分比			
		Among no. of establishments, % of establishments having :			
		機構單位數目	個人電腦	互聯網	網頁 / 網站
		No. of Establishments	Personal computers	Internet connection	Web pages/ Web sites
按行業類別劃分					
By industry sector					
製造業、電力及燃氣業	2000	23 671	48.6	31.6	5.1
Manufacturing, electricity and gas	2001	19 999	39.6	27.8	8.0
	2002	20 402	40.7	31.2	7.0
建造業	2000	25 377	45.3	24.5	4.8
Construction	2001	24 976	45.8	27.7	3.1
	2002	22 959	44.8	36.4	2.4
批發、零售、進 / 出口貿易、飲食及酒店業	2000	176 205	53.1	40.8	7.8
Wholesale, retail and import/export trades, restaurants and hotels	2001	176 597	49.5	37.2	11.8
	2002	171 508	58.1	45.9	11.9
運輸、倉庫及通訊業	2000	38 030	27.6	18.6	3.3
Transport, storage and communications	2001	36 253	29.2	21.0	3.4
	2002	36 849	30.6	27.4	7.0
金融、保險、地產及商用服務業	2000	47 347	74.5	56.9	10.3
Financing, insurance, real estate and business services	2001	47 954	76.1	61.5	17.6
	2002	50 784	77.7	66.1	18.6
社區、社會及個人服務業	2000	29 203	43.5	24.6	8.9
Community, social and personal services	2001	29 152	43.4	32.2	10.3
	2002	30 781	41.4	33.7	15.7
總計	2000	339 832	51.5	37.3	7.3
Total	2001	334 932	49.7	37.2	10.7
	2002	333 283	54.5	44.2	11.8
按就業人數類別劃分					
By employment size					
大型	2000	6 153	92.0	77.9	43.2
Large	2001	5 635	93.4	86.0	57.2
	2002	6 063	94.6	82.6	61.0
中型	2000	31 855	78.2	63.1	18.5
Medium	2001	32 507	79.2	64.2	29.1
	2002	38 300	76.6	66.1	31.6
小型	2000	301 825	47.9	33.8	5.4
Small	2001	296 790	45.7	33.3	7.8
	2002	288 921	50.7	40.5	8.1
總計	2000	339 832	51.5	37.3	7.3
Total	2001	334 932	49.7	37.2	10.7
	2002	333 283	54.5	44.2	11.8

表 1.1 : 按行業 / 就業人數類別劃分的在2000年、2001年及2002年間資訊科技在工商業的使用情況和普及程度主要數據 (續)

Table 1.1 : Key statistics on usage and penetration of information technology in the business sector by industry sector/employment size in 2000, 2001 and 2002 (cont'd.)

		在機構單位數目中，有使用下列資訊科技的機構單位所佔的百分比 Among no. of establishments, % of establishments having :			
		預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
		產品、服務或資料 (透過電子途徑) goods, services or information through electronic means			
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2000	6.1	30.4	0.3	6.7
	2001	5.3	31.7	0.8	8.1
	2002	6.1	34.3	1.8	7.4
建造業 Construction	2000	1.2	25.5	0.0	7.0
	2001	3.8	31.9	#	4.0
	2002	2.1	38.5	#	2.4
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2000	3.8	38.2	0.3	8.3
	2001	5.0	40.1	0.9	13.0
	2002	6.1	46.6	1.2	12.1
運輸、倉庫及通訊業 Transport, storage and communications	2000	2.6	16.7	0.1	4.1
	2001	4.4	24.7	0.6	6.9
	2002	1.8	25.4	0.6	7.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2000	11.9	55.0	0.9	11.5
	2001	13.7	62.8	2.6	21.2
	2002	15.5	67.9	4.3	18.6
社區、社會及個人服務業 Community, social and personal services	2000	5.4	23.1	0.4	9.3
	2001	5.5	33.4	1.2	11.4
	2002	9.2	35.4	0.1	17.5
總計 Total	2000	4.9	35.3	0.3	8.1
	2001	6.2	40.0	1.1	12.4
	2002	7.1	45.2	1.5	12.1
按就業人數類別劃分 By employment size					
大型 Large	2000	18.5	77.2	4.4	44.4
	2001	26.2	85.1	8.5	62.6
	2002	28.6	80.7	6.5	61.3
中型 Medium	2000	10.4	59.1	0.5	18.0
	2001	13.9	65.1	2.4	31.8
	2002	12.0	67.6	1.9	31.8
小型 Small	2000	4.0	32.0	0.2	6.4
	2001	4.9	36.4	0.8	9.3
	2002	6.0	41.4	1.3	8.4
總計 Total	2000	4.9	35.3	0.3	8.1
	2001	6.2	40.0	1.1	12.4
	2002	7.1	45.2	1.5	12.1

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

	機構單位數目 No. of establishments	有沒有使用個人電腦 Whether using personal computers (PCs)	
		有 Yes	沒有 No
(百分比) (%)			
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	40.7	59.3
建造業 Construction	22 959	44.8	55.2
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	58.1	41.9
運輸、倉庫及通訊業 Transport, storage and communications	36 849	30.6	69.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	77.7	22.3
社區、社會及個人服務業 Community, social and personal services	30 781	41.4	58.6
總計 Total	333 283	54.5	45.5
按就業人數類別劃分 By employment size			
大型 Large	6 063	94.6	5.4
中型 Medium	38 300	76.6	23.4
小型 Small	288 921	50.7	49.3
總計 Total	333 283	54.5	45.5

表 2.2 : 按個人電腦類別劃分的工商業所使用的個人電腦數目及其按行業 / 就業人數類別分布

Table 2.2 : Distribution of personal computers (PCs) in the business sector by category by industry sector/employment size

	個人電腦數量 No. of PCs	個人電腦種類 Category of PCs			(百分比) (%)
		桌面電腦 Desktop computer	便攜式電腦 / 筆記簿型電腦 Laptop or notebook computer	個人數碼助理 Personal Digital Assistant (PDA)	總計 Total
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	76 343	88.2	9.1	2.7	100.0
建造業 Construction	54 879	89.4	8.2	2.3	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	477 887	86.6	10.8	2.5	100.0
運輸、倉庫及通訊業 Transport, storage and communications	129 422	91.0	7.9	1.1	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	388 497	84.7	11.9	3.4	100.0
社區、社會及個人服務業 Community, social and personal services	276 036	84.6	14.8	0.6	100.0
總計 Total	1 403 064	86.3	11.4	2.3	100.0
按就業人數類別劃分 By employment size					
大型 Large	690 663	86.0	12.3	1.7	100.0
中型 Medium	358 656	89.3	9.3	1.3	100.0
小型 Small	353 745	83.7	11.9	4.4	100.0
總計 Total	1 403 064	86.3	11.4	2.3	100.0

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

應用軟件種類 ⁽¹⁾ Category of application software ⁽¹⁾	有使用個人電腦並裝置 / 接達 該應用軟件的機構單位數目 No. of establishments with PCs and having installed/access to that application software	佔有使用個人電腦的 機構單位數目百分比 As a % of total no. of establishments using PCs
文字處理 Word processing	172 094	94.7
互聯網瀏覽器 Internet browser	154 236	84.9
試算表 Spreadsheet	145 741	80.2
電腦保安及防毒 Computer security and anti-virus	139 316	76.7
通訊 Communications	117 584	64.7
多媒體工具 (影像及聲音) Multi-media tools (video and sound)	95 550	52.6
數據庫管理 Database management	78 920	43.4
其他實用程式 Other utility	68 448	37.7
銀行及金融 / 會計 Banking and finance/Accounting	52 264	28.8
採購 / 處理銷售訂單 Purchasing/Sales and order processing	31 356	17.3
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	22 367	12.3
簡報 (例如 PowerPoint) Presentation (e.g. PowerPoint)	8 958	4.9
人力資源管理 / 培訓 Human resource management/Training	8 541	4.7
其他 Others	5 543	3.1
以上種類的任何組合 Any combination of the above categories	181 135	99.7

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

表 2.4 : 按電腦系統種類劃分的有使用個人電腦並裝置 / 接達特製電腦系統的機構單位數目

Table 2.4 : Establishments with personal computers (PCs) and having installed/access to tailor-made computer system by category of tailor-made computer system

特製電腦系統種類 ⁽¹⁾ Category of tailor-made computer system ⁽¹⁾	有使用個人電腦並裝置 / 接達以下特製電腦系統 的機構單位數目 No. of establishments with PCs and having installed/access to the following tailor-made computer system	佔有使用個人 電腦的機構單位 數目百分比 As a % of total no. of establishments using PCs
銀行及金融 / 會計 Banking and finance/Accounting	26 228	14.4
採購 / 處理銷售訂單 Purchasing/Sales and order processing	19 999	11.0
人力資源管理 / 培訓 Human resource management/Training	5 530	3.0
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	4 876	2.7
其他 Others	4 373	2.4
以上種類的任何組合 Any combinations of the above categories	40 988	22.6

⁽¹⁾ 可選擇多於一個種類。

May select more than one category.

表 2.5 : 按預計裝置個人電腦的時間劃分的有此計劃的機構單位按行業 / 就業人數類別分布

Table 2.5 : Distribution of establishments intending to install personal computers (PCs) by expected time of installation by industry sector/employment size

	沒有使用個人電腦的機構單位數目 No. of establishments not using PCs (a)	有計劃裝置個人電腦的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to install PCs (b)	在(b)欄機構單位中, 預計裝置個人電腦的時間 Among establishments in column (b), expected time of installing PCs			(百分比) (%) (f)
			2002年 In 2002 (c)	2003年 In 2003 (d)	2003年後或沒有預計時間 After 2003 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 105	0.1	0.0	100.0	0.0	100.0
建造業 Construction	12 681	3.1	82.2	0.0	17.8	100.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	71 861	2.0	69.5	30.5	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	25 582	3.9	100.0	0.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 313	10.8	100.0	0.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	18 053	3.4	42.8	57.2	0.0	100.0
總計 Total	151 594	3.1	81.3	17.2	1.5	100.0
按就業人數類別劃分 By employment size						
大型 Large	326	8.6	53.9	46.1	0.0	100.0
中型 Medium	8 970	3.4	57.4	19.9	22.8	100.0
小型 Small	142 299	3.0	83.2	16.8	0.0	100.0
總計 Total	151 594	3.1	81.3	17.2	1.5	100.0

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

行業類別 Industry sector	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾			(百分比) (%)	
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置及 發展成本高昂 Costly in procuring and developing software	
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 091	75.6	32.2	0.6		1.0
建造業 Construction	12 290	81.0	44.0	12.9		12.6
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	70 446	71.5	34.3	9.1		6.6
運輸、倉庫及通訊業 Transport, storage and communications	24 593	75.3	31.2	5.0		4.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10 087	70.5	9.8	23.9		4.4
社區、社會及個人服務業 Community, social and personal services	17 437	77.1	31.6	15.1		12.0
總計 Total	146 943	73.9	32.4	9.8		6.9

行業類別 Industry sector	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)	
	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	聘用資訊 科技人員 的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電 腦時的資料 保密事宜 Concern about security issue in using computer	其他 Others		
製造業、電力及燃氣業 Manufacturing, electricity and gas	3.6	0.4	0.9	0.4		3.8	
建造業 Construction	15.3	7.6	0.0	0.0		0.1	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	7.1	4.0	1.5	1.3		5.4	
運輸、倉庫及通訊業 Transport, storage and communications	0.0	1.0	1.0	0.0		0.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7.0	0.2	0.0	0.0		3.2	
社區、社會及個人服務業 Community, social and personal services	3.2	7.1	3.2	1.6		4.7	
總計 Total	5.8	3.6	1.4	0.8		3.7	

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

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

就業人數類別 Employment size	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾				(百分比) (%)
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置及 發展成本高昂 Costly in procuring and developing software	
大型 Large	298	64.5	39.1	10.2	5.0	
中型 Medium	8 664	78.9	37.2	7.6	11.3	
小型 Small	137 981	73.6	32.1	9.9	6.6	
總計 Total	146 943	73.9	32.4	9.8	6.9	

就業人數類別 Employment size	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)
	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	聘用資訊 科技人員 的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電 腦時的資料 保密事宜 Concern about security issue in using computer	其他 Others	
大型 Large	10.1	5.0	11.2	5.0	1.4	
中型 Medium	7.1	10.1	0.0	0.8	1.7	
小型 Small	5.7	3.2	1.4	0.8	3.8	
總計 Total	5.8	3.6	1.4	0.8	3.7	

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

表 3.1 : 按有沒有使用互聯網劃分的機構單位數目及其按行業 / 就業人數類別分布
 Table 3.1 : Distribution of establishments by whether having Internet connection by industry sector/employment size

	機構單位數目 No. of establishments	有沒有使用互聯網 Whether having Internet connection	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	31.2	68.8
建造業 Construction	22 959	36.4	63.6
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	45.9	54.1
運輸、倉庫及通訊業 Transport, storage and communications	36 849	27.4	72.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	66.1	33.9
社區、社會及個人服務業 Community, social and personal services	30 781	33.7	66.3
總計 Total	333 283	44.2	55.8
按就業人數類別劃分 By employment size			
大型 Large	6 063	82.6	17.4
中型 Medium	38 300	66.1	33.9
小型 Small	288 921	40.5	59.5
總計 Total	333 283	44.2	55.8

表 3.2 : 按使用互聯網的用途劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布
 Table 3.2 : Distribution of establishments having Internet connection by type of Internet usage by industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通常使用互聯網的用途 ⁽¹⁾ Usual usage of Internet ⁽¹⁾			(百分比) (%)
		電子郵件 Electronic-mail	網上資料搜集 On-line source of information	網上獲取商品、服務或資料 On-line receipt of goods, services or information	使用政府網上服務 Access to on-line government services
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 372	94.4	90.2	86.8	47.8
建造業 Construction	8 359	95.2	99.6	96.0	68.7
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	78 687	95.8	91.4	85.9	57.7
運輸、倉庫及通訊業 Transport, storage and communications	10 097	72.9	77.3	88.9	44.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 564	95.5	95.7	91.9	59.0
社區、社會及個人服務業 Community, social and personal services	10 387	95.4	96.7	92.9	64.5
總計 Total	147 466	94.0	92.2	88.6	57.8
按就業人數類別劃分 By employment size					
大型 Large	5 008	96.4	96.2	95.5	77.3
中型 Medium	25 334	97.9	96.7	94.9	70.8
小型 Small	117 124	93.1	91.1	86.9	54.1
總計 Total	147 466	94.0	92.2	88.6	57.8

⁽¹⁾ 可選擇多於一項用途。
 May select more than one type of usage.

表 3.2 : 按使用互聯網的用途劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布 (續)

Table 3.2 : Distribution of establishments having Internet connection by type of Internet usage by industry sector/employment size (cont'd.)

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通常使用互聯網的用途 ⁽¹⁾ Usual usage of Internet ⁽¹⁾			(百分比) (%)
		下載軟件 Software downloads	網上向顧客 / 購買商 / 商業伙伴提供資料 / 意見 On-line provision of information/ feedback to customers/buyers /business partners	網上遞送商品、服務或資料 On-line delivery of goods, services or information	網上向供應商 / 商業伙伴提出查詢 Make on-line enquiry to suppliers/business partners
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 372	27.7	26.0	23.5	25.5
建造業 Construction	8 359	54.7	37.8	6.7	48.2
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	78 687	28.1	31.2	25.4	27.2
運輸、倉庫及通訊業 Transport, storage and communications	10 097	16.4	24.4	25.7	13.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 564	38.3	26.9	28.1	15.6
社區、社會及個人服務業 Community, social and personal services	10 387	45.3	33.2	43.0	9.8
總計 Total	147 466	32.3	30.0	26.1	23.5
按就業人數類別劃分 By employment size					
大型 Large	5 008	62.4	55.8	72.4	36.8
中型 Medium	25 334	43.3	43.3	46.6	24.9
小型 Small	117 124	28.7	26.1	19.7	22.6
總計 Total	147 466	32.3	30.0	26.1	23.5

(1) 可選擇多於一項用途。
May select more than one type of usage.

表 3.2 : 按使用互聯網的用途劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布 (續)

Table 3.2 : Distribution of establishments having Internet connection by type of Internet usage by industry sector/employment size (cont'd.)

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	通常使用互聯網的用途 ⁽¹⁾ Usual usage of Internet ⁽¹⁾			(百分比) (%)	
		網上購買 / 預訂商品、服務或資料 On-line purchase /ordering of goods, services or information	網上付款 On-line payments	網上售賣商品、服務或資料 On-line sales of goods, services or information	其他 Others	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 372	19.4	9.6	5.9	#	
建造業 Construction	8 359	5.8	2.4	#	#	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	78 687	13.2	6.8	2.0	0.1	
運輸、倉庫及通訊業 Transport, storage and communications	10 097	6.5	3.0	2.2	4.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 564	22.0	13.0	6.3	0.3	
社區、社會及個人服務業 Community, social and personal services	10 387	27.3	13.8	0.2	1.7	
總計 Total	147 466	15.6	8.3	2.9	0.5	
按就業人數類別劃分 By employment size						
大型 Large	5 008	32.9	15.1	7.6	3.1	
中型 Medium	25 334	18.1	9.3	2.5	0.6	
小型 Small	117 124	14.3	7.8	2.8	0.4	
總計 Total	147 466	15.6	8.3	2.9	0.5	

⁽¹⁾ 可選擇多於一項用途。
May select more than one type of usage.

表 3.3 : 按連接互聯網的方式劃分的有連接互聯網的機構單位按行業 / 就業人數類別分布
 Table 3.3 : Distribution of establishments having Internet connection by method of connection by Industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	連接互聯網的方式 ⁽¹⁾ Method of Internet connection ⁽¹⁾				(百分比) (%)
		撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	寬頻 Broad-band	專用線路 Dedicated circuits	流動網絡 Mobile network	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 372	56.8	45.1	2.2	#	
建造業 Construction	8 359	60.9	39.9	1.4	#	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	78 687	52.8	50.3	5.1	0.5	
運輸、倉庫及通訊業 Transport, storage and communications	10 097	46.3	55.0	5.2	0.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 564	47.0	51.2	12.9	0.6	
社區、社會及個人服務業 Community, social and personal services	10 387	43.8	63.5	7.8	0.8	
總計 Total	147 466	51.0	50.9	6.7	0.5	
按就業人數類別劃分 By employment size						
大型 Large	5 008	26.5	67.1	38.4	1.6	
中型 Medium	25 334	44.4	57.5	13.1	0.8	
小型 Small	117 124	53.5	48.8	4.0	0.4	
總計 Total	147 466	51.0	50.9	6.7	0.5	

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

表 3.4 : 按預計連接互聯網的時間劃分的有此計劃的機構單位按行業 / 就業人數類別分布
Table 3.4 : Distribution of establishments intending to have Internet connection by expected time of having by industry sector/employment size

	沒有連接 互聯網的機 構 單位數目 No. of establishments not having Internet connection (a)	有計劃連接 互聯網的機構 單位佔(a)欄 機構單位數目 的百分比 Among establishments in column (a), % intending to have Internet connection (b)	在(b)欄機構單位中， 預計連接互聯網的時間 Among establishments in column (b), expected time of connecting Internet			(百分比) (%)
			2002年 In 2002 (c)	2003年 In 2003 (d)	2003年 後或沒有 預計時間 After 2003 or no expected time (e)	
總計 Total (f)						
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 030	0.2	38.4	61.6	0.0	100.0
建造業 Construction	14 600	3.3	85.5	0.0	14.5	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	92 821	4.5	56.0	44.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	26 752	0.4	100.0	0.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	17 220	7.7	100.0	0.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	20 395	2.3	71.9	28.1	0.0	100.0
總計 Total	185 817	3.6	68.7	30.2	1.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	1 055	7.2	61.3	38.7	0.0	100.0
中型 Medium	12 966	9.2	84.1	10.1	5.9	100.0
小型 Small	171 797	3.1	65.5	34.5	0.0	100.0
總計 Total	185 817	3.6	68.7	30.2	1.0	100.0

表 3.5A : 按未有計劃連接互聯網的原因劃分的該類機構單位按行業類別分布
Table 3.5A : Distribution of establishments not intending to have Internet connection by reason by industry sector

行業類別 Industry sector	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾			(百分比) (%)	
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	软件的 購置及發展 成本高昂 Costly in procuring and developing software	
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 007	78.5	36.7	4.3		2.6
建造業 Construction	14 121	66.5	37.6	17.3		10.4
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	88 609	70.4	30.0	15.0		4.7
運輸、倉庫及通訊業 Transport, storage and communications	26 644	72.2	35.4	8.4		3.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15 888	70.0	16.5	12.7		8.5
社區、社會及個人服務業 Community, social and personal services	19 924	67.1	31.2	15.7		11.4
總計 Total	179 192	70.6	30.9	13.2		5.9

行業類別 Industry sector	未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd.)					(百分比) (%)
	聘用資訊 科技人員的 成本高昂 Costly in employing IT personnel	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	害怕員工 使用互聯網 作私人用途 Fear of access to Internet by employees for personal use	互聯網 並不可靠 Consider Internet not reliable	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas		0.4	0.4	2.4	0.8	0.0
建造業 Construction		3.2	3.2	1.1	0.5	0.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels		4.0	1.4	1.8	1.4	2.5
運輸、倉庫及通訊業 Transport, storage and communications		#	0.0	0.1	0.0	0.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services		0.4	0.0	0.0	3.2	1.0
社區、社會及個人服務業 Community, social and personal services		7.6	3.2	0.0	0.0	1.3
總計 Total		3.1	1.3	1.2	1.0	1.5

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

表 3.5B : 按未有計劃連接互聯網的原因劃分的該類機構單位按就業人數類別分布
Table 3.5B : Distribution of establishments not intending to have Internet connection by reason by employment size

就業人數類別 Employment size	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾			(百分比) (%)	
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的 購置及發展 成本高昂 Costly in procuring and developing software	
大型 Large	979	87.8	14.9	8.0		4.8
中型 Medium	11 779	74.9	35.6	10.1		9.0
小型 Small	166 434	70.2	30.6	13.5		5.7
總計 Total	179 192	70.6	30.9	13.2		5.9

就業人數類別 Employment size		未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd.)					(百分比) (%)	
		聘用資訊 科技人員的 成本高昂 Costly in employing IT personnel	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	害怕員工 使用聯互聯網 作私人用途 Fear of access to Internet by employees for personal use	互聯網 並不可靠 Consider Internet not reliable	其他 Others		
大型 Large		4.4	3.0	3.4	1.5		3.4	
中型 Medium		8.7	4.9	4.4	1.8		0.1	
小型 Small		2.7	1.1	0.9	1.0		1.6	
總計 Total		3.1	1.3	1.2	1.0		1.5	

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

表 4.1 : 按有沒有擁有數碼證書劃分的機構單位按行業 / 就業人數類別分布
Table 4.1 : Distribution of establishments by whether having an e-Cert by industry sector/ employment size

	機構單位數目 No. of establishments	有沒有擁有數碼證書 Whether having an e-Cert	
		有 Yes	(百分比) 沒有 No (%)
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	0.7	99.3
建造業 Construction	22 959	1.2	98.8
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	2.0	98.0
運輸、倉庫及通訊業 Transport, storage and communications	36 849	0.6	99.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	2.4	97.6
社區、社會及個人服務業 Community, social and personal services	30 781	3.0	97.0
總計 Total	333 283	1.9	98.1
按就業人數類別劃分 By employment size			
大型 Large	6 063	12.2	87.8
中型 Medium	38 300	4.6	95.4
小型 Small	288 921	1.3	98.7
總計 Total	333 283	1.9	98.1

表 4.2 : 按有沒有使用數碼證書劃分的擁有數碼證書的機構單位按行業 / 就業人數類別分布

Table 4.2 : Distribution of establishments with e-Cert by whether having used e-Cert by industry sector/employment size

	擁有數碼證書的 機構單位數目 No. of establishments having e-Cert	有沒有使用數碼證書 Whether having used e-Cert		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	149	97.9		2.1
建造業 Construction	274	92.2		7.8
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	3 453	70.3		29.7
運輸、倉庫及通訊業 Transport, storage and communications	205	98.5		1.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 232	85.7		14.3
社區、社會及個人服務業 Community, social and personal services	938	3.4		96.6
總計 Total	6 252	65.8		34.2
按就業人數類別劃分 By employment size				
大型 Large	737	79.6		20.4
中型 Medium	1 763	55.0		45.0
小型 Small	3 751	68.2		31.8
總計 Total	6 252	65.8		34.2

表 4.3 : 按使用用途劃分的有使用數碼證書的機構單位按行業 / 就業人數類別分布
 Table 4.3 : Distribution of establishments having used e-Cert by type of usage by industry sector/employment size

	有使用數碼證書的機構單位數目 No. of establishments having used e-Cert	使用數碼證書的用途 ⁽¹⁾ Type of usage of using e-Cert ⁽¹⁾			(百分比) (%)	
		對外與政府及有關機構進行交易 / 交換資料 Business transaction/exchange of information with Government and related organizations	對外與顧客進行交易 / 交換資料 Business transaction/exchange of information with customers	對外與其他貿易伙伴進行交易 / 交換資料 Business transaction/exchange of information with other business partners	內部運作 In-house operation	其他 Others
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	146	93.8	4.8	0.7	0.8	0.7
建造業 Construction	253	65.2	57.5	28.7	0.4	0.8
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2 426	55.0	43.2	17.4	1.3	0.6
運輸、倉庫及通訊業 Transport, storage and communications	202	27.6	35.2	26.5	50.2	4.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 056	57.8	36.9	22.6	5.6	2.3
社區、社會及個人服務業 Community, social and personal services	31	3.5	30.6	10.0	82.2	0.0
總計 Total	4 115	56.0	40.6	19.2	5.3	1.2
按就業人數類別劃分 By employment size						
大型 Large	587	48.0	47.3	27.7	18.7	5.9
中型 Medium	970	63.5	28.3	17.1	9.5	1.7
小型 Small	2 558	54.9	43.8	18.1	0.6	0.0
總計 Total	4 115	56.0	40.6	19.2	5.3	1.2

(1) 可選擇多於一種用途。
 May select more than one connection method.

表 4.4A : 按未有使用數碼證書的原因劃分的該類機構單位按行業類別分布
Table 4.4A : Distribution of establishments not having used e-Cert by reason by industry sector

行業類別 Industry sector	未有使用數碼證書的原因 ⁽¹⁾ Reason for not having used e-Cert ⁽¹⁾				(百分比) (%)
	未有使用 數碼證書的 機構單位數目 No. of establishments not having used e-Cert	沒有提供 數碼簽署 的需要 No need to provide digital signature	甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	只有少數政府 服務或商業 應用會要求 使用數碼證書 Limited Government/ business applications/ services requiring use of e-Cert	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using e-Cert
製造業、電力及燃氣業 Manufacturing, electricity and gas	3	36.4	68.2	0.0	31.8
建造業 Construction	21	93.8	6.2	0.0	0.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 027	35.9	44.8	19.3	0.0
運輸、倉庫及通訊業 Transport, storage and communications	3	33.3	33.3	0.0	33.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	176	55.3	18.0	8.7	0.0
社區、社會及個人服務業 Community, social and personal services	906	58.6	42.4	6.7	8.4
總計 Total	2 137	47.7	41.2	12.8	3.6

行業類別 Industry sector	未有使用數碼證書的原因 ⁽¹⁾ (續) Reason for not having used e-Cert ⁽¹⁾ (cont'd.)			(百分比) (%)
	程序繁複及 不易使用 Procedures cumbersome and not user-friendly	數碼證書的 技術保安不足 e-Cert technology not secure	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.0	0.0	0.0	
建造業 Construction	0.0	0.0	0.0	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	0.0	0.0	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	0.0	0.0	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15.1	11.6	0.0	
社區、社會及個人服務業 Community, social and personal services	1.4	0.0	0.0	
總計 Total	1.8	1.0	0.0	

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

表 4.4B : 按未有使用數碼證書的原因劃分的該類機構單位按就業人數類別分布
Table 4.4B : Distribution of establishments not having used e-Cert by reason by employment size

就業人數類別 Employment size	未有使用 數碼證書的 機構單位數目 No. of establishments not having used e-Cert	未有使用數碼證書的原因 ⁽¹⁾ Reason for not having used e-Cert ⁽¹⁾			(百分比) (%)
		沒有提供 數碼簽署 的需要 No need to provide digital signature	甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	只有少數政府 服務或商業 應用會要求 使用數碼證書 Limited Government/ business applications/ services requiring use of e-Cert	沒有使用 數碼證書 加強保安 的需要 No need to enhance security by using e-Cert
大型 Large	150	13.6	64.1	0.7	1.3
中型 Medium	793	40.1	52.9	16.0	9.3
小型 Small	1 193	57.0	30.6	12.2	0.2
總計 Total	2 137	47.7	41.2	12.8	3.6

就業人數類別 Employment size	未有使用數碼證書的原因 ⁽¹⁾ (續) Reason for not having used e-Cert ⁽¹⁾ (cont'd.)			(百分比) (%)
	程序繁複及 不易使用 Procedures cumbersome and not user-friendly	數碼證書的 技術保安不足 e-Cert technology not secure	其他 Others	
大型 Large	7.5	13.5	0.0	
中型 Medium	1.6	0.0	0.0	
小型 Small	1.3	0.0	0.0	
總計 Total	1.8	1.0	0.0	

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

表 4.5 : 按預計申請數碼證書的時間劃分的有此計劃的機構單位按行業 / 就業人數類別分布

Table 4.5 : Distribution of establishments intending to acquire an e-Cert by expected time of acquiring by industry sector/employment size

	沒有數碼證書的機構單位數目 No. of establishments not having e-Cert (a)	有計劃申請數碼證書的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to acquire an e-Cert (b)	在(b)欄機構單位中，預計申請數碼證書的時間 Among establishments in column (b), expected time of acquiring an e-Cert			(百分比) (%) 總計 Total (f)
			2002年 In 2002 (c)	2003年 In 2003 (d)	2003年後或沒有預計時間 After 2003 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 252	0.8	6.0	55.4	38.6	100.0
建造業 Construction	22 685	1.0	69.0	31.0	0.0	100.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	168 055	2.8	96.9	3.0	0.1	100.0
運輸、倉庫及通訊業 Transport, storage and communications	36 644	0.1	55.7	6.3	38.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	49 551	3.6	63.5	36.4	0.1	100.0
社區、社會及個人服務業 Community, social and personal services	29 844	0.6	91.6	8.4	0.0	100.0
總計 Total	327 031	2.2	85.3	13.6	1.1	100.0
按就業人數類別劃分 By employment size						
大型 Large	5 326	3.2	56.5	35.7	7.8	100.0
中型 Medium	36 536	3.7	70.1	29.5	0.4	100.0
小型 Small	285 169	1.9	89.9	9.0	1.1	100.0
總計 Total	327 031	2.2	85.3	13.6	1.1	100.0

表 4.6A : 按未有計劃申請數碼證書的原因劃分的該類機構單位按行業類別分布
Table 4.6A : Distribution of establishments not intending to acquire an e-Cert by reason by industry sector

行業類別 Industry sector	未有計劃申請 數碼證書的 機構單位數目 No. of establishments not intending to acquire an e-Cert	未有計劃申請數碼證書的原因 ⁽¹⁾ Reason for not intending to acquire an e-Cert ⁽¹⁾			(百分比) (%)	
		甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	不知道數碼 證書的存在或 對此沒有認識 Do not know existence of e-Cert or do not have knowledge about it	沒有提供 數碼簽署 的需要 No need to provide digital signature	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using e-Cert	
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 098	41.3	39.2	38.2		14.0
建造業 Construction	22 461	44.8	50.9	42.6		25.4
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	163 352	49.4	36.6	36.0		16.8
運輸、倉庫及通訊業 Transport, storage and communications	36 612	32.5	45.5	34.9		9.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47 772	56.8	18.8	33.9		13.4
社區、社會及個人服務業 Community, social and personal services	29 679	51.4	35.9	35.0		13.1
總計 Total	319 975	47.9	36.1	36.1		15.5

行業類別 Industry sector	未有計劃申請數碼證書的原因 ⁽¹⁾ (續) Reason for not intending to acquire an e-Cert ⁽¹⁾ (cont'd.)			(百分比) (%)	
	程序繁複及 不易使用 Procedures cumbersome and not user-friendly	只有少數政府 服務或商業 應用會要求 使用數碼證書 Limited Government/ business applications/ services requiring use of e-Cert	數碼證書 的技術 保安不足 e-Cert technology not secure	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2.6	4.8	3.0		1.8
建造業 Construction	14.8	15.4	9.5		0.1
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	6.7	5.2	3.1		0.9
運輸、倉庫及通訊業 Transport, storage and communications	1.8	0.6	0.5		0.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7.6	4.1	1.1		2.9
社區、社會及個人服務業 Community, social and personal services	5.7	3.7	0.3		0.9
總計 Total	6.5	5.1	2.7		1.1

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

表 4.6B : 按未有計劃申請數碼證書的原因劃分的該類機構單位按就業人數類別分布
Table 4.6B : Distribution of establishments not intending to acquire an e-Cert by reason by employment size

就業人數類別 Employment size	未有計劃申請數碼證書的原因 ⁽¹⁾ Reason for not intending to acquire an e-Cert ⁽¹⁾				(百分比) (%)
	未有計劃申請 數碼證書的 機構單位數目 No. of establishments not intending to acquire an e-Cert	甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	不知道數碼 證書的存在或 對此沒有認識 Do not know existence of e-Cert or do not have knowledge about it	沒有提供 數碼簽署 的需要 No need to provide digital signature	沒有使用 數碼證書 加強保 安的需要 No need to enhance security by using e-Cert
大型 Large	5 157	69.2	13.8	38.8	13.4
中型 Medium	35 174	56.5	34.4	38.2	13.6
小型 Small	279 644	46.4	36.7	35.7	15.8
總計 Total	319 975	47.9	36.1	36.1	15.5

就業人數類別 Employment size	未有計劃申請數碼證書的原因 ⁽¹⁾ (續) Reason for not intending to acquire an e-Cert ⁽¹⁾ (cont'd.)				(百分比) (%)
	程序繁複及 不易使用 Procedures cumbersome and not user-friendly	只有少數政府 服務或商業 應用會要求 使用數碼證書 Limited Government/ business applications/ services requiring use of e-Cert	數碼證書 的技術 保安不足 e-Cert technology not secure	其他 Others	
大型 Large	8.2	14.5	3.2	1.8	
中型 Medium	2.7	6.1	4.1	0.1	
小型 Small	6.9	4.8	2.5	1.2	
總計 Total	6.5	5.1	2.7	1.1	

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

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

	機構單位數目 No. of establishments	有沒有設立網頁 / 網站 Whether having Web page/Web site	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	7.0	93.0
建造業 Construction	22 959	2.4	97.6
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	11.9	88.1
運輸、倉庫及通訊業 Transport, storage and communications	36 849	7.0	93.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	18.6	81.4
社區、社會及個人服務業 Community, social and personal services	30 781	15.7	84.3
總計 Total	333 283	11.8	88.2
按就業人數類別劃分 By employment size			
大型 Large	6 063	61.0	39.0
中型 Medium	38 300	31.6	68.4
小型 Small	288 921	8.1	91.9
總計 Total	333 283	11.8	88.2

表 5.2A : 按網頁 / 網站所提供的商業交易 / 服務種類劃分的有設立網頁 / 網站的機構單位按行業類別分布

Table 5.2A : Distribution of establishments having Web page/Web site by type of business transactions/services offered by industry sector

行業類別 Industry sector	有設立網頁 / 網站的機構單位數目 No. of establishments having Web page/Web site	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾				(百分比) (%)
		提供機構和其產品及服務的資料 (對象包括顧客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	網上收集顧客的意見 On-line collection of feedback from customers	網上處理商業查詢 On-line handling of business enquiry	網上訂購機構的產品及服務 On-line ordering of the firm's products and services	
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 428	100.0	50.9	49.0	26.4	
建造業 Construction	558	100.0	34.0	17.3	0.2	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	20 383	100.0	28.6	25.6	5.7	
運輸、倉庫及通訊業 Transport, storage and communications	2 582	100.0	16.4	19.5	8.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 460	100.0	37.9	25.3	21.4	
社區、社會及個人服務業 Community, social and personal services	4 832	100.0	34.2	13.2	3.6	
總計 Total	39 244	100.0	31.6	24.3	10.1	

行業類別 Industry sector	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾				(百分比) (%)
	網上售後服務 On-line after sales services	網上遞送產品及服務 On-line delivery of the firm's products and services	網上付款 On-line payments	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2.5	6.6	0.3	0.9	
建造業 Construction	2.1	2.6	0.0	0.0	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	5.9	2.6	1.8	0.1	
運輸、倉庫及通訊業 Transport, storage and communications	7.5	10.2	3.6	2.6	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	16.8	14.4	2.6	0.6	
社區、社會及個人服務業 Community, social and personal services	3.0	17.0	0.2	1.2	
總計 Total	8.1	7.9	1.8	0.5	

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

表 5.2B : 按網頁 / 網站所提供的商業交易 / 服務種類劃分的有設立網頁 / 網站的機構單位按就業人數類別分布

Table 5.2B : Distribution of establishments having Web page/Web site by type of business transactions/services offered by employment size

就業人數類別 Employment size	有設立網頁 / 網站的機構單位數目 No. of establishments having Web page/Web site	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)
		提供機構和其產品及服務的資料 (對象包括顧客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	網上收集顧客的意見 On-line collection of feedback from customers	網上處理商業查詢 On-line handling of business enquiry	網上訂購機構的產品及服務 On-line ordering of the firm's products and services
大型 Large	3 697	100.0	45.2	26.2	12.2
中型 Medium	12 102	100.0	25.4	16.7	9.2
小型 Small	23 445	100.0	32.6	28.0	10.3
總計 Total	39 244	100.0	31.6	24.3	10.1

就業人數類別 Employment size	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾				(百分比) (%)
	網上售後服務 On-line after sales services	網上遞送產品及服務 On-line delivery of the firm's products and services	網上付款 On-line payments	其他 Others	
大型 Large	9.6	11.0	4.6	2.4	
中型 Medium	5.9	7.5	0.7	0.7	
小型 Small	9.0	7.6	2.0	0.2	
總計 Total	8.1	7.9	1.8	0.5	

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

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

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

	在(a)欄機構單位中，設有下列項目的機構單位： Among establishments in column (a), % of establishments having:				(百分比) (%)
	有設立網頁 / 網站的機構單位數目 No. of establishments having Web page/ Web site	無線應用協定版本的網頁 / 網站 Wireless Application Protocol (WAP) version of Web page/Web site	網絡伺服器 Web server	把網頁 / 網站連接到機構內的資料庫 Web page/Web site connected to related in-firm database	把網頁 / 網站連接到商業伙伴的電腦系統 Web page/ Web site connected to business partners' computer systems
	(a)	(b)	(c)	(d)	(e)
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 428	0.8	36.8	6.4	6.5
建造業 Construction	558	2.1	33.0	15.4	0.8
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	20 383	4.0	28.3	10.9	6.4
運輸、倉庫及通訊業 Transport, storage and communications	2 582	2.3	37.4	19.9	5.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 460	5.9	49.6	35.5	17.1
社區、社會及個人服務業 Community, social and personal services	4 832	0.9	36.7	21.6	1.6
總計 Total	39 244	3.8	35.4	18.6	8.3
按就業人數類別劃分 By employment size					
大型 Large	3 697	7.3	61.3	26.5	11.1
中型 Medium	12 102	4.5	39.7	19.5	11.9
小型 Small	23 445	2.9	29.2	17.0	5.9
總計 Total	39 244	3.8	35.4	18.6	8.3

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

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

	有設立網頁 / 網站但沒有設立無線應用協定版本的網頁 / 網站的機構單位數目 No. of establishments having Web page/Web site but not having WAP version of Web page/Web site (a)	有計劃設立無線應用協定版本的網頁 / 網站的機構單位佔 (a)欄機構單位數目的百分比 Among establishments in column (a), % intending to have WAP version of Web page/Web site (b)	在(b)欄機構單位中, 預計設立無線應用協定版本的網頁 / 網站的時間 Among establishments in column (b), expected time of having WAP version of Web page/Web site			(百分比) (%)
			2002年 In 2002 (c)	2003年 In 2003 (d)	2003年後或沒有預計時間 After 2003 or no expected time (e)	
						總計 Total (f)
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 418	4.6	6.2	1.8	92.1	100.0
建造業 Construction	547	0.2	100.0	0.0	0.0	100.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	19 575	0.5	92.7	1.1	6.2	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 522	0.0	0.0	0.0	0.0	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 901	4.9	93.1	5.0	2.0	100.0
社區、社會及個人服務業 Community, social and personal services	4 790	0.0	0.0	0.0	0.0	0.0
總計 Total	37 753	1.6	83.6	4.0	12.4	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 429	0.3	54.0	46.0	0.0	100.0
中型 Medium	11 561	0.6	62.0	29.6	8.4	100.0
小型 Small	22 763	2.3	86.9	0.0	13.1	100.0
總計 Total	37 753	1.6	83.6	4.0	12.4	100.0

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

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

	有設立網頁 / 網站但沒有把機構內的資料庫連接到網頁 / 網站的機構單位數目 No. of establishments having Web page/Web site but not having related in-firm database connected to their Web pages/ Web sites (a)	有計劃把機構內的資料庫連接到網頁 / 網站的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to have related in-firm database connected to their Web pages/ Web sites (b)	在(b)欄機構單位中, 預計把機構內的資料庫連接到現有網頁 / 網站的時間 Among establishments in column (b), expected time of having related in-firm database connected to existing Web page/Web site (百分比) (%)			總計 Total (f)
			2002 年 In 2002 (c)	2003 年 In 2003 (d)	2003 年後或沒有預計時間 After 2003 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 337	6.4	95.6	4.4	0.0	100.0
建造業 Construction	472	14.9	98.6	0.0	1.4	100.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	18 168	3.7	85.9	12.2	1.9	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 068	4.8	86.7	1.1	12.2	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 098	9.6	93.2	6.8	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	3 788	3.6	22.5	32.5	45.0	100.0
總計 Total	31 930	5.2	84.4	10.3	5.3	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 719	9.0	57.8	31.5	10.7	100.0
中型 Medium	9 741	5.2	72.4	15.6	12.1	100.0
小型 Small	19 470	4.6	98.4	1.6	0.0	100.0
總計 Total	31 930	5.2	84.4	10.3	5.3	100.0

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

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

	有設立網頁 / 網站 但沒有把商業伙伴 的電腦系統連接到 網頁 / 網站的機構 單位數目 No. of establishments having Web page/ Web site but not having Web page/ Web site connected to business partners' computer systems (a)	有計劃把商業伙伴 的電腦系統連接到 網頁 / 網站的機構 單位佔 (a) 欄機構 單位數目的百分比 Among establishments in column (a), % intending to have business partners' computer systems connected to their Web pages/Web sites (b)	在(b)欄機構單位中, 預計把商 業伙伴的電腦系統連接到現有 網頁 / 網站的時間 Among establishments in column (b), expected time of having existing Web page/Web site connected to business partners' computer systems (百分比) (%)			總計 Total (f)
			2002 年 In 2002 (c)	2003 年 In 2003 (d)	2003 年 後或沒有 預計時間 After 2003 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 335	0.4	79.2	20.8	0.0	100.0
建造業 Construction	554	0.4	100.0	0.0	0.0	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	19 077	2.3	7.3	87.1	5.7	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 442	3.2	90.9	9.1	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7 840	0.6	78.8	21.2	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	4 757	0.4	76.2	23.8	0.0	100.0
總計 Total	36 005	1.6	26.9	68.9	4.2	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 287	2.8	66.5	19.6	13.9	100.0
中型 Medium	10 666	3.8	16.3	80.8	3.0	100.0
小型 Small	22 052	0.4	33.0	67.0	0.0	100.0
總計 Total	36 005	1.6	26.9	68.9	4.2	100.0

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

	沒有設立 網頁 / 網站的 機構單位數目 No. of establishments not having Web page/Web site (a)	有計劃設立 網頁 / 網站 的機構單位佔 (a)欄機構單位 數目的百分比 Among establishments in column (a), % intending to have Web page/Web site (b)	在(b)欄機構單位中, 預計設立 網頁 / 網站的時間 Among establishments in column (b), expected time of having Web page/Web site			(百分比) (%) 總計 Total (f)
			2002年 In 2002 (c)	2003年 In 2003 (d)	2003年 後或沒有 預計時間 After 2003 or no expected time (e)	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	18 973	4.8	10.0	56.9	33.1	100.0
建造業 Construction	22 401	1.3	73.1	24.2	2.7	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	151 125	7.3	58.6	34.2	7.2	100.0
運輸、倉庫及通訊業 Transport, storage and communications	34 267	1.7	67.8	32.2	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 324	6.1	18.7	78.9	2.4	100.0
社區、社會及個人服務業 Community, social and personal services	25 949	5.3	74.9	16.2	8.9	100.0
總計 Total	294 039	5.7	51.8	40.5	7.7	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 365	11.1	66.7	26.9	6.3	100.0
中型 Medium	26 198	13.6	49.1	33.7	17.2	100.0
小型 Small	265 476	4.8	52.3	42.6	5.1	100.0
總計 Total	294 039	5.7	51.8	40.5	7.7	100.0

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

未有計劃設立網頁 / 網站的原因 ⁽¹⁾ Reason for not intending to have Web page/Web site ⁽¹⁾	因該原因而未有 計劃設立網頁 / 網站 的機構單位數目 No. of establishments not intending to have Web page/Web site because of that reason	佔未有計劃設立 網頁 / 網站的機構 單位數目百分比 As a % of total no. of establishments not intending to have Web page/Web site
擁有網頁 / 網站對業務沒有裨益 No business benefit to have a Web page/Web site	190 925	68.8
缺乏熟悉保養 / 發展網頁 / 網站的員工 Lack of personnel familiar with maintaining/ developing a Web page/Web site	84 192	30.4
個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment	34 887	12.6
軟件的購置及發展成本高昂 Costly in procuring and developing software	29 249	10.5
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	27 765	10.0
擔心擁有網頁 / 網站時的資料保密事宜 Concern about security issue in having a Web page/Web site	5 824	2.1
已採用其他機構提供的互聯網服務， 所以不需自行設立網頁 / 網站 Has already used the Internet services provided by other firms and therefore need not establish own Web page/Web site	2 681	1.0
其他 Others	8 306	3.0

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

表 6.1 : 按有沒有透過電子途徑預訂或購買產品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 6.1 : Distribution of establishments by whether having ordered or purchased goods, services or information through electronic means by industry sector/employment size

	機構單位數目 No. of establishments	有沒有透過電子途徑預訂或購買 產品、服務或資料 Whether having ordered or purchased goods, services or information through electronic means		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	6.1		93.9
建造業 Construction	22 959	2.1		97.9
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	6.1		93.9
運輸、倉庫及通訊業 Transport, storage and communications	36 849	1.8		98.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	15.5		84.5
社區、社會及個人服務業 Community, social and personal services	30 781	9.2		90.8
總計 Total	333 283	7.1		92.9
按就業人數類別劃分 By employment size				
大型 Large	6 063	28.6		71.4
中型 Medium	38 300	12.0		88.0
小型 Small	288 921	6.0		94.0
總計 Total	333 283	7.1		92.9

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

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

預訂或購買產品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information ordered or purchased ⁽¹⁾	透過電子途徑預訂或購買該產品、服務或資料的機構單位數目 No. of establishments having ordered or purchased that type of goods, services or information through electronic means	佔有透過電子途徑預訂或購買產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
預訂或補購存貨 Order or purchase for replenishment of inventory	9 869	41.9
預訂、購買旅遊服務 Order or purchase of travel service	3 341	14.2
預訂、購買或申請政府的產品、服務或資料 Order, purchase of or application for government goods, services or information	3 233	13.7
金融交易服務 Financial transaction service	1 507	6.4
預訂或購買其他產品、資料或服務 Order or purchase of other goods, services or information	10 058	42.7

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

表 6.3 : 按電子途徑種類劃分的有透過電子途徑預訂或購買產品、服務或資料的機構單位數目

Table 6.3 : Establishments having ordered or purchased goods, services or information through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑預訂或 購買產品、服務或資料 的機構單位數目 No. of establishments having ordered or purchased goods, services or information through that type of electronic means	佔有透過電子途徑 預訂或購買的 機構單位數目百分比 As a % of total no. of establishments having ordered or purchased through electronic means
互聯網 Internet	22 268	94.4
經個人電腦連接互聯網 Internet via PCs	22 248	94.4
經流動裝置（如支援無線應用協定的 流動電話、個人數碼助理）連接 互聯網 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	380	1.6
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	2 393	10.1
專用私人網絡 Designated private network	2 188	9.3
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	777	3.3

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

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

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

在 2001 年購買的產品、服務或資料總值中，透過電子途徑所購買的項目的開支佔總購買開支的百分比 Percentage of value of goods, services or information purchased through electronic means to the total value of purchase of goods, services or information in 2001	有透過電子途徑預訂或購買產品、服務或資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through electronic means	百分比 (%)
< 1%	12 237	51.9
1-5%	6 274	26.6
6-10%	1 843	7.8
11-15%	1 925	8.2
> 15%	1 298	5.5
總計 Total	23 578	100.0

表 6.5 : 按透過網上付款佔透過互聯網購買項目總開支的百分比劃分的有透過互聯網預訂或購買產品、服務或資料的機構單位數目

Table 6.5 : Establishments having ordered or purchased goods, services or information through Internet by percentage of payment through Internet in the value of goods, services or information purchased through Internet

在 2001 年透過互聯網購買的項目總開支中，經由網上付款所佔的百分比 Percentage of payment through Internet in the value of goods, services or information purchased through Internet in 2001	有透過互聯網預訂或購買產品、服務或資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through Internet	百分比 (%)
0%	9 904	44.5
< 1%	4 714	21.2
1-5%	1 950	8.8
6-10%	858	3.9
11-15%	44	0.2
> 15%	4 798	21.5
總計 Total	22 268	100.0

表 6.6 : 按沒有透過電子途徑預訂或購買產品、服務或資料的原因劃分的該類機構單位數目

Table 6.6 : Establishments not having ordered or purchased goods, services or information through electronic means by reason

沒有透過電子途徑預訂或購買產品、服務或資料的原因 ⁽¹⁾ Reason for not having ordered or purchased goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑預訂或購買產品、服務或資料的機構單位數目 No. of establishments not having ordered or purchased goods, services or information through electronic means because of that reason	佔沒有透過電子途徑預訂或購買產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods, services or information through electronic means
透過電子途徑預訂或購買產品、服務或資料對業務沒有裨益 No business benefit to order or purchase goods, services or information through electronic means	140 442	45.3
業內並不普遍 Not popular in the industry	128 682	41.5
缺乏熟悉透過電子途徑預訂或購買產品、服務或資料的員工 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means	70 492	22.8
所需的產品、服務或資料沒有在網上銷售 Goods, services or information required not available for sale through electronic means	33 725	10.9
透過電子途徑預訂或購買產品、服務或資料並不可靠 Consider ordering or purchasing goods, services or information through electronic means not reliable	27 367	8.8
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	22 369	7.2
擔心透過電子途徑預訂或購買產品、服務或資料時的資料保密事宜 Concern about security issue in ordering or purchasing goods, services or information through electronic means	18 311	5.9
其他 Others	5 623	1.8

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

表 7.1 : 按有沒有透過電子途徑獲取產品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 7.1 : Distribution of establishments by whether having received goods, services or information through electronic means by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有透過電子途徑獲取產品、服務或資料 的機構單位所佔的百分比 (%)		
		政府產品、 服務或資料 Government goods, services or information	其他產品、 服務或資料 Other types of goods, services or information	任何產品、 服務或資料 Any type of goods, services or information
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	21.0	31.0	34.3
建造業 Construction	22 959	27.3	35.4	38.5
批發、零售、進 / 出口貿易、飲食及 酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	30.9	42.5	46.6
運輸、倉庫及通訊業 Transport, storage and communications	36 849	15.3	24.6	25.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	42.6	63.6	67.9
社區、社會及個人服務業 Community, social and personal services	30 781	25.5	32.4	35.4
總計 Total	333 283	29.6	41.6	45.2
按就業人數類別劃分 By employment size				
大型 Large	6 063	68.0	78.4	80.7
中型 Medium	38 300	54.5	59.5	67.6
小型 Small	288 921	25.5	38.5	41.4
總計 Total	333 283	29.6	41.6	45.2

表 7.2 : 按電子途徑種類劃分的有透過電子途徑獲取政府產品、服務或資料的機構單位數目

Table 7.2 : Establishments having received government goods, services or information through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑獲取政府產品、服務或資料的機構單位數目 No. of establishments having received government goods, services or information through that type of electronic means	佔有透過電子途徑獲取政府產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
經個人電腦或流動裝置連接互聯網 (公共服務電子化計劃除外), 例如 透過互聯網遞交申請 Internet via PCs/mobile devices outside the ESD e.g. electronic submissions through the Internet	45 816	46.5
公共服務電子化計劃 / 生活易 Electronic Service Delivery Scheme (ESD)/ESD Life	33 881	34.4
電子資料聯通 (例如透過貿易通遞交報關文件) Electronic Data Interchange (EDI), e.g. submission of trade documents through TradeLink	29 993	30.4
經電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	14 678	14.9
其他 Others	1 093	1.1

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

表 7.3 : 按獲取產品、服務或資料種類劃分的有透過電子途徑獲取政府產品、服務或資料的機構單位數目

Table 7.3 : Establishments having received government goods, services or information through electronic means by type of goods, services or information received

獲取政府產品、服務或資料的種類 ⁽¹⁾ Type of government goods, services or information received ⁽¹⁾	有透過該電子途徑獲取該類政府產品、服務或資料的機構單位數目 No. of establishments having received that type of government goods, services or information through electronic means	佔有透過電子途徑獲取政府產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	74 738	75.8
遞交表格 / 文件 / 申請 Submission of forms/documents/applications, etc	43 908	44.5
提出查詢 Submission of enquiry	16 190	16.4
獲取數碼形式的產品及服務 Receipt of services and products in digital form	4 474	4.5
網上繳交費用 Online payment	2 300	2.3
其他 Others	1 025	1.0

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

表 7.4 : 按沒有透過電子途徑獲取政府產品、服務或資料的原因劃分的該類機構單位數目

Table 7.4 : Establishments not having received government goods, services or information through electronic means by reason

沒有透過電子途徑獲取政府產品、服務或資料的原因 ⁽¹⁾ Reason for not having received government goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑獲取政府產品、服務或資料的機構單位數目 No. of establishments not having received government goods, services or information through electronic means because of that reason	佔沒有透過電子途徑獲取政府產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having received government goods, services or information through electronic means
透過電子途徑獲取政府產品、服務或資料對業務沒有裨益 No business benefit to receive government goods, services or information through electronic means	104 063	44.3
業內並不普遍 Not popular in the industry	81 581	34.8
缺乏熟悉透過電子途徑獲取政府產品、服務或資料的員工 Lack of personnel familiar with receiving government goods, services or information through electronic means	59 116	25.2
不清楚何種政府產品、服務或資料可透過電子途徑獲取 Do not know what government goods, services or information are available through electronic means	25 902	11.0
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	23 120	9.9
軟件的購置及發展成本高昂 Costly in procuring and developing software	12 057	5.1
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	9 829	4.2
所需的政府產品、服務或資料沒有以電子途徑遞送 Government goods, services or information required not delivered through electronic means	9 047	3.9
不方使用戶使用 Not user-friendly	5 190	2.2
透過電子途徑獲取政府產品、服務或資料並不可靠 Consider receiving government goods, services or information through electronic means not reliable	3 558	1.5
擔心透過電子途徑獲取政府產品、服務或資料時的資料保密事宜 Concern about security issue in receiving government goods, services or information through electronic means	2 780	1.2
其他 Others	3 787	1.6

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

表 7.5 : 按獲取產品、服務或資料種類劃分的有透過電子途徑獲取產品、服務或資料
(非政府提供)的機構單位數目

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

所獲取產品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information received ⁽¹⁾	有透過電子途徑獲取 該類產品、服務或資料 (非政府提供) 的機構單位數目 No. of establishments having received that type of goods, services or information (other than from government) through electronic means	佔有透過電子途徑 獲取其他(非政府 提供)產品、服務 或資料的機構單位 數目百分比 As a % of total no. of establishments having received goods, services or information (other than from government) through electronic means
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	131 903	95.1
獲取數碼形式的產品及服務 Receipt of services and products in digital form	15 957	11.5
金融交易服務 Financial transaction service	9 244	6.7
網上繳交費用 Online payment	2 003	1.4
其他 Others	0	0.0

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

表 7.6 : 按電子途徑種類劃分的有透過電子途徑獲取產品、服務或資料
(非政府提供)的機構單位數目

Table 7.6 : Establishments having received goods, services or information (other than
from government) through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑種類 獲取產品、服務或資料 (非政府提供) 的機構單位數目 No. of establishments having received goods, services or information (other than from government) through that type of electronic means	佔有透過有關電子途徑 獲取產品、服務或資料 (非政府提供)的 機構單位數目百分比 As a % of total no. of establishments having received goods, services or information (other than from government) through electronic means
互聯網 Internet	128 365	92.6
經個人電腦連接互聯網 Internet via PCs	128 307	92.5
經流動裝置(如支援無線應用協定的 流動電話、個人數碼助理)連接互聯網 Internet via mobile devices (such as WAP phones, personal digital assistants)	733	0.5
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	20 419	14.7
專用私人網絡 Designated private network	5 098	3.7
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	3 802	2.7
其他 Others	0	0.0

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

表 7.7 : 按沒有透過電子途徑獲取產品、服務或資料（非政府提供）的原因劃分的該類機構單位數目

Table 7.7 : Establishments not having received goods, services or information (other than from government) through electronic means by reason

沒有透過電子途徑獲取產品、服務或資料的原因 ⁽¹⁾ Reason for not having received goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑獲取產品、服務或資料（非政府提供）的機構單位數目 No. of establishments not having received goods, services or information (other than from government) through electronic means because of that reason	佔沒有透過電子途徑獲取產品、服務或資料（非政府提供）的機構單位數目百分比 As a % of total no. of establishments not having received goods, services or information (other than from government) through electronic means
透過電子途徑獲取產品、服務或資料對業務沒有裨益 No business benefit to receive goods, services or information through electronic means	93 493	48.0
業內並不普遍 Not popular in the industry	74 552	38.3
缺乏熟悉透過電子途徑獲取產品、服務或資料的員工 Lack of personnel familiar with receiving goods, services or information through electronic means	50 432	25.9
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	20 724	10.6
所需的產品、服務或資料不能透過電子途徑送遞 Goods, services or information required cannot be delivered through electronic means	10 974	5.6
軟件的購置及發展成本高昂 Costly in procuring and developing software	8 304	4.3
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	7 747	4.0
透過電子途徑獲取產品、服務或資料並不可靠 Consider receiving goods, services or information through electronic means not reliable	3 994	2.1
擔心透過電子途徑獲取產品、服務或資料時的資料保密事宜 Concern about security issue in receiving goods, services or information through electronic means	892	0.5
其他 Others	1 099	0.6

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

表 8.1 : 按有沒有透過電子途徑售賣產品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 8.1 : Distribution of establishments by whether having sold goods, services or information through electronic means by industry sector/employment size

	機構單位 數目總計 Total no. of establishments	有沒有透過電子途徑售賣 產品、服務或資料 Whether having sold goods, services or information through electronic means		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	1.8		98.2
建造業 Construction	22 959	#		100.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	1.2		98.8
運輸、倉庫及通訊業 Transport, storage and communications	36 849	0.6		99.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	4.3		95.7
社區、社會及個人服務業 Community, social and personal services	30 781	0.1		99.9
總計 Total	333 283	1.5		98.5
按就業人數類別劃分 By employment size				
大型 Large	6 063	6.5		93.5
中型 Medium	38 300	1.9		98.1
小型 Small	288 921	1.3		98.7
總計 Total	333 283	1.5		98.5

表 8.2 : 按電子途徑種類劃分的有透過電子途徑售賣產品、服務或資料的機構單位數目
Table 8.2 : Establishments having sold goods, services or information through electronic means by type of electronic means

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑 種類售賣產品、服務或 資料的機構單位數目 No. of establishments having sold through that type of electronic means	佔有透過電子途徑 售賣產品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having sold through electronic means
互聯網 Internet	4 416	90.3
互聯網（經其他一般網站／網頁） Internet (via Web site/Web page other than WAP version)	4 296	87.9
互聯網（經無線應用協定版本網站／網頁） Internet (via WAP version of Web site/Web page)	134	2.7
專用私人網絡 Designated private network	589	12.1
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	511	10.5
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	56	1.1
其他 Others	3	0.1

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

表 8.3 : 按有透過電子途徑售賣產品、服務或資料的原因劃分的該類機構單位數目
Table 8.3 : Establishments having sold goods, services or information through electronic means by reason

有透過電子途徑售賣產品、 服務或資料的原因 ⁽¹⁾ Reason for having sold goods, services or information through electronic means ⁽¹⁾	因該原因而有透過 電子途徑售賣 產品、服務或資料的 機構單位數目 No. of establishments having sold goods, services or information through electronic means because of that reason	佔有透過電子途徑 售賣產品、服務或 資料的機構單位 數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	3 742	76.5
改善對顧客的服務 To improve customer services	2 860	58.5
增強競爭力 To enhance competitiveness	2 663	54.5
減低成本 To reduce cost	1 854	37.9
改善效率及流程 To improve efficiency and streamline workflow	1 740	35.6
改善生產力 To improve productivity	1 269	26.0
其他 Others	364	7.4

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

表 8.4 : 按電子途徑種類 / 顧客類別劃分在2001年透過電子途徑售賣產品、服務或資料所帶來的業務收益

Table 8.4 : Business receipts received through selling goods, services or information through electronic means by type of electronic means/customer group in 2001

	在 2001 年透過電子途徑售賣 產品、服務或資料所帶來的 業務收益 (百萬港元) Business receipts received through selling goods, services or information through electronic means in 2001 (HK\$Mn.)	百分比 (%)
按電子途徑的種類		
By type of electronic means		
互聯網 Internet	16,446	74.4
互聯網 (經其他一般網站 / 網頁) Internet (via Web site/Web page other than WAP version)	15,771	71.3
互聯網 (經無線應用協定版本網站 / 網頁) Internet (via WAP version of Web site/Web page)	675	3.1
專用私人網絡 Designated private network	3,683	16.7
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	1,609	7.3
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	366	1.7
其他 Others	12	0.1
總計 Total	22,116	100.0
按顧客類別		
By customer group		
商業及其他機構 Business and other establishments	17,348	78.4
消費者 Consumers	4,536	20.5
政府及有關機構 Government and related organisations	232	1.1
總計 Total	22,116	100.0
透過電子途徑所帶來的業務收益佔總業務收益的百分比 Business receipts through electronic means as a % of total business receipts		0.43

表 8.5 : 按透過互聯網售賣產品、服務或資料所帶來的業務收入中經由網上收款所佔的百分比劃分的有透過互聯網售賣產品、服務或資料的機構單位數目
Table 8.5 : Establishments having sold goods, services or information through Internet by percentage of payment received through Internet in the receipts of goods, services or information sold through Internet

透過互聯網售賣產品、服務或資料所帶來的業務收入中經由網上收款所佔的百分比 Percentage of payment received through Internet in the receipts of goods, services or information sold through Internet	有透過互聯網售賣產品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through Internet	百分比 (%)
0%	3 176	71.9
< 1%	370	8.4
1-5%	218	4.9
6-10%	124	2.8
11-15%	33	0.7
> 15%	495	11.2
總計 Total	4 416	100.0

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

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

有沒有計劃透過 電子途徑售賣產品、 服務或資料 Whether intending to sell goods, services or information through electronic means	預計透過電子途徑 售賣的時間 Expected time of selling through electronic means	機構單位數目 No. of establishments	佔有計劃透過電子 途徑售賣產品、服務 或資料的機構單位 數目百分比 As a % to total no. of establishments intending to sold through electronic means	佔沒有透過電子 途徑售賣產品、服務 或資料的機構單位 數目百分比 As a % to total no. of establishments not having sold through electronic means
有 Yes	2002 年 In 2002	1 883	40.6	0.6
	2003 年 In 2003	2 517	54.3	0.8
	2003 年後或 沒有預計時間 After 2003 or no expected time	237	5.1	0.1
沒有 No	-	323 758		98.6

表 8.7 : 按未有計劃透過電子途徑售賣產品、服務或資料的原因劃分的該類機構單位數目

Table 8.7 : Establishments not intending to sell goods, services or information through electronic means by reason

未有計劃透過電子途徑售賣產品、服務或資料的原因 ⁽¹⁾ Reason for not planning to sell goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過電子途徑售賣產品、服務或資料的機構單位數目 No. of establishments not intending to sell goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑售賣產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods, services or information through electronic means
業內並不普遍 Not popular in the industry	139 654	43.1
透過電子途徑售賣產品、服務或資料對業務沒有裨益 No business benefit to sell goods, services or information through electronic means	125 254	38.7
缺乏熟悉透過電子途徑售賣產品、服務或資料的員工 Lack of personnel familiar with selling goods, services or information through electronic means	76 621	23.7
有關的產品、服務或資料不能以電子途徑售賣 Goods, services or information could not be sold through electronic means	48 435	15.0
大部分顧客仍然未有準備使用電子商貿 Most customers not ready to use electronic commerce	33 881	10.5
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	28 321	8.7
軟件的購置及發展成本高昂 Costly in procuring and developing software	21 786	6.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	15 815	4.9
透過電子途徑售賣產品、服務或資料並不可靠 Consider selling goods, services or information through electronic means not reliable	13 219	4.1
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	9 974	3.1
擔心透過電子途徑售賣產品、服務或資料時的資料保密事宜 Concern about security issue in selling goods, services or information through electronic means	8 291	2.6
其他 Others	5 327	1.6

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

表 9.1 : 按有沒有透過電子途徑遞送產品、服務或資料劃分的機構單位按行業 / 就業人數類別分布

Table 9.1 : Distribution of establishments by whether having delivered goods, services or information through electronic means by industry sector/employment size

	機構單位數目 No. of establishments	有沒有透過電子途徑遞送 產品、服務或資料 Whether having delivered goods, services or information through electronic means		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	20 402	7.4		92.6
建造業 Construction	22 959	2.4		97.6
批發、零售、進 / 出口貿易、飲食及 酒店業 Wholesale, retail and import/export trades, restaurants and hotels	171 508	12.1		87.9
運輸、倉庫及通訊業 Transport, storage and communications	36 849	7.0		93.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	50 784	18.6		81.4
社區、社會及個人服務業 Community, social and personal services	30 781	17.5		82.5
總計 Total	333 283	12.1		87.9
按就業人數類別劃分 By employment size				
大型 Large	6 063	61.3		38.7
中型 Medium	38 300	31.8		68.2
小型 Small	288 921	8.4		91.6
總計 Total	333 283	12.1		87.9

表 9.2 : 按遞送產品、服務或資料的種類劃分的有透過電子途徑遞送產品、服務或資料的機構單位數目

Table 9.2 : Establishments having delivered goods, services or information through electronic means by type of goods, services or information delivered

遞送產品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information delivered ⁽¹⁾	有透過電子途徑遞送該類產品、服務或資料的機構單位數目 No. of establishments having delivered that type of goods, services or information through electronic means	佔有透過電子途徑遞送產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
在網站提供機構 / 產品資料 Providing information of the firm/product on the Web site	35 484	88.1
遞送其他資料 Delivery of other information	10 569	26.2
遞送數碼形式的產品及服務 Delivery of services and products in digital form	2 941	7.3
金融交易服務 Financial transaction service	533	1.3
其他 Others	368	0.9

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

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

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑 種類遞送產品、服務或 資料的機構單位數目 No. of establishments having delivered goods, services or information through that type of electronic means	佔有透過電子途徑 遞送產品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
互聯網 Internet	39 817	98.9
互聯網（經其他一般網站／網頁） Internet (via Web site/Web page other than WAP version)	39 817	98.9
互聯網（經無線應用協定版本網站／網頁） Internet (via WAP version of Web site/Web page)	1 491	3.7
專用私人網絡 Designated private network	3 032	7.5
透過電話網絡的交互式話音應答系統 Interactive <u>Voice</u> Response System through telephone network	1 276	3.2
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	711	1.8
其他 Others	35	0.1

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

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

有透過電子途徑遞送產品、 服務或資料的原因 ⁽¹⁾ Reason for having delivered goods, services or information through electronic means ⁽¹⁾	因該原因而有透過電子 途徑遞送產品、服務 或資料的機構單位數目 No. of establishments having delivered goods, services or information through electronic means because of that reason	佔有透過電子途徑遞送 產品、服務或資料的 機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	24 718	61.4
增強競爭力 To enhance competitiveness	22 003	54.6
改善對顧客的服務 To improve customer services	19 190	47.6
改善效率及流程 To improve efficiency and streamline workflow	13 839	34.4
減低成本 To reduce cost	10 466	26.0
改善生產力 To improve productivity	5 398	13.4
其他 Others	88	0.2

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

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

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

有沒有計劃透過 電子途徑遞送 產品、服務或資料 Whether intending to deliver goods, services or information through electronic means	預計透過電子途徑 遞送的時間 Expected time of delivering through electronic means	機構單位數目 No. of establishments	佔有計劃透過 電子途徑遞送 產品、服務或資料的 機構單位數目百分比 As a % to total no. of establishments intending to delivered through electronic means	佔沒有透過 電子途徑遞送 產品、服務或資料的 機構單位數目百分比 As a % to total no. of establishments not having delivered through electronic means
有 Yes	2002 年 In 2002	8 942	55.7	3.1
	2003 年 In 2003	6 134	38.2	2.1
	2003 年後或 沒有預計時間 After 2003 or no expected time	990	6.2	0.3
沒有 No	-	276 939		94.5

表 9.6 : 按未有計劃透過電子途徑遞送產品、服務或資料的原因劃分的該類機構單位數目

Table 9.6 : Establishments not intending to deliver goods, services or information through electronic means by reason

未有計劃透過電子途徑遞送產品、服務或資料的原因 ⁽¹⁾ Reason for not intending to deliver goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過電子途徑遞送產品、服務或資料的機構單位數目 No. of establishments not intending to deliver goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑遞送產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to deliver goods, services or information through electronic means
業內並不普遍 Not popular in the industry	119 660	43.2
透過電子途徑遞送產品、服務或資料對業務沒有裨益 No business benefit to deliver goods, services or information through electronic means	113 849	41.1
缺乏熟悉透過電子途徑遞送產品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information through electronic means	67 191	24.3
有關的產品、服務或資料不能以電子途徑遞送 Goods, services or information could not be delivered through electronic means	36 758	13.3
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	24 385	8.8
軟件的購置及發展成本高昂 Costly in procuring and developing software	17 686	6.4
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	12 468	4.5
透過電子途徑遞送產品、服務或資料並不可靠 Consider delivering goods, services or information through electronic means not reliable	7 699	2.8
擔心透過電子途徑遞送產品、服務或資料時的資料保密事宜 Concern about security issue in delivering goods, services or information through electronic means	5 926	2.1
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	5 524	2.0
其他 Others	3 394	1.2

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

表 10.1A : 按資訊科技開支項目種類及有沒有為其訂下2002年財政預算劃分的機構單位數目

Table 10.1A : Establishments by whether having budget for information technology (IT) for year 2002 by area of IT expenditure

資訊科技開支項目 Area of IT expenditure	有沒有為資訊科技項目訂下 2002 年的財政預算 Whether having budget for IT for year 2002						總計 Total (%)
	有 Yes		沒有 No		不肯定 Uncertain		
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	9 965	3.0	304 481	91.4	18 837	5.7	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	34 468	10.3	271 367	81.4	27 448	8.2	100.0
為增聘資訊科技員工 For employing additional IT personnel	5 466	1.6	307 332	92.2	20 486	6.1	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	10 629	3.2	304 174	91.3	18 480	5.5	100.0
為資訊科技培訓 For IT training	12 637	3.8	300 551	90.2	20 094	6.0	100.0
為資訊科技保安用途 For IT security purposes	16 401	4.9	297 247	89.2	19 636	5.9	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	31 599	9.5	277 016	83.1	24 668	7.4	100.0

表 10.1B : 按資訊科技開支項目種類及有沒有為其訂下2003年財政預算劃分的機構單位數目

Table 10.1B : Establishments by whether having budget for information technology (IT) for year 2003 by area of IT expenditure

資訊科技開支項目 Area of IT expenditure	有沒有為資訊科技項目訂下 2003 年的財政預算 Whether having budget for IT for year 2003						總計 Total (%)
	有 Yes		沒有 No		不肯定 Uncertain		
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	7 889	2.4	276 998	83.1	48 397	14.5	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	17 987	5.4	257 632	77.3	57 664	17.3	100.0
為增聘資訊科技員工 For employing additional IT personnel	4 899	1.5	279 921	84.0	48 462	14.5	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	7 392	2.2	277 043	83.1	48 848	14.7	100.0
為資訊科技培訓 For IT training	8 332	2.5	276 034	82.8	48 918	14.7	100.0
為資訊科技保安用途 For IT security purposes	9 751	2.9	273 101	81.9	50 430	15.1	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	15 627	4.7	258 721	77.6	58 935	17.7	100.0

**表 10.2A : 按資訊科技開支項目種類及2002年與2001年比較的財政預算變動劃分的
有為資訊科技開支項目訂下2002年財政預算的機構單位分布**
**Table 10.2A : Distribution of establishments having budget for information technology (IT)
expenditure for 2002 by area of IT expenditure by change of budget for year
2002 over that for 2001**

資訊科技開支項目 Area of IT expenditure	有為該項目訂 下財政預算的 機構單位數目 No. of establishments having budget for that area	2002 年與 2001 年比較的財政預算變動 Change of budget for year 2002 over that for 2001			(百分比) (%)
		增加 Increased	不變 Same	減少 Decreased	總計 Total
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	9 965	57.0	7.5	35.5	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	34 468	67.5	8.2	24.2	100.0
為增聘資訊科技員工 For employing additional IT personnel	5 466	68.3	4.8	27.0	100.0
為採用資訊科技應用服務或將有關 服務外判 For using IT application services or by outsourcing	10 629	51.3	4.7	44.0	100.0
為資訊科技培訓 For IT training	12 637	60.7	6.6	32.7	100.0
為資訊科技保安用途 For IT security purposes	16 401	64.6	3.3	32.1	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	31 599	73.4	2.7	23.9	100.0

**表 10.2B : 按資訊科技開支項目種類及2003年與2002年比較的財政預算變動劃分的
有為資訊科技開支項目訂下2003年財政預算的機構單位分布**
**Table 10.2B : Distribution of establishments having budget for information technology (IT)
expenditure for 2003 by area of IT expenditure by change of budget for year
2003 over that for 2002**

資訊科技開支項目 Area of IT expenditure	有為該項目訂 下財政預算的 機構單位數目 No. of establishments having budget for that area	2003 年與 2002 年比較的財政預算變動 Change of budget for year 2003 over that for 2002			總計 Total
		增加 Increased	不變 Same	減少 Decreased	
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	7 889	65.5	2.7	31.8	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	17 987	68.6	2.9	28.5	100.0
為增聘資訊科技員工 For employing additional IT personnel	4 899	62.3	1.7	36.0	100.0
為採用資訊科技應用服務或將有關 服務外判 For using IT application services or by outsourcing	7 392	48.7	8.1	43.3	100.0
為資訊科技培訓 For IT training	8 332	68.8	2.7	28.5	100.0
為資訊科技保安用途 For IT security purposes	9 751	67.6	1.8	30.6	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	15 627	60.5	0.6	38.9	100.0

表 11.1 : 按機構的電腦有沒有受到入侵 / 襲擊劃分的有使用個人電腦的機構單位數目按行業 / 就業人數類別分布

Table 11.1 : Distribution of establishments by whether having suffered from computer attacks by industry sector/employment size

	有使用個人電腦的 機構單位數目 No. of establishments having used PCs	機構的電腦有沒有 受到入侵 / 襲擊 Whether having suffered from computer attacks		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 297	33.3		66.7
建造業 Construction	10 278	30.9		69.1
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	99 647	36.8		63.2
運輸、倉庫及通訊業 Transport, storage and communications	11 267	36.0		64.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	39 470	35.4		64.6
社區、社會及個人服務業 Community, social and personal services	12 729	22.8		77.2
總計 Total	181 689	35.0		65.0
按就業人數類別劃分 By employment size				
大型 Large	5 737	47.0		53.0
中型 Medium	29 330	42.3		57.7
小型 Small	146 622	33.0		67.0
總計 Total	181 689	35.0		65.0

表 11.2 : 按機構的電腦受襲次數劃分的該類機構單位數目按行業 / 就業人數類別分布
Table 11.2 : Distribution of establishments having suffered from computer attacks by number of computer attacks by industry sector/employment size

行業類別 Industry sector	電腦有受到入侵 / 襲擊的機構單位數目 No. of establishments having suffered from computer attacks	電腦受入侵 / 襲擊的次數 Number of computer attacks					(百分比) (%)	
		1 - 10	11 - 20	21 - 30	31 - 50	> 50	沒有計算 Unknown	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 759	96.1	2.3	0.5	#	1.2	0.0	
建造業 Construction	3 179	97.6	2.4	#	#	0.0	0.0	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	36 639	88.0	5.5	1.0	1.3	4.0	0.2	
運輸、倉庫及通訊業 Transport, storage and communications	4 056	84.8	12.8	1.5	0.6	0.2	0.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13 966	85.8	5.5	0.7	3.8	1.1	3.1	
社區、社會及個人服務業 Community, social and personal services	2 904	95.3	1.0	#	0.1	3.6	#	
總計 Total	63 505	88.5	5.4	0.9	1.6	2.8	0.8	
按就業人數類別劃分 By employment size								
大型 Large	2 697	87.2	7.1	1.6	0.4	3.3	0.3	
中型 Medium	12 402	86.6	6.3	1.6	0.6	4.2	0.7	
小型 Small	48 405	89.0	5.1	0.7	2.0	2.3	0.9	
總計 Total	63 505	88.5	5.4	0.9	1.6	2.8	0.8	

表 11.3 : 按電腦曾受到入侵 / 襲擊的種類劃分的該類機構單位數目按行業 / 就業人數類別分布

Table 11.3 : Distribution of establishments having suffered from computer attacks by type of computer attacks by industry sector/employment size

	電腦曾受到 入侵 / 襲擊的 機構單位數目 No. of establishments having suffered from that type of computer attack	電腦曾受入侵 / 襲擊的種類 ⁽¹⁾ Type of computer attacks ⁽¹⁾					(百分比) (%)
		電腦病毒 Virus	黑客 Hacking	阻斷服務 Denial of service	資料被竊 Theft of information	其他 Others	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 759	89.7	1.4	0.3	0.0	10.3	
建造業 Construction	3 179	97.8	2.7	0.5	0.0	0.0	
批發、零售、進 / 出口 貿易、飲食及酒店業 Wholesale, retail and import/ export trades, restaurants and hotels	36 639	99.7	5.6	2.1	#	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	4 056	99.9	1.8	27.7	0.6	0.0	
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	13 966	94.8	14.0	6.1	0.8	0.0	
社區、社會及個人服務業 Community, social and personal services	2 904	95.5	8.1	4.7	0.4	2.5	
總計 Total	63 505	97.9	7.0	4.6	0.3	0.6	
按就業人數類別劃分 By employment size							
大型 Large	2 697	97.1	15.6	9.0	0.5	0.5	
中型 Medium	12 402	97.2	8.4	7.6	0.3	0.5	
小型 Small	48 405	98.1	6.1	3.5	0.2	0.6	
總計 Total	63 505	97.9	7.0	4.6	0.3	0.6	

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

表 11.4A : 按機構在電腦受襲後所採取的行動劃分的該類機構單位數目按行業類別分布
Table 11.4A : Distribution of establishments having suffered from computer attacks by type of action taken after computer attacks by industry sector

行業類別 Industry sector	電腦曾受 入侵 / 襲擊的 機構單位數目 No. of establishments having suffered from computer attacks	電腦曾受入侵 / 襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾			(百分比) (%)
		修補漏洞 Applied patches	使用更多保安技術 Use more security technologies	向管理層匯報 Report to senior management	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 759	80.9	25.4		11.4
建造業 Construction	3 179	36.3	83.9		12.5
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	36 639	78.4	38.5		16.3
運輸、倉庫及通訊業 Transport, storage and communications	4 056	44.1	50.5		10.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13 966	70.5	36.2		20.2
社區、社會及個人服務業 Community, social and personal services	2 904	62.7	40.6		41.1
總計 Total	63 505	71.8	40.5		17.5

行業類別 Industry sector	電腦曾受入侵 / 襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾				(百分比) (%)
	沒有 特別行動 No specific action	向香港電腦 保安事故協調 中心匯報 Report to Hong Kong Computer Emergency Response Team Coordination Centre	向警方報案 Report to the police	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	14.2	0.2	0.0	0.0	
建造業 Construction	5.0	0.0	0.0	0.0	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	8.2	0.6	#	0.2	
運輸、倉庫及通訊業 Transport, storage and communications	7.5	0.0	0.6	10.4	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9.2	0.1	0.2	0.3	
社區、社會及個人服務業 Community, social and personal services	15.2	0.5	#	0.0	
總計 Total	8.8	0.4	0.1	0.8	

⁽¹⁾ 可選擇多於一種行動。
May select more than one type of action.

表 11.4B : 按機構在電腦受襲後所採取的行動劃分的該類機構單位數目按
就業人數類別分布

Table 11.4B : Distribution of establishments having suffered from computer attacks
by type of action taken after computer attacks by employment size

就業人數類別 Employment size	電腦曾受 入侵 / 襲擊的 機構單位數目 No. of establishments having suffered from computer attacks	電腦曾受入侵 / 襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾			(百分比) (%)
		修補漏洞 Applied patches	使用更多保安技術 Use more security technologies	向管理層匯報 Report to senior management	
大型 Large	2 697	88.7	57.2		56.6
中型 Medium	12 402	70.4	41.6		25.5
小型 Small	48 405	71.2	39.3		13.3
總計 Total	63 505	71.8	40.5		17.5

就業人數類別 Employment size	電腦曾受入侵 / 襲擊後所採取的行動 ⁽¹⁾ Type of action taken after computer attacks ⁽¹⁾				(百分比) (%)
	沒有 特別行動 No specific action	向香港電腦保安 事故協調中心匯報 Report to Hong Kong Computer Emergency Response Team Coordination Centre	向警方報案 Report to the police	其他 Others	
大型 Large	2.2	4.1	0.2	0.0	
中型 Medium	11.4	1.1	0.3	0.8	
小型 Small	8.5	0.0	#	0.9	
總計 Total	8.8	0.4	0.1	0.8	

⁽¹⁾ 可選擇多於一種行動。
May select more than one type of action.

表 11.5 : 按機構有沒有採用保安技術來保護機構的電腦系統及資料劃分的有使用個人電腦的機構單位數目按行業 / 就業人數類別分布

Table 11.5 : Distribution of establishments having used PC's by whether having adopted security technology to protect their computer system and information by industry sector/ employment size

	有使用 個人電腦的 機構單位數目 No. of establishments having used PCs	有沒有採用保安技術來 保護機構的電腦系統及資料 Whether having adopted security technology to protect their computer system and information (百分比) (%)	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 297	81.9	18.1
建造業 Construction	10 278	76.0	24.0
批發、零售、進 / 出口貿易、飲食 及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	99 647	80.3	19.7
運輸、倉庫及通訊業 Transport, storage and communications	11 267	73.8	26.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	39 470	84.6	15.4
社區、社會及個人服務業 Community, social and personal services	12 729	78.4	21.6
總計 Total	181 689	80.5	19.5
按就業人數類別劃分 By employment size			
大型 Large	5 737	90.8	9.2
中型 Medium	29 330	88.7	11.3
小型 Small	146 622	78.5	21.5
總計 Total	181 689	80.5	19.5

表 11.6A : 按機構所採用的保安技術來保護機構的電腦系統及資料劃分的該類機構單位數目按行業類別分布

Table 11.6A : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by industry sector

行業類別 Industry sector	有採用保安技術的機構單位數目 No. of establishments having adopted security technology	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾				(百分比) (%)
		防毒軟件 Anti-virus software	密碼 Password	防火牆 Firewall	接達管制 Access control	
		製造業、電力及燃氣業 Manufacturing, electricity and gas	6 799	97.7	39.8	
建造業 Construction	7 809	95.9	39.8	10.0	6.0	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	79 970	95.1	34.8	15.0	7.9	
運輸、倉庫及通訊業 Transport, storage and communications	8 313	88.5	45.0	14.9	9.6	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 402	97.2	50.9	21.1	18.0	
社區、社會及個人服務業 Community, social and personal services	9 980	90.3	58.5	17.4	8.9	
總計 Total	146 274	95.0	41.2	16.5	10.0	

行業類別 Industry sector	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾					(百分比) (%)
	檔案加密 File encryption	實體保安 Physical security	入侵偵測系統 Intrusion detection system	數碼證書 Digital cert	其他 Others	
	製造業、電力及燃氣業 Manufacturing, electricity and gas	3.7	3.2	7.8	0.1	
建造業 Construction	5.2	3.5	2.0	1.9	0.0	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	6.7	4.1	2.2	2.3	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	5.2	5.4	7.5	1.6	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13.9	10.5	10.1	2.8	0.1	
社區、社會及個人服務業 Community, social and personal services	5.1	12.6	5.3	2.2	#	
總計 Total	7.9	6.2	4.8	2.3	#	

⁽¹⁾ 可選擇多於一種保安技術。
May select more than one type of security technology.

表 11.6B : 按機構所採用的保安技術來保護機構的電腦系統及資料劃分的該類機構單位數目按就業人數類別分布

Table 11.6B : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by employment size

就業人數類別 Employment size	有採用保安技術 的機構單位數目 No. of establishments having adopted security technology	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾			(百分比) (%)
		防毒軟件 Anti-virus software	密碼 Password	防火牆 Firewall	
大型 Large	5 209	98.4	85.8	57.9	47.9
中型 Medium	26 022	91.9	60.1	23.6	16.2
小型 Small	115 043	95.6	34.9	13.0	6.9
總計 Total	146 274	95.0	41.2	16.5	10.0

就業人數類別 Employment size	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾					(百分比) (%)
	檔案加密 File encryption	實體保安 Physical security	入侵 偵測系統 Intrusion detection system	數碼證書 Digital cert	其他 Others	
大型 Large	24.0	39.5	17.7	11.4	#	
中型 Medium	10.4	9.6	8.3	2.9	#	
小型 Small	6.7	3.9	3.4	1.7	#	
總計 Total	7.9	6.2	4.8	2.3	#	

⁽¹⁾ 可選擇多於一種保安技術。
May select more than one type of security technology.

表 11.7 : 按沒有採用任何保安技術來保護機構的電腦系統及資料的原因劃分的該類機構單位數目按行業 / 就業人數類別分布

Table 11.7 : Distribution of establishments not having adopted any security technology to protect their computer system and information by reason by industry sector/employment size

	沒有採用任何保安技術的機構單位數目 No. of establishments not having adopted any security technology	沒有採用任何保安技術的原因 ⁽¹⁾ Reason for not having adopted any security technology ⁽¹⁾					(百分比) (%)
		沒有需要 / 不預期有保安問題 Don't see the need/don't foresee any security problem	缺乏有關範疇的知識 Lack of expertise in the field	財政限制 Budget constraint	資訊保安的優先次序較低 Information security is considered a low priority	其他 Others	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 498	65.5	35.4	0.0	0.0	0.0	
建造業 Construction	2 469	99.3	17.1	0.0	2.8	0.5	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	19 677	73.4	13.9	21.2	5.8	4.9	
運輸、倉庫及通訊業 Transport, storage and communications	2 954	68.8	30.3	0.9	0.0	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 068	74.7	30.8	9.3	7.2	7.2	
社區、社會及個人服務業 Community, social and personal services	2 749	83.3	26.9	2.1	0.0	0.0	
總計 Total	35 415	75.5	20.3	13.6	4.6	4.0	
按就業人數類別劃分 By employment size							
大型 Large	529	96.1	3.5	1.3	2.8	3.5	
中型 Medium	3 308	81.2	28.3	4.1	4.0	0.0	
小型 Small	31 579	74.5	19.8	14.8	4.7	4.4	
總計 Total	35 415	75.5	20.3	13.6	4.6	4.0	

⁽¹⁾ 可選擇多於一種原因。
May select more than one reason.

表 11.8 : 按機構在處理保安問題上遇到的限制劃分的有採用保安技術來保護機構的電腦系統及資料的機構單位分布

Table 11.8 : Distribution of establishments having adopted security technology to protect their computer system and information by type of obstacles to addressing security concerns

限制的種類 ⁽¹⁾ Type of obstacles ⁽¹⁾	機構在處理保安 問題上遇到該種 限制的機構單位數目 No. of establishments having that type of obstacles to addressing security concern	佔有採用保安技術 來保護機構的 電腦系統及資料的 機構單位數目百分比 As a % of total no. of establishments having adopted security technology to protect their computer system and information
財政限制 Budget constraint	66 113	45.2
缺乏有關範疇的知識 Lack of expertise in the field	47 178	32.3
員工缺乏資訊科技保安意識 Lack of employee awareness	41 135	28.1
缺乏有關資訊科技保安的策略及指引 Lack of policy and guideline on IT security	31 237	21.4
有關產品的技術複雜 Technical/complexity of products	29 397	20.1
缺乏管理層支持 Lack of management support	9 894	6.8
其他 Others	1 676	1.1

⁽¹⁾ 可選擇多於一種限制。
May select more than one type of obstacle.

表 11.9 : 按機構有沒有為客戶提供身分認證及 / 或保密接達服務劃分的有透過電子途徑售賣產品、服務或資料的機構單位數目按行業 / 就業人數類別分布
Table 11.9 : Distribution of establishments having sold goods, services or information through electronic means by whether having provided authentication and/or secure access for the clients by industry sector/employment size

	有透過電子途徑售賣 產品、服務或資料的 機構單位數目 No. of establishments having sold goods, services or information through electronic means	有沒有為客戶提供身分認證 及 / 或保密接達服務 Whether having provided authentication and/or secure access for the clients		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業和建造業 ⁽¹⁾ Manufacturing, electricity and gas, and construction ⁽¹⁾	376	100.0		0.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2 055	95.0		5.0
運輸、倉庫及通訊業 Transport, storage and communications	230	69.4		30.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 206	96.6		3.4
社區、社會及個人服務業 Community, social and personal services	22	95.5		4.5
總計 Total	4 889	94.9		5.1
按就業人數類別劃分 By employment size				
大型 Large	394	93.3		6.7
中型 Medium	716	80.3		19.7
小型 Small	3 780	97.8		2.2
總計 Total	4 889	94.9		5.1

⁽¹⁾ 由於要為個別機構單位的資料保密，故此製造業、電力及燃氣業和建造業合併一起分析。
The manufacturing sector, electricity and gas sector, and the construction sector were combined for analysis in order to preserve confidentiality of information relating to individual establishments.

表 11.10A : 按機構為客戶提供身分認證及 / 或保密接達服務的方法劃分的該類機構單位數目按行業類別分布

Table 11.10A : Distribution of establishments having provided authentication and/or secure access for the clients by methods of authentication and/or secure access for the clients by industry sector

行業類別 Industry sector	有為客戶提供身分 認證及 / 或保密接達 服務的機構單位數目 No. of establishments having provided authentication and/or secure access for the clients	為客戶提供身分認證及 / 或 保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾			(百分比) (%)
		用戶名稱 User name	個人辨認密碼 Personal Identity Number (PIN)	保密插口層 Secure Sockets Layer (SSL)	
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	376	27.5	2.9		6.2
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 952	74.2	73.2		3.9
運輸、倉庫及通訊業 Transport, storage and communications	159	73.4	58.1		52.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 131	93.1	65.5		37.2
社區、社會及個人服務業 Community, social and personal services	21	84.2	54.5		49.8
總計 Total	4 640	79.1	63.4		21.3

行業類別 Industry sector	為客戶提供身分認證及 / 或 保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾				(百分比) (%)
	個人數碼證書 Personal e-Cert	保密電子交易 Secure Electronic Transaction (SET)	伺服器數碼證書 Server e-Cert	其他 Others	
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	0.8	0.0	0.7		71.4
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	21.9	17.5	1.2		1.5
運輸、倉庫及通訊業 Transport, storage and communications	32.0	34.1	38.9		5.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2.8	2.5	4.4		0.9
社區、社會及個人服務業 Community, social and personal services	33.2	23.9	50.5		0.0
總計 Total	11.9	9.8	4.1		7.0

(1) 可選擇多於一種方法。
May select more than one method.

(2) 由於要為個別機構單位的資料保密，故此製造業、電力及燃氣業和建造業合併一起分析。
The manufacturing sector, electricity and gas sector, and the construction sector were combined for analysis in order to preserve confidentiality of information relating to individual establishments.

表 11.10B : 按機構為客戶提供身分認證及 / 或保密接達服務的方法劃分的該類機構單位數目按就業人數類別分布

Table 11.10B : Distribution of establishments having provided authentication and/or secure access for the clients by methods of authentication and/or secure access for the clients by employment size

就業人數類別 Employment size	有為客戶提供身分認證及 / 或保密接達服務的機構單位數目 No. of establishments having provided authentication and/or secure access for the clients	為客戶提供身分認證及 / 或保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾			(百分比) (%)
		用戶名稱 User name	個人辨認密碼 Personal Identity Number (PIN)	保密插口層 Secure Sockets Layer (SSL)	
大型 Large	368	75.1	66.3	66.1	
中型 Medium	574	94.4	56.1	15.8	
小型 Small	3 698	77.1	64.2	17.7	
總計 Total	4 640	79.1	63.4	21.3	

就業人數類別 Employment size	為客戶提供身分認證及 / 或保密接達服務的方法 ⁽¹⁾ Methods of authentication and/or secure access for the clients ⁽¹⁾				(百分比) (%)
	個人數碼證書 Personal e-Cert	保密電子交易 Secure Electronic Transaction (SET)	伺服器數碼證書 Server e-Cert	其他 Others	
大型 Large	17.6	19.3	26.4	4.6	
中型 Medium	5.7	11.1	8.5	3.3	
小型 Small	12.2	8.6	1.2	7.8	
總計 Total	11.9	9.8	4.1	7.0	

⁽¹⁾ 可選擇多於一種方法。
May select more than one method.

表 11.11 : 按機構有沒有核證僱員身分劃分的有內部通訊系統的機構單位數目按行業 / 就業人數類別分布

Table 11.11 : Distribution of establishments having internal communications system by whether having provided authentication for employees by industry sector/employment size

	有內部通訊系統的 機構單位數目 No. of establishments having internal communication system	有為僱員核證身分 Whether having provided authentication for employees	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 100	41.7	58.3
建造業 Construction	5 727	69.1	30.9
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	60 683	57.0	43.0
運輸、倉庫及通訊業 Transport, storage and communications	5 414	59.9	40.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	26 950	62.8	37.2
社區、社會及個人服務業 Community, social and personal services	7 109	63.1	36.9
總計 Total	110 982	58.8	41.2
按就業人數類別劃分 By employment size			
大型 Large	5 287	91.7	8.3
中型 Medium	25 494	66.8	33.2
小型 Small	80 201	54.2	45.8
總計 Total	110 982	58.8	41.2

表 11.12 : 按機構核證僱員身分的方法劃分的該類機構單位數目按行業 / 就業人數類別分布

Table 11.12 : Distribution of establishments having provided authentication for employees by methods of authentication for employees by industry sector/employment size

	有為僱員核證身分的機構單位數目 No. of establishments having provided authentication for employees	為僱員核證身分的方法 ⁽¹⁾ Methods of authentication for employees ⁽¹⁾			(百分比) (%)
		用戶名稱 User name	個人 辨認密碼 Personal Identity Number (PIN)	個人 數碼證書 Personal e-Cert	其他 Others
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 128	67.0	92.7	#	0.6
建造業 Construction	3 959	87.2	39.5	3.2	#
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	34 574	76.7	75.5	3.4	1.5
運輸、倉庫及通訊業 Transport, storage and communications	3 242	64.9	88.9	1.1	#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	16 919	83.4	75.4	1.2	0.1
社區、社會及個人服務業 Community, social and personal services	4 489	76.6	67.7	6.5	0.4
總計 Total	65 310	78.2	74.0	2.8	0.9
按就業人數類別劃分 By employment size					
大型 Large	4 851	92.8	80.0	5.7	0.9
中型 Medium	17 028	80.5	80.8	3.8	0.8
小型 Small	43 431	75.6	70.6	2.1	0.9
總計 Total	65 310	78.2	74.0	2.8	0.9

⁽¹⁾ 可選擇多於一種方法。
May select more than one method.

填入數據後即成
機密文件 CONFIDENTIAL
WHEN ENTERED WITH DATA

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

二零零二年資訊科技在工商業的使用情況和普及程度按年統計調查
ANNUAL SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION
IN THE BUSINESS SECTOR FOR 2002

致：
To:

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

注意事項
Points to Note

1. 請填妥本問卷及用所附的機密函件信封在 2002年5月3日 或以前寄回 :-

九龍 紅磡蕪湖街八十三號 莊士紅磡廣場二十三樓
政府統計處 資訊科技及電訊統計組

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

Census and Statistics Department
Information Technology and Telecommunications Statistics Section
23/F., Chuang's Hunghom Plaza
83 Wuhu Street, Hung Hom, Kowloon.

not later than 3 May 2002.

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

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

3. 有關本問卷內以**粗斜體**印出的詞彙的釋義，請參閱「**註釋**」。倘未能提供準確數據，請提供最佳的估計。如有查詢或需要協助填報問卷，請與本處陸國華先生聯絡（電話：2123 1017）。

Please refer to the *Explanatory Notes* for the definition of those terms printed in **bold and italic** in this questionnaire. If exact figures are not available, please provide best estimates. For enquiry or assistance in completing this questionnaire, please contact our Mr. LUK Kwok-wah at 2123 1017.

4. 請在適當空格「」內加「」。

Please '' in the appropriate box ''.

A. 一般資料

GENERAL INFORMATION

1. 貴機構的業務性質。(請簡述貴機構所生產或提供的主要貨品及服務。)

Nature of business of your firm.

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

2. 在 2002 年 3 月底貴機構的**就業人數**。

Number of *persons engaged* in your firm as at end March 2002.

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B. 個人電腦的應用

PERSONAL COMPUTER USAGE

3. 貴機構有沒有使用**個人電腦**?

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

- 有 自從

--	--	--	--

 (年份) (請跳到問題 5)
Yes, since (year) (Go to question 5)

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

- 有
Yes

- 沒有
No

4. 貴機構有沒有計劃裝置**個人電腦**?

Is your firm planning to install PCs?

- 有 預計在

--	--

 /

--	--	--	--

 (月份 / 年份) (請跳到問題 8)
Yes, in (mm/yyyy) (Go to question 8)

- 沒有 請提供原因(可選多項, 但請圈出最主要的一項)及跳到問題 8。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 8.

- a. 缺乏對應用個人電腦有認識的員工
Lack of personnel familiar with using PC
- b. 缺乏懂得發展電腦應用系統的員工
Lack of personnel knowledgeable in developing computer application systems
- c. 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
- d. 軟件的購置及發展成本高昂
Costly in procuring and developing software
- e. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- f. 擔心使用電腦時的資料保密事宜
Concern about security issue in using computer
- g. 電腦並不可靠
Consider computer not reliable
- h. 裝置電腦對業務沒有裨益
No business benefit to install PCs
- i. 其他, 請註明
Others, please specify
-

B. 個人電腦的應用 (續)

PERSONAL COMPUTER USAGE (Continued)

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

	數量 (部) Number of sets			
a. 桌面電腦 Desktop computer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. 便攜式電腦 / 筆記簿型電腦 Laptop or notebook computer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. 個人數碼助理 <i>Personal Digital Assistant (PDA)</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d. 其他，請註明 Others, please specify _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
總計 Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. 貴機構的個人電腦有沒有裝置 / 接達以下類別的應用軟件：

Whether your firm's PCs have installed/access to the following categories of *application software*:

	有 Yes	沒有 No
a. 文字處理 Word processing	<input type="checkbox"/>	<input type="checkbox"/>
b. 試算表 Spreadsheet	<input type="checkbox"/>	<input type="checkbox"/>
c. 數據庫管理 Database management	<input type="checkbox"/>	<input type="checkbox"/>
d. 通訊 Communication	<input type="checkbox"/>	<input type="checkbox"/>
e. 電腦保安及防毒 <i>Computer security and anti-virus</i>	<input type="checkbox"/>	<input type="checkbox"/>
f. 多媒體工具(影像及聲音) <i>Multi-media tools</i> (video and sound)	<input type="checkbox"/>	<input type="checkbox"/>
g. 其他 實用程式 Other <i>utility</i>	<input type="checkbox"/>	<input type="checkbox"/>
h. 電腦輔助設計 / 電腦輔助製造 <i>Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)</i>	<input type="checkbox"/>	<input type="checkbox"/>
i. 互聯網瀏覽器 Internet browser	<input type="checkbox"/>	<input type="checkbox"/>
j. 銀行及金融 / 會計 Banking and finance/Accounting	<input type="checkbox"/>	<input type="checkbox"/>
k. 採購 / 處理銷售訂單 Purchasing/Sales and order processing	<input type="checkbox"/>	<input type="checkbox"/>
l. 人力資源管理 / 培訓 Human resource management/Training	<input type="checkbox"/>	<input type="checkbox"/>
m. 其他，請註明 Others, please specify _____	<input type="checkbox"/>	<input type="checkbox"/>

B. 個人電腦的應用 (續)

PERSONAL COMPUTER USAGE (Continued)

7. 貴機構的個人電腦有沒有接達以下類別的**特製電腦系統**：

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

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

C. 互聯網的應用

INTERNET USAGE

8. 貴機構有沒有連接**互聯網**?

Does your firm have *Internet* connection?

- 有 自從 (年份) (請跳到問題 10)
Yes, since (year) (Go to question 10)
- 沒有
No

9. 貴機構有沒有計劃連接**互聯網**?

Is your firm planning to have Internet connection?

- 有 預計在 / (月份 / 年份) (請跳到問題 12)
Yes, in (mm/yyyy) (Go to question 12)

- 沒有 請提供原因(可選多項, 但請圈出最主要的一項)及跳到問題 12。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 12.

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

C. 互聯網的應用 (續)

INTERNET USAGE (Continued)

10. 貴機構通常使用互聯網作何種用途? (可選多項, 但請圈出最主要的一項)

What does your firm usually use Internet for? (May select more than one but please encircle the major one)

- a. **電子郵件**
Electronic-mail
- b. 網上資料搜集
On-line source of information
- c. 網上購買 / 預訂商品、服務或資料
On-line purchase/ordering of goods, services or information
- d. 網上獲取商品、服務或資料
On-line receipt of goods, services or information
- e. 網上售賣商品、服務或資料
On-line sales of goods, services or information
- f. 網上遞送商品、服務或資料
On-line delivery of goods, services or information
- g. 網上付款
On-line payments
- h. 使用政府網上服務
Access to on-line government services
- i. 網上向供應商 / 商業伙伴提出查詢
Make on-line enquiry to suppliers/business partners
- j. 網上向顧客 / 購買商 / 商業伙伴提供資料 / 意見
On-line provision of information/feedback to customers/buyers/business partners
- k. 下載軟件
Software downloads
- l. 其他, 請註明
Others, please specify _____

11. 貴機構是如何連接互聯網的? (可選多項)

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

- a. **撥號式調解器 (透過電話線)**
Dial-up Modem (through telephone line)
- b. **寬頻**
Broad-band
 - 1.5 – 3 兆位元
Megabit per second (Mbps)
 - > 3 – 6 兆位元
Mbps
 - > 6 – 10 兆位元
Mbps
 - > 10 兆位元
Mbps
- c. **專用線路**
Dedicated circuits
 - below 1.5 兆位元
Mbps
 - 1.5 – 3 兆位元
Mbps
 - > 3 – 6 兆位元
Mbps
 - > 6 – 10 兆位元
Mbps
 - > 10 兆位元
Mbps
- d. **流動網絡**
Mobile network

C. 互聯網的應用 (續)

INTERNET USAGE (Continued)

12. 貴機構是否擁有數碼證書?

Does your firm have an e-Cert?

有 自從 (年份)
Yes, since (year)

沒有 貴機構有沒有計劃申請數碼證書?
No Does your firm plan to acquire an e-Cert?

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

沒有 (請跳到問題 14)
No (Go to question 14)

13. 在過去十二個月內，貴機構曾否使用數碼證書?

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

有 請提供貴機構在哪方面使用數碼證書 (可選多項) 及跳到問題 15。
Yes. Please provide the usage of the e-cert by your firm (may select more than one) and go to question 15.

- a. 對外與顧客進行交易 / 交換資料
Business transaction/exchange of information with customers
- b. 對外與其他貿易伙伴進行交易 / 交換資料
Business transaction/exchange of information with other business partners
- c. 對外與政府及有關機構進行交易 / 交換資料
Business transaction/exchange of information with Government and related organisations
- d. 內部運作
In-house operation
- e. 其他，請註明
Others, please specify _____

沒有
No

14. 請提供貴機構沒有使用 / 沒有打算申請數碼證書的原因。

(可選多項，但請圈出最主要的一項)

Please give reason(s) for not having used / not having plan to apply for an e-cert.

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

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

D. 網站的應用 WEB SITE USAGE

15. 貴機構有沒有設立網頁或網站?

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

- 有 自從 (年份) (請跳到問題 17)
Yes, since (year) (Go to question 17)
- 沒有
No

16. 貴機構有沒有計劃設立網頁或網站?

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

- 有 預計在 / (月份 / 年份) (請跳到問題 22)
Yes, in (mm/yyyy) (Go to question 22)
- 沒有 請提供原因(可選多項, 但請圈出最主要的一項)及跳到問題 22。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 22.
- a. 缺乏熟悉保養 / 發展網頁或網站的員工
Lack of personnel familiar with maintaining/developing a Web page or Web site
 - b. 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
 - c. 軟件的購置及發展成本高昂
Costly in procuring and developing software
 - d. 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
 - e. 擔心擁有網頁或網站時的資料保密事宜
Concern about security issue in having a Web page or Web site
 - f. 擁有網頁或網站對業務沒有裨益
No business benefit to have a Web page or Web site
 - g. 已採用其他機構(例如生產力促進局、貿易發展局等)提供的互聯網服務, 所以不需自行設立網頁或網站
Has already used the Internet services provided by other organizations (e.g. Hong Kong Productivity Council, Trade Development Council, etc.) and therefore need not establish own Web page or Web site
 - h. 其他, 請註明
Others, please specify _____

17. 貴機構有沒有無線應用協定版本的網頁或網站?

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

- 有 自從 (年份)
Yes, since (year)
- 沒有 貴機構有沒有計劃增設?
No. Does your firm plan to add one?
- 有 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)
- 沒有
No

D. 網站的應用 (續)

WEB SITE USAGE (Continued)

18. 貴機構是否擁有自己的**網絡伺服器**?

Does your firm have your own *Web server*?

- 有
Yes
- 沒有
No

19. 貴機構的網頁或網站有沒有連接到機構內的資料庫?

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

- 有 自從 (年份)
Yes, since (year)

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

- 有 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)

- 沒有
No

20. 貴機構的網頁或網站有沒有連接到商業伙伴的電腦系統作商業交易或交換資料?

Does your firm's Web page or Web site have connection with business partners' computer systems to conduct business transactions or information exchange?

- 有 自從 (年份)
Yes, since (year)

- 沒有 貴機構有沒有計劃將網頁或網站連接到商業伙伴的電腦系統作商業交易或交換資料?
No. Is your firm planning to connect the firm's Web page or Web site with business partners' computer systems to conduct business transactions or information exchange?

Is your firm planning to connect the firm's Web page or Web site with business partners' computer systems to conduct business transactions or information exchange?

- 有 預計在 / (月份 / 年份)
Yes, in (mm/yyyy)

- 沒有
No

21. 貴機構的網頁或網站可提供的商業交易 / 服務是：(可選多項，但請圈出最主要的一項)

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

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

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

E. 電子商業 / 電子貿易

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE

E1. 透過電子途徑預訂或購買產品、服務或資料

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

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

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

有
Yes

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

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

23. 貴機構透過電子途徑預訂或購買產品、服務或資料的原因是：
(可選多項，但請圈出最主要的一項)

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

- a. 更加方便
More convenient
- b. 價格 / 成本更低
Lower price / cost
- c. 更多選擇
More choices
- d. 節省時間
Less processing time
- e. 其他，請註明
Others, please specify _____

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

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

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

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

25. (i) 貴機構在 2001 年購買的產品、服務或資料總值中，透過各類電子途徑購買的項目佔總購買開支的百分比是：

Percentage of *value of goods/services/information purchased* through electronic means to the total value of purchase of goods/services/information of your firm in 2001 is:

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

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

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

Percentage breakdowns of value of goods/services/information purchased through electronic means by type of electronic means are:

(if the type of electronic means concerned has been used for purchasing but its percentage is <1, please mark an "*")

- | | | | |
|----|---|--|-------------|
| a. | 透過電話網絡的交互式話音應答系統
<i>Interactive Voice Response System through telephone network</i> | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| b. | 其他透過流動電訊網絡的交互式應答系統 (例如短訊服務)
<i>Other Interactive Response System (such as Short Message Service) through mobile telecommunications network</i> | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| c. | 專用私人網絡
<i>Designated private network</i> | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| d. | 經個人電腦連接互聯網
<i>Internet via PCs</i> | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| e. | 經流動裝置(如支援無線應用協定的流動電話、個人數碼助理)連接互聯網
<i>Internet via mobile devices (such as WAP phones, Personal Digital Assistants)</i> | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| f. | 其他，請註明
<i>Others, please specify</i> | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| | | | <hr/> |
| | | | 總計
Total |
| | | | 1 0 0 % |

26. 貴機構在 2001 年透過互聯網購買的項目總開支中，經由網上付款所佔的百分比是：
Percentage of *payment through Internet* in the value of goods/services/information purchased through Internet of your firm in 2001 is:

- a. 0 %
- b. < 1 %
- c. 1-5 %
- d. 6-10 %
- e. 11-15 %
- f. > 15 %，請註明
please specify _____

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

E2. 透過電子途徑獲取產品、服務或資料

Receipt of Goods, Services or Information through Electronic Means

a. 政府產品、服務或資料

Government Goods, Services or Information

27. 在過去十二個月內，貴機構曾否透過電子途徑獲取政府產品、服務或資料？

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

有 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)

Yes. Through what electronic means? (May select more than one but please encircle the major one)

a. 公共服務電子化計劃(www.esd.gov.hk) / 生活易(www.esdlife.com)

Electronic Service Delivery Scheme (www.esd.gov.hk) / ESD Life (www.esdlife.com)

經個人電腦或流動裝置連接互聯網(公共服務電子化計劃除外)，
例如透過互聯網遞交申請

b. Internet via PCs / mobile devices outside the ESD Scheme, e.g. electronic submissions through the Internet

c. 電子資料聯通(例如透過貿易通遞交報關文件)

Electronic Data Interchange (EDI), e.g. submission of trade documents through TradeLink

d. 經電話網絡的交互式話音應答系統

Interactive Voice Response System through telephone network

e. 其他，請註明

Others, please specify _____

沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳到問題 29。

No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 29.

a. 缺乏熟悉透過電子途徑獲取政府產品、服務或資料的員工

Lack of personnel familiar with receiving government goods, services or information through electronic means

b. 業內並不普遍

Not popular in the industry

c. 電腦設備的購置及保養成本高昂

Costly in procuring and maintaining the computer equipment

d. 軟件的購置及發展成本高昂

Costly in procuring and developing software

e. 聘用資訊科技人員的成本高昂

Costly in employing IT personnel

f. 擔心透過電子途徑獲取政府產品、服務或資料時的資料保密事宜

Concern about security issue in receiving government goods, services or information through electronic means

g. 透過電子途徑獲取政府產品、服務或資料並不可靠

Consider receiving government goods, services or information through electronic means not reliable

h. 透過電子途徑獲取政府產品、服務或資料對業務沒有裨益

No business benefit to receive government goods, services or information through electronic means

i. 所需的政府產品、服務或資料沒有以電子途徑遞送

Government goods, services or information required not delivered through electronic means

j. 不方便用戶使用

Not user-friendly

k. 不清楚何種政府產品、服務或資料可透過電子途徑獲取

Do not know what government goods, services or information are available through electronic means

l. 其他，請註明

Others, please specify _____

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

28. 貴機構透過電子途徑獲取政府產品、服務或資料的種類是：
(可選多項，但請圈出最主要的一項)

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

- a. 獲取數碼形式的產品及服務
Receipt of services and products in digital form
 - b. 獲取、瀏覽或尋找其他資料
Receipt, browsing or searching of other information
 - c. 遞交表格 / 文件 / 申請
Submission of forms/documents/applications, etc
 - d. 提出查詢
Submission of enquiry
 - e. 其他，請註明
Others, please specify
-

樣本
SPECIMEN

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

b. 其他產品、服務或資料

Other Goods, Services or Information

29. 在過去十二個月內，貴機構有沒有透過電子途徑獲取產品、服務或資料
(除政府提供的以外)？

Has your firm received goods, services or information (other than from the government) through electronic means in the past 12 months?

- 有 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Yes. Through what electronic means? (May select more than one but please encircle the major one)

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

- 沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳到問題 31。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 31.

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

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

30. 貴機構透過電子途徑獲取產品、服務或資料 (除政府提供的以外) 的種類是：
(可選多項，但請圈出最主要的一項)

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

- a. 金融交易服務
Financial transaction service
 - b. 獲取數碼形式的產品及服務
Receipt of services and products in digital form
 - c. 獲取、瀏覽或尋找其他資料
Receipt, browsing or searching of other information
 - d. 其他，請註明
Others, please specify
-

樣本
SPECIMEN

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

E3. 透過電子途徑售賣產品、服務或資料

Sales of Goods, Services or Information through Electronic Means

31. 在過去十二個月內，貴機構有沒有透過電子途徑售賣產品、服務或資料？

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

有 自從 (年份)
Yes, since (year)

沒有 貴機構有沒有計劃透過電子途徑售賣產品、服務或資料？

No. Is your firm planning to sell your goods, services or information through electronic means?

有 預計在 / (月份 / 年份) (請跳到問題 34)
Yes, in (mm/yyyy) (Go to question 34)

沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳到問題 34。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 34.

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

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

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

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

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

樣本
SPECIMEN

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

33. (i) 貴機構在 2001 年透過電子途徑售賣產品、服務及資料所帶來的業務收入。
 港元\$
 HK\$

Business receipts of your firm received in 2001 through selling goods, services and information through electronic means.

- (ii) 透過不同電子途徑類別所帶來的業務收入所佔的百分比分別是：(佔問題 33(i)的總值的百分比。若曾使用有關電子途徑類別售賣，但其所佔的百分比少於一，請以"*"號表示)
 Percentage breakdowns of business receipts by type of electronic means are: (as a percentage to the total value in question 33(i). If the type of electronic means concerned has been used for selling but its percentage is <1, please mark an "*")

- | | | |
|---|--|---|
| a. 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| b. 其他透過流動電訊網絡的交互式應答系統 (例如短訊服務)
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| c. 專用私人網絡
Designated private network | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| d. 互聯網(經無線應用協定版本網站 / 網頁)
Internet (via WAP version of Web site/page) | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| e. 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version) | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| f. 其他，請註明
Others, please specify _____ | <input type="text"/> <input type="text"/> <input type="text"/> | % |

總計 Total 1 0 0 %

- (iii) 不同顧客類別所帶來的業務收入所佔的百分比是：(佔問題 33(i) 的總值的百分比)
 Breakdowns of business receipts by customer group are: (as a percentage to the total value in question 33(i))

- | | | |
|--|--|---|
| a. 消費者
Consumers | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| b. 政府及有關機構
Government and related organisations | <input type="text"/> <input type="text"/> <input type="text"/> | % |
| c. 商業及其他機構
Business and other establishments | <input type="text"/> <input type="text"/> <input type="text"/> | % |

總計 Total 1 0 0 %

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

(iv) 透過互聯網售賣產品、服務及資料所帶來的業務收入中，經由網上收款所佔的百分比是：
Percentage of *payment received through Internet* in the receipts of goods/services/information sold through Internet is:

- a. 0 %
- b. < 1 %
- c. 1-5 %
- d. 6-10 %
- e. 11-15 %
- f. > 15 %，請註明
please specify _____

34. 貴機構在 2001 年的業務總收入。 港元\$
Total business receipts of your firm in 2001. HK\$

35. 與 2000 年比較，貴機構在 2001 年的業務總收入的變動百分率為：
(請圈出適當的 + / - 符號) + / - %
Percentage change of total business receipts of your firm in 2001 compared with 2000 is:
(Please encircle +/- sign as appropriate)

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

E4. 透過電子途徑遞送產品、服務或資料

Delivery of Goods, Services or Information through Electronic Means

36. 在過去十二個月內，貴機構有沒有透過電子途徑遞送產品、服務或資料？

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

有 自從 (年份)
Yes, since (year)

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

有 預計在 / (月份 / 年份) (請跳到問題 40)
Yes, in (mm/yyyy) (Go to question 40)

沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳到問題 40。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to question 40.

缺乏熟悉透過電子途徑遞送產品、服務或資料的員工

a. Lack of personnel familiar with delivering goods, services or information through electronic means

b. 業內並不普遍
Not popular in the industry

c. 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment

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

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

f. 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems

擔心透過電子途徑遞送產品、服務或資料時的資料保密事宜

g. Concern about security issue in delivering goods, services or information through electronic means

透過電子途徑遞送產品、服務或資料並不可靠

h. Consider delivering goods, services or information through electronic means not reliable

透過電子途徑遞送產品、服務或資料對業務沒有裨益

i. No business benefit to deliver goods, services or information through electronic means at this time

有關的產品、服務或資料不能以電子途徑遞送

j. Goods, services or information could not be delivered through electronic means

k. 其他，請註明
Others, please specify

E. 電子商業 / 電子貿易 (續)

ELECTRONIC BUSINESS/ELECTRONIC COMMERCE (Continued)

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

F. 資訊科技項目的財政預算

BUDGET FOR INFORMATION TECHNOLOGY

40. 貴機構有沒有為下列項目訂下 2002 年的財政預算？

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

	有 Yes	沒有 No	不肯定 Uncertain
a. 為從事有關資訊科技 研究及發展 的活動 For performing <i>research and development</i> activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 為資訊科技培訓 For IT training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 為資訊科技保安用途 For IT security purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41. 貴機構為下列項目所訂下的 2002 年財政預算，與 2001 年比較，會增加、減少或不變呢？

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

	增加 Increased	減少 Decreased	不變 Same	不肯定 Uncertain	不適用 Not Applicable
a. 為從事有關資訊科技 研究及發展 的活動 related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為採用資訊科技應用服務或將有關服務 外判 For using IT application services or by outsourcing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 為資訊科技培訓 For IT training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 為資訊科技保安用途 For IT security purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. 資訊科技項目的財政預算 (續)

BUDGET FOR INFORMATION TECHNOLOGY (Continued)

42. 貴機構有沒有為下列項目訂下 2003 年的財政預算?

Does your firm have a budget for year 2003 for the following purposes?

	有 Yes	沒有 No	不肯定 Uncertain
a. 為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 為資訊科技培訓 For IT training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 為資訊科技保安用途 For IT security purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

43. 貴機構為下列項目所訂下的 2003 年財政預算，與 2002 年比較，會增加、減少或不變呢?

Has the budget for year 2003 for the following purposes been increased, decreased or the same compared with that for 2002?

	增加 Increased	減少 Decreased	不變 Same	不肯定 Uncertain	不適用 Not Applicable
a. 為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 為增聘資訊科技員工 For employing additional IT personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 為資訊科技培訓 For IT training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 為資訊科技保安用途 For IT security purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

G. 資訊科技保安

INFORMATION TECHNOLOGY SECURITY

44. 在過去十二個月內，貴機構的電腦曾否受到入侵／襲擊？

Has your firm suffered from computer attacks in the past 12 months ?

- 有 受襲次數
- Yes. Number of attacks
- 沒有 (請跳到問題 47)
- No (Go to question 47)

45. 貴機構的電腦受到何種襲擊：(可選多項)

Type(s) of computer attacks suffered is/are : (May select more than one)

- a. 電腦病毒
Virus
- b. 黑客
Hacking
- c. 阻斷服務
Denial of service
- d. 資料被竊
Theft of information
- e. 其他，請註明
Others, please specify
-

46. 貴機構在電腦受襲後，採取了何種行動：(可選多項)

Action(s) taken after suffered from computer attacks is/are : (May select more than one)

- a. 修補漏洞
Patched holes
- b. 向管理層匯報
Report to senior management
- c. 向警方報案
Report to police
- d. 向香港電腦保安事故協調中心匯報
Report to Hong Kong Computer Emergency Response Team Coordination Centre
- e. 使用更多保安技術
Use more security technologies
- f. 其他，請註明
Others, please specify
-
- g. 沒有特別行動
No specific action

G. 資訊科技保安 (續)

INFORMATION TECHNOLOGY SECURITY (Continued)

47. 貴機構有沒有採用以下保安技術來保護貴機構的電腦系統及資料? (可選多項)

Has your firm adopted the following security technology(ies) to protect the computer system and information of your firm? (May select more than one)

- a. 防毒軟件
Anti-virus software
- b. 密碼
Password
- c. 實體保安
Physical security
- d. 防火牆
Firewall
- e. 檔案加密
File encryption
- f. 接達管制
Access control
- g. 入侵偵測系統
Intrusion detection system
- h. 數碼證書
Digital cert
- i. 其他, 請註明
Others, please specify _____

- j. 沒有任何上述保安技術
None of the above.

請提供原因(可選多項)及跳到問題 49。

Please give reason(s) (may select more than one) and go to question 49.

- a. 財政限制
Budget constraint
- b. 缺乏有關範疇的知識
Lack of expertise in the field
- c. 沒有需要 / 不預期有保安問題
Don't see the need/ don't foresee any security problem
- d. 資訊保安的優先次序較低
Information security is considered a low priority
- e. 其他, 請註明
Others, please specify _____

48. 貴機構在處理保安問題上遇到哪些限制? (可選多項, 但請圈出最主要的一項)

What is/are the obstacles to addressing security concerns in your firm?

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

- a. 財政限制
Budget constraint
- b. 員工缺乏資訊保安的意識
Lack of employee awareness
- c. 缺乏管理層的支持
Lack of management support
- d. 缺乏有關範疇的知識
Lack of expertise in the field
- e. 有關產品的技術複雜
Technical/complexity of products
- f. 缺乏有關資訊科技保安的策略及指引
Lack of policy and guideline on IT security
- g. 其他, 請註明
Others, please specify _____

G. 資訊科技保安 (續)

INFORMATION TECHNOLOGY SECURITY (Continued)

49. 如貴機構有透過電子途徑售賣產品、服務或資料，貴機構如何為客戶提供身分驗證及 / 或保密接達的服務? (可選多項)

If your firm sells goods, services or information through electronic means, how do you provide authentication and/or provide secure access for your clients? (May select more than one)

- a. 保密插口層
Secure Sockets Layer (SSL)
- b. 保密電子交易
Secure Electronic Transaction (SET)
- c. 個人數碼證書
Personal e-Cert
- d. 伺服器數碼證書
Server e-Cert
- e. 用戶名稱
User name
- f. 個人辨認密碼
Personal Identity Number (PIN)
- g. 其他，請註明
Others, please specify _____

50. 如貴機構有內部通訊系統，貴機構如何驗證僱員身分? (可選多項)

If your firm has internal communication system, how do you authenticate your employees?
(May select more than one)

- a. 個人數碼證書
Personal e-Cert
- b. 用戶名稱
User name
- c. 個人辨認密碼
Personal Identity Number
- d. 其他，請註明
Others, please specify _____

問卷填報人資料

Particulars of person completing this questionnaire

姓名 _____ 職位 _____
Name Position

電話 _____ 日期 _____
Tel. No. Date

由本處填寫

For official use

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

Office editor _____ (code _____ edit _____ input _____)

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

二零零二年資訊科技在工商業的使用情況和普及程度按年統計調查
ANNUAL SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION
IN THE BUSINESS SECTOR FOR 2002

註釋

問題 2

就業人數

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

問題 3

個人電腦

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

主機電腦

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

小型電腦

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

問題 5

個人數碼助理

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

Explanatory Notes

Question 2

Persons engaged

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

Question 3

Personal computer

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

Mainframe

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

Mini computer

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

Question 5

Personal Digital Assistant (PDA)

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

註釋

問題 6

應用軟件

應用軟件是指一般在市面上可買到的電腦程式。

電腦保安及防毒

這些是指保護電腦系統的電腦程式，以免系統因受意外或惡意行動（如電腦病毒襲擊）而有所損壞。

多媒體工具

這些是指可處理不只於文字的數碼資訊的電腦程式。一些較普遍的工具用作處理數碼影像（圖片及電影）及聲音資訊。

實用程式

實用程式是指提供在操作系統以外的基本服務和功能的電腦程式，如硬盤管理軟件。

電腦輔助設計

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

電腦輔助製造

電腦輔助製造泛指對製造程序所提供的電腦支援。

問題 7

特製電腦系統

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

問題 8

互聯網

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

Explanatory Notes

Question 6

Application software

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

Computer security and anti-virus

These are computer programs designed to protect computer systems from damages arising from accidents or malicious actions including virus attacks.

Multi-media tools

These are computer programs designed to handle digital information not restricted to text form. Some of the more common tools deal with digitized video (pictures and movies) and sound information.

Utility

Utility is a computer program that provides basic services and functions on top of the capabilities provided by the operating system, e.g. harddisk management software.

Computer-Aided Design (CAD)

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

Computer-Aided Manufacturing (CAM)

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

Question 7

Tailor-made computer system

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

Question 8

Internet

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

註釋

問題 10

電子郵件

電子郵件是一種提供本地和全球性網絡用戶互換訊息(包括文字和附件)的設施。

問題 11

撥號式調解器

這是一種以調解器(內部或對外)透過電話線或綜合服務數碼網絡而進行的通訊技術,通常須撥號以取得連線。

寬頻

這是一種具備每秒傳送數據1.5兆位元或以上的連接方式。方法是透過採用數字式用戶環路(DSL)、導線調解器、光纖到樓、本地微波配送系統(LMDS)或相類似的技術接達接入網絡;或是透過採用異步傳輸模式(ATM)、網際規約(IP)或相類似的技術接達核心網絡。但不包括專用連接,雖然其對客戶而言亦是提供長期連接。

專用線路

這是一種以全部容量供客戶專用的非交換式連接方式。

流動網絡

這是一種為流動或手提儀器而設的連接方式。

問題 12

數碼證書

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

問題 15

網頁

網頁是一種可在互聯網上開啟的電子文件,提供文字、圖像或多媒體形式的資訊。

Explanatory Notes

Question 10

Electronic-mail

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

Question 11

Dial-up Modem

Communication technology implemented through modems (internal or external) via telephone lines or Integrated Services Digital Network (ISDN), typically requires a dial up process to gain connection.

Broad-band

Connections with data rates at or above 1.5 Megabits per second (Mbps) established over access networks based on Digital Subscriber Loop (DSL), cable modem, fibre-to-the-building, Local Microwave Distribution System (LMDS) or similar technology and core networks based on Asynchronous Transfer Mode (ATM), Internet Protocol (IP) or similar technology. Exclude dedicated connections, although the connections may appear to the users as "always on".

Dedicated Circuits

Unswitched connections with capacity dedicated to the users.

Mobile networks

Connections established for use with mobile or handheld devices.

Question 12

e-Cert

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

Question 15

Web page

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

註釋

網站

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

問題 17

無線應用協定

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

問題 18

網絡伺服器

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

問題 22-26

透過電子途徑預訂或購買產品、服務或資料

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

電子途徑

電子途徑是指以電子媒介(例如互聯網及專用私人網絡等)處理及傳送數碼數據。

問題 25

購買產品、服務或資料的總值

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

Explanatory Notes

Web site

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

Question 17

Wireless Application Protocol (WAP)

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

Question 18

Web server

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

Question 22-26

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

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

Electronic means

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

Question 25

Value of goods / services / information purchased

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

註釋

透過電話網絡的交互式話音應答系統

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

其他透過流動電訊網絡的交互式應答系統（例如短訊服務）

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

專用私人網絡

專用私人網絡是某機構內或某組特定機構之間的通訊網絡。

問題 26

網上付款

是指透過互聯網完成付款交易，而無需使用語音電話，以支票／匯票郵寄付款，或親身交費。

問題 27-30

透過電子途徑獲取產品、服務或資料

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

Explanatory Notes

Interactive Voice Response System through telephone network

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

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

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

Designated private network

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

Questions 26

Payment through Internet

Completion of payment transaction through Internet without the need to make voice phone-calls, mail payment in cheque/money order or make payment in person.

Questions 27-30

Receipt of Goods, Services or Information through Electronic Means

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

問題 27

公共服務電子化計劃 / 生活易

「公共服務電子化計劃」是香港特別行政區政府「數碼21」資訊科技策略下的一項重要措施，透過互聯網及其他電子途徑為市民提供110多項電子公共服務，包括遞交報稅表，申請個人獨資 / 合夥經營業務的商業或分行登記，繳交政府收費，登記職位空缺及挑選求職者等。

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

問題 31-35

透過電子途徑售賣產品、服務或資料

若機構單位有提供並接納完全透過電子途徑預訂或購買其產品、服務或資料，則會視為有透過電子途徑售賣其產品、服務或資料。除一般透過互聯網、電話等電子途徑售賣產品、服務或資料外，亦包括如機構單位根據與客戶訂立的協議，當機構單位透過電子途徑得悉客戶某產品的存貨量降低至某水平時即自動遞送該產品予客戶，供其補充存貨。

問題 33

業務收入

業務收入是指貴機構透過銷售產品及服務所賺取的收入。

政府及有關機構

政府及有關機構包括所有政府部門及半官方機構，例如醫院管理局和職業訓練局等。

Question 27

Electronic Service Delivery Scheme (ESD)/ ESD Life

Electronic Service Delivery Scheme is a key initiative under the "Digital 21" Information Technology Strategy of the Government of the Hong Kong Special Administrative Region to provide over 110 types of online public services to the community through the Internet and other electronic means. Examples of services include filing of tax returns, application for business registration certificate by sole proprietors and partnerships, paying of Government bills, registration of job vacancies, and searching for job applicants, etc.

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

Question 31-35

Sales of Goods, Services or Information through Electronic Means

An establishment is considered to have sold their goods, services or information through electronic means if they offered and accepted orders or purchases that were placed completely through electronic means. Apart from the sales of goods, services or information through electronic means such as the Internet, telephone, etc., this should include cases where an establishment, in accordance with an agreement with its client, automatically delivers certain product to the client for replenishment of stock when the establishment learns, through electronic means, that the stock kept by the client falls to a certain level.

Question 33

Business receipts

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

Government and related organizations

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

註釋

商業及其他機構

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

網上收款

是指透過互聯網完成收款程序，而無需顧客使用語音電話，以支票／匯票郵寄付款，或親身交費。

問題 36-39

透過電子途徑遞送產品、服務或資料

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

問題 40-43

研究及發展

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

問題 45

電腦病毒

是指以電子形式從一部電腦散播到另一部電腦，並能影響電腦系統正常運作的電腦程式。病毒入侵所造成的影響參差不齊，從惡作劇（如對屏幕顯示造成滋擾）到惡意破壞（如洗掉數據）。

黑客

非授權人士，為嬉戲或惡意的目的，嘗試接達到電腦或其他相關資源。這些行動通常稱為「襲擊」，而進行方式通常是靠迴避正常的保安程序或利用開放給外界接達的電腦系統的弱點或開放式插口。

Explanatory Notes

Business and other establishments

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

Payment received through Internet

Completion of receipt of payment through Internet without the need for the customer to make voice phone-calls, mail payment in cheque/money order or make payment in person.

Question 36-39

Delivery of Goods, Services or Information through Electronic Means

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

Question 40-43

Research and development

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

Question 45

Virus

Programs that spread from one computer to another electronically, and can affect the normal operation of a computer system. Virus attacks can range from practical jokes (e.g. annoying screen display) to malicious destruction (e.g. erasing data).

Hacking

Attempts by unauthorised parties to gain access to computers or other related resources either for fun or for malicious intent. These moves are usually called “attacks” and are usually conducted online circumventing normal security procedures or exploiting weak points or open ports in computer systems open to outside access.

註釋

阻斷服務

在目標電腦製造非預期的活動，使其不能正常運作，例如不能提供網絡服務給用家。通常是透過一些方法（例如發放大量電子郵件）使目標電腦超出負荷。

問題 47

防火牆

防火牆是一組位於網絡通訊閘伺服器器的相關電腦程式，目的是保護一個私人網絡的資源，免受外界的侵擾。外界人士在嘗試接達該受保護的網絡時，會受到審查，而只有有效的要求才會轉達。如此，外界人士便不能直接連結到該受保護網絡的資源，而其重要的資料亦可避免受到黑客入侵。

檔案加密

檔案加密是一個程序，目的是將電腦數據檔案轉化到一個非授權人士不能閱讀的格式。而授權人士通常會被給予一個解密工具，以將加密的檔案還原至一個可正常閱讀的格式。

問題 49

保密插口層

保密插口層是一個電腦程式層，目的是透過加密程序，提供在互聯網傳送私人資料（如付款資料）時的數據保安。

保密電子交易

是一套由信用卡公司發展的協定，目的是為網上付款提供身分驗證及批核。客戶會被給予一個錢包（信用卡的軟件版本）以進行網上購物。和使用信用卡親身付款的情況大致一樣，網上賣家的身分資料會被傳送到信用卡公司，以作即時審查買賣相方身分及批核該宗交易之用。

Explanatory Notes

Denial of service

Creation of unexpected activities in the targeted computers in such a way that the prey failed to perform its usual service, such as providing network service to its users. Typically conducted via overloading the targeted computer by means such as sending out unsolicited email in bulk.

Question 47

Firewall

A firewall is a set of related programs, located at a network gateway server, that protects the resources of a private network from outsiders. Attempts by outside users to access the protected network will be screened and only valid requests will be redirected. In this way, outsiders cannot directly establish links to the resources of the protected network, and vital information of the protected network masked to avoid attacks from hackers.

File encryption

File encryption is a process whereby computer data files are converted to a form unreadable to unauthorised users. Authorised users are typically given a decryption tool to revert the encrypted files to a readable form for normal access.

Question 49

Secure Sockets Layer (SSL)

Secure Sockets Layer is a program layer that provides data security (through encryption) for transmitting private information (such as payment information) through the Internet.

Secure Electronic Transaction (SET)

A set of protocol developed for use by Credit Card companies to replicate the process of authenticating and approval of credit card transactions in online payment. Customers are given a cardholder wallet (software version of credit card) with which to perform purchases online. This initiates a transaction which also collects identity information of the online sales vendor for onward passage to the credit card company for instant online authentication of both buyer and seller and then approval of transaction, in a way similar to using credit cards in making payment in person.