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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) **54.8%**的機構單位有使用個人電腦，較2002年增加**0.3***個百分點。(詳見2.3段)
54.8% of establishments used PCs, **0.3*** percentage points higher than that in 2002. (See paragraph 2.3 for details)

互聯網的應用

Internet usage

- (2) **47.5%**的機構單位有連接互聯網，較2002年增加**3.3***個百分點。(詳見2.9段)
47.5% of establishments had Internet connection, **3.3*** percentage points higher than that in 2002. (See paragraph 2.9 for details)

網頁 / 網站的應用

Web page / Web site usage

- (3) **13.5%**的機構單位有設立網頁 / 網站，較2002年增加**1.7***個百分點。(詳見2.16段)
13.5% of establishments had a Web page / Web site, **1.7*** percentage points higher than that in 2002. (See paragraph 2.16 for details)

電子商業

Electronic business

- (4) **9.6%**的機構單位有透過電子途徑**預訂或購買**貨品、服務或資料，較2002年增加**2.5***個百分點。(詳見2.27段)
9.6% of establishments had *ordered or purchased* goods, services or information through electronic means, **2.5*** percentage point higher than that in 2002. (See paragraph 2.27 for details)
- (5) **51.0%**的機構單位有透過電子途徑**獲取**貨品、服務或資料，較2002年增加**5.8**個百分點。(詳見2.32段)
51.0% of establishments had *received* goods, services or information through electronic means, **5.8** percentage points higher than that in 2002. (See paragraph 2.32 for details)
- (6) **1.1%**的機構單位有透過電子途徑**售賣**貨品、服務或資料，較2002年減少**0.4***個百分點。(詳見2.39段)
1.1% of establishments had *sold* goods, services or information through electronic means, **0.4*** percentage point lower than that in 2002. (See paragraph 2.39 for details)
- (7) **13.6%**的機構單位有透過電子途徑**遞送**貨品、服務或資料，較2002年增加**1.5***個百分點。(詳見2.46段)
13.6% of establishments had *delivered* goods, services or information through electronic means, **1.5*** percentage point higher than that in 2002. (See paragraph 2.46 for details)

統計調查結果摘要 (續)

Summary of Survey Results (cont'd.)

- (8) 2002年，透過電子途徑售賣貨品、服務或資料而獲得的業務收益合計為**156億元**，較2001年下跌**29.2%**。這類收益佔業務總收益的**0.29%**，較2001年減少**0.14**個百分點。(詳見2.42段)

In 2002, business receipts received through selling goods, services or information through electronic means was **\$15.6 billion**, down by **29.2%** over 2001. These receipts represented **0.29%** of the total business receipts, down by **0.14** percentage points over 2001. (See paragraph 2.42 for details)

資訊科技保安

Information technology security

- (9) **30.0%**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，較2002年減少**5.5**個百分點。(詳見2.53段)

30.0% of establishments had suffered from computer attacks in the 12 months before enumeration, **5.5** percentage points lower than that in 2002. (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 2003 年 5 至 8 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 May to August 2003 unless otherwise specified.

I 緒言

背景

1.1 政府統計處應工商及科技局委託，於 2003 年 5 月至 8 月進行了「二零零三年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。

I Introduction

Background

1.1 The Census and Statistics Department (C&SD) conducted the "2003 Annual Survey on Information Technology Usage and Penetration in the Business Sector" in May to August 2003 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

* HSIC – 香港標準行業分類
Hong Kong Standard Industrial Classification

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 2003 年統計調查中，就業人數是指在 2003 年 3 月底的情況，而總業務收入則指 2002 年或由 2002 年 1 月 1 日至 2003 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。2003 年統計調查一共選出 4 742 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 329 000 間。

資料搜集

1.8 問卷於 2003 年 5 月初以郵寄方式遞送到被選中的 4 742 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 2003 年 8 月底，成功訪問的機構單位有 3 493 間，未有回應的機構單位有 131 間，未能接觸到或在統計期內已停止作業的機構單位有 1 118 間。總體回應率為 96%。

I Introduction (cont'd.)

1.6 In the 2003 survey, number of persons engaged referred to the position as at end-March 2003. Information on business receipts referred to the calendar year 2002, or a 12-month period between 1 January 2002 and 31 March 2003, according to the accounting practices 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 4 742 establishments were selected for enumeration in the 2003 survey. The total number of establishments falling within the scope of the survey was estimated to be 329 000 based on the results of the survey.

Data collection

1.8 Questionnaires were mailed to the 4 742 selected establishments in early-May 2003. 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-August 2003, 3 493 establishments were successfully enumerated, 131 failed to respond and 1 118 could not be located or were found to be inactive. The overall response rate was 96%.

資料處理

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

估值的可靠性

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

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

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	54.8%	2.2%	52.4% - 57.1%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	47.5%	2.5%	45.2% - 49.8%
有網頁／網站的機構單位的百分比 Percentage of establishments having Web pages/Web sites	13.5%	6.1%	11.8% - 15.1%
有透過電子途徑預訂或購買貨品、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	9.6%	7.8%	8.1% - 11.1%
有透過電子途徑獲取貨品、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	51.0%	2.4%	48.6% - 53.4%
有透過電子途徑售賣貨品、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	1.1%	20.5%	0.6% - 1.5%
有透過電子途徑遞送貨品、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	13.6%	6.1%	12.0% - 15.2%

闡釋統計數字應注意的事項

1.14 在2003年統計調查中，為改善問卷中有關數碼證書的問題，數碼證書的涵蓋範圍已清楚列明，即包括所有核證機關發出的數碼證書。這些機關包括所有香港的核證機關(無論是否根據電子交易條例獲認可)及香港以外的核證機關。所以，2003年統計調查中有關數碼證書的結果，不能直接與前幾年度的統計調查結果比較。因此，在比較本報告內有關數碼證書的統計數字及前數年的統計調查報告內的相關統計數字時，必須特別審慎。

統計表註釋

1.15 機構單位按照下表分為小型、中型及大型：

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

1.16 本刊的統計表內各代號的含意如下：

- 不適用
- # 少於0.05%

1.17 由於進位關係，個別數字或百分比之和可能不等於其總數。

Cautions in interpreting the statistics

1.14 The questions on digital certificate (D-cert) in the questionnaire of the 2003 survey have been improved by explicitly spelling out the exact coverage of D-cert, i.e. D-cert issued by all types of Certification Authorities (CAs) are covered, including local CAs, be they recognized under the Electronic Transactions Ordinance (ETO) or not, and CAs outside Hong Kong. As such, the results of the 2003 survey on D-cert are not strictly comparable with those of the previous survey rounds. Hence, care should be taken in comparing the D-cert statistics in this report with those in previous years' reports.

Notes to statistical tables

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

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

- not applicable
- # less than 0.05%

1.17 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 329 000 間。按行業類別分析，約半數 (166 000) 的機構單位從事批發、零售、進出口貿易、飲食及酒店業。約 88% 為小型機構單位。機構單位的分布大致與 2002 年相若。

(表 1.1A 及 1.1B)

Characteristics of establishments

2.1 A total of 329 000 establishments were estimated to fall within the scope of the survey. Analysed by industry sector, around half (166 000) of the establishments were engaged in the wholesale, retail and import/export trades, restaurants and hotels sector. About 88% of the establishments were of small size. The distribution is similar to that in 2002.

(Table 1.1A and 1.1B)

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 (77%)，最低的是運輸、倉庫及通訊業 (31%)。(表 2.1、圖 2.1 及 2.2)

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 (77%), and was lowest in the transport, storage and communications sector (31%). (Table 2.1, Chart 2.1 and 2.2)

圖 2.1 : 個人電腦／互聯網／網站／網頁在工商業的普及程度
Chart 2.1 : Penetration of PCs/Internet/Web Site/Web Page in the business sector

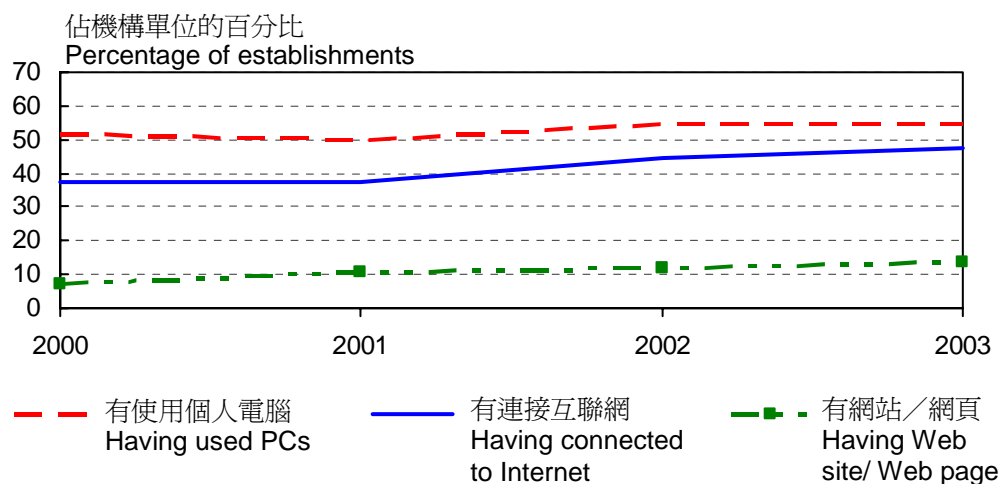
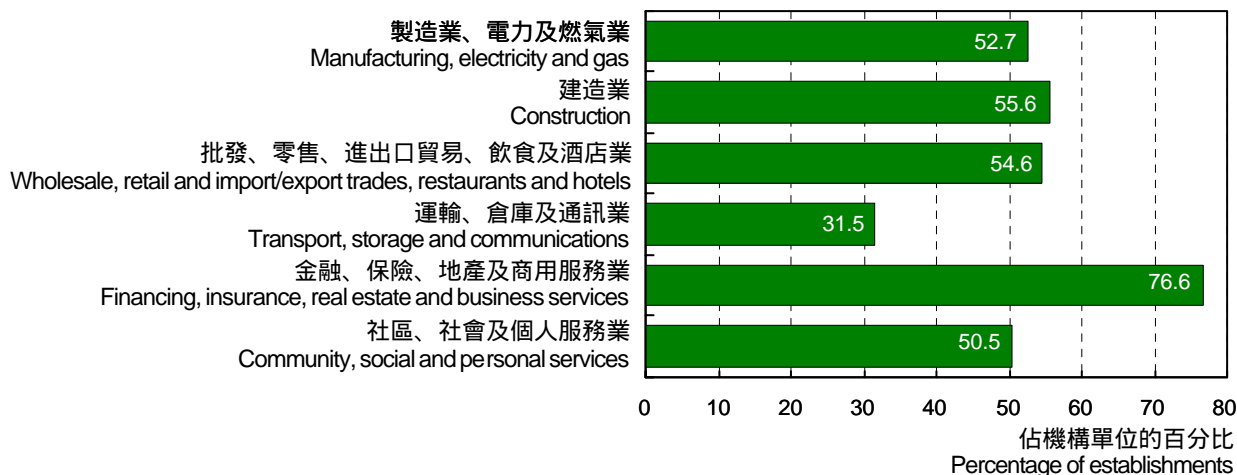


圖 2.2 : 按行業類別劃分的個人電腦的應用
Chart 2.2 : Personal computers usage by industry sector



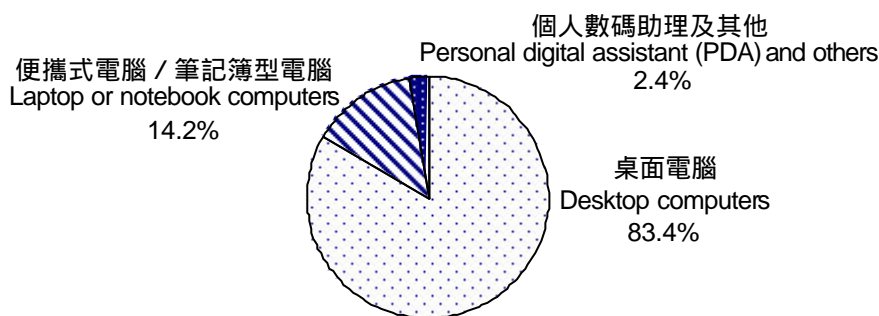
2.4 如一般預期，機構單位的規模越大，個人電腦的使用率越高。約 94% 的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為 88% 及 50%。(表 2.1)

2.4 As expected, PC usage increased with size of establishments. Some 94% of the large establishments had used PCs, as against 88% for medium establishments and 50% for small establishments. (Table 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一百五十萬部個人電腦，其中 83% 為桌面電腦，14% 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 及圖 2.3)

2.5 A total of about 1.5 million sets of PCs were installed in establishments of the industry sectors covered. About 83% were desktop computers and 14% were laptop/notebook computers. Among those establishments using PCs, each had 8 sets of PCs on average. (Table 2.2 and Chart 2.3)

圖 2.3 : 按種類劃分的個人電腦數目的分布
Chart 2.3 : Distribution of personal computers by category



2.6 在有使用個人電腦的機構單位中，約 96% 有裝置或接達文字處理應用軟件。另一方面，21% 有裝置或接達特製電腦系統。(表 2.3 及 2.4)

2.6 Of those establishments that had installed PCs, some 96% had installed or access to word processing application software. On the other hand, 21% had installed or access to tailor-made computer systems. (Tables 2.3 and 2.4)

2.7 在沒有使用個人電腦的機構單位中，只有 3.5% 有計劃裝置個人電腦。在有此計劃的機構單位中，87% 預計將在 2003 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」(76% 該類機構單位曾提及此原因)，其次是「缺乏對應用個人電腦有認識的員工」(34%)。(表 2.5、2.6A 及 2.6B)

2.7 Only 3.5% of the establishments not using PCs had planned to install PCs. Among those that had intended to do so, 87% had planned to do so by end-2003. The most commonly cited reasons for not intending to install PCs were "no business benefits to do so" (cited by 76% of those establishments) and "lack of personnel familiar with using PC" (34%). (Tables 2.5, 2.6A and 2.6B)

互聯網的應用

Internet usage

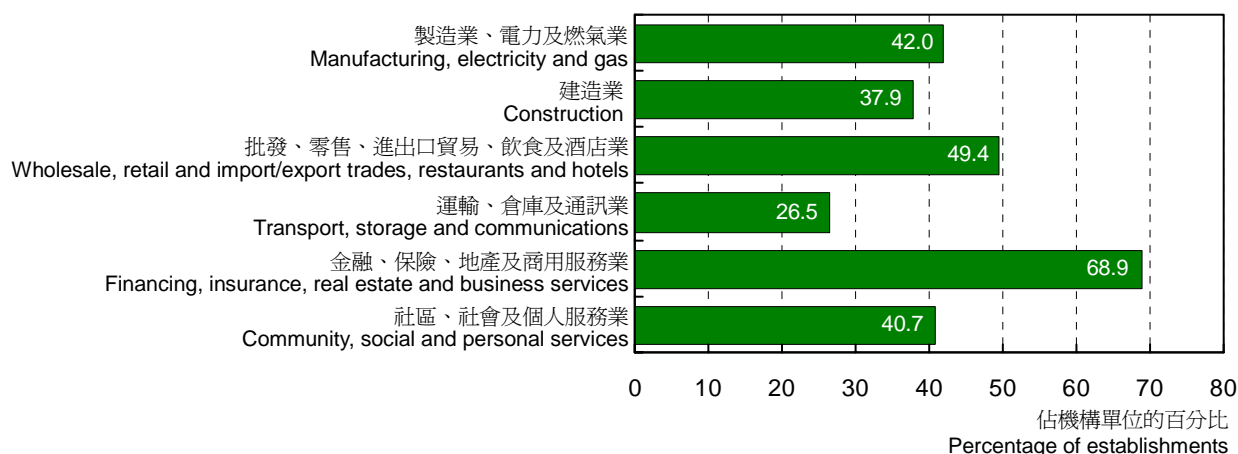
2.8 除分析各機構單位連接互聯網的情況外，這部分亦探討各機構單位使用互聯網的哪些一般功能及如何連接互聯網的情況。

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

2.9 約 48% 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 87%。大型機構單位的百分比 (85%) 較中型 (78%) 及小型 (43%) 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 (69%)，而最低的則為運輸、倉庫及通訊業 (26%)。(表 3.1 及圖 2.4)

2.9 Some 48% of all establishments, or 87% of the establishments using PCs had Internet connection. The percentage was much higher for large establishments (85%) than medium establishments (78%) and small establishments (43%). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (69%) and lowest for the transport, storage and communications sector (26%). (Table 3.1 and Chart 2.4)

圖 2.4 : 按行業類別劃分的互聯網的應用
Chart 2.4 : Internet usage by industry sector



2.10 在互聯網的各用途中，「電子郵件」為 96% 有連接互聯網的機構單位所使用，而「網上資料搜集」及「網上獲取貨品、服務或資料」則分別為 93% 及 91% 有連接互聯網的機構單位使用。

(表 3.2)

2.11 按連接互聯網的方法分析，有 68% 的機構單位利用寬頻上網及 32% 的機構單位利用透過電話線撥號式調解器上網。有 7% 的機構單位是用專用線路上網及約 0.4% 的機構單位利用流動網絡上網。(表 3.3 及圖 2.5)

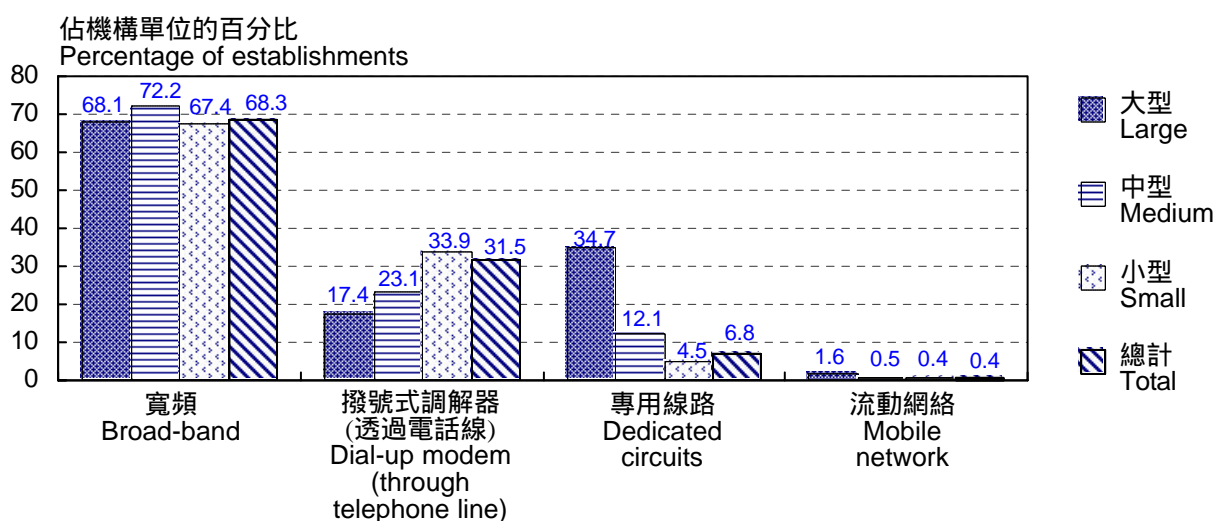
2.10 Among the various types of Internet usage, "electronic-mail" was used by 96% of the establishments having Internet connection, followed by "on-line source of information" (93%) and "on-line receipt of goods, services or information" (91%).

(Table 3.2)

2.11 Analysed by method of connection, 68% of the establishments used broad-band connection to the Internet and 32% of the establishments used dial-up modem connection through telephone lines. 7% of the establishments were connected through dedicated circuits and only 0.4% of the establishments used mobile network for connecting to the Internet. (Table 3.3 and Chart 2.5)

圖 2.5 : 按機構單位就業人數類別劃分的連接互聯網的方式

Chart 2.5 : Method of Internet connection by employment size of establishments



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，74% 曾提及此原因)，其次是「缺乏熟悉互聯網的員工」(30%)。在有計劃連接互聯網的機構單位中，74% 預計將在 2003 年底前連接。

(表 3.4、3.5A 及 3.5B)

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 74% of those establishments), followed by "lack of personnel familiar with Internet" (30%). For those establishments that had intended to have Internet connection, 74% expected that they would do so by end-2003. (Tables 3.4, 3.5A and 3.5B)

數碼證書的應用

2.13 數碼證書應用的分析包括所有核證機關發出的數碼證書。這些機關包括所有香港的核證機關(無論是否根據電子交易條例獲認可)及香港以外的核證機關。根據這廣泛的定義,在2003年有14%的機構單位擁有數碼證書,而這些機構單位平均各擁有1.8張數碼證書(請參閱第1.14段內有關闡釋數碼證書的統計數字時應注意的事項)。有88%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0.8%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56%曾提及「甚少透過電子途徑進行商業交易」,有38%提及「不知道數碼證書的存在或對此沒有認識」,同樣有32%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、4.3、4.6、4.7A及4.7B)

網頁／網站的應用

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

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

2.16 約13%的機構單位有設立網頁／網站。在主要行業類別中,有設立網頁／網站的百分比最高的是社區、社會及個人服務業(17%)。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(62%),明顯較中型(32%)及小型(10%)機構單位的百分比為高。(表5.1及圖2.6)

Digital certificate usage

2.13 Analysis on digital certificate (D-cert) usage covers D-cert issued by all types of Certification Authorities (CAs). Local CAs, be they recognized under the Electronic Transactions Ordinance (ETO) or not, are included as well as CAs outside Hong Kong. With this wide definition, 14% of establishments were found to have D-certs in 2003 and these establishments on average have 1.8 D-certs per establishment (please see para.1.14 for cautions in interpreting the statistics on D-cert). 88% of these establishments having D-certs had used their D-certs. For those not having D-certs, only 0.8% had planned to apply for D-certs. The most commonly cited reasons for not intending to have D-cert were "little use of electronic means in business transactions" (cited by 56% of those establishments), "do not know existence of digital certificate or do not have knowledge about it" (38%) and "no need to provide digital signature" (32%). (Tables 4.1, 4.2, 4.3, 4.6, 4.7A and 4.7B)

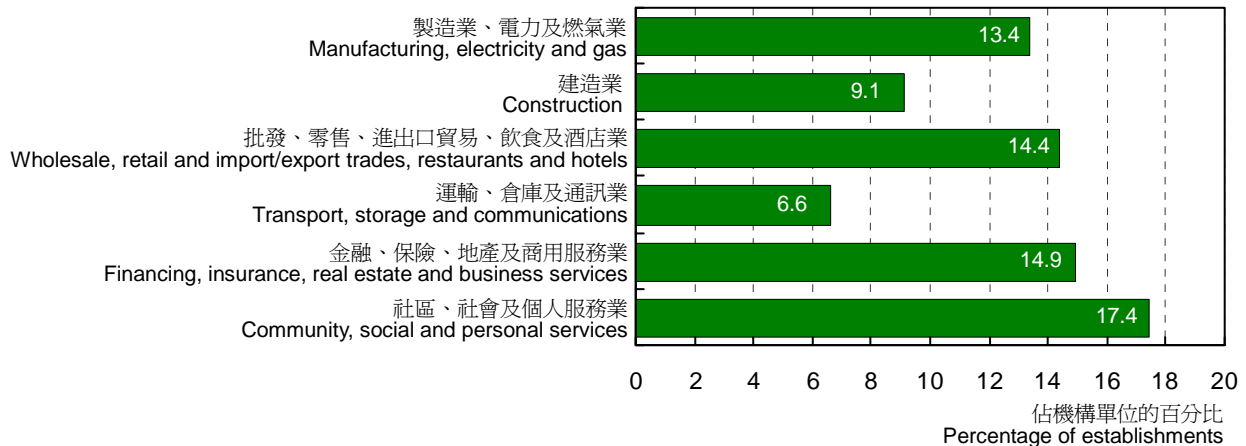
Web page/Web site usage

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

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

2.16 About 13% of the establishments had a Web page/Web site. Among the major industry sector, the percentage of establishments having a Web page/Web site was highest in the community, social and personal services sector (17%). Exhibiting similar pattern as PC and Internet usage, the percentage was much higher for large establishments (62%) than medium establishments (32%) and small establishments (10%). (Table 5.1 and Chart 2.6)

圖 2.6 : 按行業類別劃分的網頁／網站的應用
 Chart 2.6 : Web pages/Web sites usage by industry sector



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 29% 的機構單位在網上收集顧客意見。8.9% 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)

2.17 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 29% collected on-line feedback from customers. 8.9% of those establishments supported on-line ordering in their Web pages/Web sites. (Tables 5.2A and 5.2B)

2.18 在已設立網頁／網站的機構單位中，3.6% 亦擁有無線應用協定版本的網頁／網站；33% 亦同時擁有本身的網絡伺服器；18% 已把網頁／網站連接到本身的資料庫；而 4.0% 已把網頁／網站連接到商業伙伴的電腦系統。(表 5.3)

2.18 Among establishments having Web pages/Web sites, 3.6% had Wireless Application Protocol (WAP) version of Web pages/Web sites; 33% had their own Web servers; 18% had their Web pages/Web sites connected to their related in-firm database; and 4.0% had their Web pages/Web sites connected to business partners' computer systems. (Table 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，2.8% 的機構單位有計劃這樣做，而其中只有 8.3% 計劃在 2003 年底前設立。(表 5.4)

2.19 For establishments not having WAP version of their Web pages/Web sites, 2.8% had intended to do so. Among them, only 8.3% had intended to do so by end-2003. (Table 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，5.1% 有計劃這樣做，而其中 49% 計劃在 2003 年底前連接好。(表 5.5)

2.20 For those establishments having Web pages/Web sites but not having them connected to their related in-firm database, 5.1% had intended to do so. Among those that had intended to do so, 49% had intended to have the connection by end-2003. (Table 5.5)

2.21 同樣地，那些擁有網頁／網站但沒有連接到商業伙伴電腦系統的機構單位中，只有 1.3% 計劃將這樣做，而其中 83% 計劃在 2003 年底前連接好。(表 5.6)

2.21 Similarly, for those establishments having Web pages/Web sites but not having them connected to business partners' computer systems, 1.3% had intended to do so. Among those that had intended to do so, about 83% had intended to have the connection by end-2003. (Table 5.6)

2.22 在沒有設立網頁／網站的機構單位中，93% 並未有計劃設立網頁／網站。(表 5.7)

2.22 For those establishments not having their own Web pages/Web sites, 93% had not intended to have one. (Table 5.7)

2.23 在有計劃設立網頁／網站的 18 800 間機構單位中，約 56% 計劃在 2003 年底前設立其網頁／網站，而另外有 32% 則計劃在 2004 年設立。(表 5.7)

2.23 Among the 18 800 establishments intending to have their own Web pages/Web sites, about 56% had planned to do so by end-2003, and another 32% in 2004. (Table 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，73% 曾提及此原因)，其次是由於「缺乏熟悉保養／發展網頁／網站的員工」(30%)。(表 5.8)

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 73% of those establishments), followed by "lack of personnel familiar with maintaining/developing a Web page/Web site" (30%). (Table 5.8)

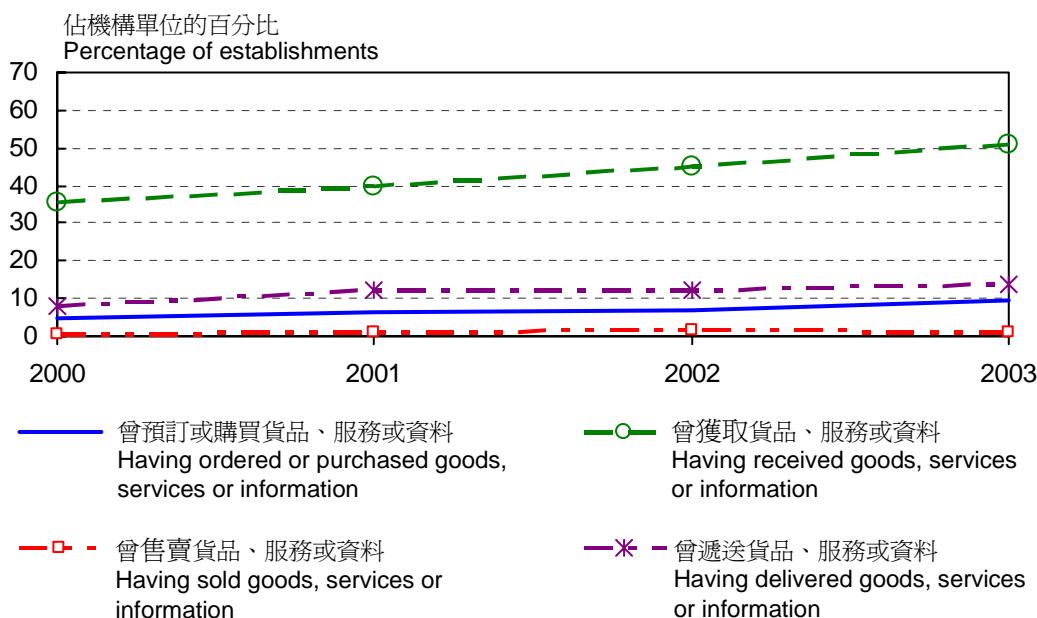
電子商業

Electronic business

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、售賣及遞送貨品、服務或資料，並分析每個層面在交易時使用電子途徑的情況。電子途徑包括互聯網、交互式應答系統及專用私人網絡等媒介。

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

圖 2.7 : 電子商業在工商業的普及程度
 Chart 2.7 : Penetration of electronic business in the business sector



(a) 透過電子途徑預訂或購買貨品、服務或資料

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

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貨品、服務或資料。

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 只有 9.6% 的機構單位在訪問前的十二個月內曾透過電子途徑預訂或購買貨品、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 (19%) 和一般大型機構單位 (28%) 的百分比則較高。(表 6.1 及圖 2.7)

2.27 Purchasing through electronic means was still very limited, as only 9.6% of the establishments had ordered or purchased goods, services or information through electronic means in the 12 months before enumeration. The percentages were higher for the financing, insurance, real estate and business services sector (19%) and for large establishments (28%). (Table 6.1 and Chart 2.7)

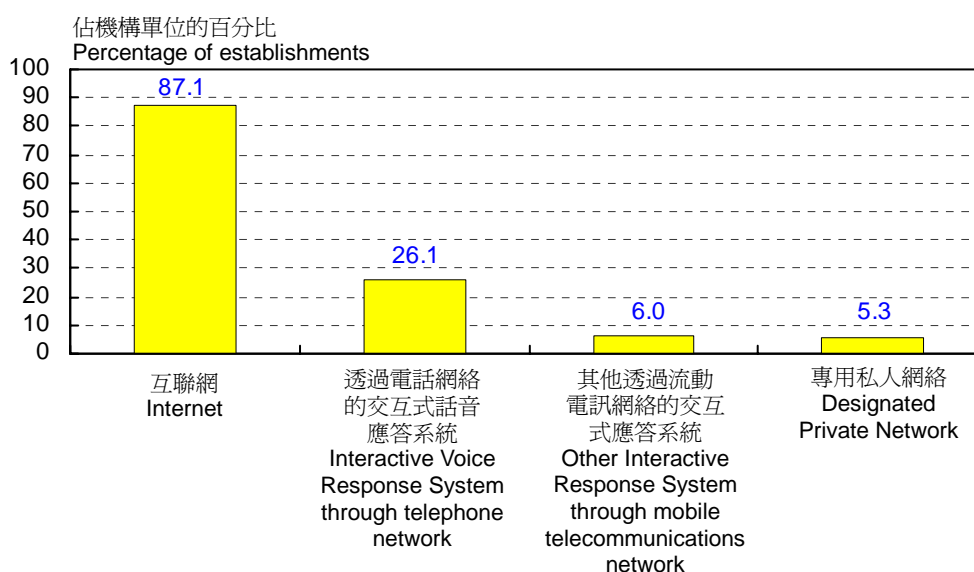
2.28 在曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，52% 表示主要預訂或補購存貨。按電子途徑類別分析，曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，87% 透

2.28 For those establishments that had ordered or purchased through electronic means, 52% expressed that the major use was for "order or purchase for replenishment of inventory". Analysed by various electronic means, 87% of those establishments having

過互聯網進行，26% 透過交互式話音應答系統進行，5.3% 透過專用私人網絡進行。(表 6.2、6.3 及圖 2.8)

ordered or purchased through electronic means had done so through the Internet, 26% through Interactive Voice Response System and 5.3% through designated private network. (Tables 6.2, 6.3 and Chart 2.8)

圖 2.8 : 按電子途徑種類劃分的預訂或購買貨品、服務或資料
Chart 2.8 : Ordering or purchasing goods, services or information by type of electronic means



2.29 至於在 2002 年透過電子途徑預訂或購買貨品、服務或資料的總值佔總購買開支的百分比，63% 的機構單位表示該百分比少於 1%。只有 8.2% 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貨品、服務或資料的機構單位中，50% 表示曾經由網上支付部份的款項。(表 6.4 及 6.5)

2.29 Regarding the value of order or purchase through electronic means as a percentage to the total value of purchase in 2002, 63% of the establishments indicated the value of e-purchase contributed to less than 1% of their total value of purchase. Only 8.2% 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, 50% of them indicated that they had made part of the payment through Internet. (Tables 6.4 and 6.5)

2.30 機構單位未曾透過電子途徑預訂或購買貨品、服務或資料的一般原因是認為「在業內並不普遍」(該類機構單位中，44% 曾提及此原因) 及「對業務沒有裨益」(43%)。(表 6.6)

2.30 The common reasons for establishments not having ordered or purchased through electronic means were "not popular in the industry" (cited by 44% of those establishments) and "no business benefits" (43%). (Table 6.6)

(b) 透過電子途徑獲取貨品、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貨品，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貨品、服務或資料(表 7.2、7.3 及 7.4)及其他貨品、服務或資料(表 7.5、7.6 及 7.7)的情況作獨立分析。

2.32 約 51% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取貨品、服務或資料。其中 75% 曾透過電子途徑獲取政府貨品、服務或資料，85% 曾獲取其他貨品、服務或資料。(表 7.1)

政府貨品、服務或資料

2.33 在曾透過電子途徑獲取政府貨品、服務或資料的機構單位中，約 48% 透過電子資料聯通獲取，42% 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）獲取及 30% 透過公共服務電子化計劃／生活易獲取。按獲取政府貨品、服務或資料類別分析，大部分 (79%) 表示曾獲取、瀏覽或尋找其他資料，而 56% 則曾遞交表格／文件／申請給政府。(表 7.2 及 7.3)

2.34 至於未曾透過電子途徑獲取政府貨品、服務或資料的原因，45% 的該類機構單位指是由於「對業務沒有裨益」，40% 是因為「業內並不普遍」。(表 7.4)

(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 51% of the establishments had received goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 75% had received government goods, services or information through electronic means and 85% 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, 48% had received them through Electronic data interchange (EDI), 42% through Internet via PCs/mobile devices outside the Electronic Service Delivery (ESD), and 30% through the Electronic Service Delivery Scheme (ESD)/ESD Life. Analysed by type of government goods, services or information received, most (79%) of them had received, browsed or searched information and 56% had submitted forms/documents/ applications to government. (Tables 7.2 and 7.3)

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" (45%) and "not popular in the industry" (40%). (Table 7.4)

其他非政府提供的貨品、服務或資料

2.35 約 43% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取其他非政府提供的貨品、服務或資料。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 (61%)，運輸、倉庫及通訊業的百分比則最低 (28%)。按就業人數類別分析，大型機構單位的百分比明顯較高 (79%)。(表 7.1)

2.36 在曾透過電子途徑獲取其他非政府提供的貨品、服務或資料的機構單位中，大部分 (93%) 表示曾獲取、瀏覽或尋找資料。有 30% 曾獲取電子銀行服務 (例如轉帳)，20% 曾獲取數碼形式的產品及服務，及有 8.8% 表示曾透過電子途徑查詢財經資料 (例如股票價格)。在各電子途徑中，互聯網最為普及，約 91% 該類機構單位有用此電子途徑。(表 7.5 及 7.6)

2.37 未曾獲取其他貨品、服務或資料的普遍原因亦是「對業務沒有裨益」(50%) 及「業內並不普遍」(39%)。(表 7.7)

(c) 透過電子途徑售賣貨品、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貨品及服務的機構單位才會被視為有透過電子途徑售賣其貨品、服務或資料。

2.39 只有很少百分比的機構單位 (1.1%) 在被訪問前的十二個月內曾透過電子途徑售賣貨品、服務或資料。大型機構的百分比較高 (8.5%)。(表 8.1)

Goods, services or information other than from the government

2.35 About 43% 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 (61%) and lowest for the transport, storage and communications sector (28%). Analysed by establishment size, the percentage of large establishments was much higher (79%). (Table 7.1)

2.36 Of those establishments having received goods, services or information (other than from the government) through electronic means, most (93%) of them had received, browsed or searched information. 30% had received electronic banking services (e.g. transferring money), 20% had received products in digital form and 8.8% expressed that they had searched for financial information through electronic means (e.g. stock price). Internet was the most commonly used electronic means, having been used by 91% 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" (50%) and "not popular in the industry" (39%). (Table 7.7)

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

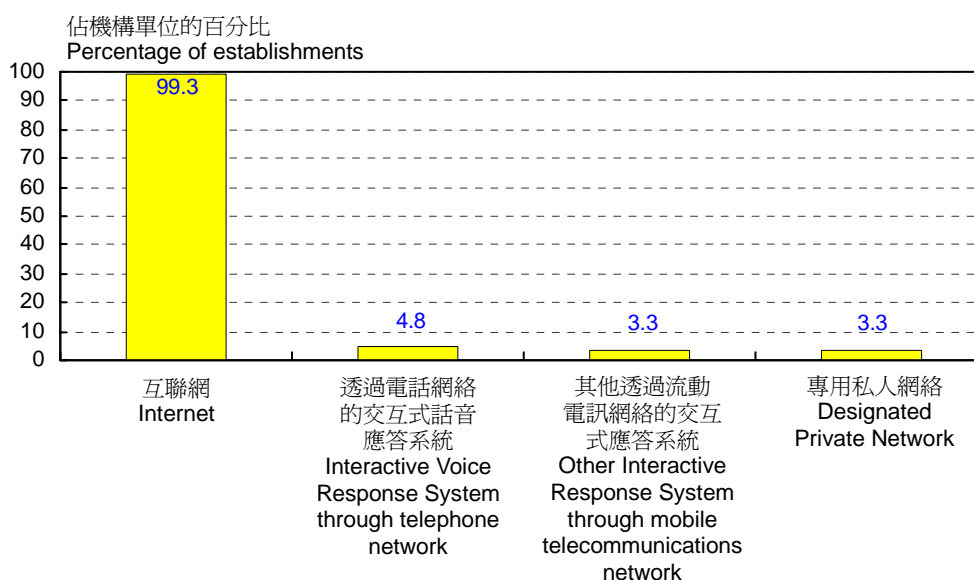
2.38 In this survey, an establishment is regarded to have sold their goods, services or information through electronic means if it offers and accepts orders or purchases that are placed completely through electronic means.

2.39 Only a very small percentage (1.1%) 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 8.5%. (Table 8.1)

2.40 透過互聯網售賣貨品、服務或資料最普遍。在曾透過電子途徑售賣貨品、服務或資料的機構單位中，約 99% 透過互聯網售賣其貨品、服務或資料。(表 8.2 及圖 2.9)

2.40 Internet was the most common electronic means for selling through electronic means. About 99% of those establishments having sold through electronic means had used it. (Table 8.2 and Chart 2.9)

圖 2.9 : 按電子途徑種類劃分的售賣貨品、服務或資料
Chart 2.9 : Selling of goods, services or information by type of electronic means



2.41 在透過電子途徑售賣貨品、服務或資料的原因中，分別有 91% 及 79% 該類機構單位選擇「提高業務靈活性／商機」和「增強競爭力」。(表 8.3)

2.41 Regarding the reasons for selling goods, services or information through electronic means, "to increase business flexibility/opportunities" and "to enhance competitiveness" were cited by 91% and 79% of those establishments respectively. (Table 8.3)

2.42 在 2002 年透過電子途徑售賣貨品、服務或資料所獲取的業務收益為 156 億元，佔所有涵蓋行業類別總業務收益的 0.29%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，透過互聯網及經其他透過流動電訊網絡的交互式應答系統（例如短訊服務）售賣所佔的百分比分別為 65% 及 22%。按顧客類別分析，商業對消費者的收益佔總收益的 51%。在有透過互聯網售賣貨品、服務或資料的機構單位中，47% 表示曾經網上收取部份的款項。(表 8.4 及 8.5)

2.42 The value of business receipts from selling of goods, services or information through electronic means totalled at \$15.6 billion in 2002, representing 0.29% of the total business receipts of all selected industry sectors. Analysed by type of electronic means, about 65% of the e-commerce business receipts were through Internet and 22% were through other Interactive Response System (such as Short Message Service) through mobile telecommunications network. As regards the customer group, business receipts from business-to-customers e-commerce contributed 51% of the total e-commerce receipts. Among establishments having sold goods, services or information through Internet, 47% of them indicated that they had received part of the payment through Internet. (Tables 8.4 and 8.5)

2.43 在未曾透過電子途徑售賣貨品、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，45% 曾提及此原因）和「對業務沒有裨益」（40%）。（表 8.6 及 8.7）

2.44 至於那些有計劃透過電子途徑售賣其貨品、服務或資料的機構單位中，50% 預計將在 2003 年底前實行。（表 8.6）

(d) 透過電子途徑遞送貨品、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貨品、服務或資料。

2.46 約 14% 的機構單位在訪問前的十二個月內曾透過電子途徑遞送其貨品、服務或資料。其中社區、社會及個人服務業，及金融、保險、地產及商用服務業的百分比比較高，分別為 18% 和 16%。（表 9.1）

2.47 在曾透過電子途徑遞送貨品、服務或資料的機構單位中，大部分（95%）是透過網站遞送機構單位的資料。透過互聯網遞送貨品、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、9.3 及圖 2.10）

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 45% and 40% of those establishments respectively. (Tables 8.6 and 8.7)

2.44 As regards those establishments intending to sell through electronic means, 50% expected to do so by end-2003. (Table 8.6)

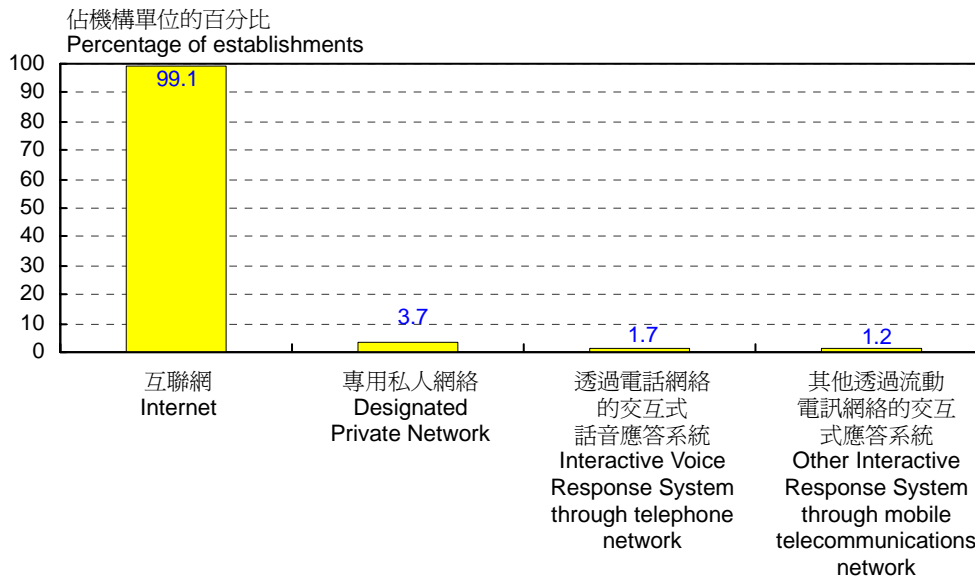
(d) *Delivery of goods, services or information through electronic means*

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 14% 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 community, social and personal services (18%) and financing, insurance, real estate and business services sector (16%). (Table 9.1)

2.47 Most (95%) 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, 9.3 and Chart 2.10)

圖 2.10 : 按電子途徑種類劃分的遞送貨品、服務或資料
 Chart 2.10 : Delivery of goods, services or information by type of electronic means



2.48 至於透過電子途徑遞送貨品、服務或資料的原因，分別有 72%，52% 及 50% 曾提供此服務的機構單位選擇是由於「提高業務靈活性／商機」、「增強競爭力」及「改善對顧客的服務」。(表 9.4)

2.48 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 72%, 52% and 50% of those establishments respectively. (Table 9.4)

2.49 在未曾透過電子途徑遞送貨品、服務或資料的機構單位中，93% 並未有計劃這樣做。「對業務沒有裨益」和「業內並不普遍」兩原因則分別為其中的 46% 及 42% 的機構單位所提及。(表 9.5 及 9.6)

2.49 Regarding those establishments not having delivered goods, services or information through electronic means, 93% had not intended to do so. The reasons of "no business benefit" and "not popular in the industry" were cited by 46% and 42% of those establishments respectively. (Tables 9.5 and 9.6)

2.50 在有計劃透過電子途徑遞送其貨品、服務或資料的機構單位中，55% 預計將在 2003 年底前實行。(表 9.5)

2.50 As regards those establishments intending to deliver their goods, services or information through electronic means, 55% expected to do so by end-2003. (Table 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 2003 年各方面的財政預算與 2002 年的比較，及把 2004 年的與 2003 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

只有 2.7% 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 2003 年的財政預算。其中 46% 的機構單位指該項財政預算較 2002 年的有所增加。預計 2004 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(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 2003 年的財政預算。其中 55% 的機構單位指該項財政預算較 2002 年的有所增加。至於 2004 年，則只有 5% 的機構單位有為此項目訂下財政預算。其中的 55% 的機構單位的財政預算將會較 2003 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

2.5% 的機構單位有為增聘資訊科技員工訂下 2003 年的財政預算。其中 42% 的機構單位指該項財政預算較 2002 年的有所增加。預計 2004 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

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 2003 and 2004 are compared with that in 2002 and 2003 respectively in this section.

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

Only 2.7% of the establishments had a budget for performing research and development activities related to IT in 2003. Among them, 46% had increased the budget compared with 2002. The situation was expected to be similar in 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(b) For procuring additional IT equipment and software

About 10% of the establishments had a budget for procuring additional IT equipment and software in 2003. Among them, 55% had increased the budget compared with 2002. Only 5% of the establishments had a budget on this item for 2004. Among them, 55% would increase the budget compared with 2003. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(c) For employing additional IT personnel

2.5% of the establishments had a budget for employing additional IT personnel in 2003. Among them, 42% had increased the budget compared with 2002. The situation was expected to be similar for 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(d) 為採用資訊科技應用服務或將有關服務外判

3.4% 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 2003 年的財政預算。其中 39% 單位指該項財政預算較 2002 年的有所增加。預計 2004 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

3.0% 的機構單位有為資訊科技培訓訂下 2003 年的財政預算。其中 49% 的機構單位指該項財政預算較 2002 年的有所增加。預計 2004 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(f) 為資訊科技保安用途

4.5% 的機構單位有為資訊科技保安用途訂下 2003 年的財政預算。其中 45% 的機構單位指該項財政預算較 2002 年的有所增加。至於 2004 年，則只有 2.4% 的機構單位有為此項目訂下財政預算。其中的 43% 的機構單位的財政預算將會較 2003 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(g) 為設立／接達數據通訊網絡(例如寬頻)

7.3% 的機構單位有為設立／接達數據通訊網絡(例如寬頻)訂下 2003 年的財政預算。其中 50% 的機構單位指該項財政預算較 2002 年的有所增加。至於 2004 年，則只有 4.1% 的機構單位有為此項目訂下財政預算。其中 59% 的機構單位的財政預算將會較 2003 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(d) For using IT application services or by outsourcing

3.4% of the establishments had a budget for using IT application services or by outsourcing in 2003. Among them, about 39% had increased the budget compared with 2002. The situation was expected to be similar for 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(e) For IT training

3.0% of the establishments had a budget for IT training in 2003. Among them, about 49% had increased the budget compared with 2002. The situation was expected to be similar for 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(f) For IT security purposes

4.5% of the establishments had a budget for IT security purposes in 2003. Among them, about 45% had increased the budget compared with 2002. Only 2.4% of the establishments had a budget on this item for 2004. Among them, 43% would increase the budget compared with 2003. (Tables 10.1A, 10.1B 10.2A and 10.2B)

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

7.3% of the establishments had a budget for setting up/access to data communication network (e.g. broad-band) in 2003. Among them, about 50% had increased the budget compared with 2002. Only 4.1% of the establishments had budget on this item for 2004. Among them, 59% would increase the budget compared with 2003. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

資訊科技保安

2.52 這個部份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 30% 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 (91%) 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 (96%) 的機構單位曾受到「電腦病毒」入侵，其次是「阻斷服務」(11%) 及「黑客」(9.6%)。(表 11.3 及圖 2.11)

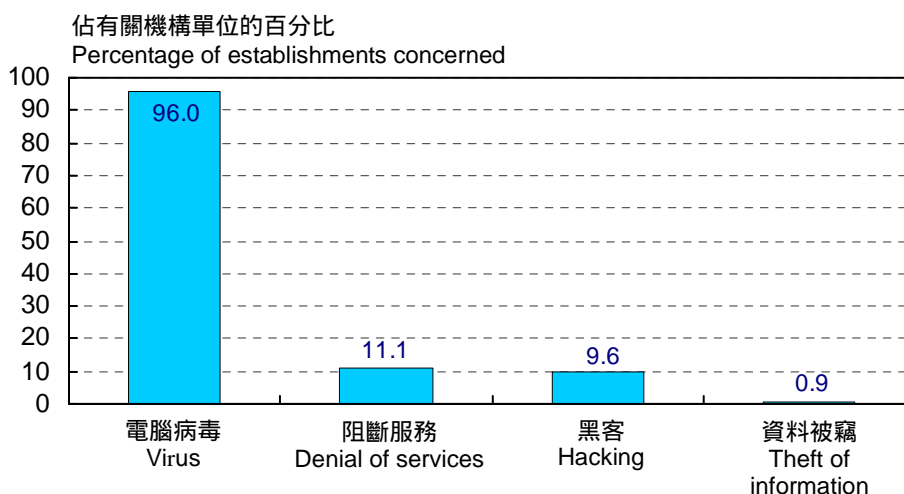
Information technology security

2.52 In this section, 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 30% of the establishments had suffered from computer attacks in the 12 months before enumeration. Most of them (91%) suffered 1-10 attacks during the period. (Tables 11.1 and 11.2)

2.54 Analysed by type of computer attacks, most (96%) of the establishments had suffered from "virus" attacks. This was followed by "denial of service" (11%) and "hacking" (9.6%). (Table 11.3 and Chart 2.11)

圖 2.11 : 電腦受到入侵／襲擊的種類分布
Chart 2.11 : Distribution of types of computer attacks



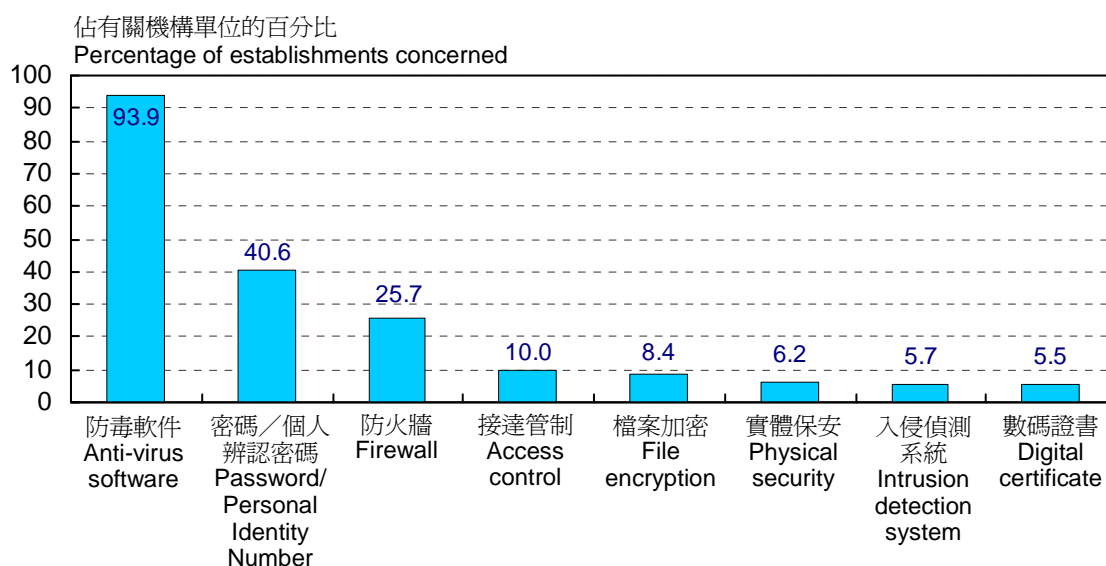
2.55 大部份 (95%) 機構單位於受襲後都曾採取相應的補救措施。當中有 78% 曾修補漏洞，而 46% 則曾使用更多電腦保安技術。曾向香港電腦保安事故協調中心匯報及向警方報案的有關機構單位分別只有 0.2% 及 1.5%。(表 11.4A 及 11.4B)

2.55 Upon attacked, most (95%) of the establishments took on remedial measures. 78% of them had applied patches, and 46% of them had resorted to using more security technologies. Only 0.2% and 1.5% of those establishments had reported their cases to the Hong Kong Computer Emergency Response Team Co-ordination Centre and the police respectively. (Tables 11.4A and 11.4B)

2.56 在有使用個人電腦的機構單位中，85% 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，94% 曾採用此技術）。有 41% 的機構單位採用「密碼／個人辨認密碼」保安，至於「防火牆」（26%）及「接達管制」（10%）也是普遍曾被採用的技術。（表 11.5、11.6A、11.6B及圖 2.12）

2.56 Among establishments having used PCs, 85% 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 94% of establishments having adopted security technologies). 41% of those establishments had adopted "password/personal identity number" protection, while "firewalls" (26%) and "access control" (10%) were also common technologies adopted. (Tables 11.5, 11.6A, 11.6B and Chart 2.12)

圖 2.12 : 採用的保安技術分布
Chart 2.12 : Distribution of type of security technology adopted



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，73% 曾提及此原因），其次是由於「缺乏有關範疇的知識」（24%）及「資訊保安的優先次序較低」（13%）。（表 11.7）

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 73% of those establishments), followed by "lack of expertise in the field" (24%) and "information security is considered a low priority" (13%). (Table 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」(29%)、「員工缺乏資訊保安的意識」(25%)、「有關產品的技術複雜」(19%)及「缺乏有關資訊科技保安的策略及指引」(19%)亦是普遍被提及的限制。(表 11.8)

2.59 有透過電子途徑售賣貨品、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，92%曾應用此方法)，其次是「密碼／個人辨認密碼」(69%)。而「保密插口層」、「個人數碼證書」、「保密電子交易」及「伺服器數碼證書」則分別只有37%、12%、7.1%及7.0%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，89%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「密碼／個人辨認密碼」(該類機構單位中，86%曾應用此方法)，其次是「用戶名稱」(74%)。(表 11.11及11.12)

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 constraint". "lack of expertise in the field" (29%), "lack of employee awareness" (25%), "technical/complexity of products" (19%) and "lack of policy and guideline on IT security" (19%) were also commonly mentioned. (Table 11.8)

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 92% of those establishments), followed by "Password/Personal Identity Number (PIN)" (69%). "Secure Sockets Layers (SSL)", "Personal Digital Certificate" "Secure Electronic Transaction (SET)" and "Server digital certificate" had been used by only 37%, 12%, 7.1% and 7.0% of those establishments respectively. (Tables 11.9, 11.10A and 11.10B)

2.60 Among establishments having internal communications system, 89% 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 "Password/Personal Identity Number (PIN)" (cited by 86% of those establishments), followed by "user name" (74%). (Tables 11.11 and 11.12)

**表 1.1A : 按行業類別劃分的在2000年至2003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 1.1A : Key statistics on usage and penetration of information technology in the business sector
by industry sector, 2000 to 2003**

		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	Personal	Internet	Web pages/
		Establishments	computers	connection	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
	2003	17 275	52.7	42.0	13.4
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
	2003	25 147	55.6	37.9	9.1
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
	2003	165 855	54.6	49.4	14.4
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
	2003	37 220	31.5	26.5	6.6
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
	2003	48 865	76.6	68.9	14.9
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
	2003	34 829	50.5	40.7	17.4
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
	2003	329 191	54.8	47.5	13.5

**表 1.1A : 按行業類別劃分的在2000年至2003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 1.1A : Key statistics on usage and penetration of information technology in the business sector
by industry sector, 2000 to 2003 (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
		貨品、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	2000	6.1	30.4	0.3	6.7
Manufacturing, electricity and gas	2001	5.3	31.7	0.8	8.1
	2002	6.1	34.3	1.8	7.4
	2003	6.0	45.6	1.6	13.5
建造業	2000	1.2	25.5	0.0	7.0
Construction	2001	3.8	31.9	#	4.0
	2002	2.1	38.5	#	2.4
	2003	9.8	38.4	#	9.1
批發、零售、進出口貿易、 飲食及酒店業	2000	3.8	38.2	0.3	8.3
Wholesale, retail and import/export trades, restaurants and hotels	2001	5.0	40.1	0.9	13.0
	2002	6.1	46.6	1.2	12.1
	2003	8.7	53.6	1.2	14.4
運輸、倉庫及通訊業	2000	2.6	16.7	0.1	4.1
Transport, storage and communications	2001	4.4	24.7	0.6	6.9
	2002	1.8	25.4	0.6	7.0
	2003	4.3	35.1	0.5	6.6
金融、保險、地產及商用服務業	2000	11.9	55.0	0.9	11.5
Financing, insurance, real estate and business services	2001	13.7	62.8	2.6	21.2
	2002	15.5	67.9	4.3	18.6
	2003	19.1	67.9	1.6	15.6
社區、社會及個人服務業	2000	5.4	23.1	0.4	9.3
Community, social and personal services	2001	5.5	33.4	1.2	11.4
	2002	9.2	35.4	0.1	17.5
	2003	7.9	43.4	1.0	17.6
總計	2000	4.9	35.3	0.3	8.1
Total	2001	6.2	40.0	1.1	12.4
	2002	7.1	45.2	1.5	12.1
	2003	9.6	51.0	1.1	13.6

表 1.1B : 按就業人數類別劃分的在2000年至2003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 1.1B : Key statistics on usage and penetration of information technology in the business sector by employment size, 2000 to 2003

		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 No. of Establishments	個人電腦 Personal computers	互聯網 Internet connection	網頁 / 網站 Web pages/ Web sites
按就業人數類別劃分					
By employment size					
大型 Large	2000	6 153	92.0	77.9	43.2
	2001	5 635	93.4	86.0	57.2
	2002	6 063	94.6	82.6	61.0
	2003	5 836	94.2	85.1	62.4
中型 Medium	2000	31 855	78.2	63.1	18.5
	2001	32 507	79.2	64.2	29.1
	2002	38 300	76.6	66.1	31.6
	2003	35 125	87.7	78.2	31.7
小型 Small	2000	301 825	47.9	33.8	5.4
	2001	296 790	45.7	33.3	7.8
	2002	288 921	50.7	40.5	8.1
	2003	288 231	50.0	43.0	10.2
總計 Total	2000	339 832	51.5	37.3	7.3
	2001	334 932	49.7	37.2	10.7
	2002	333 283	54.5	44.2	11.8
	2003	329 191	54.8	47.5	13.5

表 1.1B : 按就業人數類別劃分的在2000年至2003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 1.1B : Key statistics on usage and penetration of information technology in the business sector by employment size, 2000 to 2003 (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
		貨品、服務或資料 (透過電子途徑) goods, services or information through electronic means			
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
	2003	27.9	84.7	8.5	62.6
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
	2003	15.4	76.2	2.3	32.7
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
	2003	8.5	47.2	0.8	10.3
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
	2003	9.6	51.0	1.1	13.6

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 having used personal computers (PCs)		(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	17 275	52.7		47.3
建造業 Construction	25 147	55.6		44.4
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	54.6		45.4
運輸、倉庫及通訊業 Transport, storage and communications	37 220	31.5		68.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	76.6		23.4
社區、社會及個人服務業 Community, social and personal services	34 829	50.5		49.5
總計 Total	329 191	54.8		45.2
按就業人數類別劃分 By employment size				
大型 Large	5 836	94.2		5.8
中型 Medium	35 125	87.7		12.3
小型 Small	288 231	50.0		50.0
總計 Total	329 191	54.8		45.2

表 2.2 : 按個人電腦種類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 數目 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)	其他 Others	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	80 530	90.1	7.8	1.7	0.4	100.0
建造業 Construction	86 475	85.4	13.3	1.3	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	483 927	82.9	14.3	2.8	#	100.0
運輸、倉庫及通訊業 Transport, storage and communications	137 786	86.7	10.9	2.3	0.1	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	374 281	83.0	13.7	3.3	#	100.0
社區、社會及個人服務業 Community, social and personal services	348 631	81.4	17.5	1.0	#	100.0
總計 Total	1 511 631	83.4	14.2	2.3	#	100.0
按就業人數類別劃分 By employment size						
大型 Large	737 966	83.9	14.5	1.5	0.1	100.0
中型 Medium	367 906	87.1	11.0	1.9	#	100.0
小型 Small	405 759	79.2	16.6	4.2	#	100.0
總計 Total	1 511 631	83.4	14.2	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	173 309	96.1
互聯網瀏覽器 Internet browser	163 105	90.4
試算表 Spreadsheet	154 657	85.8
通訊 Communications	153 525	85.1
電腦保安及防毒 Computer security and anti-virus	149 857	83.1
多媒體工具 (影像及聲音) Multi-media tools (video and sound)	116 668	64.7
其他實用程式 Other utility	91 065	50.5
數據庫管理 Database management	86 222	47.8
銀行及金融 / 會計 Banking and finance/Accounting	53 508	29.7
簡報 (例如 PowerPoint) Presentation (e.g. PowerPoint)	48 812	27.1
採購 / 處理銷售訂單 Purchasing/Sales and order processing	30 997	17.2
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	27 924	15.5
人力資源管理 / 培訓 Human resource management/Training	9 016	5.0
其他 Others	28 945	16.0
以上種類的任何組合 Any combination of the above categories	179 998	99.8

⁽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	25 408	14.1
採購 / 處理銷售訂單 Purchasing/Sales and order processing	19 605	10.9
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	6 264	3.5
人力資源管理 / 培訓 Human resource management/Training	4 887	2.7
其他 Others	3 734	2.1
以上種類的任何組合 Any combinations of the above categories	38 337	21.3

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

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

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

	沒有使用個人電腦的機構單位數目 No. of establishments not using PCs (a)	有計劃裝置個人電腦的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to install PCs (b)	在(b)欄機構單位中, 預計裝置個人電腦的時間 Among establishments in column (b), expected time of installing PCs			(百分比) (%) 總計 Total (f)
			2003年 In 2003 (c)	2004年 In 2004 (d)	2004年後或沒有預計時間 After 2004 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	8 167	6.8	100.0	0.0	0.0	100.0
建造業 Construction	11 163	0.1	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	75 357	3.5	100.0	0.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	25 496	1.5	0.0	100.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 413	7.7	77.9	0.0	22.1	100.0
社區、社會及個人服務業 Community, social and personal services	17 238	4.2	84.7	15.3	0.0	100.0
總計 Total	148 835	3.5	86.7	9.5	3.7	100.0
按就業人數類別劃分 By employment size						
大型 Large	341	0.0	0.0	0.0	0.0	0.0
中型 Medium	4 319	3.7	20.6	79.4	0.0	100.0
小型 Small	144 176	3.5	88.8	7.3	3.9	100.0
總計 Total	148 835	3.5	86.7	9.5	3.7	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	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 609	70.5	48.4	8.3		15.0
建造業 Construction	11 152	74.1	49.4	6.0		12.9
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	72 701	73.8	34.3	16.3		7.4
運輸、倉庫及通訊業 Transport, storage and communications	25 109	84.1	30.4	9.6		4.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10 530	72.1	18.1	7.0		3.8
社區、社會及個人服務業 Community, social and personal services	16 511	78.9	29.3	17.5		6.3
總計 Total	143 612	75.9	33.8	13.3		7.4

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) (%)	
	軟件的購置及 發展成本高昂 Costly in procuring and developing software	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	擔心使用電腦時 的資料保密事宜 Concern about security issue in using computer	電腦並 不可靠 Consider computer not reliable	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	8.5	5.8	0.8	0.8		8.1
建造業 Construction	5.9	8.8	2.9	5.8		11.1
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	7.6	6.6	1.2	1.0		6.2
運輸、倉庫及通訊業 Transport, storage and communications	6.8	2.5	1.3	1.3		3.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	3.8	0.3	0.0	0.0		13.5
社區、社會及個人服務業 Community, social and personal services	7.5	4.9	1.6	0.0		5.7
總計 Total	7.1	5.4	1.3	1.2		6.7

⁽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	缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	
大型 Large	341	55.0	36.7	0.0	0.0	
中型 Medium	4 157	60.9	50.0	25.4	19.6	
小型 Small	139 114	76.4	33.3	13.0	7.0	
總計 Total	143 612	75.9	33.8	13.3	7.4	

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) (%)
	軟件的購置及 發展成本高昂 Costly in procuring and developing software	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	擔心使用電腦時 的資料保密事宜 Concern about security issue in using computer	電腦並 不可靠 Consider computer not reliable	其他 Others	
大型 Large	0.0	0.0	0.0	0.0	12.1	
中型 Medium	14.5	10.8	2.0	2.0	7.5	
小型 Small	6.9	5.2	1.3	1.2	6.7	
總計 Total	7.1	5.4	1.3	1.2	6.7	

⁽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	17 275	42.0	58.0
建造業 Construction	25 147	37.9	62.1
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	49.4	50.6
運輸、倉庫及通訊業 Transport, storage and communications	37 220	26.5	73.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	68.9	31.1
社區、社會及個人服務業 Community, social and personal services	34 829	40.7	59.3
總計 Total	329 191	47.5	52.5
按就業人數類別劃分 By employment size			
大型 Large	5 836	85.1	14.9
中型 Medium	35 125	78.2	21.8
小型 Small	288 231	43.0	57.0
總計 Total	329 191	47.5	52.5

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	下載軟件 Software downloads
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 253	97.5	97.1	96.4	46.6	37.6
建造業 Construction	9 538	96.3	93.6	93.4	50.7	44.2
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	81 871	96.5	91.5	91.2	63.4	32.7
運輸、倉庫及通訊業 Transport, storage and communications	9 848	99.5	92.4	85.4	55.8	31.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 681	96.1	91.7	88.4	49.4	45.9
社區、社會及個人服務業 Community, social and personal services	14 186	91.4	97.3	96.9	55.1	45.3
總計 Total	156 378	96.2	92.5	91.1	57.6	37.5
按就業人數類別劃分 By employment size						
大型 Large	4 965	97.6	97.3	98.4	78.4	60.9
中型 Medium	27 455	96.3	92.3	90.5	68.7	42.8
小型 Small	123 958	96.1	92.4	91.0	54.3	35.4
總計 Total	156 378	96.2	92.5	91.1	57.6	37.5

⁽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) (%)
		網上向 供應商 / 商業伙伴 提出查詢 Make on-line enquiry to suppliers/ business partners	電子銀行 服務 (例如轉帳) Electronic banking services (e.g. transferring money)	網上遞送 商品、服務 或資料 On-line delivery of goods, services or information	網上購買 / 預訂商品、 服務或資料 On-line purchase /ordering 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	7 253	13.9	15.5	25.8	9.0	
建造業 Construction	9 538	16.5	34.6	22.9	14.7	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	81 871	32.4	21.6	21.5	14.4	
運輸、倉庫及通訊業 Transport, storage and communications	9 848	25.4	28.8	22.0	11.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 681	21.6	23.4	16.9	24.9	
社區、社會及個人服務業 Community, social and personal services	14 186	18.4	16.1	25.9	16.6	
總計 Total	156 378	26.5	22.5	21.2	16.5	
按就業人數類別劃分 By employment size						
大型 Large	4 965	33.9	32.7	64.9	31.0	
中型 Medium	27 455	28.5	21.4	32.2	16.6	
小型 Small	123 958	25.8	22.3	17.0	15.8	
總計 Total	156 378	26.5	22.5	21.2	16.5	

⁽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	網上付款 On-line payments	金融交易服務(例如買賣股票) Financial transaction services (e.g. stock trading)	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	7 253	10.2	5.7	0.6	3.8	0.2	
建造業 Construction	9 538	11.1	9.2	1.5	#	0.2	
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	81 871	20.1	10.8	2.7	1.8	0.7	
運輸、倉庫及通訊業 Transport, storage and communications	9 848	15.6	6.8	0.6	1.2	0.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 681	12.6	22.3	4.3	1.8	1.4	
社區、社會及個人服務業 Community, social and personal services	14 186	8.5	20.7	2.5	2.4	0.8	
總計 Total	156 378	16.2	13.6	2.7	1.8	0.8	
按就業人數類別劃分 By employment size							
大型 Large	4 965	25.9	22.6	5.7	8.2	2.3	
中型 Medium	27 455	15.1	12.3	2.6	2.1	2.5	
小型 Small	123 958	16.0	13.5	2.6	1.5	0.3	
總計 Total	156 378	16.2	13.6	2.7	1.8	0.8	

⁽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) (%)
		寬頻 Broad-band	撥號式調解器 (透過電話線) Dial-up modem (through telephone line)	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	7 253	69.5	26.4	6.3	#	
建造業 Construction	9 538	80.0	18.9	3.3	#	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	81 871	66.1	33.7	7.3	0.6	
運輸、倉庫及通訊業 Transport, storage and communications	9 848	73.1	22.8	9.6	0.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 681	69.7	30.7	6.6	0.5	
社區、社會及個人服務業 Community, social and personal services	14 186	65.5	38.1	5.0	0.2	
總計 Total	156 378	68.3	31.5	6.8	0.4	
按就業人數類別劃分 By employment size						
大型 Large	4 965	68.1	17.4	34.7	1.6	
中型 Medium	27 455	72.2	23.1	12.1	0.5	
小型 Small	123 958	67.4	33.9	4.5	0.4	
總計 Total	156 378	68.3	31.5	6.8	0.4	

⁽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) (%) 總計 Total (f)
			2003年 In 2003 (c)	2004年 In 2004 (d)	2004年 後或沒有 預計時間 After 2004 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	10 022	8.0	99.2	0.8	0.0	100.0
建造業 Construction	15 609	2.2	99.7	0.3	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	83 984	3.9	72.7	18.0	9.3	100.0
運輸、倉庫及通訊業 Transport, storage and communications	27 372	1.4	0.0	100.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15 184	6.4	72.1	7.8	20.1	100.0
社區、社會及個人服務業 Community, social and personal services	20 642	3.6	84.4	7.5	8.1	100.0
總計 Total	172 813	3.8	74.3	17.1	8.6	100.0
按就業人數類別劃分 By employment size						
大型 Large	871	0.0	0.0	0.0	0.0	0.0
中型 Medium	7 669	6.9	14.3	74.2	11.4	100.0
小型 Small	164 273	3.7	79.6	12.1	8.4	100.0
總計 Total	172 813	3.8	74.3	17.1	8.6	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	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	9 219	59.0	47.3	11.6	8.7	
建造業 Construction	15 271	77.5	33.2	2.4	0.3	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	80 670	73.2	31.7	15.2	7.9	
運輸、倉庫及通訊業 Transport, storage and communications	26 985	81.8	26.0	14.2	5.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	14 209	67.0	20.9	16.4	12.1	
社區、社會及個人服務業 Community, social and personal services	19 896	78.4	27.2	11.3	4.7	
總計 Total	166 249	74.3	30.3	13.3	6.8	

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	害怕員工使用互 聯網作私人用途 Fear of access to Internet by employees for personal use	擔心使用互聯網 時的資料保密事宜 Concern about security issue in using Internet	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	7.8	1.5	1.6	0.6	4.7	
建造業 Construction	4.5	0.6	0.5	0.1	2.7	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	4.7	1.7	1.4	1.7	3.5	
運輸、倉庫及通訊業 Transport, storage and communications	3.7	1.2	2.4	1.2	1.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5.1	0.2	2.4	2.4	10.6	
社區、社會及個人服務業 Community, social and personal services	3.1	5.8	2.3	0.3	1.6	
總計 Total	4.5	1.9	1.7	1.3	3.5	

⁽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	871	84.4	10.9	7.5	7.5	
中型 Medium	7 140	71.8	25.4	15.9	10.4	
小型 Small	158 238	74.3	30.7	13.2	6.7	
總計 Total	166 249	74.3	30.3	13.3	6.8	

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	害怕員工 使用聯互網 作私人用途 Fear of access to Internet by employees for personal use	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	互聯網 並不可靠 Consider Internet not reliable	其他 Others
大型 Large	2.0	0.0	1.6	1.6	5.1	
中型 Medium	3.5	7.6	4.5	1.7	4.8	
小型 Small	4.6	1.6	1.6	1.3	3.4	
總計 Total	4.5	1.9	1.7	1.3	3.5	

⁽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 digital certificate 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 digital certificate	
		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	17 275	13.6	86.4
建造業 Construction	25 147	3.8	96.2
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	22.5	77.5
運輸、倉庫及通訊業 Transport, storage and communications	37 220	6.4	93.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	4.1	95.9
社區、社會及個人服務業 Community, social and personal services	34 829	3.0	97.0
總計 Total	329 191	14.0	86.0
按就業人數類別劃分 By employment size			
大型 Large	5 836	31.8	68.2
中型 Medium	35 125	35.3	64.7
小型 Small	288 231	11.0	89.0
總計 Total	329 191	14.0	86.0

表 4.2 : 按行業 / 就業人數類別劃分的擁有數碼證書的機構單位數目及所擁有的數碼證書數目
Table 4.2 : Establishments having digital certificate and the number of digital certificates possessed by industry sector/employment size

	擁有數碼證書的 機構單位數目 No. of establishments having digital certificates	擁有數碼 證書的數目 No. of digital certificates possessed
按行業類別劃分 By industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 341	3 539
建造業 Construction	949	1 414
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	37 305	57 556
運輸、倉庫及通訊業 Transport, storage and communications	2 377	4 847
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 014	11 892
社區、社會及個人服務業 Community, social and personal services	1 035	1 801
總計 Total	46 022	81 050
按就業人數類別劃分 By employment size		
大型 Large	1 855	15 378
中型 Medium	12 390	21 796
小型 Small	31 778	43 877
總計 Total	46 022	81 050

表 4.3 : 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 4.3 : Distribution of establishments with digital certificate by whether having used digital certificate by industry sector/employment size

	擁有數碼證書的 機構單位數目 No. of establishments having digital certificate	有沒有使用數碼證書 Whether having used digital certificate		(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	2 341	74.3		25.7
建造業 Construction	949	98.1		1.9
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	37 305	88.5		11.5
運輸、倉庫及通訊業 Transport, storage and communications	2 377	96.4		3.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 014	94.2		5.8
社區、社會及個人服務業 Community, social and personal services	1 035	49.9		50.1
總計 Total	46 022	87.8		12.2
按就業人數類別劃分 By employment size				
大型 Large	1 855	88.5		11.5
中型 Medium	12 390	90.4		9.6
小型 Small	31 778	86.7		13.3
總計 Total	46 022	87.8		12.2

表 4.4 : 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 4.4 : Distribution of establishments having used digital certificate 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 digital certificate	使用數碼證書的用途 ⁽¹⁾ Type of usage of using digital certificate ⁽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	對外與其他貿易伙伴進行交易 / 交換資料 Business transaction/exchange of information with other business partners	對外與顧客進行交易 / 交換資料 Business transaction/exchange of information with customers	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	1 740	72.0	25.9	2.4	3.3	0.0
建造業 Construction	931	54.5	9.0	79.3	0.2	0.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	33 032	96.0	4.7	2.8	1.2	#
運輸、倉庫及通訊業 Transport, storage and communications	2 291	95.0	4.3	1.6	0.7	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 898	70.9	15.2	17.2	12.4	1.9
社區、社會及個人服務業 Community, social and personal services	516	23.5	13.6	55.3	13.1	0.0
總計 Total	40 408	91.9	6.3	5.9	1.9	0.1
按就業人數類別劃分 By employment size						
大型 Large	1 642	86.9	7.7	12.0	6.0	1.0
中型 Medium	11 205	94.6	4.4	3.8	2.0	0.1
小型 Small	27 561	91.1	6.9	6.3	1.7	0.1
總計 Total	40 408	91.9	6.3	5.9	1.9	0.1

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

表 4.5A : 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 4.5A : Distribution of establishments not having used digital certificate 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 digital certificate ⁽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 digital certificate	甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供 數碼簽署 的需要 No need to provide digital signature	不知道數碼 證書的存在或 對此沒有認識 Do not know existence of digital certificate or do not have knowledge about it	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using digital certificate	
製造業、電力及燃氣業 Manufacturing, electricity and gas	602	73.1	30.0	0.0		12.1
建造業 Construction	18	94.6	5.4	0.0		5.4
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	4 273	47.2	34.4	28.6		15.1
運輸、倉庫及通訊業 Transport, storage and communications	86	98.8	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	116	55.8	46.2	0.0		17.8
社區、社會及個人服務業 Community, social and personal services	519	53.2	24.2	22.4		11.0
總計 Total	5 614	51.7	32.6	23.8		14.2

行業類別 Industry sector	未有使用數碼證書的原因 ⁽¹⁾ (續) Reason for not having used digital certificate ⁽¹⁾ (cont'd.)					(百分比) (%)	
	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 digital certificate	安裝程序繁複 及不易使用 Installation procedures cumbersome and not user-friendly	數碼證書 費用昂貴 Digital certificate too costly	數碼證書 的技術 保安不足 Digital certificate technology not secure	申請程序 繁瑣 Application procedures complicated	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.0	0.0	0.0	0.0	0.0	0.0	0.0
建造業 Construction	10.9	5.4	0.0	0.0	0.0	0.0	0.0
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	10.3	8.4	8.1	1.9	0.4	1.4	
運輸、倉庫及通訊業 Transport, storage and communications	0.0	0.0	0.0	0.0	0.0	1.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.0	11.5	0.0	0.0	0.0	21.9	
社區、社會及個人服務業 Community, social and personal services	10.8	10.8	2.5	0.0	0.0	0.2	
總計 Total	8.8	7.7	6.4	1.4	0.3	1.6	

⁽¹⁾ 可選擇多於一個原因。

May select more than one reason.

表 4.5B : 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 4.5B : Distribution of establishments not having used digital certificate 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 digital certificate	未有使用數碼證書的原因 ⁽¹⁾ Reason for not having used digital certificate ⁽¹⁾				(百分比) (%)
		甚少透過 電子途徑 進行商業交易 Little use of electronic means in business transactions	沒有提供 數碼簽署 的需要 No need to provide digital signature	不知道數碼 證書的存在或 對此沒有認識 Do not know existence of digital certificate or do not have knowledge about it	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using digital certificate	
大型 Large	213	58.6	44.0	0.0	4.1	
中型 Medium	1 184	57.9	24.1	26.2	16.0	
小型 Small	4 217	49.6	34.5	24.3	14.2	
總計 Total	5 614	51.7	32.6	23.8	14.2	

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 digital certificate ⁽¹⁾ (cont'd.)						(百分比) (%)
	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 digital certificate	安裝程序繁複 及不易使用 Installation procedures cumbersome and not user-friendly	數碼證書 費用昂貴 Digital certificate too costly	數碼證書 的技術 保安不足 Digital certificate technology not secure	申請程序 繁瑣 Application procedures complicated	其他 Others	
大型 Large	6.2	6.2	6.0	0.0	0.0	1.5	
中型 Medium	10.5	4.8	0.0	5.6	0.3	7.2	
小型 Small	8.5	8.5	8.2	0.3	0.3	0.0	
總計 Total	8.8	7.7	6.4	1.4	0.3	1.6	

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

表 4.6 : 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 4.6 : Distribution of establishments intending to acquire digital certificate 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 digital certificate (a)	有計劃申請數碼證書的機構單位佔(a)欄機構單位數目的百分比 Among establishments in column (a), % intending to acquire digital certificate (b)	在(b)欄機構單位中, 預計申請數碼證書的時間 Among establishments in column (b), expected time of acquiring digital certificate			(百分比) (%) 總計 Total (f)
			2003年 In 2003 (c)	2004年 In 2004 (d)	2004年後或沒有預計時間 After 2004 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	14 933	0.3	5.4	94.6	0.0	100.0
建造業 Construction	24 198	1.7	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	128 551	0.4	88.0	12.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	34 843	1.9	51.1	48.9	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 851	0.6	65.6	29.4	4.9	100.0
社區、社會及個人服務業 Community, social and personal services	33 794	1.1	84.9	15.1	0.0	100.0
總計 Total	283 170	0.8	74.6	24.8	0.6	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 981	1.4	77.8	22.2	0.0	100.0
中型 Medium	22 735	2.4	19.3	80.7	0.0	100.0
小型 Small	256 453	0.6	92.5	6.6	0.8	100.0
總計 Total	283 170	0.8	74.6	24.8	0.6	100.0

表 4.7A : 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 4.7A : Distribution of establishments not intending to acquire digital certificate by reason by industry sector

行業類別 Industry sector	未有計劃申請數碼證書的原因 ⁽¹⁾ Reason for not intending to acquire a digital certificate ⁽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 digital certificate	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 digital certificate 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 digital certificate	
製造業、電力及燃氣業 Manufacturing, electricity and gas	14 889	53.2	46.7	41.7		11.3
建造業 Construction	23 787	54.5	49.0	31.8		11.0
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	128 065	57.5	40.9	29.7		13.0
運輸、倉庫及通訊業 Transport, storage and communications	34 195	47.1	45.4	30.7		12.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 576	62.2	15.2	35.4		14.5
社區、社會及個人服務業 Community, social and personal services	33 417	53.7	37.7	35.0		16.6
總計 Total	280 930	56.1	37.8	32.2		13.4

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 digital certificate ⁽¹⁾ (cont'd.)						(百分比) (%)
	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 digital certificate	數碼證書 費用昂貴 Digital certificate too costly	申請程序 繁瑣 Application procedures complicated	數碼證書 的技術 保安不足 Digital certificate technology not secure	安裝程序繁複 及不易使用 Installation procedures cumbersome and not user-friendly	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	3.2	1.0	0.8	2.4	0.3	1.1	
建造業 Construction	5.1	0.7	0.5	1.7	1.5	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	5.0	3.7	3.4	3.5	3.2	0.9	
運輸、倉庫及通訊業 Transport, storage and communications	2.6	2.3	3.1	3.0	2.3	1.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5.1	4.3	3.8	2.2	3.0	3.2	
社區、社會及個人服務業 Community, social and personal services	4.1	4.7	3.3	0.4	1.4	1.9	
總計 Total	4.5	3.4	3.0	2.6	2.6	1.6	

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

表 4.7B : 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 4.7B : Distribution of establishments not intending to acquire digital certificate by reason by employment size

就業人數類別 Employment size	未有計劃申請 數碼證書的 機構單位數目 No. of establishments not intending to acquire digital certificate	未有計劃申請數碼證書的原因 ⁽¹⁾ Reason for not intending to acquire digital certificate ⁽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 digital certificate 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 digital certificate		
大型 Large	3 925	64.9	15.6	40.1		18.8	
中型 Medium	22 199	63.3	29.3	33.5		16.2	
小型 Small	254 806	55.3	38.8	32.0		13.0	
總計 Total	280 930	56.1	37.8	32.2		13.4	

就業人數類別 Employment size	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 digital certificate	未有計劃申請數碼證書的原因 ⁽¹⁾ (續) Reason for not intending to acquire digital certificate ⁽¹⁾ (cont'd.)			(百分比) (%)		
		數碼證書 費用昂貴 Digital certificate too costly	申請程序 繁瑣 Application procedures complicated	數碼證書 的技術 保安不足 Digital certificate technology not secure	安裝程序繁複 及不易使用 Installation procedures cumbersome and not user-friendly	其他 Others	
大型 Large	8.2	3.3	2.9	1.2	3.6	2.9	
中型 Medium	7.1	4.3	3.7	2.4	3.5	3.0	
小型 Small	4.3	3.3	3.0	2.7	2.5	1.4	
總計 Total	4.5	3.4	3.0	2.6	2.6	1.6	

⁽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		(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	17 275	13.4		86.6
建造業 Construction	25 147	9.1		90.9
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	14.4		85.6
運輸、倉庫及通訊業 Transport, storage and communications	37 220	6.6		93.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	14.9		85.1
社區、社會及個人服務業 Community, social and personal services	34 829	17.4		82.6
總計 Total	329 191	13.5		86.5
按就業人數類別劃分 By employment size				
大型 Large	5 836	62.4		37.6
中型 Medium	35 125	31.7		68.3
小型 Small	288 231	10.2		89.8
總計 Total	329 191	13.5		86.5

**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 (例如提供 即時報價) On-line handling of business enquiry (e.g. provision of quotation)	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 318	100.0	31.7	4.5	
建造業 Construction	2 285	100.0	2.5	29.9	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	23 870	100.0	31.6	24.2	
運輸、倉庫及通訊業 Transport, storage and communications	2 456	100.0	25.2	24.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7 289	100.0	26.8	14.0	
社區、社會及個人服務業 Community, social and personal services	6 062	100.0	31.6	24.2	
總計 Total	44 281	100.0	28.9	21.8	

行業類別 Industry sector	網上遞送 產品及服務 On-line delivery of the firm's products and services	網上訂購機構 的產品及服務 On-line ordering of the firm's products and services	網上 售後服務 On-line after sales services	網上付款 On-line payments	其他 Others	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)
製造業、電力及燃氣業 Manufacturing, electricity and gas	27.0	12.4	3.4	9.3	0.0				
建造業 Construction	1.4	0.2	#	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	15.3	10.4	5.6	6.6	0.1				
運輸、倉庫及通訊業 Transport, storage and communications	14.0	7.6	6.0	2.7	0.1				
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	25.8	8.1	8.6	5.6	0.6				
社區、社會及個人服務業 Community, social and personal services	27.9	6.2	10.2	1.1	1.3				
總計 Total	18.6	8.9	6.3	5.3	0.3				

⁽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 (例如提供 即時報價) On-line handling of business enquiry (e.g. provision of quotation)		
大型 Large	3 644	100.0	30.9			18.9
中型 Medium	11 125	100.0	28.4			17.4
小型 Small	29 512	100.0	28.9			23.8
總計 Total	44 281	100.0	28.9			21.8

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) (%)
	網上遞送 產品及服務 On-line delivery of the firm's products and services	網上訂購機構 的產品及服務 On-line ordering of the firm's products and services	網上 售後服務 On-line after sales services	網上付款 On-line payments	其他 Others	
大型 Large	24.3	12.2	9.0	4.6	2.5	
中型 Medium	22.6	6.7	3.4	5.6	0.0	
小型 Small	16.4	9.3	7.1	5.3	0.2	
總計 Total	18.6	8.9	6.3	5.3	0.3	

⁽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 / 就業人數類別分布

Table 5.3 : Distribution of establishments having Web page/Web site by whether having Wireless Application Protocol (WAP) version of Web page/Web site; having Web server; having Web page/Web site connected to related in-firm database; having Web page/Web site connected to business partners' computer 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：				(百分比) (%)
	Among establishments in column (a), % of establishments having:				
有設立網頁 / 網站的機構單位數目 No. of establishments having Web page/ Web site (a)	無線應用協定版本的網頁 / 網站 Wireless Application Protocol (WAP) version of Web page/ Web site (b)	網絡伺服器 Web server (c)	把網頁 / 網站連接到機構內的資料庫 Web page/ Web site connected to related in-firm database (d)	把網頁 / 網站連接到商業伙伴的電腦系統 Web page/ Web site connected to business partners' computer systems (e)	
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 318	0.9	24.0	13.7	2.8
建造業 Construction	2 285	#	62.8	16.8	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	23 870	2.4	22.6	16.1	3.6
運輸、倉庫及通訊業 Transport, storage and communications	2 456	1.8	28.5	16.2	6.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7 289	3.8	57.5	27.9	7.3
社區、社會及個人服務業 Community, social and personal services	6 062	11.6	40.9	17.1	2.5
總計 Total	44 281	3.6	33.3	18.1	4.0
按就業人數類別劃分 By employment size					
大型 Large	3 644	3.4	70.0	38.4	10.1
中型 Medium	11 125	2.9	41.6	23.4	5.4
小型 Small	29 512	4.0	25.7	13.6	2.7
總計 Total	44 281	3.6	33.3	18.1	4.0

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) (%)
			2003年 In 2003 (c)	2004年 In 2004 (d)	2004年後或沒有預計時間 After 2004 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	2 297	0.9	0.0	23.0	77.0	100.0
建造業 Construction	2 284	0.0	0.0	0.0	0.0	0.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	23 303	4.4	2.8	64.5	32.8	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 412	0.1	57.1	42.9	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7 014	1.4	56.0	44.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	5 357	0.6	41.2	58.8	0.0	100.0
總計 Total	42 667	2.8	8.3	61.8	29.9	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 520	2.3	46.7	30.4	22.9	100.0
中型 Medium	10 805	0.4	27.9	63.7	8.4	100.0
小型 Small	28 343	3.7	4.5	64.1	31.4	100.0
總計 Total	42 667	2.8	8.3	61.8	29.9	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)
			2003 年 In 2003 (c)	2004 年 In 2004 (d)	2004 年 後或沒有 預計時間 After 2004 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	2 000	2.4	31.7	61.6	6.7	100.0
建造業 Construction	1 900	0.1	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	20 025	4.2	12.1	53.2	34.8	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 059	3.3	19.5	80.5	0.0	100.0
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	5 253	3.3	53.7	35.4	11.0	100.0
社區、社會及個人服務業 Community, social and personal services	5 028	14.3	95.4	4.5	0.1	100.0
總計 Total	36 265	5.1	49.3	33.7	17.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 246	10.4	57.0	31.6	11.4	100.0
中型 Medium	8 520	3.1	36.8	59.5	3.6	100.0
小型 Small	25 499	5.3	50.4	29.0	20.6	100.0
總計 Total	36 265	5.1	49.3	33.7	17.0	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) (%)			
			2003 年 In 2003 (c)	2004 年 In 2004 (d)	2004 年 後或沒有 預計時間 After 2004 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	2 254	0.0	0.0	0.0	0.0	0.0
建造業 Construction	2 285	0.0	0.0	0.0	0.0	0.0
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	23 010	1.6	93.1	3.1	3.8	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 286	1.6	53.7	24.2	22.1	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 757	1.5	62.9	36.0	1.1	100.0
社區、社會及個人服務業 Community, social and personal services	5 910	0.7	63.5	36.5	0.0	100.0
總計 Total	42 502	1.3	82.7	13.1	4.3	100.0
按就業人數類別劃分						
By employment size						
大型 Large	3 275	2.4	27.5	42.8	29.7	100.0
中型 Medium	10 523	1.1	92.3	7.7	0.0	100.0
小型 Small	28 704	1.3	91.7	8.3	0.0	100.0
總計 Total	42 502	1.3	82.7	13.1	4.3	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) (%)
			2003 年 In 2003 (c)	2004 年 In 2004 (d)	2004 年 後或沒有 預計時間 After 2004 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	14 957	10.0	81.0	11.5	7.5	100.0
建造業 Construction	22 862	2.3	21.1	76.4	2.5	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	141 985	7.0	54.5	26.6	18.9	100.0
運輸、倉庫及通訊業 Transport, storage and communications	34 764	4.7	70.6	29.4	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 576	7.9	60.1	38.5	1.4	100.0
社區、社會及個人服務業 Community, social and personal services	28 767	6.7	30.6	50.5	18.9	100.0
總計 Total	284 911	6.6	55.6	31.6	12.8	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 192	9.5	48.4	18.2	33.4	100.0
中型 Medium	24 000	13.3	47.9	37.4	14.7	100.0
小型 Small	258 719	5.9	57.3	30.6	12.1	100.0
總計 Total	284 911	6.6	55.6	31.6	12.8	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	194 005	72.9
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 or Web site	80 336	30.2
個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment	27 262	10.2
軟件的購置及發展成本高昂 Costly in procuring and developing software	25 849	9.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	23 553	8.8
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 or Web site	10 071	3.8
其他 Others	16 126	6.1

⁽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貨品、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 購買貨品、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	17 275	6.0	94.0
建造業 Construction	25 147	9.8	90.2
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	8.7	91.3
運輸、倉庫及通訊業 Transport, storage and communications	37 220	4.3	95.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	19.1	80.9
社區、社會及個人服務業 Community, social and personal services	34 829	7.9	92.1
總計 Total	329 191	9.6	90.4
按就業人數類別劃分 By employment size			
大型 Large	5 836	27.9	72.1
中型 Medium	35 125	15.4	84.6
小型 Small	288 231	8.5	91.5
總計 Total	329 191	9.6	90.4

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

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

預訂或購買貨品、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 購買該貨品、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 或購買貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
預訂或補購存貨 Order or purchase for replenishment of inventory	16 544	52.4
預訂、購買或申請政府的貨品、服務或資料 Order, purchase of or application for government goods, services or information	5 550	17.6
預訂、購買旅遊服務 Order or purchase of travel service	2 934	9.3
預訂、購買金融工具（例如股票） Order or purchase of financial instruments (e.g. stock)	993	3.1
預訂或購買其他貨品、服務或資料 Order or purchase of other goods, services or information	12 114	38.3

⁽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貨品、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 購買貨品、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	27 520	87.1
經個人電腦連接互聯網 Internet via PCs	27 486	87.0
經流動裝置（如支援無線應用協定 的流動電話、個人數碼助理）連接 互聯網 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)	1 163	3.7
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	8 251	26.1
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	1 903	6.0
專用私人網絡 Designated private network	1 667	5.3
其他 Others	28	0.1

⁽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貨品、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 2002 年購買的貨品、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 2002	有透過電子途徑預訂 或購買貨品、服務或 資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through electronic means	百分比 (%)
< 1%	19 993	63.3
1-5%	6 647	21.0
6-10%	2 381	7.5
11-15%	683	2.2
> 15%	1 896	6.0
總計 Total	31 600	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貨品、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 2002 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 2002	有透過互聯網預訂或購買貨品、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%	13 781	50.1
< 1%	6 887	25.0
1-5%	2 557	9.3
6-10%	1 052	3.8
11-15%	548	2.0
> 15%	2 695	9.8
總計 Total	27 520	100.0

表 6.6 : 按沒有透過電子途徑預訂或購買貨品、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貨品、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貨品、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貨品、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
業內並不普遍 Not popular in the industry	132 007	44.4
透過電子途徑預訂或購買貨品、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	127 932	43.0
缺乏熟悉透過電子途徑預訂或購買貨品、服務或資料的員工 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means	66 678	22.4
所需的貨品、服務或資料沒有在網上銷售 Goods, services or information required not available for sale through electronic means	41 160	13.8
透過電子途徑預訂或購買貨品、服務或資料並不可靠 Consider ordering or purchasing goods, services or information through electronic means not reliable	31 075	10.4
擔心透過電子途徑預訂或購買貨品、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	23 439	7.9
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	20 056	6.7
軟件的購置及發展成本高昂 Costly in procuring and developing software	16 496	5.5
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	14 948	5.0
其他 Others	10 186	3.4

⁽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貨品、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	有沒有透過電子途徑獲取貨品、服務或資料的 機構單位所佔的百分比 % having received goods, services or information through electronic means			(百分比) (%)	
	有 Yes			沒有 No	
	政府貨品、 服務或資料 Government goods, services or information	其他貨品、 服務或資料 Other types of goods, services or information	任何貨品、 服務或資料 Any type of goods, services or information		
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	17 275	26.8	43.5	45.6	54.4
建造業 Construction	25 147	23.8	35.5	38.4	61.6
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	43.5	43.3	53.6	46.4
運輸、倉庫及通訊業 Transport, storage and communications	37 220	27.3	28.2	35.1	64.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	45.5	60.9	67.9	32.1
社區、社會及個人服務業 Community, social and personal services	34 829	30.1	39.1	43.4	56.6
總計 Total	329 191	38.2	43.2	51.0	49.0
按就業人數類別劃分 By employment size					
大型 Large	5 836	73.7	79.4	84.7	15.3
中型 Medium	35 125	64.4	66.2	76.2	23.8
小型 Small	288 231	34.2	39.6	47.2	52.8
總計 Total	329 191	38.2	43.2	51.0	49.0

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

Table 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 政府貨品、服務或資料 的機構單位數目 No. of establishments having received government goods, services or information through that type of electronic means	佔有透過電子途徑獲取 政府貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
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	59 864	47.7
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	52 482	41.8
公共服務電子化計劃 / 生活易 Electronic Service Delivery Scheme (ESD)/ESD Life	37 538	29.9
經電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	28 182	22.4
其他 Others	1 171	0.9

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

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

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

獲取政府貨品、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貨品、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貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	99 281	79.0
遞交表格 / 文件 / 申請 Submission of forms/documents/applications, etc	70 381	56.0
提出查詢 Submission of enquiry	18 436	14.7
獲取數碼形式的產品及服務 Receipt of products and services in digital form	12 089	9.6
網上繳交費用 Online payment	1 328	1.1
其他 Others	0	0.0

⁽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貨品、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貨品、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貨品、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貨品、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貨品、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	91 073	44.7
業內並不普遍 Not popular in the industry	81 189	39.9
缺乏熟悉透過電子途徑獲取政府貨品、服務或資料的員工 Lack of personnel familiar with receiving government goods, services or information through electronic means	52 058	25.6
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	19 325	9.5
不清楚何種政府貨品、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	18 040	8.9
所需的政府貨品、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	10 789	5.3
軟件的購置及發展成本高昂 Costly in procuring and developing software	9 248	4.5
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	7 580	3.7
不方使用戶使用 Not user-friendly	7 344	3.6
透過電子途徑獲取政府貨品、服務或資料並不可靠 Consider receiving government goods, services or information through electronic means not reliable	5 154	2.5
擔心透過電子途徑獲取政府貨品、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	3 745	1.8
其他 Others	6 874	3.4

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

**表 7.5 : 按獲取貨品、服務或資料種類劃分的有透過電子途徑獲取貨品、服務或資料
(除政府提供以外)的機構單位數目**

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

所獲取貨品、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 該類貨品、服務或資料 (除政府提供以外) 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(除政府提供以外) 貨品、服務或資料的機構 單位數目百分比 As a % of total no. of establishments having received 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	132 075	93.0
電子銀行服務(例如轉帳) Electronic banking services (e.g. transferring money)	42 235	29.7
獲取數碼形式的產品及服務 Receipt of products and services in digital form	29 002	20.4
查詢財經資料(例如股票價格) Search for financial information (e.g. stock price)	12 545	8.8
網上繳交費用 Online payment	437	0.3
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貨品、服務或資料（除政府提供以外）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 獲取貨品、服務或資料 （除政府提供以外） 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 獲取貨品、服務或資料 （除政府提供以外）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	129 912	91.4
經個人電腦連接互聯網 Internet via PCs	129 885	91.4
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)	1 904	1.3
透過電話網絡的交互式語音應答系統 Interactive Voice Response System through telephone network	33 917	23.9
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	4 345	3.1
專用私人網絡 Designated private network	3 243	2.3
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貨品、服務或資料（除政府提供以外）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貨品、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貨品、服務或資料（除政府提供以外）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貨品、服務或資料（除政府提供以外）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
透過電子途徑獲取貨品、服務或資料對業務沒有裨益 No business benefit to receive goods, services or information through electronic means	94 250	50.4
業內並不普遍 Not popular in the industry	73 887	39.5
缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工 Lack of personnel familiar with receiving goods, services or information through electronic means	51 590	27.6
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	18 664	10.0
所需的貨品、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	16 735	8.9
軟件的購置及發展成本高昂 Costly in procuring and developing software	9 683	5.2
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	8 637	4.6
透過電子途徑獲取貨品、服務或資料並不可靠 Consider receiving goods, services or information through electronic means not reliable	8 393	4.5
擔心透過電子途徑獲取貨品、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	3 662	2.0
其他 Others	5 326	2.8

⁽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貨品、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 貨品、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	17 275	1.6		98.4
建造業 Construction	25 147	#		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	165 855	1.2		98.8
運輸、倉庫及通訊業 Transport, storage and communications	37 220	0.5		99.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	1.6		98.4
社區、社會及個人服務業 Community, social and personal services	34 829	1.0		99.0
總計 Total	329 191	1.1		98.9
按就業人數類別劃分 By employment size				
大型 Large	5 836	8.5		91.5
中型 Medium	35 125	2.3		97.7
小型 Small	288 231	0.8		99.2
總計 Total	329 191	1.1		98.9

表 8.2 : 按電子途徑種類劃分的有透過電子途徑售賣貨品、服務或資料的機構單位數目
Table 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 種類售賣貨品、服務或 資料的機構單位數目 No. of establishments having sold goods, services or information through that type of electronic means	佔有透過電子途徑 售賣貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
互聯網 Internet	3 508	99.3
互聯網 (經其他一般網站 / 網頁) Internet (via Web site/Web page other than WAP version)	3 456	97.9
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)	129	3.7
透過電話網絡的交互式語音應答系統 Interactive <u>Voice</u> Response System through telephone network	170	4.8
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	117	3.3
專用私人網絡 Designated private network	117	3.3
其他 Others	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貨品、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貨品、 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 貨品、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 售賣貨品、服務或 資料的機構單位 數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	3 206	90.8
增強競爭力 To enhance competitiveness	2 788	78.9
改善對顧客的服務 To improve customer services	1 821	51.6
減低成本 To reduce cost	1 582	44.8
改善效率及流程 To improve efficiency and streamline workflow	1 425	40.4
改善生產力 To improve productivity	610	17.3
其他 Others	185	5.2

⁽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2002年透過電子途徑售賣貨品、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 2002

	在 2002 年透過電子途徑售賣 貨品、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 2002 (HK\$Mn.)	百分比 (%)
按電子途徑的種類		
By type of electronic means		
互聯網 Internet	10,250	65.5
互聯網 (經其他一般網站 / 網頁) Internet (via Web site/Web page other than WAP version)	10,124	64.7
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)	126	0.8
專用私人網絡 Designated private network	3,395	21.7
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	1,783	11.4
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	214	1.4
其他 Others	7	#
總計 Total	15,649	100.0
按顧客類別		
By customer group		
消費者 Consumers	8,040	51.4
商業及其他機構 Business and other establishments	6,977	44.6
政府及有關機構 Government and related organisations	632	4.0
總計 Total	15,649	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		0.29

表 8.5 : 按透過互聯網售賣貨品、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貨品、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

透過互聯網售賣貨品、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	有透過互聯網售賣貨品、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%	1 857	52.9
< 1%	135	3.9
1-5%	894	25.5
6-10%	362	10.3
11-15%	44	1.2
> 15%	216	6.1
總計 Total	3 508	100.0

表 8.6 : 按有沒有計劃透過電子途徑售賣貨品、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貨品、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 電子途徑售賣貨品、 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 途徑售賣貨品、服務 或資料的機構單位 數目百分比 As a % to total no. of establishments intending to sell goods, services or information through electronic means	佔沒有透過電子 途徑售賣貨品、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 goods, services or information through electronic means
有 Yes	2003 年 In 2003	2 231	49.6	0.7
	2004 年 In 2004	1 850	41.1	0.6
	2004 年後或 沒有預計時間 After 2004 or no expected time	418	9.3	0.1
沒有 No	-	321 160		98.6

表 8.7 : 按未有計劃透過電子途徑售賣貨品、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貨品、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貨品、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貨品、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	143 301	44.6
透過電子途徑售賣貨品、服務或資料對業務沒有裨益 No business benefit to sell goods, services or information through electronic means	127 367	39.7
缺乏熟悉透過電子途徑售賣貨品、服務或資料的員工 Lack of personnel familiar with selling goods, services or information through electronic means	73 016	22.7
有關的貨品、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	61 161	19.0
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	25 966	8.1
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	22 397	7.0
軟件的購置及發展成本高昂 Costly in procuring and developing software	20 064	6.2
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	18 552	5.8
透過電子途徑售賣貨品、服務或資料並不可靠 Consider selling goods, services or information through electronic means not reliable	16 728	5.2
擔心透過電子途徑售賣貨品、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	14 415	4.5
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	10 321	3.2
其他 Others	10 437	3.2

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

表 9.1 : 按有沒有透過電子途徑遞送貨品、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 貨品、服務或資料 Whether having delivered goods, services or information through electronic means	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	17 275	13.5	86.5
建造業 Construction	25 147	9.1	90.9
批發、零售、進出口貿易、飲食及 酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 855	14.4	85.6
運輸、倉庫及通訊業 Transport, storage and communications	37 220	6.6	93.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 865	15.6	84.4
社區、社會及個人服務業 Community, social and personal services	34 829	17.6	82.4
總計 Total	329 191	13.6	86.4
按就業人數類別劃分 By employment size			
大型 Large	5 836	62.6	37.4
中型 Medium	35 125	32.7	67.3
小型 Small	288 231	10.3	89.7
總計 Total	329 191	13.6	86.4

表 9.2 : 按遞送貨品、服務或資料的種類劃分的有透過電子途徑遞送貨品、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

遞送貨品、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貨品、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貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having 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	42 568	95.2
遞送其他資料 Delivery of other information	6 615	14.8
遞送數碼形式的產品及服務 Delivery of products and services in digital form	5 069	11.3
遞送金融資料 (例如股票價格) Delivery of financial information	227	0.5
其他 Others	115	0.3

⁽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貨品、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 種類遞送貨品、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 遞送貨品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
互聯網 Internet	44 320	99.1
互聯網（經其他一般網站／網頁） Internet (via Web site/Web page other than WAP version)	44 320	99.1
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)	1 613	3.6
專用私人網絡 Designated private network	1 654	3.7
透過電話網絡的交互式話音應答系統 Interactive <u>V</u> oice Response System through telephone network	760	1.7
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	551	1.2
其他 Others	610	1.4

⁽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貨品、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貨品、 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 途徑遞送貨品、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 貨品、服務或資料的 機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	32 361	72.4
增強競爭力 To enhance competitiveness	23 325	52.2
改善對顧客的服務 To improve customer services	22 441	50.2
改善效率及流程 To improve efficiency and streamline workflow	13 181	29.5
減低成本 To reduce cost	8 798	19.7
改善生產力 To improve productivity	5 889	13.2
其他 Others	1 743	3.9

⁽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貨品、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貨品、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 貨品、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 遞送貨品、服務或資料 的機構單位數目百分比 As a % to total no. of establishments intending to deliver goods, services or information through electronic means	佔沒有透過電子 途徑遞送貨品、 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 goods, services or information through electronic means
有 Yes	2003 年 In 2003	10 437	55.1	3.7
	2004 年 In 2004	6 103	32.2	2.1
	2004 年後或 沒有預計時間 After 2004 or no expected time	2 387	12.6	0.8
沒有 No	-	265 543		93.3

表 9.6 : 按未有計劃透過電子途徑遞送貨品、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貨品、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貨品、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貨品、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
透過電子途徑遞送貨品、服務或資料對業務沒有裨益 No business benefit to deliver goods, services or information through electronic means	122 031	46.0
業內並不普遍 Not popular in the industry	111 949	42.2
缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information through electronic means	66 540	25.1
有關的貨品、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	46 295	17.4
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	23 170	8.7
軟件的購置及發展成本高昂 Costly in procuring and developing software	17 369	6.5
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	16 941	6.4
透過電子途徑遞送貨品、服務或資料並不可靠 Consider delivering goods, services or information through electronic means not reliable	12 737	4.8
擔心透過電子途徑遞送貨品、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	10 669	4.0
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	10 170	3.8
其他 Others	4 376	1.6

⁽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2003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 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							
	有 Yes		沒有 No		不肯定 Uncertain		總計 Total	
	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	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	8 832	2.7	303 993	92.3	16 366	5.0	329 191	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	33 232	10.1	271 893	82.6	24 066	7.3	329 191	100.0
為增聘資訊科技員工 For employing additional IT personnel	8 168	2.5	301 731	91.7	19 292	5.9	329 191	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	11 173	3.4	299 362	90.9	18 656	5.7	329 191	100.0
為資訊科技培訓 For IT training	9 864	3.0	300 192	91.2	19 135	5.8	329 191	100.0
為資訊科技保安用途 For IT security purposes	14 718	4.5	293 477	89.2	20 997	6.4	329 191	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)	23 870	7.3	281 493	85.5	23 829	7.2	329 191	100.0

表 10.1B : 按資訊科技開支項目種類及有沒有為其訂下2004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 2004 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 2004 年的財政預算 Whether having budget for IT for year 2004							
	有 Yes		沒有 No		不肯定 Uncertain		總計 Total	
	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)	機構單位 數目 No. of establish- ments	百分比 (%)
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	6 995	2.1	274 117	83.3	48 079	14.6	329 191	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	17 936	5.4	256 991	78.1	54 264	16.5	329 191	100.0
為增聘資訊科技員工 For employing additional IT personnel	4 475	1.4	276 347	83.9	48 369	14.7	329 191	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	6 649	2.0	274 651	83.4	47 891	14.5	329 191	100.0
為資訊科技培訓 For IT training	6 806	2.1	273 347	83.0	49 038	14.9	329 191	100.0
為資訊科技保安用途 For IT security purposes	7 771	2.4	270 707	82.2	50 713	15.4	329 191	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)	13 462	4.1	263 633	80.1	52 096	15.8	329 191	100.0

表 10.2A : 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 10.2A : 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			(百分比) (%)
		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	8 832	46.4	42.1	11.5	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	33 232	55.3	35.2	9.5	100.0
為增聘資訊科技員工 For employing additional IT personnel	8 168	42.2	53.5	4.3	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	11 173	38.6	48.8	12.7	100.0
為資訊科技培訓 For IT training	9 864	48.9	42.2	8.9	100.0
為資訊科技保安用途 For IT security purposes	14 718	45.3	51.4	3.3	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)	23 870	50.0	47.1	2.9	100.0

表 10.2B : 按資訊科技開支項目種類及2004年與2003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2004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 2004 by area of IT expenditure by change of budget for year 2004 over that for 2003

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	2004年與2003年比較的財政預算變動 Change of budget for year 2004 over that for 2003			(百分比) (%)
		增加 Increased	不變 Same	減少 Decreased	總計 Total
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	6 995	51.2	45.4	3.4	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	17 936	54.7	36.7	8.6	100.0
為增聘資訊科技員工 For employing additional IT personnel	4 475	34.0	63.3	2.7	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	6 649	32.7	57.6	9.7	100.0
為資訊科技培訓 For IT training	6 806	50.9	43.0	6.1	100.0
為資訊科技保安用途 For IT security purposes	7 771	43.4	53.0	3.5	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)	13 462	59.1	38.8	2.1	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	
		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	9 108	17.9	82.1
建造業 Construction	13 984	32.8	67.2
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	90 498	31.0	69.0
運輸、倉庫及通訊業 Transport, storage and communications	11 724	41.1	58.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 452	29.9	70.1
社區、社會及個人服務業 Community, social and personal services	17 591	16.9	83.1
總計 Total	180 356	29.5	70.5
按就業人數類別劃分 By employment size			
大型 Large	5 495	44.1	55.9
中型 Medium	30 806	35.4	64.6
小型 Small	144 055	27.7	72.3
總計 Total	180 356	29.5	70.5

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	1 634	91.0	1.4	3.2	4.3	0.2	0.0
建造業 Construction	4 592	97.6	1.8	0.0	0.2	#	0.3
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	28 038	87.8	3.0	3.5	2.8	2.5	0.4
運輸、倉庫及通訊業 Transport, storage and communications	4 822	97.0	0.6	1.8	0.4	0.1	0.3
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	11 203	91.5	1.5	0.9	4.2	1.6	0.3
社區、社會及個人服務業 Community, social and personal services	2 974	96.1	0.5	0.9	#	2.5	#
總計 Total	53 263	90.8	2.2	2.3	2.5	1.8	0.3
按就業人數類別劃分 By employment size							
大型 Large	2 422	82.2	2.6	7.3	2.6	3.3	2.0
中型 Medium	10 904	82.4	5.1	6.3	1.2	4.1	0.9
小型 Small	39 938	93.7	1.4	1.0	2.9	1.1	0.1
總計 Total	53 263	90.8	2.2	2.3	2.5	1.8	0.3

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	1 634	99.6	18.0	7.2	0.1	0.1	
建造業 Construction	4 592	92.9	0.7	16.1	0.2	0.0	
批發、零售、進出口 貿易、飲食及酒店業 Wholesale, retail and import/ export trades, restaurants and hotels	28 038	97.3	7.8	9.1	#	1.2	
運輸、倉庫及通訊業 Transport, storage and communications	4 822	98.7	13.7	17.7	1.3	0.0	
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	11 203	98.3	7.4	12.8	3.3	0.1	
社區、社會及個人服務業 Community, social and personal services	2 974	74.1	37.3	7.0	0.4	1.4	
總計 Total	53 263	96.0	9.6	11.1	0.9	0.7	
按就業人數類別劃分 By employment size							
大型 Large	2 422	91.9	24.7	13.3	0.6	1.0	
中型 Medium	10 904	99.4	10.8	7.1	0.7	0.0	
小型 Small	39 938	95.4	8.3	12.0	0.9	0.9	
總計 Total	53 263	96.0	9.6	11.1	0.9	0.7	

⁽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	1 634	87.1	32.9	33.2	
建造業 Construction	4 592	78.2	34.0	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	28 038	78.5	48.2	20.4	
運輸、倉庫及通訊業 Transport, storage and communications	4 822	79.5	33.8	26.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 203	74.5	51.6	24.0	
社區、社會及個人服務業 Community, social and personal services	2 974	82.2	53.3	25.1	
總計 Total	53 263	78.2	46.2	21.6	

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	向警方報案 Report to the police	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	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.5	0.1	0.6	0.0	
建造業 Construction	14.3	#	#	7.1	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	4.5	1.5	0.3	1.4	
運輸、倉庫及通訊業 Transport, storage and communications	8.7	0.0	#	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.4	3.3	0.3	0.2	
社區、社會及個人服務業 Community, social and personal services	14.1	0.9	#	0.6	
總計 Total	5.3	1.5	0.2	1.4	

⁽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	2 422	85.2	63.8	61.4	
中型 Medium	10 904	87.5	48.6	38.8	
小型 Small	39 938	75.3	44.5	14.5	
總計 Total	53 263	78.2	46.2	21.6	

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	向警方報案 Report to the police	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	其他 Others	
大型 Large	2.8	2.3	1.2	0.9	
中型 Medium	2.4	0.6	0.7	0.7	
小型 Small	6.2	1.7	0.1	1.7	
總計 Total	5.3	1.5	0.2	1.4	

⁽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 PCs 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	9 108	73.8	26.2
建造業 Construction	13 984	74.2	25.8
批發、零售、進出口貿易、飲食 及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	90 498	86.5	13.5
運輸、倉庫及通訊業 Transport, storage and communications	11 724	86.7	13.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 452	92.3	7.7
社區、社會及個人服務業 Community, social and personal services	17 591	79.1	20.9
總計 Total	180 356	85.4	14.6
按就業人數類別劃分 By employment size			
大型 Large	5 495	95.3	4.7
中型 Medium	30 806	93.2	6.8
小型 Small	144 055	83.4	16.6
總計 Total	180 356	85.4	14.6

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 / 個人辦認密碼 Password/ Personal Identity Number (PIN)	防火牆 Firewall	接達管制 Access control	
製造業、電力及燃氣業 Manufacturing, electricity and gas	6 724	97.3	47.3	28.5	9.1	
建造業 Construction	10 379	94.6	53.0	26.6	9.6	
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	78 268	94.2	37.2	22.4	7.6	
運輸、倉庫及通訊業 Transport, storage and communications	10 165	85.5	49.4	30.6	10.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	34 570	97.2	43.9	31.5	14.9	
社區、社會及個人服務業 Community, social and personal services	13 918	88.8	32.6	24.5	11.4	
總計 Total	154 025	93.9	40.6	25.7	10.0	

行業類別 Industry sector	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 certificate	其他 Others	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾				(百分比) (%)
						製造業、電力及燃氣業 Manufacturing, electricity and gas	8.8	8.3	4.1	2.3
建造業 Construction	4.3	4.3	4.5	4.3	0.0					
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	8.7	5.0	5.4	7.6	1.8					
運輸、倉庫及通訊業 Transport, storage and communications	8.4	11.5	3.2	3.0	#					
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9.0	5.5	7.8	2.7	0.6					
社區、社會及個人服務業 Community, social and personal services	8.4	11.0	6.0	4.5	0.1					
總計 Total	8.4	6.2	5.7	5.5	1.1					

⁽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/ 個人辨認密碼 Password/ Personal Identity Number (PIN)	防火牆 Firewall	接達管制 Access control	
大型 Large	5 237	94.1	71.5	72.1	52.0	
中型 Medium	28 709	93.3	62.4	32.4	20.2	
小型 Small	120 079	94.1	34.0	22.1	5.7	
總計 Total	154 025	93.9	40.6	25.7	10.0	

就業人數類別 Employment size	檔案加密 File encryption	實體保安 Physical security	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾			(百分比) (%)
			入侵 偵測系統 Intrusion detection system	數碼證書 Digital certificate	其他 Others	
大型 Large	29.8	41.6	20.7	14.1	0.6	
中型 Medium	9.9	10.8	7.3	7.6	0.6	
小型 Small	7.1	3.5	4.7	4.6	1.2	
總計 Total	8.4	6.2	5.7	5.5	1.1	

⁽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	資訊保安的優先次序較低 Information security is considered a low priority	財政限制 Budget constraint	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	2 383	70.6	26.3	21.2	23.5	12.3	
建造業 Construction	3 604	69.2	38.2	9.3	20.0	2.3	
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	12 230	68.7	21.6	12.9	7.2	5.7	
運輸、倉庫及通訊業 Transport, storage and communications	1 559	53.9	42.2	0.0	3.8	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 882	82.8	13.5	25.9	13.0	0.0	
社區、社會及個人服務業 Community, social and personal services	3 673	90.8	18.5	8.3	9.8	7.6	
總計 Total	26 332	72.7	24.2	13.2	11.3	5.1	
按就業人數類別劃分 By employment size							
大型 Large	258	73.8	17.3	0.0	19.3	1.3	
中型 Medium	2 097	53.6	37.4	2.6	6.2	4.1	
小型 Small	23 976	74.4	23.1	14.2	11.6	5.3	
總計 Total	26 332	72.7	24.2	13.2	11.3	5.1	

⁽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	69 181	44.9
缺乏有關範疇的知識 Lack of expertise in the field	44 667	29.0
員工缺乏資訊科技保安意識 Lack of employee awareness	38 104	24.7
有關產品的技術複雜 Technical/complexity of products	28 839	18.7
缺乏有關資訊科技保安的策略及指引 Lack of policy and guideline on IT security	28 602	18.6
缺乏管理層支持 Lack of management support	9 168	6.0
其他 Others	918	0.6

⁽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貨品、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 貨品、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	
		有 Yes	沒有 No
			(百分比) (%)
按行業類別劃分 By industry sector			
製造業、電力及燃氣業和建造業 ⁽¹⁾ Manufacturing, electricity and gas, and construction ⁽¹⁾	277	90.1	9.9
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 921	95.7	4.3
運輸、倉庫及通訊業 Transport, storage and communications	191	100.0	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	802	90.5	9.5
社區、社會及個人服務業 Community, social and personal services	341	99.7	0.3
總計 Total	3 531	94.7	5.3
按就業人數類別劃分 By employment size			
大型 Large	497	78.0	22.0
中型 Medium	815	100.0	0.0
小型 Small	2 219	96.5	3.5
總計 Total	3 531	94.7	5.3

⁽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	密碼 / 個人辨認密碼	保密插口層 Secure Sockets Layer (SSL)	
			Password/Personal Identity Number		
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	249	93.1	93.9	93.3	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 838	93.5	54.3	28.6	
運輸、倉庫及通訊業 Transport, storage and communications	191	95.4	70.2	46.4	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	726	82.1	81.5	53.9	
社區、社會及個人服務業 Community, social and personal services	340	98.5	99.3	2.5	
總計 Total	3 344	91.6	68.6	37.3	

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 digital certificate	保密電子交易 Secure Electronic Transaction (SET)	伺服器數碼證書 Server digital certificate	其他 Others	
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	3.4	3.6	5.3	0.0	
批發、零售、進出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	19.0	7.6	4.1	17.4	
運輸、倉庫及通訊業 Transport, storage and communications	1.6	4.7	12.3	0.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5.0	10.8	15.8	6.0	
社區、社會及個人服務業 Community, social and personal services	5.7	0.7	2.1	0.0	
總計 Total	12.5	7.1	7.0	10.9	

⁽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	密碼 / 個人辨認密碼 Password/Personal Identity Number	加密插口層 Secure Sockets Layer (SSL)	
大型 Large	388	72.4	78.5	63.8	
中型 Medium	815	91.5	77.3	52.2	
小型 Small	2 141	95.2	63.6	26.9	
總計 Total	3 344	91.6	68.6	37.3	

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 digital certificate	保密電子交易 Secure Electronic Transaction (SET)	伺服器數碼證書 Server digital certificate	其他 Others	
大型 Large	13.4	18.2	19.2	4.3	
中型 Medium	0.5	10.7	17.6	2.9	
小型 Small	16.9	3.7	0.8	15.1	
總計 Total	12.5	7.1	7.0	10.9	

⁽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		(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	3 959	96.3		3.7
建造業 Construction	7 044	86.9		13.1
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	41 121	87.2		12.8
運輸、倉庫及通訊業 Transport, storage and communications	5 658	85.8		14.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	16 906	94.8		5.2
社區、社會及個人服務業 Community, social and personal services	6 353	89.3		10.7
總計 Total	81 040	89.3		10.7
按就業人數類別劃分 By employment size				
大型 Large	4 871	97.9		2.1
中型 Medium	20 835	96.8		3.2
小型 Small	55 335	85.7		14.3
總計 Total	81 040	89.3		10.7

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) (%)
		密碼 / 個人辨認密碼 Password/ Personal Identity Number	用戶名稱 User name	個人數碼證書 Personal digital certificate	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	3 810	77.6	58.4	11.8	0.1
建造業 Construction	6 121	94.0	66.7	0.4	0.0
批發、零售、進出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	35 873	87.3	73.3	4.0	0.3
運輸、倉庫及通訊業 Transport, storage and communications	4 854	83.9	85.7	4.0	#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	16 023	83.1	79.9	3.0	0.5
社區、社會及個人服務業 Community, social and personal services	5 675	83.8	70.7	1.3	0.1
總計 Total	72 357	86.0	74.0	3.7	0.3
按就業人數類別劃分 By employment size					
大型 Large	4 768	96.4	87.7	2.5	0.4
中型 Medium	20 175	89.3	82.0	1.3	0.6
小型 Small	47 414	83.5	69.3	4.8	0.1
總計 Total	72 357	86.0	74.0	3.7	0.3

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

填入數據後即成 **CONFIDENTIAL**
機密文件 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

二零零三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 2003

致
TO:

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

注意事項

1. 這項統計調查是根據《普查及統計條例》(第316章)第IIIA部進行,並由香港特別行政區政府憲報於二零零一年三月二日所刊登第一二七一號政府公告上宣布進行。條例規定,本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。
2. 請填妥本問卷及用所附的機密函件信封在 **2003年5月26日** 或以前寄回:-
香港 北角英皇道二百五十號 北角城中心六樓 政府統計處 資訊科技及電訊統計組
3. 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。
4. 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:2887 5204)。
5. 請在適當空格‘’內加‘✓’。

Points to Note

1. The survey is conducted under Part IIIA of the Census and Statistics Ordinance (Chapter 316), as notified in the General Notice No. 1271 in the Government of the Hong Kong Special Administrative Region Gazette of 2 March 2001. In accordance with the provisions of the Ordinance, the collected information relating to individual establishments will be kept in strict confidence. Only aggregate information, which does not reveal details of individual establishments, will be released.
2. Please complete this questionnaire and return it under the enclosed confidential cover to :
Information Technology and Telecommunications Statistics Section,
Census and Statistics Department,
6/F., Fortress Tower, 250 King's Road, North Point, Hong Kong.
not later than **26 May 2003**.
3. 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.
4. 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 **2887 5204**.
5. Please '✓' in the appropriate box ''.

**I. 一般資料
GENERAL INFORMATION**

A1. 貴機構的業務性質。(請簡述貴機構所生產或提供的主要產品及服務。)
Nature of business of your firm.
(Please describe the major products and services produced or offered by your firm.)

A2. 在 2003 年 3 月底貴機構的**就業人數**。
Number of **persons engaged** in your firm as at end March 2003.

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**II. 個人電腦的應用
PERSONAL COMPUTER USAGE**

B1. 貴機構有沒有使用**個人電腦**?
Does your firm use **personal computer(s)** (PCs)?

1 有 自從 _____ (年份) (請跳至 B3)
Yes, since _____ (year) (Please go to B3)

2 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**?

1 有
Yes

2 沒有
No.

B2. 貴機構有沒有計劃裝置個人電腦?
Is your firm planning to install PCs?

1 有 預計在 _____ / _____ (月份 / 年份) (請跳至 C1)
Yes, in _____ (mm/yyyy) (Please go to C1)

2 沒有 請提供原因(可選多項, 但請圈出最主要的一項)及跳至 C1。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to C1.

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

B3. 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 | |
| (b) 便攜式電腦 / 筆記簿型電腦
Laptop or notebook computer | |
| (c) 個人數碼助理
Personal Digital Assistant (PDA) | |
| (d) 其他, 請註明
Others, please specify _____ | |

總計
Total

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

B4. 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 Computer security and anti-virus	<input type="checkbox"/>	<input type="checkbox"/>
(f) 多媒體工具 (影像及聲音) Multi-media tools (video and sound)	<input type="checkbox"/>	<input type="checkbox"/>
(g) 其他 實用程式 Other utility	<input type="checkbox"/>	<input type="checkbox"/>
(h) 電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	<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"/>

B5. 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"/>

III. 互聯網的應用 INTERNET USAGE

C1. 貴機構有沒有連接 **互聯網** ?
Does your firm have **Internet** connection?

- 1 有 自從 _____ (年份) (請跳至 C3)
Yes, since _____ (year) (Please go to C3)
- 2 沒有
No

C2. 貴機構有沒有計劃連接互聯網？

Is your firm planning to have Internet connection?

1 有 預計在 _____ / _____ (月份 / 年份) (請跳至 C5)
Yes, in _____ (mm/yyyy) (Please go to C5)

2 沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳至 C5。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to C5.

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

C3. 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)

- 1 **電子郵件**
Electronic-mail
- 2 網上資料搜集
On-line source of information
- 3 網上購買 / 預訂貨品、服務或資料
On-line purchase/ordering of goods, services or information
- 4 網上獲取貨品、服務或資料
On-line receipt of goods, services or information
- 5 網上售賣貨品、服務或資料
On-line sales of goods, services or information
- 6 網上遞送貨品、服務或資料
On-line delivery of goods, services or information
- 7 網上付款
On-line payments
- 8 使用政府網上服務
Access to on-line government services
- 9 網上向供應商 / 商業伙伴提出查詢
Make on-line enquiry to suppliers/business partners
- 10 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
- 11 下載軟件
Software downloads
- 12 電子銀行服務(例如轉帳)
Electronic banking services (e.g. transferring money)
- 13 金融交易服務(例如買賣股票)
Financial transaction services (e.g. stock trading)
- 14 其他，請註明
Others, please specify _____

C4. 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)

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

寬頻

Broad-band

2 每秒 1.5 至 3 兆位元
1.5 – 3 Megabit per second (Mbps)

3 每秒 > 3 至 6 兆位元
> 3 – 6 Mbps

4 每秒 > 6 至 10 兆位元
> 6 – 10 Mbps

5 每秒 > 10 兆位元
> 10 Mbps

專用線路

Dedicated circuits

6 每秒 < 1.5 兆位元
< 1.5 Mbps

7 每秒 1.5 至 3 兆位元
1.5 – 3 Mbps

8 每秒 > 3 至 6 兆位元
> 3 – 6 Mbps

9 每秒 > 6 至 10 兆位元
> 6 – 10 Mbps

10 每秒 > 10 兆位元
> 10 Mbps

11 流動網絡
Mobile network

C5. 貴機構是否擁有無論是香港或香港以外核證機關發出的**數碼證書**？
Does your firm have **digital certificate(s)**, irrespective of whether it is/they are issued by Certification Authorities in Hong Kong or outside?

1 有 自從 (年份)
Yes, since (year)

請按以下類別，註明貴機構所擁有數碼證書的數量：
Number of digital certificates by type:

(i) 由本港核證機關發出 數量
Issued by Certification Authorities in Hong Kong Number

(a) 根據電子交易條例獲認可的核證機構
Recognised Certification Authorities under the Electronic Transactions Ordinance

(b) 其他本港核證機構，請註明
Other Certification Authorities in Hong Kong, please specify

(ii) 由香港以外核證機關發出
Issued by Certification Authorities outside Hong Kong

2 沒有 貴機構有沒有計劃申請數碼證書？
No. Does your firm plan to acquire digital certificate(s)?

1 有 預計在 (月份 / 年份) (請跳至 D1)
Yes, in (mm/yyyy) (Please go to D1)

2 沒有 (請跳至 C7)
No (Please go to C7)

C6. 在過去十二個月內，貴機構曾否使用數碼證書？

Has your firm used digital certificate(s) in the past 12 months?

1 有 請提供貴機構在哪方面使用數碼證書(可選多項)及跳至 D1。
Yes. Please provide the usage of the digital certificate by your firm (may select more than one) and go to D1.

1 對外與顧客進行交易 / 交換資料
Business transaction/exchange of information with customers

2 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

3 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

4 內部運作
In-house operation

5 其他，請註明
Others, please specify _____

2 沒有
No

C7. 請提供貴機構沒有使用 / 沒有計劃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 planned to apply for digital certificate(s).
(May select more than one but please encircle the major one)

1 甚少透過電子途徑進行商業交易
Little use of electronic means in business transactions

2 沒有使用數碼證書加強保安的需要
No need to enhance security by using digital certificate

3 沒有提供數碼簽署的需要
No need to provide digital signature

4 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 digital certificate

5 安裝程序繁複及不易使用
Installation procedures cumbersome and not user-friendly

6 申請程序繁瑣
Application procedures complicated

7 數碼證書的技術保安不足
Digital certificate technology not secure

8 不知道數碼證書的存在或對此沒有認識
Do not know existence of digital certificate or do not have knowledge about it

9 數碼證書費用昂貴
Digital certificate too costly

10 其他，請註明
Others, please specify _____

IV. 網站的應用 WEB SITE USAGE

D1. 貴機構有沒有設立網頁或網站，包括掛在其他機構(例如香港貿易發展局、香港生產力促進局、互聯網服務供應商等)提供的網站？

Does your firm have a **Web page** or **Web site**, including those hosted by third parties (e.g. Hong Kong Trade Development Council, Hong Kong Productivity Council, Internet service providers, etc)?

1 有 自從 _____ (年份) (請跳至 D3)
Yes, since _____ (year) (Please go to D3)

2 沒有
No

D2. 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?

1 有 預計在 _____ / _____ (月份 / 年份) (請跳至 E1)
Yes, in _____ (mm/yyyy) (Please go to E1)

2 沒有 請提供原因(可選多項, 但請圈出最主要的一項)及跳至 E1。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E1.

- 1 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
- 2 個人電腦的購置及保養成本高昂
Costly in procuring and maintaining the PC equipment
- 3 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 4 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 5 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
- 6 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
- 7 其他, 請註明 _____
Others, please specify _____

D3. 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?

1 有 自從 _____ (年份)
Yes, since _____ (year)

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

1 有 預計在 _____ / _____ (月份 / 年份)
Yes, in _____ (mm/yyyy)

2 沒有
No

D4. 貴機構是否擁有自己的網絡伺服器？

Does your firm have your own **Web server**?

1 有
Yes

2 沒有
No

D5. 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?

1 有 自從 _____ (年份)
Yes, since _____ (year)

2 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?

1 有 預計在 _____ / _____ (月份 / 年份)
Yes, in _____ (mm/yyyy)

2 沒有
No

D6. 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?

1 有 自從 _____ (年份)
Yes, since _____ (year)

2 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?

1 有 預計在 _____ / _____ (月份 / 年份)
Yes, in _____ (mm/yyyy)

2 沒有
No

- D7. 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)
- 1 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)
 - 2 網上訂購機構的產品及服務
On-line ordering of the firm's products and services
 - 3 網上付款
On-line payments
 - 4 網上遞送產品及服務
On-line delivery of the firm's products and services
 - 5 網上售後服務
On-line after sales services
 - 6 網上收集顧客的意見
On-line collection of feedback from customers
 - 7 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)
 - 8 其他，請註明
Others, please specify _____

V. 電子商業 / 電子貿易 ELECTRONIC BUSINESS/ELECTRONIC COMMERCE

1. 透過電子途徑預訂或購買貨品、服務或資料 Ordering or Purchases of Goods, Services or Information through Electronic Means

- E1. 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貨品、服務或資料？
Has your firm ordered or purchased goods, services or information through **electronic means** in the past 12 months?

- 1 有
Yes
- 2 沒有
No.
請提供原因(可選多項，但請圈出最主要的一項)及跳至 E6。
Please give reason(s) (may select more than one but please encircle the major one) and go to E6.
 - 1 缺乏熟悉透過電子途徑預訂或購買貨品、服務或資料的員工
Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means
 - 2 業內並不普遍
Not popular in the industry
 - 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
 - 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
 - 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
 - 6 擔心透過電子途徑預訂或購買貨品、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
 - 7 透過電子途徑預訂或購買貨品、服務或資料並不可靠
Consider ordering or purchasing goods, services or information through electronic means not reliable
 - 8 透過電子途徑預訂或購買貨品、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
 - 9 所需的貨品、服務或資料沒有在網上銷售
Goods, services or information required not available for sale through electronic means
 - 10 其他，請註明
Others, please specify _____

- E2. 貴機構透過電子途徑預訂或購買貨品、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)

- 1 更加方便
More convenient
- 2 價格 / 成本更低
Lower price/cost
- 3 更多選擇
More choices
- 4 節省時間
Less processing time
- 5 其他，請註明
Others, please specify _____

E3. 貴機構曾透過電子途徑預訂或購買貨品、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)

- 1 預訂或補購存貨
Order or purchase for replenishment of inventory
- 2 預訂、購買或申請政府的貨品、服務或資料
Order, purchase of or application for government goods, service or information
- 3 預訂、購買旅遊服務
Order or purchase of travel service
- 4 預訂、購買金融工具(例如股票)
Order or purchase of financial instruments (e.g. stock)
- 5 預訂或購買其他貨品、服務或資料，請註明
Order or purchase of other goods, services or information, please specify

E4. (a) 貴機構在 2002 年 **購買的貨品、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 or information purchased** through electronic means to the total value of purchase by your firm in 2002 is:

- 1 < 1%
- 2 1-5%
- 3 6-10%
- 4 11-15%
- 5 > 15%，請註明
please specify

(b) 在透過電子途徑購買的貨品、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 or 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 "*")

- (i) **透過電話網絡的交互式話音應答系統**
Interactive Voice Response System through telephone network ||||%
 - (ii) **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 ||||%
 - (iii) **專用私人網絡**
Designated private network ||||%
 - (iv) 經個人電腦連接互聯網
Internet via PCs ||||%
 - (v) 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) ||||%
 - (vi) 其他，請註明
Others, please specify _____ ||||%
- 總計
Total **1**|**0**|**0**|%

E5. 貴機構在 2002 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 total value of purchase through Internet of your firm in 2002 is:

- 1 0%
- 2 < 1%
- 3 1-5%
- 4 6-10%
- 5 11-15%
- 6 > 15%，請註明
please specify _____

2. 透過電子途徑獲取貨品、服務或資料
Receipt of Goods, Services or Information through Electronic Means

(a) 政府貨品、服務或資料
Government Goods, Services or Information

E6. 在過去十二個月內，貴機構曾否透過電子途徑獲取政府貨品、服務或資料？
Has your firm obtained government goods, services or information through electronic means in the past 12 months?

- 1 有 Yes. 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Through what electronic means?(May select more than one but please encircle the major one)
- 1 公共服務電子化計劃(www.esd.gov.hk) / 生活易(www.esdlife.com)
Electronic Service Delivery Scheme (ESD) (www.esd.gov.hk) /
ESD Life (www.esdlife.com)
- 2 經個人電腦或流動裝置連接互聯網(公共服務電子化計劃除外)，例如透過互聯網遞交申請
Internet via PCs/mobile devices outside the ESD Scheme, e.g. electronic submissions through the Internet
- 3 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
- 4 經電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- 5 其他，請註明
Others, please specify _____
- 2 沒有 No. 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E8。
Please give reason(s) (may select more than one but please encircle the major one) and go to E8.
- 1 缺乏熟悉透過電子途徑獲取政府貨品、服務或資料的員工
Lack of personnel familiar with receiving government goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 6 擔心透過電子途徑獲取政府貨品、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
- 7 透過電子途徑獲取政府貨品、服務或資料並不可靠
Consider receiving government goods, services or information through electronic means not reliable
- 8 透過電子途徑獲取政府貨品、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
- 9 所需的政府貨品、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
- 10 不方使用戶使用
Not user-friendly
- 11 不清楚何種政府貨品、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
- 12 其他，請註明
Others, please specify _____

E7. 貴機構透過電子途徑獲取政府貨品、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)

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

(b) 其他貨品、服務或資料
Other Goods, Services or Information

E8. 在過去十二個月內，貴機構有沒有透過電子途徑獲取貨品、服務或資料(除政府提供以外)？
Has your firm received goods, services or information (other than from the government) through electronic means in the past 12 months?

- 1 有
Yes. 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Through what electronic means?(May select more than one but please encircle the major one)
 - 1 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
 - 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
 - 3 專用私人網絡
Designated private network
 - 4 經個人電腦連接互聯網
Internet via PCs
 - 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)
 - 6 其他，請註明
Others, please specify _____
- 2 沒有
No. 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E10。
Please give reason(s) (may select more than one but please encircle the major one) and go to E10.
 - 1 缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工
Lack of personnel familiar with receiving goods, services or information through electronic means
 - 2 業內並不普遍
Not popular in the industry
 - 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
 - 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
 - 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
 - 6 擔心透過電子途徑獲取貨品、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
 - 7 透過電子途徑獲取貨品、服務或資料並不可靠
Consider receiving goods, services or information through electronic means not reliable
 - 8 透過電子途徑獲取貨品、服務或資料對業務沒有裨益
No business benefit to receive goods, services or information through electronic means
 - 9 所需的貨品、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 其他，請註明
Others, please specify _____

E9. 貴機構透過電子途徑獲取貨品、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)

- 1 電子銀行服務(例如轉帳)
Electronic banking services (e.g. transferring money)
- 2 查詢財經資料(例如股票價格)
Search for financial information (e.g. stock price)
- 3 獲取數碼形式的產品及服務
Receipt of products and services in digital form
- 4 獲取、瀏覽或尋找其他資料
Receipt of, browsing or searching for other information
- 5 其他，請註明
Others, please specify _____

3. **透過電子途徑售賣貨品、服務或資料**
Sales of Goods, Services or Information through Electronic Means

E10. 在過去十二個月內，貴機構有沒有透過電子途徑售賣貨品、服務或資料？

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

1 有 自從 _____ (年份)
Yes, since _____ (year)

2 沒有 貴機構有沒有計劃透過電子途徑售賣貨品、服務或資料？
No. Is your firm planning to sell your goods, services or information through electronic means?

1 有 預計在 _____ (月份 / 年份) (請跳至 E13)
Yes, in _____ (mm/yyyy) (Please go to E13)

2 沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E13。
No. Please give reason(s) (may select more than one but please encircle the major one) and go to E13.

- 1 缺乏熟悉透過電子途徑售賣貨品、服務或資料的員工
Lack of personnel familiar with selling goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 電腦設備的購置及保養成本高昂
Costly in procuring and maintaining the computer equipment
- 4 軟件的購置及發展成本高昂
Costly in procuring and developing software
- 5 聘用資訊科技人員的成本高昂
Costly in employing IT personnel
- 6 在發展電腦應用系統方面缺乏資訊科技人才
Lack of IT personnel to develop computer application systems
- 7 擔心透過電子途徑售賣貨品、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 透過電子途徑售賣貨品、服務或資料並不可靠
Consider selling goods, services or information through electronic means not reliable
- 9 透過電子途徑售賣貨品、服務或資料對業務沒有裨益
No business benefit to sell goods, services or information through electronic means at this time
- 10 大部分顧客仍未有準備使用電子商貿
Most customers not ready to use electronic commerce
- 11 有關的貨品、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
- 12 其他，請註明
Others, please specify _____

E11. 貴機構透過電子途徑售賣貨品、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)

- | | |
|---|--|
| 1 | 增強競爭力
To enhance competitiveness |
| 2 | 改善生產力
To improve productivity |
| 3 | 改善效率及流程
To improve efficiency and streamline workflow |
| 4 | 減低成本
To reduce cost |
| 5 | 改善對顧客的服務
To improve customer services |
| 6 | 提高業務靈活性 / 商機
To increase business flexibility/opportunities |
| 7 | 其他，請註明
Others, please specify _____ |

E12. (a) 貴機構在 2002 年透過電子途徑售賣貨品、服務及資料所帶來的業務收入。 港元\$
HK\$

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

Business receipts of your firm received in 2002 through selling goods, services and information through electronic means.

(b) 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 E12(a) 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 E12(a). If the type of electronic means concerned has been used for selling but its percentage is <1, please mark an "*")

- | | |
|--|---------|
| (i) 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network | _ _ _ % |
| (ii) 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 | _ _ _ % |
| (iii) 專用私人網絡
Designated private network | _ _ _ % |
| (iv) 互聯網(經無線應用協定版本網站 / 網頁)
Internet (via WAP version of Web site/page) | _ _ _ % |
| (v) 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version) | _ _ _ % |
| (vi) 其他，請註明
Others, please specify _____ | _ _ _ % |

總計
Total

1	0	0
---	---	---

%

(c) 不同顧客類別所帶來的業務收入所佔的百分比是：(佔 E12(a) 的總值的百分比)
Breakdowns of business receipts by customer group are: (as a percentage to the total value in E12(a))

- | | |
|---|---------|
| (i) 消費者
Consumers | _ _ _ % |
| (ii) 政府及有關機構
Government and related organizations | _ _ _ % |
| (iii) 商業及其他機構
Business and other establishments | _ _ _ % |

總計
Total

1	0	0
---	---	---

%

- (d) 透過互聯網售賣貨品、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 or information sold through Internet is:

- 1 0 %
 2 < 1 %
 3 1-5 %
 4 6-10 %
 5 11-15 %
 6 > 15 % , 請註明
 please specify _____

E13. 貴機構在 2002 年的業務總收入。 港元\$
 Total business receipts of your firm in 2002. HK\$

E14. 與 2001 年比較，貴機構在 2002 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 2002 compared with 2001 is: (Please encircle +/- sign as appropriate)

4. **透過電子途徑遞送貨品、服務或資料**
Delivery of Goods, Services or Information through Electronic Means

E15. 在過去十二個月內，貴機構有沒有透過電子途徑遞送貨品、服務或資料？
 Has your firm delivered your goods, services or information through electronic means in the past 12 months?

- 1 有 自從 _____ (年份)
 Yes, since _____ (year)
- 2 沒有 貴機構有沒有計劃透過電子途徑遞送貨品、服務或資料？
 No. Is your firm planning to deliver your goods, services or information through electronic means?
- 1 有 預計在 _____ (月份 / 年份) (請跳至 F1)
 Yes, in _____ / _____ (mm/yyyy) (Please go to F1)
- 2 沒有 請提供原因(可選多項，但請圈出最主要的一項)及跳至 F1。
 No. Please give reason(s) (may select more than one but please encircle the major one) and go to F1.
- 1 缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工
 Lack of personnel familiar with delivering goods, services or information through electronic means
- 2 業內並不普遍
 Not popular in the industry
- 3 電腦設備的購置及保養成本高昂
 Costly in procuring and maintaining the computer equipment
- 4 軟件的購置及發展成本高昂
 Costly in procuring and developing software
- 5 聘用資訊科技人員的成本高昂
 Costly in employing IT personnel
- 6 在發展電腦應用系統方面缺乏資訊科技人才
 Lack of IT personnel to develop computer application systems
- 7 擔心透過電子途徑遞送貨品、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
- 8 透過電子途徑遞送貨品、服務或資料並不可靠
 Consider delivering goods, services or information through electronic means not reliable
- 9 透過電子途徑遞送貨品、服務或資料對業務沒有裨益
 No business benefit to deliver goods, services or information through electronic means at this time
- 10 有關的貨品、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
- 11 其他，請註明 _____
 Others, please specify _____

- E16. 貴機構透過電子途徑遞送貨品、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)
- 1 增強競爭力
To enhance competitiveness
 - 2 改善生產力
To improve productivity
 - 3 改善效率及流程
To improve efficiency and streamline workflow
 - 4 減低成本
To reduce cost
 - 5 改善對顧客的服務
To improve customer services
 - 6 提高業務靈活性 / 商機
To increase business flexibility/opportunities
 - 7 其他，請註明
Others, please specify _____
-
- E17. 貴機構透過電子途徑遞送貨品、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)
- 1 遞送數碼形式的產品及服務
Delivery of products and services in digital form
 - 2 在網站提供機構 / 產品資料
Provision of information on the firm/product on the Web site
 - 3 遞送金融資料(例如股票價格)
Delivery of financial information (e.g. stock price)
 - 4 遞送其他資料
Delivery of other information
 - 5 其他，請註明
Others, please specify _____
-
- E18. 貴機構透過電子途徑遞送貨品、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)
- 1 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
 - 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
 - 3 專用私人網絡
Designated private network
 - 4 互聯網(經無線應用協定版本網站 / 網頁)
Internet (via WAP version of Web site/page)
 - 5 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version)
 - 6 其他，請註明
Others, please specify _____

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

- F1. 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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (b) 為增購資訊科技設備及軟件
For procuring additional IT equipment and software | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (c) 為增聘資訊科技員工
For employing additional IT personnel | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (e) 為資訊科技培訓
For IT training | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (f) 為資訊科技保安用途
For IT security purposes | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
- F2. 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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| (b) 為增購資訊科技設備及軟件
For procuring additional IT equipment and software | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| (c) 為增聘資訊科技員工
For employing additional IT personnel | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| (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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| (e) 為資訊科技培訓
For IT training | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| (f) 為資訊科技保安用途
For IT security purposes | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| (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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
- F3. 貴機構有沒有為下列項目訂下 2004 的財政預算？
Does your firm have a budget for year 2004 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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (b) 為增購資訊科技設備及軟件
For procuring additional IT equipment and software | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (c) 為增聘資訊科技員工
For employing additional IT personnel | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (e) 為資訊科技培訓
For IT training | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (f) 為資訊科技保安用途
For IT security purposes | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |
| (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="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> |

F4. 貴機構為下列項目所訂下的 2004 年財政預算，與 2003 年比較，會增加、減少或不變呢？
Has the budget for year 2004 for the following purposes been increased, decreased or the same compared with that for 2003?

	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	1	2	3	4	5
(b) 為增購資訊科技設備及軟件 For procuring additional IT equipment and software	1	2	3	4	5
(c) 為增聘資訊科技員工 For employing additional IT personnel	1	2	3	4	5
(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	1	2	3	4	5
(e) 為資訊科技培訓 For IT training	1	2	3	4	5
(f) 為資訊科技保安用途 For IT security purposes	1	2	3	4	5
(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)	1	2	3	4	5

VII. 資訊科技保安 INFORMATION TECHNOLOGY SECURITY

G1. 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?

- 1 有 受襲次數
Yes, Number of attacks
- 2 沒有 (請跳至 G4)
No. (Please go to G4)

G2. 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)

- 1 電腦病毒
Virus
- 2 黑客
Hacking
- 3 阻斷服務
Denial of service
- 4 資料被竊
Theft of information
- 5 其他，請註明
Others, please specify _____

G3. 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)

- 1 修補漏洞
Patched holes
- 2 向管理層匯報
Report to senior management
- 3 向警方報案
Report to police
- 4 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
- 5 使用更多保安技術
Use more security technologies
- 6 其他，請註明
Others, please specify _____
- 7 沒有特別行動
No specific action

G4. 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)

- 1 防毒軟件
Anti-virus software
- 2 密碼 / 個人辨認密碼
Password/Personal Identity Number (PIN)
- 3 實體保安
Physical security
- 4 **防火牆**
Firewall
- 5 **檔案加密**
File encryption
- 6 接達管制
Access control
- 7 入侵偵測系統
Intrusion detection system
- 8 數碼證書
Digital certificate
- 9 其他，請註明
Others, please specify _____
- 10 沒有任何上述保安技術
None of the above.

請提供原因(可選多項)及跳至 G6。
Please give reason(s) (may select more than one) and go to G6.

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

G5. 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)

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

G6. 如貴機構有透過電子途徑售賣貨品、服務或資料，貴機構如何核實客戶身分及 / 或為客戶提供保密接達服務？(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)

- 1 保密插口層
Secure Sockets Layer (SSL)
- 2 保密電子交易
Secure Electronic Transaction (SET)
- 3 個人數碼證書
Personal digital certificate
- 4 伺服器數碼證書
Server digital certificate
- 5 用戶名稱
User name
- 6 密碼 / 個人辨認密碼
Password/Personal Identity Number
- 7 其他，請註明
Others, please specify _____

G7. 如貴機構有內部通訊系統，貴機構如何核實僱員身分？(可選多項)

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

- 1 個人數碼證書
Personal digital certificate
- 2 用戶名稱
User name
- 3 密碼 / 個人辨認密碼
Password/Personal Identity Number
- 4 其他，請註明
Others, please specify _____

問卷填報人資料

Particulars of person completing this questionnaire

姓名 Name	_____	職位 Position	_____
電話 Tel. No.	_____	日期 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二零零三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 2003

註釋	Explanatory Notes
A. 一般資料	A. GENERAL INFORMATION
問題A2	Question A2
就業人數	Persons engaged
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。	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.
B. 個人電腦的應用	B. PERSONAL COMPUTER USAGE
問題B1	Question B1
個人電腦	Personal computer
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。	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.
主機電腦	Mainframe
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。	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.
小型電腦	Mini computer
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。	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.
問題B3	Question B3
個人數碼助理	Personal Digital Assistant (PDA)
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。	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.
問題B4	Question B4
應用軟件	Application software
應用軟件是指一般在市面上可買到的電腦程式。	Application software refers to computer program directly purchasable in the market.
電腦保安及防毒	Computer security and anti-virus
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。	These are computer programs designed to protect computer systems from damages arising from accidents or malicious actions including virus attacks.
多媒體工具	Multi-media tools
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。	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.

註釋

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B5

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。

C. 互聯網的應用

問題C1

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。

問題C3

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C4

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)或相類似的技術接連接入網絡；或是透過採用異步傳輸模式(ATM)、網際規約(IP)或相類似的技術接連核心網絡。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。

Explanatory Notes

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 B5

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.

C. INTERNET USAGE

Question C1

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.

Question C3

Electronic-mail

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

Question C4

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.

問題C5**數碼證書**

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

至2003年3月底，根據電子交易條例獲認可的核證機關共有四所，分別為：

- 香港郵政署核證機關
- 銀聯通寶有限公司
- 網際威信（香港）有限公司
- 電子核證服務有限公司（註：此公司是貿易通的全資附屬公司，而現時以電子資料聯通方式透過貿易通遞交貿易文件時，貿易通採納此公司發出一類指定的數碼證書作此用途。）

Question C5**Digital certificate**

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

As at end March 2003, there are four recognised certification authorities under the Electronic Transactions Ordinance. They are:

- Hong Kong Post Certificate Authority
- Joint Electronic Teller Services Limited
- HiTRUST.COM (HK) Incorporated Limited
- Digi-Sign Certification Services Limited (note: This is a wholly-owned subsidiary of Tradelink. Currently, a specific type of digital certificate issued by this CA is adopted by Tradelink for the purpose of submission of trade-related documents through EDI services of Tradelink.)

D. 網站的應用**D. WEB SITE USAGE****問題D1****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。

Question D1**Web page**

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

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。

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.

問題D3**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。

Question D3**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.

問題D4**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。

Question D4**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.

E. 電子商業 / 電子貿易**E. ELECTRONIC BUSINESS/ELECTRONIC COMMERCE****問題E1-E5****透過電子途徑預訂或購買貨品、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貨品、服務或資料。

Question E1-E5**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.

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。

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.

問題E4**購買貨品、服務或資料的總值**

購買貨品、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貨品、服務或資料的總值。

透過電話網絡的交互式話音應答系統

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

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E5**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E6-E9**透過電子途徑獲取貨品、服務或資料**

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

問題E6**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140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 網站或此計劃的公眾資訊服務站(即生活站)獲取政府貨品、服務或資料。

Question E4**Value of goods, services or information purchased**

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

Interactive Voice Response System through telephone network

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

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 organization or among a group of designated organizations.

Question E5**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.

Question E6-E9**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.

Question E6**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 140 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 kiosks.

問題E10-E14**透過電子途徑售賣貨品、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貨品、服務或資料，則會視為有透過電子途徑售賣其貨品、服務或資料。除一般透過互聯網、電話等電子途徑售賣貨品、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E12**業務收入**

業務收入是指貴機構透過銷售貨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。

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E15-E18**透過電子途徑遞送貨品、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貨品、服務或資料。

F. 資訊科技項目的財政預算**問題F1-F4****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。

G. 資訊科技保安**問題G2****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）。

Question E10-E14**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 E12**Business receipts**

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

Government and related organizations

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

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 E15-E18**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.

F. BUDGET FOR INFORMATION TECHNOLOGY**Question F1-F4****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.

G. INFORMATION TECHNOLOGY SECURITY**Question G2****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).

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連的電腦系統的弱點或開放式插口。

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G4**防火牆**

防火牆是一組位於網絡通訊閘服务器的相關電腦程式，目的是保護一個私人網絡的資源，免受外界的侵擾。外界人士在嘗試接連該受保護的網絡時，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G6**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。

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.

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 G4**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 G6**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.

獲取政府統計處刊物的方法

Means of Obtaining Publications of the Census and Statistics Department

網上銷售服務

互聯網用戶可在「香港統計數據書店」(網址：<http://www.statisticalbookstore.gov.hk>)網上購買刊物，並即時付款。購買刊物的下載版可即時在網上下載，而購買印刷版則會以郵遞送達。用戶亦可於網上安排訂閱期刊或行將出版的刊物。除刊物外，一些較刊物所載統計數據更詳細的統計表亦於網上書店有售。「香港統計數據書店」與其他公共服務集中設於「公共服務電子化」計劃(ESD)的入門網站中(網址：<http://www.esd.gov.hk>)。

郵購服務

大部分政府統計處的刊物均附有郵購表格，供訂購或按期訂閱刊物的印刷版。填妥的郵購表格可連同支付所需費用和郵費的支票或匯票寄回。郵購表格亦可從政府統計處網站下載(網址：http://www.info.gov.hk/censtatd/chinese/prod_serv/forms_index.html)。

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