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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) **58.4%**的機構單位有使用個人電腦，較2003年增加**3.6***個百分點。(詳見2.3段)
58.4% of establishments used PCs, **3.6*** percentage points higher than that in 2003. (See paragraph 2.3 for details)

互聯網的應用

Internet usage

- (2) **50.4%**的機構單位有連接互聯網，較2003年增加**2.9***個百分點。(詳見2.9段)
50.4% of establishments had Internet connection, **2.9*** percentage points higher than that in 2003. (See paragraph 2.9 for details)

網頁 / 網站的應用

Web page / Web site usage

- (3) **14.8%**的機構單位有設立網頁 / 網站，較2003年增加**1.3***個百分點。(詳見2.16段)
14.8% of establishments had a Web page / Web site, **1.3*** percentage points higher than that in 2003. (See paragraph 2.16 for details)

電子商業

Electronic business

- (4) **11.7%**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2003年增加**2.1***個百分點。(詳見2.27段)
11.7% of establishments had *ordered or purchased* goods, services or information through electronic means, **2.1*** percentage point higher than that in 2003. (See paragraph 2.27 for details)
- (5) **53.0%**的機構單位有透過電子途徑**獲取**貨品、服務或資料，較2003年增加**2.0***個百分點。(詳見2.32段)
53.0% of establishments had *received* goods, services or information through electronic means, **2.0*** percentage points higher than that in 2003. (See paragraph 2.32 for details)
- (6) **1.3%**的機構單位有透過電子途徑**售賣**貨品、服務或資料，較2003年增加**0.2***個百分點。(詳見2.39段)
1.3% of establishments had *sold* goods, services or information through electronic means, **0.2*** percentage point higher than that in 2003. (See paragraph 2.39 for details)
- (7) **15.3%**的機構單位有透過電子途徑**遞送**貨品、服務或資料，較2003年增加**1.7***個百分點。(詳見2.46段)
15.3% of establishments had *delivered* goods, services or information through electronic means, **1.7*** percentage point higher than that in 2003. (See paragraph 2.46 for details)

統計調查結果摘要 (續)

Summary of Survey Results (cont'd.)

- (8) 2003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**212億元**，較2002年上升**35.4%**。這類收益佔業務總收益的**0.42%**，較2002年增加**0.13**個百分點。(詳見2.42段)

In 2003, business receipts received through selling goods, services or information through electronic means was **\$21.2 billion**, up by **35.4%** over 2002. These receipts represented **0.42%** of the total business receipts, up by **0.13** percentage points over 2002. (See paragraph 2.42 for details)

資訊科技保安

Information technology security

- (9) **44.6%**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2003年增加**15.1**個百分點。(詳見2.53段)

44.6% of establishments had suffered from computer attacks in the 12 months before enumeration, **15.1** percentage points higher than that in 2003. (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 2004 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 2004 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 2004 年 5 月至 8 月進行了「二零零四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 "2004 Annual Survey on Information Technology Usage and Penetration in the Business Sector" in May to August 2004 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 2004 年統計調查中，就業人數是指在 2004 年 3 月底的情況，而總業務收入則指 2003 年或由 2003 年 1 月 1 日至 2004 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。2004 年統計調查一共選出 4 756 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約為 326 000 間。

資料搜集

1.8 問卷於 2004 年 5 月中以郵寄方式遞送到被選中的 4 756 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 2004 年 8 月底，成功訪問的機構單位有 3 472 間，未有回應的機構單位有 124 間，未能接觸到或在統計期內已停止作業的機構單位有 1 160 間。總體回應率為 97%。

I Introduction (cont'd.)

1.6 In the 2004 survey, number of persons engaged referred to the position as at end-March 2004. Information on business receipts referred to the calendar year 2003, or a 12-month period between 1 January 2003 and 31 March 2004, 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 4 756 establishments were selected for enumeration in the 2004 survey. The total number of establishments falling within the scope of the survey was estimated to be about 326 000 based on the results of the survey.

Data collection

1.8 Questionnaires were mailed to the 4 756 selected establishments in mid-May 2004. 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 2004, 3 472 establishments were successfully enumerated, 124 failed to respond and 1 160 could not be located or were found to be inactive. The overall response rate was 97%.

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 the purpose of 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	58.4%	2.0%	56.1% - 60.7%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	50.4%	2.3%	48.2% - 52.7%
有網頁／網站的機構單位的百分比 Percentage of establishments having Web pages/Web sites	14.8%	5.6%	13.2% - 16.4%
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	11.7%	6.9%	10.2% - 13.3%
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	53.0%	2.3%	50.6% - 55.5%
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	1.3%	19.4%	0.8% - 1.8%
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	15.3%	5.5%	13.6% - 16.9%

I 緒言 (續)

I Introduction (cont'd.)

統計表註釋

Notes to statistical tables

1.14 機構單位按照下表分為小型、中型及大型：

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

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

1.15 本刊的統計表內各代號的含意如下：

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

- 不適用

- not applicable

少於0.05%

less than 0.05%

1.16 由於進位關係，個別數字或百分比之和可能不等於其總數。

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

機構單位的特徵

2.1 這項統計調查範圍內的機構單位估計有 326 000 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 87% 為小型機構單位。機構單位的分布大致與 2003 年相若。

(表 1.1A 及 1.1B)

Characteristics of establishments

2.1 A total of 326 000 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 87% of the establishments were of small size. The distribution is similar to that in 2003.

(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 58% 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 (82%)，最低的是運輸、倉庫及通訊業 (34%)。(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 58% 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 (82%), and was lowest in the transport, storage and communications sector (34%). (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

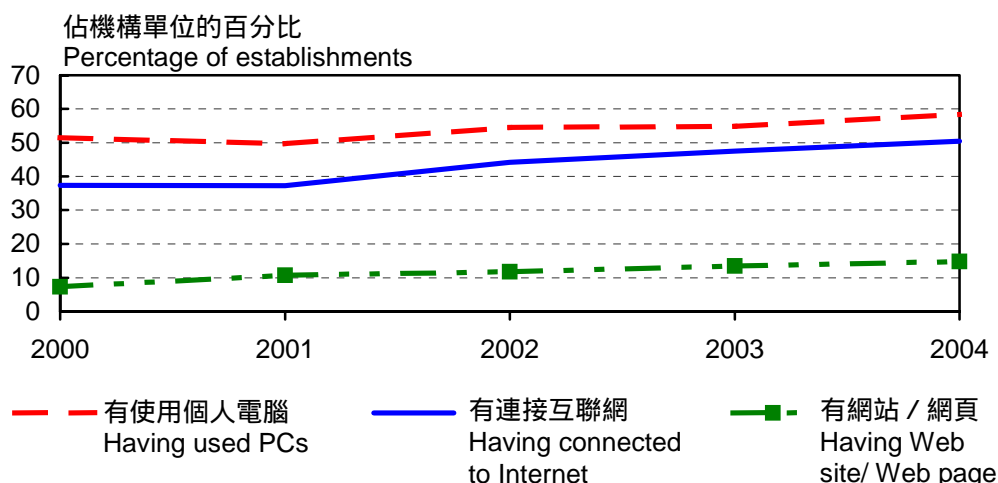
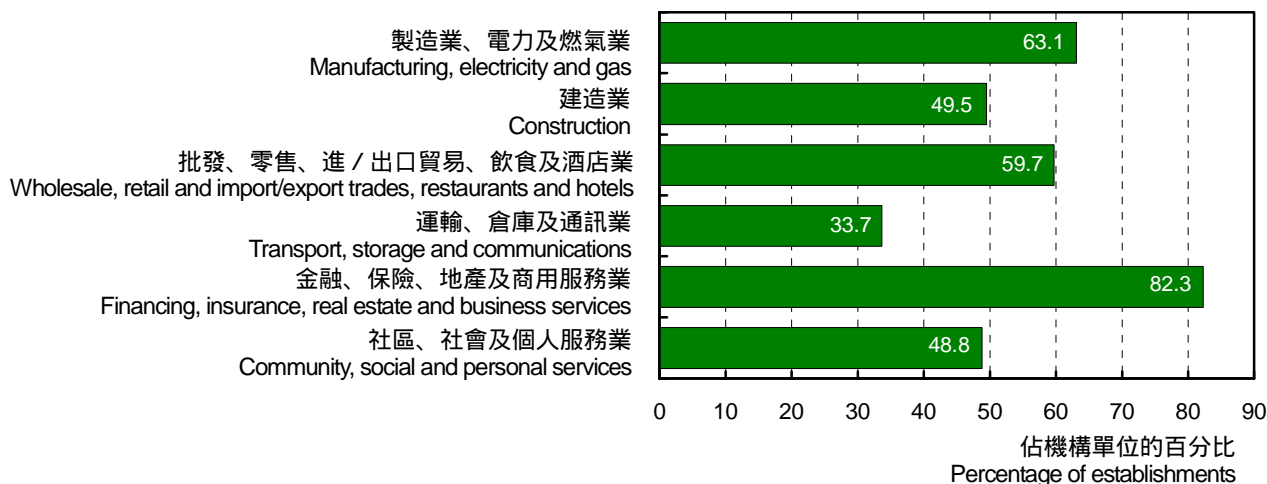


圖 2.2 : 按行業類別劃分的個人電腦的應用
Chart 2.2 : Personal computers usage by industry sector



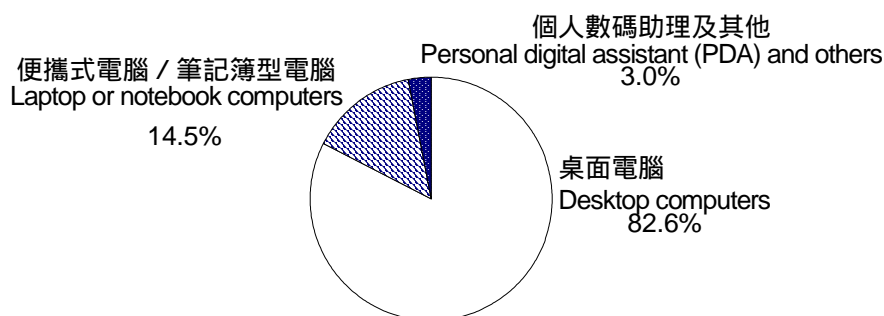
2.4 如一般預期，機構單位的規模越大，個人電腦的使用率越高。約 97% 的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為 84% 及 54%。(表 2.1)

2.4 As expected, PC usage increased with size of establishments. Some 97% of the large establishments had used PCs, as against 84% for medium establishments and 54% 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一百六十六萬部個人電腦，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 9 部個人電腦。(表 2.2 及圖 2.3)

2.5 A total of about 1.66 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 9 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，20% 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, 20% 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 3.6% 有計劃裝置個人電腦。在有此計劃的機構單位中，49% 預計將在 2004 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」(81% 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 3.6% of the establishments not using PCs had planned to install PCs. Among those that had intended to do so, 49% had planned to do so by end-2004. The most commonly cited reasons for not intending to install PCs were "no business benefits to do so" (cited by 81% 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

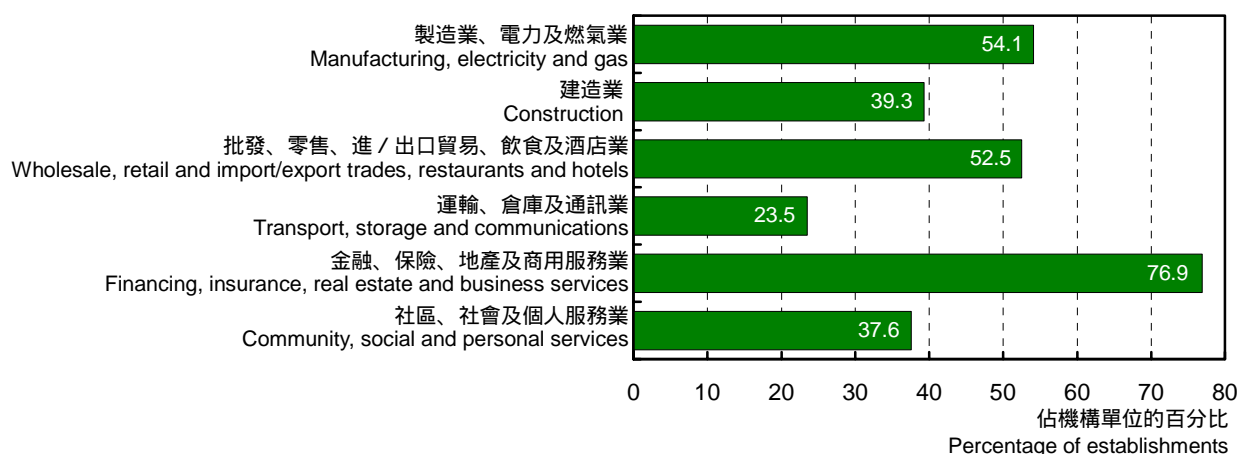
2.8 除分析各機構單位連接互聯網的情況外，這部分亦探討各機構單位使用互聯網的哪些一般功能及如何連接互聯網的情況。

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 50% 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 86%。大型機構單位的百分比 (90%) 較中型 (76%) 及小型 (46%) 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 (77%)，而最低的則為運輸、倉庫及通訊業 (24%)。(表 3.1 及圖 2.4)

2.9 Some 50% of all establishments, or 86% of the establishments using PCs had Internet connection. The percentage was much higher for large establishments (90%) than medium establishments (76%) and small establishments (46%). Analysed by industry sector, the percentage was highest for the financing, insurance, real estate and business services sector (77%) and lowest for the transport, storage and communications sector (24%). (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 90% 有連接互聯網的機構單位使用。(表 3.2)

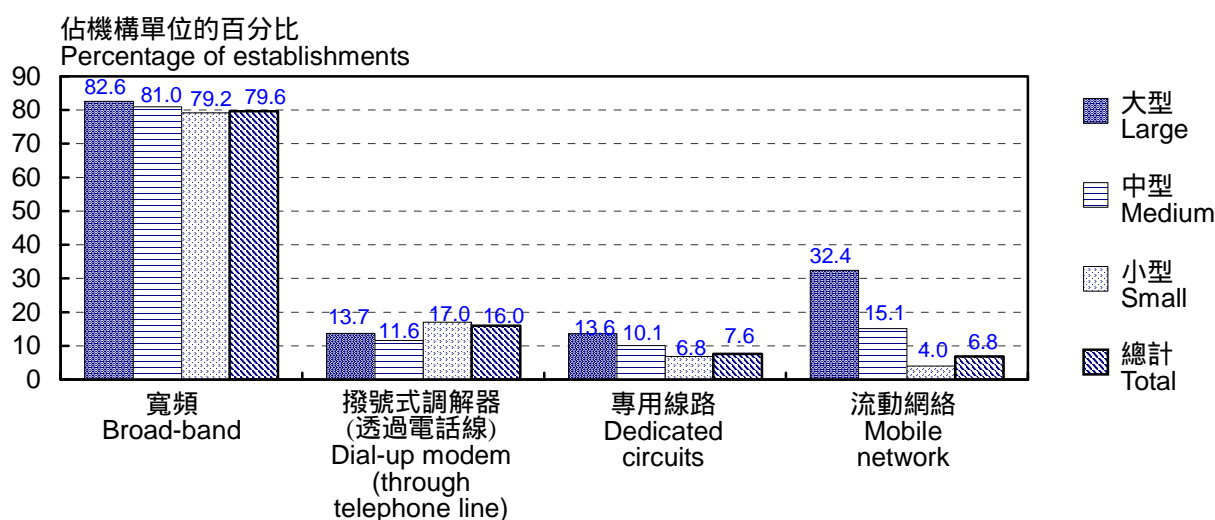
2.10 Among the various types of Internet usage, "electronic-mail" was used by 96% of the establishments having Internet connection, followed by "on-line source of information" (93%) and "on-line receipt of goods, services or information" (90%). (Table 3.2)

2.11 按連接互聯網的方法分析，有 80% 的機構單位利用寬頻上網及 16% 的機構單位利用透過電話線撥號式調解器上網。有 8% 的機構單位利用流動網絡上網及 7% 的機構單位是用專用線路上網。(表 3.3 及圖 2.5)

2.11 Analysed by method of connection, 80% of the establishments used broad-band connection to the Internet and 16% of the establishments used dial-up modem connection through telephone lines. 8% of the establishments were connected through mobile network and 7% of the establishments used dedicated circuits 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，80% 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，57% 預計將在 2004 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 no intention to connect. The most commonly cited reasons for not intending to do so were "no business benefits to do so" (cited by 80% of those establishments), followed by "lack of personnel familiar with Internet" (30%). For those establishments that had intended to have Internet connection, 57% expected that they would do so by end-2004. (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。在2004年有15%的機構單位擁有數碼證書，而這些機構單位平均各擁有1.9張數碼證書。有90%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1.3%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57%曾提及「甚少透過電子途徑進行商業交易」，有33%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15%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金融、保險、地產及商用服務業(26%)。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(68%)，明顯較中型(39%)及小型(11%)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. 15% of establishments were found to have D-certs in 2004 and these establishments on average have 1.9 D-certs per establishment. 90% of these establishments having D-certs had used their D-certs. For those not having D-certs, only 1.3% 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 57% of those establishments), "do not know existence of digital certificate or do not have knowledge about it" (33%) and "no need to provide digital signature" (32%). (Tables 4.1, 4.2, 4.3, 4.6, 4.7A and 4.7B)

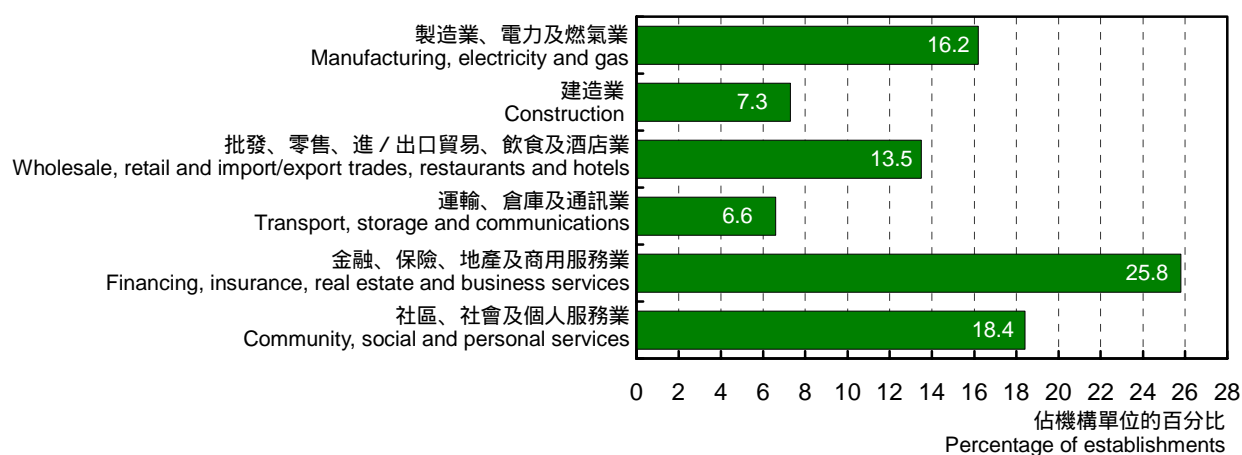
Web page/Web site usage

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 extent 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 15% 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 financing, insurance, real estate and business services sector (26%). Exhibiting similar pattern as PC and Internet usage, the percentage for web usage was much higher for large establishments (68%) than medium establishments (39%) and small establishments (11%). (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 32% 的機構單位在網上收集顧客意見。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 32% collected on-line feedback from customers. 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，1.4% 亦擁有無線應用協定版本的網頁／網站；36% 亦同時擁有本身的網絡伺服器；17% 已把網頁／網站連接到本身的資料庫；而 8% 已把網頁／網站連接到商業伙伴的電腦系統。(表 5.3)

2.18 Among establishments having Web pages/Web sites, 1.4% had Wireless Application Protocol (WAP) version of Web pages/Web sites; 36% had their own Web servers; 17% had their Web pages/Web sites connected to their related in-firm database; and 8% had their Web pages/Web sites connected to business partners' computer systems. (Table 5.3)

2.19 在並未設有無線應用協定版本網頁／網站的機構單位中，0.4% 的機構單位有計劃這樣做，而其中有 47% 計劃在 2004 年底前設立。(表 5.4)

2.19 For establishments not having WAP version of their Web pages/Web sites, 0.4 had intended to do so. Among them, 47% had intended to do so by end-2004. (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，4.0% 有計劃這樣做，而其中 63% 計劃在 2004 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, 4.0% had intended to do so. Among those that had intended to do so, 63% had intended to have the connection by end-2004. (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 1.0% 計劃將這樣做，而其中 49% 計劃在 2004 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, 1.0% had intended to do so. Among those that had intended to do so, about 49% had intended to have the connection by end-2004. (Table 5.6)

2.22 在沒有設立網頁／網站的機構單位中，92% 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, 92% had not intended to have one. (Table 5.7)

2.23 在有計劃設立網頁／網站的 21 000 間機構單位中，約 43% 計劃在 2004 年底前設立其網頁／網站，而另外有 48% 則計劃在 2005 年設立。(表 5.7)

2.23 Among the 21 000 establishments intending to have their own Web pages/Web sites, about 43% had planned to do so by end-2004, and another 48% in 2005. (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，74% 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」(32%)。(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 74% of those establishments), followed by "lack of personnel familiar with maintaining/developing a Web page/Web site" (32%). (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.

(a) 透過電子途徑預訂或購買貨品、服務或資料

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

2.27 只有 12% 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 (22%) 和一般大型機構單位 (32%) 的百分比則較高。
(表 6.1 及圖 2.7)

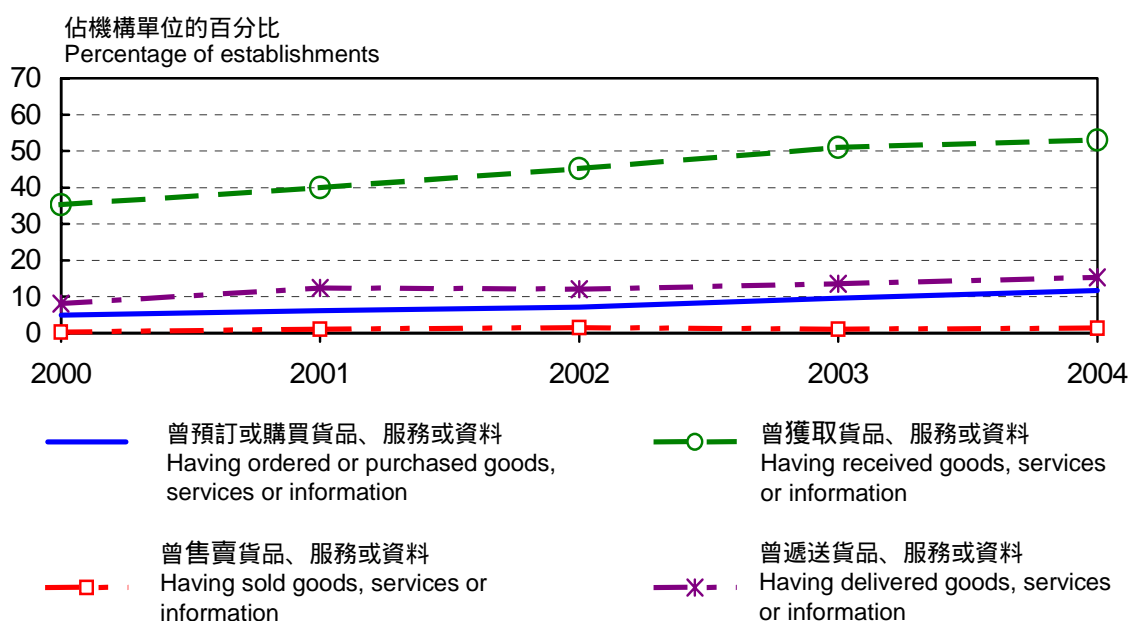
(a) *Ordering or purchases of goods, services or information through electronic means*

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

2.27 Purchasing through electronic means was still very limited, as only 12% 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 (22%) and for large establishments (32%).
(Table 6.1 and Chart 2.7)

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



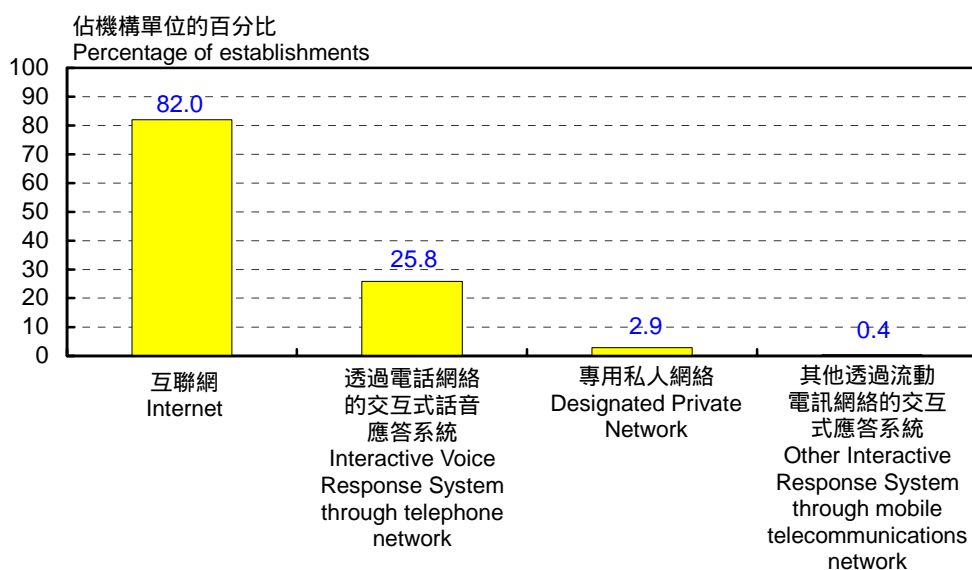
2.28 在曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，58% 表示有預訂或補購存貨。按電子途徑類別分析，曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，82% 透

2.28 For those establishments that had ordered or purchased through electronic means, 58% expressed that the use was for "order or purchase for replenishment of inventory". Analysed by various electronic means, 82% of those establishments having

過互聯網進行，26% 透過交互式話音應答系統進行，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 3% through designated private network. (Tables 6.2, 6.3 and Chart 2.8)

圖 2.8 : 按主要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 major type of electronic means



2.29 至於在 2003 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，62% 的機構單位表示該百分比少於 1%。只有 9.6% 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，63% 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 2003, 62% of the establishments indicated the value of e-purchase contributed to less than 1% of their total value of purchase. Only 9.6% 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, 63% 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「對業務沒有裨益」(該類機構單位中，58% 曾提及此原因) 及「在業內並不普遍」(34%)。(表 6.6)

2.30 The common reasons for establishments not having ordered or purchased through electronic means were "no business benefits" (cited by 58% of those establishments) and "not popular in the industry" (34%). (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 53% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取貨品、服務或資料。其中 76% 曾透過電子途徑獲取政府貨品、服務或資料，86% 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 約 40% 的機構單位在訪問前的十二個月內曾透過電子途徑獲取政府貨品、服務或資料。其中 88% 透過個人電腦連接互聯網獲取。另一方面，30% 是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 (85%) 表示曾獲取、瀏覽或尋找其他資料，而 30% 則曾遞交與貿易有關的文件。(表 7.1、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，57% 的該類機構單位指是由於「對業務沒有裨益」，28% 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 53% of the establishments had received goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 76% had received government goods, services or information through electronic means and 86% had received other goods, services or information. (Table 7.1)

Government goods, services or information

2.33 About 40% of the establishments had received government goods, services or information through electronic means in the 12 months before enumeration. Among those establishments, 88% had done so through Internet via PCs. On the other hand, 30% of them had done so through the Electronic Service Delivery Scheme (ESD) / ESD Life. Analysed by type of government goods, services or information received, most (85%) of them had received, browsed or searched information and 30% had submitted trade-related documents (Tables 7.1, 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" (57%) and "not popular in the industry" (28%). (Table 7.4)

其他非政府提供的貨品、服務或資料

2.35 約 46% 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 (68%)，運輸、倉庫及通訊業的百分比則最低 (26%)。按就業人數類別分析，大型機構單位的百分比明顯較高 (84%)。(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 31% 曾獲取電子銀行服務 (例如轉帳)，17% 曾獲取數碼形式的產品及服務，及有 11% 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 90% 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」(62%) 及「業內並不普遍」(26%)。(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 (1.3%) 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 (6.2%)。(表 8.1)

Goods, services or information other than from the government

2.35 About 46% 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 (68%) and lowest for the transport, storage and communications sector (26%). Analysed by establishment size, the percentage of large establishments was much higher (84%). (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. 31% had received electronic banking services (e.g. transferring money), 17% had received products in digital form and 11% 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 90% 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" (62%) and "not popular in the industry" (26%). (Table 7.7)

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

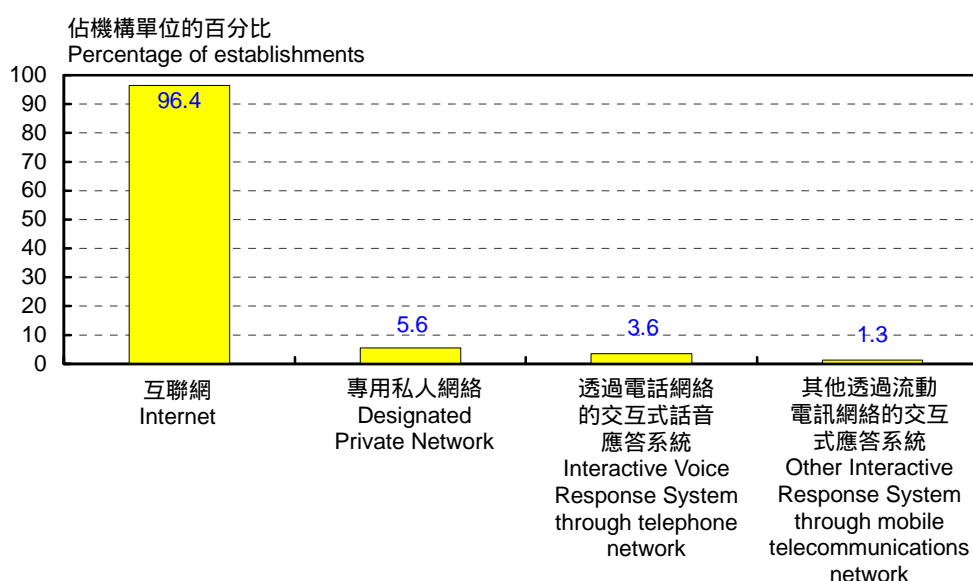
2.38 In this survey, an establishment is regarded to have sold their goods, services or information through electronic means if it offers and accepts orders or purchases that are placed completely through electronic means.

2.39 Only a very small percentage (1.3%) of the establishments had sold goods, services or information through electronic means in the 12 months before enumeration. The percentage in large establishments was higher, being 6.2%. (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 96% 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 96% of those establishments having sold through electronic means had used it. (Table 8.2 and Chart 2.9)

圖 2.9 : 按主要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 major 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 90% 及 85% 該類機構單位選擇「增強競爭力」和「提高業務靈活性／商機」。(表 8.3)

2.41 Regarding the reasons for selling goods, services or information through electronic means, "to enhance competitiveness" and "to increase business flexibility/opportunities" were cited by 90% and 85% of those establishments respectively. (Table 8.3)

2.42 在 2003 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 212 億元，佔所有涵蓋行業類別總業務收益的 0.42%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，透過互聯網及經專用私人網絡售賣所佔的百分比分別為 65% 及 30%。按顧客類別分析，商業對商業的收益佔總收益的 61%。在有透過互聯網售賣貨品、服務或資料的機構單位中，34% 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 \$21.2 billion in 2003, representing 0.42% 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 30% were through designated private network. As regards the customer group, business receipts from business-to-business e-commerce contributed 61% of the total e-commerce receipts. Among establishments having sold goods, services or information through Internet, 34% 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「對業務沒有裨益」（該類機構單位中，51% 曾提及此原因）和「業內並不普遍」（36%）。（表 8.6 及 8.7）

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 "no business benefit to do so" and "not popular in the industry" were commonly cited by 51% and 36% of those establishments respectively. (Tables 8.6 and 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，30% 預計將在 2004 年底前實行。（表 8.6）

2.44 As regards those establishments intending to sell through electronic means, 30% expected to do so by end-2004. (Table 8.6)

(d) 透過電子途徑遞送貨品、服務或資料

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

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。

2.45 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.

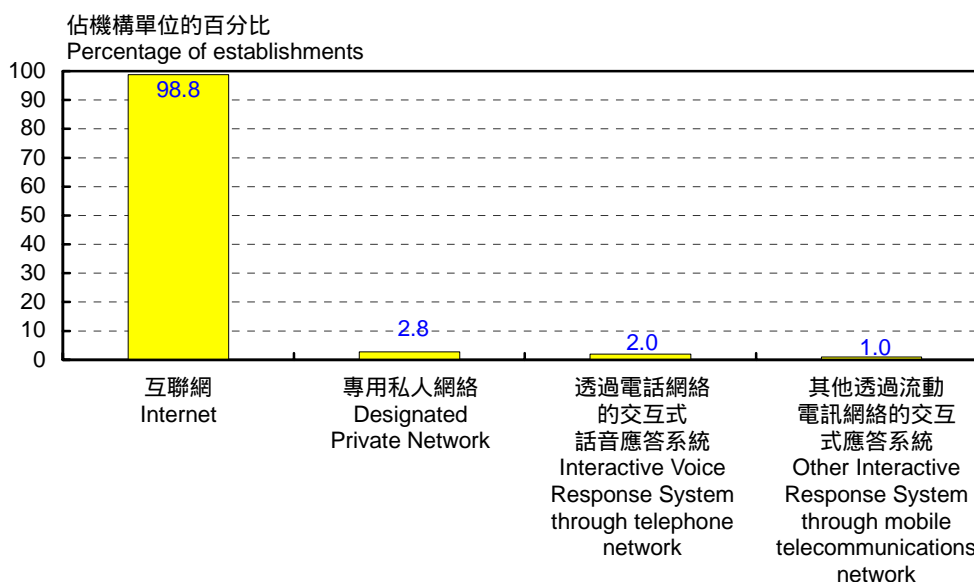
2.46 約 15% 的機構單位在訪問前的十二個月內曾透過電子途徑遞送其貨品、服務或資料。其中金融、保險、地產及商用服務業，及社區、社會及個人服務業的百分比比較高，分別為 26% 和 19%。（表 9.1）

2.46 About 15% of the establishments had delivered their goods, services or information through electronic means in the 12 months before enumeration. The percentage was higher in the financing, insurance, real estate and business services sector (26%) and community, social and personal services (19%). (Table 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%) 有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）

2.47 Most (95%) of the establishments having delivered their goods, services or information through electronic means were involved in 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 : 按主要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 major 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 66%，63% 及 59% 曾提供此服務的機構單位選擇是由於「增強競爭力」、「提高業務靈活性／商機」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 enhance competitiveness", "to increase business flexibility / opportunities" and "to improve customer services" were cited by 66%, 63% and 59% 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，92% 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 58% 及 32% 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, 92% had not intended to do so. The reasons of "no business benefit" and "not popular in the industry" were cited by 58% and 32% 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，43% 預計將在 2004 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, 43% expected to do so by end-2004. (Table 9.5)

資訊科技項目的財政預算

2.51 這部分以八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、為設立／接達數據通訊網絡（例如寬頻）及為無線及流動服務和技術。並分別把 2004 年各方面的財政預算與 2003 年的比較，及把 2005 年的與 2004 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 3% 的機構單位有為從事有關資訊科技研究及發展的活動訂下 2004 年的財政預算。其中 53% 的機構單位指該項財政預算較 2003 年的有所增加。預計 2005 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 9% 的機構單位有為增購資訊科技儀器及軟件訂下 2004 年的財政預算。其中 68% 的機構單位指該項財政預算較 2003 年的有所增加。至於 2005 年，則只有 5% 的機構單位有為此項目訂下財政預算。其中的 64% 的機構單位的財政預算將會較 2004 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

Budget for information technology

2.51 The budget for IT is analysed under eight 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; for setting up/access to data communication network (e.g. broad-band) and for wireless and mobile services and technology. The IT budgets for these aspects in 2004 and 2005 are compared with that in 2003 and 2004 respectively in this section.

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

Only 3% of the establishments had a budget for performing research and development activities related to IT in 2004. Among them, 53% had increased the budget compared with 2003. The situation was expected to be similar for 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(b) For procuring additional IT equipment and software

About 9% of the establishments had a budget for procuring additional IT equipment and software in 2004. Among them, 68% had increased the budget compared with 2003. Only 5% of the establishments had a budget on this item for 2005. Among them, 64% would increase the budget compared with 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

II 統計調查的主要結果 (續) II Major Survey Findings (cont'd)

(c) 為增聘資訊科技員工

2.9% 的機構單位有為增聘資訊科技員工訂下 2004 年的財政預算。其中 55% 的機構單位指該項財政預算較 2003 年的有所增加。預計 2005 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 10.2B)

(d) 為採用資訊科技應用服務或將有關服務外判

4.3% 機構單位有為採用資訊科技應用服務或將有關服務外判訂下 2004 年的財政預算。其中 46% 單位指該項財政預算較 2003 年的有所增加。至於 2005 年，則只有 2.3% 的機構單位有為此項目訂下財政預算。其中的 45% 的機構單位的財政預算將會較 2004 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(e) 為資訊科技培訓

2.9% 的機構單位有為資訊科技培訓訂下 2004 年的財政預算。其中 40% 的機構單位指該項財政預算較 2003 年的有所增加。預計 2005 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

5.8% 的機構單位有為資訊科技保安用途訂下 2004 年的財政預算。其中 58% 的機構單位指該項財政預算較 2003 年的有所增加。至於 2005 年，則只有 2.8% 的機構單位有為此項目訂下財政預算。其中的 51% 的機構單位的財政預算將會較 2004 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(c) For employing additional IT personnel

2.9% of the establishments had a budget for employing additional IT personnel in 2004. Among them, 55% had increased the budget compared with 2003. The situation was expected to be similar for 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(d) For using IT application services or by outsourcing

4.3% of the establishments had a budget for using IT application services or by outsourcing in 2004. Among them, about 46% had increased the budget compared with 2003. Only 2.3% of the establishments had a budget on this item for 2005. Among them, 45% would increase the budget compared with 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(e) For IT training

2.9% of the establishments had a budget for IT training in 2004. Among them, about 40% had increased the budget compared with 2003. The situation was expected to be similar for 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(f) For IT security purposes

5.8% of the establishments had a budget for IT security purposes in 2004. Among them, about 58% had increased the budget compared with 2003. Only 2.8% of the establishments had a budget on this item for 2005. Among them, 51% would increase the budget compared with 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(g) 為設立／接達數據通訊網絡 (例如寬頻)

6.5% 的機構單位有為設立／接達數據通訊網絡(例如寬頻)訂下 2004 年的財政預算。其中 42% 的機構單位指該項財政預算較 2003 年的有所增加。至於 2005 年，則只有 3.7% 的機構單位有為此項目訂下財政預算。其中 49% 的機構單位的財政預算將會較 2004 年的有所增加。(表 10.1A、10.1B、10.2A 及 10.2B)

(h) 為無線及流動服務和技術

2.6% 的機構單位有為無線及流動服務和技術訂下 2004 年的財政預算。其中 60% 的機構單位指該項財政預算較 2003 年的有所增加。預計 2005 年的情況亦大致相若。(表 10.1A、10.1B、10.2A 及 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 45% 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 (80%) 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 (99%) 的機構單位曾受到「電腦病毒」入侵，其次是「阻斷服務」(9.4%) 及「黑客」(6.4%)。(表 11.3 及圖 2.11)

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

6.5% of the establishments had a budget for setting up/access to data communication network (e.g. broad-band) in 2004. Among them, about 42% had increased the budget compared with 2003. Only 3.7% of the establishments had budget on this item for 2005. Among them, 49% would increase the budget compared with 2004. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

(h) For wireless and mobile services and technology

2.6% of the establishments had a budget for wireless and mobile services and technology in 2004. Among them, about 60% had increased the budget compared with 2003. The situation was expected to be similar for 2005. (Tables 10.1A, 10.1B, 10.2A and 10.2B)

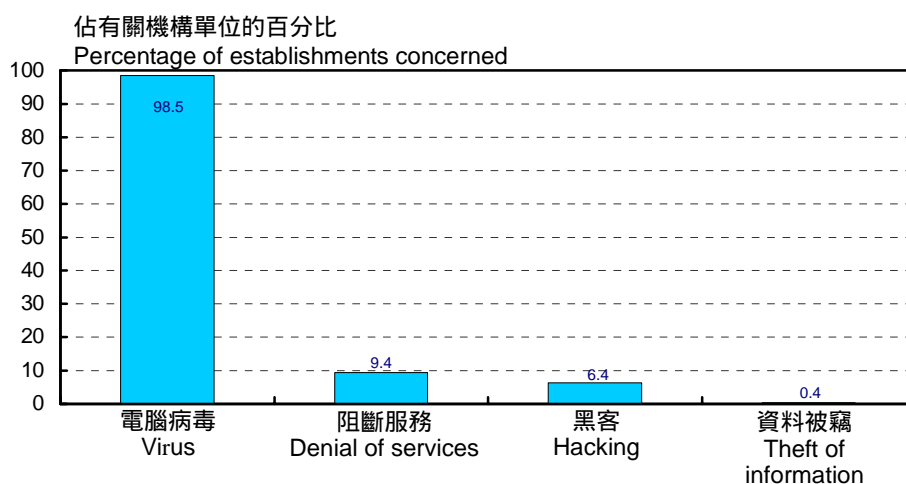
Information technology security

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 45% of the establishments had suffered from computer attacks in the 12 months before enumeration. Most of them (80%) suffered 1-10 attacks during the period. (Tables 11.1 and 11.2)

2.54 Analysed by type of computer attacks, most (99%) of the establishments had suffered from "virus" attacks. This was followed by "denial of service" (9.4%) and "hacking" (6.4%). (Table 11.3 and Chart 2.11)

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



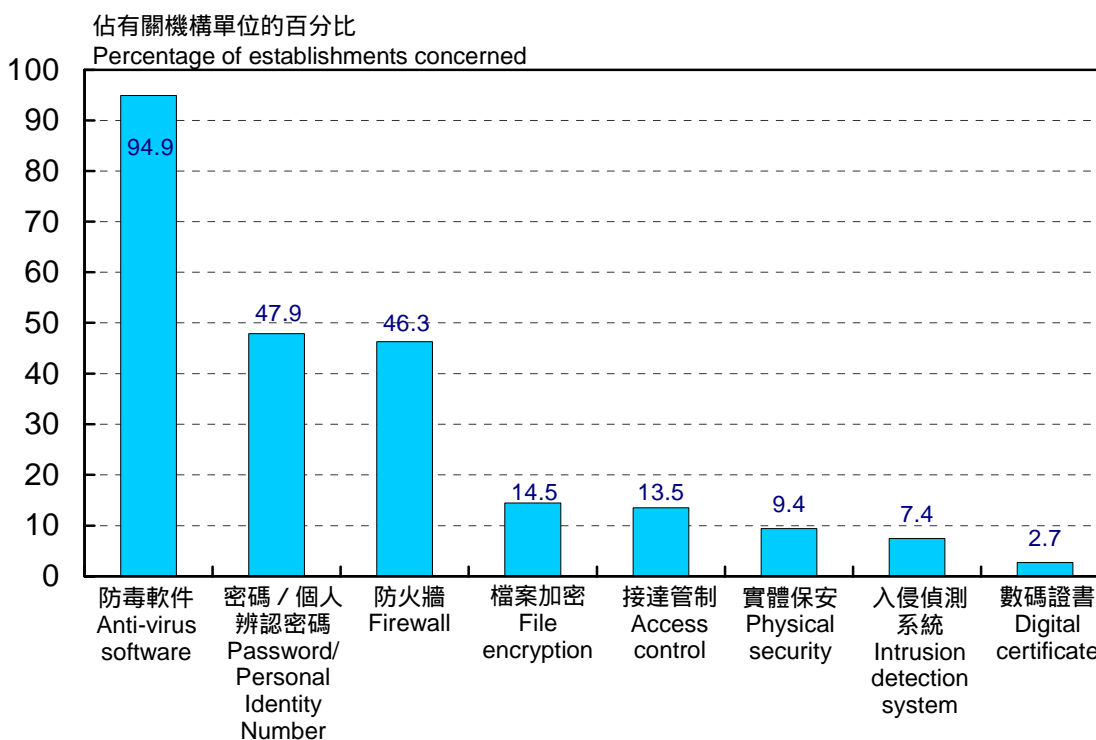
2.55 大部份 (95%) 機構單位於受襲後都會採取相應的補救措施。當中有 81% 曾修補漏洞，而 36% 則曾使用更多電腦保安技術。曾向香港電腦保安事故協調中心匯報及向警方報案的有關機構單位分別只有 0.9% 及 1.0%。(表 11.4A 及 11.4B)

2.55 Upon attacked, most (95%) of the establishments took on remedial measures. 81% of them had applied patches, and 36% of them had resorted to using more security technologies. Only 0.9% and 1.0% 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，87% 曾採用保安技術來保護機構的電腦系統及資料。因應電腦病毒的廣泛性，最多被機構單位採用的防禦技術自然是「防毒軟件」（在有採用保安技術的機構單位中，95% 曾採用此技術）。有 48% 的機構單位採用「密碼／個人辨認密碼」保安，至於「防火牆」(46%)、「檔案加密」(15%) 及「接達管制」(14%) 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, 87% of them had adopted security technology to protect their computer systems and information. As a natural response to the predominance of virus attacks, "anti-virus software" ranked top on the list of security technologies adopted (cited by 95% of establishments having adopted security technologies). 48% of those establishments had adopted "password/personal identity number" protection, while "firewalls" (46%), "file encryption" (15%) and "access control" (14%) were also common technologies adopted. (Tables 11.5, 11.6A, 11.6B and Chart 2.12)

圖 2.12 : 主要採用的保安技術分布
Chart 2.12 : Distribution of major 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，81%曾提及此原因)，其次是由於「缺乏有關範疇的知識」(12.2%)及「財政限制」(11.9%)。(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 81% of those establishments), followed by "lack of expertise in the field" (12.2%) and "budget constraint" (11.9%). (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35%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」(24%)、「員工缺乏資訊保安的意識」(23%)、「有關產品的技術複雜」(17%)及「缺乏有關資訊科技保安的策略及指引」(16%)亦是普遍被提及的限制。(表 11.8)

2.58 For those establishments having adopted security technology to protect their computer systems and information, 35% of them expressed that the major obstacles to addressing security concerns was "budgetary constraint". "lack of expertise in the field" (24%), "lack of employee awareness" (23%), "technical/complexity of products" (17%) and "lack of policy and guideline on IT security" (16%) were also commonly mentioned. (Table 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，83% 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，76% 曾應用此方法），其次是「密碼／個人辨認密碼」(75%)。而「保密插口層」、「伺服器數碼證書」、「保密電子交易」及「個人數碼證書」則分別只有 17%、7.1%、4.7% 及 2.0% 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，全部有為僱員核證身分。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，89% 曾應用此方法），其次是「用戶名稱」(82%)。(表 11.11 及 11.12)

2.59 Among those establishments having sold goods, services or information through electronic means, 83% 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 76% of those establishments), followed by "Password/Personal Identity Number (PIN)" (75%). "Secure Sockets Layers (SSL)", "Server digital certificate" "Secure Electronic Transaction (SET)" and "Personal Digital Certificate" had been used by only 17%, 7.1%, 4.7% and 2.0% of those establishments respectively. (Tables 11.9, 11.10A and 11.10B)

2.60 Among establishments having internal communications system, all of them 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 89% of those establishments), followed by "user name" (82%). (Tables 11.11 and 11.12)

無線及流動服務和技術的應用

2.61 2004 年的統計調查新增了一個項目。這項目會探討無線及流動技術和服務的應用。目前在無線及流動解決方案的範疇上，市場的焦點集中於設備、網路及應用。本部份會探討以下無線及流動解決方案的使用情況：

- (a) 無線及流動裝置的應用；
- (b) 傳送技術的應用；
- (c) 從服務供應商獲取的服務；以及
- (d) 應用系統的使用。

2.62 約 8% 的機構單位有應用無線及流動裝置。在主要行業類別中，使用無線及流動裝置的百分比最高的是金融、保險、地產及商用服務業(15%)，而最低的是製造業、電力及燃氣業(3%)。機構單位的規模越大，無線及流動裝置的使用率越高。約 31% 的大型機構單位有使用無線及流動裝置，而中、小型機構單位的百分比則分別是 15% 及 7%。(表 12.1)

2.63 無線區域網絡接達點(包括無線熱點)是最常用的裝置(85% 有使用無線及流動裝置的機構單位有使用此項裝置)，其次是連接無線數據通訊網絡的便攜式電腦／筆記簿型電腦(56%)，流動電話(38%)及桌面電腦(34%)。(表 12.2)

Usage of wireless and mobile services and technology

2.61 A new topic on wireless and mobile services and technology had been introduced in the 2004 round of the survey. The current market focuses of wireless and mobile solutions are devices, network and applications. In this section, the usage of the following wireless and mobile solutions are explored:

- (a) wireless and mobile devices in use;
- (b) transmission technology employed;
- (c) services employed from service provider; and
- (d) applications involved.

2.62 About 8% of the establishments had used wireless and mobile devices. Among the major industry sectors, the percentage of establishments using wireless and mobile devices was highest in the financing, insurance, real estate and business services sector (15%) and was lowest in the manufacturing, electricity and gas sector (3%). Usage of wireless and mobile devices increased with size of establishments. Some 31% of the large establishments had used wireless and mobile devices, as against 15% for medium establishments and 7% for small establishments. (Table 12.1)

2.63 Wireless LAN access point (including hotspot) was the most commonly used devices (used by 85% of the establishments having used wireless and mobile devices), followed by laptop or notebook computers (56%), mobile phones (38%) and desktop computers (34%) connected to a wireless data communication network. (Table 12.2)

2.64 由於無線區域網絡裝置的使用相對普遍，無線區域網絡自然是最普遍被採用的無線及流動傳送技術(80%有使用無線及流動裝置的機構單位曾使用此傳送技術)。為配合流動電話網路而發展的技術，如通用分組無線電服務(GPRS)(27%)及藍芽技術(15%)，亦被普遍使用。(表 12.3)

2.65 至於從服務供應商獲取的無線及流動服務，最常使用的服務是無線上網(68%有使用無線及流動裝置的機構單位有使用此服務)，其次是無線電郵(60%)及短訊服務(SMS)(38%)。(表 12.4)

2.66 許多機構單位應用了它們的無線及流動裝置和服務於它們的商業應用系統內。較為普遍的應用範疇有辦公室自動化(53%有使用無線及流動裝置的機構單位有應用此項無線及流動應用系統)，短訊廣播及警報(34%)及工作管理(21%)。(表 12.5)

2.67 至於未有應用無線及流動服務及技術的機構單位，最普遍被提及的原因是“應用無線及流動服務及技術對業務沒有裨益”(60%的該類機構單位曾提及此原因)，其次是“業內並不普遍”(34%)及“缺乏熟悉無線及流動服務及技術的員工”(28%)。(表 12.6)

2.64 Given the predominant usage of wireless LAN devices, wireless LAN was naturally the most popularly adopted wireless and mobile transmission technology (80% of establishments having used wireless and mobile devices had used this transmission technology). Technologies geared towards mobile phone networking, such as General Packet Radio Service (GPRS) (27%) and Bluetooth (15%), were also very popular. (Table 12.3)

2.65 As regards wireless and mobile services acquired from service providers, the most commonly used services were wireless web surfing (68% of the establishments having used wireless and mobile devices had used this service), followed by wireless email (60%) and Short Message Service (SMS) (38%). (Table 12.4)

2.66 Many establishments adapted their wireless and mobile devices and services into their business applications. The more common areas of application were office automation (53% of the establishments having used wireless and mobile devices had implemented this type of wireless and mobile based application), message broadcast and alert (34%) and job management (21%). (Table 12.5)

2.67 For establishments not using mobile and wireless services and technology, the reasons cited by most of them were “no business benefit” (cited by 60% of those establishments), followed by “not popular in the industry” (34%) and “lack of personnel familiar with wireless and mobile services and technology” (28%). (Table 12.6)

**表 1.1A : 按行業類別劃分的在2000年至2004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 2004**

		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
按行業類別劃分					
By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2000	23 671	48.6	31.6	5.1
	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
	2004	17 481	63.1	54.1	16.2
建造業 Construction	2000	25 377	45.3	24.5	4.8
	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
	2004	22 869	49.5	39.3	7.3
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2000	176 205	53.1	40.8	7.8
	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
	2004	165 582	59.7	52.5	13.5
運輸、倉庫及通訊業 Transport, storage and communications	2000	38 030	27.6	18.6	3.3
	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
	2004	36 310	33.7	23.5	6.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2000	47 347	74.5	56.9	10.3
	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
	2004	48 630	82.3	76.9	25.8
社區、社會及個人服務業 Community, social and personal services	2000	29 203	43.5	24.6	8.9
	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
	2004	35 257	48.8	37.6	18.4
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
	2004	326 128	58.4	50.4	14.8

**表 1.1A : 按行業類別劃分的在2000年至2004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 2004 (cont'd.)**

		在機構單位數目中，有使用下列資訊科技 的機構單位所佔的百分比 Among no. of establishments, % of establishments having :			
		預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
		產品、服務或資料 (透過電子途徑) goods, services or information through electronic means			
按行業類別劃分					
By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2000	6.1	30.4	0.3	6.7
	2001	5.3	31.7	0.8	8.1
	2002	6.1	34.3	1.8	7.4
	2003	6.0	45.6	1.6	13.5
	2004	8.7	53.6	1.8	16.4
建造業 Construction	2000	1.2	25.5	0.0	7.0
	2001	3.8	31.9	#	4.0
	2002	2.1	38.5	#	2.4
	2003	9.8	38.4	#	9.1
	2004	6.7	44.3	#	7.3
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2000	3.8	38.2	0.3	8.3
	2001	5.0	40.1	0.9	13.0
	2002	6.1	46.6	1.2	12.1
	2003	8.7	53.6	1.2	14.4
	2004	11.6	55.3	1.1	14.2
運輸、倉庫及通訊業 Transport, storage and communications	2000	2.6	16.7	0.1	4.1
	2001	4.4	24.7	0.6	6.9
	2002	1.8	25.4	0.6	7.0
	2003	4.3	35.1	0.5	6.6
	2004	3.6	31.6	0.4	6.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2000	11.9	55.0	0.9	11.5
	2001	13.7	62.8	2.6	21.2
	2002	15.5	67.9	4.3	18.6
	2003	19.1	67.9	1.6	15.6
	2004	22.4	72.9	2.9	26.0
社區、社會及個人服務業 Community, social and personal services	2000	5.4	23.1	0.4	9.3
	2001	5.5	33.4	1.2	11.4
	2002	9.2	35.4	0.1	17.5
	2003	7.9	43.4	1.0	17.6
	2004	11.0	42.5	1.1	19.2
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
	2004	11.7	53.0	1.3	15.3

表 1.1B : 按就業人數類別劃分的在2000年至2004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 2004

		在機構單位數目中，有使用下列資訊科技的機構單位所佔的百分比			
		Among no. of establishments, % of establishments having :			
		機構單位數目	個人電腦	互聯網	網頁 / 網站
		No. of Establishments	Personal computers	Internet connection	Web pages/ Web sites
按就業人數類別劃分					
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
	2004	6 405	97.4	89.7	67.7
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
	2004	35 060	83.7	76.2	39.2
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
	2004	284 663	54.5	46.4	10.6
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
	2004	326 128	58.4	50.4	14.8

表 1.1B : 按就業人數類別劃分的在2000年至2004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 2004 (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	獲取	售賣	遞送
		Ordered or purchased	Received	Sold	Delivered
		產品、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
	2004	32.0	88.1	6.2	67.9
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
	2004	23.2	76.7	2.6	40.1
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
	2004	9.9	49.3	1.0	11.0
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
	2004	11.7	53.0	1.3	15.3

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	17 481	63.1		36.9
建造業 Construction	22 869	49.5		50.5
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 582	59.7		40.3
運輸、倉庫及通訊業 Transport, storage and communications	36 310	33.7		66.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	82.3		17.7
社區、社會及個人服務業 Community, social and personal services	35 257	48.8		51.2
總計 Total	326 128	58.4		41.6
按就業人數類別劃分 By employment size				
大型 Large	6 405	97.4		2.6
中型 Medium	35 060	83.7		16.3
小型 Small	284 663	54.5		45.5
總計 Total	326 128	58.4		41.6

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	89 896	88.3	9.4	2.2	0.1	100.0
建造業 Construction	69 578	85.3	10.4	4.2	0.0	100.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	534 101	81.9	15.0	3.0	0.1	100.0
運輸、倉庫及通訊業 Transport, storage and communications	138 911	87.7	8.6	3.7	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	479 834	80.6	15.5	3.5	0.4	100.0
社區、社會及個人服務業 Community, social and personal services	350 790	82.3	16.7	1.0	#	100.0
總計 Total	1 663 110	82.6	14.5	2.8	0.2	100.0
按就業人數類別劃分 By employment size						
大型 Large	847 684	82.0	15.5	2.3	0.2	100.0
中型 Medium	375 673	86.7	10.7	2.2	0.3	100.0
小型 Small	439 753	80.2	15.7	4.1	#	100.0
總計 Total	1 663 110	82.6	14.5	2.8	0.2	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	183 386	96.2
互聯網瀏覽器 Internet browser	171 148	89.8
電腦保安及防毒 Computer security and anti-virus	162 320	85.2
試算表 Spreadsheet	159 213	83.5
通訊 Communications	153 189	80.4
多媒體工具 (影像及聲音) Multi-media tools (video and sound)	112 592	59.1
數據庫管理 Database management	84 836	44.5
其他實用程式 Other utility	82 744	43.4
銀行及金融 / 會計 Banking and finance/Accounting	58 612	30.8
採購 / 處理銷售訂單 Purchasing/Sales and order processing	34 828	18.3
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	30 968	16.2
人力資源管理 / 培訓 Human resource management/Training	10 944	5.7
簡報 (例如 PowerPoint) Presentation (e.g. PowerPoint)	2 095	1.1
其他 Others	4 205	2.2
以上種類的任何組合 Any combination of the above categories	190 162	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	23 619	12.4
採購 / 處理銷售訂單 Purchasing/Sales and order processing	19 032	10.0
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	5 656	3.0
人力資源管理 / 培訓 Human resource management/Training	5 202	2.7
其他 Others	3 416	1.8
以上種類的任何組合 Any combinations of the above categories	37 490	19.7

⁽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)
			2004年 In 2004 (c)	2005年 In 2005 (d)	2005年後或沒有預計時間 After 2005 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	6 449	8.2	1.9	98.1	0.0	100.0
建造業 Construction	11 539	3.0	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	66 795	3.1	52.6	47.4	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	24 078	1.9	17.1	82.9	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 622	6.4	48.1	51.9	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	18 056	4.8	66.1	33.9	0.0	100.0
總計 Total	135 537	3.6	49.0	51.0	0.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	167	10.7	0.0	100.0	0.0	100.0
中型 Medium	5 728	4.3	75.7	24.3	0.0	100.0
小型 Small	129 642	3.5	47.8	52.2	0.0	100.0
總計 Total	135 537	3.6	49.0	51.0	0.0	100.0

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

行業類別 Industry sector	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾			(百分比) (%)	
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置 及發展成本 高昂 Costly in procuring and developing software	
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 917	62.4	45.5	20.8		1.0
建造業 Construction	11 191	75.0	51.1	8.3		5.6
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	64 697	81.6	33.8	18.7		13.8
運輸、倉庫及通訊業 Transport, storage and communications	23 618	82.5	33.9	8.9		6.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 072	76.4	20.7	0.0		0.0
社區、社會及個人服務業 Community, social and personal services	17 184	87.0	26.3	16.2		9.5
總計 Total	130 680	80.7	34.0	14.6		9.7

行業類別 Industry sector	未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)					(百分比) (%)	
	缺乏懂得發展 電腦應用系統的員工 Lack of personnel knowledgeable in developing computer application systems	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電腦時 的資料保密事宜 Concern about security issue in using computer	其他 Others		
製造業、電力及燃氣業 Manufacturing, electricity and gas	9.3	10.4	0.0	0.0		8.3	
建造業 Construction	9.8	5.5	0.0	0.0		3.1	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	9.9	6.1	3.6	1.8		3.4	
運輸、倉庫及通訊業 Transport, storage and communications	0.0	4.9	2.6	2.6		1.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.0	0.0	0.0	0.0		19.9	
社區、社會及個人服務業 Community, social and personal services	7.0	1.7	0.4	1.7		1.8	
總計 Total	7.1	5.1	2.3	1.6		4.0	

⁽¹⁾ 可選擇多於一個原因。

May select more than one reason.

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

就業人數類別 Employment size	未有計劃裝置 個人電腦的 機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 ⁽¹⁾ Reason for not intending to install PCs ⁽¹⁾			(百分比) (%)	
		裝置電腦對 業務沒有裨益 No business benefit to install PCs	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PC	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	軟件的購置 及發展成本 高昂 Costly in procuring and developing software	
大型 Large	150	68.6	2.1	21.8		0.0
中型 Medium	5 482	79.9	23.3	13.5		11.0
小型 Small	125 048	80.8	34.5	14.7		9.7
總計 Total	130 680	80.7	34.0	14.6		9.7

就業人數類別 Employment size		未有計劃裝置個人電腦的原因 ⁽¹⁾ (續) Reason for not intending to install PCs ⁽¹⁾ (cont'd.)				(百分比) (%)	
		缺乏懂得發展 電腦應用系統 的員工 Lack of personnel knowledgeable in developing computer application systems	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	電腦並 不可靠 Consider computer not reliable	擔心使用電腦時 的資料保密事宜 Concern about security issue in using computer	其他 Others	
大型 Large		2.1	0.0	0.0	0.0	33.4	
中型 Medium		6.9	7.0	2.4	0.0	3.8	
小型 Small		7.1	5.0	2.3	1.6	4.0	
總計 Total		7.1	5.1	2.3	1.6	4.0	

⁽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	17 481	54.1	45.9
建造業 Construction	22 869	39.3	60.7
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 582	52.5	47.5
運輸、倉庫及通訊業 Transport, storage and communications	36 310	23.5	76.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	76.9	23.1
社區、社會及個人服務業 Community, social and personal services	35 257	37.6	62.4
總計 Total	326 128	50.4	49.6
按就業人數類別劃分 By employment size			
大型 Large	6 405	89.7	10.3
中型 Medium	35 060	76.2	23.8
小型 Small	284 663	46.4	53.6
總計 Total	326 128	50.4	49.6

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	9 464	98.4	91.5	89.0	61.0	37.4
建造業 Construction	8 999	90.5	95.5	85.7	66.2	22.4
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	86 858	97.0	92.6	90.1	57.0	40.0
運輸、倉庫及通訊業 Transport, storage and communications	8 535	94.4	87.8	82.5	57.2	27.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 380	97.2	93.2	90.7	56.5	54.4
社區、社會及個人服務業 Community, social and personal services	13 240	91.9	98.7	92.2	67.9	42.5
總計 Total	164 476	96.2	93.1	89.7	58.5	41.7
按就業人數類別劃分 By employment size						
大型 Large	5 743	94.5	98.5	95.8	80.8	62.5
中型 Medium	26 704	98.1	97.0	95.0	67.6	42.4
小型 Small	132 029	95.9	92.0	88.4	55.7	40.7
總計 Total	164 476	96.2	93.1	89.7	58.5	41.7

⁽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) (%)
		電子銀行服務 (例如轉帳) Electronic banking services (e.g. transferring money)	網上向 供應商 / 商業伙伴 提出查詢 Make on-line enquiry to suppliers/ business partners	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	9 464	14.1	24.2	21.9	14.9
建造業 Construction	8 999	19.9	30.8	13.1	15.0
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	86 858	29.3	25.8	20.0	13.9
運輸、倉庫及通訊業 Transport, storage and communications	8 535	24.7	19.6	17.6	11.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 380	25.1	26.1	26.7	25.4
社區、社會及個人服務業 Community, social and personal services	13 240	18.4	13.2	29.0	25.8
總計 Total	164 476	25.9	24.7	21.8	17.5
按就業人數類別劃分 By employment size					
大型 Large	5 743	38.5	35.6	65.9	32.6
中型 Medium	26 704	35.3	30.1	37.0	25.8
小型 Small	132 029	23.4	23.2	16.8	15.1
總計 Total	164 476	25.9	24.7	21.8	17.5

(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) (%)
		網上付款 On-line payments	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	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	9 464	17.0	19.5	1.5	3.1	2.7
建造業 Construction	8 999	7.3	13.3	0.3	0.1	0.1
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	86 858	13.5	14.8	2.9	2.1	0.6
運輸、倉庫及通訊業 Transport, storage and communications	8 535	16.8	13.7	0.1	1.6	2.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 380	25.5	21.3	7.2	3.7	0.9
社區、社會及個人服務業 Community, social and personal services	13 240	25.6	24.7	0.1	2.9	0.4
總計 Total	164 476	17.2	17.2	3.3	2.4	0.8
按就業人數類別劃分 By employment size						
大型 Large	5 743	27.6	27.9	4.4	5.9	0.9
中型 Medium	26 704	18.6	24.7	4.3	3.3	1.2
小型 Small	132 029	16.5	15.2	3.0	2.1	0.7
總計 Total	164 476	17.2	17.2	3.3	2.4	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)	流動網絡 Mobile network	專用線路 Dedicated circuits	
按行業類別劃分 By industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	9 464	76.3	18.3	0.7	6.7	
建造業 Construction	8 999	79.3	9.6	9.7	4.4	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	86 858	79.2	15.9	6.2	8.3	
運輸、倉庫及通訊業 Transport, storage and communications	8 535	78.8	24.5	15.8	6.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 380	81.8	15.9	10.2	6.1	
社區、社會及個人服務業 Community, social and personal services	13 240	79.3	15.0	7.1	1.5	
總計 Total	164 476	79.6	16.0	7.6	6.8	
按就業人數類別劃分 By employment size						
大型 Large	5 743	82.6	13.7	13.6	32.4	
中型 Medium	26 704	81.0	11.6	10.1	15.1	
小型 Small	132 029	79.2	17.0	6.8	4.0	
總計 Total	164 476	79.6	16.0	7.6	6.8	

⁽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)
			2004 年 In 2004 (c)	2005 年 In 2005 (d)	2005 年 後或沒有 預計時間 After 2005 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	8 017	3.1	0.0	100.0	0.0	100.0
建造業 Construction	13 870	2.6	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	78 723	3.2	73.0	27.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	27 774	1.8	25.6	74.4	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 250	7.5	66.1	33.9	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	22 018	5.2	26.4	73.6	0.0	100.0
總計 Total	161 652	3.5	56.8	43.2	0.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	663	5.4	100.0	0.0	0.0	100.0
中型 Medium	8 356	6.7	54.6	45.4	0.0	100.0
小型 Small	152 633	3.3	56.7	43.3	0.0	100.0
總計 Total	161 652	3.5	56.8	43.2	0.0	100.0

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

行業類別 Industry sector	未有計劃連接 互聯網的機構 單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 ⁽¹⁾ Reason for not intending to have Internet connection ⁽¹⁾				(百分比) (%)
		連接互聯網對 業務沒有裨益 No business benefit to have Internet connection	缺乏熟悉 互聯網的員工 Lack of personnel familiar with Internet	個人電腦的 購置及保養 成本高昂 Costly in procuring and maintaining the PC equipment	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	7 765	72.2	37.1	15.7	2.0	
建造業 Construction	13 505	73.1	40.0	8.2	8.7	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	76 176	78.6	31.1	17.0	11.0	
運輸、倉庫及通訊業 Transport, storage and communications	27 262	84.5	34.4	5.7	4.4	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10 407	77.3	17.6	2.7	2.7	
社區、社會及個人服務業 Community, social and personal services	20 879	87.4	18.7	18.3	13.2	
總計 Total	155 994	79.9	30.2	13.4	8.9	

行業類別 Industry sector	聘用資訊科技人 員的成本高昂 Costly in employing IT personnel	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) (%)	
		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	害怕員工使用互 聯網作私人用途 Fear of access to Internet by employees for personal use	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	7.0	0.4	0.0	0.5	8.5	
建造業 Construction	5.4	3.9	1.9	1.4	5.2	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	5.7	2.7	3.7	2.3	3.3	
運輸、倉庫及通訊業 Transport, storage and communications	5.3	2.5	1.1	1.0	1.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2.5	4.3	1.8	0.0	15.5	
社區、社會及個人服務業 Community, social and personal services	10.9	1.3	0.3	1.5	2.5	
總計 Total	6.1	2.6	2.3	1.7	4.1	

⁽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	627	63.2	14.7	5.0	2.2	
中型 Medium	7 797	79.5	17.9	13.2	8.4	
小型 Small	147 570	80.0	30.9	13.5	9.0	
總計 Total	155 994	79.9	30.2	13.4	8.9	

就業人數類別 Employment size		未有計劃連接互聯網的原因 ⁽¹⁾ (續) Reason for not intending to have Internet connection ⁽¹⁾ (cont'd.)				(百分比) (%)
		聘用資訊 科技人員的 成本高昂 Costly in employing IT personnel	擔心使用 互聯網時的 資料保密事宜 Concern about security issue in using Internet	互聯網 並不可靠 Consider Internet not reliable	害怕員工 使用聯互網 作私人用途 Fear of access to Internet by employees for personal use	其他 Others
大型 Large	0.5	1.0	2.8	10.9	10.8	
中型 Medium	4.8	3.3	2.6	1.6	2.9	
小型 Small	6.2	2.5	2.3	1.6	4.1	
總計 Total	6.1	2.6	2.3	1.7	4.1	

⁽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	17 481	14.6	85.4
建造業 Construction	22 869	7.0	93.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 582	22.7	77.3
運輸、倉庫及通訊業 Transport, storage and communications	36 310	6.4	93.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	4.0	96.0
社區、社會及個人服務業 Community, social and personal services	35 257	6.2	93.8
總計 Total	326 128	14.8	85.2
按就業人數類別劃分 By employment size			
大型 Large	6 405	39.2	60.8
中型 Medium	35 060	36.0	64.0
小型 Small	284 663	11.6	88.4
總計 Total	326 128	14.8	85.2

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	2 544	4 387
建造業 Construction	1 592	6 019
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	37 564	59 250
運輸、倉庫及通訊業 Transport, storage and communications	2 331	4 401
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 961	13 824
社區、社會及個人服務業 Community, social and personal services	2 198	5 309
總計 Total	48 190	93 190
按就業人數類別劃分 By employment size		
大型 Large	2 512	21 852
中型 Medium	12 606	23 418
小型 Small	33 072	47 920
總計 Total	48 190	93 190

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	2 544	90.0		10.0
建造業 Construction	1 592	73.1		26.9
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	37 564	94.0		6.0
運輸、倉庫及通訊業 Transport, storage and communications	2 331	73.5		26.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 961	83.2		16.8
社區、社會及個人服務業 Community, social and personal services	2 198	65.4		34.6
總計 Total	48 190	90.4		9.6
按就業人數類別劃分 By employment size				
大型 Large	2 512	94.6		5.4
中型 Medium	12 606	97.1		2.9
小型 Small	33 072	87.5		12.5
總計 Total	48 190	90.4		9.6

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	2 289	93.0	2.0	5.7	0.1	4.1
建造業 Construction	1 164	84.7	44.1	4.1	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	35 324	86.9	7.7	6.4	3.3	1.1
運輸、倉庫及通訊業 Transport, storage and communications	1 714	48.5	42.0	8.3	2.0	3.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 632	42.6	42.3	21.1	10.9	2.0
社區、社會及個人服務業 Community, social and personal services	1 438	12.9	87.9	1.5	6.5	1.0
總計 Total	43 561	81.6	13.7	6.8	3.4	1.4
按就業人數類別劃分 By employment size						
大型 Large	2 377	73.5	28.9	16.6	7.5	0.9
中型 Medium	12 241	84.7	12.3	8.0	2.2	1.7
小型 Small	28 943	80.9	13.1	5.5	3.6	1.3
總計 Total	43 561	81.6	13.7	6.8	3.4	1.4

⁽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 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	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	
製造業、電力及燃氣業 Manufacturing, electricity and gas	254	100.0	0.0	0.0		0.0
建造業 Construction	428	34.3	0.0	2.9		13.7
批發、零售、進/出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2 240	68.5	40.4	13.8		13.4
運輸、倉庫及通訊業 Transport, storage and communications	618	99.2	0.8	0.0		0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	329	77.0	42.0	28.5		0.3
社區、社會及個人服務業 Community, social and personal services	760	92.6	5.3	5.7		2.1
總計 Total	4 629	75.7	23.5	9.9		8.1

行業類別 Industry sector	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using digital certificate	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) (%)	
		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	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	100.0	0.0	0.0	0.0	0.0
建造業 Construction	0.0	0.0	0.0	5.5	0.0	65.5
批發、零售、進/出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	0.3	0.0	0.0	0.0	0.0	0.0
運輸、倉庫及通訊業 Transport, storage and communications	49.2	0.0	0.0	0.0	0.0	0.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2.3	0.0	18.9	0.0	0.0	0.5
社區、社會及個人服務業 Community, social and personal services	0.1	4.0	0.0	0.0	0.1	0.0
總計 Total	6.9	6.1	1.3	0.5	#	6.2

⁽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	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	
大型 Large	135	62.1	37.4	25.3	12.8	
中型 Medium	365	73.4	44.8	21.9	16.1	
小型 Small	4 129	76.4	21.2	8.3	7.3	
總計 Total	4 629	75.7	23.5	9.9	8.1	

就業人數類別 Employment size	沒有使用數碼 證書加強保 安的需要 No need to enhance security by using digital certificate	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) (%)	
		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	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	1.6	22.3	0.0	0.0	0.8	4.8
中型 Medium	3.3	0.0	17.0	3.1	0.0	0.0
小型 Small	7.4	6.2	0.0	0.3	0.0	6.8
總計 Total	6.9	6.1	1.3	0.5	#	6.2

⁽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)
			2004年 In 2004 (c)	2005年 In 2005 (d)	2005年後或沒有預計時間 After 2005 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	14 937	5.1	64.5	35.2	0.3	100.0
建造業 Construction	21 278	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	128 017	0.9	51.2	16.3	32.5	100.0
運輸、倉庫及通訊業 Transport, storage and communications	33 978	0.9	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	46 669	1.1	86.4	13.6	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	33 059	2.8	99.7	0.4	0.0	100.0
總計 Total	277 938	1.3	67.2	22.7	10.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 893	1.6	37.9	62.1	0.0	100.0
中型 Medium	22 455	1.9	61.8	37.7	0.5	100.0
小型 Small	251 591	1.3	68.6	19.9	11.5	100.0
總計 Total	277 938	1.3	67.2	22.7	10.0	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	14 175	65.0	29.8	20.7		4.0
建造業 Construction	21 248	61.0	31.3	31.8		14.9
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	126 894	55.7	36.6	31.2		13.7
運輸、倉庫及通訊業 Transport, storage and communications	33 673	48.0	33.9	32.1		8.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 145	63.4	15.7	30.7		13.9
社區、社會及個人服務業 Community, social and personal services	32 145	52.6	41.3	40.3		13.3
總計 Total	274 281	56.6	32.5	31.8		12.7

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	安裝程序 繁複及 不易使用 Installation procedures cumbersome and not user-friendly	申請程序 繁瑣 Application procedures complicated	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	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	4.5	4.6	2.9	2.7	1.9	0.3	
建造業 Construction	5.9	3.9	4.4	2.2	1.5	4.6	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	7.3	5.9	5.3	4.4	2.9	2.0	
運輸、倉庫及通訊業 Transport, storage and communications	1.8	1.1	1.8	1.3	1.0	0.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10.0	4.2	5.2	4.5	4.9	1.9	
社區、社會及個人服務業 Community, social and personal services	0.8	3.3	2.5	1.9	2.5	0.3	
總計 Total	6.1	4.5	4.3	3.5	2.8	1.7	

⁽¹⁾ 可選擇多於一個原因。

May select more than one reason.
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和普及程度按年統計調查

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	3 830	71.7	13.8	42.9		21.5	
中型 Medium	22 028	60.0	24.2	33.7		18.3	
小型 Small	248 423	56.0	33.6	31.5		12.1	
總計 Total	274 281	56.6	32.5	31.8		12.7	

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) (%)		
		安裝程序 繁複及 不易使用 Installation procedures cumbersome and not user-friendly	申請程序 繁瑣 Application procedures complicated	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	其他 Others	
大型 Large	2.9	4.5	2.7	5.0	6.5	1.4	
中型 Medium	7.8	3.1	4.9	2.1	3.0	1.3	
小型 Small	6.0	4.6	4.3	3.6	2.7	1.8	
總計 Total	6.1	4.5	4.3	3.5	2.8	1.7	

⁽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	17 481	16.2		83.8
建造業 Construction	22 869	7.3		92.7
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 582	13.5		86.5
運輸、倉庫及通訊業 Transport, storage and communications	36 310	6.6		93.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	25.8		74.2
社區、社會及個人服務業 Community, social and personal services	35 257	18.4		81.7
總計 Total	326 128	14.8		85.2
按就業人數類別劃分 By employment size				
大型 Large	6 405	67.7		32.3
中型 Medium	35 060	39.2		60.8
小型 Small	284 663	10.6		89.4
總計 Total	326 128	14.8		85.2

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

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

行業類別 Industry sector	有設立網頁 / 網站的機構 單位數目 No. of establishments having Web page/Web site	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)
		提供機構和其產品 及服務的資料 (對象 包括顧客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	網上收集 顧客的意見 On-line collection of feedback from customers	網上處理商業 查詢 (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	2 838	100.0	23.1	15.2	
建造業 Construction	1 664	100.0	21.1	41.9	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	22 436	100.0	37.2	25.3	
運輸、倉庫及通訊業 Transport, storage and communications	2 407	100.0	37.0	50.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12 549	100.0	31.1	23.4	
社區、社會及個人服務業 Community, social and personal services	6 470	100.0	19.5	7.0	
總計 Total	48 364	100.0	31.9	23.6	

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 售後服務 On-line after sales 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	7.0	8.6	9.3	0.4	0.2				
建造業 Construction	21.4	20.4	3.9	0.0	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	16.6	9.2	9.1	3.1	0.5				
運輸、倉庫及通訊業 Transport, storage and communications	24.1	28.4	34.9	1.4	0.6				
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13.8	6.5	6.8	4.0	0.8				
社區、社會及個人服務業 Community, social and personal services	19.4	2.1	2.2	0.9	0.5				
總計 Total	16.2	8.8	8.7	2.7	0.5				

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

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

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

就業人數類別 Employment size	有設立網頁 / 網站的機構 單位數目 No. of establishments having Web page/Web site	所提供的商業交易 / 服務種類 ⁽¹⁾ Type of business transactions/services offered ⁽¹⁾			(百分比) (%)	
		提供機構和其產品 及服務的資料 (對象 包括顧客及員工) Providing information on the firm and products and services offered (both for use by customers and staff)	網上收集 顧客的意見 On-line collection of feedback from customers	網上處理商業 查詢 (例如提供 即時報價) On-line handling of business enquiry (e.g. provision of quotation)		
大型 Large	4 340	100.0	37.1			20.8
中型 Medium	13 760	100.0	35.5			23.7
小型 Small	30 264	100.0	29.5			23.9
總計 Total	48 364	100.0	31.9			23.6

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 售後服務 On-line after sales services	網上訂購機構 的產品及服務 On-line ordering of the firm's products and services	網上付款 On-line payments	其他 Others	
大型 Large	31.8	12.9	10.9	3.3	4.3	
中型 Medium	15.8	9.4	7.4	2.8	0.5	
小型 Small	14.2	8.0	9.0	2.5	0.0	
總計 Total	16.2	8.8	8.7	2.7	0.5	

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

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

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

	在(a) 欄機構單位中，設有下列項目的機構單位：				(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	2 838	0.6	19.1	5.2	2.6
建造業 Construction	1 664	0.9	43.3	19.2	16.3
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	22 436	1.2	33.0	10.3	4.2
運輸、倉庫及通訊業 Transport, storage and communications	2 407	1.6	52.8	40.8	25.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12 549	1.6	42.0	23.3	14.1
社區、社會及個人服務業 Community, social and personal services	6 470	2.5	33.2	21.0	1.8
總計 Total	48 364	1.4	35.9	16.6	7.8
按就業人數類別劃分 By employment size					
大型 Large	4 340	2.3	70.6	40.6	18.4
中型 Medium	13 760	1.3	42.6	16.6	6.4
小型 Small	30 264	1.4	27.9	13.2	6.9
總計 Total	48 364	1.4	35.9	16.6	7.8

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) (%)
			2004年 In 2004 (c)	2005年 In 2005 (d)	2005年後或沒有預計時間 After 2005 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	2 822	0.3	100.0	0.0	0.0	100.0
建造業 Construction	1 650	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	22 167	0.1	6.4	83.3	10.3	100.0
運輸、倉庫及通訊業 Transport, storage and communications	2 369	1.2	96.6	3.4	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12 351	0.7	24.4	58.0	17.6	100.0
社區、社會及個人服務業 Community, social and personal services	6 306	0.4	96.0	4.0	0.0	100.0
總計 Total	47 664	0.4	47.1	42.5	10.4	100.0
按就業人數類別劃分 By employment size						
大型 Large	4 242	1.6	69.6	7.4	23.0	100.0
中型 Medium	13 576	0.3	65.6	28.7	5.7	100.0
小型 Small	29 846	0.2	8.1	91.9	0.0	100.0
總計 Total	47 664	0.4	47.1	42.5	10.4	100.0

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

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

	有設立網頁 / 網站但沒有把 機構內的資料庫 連接到網頁 / 網站的機構 單位數目 No. of establishments having Web page/Web site but not having related in-firm database connected to their Web pages /Web sites (a)	有計劃把機構內 的資料庫連接到 網頁 / 網站的 機構單位佔(a)欄 機構單位數目 的百分比 Among establishments in column (a), % intending to have related in- firm database connected to their Web pages/ Web sites (b)	在(b)欄機構單位中, 預計把機構 內的資料庫連接到現有網頁 / 網站的時間 Among establishments in column (b), expected time of having related in-firm database connected to existing Web page/Web site (百分比) (%)			總計 Total (f)
			2004 年 In 2004 (c)	2005 年 In 2005 (d)	2005 年 後或沒有 預計時間 After 2005 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	2 692	3.1	90.0	7.3	2.7	100.0
建造業 Construction	1 345	0.9	0.0	100.0	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	20 116	2.1	43.0	53.7	3.3	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 426	9.8	7.9	92.1	0.0	100.0
金融、保險、地產及 商用服務業 Financing, insurance, real estate and business services	9 623	9.3	76.8	21.7	1.5	100.0
社區、社會及個人服務業 Community, social and personal services	5 110	1.7	83.3	3.4	13.3	100.0
總計 Total	40 313	4.0	62.8	34.7	2.5	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 576	11.4	24.1	66.0	9.9	100.0
中型 Medium	11 475	4.4	51.2	48.8	0.0	100.0
小型 Small	26 262	3.2	83.4	15.2	1.4	100.0
總計 Total	40 313	4.0	62.8	34.7	2.5	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) (%)			
			2004 年 In 2004 (c)	2005 年 In 2005 (d)	2005 年 後或沒有 預計時間 After 2005 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	2 764	0.8	26.0	63.4	10.6	100.0
建造業 Construction	1 393	0.2	0.0	100.0	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	21 491	0.6	0.0	85.3	14.7	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 801	0.0	0.0	0.0	0.0	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10 782	2.8	71.4	19.0	9.6	100.0
社區、社會及個人服務業 Community, social and personal services	6 354	0.0	0.0	0.0	0.0	0.0
總計 Total	44 585	1.0	49.3	39.8	11.0	100.0
按就業人數類別劃分 By employment size						
大型 Large	3 541	1.3	13.6	43.4	43.0	100.0
中型 Medium	12 883	0.8	13.0	87.0	0.0	100.0
小型 Small	28 162	1.0	68.0	22.2	9.8	100.0
總計 Total	44 585	1.0	49.3	39.8	11.0	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) (%)
			2004 年 In 2004 (c)	2005 年 In 2005 (d)	2005 年 後或沒有 預計時間 After 2005 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	14 642	7.6	45.0	47.7	7.3	100.0
建造業 Construction	21 205	9.2	49.9	50.1	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	143 146	8.2	42.8	49.2	8.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	33 903	2.0	9.4	90.6	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	36 080	5.2	53.4	44.9	1.7	100.0
社區、社會及個人服務業 Community, social and personal services	28 788	12.8	42.6	37.3	20.1	100.0
總計 Total	277 764	7.6	43.4	48.1	8.5	100.0
按就業人數類別劃分 By employment size						
大型 Large	2 066	13.7	26.8	45.6	27.6	100.0
中型 Medium	21 300	10.4	35.2	56.6	8.2	100.0
小型 Small	254 398	7.3	44.6	47.1	8.3	100.0
總計 Total	277 764	7.6	43.4	48.1	8.5	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	188 973	73.6
缺乏熟悉保養 / 發展網頁 / 網站的員工 Lack of personnel familiar with maintaining/ developing a Web page or Web site	83 432	32.5
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	29 081	11.3
軟件的購置及發展成本高昂 Costly in procuring and developing software	26 606	10.4
個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment	26 029	10.1
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	7 438	2.9
其他 Others	8 693	3.4

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

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

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

	機構單位數目 No. of establishments	有沒有透過電子途徑預訂或 購買產品、服務或資料 Whether having ordered or purchased goods, services or information through electronic means (百分比) (%)	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	17 481	8.7	91.3
建造業 Construction	22 869	6.7	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	165 582	11.6	88.4
運輸、倉庫及通訊業 Transport, storage and communications	36 310	3.6	96.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	22.4	77.6
社區、社會及個人服務業 Community, social and personal services	35 257	11.0	89.0
總計 Total	326 128	11.7	88.3
按就業人數類別劃分 By employment size			
大型 Large	6 405	32.0	68.0
中型 Medium	35 060	23.2	76.8
小型 Small	284 663	9.9	90.1
總計 Total	326 128	11.7	88.3

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

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

預訂或購買產品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information ordered or purchased ⁽¹⁾	透過電子途徑預訂或 購買該產品、服務或資料 的機構單位數目 No. of establishments having ordered or purchased that type of goods, services or information through electronic means	佔有透過電子途徑預訂 或購買產品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
預訂或補購存貨 Order or purchase for replenishment of inventory	22 192	57.9
預訂、購買旅遊服務 Order or purchase of travel service	6 385	16.7
預訂、購買或申請政府的產品、服務或資料 Order, purchase of or application for government goods, services or information	3 420	8.9
預訂、購買金融工具（例如股票） Order or purchase of financial instruments (e.g. stock)	1 184	3.1
預訂或購買其他產品、服務或資料 Order or purchase of other goods, services or information	12 078	31.5

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

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

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

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑預訂或 購買產品、服務或資料 的機構單位數目 No. of establishments having ordered or purchased goods, services or information through that type of electronic means	佔有透過電子途徑 預訂或購買的 機構單位數目百分比 As a % of total no. of establishments having ordered or purchased through electronic means
互聯網 Internet	31 423	82.0
經個人電腦連接互聯網 Internet via PCs	31 421	82.0
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)	437	1.1
透過電話網絡的交互式話音應答系統 Interactive <u>Voice</u> Response System through telephone network	9 879	25.8
專用私人網絡 Designated private network	1 130	2.9
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	135	0.4
其他 Others	63	0.2

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

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

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

在 2003 年購買的產品、服務或資料總值中， 透過電子途徑所購買的項目的開支佔 總購買開支的百分比 Percentage of value of goods, services or information purchased through electronic means to the total value of purchase of goods, services or information in 2003	有透過電子途徑預訂 或購買產品、服務或 資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through electronic means	百分比 (%)
< 1%	23 587	61.6
1-5%	8 495	22.2
6-10%	2 558	6.7
11-15%	1 241	3.2
> 15%	2 439	6.4
總計 Total	38 319	100.0

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

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

在 2003 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 2003	有透過互聯網預訂 或購買產品、服務或 資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through Internet	百分比 (%)
0%	11 532	36.7
< 1%	6 316	20.1
1-5%	4 432	14.1
6-10%	1 854	5.9
11-15%	971	3.1
> 15%	6 317	20.1
總計 Total	31 423	100.0

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

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

沒有透過電子途徑預訂或購買產品、服務或資料的原因 ⁽¹⁾ Reason for not having ordered or purchased goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑預訂或購買產品、服務或資料的機構單位數目 No. of establishments not having ordered or purchased goods, services or information through electronic means because of that reason	佔沒有透過電子途徑預訂或購買產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods, services or information through electronic means
透過電子途徑預訂或購買產品、服務或資料對業務沒有裨益 No business benefit to order or purchase goods, services or information through electronic means	166 037	57.7
業內並不普遍 Not popular in the industry	97 316	33.8
缺乏熟悉透過電子途徑預訂或購買產品、服務或資料的員工 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means	68 481	23.8
所需的產品、服務或資料沒有在網上銷售 Goods, services or information required not available for sale through electronic means	37 565	13.1
透過電子途徑預訂或購買產品、服務或資料並不可靠 Consider ordering or purchasing goods, services or information through electronic means not reliable	31 488	10.9
擔心透過電子途徑預訂或購買產品、服務或資料時的資料保密事宜 Concern about security issue in ordering or purchasing goods, services or information through electronic means	26 351	9.2
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	20 961	7.3
軟件的購置及發展成本高昂 Costly in procuring and developing software	19 127	6.6
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	15 930	5.5
其他 Others	6 263	2.2

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

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

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

機構單位 數目總計 Total no. of establishments	有沒有透過電子途徑獲取產品、服務或資料的 機構單位所佔的百分比 % having received goods, services or information through electronic means			(百分比) (%)	
	有 Yes			沒有 No	
	政府產品、 服務或資料 Government goods, services or information	其他產品、 服務或資料 Other types of goods, services or information	任何產品、 服務或資料 Any type of goods, services or information		
按行業類別劃分 By industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	17 481	41.3	47.5	53.6	46.4
建造業 Construction	22 869	34.9	40.7	44.3	55.7
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 582	42.6	45.9	55.3	44.7
運輸、倉庫及通訊業 Transport, storage and communications	36 310	23.8	26.0	31.6	68.4
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	48 630	52.1	68.1	72.9	27.1
社區、社會及個人服務業 Community, social and personal services	35 257	31.3	35.0	42.5	57.5
總計 Total	326 128	40.1	45.5	53.0	47.0
按就業人數類別劃分 By employment size					
大型 Large	6 405	80.2	84.2	88.1	11.9
中型 Medium	35 060	63.9	66.9	76.7	23.3
小型 Small	284 663	36.2	42.0	49.3	50.7
總計 Total	326 128	40.1	45.5	53.0	47.0

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

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

	有透過該電子途徑或電子平台 獲取政府產品、服務或資料 的機構單位數目 No. of establishments having received government goods, services or information through that type of electronic means/ electronic platform	佔有透過電子途徑 獲取政府產品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
按電子途徑的種類劃分		
By type of electronic means		
互聯網 Internet	114 749	87.8
經個人電腦連接互聯網 Internet via PCs	114 745	87.8
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)	634	0.5
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	40 705	31.2
設置於政府辦公室的終端機 Terminals at government offices	2 866	2.2
專用私人網絡 Designated private network	1 475	1.1
其他 Others	285	0.2
按電子平台的種類劃分		
By type of electronic platform		
其他政府網站 Other government websites	108 900	83.4
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)	39 478	30.2
其他 Others	14 728	11.3

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

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

獲取政府產品、服務或資料的種類 ⁽¹⁾ Type of government goods, services or information received ⁽¹⁾	有透過該電子途徑獲取該類政府產品、服務或資料的機構單位數目 No. of establishments having received that type of government goods, services or information through electronic means	佔有透過電子途徑獲取政府產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received government goods, services or information through electronic means
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	111 025	85.0
遞交與貿易有關的文件（如報關表） Submission of trade-related documents (e.g. trade declarations)	38 556	29.5
提出查詢 Submission of enquiry	31 523	24.1
遞交其他表格或文件 Submission of other forms or documents etc	18 009	13.8
獲取數碼形式的產品及服務 Receipt of products and services in digital form	10 571	8.1
電子付款服務 e-payment services	5 623	4.3
其他 Others	613	0.5

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

表 7.4 : 按沒有透過電子途徑獲取政府產品、服務或資料的原因劃分的該類機構單位數目
Table 7.4 : Establishments not having received government goods, services or information through electronic means by reason

沒有透過電子途徑獲取政府產品、服務或資料的原因 ⁽¹⁾ Reason for not having received government goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑獲取政府產品、服務或資料的機構單位數目 No. of establishments not having received government goods, services or information through electronic means because of that reason	佔沒有透過電子途徑獲取政府產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having received government goods, services or information through electronic means
透過電子途徑獲取政府產品、服務或資料對業務沒有裨益 No business benefit to receive government goods, services or information through electronic means	110 652	56.6
業內並不普遍 Not popular in the industry	53 901	27.6
缺乏熟悉透過電子途徑獲取政府產品、服務或資料的員工 Lack of personnel familiar with receiving government goods, services or information through electronic means	48 152	24.6
不清楚何種政府產品、服務或資料可透過電子途徑獲取 Do not know what government goods, services or information are available through electronic means	22 989	11.8
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	17 976	9.2
軟件的購置及發展成本高昂 Costly in procuring and developing software	12 914	6.6
所需的政府產品、服務或資料沒有以電子途徑遞送 Government goods, services or information required not delivered through electronic means	12 592	6.4
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	10 402	5.3
不方使用戶使用 Not user-friendly	8 238	4.2
擔心透過電子途徑獲取政府產品、服務或資料時的資料保密事宜 Concern about security issue in receiving government goods, services or information through electronic means	6 702	3.4
透過電子途徑獲取政府產品、服務或資料並不可靠 Consider receiving government goods, services or information through electronic means not reliable	6 649	3.4
擔心員工代公司處理網上付款事宜 Concern about employees handling online payment for the firm	2 378	1.2
其他 Others	3 339	1.7

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

**表 7.5 : 按獲取產品、服務或資料種類劃分的有透過電子途徑獲取產品、服務或資料
(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

所獲取產品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information received ⁽¹⁾	有透過電子途徑獲取 該類產品、服務或資料 (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) 產品、服務或資料的機構 單位數目百分比 As a % of total no. of establishments having received goods, services or information (other than from government) through electronic means
獲取、瀏覽或尋找其他資料 Receipt, browsing or searching of other information	138 648	93.3
電子銀行服務(例如轉帳) Electronic banking services (e.g. transferring money)	46 245	31.1
獲取數碼形式的產品及服務 Receipt of products and services in digital form	25 646	17.3
查詢財經資料(例如股票價格) Search for financial information (e.g. stock price)	15 660	10.5
電子付款服務 e-payment services	11 947	8.0
其他 Others	436	0.3

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

表 7.6 : 按電子途徑種類劃分的有透過電子途徑獲取產品、服務或資料（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 獲取產品、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 獲取產品、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	134 117	90.3
經個人電腦連接互聯網 Internet via PCs	134 117	90.3
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)	917	0.6
透過電話網絡的交互式語音應答系統 Interactive Voice Response System through telephone network	30 190	20.3
專用私人網絡 Designated private network	2 160	1.5
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	572	0.4
其他 Others	22	#

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

表 7.7 : 按沒有透過電子途徑獲取產品、服務或資料 (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產品、服務或資料的原因 ⁽¹⁾ Reason for not having received goods, services or information through electronic means ⁽¹⁾	因該原因而沒有透過電子途徑獲取產品、服務或資料 (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產品、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
透過電子途徑獲取產品、服務或資料對業務沒有裨益 No business benefit to receive goods, services or information through electronic means	109 941	61.9
業內並不普遍 Not popular in the industry	46 094	26.0
缺乏熟悉透過電子途徑獲取產品、服務或資料的員工 Lack of personnel familiar with receiving goods, services or information through electronic means	44 905	25.3
所需的產品、服務或資料不能透過電子途徑送遞 Goods, services or information required cannot be delivered through electronic means	16 602	9.3
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	15 254	8.6
軟件的購置及發展成本高昂 Costly in procuring and developing software	10 036	5.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	7 422	4.2
透過電子途徑獲取產品、服務或資料並不可靠 Consider receiving goods, services or information through electronic means not reliable	7 188	4.0
擔心透過電子途徑獲取產品、服務或資料時的資料保密事宜 Concern about security issue in receiving goods, services or information through electronic means	7 093	4.0
擔心員工代公司處理網上付款事宜 Concern about employees handling online payment for the firm	1 658	0.9
其他 Others	3 042	1.7

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

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

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

	機構單位 數目總計 Total no. of establishments	有沒有透過電子途徑售賣 產品、服務或資料 Whether having sold goods, services or information through electronic means		(百分比) (%)
		有 Yes	沒有 No	
按行業類別劃分 By industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	17 481	1.8		98.2
建造業 Construction	22 869	#		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	165 582	1.1		98.9
運輸、倉庫及通訊業 Transport, storage and communications	36 310	0.4		99.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	2.9		97.1
社區、社會及個人服務業 Community, social and personal services	35 257	1.1		98.9
總計 Total	326 128	1.3		98.7
按就業人數類別劃分 By employment size				
大型 Large	6 405	6.2		93.8
中型 Medium	35 060	2.6		97.4
小型 Small	284 663	1.0		99.0
總計 Total	326 128	1.3		98.7

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

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑 種類售賣產品、服務或 資料的機構單位數目 No. of establishments having sold through that type of electronic means	佔有透過電子途徑 售賣產品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having sold through electronic means
互聯網 Internet	3 991	96.4
互聯網 (經其他一般網站 / 網頁) Internet (via Web site/Web page other than WAP version)	3 492	84.4
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)	547	13.2
專用私人網絡 Designated private network	230	5.6
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	147	3.6
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	54	1.3
其他 Others	37	0.9

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

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

有透過電子途徑售賣產品、 服務或資料的原因 ⁽¹⁾ Reason for having sold goods, services or information through electronic means ⁽¹⁾	因該原因而有透過 電子途徑售賣 產品、服務或資料的 機構單位數目 No. of establishments having sold goods, services or information through electronic means because of that reason	佔有透過電子途徑 售賣產品、服務或 資料的機構單位 數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
增強競爭力 To enhance competitiveness	3 714	89.7
提高業務靈活性 / 商機 To increase business flexibility/opportunities	3 511	84.8
改善對顧客的服務 To improve customer services	2 582	62.4
改善效率及流程 To improve efficiency and streamline workflow	1 926	46.5
減低成本 To reduce cost	1 658	40.1
改善生產力 To improve productivity	1 570	37.9
其他 Others	25	0.6

⁽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2003年透過電子途徑售賣產品、服務或資料所帶來的業務收益

Table 8.4 : Business receipts received through selling goods, services or information through electronic means by type of electronic means/customer group in 2003

	在 2003 年透過電子途徑售賣 產品、服務或資料所帶來的 業務收益 (百萬港元) Business receipts received through selling goods, services or information through electronic means in 2003 (HK\$Mn.)	百分比 (%)
按電子途徑的種類		
By type of electronic means		
互聯網 Internet	13,680	64.6
互聯網 (經其他一般網站 / 網頁) Internet (via Web site/Web page other than WAP version)	12,946	61.1
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)	734	3.5
專用私人網絡 Designated private network	6,440	30.4
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	892	4.2
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	172	0.8
其他 Others	1	#
總計 Total	21,185	100.0
按顧客類別		
By customer group		
商業及其他機構 Business and other establishments	12,930	61.0
消費者 Consumers	8,047	38.0
政府及有關機構 Government and related organizations	208	1.0
總計 Total	21,185	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		0.42

表 8.5 : 按透過互聯網售賣產品、服務或資料所帶來的業務收入中經由網上收款所佔的百分比劃分的有透過互聯網售賣產品、服務或資料的機構單位數目

Table 8.5 : Establishments having sold goods, services or information through Internet by percentage of payment received through Internet in the receipts of goods, services or information sold through Internet

透過互聯網售賣產品、服務或資料所帶來的業務收入中經由網上收款所佔的百分比 Percentage of payment received through Internet in the receipts of goods, services or information sold through Internet	有透過互聯網售賣產品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through Internet	百分比 (%)
0%	2 627	65.8
< 1%	186	4.7
1-5%	626	15.7
6-10%	234	5.9
11-15%	26	0.7
> 15%	292	7.3
總計 Total	3 991	100.0

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

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

有沒有計劃透過 電子途徑售賣產品、 服務或資料 Whether intending to sell goods, services or information through electronic means	預計透過電子途徑 售賣的時間 Expected time of selling through electronic means	機構單位數目 No. of establishments	佔有計劃透過電子 途徑售賣產品、服務 或資料的機構單位 數目百分比 As a % to total no. of establishments intending to sold through electronic means	佔沒有透過電子 途徑售賣產品、服務 或資料的機構單位 數目百分比 As a % to total no. of establishments not having sold through electronic means
有 Yes	2004 年 In 2004	1 378	29.9	0.4
	2005 年 In 2005	3 048	66.2	0.9
	2005 年後或 沒有預計時間 After 2005 or no expected time	176	3.8	0.1
沒有 No	-	317 388		98.6

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

未有計劃透過電子途徑售賣產品、服務或資料的原因 ⁽¹⁾ Reason for not planning to sell goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過電子途徑售賣產品、服務或資料的機構單位數目 No. of establishments not intending to sell goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑售賣產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods, services or information through electronic means
透過電子途徑售賣產品、服務或資料對業務沒有裨益 No business benefit to sell goods, services or information through electronic means	161 318	50.8
業內並不普遍 Not popular in the industry	114 479	36.1
缺乏熟悉透過電子途徑售賣產品、服務或資料的員工 Lack of personnel familiar with selling goods, services or information through electronic means	73 191	23.1
有關的產品、服務或資料不能以電子途徑售賣 Goods, services or information could not be sold through electronic means	68 226	21.5
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	32 820	10.3
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	28 213	8.9
透過電子途徑售賣產品、服務或資料並不可靠 Consider selling goods, services or information through electronic means not reliable	27 036	8.5
軟件的購置及發展成本高昂 Costly in procuring and developing software	26 254	8.3
擔心透過電子途徑售賣產品、服務或資料時的資料保密事宜 Concern about security issue in selling goods, services or information through electronic means	24 262	7.6
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	22 435	7.1
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	13 545	4.3
其他 Others	6 626	2.1

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

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

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

	機構單位數目 No. of establishments	有沒有透過電子途徑遞送 產品、服務或資料 Whether having delivered goods, services or information through electronic means	
		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	17 481	16.4	83.6
建造業 Construction	22 869	7.3	92.7
批發、零售、進 / 出口貿易、飲食及 酒店業 Wholesale, retail and import/export trades, restaurants and hotels	165 582	14.2	85.8
運輸、倉庫及通訊業 Transport, storage and communications	36 310	6.6	93.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	26.0	74.0
社區、社會及個人服務業 Community, social and personal services	35 257	19.2	80.8
總計 Total	326 128	15.3	84.7
按就業人數類別劃分 By employment size			
大型 Large	6 405	67.9	32.1
中型 Medium	35 060	40.1	59.9
小型 Small	284 663	11.0	89.0
總計 Total	326 128	15.3	84.7

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

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

遞送產品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information delivered ⁽¹⁾	有透過電子途徑遞送該類產品、服務或資料的機構單位數目 No. of establishments having delivered that type of goods, services or information through electronic means	佔有透過電子途徑遞送產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
在網站提供機構 / 產品資料 Providing information of the firm/product on the Web site	47 132	94.6
遞送其他資料 Delivery of other information	8 762	17.6
遞送數碼形式的產品及服務 Delivery of products and services in digital form	3 827	7.7
電子付款服務 e-payment services	426	0.9
遞送金融資料 (例如股票價格) Delivery of financial information	353	0.7
其他 Others	57	0.1

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

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

電子途徑種類 ⁽¹⁾ Type of electronic means ⁽¹⁾	有透過該電子途徑 種類遞送產品、服務或 資料的機構單位數目 No. of establishments having delivered goods, services or information through that type of electronic means	佔有透過電子途徑 遞送產品、服務或資料 的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
互聯網 Internet	49 247	98.8
互聯網（經其他一般網站／網頁） Internet (via Web site/Web page other than WAP version)	49 247	98.8
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)	664	1.3
專用私人網絡 Designated private network	1 398	2.8
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	979	2.0
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	476	1.0
其他 Others	59	0.1

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

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

有透過電子途徑遞送產品、 服務或資料的原因 ⁽¹⁾ Reason for having delivered goods, services or information through electronic means ⁽¹⁾	因該原因而有透過電子 途徑遞送產品、服務 或資料的機構單位數目 No. of establishments having delivered goods, services or information through electronic means because of that reason	佔有透過電子途徑遞送 產品、服務或資料的 機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
增強競爭力 To enhance competitiveness	33 085	66.4
提高業務靈活性 / 商機 To increase business flexibility/opportunities	31 448	63.1
改善對顧客的服務 To improve customer services	29 581	59.4
改善效率及流程 To improve efficiency and streamline workflow	17 100	34.3
減低成本 To reduce cost	14 674	29.5
改善生產力 To improve productivity	10 716	21.5
其他 Others	1 068	2.1

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

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

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

有沒有計劃透過 電子途徑遞送 產品、服務或資料 Whether intending to deliver goods, services or information through electronic means	預計透過電子途徑 遞送的時間 Expected time of delivering through electronic means	機構單位數目 No. of establishments	佔有計劃透過電子途徑 遞送產品、服務或資料 的機構單位數目百分比 As a % to total no. of establishments intending to delivered through electronic means	佔沒有透過電子 途徑遞送產品、 服務或資料的機構 單位數目百分比 As a % to total no. of establishments not having delivered through electronic means
有 Yes	2004 年 In 2004	9 093	43.1	3.3
	2005 年 In 2005	10 231	48.5	3.7
	2005 年後或 沒有預計時間 After 2005 or no expected time	1 791	8.5	0.6
沒有 No	-	255 192		92.4

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

未有計劃透過電子途徑遞送產品、服務或資料的原因 ⁽¹⁾ Reason for not intending to deliver goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過電子途徑遞送產品、服務或資料的機構單位數目 No. of establishments not intending to deliver goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑遞送產品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to deliver goods, services or information through electronic means
透過電子途徑遞送產品、服務或資料對業務沒有裨益 No business benefit to deliver goods, services or information through electronic means	148 053	58.0
業內並不普遍 Not popular in the industry	81 326	31.9
缺乏熟悉透過電子途徑遞送產品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information through electronic means	62 906	24.7
有關的產品、服務或資料不能以電子途徑遞送 Goods, services or information could not be delivered through electronic means	44 341	17.4
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	24 114	9.4
軟件的購置及發展成本高昂 Costly in procuring and developing software	22 101	8.7
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	18 175	7.1
透過電子途徑遞送產品、服務或資料並不可靠 Consider delivering goods, services or information through electronic means not reliable	13 449	5.3
擔心透過電子途徑遞送產品、服務或資料時的資料保密事宜 Concern about security issue in delivering goods, services or information through electronic means	10 647	4.2
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	6 436	2.5
其他 Others	4 922	1.9

⁽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2004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 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	9 910	3.0	299 126	91.7	17 092	5.2	326 128	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	29 426	9.0	274 594	84.2	22 109	6.8	326 128	100.0
為增聘資訊科技員工 For employing additional IT personnel	9 319	2.9	301 553	92.5	15 256	4.7	326 128	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	14 106	4.3	295 325	90.6	16 697	5.1	326 128	100.0
為資訊科技培訓 For IT training	9 543	2.9	297 501	91.2	19 084	5.9	326 128	100.0
為資訊科技保安用途 For IT security purposes	18 856	5.8	290 336	89.0	16 936	5.2	326 128	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)	21 160	6.5	286 733	87.9	18 236	5.6	326 128	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	8 632	2.6	296 737	91.0	20 760	6.4	326 128	100.0

表 10.1B : 按資訊科技開支項目種類及有沒有為其訂下2005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 2005
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 2005 年的財政預算 Whether having budget for IT for year 2005							
	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	6 116	1.9	272 691	83.6	47 321	14.5	326 128	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	15 010	4.6	258 653	79.3	52 466	16.1	326 128	100.0
為增聘資訊科技員工 For employing additional IT personnel	4 341	1.3	273 493	83.9	48 294	14.8	326 128	100.0
為採用資訊科技應用服務或將有關服務外判 For using IT application services or by outsourcing	7 568	2.3	270 564	83.0	47 996	14.7	326 128	100.0
為資訊科技培訓 For IT training	6 552	2.0	270 386	83.0	49 190	15.1	326 128	100.0
為資訊科技保安用途 For IT security purposes	9 107	2.8	268 143	82.2	48 878	15.0	326 128	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)	11 922	3.7	264 419	81.1	49 788	15.3	326 128	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	5 805	1.8	269 398	82.6	50 925	15.6	326 128	100.0

表 10.2A : 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 10.2A : 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	
為從事有關資訊科技研究及發展的活動 For performing research and development activities related to IT	9 910	53.3	44.9	1.8	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	29 426	68.3	25.9	5.8	100.0
為增聘資訊科技員工 For employing additional IT personnel	9 319	55.3	40.5	4.2	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	14 106	45.9	51.5	2.7	100.0
為資訊科技培訓 For IT training	9 543	40.4	54.0	5.7	100.0
為資訊科技保安用途 For IT security purposes	18 856	57.5	41.4	1.1	100.0
為設立 / 接達數據通訊網絡 (例如寬頻) For setting up/access to data communication network (e.g. broad-band)	21 160	41.6	54.5	3.8	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	8 632	60.3	39.1	0.6	100.0

表 10.2B : 按資訊科技開支項目種類及2005年與2004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2005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 2005 by area of IT expenditure by change of budget for year 2005 over that for 2004

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	2005 年與 2004 年比較的財政預算變動 Change of budget for year 2005 over that for 2004			(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	6 116	51.3	41.8	6.9	100.0
為增購資訊科技儀器及軟件 For procuring additional IT equipment and software	15 010	64.3	32.5	3.2	100.0
為增聘資訊科技員工 For employing additional IT personnel	4 341	49.3	50.0	0.7	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	7 568	45.3	50.4	4.3	100.0
為資訊科技培訓 For IT training	6 552	48.7	45.9	5.3	100.0
為資訊科技保安用途 For IT security purposes	9 107	50.8	48.7	0.5	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)	11 922	48.9	50.3	0.8	100.0
為無線及流動服務和技術 For wireless and mobile services and technology	5 805	56.2	40.5	3.3	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	11 032	41.1	58.9
建造業 Construction	11 330	39.0	61.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	98 787	52.3	47.7
運輸、倉庫及通訊業 Transport, storage and communications	12 232	35.9	64.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	40 008	38.2	61.8
社區、社會及個人服務業 Community, social and personal services	17 202	27.6	72.4
總計 Total	190 591	44.6	55.4
按就業人數類別劃分 By employment size			
大型 Large	6 238	47.7	52.3
中型 Medium	29 333	55.7	44.3
小型 Small	155 021	42.4	57.6
總計 Total	190 591	44.6	55.4

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

	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
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	4 538	76.0	2.8	8.1	0.3	12.8	0.0
建造業 Construction	4 420	85.9	2.1	6.6	0.3	4.8	0.3
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	51 926	78.7	4.7	0.1	1.7	14.3	0.5
運輸、倉庫及通訊業 Transport, storage and communications	4 397	76.3	0.9	3.0	0.1	19.6	#
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	15 281	83.1	1.9	0.4	0.4	13.7	0.5
社區、社會及個人服務業 Community, social and personal services	4 756	81.4	0.3	0.2	0.3	9.7	8.1
總計 Total	85 318	79.8	3.5	1.0	1.2	13.6	0.9
按就業人數類別劃分 By employment size							
大型 Large	2 977	71.1	5.6	10.4	1.5	8.9	2.5
中型 Medium	16 345	74.2	5.2	0.6	1.2	18.4	0.4
小型 Small	65 996	81.5	3.0	0.7	1.1	12.7	0.9
總計 Total	85 318	79.8	3.5	1.0	1.2	13.6	0.9

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	阻斷服務 Denial of service	黑客 Hacking	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	4 538	92.7	4.9	8.0	0.5	0.2	
建造業 Construction	4 420	100.0	9.1	13.0	0.3	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	51 926	99.9	9.2	4.5	#	#	
運輸、倉庫及通訊業 Transport, storage and communications	4 397	93.1	11.7	5.7	0.1	0.0	
金融、保險、地產及商用 服務業 Financing, insurance, real estate and business services	15 281	96.5	11.2	9.7	2.1	1.9	
社區、社會及個人服務業 Community, social and personal services	4 756	98.7	7.7	10.4	#	#	
總計 Total	85 318	98.5	9.4	6.4	0.4	0.3	
按就業人數類別劃分 By employment size							
大型 Large	2 977	99.5	16.5	19.3	1.1	0.4	
中型 Medium	16 345	98.5	8.0	7.5	0.2	0.0	
小型 Small	65 996	98.5	9.4	5.6	0.5	0.4	
總計 Total	85 318	98.5	9.4	6.4	0.4	0.3	

⁽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	4 538	75.8	39.1	22.3	
建造業 Construction	4 420	72.8	52.0	25.6	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	51 926	85.4	34.5	24.3	
運輸、倉庫及通訊業 Transport, storage and communications	4 397	79.9	26.9	22.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15 281	77.4	42.2	26.4	
社區、社會及個人服務業 Community, social and personal services	4 756	59.8	28.2	20.5	
總計 Total	85 318	81.1	36.3	24.3	

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	1.3	#	1.2	2.0	
建造業 Construction	10.8	0.0	0.0	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	4.6	0.4	1.1	0.6	
運輸、倉庫及通訊業 Transport, storage and communications	7.5	#	0.4	0.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	3.9	4.1	0.8	3.0	
社區、社會及個人服務業 Community, social and personal services	4.1	0.5	#	25.6	
總計 Total	4.7	1.0	0.9	2.5	

⁽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	2 977	93.7	48.4		58.4
中型 Medium	16 345	81.0	41.4		39.0
小型 Small	65 996	80.5	34.5		19.2
總計 Total	85 318	81.1	36.3		24.3

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	0.8	1.0	0.7		2.9
中型 Medium	6.1	0.4	1.1		1.1
小型 Small	4.6	1.2	0.9		2.8
總計 Total	4.7	1.0	0.9		2.5

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

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

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

	有使用 個人電腦的 機構單位數目 No. of establishments having used PCs	有沒有採用保安技術來 保護機構的電腦系統及資料 Whether having adopted security technology to protect their computer system and information (百分比) (%)	
		有 Yes	沒有 No
按行業類別劃分 By industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	11 032	81.0	19.0
建造業 Construction	11 330	89.7	10.3
批發、零售、進 / 出口貿易、飲食 及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	98 787	89.0	11.0
運輸、倉庫及通訊業 Transport, storage and communications	12 232	86.4	13.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	40 008	88.9	11.1
社區、社會及個人服務業 Community, social and personal services	17 202	73.0	27.0
總計 Total	190 591	87.0	13.0
按就業人數類別劃分 By employment size			
大型 Large	6 238	97.2	2.8
中型 Medium	29 333	94.9	5.1
小型 Small	155 021	85.0	15.0
總計 Total	190 591	87.0	13.0

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	檔案加密 File encryption	
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 934	93.4	49.1	52.5	18.4	
建造業 Construction	10 165	99.0	45.3	31.5	19.4	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	87 921	94.0	44.1	42.8	11.1	
運輸、倉庫及通訊業 Transport, storage and communications	10 568	92.0	31.9	51.9	18.3	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	35 572	97.6	57.9	51.7	18.3	
社區、社會及個人服務業 Community, social and personal services	12 563	93.2	60.9	58.0	17.7	
總計 Total	165 724	94.9	47.9	46.3	14.5	

行業類別 Industry sector	所採用的保安技術 ⁽¹⁾ Type of security technology adopted ⁽¹⁾					(百分比) (%)
	接達管制 Access control	實體保安 Physical security	入侵偵測系統 Intrusion detection system	數碼證書 Digital certificate	其他 Others	
製造業、電力及燃氣業 Manufacturing, electricity and gas	15.3	6.8	6.9	2.9	0.0	
建造業 Construction	10.0	9.6	6.9	0.2	0.7	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	11.3	6.2	7.1	3.7	0.2	
運輸、倉庫及通訊業 Transport, storage and communications	12.3	13.0	3.9	2.8	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	17.2	13.5	9.2	1.3	0.2	
社區、社會及個人服務業 Community, social and personal services	21.1	18.2	7.3	1.3	0.6	
總計 Total	13.5	9.4	7.4	2.7	0.2	

⁽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	檔案加密 File encryption	
大型 Large	6 066	98.0	70.5	76.0	35.6	
中型 Medium	27 843	95.2	60.4	57.2	21.2	
小型 Small	131 815	94.7	44.2	42.6	12.2	
總計 Total	165 724	94.9	47.9	46.3	14.5	

就業人數類別 Employment size	接達管制 Access control	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	47.2	43.4	24.2	9.2	0.5	
中型 Medium	22.6	12.7	10.7	4.2	1.0	
小型 Small	10.0	7.1	5.9	2.1	0.1	
總計 Total	13.5	9.4	7.4	2.7	0.2	

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

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

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

	沒有採用任何保安技術的機構單位數目 No. of establishments not having adopted any security technology	沒有採用任何保安技術的原因 ⁽¹⁾ Reason for not having adopted any security technology ⁽¹⁾					(百分比) (%)
		沒有需要 / 不預期有保安問題 Don't see the need/don't foresee any security problem	缺乏有關範疇的知識 Lack of expertise in the field	財政限制 Budget constraint	資訊保安的優先次序較低 Information security is considered a low priority	其他 Others	
按行業類別劃分 By industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 098	72.0	12.5	13.7	3.5	0.0	
建造業 Construction	1 165	91.5	1.6	13.5	5.8	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	10 866	80.7	18.2	9.2	5.6	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	1 664	78.0	11.4	11.0	0.0	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4 436	74.4	3.9	22.9	10.6	0.0	
社區、社會及個人服務業 Community, social and personal services	4 639	91.5	8.8	6.7	0.1	0.0	
總計 Total	24 867	81.2	12.2	11.9	5.0	0.0	
按就業人數類別劃分 By employment size							
大型 Large	172	91.2	8.8	0.0	0.0	0.0	
中型 Medium	1 490	92.1	3.3	6.3	5.0	0.0	
小型 Small	23 206	80.4	12.8	12.3	5.0	0.0	
總計 Total	24 867	81.2	12.2	11.9	5.0	0.0	

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

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

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

限制的種類 ⁽¹⁾ Type of obstacles ⁽¹⁾	機構在處理保安 問題上遇到該種 限制的機構單位數目 No. of establishments having that type of obstacles to addressing security concern	佔有採用保安技術 來保護機構的 電腦系統及資料的 機構單位數目百分比 As a % of total no. of establishments having adopted security technology to protect their computer system and information
財政限制 Budget constraint	57 755	34.9
缺乏有關範疇的知識 Lack of expertise in the field	39 225	23.7
員工缺乏資訊科技保安意識 Lack of employee awareness	38 577	23.3
有關產品的技術複雜 Technical/complexity of products	27 709	16.7
缺乏有關資訊科技保安的策略及指引 Lack of policy and guideline on IT security	26 588	16.0
缺乏管理層支持 Lack of management support	11 636	7.0
其他 Others	1 076	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產品、服務或資料的機構單位數目按行業 / 就業人數類別分布
Table 11.9 : Distribution of establishments having sold goods, services or information through electronic means by whether having provided authentication and/or secure access for the clients by industry sector/employment size

	有透過電子途徑售賣 產品、服務或資料的 機構單位數目 No. of establishments having sold goods, services or information through electronic means	有沒有為客戶提供身分認證 及 / 或保密接達服務 Whether having provided authentication and/or secure access for the clients	
		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⁾	317	49.2	50.8
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 855	83.3	16.7
運輸、倉庫及通訊業 Transport, storage and communications	150	98.7	1.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 426	85.3	14.7
社區、社會及個人服務業 Community, social and personal services	391	95.7	4.3
總計 Total	4 138	83.1	16.9
按就業人數類別劃分 By employment size			
大型 Large	397	93.4	6.6
中型 Medium	913	81.3	18.7
小型 Small	2 829	82.3	17.7
總計 Total	4 138	83.1	16.9

⁽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 Password/Personal Identity Number	保密插口層 Secure Sockets Layer (SSL)	
製造業、電力及燃氣業和建造業 ⁽²⁾ Manufacturing, electricity and gas, and construction ⁽²⁾	156	53.1	53.9	44.6	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	1 545	68.9	64.3	8.6	
運輸、倉庫及通訊業 Transport, storage and communications	148	83.5	88.5	26.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 217	80.7	82.6	23.5	
社區、社會及個人服務業 Community, social and personal services	374	99.1	98.7	11.6	
總計 Total	3 439	76.3	75.1	16.6	

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) (%)
	伺服器數碼證書 Server digital certificate	保密電子交易 Secure Electronic Transaction (SET)	個人數碼證書 Personal 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⁾	2.0	0.0	0.6	41.5	
批發、零售、進 / 出口貿易、 飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	2.8	2.5	0.1	28.9	
運輸、倉庫及通訊業 Transport, storage and communications	16.1	12.3	3.4	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13.8	5.3	4.8	10.0	
社區、社會及個人服務業 Community, social and personal services	1.6	10.6	0.8	0.0	
總計 Total	7.1	4.7	2.0	18.4	

⁽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	保密插口層 Secure Sockets Layer (SSL)	
大型 Large	371	86.3	79.9	63.6	
中型 Medium	742	59.0	51.6	25.1	
小型 Small	2 327	80.2	81.8	6.4	
總計 Total	3 439	76.3	75.1	16.6	

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) (%)
	伺服器數碼證書 Server digital certificate	保密電子交易 Secure Electronic Transaction (SET)	個人數碼證書 Personal digital certificate	其他 Others	
大型 Large	32.2	10.9	13.4	4.3	
中型 Medium	13.0	14.1	0.3	29.9	
小型 Small	1.2	0.7	0.7	17.0	
總計 Total	7.1	4.7	2.0	18.4	

⁽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	2 180	100.0		0.0
建造業 Construction	1 966	100.0		0.0
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	25 745	100.0		0.0
運輸、倉庫及通訊業 Transport, storage and communications	3 348	100.0		0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12 751	100.0		0.0
社區、社會及個人服務業 Community, social and personal services	3 880	100.0		0.0
總計 Total	49 869	100.0		0.0
按就業人數類別劃分				
By employment size				
大型 Large	4 911	100.0		0.0
中型 Medium	15 254	100.0		0.0
小型 Small	29 704	100.0		0.0
總計 Total	49 869	100.0		0.0

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	2 180	97.7	78.3	5.1	0.2	
建造業 Construction	1 966	93.1	77.4	3.1	13.8	
批發、零售、進 / 出口貿易、飲食及酒店業 Wholesale, retail and import/export trades, restaurants and hotels	25 745	86.9	84.3	4.3	0.1	
運輸、倉庫及通訊業 Transport, storage and communications	3 348	99.9	69.9	0.1	0.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12 751	90.9	82.8	0.7	0.4	
社區、社會及個人服務業 Community, social and personal services	3 880	86.3	81.5	0.4	0.2	
總計 Total	49 869	89.5	82.2	2.8	0.8	
按就業人數類別劃分 By employment size						
大型 Large	4 911	97.1	87.8	2.5	7.1	
中型 Medium	15 254	89.8	82.5	2.5	0.2	
小型 Small	29 704	88.0	81.1	3.0	0.0	
總計 Total	49 869	89.5	82.2	2.8	0.8	

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

表 12.1 : 按有沒有應用無線及流動裝置劃分的機構單位數目及其按行業 / 就業人數類別分布

Table 12.1 : Distribution of establishments by whether having used wireless and mobile devices by industry sector/employment size

	機構單位數目 No. of establishments	有沒有應用無線及流動裝置 Whether having used wireless and mobile devices		(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	17 481	3.3	96.7	
建造業 Construction	22 869	6.7	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	165 582	8.2	91.8	
運輸、倉庫及通訊業 Transport, storage and communications	36 310	5.1	94.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 630	15.1	84.9	
社區、社會及個人服務業 Community, social and personal services	35 257	4.9	95.1	
總計 Total	326 128	8.1	91.9	
按就業人數類別劃分 By employment size				
大型 Large	6 405	31.0	69.0	
中型 Medium	35 060	15.4	84.6	
小型 Small	284 663	6.7	93.3	
總計 Total	326 128	8.1	91.9	

表 12.2 : 按無線及流動裝置種類劃分的有應用無線及流動裝置的機構單位數目
Table 12.2 : Establishments having used wireless and mobile devices by category of wireless and mobile devices

無線及流動裝置的種類 ⁽¹⁾ Type of wireless and mobile devices ⁽¹⁾	有應用該項無線及 流動裝置的機構單位數目 No. of establishments using that kind of wireless and mobile devices	佔有應用無線及流動裝置的 機構單位數目百分比 As a % of total no. of establishments using wireless and mobile devices
無線區域網絡接達點(包括無線熱點) Wireless LAN access point (including hotspot)	22 484	84.8
連接無線數據通訊網絡的便攜式電腦 / 筆記簿 型電腦 Laptop or notebook computer connected to a wireless data communication network	14 743	55.6
連接無線數據通訊網絡的流動電話 Mobile phone connected to a wireless data communication network	10 029	37.8
連接無線數據通訊網絡的桌面電腦 Desktop computer connected to a wireless data communication network	9 065	34.2
連接無線數據通訊網絡的個人數碼助理 Personal Digital Assistant connected to a wireless data communication network	3 684	13.9
非接觸式智能卡閱讀器 Contactless smart card reader	2 447	9.2
射頻識別技術裝置 Radio Frequency Identification (RFID) device	1 638	6.2
其他 Others	377	1.4
以上種類的任何組合 Any combinations of the above categories	26 516	100.0

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

表 12.3 : 按所應用的無線及流動傳送技術種類劃分的有應用無線及流動裝置的機構單位數目

Table 12.3 : Establishments having used wireless and mobile devices by type of wireless and mobile transmission technology used

無線及流動傳送技術的種類 ⁽¹⁾ Type of wireless and mobile transmission technology ⁽¹⁾	有應用該項無線及 流動傳送技術的機構單位數目 No. of establishments using that kind of wireless and mobile transmission technology	佔有應用無線及流動裝置 的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile devices
無線區域網絡 Wireless LAN	21 132	79.7
通用分組無線電服務 General Packet Radio Service (GPRS)	7 168	27.0
藍芽技術 Bluetooth	3 949	14.9
射頻識別技術 Radio Frequency Identification (RFID)	3 230	12.2
無線應用協定 Wireless Application Protocol	1 842	6.9
第三代無線通訊系統 Third Generation Wireless System (3G)	215	0.8
流動保安解決方案(例如流動數碼證書) Mobile security solution (e.g. mobile digital certificate)	161	0.6
全球演進式數據速率增強技術 Enhanced Data rates for Global Evolution (EDGE)	158	0.6
其他 Others	442	1.7
以上種類的任何組合 Any combinations of the above types	26 516	100.0

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

表 12.4 : 按所應用的無線及流動服務種類劃分的有應用無線及流動裝置的機構單位數目
Table 12.4 : Establishments having used wireless and mobile devices by type of wireless and mobile services used

無線及流動服務的種類 ⁽¹⁾ Type of wireless and mobile services ⁽¹⁾	有應用該項無線及 流動服務的機構單位數目 No. of establishments using that kind of wireless and mobile services	佔有應用無線及流動裝置的 機構單位數目百分比 As a % of total no. of establishments using wireless and mobile devices
無線上網 Wireless web surfing	18 072	68.2
無線電郵 Wireless e-mail	15 797	59.6
短訊服務 Short Message Service (SMS)	10 117	38.2
多媒體短訊服務 Multimedia Messaging Service (MMS)	2 914	11.0
資訊娛樂服務 Infotainment service	2 732	10.3
視像通訊 Video call	2 420	9.1
全球定位系統 Global Positioning Service (GPS)	1 117	4.2
增強型短訊服務 Enhanced Messaging Service (EMS)	746	2.8
基於位置的服務 Location Based Service (LBS)	55	0.2
其他 Others	2 236	8.4
以上種類的任何組合 Any combinations of the above types	26 516	100.0

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

表 12.5 : 按所應用的無線及流動應用系統種類劃分的有應用無線及流動裝置的機構單位數目

Table 12.5 : Establishments having used wireless and mobile devices by type of wireless and mobile applications used

無線及流動應用系統的種類 ⁽¹⁾ Type of wireless and mobile applications ⁽¹⁾	有應用該項無線及 流動應用系統的機構單位數目 No. of establishments using that kind of wireless and mobile applications	佔有應用無線及流動裝置 的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile devices
辦公室自動化(文書處理、試算表等) Office automation (word processing, spreadsheet, etc.)	13 955	52.6
短訊廣播及警報(短訊服務、多媒體短訊服務等) Message broadcast and alert (SMS, MMS, etc.)	9 012	34.0
工作管理 Job management	5 630	21.2
外勤考查及文件傳送 Outdoor site survey and documentation	2 259	8.5
存貨控制 Inventory control	1 512	5.7
無線應用協定的網站 WAP site	1 281	4.8
與業務伙伴(包括政府)進行交易 Transaction with business partners (including the government)	1 262	4.8
流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc)	1 085	4.1
車隊管理 Fleet management	1 083	4.1
視訊串流 Video streaming	798	3.0
流動銷售點 Mobile Point-Of-Sales	504	1.9
地理資訊系統 Geographic Information System (GIS)	174	0.7
其他 Others	4 363	16.5
以上種類的任何組合 Any combinations of the above types	26 516	100.0

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

表 12.6 : 按未有應用無線及流動服務及技術原因劃分的該類機構單位分布
Table 12.6 : Distribution of establishments not using wireless and mobile services and technology by reason

未有應用無線及流動服務及技術的原因 ⁽¹⁾ Reason for not using wireless and mobile services and technology ⁽¹⁾	因該原因而未有應用無線及流動服務及技術的機構單位數目 No. of establishments not using wireless and mobile services and technology because of that reason	佔未有應用無線及流動服務及技術的機構單位數目百分比 As a % of total no. of establishments not using wireless and mobile services and technology
應用無線及流動服務及技術對業務沒有裨益 No business benefit in using wireless and mobile services and technology	179 671	60.0
業內並不普遍 Not popular in the industry	100 714	33.6
缺乏熟悉無線及流動服務及技術的員工 Lack of personnel familiar with wireless and mobile services and technology	83 647	27.9
無線及流動服務及技術的應用投資成本高昂 High investment cost in using wireless and mobile services and technology	49 153	16.4
不清楚市場有何種無線及流動服務及技術 Unfamiliar with the wireless and mobile services and technology available in the market	34 874	11.6
無線及流動服務及技術的應用運作費用高昂 High operating cost in using wireless and mobile services and technology	32 925	11.0
大部分顧客仍未有準備使用無線及流動服務及技術 Most customers not ready to use wireless and mobile services and technology	24 715	8.2
擔心應用無線及流動服務及技術時的資料保密及可靠性事宜 Concern about security and reliability issues in using wireless and mobile services and technology	19 758	6.6
投資無線及流動服務及技術的回報率沒有保證 Uncertain Return-On-Investment in using wireless and mobile services and technology	17 428	5.8
市場沒有合適的無線及流動服務及技術 No suitable wireless and mobile services and technology in the market	10 787	3.6
其他 Others	4 143	1.4

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

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

2004 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 2004

致
TO:

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┐

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 2001 年 3 月 2 日所刊登第 1271 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上的信封在 **2004 年 6 月 7 日** 或以前寄回:
香港 北角英皇道 250 號 北角城中心 6 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 1 月 1 日至翌年 3 月 31 日期間任何連續 12 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:3104 8171)。
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 cover to:
Census and Statistics Department, Information Technology and Telecommunications Statistics Section,
6/F., Fortress Tower, 250 King's Road, North Point, Hong Kong.
not later than **7 June 2004**.
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 **3104 8171**.
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 2004 年 3 月底貴機構的**就業人數**。
Number of **persons engaged** in your firm as at end March 2004. |_|_|_|_|_|_|_|

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="text" value="1"/>	<input type="text" value="2"/>
(b) 試算表 Spreadsheet	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 數據庫管理 Database management	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 通訊 Communication	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 電腦保安及防毒 Computer security and anti-virus	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) 多媒體工具 (影像及聲音) Multi-media tools (video and sound)	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) 其他 實用程式 Other utility	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) 互聯網瀏覽器 Internet browser	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 銀行及金融 / 會計 Banking and finance/Accounting	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 採購 / 處理銷售訂單 Purchasing/Sales and order processing	<input type="text" value="1"/>	<input type="text" value="2"/>
(l) 人力資源管理 / 培訓 Human resource management/Training	<input type="text" value="1"/>	<input type="text" value="2"/>
(m) 其他(請註明)： Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

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="text" value="1"/>	<input type="text" value="2"/>
(b) 銀行及金融 / 會計 Banking and finance/Accounting	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 採購 / 處理銷售訂單 Purchasing/Sales and order processing	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 人力資源管理 / 培訓 Human resource management/Training	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 其他(請註明)： Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

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?

- 有 → 自從 _____ (年份) (請跳至 C3)
Yes, since _____ (year) (Please go to C3)
- 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 (e-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

流動網絡

Mobile network

11 經公眾蜂窩式電話網絡連接
Connection via the public cellular telephone network

12 經 **Wi-Fi (無線相容性認證)** 連接
Connection via **Wi-Fi (Wireless Fidelity)**

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 Issued by Certification Authorities in Hong Kong	數量 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	□ □ □ □ □
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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 12 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)
Yes, since _____ (year)

網址

Website address http://www. _____

(請跳至 D3)

(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 12 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 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E6。
No. 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 2003 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 2003 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) 經個人電腦連接互聯網
Internet via PCs |_|_|_|%
- (ii) 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) |_|_|_|%
- (iii) **專用私人網絡**
Designated private network |_|_|_|%
- (iv) **透過電話網絡的交互式話音應答系統**
Interactive Voice Response System through telephone network |_|_|_|%
- (v) **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 |_|_|_|%
- (vi) 其他(請註明)：
Others (please specify): _____ |_|_|_|%

總計
Total **1|0|0|0**%

E5. 貴機構在 2003 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 2003 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 12 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 (a) 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
 Yes. Through what electronic means?(May select more than one but please encircle the major one)

- 1 經個人電腦連接互聯網
Internet via PCs
- 2 經流動裝置(如支援無線應用協定的流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
- 3 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- 4 專用私人網絡
Designated private network
- 5 設置於政府辦公室的終端機
Terminals at government offices
- 6 其他(請註明):
Others (please specify): _____

(b) 透過哪種電子平台？(可選多項，但請圈出最主要的一項)
 Through what electronic platform?(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 其他政府網站
Other government websites
- 3 其他(請註明):
Others (please specify): _____

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 E8。
 No. 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 擔心員工代公司處理網上付款事宜
Concern about employees handling online payment for the firm
- 13 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 of, browsing or searching for other information
- 3 遞交與貿易有關的文件(如報關表)
Submission of trade-related documents (e.g. trade declarations)
- 4 遞交其他表格或文件
Submission of other forms or documents etc.
- 5 提出查詢
Submission of enquiry
- 6 電子付款服務
e-payment services
- 7 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 12 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 → 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)
Yes. Through what electronic means?(May select more than one but please encircle the major one)
 - 1 經個人電腦連接互聯網
Internet via PCs
 - 2 經流動裝置(如支援無線應用協定的流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
 - 3 專用私人網絡
Designated private network
 - 4 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
 - 5 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
 - 6 其他(請註明)：
Others (please specify): _____
- 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 E10。
No. 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 擔心員工代公司處理網上付款事宜
Concern about employees handling online payment for the firm
 - 11 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 電子付款服務
e-payment services
- 6 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 12 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 2003 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 2003 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) 互聯網(經無線應用協定版本網站 / 網頁)
Internet (via WAP version of Web site/page) _____%
- (ii) 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version) _____%
- (iii) 專用私人網絡
Designated private network _____%
- (iv) 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network _____%
- (v) 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 _____%
- (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 2003 年的業務總收入。 港元\$
 Total business receipts of your firm in 2003. HK\$

E14. 與 2002 年比較，貴機構在 2003 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 2003 compared with 2002 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 12 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 電子付款服務
e-payment services
- 6 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 互聯網(經無線應用協定版本網站 / 網頁)
Internet (via WAP version of Web site/page)
- 2 互聯網(經其他一般網站 / 網頁)
Internet (via Web site/page other than WAP version)
- 3 專用私人網絡
Designated private network
- 4 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network
- 5 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
- 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 2004 年的財政預算？ 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"/>		
	(h) 為 無線及流動服務和技術 For wireless and mobile services and technology	<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 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	<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"/>
	(h) 為無線及流動服務和技術 For wireless and mobile services and technology	<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 2005 的財政預算？ Does your firm have a budget for year 2005 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"/>
(h) 為無線及流動服務和技術 For wireless and mobile services and technology	<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 2005 年財政預算，與 2004 年比較，會增加、減少或不變呢？
Has the budget for year 2005 for the following purposes been increased, decreased or the same compared with that for 2004?

	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"/>
(h) 為無線及流動服務和技術 For wireless and mobile services and technology	<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"/>

VII. 資訊科技保安
INFORMATION TECHNOLOGY SECURITY

G1. 在過去 12 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 → 請提供原因(可選多項)及跳至 **G6**。
None of the above. 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): _____
- 8 沒有限制
No obstacles

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): _____
- 8 不適用
Not applicable

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): _____
- 5 不適用
Not applicable

VIII. 無線及流動服務和技術 WIRELESS AND MOBILE SERVICES AND TECHNOLOGY

- | H1. 貴機構有沒有應用以下無線及流動裝置？
Does your firm use any of the following wireless and mobile devices? | 有
Yes | 沒有
No |
|---|----------------------------|----------------------------|
| (a) 連接無線數據通訊網絡的流動電話
Mobile phone connected to a wireless data communication network | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (b) 連接無線數據通訊網絡的個人數碼助理
Personal Digital Assistant connected to a wireless data communication network | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (c) 連接無線數據通訊網絡的便攜式電腦 / 筆記簿型電腦
Laptop or notebook computer connected to a wireless data communication network | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (d) 連接無線數據通訊網絡的桌面電腦
Desktop computer connected to a wireless data communication network | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (e) 無線區域網絡接達點(包括無線熱點)
Wireless LAN access point (including hotspot) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (f) 射頻識別技術裝置
Radio Frequency Identification (RFID) device | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (g) 非接觸式智能卡閱讀器
Contactless smart card reader | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| (h) 其他(請註明): _____
Others (please specify): _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

如貴公司沒有使用 H1 所列的裝置，請跳至 H5
If your firm do not use any of the devices listed in H1, please go to H5

- H2. 貴機構有沒有應用以下無線及流動傳送技術？
Does your firm use any of the following wireless and mobile transmission technology?
- | | 有
Yes | 沒有
No |
|---|--------------------------|--------------------------|
| (a) 通用分組無線電服務
<i>General Packet Radio Service (GPRS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) 全球演進式數據速率增強技術
<i>Enhanced Data rates for Global Evolution (EDGE)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) 第三代無線通訊系統
<i>Third Generation Wireless System (3G)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) 無線應用協定
Wireless Application Protocol | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) 無線區域網絡
Wireless LAN | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) 藍芽技術
<i>Bluetooth</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (g) 射頻識別技術
Radio Frequency Identification (RFID) | <input type="checkbox"/> | <input type="checkbox"/> |
| (h) 流動保安解決方案 (例如流動數碼證書)
<i>Mobile security solution</i> (e.g. mobile digital certificate) | <input type="checkbox"/> | <input type="checkbox"/> |
| (i) 其他(請註明):
Others (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |
- H3. 貴機構有沒有應用以下無線及流動服務？
Does your firm use any of the following wireless and mobile services?
- | | 有
Yes | 沒有
No |
|---|--------------------------|--------------------------|
| (a) 短訊服務
<i>Short Message Service (SMS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) 增強型短訊服務
<i>Enhanced Messaging Service (EMS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) 多媒體短訊服務
<i>Multimedia Messaging Service (MMS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) 基於位置的服務
<i>Location Based Service (LBS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) 全球定位系統
<i>Global Positioning Service (GPS)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) 無線電郵
Wireless e-mail | <input type="checkbox"/> | <input type="checkbox"/> |
| (g) 無線上網
Wireless web surfing | <input type="checkbox"/> | <input type="checkbox"/> |
| (h) 資訊娛樂服務
Infotainment service | <input type="checkbox"/> | <input type="checkbox"/> |
| (i) 視像通訊
Video call | <input type="checkbox"/> | <input type="checkbox"/> |
| (j) 其他(請註明):
Others (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

H4. 貴機構有沒有應用以下 無線及流動應用系統 ? Does your firm use any of the following wireless and mobile applications ?	有 Yes	沒有 No
(a) 地理資訊系統 Geographic Information System (GIS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 短訊廣播及警報(短訊服務、多媒體短訊服務等) Message broadcast and alert (SMS, MMS, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 辦公室自動化(文書處理、試算表等) Office automation (word processing, spreadsheet, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 無線應用協定的網站 WAP site	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 工作管理 Job management	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) 車隊管理 Fleet management	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) 外勤考查及文件傳送 Outdoor site survey and documentation	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 存貨控制 Inventory control	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) 流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 流動銷售點 Mobile Point-Of-Sales	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 與業務伙伴(包括政府)進行交易 Transaction with business partners (including the government)	<input type="text" value="1"/>	<input type="text" value="2"/>
(l) 視訊串流 Video streaming	<input type="text" value="1"/>	<input type="text" value="2"/>
(m) 其他(請註明): Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

請跳至第 IX 部份
Please go to **section IX**

H5. 貴機構沒有應用無線及流動服務及技術的原因是：(可選多項，但請圈出最主要的一項)
Please give reason(s) for not using wireless and mobile services and technology.
(May select more than one but please encircle the major one)

- 1 缺乏熟悉無線及流動服務及技術的員工
Lack of personnel familiar with wireless and mobile services and technology
- 2 業內並不普遍
Not popular in the industry
- 3 無線及流動服務及技術的應用投資成本高昂
High investment cost in using wireless and mobile services and technology
- 4 無線及流動服務及技術的應用運作費用高昂
High operating cost in using wireless and mobile services and technology
- 5 投資無線及流動服務及技術的回報率沒有保證
Uncertain Return-On-Investment in using wireless and mobile services and technology
- 6 擔心應用無線及流動服務及技術時的資料保密及可靠性事宜
Concern about security and reliability issues in using wireless and mobile services and technology
- 7 應用無線及流動服務及技術對業務沒有裨益
No business benefit in using wireless and mobile services and technology
- 8 大部分顧客仍未有準備使用無線及流動服務及技術
Most customers not ready to use wireless and mobile services and technology
- 9 市場沒有合適的無線及流動服務及技術
No suitable wireless and mobile services and technology in the market
- 10 不清楚市場有何種無線及流動服務及技術
Unfamiliar with the wireless and mobile services and technology available in the market
- 11 其他(請註明):
Others (please specify): _____

IX. 問卷填報人資料
PARTICULARS OF PERSON COMPLETING THIS QUESTIONNAIRE

倘對本問卷有疑問，可向下述人士查詢：

Person to be consulted if questions arise about this questionnaire:

聯絡人(先生/女士) Contact person (Mr./Ms.)	_____	職位 Position	_____
聯絡電話號碼 Contact telephone number	_____	傳真號碼 Fax number	_____
電郵地址 e-mail address	_____		

此欄不用填寫
FOR OFFICIAL USE

(a) FIELD OFFICER			
	Initial (Code)	Date	Action taken
Visits			
Collection			
Verification			
(b) OFFICE EDITOR			
	Initial (Code)	Date	Remarks
Coding			
Verification			
Detailed edit			

2004 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 2004

註釋	Explanatory Notes
I. 一般資料	I. 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.
II. 個人電腦的應用	II. 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.

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。

III. 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接達方式。方法是透過採用數字式用戶環路(DSL)、導線調解器、光纖到樓、本地微波配送系統(LMDS)或相類似的技術接達接入網絡；或是透過採用異步傳輸模式(ATM)、網際規約(IP)或相類似的技術接達核心網絡，但不包括專用連接，雖然其對客戶而言亦是提供長期連接。

專用線路

這是一種以全部容量供客戶專用的非交換式連接方式。

流動網絡

這是一種為流動或手提裝置而設的連接方式。

Wi-Fi (無線相容性認證)

一個為無線裝置而制定的鑑定標準，以保證獲認可的產品可相互操作。

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.

III. 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, e-mail, 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.

Wi-Fi (Wireless Fidelity)

A certification standard for wireless devices to ensure the certified products are interoperable.

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.)

IV. 網站的應用

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。

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。

IV. WEB SITE USAGE

Question D1

Web page

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

Web site

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

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.

V. 電子商業 / 電子貿易

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。

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。

V. ELECTRONIC BUSINESS/ELECTRONIC COMMERCE

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.

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。

VI. 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。

無線及流動服務和技術

建基於無線／流動裝置（請參閱問題 H1 的例子）及應用無線／流動傳送技術（請參閱問題 H2 的例子）的服務及技術。

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

VI. 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.

Wireless and mobile services and technology

Services and technology based on wireless/mobile devices (please refer to examples in Question H1) and making use of wireless/mobile transmission technology (please refer to examples in Question H2)

註釋	Explanatory Notes
<p>VII. 資訊科技保安</p> <p>問題 G2</p> <p>電腦病毒</p> <p>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同，從惡作劇（如對屏幕顯示造成滋擾）到惡意破壞（如洗掉數據）。</p> <p>黑客</p> <p>非授權人士，為嬉戲或惡意的目的，嘗試接達到電腦或其他相關資源。這些行動通常稱為「襲擊」，而進行方式通常是靠迴避正常的保安程序或利用開放給外界接達的電腦系統的弱點或開放式插口。</p> <p>阻斷服務</p> <p>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。</p> <p>問題 G4</p> <p>防火牆</p> <p>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。外界人士在嘗試接達該受保護的網絡時，會受到審查，而只有有效的要求才會轉達。如此，外界人士便不能直接連結到該受保護網絡的資源，而其重要的資料亦可避免受到黑客入侵。</p> <p>檔案加密</p> <p>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。</p> <p>問題 G6</p> <p>保密插口層</p> <p>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。</p> <p>保密電子交易</p> <p>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。</p>	<p>VII. INFORMATION TECHNOLOGY SECURITY</p> <p>Question G2</p> <p>Virus</p> <p>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).</p> <p>Hacking</p> <p>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.</p> <p>Denial of service</p> <p>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 e-mail in bulk.</p> <p>Question G4</p> <p>Firewall</p> <p>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.</p> <p>File encryption</p> <p>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.</p> <p>Question G6</p> <p>Secure Sockets Layer (SSL)</p> <p>Secure Sockets Layer is a program layer that provides data security (through encryption) for transmitting private information (such as payment information) through the Internet.</p> <p>Secure Electronic Transaction (SET)</p> <p>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.</p>

註釋	Explanatory Notes
VIII. 無線及流動服務和技術	VIII. WIRELESS AND MOBILE SERVICES AND TECHNOLOGY
<p>問題 H1 無線熱點</p>	<p>Question H1 Hotspot</p>
<p>無線熱點是無線區域網路應用之一，即由網絡服務供應商所安裝，在指定位置的互聯網接達的供應，利用無線連接到達連接點。</p>	<p>Wireless Hotspot is one of the Wireless LAN applications, which means the provision of Internet access at specific location through wireless connection to the access points installed by the service providers.</p>
<p>射頻識別技術裝置 (RFID)</p>	<p>Radio Frequency Identification (RFID)</p>
<p>基本的 RFID 系統包括天線、收發器(與譯碼器)和儲存資訊的 RFID 標籤。天線和收發器可設計成手提或固定裝置。在標籤和收發器之間的數據通訊由天線控制，發射或接收無線信號以啟動標籤，從而讀取或寫入數據。</p>	<p>A basic RFID system consists of an antenna, a transceiver (with decoder) and RFID tags that store information. The antenna and the transceiver can be designed as a handheld or fixed-mount device. Data communication between the tag and the transceiver is controlled by the antenna, which emits/receives radio signals to activate the tag, and then data are read/written from/onto it.</p>
<p>非接觸式智能卡</p>	<p>Contactless smart card</p>
<p>非接觸式智能卡是一種建基於隱藏式模組及利用射頻信號通訊的智能卡。</p>	<p>A contactless smart card is a smart card with no visible module that communicates by means of a radio frequency signal.</p>
<p>問題 H2 通用分組無線電服務 (GPRS)</p>	<p>Question H2 General Packet Radio Service (GPRS)</p>
<p>GPRS 是一個覆蓋在現有 GSM 網路的無線通訊服務。這是從 GSM 所演進，過渡往 3G (第三代流動服務) 的另一種技術，所以 GPRS 亦被稱為 2.5G 技術。</p>	<p>GPRS is a wireless communication service overlaying on the existing GSM network. It is another technology evolved from GSM, which is a transition technology towards 3G (Third Generation Mobile Services), therefore we also called GPRS 2.5G technology.</p>
<p>全球演進式數據速率增強技術 (EDGE)</p>	<p>Enhanced Data Rates for Global Evolution (EDGE)</p>
<p>EDGE 是一種 3G 技術，它支援流動裝置以類似寬頻速度傳送數據。它允許用戶以比普通的 GSM/GPRS 網路快三倍的速度連接到互聯網，以傳送和接收資料，包括數碼圖像、網頁和相片。</p>	<p>EDGE is a 3G technology that delivers broadband-like data speeds to mobile devices. It allows consumers to connect to the Internet and send and receive data, including digital images, web pages and photographs, three times faster than possible with an ordinary GSM/GPRS network.</p>
<p>第三代無線通訊系統 (3G)</p>	<p>Third Generation Wireless System (3G)</p>
<p>3G 是新一代的流動服務。它的標準基於國際流動電信 2000 (IMT-2000)，保證了不同的 3G 系統與國際漫遊的兼容和共用性。3G 使用分組交換的連接及網際規約(IP)，即終端機永久虛擬地連接到網絡。它能夠在一個固定或穩定的無線環境以 2Mbps 速率和一個流動環境以 384kbps 速率傳送文字、數碼化話音、錄像和多媒體資訊。</p>	<p>3G is the new generation of mobile services. Its standard is based on International Mobile Telecommunication 2000 (IMT-2000) which ensures the compatibility and interoperability of different 3G systems and global roaming. 3G uses packet-switched connection and the Internet Protocol (IP), it means that the terminal is virtually always connected to the network. It can be used to transmit text, digitized voice, video, and multimedia at data rates up to 2Mbps in a fixed or stationary wireless environment and 384kbps in a mobile environment.</p>
<p>藍芽技術</p>	<p>Bluetooth</p>
<p>藍芽是一個低成本、低功率、短程及無線的技術，應用於筆記簿型電腦、手提裝置和流動電話與其它周邊設備和家庭電器之間的區域話音和數據通訊。</p>	<p>Bluetooth is a low-cost, low-power, short-range, wireless technology designed for local voice and data communications between notebook computers, handheld devices, mobile phones and other peripherals and home appliances.</p>
<p>流動保安解決方案</p>	<p>Mobile security solution</p>
<p>為流動裝置和流動連接而制訂的保安政策和程序。</p>	<p>Security policies and procedures for mobile devices and over mobile connections.</p>

問題 H3**短訊服務 (SMS)**

短訊服務是一項透過 GSM 網絡傳送多達 160 個英文字母或 70 個中文字的訊息到流動電話的服務。如透過 CDMA 網絡，則 SMS 的最大長度是 120 個英文字母或 55 個中文字。

增強型短訊服務 (EMS)

增強型短訊服務是 SMS 的增強版本，訊息以 3GPP 標準傳送。EMS 訊息包含文字和簡單像素映像的組合、動畫和旋律。用戶可以由互聯網下載圖像、動畫和旋律，甚至更可以自由發揮，在他們的電話上創製上述的訊息。有別於 SMS 訊息，EMS 訊息的文字可以格式化為各樣字體、大小、樣式等。

多媒體短訊服務 (MMS)

MMS 是一種包含多媒體項目在流動環境下的新訊息服務。有關訊息可包含靜態圖像、話音或輯錄音像。將來更可支援錄像短片。

基於位置的服務 (LBS)

LBS 亦稱為位置服務、基於位置的流動服務、無線位置服務，經常與地理資訊服務結合，提供根據用戶地理位置的相關位置資訊。

全球定位系統 (GPS)

GPS 是由 24 個圍繞地球的人造衛星所組成，以找出地理位置。對普通用戶而言，準確範圍達 10 到 100 米。GPS 由美國國防部控制，但開放給世界任何人使用。需要 GPS 接收器從人造衛星獲取資料。根據四枚衛星的資料，接收器可以確定經度、緯度和高度。其它資訊也可被計算，例如一名移動中的用戶的速度。相關的位置、地圖和其它結果可顯示在接收器的螢幕上。

地理資訊系統 (GIS)

GIS 是用作獲取、整理和分析地理和相關的資料。地理數據包括經度、緯度和數碼化地圖，而相關數據可以是街道地址和大廈名稱。數據會被存放為不同層面的資訊。用戶可以結合不同層面的資訊以配合其特殊目的。所有數據會被地圖化，以便回答一個有關某特殊地點的詢問時，其它相關的資訊亦可一併提供。查詢結果通常透過地圖和圖表顯示。

問題 H4**無線和流動應用系統**

無線和流動應用系統是建基於無線和流動服務和技術的系統，通常涉及使用裝置例如流動電話、個人數碼助理(PDA)、筆記簿型電腦和其它流動手提裝置，配合流動技術，接達互聯網或公司的服務和應用系統。

Question H3**Short Message Service (SMS)**

SMS is a service for sending messages of up to 160 English characters or 70 Chinese characters to mobile phones with GSM network. With CDMA network, maximum length of SMS can be 120 English characters or 55 Chinese characters.

Enhanced Messaging Service (EMS)

EMS is an enhanced version of SMS. Message is sent with the 3GPP standard. EMS message contains a combination of text and simple pixel image, animation and melody. Users may download images, animation and melodies from the Internet, or for even greater self-expression, create them on their phone. Unlike SMS messages, the text of an EMS message can be formatted using a variety of fonts, sizes, type styles, etc.

Multimedia Messaging Service (MMS)

MMS is a new message service for the mobile environment with multimedia items. The message can contain still images, voice or audio clips. Video clips will also be supported later.

Location Based Service (LBS)

LBS, also known as location services, mobile location-based services, wireless location services, is often used in conjunction with Geographic Information Services to provide location sensitive/dependent information based on the geographical location of the user.

Global Positioning System (GPS)

The GPS is composed of 24 satellites that orbit the Earth for locating geographical positions. The accuracy ranges from 10 to 100 meters for normal users. The GPS is controlled by the U.S. Department of Defense but can be used by anyone around the world. A GPS receiver is required to obtain data from the satellites. Based on data from four satellites, the receiver can determine the longitude, latitude and altitude. Other information can also be calculated such as the speed of a moving user. The position, map and other results can be displayed on the screen of the receiver.

Geographic Information System (GIS)

A GIS is used to capture, manipulate and analyse geographic and relevant data. The geographic data includes longitude, latitude and digitised maps, related data can be street addresses and building names. The data will be stored as different layers of information. The user can combine different number of layers of information to suit his particular purpose. All the data are mapped so that enquiry on a particular location can also return other relevant information. The results are usually visualised using maps and graphs.

Question H4**Wireless and mobile applications**

Wireless and mobile applications are applications based on wireless and mobile services and technology. They usually involve using devices such as mobile phones, Personal Digital Assistants (PDA), notebook computers and other mobile/handheld devices, together with mobile technology, to access Internet/corporate services and applications.

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