

# 二零零七年資訊科技 在工商業的使用情況和普及程度 按年統計調查報告

## Report on 2007 Annual Survey on Information Technology Usage and Penetration in the Business Sector

有關本刊物的查詢，請聯絡：

政府統計處 北角城中心分處 科技統計組

地址：中國香港北角英皇道二百五十號北角城中心六樓

電話：(852) 2887 9634 圖文傳真：(852) 2887 5117

電郵：itsurvey@censtatd.gov.hk

Enquiries about this publication can be directed to:

**Science and Technology Statistics Section**

**Fortress Tower Sub-office**

**Census and Statistics Department**

Address : 6/F Fortress Tower, 250 King's Road, North Point, Hong Kong, China.

Tel. : (852) 2887 9634 Fax : (852) 2887 5117

E-mail: itsurvey@censtatd.gov.hk

政府統計處網站 Website of the Census and Statistics Department

[www.censtatd.gov.hk](http://www.censtatd.gov.hk)

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# 統計調查結果摘要

## Summary of Survey Results

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### 個人電腦的應用

#### Personal computer (PC) usage

- (1) **63.8%** 的機構單位有使用個人電腦，較二零零六年增加**3.2\***個百分點。(詳見2.3段)  
**63.8%** of establishments used PCs, **3.2\*** percentage points higher than that in 2006. (See paragraph 2.3 for details)

### 互聯網的應用

#### Internet usage

- (2) **59.8%** 的機構單位有連接互聯網，較二零零六年增加**3.9\***個百分點。(詳見2.9段)  
**59.8%** of establishments had Internet connection, **3.9\*** percentage points higher than that in 2006. (See paragraph 2.9 for details)

### 網頁 / 網站的應用

#### Webpage/Website usage

- (3) **18.2%** 的機構單位有設立網頁 / 網站，較二零零六年增加**0.6\***個百分點。(詳見2.28段)  
**18.2%** of establishments had set up their webpages/websites, **0.6\*** percentage point higher than that in 2006. (See paragraph 2.28 for details)

### 電子商業

#### Electronic business

- (4) **59.3%** 的機構單位有透過電子途徑進行一類或多於一類的交易，較二零零六年增加**3.1\***個百分點。(詳見2.41段)  
**59.3%** of establishments had undertaken transactions of one type or another through electronic means, **3.1\*** percentage points higher than that in 2006. (See paragraph 2.41 for details)
- (5) **11.4%** 的機構單位有透過電子途徑預訂或購買貨品、服務或資料，較二零零六年減少**0.3\***個百分點。(詳見2.43段)  
**11.4%** of establishments had *ordered or purchased* goods, services or information through electronic means, **0.3\*** percentage point lower than that in 2006. (See paragraph 2.43 for details)
- (6) **58.3%** 的機構單位有透過電子途徑獲取貨品、服務或資料，較二零零六年增加**3.6\***個百分點。(詳見2.50段)  
**58.3%** of establishments had *received* goods, services or information through electronic means, **3.6\*** percentage points higher than that in 2006. (See paragraph 2.50 for details)
- (7) **1.8%** 的機構單位有透過電子途徑售賣貨品、服務或資料，較二零零六年增加**0.3\***個百分點。(詳見2.59段)  
**1.8%** of establishments had *sold* goods, services or information through electronic means, **0.3\*** percentage point higher than that in 2006. (See paragraph 2.59 for details)

## 統計調查結果摘要 (續)

### Summary of Survey Results (cont'd)

(8) **18.3%** 的機構單位有透過電子途徑遞送貨品、服務或資料，較二零零六年增加**0.2\***個百分點。(詳見2.67段)

**18.3%** of establishments had *delivered* goods, services or information through electronic means, **0.2\*** percentage point higher than that in 2006. (See paragraph 2.67 for details)

(9) 二零零六年，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**649**億港元，較二零零五年上升**47.7%**。這類收益佔業務總收益的**0.77%**，較二零零五年增加**0.13**個百分點。(詳見2.62段)

In 2006, business receipts received from selling goods, services or information through electronic means was **HK\$64.9 billion**, up by **47.7%** over 2005. These receipts represented **0.77%** of the total business receipts, up by **0.13** percentage point over 2005. (See paragraph 2.62 for details)

#### 資訊科技保安

##### Information technology security

(10) **21.4%** 的機構單位的電腦系統在被訪問前的十二個月內曾發生資訊保安事故，較二零零六年減少**3.7**個百分點。(詳見2.78段)

**21.4%** of establishments had information security incidents in the twelve months before enumeration, **3.7** percentage points lower than that in 2006. (See paragraph 2.78 for details)

#### 無線及流動服務和技術的應用

##### Usage of wireless and mobile services and technology

(11) **18.8%** 的機構單位有應用無線及流動裝置，較二零零六年增加**2.8**個百分點。(詳見2.90段)

**18.8%** of establishments had used wireless and mobile devices, **2.8** percentage points higher than that in 2006. (See paragraph 2.90 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，上文附有 " \* " 號的變動從統計觀點而言是不顯著的。

(ii) 除特別說明外，所有資料均是指二零零七年五至八月時的情況。

Notes：(i) Results of the survey are subject to sampling error. According to results of a statistical test, the changes given in the above and marked with "\*" are not statistically significant.

(ii) All figures refer to the position as at May to August 2007 unless otherwise specified.



# I 緒言

## 背景

1.1 政府統計處應政府資訊科技總監辦公室委託，於二零零七年五月至八月期間進行了「二零零七年資訊科技在工商業的使用情況和普及程度統計調查」。政府統計處在二零零零年首次進行這項統計調查。

## 統計調查目的

1.2 這項統計調查的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。統計調查的結果可為香港未來資訊科技發展策略提供有用的參考。

## 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，並於二零零一年三月二日在香港特別行政區政府憲報所刊登的第1271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，日後只發表整體的數據，並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 "2007 Annual Survey on Information Technology Usage and Penetration in the Business Sector" in May to August 2007 under the auspices of the Office of the Government Chief Information Officer. The survey was first conducted in 2000.

## Survey objective

1.2 The survey aims to collect information relating to information technology (IT) usage and penetration in the business sector. The survey results provide useful reference to 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 the General Notice No. 1271 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)

## I Introduction (cont'd)

### 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記錄庫為抽樣框。此記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類別的機構單位：

<u>行業類別</u> (HSIC) <sup>(1)</sup>	<u>包括的行業</u>
3	製造業
4	電力及燃氣業
5	建造業
6	批發、零售、進口與出口貿易、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

(1) 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。

### Survey coverage

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

<u>Industry sector</u> (HSIC) <sup>(1)</sup>	<u>Sectors covered</u>
3	Manufacturing
4	Electricity and gas
5	Construction
6	Wholesale, retail, import and 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 information on IT usage and penetration in the business sector, data collected refer to the position when they were collected, unless specified otherwise.

## I 緒言 (續)

1.6 在二零零七年統計調查中，就業人數是指在二零零七年三月底的情況，而總業務收入則指二零零六年或在二零零六年一月一日至二零零七年三月三十一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。至於在上述期間開業或停業的機構單位，所搜集的資料是指在有關會計年度內有經營業務期間的數據。

### 抽樣設計

1.7 這項統計調查的抽樣框是先以行業類別分層，然後再按就業人數分層。二零零七年統計調查一共選出 5 276 間機構單位作為樣本。根據統計調查結果，在涵蓋範圍內的機構單位總數約為 301 000 間。

### 資料搜集

1.8 問卷於二零零七年四月中郵寄予獲選中的 5 276 間機構單位。此外，本處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完成問卷。截至資料搜集期完結時，成功受訪的機構單位有 4 345 間，有 21 間未有作出回應，未能接觸到或在統計期內沒有營業的有 910 間。統計調查的整體回應率為 99.5%。

## I Introduction (cont'd)

1.6 In the 2007 survey, number of persons engaged refers to the position as at end-March 2007. Information on business receipts refers to the calendar year 2006, or a twelve-month period between 1 January 2006 and 31 March 2007, according to the accounting practices of individual establishments. For establishments which commenced or ceased operation within their respective accounting periods defined above, data collected cover the months within this accounting period during which the establishments were in operation.

### Sampling design

1.7 The sampling frame for the survey was stratified by industry group, and within each industry group, by employment size. A total of 5 276 establishments were selected for enumeration in the 2007 survey. The total number of establishments falling within the scope of the survey was estimated to be about 301 000 based on the results of the survey.

### Data collection

1.8 Questionnaires were mailed to the selected 5 276 establishments in mid-April 2007. 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 the end of the data collection period, 4 345 establishments were successfully enumerated, 21 failed to respond and 910 could not be located or were found to be inactive in the survey reference period. The overall response rate of the survey was 99.5%.

## 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後，方進行製表工作。審核程序包括查核填報的資料是否完整、一致以及可信。遇有含糊或前後不一致的數據，負責人員會致電或探訪有關機構單位以進行查證。

## 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。本報告所刊載的估價是根據一個特定樣本所得的資料編製。是項統計調查的樣本乃是以同樣的抽樣方式，在眾多樣本中得出的其中之一。由於每次所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方法，可用以量度從一個特定樣本所得的估價，估計整體數據的精確程度。

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。離中系數為一項統計量數，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，估計數值越精確。

1.12 統計變數的95%置信區間是指某一範圍的數值，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 received were subject to thorough checking 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. For dubious entries or inconsistencies in the reported data, clarifications were made with respondents by phone or by field verification visits.

## Reliability of the estimates

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

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

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	63.8%	2.2%	61.0% - 66.6%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	59.8%	2.4%	57.0% - 62.6%
有網頁／網站的機構單位的百分比 Percentage of establishments having webpages/websites	18.2%	7.8%	15.4% - 20.9%
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	11.4%	9.2%	9.4% - 13.5%
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	58.3%	2.6%	55.4% - 61.3%
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	1.8%	25.2%	0.9% - 2.7%
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	18.3%	7.8%	15.5% - 21.0%

## I 緒言 (續)

## I Introduction (cont'd)

### 統計表註釋

### Notes to statistical tables

1.14 機構單位按其就業人數分為小型、中型及大型三個類別，詳情如下：

1.14 Establishments are categorised into small, medium and large according to their number of persons engaged as follows:

行業類別 Industry Sector	機構單位規模 Size of establishment	就業人數 No. of persons engaged		
		小型 Small	中型 Medium	大型 Large
製造業 Manufacturing		<10	10 – 99	≥ 100
非製造業 Non-manufacturing		<10	10 – 49	≥ 50

1.15 本報告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 由於四捨五入關係，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 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301 000間。按行業類別分析，約半數（154 000）的機構單位從事批發、零售、進口與出口貿易、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二零零六年相若。（表1.1A及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64%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行業類別是金融、保險、地產及商用服務業（86%），而運輸、倉庫及通訊業則錄得最低的個人電腦普及率（43%）。這可能是因為大部分的運輸業機構規模都較小，而個人電腦的應用在小型機構中的普及情況一般較低。（表2.1、圖2.1及2.2）

### Characteristics of establishments

2.1 A total of 301 000 establishments were estimated to fall within the scope of the survey. Analysed by industry sector, around half (154 000) of the establishments were engaged in the wholesale, retail, import and export trades, restaurants and hotels sector. About 87% of the establishments were of small size. The distribution was similar to that in 2006. (Tables 1.1A and 1.1B)

### Personal computer usage

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

2.3 About 64% of the establishments had used PCs. Among the major industry sectors, the percentage of establishments using PCs was the highest in the financing, insurance, real estate and business services sector (86%). The transport, storage and communications sector recorded the lowest penetration rate (43%), possibly because a large proportion of establishments in this sector were small in scale and the usage of PCs among small establishments was generally less common. (Table 2.1, Charts 2.1 and 2.2)

圖 2.1 : 個人電腦 / 連接互聯網 / 網站 / 網頁在工商業的普及程度  
Chart 2.1 : Penetration of PCs/Internet connection/websites/webpages in the business sector

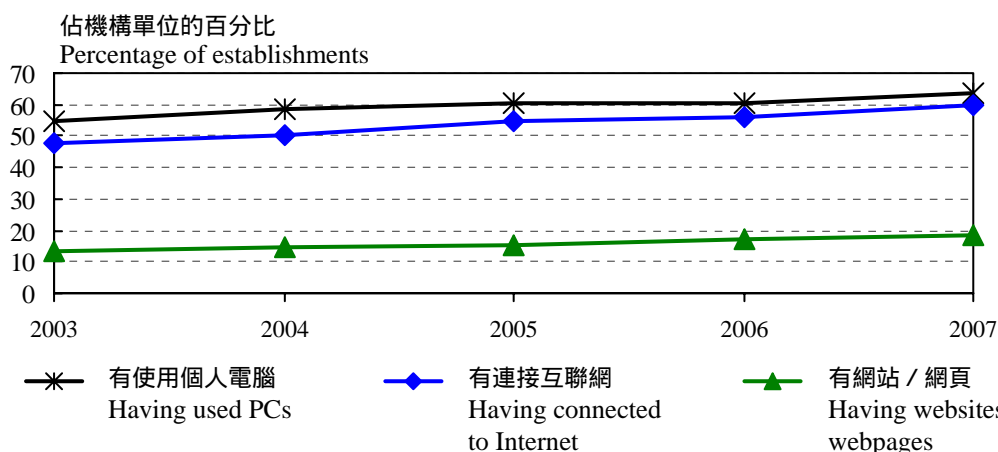
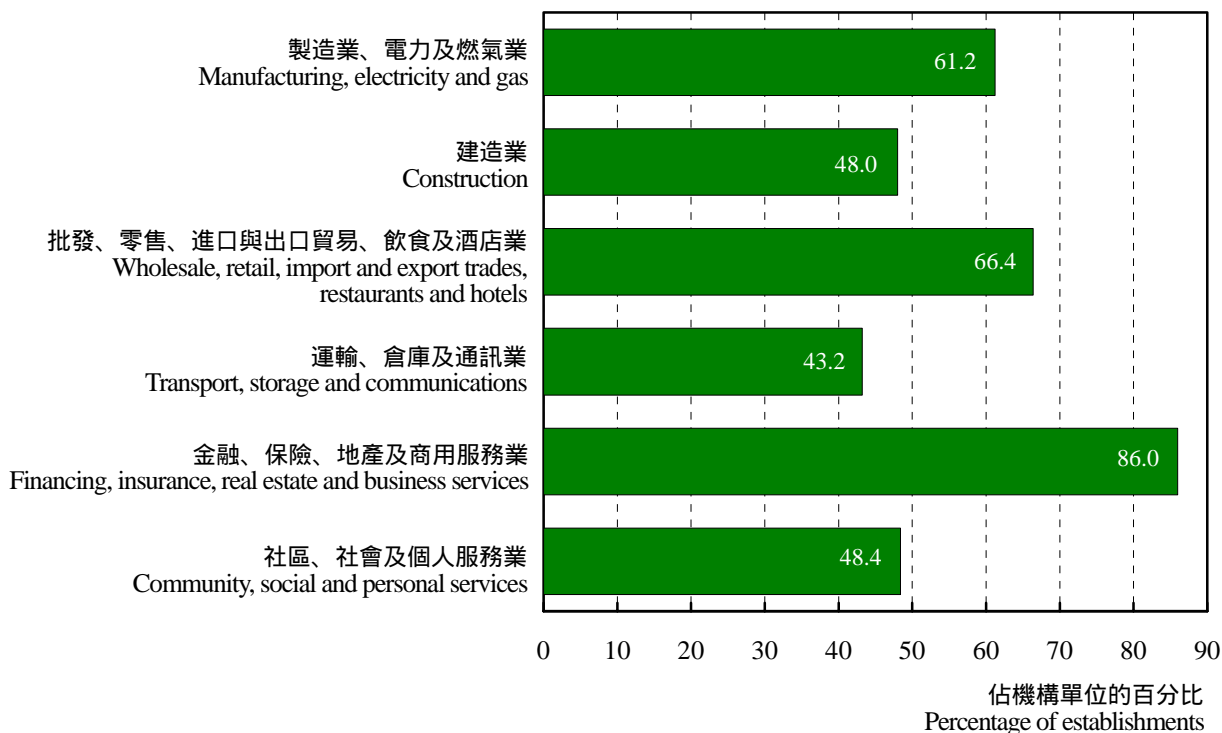


圖 2.2 : 按行業類別劃分的個人電腦普及率  
 Chart 2.2 : Personal computer penetration rate by industry sector



2.4 正如一般預期，機構單位的規模（以就業人數計算）越大，個人電腦的使用率越高。大約99%的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為88%及60%。（表2.1）

2.5 統計調查所涵蓋的行業類別內的機構單位共裝置了約187萬部個人電腦，其中80%為桌面電腦，17%為便攜式電腦／筆記簿型電腦，其餘3.6%為個人數碼助理及其他，情況大致與二零零六年時的分布相同。平均每間有使用個人電腦的機構單位裝置10部個人電腦。（表2.2 及圖2.3）

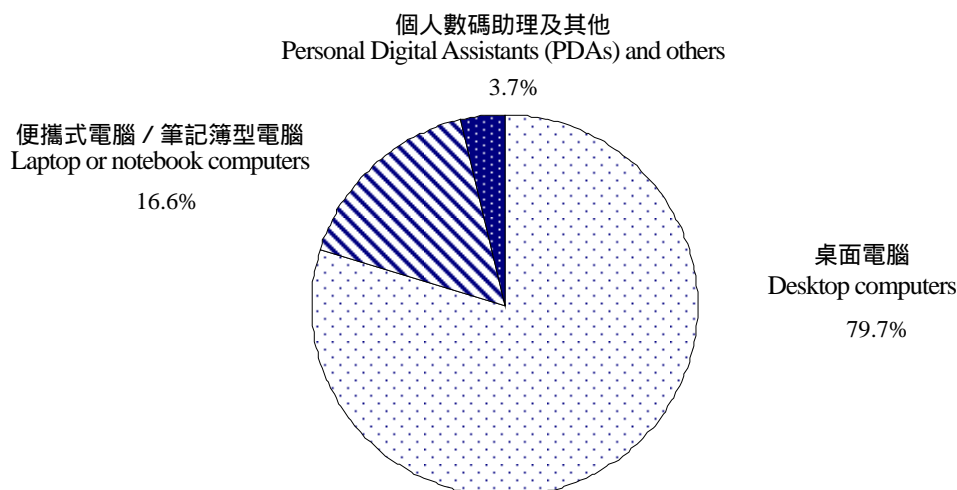
2.4 In line with general expectation, the usage of PC increased with the size of establishments in terms of employment. Around 99% of the large establishments had used PCs, as against 88% for medium establishments and 60% for small establishments. (Table 2.1)

2.5 A total of about 1.87 million sets of PCs were installed in establishments of the industry sectors covered. Similar to the distribution in 2006, about 80% were desktop computers, 17% were laptop/notebook computers and the remaining 3.6% were Personal Digital Assistants (PDAs) and others. Among those establishments using PCs, each had 10 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，96%有裝置或接達文字處理應用軟件。另一方面，22%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, 96% had installed or had access to word processing application software. On the other hand, 22% had installed or had access to tailor-made computer system. (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2.6%有計劃裝置個人電腦。在此計劃的機構單位中，43%預計將在二零零七年底前裝置。至於那些並未有計劃裝置個人電腦的機構單位，較多提及的原因是「對業務沒有裨益」(該類機構單位中的86%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 2.6% of the establishments not using PCs had planned to install PCs. Among those that had intended to do so, 43% had planned to do so by end-2007. As for those not intending to install PCs, the most commonly cited reasons were "no business benefit to do so" (cited by 86% of the establishments concerned) and "lack of personnel familiar with using PCs" (34%). (Tables 2.5, 2.6A and 2.6B)

## 互聯網的應用

## Internet usage

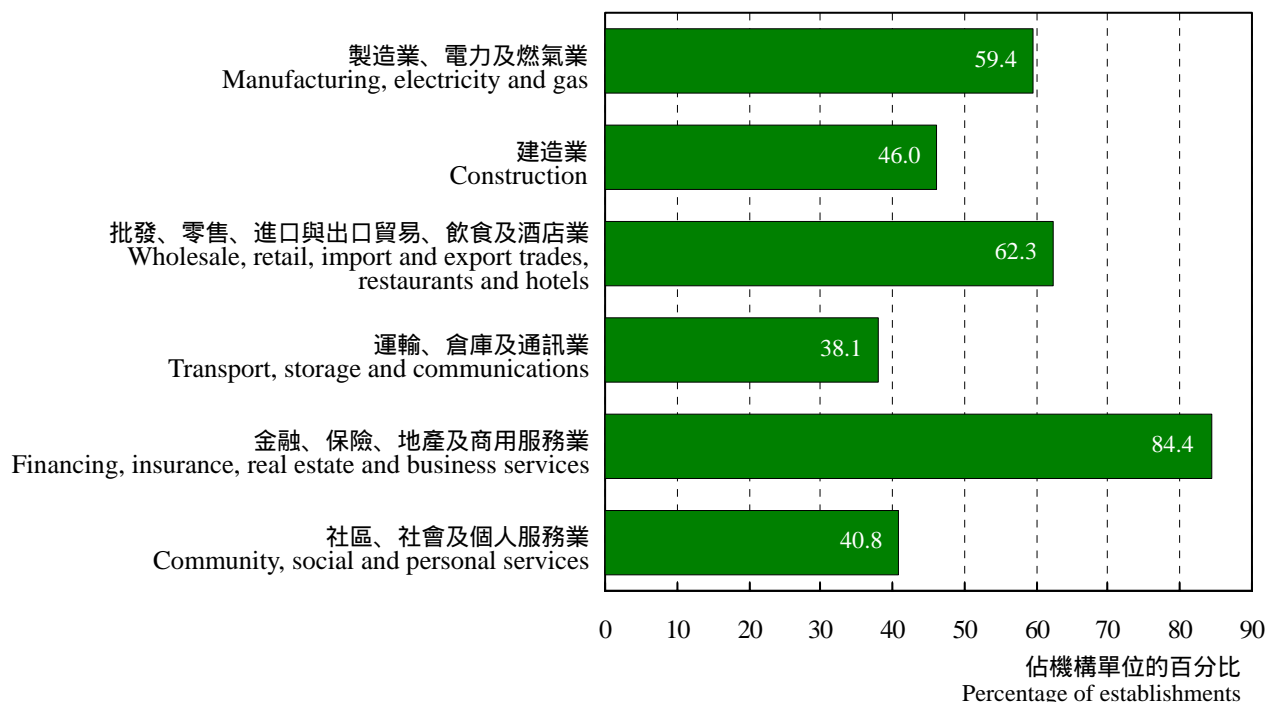
2.8 除分析各機構單位連接互聯網的情況外，這部分亦探討各機構單位使用互聯網的功能及連接互聯網方法的情況。

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

2.9 約60%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94%。與個人電腦的使用情況類似，有連接互聯網的大型機構單位的百分比（93%）遠高於中型（83%）及小型（56%）的機構單位，反映互聯網已成為大部分大型機構單位的重要通訊途徑。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（84%），而最低的則是運輸、倉庫及通訊業（38%）。（表3.1及圖 2.4）

2.9 Around 60% of all establishments, or 94% of the establishments using PCs had Internet connection. Similar to the usage of PCs, the percentage of establishments having Internet connection was much higher for large establishments (93%) than medium establishments (83%) and small establishments (56%). This reflected that Internet had become an important means of communication in most of the large establishments. Analysed by industry sector, the percentage was the highest for the financing, insurance, real estate and business services sector (84%) and the lowest for the transport, storage and communications sector (38%). (Table 3.1 and Chart 2.4)

**圖 2.4 : 按行業類別劃分的連接互聯網普及率**  
**Chart 2.4 : Penetration rate of Internet connection by industry sector**



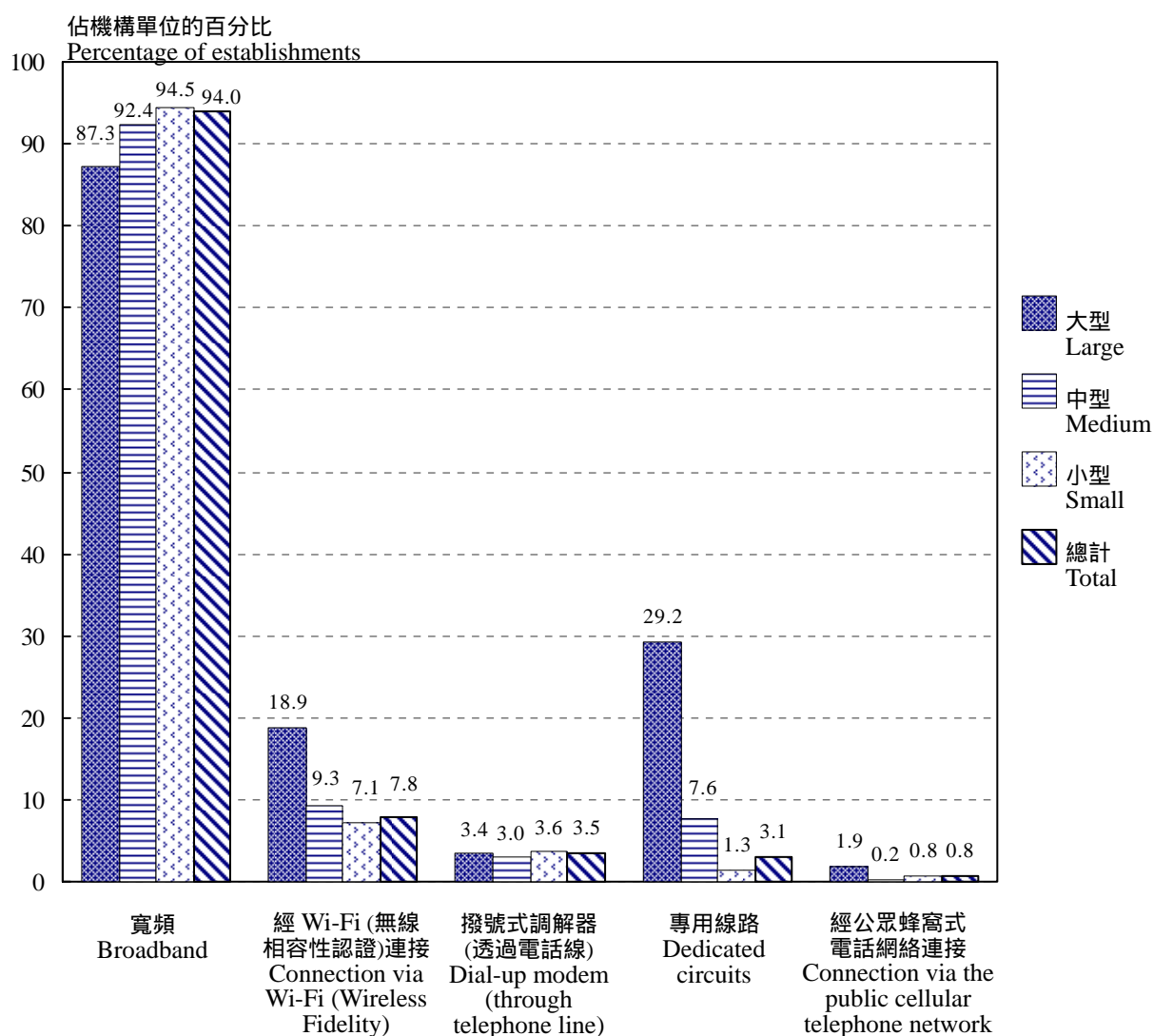
2.10 在互聯網的各種用途中，97%有連接互聯網的機構單位最常使用「電子郵件」，其次是「網上搜集一般資料」（95%）及「網上獲取貨品、服務或資料」（93%）。（表3.2）

2.10 Among the various types of Internet usage, "electronic-mail" was most commonly used by 97% of the establishments having Internet connection, followed by "on-line sourcing of general information" (95%) and "on-line receipt of goods, services or information" (93%). (Table 3.2)

2.11 按連接互聯網的方法分析，有94%的機構單位利用寬頻上網，而透過Wi-Fi（無線相容性認證）上網的則有7.8%。使用電話線撥號式調解器、專用線路及公眾蜂窩式電話網絡連接上網的機構單位分別有3.5%、3.1%及0.8%。（表3.3及圖2.5）

2.11 Analysed by method of connection, 94% of the establishments used Broadband connection to access the Internet while 7.8% of the establishments connected via Wi-Fi (Wireless Fidelity). Connection to the Internet via dial-up modem through telephone lines, dedicated circuits and public cellular telephone network were reported by 3.5%, 3.1%, and 0.8% of the establishments respectively. (Table 3.3 and Chart 2.5)

圖 2.5 : 按機構單位就業人數組別劃分的連接互聯網的方式<sup>(1)</sup>  
 Chart 2.5 : Method of Internet connection<sup>(1)</sup> by employment size of establishments



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

2.12 互聯網的應用對不同機構的業務運作來說有着不同程度的影響。對於認為影響程度較高的機構單位來說，互聯網已成為「獲取更多市場資訊」的渠道(40%)，其次是用以「改善對顧客的服務」(29%)。另一方面，對於認為互聯網帶來中度及較低影響的機構單位來說，他們一般認為使用互聯網可以「增加收入」、「提升形象」及「提升生產力」。(表 3.4)

2.12 The usage of Internet creates different degree of impact for the establishments. Internet became the channel of "improved access to market information" (40%) and "improved customer services" (29%) to those establishments for which Internet had bigger impact on their business operation. On the other hand, in those establishments for which the degree of impact of using Internet was medium and low, they generally thought that Internet could "increase revenue", "enhance image" and "raise productivity". (Table 3.4)

2.13 約98%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，85%曾提及此原因)，其次是「缺乏熟悉互聯網的員工」(32%)。在有計劃連接互聯網的機構單位中，37%預計將在二零零七年年底前連接。(表 3.5、3.6A 及3.6B)

2.13 About 98% of the establishments not having Internet connection had no intention to connect. The most commonly cited reason for not intending to do so was "no business benefit to have Internet connection" (cited by 85% of those establishments), followed by "lack of personnel familiar with Internet" (32%). For those establishments that had intention to have Internet connection, 37% expected that they would do so by end-2007. (Tables 3.5, 3.6A and 3.6B)

### 僱員在工作中使用個人電腦和互聯網的情況

### Employees using personal computers and Internet at work

2.14 統計調查除了向機構單位收集有關個人電腦和互聯網的普及程度資料外，還收集關於僱員在工作中使用個人電腦和互聯網的百分比的資料。

2.14 Apart from collecting information on PC and Internet penetration at establishment level, information on the proportion of employees using PCs and Internet at work was also collected in the survey.

2.15 根據統計調查的結果，約有57%的僱員在工作時使用個人電腦。僱員工作時使用個人電腦的百分比以金融、保險、地產及商用服務業最高(76%)，而最低的是製造業、電力及燃氣業(46%)。(表 3.7)

2.15 The survey results indicated that some 57% of the employees used PCs at work. The percentage of employees using PCs at work was the highest in the financing, insurance, real estate and business services sector (76%), and the lowest in the manufacturing, electricity and gas sector (46%). (Table 3.7)

2.16 僱員工作時使用互聯網的情況與工作時使用個人電腦的情況相若，有關的百分比是49%。金融、保險、地產及商用服務業的僱員使用互聯網的百分比最高（63%），而製造業、電力及燃氣業的僱員則最低（36%）。（表3.7）

2.16 Exhibiting similar pattern as that of using PCs at work, the percentage of employees using Internet at work was 49%. While employees in the financing, insurance, real estate and business services sector had the highest percentage of using Internet at work (63%), those in the manufacturing, electricity and gas sector had the lowest proportion (36%). (Table 3.7)

### 推動機構單位更多使用資訊科技的因素

2.17 對於不少機構單位來說，「資訊科技對業務有裨益」（79%）是推動他們更多使用資訊科技的主要因素。有些機構則指出，如果「有懂得應用資訊科技的員工」（20%）以及「資訊科技產品的購置和保養成本降低」（20%）的話，他們會更積極使用資訊科技。（表3.8）

### Motivating factors for adopting IT more

2.17 "Having business benefits to use IT" (79%) was the core motivating factor for establishments to adopt IT more. Some other establishments pointed out that if they could get "personnel familiar with IT within the firm" (20%) and there was "lower cost in procuring and maintaining IT products" (20%), they were more likely to adopt IT in their business operation. (Table 3.8)

### 其他網絡的應用

2.18 統計調查也探討了工商業採用其他類別網絡的程度，包括局部區域網絡（LAN）、內聯網和外聯網。這些指標有助分析工商界運用資訊科技推行更多複雜應用系統的準備情況。

### Other network usage

2.18 The extent of adopting different types of network including local area network (LAN), intranet and extranet in the business sector was also explored in the survey. These indicators could help analyse the readiness of businesses to implement more sophisticated applications with information technology.

2.19 根據統計調查的結果，約有21%的機構單位已鋪設了局部區域網絡以共用資源，比率最高的是金融、保險、地產及商用服務業（36%）。另一方面，鋪設局部區域網絡的機構單位以大型機構單位為主（81%），普及程度勝於中型（49%）和小型（16%）機構單位。（表3.9）

2.19 The survey results indicated that some 21% of the establishments had set up LAN for sharing resources, with the highest percentage recorded in the financing, insurance, real estate and business services sector (36%). On the other hand, having LAN connection was predominantly more prevalent in large establishments (81%) than in medium (49%) and small establishments (16%). (Table 3.9)

2.20 約有13%的機構單位設置內聯網作內部的通訊網絡。大型的機構單位(55%)比中型(35%)和小型機構單位(8.9%)較多選擇設置內聯網。(表3.9)

2.20 About 13% of the establishments deployed intranet for intra-company network communication. Large establishments had a higher propensity to set up intranet (55%) than medium (35%) and small establishments (8.9%). (Table 3.9)

2.21 採用外聯網與對外的業務伙伴互通信息的情況仍然不甚普遍。根據統計調查結果，只有4.8%的機構單位設置外聯網。大型機構單位採用外聯網的比率最高，佔24%。除了成本因素外，將網絡延伸至機構單位以外的機構、顧客及供應商等也牽涉複雜的技術，因而限制了外聯網的採用。(表3.9)

2.21 The adoption of extranet for sharing business information with external business partners was still limited. As reflected from the survey results, only 4.8% of the establishments had set up extranet. The adoption rate was the highest for large establishments, being 24%. Apart from the cost considerations, the technical complexity involved in extending the network to external organisations, customers and suppliers etc. might have limited the adoption of extranet. (Table 3.9)

### 數碼證書的應用

### Digital certificate usage

2.22 有關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。在二零零七年，共有13%的機構單位擁有數碼證書，而這些機構單位平均各擁有1.8張數碼證書。(表4.1及4.2)

2.22 Analysis on digital certificate (D-cert) usage covers D-cert issued by all types of Certification Authorities (CAs). Local CAs, be they recognised under the Electronic Transactions Ordinance (ETO) or not, are included. CAs outside Hong Kong are counted as well. 13% of establishments were found to have D-certs in 2007 and these establishments on average had 1.8 D-certs per establishment. (Tables 4.1 and 4.2)

2.23 調查結果顯示，93%擁有數碼證書的機構單位在訪問前十二個月內曾經使用數碼證書。在這些機構單位中，有93%表示使用數碼證書是爲了「對外與政府及有關機構進行交易／交換資料」。數碼證書的另一種用途是「對外與其他貿易伙伴進行交易／交換資料」(11%)。(表4.3及4.4)

2.23 Results show that 93% of the establishments having D-certs had used their D-certs in the twelve months before enumeration. "Business transaction/exchange of information with Government and related organisations" was the most common usage of D-certs, by 93% of those establishments having used D-certs in the twelve months before enumeration. Another usage of D-certs was "business transaction/exchange of information with other business partners" (11%). (Tables 4.3 and 4.4)

2.24 在已擁有數碼證書但在訪問前十二個月並未有使用該證書的機構單位中，70%認爲「甚少透過電子途徑進行商業交易」是未有使用數碼證書的主要原因。(表4.5A及4.5B)

2.24 For those establishments having D-certs but had not used their D-certs in the twelve months before enumeration, 70% opined that "little use of electronic means in business transactions" was the major reason. (Tables 4.5A and 4.5B)

2.25 那些沒有數碼證書的機構單位中，只有0.3%有計劃申請使用。他們並未有計劃申請使用數碼證書的主要原因「甚少透過電子途徑進行商業交易」(54%)，而有些則認為「沒有提供數碼簽署的需要」(45%)。(表4.6、4.7A及4.7B)

2.25 For those not having D-certs, only 0.3% had planned to apply for them. Most of the establishments that did not intend to have D-certs had "little use of electronic means in business transactions" (54%). Also, some of the establishments thought there was "no need to provide digital signature" (45%). (Tables 4.6, 4.7A and 4.7B)

### 網頁／網站的應用

### Webpage/Website usage

2.26 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。

2.26 In this survey, the usage of webpage/website is studied, regardless of whether the webpage was attached to the website of other establishments/organisations, or was placed under the registered domain name of the establishment.

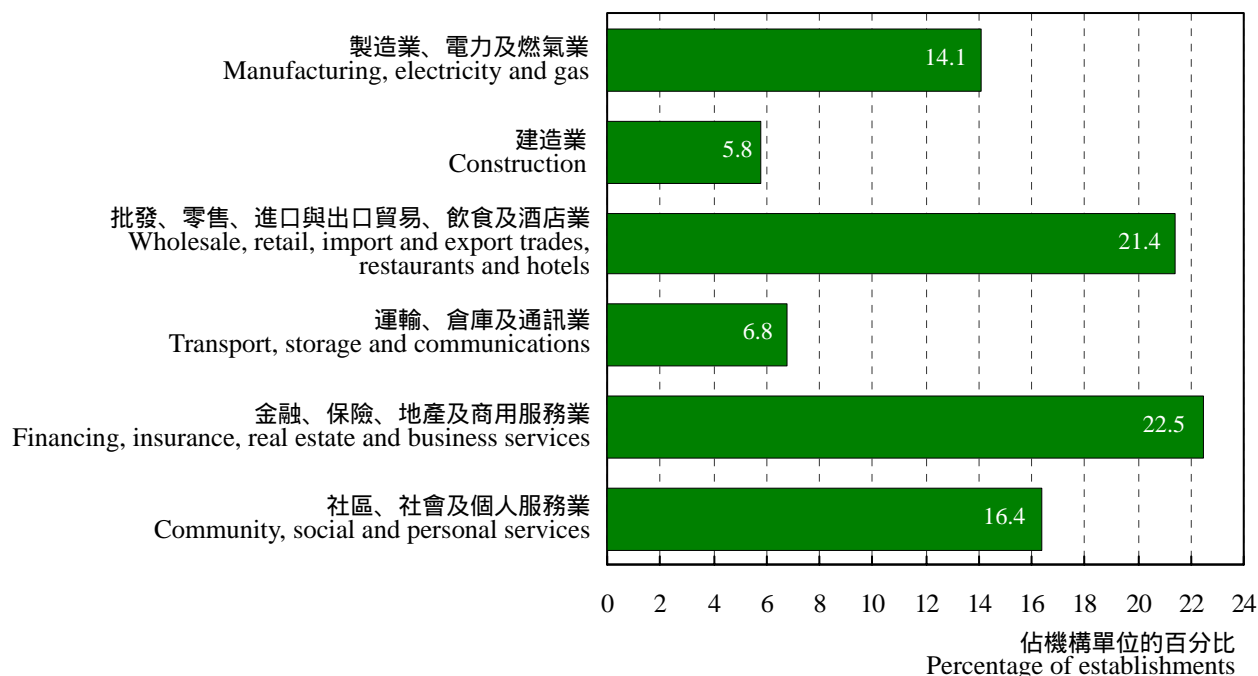
2.27 這部分分析有設立網頁／網站或擁有網絡伺服器的機構單位分布，亦分析機構單位把其網頁／網站連接到本身的資料庫及其商業伙伴的電腦系統的情況。

2.27 The distribution of establishments having webpages/websites or web servers is analysed. The extent of establishments connecting their webpage/website with their related in-firm database and with their business partners' computer systems is also analysed in this section.

2.28 約18%的機構單位有設立網頁／網站。在各主要行業類別中，金融、保險、地產及商用服務業有設立網頁／網站的百分比(23%)最高，其次是批發、零售、進口與出口貿易、飲食及酒店業(21%)。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(75%)，明顯較中型(40%)及小型(14%)機構單位的百分比為高。(表5.1及圖2.6)

2.28 About 18% of the establishments had set up their webpages/websites. Among the major industry sectors, the percentage of establishments having webpages/websites was the highest in the financing, insurance, real estate and business services sector (23%), followed by the wholesale, retail, import and export trades, restaurants and hotels sector (21%). Exhibiting similar pattern as PC and Internet usage, the percentage for setting up webpages/websites was much higher for large establishments (75%) than medium (40%) and small establishments (14%). (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 : Webpage/Website usage by industry sector



2.29 全部有設立網頁／網站的機構單位都在他們的網頁／網站提供有關其機構單位及產品和服務的資料。此外，分別有31%及29%的機構單位會在網上處理商業查詢和收集顧客意見。16%的機構單位則透過其網頁／網站提供網上遞送產品及服務，而12%的機構單位利用其網頁／網站提供網上訂購產品及服務。  
 (表5.2A及5.2B)

2.30 在已設立網頁／網站的機構單位中，38%同時擁有本身的網絡伺服器；27%已把網頁／網站連接到本身的資料庫；另外有9.0%已把網頁／網站連接到商業伙伴的電腦系統。(表5.3)

2.31 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，0.6%有計劃把連接做妥，而其中70%計劃在二零零七年年末前竣工。(表5.4)

2.29 All of the establishments having webpages/websites provided information about their own establishments and their products and services offered on their webpages/websites, while 31% handled business enquiries on-line and 29% collected on-line feedback from customers. 16% of those establishments offered on-line delivery of the firm's products and services and 12% supported on-line ordering on their webpages/websites. (Tables 5.2A and 5.2B)

2.30 Among establishments having webpages/websites, 38% had their own web servers; 27% had their webpages/websites connected to their related in-firm database; and 9.0% had their webpages/websites connected to business partners' computer systems. (Table 5.3)

2.31 For those establishments having webpages/websites but not yet connected to their related in-firm database, 0.6% had intended to do so, and within which, 70% had planned to have the connection done by end-2007. (Table 5.4)



2.32 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0.1%計劃這樣做，而其中49%計劃在二零零七年年末前做妥連接的安裝。(表5.5)

2.32 Similarly, for those establishments having webpages/websites but not yet connected to the computer systems of their business partners, only 0.1% had intended to do so, within which, about 49% had planned to have the connection installed by end-2007. (Table 5.5)

2.33 在現時沒有設立網頁／網站的機構單位中，96%並無計劃設立網頁／網站。(表5.6)

2.33 Among those establishments which did not have their own webpages/websites currently, 96% had no intention to have one. (Table 5.6)

2.34 在現時沒有設立網頁／網站但有此計劃的10 600間機構單位中，約62%準備在二零零七年年末前設立其網頁／網站，另外有37%則計劃在二零零八年年底完成。(表5.6)

2.34 Among the 10 600 establishments not having their own webpages/websites but intending to have such, about 62% had planned to do so by end-2007, and another 37% by end-2008. (Table 5.6)

2.35 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「擁有網頁或網站對業務沒有裨益」(該類機構單位中，84%曾提及此原因)，其次是由於機構本身「缺乏熟悉保養／發展網頁或網站的員工」(24%)。(表5.7)

2.35 For those establishments not intending to have their own webpages/websites, the major reason was "no business benefit to have a webpage or website" (cited by 84% of those establishments), followed by "lack of personnel familiar with maintaining/developing a webpage or website" (24%). (Table 5.7)

### 行業入門網站

### Portal sites for industries

2.36 行業入門網站主要為相應行業的機構提供各種資訊及網上服務。統計調查訪問了各行業機構對於所屬行業入門網站的認知及使用模式，同時亦收集了有關機構在所屬行業入門網站中曾使用的服務種類及沒有使用有關網站的原因的資料，再加以分析。

2.36 An industry portal site primarily provides different types of information and online services for establishments of the respective industry. Questions have been asked on the awareness and usage pattern of industry portal sites by different industry sectors. Information on the types of services used and the reasons for not using portal sites for industries were also gathered and analysed.

2.37 結果顯示，有6 135間機構單位表示知道該機構所屬行業設有入門網站。在對於所屬行業入門網站有所認知的機構單位當中，大部分機構（81%）都有使用有關網站。以行業類別分析，差不多全部對其所屬行業入門網站有所認知的運輸、倉庫及通訊業的機構單位（99%）均有使用入門網站，其次為金融、保險、地產及商用服務業（80%），建造業（80%）與批發、零售、進口與出口貿易、飲食及酒店業（79%）。按就業人數組別分析，對入門網站有所認知的大型機構有使用該類網站的百分比（88%）比中型（84%）及小型（80%）機構為多。（表5.8及5.9）

2.38 在曾經使用所屬行業入門網站的機構單位當中，大部分利用有關網站獲取「行業動態及資訊」（96%），其次是用作「持續發展及進修平台」（31%）、「貨品及公司搜尋」（30%）及「廣告、市場推廣及商業配對服務」（29%）。（表5.10）

2.39 大部分對所屬行業的入門網站有所認知但卻沒有使用有關網站的機構認為「使用所屬行業入門網站提供的服務對業務沒有裨益」（96%）。（表5.11）

### 電子商業

2.40 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。

2.37 The results show that 6 135 establishments were aware of the existence of portal sites for their own industries. Among establishments having awareness of portal sites, the majority of them (81%) had used those sites. Analysing by industry sector, almost all of establishments in the transport, storage and communications sector (99%) had used portal site for their industry when they were aware of the portal site, followed by financing, insurance, real estate and business services (80%), construction (80%) and wholesale, retail, import and export trades, restaurants and hotels (79%). As analysed by employment size, it was found that more large establishments having awareness of existence of portal sites (88%) had used the sites when comparing to medium (84%) and small size (80%) establishments. (Tables 5.8 and 5.9)

2.38 Among those establishments which had used the portal site for their own industry, the majority of them (96%) made use of it for obtaining "industry news and information", followed by "continuous development and learning platform" (31%), "product and company search" (30%) as well as "advertising, marketing and business matching service" (29%). (Table 5.10)

2.39 The majority of the establishments which had awareness of the portal site for their own industry but had not used the site claimed that there was "no business benefit to use services provided through industry portal site" (96%). (Table 5.11)

### Electronic business

2.40 In this section, various business activities are analysed under four categories, viz. order or purchase, receipt, sales 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.

## II 統計調查的主要結果 (續)

2.41 在二零零七年，59%的機構單位曾在受訪前十二個月內透過電子途徑進行一類或多於一類的交易，較二零零六年的相應數字高出3.1個百分點。

(a) 透過電子途徑預訂或購買貨品、服務或資料

2.42 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。

2.43 只有11%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，反映透過電子途徑的訂購運作仍然非常有限。而金融、保險、地產及商用服務業（20%）和一般大型機構單位（35%）的有關百分比比較高。（表6.1及圖2.7）

2.44 曾透過電子途徑預訂或購買貨品、服務或資料的機構單位之中，有82%認為該途徑有助機構運作「更加方便」，亦有不少認為能夠「節省時間」（66%）。（表6.2）

2.45 有透過電子途徑預訂或購買貨品、服務或資料的機構單位主要用以「預訂或補購存貨」（60%）。有些機構單位亦會以電子途徑預訂或購買「旅遊服務」（18%）、「金融工具（例如股票）」（10%）以及「政府的貨品、服務或資料」（10%）。（表6.3）

## II Major Survey Findings (cont'd)

2.41 In 2007, 59% of establishments had undertaken transactions of one type or another through electronic means in the twelve months before enumeration, being 3.1 percentage points higher than that in 2006.

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

2.42 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 completely done through electronic means.

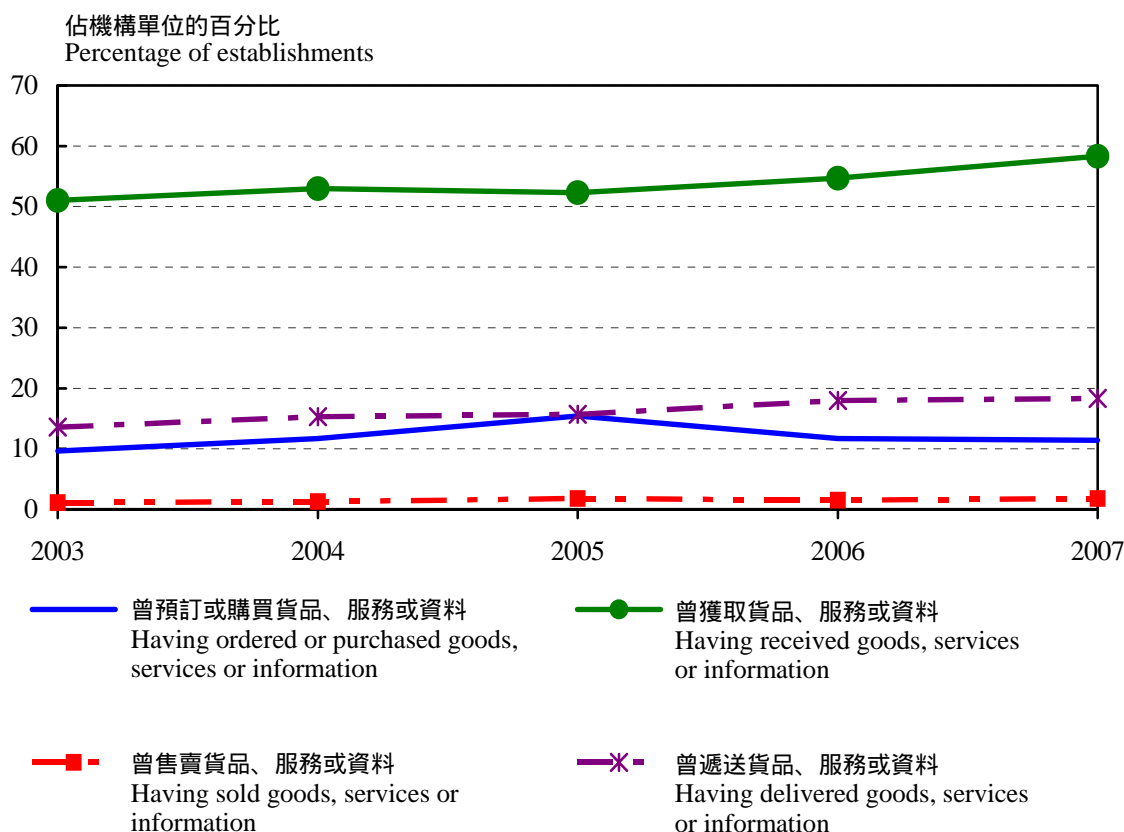
2.43 Purchasing through electronic means was still very limited, as only 11% of the establishments had ordered or purchased goods, services or information through electronic means in the twelve months before enumeration. The relevant percentages were higher for the financing, insurance, real estate and business services sector (20%) and for large establishments (35%). (Table 6.1 and Chart 2.7)

2.44 Among establishments having ordered or purchased goods, services or information through electronic means, 82% of them opined that such means was "more convenient" to business operation. Many of the establishments also pointed out that such means consumed "less processing time" (66%). (Table 6.2)

2.45 Establishments having ordered or purchased goods, services or information through electronic means mainly "ordered or purchased for replenishment of inventory" (60%). Some establishments had also ordered or purchased "travel service" (18%), "financial instruments (e.g. stock)" (10%) and also "Government goods, services or information" (10%). (Table 6.3)

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

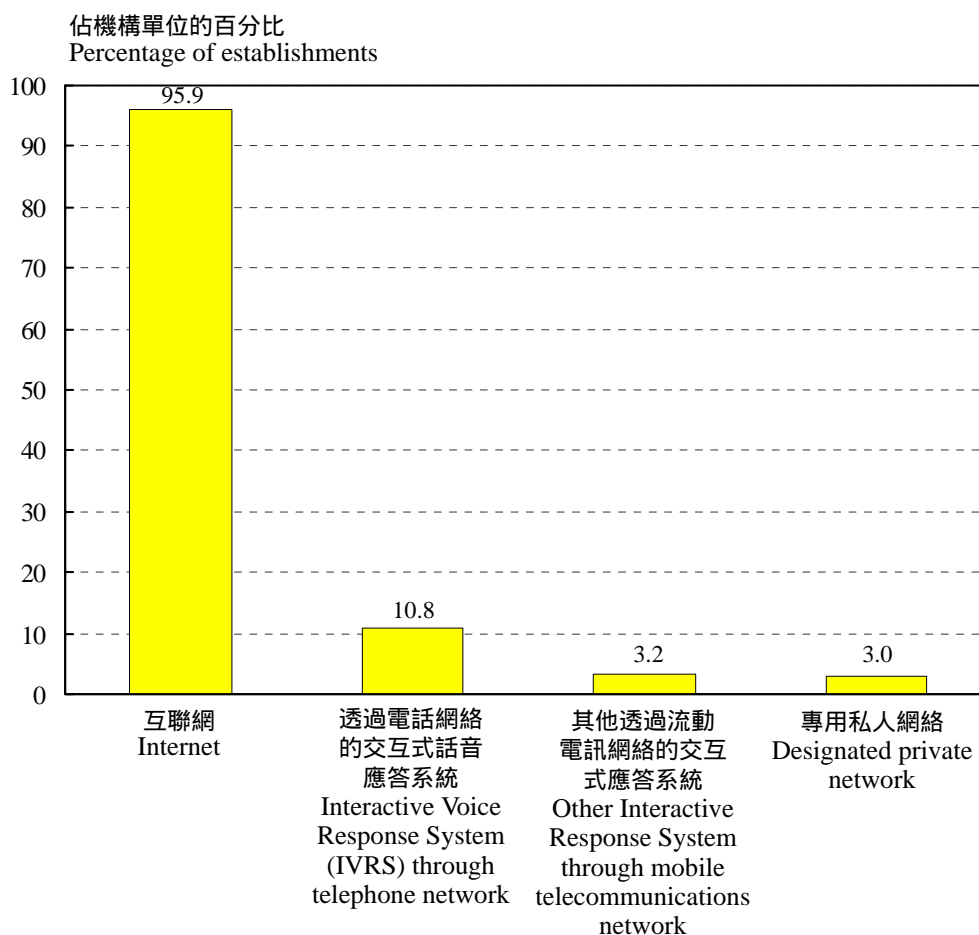


2.46 按所使用的電子途徑種類分析，曾透過電子途徑預訂或購買貨品、服務或資料的機構單位中，96%透過互聯網進行，11%使用交互式話音應答系統，而3.2%則使用其他透過流動電訊網絡的交互式應答系統。(表6.4及圖 2.8)

2.46 Analysed by various electronic means used, 96% of those establishments having ordered or purchased through electronic means had done so through the Internet, 11% through Interactive Voice Response System (IVRS) and 3.2% through other interactive response system. (Table 6.4 and Chart 2.8)

圖 2.8 : 按所使用的主要電子途徑種類<sup>(1)</sup>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 used<sup>(1)</sup>



(1) 可選擇多於一種電子途徑種類。  
May select more than one type of electronic means.

2.47 63%的機構單位表示在二零零六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少於1%，而約有10%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，59%表示曾經在網上支付部分的款項。  
(表6.5及6.6)

2.47 Regarding the value of order or purchase through electronic means as a percentage to the total value of purchase in 2006, 63% of the establishments indicated that the value of e-purchase contributed to less than 1% of their total value of purchase. Some 10% 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, 59% of them indicated that they had made part of the payment through Internet. (Tables 6.5 and 6.6)

## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

2.48 機構單位未曾透過電子途徑預訂或購買貨品、服務或資料的普遍原因是認為該做法「對業務沒有裨益」（該類機構單位中，68%曾提及此原因）及「業內並不普遍」（34%）。（表6.7）

2.48 The common reasons for establishments not having ordered or purchased through electronic means were "no business benefit" (cited by 68% of those establishments) and "not popular in the industry" (34%). (Table 6.7)

### (b) 透過電子途徑獲取貨品、服務或資料

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

2.49 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貨品及服務，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、7.4及7.5）及其他貨品、服務或資料（表7.6、7.7及7.8）的情況作獨立分析。

2.49 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, 7.4 and 7.5) and other goods, services or information. (Tables 7.6, 7.7 and 7.8).

2.50 約58%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77%曾透過電子途徑獲取政府貨品、服務或資料，94%曾獲取其他貨品、服務或資料。（表7.1及圖2.7）

2.50 Some 58% of the establishments had received goods, services or information through electronic means in the twelve months before enumeration. Among those establishments, 77% had received Government goods, services or information through electronic means and 94% had received other types of goods, services or information. (Table 7.1 and Chart 2.7)

### 政府貨品、服務或資料

### Government goods, services or information

2.51 政府近年積極提供電子平台，讓機構單位獲取政府的貨品、服務或資料。

2.51 The Government has taken initiatives to provide related electronic platform for establishments to receive Government goods, services or information.

2.52 統計調查結果顯示，約45%的機構單位在訪問前的十二個月內曾透過電子途徑獲取政府貨品、服務或資料。在這些機構單位中，97%是透過個人電腦連接互聯網獲取有關貨品、服務或資料。就所使用的電子平台的種類而言，49%的機構單位是透過香港政府一站通(www.gov.hk)獲取。按所獲取政府貨品、服務或資料的類別分析，大部分(90%)表示曾「獲取、瀏覽或尋找資料」，而31%則表示曾於網上「遞交與貿易有關的文件」。(表7.1、7.2及7.3)

2.53 至於未曾透過電子途徑獲取政府貨品、服務或資料的原因，該些機構單位中有73%指這是由於做法「對業務沒有裨益」，有29%則表示這種情況在「業內並不普遍」。(表7.4)

2.54 在認為政府提供的電子平台不方便使用因而沒有透過電子途徑獲取政府貨品、服務或資料的機構單位之中，有81%表示不方便使用的原因是這些「電子途徑提供的政府貨品、服務或資料不切合需要」。而有52%「不知道從哪裏獲知有關電子平台的資料及其所提供的資訊」。(表7.5)

2.52 Survey results show that about 45% of the establishments had received Government goods, services or information through electronic means in the twelve months before enumeration. Among those establishments, 97% had done so through Internet via PCs. As regards the type of electronic platform used, 49% of them used the GovHK(www.gov.hk). Analysed by type of Government goods, services or information received, most (90%) of them "received, browsed or searched for information" and 31% revealed that they "submitted online trade-related documents". (Tables 7.1, 7.2 and 7.3)

2.53 As regards the reasons for not receiving Government goods, services or information through electronic means, the more commonly cited reasons were "no business benefit" (73%) and "not popular in the industry" (29%). (Table 7.4)

2.54 Amongst those establishments not having received Government goods, services or information through the electronic means because they considered the related electronic platform not user-friendly, 81% of them thought that the reason for the platform not being user-friendly was "Government goods/services/information carried in these electronic platform(s) cannot meet their needs", while 52% "do not know where these electronic platform(s) are and what information they carry". (Table 7.5)

## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

### 其他非政府提供的貨品、服務或資料

2.55 約 55% 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（75%），運輸、倉庫及通訊業的百分比則最低（31%）。按就業人數組別分析，大型機構單位的百分比明顯較高（91%）。這與個人電腦及互聯網的使用情況相似。（表 7.1）

2.56 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（94%）表示曾獲取、瀏覽或尋找資料。另外，有 35% 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」，以及有 12% 表示曾透過「電子途徑付款」。就所使用的電子途徑而言，互聯網最為普及，約 98% 該類機構單位有使用此電子途徑。（表 7.6 及 7.7）

2.57 未曾透過電子途徑獲取其他非政府提供的貨品、服務或資料的普遍原因同樣是因為這種做法「對業務沒有裨益」（73%）及「業內並不普遍」（29%）。（表 7.8）

### (c) 透過電子途徑售賣貨品、服務或資料

2.58 在這項統計調查中，只有那些有提供並接納客戶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。

### Goods, services or information other than from Government

2.55 About 55% of the establishments had received goods, services or information (other than from Government) through electronic means in the twelve months before enumeration. Analysed by industry, the percentage was the highest for the financing, insurance, real estate and business services sector (75%) and the lowest for the transport, storage and communications sector (31%). Analysed by establishment size, the percentage for large establishments was much higher (91%). This was similar to the pattern recorded for PC and Internet usage. (Table 7.1)

2.56 Of those establishments having received goods, services or information (other than from Government) through electronic means, most (94%) of them had received, browsed or searched for information. Moreover, 35% had received "electronic banking services (e.g. transferring money)", 17% had "received products and services in digital form" and 12% expressed that they had used "e-payment services" through electronic means. Of the various types of electronic means used, Internet was the most commonly used, having been used by 98% of those establishments. (Tables 7.6 and 7.7)

2.57 Again, the common reasons for not having received goods, services or information (other than from Government) through electronic means were "no business benefit to do so" (73%) and "not popular in the industry" (29%). (Table 7.8)

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

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



2.59 只有很少機構單位 (1.8%) 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，而大型機構的百分比則相對較高 (7.3%)。(表8.1及圖2.7)

2.59 Only a very small percentage (1.8%) of establishments had sold goods, services or information through electronic means in the twelve months before enumeration, whereas the percentage for large establishments was relatively higher (7.3%). (Table 8.1 and Chart 2.7)

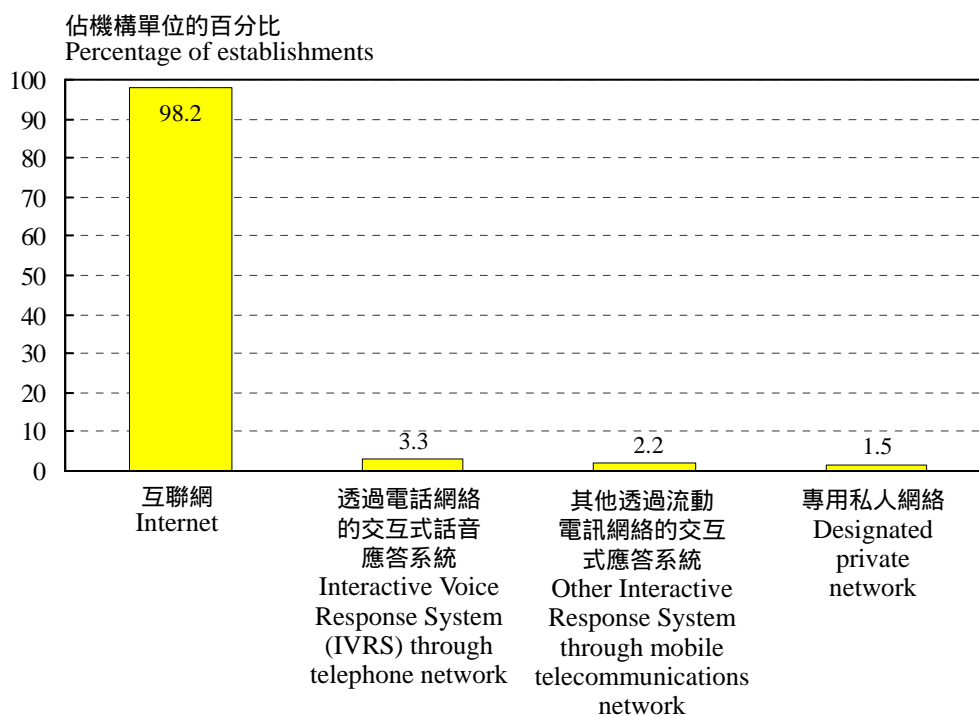
2.60 互聯網是最廣為用作售賣貨品、服務或資料的電子途徑。在曾透過電子途徑售賣貨品、服務或資料的機構單位中，約98%透過互聯網售賣其貨品、服務或資料。(表8.2及圖2.9)

2.60 Internet was the most common electronic means for selling goods, services or information. About 98% of those establishments having sold through electronic means had used it. (Table 8.2 and Chart 2.9)

2.61 結果顯示，分別有80%及73%的有關機構單位表示，他們透過電子途徑售賣貨品、服務或資料的主要原因是它能夠「提高業務靈活性／商機」及「增強競爭力」。(表8.3)

2.61 Concerning the reasons for selling goods, services or information through electronic means, "to increase business flexibility/opportunities" and "to enhance competitiveness" were cited by 80% and 73% of those establishments respectively. (Table 8.3)

**圖 2.9 : 按所使用的主要電子途徑種類<sup>(1)</sup>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 used<sup>(1)</sup>**



(1) 可選擇多於一種電子途徑種類。  
May select more than one type of electronic means.

## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

2.62 在二零零六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 649 億港元，佔所有涵蓋行業類別總業務收益的 0.77%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，透過專用私人網絡及互聯網售賣所佔的百分比分別為 63% 及 34%。按顧客組別分析，透過電子途徑售賣貨品、服務或資料予商業及其他機構單位所帶來的業務收益佔有關機構單位的總收益的 66%。(表 8.4)

2.62 The value of business receipts from selling of goods, services or information through electronic means amounted to HK\$64.9 billion in 2006, representing 0.77% of the total business receipts of all selected industry sectors. Analysed by type of electronic means used, about 63% of the e-commerce business receipts were through designated private network and 34% were through Internet. As regards the customer groups involved, business receipts from business-to-business e-commerce contributed 66% of the total e-commerce receipts of the establishments. (Table 8.4)

2.63 在有透過互聯網售賣貨品、服務或資料的機構單位中，46% 表示曾經在網上收取部分的款項。(表 8.5)

2.63 Among establishments having sold goods, services or information through Internet, 46% of them indicated that they had received part of the payment through Internet. (Table 8.5)

2.64 在未曾透過電子途徑售賣貨品、服務或資料的機構單位中，99.6% 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，62% 曾提及此原因) 和「業內並不普遍」(35%)。(表 8.6 及 8.7)

2.64 Among those establishments not having sold goods, services or information through electronic means, 99.6% had no intention of doing so. The reasons of "no business benefit to do so" and "not popular in the industry" were commonly cited by 62% and 35% of those establishments respectively. (Tables 8.6 and 8.7)

2.65 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，69% 預計將在二零零七年年末前實行。(表 8.6)

2.65 As for those establishments intending to sell through electronic means, 69% expected to do so by end-2007. (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*

2.66 在這項統計調查中，遞送數碼形式的產品及服務，以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。

2.66 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.

2.67 約 18% 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、地產及商用服務業有此做法的百分比比較高 (23%)。(表 9.1 及圖 2.7)

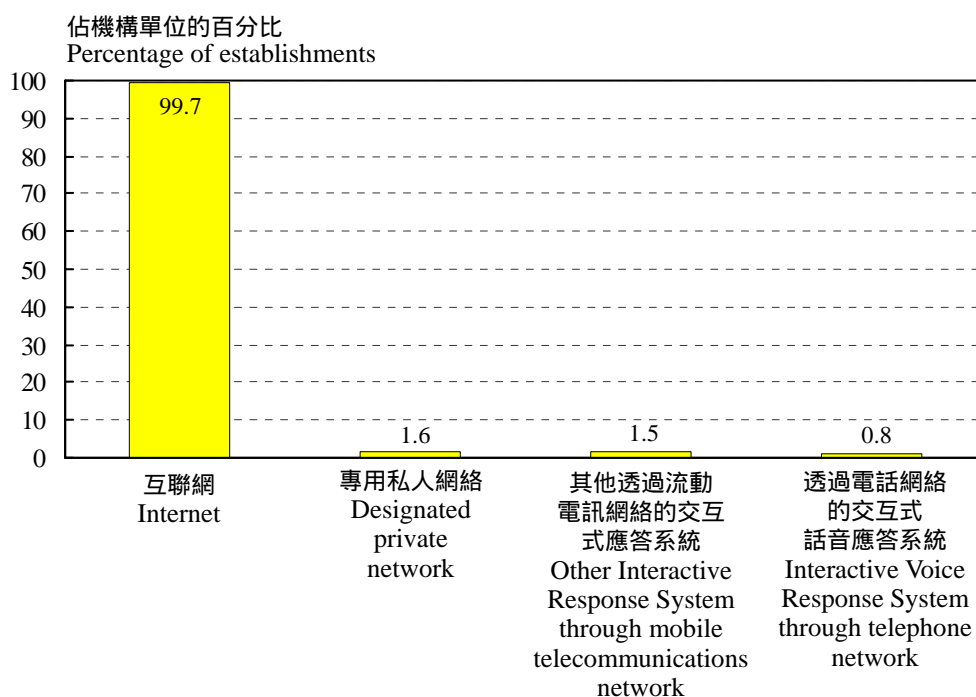
2.67 About 18% of the establishments had delivered their goods, services or information through electronic means in the twelve months before enumeration. The percentage was higher in the financing, insurance, real estate and business services sector (23%). (Table 9.1 and Chart 2.7)

2.68 曾透過電子途徑遞送貨品、服務或資料的機構單位之中，大部分（99.5%）都是透過網站提供機構單位本身的資料。透過互聯網遞送貨品、服務或資料最為普遍，約99.7%的該類機構單位曾使用此途徑。（表9.2、9.3及圖2.10）

2.68 For those establishments having delivered their goods, services or information through electronic means, the majority of them (99.5%) were involved in providing own information of the firm on the websites. Internet was the most common electronic medium for delivering goods, services or information. Around 99.7% of those establishments had used such channel. (Tables 9.2, 9.3 and Chart 2.10)

圖 2.10 : 按所使用的主要電子途徑種類<sup>(1)</sup>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 used<sup>(1)</sup>



(1) 可選擇多於一種電子途徑種類。

May select more than one type of electronic means.

2.69 有透過電子途徑遞送貨品、服務或資料的機構單位認為此項做法最能「提高業務靈活性／商機」（69%）、「增強競爭力」（69%）及「改善對顧客的服務」（52%）。（表 9.4）

2.69 Regarding the reasons for delivering goods, services or information through electronic means, most establishments thought that such practice was able "to increase business flexibility/opportunities" (69%), "to enhance competitiveness" (69%) and "to improve customer services" (52%). (Table 9.4)

2.70 有96%機構單位未有計劃透過電子途徑遞送貨品、服務或資料，他們均認為此做法「對業務沒有裨益」（70%）和「業內並不普遍」（32%）。（表9.5及9.6）

2.70 Among those establishments not having delivered goods, services or information through electronic means, 96% had no plan to do so. The reasons of "no business benefit" and "not popular in the industry" were mentioned by 70% and 32% of those establishments respectively. (Tables 9.5 and 9.6)

2.71 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，63%預計將在二零零七年年末前實行。（表9.5）

2.71 As regards those establishments intending to deliver their goods, services or information through electronic means, 63% expected to do so by end-2007. (Table 9.5)

### 資訊科技項目的財政預算

### Budget for information technology (IT)

2.72 這部分主要探討商業機構就資訊科技項目的財政預算情況，以了解各行業在資訊科技中所投放的資源。調查主要把二零零七年的財政預算與二零零六年作出比較，並把二零零八年的與二零零七年的比較加以分析。

2.72 Business budgets for IT are analysed under this section, in order to understand how industry sectors allocate their resources on IT. The survey mainly compares the IT budgets in 2007 and 2006, as well as analyses the comparison of IT budgets between 2008 and 2007.

2.73 調查結果顯示，只有5.0%機構單位為資訊科技開支項目訂下二零零七年財政預算，相反，大部分（88%）的機構單位均沒有此預算。按行業類別劃分，較多的金融、保險、地產及商用服務業機構單位（11%）曾為資訊科技作出預算。此外，大型機構（45%）中有訂下二零零七年財政預算的百分比較中型（15%）及小型（2.8%）機構為高。（表10.1）

2.73 The survey shows that only 5.0% of the establishments had a budget for IT for 2007, whereas the majority (88%) had no such plan. According to analyses by industry sector, more establishments in the financing, insurance, real estate and business services sector (11%) had a budget for IT for 2007. In addition, a higher percentage for large establishments (45%) than medium (15%) and small establishments (2.8%) had defined a budget for 2007. (Table 10.1)

2.74 另一方面，有為資訊科技項目訂下二零零八年的財政預算的機構單位有3.4%，而86%的機構單位則沒有此預算。跟二零零七年的資訊科技預算的情況相若，較多的金融、保險、地產及商用服務業機構單位（6.0%）為二零零八年的資訊科技訂下財政預算。而大型機構（27%）亦較中型（7.3%）及小型（2.4%）機構單位多訂下二零零八年的有關財政預算。（表10.2）

2.74 Furthermore, 3.4% of the establishments set a budget for IT for 2008, while 86% of them did not have such plan. Similar to the pattern for 2007 budget, more establishments in the financing, insurance, real estate and business services sector (6.0%) had prepared an IT budget for 2008. More large establishments (27%) had a budget for IT when compared to medium (7.3%) and small establishments (2.4%). (Table 10.2)

2.75 在二零零七年有為資訊科技開支項目訂下財政預算的機構單位之中，有49%的財政預算較二零零六年有所增加，33%則保持不變，而有3.0%減少財政預算。(表10.3)

2.75 Among establishments having budget for IT expenditure for 2007, 49% of them recorded a budget increase as compared to 2006, 33% claimed no change, while 3.0% reduced the budget. (Table 10.3)

2.76 至於有訂下二零零八年資訊科技開支項目財政預算的機構中，有59%表示二零零八年較二零零七年的預算有所增加，19%則表示沒有改變，而有2.7%表示預算會有所減少。(表10.4)

2.76 As for establishments having budget for IT expenditure in 2008, 59% of the establishments expected an increase in 2008 when compared to 2007, 19% claimed no change, while 2.7% expected a decrease. (Table 10.4)

### 資訊保安

### Information security

2.77 這個部分會探討一些有關資訊科技保安事宜，包括破壞電腦保安的情況、採用電腦保安措施的態度及所採用的保安措施。

2.77 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.

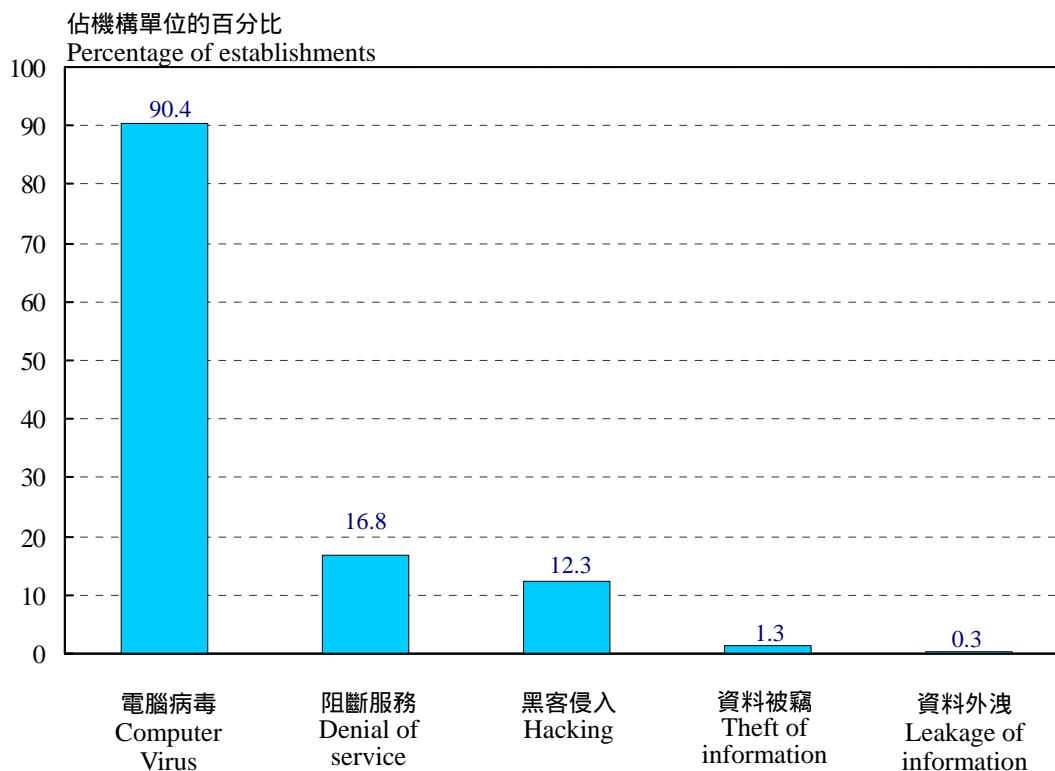
2.78 21% 的機構單位的電腦系統在被訪問前的十二個月內曾發生資訊保安事故。大部分的機構單位(95%)在該段期間內曾受到一次至十次的資訊保安事故。(表11.1及11.3)

2.78 21% of the establishments had suffered from information security incidents in the twelve months before enumeration. Most of them (95%) had encountered 1-10 information security incidents during the period. (Tables 11.1 and 11.3)

2.79 按資訊保安事故的種類分析，大部分的機構單位(90%)曾受到「電腦病毒」入侵，其次是「阻斷服務」(17%)及「黑客侵入」(12%)。(表11.2及圖2.11)

2.79 Analysed by type of information security incidents, most of the establishments (90%) had suffered from "computer virus" attacks. This was followed by "denial of service" (17%) and "hacking" (12%). (Table 11.2 and Chart 2.11)

圖 2.11 : 資訊保安事故的主要種類<sup>(1)</sup>分布  
 Chart 2.11 : Distribution of major type of information security incidents<sup>(1)</sup>



(1) 可選擇多於一種保安事故種類。

May select more than one type of information security incidents.

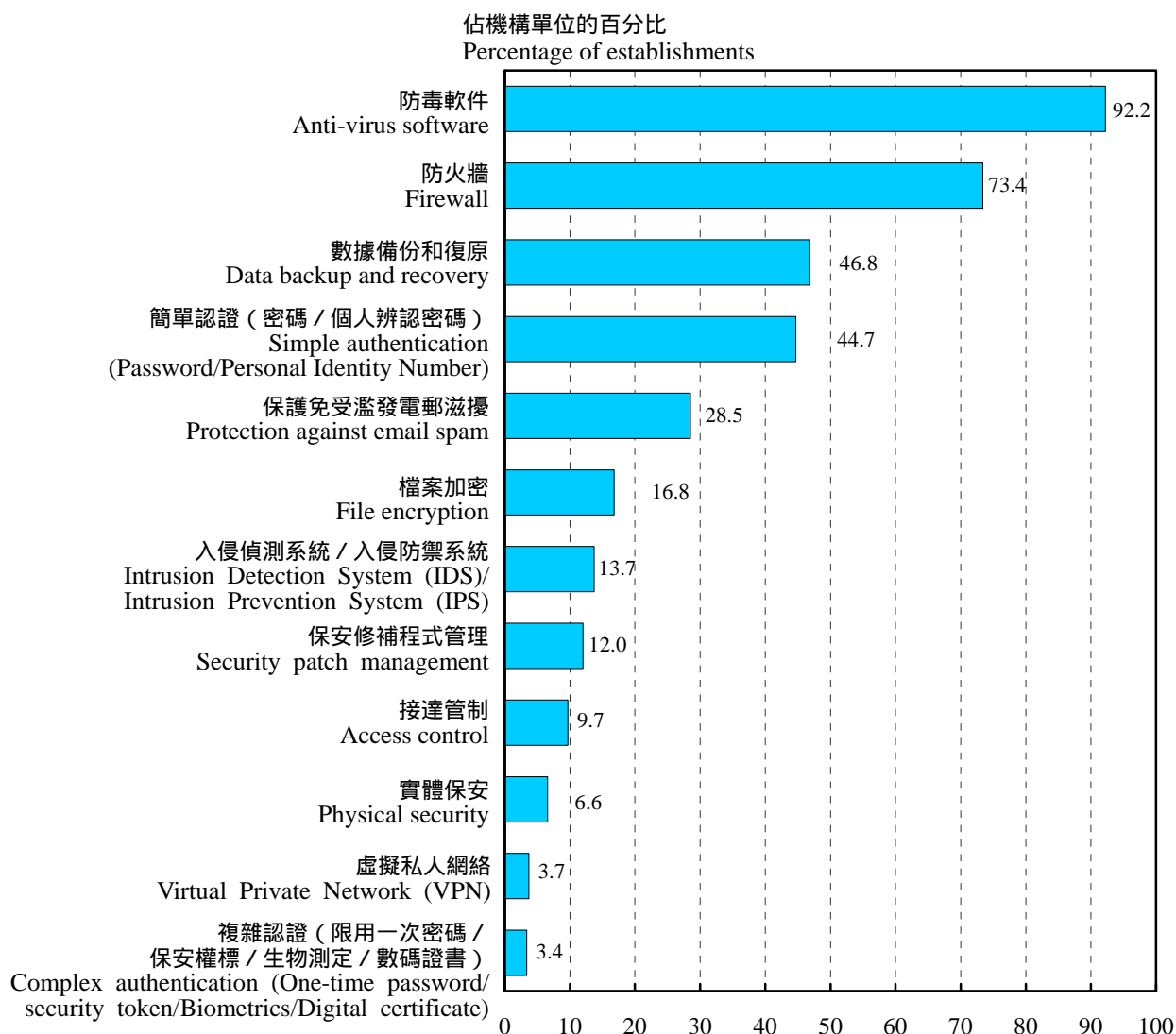
2.80 大部分(99%)機構單位於受襲後都曾採取相應的補救措施。當中有92%曾「修補漏洞」,62%曾「向管理層匯報」,而48%則曾「使用更多保安技術」。曾「向香港電腦保安事故協調中心匯報」及「向警方報案」的有關機構單位分別只有3.7%及0.4%。沒有向警方報案及向協調中心匯報的機構單位中超過80%認為「該等事故並不重要,無需要報案/匯報」。(表11.4A、11.4B、11.5及11.6)

2.80 Upon attack, nearly all of the establishments (99%) took some remedial measures. 92% of them had "applied patch holes", 62% of them had "reported to senior management" and 48% had "resorted to using more security technologies". Only 3.7% and 0.4% of those establishments had "reported their cases to the Hong Kong Computer Emergency Response Team (HKCERT) Coordination Centre" and "reported to the police" respectively. Over 80% of those establishments not having reported their cases to the police and the HKCERT Coordination Centre considered the incidents as "trivial, hence no need to report". (Tables 11.4A, 11.4B, 11.5 and 11.6)

2.81 在有使用個人電腦的機構單位中，96%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，最多機構單位採納的防禦技術是「防毒軟件」（在有採用保安技術的機構單位中，92%曾採用此技術）。有73%的機構單位採用「防火牆」保安，至於「數據備份和復原」（47%）、「簡單認證（密碼／個人辨認密碼）」（45%）及「保護免受濫發電郵滋擾」（28%）也被普遍採用。（表 11.7、11.8A、11.8B及圖 2.12）

2.81 Among those establishments having used PCs, 96% of them had adopted security technology to protect their computer system and information. As a proactive response to the predominance of virus attacks, "anti-virus software" ranked top on the list of security technologies adopted (used by 92% of establishments having adopted security technologies). 73% of those establishments had chosen "firewall" protection, while "data backup and recovery" (47%), "simple authentication (password/personal identity number)" (45%) and "protection against email spam" (28%) were also commonly practised. (Tables 11.7, 11.8A, 11.8B and Chart 2.12)

圖 2.12 : 所採用的保安技術<sup>(1)</sup>的主要種類分布  
 Chart 2.12 : Distribution of major type of security technology adopted<sup>(1)</sup>



(1) 可選擇多於一種保安技術。

May select more than one type of security technology.

## II 統計調查的主要結果 (續)

## II Major Survey Findings (cont'd)

2.82 在有使用個人電腦的機構單位中，76%實施了資訊保安措施。在各項資訊保安措施中，「定期安裝伺服器／個人電腦保安修補程式」是最普遍實施的措施（87%），其次是「在過去12個月內曾進行資訊保安風險評估及審核」（18%）。（表 11.9及11.10）

2.82 Among establishments having used PCs, 76% of them had implemented the information security measures. For the various information security measures implemented, "applying security patches for servers/PCs regularly" was the most common measure (87%), followed by "conducting information security risk assessment and audit within the last 12 months" (18%). (Tables 11.9 and 11.10)

2.83 在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中，23%認為在處理資訊保安問題上遇到最主要的障礙是「財政限制」。至於「缺乏有關範疇的知識」（21%）、「員工缺乏資訊保安的意識」（16%）、「有關產品的技術複雜」（15%）及「缺乏有關資訊科技保安的策略及指引」（11%）亦是普遍被提及的障礙。（表11.11）

2.83 For those establishments having adopted security technology to protect their computer system and information, 23% of them stated that the major obstacles to addressing information security concerns was "budget constraint". "Lack of expertise in the field" (21%), "lack of employee awareness" (16%), "technical/complexity of products" (15%) and "lack of policy and guideline on IT security" (11%) were also commonly mentioned. (Table 11.11)

2.84 有透過電子途徑售賣貨品、服務或資料的機構單位中，50%表示有為客戶提供身分認證及／或保密接達服務。然而，大部分機構單位只採用比較簡單的方法，例如最常用的「用戶名稱」（該類機構單位中，91%曾應用此方法），其次是「密碼／個人辨認密碼」（76%）。至於「保密插口層」、「保密電子交易」、「伺服器數碼證書」及「個人數碼證書」，則分別有21%、7.6%、7.4% 及1.8% 的機構單位應用。（表11.12、11.13A 及11.13B）

2.84 Among those establishments having sold goods, services or information through electronic means, 50% of them had provided authentication and/or security access for their clients. Nevertheless, most of them had only implemented relatively simple methods such as "user name" (cited by 91% of those establishments), followed by "password/personal identity number (PIN)" (76%). "Secure Sockets Layer (SSL)", "Secure Electronic Transaction (SET)", "server digital certificate" and "personal digital certificate" had been used by 21%, 7.6%, 7.4% and 1.8% of those establishments respectively. (Tables 11.12 and 11.13A and 11.13B)



### 面對資訊科技方面的災難時的應變措施

2.85 由於越來越多的機構運作都要依靠資訊科技，各商業單位必須保持資訊科技應用的穩定性。一旦遇到有關方面的災難，例如由於海底電纜斷裂而影響一間機構單位的日常運作，便有需要採取適當的應變措施。

2.86 在已經連接互聯網的機構單位當中，有 6.6% 的機構已制定持續業務運作計劃。按行業類別劃分顯示，金融、保險、地產及商用服務業有最多機構（15%）訂立此項計劃，其次為社區、社會及個人服務業（8.9%）。另外，結果亦反映有制定持續業務運作計劃的大型機構的百分比（30%）比中型（12%）及小型（4.8%）機構單位的為高。（表 11.14）

2.87 在已經連接互聯網的機構單位當中，有分別 69% 和 24% 的機構單位在遇到資訊科技災難時會「改用人手操作」和「使用備份系統」，不過仍然有 21% 的機構表示「不會採取任何行動」。（表 11.15）

2.88 在已經連接互聯網的機構單位當中，當遇到有關資訊科技方面的災難時，有 54% 主要「尋求資訊科技顧問的意見」，有小部分機構則「尋求有關行業商會的協助」（5.9%）以解決問題。不過仍有 40% 的機構表示「不會尋求任何協助」（表 11.16）

### Contingency measures for IT disasters

2.85 Since more business operations rely on usage of IT, it is crucial for business firms to maintain a stable performance in IT usage. Once there is an IT disaster, for instance, break of submarine cables which affects the daily business operation of an establishment, appropriate contingency actions are required.

2.86 Among those establishments having Internet connection, 6.6% of them had Business Continuity Plan. Financing, insurance, real estate and business services sector had the largest proportion of establishments (15%) to have developed such plan, followed by community, social and personal services sector (8.9%). Moreover, the results show that those large establishments (30%) were prone to having Business Continuity Plan than medium (12%) and small establishments (4.8%). (Table 11.14)

2.87 Among those establishments having Internet connection, 69% of the establishments would "use manual operation" and 24% would "use backup system" when an IT disaster was encountered. Nonetheless, 21% of the establishments would choose not to take any action. (Table 11.15)

2.88 As regards the kind of help which would be asked for when there was an IT disaster, business establishments having Internet connection were most likely to "seek advice from IT consultant" (54%). Only a small proportion of them would "seek help from associations of the related trade" (5.9%). Nonetheless, 40% of the establishments revealed that they "would not ask for any help". (Table 11.16)

### 無線及流動服務和技術的應用

2.89 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。本部分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。

2.90 約 19% 的機構單位有使用無線及流動裝置。在各主要行業類別中，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（37%），而最低的是運輸、倉庫及通訊業（11%）。機構單位的規模越大，無線及流動裝置的使用率越高。約 65% 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 38% 及 15%。（表 12.1）

2.91 「無線區域網絡接達點（包括無線熱點）」是最常用的裝置（86% 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」（65%），「桌面電腦」（31%）及「流動電話」（31%）。（表 12.2）

2.92 「無線區域網絡」的使用已成為普遍被採用的無線及流動傳送技術（85% 有使用無線及流動傳送技術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新技術，如「藍芽技術」（27%）及「通用分組無線電服務」（22%），亦愈趨普及。（表 12.3）

### Usage of wireless and mobile services and technology

2.89 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 acquired from service provider; and
- (d) applications involved.

2.90 Nearly 19% of the establishments had used wireless and mobile devices. Among the major industry sectors, the percentage of establishments having used wireless and mobile devices was the highest in the financing, insurance, real estate and business services sector (37%) and the lowest in the transport, storage and communications sector (11%). Usage of wireless and mobile devices increased with size of establishments. Almost 65% of the large establishments had used wireless and mobile devices, as against 38% for medium establishments and 15% for small establishments. (Table 12.1)

2.91 The most widely used device was "wireless LAN access point (including hotspot)" (used by 86% of the establishments having used wireless and mobile devices), followed by "laptop or notebook computers" (65%), "desktop computers" (31%) and "mobile phones" (31%) connected to a wireless data communication network. (Table 12.2)

2.92 The predominant usage of "wireless LAN" has become the most popularly adopted wireless and mobile transmission technology (cited by 85% of those establishments which had used wireless and mobile transmission technology). New technologies geared towards mobile phone networking such as "Bluetooth" (27%) and "General Packet Radio Service (GPRS)" (22%) were also becoming more popular. (Table 12.3)

2.93 至於從服務供應商獲取的無線及流動服務，最常使用的是「無線上網」（82%有使用無線及流動服務的機構單位有使用此服務），其次是「無線電郵」（68%）及「短訊服務」（28%）。（表 12.4）

2.93 Relating to wireless and mobile services acquired from service providers, the most commonly used services were "wireless web surfing" (82% of the establishments having used wireless and mobile services had used this service), followed by "wireless e-mail" (68%) and "Short Message Service (SMS)" (28%). (Table 12.4)

2.94 許多機構單位都已把其無線及流動裝置和服務融合於它們的商業應用系統內，而最普遍的應用範疇是「辦公室自動化」（58%有使用無線及流動應用系統的機構單位有此項應用），「工作管理」（35%）和「短訊廣播及警報」（29%）。（表 12.5）

2.94 Many establishments had adapted their wireless and mobile devices and services into their business applications. The most common areas of application were "office automation" (as cited 58% of those establishments which had used wireless and mobile applications), "job management" (35%) and "message broadcast and alert" (29%). (Table 12.5)

2.95 最多機構單位認為在應用無線及流動服務及技術的障礙是基於該服務「對業務沒有裨益」（62%的該類機構單位曾提及此原因），其次是因為「業內並不普遍」（39%）及「缺乏熟悉無線及流動服務及技術的員工」（29%）。（表 12.6）

2.95 The most commonly cited obstacle for using mobile and wireless services and technology was "no business benefit" (cited by 62% of those establishments), followed by "not popular in the industry" (39%) and "lack of personnel familiar with wireless and mobile services and technology" (29%). (Table 12.6)



表 1.1A : 按行業類別劃分的在二零零三年至二零零七年間資訊科技在工商業的使用情況和普及程度主要統計數字

Table 1.1A : Key statistics on usage and penetration of information technology in the business sector by industry sector, 2003 to 2007

行業類別 Industry sector	機構單位數目 No. of establishments	在所有機構單位中，有使用下列 資訊科技的機構單位所佔的百分比 Among all establishments, % of establishments having :			
		個人電腦 Personal computers	互聯網 Internet connection	網頁 / 網站 Webpages/ websites	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	17 275	52.7	42.0	13.4
	2004	17 481	63.1	54.1	16.2
	2005	14 624	58.4	46.9	10.4
	2006	14 830	47.3	44.0	10.3
	2007	13 941	61.2	59.4	14.1
建造業 Construction	2003	25 147	55.6	37.9	9.1
	2004	22 869	49.5	39.3	7.3
	2005	21 085	55.4	45.0	7.0
	2006	19 093	55.2	48.3	2.3
	2007	19 499	48.0	46.0	5.8
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	2003	165 855	54.6	49.4	14.4
	2004	165 582	59.7	52.5	13.5
	2005	165 420	63.6	58.1	17.5
	2006	154 592	60.6	55.6	19.3
	2007	154 071	66.4	62.3	21.4
運輸、倉庫及通訊業 Transport, storage and communications	2003	37 220	31.5	26.5	6.6
	2004	36 310	33.7	23.5	6.6
	2005	34 729	28.9	25.8	5.4
	2006	30 026	33.7	30.2	7.1
	2007	30 804	43.2	38.1	6.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	48 865	76.6	68.9	14.9
	2004	48 630	82.3	76.9	25.8
	2005	46 649	87.2	81.8	20.7
	2006	43 764	88.1	87.1	22.0
	2007	48 960	86.0	84.4	22.5
社區、社會及個人服務業 Community, social and personal services	2003	34 829	50.5	40.7	17.4
	2004	35 257	48.8	37.6	18.4
	2005	31 424	44.2	38.5	16.4
	2006	34 980	57.3	49.6	24.6
	2007	33 999	48.4	40.8	16.4
<b>總計 Total</b>	<b>2003</b>	<b>329 191</b>	<b>54.8</b>	<b>47.5</b>	<b>13.5</b>
	<b>2004</b>	<b>326 128</b>	<b>58.4</b>	<b>50.4</b>	<b>14.8</b>
	<b>2005</b>	<b>313 931</b>	<b>60.5</b>	<b>54.7</b>	<b>15.5</b>
	<b>2006</b>	<b>297 286</b>	<b>60.5</b>	<b>55.9</b>	<b>17.5</b>
	<b>2007</b>	<b>301 274</b>	<b>63.8</b>	<b>59.8</b>	<b>18.2</b>

**表 1.1A : 按行業類別劃分的在二零零三年至二零零七年間資訊科技在工商業的使用情況和普及程度主要統計數字 (續)**

**Table 1.1A : Key statistics on usage and penetration of information technology in the business sector by industry sector, 2003 to 2007 (cont'd)**

		在所有機構單位中，有使用下列 資訊科技的機構單位所佔的百分比 Among all establishments, % of establishments having :			
		預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
		貨品、服務或資料 (透過電子途徑) goods, services or information through electronic means			
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	2003	6.0	45.6	1.6	13.5
	2004	8.7	53.6	1.8	16.4
	2005	11.1	43.5	2.1	10.4
	2006	10.5	40.4	1.7	10.3
	2007	6.3	53.0	0.5	14.1
建造業 Construction	2003	9.8	38.4	#	9.1
	2004	6.7	44.3	#	7.3
	2005	8.8	45.7	0.1	8.2
	2006	6.4	47.9	0.1	2.5
	2007	9.3	45.6	0.0	6.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	2003	8.7	53.6	1.2	14.4
	2004	11.6	55.3	1.1	14.2
	2005	18.4	55.7	2.5	17.5
	2006	13.0	53.4	2.0	19.4
	2007	10.3	61.9	2.0	21.4
運輸、倉庫及通訊業 Transport, storage and communications	2003	4.3	35.1	0.5	6.6
	2004	3.6	31.6	0.4	6.6
	2005	3.5	28.0	0.8	5.4
	2006	4.4	33.6	0.6	7.1
	2007	7.7	35.3	1.1	7.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2003	19.1	67.9	1.6	15.6
	2004	22.4	72.9	2.9	26.0
	2005	22.5	75.1	2.0	21.7
	2006	14.3	85.5	2.2	25.0
	2007	19.9	79.0	4.1	22.6
社區、社會及個人服務業 Community, social and personal services	2003	7.9	43.4	1.0	17.6
	2004	11.0	42.5	1.1	19.2
	2005	8.1	36.6	0.2	16.4
	2006	12.5	49.9	0.4	24.6
	2007	11.0	42.5	0.3	16.4
<b>總計 Total</b>	<b>2003</b>	<b>9.6</b>	<b>51.0</b>	<b>1.1</b>	<b>13.6</b>
	<b>2004</b>	<b>11.7</b>	<b>53.0</b>	<b>1.3</b>	<b>15.3</b>
	<b>2005</b>	<b>15.4</b>	<b>52.3</b>	<b>1.8</b>	<b>15.7</b>
	<b>2006</b>	<b>11.7</b>	<b>54.7</b>	<b>1.5</b>	<b>18.0</b>
	<b>2007</b>	<b>11.4</b>	<b>58.3</b>	<b>1.8</b>	<b>18.3</b>

**表 1.1B : 按就業人數組別劃分的在二零零三年至二零零七年間資訊科技在工商業的使用情況和普及程度主要統計數字**

**Table 1.1B : Key statistics on usage and penetration of information technology in the business sector by employment size, 2003 to 2007**

		機構單位數目 No. of establishments	在所有機構單位中，有使用下列 資訊科技的機構單位所佔的百分比 Among all establishments, % of establishments having :		
			個人電腦 Personal computers	互聯網 Internet connection	網頁 / 網站 Webpages/ websites
<b>就業人數組別</b> <b>Employment size</b>					
大型 Large	2003	5 836	94.2	85.1	62.4
	2004	6 405	97.4	89.7	67.7
	2005	6 053	97.5	91.5	72.3
	2006	6 052	99.2	94.7	74.7
	2007	6 271	99.1	93.3	75.0
中型 Medium	2003	35 125	87.7	78.2	31.7
	2004	35 060	83.7	76.2	39.2
	2005	32 583	88.9	83.6	34.6
	2006	34 659	85.9	80.7	37.0
	2007	33 039	88.3	82.8	39.6
小型 Small	2003	288 231	50.0	43.0	10.2
	2004	284 663	54.5	46.4	10.6
	2005	275 295	56.4	50.5	12.0
	2006	256 574	56.2	51.7	13.5
	2007	261 964	59.8	56.1	14.1
<b>總計</b> <b>Total</b>	<b>2003</b>	<b>329 191</b>	<b>54.8</b>	<b>47.5</b>	<b>13.5</b>
	<b>2004</b>	<b>326 128</b>	<b>58.4</b>	<b>50.4</b>	<b>14.8</b>
	<b>2005</b>	<b>313 931</b>	<b>60.5</b>	<b>54.7</b>	<b>15.5</b>
	<b>2006</b>	<b>297 286</b>	<b>60.5</b>	<b>55.9</b>	<b>17.5</b>
	<b>2007</b>	<b>301 274</b>	<b>63.8</b>	<b>59.8</b>	<b>18.2</b>

表 1.1B : 按就業人數組別劃分的在二零零三年至二零零七年間資訊科技在工商業的使用情況和普及程度主要統計數字 (續)

Table 1.1B : Key statistics on usage and penetration of information technology in the business sector by employment size, 2003 to 2007 (cont'd)

		在所有機構單位中，有使用下列 資訊科技的機構單位所佔的百分比			
		Among all establishments, % of establishments having :			
		預訂或購買 Ordered or purchased	獲取 Received	售賣 Sold	遞送 Delivered
		貨品、服務或資料 (透過電子途徑) goods, services or information through electronic means			
<b>就業人數組別</b> Employment size					
大型 Large	2003	27.9	84.7	8.5	62.6
	2004	32.0	88.1	6.2	67.9
	2005	31.5	90.1	6.4	72.4
	2006	33.4	95.1	7.7	75.0
	2007	35.0	93.0	7.3	75.0
中型 Medium	2003	15.4	76.2	2.3	32.7
	2004	23.2	76.7	2.6	40.1
	2005	26.0	79.0	2.8	34.9
	2006	23.1	78.2	1.4	37.5
	2007	21.1	80.4	3.0	39.8
小型 Small	2003	8.5	47.2	0.8	10.3
	2004	9.9	49.3	1.0	11.0
	2005	13.7	48.4	1.6	12.2
	2006	9.7	50.6	1.4	14.1
	2007	9.6	54.7	1.5	14.2
<b>總計</b> <b>Total</b>	<b>2003</b>	<b>9.6</b>	<b>51.0</b>	<b>1.1</b>	<b>13.6</b>
	<b>2004</b>	<b>11.7</b>	<b>53.0</b>	<b>1.3</b>	<b>15.3</b>
	<b>2005</b>	<b>15.4</b>	<b>52.3</b>	<b>1.8</b>	<b>15.7</b>
	<b>2006</b>	<b>11.7</b>	<b>54.7</b>	<b>1.5</b>	<b>18.0</b>
	<b>2007</b>	<b>11.4</b>	<b>58.3</b>	<b>1.8</b>	<b>18.3</b>



**表 2.1 : 按有否使用個人電腦劃分的機構單位按行業類別 / 就業人數組別分布**  
**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	有否使用個人電腦 Whether having used personal computers (PCs)	
		有 Yes	沒有 No (%)
<b>行業類別</b> Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	61.2	38.8
建造業 Construction	19 499	48.0	52.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	66.4	33.6
運輸、倉庫及通訊業 Transport, storage and communications	30 804	43.2	56.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	86.0	14.0
社區、社會及個人服務業 Community, social and personal services	33 999	48.4	51.6
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>63.8</b>	<b>36.2</b>
<b>就業人數組別</b> Employment size			
大型 Large	6 271	99.1	0.9
中型 Medium	33 039	88.3	11.7
小型 Small	261 964	59.8	40.2
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>63.8</b>	<b>36.2</b>

表 2.2 : 按所使用的個人電腦種類劃分的工商業所使用的個人電腦按行業類別 / 就業人數組別分布

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

	個人電腦數目 No. of PCs	所使用的個人電腦種類 Category of PCs used				總計 Total	(%)
		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		
<b>行業類別</b> Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	92 062	87.5	9.7	2.5	0.2	100.0	
建造業 Construction	65 597	81.5	14.6	3.9	0.0	100.0	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	598 847	80.6	17.1	2.2	#	100.0	
運輸、倉庫及通訊業 Transport, storage and communications	167 612	84.7	10.9	4.2	0.2	100.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	593 320	73.9	19.6	6.4	#	100.0	
社區、社會及個人服務業 Community, social and personal services	353 807	83.1	15.7	1.2	#	100.0	
<b>總計</b> <b>Total</b>	<b>1 871 245</b>	<b>79.7</b>	<b>16.6</b>	<b>3.6</b>	<b>#</b>	<b>100.0</b>	
<b>就業人數組別</b> Employment size							
大型 Large	982 961	81.0	14.9	4.1	0.1	100.0	
中型 Medium	429 392	78.7	17.8	3.4	0.0	100.0	
小型 Small	458 891	77.9	19.3	2.7	0.0	100.0	
<b>總計</b> <b>Total</b>	<b>1 871 245</b>	<b>79.7</b>	<b>16.6</b>	<b>3.6</b>	<b>#</b>	<b>100.0</b>	

**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 : Number of establishments with personal computers (PCs) and having installed/access to application software by category of application software**

應用軟件種類 <sup>(1)</sup> Category of application software <sup>(1)</sup>	有使用個人電腦並裝置 / 接達 以下應用軟件的機構單位數目 No. of establishments with PCs and having installed/access to the following 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	185 329	96.5
互聯網瀏覽器 Internet browser	183 906	95.7
試算表 Spreadsheet	175 403	91.3
電腦保安及防毒 Computer security and anti-virus	174 898	91.0
通訊 Communication	156 230	81.3
多媒體工具 (影像及聲音) Multi-media tools (video and sound)	125 998	65.6
簡報 Presentation	120 405	62.7
數據庫管理 Database management	115 460	60.1
其他實用程式 Other utility	82 804	43.1
銀行及金融 / 會計 Banking and finance/Accounting	61 663	32.1
用於直接電子報關服務的用戶軟件 End-user software for Direct Electronic Declaration Service	35 099	18.3
採購 / 處理銷售訂單 Purchasing/Sales and order processing	32 132	16.7
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	25 020	13.0
人力資源管理 / 培訓 Human resources management/Training	10 808	5.6
其他 Others	1 757	0.9
以上種類的任何組合 Any combinations of the above categories	191 252	99.6

(1) 可選擇多於一個種類。

May select more than one category.

**表 2.4 : 按特製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 : Number of 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 <sup>(1)</sup> Category of tailor-made computer system <sup>(1)</sup>	有使用個人電腦並裝置 / 接達以下特製電腦系統的機構單位數目 No. of establishments with PCs and having installed/access to the following tailor-made computer system	佔有使用個人電腦的機構單位數目百分比 As a % of total no. of establishments using PCs
銀行及金融 / 會計 Banking and finance/Accounting	26 615	13.9
採購 / 處理銷售訂單 Purchasing/Sales and order processing	20 759	10.8
人力資源管理 / 培訓 Human resources management/Training	6 725	3.5
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	6 109	3.2
其他 Others	4 840	2.5
以上種類的任何組合 Any combinations of the above categories	42 015	21.9

(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機構單位按行業類別 / 就業人數組別分布**  
**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 (%)			
			2007年 In 2007 (c)	2008年 In 2008 (d)	2008年後或沒有預計時間 After 2008 or no expected time (e)	總計 Total (f)
<b>行業類別</b> Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 407	2.6	98.4	0.0	1.6	100.0
建造業 Construction	10 133	6.2	98.3	0.0	1.7	100.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	51 723	1.1	49.4	50.6	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	17 498	0.8	0.0	0.0	100.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 874	0.0	0.0	0.0	0.0	0.0
社區、社會及個人服務業 Community, social and personal services	17 527	7.5	12.8	81.0	6.3	100.0
<b>總計</b> <b>Total</b>	<b>109 162</b>	<b>2.6</b>	<b>43.3</b>	<b>48.6</b>	<b>8.1</b>	<b>100.0</b>
<b>就業人數組別</b> Employment size						
大型 Large	58	0.0	0.0	0.0	0.0	0.0
中型 Medium	3 868	0.7	91.9	0.0	8.1	100.0
小型 Small	105 236	2.6	42.8	49.1	8.1	100.0
<b>總計</b> <b>Total</b>	<b>109 162</b>	<b>2.6</b>	<b>43.3</b>	<b>48.6</b>	<b>8.1</b>	<b>100.0</b>

表 2.6A : 按未有計劃裝置個人電腦的原因劃分的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 <sup>(1)</sup> Reason for not intending to install PCs <sup>(1)</sup>				缺乏懂得發展電腦應用系統的員工 Lack of personnel knowledgeable in developing computer application systems	(%)
		裝置個人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 PCs	個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment			
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 267	83.9	38.5	5.1		10.9	
建造業 Construction	9 501	83.0	45.0	9.9		9.8	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	51 136	86.1	37.6	9.9		5.7	
運輸、倉庫及通訊業 Transport, storage and communications	17 366	94.0	20.3	1.3		6.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 874	87.2	12.8	0.0		0.0	
社區、社會及個人服務業 Community, social and personal services	16 206	80.9	41.0	9.2		7.9	
<b>總計</b> <b>Total</b>	<b>106 351</b>	<b>86.3</b>	<b>34.4</b>	<b>7.5</b>		<b>6.3</b>	

行業類別 Industry sector	未有計劃裝置個人電腦的原因 <sup>(1)</sup> (續) Reason for not intending to install PCs <sup>(1)</sup> (cont'd)					其他 Others	(%)
	軟件的購置及發展成本高昂 Costly in procuring and developing software	聘用資訊科技人員的成本高昂 Costly in employing IT personnel	認為個人電腦並不可靠 Consider PCs not reliable	擔心使用個人電腦時的資料保密事宜 Concern about security issue in using PCs			
製造業、電力及燃氣業 Manufacturing, electricity and gas	1.1	1.1	0.0	0.0	2.7		
建造業 Construction	3.3	3.3	0.5	0.0	3.3		
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	2.1	1.2	0.3	#	1.6		
運輸、倉庫及通訊業 Transport, storage and communications	1.3	1.0	0.0	0.0	4.7		
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		
社區、社會及個人服務業 Community, social and personal services	4.4	1.1	0.4	1.3	3.4		
<b>總計</b> <b>Total</b>	<b>2.2</b>	<b>1.2</b>	<b>0.3</b>	<b>0.2</b>	<b>2.5</b>		

(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機構單位按就業人數組別分布

Table 2.6B : Distribution of establishments not intending to install personal computers (PCs) by reason by employment size

就業人數組別 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 <sup>(1)</sup> Reason for not intending to install PCs <sup>(1)</sup>				(%)
		裝置個人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 PCs	個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment	缺乏懂得發展電腦應用系統的員工 Lack of personnel knowledgeable in developing computer application systems	
大型 Large	58	24.7	27.8	8.5	8.5	
中型 Medium	3 841	68.9	57.3	7.8	25.7	
小型 Small	102 453	87.0	33.5	7.5	5.6	
<b>總計 Total</b>	<b>106 351</b>	<b>86.3</b>	<b>34.4</b>	<b>7.5</b>	<b>6.3</b>	

就業人數組別 Employment size	未有計劃裝置個人電腦的原因 <sup>(1)</sup> (續) Reason for not intending to install PCs <sup>(1)</sup> (cont'd)					(%)
	軟件的購置及發展成本高昂 Costly in procuring and developing software	聘用資訊科技人員的成本高昂 Costly in employing IT personnel	認為個人電腦並不可靠 Consider PCs not reliable	擔心使用個人電腦時的資料保密事宜 Concern about security issue in using PCs	其他 Others	
大型 Large	8.5	8.5	56.1	8.5	0.0	
中型 Medium	8.0	0.6	1.5	0.6	0.0	
小型 Small	2.0	1.3	0.2	0.2	2.6	
<b>總計 Total</b>	<b>2.2</b>	<b>1.2</b>	<b>0.3</b>	<b>0.2</b>	<b>2.5</b>	

(1) 可選擇多於一個原因。

May select more than one reason.

**表 3.1 : 按有否連接互聯網劃分的機構單位按行業類別／就業人數組別分布**  
**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	有否連接互聯網 Whether having Internet connection (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	59.4	40.6
建造業 Construction	19 499	46.0	54.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	62.3	37.7
運輸、倉庫及通訊業 Transport, storage and communications	30 804	38.1	61.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	84.4	15.6
社區、社會及個人服務業 Community, social and personal services	33 999	40.8	59.2
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>59.8</b>	<b>40.2</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 271	93.3	6.7
中型 Medium	33 039	82.8	17.2
小型 Small	261 964	56.1	43.9
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>59.8</b>	<b>40.2</b>



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類別／就業人數組別分布

Table 3.2 : Distribution of establishments having Internet connection by usage of Internet 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 <sup>(1)</sup> Usual usage of Internet <sup>(1)</sup>					(%)
		電子郵件 Electronic- mail (e-mail)	網上搜集 一般資料 On-line sourcing of general information	網上獲取 貨品、服 務或資料 On-line receipt of goods, services or information	使用政 府網上資 訊／服務 Access to on-line Government information or services	電子 銀行服務 (例如轉帳) Electronic banking services (e.g. transferring money)	
<b>行業類別</b> Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 275	96.8	88.0	86.2	63.6	27.0	
建造業 Construction	8 977	97.8	96.4	85.9	69.2	25.7	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	96 014	97.5	94.3	95.2	66.5	32.3	
運輸、倉庫及通訊業 Transport, storage and communications	11 723	88.1	97.4	92.3	65.7	24.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 308	99.7	95.0	92.3	72.7	45.0	
社區、社會及個人服務業 Community, social and personal services	13 860	96.8	96.9	93.4	62.3	19.5	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>97.3</b>	<b>94.7</b>	<b>93.3</b>	<b>67.5</b>	<b>33.2</b>	
<b>就業人數組別</b> Employment size							
大型 Large	5 851	98.5	98.6	97.6	85.3	52.3	
中型 Medium	27 344	98.4	96.3	93.8	73.7	33.1	
小型 Small	146 961	97.1	94.2	93.1	65.7	32.4	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>97.3</b>	<b>94.7</b>	<b>93.3</b>	<b>67.5</b>	<b>33.2</b>	

(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類別／就業人數組別分布 (續)

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

	通常使用互聯網的用途 <sup>(1)</sup> (續)					(%)
	Usual usage of Internet <sup>(1)</sup> (cont'd)					
行業類別 Industry sector	網上向供應商／商業伙伴提出查詢 Make on-line enquiry to suppliers/business partners	下載軟件 Software downloads	網上向顧客／購買商／商業伙伴提供資料／意見 On-line provision of information/feedback to customers/buyers/business partners	網上遞送貨品、服務或資料 On-line delivery of goods, services or information	網上付款 On-line payments	
製造業、電力及燃氣業 Manufacturing, electricity and gas	31.1	36.1	21.5	21.7	8.3	
建造業 Construction	25.5	28.7	15.1	12.0	19.8	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	37.8	29.0	30.7	27.4	13.4	
運輸、倉庫及通訊業 Transport, storage and communications	16.4	15.8	15.6	14.9	14.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	19.5	30.0	30.1	20.8	31.3	
社區、社會及個人服務業 Community, social and personal services	18.6	35.4	16.6	31.7	28.2	
<b>總計 Total</b>	<b>29.8</b>	<b>29.2</b>	<b>27.3</b>	<b>24.4</b>	<b>18.8</b>	
<b>就業人數組別 Employment size</b>						
大型 Large	41.2	61.7	36.3	63.7	28.8	
中型 Medium	26.9	30.7	28.8	37.1	18.8	
小型 Small	29.9	27.6	26.7	20.5	18.4	
<b>總計 Total</b>	<b>29.8</b>	<b>29.2</b>	<b>27.3</b>	<b>24.4</b>	<b>18.8</b>	

(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類別／就業人數組別分布 (續)

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

	通常使用互聯網的用途 <sup>(1)</sup> (續)					其他 Others	(%)
	網上購買／ 預訂貨品、 服務或資料 On-line purchase/ ordering of goods, services or information	金融交易 服務(例如 買賣股票) Financial transaction services (e.g. stock trading)	視像會議 Video conference	網上應用系統以 作公司內部運作 (例如客戶關係管 理、企業資源計劃) Web Application for internal use (e.g. customer relationship management, enterprise resources planning)	網上售賣 貨品、服 務或資料 On-line sales of goods, services or information		
<b>行業類別</b> <b>Industry sector</b>							
製造業、電力及燃氣業 Manufacturing, electricity and gas	8.7	2.3	6.5	2.3	0.8	#	
建造業 Construction	16.2	7.3	0.7	4.3	0.0	0.2	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	14.6	5.6	5.5	2.4	3.0	#	
運輸、倉庫及通訊業 Transport, storage and communications	16.6	6.3	2.9	6.1	2.7	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	21.5	10.9	7.4	6.5	3.5	0.3	
社區、社會及個人服務業 Community, social and personal services	18.6	3.6	2.0	4.5	0.6	0.3	
<b>總計</b> <b>Total</b>	<b>16.4</b>	<b>6.6</b>	<b>5.3</b>	<b>3.8</b>	<b>2.7</b>	<b>0.1</b>	
<b>就業人數組別</b> <b>Employment size</b>							
大型 Large	32.6	8.6	17.0	24.6	5.9	0.8	
中型 Medium	22.8	7.0	7.4	6.7	3.6	0.2	
小型 Small	14.6	6.5	4.5	2.5	2.4	0.1	
<b>總計</b> <b>Total</b>	<b>16.4</b>	<b>6.6</b>	<b>5.3</b>	<b>3.8</b>	<b>2.7</b>	<b>0.1</b>	

(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類別／就業人數組別分布

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 <sup>(1)</sup> Method of Internet connection <sup>(1)</sup>				經公眾蜂 窩式電話 網絡連接 Connection via the public cellular telephone network	(%)
		寬頻 Broad- band	經 Wi-Fi (無線相容 性認證)連接 Connection via Wi-Fi (Wireless Fidelity)	撥號式 調解器(透 過電話線) Dial-up modem (through telephone line)	專用線路 Dedicated circuits		
<b>行業類別</b> <b>Industry sector</b>							
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 275	89.1	4.3	8.4	4.2	#	
建造業 Construction	8 977	95.6	11.9	3.7	1.4	1.5	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	96 014	94.7	7.9	2.4	2.4	#	
運輸、倉庫及通訊業 Transport, storage and communications	11 723	96.7	3.3	2.4	4.0	0.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 308	91.5	9.2	5.6	5.5	2.7	
社區、社會及個人服務業 Community, social and personal services	13 860	96.0	6.5	2.5	1.3	0.2	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>94.0</b>	<b>7.8</b>	<b>3.5</b>	<b>3.1</b>	<b>0.8</b>	
<b>就業人數組別</b> <b>Employment size</b>							
大型 Large	5 851	87.3	18.9	3.4	29.2	1.9	
中型 Medium	27 344	92.4	9.3	3.0	7.6	0.2	
小型 Small	146 961	94.5	7.1	3.6	1.3	0.8	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>94.0</b>	<b>7.8</b>	<b>3.5</b>	<b>3.1</b>	<b>0.8</b>	

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

表 3.4 : 使用互聯網對有連接互聯網的機構單位業務運作的影響

Table 3.4 : Impacts of using Internet on business operation of establishments having Internet connection

影響 Impact	影響程度 Degree of impact				(%)
	高 High	中 Medium	低 Low	不適用 Not applicable	
增加收入 Increased revenue	19.3	30.7	21.4	28.6	
提升生產力 Raised productivity	24.6	29.2	21.9	24.3	
改善對顧客的服務 Improved customer services	29.5	34.3	18.0	18.2	
提升形象 Enhanced image	24.6	34.5	17.9	23.0	
獲取更多市場資訊 Improved access to market information	40.3	34.2	15.7	9.9	
其他 Others	0.7	#	0.0	99.2	

**表 3.5 : 按預計連接互聯網的時間劃分的機構單位按行業類別／就業人數組別分布**  
**Table 3.5 : Distribution of establishments intending to have Internet connection by expected time of connecting Internet 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 (%)			總計 Total (f)
			2007年 In 2007 (c)	2008年 In 2008 (d)	2008年後 或沒有 預計時間 After 2008 or no expected time (e)	
<b>行業類別</b> <b>Industry sector</b>						
製造業、電力及燃氣業 Manufacturing, electricity and gas	5 665	3.1	98.7	0.0	1.3	100.0
建造業 Construction	10 522	3.5	97.1	0.0	2.9	100.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	58 057	0.4	100.0	0.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	19 082	1.0	0.0	0.0	100.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7 653	0.0	0.0	0.0	0.0	0.0
社區、社會及個人服務業 Community, social and personal services	20 139	5.9	2.4	90.6	7.0	100.0
<b>總計</b> <b>Total</b>	<b>121 117</b>	<b>1.8</b>	<b>37.5</b>	<b>49.3</b>	<b>13.2</b>	<b>100.0</b>
<b>就業人數組別</b> <b>Employment size</b>						
大型 Large	420	2.6	100.0	0.0	0.0	100.0
中型 Medium	5 695	1.3	97.1	0.0	2.9	100.0
小型 Small	115 002	1.8	35.0	51.4	13.7	100.0
<b>總計</b> <b>Total</b>	<b>121 117</b>	<b>1.8</b>	<b>37.5</b>	<b>49.3</b>	<b>13.2</b>	<b>100.0</b>

表 3.6A : 按未有計劃連接互聯網的原因劃分的機構單位按行業類別分布

Table 3.6A : Distribution of establishments not intending to have Internet connection by reason by industry sector

行業類別 Industry sector	未有計劃 連接互聯網的 機構單位數目 No. of establishments not intending to have Internet connection	未有計劃連接互聯網的原因 <sup>(1)</sup>				Reason for not intending to have Internet connection <sup>(1)</sup> (%)
		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	5 492	80.3	41.0	6.3	2.9	
建造業 Construction	10 153	80.1	43.3	6.2	3.2	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	57 803	82.9	34.9	10.7	5.2	
運輸、倉庫及通訊業 Transport, storage and communications	18 890	96.1	18.7	1.2	1.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7 653	88.5	11.9	0.0	0.0	
社區、社會及個人服務業 Community, social and personal services	18 958	82.5	36.5	5.6	5.7	
<b>總計 Total</b>	<b>118 949</b>	<b>84.9</b>	<b>32.1</b>	<b>7.1</b>	<b>4.1</b>	

行業類別 Industry sector	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel	害怕員工使用互 聯網作私人用途 Fear of access to Internet by employees for personal use	擔心使用互聯網 時的資料保密事宜 Concern about security issue in using Internet	認為互聯 網並不可靠 Consider Internet not reliable	其他 Others	未有計劃連接互聯網的原因 <sup>(1)</sup> (續)				
						Reason for not intending to have Internet connection <sup>(1)</sup> (cont'd) (%)				
製造業、電力及燃氣業 Manufacturing, electricity and gas	1.6	0.4	0.4	0.0	0.5					
建造業 Construction	3.1	0.0	0.0	#	0.0					
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	4.0	3.3	0.5	0.2	0.9					
運輸、倉庫及通訊業 Transport, storage and communications	0.9	0.0	0.2	0.0	1.8					
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	0.0					
社區、社會及個人服務業 Community, social and personal services	1.8	1.1	2.9	1.0	2.4					
<b>總計 Total</b>	<b>2.7</b>	<b>1.8</b>	<b>0.7</b>	<b>0.3</b>	<b>1.1</b>					

(1) 可選擇多於一個原因。

May select more than one reason.

表 3.6B : 按未有計劃連接互聯網的原因劃分的機構單位按就業人數組別分布

Table 3.6B : Distribution of establishments not intending to have Internet connection by reason by employment size

就業人數組別 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 <sup>(1)</sup> Reason for not intending to have Internet connection <sup>(1)</sup>				總計 Total
		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	409	80.9	11.7	2.2	1.2	
中型 Medium	5 619	72.0	45.8	12.9	12.5	
小型 Small	112 921	85.6	31.5	6.9	3.6	
<b>總計 Total</b>	<b>118 949</b>	<b>84.9</b>	<b>32.1</b>	<b>7.1</b>	<b>4.1</b>	

就業人數組別 Employment size	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 <sup>(1)</sup> (續) Reason for not intending to have Internet connection <sup>(1)</sup> (cont'd)			其他 Others
		害怕員工使用互 聯網作私人用途 Fear of access to Internet by employees for personal use	擔心使用互聯網 時的資料保密事宜 Concern about security issue in using Internet	認為互聯 網並不可靠 Consider Internet not reliable	
大型 Large	1.4	7.2	15.7	1.0	0.0
中型 Medium	5.5	3.9	1.9	0.2	0.4
小型 Small	2.6	1.7	0.6	0.3	1.2
<b>總計 Total</b>	<b>2.7</b>	<b>1.8</b>	<b>0.7</b>	<b>0.3</b>	<b>1.1</b>

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



**表 3.7 按行業類別／就業人數組別劃分在工作中有使用個人電腦及互聯網的僱員人數百分比**  
**Table 3.7 Percentage of employees using personal computers (PCs) and Internet at work by industry sector/employment size**

	在工作中有使用個人電腦的僱員人數百分比 (%) Percentage of employees using PCs at work (%)	在工作中有使用互聯網的僱員人數百分比 (%) Percentage of employees using Internet at work (%)
<b>行業類別</b> <b>Industry sector</b>		
製造業、電力及燃氣業 Manufacturing, electricity and gas	45.5	35.6
建造業 Construction	48.7	45.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	56.3	49.6
運輸、倉庫及通訊業 Transport, storage and communications	50.1	42.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	76.1	63.1
社區、社會及個人服務業 Community, social and personal services	47.4	41.9
<b>總計</b> <b>Total</b>	<b>57.5</b>	<b>49.5</b>
<b>就業人數組別</b> <b>Employment size</b>		
大型 Large	57.7	46.9
中型 Medium	60.4	54.2
小型 Small	54.4	50.6
<b>總計</b> <b>Total</b>	<b>57.5</b>	<b>49.5</b>

表 3.8 : 按推動機構更多使用資訊科技的因素劃分的機構單位按行業類別／就業人數組別分布

Table 3.8 : Distribution of establishments having adopted IT more by type of motivating factor by industry sector/employment size

	機構單位數目 No. of establishments	推動更多使用資訊科技的因素 <sup>(1)</sup> Motivating factor for adopting IT more <sup>(1)</sup>				(%)
		資訊科技對業務有裨益 Have business benefits to use IT	有懂得應用資訊科技的員工 Have personnel familiar with IT within the firm	資訊科技產品的購置和保養成本降低 Lower cost in procuring and maintaining IT products	有良好的技術支援／求助台 Have good technical support/help desk	
<b>行業類別</b> <b>Industry sector</b>						
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	73.8	22.7	22.4	16.4	
建造業 Construction	19 499	63.1	14.2	15.1	5.7	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	81.1	21.8	20.9	14.3	
運輸、倉庫及通訊業 Transport, storage and communications	30 804	79.3	13.6	11.6	8.5	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	82.3	18.4	26.2	18.8	
社區、社會及個人服務業 Community, social and personal services	33 999	76.9	21.5	14.3	11.6	
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>79.1</b>	<b>19.9</b>	<b>19.8</b>	<b>13.7</b>	
<b>就業人數組別</b> <b>Employment size</b>						
大型 Large	6 271	86.8	28.7	39.6	36.4	
中型 Medium	33 039	79.2	23.4	33.5	20.7	
小型 Small	261 964	78.9	19.3	17.5	12.2	
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>79.1</b>	<b>19.9</b>	<b>19.8</b>	<b>13.7</b>	

(1) 可選擇多於一種推動因素。  
May select more than one type of motivating factor.

表 3.8 : 按推動機構更多使用資訊科技的因素劃分的機構單位按行業類別／就業人數組別分布 (續)

Table 3.8 : Distribution of establishments having adopted IT more by type of motivating factor by industry sector/employment size (cont'd)

	推動更多使用資訊科技的因素 <sup>(1)</sup> (續)				其他 Others
	Motivating factor for adopting IT more <sup>(1)</sup> (cont'd)				
	更可靠及更安全的資訊科技產品 More reliable and secure IT products	競爭對手相繼採納資訊科技 Competitors adopt IT successfully	聘用資訊科技人員的成本降低 Lower cost in employing IT personnel		
<b>行業類別</b> <b>Industry sector</b>					
製造業、電力及燃氣業 Manufacturing, electricity and gas	13.6	16.8	9.6		11.5
建造業 Construction	12.5	4.8	8.5		24.1
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	13.0	12.6	11.0		7.3
運輸、倉庫及通訊業 Transport, storage and communications	7.6	11.0	4.5		13.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	20.4	15.0	11.3		5.0
社區、社會及個人服務業 Community, social and personal services	11.8	8.9	5.1		12.3
<b>總計</b> <b>Total</b>	<b>13.5</b>	<b>12.1</b>	<b>9.5</b>		<b>9.4</b>
<b>就業人數組別</b> <b>Employment size</b>					
大型 Large	36.9	32.6	19.2		4.8
中型 Medium	21.3	23.9	15.2		6.4
小型 Small	11.9	10.1	8.6		9.9
<b>總計</b> <b>Total</b>	<b>13.5</b>	<b>12.1</b>	<b>9.5</b>		<b>9.4</b>

(1) 可選擇多於一種推動因素。  
May select more than one type of motivating factor.

**表 3.9 : 按有否設立選定網絡種類劃分的機構單位按行業類別／就業人數組別分布**  
**Table 3.9 : Distribution of establishments by whether having set up selected types of network by industry sector/employment size**

	機構單位數目 No. of establishments	設有以下網絡種類的機構單位百分比 <sup>(1)</sup> Percentage of establishments having set up the following types of network <sup>(1)</sup> (%)		
		局部區域網路 Local Area Network (LAN)	內聯網 Intranet	外聯網 Extranet
<b>行業類別</b> <b>Industry sector</b>				
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	19.4	8.8	2.5
建造業 Construction	19 499	16.0	9.3	5.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	19.7	12.7	4.7
運輸、倉庫及通訊業 Transport, storage and communications	30 804	10.2	6.4	3.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	36.2	23.0	8.2
社區、社會及個人服務業 Community, social and personal services	33 999	15.6	7.7	2.0
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>20.7</b>	<b>12.7</b>	<b>4.8</b>
<b>就業人數組別</b> <b>Employment size</b>				
大型 Large	6 271	80.7	54.8	24.0
中型 Medium	33 039	48.6	35.2	14.2
小型 Small	261 964	15.8	8.9	3.2
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>20.7</b>	<b>12.7</b>	<b>4.8</b>

(1) 可選擇多於一種網絡。  
May select more than one type of network.

**表 4.1 : 按有否擁有數碼證書劃分的機構單位按行業類別 / 就業人數組別分布**  
**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	有否擁有數碼證書 Whether having digital certificate (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	9.8	90.2
建造業 Construction	19 499	6.4	93.6
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	21.1	78.9
運輸、倉庫及通訊業 Transport, storage and communications	30 804	5.9	94.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	5.1	94.9
社區、社會及個人服務業 Community, social and personal services	33 999	1.6	98.4
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>13.3</b>	<b>86.7</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 271	36.8	63.2
中型 Medium	33 039	27.6	72.4
小型 Small	261 964	10.9	89.1
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>13.3</b>	<b>86.7</b>

**表 4.2 : 按行業類別 / 就業人數組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 : Number of establishments having digital certificate and 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
<b>行業類別</b> <b>Industry sector</b>		
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 373	2 079
建造業 Construction	1 244	1 804
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	32 575	46 713
運輸、倉庫及通訊業 Transport, storage and communications	1 807	4 502
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 518	15 157
社區、社會及個人服務業 Community, social and personal services	556	2 225
<b>總計</b> <b>Total</b>	<b>40 072</b>	<b>72 482</b>
<b>就業人數組別</b> <b>Employment size</b>		
大型 Large	2 305	21 507
中型 Medium	9 118	15 339
小型 Small	28 648	35 636
<b>總計</b> <b>Total</b>	<b>40 072</b>	<b>72 482</b>

**表 4.3 : 按有否使用數碼證書劃分的擁有數碼證書的機構單位按行業類別 / 就業人數組別分布**

**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	有否使用數碼證書 Whether having used digital certificate (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 373	97.2	2.8
建造業 Construction	1 244	88.8	11.2
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	32 575	93.7	6.3
運輸、倉庫及通訊業 Transport, storage and communications	1 807	99.6	0.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 518	80.5	19.5
社區、社會及個人服務業 Community, social and personal services	556	74.6	25.4
<b>總計</b> <b>Total</b>	<b>40 072</b>	<b>92.8</b>	<b>7.2</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	2 305	97.0	3.0
中型 Medium	9 118	95.2	4.8
小型 Small	28 648	91.7	8.3
<b>總計</b> <b>Total</b>	<b>40 072</b>	<b>92.8</b>	<b>7.2</b>

表 4.4 : 按數碼證書用途類別劃分的有使用數碼證書的機構單位按行業類別 / 就業人數組別分布

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	數碼證書的用途類別 <sup>(1)</sup> Type of usage of digital certificate <sup>(1)</sup>				(% )	
		對外與政府及有關機構進行交易 / 交換資料 Business transaction/exchange of information with Government and related organisations	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	
<b>行業類別</b> Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 334	97.1	7.0	3.3	1.5	0.0	
建造業 Construction	1 104	75.3	25.7	1.1	0.2	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	30 518	97.3	9.0	1.5	0.2	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	1 799	93.4	7.2	7.1	3.7	0.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 026	52.3	33.0	20.5	14.8	0.1	
社區、社會及個人服務業 Community, social and personal services	415	27.2	55.3	18.4	8.7	0.0	
<b>總計</b> <b>Total</b>	<b>37 197</b>	<b>93.2</b>	<b>11.2</b>	<b>3.1</b>	<b>1.3</b>	<b>#</b>	
<b>就業人數組別</b> Employment size							
大型 Large	2 237	81.3	18.2	17.1	10.9	0.2	
中型 Medium	8 677	88.8	11.3	7.0	2.7	0.0	
小型 Small	26 283	95.7	10.5	0.6	0.1	0.0	
<b>總計</b> <b>Total</b>	<b>37 197</b>	<b>93.2</b>	<b>11.2</b>	<b>3.1</b>	<b>1.3</b>	<b>#</b>	

(1) 可選擇多於一種用途。  
May select more than one type of usage.



**表 4.5A : 按擁有數碼證書但卻未有使用的原因劃分的機構單位按行業類別分布**  
**Table 4.5A : Distribution of establishments having digital certificate by reason for not yet using it by industry sector**

行業類別 Industry sector	擁有但卻未有使用數碼證書的機構單位數目 No. of establishments having digital certificate but not yet using it	未有使用數碼證書的原因 <sup>(1)</sup> Reason for not using digital certificate <sup>(1)</sup>				沒有提供數碼簽署的需要 No need to provide digital signature
		甚少透過電子途徑進行商業交易 Little use of electronic means in business transactions	安裝程序繁複及不易使用 Installation procedures cumbersome and not user-friendly	只有少數政府服務或商業應用會要求使用數碼證書 Limited Government/business applications/services requiring use of digital certificate	(%)	
製造業、電力及燃氣業 Manufacturing, electricity and gas	39	5.1	0.0	0.0	94.9	
建造業 Construction	139	96.8	0.0	2.3	5.4	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	2 057	67.4	22.1	0.0	10.5	
運輸、倉庫及通訊業 Transport, storage and communications	8	71.2	0.0	0.0	28.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	492	72.7	5.4	70.8	10.4	
社區、社會及個人服務業 Community, social and personal services	141	92.8	0.7	6.4	8.7	
<b>總計 Total</b>	<b>2 875</b>	<b>70.1</b>	<b>16.8</b>	<b>12.5</b>	<b>11.3</b>	

行業類別 Industry sector	未有使用數碼證書的原因 <sup>(1)</sup> (續) Reason for not having used digital certificate <sup>(1)</sup> (cont'd)					
	沒有使用數碼證書加強保安的需要 No need to enhance security by using digital certificate	數碼證書費用昂貴 Digital certificate too costly	申請程序繁瑣 Application procedures complicated	數碼證書的技術保安不足 Digital certificate technology not secure	不知道數碼證書的存在或對此沒有認識 Do not know the existence of digital certificate or do not have knowledge about it	其他 Others
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.0	0.0	0.0	0.0	0.0	0.0
建造業 Construction	0.0	0.0	0.0	0.0	0.0	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	#	0.0	0.0	0.0	0.0	0.0
運輸、倉庫及通訊業 Transport, storage and communications	0.0	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	7.5	4.4	0.0	0.0	0.0	1.0
社區、社會及個人服務業 Community, social and personal services	7.2	0.0	0.7	0.0	0.0	0.0
<b>總計 Total</b>	<b>1.7</b>	<b>0.8</b>	<b>#</b>	<b>0.0</b>	<b>0.0</b>	<b>0.2</b>

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

**表 4.5B : 按擁有數碼證書但卻未有使用的原因劃分的機構單位按就業人數組別分布**  
**Table 4.5B : Distribution of establishments having digital certificate by reason for not yet using it by employment size**

就業人數組別 Employment size	擁有但卻未有使用數碼證書的機構單位數目 No. of establishments having digital certificate but not yet using it	未有使用數碼證書的原因 <sup>(1)</sup> Reason for not having used digital certificate <sup>(1)</sup>				沒有提供數碼簽署的需要 No need to provide digital signature	(% )
		甚少透過電子途徑進行商業交易 Little use of electronic means in business transactions	安裝程序繁複及不易使用 Installation procedures cumbersome and not user-friendly	只有少數政府服務或商業應用會要求使用數碼證書 Limited Government/business applications/services requiring use of digital certificate			
大型 Large	69	42.6	1.5	13.1		53.5	
中型 Medium	441	83.1	1.1	5.3		12.0	
小型 Small	2 366	68.5	20.1	13.9		10.0	
<b>總計 Total</b>	<b>2 875</b>	<b>70.1</b>	<b>16.8</b>	<b>12.5</b>		<b>11.3</b>	

就業人數組別 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 <sup>(1)</sup> (續) Reason for not having used digital certificate <sup>(1)</sup> (cont'd)				其他 Others	(% )
		數碼證書費用昂貴 Digital certificate too costly	申請程序繁瑣 Application procedures complicated	數碼證書的技術保安不足 Digital certificate technology not secure	不知道數碼證書的存在或對此沒有認識 Do not know the existence of digital certificate or do not have knowledge about it		
大型 Large	13.2	0.0	1.5	0.0	0.0	7.0	
中型 Medium	0.2	4.9	0.0	0.0	0.0	0.0	
小型 Small	1.6	0.0	0.0	0.0	0.0	0.0	
<b>總計 Total</b>	<b>1.7</b>	<b>0.8</b>	<b>#</b>	<b>0.0</b>	<b>0.0</b>	<b>0.2</b>	

(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的機構單位按行業類別 / 就業人數組別分布**  
**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 (%)			
			2007年 In 2007 (c)	2008年 In 2008 (d)	2008年後或沒有預計時間 After 2008 or no expected time (e)	總計 Total (f)
<b>行業類別</b> <b>Industry sector</b>						
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 568	0.3	0.0	100.0	0.0	100.0
建造業 Construction	18 255	0.0	0.0	0.0	0.0	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	121 497	0.2	76.4	23.6	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	28 998	0.1	91.7	8.3	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 442	1.2	89.0	8.5	2.5	100.0
社區、社會及個人服務業 Community, social and personal services	33 442	#	25.6	74.4	0.0	100.0
<b>總計</b> <b>Total</b>	<b>261 202</b>	<b>0.3</b>	<b>81.5</b>	<b>17.0</b>	<b>1.6</b>	<b>100.0</b>
<b>就業人數組別</b> <b>Employment size</b>						
大型 Large	3 966	0.8	52.7	47.3	0.0	100.0
中型 Medium	23 920	1.2	84.5	10.7	4.7	100.0
小型 Small	233 315	0.2	81.5	18.5	0.0	100.0
<b>總計</b> <b>Total</b>	<b>261 202</b>	<b>0.3</b>	<b>81.5</b>	<b>17.0</b>	<b>1.6</b>	<b>100.0</b>

表 4.7A : 按未有計劃申請數碼證書的原因劃分的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 <sup>(1)</sup> Reason for not intending to acquire digital certificate <sup>(1)</sup> (%)				
	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	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	不知道數碼證書的存在或對此沒有認識 Do not know the existence of digital certificate or do not have knowledge about it
製造業、電力及燃氣業 Manufacturing, electricity and gas	12 536	44.6	56.2	22.8	17.0
建造業 Construction	18 255	61.0	41.6	15.8	22.2
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	121 229	53.3	43.9	21.2	26.3
運輸、倉庫及通訊業 Transport, storage and communications	28 980	55.7	47.2	21.8	10.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	45 885	48.6	43.1	21.5	10.7
社區、社會及個人服務業 Community, social and personal services	33 434	65.8	43.8	24.9	24.9
<b>總計 Total</b>	<b>260 319</b>	<b>54.5</b>	<b>44.5</b>	<b>21.5</b>	<b>20.9</b>

行業類別 Industry sector	未有計劃申請數碼證書的原因 <sup>(1)</sup> (續) Reason for not intending to acquire digital certificate <sup>(1)</sup> (cont'd) (%)					
	只有少數政府服務或商業應用會要求使用數碼證書 Limited Government/business applications/services requiring use of digital certificate	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	數碼證書費用昂貴 Digital certificate too costly	安裝程序繁複及不易使用 Installation procedures cumbersome and not user-friendly	其他 Others
製造業、電力及燃氣業 Manufacturing, electricity and gas	3.5	2.0	0.3	0.3	0.5	0.2
建造業 Construction	3.4	0.2	1.1	0.1	3.5	1.7
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	2.4	3.3	2.4	1.7	0.9	1.0
運輸、倉庫及通訊業 Transport, storage and communications	2.6	0.8	1.0	0.6	1.3	0.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7.3	1.4	1.5	2.7	1.8	0.9
社區、社會及個人服務業 Community, social and personal services	1.0	1.3	1.3	1.4	1.5	0.1
<b>總計 Total</b>	<b>3.2</b>	<b>2.1</b>	<b>1.8</b>	<b>1.5</b>	<b>1.3</b>	<b>0.8</b>

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

表 4.7B : 按未有計劃申請數碼證書的原因劃分的機構單位按就業人數組別分布

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

就業人數組別 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 <sup>(1)</sup> Reason for not intending to acquire digital certificate <sup>(1)</sup> (%)			
		甚少透過電子途徑進行商業交易 Little use of electronic means in business transactions	沒有提供數碼簽署的需要 No need to provide digital signature	沒有使用數碼證書加強保安的需要 No need to enhance security by using digital certificate	不知道數碼證書的存在或對此沒有認識 Do not know the existence of digital certificate or do not have knowledge about it
大型 Large	3 934	49.0	56.0	17.9	3.7
中型 Medium	23 632	48.6	47.3	19.9	15.5
小型 Small	232 753	55.2	44.0	21.7	21.8
<b>總計 Total</b>	<b>260 319</b>	<b>54.5</b>	<b>44.5</b>	<b>21.5</b>	<b>20.9</b>

就業人數組別 Employment size	未有計劃申請數碼證書的原因 <sup>(1)</sup> (續) Reason for not intending to acquire digital certificate <sup>(1)</sup> (cont'd) (%)					
	只有少數政府服務或商業應用會要求使用數碼證書 Limited Government/business applications/services requiring use of digital certificate	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	數碼證書費用昂貴 Digital certificate too costly	安裝程序繁複及不易使用 Installation procedures cumbersome and not user-friendly	其他 Others
大型 Large	9.8	0.4	1.8	2.3	2.3	0.5
中型 Medium	2.0	1.6	1.4	1.5	2.8	0.3
小型 Small	3.2	2.2	1.8	1.5	1.2	0.9
<b>總計 Total</b>	<b>3.2</b>	<b>2.1</b>	<b>1.8</b>	<b>1.5</b>	<b>1.3</b>	<b>0.8</b>

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

**表 5.1 : 按有否設立網頁 / 網站劃分的機構單位按行業類別 / 就業人數組別分布**  
**Table 5.1 : Distribution of establishments by whether having webpages/websites by industry sector/ employment size**

	機構單位數目 No. of establishments	有否設立網頁 / 網站 Whether having webpages/websites (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	14.1	85.9
建造業 Construction	19 499	5.8	94.2
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	21.4	78.6
運輸、倉庫及通訊業 Transport, storage and communications	30 804	6.8	93.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	22.5	77.5
社區、社會及個人服務業 Community, social and personal services	33 999	16.4	83.6
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>18.2</b>	<b>81.8</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 271	75.0	25.0
中型 Medium	33 039	39.6	60.4
小型 Small	261 964	14.1	85.9
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>18.2</b>	<b>81.8</b>

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 webpages/websites 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 webpages/websites	所提供的商業交易 / 服務種類 <sup>(1)</sup> Type of business transactions/services offered <sup>(1)</sup> (%)			
		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)	網上處理商業查詢 (例如提供報價) On-line handling of business enquiry (e.g. provision of quotation)	網上收集顧客的意見 On-line collection of feedback from customers	
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 966	100.0	13.4	21.8	
建造業 Construction	1 129	100.0	28.1	29.2	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	32 932	100.0	31.2	28.6	
運輸、倉庫及通訊業 Transport, storage and communications	2 087	100.0	30.5	30.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 036	100.0	37.6	40.7	
社區、社會及個人服務業 Community, social and personal services	5 569	100.0	23.5	13.3	
<b>總計</b> <b>Total</b>	<b>54 719</b>	<b>100.0</b>	<b>31.0</b>	<b>29.4</b>	

行業類別 Industry sector	所提供的商業交易 / 服務種類 <sup>(1)</sup> (續) Type of business transactions/services offered <sup>(1)</sup> (cont'd) (%)				
	網上遞送產品及服務 On-line delivery of the firm's products and services	網上訂購機構的產品及服務 On-line ordering of the firm's products and services	網上售後服務 On-line after sales services	網上付款 On-line payments	其他 Others
製造業、電力及燃氣業 Manufacturing, electricity and gas	8.2	9.7	5.0	4.2	0.0
建造業 Construction	33.9	16.7	17.0	0.1	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	15.5	11.1	2.4	3.0	0.1
運輸、倉庫及通訊業 Transport, storage and communications	16.0	25.7	7.8	13.2	0.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	20.6	14.5	9.5	4.7	#
社區、社會及個人服務業 Community, social and personal services	8.2	3.1	0.7	2.2	#
<b>總計</b> <b>Total</b>	<b>15.9</b>	<b>11.6</b>	<b>4.3</b>	<b>3.6</b>	<b>#</b>

(1) 可選擇多於一種商業交易 / 服務。

May select more than one type of business transaction/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組別分布

Table 5.2B : Distribution of establishments having webpages/websites by type of business transactions/services offered by employment size

就業人數組別 Employment size	有設立網頁 / 網站的機構單位數目 No. of establishments having webpages/websites	所提供的商業交易 / 服務種類 <sup>(1)</sup> Type of business transactions/services offered <sup>(1)</sup>			網上收集顧客的意見 On-line collection of feedback from customers
		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)	網上處理商業查詢 (例如提供報價) On-line handling of business enquiry (e.g. provision of quotation)	(%)	
大型 Large	4 702	100.0	20.1	41.7	
中型 Medium	13 075	100.0	19.5	23.2	
小型 Small	36 942	100.0	36.5	30.0	
<b>總計 Total</b>	<b>54 719</b>	<b>100.0</b>	<b>31.0</b>	<b>29.4</b>	

就業人數組別 Employment size	所提供的商業交易 / 服務種類 <sup>(1)</sup> (續) Type of business transactions/services offered <sup>(1)</sup> (cont'd)					其他 Others
	網上遞送產品及服務 On-line delivery of the firm's products and services	網上訂購機構的產品及服務 On-line ordering of the firm's products and services	網上售後服務 On-line after sales services	網上付款 On-line payments	(%)	
大型 Large	27.3	11.9	8.0	5.8	0.6	
中型 Medium	8.9	11.1	4.7	4.3	0.0	
小型 Small	17.0	11.7	3.7	3.1	0.0	
<b>總計 Total</b>	<b>15.9</b>	<b>11.6</b>	<b>4.3</b>	<b>3.6</b>	<b>#</b>	

(1) 可選擇多於一種商業交易 / 服務。  
May select more than one type of business transaction/service.



表 5.3 : 按有否網絡伺服器；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／網站機構單位數目按行業類別／就業人數組別分布

Table 5.3 : Distribution of establishments having webpages/websites by whether having web servers; having webpages/websites connected to related in-firm database; having webpages/websites connected to business partners' computer systems by industry sector/employment size

	有設立網頁 ／網站的機 構單位數目 No. of establishments having webpages/ websites (a)	在(a)欄機構單位中，設有下列項目的機構單位的百分比 Among establishments in column (a), % of establishments having :		
		網絡伺服器 Web servers (b)	把網頁／ 網站連接到機 構內的資料庫 Webpages/websites connected to related in- firm database (c)	把網頁／網站 連接到商業伙 伴的電腦系統 Webpages/websites connected to business partners' computer systems (d)
<b>行業類別</b> Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 966	35.6	23.3	5.1
建造業 Construction	1 129	71.2	56.7	17.1
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	32 932	27.5	22.2	6.1
運輸、倉庫及通訊業 Transport, storage and communications	2 087	58.2	40.8	14.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11 036	62.6	39.3	18.1
社區、社會及個人服務業 Community, social and personal services	5 569	39.7	23.8	5.0
<b>總計</b> Total	<b>54 719</b>	<b>38.2</b>	<b>27.3</b>	<b>9.0</b>
<b>就業人數組別</b> Employment size				
大型 Large	4 702	65.2	43.6	13.7
中型 Medium	13 075	58.1	30.5	10.1
小型 Small	36 942	27.7	24.1	7.9
<b>總計</b> Total	<b>54 719</b>	<b>38.2</b>	<b>27.3</b>	<b>9.0</b>

表 5.4 : 按預計把機構內的資料庫連接到現有網頁 / 網站的時間劃分的機構單位按行業類別 / 就業人數組別分布

Table 5.4 : Distribution of establishments intending to connect related in-firm database to their existing webpages/websites by expected time of connection by industry sector/employment size

	有設立網頁 / 網站但沒有連接到機構內的資料庫的機構單位數目 No. of establishments having webpages/websites but not connected to related in-firm database (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)欄機構單位的百分比 Among establishments in column (a), % intending to connect to related in-firm database (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 webpages/websites (%)			
			2007年 In 2007 (c)	2008年 In 2008 (d)	2008年後或沒有預計時間 After 2008 or no expected time (e)	總計 Total (f)
<b>行業類別</b> Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 507	1.9	77.4	22.6	0.0	100.0
建造業 Construction	489	0.3	0.0	100.0	0.0	100.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	25 611	0.5	95.6	4.4	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 236	0.4	53.5	46.5	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 702	0.2	52.6	37.0	10.4	100.0
社區、社會及個人服務業 Community, social and personal services	4 245	1.4	13.4	86.6	0.0	100.0
<b>總計</b> <b>Total</b>	<b>39 790</b>	<b>0.6</b>	<b>70.4</b>	<b>29.1</b>	<b>0.4</b>	<b>100.0</b>
<b>就業人數組別</b> Employment size						
大型 Large	2 651	3.4	32.9	65.9	1.2	100.0
中型 Medium	9 089	0.4	63.9	36.1	0.0	100.0
小型 Small	28 050	0.4	100.0	0.0	0.0	100.0
<b>總計</b> <b>Total</b>	<b>39 790</b>	<b>0.6</b>	<b>70.4</b>	<b>29.1</b>	<b>0.4</b>	<b>100.0</b>

表 5.5 : 按預計把商業伙伴的電腦系統連接到現有的網頁 / 網站的時間劃分的機構單位按行業類別 / 就業人數組別分布

Table 5.5 : Distribution of establishments intending to connect business partners' computer systems to their existing webpages/websites by expected time of connection by industry sector/employment size

	有設立網頁 / 網站但沒有連接到商業伙伴的電腦系統的機構單位數目 No. of establishments having webpages/websites but not 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)欄機構單位的百分比 Among establishments in column (a), % intending to connect to business partners' computer systems (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 webpages/websites connected to business partners' computer systems (%)			
			2007 年 In 2007 (c)	2008 年 In 2008 (d)	2008 年後 或沒有 預計時間 After 2008 or no expected time (e)	總計 Total (f)
<b>行業類別</b> Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 866	0.2	0.0	100.0	0.0	100.0
建造業 Construction	936	0.0	0.0	0.0	0.0	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	30 914	0.1	58.0	42.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 778	0.2	74.1	25.9	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 036	0.0	0.0	0.0	0.0	0.0
社區、社會及個人服務業 Community, social and personal services	5 290	0.1	15.1	84.9	0.0	100.0
<b>總計</b> <b>Total</b>	<b>49 820</b>	<b>0.1</b>	<b>49.1</b>	<b>50.9</b>	<b>0.0</b>	<b>100.0</b>
<b>就業人數組別</b> Employment size						
大型 Large	4 058	0.9	79.9	20.1	0.0	100.0
中型 Medium	11 754	0.2	0.0	100.0	0.0	100.0
小型 Small	34 008	0.0	0.0	0.0	0.0	0.0
<b>總計</b> <b>Total</b>	<b>49 820</b>	<b>0.1</b>	<b>49.1</b>	<b>50.9</b>	<b>0.0</b>	<b>100.0</b>

表 5.6 : 按預計設立網頁 / 網站的時間劃分的機構單位按行業類別 / 就業人數組別分布

Table 5.6 : Distribution of establishments intending to have webpages/websites by expected time of having webpages/websites 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 webpages/ websites (a)	有計 劃設立網頁 / 網站的機構單 位佔(a)欄機構 單位的百分比 Among establishments in column (a), % intending to have webpages/websites (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 webpages/websites			總計 Total (%) (f)
			2007 年 In 2007 (c)	2008 年 In 2008 (d)	2008 年後 或沒有 預計時間 After 2008 or no expected time (e)	
<b>行業類別</b> Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	11 975	6.4	40.4	59.5	0.1	100.0
建造業 Construction	18 370	4.4	17.4	82.5	0.1	100.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	121 139	4.2	77.0	22.5	0.5	100.0
運輸、倉庫及通訊業 Transport, storage and communications	28 718	0.6	29.0	71.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 924	8.3	54.5	44.4	1.1	100.0
社區、社會及個人服務業 Community, social and personal services	28 429	2.1	77.9	18.7	3.4	100.0
<b>總計</b> Total	<b>246 555</b>	<b>4.3</b>	<b>62.3</b>	<b>36.9</b>	<b>0.8</b>	<b>100.0</b>
<b>就業人數組別</b> Employment size						
大型 Large	1 569	6.8	48.1	39.6	12.2	100.0
中型 Medium	19 964	9.2	43.2	56.1	0.7	100.0
小型 Small	225 022	3.8	66.6	32.8	0.6	100.0
<b>總計</b> Total	<b>246 555</b>	<b>4.3</b>	<b>62.3</b>	<b>36.9</b>	<b>0.8</b>	<b>100.0</b>

表 5.7 : 按未有計劃設立網頁 / 網站的原因劃分的機構單位數目

Table 5.7 : Number of establishments not intending to have webpages/websites by reason

未有計劃設立網頁 / 網站的原因 <sup>(1)</sup> Reason for not intending to have webpages/websites <sup>(1)</sup>	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 webpages/websites 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 webpages/websites
擁有網頁或網站對業務沒有裨益 No business benefit to have a webpage or website	197 722	83.8
缺乏熟悉保養 / 發展網頁或網站的員工 Lack of personnel familiar with maintaining/developing a webpage or website	55 855	23.7
個人電腦的購置及保養成本高昂 Costly in procuring and maintaining the PC equipment	12 962	5.5
軟件的購置及發展成本高昂 Costly in procuring and developing software	12 526	5.3
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	12 358	5.2
擔心擁有網頁或網站時的資料保密事宜 Concern about security issue in having a webpage or website	6 452	2.7
其他 Others	2 500	1.1

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

表 5.8 : 按行業類別 / 就業人數組別及對於所屬行業入門網站有否認知劃分的機構單位數目

Table 5.8 : Number of establishments by whether having awareness of existence of portal site for own industry by industry sector/employment size

	機構單位數目 No. of establishments	對於所屬行業入門網站有否認知 Whether having awareness of the existence of portal site for own industry	
		有 Yes	沒有 No
<b>行業類別</b> Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	17	6 639
建造業 Construction	19 499	77	11 248
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	1 087	82 698
運輸、倉庫及通訊業 Transport, storage and communications	30 804	1 015	18 769
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	2 771	25 329
社區、社會及個人服務業 Community, social and personal services	33 999	1 168	19 864
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>6 135</b>	<b>164 547</b>
<b>就業人數組別</b> Employment size			
大型 Large	6 271	429	3 231
中型 Medium	33 039	679	18 830
小型 Small	261 964	5 026	142 486
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>6 135</b>	<b>164 547</b>

表 5.9 : 按有否使用所屬行業入門網站劃分的對於所屬入門網站有認知的機構單位按行業類別 / 就業人數組別分布

Table 5.9 : Distribution of establishments having awareness of portal site for own industry by whether having used portal site for own industry by industry sector/employment size

	對於所屬行業 入門網站有認知的 機構單位數目 No. of establishments having awareness of portal site for own industry	有否使用所屬行業入門網站 Whether having used portal site for own industry			
		有 Yes		沒有 No	
		機構單 位數目 No. of establish- ments	百分比 Per- centage	機構單 位數目 No. of establish- ments	百分比 Per- centage
<b>行業類別</b> Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	17	8	46.6	9	53.4
建造業 Construction	77	62	79.8	16	20.2
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	1 087	863	79.4	224	20.6
運輸、倉庫及通訊業 Transport, storage and communications	1 015	1 005	99.0	10	1.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 771	2 220	80.1	550	19.9
社區、社會及個人服務業 Community, social and personal services	1 168	810	69.3	358	30.7
<b>總計</b> <b>Total</b>	<b>6 135</b>	<b>4 968</b>	<b>81.0</b>	<b>1 167</b>	<b>19.0</b>
<b>就業人數組別</b> Employment size					
大型 Large	429	379	88.3	50	11.7
中型 Medium	679	570	84.0	109	16.0
小型 Small	5 026	4 018	79.9	1 008	20.1
<b>總計</b> <b>Total</b>	<b>6 135</b>	<b>4 968</b>	<b>81.0</b>	<b>1 167</b>	<b>19.0</b>

**表 5.10 : 按所使用的服務類別劃分的有使用所屬行業入門網站的機構單位按行業類別 / 就業人數組別分布**

**Table 5.10 : Distribution of establishments having used portal site for own industry by type of services used by industry sector/employment size**

	有使用所屬行業 的入門網站的機 構單位數目 No. of establishments having used portal site for own industry	所使用的服務類別 <sup>(1)</sup> Type of services used <sup>(1)</sup>			(%)
		行業動 態及資訊 Industry news and information	持續發展 及進修平台 Continuous development and learning platform	貨品及 公司搜尋 Product and company search	
<b>行業類別</b> Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	8	100.0	33.3	0.0	
建造業 Construction	62	100.0	11.5	23.7	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	863	97.4	0.4	3.6	
運輸、倉庫及通訊業 Transport, storage and communications	1 005	99.7	2.1	73.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 220	96.6	47.4	24.2	
社區、社會及個人服務業 Community, social and personal services	810	89.6	55.0	21.7	
<b>總計</b> <b>Total</b>	<b>4 968</b>	<b>96.3</b>	<b>30.8</b>	<b>30.2</b>	
<b>就業人數組別</b> Employment size					
大型 Large	379	92.9	46.8	34.6	
中型 Medium	570	93.0	50.9	12.8	
小型 Small	4 018	97.1	26.5	32.3	
<b>總計</b> <b>Total</b>	<b>4 968</b>	<b>96.3</b>	<b>30.8</b>	<b>30.2</b>	

(1) 可選擇多於一種服務。  
May select more than one type of service.



表 5.10 : 按所使用的服務類別劃分的有使用所屬行業入門網站的機構單位按行業類別 / 就業人數組別分布 (續)

Table 5.10 : Distribution of establishments having used portal site for own industry by type of services used by industry sector/employment size (cont'd)

	所使用的服務類別 <sup>(1)</sup> (續)				(%)
	Type of services used <sup>(1)</sup> (cont'd)				
	廣告、市場推廣 及商業配對服務 Advertising, marketing and business matching service	討論平台 Discussion forum	電子交易平台 Electronic transaction platform	其他 Others	
<b>行業類別</b>					
<b>Industry sector</b>					
製造業、電力及燃氣業 Manufacturing, electricity and gas	45.8	33.3	0.0	0.0	
建造業 Construction	11.5	15.5	0.0	0.0	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	0.3	0.1	0.0	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	78.8	77.9	7.4	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	25.4	4.8	0.2	0.0	
社區、社會及個人服務業 Community, social and personal services	6.2	37.9	7.4	4.3	
<b>總計</b> <b>Total</b>	<b>28.5</b>	<b>24.4</b>	<b>2.8</b>	<b>0.7</b>	
<b>就業人數組別</b>					
<b>Employment size</b>					
大型 Large	13.3	33.1	1.7	0.0	
中型 Medium	34.3	24.0	4.3	6.1	
小型 Small	29.2	23.6	2.7	0.0	
<b>總計</b> <b>Total</b>	<b>28.5</b>	<b>24.4</b>	<b>2.8</b>	<b>0.7</b>	

(1) 可選擇多於一種服務。

May select more than one type of service.

表 5.11 : 按有認知但卻沒有使用所屬行業入門網站的原因劃分的機構單位按行業類別 / 就業人數組別分布

Table 5.11 : Distribution of establishments having awareness of portal site for own industry but not having used the site by reason by industry sector/employment size

	沒有使用所屬行業的入門網站的機構單位數目 No. of establishments not having used portal site for own industry	沒有使用入門網站的原因 <sup>(1)</sup> Reason for not having used portal site <sup>(1)</sup>				(% )	
		使用所屬行業入門網站提供的服務對業務沒有裨益 No business benefit to use services provided through industry portal site	所屬行業入門網站提供的服務種類不足 Industry portal sites offer limited types of service	擔心資料保密事宜 Concern about security issue	認為所屬行業入門網站提供的服務並不可靠 Consider services provided through industry portal site unreliable	其他 Others	
<b>行業類別</b> Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	9	0.0	40.0	0.0	0.0	60.0	
建造業 Construction	16	93.3	0.0	0.0	0.0	6.7	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	224	93.1	6.9	0.0	0.0	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	10	100.0	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	550	98.7	1.5	1.5	0.2	0.0	
社區、社會及個人服務業 Community, social and personal services	358	96.9	11.1	8.3	0.0	0.0	
<b>總計</b> <b>Total</b>	<b>1 167</b>	<b>96.2</b>	<b>5.7</b>	<b>3.2</b>	<b>0.1</b>	<b>0.6</b>	
<b>就業人數組別</b> Employment size							
大型 Large	50	90.1	9.8	6.1	2.0	2.1	
中型 Medium	109	78.4	16.5	5.5	0.0	5.0	
小型 Small	1 008	98.5	4.4	2.8	0.0	0.0	
<b>總計</b> <b>Total</b>	<b>1 167</b>	<b>96.2</b>	<b>5.7</b>	<b>3.2</b>	<b>0.1</b>	<b>0.6</b>	

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

**表 6.1 : 按有否透過電子途徑預訂或購買貨品、服務或資料劃分的機構單位按行業類別 / 就業人數組別分布**

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

行業類別 Industry sector	機構單位數目 No. of establishments	有否透過電子途徑預訂 或購買貨品、服務或資料 Whether having ordered or purchased goods, services or information through electronic means (%)	
		有 Yes	沒有 No
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	6.3	93.7
建造業 Construction	19 499	9.3	90.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	10.3	89.7
運輸、倉庫及通訊業 Transport, storage and communications	30 804	7.7	92.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	19.9	80.1
社區、社會及個人服務業 Community, social and personal services	33 999	11.0	89.0
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>11.4</b>	<b>88.6</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 271	35.0	65.0
中型 Medium	33 039	21.1	78.9
小型 Small	261 964	9.6	90.4
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>11.4</b>	<b>88.6</b>

表 6.2 : 按有透過電子途徑預訂或購買貨品、服務或資料的原因劃分的機構單位數目

Table 6.2 : Number of establishments having ordered or purchased goods, services or information through electronic means by reason

有透過電子途徑預訂或購買貨品、服務或資料的原因 <sup>(1)</sup> Reason for having ordered or purchased goods, services or information through electronic means <sup>(1)</sup>	因該原因而有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through electronic means because of that reason	佔有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
更加方便 More convenient	28 226	82.1
節省時間 Less processing time	22 793	66.3
價格 / 成本更低 Lower price/cost	7 303	21.2
更多選擇 More choices	6 492	18.9
其他 Others	2 545	7.4

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

**表 6.3 : 按所預訂或購買的貨品、服務或資料種類劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目**

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

所預訂或購買貨品、服務或資料的種類 <sup>(1)</sup> Type of goods, services or information ordered or purchased <sup>(1)</sup>	有透過電子途徑預訂 或購買該類貨品、服務 或資料的機構單位數目 No. of establishments having ordered or purchased that type of goods, services or information through electronic means	佔有透過電子途徑預 訂或購買貨品、服務或資 料的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
預訂或補購存貨 Order or purchase for replenishment of inventory	20 682	60.2
預訂、購買旅遊服務 Order or purchase of travel service	6 049	17.6
預訂、購買金融工具（例如股票） Order or purchase of financial instruments (e.g. stock)	3 404	9.9
預訂、購買或申請政府的貨品、服務或資料 Order, purchase of or application for Government goods, services or information	3 370	9.8
預訂或購買其他貨品、服務或資料 Order or purchase of other goods, services or information	9 417	27.4

(1) 可選擇多於一個種類。

May select more than one type.

**表 6.4 : 按所使用的電子途徑種類劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目**

**Table 6.4 : Number of establishments having ordered or purchased goods, services or information through electronic means by type of electronic means used**

所使用的電子途徑種類 <sup>(1)</sup> Type of electronic means used <sup>(1)</sup>	有透過該類電子途徑 預訂或購買貨品、服務 或資料的機構單位數目 No. of establishments having ordered or purchased goods, services or information through that type of electronic means	佔有透過電子途徑預 訂或購買貨品、服務或資 料的機構單位數目百分比 As a % of total no. of establishments having ordered or purchased goods, services or information through electronic means
互聯網 Internet	32 949	95.9
經個人電腦連接互聯網 Internet via personal computers	32 902	95.7
經流動裝置（如支援無線應用協定的 流動電話、個人數碼助理）連接互聯網 Internet via mobile devices (such as Wireless Application Protocol (WAP) phones, Personal Digital Assistants)	1 391	4.0
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	3 706	10.8
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	1 089	3.2
專用私人網絡 Designated private network	1 045	3.0
其他 Others	0	0.0

(1) 可選擇多於一種電子途徑。  
May select more than one type of electronic means.

表 6.5 : 按透過電子途徑購買的項目開支佔總購買開支的百分比劃分的有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目

Table 6.5 : Number of 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 to the total value of purchase of goods, services or information

在二零零六年購買的貨品、服務或資料總值中，透過電子途徑所購買的項目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 2006

有透過電子途徑預訂或購買貨品、服務或資料的機構單位  
Establishments having ordered or purchased goods, services or information through electronic means

	機構單位數目 No. of establishments	百分比 Percentage
< 1%	21 651	63.0
1-5%	6 886	20.0
6-10%	2 397	7.0
11-15%	737	2.1
> 15%	2 700	7.9
<b>總計 Total</b>	<b>34 371</b>	<b>100.0</b>

**表 6.6** : 按經由網上付款佔透過互聯網購買的項目總開支的百分比劃分的有透過互聯網預訂或購買貨品、服務或資料的機構單位數目

**Table 6.6** : Number of 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

在二零零六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 2006	有透過互聯網預訂或購買貨品、服務或資料的機構單位 Establishments having ordered or purchased goods, services or information through Internet	
	機構單位數目 No. of establishments	百分比 Percentage
0%	13 502	41.0
< 1%	8 605	26.1
1-5%	2 243	6.8
6-10%	1 124	3.4
11-15%	1 064	3.2
> 15%	6 411	19.5
<b>總計 Total</b>	<b>32 949</b>	<b>100.0</b>



**表 6.7 : 按沒有透過電子途徑預訂或購買貨品、服務或資料的原因劃分的機構單位數目**  
**Table 6.7 : Number of establishments not having ordered or purchased goods, services or information through electronic means by reason**

沒有透過電子途徑預訂或購買貨品、服務或資料的原因 <sup>(1)</sup> Reason for not having ordered or purchased goods, services or information through electronic means <sup>(1)</sup>	因該原因而沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目 No. of establishments not having ordered or purchased goods, services or information through electronic means because of that reason	佔沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods, services or information through electronic means
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	180 664	67.7
業內並不普遍 Not popular in the industry	91 736	34.4
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	47 766	17.9
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	31 766	11.9
認為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	21 675	8.1
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	18 686	7.0
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	9 549	3.6
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	5 713	2.1
軟件的購置及發展成本高昂 Costly in procuring and developing software	4 797	1.8
其他 Others	1 097	0.4

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

表 7.1 : 按有否透過電子途徑獲取貨品、服務或資料劃分的機構單位按行業類別 / 就業人數組別分布

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 No. of establishments	有否透過電子途徑獲取貨品、服務或資料 Whether having received goods, services or information through electronic means			(%)
		有 Yes		總計 Total	沒有 No
		政府貨品、 服務或資料 Government goods, services or information	其他貨品、 服務或資料 Other types of goods, services or information		
<b>行業類別</b> Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	41.9	48.1	53.0	47.0
建造業 Construction	19 499	36.7	42.0	45.6	54.4
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	46.2	57.9	61.9	38.1
運輸、倉庫及通訊業 Transport, storage and communications	30 804	25.7	31.5	35.3	64.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	66.0	75.2	79.0	21.0
社區、社會及個人服務業 Community, social and personal services	33 999	30.8	40.2	42.5	57.5
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>44.8</b>	<b>54.5</b>	<b>58.3</b>	<b>41.7</b>
<b>就業人數組別</b> Employment size					
大型 Large	6 271	84.4	90.8	93.0	7.0
中型 Medium	33 039	68.0	74.5	80.4	19.6
小型 Small	261 964	40.9	51.1	54.7	45.3
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>44.8</b>	<b>54.5</b>	<b>58.3</b>	<b>41.7</b>

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

Table 7.2 : Number of establishments having received Government goods, services or information through electronic means by type of goods, services or information received

獲取政府貨品、服務或資料的種類 <sup>(1)</sup> Type of Government goods, services or information received <sup>(1)</sup>	有透過電子途徑獲取該類政府貨品、服務或資料的機構單位數目 No. of establishments having received that type of Government goods, services or information through electronic means	佔有透過電子途徑獲取政府貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received Government goods, services or information through electronic means
獲取、瀏覽或尋找資料 Receipt of, browsing or searching for information	121 791	90.3
遞交與貿易有關的文件（如報關表） Submission of trade-related documents (e.g. trade declarations)	41 588	30.8
遞交其他表格或文件 Submission of other forms or documents etc	27 441	20.3
提出查詢 Submission of enquiry	19 755	14.6
獲取數碼形式的產品及服務 Receipt of products and services in digital form	11 264	8.3
電子付款服務 e-payment services	4 082	3.0
其他 Others	47	#

(1) 可選擇多於一個種類。

May select more than one type.

**表 7.3 : 按所使用的電子途徑種類 / 電子平台種類劃分的有透過電子途徑獲取政府貨品、服務或資料的機構單位數目**

**Table 7.3 : Number of establishments having received Government goods, services or information through electronic means by type of electronic means/type of electronic platform used**

	有透過該類電子途徑或電子平台獲取政府貨品、服務或資料的機構單位數目 No. of establishments having received Government goods, services or information through that type of electronic means/ electronic platform	佔有透過電子途徑獲取政府貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having received Government goods, services or information through electronic means
<b>所使用的電子途徑的種類 <sup>(1)</sup></b>		
<b>Type of electronic means used <sup>(1)</sup></b>		
互聯網 Internet	131 082	97.2
經個人電腦連接互聯網 Internet via Personal Computers	131 082	97.2
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 Wireless Application Protocol (WAP) phones, Personal Digital Assistants)	1 010	0.7
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	18 264	13.5
設置於政府辦公室的終端機 Terminals at Government offices	1 095	0.8
專用私人網絡 Designated private network	986	0.7
其他 Others	0	0.0
<b>所使用的電子平台的種類 <sup>(1)</sup></b>		
<b>Type of electronic platform used <sup>(1)</sup></b>		
香港政府一站通 (www.gov.hk) GovHK (www.gov.hk)	66 685	49.4
其他政府網站 Other Government websites	56 801	42.1
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) / ESDLife (www.esdlife.com)	45 067	33.4
其他 Others	19 678	14.6

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

**表 7.4 : 按沒有透過電子途徑獲取政府貨品、服務或資料的原因劃分的機構單位數目**  
**Table 7.4 : Number of establishments not having received Government goods, services or information through electronic means by reason**

沒有透過電子途徑獲取政府貨品、服務或資料的原因 <sup>(1)</sup> Reason for not having received Government goods, services or information through electronic means <sup>(1)</sup>	因該原因而沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目 No. of establishments not having received Government goods, services or information through electronic means because of that reason	佔沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having received Government goods, services or information through electronic means
透過電子途徑獲取政府貨品、服務或資料對業務沒有裨益 No business benefit to receive Government goods, services or information through electronic means	121 939	73.3
業內並不普遍 Not popular in the industry	48 740	29.3
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	42 974	25.8
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	7 474	4.5
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	5 908	3.6
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	3 246	2.0
軟件的購置及發展成本高昂 Costly in procuring and developing software	2 361	1.4
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	1 493	0.9
認為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	910	0.5
政府提供的電子平台以獲取政府貨品、服務或資料不方便用戶使用 The electronic platform(s) for obtaining Government goods, services or information not user-friendly	900	0.5
擔心員工代公司處理網上付款事宜 Concern about employees handling online payment for the firm	379	0.2
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	271	0.2
其他 Others	501	0.3

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

**表 7.5 : 按原因劃分的認為政府提供的電子平台不方便使用因而沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目**

**Table 7.5 : Number of establishments not having received Government goods, services or information through electronic means because they considered the related electronic platforms provided by Government not user-friendly by reason**

認為政府提供的電子平台以獲取政府貨品、服務或資料不方使用戶使用的原因 <sup>(1)</sup> Reason for considering that the related electronic platforms are not user-friendly in obtaining Government goods, services or information <sup>(1)</sup>	因該原因而認為政府提供的電子平台以獲取政府貨品、服務或資料不方使用戶使用的機構單位數目 No. of establishments considering that the related electronic platforms is/are not user-friendly in obtaining Government goods, services or information because of that reason	佔認為政府提供的電子平台以獲取政府貨品、服務或資料不方使用戶使用的機構單位數目百分比 As a % of total no. of establishments considering that the related electronic platform(s) is/are not user-friendly in obtaining Government goods, services or information
電子途徑提供的政府貨品、服務或資料不切合需要 Government goods/services/information carried in these electronic platforms cannot meet the needs	730	81.2
不知道從哪裏獲知有關電子平台的資料及其所提供的資訊 Do not know where these electronic platforms are and what information they carry	470	52.2
該電子途徑的用戶介面並不容易使用 User interface of these electronic platforms is not easy to use	48	5.4
其他 Others	0	0.0

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

**表 7.6 : 按所獲取貨品、服務或資料種類劃分的有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目**

**Table 7.6 : Number of establishments having received goods, services or information (other than from Government) through electronic means by type of goods, services or information received**

所獲取貨品、服務或資料的種類 <sup>(1)</sup> Type of goods, services or information received <sup>(1)</sup>	有透過電子途徑獲取該類貨品、服務或資料（除政府提供以外）的機構單位數目 No. of establishments having received that type of goods, services or information (other than from Government) through electronic means	佔有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目百分比 As a % of total no. of establishments having received goods, services or information (other than from Government) through electronic means
獲取、瀏覽或尋找其他資料 Receipt of, browsing or searching for other information	154 801	94.2
電子銀行服務（例如轉帳） Electronic banking services (e.g. transferring money)	57 976	35.3
獲取數碼形式的產品及服務 Receipt of products and services in digital form	28 452	17.3
電子付款服務 e-payment services	19 618	11.9
查詢財經資料（例如股票價格） Searching for financial information (e.g. stock price)	18 993	11.6
其他 Others	23	#

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

表 7.7 : 按所使用的電子途徑種類劃分的有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目

Table 7.7 : Number of establishments having received goods, services or information (other than from Government) through electronic means by type of electronic means used

所使用的電子途徑種類 <sup>(1)</sup> Type of electronic means used <sup>(1)</sup>	有透過該類電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目 No. of establishments having received goods, services or information (other than from Government) through that type of electronic means	佔有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目百分比 As a % of total no. of establishments having received goods, services or information (other than from Government) through electronic means
互聯網 Internet	161 299	98.2
經個人電腦連接互聯網 Internet via Personal Computers	161 261	98.2
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 Wireless Application Protocol (WAP) phones, Personal Digital Assistants)	1 543	0.9
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	18 609	11.3
其他透過流動電訊網絡的交互式應答系統（例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	1 450	0.9
專用私人網絡 Designated private network	1 183	0.7
其他 Others	310	0.2

(1) 可選擇多於一種電子途徑。

May select more than one type of electronic means.



**表 7.8 : 按沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的原因劃分的機構單位數目**

**Table 7.8 : Number of establishments not having received goods, services or information (other than from Government) through electronic means by reason**

<b>沒有透過電子途徑獲取貨品、服務或資料的原因<sup>(1)</sup></b> <b>Reason for not having received goods, services or information through electronic means<sup>(1)</sup></b>	<b>因該原因而沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目</b> <b>No. of establishments not having received goods, services or information (other than from Government) through electronic means because of that reason</b>	<b>佔沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目百分比</b> <b>As a % of total no. of establishments not having received goods, services or information (other than from Government) through electronic means</b>
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	99 971	73.0
業內並不普遍 Not popular in the industry	39 069	28.5
缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工 Lack of personnel familiar with receiving goods, services or information through electronic means	38 033	27.8
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	9 435	6.9
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	5 351	3.9
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	2 878	2.1
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	2 472	1.8
認為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	2 008	1.5
軟件的購置及發展成本高昂 Costly in procuring and developing software	1 976	1.4
擔心員工代公司處理網上付款事宜 Concern about employees handling online payment for the firm	308	0.2
其他 Others	438	0.3

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

**表 8.1 : 按有否透過電子途徑售賣貨品、服務或資料劃分的機構單位按行業類別 / 就業人數組別分布**

**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 No. of establishments	有否透過電子途徑售賣貨品、服務或資料 Whether having sold goods, services or information through electronic means (%)	
		有 Yes	沒有 No
<b>行業類別</b> Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	0.5	99.5
建造業 Construction	19 499	0.0	100.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	2.0	98.0
運輸、倉庫及通訊業 Transport, storage and communications	30 804	1.1	98.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	4.1	95.9
社區、社會及個人服務業 Community, social and personal services	33 999	0.3	99.7
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>1.8</b>	<b>98.2</b>
<b>就業人數組別</b> Employment size			
大型 Large	6 271	7.3	92.7
中型 Medium	33 039	3.0	97.0
小型 Small	261 964	1.5	98.5
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>1.8</b>	<b>98.2</b>

**表 8.2 : 按所使用的電子途徑種類劃分的有透過電子途徑售賣貨品、服務或資料的機構單位數目**  
**Table 8.2 : Number of establishments having sold goods, services or information through electronic means by type of electronic means used**

所使用的電子途徑種類 <sup>(1)</sup> Type of electronic means used <sup>(1)</sup>	有透過該類電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through that type of electronic means	佔有透過電子途徑售賣貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
互聯網 Internet	5 412	98.2
互聯網（經其他一般網站／網頁） Internet (via website/webpage other than Wireless Application Protocol (WAP) version)	5 396	97.9
互聯網（經無線應用協定版本網站／網頁） Internet (via WAP version of website/webpage)	641	11.6
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	183	3.3
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	121	2.2
專用私人網絡 Designated private network	83	1.5
其他 Others	0	0.0

(1) 可選擇多於一種電子途徑。  
May select more than one type of electronic means.

表 8.3 : 按有透過電子途徑售賣貨品、服務或資料的原因劃分的機構單位數目

Table 8.3 : Number of establishments having sold goods, services or information through electronic means by reason

有透過電子途徑售賣貨品、服務或資料的原因 <sup>(1)</sup> Reason for having sold goods, services or information through electronic means <sup>(1)</sup>	因該原因而有透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through electronic means because of that reason	佔有透過電子途徑售賣貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	4 390	79.7
增強競爭力 To enhance competitiveness	3 996	72.5
改善效率及流程 To improve efficiency and streamline workflow	3 007	54.6
減低成本 To reduce cost	2 493	45.2
改善對顧客的服務 To improve customer services	2 382	43.2
改善生產力 To improve productivity	764	13.9
其他 Others	3	#

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

**表 8.4 : 按所使用的電子途徑種類 / 顧客組別劃分在二零零六年透過電子途徑售賣貨品、服務或資料所帶來的業務收益**

**Table 8.4 : Business receipts received through selling goods, services or information through electronic means in 2006 by type of electronic means used/customer group**

	在二零零六年透過電子途徑 售賣貨品、服務或資料所帶 來的業務收益 (百萬港元) Business receipts received through selling goods, services or information through electronic means in 2006 (HK\$Mn.)	百分比 Percentage
<b>所使用的電子途徑種類</b>		
<b>Type of electronic means used</b>		
互聯網	22,054	34.0
Internet		
互聯網 (經其他一般網站 / 網頁)	21,805	33.6
Internet (via website/webpage other than Wireless Application Protocol (WAP) version)		
互聯網 (經無線應用協定版本網站 / 網頁)	250	0.4
Internet (via WAP version of website/webpage)		
專用私人網絡	40,830	62.9
Designated private network		
透過電話網絡的交互式話音應答系統	1,878	2.9
Interactive Voice Response System through telephone network		
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務)	143	0.2
Other Interactive Response System (such as Short Message Service) through mobile telecommunications network		
其他	0	0.0
Others		
<b>總計</b>	<b>64,905</b>	<b>100.0</b>
<b>Total</b>		
<b>顧客組別</b>		
<b>Customer group</b>		
商業及其他機構單位	42,565	65.6
Business and other establishments		
消費者	21,962	33.8
Consumers		
政府及有關機構	378	0.6
Government and related organisations		
<b>總計</b>	<b>64,905</b>	<b>100.0</b>
<b>Total</b>		
透過電子途徑所帶來的業務收益佔總業務收益的百分比		0.77
Business receipts through electronic means as a % of total business receipts		

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

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

透過互聯網售賣貨品、服務或資料所帶來的業務收益中經由網上收款所佔的百分比 Percentage of payment received through Internet in the receipts of goods, services or information sold through Internet	有透過互聯網售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through Internet	百分比 Percentage
0%	2 945	54.4
< 1%	1 054	19.5
1-5%	383	7.1
6-10%	108	2.0
11-15%	579	10.7
> 15%	343	6.3
<b>總計 Total</b>	<b>5 412</b>	<b>100.0</b>

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

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

有否計劃透過 電子途徑售賣貨 品、服務或資料 Whether intending to sell goods, services or information through electronic means	預計透過電子 途徑售賣的時間 Expected time of selling through electronic means	機構單位數目 No. of establishments	佔有計劃透過 電子途徑售賣貨品 、服務或資料的機 構單位數目百分比 As a % of total no. of establishments intending to sell goods, services or information through electronic means	佔沒有透過 電子途徑售賣貨品 、服務或資料的機 構單位數目百分比 As a % of total no. of establishments not having sold goods, services or information through electronic means
有 Yes	2007 年 In 2007	764	68.6	0.3
	2008 年 In 2008	309	27.8	0.1
	2008 年後或 沒有預計時間 After 2008 or no expected time	39	3.5	#
沒有 No	-	294 650	-	99.6

**表 8.7 : 按未有計劃透過電子途徑售賣貨品、服務或資料的原因劃分的機構單位數目**  
**Table 8.7 : Number of establishments not intending to sell goods, services or information through electronic means by reason**

未有計劃透過電子途徑售賣貨品、服務或資料的原因 <sup>(1)</sup> Reason for not intending to sell goods, services or information through electronic means <sup>(1)</sup>	因該原因而未有計劃透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments not intending to sell goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑售賣貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods, services or information through electronic means
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	184 065	62.5
業內並不普遍 Not popular in the industry	103 657	35.2
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	56 079	19.0
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	53 025	18.0
大部分顧客仍未有準備使用電子商貿 Most customers not ready to use electronic commerce	22 600	7.7
認為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	20 092	6.8
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	15 140	5.1
軟件的購置及發展成本高昂 Costly in procuring and developing software	10 074	3.4
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	9 171	3.1
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	7 166	2.4
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	6 892	2.3
其他 Others	2 326	0.8

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



**表 9.1 : 按有否透過電子途徑遞送貨品、服務或資料劃分的機構單位按行業類別 / 就業人數組別分布**

**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	有否透過電子途徑 遞送貨品、服務或資料 Whether having delivered goods, services or information through electronic means (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	14.1	85.9
建造業 Construction	19 499	6.5	93.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	21.4	78.6
運輸、倉庫及通訊業 Transport, storage and communications	30 804	7.1	92.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	22.6	77.4
社區、社會及個人服務業 Community, social and personal services	33 999	16.4	83.6
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>18.3</b>	<b>81.7</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 271	75.0	25.0
中型 Medium	33 039	39.8	60.2
小型 Small	261 964	14.2	85.8
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>18.3</b>	<b>81.7</b>

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

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

所遞送貨品、服務或資料的種類 <sup>(1)</sup> Type of goods, services or information delivered <sup>(1)</sup>	有透過電子途徑遞送該類貨品、服務或資料的機構單位數目 No. of establishments having delivered that type of goods, services or information through electronic means	佔有透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
在網站提供機構 / 產品資料 Provision of information on the firm/product on the website	54 750	99.5
遞送其他資料 Delivery of other information	11 953	21.7
遞送數碼形式的產品及服務 Delivery of products and services in digital form	3 026	5.5
電子付款服務 e-payment services	2 107	3.8
遞送金融資料 (例如股票價格) Delivery of financial information (e.g. stock price)	570	1.0
其他 Others	22	#

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

**表 9.3 : 按所使用的電子途徑種類劃分的有透過電子途徑遞送貨品、服務或資料的機構單位數目**  
**Table 9.3 : Number of establishments having delivered goods, services or information through electronic means by type of electronic means used**

所使用的電子途徑種類 <sup>(1)</sup> Type of electronic means used <sup>(1)</sup>	有透過該類電子途徑遞送貨品、服務或資料的機構單位數目 No. of establishments having delivered goods, services or information through that type of electronic means	佔有透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
互聯網 Internet	54 881	99.7
互聯網（經其他一般網站／網頁） Internet (via website/webpage other than Wireless Application Protocol (WAP) version)	54 881	99.7
互聯網（經無線應用協定版本網站／網頁） Internet (via WAP version of website/webpage)	574	1.0
專用私人網絡 Designated private network	871	1.6
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	827	1.5
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	463	0.8
其他 Others	0	0.0

(1) 可選擇多於一種電子途徑。  
May select more than one type of electronic means.

表 9.4 : 按有透過電子途徑遞送貨品、服務或資料的原因劃分的機構單位數目

Table 9.4 : Number of establishments having delivered goods, services or information through electronic means by reason

有透過電子途徑遞送貨品、服務或資料的原因 <sup>(1)</sup> Reason for having delivered goods, services or information through electronic means <sup>(1)</sup>	因該原因而有透過電子途徑遞送貨品、服務或資料的機構單位數目 No. of establishments having delivered goods, services or information through electronic means because of that reason	佔有透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
提高業務靈活性 / 商機 To increase business flexibility/opportunities	37 947	69.0
增強競爭力 To enhance competitiveness	37 927	68.9
改善對顧客的服務 To improve customer services	28 813	52.4
改善效率及流程 To improve efficiency and streamline workflow	15 935	29.0
改善生產力 To improve productivity	8 360	15.2
減低成本 To reduce cost	6 553	11.9
其他 Others	87	0.2

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

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

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

有否計劃透過 電子途徑遞送貨 品、服務或資料 Whether intending to deliver goods, services or information through electronic means	預計透過電子 途徑遞送的時間 Expected time of delivering through electronic means	機構單位數目 No. of establishments	佔有計劃透過 電子途徑遞送貨品 、服務或資料的機 構單位數目百分比 As a % of total no. of establishments intending to deliver goods, services or information through electronic means	佔沒有透過 電子途徑遞送貨品 、服務或資料的機 構單位數目百分比 As a % of total no. of establishments not having delivered goods, services or information through electronic means
有 Yes	2007 年 In 2007	6 594	62.6	2.7
	2008 年 In 2008	3 862	36.6	1.6
	2008 年後或 沒有預計時間 After 2008 or no expected time	83	0.8	#
沒有 No	-	235 713	-	95.7

**表 9.6 : 按未有計劃透過電子途徑遞送貨品、服務或資料的原因劃分的機構單位數目**  
**Table 9.6 : Number of establishments not intending to deliver goods, services or information through electronic means by reason**

未有計劃透過電子途徑遞送貨品、服務或資料的原因 <sup>(1)</sup> Reason for not intending to deliver goods, services or information through electronic means <sup>(1)</sup>	因該原因而未有計劃透過電子途徑遞送貨品、服務或資料的機構單位數目 No. of establishments not intending to deliver goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to deliver goods, services or information through electronic means
透過電子途徑遞送貨品、服務或資料對業務沒有裨益 No business benefit to deliver goods, services or information through electronic means at this time	164 052	69.6
業內並不普遍 Not popular in the industry	75 420	32.0
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	49 602	21.0
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	30 091	12.8
認為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	9 788	4.2
電腦設備的購置及保養成本高昂 Costly in procuring and maintaining the computer equipment	9 690	4.1
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	7 480	3.2
聘用資訊科技人員的成本高昂 Costly in employing IT personnel	5 934	2.5
軟件的購置及發展成本高昂 Costly in procuring and developing software	5 814	2.5
在發展電腦應用系統方面缺乏資訊科技人才 Lack of IT personnel to develop computer application systems	2 019	0.9
其他 Others	915	0.4

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

**表 10.1 : 按行業類別 / 就業人數組別及有否為資訊科技開支項目訂下二零零七年財政預算劃分的機構單位數目**

**Table 10.1 : Number of establishments by whether having budget for information technology (IT) for 2007 by industry sector/employment size**

	有否為資訊科技項目訂下二零零七年的財政預算 Whether having budget for IT for 2007							
	有 Yes		沒有 No		不肯定 Uncertain		總計 Total	
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %
<b>行業類別</b> Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	618	4.4	12 793	91.8	530	3.8	13 941	100.0
建造業 Construction	576	3.0	18 743	96.1	180	0.9	19 499	100.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	5 545	3.6	135 541	88.0	12 986	8.4	154 071	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 125	3.7	28 930	93.9	749	2.4	30 804	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5 492	11.2	39 188	80.0	4 280	8.7	48 960	100.0
社區、社會及個人服務業 Community, social and personal services	1 814	5.3	30 380	89.4	1 805	5.3	33 999	100.0
<b>總計</b> <b>Total</b>	<b>15 169</b>	<b>5.0</b>	<b>265 575</b>	<b>88.2</b>	<b>20 530</b>	<b>6.8</b>	<b>301 274</b>	<b>100.0</b>
<b>就業人數組別</b> Employment size								
大型 Large	2 826	45.1	2 874	45.8	572	9.1	6 271	100.0
中型 Medium	4 908	14.9	25 436	77.0	2 695	8.2	33 039	100.0
小型 Small	7 435	2.8	237 266	90.6	17 263	6.6	261 964	100.0
<b>總計</b> <b>Total</b>	<b>15 169</b>	<b>5.0</b>	<b>265 575</b>	<b>88.2</b>	<b>20 530</b>	<b>6.8</b>	<b>301 274</b>	<b>100.0</b>

表 10.2 : 按行業類別 / 就業人數組別及有否為資訊科技開支項目訂下二零零八年財政預算劃分的機構單位數目

Table 10.2 : Number of establishments by whether having budget for information technology (IT) for 2008 by industry sector/employment size

	有否為資訊科技項目訂下二零零八年的財政預算 Whether having budget for IT for 2008							
	有 Yes		沒有 No		不肯定 Uncertain		總計 Total	
	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %	機構單位數目 No. of establishments	百分比 %
<b>行業類別</b> Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	299	2.1	12 244	87.8	1 399	10.0	13 941	100.0
建造業 Construction	502	2.6	18 397	94.3	600	3.1	19 499	100.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	4 058	2.6	131 921	85.6	18 092	11.7	154 071	100.0
運輸、倉庫及通訊業 Transport, storage and communications	682	2.2	29 268	95.0	854	2.8	30 804	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 932	6.0	39 228	80.1	6 800	13.9	48 960	100.0
社區、社會及個人服務業 Community, social and personal services	1 911	5.6	29 084	85.5	3 004	8.8	33 999	100.0
<b>總計</b> <b>Total</b>	<b>10 384</b>	<b>3.4</b>	<b>260 141</b>	<b>86.3</b>	<b>30 749</b>	<b>10.2</b>	<b>301 274</b>	<b>100.0</b>
<b>就業人數組別</b> Employment size								
大型 Large	1 721	27.4	3 177	50.7	1 373	21.9	6 271	100.0
中型 Medium	2 416	7.3	24 637	74.6	5 986	18.1	33 039	100.0
小型 Small	6 247	2.4	232 327	88.7	23 389	8.9	261 964	100.0
<b>總計</b> <b>Total</b>	<b>10 384</b>	<b>3.4</b>	<b>260 141</b>	<b>86.3</b>	<b>30 749</b>	<b>10.2</b>	<b>301 274</b>	<b>100.0</b>



**表 10.3 : 按行業類別 / 就業人數組別劃分的機構單位在二零零七年為資訊科技開支項目訂下的財政預算與二零零六年的預算比較**

**Table 10.3 : Comparison of budget of establishments for information technology (IT) for 2007 over that for 2006 by industry sector/employment size**

行業類別 Industry sector	有為資訊 科技開支項目訂下 二零零七年財政預 算的機構單位數目 No. of establishments having budget of IT for 2007	二零零七年與二零零六年比較的財政預算變動 Change of budget for 2007 over that for 2006				總計 Total
		增加 Increased	不變 Same	減少 Decreased	(%)	
製造業、電力及燃氣業 Manufacturing, electricity and gas	618	72.1	19.6	1.9	93.7	
建造業 Construction	576	91.3	3.7	3.0	98.0	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	5 545	43.1	32.3	1.4	76.8	
運輸、倉庫及通訊業 Transport, storage and communications	1 125	54.8	25.5	3.7	84.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5 492	41.5	43.2	4.3	89.0	
社區、社會及個人服務業 Community, social and personal services	1 814	65.9	26.8	3.4	96.1	
<b>總計 Total</b>	<b>15 169</b>	<b>49.1</b>	<b>33.5</b>	<b>3.0</b>	<b>85.6</b>	
<b>就業人數組別 Employment size</b>						
大型 Large	2 826	58.3	27.4	11.9	97.7	
中型 Medium	4 908	49.9	44.4	1.5	95.9	
小型 Small	7 435	45.0	28.6	0.5	74.2	
<b>總計 Total</b>	<b>15 169</b>	<b>49.1</b>	<b>33.5</b>	<b>3.0</b>	<b>85.6</b>	

表 10.4 : 按行業類別 / 就業人數組別劃分的機構單位在二零零八年為資訊科技開支項目訂下的財政預算與二零零七年的預算比較

Table 10.4 : Comparison of budget of establishments for information technology (IT) for 2008 over that for 2007 by industry sector/employment size

行業類別 Industry sector	有為資訊 科技開支項目訂下 二零零八年財政預 算的機構單位數目 No. of establishments having budget of IT for 2008	二零零八年與二零零七年比較的財政預算變動 Change of budget for 2008 over that for 2007			總計 Total
		增加 Increased	不變 Same	減少 Decreased	
		(%)			
製造業、電力及燃氣業 Manufacturing, electricity and gas	299	58.2	6.7	1.7	66.6
建造業 Construction	502	93.6	2.2	2.7	98.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	4 058	63.2	23.7	0.6	87.5
運輸、倉庫及通訊業 Transport, storage and communications	682	43.1	27.2	1.5	71.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 932	39.1	18.6	6.1	63.8
社區、社會及個人服務業 Community, social and personal services	1 911	77.9	11.8	2.7	92.4
<b>總計 Total</b>	<b>10 384</b>	<b>59.1</b>	<b>18.8</b>	<b>2.7</b>	<b>80.6</b>
<b>就業人數組別 Employment size</b>					
大型 Large	1 721	50.5	18.7	15.3	84.5
中型 Medium	2 416	44.4	30.0	0.5	74.8
小型 Small	6 247	67.2	14.5	0.2	81.8
<b>總計 Total</b>	<b>10 384</b>	<b>59.1</b>	<b>18.8</b>	<b>2.7</b>	<b>80.6</b>

**表 11.1 : 按機構單位曾否發生資訊保安事故劃分的有使用個人電腦的機構單位按行業類別 / 就業人數組別分布**

**Table 11.1 : Distribution of establishments having used personal computers (PCs) by whether having suffered from information security incidents 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	機構單位曾否發生資訊保安事故 Whether having suffered from information security incidents (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 534	24.1	75.9
建造業 Construction	9 366	34.4	65.6
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	102 348	22.7	77.3
運輸、倉庫及通訊業 Transport, storage and communications	13 306	23.3	76.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	42 086	15.8	84.2
社區、社會及個人服務業 Community, social and personal services	16 472	17.1	82.9
<b>總計</b> <b>Total</b>	<b>192 112</b>	<b>21.4</b>	<b>78.6</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 214	32.4	67.6
中型 Medium	29 171	26.2	73.8
小型 Small	156 727	20.0	80.0
<b>總計</b> <b>Total</b>	<b>192 112</b>	<b>21.4</b>	<b>78.6</b>

**表 11.2 : 按曾發生資訊保安事故種類劃分的機構單位數目按行業類別 / 就業人數組別分布**  
**Table 11.2 : Distribution of establishments having suffered from information security incidents by type of information security incidents by industry sector/employment size**

	曾發生資訊保安事故的機構單位數目 No. of establishments having suffered from information security incidents	資訊保安事故的種類 <sup>(1)</sup> Type of information security incidents <sup>(1)</sup>					(%)	
		電腦病毒 Computer Virus	黑客侵入 Hacking	阻斷服務 Denial of service	資料被竊 Theft of information	資料外洩 Leakage of information	其他 Others	
<b>行業類別</b> Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 057	95.6	2.4	6.1	0.3	0.0	#	
建造業 Construction	3 218	80.4	7.0	28.2	0.0	0.0	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	23 215	88.8	14.4	17.7	0.1	#	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	3 107	94.5	7.0	16.7	#	1.1	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 660	97.2	12.9	12.5	7.1	1.6	0.1	
社區、社會及個人服務業 Community, social and personal services	2 816	90.8	13.2	14.7	0.3	0.1	0.4	
<b>總計</b> <b>Total</b>	<b>41 073</b>	<b>90.4</b>	<b>12.3</b>	<b>16.8</b>	<b>1.3</b>	<b>0.3</b>	<b>#</b>	
<b>就業人數組別</b> Employment size								
大型 Large	2 015	88.5	11.3	16.8	2.1	0.1	0.8	
中型 Medium	7 640	95.2	7.6	19.8	0.0	0.5	0.0	
小型 Small	31 418	89.3	13.6	16.1	1.5	0.3	0.0	
<b>總計</b> <b>Total</b>	<b>41 073</b>	<b>90.4</b>	<b>12.3</b>	<b>16.8</b>	<b>1.3</b>	<b>0.3</b>	<b>#</b>	

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

**表 11.3 : 按曾發生資訊保安事故種類及曾發生資訊保安事故次數劃分的機構單位分布**  
**Table 11.3 : Distribution of establishments having suffered from information security incidents by type of information security incidents**

	曾發生該種資訊保安事故的機構單位數目 No. of establishments having suffered from that type of information security incidents	資訊保安事故的次數 Number of information security incidents					沒有計算 Unknown
		Number of information security incidents					
		1 - 10	11 - 20	21 - 30	31 - 50	> 50	
<b>資訊保安事故的種類 <sup>(1)</sup></b> Type of information security incidents <sup>(1)</sup>							
電腦病毒 Computer Virus	37 127	96.3	2.5	0.2	0.1	0.3	0.6
黑客侵入 Hacking	5 069	99.7	0.1	#	0.0	0.1	0.1
阻斷服務 Denial of service	6 917	99.2	0.4	0.3	0.2	0.0	0.1
資料被竊 Theft of information	518	100.0	0.0	0.0	0.0	0.0	0.0
資料外洩 Leakage of information	142	100.0	0.0	0.0	0.0	0.0	0.0
其他 Others	17	100.0	0.0	0.0	0.0	0.0	0.0
以上種類的任何組合 Any combinations of the above types	41 073	94.6	2.9	1.4	0.2	0.4	0.5

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

**表 11.4A : 按行業類別及在發生資訊保安事故後所採取的行動類別劃分的機構單位數目**  
**Table 11.4A : Number of establishments having suffered from information security incidents by type of action taken after these incidents by industry sector**

行業類別 Industry sector	曾發生資訊保安事故的機構單位數目 No. of establishments having suffered from information security incidents	發生資訊保安事故後所採取的行動類別 <sup>(1)</sup> Type of action taken after information security incidents <sup>(1)</sup> (%)		
		修補漏洞 Patch holes	向管理層匯報 Report to senior management	使用更多保安技術 Use more security technologies
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 057	97.2	62.7	65.8
建造業 Construction	3 218	88.6	32.5	42.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	23 215	93.3	65.7	44.4
運輸、倉庫及通訊業 Transport, storage and communications	3 107	90.0	41.8	55.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 660	92.0	73.0	56.2
社區、社會及個人服務業 Community, social and personal services	2 816	81.5	63.8	49.8
<b>總計</b> <b>Total</b>	<b>41 073</b>	<b>91.9</b>	<b>62.2</b>	<b>48.5</b>

行業類別 Industry sector	發生資訊保安事故後所採取的行動類別 <sup>(1)</sup> (續) Type of action taken after information security incidents <sup>(1)</sup> (cont'd) (%)			
	向香港電腦保安事故協調中心匯報 Report to Hong Kong Computer Emergency Response Team (HKCERT) Coordination Centre	向警方報案 Report to police	其他 Others	沒有特別行動 No specific action
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.4	0.1	0.0	1.2
建造業 Construction	0.1	0.0	0.0	0.2
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	5.8	0.3	0.5	#
運輸、倉庫及通訊業 Transport, storage and communications	1.2	0.4	0.0	1.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1.0	0.5	#	0.1
社區、社會及個人服務業 Community, social and personal services	1.6	1.9	0.9	5.7
<b>總計</b> <b>Total</b>	<b>3.7</b>	<b>0.4</b>	<b>0.4</b>	<b>0.6</b>

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

**表 11.4B : 按就業人數組別及在發生資訊保安事故後所採取的行動類別劃分的機構單位數目**  
**Table 11.4B : Number of establishments having suffered from information security incidents by type of action taken after information security incidents by employment size**

就業人數組別 Employment size	曾發生資訊保安事故 的機構單位數目 No. of establishments having suffered from information security incidents	發生資訊保安事故後所採取的行動類別 <sup>(1)</sup> Type of action taken after information security incidents <sup>(1)</sup> (%)		
		修補漏洞 Patch holes	向管理層匯報 Report to senior management	使用更多保安技術 Use more security technologies
大型 Large	2 015	95.8	75.7	73.5
中型 Medium	7 640	93.7	68.9	55.9
小型 Small	31 418	91.2	59.7	45.1
<b>總計 Total</b>	<b>41 073</b>	<b>91.9</b>	<b>62.2</b>	<b>48.5</b>

就業人數組別 Employment size	發生資訊保安事故後所採取的行動類別 <sup>(1)</sup> (續) Type of action taken after information security incidents <sup>(1)</sup> (cont'd) (%)			
	向香港電腦保安 事故協調中心匯報 Report to Hong Kong Computer Emergency Response Team (HKCERT) Coordination Centre	向警方報案 Report to police	其他 Others	沒有特別行動 No specific action
大型 Large	2.1	1.9	0.1	0.5
中型 Medium	2.3	1.2	0.4	0.2
小型 Small	4.1	0.2	0.4	0.7
<b>總計 Total</b>	<b>3.7</b>	<b>0.4</b>	<b>0.4</b>	<b>0.6</b>

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

表 11.5 : 按行業類別 / 就業人數組別及在發生資訊保安事故後沒有向警方報案的原因劃分的機構單位分布

Table 11.5 : Distribution of establishments not reporting to police after having suffered from information security incidents by reason by industry sector/employment size

	發生資訊保安事故後沒有向警方報案的機構單位數目 No. of establishments not reporting to police after having suffered from information security incidents	沒有向警方報案的原因 <sup>(1)</sup> Reason for not reporting to police <sup>(1)</sup>					(% )	
		不重要, 無需要報案 Trivial, no need to report	不認為警方可以幫助 Don't think the police can help	不知悉可以報案 Unaware that it could be reported	公司沒有指引 Company has no guideline to report	對公司造成負面形象 Negative publicity	其他 Others	
<b>行業類別</b> Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 055	91.3	7.9	5.0	9.0	0.5	0.1	
建造業 Construction	3 218	81.8	32.0	20.5	2.9	0.2	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	23 135	85.5	21.0	15.9	12.1	#	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	3 093	76.0	19.9	12.1	11.5	0.5	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 629	79.6	34.4	8.7	15.8	0.6	0.7	
社區、社會及個人服務業 Community, social and personal services	2 763	84.4	15.2	10.8	13.2	#	0.4	
<b>總計</b> <b>Total</b>	<b>40 894</b>	<b>83.8</b>	<b>22.9</b>	<b>13.9</b>	<b>11.8</b>	<b>0.2</b>	<b>0.2</b>	
<b>就業人數組別</b> Employment size								
大型 Large	1 977	71.1	26.0	11.2	13.6	1.4	0.7	
中型 Medium	7 551	86.5	18.6	5.9	6.9	0.2	#	
小型 Small	31 366	83.9	23.7	16.0	12.9	0.1	0.1	
<b>總計</b> <b>Total</b>	<b>40 894</b>	<b>83.8</b>	<b>22.9</b>	<b>13.9</b>	<b>11.8</b>	<b>0.2</b>	<b>0.2</b>	

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



表 11.6 : 按行業類別 / 就業人數組別及在發生資訊保安事故後沒有向香港電腦保安事故協調中心匯報的原因劃分的機構單位分布

Table 11.6 : Distribution of establishments not reporting to Hong Kong Computer Emergency Response Team (HKCERT) Coordination Centre after having suffered from information security incidents by reason by industry sector/employment size

	發生資訊保安事故後沒有向香港電腦保安事故協調中心匯報的機構單位數目 No. of establishments not reporting to HKCERT Coordination Centre after having suffered from information security incidents	沒有向香港電腦保安事故協調中心匯報的原因 <sup>(1)</sup> Reason for not reporting to HKCERT Coordination Centre <sup>(1)</sup> (%)				
		不重要, 無需要匯報 Trivial, no need to report	不知悉香港電腦保安事故協調中心 Unaware of HKCERT Coordination Centre	不認為香港電腦保安事故協調中心可以幫助 Don't think HKCERT Coordination Centre can help	公司沒有指引 Company has no guideline to report	其他 Others
<b>行業類別</b> Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 048	89.6	6.2	6.5	9.3	0.1
建造業 Construction	3 216	80.1	29.2	20.8	3.0	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	21 867	82.3	16.2	10.5	11.4	0.0
運輸、倉庫及通訊業 Transport, storage and communications	3 069	73.4	14.5	19.7	11.4	#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	6 593	74.3	13.8	37.3	16.1	0.7
社區、社會及個人服務業 Community, social and personal services	2 772	82.1	19.2	10.0	10.6	#
<b>總計</b> <b>Total</b>	<b>39 564</b>	<b>80.4</b>	<b>16.4</b>	<b>16.3</b>	<b>11.3</b>	<b>0.1</b>
<b>就業人數組別</b> Employment size						
大型 Large	1 973	64.2	16.7	23.0	15.8	0.1
中型 Medium	7 468	82.1	13.6	12.0	8.0	#
小型 Small	30 124	81.1	17.1	16.9	11.9	0.2
<b>總計</b> <b>Total</b>	<b>39 564</b>	<b>80.4</b>	<b>16.4</b>	<b>16.3</b>	<b>11.3</b>	<b>0.1</b>

(1) 可選擇多於一種原因。

May select more than one reason.

表 11.7 : 按有否採用保安技術來保護機構單位的電腦系統及資料劃分的有使用個人電腦的機構單位按行業類別 / 就業人數組別分布

Table 11.7 : Distribution of establishments having used personal computers (PCs) by whether having adopted security technology to protect their computer system and information by industry sector/ employment size

	有使用個人電腦的機構單位數目 No. of establishments having used PCs	有否採用保安技術來保護機構單位的電腦系統及資料 Whether having adopted security technology to protect their computer system and information (%)	
		有 Yes	沒有 No
<b>行業類別</b> Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 534	94.0	6.0
建造業 Construction	9 366	96.4	3.6
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	102 348	97.3	2.7
運輸、倉庫及通訊業 Transport, storage and communications	13 306	92.3	7.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	42 086	95.9	4.1
社區、社會及個人服務業 Community, social and personal services	16 472	96.7	3.3
<b>總計</b> <b>Total</b>	<b>192 112</b>	<b>96.4</b>	<b>3.6</b>
<b>就業人數組別</b> Employment size			
大型 Large	6 214	97.4	2.6
中型 Medium	29 171	99.0	1.0
小型 Small	156 727	95.9	4.1
<b>總計</b> <b>Total</b>	<b>192 112</b>	<b>96.4</b>	<b>3.6</b>

**表 11.8A : 按所採用的保安技術來保護機構單位的電腦系統及資料劃分的機構單位按行業類別分布**

**Table 11.8A : 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 <sup>(1)</sup> Type of security technology adopted <sup>(1)</sup> (%)		
		防毒軟件 Anti-virus software	防火牆 Firewall	數據備份和復原 Data backup and recovery
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 024	89.3	74.3	46.4
建造業 Construction	9 029	92.9	72.8	40.5
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	99 631	91.9	76.3	47.4
運輸、倉庫及通訊業 Transport, storage and communications	12 280	77.4	53.5	33.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	40 347	97.7	74.3	49.8
社區、社會及個人服務業 Community, social and personal services	15 925	92.7	67.7	49.3
<b>總計 Total</b>	<b>185 237</b>	<b>92.2</b>	<b>73.4</b>	<b>46.8</b>

行業類別 Industry sector	所採用的保安技術 <sup>(1)</sup> (續) Type of security technology adopted <sup>(1)</sup> (cont'd) (%)		
	簡單認證 (密碼 / 個人辨認密碼) Simple authentication (Password/Personal Identity Number)	保護免受濫發電郵滋擾 Protection against email spam	檔案加密 File encryption
製造業、電力及燃氣業 Manufacturing, electricity and gas	39.8	30.0	17.0
建造業 Construction	37.7	29.4	13.7
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	46.0	27.3	17.0
運輸、倉庫及通訊業 Transport, storage and communications	47.9	24.9	7.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47.9	36.7	22.9
社區、社會及個人服務業 Community, social and personal services	32.3	16.1	8.7
<b>總計 Total</b>	<b>44.7</b>	<b>28.5</b>	<b>16.8</b>

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

表 11.8A : 按所採用的保安技術來保護機構單位的電腦系統及資料劃分的機構單位按行業類別分布 (續)

Table 11.8A : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by industry sector (cont'd)

行業類別 Industry sector	所採用的保安技術 <sup>(1)</sup> (續)		
	Type of security technology adopted <sup>(1)</sup> (cont'd)		
	入侵偵測系統 / 入侵防禦系統 Intrusion Detection System (IDS)/ Intrusion Prevention System (IPS)	保安修補程式管理 Security patch management	接達管制 Access control
製造業、電力及燃氣業 Manufacturing, electricity and gas	10.4	19.4	6.7
建造業 Construction	8.7	4.3	6.2
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	15.2	12.4	7.3
運輸、倉庫及通訊業 Transport, storage and communications	7.1	5.8	7.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	14.8	15.1	17.3
社區、社會及個人服務業 Community, social and personal services	10.9	7.2	10.1
<b>總計</b> <b>Total</b>	<b>13.7</b>	<b>12.0</b>	<b>9.7</b>

行業類別 Industry sector	所採用的保安技術 <sup>(1)</sup> (續)			
	Type of security technology adopted <sup>(1)</sup> (cont'd)			
	實體保安 Physical security	虛擬私人網絡 Virtual Private Network (VPN)	複雜認證 (限用一次密碼 / 保 安權標 / 生物測定 / 數碼證書) Complex authentication (One-time password/security token/ Biometrics/Digital certificate)	其他 Others
製造業、電力及燃氣業 Manufacturing, electricity and gas	4.5	3.5	3.2	0.0
建造業 Construction	3.0	3.3	0.5	0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	4.8	1.9	2.7	0.1
運輸、倉庫及通訊業 Transport, storage and communications	9.9	4.0	2.1	#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11.7	8.3	6.8	#
社區、社會及個人服務業 Community, social and personal services	5.5	3.2	1.7	#
<b>總計</b> <b>Total</b>	<b>6.6</b>	<b>3.7</b>	<b>3.4</b>	<b>0.1</b>

(1) 可選擇多於一種保安技術。

May select more than one type of security technology.

**表 11.8B : 按所採用的保安技術來保護機構單位的電腦系統及資料劃分的機構單位按就業人數組別分布**

**Table 11.8B : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by employment size**

就業人數組別 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 <sup>(1)</sup> Type of security technology adopted <sup>(1)</sup> (%)		
		防毒軟件 Anti-virus software	防火牆 Firewall	數據備份和復原 Data backup and recovery
大型 Large	6 050	97.3	87.6	82.3
中型 Medium	28 872	95.3	78.3	57.4
小型 Small	150 315	91.4	71.8	43.4
<b>總計 Total</b>	<b>185 237</b>	<b>92.2</b>	<b>73.4</b>	<b>46.8</b>

就業人數組別 Employment size	所採用的保安技術 <sup>(1)</sup> (續) Type of security technology adopted <sup>(1)</sup> (cont'd) (%)		
	簡單認證 (密碼 / 個人辨認密碼) Simple authentication (Password/Personal Identity Number)	保護免受濫 發電郵滋擾 Protection against email spam	檔案加密 File encryption
大型 Large	78.7	56.7	44.6
中型 Medium	57.4	38.8	22.2
小型 Small	40.9	25.3	14.6
<b>總計 Total</b>	<b>44.7</b>	<b>28.5</b>	<b>16.8</b>

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

表 11.8B : 按所採用的保安技術來保護機構單位的電腦系統及資料劃分的機構單位按就業人數組別分布 (續)

Table 11.8B : Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by employment size (cont'd)

就業人數組別 Employment size	所採用的保安技術 <sup>(1)</sup> (續)		
	Type of security technology adopted <sup>(1)</sup> (cont'd)		
	入侵偵測系統 / 入侵防禦系統 Intrusion Detection System (IDS)/ Intrusion Prevention System (IPS)	保安修補程式管理 Security patch management	接達管制 Access control
大型 Large	28.0	39.0	52.2
中型 Medium	16.6	19.3	20.7
小型 Small	12.5	9.5	5.8
<b>總計 Total</b>	<b>13.7</b>	<b>12.0</b>	<b>9.7</b>

就業人數組別 Employment size	所採用的保安技術 <sup>(1)</sup> (續)			
	Type of security technology adopted <sup>(1)</sup> (cont'd)			
	實體保安 Physical security	虛擬私人網絡 Virtual Private Network (VPN)	複雜認證 (限用一次密碼 / 保安權標 / 生物測定 / 數碼證書) Complex authentication (One-time password/security token/ Biometrics/Digital certificate)	其他 Others
大型 Large	40.2	32.8	16.1	0.2
中型 Medium	10.5	8.3	4.9	0.0
小型 Small	4.5	1.6	2.6	0.1
<b>總計 Total</b>	<b>6.6</b>	<b>3.7</b>	<b>3.4</b>	<b>0.1</b>

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

**表 11.9 : 按有否實施資訊保安措施劃分的有使用個人電腦的機構單位按行業類別 / 就業人數組別分布**

**Table 11.9 : Distribution of establishments having used personal computers (PCs) by whether having implemented information security measures 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	機構單位的電腦有否 實施資訊保安措施 Whether having implemented information security measures (%)	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 534	83.3	16.7
建造業 Construction	9 366	77.5	22.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	102 348	76.6	23.4
運輸、倉庫及通訊業 Transport, storage and communications	13 306	55.4	44.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	42 086	81.4	18.6
社區、社會及個人服務業 Community, social and personal services	16 472	74.3	25.7
<b>總計</b> <b>Total</b>	<b>192 112</b>	<b>76.3</b>	<b>23.7</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	6 214	87.3	12.7
中型 Medium	29 171	84.1	15.9
小型 Small	156 727	74.4	25.6
<b>總計</b> <b>Total</b>	<b>192 112</b>	<b>76.3</b>	<b>23.7</b>

**表 11.10 : 按所實施的資訊保安措施類別劃分的機構單位按行業類別 / 就業人數組別分布**  
**Table 11.10 : Distribution of establishments having implemented information security measures by type of information security measures implemented by industry sector/employment size**

	有實施資訊保安措施的機構單位數目 No. of establishments having implemented information security measures	所實施的資訊保安措施的種類 <sup>(1)</sup> Type of information security measures implemented <sup>(1)</sup> (%)		
		定期安裝伺服器 / 個人電腦保安修補程式 Apply security patches for servers/personal computers regularly	在過去 12 個月內曾進行資訊保安風險評估及審核 Conduct information security risk assessment and audit within the last 12 months	制定事故回應程序 Develop incident response procedures
<b>行業類別</b> Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 112	88.7	22.2	21.7
建造業 Construction	7 256	91.3	10.8	4.2
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	78 388	85.9	21.4	18.2
運輸、倉庫及通訊業 Transport, storage and communications	7 369	86.3	22.3	28.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	34 257	88.4	11.7	8.4
社區、社會及個人服務業 Community, social and personal services	12 243	84.7	13.0	13.5
<b>總計</b> Total	<b>146 625</b>	<b>86.8</b>	<b>18.0</b>	<b>15.5</b>
<b>就業人數組別</b> Employment size				
大型 Large	5 425	79.2	32.8	32.1
中型 Medium	24 532	86.0	15.4	12.7
小型 Small	116 668	87.3	17.8	15.3
<b>總計</b> Total	<b>146 625</b>	<b>86.8</b>	<b>18.0</b>	<b>15.5</b>

(1) 可選擇多於一種資訊保安措施。  
May select more than one type of information security measure.



表 11.10 : 按所實施的資訊保安措施類別劃分的機構單位按行業類別 / 就業人數組別分布 (續)

Table 11.10 : Distribution of establishments having implemented information security measures by type of information security measures implemented by industry sector/employment size (cont'd)

	所實施的資訊保安措施的種類 <sup>(1)</sup> (續)			
	Type of information security measures implemented <sup>(1)</sup> (cont'd)			(%)
	僱用全職 / 兼職 員工負責資訊保安 Employ full-time/ part-time staff responsible for information security	員工認知、 教育及培訓 Staff awareness, education and training	建立資訊 保安政策 Establish information security policy	其他 Others
<b>行業類別</b>				
<b>Industry sector</b>				
製造業、電力及燃氣業 Manufacturing, electricity and gas	10.8	10.6	3.8	0.0
建造業 Construction	7.9	8.8	1.4	0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	14.6	6.6	2.7	0.0
運輸、倉庫及通訊業 Transport, storage and communications	12.8	9.2	6.6	0.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15.1	15.4	8.4	#
社區、社會及個人服務業 Community, social and personal services	8.6	11.9	9.0	0.1
<b>總計</b> <b>Total</b>	<b>13.6</b>	<b>9.6</b>	<b>4.7</b>	<b>#</b>
<b>就業人數組別</b>				
<b>Employment size</b>				
大型 Large	48.6	38.5	33.2	0.1
中型 Medium	27.0	16.4	9.1	#
小型 Small	9.2	6.8	2.5	#
<b>總計</b> <b>Total</b>	<b>13.6</b>	<b>9.6</b>	<b>4.7</b>	<b>#</b>

(1) 可選擇多於一種資訊保安措施。

May select more than one type of information security measure.

表 11.11 : 按在處理資訊保安問題上所遇到的障礙類別劃分的有採用保安技術來保護機構單位的電腦系統及資料的機構單位分布

Table 11.11 : Distribution of establishments having adopted security technology to protect their computer system and information by type of obstacles to addressing information security concerns

障礙的種類 <sup>(1)</sup> Type of obstacles <sup>(1)</sup>	在處理資訊保安問題上所遇到該種障礙的機構單位數目 No. of establishments having that type of obstacles to addressing information security concerns	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	43 166	23.3
缺乏有關範疇的知識 Lack of expertise in the field	39 144	21.1
員工缺乏資訊保安的意識 Lack of employee awareness	29 522	15.9
有關產品的技術複雜 Technical/complexity of products	28 063	15.1
缺乏有關資訊科技保安的策略及指引 Lack of policy and guideline on IT security	20 287	11.0
缺乏管理層的支持 Lack of management support	9 950	5.4
其他 Others	7	#

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

**表 11.12 : 按有否為客戶提供身分認證及 / 或保密接達服務劃分的有透過電子途徑售賣貨品、服務或資料的機構單位按行業類別 / 就業人數組別分布**

**Table 11.12 : Distribution of establishments having sold goods, services or information through electronic means by whether having provided authentication and/or secure access for clients by industry sector/employment size**

	有透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through electronic means	有否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 clients	
		有 Yes	沒有 No
<b>行業類別</b> <b>Industry sector</b>			
製造業、電力及燃氣業和建造業 <sup>(1)</sup> Manufacturing, electricity and gas, and construction <sup>(1)</sup>	70	58.0	42.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	3 008	30.6	69.4
運輸、倉庫及通訊業 Transport, storage and communications	350	63.3	36.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 993	73.2	26.8
社區、社會及個人服務業 Community, social and personal services	90	100.0	0.0
<b>總計</b> <b>Total</b>	<b>5 511</b>	<b>49.5</b>	<b>50.5</b>
<b>就業人數組別</b> <b>Employment size</b>			
大型 Large	458	83.7	16.3
中型 Medium	1 000	63.3	36.7
小型 Small	4 053	42.3	57.7
<b>總計</b> <b>Total</b>	<b>5 511</b>	<b>49.5</b>	<b>50.5</b>

(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起來分析。

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 11.13A : 按行業類別及為客戶提供身分認證及 / 或保密接達服務的方法劃分的機構單位分布**

**Table 11.13A : Distribution of establishments having provided authentication and/or secure access for clients by method of providing authentication and/or secure access for 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 clients	為客戶提供身分認證 及 / 或保密接達服務的方法 <sup>(1)</sup> Method of providing authentication and/or secure access for clients <sup>(1)</sup>			(%)
		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 <sup>(2)</sup> Manufacturing, electricity and gas, and construction <sup>(2)</sup>	41	95.5	93.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	919	89.4	46.6	20.7	
運輸、倉庫及通訊業 Transport, storage and communications	222	82.7	85.3	43.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 459	94.2	94.2	16.6	
社區、社會及個人服務業 Community, social and personal services	90	68.0	48.0	42.2	
<b>總計 Total</b>	<b>2 730</b>	<b>90.8</b>	<b>75.9</b>	<b>21.3</b>	

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 <sup>(1)</sup> (續) Method of providing authentication and/or secure access for clients <sup>(1)</sup> (cont'd)				(%)
	保密電子交易 Secure Electronic Transaction (SET)	伺服器數碼證書 Server digital certificate	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 <sup>(2)</sup> Manufacturing, electricity and gas, and construction <sup>(2)</sup>	7.0	10.0	2.5	2.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	6.8	2.2	1.4	1.0	
運輸、倉庫及通訊業 Transport, storage and communications	7.0	8.2	0.9	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	7.2	10.3	2.0	0.6	
社區、社會及個人服務業 Community, social and personal services	24.2	9.1	4.5	1.1	
<b>總計 Total</b>	<b>7.6</b>	<b>7.4</b>	<b>1.8</b>	<b>0.7</b>	

(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起來分析。

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 11.13B : 按就業人數組別及為客戶提供身分認證及 / 或保密接達服務的方法劃分的機構單位分布

Table 11.13B : Distribution of establishments having provided authentication and/or secure access for clients by method of providing authentication and/or secure access for clients by employment size

就業人數組別 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 clients	為客戶提供身分認證 及 / 或保密接達服務的方法 <sup>(1)</sup> Method of providing authentication and/or secure access for clients <sup>(1)</sup>			(%)
		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	384	75.3	
中型 Medium	633	84.0	69.1	39.4	
小型 Small	1 714	96.8	77.1	6.5	
<b>總計 Total</b>	<b>2 730</b>	<b>90.8</b>	<b>75.9</b>	<b>21.3</b>	

就業人數組別 Employment size	為客戶提供身分認證及 / 或保密接達服務的方法 <sup>(1)</sup> (續) Method of providing authentication and/or secure access for clients <sup>(1)</sup> (cont'd)				(%)
	保密電子交易 Secure Electronic Transaction (SET)	伺服器數碼證書 Server digital certificate	個人數碼證書 Personal digital certificate	其他 Others	
	大型 Large	15.8	26.5	10.8	
中型 Medium	15.1	3.7	1.0	0.0	
小型 Small	3.0	4.5	0.1	0.4	
<b>總計 Total</b>	<b>7.6</b>	<b>7.4</b>	<b>1.8</b>	<b>0.7</b>	

(1) 可選擇多於一種方法。

May select more than one method.

表 11.14 : 按有否制定持續業務運作計劃劃分的有連接互聯網的機構單位按行業類別 / 就業人數組別分布

Table 11.14 : Distribution of establishments having Internet connection by whether having Business Continuity Plan by industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	有否制定持續業務運作計劃 Whether having Business Continuity Plan (%)	
		有 Yes	沒有 No
<b>行業類別</b> Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 275	5.1	94.9
建造業 Construction	8 977	4.6	95.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	96 014	3.2	96.8
運輸、倉庫及通訊業 Transport, storage and communications	11 723	5.2	94.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 308	15.0	85.0
社區、社會及個人服務業 Community, social and personal services	13 860	8.9	91.1
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>6.6</b>	<b>93.4</b>
<b>就業人數組別</b> Employment size			
大型 Large	5 851	29.8	70.2
中型 Medium	27 344	11.6	88.4
小型 Small	146 961	4.8	95.2
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>6.6</b>	<b>93.4</b>

**表 11.15 : 按在遇到有關資訊科技方面的災難時會採取的行動種類劃分的機構單位按行業類別 / 就業人數組別分布**

**Table 11.15 : Distribution of establishments having Internet connection by type of action to be taken by establishments to respond to IT disasters by industry sector/employment size**

	有連接互聯網 的機構單位數目 No. of establishments having Internet connection	會採取的行動種類 <sup>(1)</sup> Type of action to be taken <sup>(1)</sup>			不會採取 任何行動 Will not take any action	(%)
		改用人手操作 Use manual operation instead	使用備份系統 Use backup system	其他 Others		
<b>行業類別</b> <b>Industry sector</b>						
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 275	70.7	13.1	0.7	25.9	
建造業 Construction	8 977	62.6	23.0	0.1	25.3	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	96 014	71.7	24.1	0.5	19.5	
運輸、倉庫及通訊業 Transport, storage and communications	11 723	64.7	17.9	0.7	28.7	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 308	64.5	31.1	3.7	17.0	
社區、社會及個人服務業 Community, social and personal services	13 860	66.5	19.0	1.6	25.8	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>68.7</b>	<b>24.3</b>	<b>1.3</b>	<b>20.6</b>	
<b>就業人數組別</b> <b>Employment size</b>						
大型 Large	5 851	65.0	46.4	2.5	19.1	
中型 Medium	27 344	69.8	33.2	2.4	17.2	
小型 Small	146 961	68.6	21.8	1.1	21.3	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>68.7</b>	<b>24.3</b>	<b>1.3</b>	<b>20.6</b>	

(1) 可選擇多於一種應變措施。  
May select more than one type of action.

表 11.16 : 按在遇到有關資訊科技方面的災難時會尋求的協助種類劃分的機構單位按行業類別 / 就業人數組別分布

Table 11.16 : Distribution of establishments having Internet connection by kind of help to be asked for by establishments in IT disasters by industry sector/employment size

	有連接互聯網的機構單位數目 No. of establishments having Internet connection	會尋求的協助種類 <sup>(1)</sup> Kind of help to be asked for <sup>(1)</sup>					不會尋求任何協助 Will not ask for help
		尋求資訊科技顧問的意見 Seek advice from IT consultant	尋求有關行業商會的協助 Seek help from associations of the related trade	向保險公司索償(如已購買保險) Claim insurance (if insured)	其他 Others	(%)	
<b>行業類別</b> Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 275	57.5	5.0	1.1	4.2	34.7	
建造業 Construction	8 977	41.7	9.9	0.2	2.9	49.7	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	96 014	56.8	3.6	1.0	2.8	39.0	
運輸、倉庫及通訊業 Transport, storage and communications	11 723	42.4	10.9	4.5	5.9	40.1	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	41 308	54.7	8.6	0.6	3.8	37.6	
社區、社會及個人服務業 Community, social and personal services	13 860	42.6	8.2	1.1	5.0	46.2	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>53.6</b>	<b>5.9</b>	<b>1.1</b>	<b>3.4</b>	<b>39.6</b>	
<b>就業人數組別</b> Employment size							
大型 Large	5 851	66.4	12.6	5.9	6.2	23.0	
中型 Medium	27 344	55.9	7.3	3.3	6.8	34.7	
小型 Small	146 961	52.6	5.4	0.5	2.7	41.2	
<b>總計</b> <b>Total</b>	<b>180 157</b>	<b>53.6</b>	<b>5.9</b>	<b>1.1</b>	<b>3.4</b>	<b>39.6</b>	

(1) 可選擇多於一種協助。

May select more than one kind of help.



**表 12.1 : 按有否應用無線及流動裝置劃分的機構單位按行業類別 / 就業人數組別分布**  
**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	有否應用無線及流動裝置 Whether having used wireless and mobile devices	
		有 Yes	沒有 No (%)
<b>行業類別</b> Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 941	11.8	88.2
建造業 Construction	19 499	14.6	85.4
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail, import and export trades, restaurants and hotels	154 071	16.9	83.1
運輸、倉庫及通訊業 Transport, storage and communications	30 804	11.0	89.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	48 960	37.5	62.5
社區、社會及個人服務業 Community, social and personal services	33 999	12.4	87.6
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>18.8</b>	<b>81.2</b>
<b>就業人數組別</b> Employment size			
大型 Large	6 271	64.8	35.2
中型 Medium	33 039	37.8	62.2
小型 Small	261 964	15.3	84.8
<b>總計</b> <b>Total</b>	<b>301 274</b>	<b>18.8</b>	<b>81.2</b>

**表 12.2 : 按所應用的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 : Number of establishments having used wireless and mobile devices by type of wireless and mobile devices used**

所應用的無線及流動裝置的種類 <sup>(1)</sup> Type of wireless and mobile devices used <sup>(1)</sup>	有應用該種無線及流動裝置的機構單位數目 No. of establishments using that type 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 Local Area Network (LAN) access point (including hotspot)	48 661	86.1
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	36 725	65.0
連接無線數據通訊網絡的桌面電腦 Desktop computer connected to a wireless data communication network	17 538	31.0
連接無線數據通訊網絡的流動電話 Mobile phone connected to a wireless data communication network	17 331	30.7
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	8 841	15.6
非接觸式智能卡閱讀器 Contactless smart card reader	6 931	12.3
射頻識別技術裝置 Radio Frequency Identification (RFID) device	5 592	9.9
其他 Others	1 251	2.2
以上種類的任何組合 Any combinations of the above types	56 518	100.0

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

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傳送技術的機構單位數目

Table 12.3 : Number of establishments having used wireless and mobile transmission technology by type of wireless and mobile transmission technology used

所應用的無線及流動傳送技術的種類 <sup>(1)</sup> Type of wireless and mobile transmission technology used <sup>(1)</sup>	有應用該種無線及流動傳送技術的機構單位數目 No. of establishments using that type of wireless and mobile transmission technology	佔有應用無線及流動傳送技術的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile transmission technology
無線區域網絡 Wireless Local Area Network (LAN)	48 265	85.4
藍芽技術 Bluetooth	15 245	27.0
通用分組無線電服務 General Packet Radio Service (GPRS)	12 383	21.9
第三代無線通訊系統 Third Generation Wireless System (3G)	7 183	12.7
射頻識別技術 Radio Frequency Identification (RFID)	6 988	12.4
無線應用協定 Wireless Application Protocol	4 627	8.2
全球演進式數據速率增強技術 Enhanced Data rates for Global Evolution (EDGE)	2 151	3.8
流動保安解決方案(例如流動數碼證書) Mobile security solution (e.g. mobile digital certificate)	1 680	3.0
其他 Others	1 228	2.2
以上種類的任何組合 Any combinations of the above types	56 518	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服務的機構單位數目**  
**Table 12.4 : Number of establishments having used wireless and mobile services by type of wireless and mobile services used**

所應用的無線及流動服務的種類 <sup>(1)</sup> Type of wireless and mobile services used <sup>(1)</sup>	有應用該種無線及流動服務的機構單位數目 No. of establishments using that type of wireless and mobile services	佔有應用無線及流動服務的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile services
無線上網 Wireless web surfing	46 273	81.9
無線電郵 Wireless e-mail	38 334	67.8
短訊服務 Short Message Service (SMS)	15 961	28.2
視像通訊 Video call	7 956	14.1
資訊娛樂服務 Infotainment service	5 260	9.3
多媒體短訊服務 Multimedia Messaging Service (MMS)	3 027	5.4
全球定位系統 Global Positioning Service (GPS)	2 054	3.6
增強型短訊服務 Enhanced Messaging Service (EMS)	1 261	2.2
基於位置的服務 Location Based Service (LBS)	233	0.4
其他 Others	7 145	12.6
以上種類的任何組合 Any combinations of the above types	56 521	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應用系統的機構單位數目

Table 12.5 : Number of establishments having used wireless and mobile applications by type of wireless and mobile applications used

所應用的無線及流動應用系統的種類 <sup>(1)</sup> Type of wireless and mobile applications used <sup>(1)</sup>	有應用該種無線及流動應用系統的機構單位數目 No. of establishments using that type of wireless and mobile applications	佔有應用無線及流動應用系統的機構單位數目百分比 As a % of total no. of establishments using wireless and mobile applications
辦公室自動化(文書處理、試算表等) Office automation (word processing, spreadsheet, etc.)	32 987	58.4
工作管理 Job management	19 720	34.9
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.)	16 258	28.8
視訊串流 Video streaming	7 325	13.0
非接觸式智能卡接達 / 保安管制 Access/security control using contactless smart card	6 901	12.2
外勤考查及文件傳送 Outdoor site survey and documentation	5 664	10.0
流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc)	4 723	8.4
與業務伙伴(包括政府)進行交易 Transaction with business partners (including the Government)	4 135	7.3
無線應用協定的網站 Wireless Application Protocol (WAP) site	3 704	6.6
地理資訊系統 Geographic Information System (GIS)	3 497	6.2
存貨控制 Inventory control	3 200	5.7
車隊管理 Fleet management	693	1.2
流動銷售點 Mobile Point-Of-Sales	157	0.3
其他 Others	64	0.1
以上種類的任何組合 Any combinations of the above types	56 491	100.0

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

表 12.6 : 按應用無線及流動服務及技術的障礙劃分的機構單位分布

Table 12.6 : Distribution of establishments by obstacle for using wireless and mobile services and technology

按在應用無線及流動服務及技術的障礙 <sup>(1)</sup> Obstacle for using wireless and mobile services and technology <sup>(1)</sup>	機構單位數目 No. of establishments	佔所有機構單位數目百分比 As a % of total no. of establishments
對業務沒有裨益 No business benefit	186 269	61.8
業內並不普遍 Not popular in the industry	117 117	38.9
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	87 720	29.1
投資成本高昂 High investment cost	60 827	20.2
運作費用高昂 High operating cost	38 782	12.9
擔心資料保密及可靠性事宜 Concern about security and reliability issues	37 282	12.4
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	37 281	12.4
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	36 270	12.0
回報率沒有保證 Uncertain Return-On-Investment	32 087	10.7
網絡覆蓋不足 Insufficient network coverage	19 816	6.6
使用不方便 Inconvenient to use	18 600	6.2
無線及流動裝置的功能不足 Inadequate functionality of the wireless and mobile devices	12 885	4.3
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	9 677	3.2
其他 Others	3 167	1.1

(1) 可選擇多於一個障礙。  
May select more than one obstacle.



香港特別行政區  
政府統計處

07 IT

二零零七年資訊科技  
在工商業的使用情況和普及程度按年統計調查

致

或上列地址的使用者

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. 請填妥本問卷並用所附上的限閱文件信封在 **2007 年 5 月 18 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 科技統計組**
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，請與本處甘旭強先生聯絡(電話：3105 8093，圖文傳真：2887 5117 或電郵：[itsurvey@censtatd.gov.hk](mailto:itsurvey@censtatd.gov.hk))。
5. 請在適當空格‘□’內加‘✓’。

\* 若需要本問卷及註釋的英文版，請電 3105 8093。  
If an English version of the questionnaire and the explanatory notes is required, please phone 3105 8093.

**A. 一般資料**

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。)

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A2. 在 2007 年 3 月底貴機構的**就業人數**。

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**B. 個人電腦的應用**

B1. 貴機構有沒有使用**個人電腦**?

1 有 (請跳至 **B3**)

2 沒有

B2. 貴機構有沒有計劃裝置個人電腦?

1 有 → 預計在 

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 / 

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 (月份/年份) (請跳至 **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**。

1 缺乏對應用個人電腦有認識的員工

2 缺乏懂得發展電腦應用系統的員工

3 個人電腦的購置及保養成本高昂

4 軟件的購置及發展成本高昂

5 聘用資訊科技人員的成本高昂

6 擔心使用個人電腦時的資料保密事宜

7 個人電腦並不可靠

8 裝置個人電腦對業務沒有裨益

9 其他(請註明): \_\_\_\_\_

B3. 請按以下類別, 註明貴機構所使用的個人電腦數量:

數量(部)

(a) 桌面電腦

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

(b) 便攜式電腦/筆記簿型電腦

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

(c) **個人數碼助理**

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(d) 其他(請註明): \_\_\_\_\_

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總計

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B4. 貴機構的個人電腦有沒有裝置／接達以下類別的 <b>應用軟件</b> ：	有	沒有
(a) 文字處理	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 試算表	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 數據庫管理	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 通訊	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 簡報	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) <b>電腦保安及防毒</b>	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) <b>多媒體工具</b> (影像及聲音)	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 其他 <b>實用程式</b>	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) <b>電腦輔助設計／電腦輔助製造</b>	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 用於直接電子報關服務的用戶軟件	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 互聯網瀏覽器	<input type="text" value="1"/>	<input type="text" value="2"/>
(l) 銀行及金融／會計	<input type="text" value="1"/>	<input type="text" value="2"/>
(m) 採購／處理銷售訂單	<input type="text" value="1"/>	<input type="text" value="2"/>
(n) 人力資源管理／培訓	<input type="text" value="1"/>	<input type="text" value="2"/>
(o) 其他(請註明)： _____	<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 <b>特製電腦系統</b> ：	有	沒有
(a) 電腦輔助設計／電腦輔助製造	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 銀行及金融／會計	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 採購／處理銷售訂單	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 人力資源管理／培訓	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 其他(請註明)： _____	<input type="text" value="1"/>	<input type="text" value="2"/>

B6. 貴機構的僱員有多少百分比在工作中有使用個人電腦？  
(請進位至整數)：

%

**C. 電腦網絡的應用**

C1. 貴機構有沒有連接互聯網？

1 有 (請跳至 C3)

2 沒有

C2. 貴機構有沒有計劃連接互聯網？

1 有 → 預計在  /  (月份/年份) (請跳至 C8)

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 C8。

1 缺乏熟悉互聯網的員工

2 個人電腦的購置及保養成本高昂

3 軟件的購置及發展成本高昂

4 聘用資訊科技人員的成本高昂

5 擔心使用互聯網時的資料保密事宜

6 互聯網並不可靠

7 連接互聯網對業務沒有裨益

8 害怕員工使用互聯網作私人用途

9 其他(請註明)： \_\_\_\_\_

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)

- 1 **電子郵件**
- 2 網上搜集一般資料
- 3 網上購買／預訂貨品、服務或資料
- 4 網上獲取貨品、服務或資料
- 5 網上售賣貨品、服務或資料
- 6 網上遞送貨品、服務或資料
- 7 網上付款
- 8 使用政府網上資訊／服務
- 9 網上向供應商／商業伙伴提出查詢
- 10 網上向顧客／購買商／商業伙伴提供資料／意見
- 11 下載軟件
- 12 電子銀行服務(例如轉帳)
- 13 金融交易服務(例如買賣股票)
- 14 網上應用系統以作公司內部運作(例如客戶關係管理、企業資源計劃)
- 15 視像會議
- 16 其他(請註明)： \_\_\_\_\_

C4. 貴機構是如何連接互聯網的？(可選多項)

- 1 **撥號式調解器** (透過電話線)
- 2 **寬頻**
- 3 **專用線路**
- 4 經公眾蜂窩式電話網絡連接
- 5 經 **Wi-Fi (無線相容性認證)** 連接

C5. 貴機構的僱員有多少百分比在工作中有使用互聯網？  
(請進位至整數)：

%

C6. 請註明使用互聯網對貴機構業務運作的影響及其程度。

影響	影響程度			不適用
	高	中	低	
(i) 增加收入	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(ii) 提升生產力	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(iii) 改善對顧客的服務	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(iv) 提升機構形象	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(v) 獲取更多市場資訊	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(vi) 其他(請註明)：	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

C7. 貴機構有沒有製訂 **持續業務運作計劃**，以應付互聯網服務不能使用及／或公司網站無法進入的突發情況？

1 有 → 請簡述：

2 沒有

C8. 倘若遇到有關資訊科技方面的災難(如海底電纜斷裂而影響貴機構的日常運作)：

(a) 貴機構會採取何種應變措施？(可選多項，但請圈出最主要的一項)

1 改用人手操作

2 使用備份系統

3 其他(請註明)：

4 不會採取任何應變措施(請註明原因)：

(b) 貴機構會尋求哪些協助？(可選多項，但請圈出最主要的一項)

1 尋求有關行業商會的協助

2 尋求資訊科技顧問的意見

3 向保險公司索償(如已購買保險)

4 其他(請註明)：

5 不會尋求任何協助(請註明原因)：

C9. 甚麼因素可促使貴機構更多使用資訊科技？(可選多項，但請圈出最主要的一項)

- 1 資訊科技對業務有裨益
- 2 資訊科技產品的購置和保養成本降低
- 3 聘用資訊科技人員的成本降低
- 4 更可靠及更安全的資訊科技產品
- 5 有懂得應用資訊科技的員工
- 6 競爭對手相繼採納資訊科技
- 7 有良好的技術支援／求助台
- 8 其他(請註明)： \_\_\_\_\_

C10. 貴機構有沒有設立以下網絡？

- (i) 局部區域網絡
- (ii) 內聯網
- (iii) 外聯網

有	沒有
<input type="checkbox"/> 1	<input type="checkbox"/> 2
<input type="checkbox"/> 1	<input type="checkbox"/> 2
<input type="checkbox"/> 1	<input type="checkbox"/> 2

C11. 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**？

1 有 → 自從  (年份)

請按以下類別，註明貴機構所擁有數碼證書的數量：

(i) 由本港核證機關發出

數量

(a) 根據電子交易條例獲認可的核證機構

(b) 其他本港核證機構 (請註明)

(ii) 由香港以外核證機關發出

2 沒有 → 貴機構有沒有計劃申請數碼證書？

1 有 → 預計在  /  (月份／年份) (請跳至 **D1**)

2 沒有 (請跳至 **C13**)

C12. 在過去 12 個月內，貴機構曾否使用數碼證書？

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**。

1 對外與顧客進行交易／交換資料

2 對外與其他貿易伙伴進行交易／交換資料

3 對外與政府及有關機構進行交易／交換資料

4 內部運作

5 其他(請註明)： \_\_\_\_\_

2 沒有

C13. 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)

1 甚少透過電子途徑進行商業交易

2 沒有使用數碼證書加強保安的需要

3 沒有提供數碼簽署的需要

4 只有少數政府服務或商業應用會要求使用數碼證書

5 安裝程序繁複及不易使用

6 申請程序繁瑣

7 數碼證書的技術保安不足

8 不知道數碼證書的存在或對此沒有認識

9 數碼證書費用昂貴

10 其他(請註明)： \_\_\_\_\_

**D. 網站的應用**

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？

1 有 → 網址 http://www.\_\_\_\_\_ (請跳至 D3)

2 沒有

D2. 貴機構有沒有計劃設立網頁或網站？

1 有 → 預計在      /      (月份/年份) (請跳至 D7)

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 D7。

1 缺乏熟悉保養/發展網頁或網站的員工

2 個人電腦的購置及保養成本高昂

3 軟件的購置及發展成本高昂

4 聘用資訊科技人員的成本高昂

5 擔心擁有網頁或網站時的資料保密事宜

6 擁有網頁或網站對業務沒有裨益

7 其他(請註明): \_\_\_\_\_

D3. 貴機構是否擁有自己的網絡伺服器？

1 有

2 沒有

D4. 貴機構的網頁或網站有沒有連接到機構內的資料庫？

1 有

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？

1 有 → 預計在      /      (月份/年份)

2 沒有

D5. 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？

1 有

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？

1 有 → 預計在      /      (月份/年份)

2 沒有

D6. 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)

- 1 提供機構和其產品及服務的資料(對象包括顧客及員工)
- 2 網上訂購機構的產品及服務
- 3 網上付款
- 4 網上遞送產品及服務
- 5 網上售後服務
- 6 網上收集顧客的意見
- 7 網上處理商業查詢(例如提供報價)
- 8 其他(請註明)： \_\_\_\_\_

D7. 貴機構所屬行業是否設有入門網站？

- 1 有 → 網址： \_\_\_\_\_

過去 12 個月曾否使用過？

- 1 有 → 常用服務包括：(可選多項)

- 1 行業動態及資訊
- 2 持續發展及進修平台
- 3 討論平台
- 4 貨品及公司搜尋
- 5 廣告、市場推廣及商業配對服務
- 6 電子交易平台
- 7 其他(請註明)： \_\_\_\_\_

- 2 沒有 → 請提供原因：(可選多項，但請圈出最主要的一項)

- 1 使用由所屬行業的入門網站提供的服務對業務沒有裨益
- 2 所屬行業的入門網站提供的服務種類不足
- 3 擔心資料保密事宜
- 4 由所屬行業的入門網站提供的服務並不可靠
- 5 其他(請註明)： \_\_\_\_\_

- 2 沒有

- 3 不知道所屬行業有否入門網站



**E. 電子商業／電子貿易**

**1. 透過電子途徑預訂或購買貨品、服務或資料**

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？

1 有

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**。

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

2 業內並不普遍

3 電腦設備的購置及保養成本高昂

4 軟件的購置及發展成本高昂

5 聘用資訊科技人員的成本高昂

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

7 透過電子途徑預訂或購買貨品、服務或資料並不可靠

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

9 所需的貨品、服務或資料沒有在網上銷售

10 其他(請註明)： \_\_\_\_\_

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)

1 更加方便

2 價格／成本更低

3 更多選擇

4 節省時間

5 其他(請註明)： \_\_\_\_\_

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)

- 1 預訂或補購存貨
- 2 預訂、購買或申請政府的貨品、服務或資料
- 3 預訂、購買旅遊服務
- 4 預訂、購買金融工具(例如股票)
- 5 預訂或購買其他貨品、服務或資料

(請註明)： \_\_\_\_\_

E4. (a) 貴機構在 2006 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：

- 1 < 1%
- 2 1-5%
- 3 6-10%
- 4 11-15%
- 5 > 15% (請註明)： \_\_\_\_\_

(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)

- (i) 經個人電腦連接互聯網 |\_|\_|\_|%
- (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 |\_|\_|\_|%
- (iii) 專用私人網絡 |\_|\_|\_|%
- (iv) 透過電話網絡的交互式話音應答系統 |\_|\_|\_|%
- (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) |\_|\_|\_|%
- (vi) 其他(請註明)： \_\_\_\_\_ |\_|\_|\_|%

總計 **|1|0|0|0|%**

E5. 貴機構在 2006 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：

- 1 0 %
- 2 < 1%
- 3 1-5%
- 4 6-10%
- 5 11-15%
- 6 > 15% (請註明)： \_\_\_\_\_

2. 透過電子途徑獲取貨品、服務或資料

(a) 政府貨品、服務或資料

E6. (a) 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？

1 有 (i) 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)

- 1 經個人電腦連接互聯網
- 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
- 3 透過電話網絡的交互式話音應答系統
- 4 專用私人網絡
- 5 設置於政府辦公室的終端機
- 6 其他(請註明)： \_\_\_\_\_

(ii) 透過哪種電子平台？(可選多項，但請圈出最主要的一項) 及跳至 **E7**。

- 1 香港政府一站通(www.gov.hk)
- 2 公共服務電子化計劃(www.esd.gov.hk) / 生活易(www.esdlife.com)
- 3 其他政府網站
- 4 其他(請註明)： \_\_\_\_\_

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**。

- 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
- 2 業內並不普遍
- 3 電腦設備的購置及保養成本高昂
- 4 軟件的購置及發展成本高昂
- 5 聘用資訊科技人員的成本高昂
- 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
- 7 透過電子途徑獲取政府貨品、服務或資料並不可靠
- 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
- 9 所需的政府貨品、服務或資料沒有以電子途徑遞送 [請回答 E6(b)]
- 10 政府提供的電子平台以獲取政府貨品、服務或資料不方便用戶使用 [請回答 E6(c)]
- 11 不清楚何種政府貨品、服務或資料可透過電子途徑獲取
- 12 擔心員工代公司處理網上付款事宜
- 13 其他(請註明)： \_\_\_\_\_

E6. (b) 請註明貴機構所需的政府貨品、服務或資料而現時沒有提供以電子途徑遞送。

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(c) 貴機構認為政府提供的電子平台以獲取政府貨品、服務或資料不方便用戶使用的原因是：  
(可選多項，但請圈出最主要的一項)

1 不知道從哪裏獲知有關的電子平台及其所提供的資訊

2 該電子途徑的用戶介面並不容易使用

3 電子途徑提供的政府貨品、服務或資料不切合需要

4 其他(請註明)：

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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)

1 獲取數碼形式的產品及服務

2 獲取、瀏覽或尋找其他資料

3 遞交與貿易有關的文件(如報關表)

4 遞交其他表格或文件

5 提出查詢

6 電子付款服務

7 其他(請註明)：

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(b) 其他貨品、服務或資料

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)？

1 有 → 透過哪種電子途徑？(可選多項，但請圈出最主要的一項)

1 經個人電腦連接互聯網

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

3 專用私人網絡

4 透過電話網絡的交互式話音應答系統

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)

6 其他(請註明)： \_\_\_\_\_

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。

1 缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工

2 業內並不普遍

3 電腦設備的購置及保養成本高昂

4 軟件的購置及發展成本高昂

5 聘用資訊科技人員的成本高昂

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

7 透過電子途徑獲取貨品、服務或資料並不可靠

8 透過電子途徑獲取貨品、服務或資料對業務沒有裨益

9 所需的貨品、服務或資料不能透過電子途徑送遞

10 擔心員工代公司處理網上付款事宜

11 其他(請註明)： \_\_\_\_\_

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)

1 電子銀行服務(例如轉帳)

2 查詢財經資料(例如股票價格)

3 獲取數碼形式的產品及服務

4 獲取、瀏覽或尋找其他資料

5 電子付款服務

6 其他(請註明)： \_\_\_\_\_

3. 透過電子途徑售賣貨品、服務或資料

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？

1 有 → 自從  (年份)

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？

1 有 → 預計在  /  (月份 / 年份) (請跳至 **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**。

- 1 缺乏熟悉透過電子途徑售賣貨品、服務或資料的員工
- 2 業內並不普遍
- 3 電腦設備的購置及保養成本高昂
- 4 軟件的購置及發展成本高昂
- 5 聘用資訊科技人員的成本高昂
- 6 在發展電腦應用系統方面缺乏資訊科技人才
- 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
- 8 透過電子途徑售賣貨品、服務或資料並不可靠
- 9 透過電子途徑售賣貨品、服務或資料對業務沒有裨益
- 10 大部分顧客仍未有準備使用電子商貿
- 11 有關的貨品、服務或資料不能以電子途徑售賣
- 12 其他(請註明)： \_\_\_\_\_

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)

1 增強競爭力

2 改善生產力

3 改善效率及流程

4 減低成本

5 改善對顧客的服務

6 提高業務靈活性 / 商機

7 其他(請註明)： \_\_\_\_\_

- E12. (a) 貴機構在 2006 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\$
- (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)
- |                                |  |
|--------------------------------|--|
| (i) 互聯網(經無線應用協定版本網站／網頁)        | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (ii) 互聯網(經其他一般網站／網頁)           | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (iii) 專用私人網絡                   | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (iv) 透過電話網絡的交互式話音應答系統          | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (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) | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (vi) 其他(請註明)： _____            | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| 總計                             | <input type="text"/>   <b>1</b>   <b>0</b>   <b>0</b>  %                                     |
- (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)
- |               |  |
|---------------|--|
| (i) 消費者       | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (ii) 政府及有關機構  | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| (iii) 商業及其他機構 | <input type="text"/>   <input type="text"/>   <input type="text"/>   <input type="text"/>  % |
| 總計            | <input type="text"/>   <b>1</b>   <b>0</b>   <b>0</b>  %                                     |
- (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：
- |                      |                     |  |
|----------------------|---------------------|--|
| <input type="text"/> | 0 %                 |  |
| <input type="text"/> | < 1 %               |  |
| <input type="text"/> | 1-5 %               |  |
| <input type="text"/> | 6-10 %              |  |
| <input type="text"/> | 11-15 %             |  |
| <input type="text"/> | > 15 % (請註明)： _____ |  |

E13. 貴機構在 2006 年的業務總收入。 港元\$

E14. 與 2005 年比較，貴機構在 2006 年的業務總收入的變動百分率為： +/- ||||%  
(請圈出適當的 +/- 符號)

4. 透過電子途徑遞送貨品、服務或資料

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？

有 → 自從  (年份)

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？

有 → 預計在  /  (月份 / 年份) (請跳至 **F1**)

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**。

- 1 缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工
- 2 業內並不普遍
- 3 電腦設備的購置及保養成本高昂
- 4 軟件的購置及發展成本高昂
- 5 聘用資訊科技人員的成本高昂
- 6 在發展電腦應用系統方面缺乏資訊科技人才
- 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
- 8 透過電子途徑遞送貨品、服務或資料並不可靠
- 9 透過電子途徑遞送貨品、服務或資料對業務沒有裨益
- 10 有關的貨品、服務或資料不能以電子途徑遞送
- 11 其他(請註明)： \_\_\_\_\_



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)

- 1 增強競爭力
- 2 改善生產力
- 3 改善效率及流程
- 4 減低成本
- 5 改善對顧客的服務
- 6 提高業務靈活性／商機
- 7 其他(請註明)： \_\_\_\_\_

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)

- 1 遞送數碼形式的產品及服務
- 2 在網站提供機構／產品資料
- 3 遞送金融資料(例如股票價格)
- 4 遞送其他資料
- 5 電子付款服務
- 6 其他(請註明)： \_\_\_\_\_

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)

- 1 互聯網(經無線應用協定版本網站／網頁)
- 2 互聯網(經其他一般網站／網頁)
- 3 專用私人網絡
- 4 透過電話網絡的交互式話音應答系統
- 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)
- 6 其他(請註明)： \_\_\_\_\_

**F. 資訊科技項目的財政預算**

F1. 貴機構有沒有為資訊科技項目訂下 2007 年的財政預算？

- 1 有
- 2 沒有 (請跳至 **F3**)
- 3 不肯定 (請跳至 **F3**)

F2. 貴機構為資訊科技項目所訂下的 2007 年財政預算，與 2006 年比較，會增加、減少或不變呢？

- 1 增加
- 2 減少
- 3 不變
- 4 不肯定
- 5 不適用

F3. 貴機構有沒有為資訊科技項目訂下 2008 年的財政預算？

- 1 有
- 2 沒有 (請跳至 **G1**)
- 3 不肯定 (請跳至 **G1**)

F4. 貴機構為資訊科技項目所訂下的 2008 年財政預算，與 2007 年比較，會增加、減少或不變呢？

- 1 增加
- 2 減少
- 3 不變
- 4 不肯定
- 5 不適用

**G. 資訊保安**

G1. 在過去 12 個月內，貴機構曾否發生**資訊保安事故**？

- 1 有
- 2 沒有 (請跳至 G4)

G2. 貴機構曾發生何種資訊保安事故：(可選多項)

受襲次數

- |   |       |
|---|-------|
| <input type="checkbox"/> 1 電腦病毒*          | _ _ _ |
| <input type="checkbox"/> 2 黑客侵入           | _ _ _ |
| <input type="checkbox"/> 3 阻斷服務           | _ _ _ |
| <input type="checkbox"/> 4 資料被竊           | _ _ _ |
| <input type="checkbox"/> 5 資料外洩           | _ _ _ |
| <input type="checkbox"/> 6 其他(請註明)： _____ | _ _ _ |

\* 於病毒擴散期間受同一種電腦病毒入侵，不論受影響的電腦數目多少，均算作一次受襲。

- G3. (a) 貴機構在發生資訊保安事故後，有沒有採取以下行動：
- |                      | 有                        | 沒有                       |                 |
|----------------------|--------------------------|--------------------------|-----------------|
| (i) 修補漏洞             | <input type="checkbox"/> | <input type="checkbox"/> |                 |
| (ii) 向管理層匯報          | <input type="checkbox"/> | <input type="checkbox"/> |                 |
| (iii) 向警方報案          | <input type="checkbox"/> | <input type="checkbox"/> | [如沒有，請回答 G3(b)] |
| (iv) 向香港電腦保安事故協調中心匯報 | <input type="checkbox"/> | <input type="checkbox"/> | [如沒有，請回答 G3(c)] |
| (v) 使用更多保安技術         | <input type="checkbox"/> | <input type="checkbox"/> |                 |
| (vi) 其他(請註明)：        | <input type="checkbox"/> | <input type="checkbox"/> |                 |
| <hr/>                |                          |                          |                 |
| (vii) 沒有特別行動         | <input type="checkbox"/> | <input type="checkbox"/> |                 |

- (b) 在發生資訊保安事故後沒有向警方報案的原因是：(可選多項)

- 1 公司沒有指引
- 2 不知悉可以報案
- 3 不重要，無需要報案
- 4 對公司造成負面形象
- 5 不認為警方可以幫助
- 6 其他(請註明)： \_\_\_\_\_

- (c) 在發生資訊保安事故後沒有向香港電腦保安事故協調中心匯報的原因是：(可選多項)

- 1 公司沒有指引
- 2 不知悉香港電腦保安事故協調中心
- 3 不重要，無需要匯報
- 4 不認為香港電腦保安事故協調中心可以幫助
- 5 其他(請註明)： \_\_\_\_\_

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)

- 1 防毒軟件
- 2 簡單認證(密碼／個人辨認密碼)
- 3 複雜認證(限用一次密碼／**保安權標**／**生物測定**／數碼證書)
- 4 實體保安
- 5 **防火牆**
- 6 **檔案加密**
- 7 接達管制
- 8 **入侵偵測系統**／**入侵防禦系統**
- 9 **虛擬私人網絡**
- 10 **保安修補程式**管理
- 11 數據備份和復原
- 12 保護免受**濫發電郵**滋擾
- 13 其他(請註明)： \_\_\_\_\_

G5. 貴機構有沒有實施任何資訊保安措施？

- 1 有 → 請提供貴機構實施的保安措施(可選多項)。
  - 1 在過去 12 個月內曾進行資訊保安風險評估及審核
  - 2 建立資訊保安政策
  - 3 制定事故回應程序
  - 4 定期安裝伺服器／個人電腦保安修補程式
  - 5 僱用全職／兼職員工負責資訊保安
  - 6 員工認知、教育及培訓
  - 7 其他(請註明)： \_\_\_\_\_
- 2 沒有

G6. 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)

- 1 財政限制
- 2 員工缺乏資訊保安的意識
- 3 缺乏管理層的支持
- 4 缺乏有關範疇的知識
- 5 有關產品的技術複雜
- 6 缺乏有關資訊科技保安的策略及指引
- 7 其他(請註明)： \_\_\_\_\_
- 8 沒有限制

G7. 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)

- 1 保密插口層
- 2 保密電子交易
- 3 個人數碼證書
- 4 伺服器數碼證書
- 5 用戶名稱
- 6 密碼／個人辨認密碼
- 7 其他(請註明)： \_\_\_\_\_
- 8 沒有核實客戶身分或為客戶提供保密接達服務
- 9 不適用，因公司沒有透過電子途徑售賣貨品、服務或資料。

**H. 無線及流動服務和技術**

H1. 貴機構有沒有應用以下無線及流動裝置？	有	沒有
(a) 連接無線數據通訊網絡的流動電話	<input type="checkbox"/>	<input type="checkbox"/>
(b) 連接無線數據通訊網絡的個人數碼助理	<input type="checkbox"/>	<input type="checkbox"/>
(c) 連接無線數據通訊網絡的便攜式電腦／筆記簿型電腦	<input type="checkbox"/>	<input type="checkbox"/>
(d) 連接無線數據通訊網絡的桌面電腦	<input type="checkbox"/>	<input type="checkbox"/>
(e) 無線區域網絡接達點(包括 <b>無線熱點</b> )	<input type="checkbox"/>	<input type="checkbox"/>
(f) <b>射頻識別技術</b> 裝置	<input type="checkbox"/>	<input type="checkbox"/>
(g) <b>非接觸式智能卡</b> 閱讀器	<input type="checkbox"/>	<input type="checkbox"/>
(h) 其他(請註明)： _____	<input type="checkbox"/>	<input type="checkbox"/>
樣本 SPECIMEN		
H2. 貴機構有沒有應用以下無線及流動傳送技術？	有	沒有
(a) <b>通用分組無線電服務</b>	<input type="checkbox"/>	<input type="checkbox"/>
(b) <b>全球演進式數據速率增強技術</b>	<input type="checkbox"/>	<input type="checkbox"/>
(c) <b>第三代無線通訊系統</b>	<input type="checkbox"/>	<input type="checkbox"/>
(d) 無線應用協定	<input type="checkbox"/>	<input type="checkbox"/>
(e) 無線區域網絡	<input type="checkbox"/>	<input type="checkbox"/>
(f) <b>藍芽技術</b>	<input type="checkbox"/>	<input type="checkbox"/>
(g) 射頻識別技術	<input type="checkbox"/>	<input type="checkbox"/>
(h) <b>流動保安解決方案</b> (例如流動數碼證書)	<input type="checkbox"/>	<input type="checkbox"/>
(i) 其他(請註明)： _____	<input type="checkbox"/>	<input type="checkbox"/>

H3. 貴機構有沒有應用以下無線及流動服務？	有	沒有
(a) 短訊服務	<input type="checkbox"/>	<input type="checkbox"/>
(b) 增強型短訊服務	<input type="checkbox"/>	<input type="checkbox"/>
(c) 多媒體短訊服務	<input type="checkbox"/>	<input type="checkbox"/>
(d) 基於位置的服務	<input type="checkbox"/>	<input type="checkbox"/>
(e) 全球定位系統	<input type="checkbox"/>	<input type="checkbox"/>
(f) 無線電郵	<input type="checkbox"/>	<input type="checkbox"/>
(g) 無線上網	<input type="checkbox"/>	<input type="checkbox"/>
(h) 資訊娛樂服務	<input type="checkbox"/>	<input type="checkbox"/>
(i) 視像通訊	<input type="checkbox"/>	<input type="checkbox"/>
(j) 其他(請註明)： _____	<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？	有	沒有
(a) 地理資訊系統	<input type="checkbox"/>	<input type="checkbox"/>
(b) 短訊廣播及警報(短訊服務、多媒體短訊服務等)	<input type="checkbox"/>	<input type="checkbox"/>
(c) 辦公室自動化(文書處理、試算表等)	<input type="checkbox"/>	<input type="checkbox"/>
(d) 無線應用協定的網站	<input type="checkbox"/>	<input type="checkbox"/>
(e) 工作管理	<input type="checkbox"/>	<input type="checkbox"/>
(f) 車隊管理	<input type="checkbox"/>	<input type="checkbox"/>
(g) 外勤考查及文件傳送	<input type="checkbox"/>	<input type="checkbox"/>
(h) 存貨控制	<input type="checkbox"/>	<input type="checkbox"/>
(i) 流動金融服務(銀行、買賣股票等)	<input type="checkbox"/>	<input type="checkbox"/>
(j) 流動銷售點	<input type="checkbox"/>	<input type="checkbox"/>
(k) 與業務伙伴(包括政府)進行交易	<input type="checkbox"/>	<input type="checkbox"/>
(l) 視訊串流	<input type="checkbox"/>	<input type="checkbox"/>
(m) 非接觸式智能卡接達／保安管制	<input type="checkbox"/>	<input type="checkbox"/>
(n) 其他(請註明)： _____	<input type="checkbox"/>	<input type="checkbox"/>



H5. 不論貴機構有沒有應用無線及流動服務及技術，請評估阻礙貴機構在應用這些服務及技術的限制？(可選多項，但請圈出最主要的一項)

- 1 缺乏熟悉無線及流動服務及技術的員工
- 2 業內並不普遍
- 3 投資成本高昂
- 4 運作費用高昂
- 5 回報率沒有保證
- 6 對業務沒有裨益
- 7 不清楚市場有何種無線及流動服務及技術
- 8 擔心資料保密及可靠性事宜
- 9 市場沒有合適的無線及流動服務及技術
- 10 無線及流動裝置的功能不足
- 11 使用不方便
- 12 大部分顧客仍未有準備使用無線及流動服務及技術
- 13 網絡覆蓋不足
- 14 其他(請註明) : \_\_\_\_\_

**附錄. 問卷填報人資料**

倘對本問卷有疑問，可向下述人士查詢：

聯絡人(博士/先生/女士) \_\_\_\_\_ 職位 \_\_\_\_\_

聯絡電話號碼 \_\_\_\_\_ 傳真號碼 \_\_\_\_\_

電郵地址 \_\_\_\_\_

**此欄不用填寫**

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



**CENSUS AND STATISTICS DEPARTMENT  
HONG KONG SPECIAL ADMINISTRATIVE REGION**

**07 IT**

**ANNUAL SURVEY ON INFORMATION TECHNOLOGY  
USAGE AND PENETRATION IN THE BUSINESS SECTOR FOR 2007**

TO:



or the occupier of these premises



**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, all collected information relating to individual establishments will be kept in strict confidence. Only aggregate information, which does not reveal the details of individual establishments, will be released.
2. Please complete and return this questionnaire on or before **18 May 2007** using the enclosed restricted cover to:  

**Census and Statistics Department, Science and Technology Statistics Section,  
6/F, Fortress Tower, 250 King's Road, North Point, Hong Kong.**
3. All 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 your best estimates. For any enquiries or assistance in completing this questionnaire, please contact Mr. KAM Yuk-keung at tel.: 3105 8093, fax: 2887 5117 or e-mail: itsurvey@censtatd.gov.hk.
5. Please '✓' in the appropriate box '□'.

\* If a Chinese version of the questionnaire and the explanatory notes is required, please phone 3105 8093.  
若需要本問卷及註釋的中文版，請電 3105 8093。

**A. GENERAL INFORMATION**

A1. Nature of business of your firm.  
 (Please describe the major products and services produced or offered by your firm.)

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A2. Number of **persons engaged** in your firm as at end March 2007. |\_|\_| |\_|\_|\_|\_|

**B. PERSONAL COMPUTER USAGE**

B1. Does your firm use **personal computers (PCs)**?

1 Yes (Please go to **B3**)

2 No

B2. Is your firm planning to install PCs?

1 Yes → in |\_| / |\_|\_| (mm/yyyy) (Please go to **C1**)

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **C1**.

- 1 Lack of personnel familiar with using PCs
- 2 Lack of personnel knowledgeable in developing computer application systems
- 3 Costly in procuring and maintaining the PC equipment
- 4 Costly in procuring and developing software
- 5 Costly in employing information technology (IT) personnel
- 6 Concern about security issue in using PCs
- 7 Consider PCs not reliable
- 8 No business benefit to install PCs
- 9 Others (please specify): \_\_\_\_\_

B3. Number of PCs in use by the following categories: Number of sets

(a) Desktop computer |\_| |\_|\_|\_|

(b) Laptop or notebook computer |\_| |\_|\_|\_|

(c) **Personal Digital Assistant (PDA)** |\_| |\_|\_|\_|

(d) Others (please specify): \_\_\_\_\_ |\_| |\_|\_|\_|

Total |\_| |\_|\_|\_|

B4. Whether your firm's PCs have installed/access to the following categories of **application software**:

	Yes	No
(a) Word processing	1	2
(b) Spreadsheet	1	2
(c) Database management	1	2
(d) Communication	1	2
(e) Presentation	1	2
(f) <b>Computer security and anti-virus</b>	1	2
(g) <b>Multi-media tools</b> (video and sound)	1	2
(h) Other <b>utility</b>	1	2
(i) <b>Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)</b>	1	2
(j) End-user software for Direct Electronic Declaration Service	1	2
(k) Internet browser	1	2
(l) Banking and finance/Accounting	1	2
(m) Purchasing/Sales and order processing	1	2
(n) Human resources management/Training	1	2
(o) Others (please specify): _____ _____	1	2

B5. Whether your firm's PCs have access to the following categories of **tailor-made computer system**:

	Yes	No
(a) CAD/CAM	1	2
(b) Banking and finance/Accounting	1	2
(c) Purchasing/Sales and order processing	1	2
(d) Human resources management/Training	1	2
(e) Others (please specify): _____	1	2

B6. What is the proportion of your firm's employees using PCs at work? |\_|\_|\_|%  
(Please round to whole number):

**C. COMPUTER NETWORK USAGE**

C1. Does your firm have **Internet** connection?

1 Yes (Please go to **C3**)

2 No

C2. Is your firm planning to have Internet connection?

1 Yes → in  /  (mm/yyyy) (Please go to **C8**)

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **C8**.

- 1 Lack of personnel familiar with Internet
- 2 Costly in procuring and maintaining the PC equipment
- 3 Costly in procuring and developing software
- 4 Costly in employing IT personnel
- 5 Concern about security issue in using Internet
- 6 Consider Internet not reliable
- 7 No business benefit to have Internet connection
- 8 Fear of access to Internet by employees for personal use
- 9 Others (please specify): \_\_\_\_\_

C3. What does your firm usually use Internet for? (May select more than one but please encircle the major one)

- 1 **Electronic-mail (e-mail)**
- 2 On-line source of general information
- 3 On-line purchase/ordering of goods, services or information
- 4 On-line receipt of goods, services or information
- 5 On-line sales of goods, services or information
- 6 On-line delivery of goods, services or information
- 7 On-line payments
- 8 Access to on-line government information or services
- 9 Make on-line enquiry to suppliers/business partners
- 10 On-line provision of information/feedback to customers/buyers/business partners
- 11 Software downloads
- 12 Electronic banking services (e.g. transferring money)
- 13 Financial transaction services (e.g. stock trading)
- 14 Web Application for internal use (e.g. customer relationship management, enterprise resources planning)
- 15 Video conference
- 16 Others (please specify): \_\_\_\_\_

C4. How is your firm connected to the Internet? (May select more than one)

- 1 **Dial-up Modem** (through telephone line)
- 2 **Broadband**
- 3 **Dedicated circuits**
- 4 Connection via the public cellular telephone network
- 5 Connection via **Wi-Fi (Wireless Fidelity)**

C5. What is the proportion of your firm's employees using Internet at work? |\_|\_|\_|%  
 (Please round to whole number):

C6. Please indicate the effects of using Internet on the business operation of your firm and their degree of impact.

Effect	Degree of impact			Not applicable
	High	Medium	Low	
(i) Increased revenue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(ii) Raised productivity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(iii) Improved customer services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(iv) Enhanced the firm's image	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(v) Improved access to market information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
(vi) Others (please specify):	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

\_\_\_\_\_  
 \_\_\_\_\_

C7. Has your firm established any **Business Continuity Plan** to deal with the contingency situation when Internet service is not available and/or company website is inaccessible?

- 1 Yes → Please describe: \_\_\_\_\_
- 2 No

C8. In case there is an IT disaster (e.g. break of submarine cables which affects your daily business operation):

(a) What action will your firm take to respond? (May select more than one but please encircle the major one)

- 1 Use manual operation instead
- 2 Use backup system
- 3 Others (please specify): \_\_\_\_\_
- 4 Will not take any action (please specify the reason): \_\_\_\_\_

(b) What kind of help will your firm ask for? (May select more than one but please encircle the major one)

- 1 Seek help from associations of the related trade
- 2 Seek advice from IT consultant
- 3 Claim insurance (if insured)
- 4 Others (please specify): \_\_\_\_\_
- 5 Will not ask for help (please specify the reason): \_\_\_\_\_



C9. What are the motivating factors for your firm to adopt IT more? (May select more than one but please encircle the major one)

- 1 Have business benefits to use IT
- 2 Lower cost in procuring and maintaining IT products
- 3 Lower cost in employing IT personnel
- 4 More reliable and secure IT products
- 5 Have personnel familiar with IT within the firm
- 6 Competitors adopt IT successfully
- 7 Have good technical support/help desk
- 8 Others (please specify): \_\_\_\_\_

C10. Has your firm set up the following networks?	Yes	No
(i) <b>Local Area Network (LAN)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(ii) <b>Intranet</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(iii) <b>Extranet</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2

C11. Does your firm have **digital certificate(s)**, irrespective of whether it is/they are issued by Certification Authorities in Hong Kong or outside?

1 Yes → since     (year)

Number of digital certificates by type:

- |  |   |
|--|---|
| (i) Issued by Certification Authorities in Hong Kong                                 | Number  |
| (a) Recognised Certification Authorities under the Electronic Transactions Ordinance | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| (b) Other Certification Authorities in Hong Kong (please specify)                    | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| _____  |   |
| (ii) Issued by Certification Authorities outside Hong Kong                           | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

2 No → Does your firm plan to acquire digital certificate(s)?

1 Yes → in  /    (mm/yyyy) (Please go to **D1**)

2 No (Please go to **C13**)

C12. Has your firm used digital certificate(s) in the past 12 months?

1 Yes → Please provide the usage of the digital certificate by your firm (may select more than one) and go to **D1**.

1 Business transaction/exchange of information with customers

2 Business transaction/exchange of information with other business partners

3 Business transaction/exchange of information with Government and related organisations

4 In-house operation

5 Others (please specify): \_\_\_\_\_

2 No

C13. 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 Little use of electronic means in business transactions

2 No need to enhance security by using digital certificate

3 No need to provide digital signature

4 Limited Government/business applications/services requiring use of digital certificate

5 Installation procedures cumbersome and not user-friendly

6 Application procedures complicated

7 Digital certificate technology not secure

8 Do not know the existence of digital certificate or do not have knowledge about it

9 Digital certificate too costly

10 Others (please specify): \_\_\_\_\_

**D. WEB SITE USAGE**

D1. 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 Yes → Website address http://www.\_\_\_\_\_ (Please go to **D3**)

2 No

D2. Does your firm plan to have a Web page or Web site?

1 Yes → in     /     (mm/yyyy) (Please go to **D7**)

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **D7**.

1 Lack of personnel familiar with maintaining/developing a Web page or Web site

2 Costly in procuring and maintaining the PC equipment

3 Costly in procuring and developing software

4 Costly in employing IT personnel

5 Concern about security issue in having a Web page or Web site

6 No business benefit to have a Web page or Web site

7 Others (please specify): \_\_\_\_\_

D3. Does your firm have your own **Web server**?

1 Yes

2 No

D4. Does your firm's Web page or Web site have connection with the related in-firm database?

1 Yes

2 No → Is your firm planning to connect the firm's Web page or Web site with the related in-firm database?

1 Yes → in     /     (mm/yyyy)

2 No

D5. Does your firm's Web page or Web site have connection with business partners' computer systems to conduct business transactions or information exchange?

1 Yes

2 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 Yes → in     /     (mm/yyyy)

2 No

D6. 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 Providing information on the firm and products and services offered (both for use by customers and staff)
- 2 On-line ordering of the firm's products and services
- 3 On-line payments
- 4 On-line delivery of the firm's products and services
- 5 On-line after sales services
- 6 On-line collection of feedback from customers
- 7 On-line handling of business enquiry (e.g. provision of quotation)
- 8 Others (please specify): \_\_\_\_\_

D7. Are there any portal sites for your industry?

- 1 Yes → Website address: \_\_\_\_\_

Ever used in the past 12 months?

- 1 Yes → Services commonly used: (May select more than one)

- 1 Industry news and information
- 2 Continuous development and learning platform
- 3 Discussion forum
- 4 Product and company search
- 5 Advertising, marketing and business matching service
- 6 Electronic transaction platform
- 7 Others (please specify): \_\_\_\_\_

- 2 No → Please give reason(s): (May select more than one but please encircle the major one)

- 1 No business benefit to use services provided through industry portal sites
- 2 Industry portal sites offer limited types of service
- 3 Concern about security issue
- 4 Consider using services provided through industry portal sites unreliable
- 5 Others (please specify): \_\_\_\_\_

- 2 No

- 3 No idea about the existence of industry portal sites

**E. ELECTRONIC BUSINESS/ELECTRONIC COMMERCE**

**1. Ordering or Purchases of Goods, Services or Information through Electronic Means**

E1. Has your firm ordered or purchased goods, services or information through **electronic means** in the past 12 months?

1 Yes

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **E6**.

1 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means

2 Not popular in the industry

3 Costly in procuring and maintaining the computer equipment

4 Costly in procuring and developing software

5 Costly in employing IT personnel

6 Concern about security issue in ordering or purchasing goods, services or information through electronic means

7 Consider ordering or purchasing goods, services or information through electronic means not reliable

8 No business benefit to order or purchase goods, services or information through electronic means

9 Goods, services or information required not available for sale through electronic means

10 Others (please specify): \_\_\_\_\_

E2. 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 More convenient

2 Lower price/cost

3 More choices

4 Less processing time

5 Others (please specify): \_\_\_\_\_

E3. 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 Order or purchase for replenishment of inventory
- 2 Order, purchase of or application for government goods, service or information
- 3 Order or purchase of travel service
- 4 Order or purchase of financial instruments (e.g. stock)
- 5 Order or purchase of other goods, services or information

(please specify): \_\_\_\_\_

E4. (a) Percentage of **value of goods, services or information purchased** through electronic means to the total value of purchase by your firm in 2006 is:

- 1 < 1%
- 2 1-5%
- 3 6-10%
- 4 11-15%
- 5 > 15% (please specify): \_\_\_\_\_

(b) 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) Internet via PCs   | _ _ _ %            |
| (ii) Internet via mobile devices (such as WAP phones, Personal Digital Assistants)                                     | _ _ _ %            |
| (iii) <b>Designated private network</b>  | _ _ _ %            |
| (iv) <b>Interactive <u>Voice</u> Response System through telephone network</b>   | _ _ _ %            |
| (v) <b>Other Interactive Response System (such as Short Message Service) through mobile telecommunications network</b> | _ _ _ %            |
| (vi) Others (please specify): _____  | _ _ _ %            |
| Total  | <b>1   0   0</b> % |

E5. Percentage of **payment through Internet** in the total value of purchase through Internet of your firm in 2006 is:

- 1 0 %
- 2 < 1 %
- 3 1-5 %
- 4 6-10 %
- 5 11-15 %
- 6 > 15 % (please specify): \_\_\_\_\_

**2. Receipt of Goods, Services or Information through Electronic Means**

**(a) Government Goods, Services or Information**

E6.(a) Has your firm obtained government goods, services or information through electronic means in the past 12 months?

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

- 1 Internet via PCs
- 2 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
- 3 Interactive Voice Response System through telephone network
- 4 Designated private network
- 5 Terminals at government offices
- 6 Others (please specify): \_\_\_\_\_

(ii) Through what electronic platform? (May select more than one but please encircle the major one and go to **E7**)

- 1 **GovHK** (www.gov.hk)
- 2 **Electronic Service Delivery Scheme (ESD)** (www.esd.gov.hk) / **ESDlife** (www.esdlife.com)
- 3 Other government websites
- 4 Others (please specify): \_\_\_\_\_

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **E8**.

- 1 Lack of personnel familiar with receiving government goods, services or information through electronic means
- 2 Not popular in the industry
- 3 Costly in procuring and maintaining the computer equipment
- 4 Costly in procuring and developing software
- 5 Costly in employing IT personnel
- 6 Concern about security issue in receiving government goods, services or information through electronic means
- 7 Consider receiving government goods, services or information through electronic means not reliable
- 8 No business benefit to receive government goods, services or information through electronic means
- 9 Government goods, services or information required not delivered through electronic means [Please answer E6(b)]
- 10 The electronic platform(s) for obtaining government goods, services or information is/are not user-friendly [Please answer E6(c)]
- 11 Do not know what government goods, services or information are available through electronic means
- 12 Concern about employees handling online payment for the firm
- 13 Others (please specify): \_\_\_\_\_

E6. (b) Please advise what kind of government goods/services/information your firm would like to access through electronic means but not yet available.

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(c) Which of the following are the reasons your firm consider that the related electronic platform(s) is/are not user-friendly in obtaining government goods/services/information? (May select more than one but please encircle the major one)

- 1 Do not know where these electronic platform(s) are and what information they carry
- 2 User interface of these electronic platform(s) is not easy to use
- 3 Government goods/services/information carried in these electronic platform(s) cannot meet my needs
- 4 Others (please specify): \_\_\_\_\_

E7. 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 Receipt of products and services in digital form
- 2 Receipt of, browsing or searching for other information
- 3 Submission of trade-related documents (e.g. trade declarations)
- 4 Submission of other forms or documents etc.
- 5 Submission of enquiry
- 6 e-payment services
- 7 Others (please specify): \_\_\_\_\_



**(b) Other Goods, Services or Information**

E8. Has your firm received goods, services or information (other than from the government) through electronic means in the past 12 months?

- 1 Yes → Through what electronic means? (May select more than one but please encircle the major one)
- 1 Internet via PCs
  - 2 Internet via mobile devices (such as WAP phones, Personal Digital Assistants)
  - 3 Designated private network
  - 4 Interactive Voice Response System through telephone network
  - 5 Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
  - 6 Others (please specify): \_\_\_\_\_

- 2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **E10**.
- 1 Lack of personnel familiar with receiving goods, services or information through electronic means
  - 2 Not popular in the industry
  - 3 Costly in procuring and maintaining the computer equipment
  - 4 Costly in procuring and developing software
  - 5 Costly in employing IT personnel
  - 6 Concern about security issue in receiving goods, services or information through electronic means
  - 7 Consider receiving goods, services or information through electronic means not reliable
  - 8 No business benefit to receive goods, services or information through electronic means
  - 9 Goods, services or information required cannot be delivered through electronic means
  - 10 Concern about employees handling online payment for the firm
  - 11 Others (please specify): \_\_\_\_\_

E9. 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 Electronic banking services (e.g. transferring money)
- 2 Search for financial information (e.g. stock price)
- 3 Receipt of products and services in digital form
- 4 Receipt of, browsing or searching for other information
- 5 e-payment services
- 6 Others (please specify): \_\_\_\_\_

**3. Sales of Goods, Services or Information through Electronic Means**

E10. Has your firm sold your goods, services or information through electronic means in the past 12 months?

1 Yes → since     (year)

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

1 Yes → in  /    (mm/yyyy) (Please go to **E13**)

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **E13**.

- 1 Lack of personnel familiar with selling goods, services or information through electronic means
- 2 Not popular in the industry
- 3 Costly in procuring and maintaining the computer equipment
- 4 Costly in procuring and developing software
- 5 Costly in employing IT personnel
- 6 Lack of IT personnel to develop computer application systems
- 7 Concern about security issue in selling goods, services or information through electronic means
- 8 Consider selling goods, services or information through electronic means not reliable
- 9 No business benefit to sell goods, services or information through electronic means at this time
- 10 Most customers not ready to use electronic commerce
- 11 Goods, services or information could not be sold through electronic means
- 12 Others (please specify): \_\_\_\_\_

E11. 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 To enhance competitiveness
- 2 To improve productivity
- 3 To improve efficiency and streamline workflow
- 4 To reduce cost
- 5 To improve customer services
- 6 To increase business flexibility/opportunities
- 7 Others (please specify): \_\_\_\_\_

E12. (a) **Business receipts** of your firm received in 2006 through selling goods, services and information through electronic means. HK\$

(b) 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) Internet (via WAP version of Web site/page)     %
  - (ii) Internet (via Web site/page other than WAP version)     %
  - (iii) Designated private network     %
  - (iv) Interactive Voice Response System through telephone network     %
  - (v) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network     %
  - (vi) Others (please specify): \_\_\_\_\_     %
- Total     %

(c) Breakdowns of business receipts by customer group are: (as a percentage to the total value in **E12(a)**)

- (i) Consumers     %
  - (ii) **Government and related organisations**     %
  - (iii) **Business and other establishments**     %
- Total     %

(d) Percentage of **payment received through Internet** in the receipts of goods, services or information sold through Internet is:

- 0 %
- < 1 %
- 1-5 %
- 6-10 %
- 11-15 %
- > 15% (please specify): \_\_\_\_\_

E13. Total business receipts of your firm in 2006. HK\$

E14. Percentage change of total business receipts of your firm in 2006 compared with 2005 is: (Please encircle +/- sign as appropriate) +/-     %

**4. Delivery of Goods, Services or Information through Electronic Means**

E15. Has your firm delivered your goods, services or information through electronic means in the past 12 months?

1 Yes → since     (year)

2 No → Is your firm planning to deliver your goods, services or information through electronic means?

1 Yes → in  /    (mm/yyyy) (Please go to **F1**)

2 No → Please give reason(s) (may select more than one but please encircle the major one) and go to **F1**.

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

2 Not popular in the industry

3 Costly in procuring and maintaining the computer equipment

4 Costly in procuring and developing software

5 Costly in employing IT personnel

6 Lack of IT personnel to develop computer application systems

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

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

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

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

11 Others (please specify): \_\_\_\_\_

E16. 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 To enhance competitiveness
- 2 To improve productivity
- 3 To improve efficiency and streamline workflow
- 4 To reduce cost
- 5 To improve customer services
- 6 To increase business flexibility/opportunities
- 7 Others (please specify): \_\_\_\_\_

E17. 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 Delivery of products and services in digital form
- 2 Provision of information on the firm/product on the Web site
- 3 Delivery of financial information (e.g. stock price)
- 4 Delivery of other information
- 5 e-payment services
- 6 Others (please specify): \_\_\_\_\_

E18. The media for delivering your goods, services or information through electronic means is/are: (May select more than one)

- 1 Internet (via WAP version of Web site/page)
- 2 Internet (via Web site/page other than WAP version)
- 3 Designated private network
- 4 Interactive Voice Response System through telephone network
- 5 Other Interactive Response System (such as Short Message Service) through mobile telecommunications network
- 6 Others (please specify): \_\_\_\_\_

**F. BUDGET FOR INFORMATION TECHNOLOGY**

F1. Does your firm have a budget of IT for year 2007?

- 1 Yes
- 2 No (Please go to **F3**)
- 3 Uncertain (Please go to **F3**)

F2. Has the budget of IT for year 2007 been increased, decreased or the same compared with that for 2006?

- 1 Increased
- 2 Decreased
- 3 Same
- 4 Uncertain
- 5 Not applicable

F3. Does your firm have a budget of IT for year 2008?

- 1 Yes
- 2 No (Please go to **G1**)
- 3 Uncertain (Please go to **G1**)

F4. Has the budget of IT for year 2008 been increased, decreased or the same compared with that for 2007?

- 1 Increased
- 2 Decreased
- 3 Same
- 4 Uncertain
- 5 Not applicable

**G. INFORMATION SECURITY**

G1. Has your firm suffered from *information security incidents* in the past 12 months?

1 Yes

2 No (Please go to **G4**)

G2. Type(s) of information security incidents suffered is/are: (May select more than one)

	Number of incidents
<input type="checkbox"/> 1 <b>Computer Virus *</b>	_ _ _
<input type="checkbox"/> 2 <b>Hacking</b>	_ _ _
<input type="checkbox"/> 3 <b>Denial of service</b>	_ _ _
<input type="checkbox"/> 4 Theft of information	_ _ _
<input type="checkbox"/> 5 Leakage of information	_ _ _
<input type="checkbox"/> 6 Others (please specify): _____	_ _ _

\* For attacks of the same virus during the spreading period, it is counted as one incident irrespective of the number of computers being infected.

G3. (a) Has your firm taken the following action(s) after suffering from information security incidents:

	Yes	No	
(i) Patch holes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
(ii) Report to senior management	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
(iii) Report to police	<input type="checkbox"/> 1	<input type="checkbox"/> 2	[Please answer G3(b), if the answer is no.]
(iv) Report to Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	[Please answer G3(c), if the answer is no.]
(v) Use more security technologies	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
(vi) Others (please specify): _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
(vii) No specific action	<input type="checkbox"/> 1	<input type="checkbox"/> 2	

(b) Reason(s) for not reporting to police after suffering from information security incidents is/are: (May select more than one)

- 1 Company has no guideline to report
- 2 Unaware that it could be reported
- 3 Trivial, no need to report
- 4 Negative publicity
- 5 Don't think police can help
- 6 Others (please specify): \_\_\_\_\_

(c) Reason(s) for not reporting to HKCERT after suffering from information security incidents is/are: (May select more than one)

- 1 Company has no guideline to report
- 2 Unaware of HKCERT
- 3 Trivial, no need to report
- 4 Don't think HKCERT can help
- 5 Others (please specify): \_\_\_\_\_



G4. 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 Anti-virus software
- 2 Simple authentication (Password/Personal Identity Number)
- 3 Complex authentication (One-time password/**security token**/**Biometrics**/Digital certificate)
- 4 Physical security
- 5 **Firewall**
- 6 **File encryption**
- 7 Access control
- 8 **Intrusion Detection System (IDS)/ Intrusion Prevention System (IPS)**
- 9 **Virtual Private Network (VPN)**
- 10 **Security patch** management
- 11 Data backup and recovery
- 12 Protection against **email spam**
- 13 Others (please specify): \_\_\_\_\_

G5. Has your firm implemented any information security measures?

- 1 Yes → Please provide the security measure(s) implemented by your firm (may select more than one)
  - 1 Conduct information security risk assessment and audit within the last 12 months
  - 2 Establish information security policy
  - 3 Develop incident response procedures
  - 4 Apply security patches for servers / PCs regularly
  - 5 Employ full-time / part-time staff responsible for information security
  - 6 Staff awareness, education and training
  - 7 Others (please specify): \_\_\_\_\_
- 2 No

G6. What is/are the obstacles to addressing security concerns in your firm? (May select more than one but please encircle the major one)

- 1 Budget constraint
- 2 Lack of employee awareness
- 3 Lack of management support
- 4 Lack of expertise in the field
- 5 Technical/complexity of products
- 6 Lack of policy and guideline on IT security
- 7 Others (please specify): \_\_\_\_\_
- 8 No obstacles

G7. 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 **Secure Sockets Layer (SSL)**
- 2 **Secure Electronic Transaction (SET)**
- 3 Personal digital certificate
- 4 Server digital certificate
- 5 User name
- 6 Password/Personal Identity Number
- 7 Others (please specify): \_\_\_\_\_
- 8 No provision for authentication/secure access for clients
- 9 Not applicable, because the firm does not sell goods, services or information through electronic means

**H. WIRELESS AND MOBILE SERVICES AND TECHNOLOGY**

	Yes	No
H1. Does your firm use any of the following wireless and mobile devices?		
(a) Mobile phone connected to a wireless data communication network	<input type="checkbox"/>	<input type="checkbox"/>
(b) Personal Digital Assistant connected to a wireless data communication network	<input type="checkbox"/>	<input type="checkbox"/>
(c) Laptop or notebook computer connected to a wireless data communication network	<input type="checkbox"/>	<input type="checkbox"/>
(d) Desktop computer connected to a wireless data communication network	<input type="checkbox"/>	<input type="checkbox"/>
(e) Wireless LAN access point (including <i>hotspot</i> )	<input type="checkbox"/>	<input type="checkbox"/>
(f) <b>Radio Frequency Identification (RFID)</b> device	<input type="checkbox"/>	<input type="checkbox"/>
(g) <b>Contactless smart card</b> reader	<input type="checkbox"/>	<input type="checkbox"/>
(h) Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
H2. Does your firm use any of the following wireless and mobile transmission technology?		
(a) <b>General Packet Radio Service (GPRS)</b>	<input type="checkbox"/>	<input type="checkbox"/>
(b) <b>Enhanced Data rates for Global Evolution (EDGE)</b>	<input type="checkbox"/>	<input type="checkbox"/>
(c) <b>Third Generation Wireless System (3G)</b>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Wireless Application Protocol	<input type="checkbox"/>	<input type="checkbox"/>
(e) Wireless LAN	<input type="checkbox"/>	<input type="checkbox"/>
(f) <b>Bluetooth</b>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Radio Frequency Identification (RFID)	<input type="checkbox"/>	<input type="checkbox"/>
(h) <b>Mobile security solution</b> (e.g. mobile digital certificate)	<input type="checkbox"/>	<input type="checkbox"/>
(i) Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

H3. Does your firm use any of the following wireless and mobile services?	Yes	No
(a) <b>Short Message Service (SMS)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(b) <b>Enhanced Messaging Service (EMS)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(c) <b>Multimedia Messaging Service (MMS)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(d) <b>Location Based Service (LBS)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(e) <b>Global Positioning Service (GPS)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(f) Wireless e-mail	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(g) Wireless web surfing	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(h) Infotainment service	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(i) Video call	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(j) Others (please specify): _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2

H4. Does your firm use any of the following <b>wireless and mobile applications</b> ?	Yes	No
(a) <b>Geographic Information System (GIS)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(b) Message broadcast and alert (SMS, MMS, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(c) Office automation (word processing, spreadsheet, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(d) WAP site	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(e) Job management	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(f) Fleet management	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(g) Outdoor site survey and documentation	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(h) Inventory control	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(i) Mobile financial services (banking, stock trading, etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(j) Mobile Point-Of-Sales	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(k) Transaction with business partners (including the government)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(l) Video streaming	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(m) Access/security control using contactless smart card	<input type="checkbox"/> 1	<input type="checkbox"/> 2
(n) Others (please specify): _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2

H5. What is/are the obstacles for using wireless and mobile services and technology irrespective of whether your firm had used such services and technology? (May select more than one but please encircle the major one)

- 1 Lack of personnel familiar with wireless and mobile services and technology
- 2 Not popular in the industry
- 3 High investment cost
- 4 High operating cost
- 5 Uncertain Return-On-Investment
- 6 No business benefit
- 7 Unfamiliar with the wireless and mobile services and technology available in the market
- 8 Concern about security and reliability issues
- 9 No suitable wireless and mobile services and technology in the market
- 10 Inadequate functionality of the wireless and mobile devices
- 11 Inconvenient to use
- 12 Most customers not ready to use wireless and mobile services and technology
- 13 Insufficient network coverage
- 14 Others (please specify): \_\_\_\_\_





## 07 IT

# 二零零七年資訊科技 在工商業的使用情況和普及程度按年統計調查

### 註釋

#### A. 一般資料

##### 問題A2

##### 就業人數

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

#### B. 個人電腦的應用

##### 問題B1

##### 個人電腦

個人電腦(PCs)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。

##### 問題B3

##### 個人數碼助理

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

##### 問題B4

##### 應用軟件

應用軟件是指一般在市面上可買到的電腦程式。

##### 電腦保安及防毒

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

##### 多媒體工具

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

##### 實用程式

實用程式是指提供在操作系統以外的基本服務和功能的電腦程式，如硬盤管理軟件。

##### 電腦輔助設計

電腦輔助設計(CAD)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(CAM)泛指對製造程序所提供的電腦支援。

##### 問題B5

##### 特製電腦系統

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

## C. 電腦網絡的應用

### 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(e-mail)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

寬頻是指傳送速度由每秒數百個千位元(Kbps)至每秒數個百萬位元(Mbps)的上網服務(1個百萬位元=1000個千位元)，使用者可以透過它進入互聯網並使用互聯網服務。採用有線調解器、異步傳輸模式(ATM)、以太網、非對稱數碼用戶線路(ASDL)和其他種類的數字式用戶線路／數碼用戶線(DSL)都是常用的上網方式。

#### 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。

#### 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。

### 問題C7

#### 持續業務運作計劃

持續業務運作計劃是指制定詳盡的應變計劃，以確保在發生緊急情況時可及時恢復其正常運作。持續業務運作計劃包括如何減低緊急事故或危機對業務正常運作的影響，例如對客戶提供貨品或服務的能力，財務損失及在發生緊急情況後盡快恢復關鍵性的運作。

### 問題C10

#### 局部區域網絡

局部區域網絡(LAN)是一個在有限範圍內（半徑少於1公里，如一座建築物或一所學校）連接個人電腦、工作站及其他設備的數據通訊網絡（通常速度為每秒10/100個百萬位元至每秒1個十億位元，而1個十億位元=1000個百萬位元）。

#### 內聯網

內聯網是一種在機構內提供與互聯網服務相同服務（如：萬維網 (WWW)、檔案傳送規約 (FTP) 及電子郵件等)的私有網絡。它並不一定須要與互聯網連接。

#### 外聯網

外聯網是指一間公司的內聯網對特定的外部機構、顧客、供應商和行動工作者等網絡的延伸，使他們可以獲得該公司的內部資料和使用其應用系統。



### **問題C11**

#### **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。

根據電子交易條例，現時獲認可的核證機關為：

- 香港郵政署核證機關
- 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的一類指定的數碼證書作此用途。）

## **D. 網站的應用**

### **問題D1**

#### **網頁**

網頁是一種可在互聯網上開啓的電子文件，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。

### **問題D3**

#### **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。

## E. 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。

### 問題E4

#### 購買的貨品、服務或資料總值

購買的貨品、服務或資料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。

#### 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。

#### 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。

### 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

#### 香港政府一站通

「香港政府一站通」(www.gov.hk)是香港特別行政區政府於2006年9月推出的全新一站式網站，為市民提供最常用的網上政府資訊及服務。

#### 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超過200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)(ii)2「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。

### **問題E10-E14**

#### **透過電子途徑售賣貨品、服務或資料**

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

### **問題E12**

#### **業務收入**

業務收入是指貴機構透過銷售貨品及服務所賺取的收入。

#### **政府及有關機構**

政府及有關機構包括所有政府部門及半官方機構，例如醫院管理局和職業訓練局等。

#### **商業及其他機構**

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

#### **網上收款**

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

### **問題E15-E18**

#### **透過電子途徑遞送貨品、服務或資料**

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

## **F. 資訊科技項目的財政預算**

### **問題F1-F4**

#### **資訊科技項目的財政預算**

資訊科技項目的財政預算包括下列項目：

- (a) 從事有關資訊科技研究及發展的活動
- (b) 增購資訊科技設備及軟件
- (c) 增聘資訊科技員工
- (d) 採用資訊科技應用服務或將有關服務外判
- (e) 資訊科技培訓
- (f) 資訊科技保安
- (g) 設立／接達數據通訊網絡(例如寬頻)
- (h) 無線及流動服務和技術

## G. 資訊保安

### 問題G1

#### 資訊保安事故

資訊保安事故是資訊系統及／或網絡內的負面事件，對電腦或網絡保安的可用性、完整性和機密性構成威脅。常見的保安事故包括：未獲授權接達、未獲授權擅用服務、資訊系統資源受攻擊致無法使用、服務中斷、破解已採取保護措施的數據／程式／網絡系統權限、惡意破壞或竄改數據／資料、滲透及入侵、濫用系統資源、電腦病毒及惡作劇電子郵件、以及影響聯網系統的惡性程式碼或腳本程式。

### 問題G2

#### 電腦病毒

是指以電子形式從一部電腦散播到另一部電腦，並能影響電腦系統正常運作的電腦程式。病毒入侵所造成的影響參差不一，從惡作劇（如對屏幕顯示造成滋擾）到惡意破壞（如洗掉數據）。

#### 黑客侵入

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。

#### 阻斷服務

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

### 問題G4

#### 保安權標

保安權標是採用質疑／應答、時間順序或其他技術以認證用戶的可攜式設備。

#### 生物測定

生物測定是使用可量度的生理特徵(例如：指紋或面部特徵)，以認證用戶的身分。

#### 防火牆

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

#### 檔案加密

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

#### 入侵偵察系統

入侵偵測系統(IDS)對透過使用在網絡上運作的軟件系統進行的入侵或攻擊嘗試作出的偵測的方法或程序。入侵偵測系統通常與網絡一起進行監察，並且具有即時收集及分析的功能，以找出網絡遭受攻擊的情況。

#### 入侵防禦系統

入侵防禦系統(IPS)是一些裝置設備，用以針對惡意的攻擊及行為作出偵測及攔截。

#### 虛擬私人網絡

虛擬私人網絡(VPN)是利用公共網絡將遠程網站和用戶連接在一起的私有網絡。VPN並非使用租用線路等專用連接途徑，而是在一個共用或公共網絡將各地的用戶和網絡「虛擬」連接，情況猶如互聯網。資料經過加密後就像在私有連接線路上傳送一樣。

#### 保安修補程式

保安修補程式是一個修補程式，用以消除電腦程式內可被有惡意駭客利用的弱點。

### 濫發電郵

濫發電郵是指在不管收件人同意與否，或在收件人已要求發件者停止發送訊息的情況下，通過電子郵件而發出的大量訊息。

### 問題G7

#### 保密插口層

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

#### 保密電子交易

保密電子交易(SET)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，以作即時審查買賣雙方身分及批核該宗交易之用。

## H. 無線及流動服務和技術

### 問題H1

#### 無線熱點

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，利用無線連接到達接達點。

#### 射頻識別技術

基本的射頻識別技術(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。

#### 非接觸式智能卡

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。

### 問題H2

#### 通用分組無線電服務

通用分組無線電服務(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。

#### 全球演進式數據速率增強技術

全球演進式數據速率增強技術(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。

#### 第三代無線通訊系統

第三代無線通訊系統(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。

#### 藍芽技術

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。

#### 流動保安解決方案

為流動裝置和流動連接而制訂的保安政策和程序。

### 問題H3

#### 短訊服務

短訊服務(SMS)是一項透過GSM網絡傳送多達160個英文字母或70個中文字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

增強型短訊服務(EMS)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

多媒體短訊服務(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

基於位置的服務(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

全球定位系統(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。

### 問題H4

#### 無線及流動應用系統

無線及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。

#### 地理資訊系統

地理資訊系統(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。



**Explanatory Notes**

**A. GENERAL INFORMATION**

**Question A2**

**Persons engaged**

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

**B. PERSONAL COMPUTER USAGE**

**Question B1**

**Personal computers (PCs)**

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.

**Question B3**

**Personal Digital Assistant (PDA)**

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

**Question B4**

**Application software**

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

**Computer security and anti-virus**

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

**Multi-media tools**

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

**Utility**

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

**Computer-Aided Design (CAD)**

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

**Computer-Aided Manufacturing (CAM)**

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

**Question B5**

**Tailor-made computer system**

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

### C. COMPUTER NETWORK 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 (e-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.

##### **Broadband**

Broadband refers Internet access service, which allows user to access the Internet and Internet related services, with transmission speed from hundreds of kbps (kilobits per second) to several Mbps (Megabits per second) (1 Mb = 1000 kb). Cable modems, ATM (asynchronous transfer mode), Ethernet, ADSL (asymmetric digital subscriber line), and other types of DSL (digital subscriber line) are technologies commonly used for provision of broadband services.

##### **Dedicated Circuits**

Unswitched connections with capacity dedicated to the users.

##### **Wi-Fi (Wireless Fidelity)**

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

#### Question C7

##### **Business Continuity Plan**

Business Continuity Plan involves devising a plan that guards against business disruption in case of unforeseen events. The objectives of business continuity plan include minimising interruptions to the business's ability to provide its products and/or services, minimising financial loss, and being able to resume critical operations within a specified time after a significant disruption.

#### Question C10

##### **Local Area Network (LAN)**

LAN is a data communication network (usually 10/100 Mbps or 1 Gbps, and 1 Gbps = 1000 Mbps) that connects personal computers, workstations and other devices into a limited area (such as a single building or campus within 1 km radius).

##### **Intranet**

Intranet is a private network that provides services similar to Internet services, such as World Wide Web (WWW), File Transfer Protocol (FTP) and e-mail etc., within an organisation. It is not necessary connected to the Internet.

##### **Extranet**

Extranet is the extension of Intranet of one organisation to the networks of selected external organisations, customers, suppliers and mobile workers etc. in order for these parties to access the organisation's private data and applications.



## Explanatory Notes

### Question C11

#### **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.

The recognised certification authorities currently under the Electronic Transactions Ordinance are:

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

## D. 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.

### Question D3

#### **Web server**

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

### E. ELECTRONIC BUSINESS/ELECTRONIC COMMERCE

#### Questions 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 digitised data, which are transmitted through electronic media such as the Internet and designated private network.

#### 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.

##### **Designated private network**

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

##### **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.

#### 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.

#### Questions 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

##### **GovHK**

GovHK ([www.gov.hk](http://www.gov.hk)) is a new one-stop portal launched in September 2006 by the Government of the Hong Kong Special Administrative Region to provide the most popular online government information and services to the public.

##### **Electronic Service Delivery Scheme (ESD)/ ESDLife**

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 200 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)(ii)2 "Electronic Service Delivery Scheme" means obtaining government goods, services or information via the website [www.esd.gov.hk](http://www.esd.gov.hk) or [www.esdlife.com](http://www.esdlife.com) or through ESDkiosks.

## Explanatory Notes

### Questions 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 organisations**

Government and related organisations include all government offices and quasi-government organisations 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.

### Questions 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.

## F. BUDGET FOR INFORMATION TECHNOLOGY

### Questions F1-F4

#### **Budget for Information Technology**

Budget for Information Technology includes those for:

- (a) Performing research and development activities related to IT
- (b) Procuring additional IT equipment and software
- (c) Employing additional IT personnel
- (d) Using IT application services or by outsourcing
- (e) IT training
- (f) IT security
- (g) Setting up/access to data communication network(e.g. broad-band)
- (h) Wireless and mobile services and technology

### G. INFORMATION SECURITY

#### **Question G1**

##### **Information Security Incidents**

Information security incident refers to an adverse event in an information system and/or network that poses a threat to computer or network security in respect of availability, integrity and confidentiality. Examples of security incidents include: unauthorised access, unauthorised utilisation of services, denial of resources, disruption of services, compromise of protected data/ program/network system privileges, malicious destruction or modification of data/information, penetration and intrusion, misuse of system resources, computer viruses and hoaxes, and malicious codes or scripts affecting networked systems.

#### **Question G2**

##### **Computer Virus**

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

##### **Hacking**

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

##### **Denial of service**

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

#### **Question G4**

##### **Security token**

Security token is a portable device operated by using challenge/response, time sequence, or other techniques in order to authenticate a user.

##### **Biometrics**

Biometrics is the use of measurable physiological characteristics (such as fingerprints or facial characteristics) to authenticate a user.

##### **Firewall**

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

##### **File encryption**

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

##### **Intrusion Detection System (IDS)**

Intrusion Detection System (IDS) is a method or process to detect the break-ins or attempts to attack via the use of software systems which operate on the network. It often combines the network monitoring with real-time capture and analysis in order to identify for attacks.

##### **Intrusion Prevention System (IPS)**

An intrusion prevention system (IPS) is any device which exercises access control to detect and deny potentially malicious activities.

##### **Virtual Private Network (VPN)**

Virtual Private Network (VPN) is a private network that uses a public network to connect remote sites and users together. Instead of using a dedicated connection such as a leased line, a "virtual" connection is made between geographically dispersed users and networks over a shared or public network, like the Internet. Data is encrypted and then transmitted as if it is through private connections.

##### **Security patch**

Security patch is a fix to a program that eliminates a vulnerability exploited by malicious hackers.

## Explanatory Notes

### Email spam

Email spam refers to bulk unsolicited email messages sent in the form of email regardless of whether the recipients have given any consent to receive such or even after the recipients have requested not to receive such any more.

### Question G7

#### Secure Sockets Layer (SSL)

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

#### Secure Electronic Transaction (SET)

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

## H. WIRELESS AND MOBILE SERVICES AND TECHNOLOGY

### Question H1

#### Hotspot

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.

#### Radio Frequency Identification (RFID)

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.

#### Contactless smart card

A contactless smart card is a smart card with no visible module that communicates by means of a radio frequency signal.

### Question H2

#### General Packet Radio Service (GPRS)

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.

#### Enhanced Data Rates for Global Evolution (EDGE)

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.

#### Third Generation Wireless System (3G)

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, digitised voice, video, and multimedia at data rates up to 2Mbps in a fixed or stationary wireless environment and 384kbps in a mobile environment.

#### Bluetooth

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.

#### Mobile security solution

Security policies and procedures for mobile devices and over mobile connections.

### 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.

### 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.

#### **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.

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