

二零零九年資訊科技 在工商業的使用情況和普及程度 按年統計調查報告

Report on 2009 Annual Survey on Information Technology Usage and Penetration in the Business Sector

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	頁數	Page
二零零九年統計調查結果摘要	Summary of 2009 Survey Results	xiii
I 緒言	Introduction	1-6
背景	Background	1
統計調查目的	Survey objective	1
有關法例	Legislation	1
統計調查的範圍	Survey coverage	2
統計期	Survey reference period	2
抽樣設計	Sampling design	3
資料搜集	Data collection	3
資料處理	Data processing	4
估值的可靠性	Reliability of the estimates	4
統計表註釋	Notes to statistical tables	6
II 統計調查的主要結果	Major Survey Findings	7-35
機構單位的特徵	Characteristics of establishments	7
個人電腦的應用	Personal computer usage	7
互聯網的應用	Internet usage	9
就業人士在工作上使用個人電腦和 互聯網的情況	Employed persons using personal computers and Internet at work	12
推動機構單位更多使用資訊科技的 因素	Motivating factors for adopting information technology (IT) more	13
其他網絡的應用	Other network usage	13
數碼證書的應用	Digital certificate usage	14
網頁 / 網站的應用	Webpage/Website usage	15
行業入門網站	Portal sites for industries	17
電子商業	Electronic business	18
資訊科技項目的財政預算	Budget for IT	28
資訊保安	Information security	29
作為資訊科技應變措施的持續業務 運作計劃	Business continuity plan as an IT contingency measure	33
無線及流動服務和技術的應用	Usage of wireless and mobile services and technology	33
III 統計表	Statistical Tables	37-151
表 1.1A 按行業類別劃分的在二零零五年至二零零九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, 2005 to 2009	37-38

表 1.1B	按就業人數組別劃分的在二零零五年至二零零九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, 2005 to 2009	39-40
個人電腦的應用		Personal computer usage		41-49
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	41
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	42
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	43-44
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	45
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	46
表 2.6	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 / 就業人數組別分布	Table 2.6	Distribution of establishments not intending to install personal computers (PCs) by reason by industry sector/employment size	47-49
互聯網及其他電腦網絡的應用		Internet and other computer network usage		50-63
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	50
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	51-53
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	54
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	55

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	56
表 3.6	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 / 就業人數組別分布	Table 3.6	Distribution of establishments not intending to have Internet connection by reason by industry sector/employment size	57-59
表 3.7	按機構單位的行業類別 / 就業人數組別劃分在機構單位工作上使用個人電腦及互聯網的就業人士的百分比	Table 3.7	Percentage of employed persons in establishments using personal computers (PCs) and Internet at work by industry sector/employment size of establishments	60
表 3.8	按推動機構單位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	61-62
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	63
數碼證書的應用		Digital certificate usage		64-72
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	64
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	65
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	66
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	67
表 4.5	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 / 就業人數組別分布	Table 4.5	Distribution of establishments having digital certificate by reason for not yet using it by industry sector/employment size	68-69
表 4.6	按預計申請數碼證書的時間劃分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 acquisition by industry sector/employment size	70
表 4.7	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 / 就業人數組別分布	Table 4.7	Distribution of establishments not intending to acquire digital certificate by reason by industry sector/employment size	71-72

網頁 / 網站的應用		Webpage/Website usage	73-85
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	73
表 5.2	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 / 就業人數組別分布	Table 5.2 Distribution of establishments having webpages/websites by type of business transactions/services offered by industry sector/employment size	74-75
表 5.3	按行業類別 / 就業人數組別劃分有設立網頁 / 網站的機構單位是否擁有網絡伺服器、把網頁 / 網站連接到機構內的資料庫或把網頁 / 網站連接到商業伙伴的電腦系統的百分比	Table 5.3 Percentage of establishments having webpages/websites by whether having web servers; having webpages/websites connected to related in-firm databases; or having webpages/websites connected to business partners' computer systems by industry sector/employment size	76
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 databases to their existing webpages/websites by expected time of connection by industry sector/employment size	77
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	78
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	79
表 5.7	按未有計劃設立網頁 / 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 5.7 Distribution of establishments not intending to have webpages/websites by reason by industry sector/employment size	80-82
表 5.8	按有否使用所屬行業入門網站劃分的機構單位按行業類別 / 就業人數組別分布	Table 5.8 Distribution of establishments by whether having used portal site for own industry by industry sector/employment size	83
表 5.9	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 5.9 Distribution of establishments having used portal site for own industry by type of services used by industry sector/employment size	84-85

目錄 (續)

Contents (cont'd)

透過電子途徑預訂或購買貨品、服務或資料	Ordering or purchases of goods, services or information through electronic means	86-93
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	86
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	87
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	88
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	89
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	90
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	91
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	92-93
透過電子途徑獲取貨品、服務或資料	Receipt of goods, services or information through electronic means	94-103
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	94

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	95
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	96-97
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	98-99
表 7.5	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 7.5	Number of establishments having received goods, services or information (other than from Government) through electronic means by type of goods, services or information received	100
表 7.6	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 7.6	Number of establishments having received goods, services or information (other than from Government) through electronic means by type of electronic means used	101
表 7.7	按沒有透過電子途徑獲取貨品、服務或資料 (除政府提供以外) 的原因劃分的機構單位數目	Table 7.7	Number of establishments not having received goods, services or information (other than from Government) through electronic means by reason	102-103
透過電子途徑售賣貨品、服務或資料		Sales of goods, services or information through electronic means		104-112
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	104
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	105
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	106
表 8.4	按所使用的電子途徑種類 / 顧客組別劃分在二零零八年透過電子途徑售賣貨品、服務或資料所帶來的業務收益	Table 8.4	Business receipts received through selling goods, services or information through electronic means by type of electronic means used/customer group in 2008	107

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	108
表 8.6	按透過電子途徑售賣貨品、服務或資料時接受付款方式劃分的機構單位數目	Table 8.6	Number of establishments by type of payments accepted in selling goods, services or information through electronic means	109
表 8.7	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 8.7	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	110
表 8.8	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 8.8	Number of establishments not intending to sell goods, services or information through electronic means by reason	111-112
透過電子途徑遞送貨品、服務或資料		Delivery of goods, services or information through electronic means		113-118
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	113
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	114
表 9.3	按電子途徑種類劃分的有透過電子途徑遞送貨品、服務或資料的機構單位數目	Table 9.3	Number of establishments having delivered goods, services or information through electronic means by type of electronic means	115
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	116
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	117
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	118

資訊科技項目的財政預算		Budget for information technology	119-122
表 10.1	按有否為資訊科技開支項目訂下二零零九年財政預算劃分的機構單位按行業類別 / 就業人數組別分布	Table 10.1 Distribution of establishments by whether having budget for information technology (IT) for year 2009 by industry sector/employment size	119
表 10.2	按有否為資訊科技開支項目訂下二零零一年財政預算劃分的機構單位按行業類別 / 就業人數組別分布	Table 10.2 Distribution of establishments by whether having budget for information technology (IT) for year 2010 by industry sector/employment size	120
表 10.3	按行業類別 / 就業人數組別劃分的機構單位在二零零九年為資訊科技開支項目訂下的財政預算與二零零八年的預算比較	Table 10.3 Comparison of budget of establishment for information technology (IT) for year 2009 over that for 2008 by industry sector/employment size	121
表 10.4	按行業類別 / 就業人數組別劃分的機構單位在二零一零年為資訊科技開支項目訂下的財政預算與二零零九年的預算比較	Table 10.4 Comparison of budget of establishments for information technology (IT) for year 2010 over that for 2009 by industry sector/employment size	122
資訊保安及業務應變措施		Information security and business contingency measures	123-144
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	123
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	124
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 by number of information security incidents	125
表 11.4	按行業類別 / 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 11.4 Number of establishments having suffered from information security incidents by type of action taken after these incidents by industry sector/employment size	126-127
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	128

目錄 (續)

Contents (cont'd)

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 Coordination Centre (HKCERT) after having suffered from information security incidents by reason by industry sector/employment size	129
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	130
表 11.8	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 / 就業人數組別分布	Table 11.8	Distribution of establishments having adopted security technology to protect their computer system and information by type of security technology adopted by industry sector/employment size	131-134
表 11.9	按在處理資訊保安問題上所遇到的障礙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 11.9	Distribution of establishments having adopted security technology to protect their computer system and information by type of obstacles to addressing information security concerns	135
表 11.10	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 11.10	Distribution of establishments having used personal computers (PCs) by whether having implemented information security measures by industry sector/employment size	136
表 11.11	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 11.11	Distribution of establishments having implemented information security measures by type of information security measures implemented by industry sector/employment size	137-138
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	139
表 11.13	按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按行業類別 / 就業人數組別分布	Table 11.13	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/employment size	140-141

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	142
表 11.15	按在互聯網服務不能使用及 / 或機構網站無法進入的突發情況時會採取的應變措施種類劃分的有制定持續業務運作計劃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 business continuity plan by type of action to be taken by establishment to respond to the situation when Internet service is not available and/or the establishment's website is inaccessible by industry sector/employment size	143-144
無線及流動服務和技術的應用		Usage of wireless and mobile services and technology		145-151
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	145
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	146
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	147
表 12.4	按所使用的無線及流動服務種類劃分的有使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	148
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	149
表 12.6	按使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	150-151
IV	統計圖	Statistical Charts		
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	7
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	8
圖 2.3	按種類劃分的個人電腦分布	Chart 2.3	Distribution of personal computers by category	9

目錄 (續)

Contents (cont'd)

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	10
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	Chart 2.5	Method of Internet connection by employment size of establishments	11
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	16
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	20
圖 2.8	按所使用的主要電子途徑種類劃分的預訂或購買貨品、服務或資料	Chart 2.8	Ordering or purchasing goods, services or information by major type of electronic means used	21
圖 2.9	按所使用的主要電子途徑種類劃分的售賣貨品、服務或資料	Chart 2.9	Selling of goods, services or information by major type of electronic means used	25
圖 2.10	按所使用的主要電子途徑種類劃分的遞送貨品、服務或資料	Chart 2.10	Delivery of goods, services or information by major type of electronic means used	27
圖 2.11	資訊保安事故的主要種類分布	Chart 2.11	Distribution of major types of information security incidents	30
圖 2.12	所採用的保安技術的主要種類分布	Chart 2.12	Distribution of major types of security technology adopted	31

附錄

Appendices

甲. 問卷	A. Questionnaire	153
乙. 註釋	B. Explanatory notes	185
丙. 獲取政府統計處刊物及其他統計產品的方法	C. Means of obtaining publications and other statistical products of the Census and Statistics Department	195

二零零九年統計調查結果摘要

Summary of 2009 Survey Results

個人電腦的應用

Personal computer (PC) usage

- (1) **63.6%** 的機構單位有使用個人電腦，較二零零八年增加**0.5***個百分點。(詳見2.3段)
63.6% of establishments used PCs, **0.5*** percentage point higher than that in 2008. (See paragraph 2.3 for details)

互聯網的應用

Internet usage

- (2) **60.6%** 的機構單位有連接互聯網，較二零零八年增加**1.8***個百分點。(詳見2.9段)
60.6% of establishments had Internet connection, **1.8*** percentage points higher than that in 2008. (See paragraph 2.9 for details)

網頁 / 網站的應用

Webpage/Website usage

- (3) **20.0%** 的機構單位有設立網頁 / 網站，較二零零八年增加**0.7***個百分點。(詳見2.28段)
20.0% of establishments had set up their webpages/websites, **0.7*** percentage point higher than that in 2008. (See paragraph 2.28 for details)

電子商業

Electronic business

- (4) **60.5%** 的機構單位有透過電子途徑進行一類或多於一類的商業活動，較二零零八年增加**1.1***個百分點。(詳見2.40段)
60.5% of establishments had undertaken one or more types of business activities through electronic means, **1.1*** percentage points higher than that in 2008. (See paragraph 2.40 for details)
- (5) **12.9%** 的機構單位有透過電子途徑預訂或購買貨品、服務或資料，較二零零八年減少**0.2***個百分點。(詳見2.42段)
12.9% of establishments had *ordered or purchased* goods, services or information through electronic means, **0.2*** percentage point lower than that in 2008. (See paragraph 2.42 for details)
- (6) **60.1%** 的機構單位有透過電子途徑獲取貨品、服務或資料，較二零零八年增加**1.2***個百分點。(詳見2.49段)
60.1% of establishments had *received* goods, services or information through electronic means, **1.2*** percentage points higher than that in 2008. (See paragraph 2.49 for details)
- (7) **1.5%** 的機構單位有透過電子途徑售賣貨品、服務或資料，較二零零八年增加**0.2***個百分點。(詳見2.57段)
1.5% of establishments had *sold* goods, services or information through electronic means, **0.2*** percentage point higher than that in 2008. (See paragraph 2.57 for details)

二零零九統計調查結果摘要 (續) Summary of 2009 Survey Results (cont'd)

(8) **20.1%** 的機構單位有透過電子途徑遞送貨品、服務或資料，較二零零八年增加**0.6***個百分點。(詳見2.65段)

20.1% of establishments had *delivered* goods, services or information through electronic means, **0.6*** percentage point higher than that in 2008. (See paragraph 2.65 for details)

(9) 二零零八年，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**1,396**億港元，較二零零七年上升**42.0%**。這類收益佔業務總收益的**1.69%**，較二零零七年增加**0.5**個百分點。(詳見2.60段)

In 2008, business receipts received from selling goods, services or information through electronic means amounted to **HK\$139.6 billion**, up by **42.0%** over 2007. These receipts represented **1.69%** of the total business receipts, up by **0.5** percentage point over 2007. (See paragraph 2.60 for details)

資訊科技保安

Information technology security

(10) **20.1%** 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，較二零零八年減少**0.5***個百分點。(詳見2.76段)

20.1% of establishments had information security incidents in the twelve months before enumeration, **0.5*** percentage point lower than that in 2008. (See paragraph 2.76 for details)

無線及流動服務和技術的應用

Usage of wireless and mobile services and technology

(11) **25.5%** 的機構單位有應用無線及流動裝置，較二零零八年增加**0.5***個百分點。(詳見2.87段)

25.5% of establishments had used wireless and mobile devices, **0.5*** percentage point higher than that in 2008. (See paragraph 2.87 for details)

註釋：(i) 此統計調查的結果受抽樣誤差的影響。根據一項統計檢定的結果，上文附有 " * " 號的數字變動從統計觀點而言是不顯著的。

(ii) 除特別說明外，所有資料均是指二零零九年五月至九月時的情況。

(iii) 百分點變動的數字是以未經進位數字計算。

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

(ii) All figures refer to the position as at May to September 2009 unless otherwise specified.

(iii) Figures denoting percentage point change are derived from unrounded figures.

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，於二零零九年五月至九月期間進行了「二零零九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 "2009 Annual Survey on Information Technology Usage and Penetration in the Business Sector" in May to September 2009 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 Government 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署的資料更新。這項統計調查涵蓋下列行業類別的機構單位：

行業類別 (HSIC) ⁽¹⁾	包括的行業
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:

Industry sector (HSIC) ⁽¹⁾	Sectors covered
3	Manufacturing
4	Electricity and gas
5	Construction
6	Wholesale, retail and 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 在二零零九年統計調查中，就業人數是指在二零零九年三月底的情況，而總業務收入則指二零零八年或在二零零八年一月一日至二零零九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。二零零九年統計調查一共選出 5 478 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 300 400 間。

資料搜集

1.8 問卷於二零零九年四月尾郵寄予獲選中的 5 478 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 4 670 間，有 33 間未有作出回應，而未能接觸到或在統計期內沒有營業的有 775 間。統計調查的整體回應率為 99.3%。

I Introduction (cont'd)

1.6 In the 2009 survey, the number of persons engaged refers to the position as at end-March 2009. Information on business receipts refers to the calendar year 2008, or a twelve-month period between 1 January 2008 and 31 March 2009, 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 5 478 establishments were selected for enumeration in the 2009 survey. The total number of establishments falling within the scope of the survey was estimated to be about 300 400 based on the results of the survey.

Data collection

1.8 Questionnaires were mailed to the selected 5 478 establishments in end-April 2009. Softcopy of the questionnaire was also available for completion upon request. Field officers visited/telephoned respondents to verify the information in the completed questionnaires and assisted them in completing the questionnaires if necessary. By the end of the data collection period, 4 670 establishments were successfully enumerated, 33 failed to respond and 775 could not be located or were found to be inactive in the survey reference period. The overall response rate of the survey was 99.3%.

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, consistencies 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有關變數的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	63.6%	2.7%	60.2% - 67.0%
有連接互聯網的機構單位的百分比 Percentage of establishments having Internet connection	60.6%	3.0%	57.1% - 64.1%
有網頁／網站的機構單位的百分比 Percentage of establishments having webpages/websites	20.0%	6.2%	17.6% - 22.4%
有透過電子途徑預訂或購買貨品、服務或資料的機構單位的百分比 Percentage of establishments having ordered or purchased goods, services or information through electronic means	12.9%	9.3%	10.6% - 15.3%
有透過電子途徑獲取貨品、服務或資料的機構單位的百分比 Percentage of establishments having received goods, services or information through electronic means	60.1%	3.2%	56.3% - 63.8%
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	1.5%	21.4%	0.9% - 2.1%
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	20.1%	6.1%	17.7% - 22.5%
有透過電子途徑進行一類或多於一類商業活動的機構單位的百分比 Percentage of establishments having undertaken one or more types of business activities through electronic means	60.5%	3.2%	56.8% - 64.3%

I 緒言 (續)

I Introduction (cont'd)

統計表註釋

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：

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：

- 不適用

少於0.05%

Notes to statistical tables

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

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

- not applicable

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300 400間。按行業類別分析，約半數（157 400）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88.2%為小型機構單位。機構單位的分布大致與二零零八年相若。（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63.6%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（82.4%），而運輸、倉庫及通訊業則錄得最低的個人電腦普及率（38.8%）。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單位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 300 400 establishments were estimated to fall within the scope of the survey. Analysed by industry sector, around half (157 400) of the establishments were engaged in the wholesale, retail and import and export trades, restaurants and hotels sector. About 88.2% of the establishments were of small size. The distribution was similar to that in 2008. (Tables 1.1A and 1.1B)

Personal computer usage

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

2.3 About 63.6% 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 (82.4%). The transport, storage and communications sector recorded the lowest penetration rate (38.8%), 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

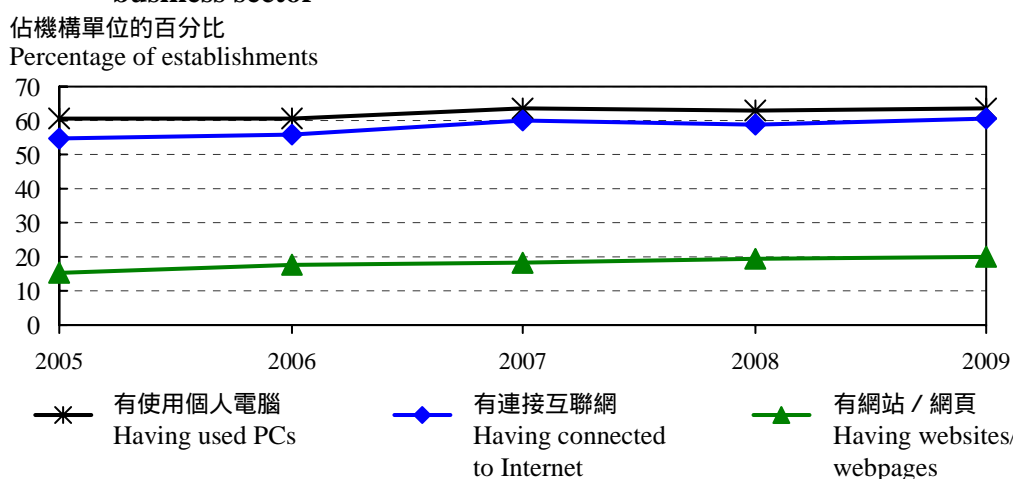
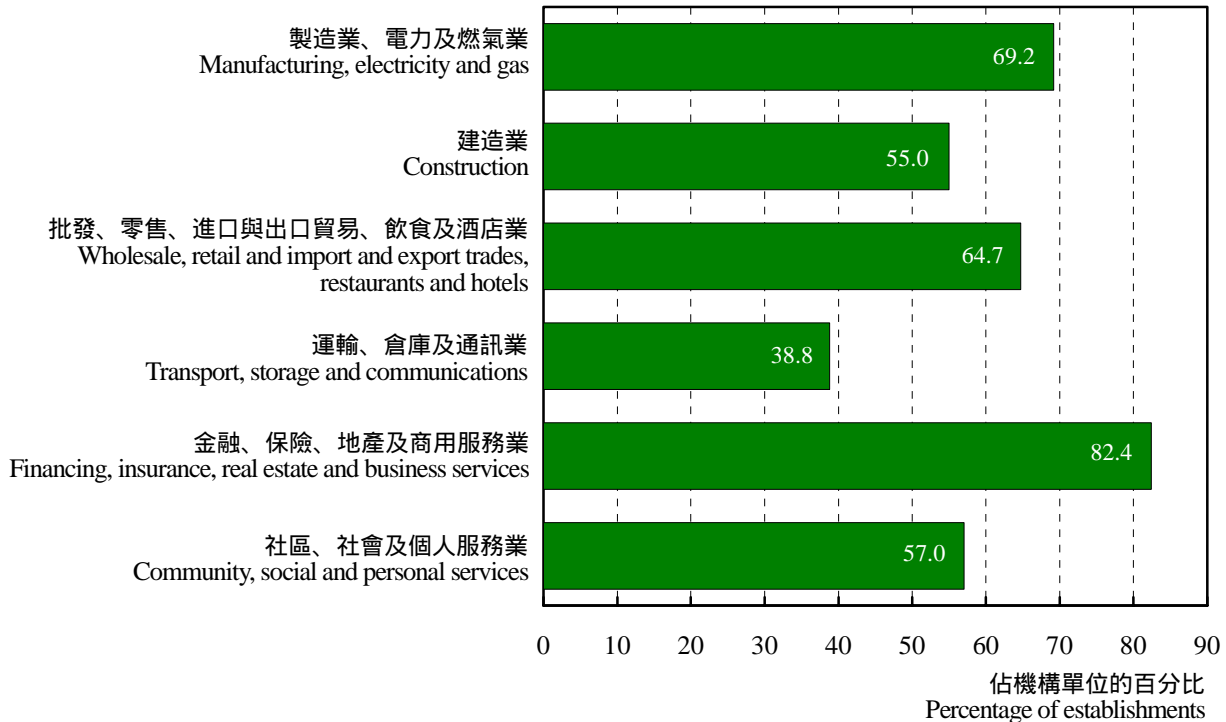


圖 2.2 : 按行業類別劃分的個人電腦普及率
 Chart 2.2 : Personal computer penetration rate by industry sector



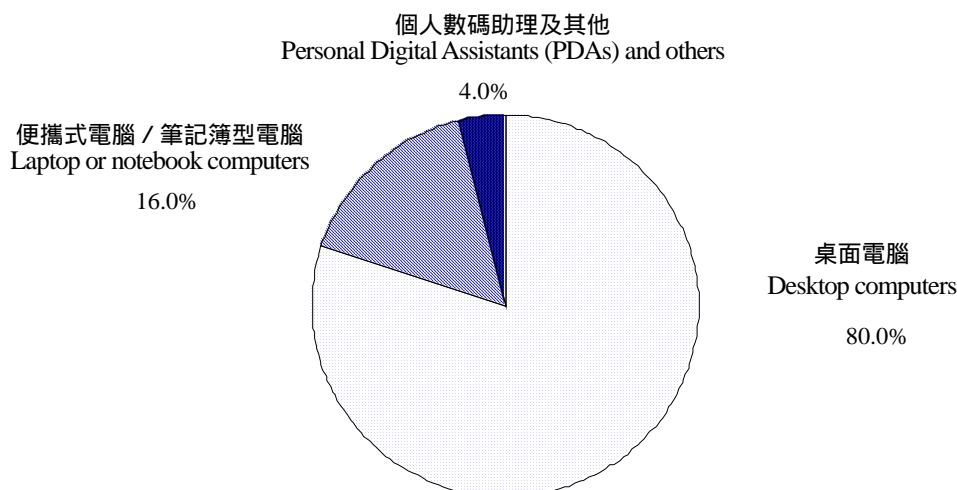
2.4 正如一般預期，機構單位的規模（以就業人數計算）越大，個人電腦的使用率越高。大約99.4%的大型機構單位有使用個人電腦，而中、小型機構單位的百分比則分別為89.9%及59.8%。（表2.1）

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196萬部個人電腦，其中80.0%為桌面電腦，16.0%為便攜式電腦／筆記簿型電腦，其餘4.0%為個人數碼助理及其他，情況大致與二零零八年時的分布相同。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 99.4% of the large establishments had used PCs, as against 89.9% for medium establishments and 59.8% for small establishments. (Table 2.1)

2.5 A total of about 1.96 million sets of PCs were installed in establishments of the industry sectors covered. Similar to the distribution in 2008, about 80.0% were desktop computers, 16.0% were laptop/notebook computers and the remaining 4.0% 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，98.0%有裝置或接達文字處理應用軟件。另一方面，16.0%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, 98.0% had installed or had access to word processing application software. On the other hand, 16.0% had installed or had access to tailor-made computer system. (Tables 2.3 and 2.4)

2.7 在現時沒有使用個人電腦的機構單位中，只有0.3%有計劃裝置個人電腦。而全部有此計劃的機構單位均預計將在二零一零年或之前裝置個人電腦。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「沒有實際用途以支持在業務上應用個人電腦」(88.4%)，其次是「缺乏對應用個人電腦有認識的員工」(28.0%)。(表 2.5及 2.6)

2.7 Only 0.3% of the establishments not using PCs at present had planned to install PCs. All of those establishments which intended to install PCs planned to do so by 2010. As for those not intending to install PCs, the most commonly cited reason was "lack of practical use for a sound business case of adoption of PCs" (88.4%). Another commonly cited reason was "lack of personnel familiar with using PCs" (28.0%). (Tables 2.5 and 2.6)

互聯網的應用

Internet usage

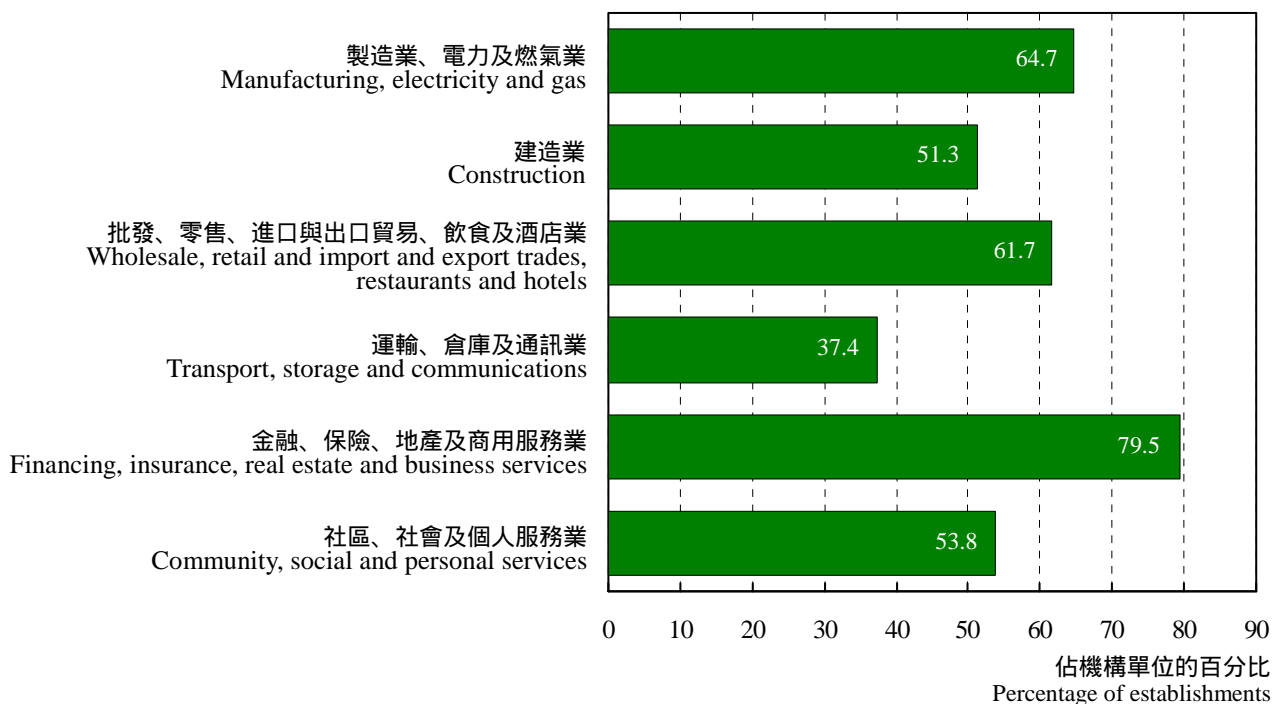
2.8 這部分分析各機構單位連接互聯網的情況、所使用的互聯網功能及連接互聯網的方法。

2.8 This section analysed the extent of establishments having Internet connection, the general functions of Internet usage and methods of Internet connection.

2.9 約60.6%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95.4%。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（95.6%）遠高於中型（85.6%）及小型（57.0%）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（79.5%），而最低的則是運輸、倉庫及通訊業（37.4%）。（表 3.1 及圖 2.4）

2.9 Around 60.6% of all establishments, or 95.4% 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 (95.6%) than medium establishments (85.6%) and small establishments (57.0%). 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 in the financing, insurance, real estate and business services sector (79.5%) and the lowest in the transport, storage and communications sector (37.4%). (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



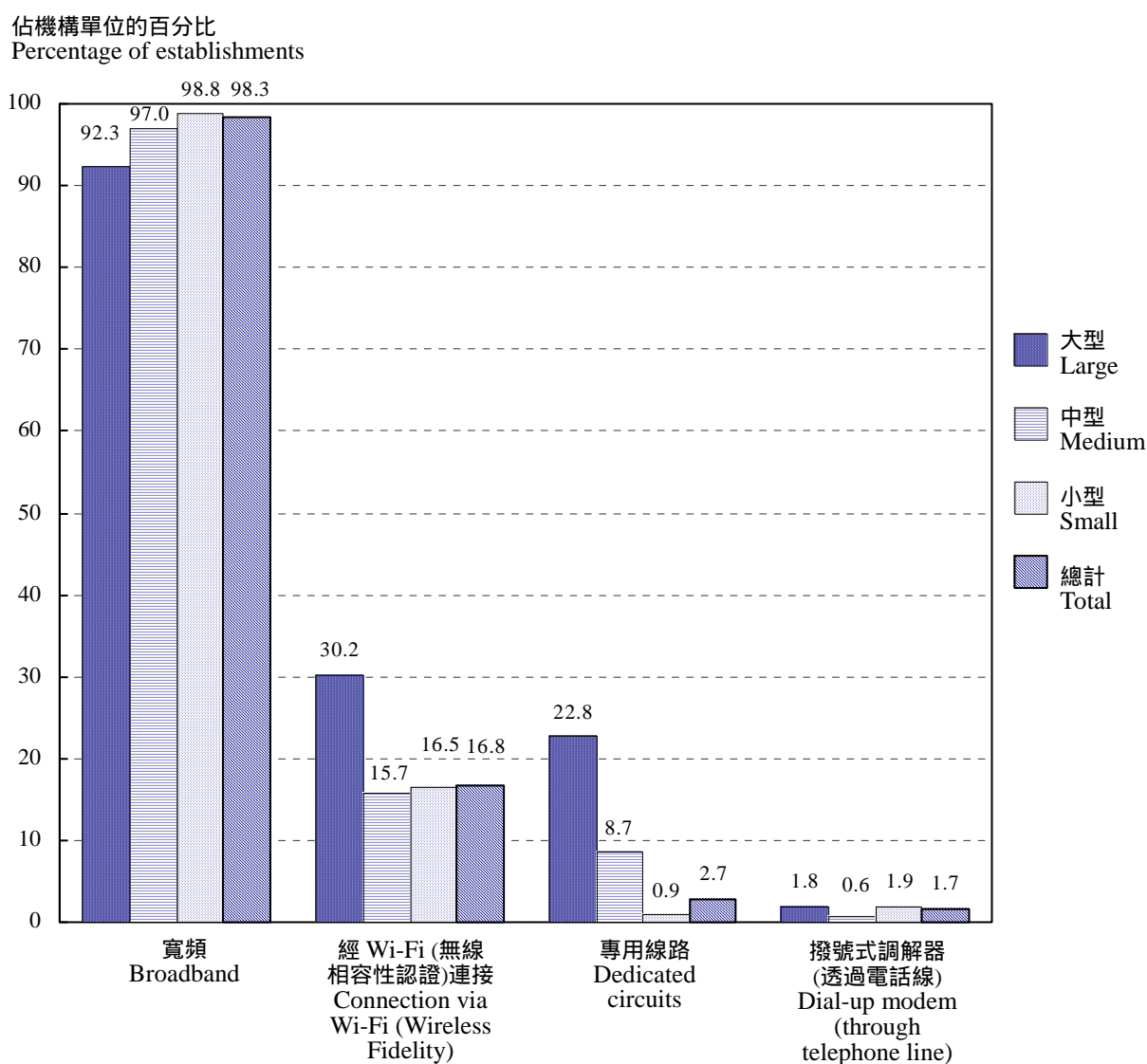
2.10 在互聯網的各種用途中，98.8%有連接互聯網的機構單位通常透過互聯網使用「電子郵件」，其次是「網上搜集一般資料」（97.3%）及「網上獲取貨品、服務或資料」（96.8%）。（表3.2）

2.10 Among the various types of Internet usage, 98.8% of the establishments having Internet connection usually used Internet for "electronic-mail", followed by "online sourcing of general information" (97.3%) and "online receipt of goods, services or information" (96.8%). (Table 3.2)

2.11 按連接互聯網的方法分析，有 98.3% 的機構單位利用寬頻上網，而透過 Wi-Fi（無線相容性認證）連接上網的則有 16.8%。使用專用線路及電話線撥號式調解器連接上網的機構單位分別有 2.7% 及 1.7%。（表 3.3 及圖 2.5）

2.11 Analysed by method of connection, 98.3% of the establishments used Broadband connection to access the Internet while 16.8% of the establishments connected via Wi-Fi (Wireless Fidelity). Connection to the Internet via dedicated circuits and dial-up modem through telephone lines were reported by 2.7% and 1.7% 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⁽¹⁾
 Chart 2.5 : Method of Internet connection⁽¹⁾ 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 互聯網的應用對機構單位的業務運作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」（38.2%）和「增強與商業合作伙伴的溝通」（34.7%）的渠道。另一方面，對於認為互聯網帶來中度影響的機構單位來說，較多認為使用互聯網可方便「獲取更多市場資訊」（41.5%），而認為互聯網帶來較低影響的機構單位中則較多認為使用互聯網可以「增加收入」（33.6%）。（表 3.4）

2.12 The usage of Internet created different degrees of impact on the establishments. Internet became the channel of "improved access to market information" (38.2%) and "improved communication with business partners" (34.7%) in those establishments which considered that Internet had big impact on their business operation. On the other hand, in those establishments which regarded the degree of impact of using Internet as medium, more of them thought that Internet "improved access to market information" (41.5%). Among those establishments which considered that the degree of impact of using Internet was low, more of them thought that using Internet could "increase revenue" (33.6%). (Table 3.4)

2.13 約 99.8%現時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「沒有實際用途以支持在業務上應用互聯網服務」（88.1%），其次是「缺乏熟悉互聯網的員工」（29.6%）。而全部有計劃連接互聯網的機構單位預計將在二零一零年或之前連接互聯網。（表 3.5 及 3.6）

2.13 About 99.8% of the establishments not having Internet connection at present had no intention to do so. The most commonly cited reason for not intending to do so was "lack of practical use for a sound business case of adoption of Internet services" (88.1%). Another commonly cited reason was "lack of personnel familiar with Internet" (29.6%). All of those establishments which intended to have Internet connection planned to do so by 2010. (Tables 3.5 and 3.6)

就業人士在工作上使用個人電腦和互聯網的情況

Employed persons 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，還收集有關機構單位內的就業人士在工作上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 employed persons using PCs and Internet at work in the establishments concerned was also collected in the survey.

2.15 根據統計調查的結果，在統計調查範圍內的機構單位中約有60.0%的就業人士在工作上使用個人電腦。就業人士在工作上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（76.0%），而最低的是建造業（48.4%）。（表 3.7）

2.15 The survey results indicated that some 60.0% of the employed persons in the establishments covered in the survey used PCs at work. The percentage of employed persons using PCs at work was the highest in the financing, insurance, real estate and business services sector (76.0%), and the lowest in the construction sector (48.4%). (Table 3.7)

2.16 就業人士在工作上使用互聯網的情況與工作上使用個人電腦的情況相若，有關的百分比是53.7%。金融、保險、地產及商用服務業的就業人士使用互聯網的百分比最高（65.3%），而製造業、電力及燃氣業則最低（45.2%）。（表3.7）

2.16 Exhibiting similar pattern as that of using PCs at work, the percentage of employed persons using Internet at work was 53.7%. While employed persons in the financing, insurance, real estate and business services sector had the highest percentage of using Internet at work (65.3%), those in the manufacturing, electricity and gas sector had the lowest proportion (45.2%). (Table 3.7)

推動機構單位更多使用資訊科技的因素

Motivating factors for adopting information technology (IT) more

2.17 對於不少機構單位來說，「資訊科技對業務有裨益」（87.5%）是推動他們更多使用資訊科技的主要因素。有些機構單位則指出，如果「有懂得應用資訊科技的員工」（16.6%）以及「資訊科技產品的購置和保養成本降低」（14.8%），他們會更積極地在其業務運作使用資訊科技。（表3.8）

2.17 "Having business benefits to use IT" (87.5%) was the core factor that could motivate establishments to adopt IT more. Some other establishments pointed out that "having personnel familiar with IT within the firm" (16.6%) and "lower cost in procuring and maintaining IT products" (14.8%) were also important factors motivating them to adopt IT in their business operation. (Table 3.8)

其他網絡的應用

Other network usage

2.18 統計調查也探討了工商業採用不同網絡種類的普及程度，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準備運用資訊科技推行更多複雜應用系統的情況。

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 IT.

2.19 根據統計調查的結果，約有24.6%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（37.0%）。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（84.0%），普及程度勝於中型（54.6%）和小型（19.9%）機構單位。（表3.9）

2.19 The survey results indicated that some 24.6% 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 (37.0%). On the other hand, having LAN connection was predominantly more prevalent in large establishments (84.0%) than in medium (54.6%) and small establishments (19.9%). (Table 3.9)

II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

2.20 約有12.0%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(67.2%)比中型(33.9%)和小型機構單位(8.3%)有較大傾向設置內聯網。(表3.9)

2.20 About 12.0% of the establishments deployed intranet for intra-company network communication. Large establishments had a higher propensity to set up intranet (67.2%) than medium (33.9%) and small establishments (8.3%). (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3.7%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30.8%。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 3.7% of the establishments had set up extranet. The adoption rate was the highest for large establishments, being 30.8%. 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。在二零零九年，共有14.4%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. 14.4% of establishments were found to have D-certs in 2009 and these establishments on average had 1.8 D-certs each. (Tables 4.1 and 4.2)

2.23 調查結果顯示，98.8%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77.6%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」。數碼證書的另一個普遍用途是「對外與其他貿易伙伴進行交易／交換資料」(30.3%)。(表4.3及4.4)

2.23 The survey results showed that 98.8% 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, as reported by 77.6% of those establishments having used D-certs in the twelve months before enumeration. Another common usage of D-certs was "business transaction/exchange of information with other business partners" (30.3%). (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，66.8%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4.5)

2.24 For those establishments having D-certs but had not used their D-certs in the twelve months before enumeration, 66.8% opined that "little use of electronic means in business transactions" was the major reason. (Table 4.5)

2.25 那些現時沒有數碼證書的機構單位中，只有0.5%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是「沒有提供數碼簽署的需要」(42.5%)，而有些則「甚少透過電子途徑進行商業交易」(38.2%)。(表4.6及4.7)

2.25 For those not having D-certs at present, only 0.5% had planned to apply for them. Most of the establishments did not intend to have D-certs because they had "no need to provide digital signature" (42.5%). Also, some of the establishments had "little use of electronic means in business transactions" (38.2%). (Tables 4.6 and 4.7)

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 was 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.

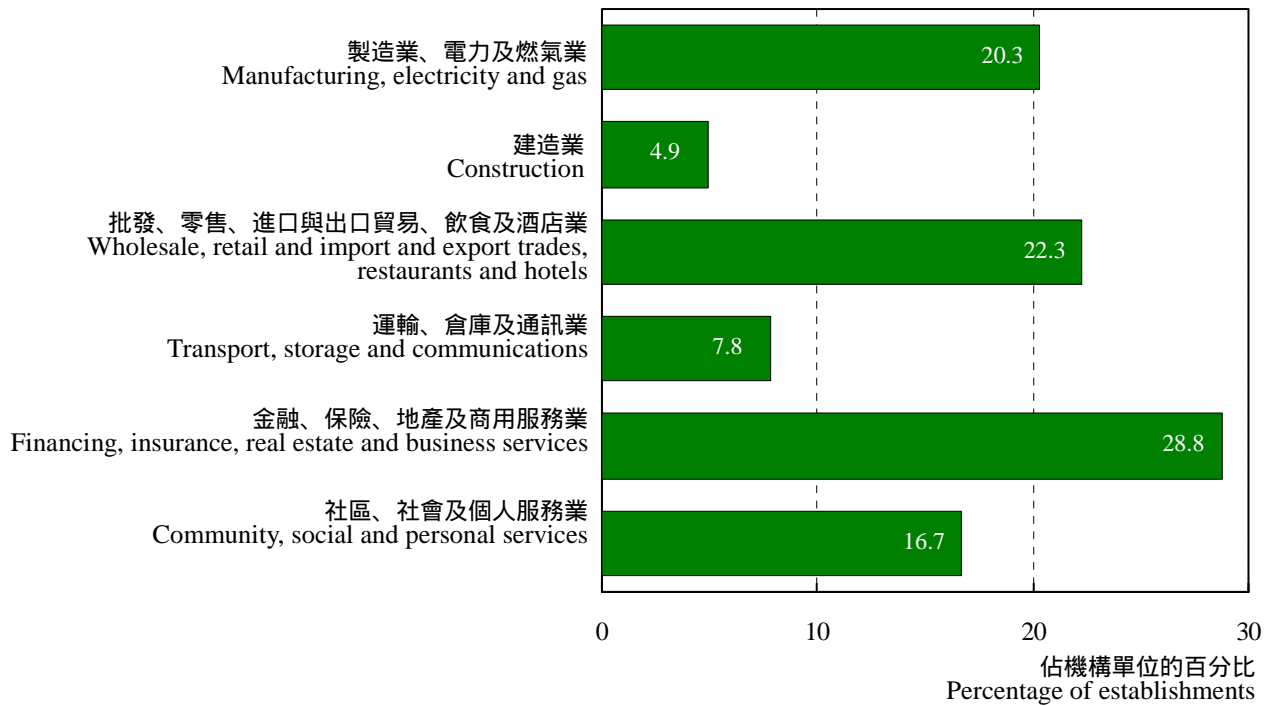
2.27 這部分分析有設立網頁／網站或擁有網絡伺服器的機構單位分布，亦分析機構單位把其網頁／網站連接到本身的資料庫及其商業伙伴的電腦系統的情況。

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

2.28 約20.0%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(28.8%)最高，其次是批發、零售、進口與出口貿易、飲食及酒店業(22.3%)。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(75.4%)，明顯較中型(46.2%)及小型(15.8%)機構單位的百分比為高。(表5.1及圖2.6)

2.28 About 20.0% 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 (28.8%), followed by the wholesale, retail and import and export trades, restaurants and hotels sector (22.3%). Exhibiting similar pattern as PC and Internet usages, the percentage for setting up webpages/websites was much higher for large establishments (75.4%) than medium (46.2%) and small establishments (15.8%). (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／網站的機構單位均在他們的網頁／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25.4%及23.9%設有網頁／網站的機構單位在網上遞送產品及服務和收集顧客的意見。14.6%的機構單位則透過其網頁／網站提供網上處理商業查詢服務，而5.2%的機構單位利用其網頁／網站提供網上訂購產品及服務。(表5.2)

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 25.4% delivered their products and services online and 23.9% collected feedback from customers online. 14.6% of those establishments offered online handling of business enquiry services and 5.2% supported online ordering of their products and services on their webpages/websites. (Table 5.2)

2.30 在已設立網頁／網站的機構單位中，53.5%同時擁有本身的網絡伺服器；16.5%已把網頁／網站連接到機構內的資料庫；另外有6.1%已把網頁／網站連接到商業伙伴的電腦系統。(表5.3)

2.30 Among establishments having webpages/websites, 53.5% had their own web servers; 16.5% had their webpages/websites connected to their related in-firm databases; and 6.1% had their webpages/websites connected to business partners' computer systems. (Table 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，1.2%有計劃實行此連接，而其中59.5%計劃在二零一零年或之前竣工。(表5.4)

2.31 For those establishments having webpages/websites but not yet connected to their related in-firm databases, 1.2% had intended to do so, and within which, 59.5% had planned to have the connection done by 2010. (Table 5.4)

2.32 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%計劃實行此連接，而其中46.4%計劃在二零一零年或之前進行連接安裝。(表5.5)

2.32 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, and within which, about 46.4% had planned to have the connection installed by 2010. (Table 5.5)

2.33 在現時沒有設立網頁／網站的機構單位中，94.8%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, 94.8% 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12 500間機構單位中，約27.2%準備在二零零九年年底前設立其網頁／網站，另外有48.4%則計劃在二零一零年設立。(表5.6)

2.34 Among the 12 500 establishments not having their own webpages/websites currently but intending to have such, about 27.2% had planned to do so by end-2009, and another 48.4% in 2010. (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「沒有實際用途以支持為業務設立網頁或網站」(83.6%)。其次是由於機構單位本身「缺乏熟悉建立／保養網頁或網站的員工」(23.2%)。(表5.7)

2.35 For those establishments not intending to have their own webpages/websites, the major reason was "lack of practical use for a sound business case to set up a webpage or website" (83.6%). Another commonly cited reason was "lack of personnel familiar with developing/maintaining a webpage or website" (23.2%). (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單位提供各種資訊及網上服務。統計調查訪問了各行業機構單位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單位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，加以分析。

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

2.37 結果顯示，有12.6%的機構單位表示有使用所屬行業入門網站。按行業類別分析，有使用所屬行業入門網站的機構單位百分比最高的行業是金融、保險、地產及商用服務業（18.3%），其次為批發、零售、進口與出口貿易、飲食及酒店業（13.0%）。按就業人數組別分析，有使用入門網站的大型機構單位的百分比（30.7%）較中型（23.9%）及小型（10.9%）機構單位為多。（表5.8）

2.38 在曾經使用所屬行業入門網站的機構單位當中，66.4%的機構單位利用有關網站獲取「行業動態及資訊」，其次是用作「貨品及公司搜尋」（52.4%）、「廣告、市場推廣及商業配對服務」（23.0%）及「討論平台」（13.5%）。（表5.9）

電子商業

2.39 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。

2.40 在二零零九年，60.5%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商業活動，與二零零八年的情況相若。

2.37 The results showed that 12.6% of establishments had used portal sites for their own industries. Analysed by industry sector, the percentage of establishments having used portal sites for their industries was the highest in the financing, insurance, real estate and business services (18.3%), followed by wholesale, retail and import and export trades, restaurants and hotels (13.0%). When analysed by employment size, a larger percentage of large establishments (30.7%) had used portal sites for their own industries when comparing to medium (23.9%) and small (10.9%) establishments. (Table 5.8)

2.38 Among those establishments which had used the portal sites for their own industries, 66.4% made use of the portal sites for obtaining "industry news and information", followed by "product and company search" (52.4%), "advertising, marketing and business matching service" (23.0%) and "discussion forum" (13.5%). (Table 5.9)

Electronic business

2.39 In this section, various business activities were 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 was analysed. Electronic means include media such as the Internet, interactive response system and designated private network.

2.40 In 2009, 60.5% of establishments had undertaken business activities of one type or another through electronic means in the twelve months before enumeration, broadly similar to the situation in 2008.

II 統計調查的主要結果 (續)

(a) 透過電子途徑預訂或購買貨品、服務或資料

2.41 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。

2.42 只有12.9%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。當中，以金融、保險、地產及商用服務業（26.2%）和一般大型機構單位（40.6%）的有關百分比比較高。（表6.1及圖2.7）

2.43 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，有70.7%認為該途徑使業務運作「更加方便」，亦有不少認為能夠「節省時間」（55.9%）。（表6.2）

2.44 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」（45.3%）。有些機構單位亦以電子途徑預訂或購買「電子產品包括電腦硬件、軟件及相關消耗用品」（39.6%）、「旅遊服務」（19.1%）、「政府的貨品、服務或資料」（15.9%）以及「金融產品及服務（例如股票、保險或投資基金）」（10.3%）。（表6.3）

II Major Survey Findings (cont'd)

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

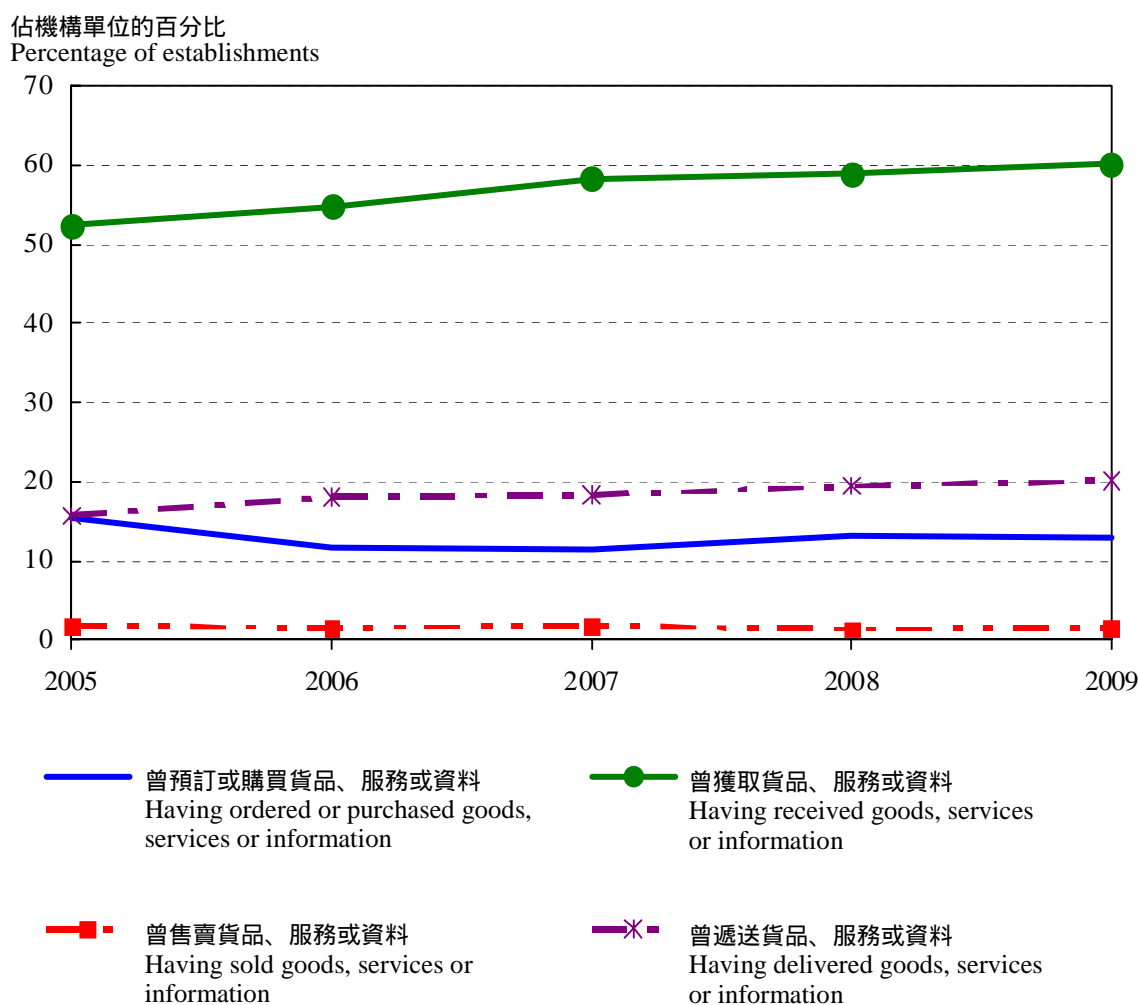
2.41 In this survey, an establishment is regarded to have ordered or purchased goods, services or information through electronic means if the confirmation of order or purchase is completely done through electronic means.

2.42 Purchasing through electronic means was still very limited, as only 12.9% of the establishments had ordered or purchased goods, services or information through electronic means in the twelve months before enumeration. Among those establishments, the relevant percentages were the highest for the financing, insurance, real estate and business services sector (26.2%) and for large establishments (40.6%). (Table 6.1 and Chart 2.7)

2.43 Among establishments having ordered or purchased goods, services or information through electronic means, 70.7% opined that such means was "more convenient" to business operation. A number of establishments also pointed out that such means consumed "less processing time" (55.9%). (Table 6.2)

2.44 Establishments having ordered or purchased goods, services or information through electronic means mainly "ordered or purchased for replenishment of inventory" (45.3%). Some establishments had also ordered or purchased "electronic products including computer hardware, software and their consumables" (39.6%), "travel service" (19.1%), "Government goods, services or information" (15.9%) and also "financial instruments and services (e.g. securities, insurance or investment funds)" (10.3%). (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



2.45 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，92.1%透過互聯網進行，14.4%使用交互式語音應答系統，7.7%使用其他透過流動電訊網絡的交互式應答系統（例如短訊服務），而2.9%則使用專用私人網絡。（表6.4及圖 2.8）

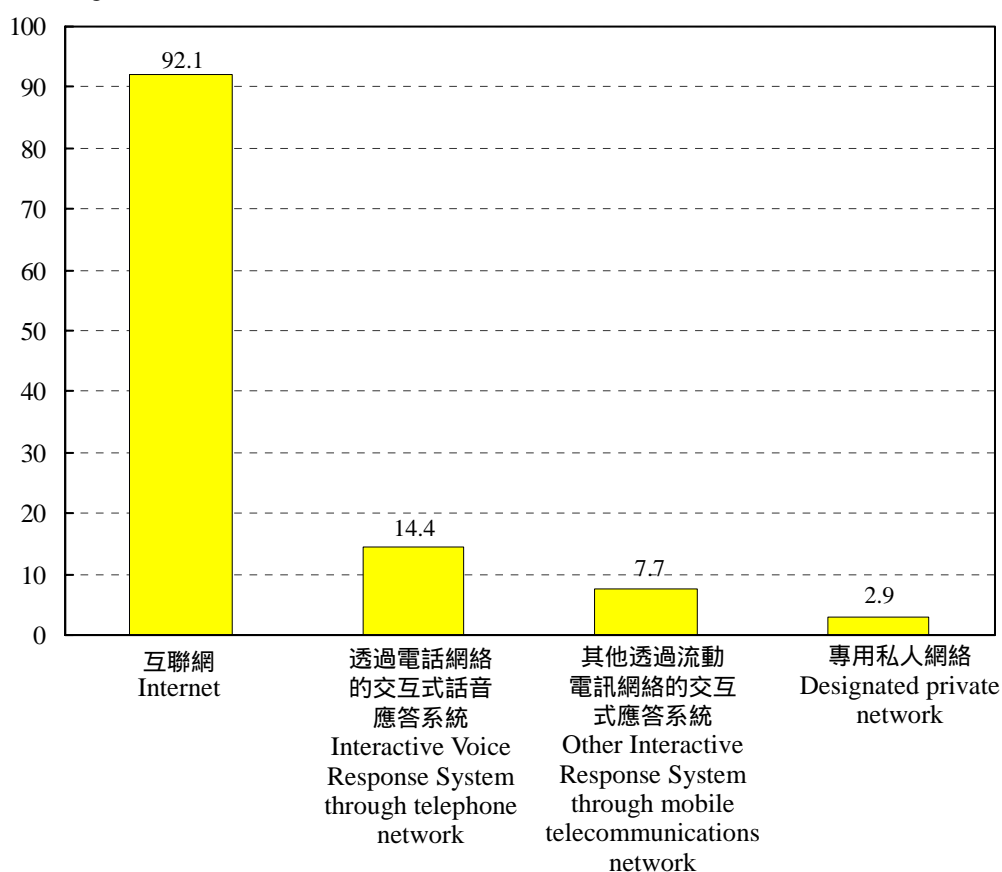
2.45 Analysed by various electronic means used, 92.1% of those establishments having ordered or purchased through electronic means had done so through the Internet, 14.4% through Interactive Voice Response System (IVRS), 7.7% using other interactive response system through mobile telecommunications network (e.g. Short Message Service) and 2.9% through designated private network. (Table 6.4 and Chart 2.8)

圖 2.8 : 按所使用的主要電子途徑種類⁽¹⁾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⁽¹⁾

佔機構單位的百分比

Percentage of establishments



(1) 可選擇多於一種電子途徑。

May select more than one type of electronic means.

2.46 46.1%和23.7%的機構單位表示在二零零八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分別為少於1%和1-5%，而約有18.3%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，77.4%表示曾經在網上支付部分的款項。（表6.5及6.6）

2.46 Regarding the value of order or purchase through electronic means as a percentage to the total value of purchase in 2008, 46.1% and 23.7% of the establishments indicated that the value of e-purchase contributed to less than 1% and 1-5% of their total value of purchase respectively. Some 18.3% 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, 77.4% 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)

2.47 機構單位未曾透過電子途徑預訂或購買貨品、服務或資料的最普遍原因是認為「沒有實際用途以支持在業務上透過電子途徑預訂或購買貨品、服務或資料」(77.5%)。其次的原因是「業內並不普遍」(20.1%)。(表6.7)

2.47 The most common reason for establishments not having ordered or purchased through electronic means was "lack of practical use for a sound business case to order or purchase goods, services or information through electronic means" (77.5%). Another common reason was "not popular in the industry" (20.1%). (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

2.48 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，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。這項統計調查分別就獲取政府貨品、服務或資料及其他貨品、服務或資料的情況作分析。

2.48 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 were made in the survey on Government goods, services or information and other goods, services or information.

2.49 約60.1%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。46.2%曾透過電子途徑獲取政府貨品、服務或資料，而57.9%曾獲取其他貨品、服務或資料。(表7.1及圖2.7)

2.49 Some 60.1% of the establishments had received goods, services or information through electronic means in the twelve months before enumeration. 46.2% had received Government goods, services or information through electronic means and 57.9% 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

2.50 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。

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

2.51 統計調查結果顯示，約46.2%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，96.9%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，76.1%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（93.8%）表示曾「獲取、瀏覽或尋找其他資料」，而26.1%則表示曾透過電子途徑「遞交與貿易有關的文件」。（表 7.1、7.2及7.3）

2.52 至於未曾透過電子途徑獲取政府貨品、服務或資料的原因，是由於「沒有實際用途以支持在業務上透過電子途徑獲取政府貨品、服務或資料」（78.4%）。另外，有15.2%表示機構單位「缺乏熟悉透過電子途徑獲取政府貨品、服務或資料的員工」。（表7.4）

其他非政府提供的貨品、服務或資料

2.53 約 57.9% 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、地產及商用服務業機構單位的百分比最高（75.6%），而運輸、倉庫及通訊業的百分比則最低（39.8%）。按就業人數組別分析，大型機構單位的百分比明顯較高（90.2%）。（表 7.1）

2.51 The survey results showed that about 46.2% of the establishments had received Government goods, services or information through electronic means in the twelve months before enumeration. Among those establishments, 96.9% had done so through Internet via PCs. As regards the type of electronic platform used, 76.1% of them used the GovHK(www.gov.hk). Analysed by type of Government goods, services or information received, most (93.8%) of them "received, browsed or searched for other information" and 26.1% revealed that they had "submitted trade-related documents" through electronic means. (Tables 7.1, 7.2 and 7.3)

2.52 As regards the reasons for not receiving Government goods, services or information through electronic means, the most commonly cited reason was "lack of practical use for a sound business case to receive Government goods, services and information through electronic means" (78.4%). Another common reason was "lack of personnel familiar with receiving Government goods, services or information through electronic means" (15.2%). (Table 7.4)

Goods, services or information other than from Government

2.53 About 57.9% 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 sector, the percentage was the highest for establishments in the financing, insurance, real estate and business services sector (75.6%) and the lowest for the transport, storage and communications sector (39.8%). Analysed by establishment size, the percentage for large establishments was much higher (90.2%). (Table 7.1)

II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

2.54 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（97.1%）表示曾獲取、瀏覽或尋找資料。另外，有 39.1% 曾獲取「電子金融服務」，19.4% 曾「獲取數碼形式的產品及服務」，以及有 5.7% 表示曾「獲取網上客戶服務」。就所使用的電子途徑而言，互聯網最為普及，約 97.7% 該類機構單位曾使用此電子途徑。（表 7.5 及 7.6）

2.54 Of those establishments having received goods, services or information (other than from Government) through electronic means, most (97.1%) of them had received, browsed or searched for information. Moreover, 39.1% had received "electronic financial services", 19.4% had "received products and services in digital form" and 5.7% expressed that they had received "online customer services". Of the various types of electronic means used, Internet was the most common, having been used by 97.7% of those establishments. (Tables 7.5 and 7.6)

2.55 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「沒有實際用途以支持在業務上透過電子途徑獲取貨品、服務或資料」（84.5%）。其次的原因是「缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工」（21.8%）。（表 7.7）

2.55 Again, the common reason for not having received goods, services or information (other than from Government) through electronic means was "lack of practical use for a sound business case to receive goods, services and information through electronic means" (84.5%). Another common reason was "lack of personnel familiar with receiving goods, services or information through electronic means" (21.8%). (Table 7.7)

(c) 透過電子途徑售賣貨品、服務或資料

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

2.56 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。

2.56 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.

2.57 只有很少機構單位（1.5%）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，其中，以大型機構單位的百分比相對較高（8.4%）。（表 8.1 及圖 2.7）

2.57 Only a very small percentage (1.5%) 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 (8.4%). (Table 8.1 and Chart 2.7)

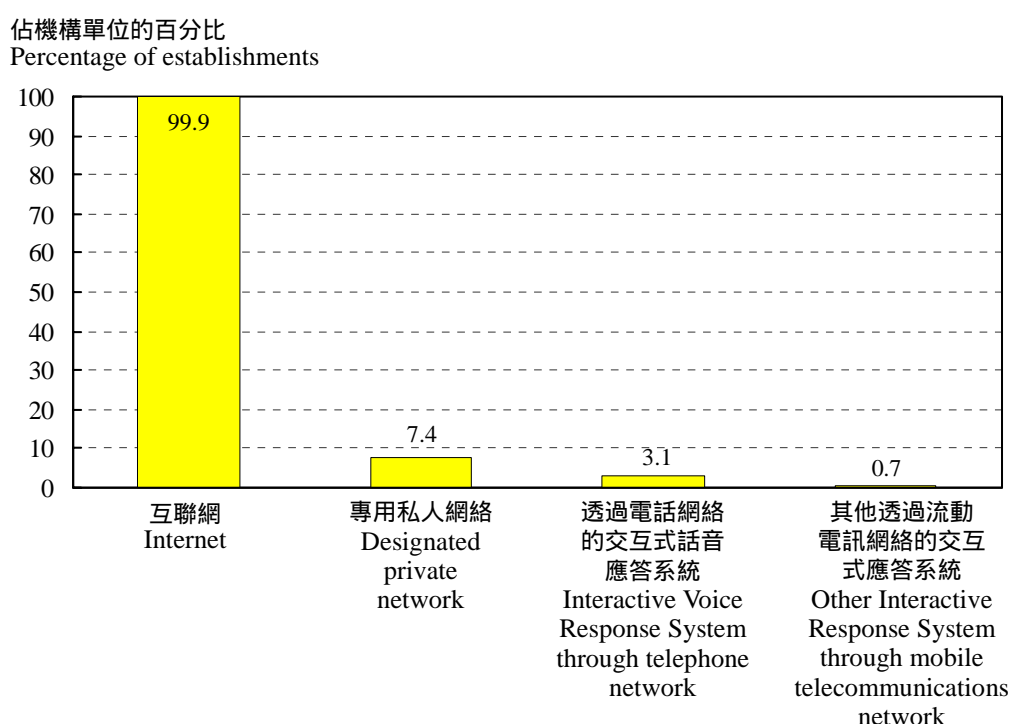
2.58 互聯網是最廣為用作售賣貨品、服務或資料的電子途徑。在曾透過電子途徑售賣貨品、服務或資料的機構單位中，約 99.9% 透過互聯網售賣其貨品、服務或資料。（表 8.2 及圖 2.9）

2.58 Internet was the most common electronic means for selling goods, services or information. About 99.9% of those establishments having sold goods, services or information through electronic means had used it. (Table 8.2 and Chart 2.9)

2.59 結果顯示，分別有88.5%及77.6%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能夠「擴充市場及拓展商機」及「改善對顧客的服務」。(表8.3)

2.59 Concerning the reasons for selling goods, services or information through electronic means, "to expand market and explore business opportunities" and "to improve customer services" were cited by 88.5% and 77.6% of those establishments respectively. (Table 8.3)

圖 2.9 : 按所使用的主要電子途徑種類⁽¹⁾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⁽¹⁾



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

2.60 在二零零八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1,396億港元，佔所有涵蓋行業類別業務總收益的1.69%。在透過電子途徑售賣貨品、服務或資料所獲取的收益中，透過互聯網及專用私人網絡售賣所佔的百分比分別為52.0%及45.1%。按顧客組別分析，透過電子途徑售賣貨品、服務或資料予消費者所帶來的業務收益佔有關機構單位的總收益的60.5%。(表8.4)

2.60 The value of business receipts from selling of goods, services or information through electronic means amounted to HK\$139.6 billion in 2008, representing 1.69% of the total business receipts of all selected industry sectors. Analysed by type of electronic means used, about 52.0% of the e-commerce business receipts were through Internet and 45.1% were through designated private network. As regards the customer groups involved, business receipts from consumers contributed 60.5% of the total e-commerce receipts of the establishments. (Table 8.4)

II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

2.61 在有透過互聯網售賣貨品、服務或資料的機構單位中，64.5%表示曾經在網上收取部分的款項。而在有透過電子途徑售賣貨品、服務或資料的機構單位中，有 62.3%接受郵遞支票或親身付款/轉賬。其次是使用信用卡（經互聯網）（50.2%）、電子銀行服務（24.7%）及第三者付款服務（24.6%）。（表 8.5 及 8.6）

2.61 Among establishments having sold goods, services or information through Internet, 64.5% of them indicated that they had received part of the payment through Internet. Of all establishments having sold goods, services or information through electronic means, 62.3% accepted payments to be settled by mailing of cheque or in-person payment/transfer, followed by credit cards (via Internet) (50.2%), electronic banking services (24.7%) and third-party payment services (24.6%). (Tables 8.5 and 8.6)

2.62 在未曾透過電子途徑售賣貨品、服務或資料的機構單位中，98.7%並未有計劃這樣做，普遍的原因是「沒有實際用途以支持在業務上透過電子途徑售賣貨品、服務或資料」（70.6%）。其次的原因是「業內並不普遍」（21.4%）。（表 8.7及8.8）

2.62 Among those establishments not having sold goods, services or information through electronic means, 98.7% had no intention of doing so. The major reason was "lack of practical use for a sound business case to sell goods, services or information through electronic means" (70.6%). Another reason was "not popular in the industry" (21.4%). (Tables 8.7 and 8.8)

2.63 至於那些有計劃在將來透過電子途徑售賣其貨品、服務或資料的機構單位中，63.1%預計在二零一零年或之前實行。（表 8.7）

2.63 As for those establishments intending to sell goods, services or information through electronic means in future, 63.1% expected to do so by 2010. (Table 8.7)

(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*

2.64 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。

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

2.65 約20.1%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。其中以金融、保險、地產及商用服務業機構單位有此做法的百分比最高（29.3%）。（表 9.1及圖2.7）

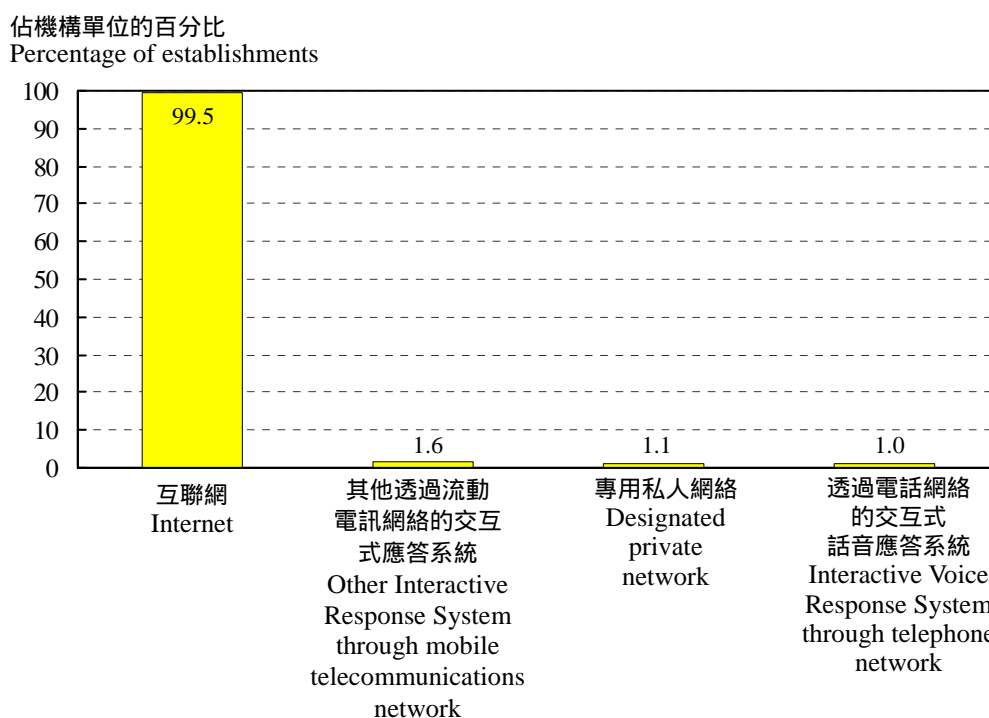
2.65 About 20.1% of the establishments had delivered their goods, services or information through electronic means in the twelve months before enumeration. The percentage was the highest in the financing, insurance, real estate and business services sector (29.3%). (Table 9.1 and Chart 2.7)

2.66 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／產品及服務的資料。透過互聯網遞送貨品、服務或資料最為普遍，約99.5%的該類機構單位曾使用此途徑。（表 9.2、9.3及圖2.10）

2.66 For those establishments having delivered their goods, services or information through electronic means, the majority (99.5%) were involved in providing own information of the establishments/products and services on the websites. Internet was the most common electronic medium for delivering goods, services or information. Around 99.5% 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⁽¹⁾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⁽¹⁾



(1) 可選擇多於一種電子途徑。

May select more than one type of electronic means.

2.67 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能「擴充市場及拓展商機」（83.4%）、「改善對顧客的服務」（54.5%）及「提高業務靈活性及增強競爭力」（46.1%）。（表 9.4）

2.67 Regarding the reasons for delivering goods, services or information through electronic means, most establishments thought that such practice was able "to expand market and explore business opportunities" (83.4%), "to improve customer services" (54.5%) and "to increase business agility and enhance competitiveness" (46.1%). (Table 9.4)

2.68 有 94.9% 機構單位未有計劃透過電子途徑遞送貨品、服務或資料。他們主要認為「沒有實際用途以支持在業務上透過電子途徑遞送貨品、服務或資料」(78.7%)，其次的原因是「業內並不普遍」(19.2%)。(表 9.5 及 9.6)

2.68 Among those establishments not having delivered goods, services or information through electronic means, 94.9% had no plan to do so. The major reason was "lack of practical use for a sound business case to deliver goods, services or information through electronic means" (78.7%). Another reason was "not popular in the industry" (19.2%). (Tables 9.5 and 9.6)

2.69 至於那些有計劃在將來透過電子途徑遞送其貨品、服務或資料的機構單位中，75.0% 預計在二零一零年或之前實行。(表 9.5)

2.69 As regards those establishments intending to deliver their goods, services or information through electronic means in future, 75.0% expected to do so by 2010. (Table 9.5)

資訊科技項目的財政預算

Budget for IT

2.70 這部分主要探討商業機構的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。調查主要把二零零九年的資訊科技項目的財政預算與二零零八年作出比較，並把二零一零年的預算與二零零九年的預算比較加以分析。

2.70 Business budgets for IT were analysed under this section, in order to understand how industry sectors allocated their resources on IT. The survey mainly compared the IT budgets in 2008 and 2009, and also analysed the comparison of IT budgets between 2009 and 2010.

2.71 調查結果顯示，有 4.3% 機構單位為資訊科技開支項目訂下二零零九年財政預算，而大部分 (91.1%) 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 (11.8%) 曾為資訊科技作出預算。此外，大型機構單位 (51.1%) 中有為資訊科技訂下二零零九年財政預算的百分比比較中型 (10.7%) 及小型 (2.5%) 機構單位為高。(表 10.1)

2.71 The survey results showed that 4.3% of the establishments had a budget for IT for 2009, whereas the majority (91.1%) had no such plan. According to analyses by industry sector, more establishments in the financing, insurance, real estate and business services sector (11.8%) had a budget for IT for 2009. In addition, a higher percentage of large establishments (51.1%) than medium (10.7%) and small establishments (2.5%) had drawn up a budget for IT for 2009. (Table 10.1)

2.72 另一方面，有為資訊科技項目訂下二零一零年的財政預算的機構單位有1.8%，而90.4%的機構單位則沒有此預算。與二零零九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（3.8%）為二零一零年的資訊科技訂下財政預算。而有訂下二零一零年的有關財政預算的大型機構單位的百分比（26.2%）亦較中型（6.4%）及小型（0.7%）機構單位多。（表10.2）

2.72 Furthermore, 1.8% of the establishments set a budget for IT for 2010, while 90.4% of them did not have such plan. Similar to the pattern for 2009 budget, more establishments in the financing, insurance, real estate and business services sector (3.8%) had prepared an IT budget for 2010. A larger percentage of large establishments (26.2%) had a budget for IT for 2010 when compared to medium (6.4%) and small establishments (0.7%). (Table 10.2)

2.73 在二零零九年有為資訊科技開支項目訂下財政預算的機構單位中，有51.2%的財政預算較二零零八年有所增加，25.4%則保持不變，而有16.4%減少財政預算。（表10.3）

2.73 Among establishments having a budget for IT expenditure for 2009, 51.2% of them recorded a budget increase as compared to 2008, 25.4% claimed no change, while 16.4% reduced the budget. (Table 10.3)

2.74 至於有訂下二零一零年資訊科技開支項目財政預算的機構單位中，有52.2%表示二零一零年較二零零九年的預算有所增加，21.9%表示沒有改變，而有6.5%則表示預算會有所減少。（表10.4）

2.74 As for establishments having a budget for IT expenditure in 2010, 52.2% of the establishments expected an increase in 2010 when compared to 2009, 21.9% claimed no change, while 6.5% expected a decrease. (Table 10.4)

資訊保安

Information security

2.75 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。

2.75 In this section, some areas of IT security were explored, including breaches of computer security, attitude to adoption of computer security measures, and types of security measure implemented.

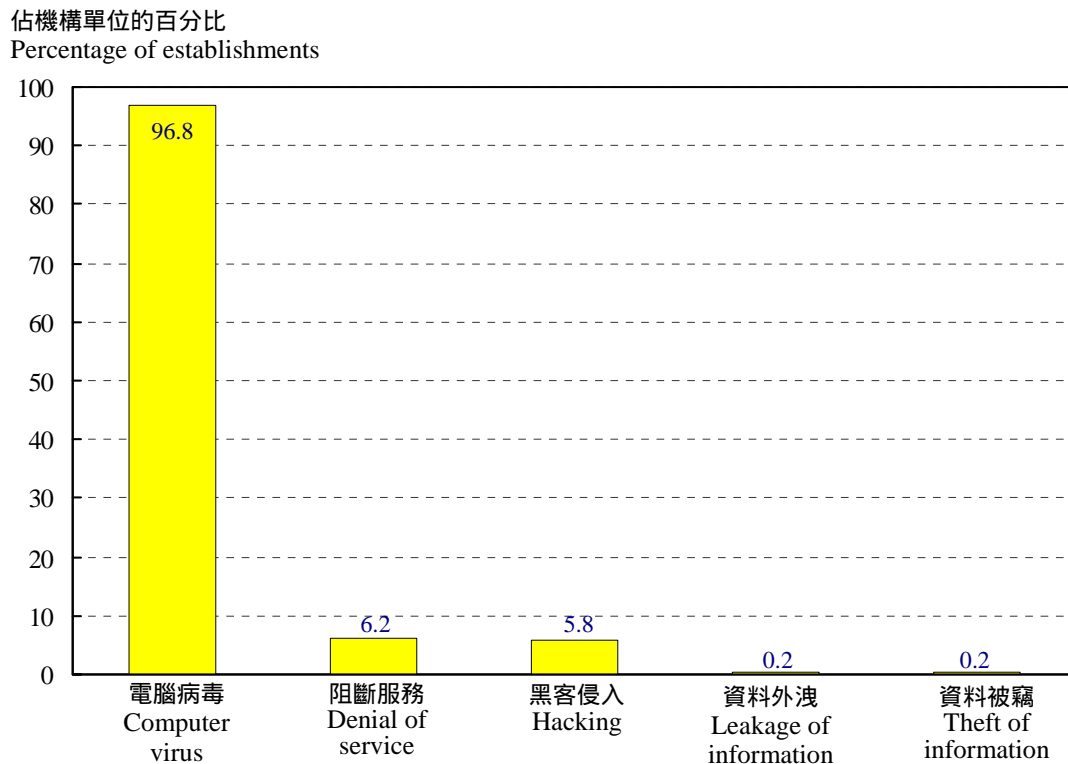
2.76 20.1% 的機構單位的電腦系統在被訪問前的十二個月內曾發生資訊保安事故。大部分的機構單位（97.5%）在該段期間內曾受到一次至十次的資訊保安事故。（表11.1及11.3）

2.76 20.1% of the establishments had suffered from information security incidents in the twelve months before enumeration. Most of them (97.5%) had encountered 1-10 information security incidents during the period. (Tables 11.1 and 11.3)

2.77 按資訊保安事故的種類分析，大部分的機構單位（96.8%）曾受到「電腦病毒」入侵，其次是「阻斷服務」（6.2%）及「黑客侵入」（5.8%）。（表11.2及圖2.11）

2.77 Analysed by type of information security incidents, most of the establishments (96.8%) had suffered from "computer virus" attacks. This was followed by "denial of service" (6.2%) and "hacking" (5.8%). (Table 11.2 and Chart 2.11)

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



(1) 可選擇多於一種資訊保安事故種類。

May select more than one type of information security incidents.

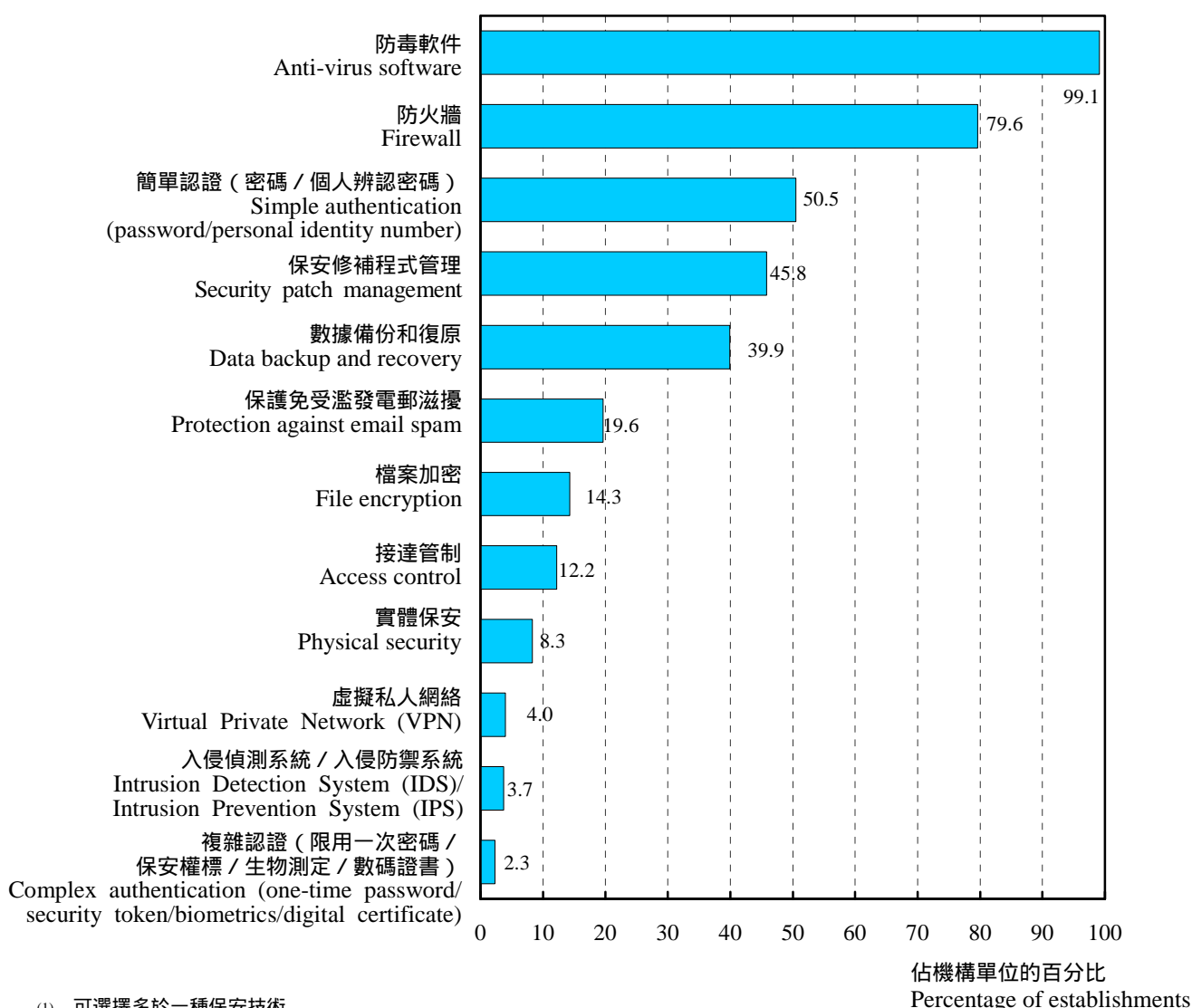
2.78 曾發生資訊保安事故的機構單位當中，有97.0%在發生事故後曾「修補漏洞」，80.5%曾「向管理層匯報」，而45.8%則曾「使用更多保安技術」。曾「向警方報案」及「向香港電腦保安事故協調中心匯報」的有關機構單位分別有1.6%及1.5%。沒有向警方報案及向協調中心匯報的機構單位中，分別有92.5%和86.5%認為該等事故並「不重要，無需要報案／匯報」。(表11.4、11.5及11.6)

2.78 Of those establishments having suffered from information security incidents, 97.0% had applied "patch holes", 80.5% had "reported to senior management" and 45.8% had resorted to "use more security technologies" after the incidents. 1.6% and 1.5% of these establishments had "reported to the police" and "reported to the Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT)" respectively. 92.5% and 86.5% respectively of those establishments not having reported their cases to the police and the HKCERT considered the incidents as "trivial, no need to report". (Tables 11.4, 11.5 and 11.6)

2.79 在有使用個人電腦的機構單位中，94.6%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，99.1%曾採用此技術）。有 79.6%的機構單位採用「防火牆」保安，而「簡單認證（密碼／個人辨認密碼）」（50.5%）及「保安修補程式管理」（45.8%）也被普遍採用。（表 11.7、11.8 及圖 2.12）

2.79 Among those establishments having used PCs, 94.6% 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 99.1% of establishments having adopted security technologies). 79.6% of those establishments had chosen "firewall" protection, while "simple authentication (password/personal identity number)" (50.5%) and "security patch management" (45.8%) were also commonly practised. (Tables 11.7, 11.8 and Chart 2.12)

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



(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)

2.80 在有採用保安技術來保護其電腦系統及資料的機構單位中，21.5%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」。此外，「缺乏有關範疇的知識」(18.1%)、「員工缺乏資訊保安的意識」(13.8%)、「有關產品的技術複雜」(9.9%)及「缺乏有關資訊科技保安的策略及指引」(7.3%)亦是普遍被提及的障礙。(表11.9)

2.81 在有使用個人電腦的機構單位中，91.4%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(82.7%)，其次是「僱用全職／兼職員工負責資訊保安」(17.7%)。(表11.10及11.11)

2.82 有透過電子途徑售賣貨品、服務或資料的機構單位中，78.5%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「密碼／個人辨認密碼」(該類機構單位中，85.9%曾應用此方法)和「用戶名稱」(70.8%)。至於「保密插口層」、「保密電子交易」、「個人數碼證書」及「伺服器數碼證書」，則分別有37.9%、13.8%、10.8%及8.0%的機構單位應用。(表11.12及11.13)

II Major Survey Findings (cont'd)

2.80 For those establishments having adopted security technology to protect their computer system and information, 21.5% of them stated that the major obstacle to addressing information security concerns was "budget constraint". "Lack of expertise in the field" (18.1%), "lack of employee awareness" (13.8%), "technical complexity of products" (9.9%) and "lack of policy and guideline on IT security" (7.3%) were also commonly mentioned obstacles. (Table 11.9)

2.81 Among establishments having used PCs, 91.4% of them had implemented information security measures. For the various information security measures implemented, "applying security patches for servers/PCs regularly" was most common (82.7%), followed by "employing full-time/part-time staff responsible for information security" (17.7%). (Tables 11.10 and 11.11)

2.82 Among those establishments having sold goods, services or information through electronic means, 78.5% of them had provided authentication and/or security access for their clients. Nevertheless, most of them had only adopted relatively simple methods such as "password/personal identity number" (cited by 85.9% of those establishments) and "user name" (70.8%). Furthermore, "Secure Sockets Layer (SSL)", "Secure Electronic Transaction (SET)", "personal digital certificate" and "server digital certificate" had been used by 37.9%, 13.8%, 10.8% and 8.0% of those establishments respectively. (Tables 11.12 and 11.13)

作為資訊科技應變措施的持續業務運作計劃

2.83 由於越來越多的業務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，例如因海底電纜斷裂而影響一間機構單位的日常業務運作，便有需要採取適當的應變行動。

2.84 在已經連接互聯網的機構單位當中，有 94.2% 的機構單位已制定持續業務運作計劃。按行業類別分析，社區、社會及個人服務業有最高百分比的機構單位（96.8%）訂立此項計劃，其次為批發、零售、進口與出口貿易、飲食及酒店業（96.7%）。另外，有制定持續業務運作計劃的大型機構單位的百分比（98.2%）比中型（96.1%）及小型（93.7%）機構單位的為高。（表 11.14）

2.85 在有制定持續業務運作計劃的機構單位當中，分別有 59.5% 和 48.7% 的機構單位在遇到互聯網服務不能使用及／或機構網站無法進入的突發情況時會「尋求互聯網服務供應商的協助」或「改用人手操作」。（表 11.15）

無線及流動服務和技術的應用

2.86 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。

Business continuity plan as an IT contingency measure

2.83 As 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, breaking of submarine cables which affects the daily business operation of an establishment, appropriate contingency actions are required.

2.84 Among those establishments having Internet connection, 94.2% of them had business continuity plan. The community, social and personal services sector had the largest proportion of establishments (96.8%) having such plan, followed by the wholesale, retail and import and export trades, restaurants and hotels sector (96.7%). Moreover, large establishments were prone to having business continuity plan (98.2%) than medium (96.1%) and small establishments (93.7%). (Table 11.14)

2.85 Among those establishments having business continuity plan, 59.5% of the establishments would "seek advice from Internet Service Provider" and 48.7% would "use manual operation" when Internet service was not available and/or the establishment's website was inaccessible. (Table 11.15)

Usage of wireless and mobile services and technology

2.86 The current market focuses of wireless and mobile solutions are devices, network and applications. In this section, the usages of the following wireless and mobile solutions were explored:

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

II 統計調查的主要結果 (續)

II Major Survey Findings (cont'd)

2.87 約 25.5% 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機構單位百分比最高的是金融、保險、地產及商用服務業 (43.8%)，而最低的是運輸、倉庫及通訊業 (14.5%)。機構單位的規模越大，無線及流動裝置的使用率越高。約 73.4% 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 46.2% 及 22.1%。(表 12.1)

2.87 Some 25.5% 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 (43.8%) and the lowest in the transport, storage and communications sector (14.5%). Usage of wireless and mobile devices increased with size of establishments. About 73.4% of the large establishments had used wireless and mobile devices, as against 46.2% for medium establishments and 22.1% for small establishments. (Table 12.1)

2.88 「無線區域網絡接達點 (包括無線熱點)」是最常用的裝置 (81.3% 有使用無線及流動裝置的機構單位曾使用此項裝置)，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」(63.2%)、「流動電話」(39.7%) 及「桌面電腦」(34.0%)。(表 12.2)

2.88 The most widely used device was "Wireless Local Area Network (WLAN) access point (including hotspot)" (reported by 81.3% of the establishments having used wireless and mobile devices), followed by "laptop or notebook computers" (63.2%), "mobile phones" (39.7%) and "desktop computers" (34.0%) connected to a wireless data communication network. (Table 12.2)

2.89 「無線區域網絡」已成為普遍被採用的無線及流動傳送技術 (80.3% 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「第三代無線通訊系統」(26.0%) 及「通用分組無線電服務」(22.9%)，亦愈趨普及。(表 12.3)

2.89 The predominant usage of "WLAN" had become the most popularly adopted wireless and mobile transmission technology (cited by 80.3% of those establishments which had used wireless and mobile transmission technology). New technologies geared towards mobile phone networking such as "Third Generation Wireless System" (26.0%) and "General Packet Radio Service (GPRS)" (22.9%) were also becoming more popular. (Table 12.3)

2.90 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」(84.5% 有使用無線及流動服務的機構單位曾使用此服務)，其次是「無線電郵」(77.4%) 及「短訊服務」(41.1%)。(表 12.4)

2.90 Relating to wireless and mobile services acquired from service providers, the most commonly used services were "wireless web surfing" (cited by 84.5% of the establishments having used wireless and mobile services), followed by "wireless e-mail" (77.4%) and "Short Message Service (SMS)" (41.1%). (Table 12.4)

2.91 許多機構單位都已把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」（69.7%有使用無線及流動應用系統的機構單位有此項應用）、「短訊廣播及警報」（41.2%）和「無線應用協定的網站」（18.3%）。（表 12.5）

2.92 最多機構單位認為在使用無線及流動服務及技術的障礙是基於「沒有實際用途以支持在業務上使用無線及流動服務及技術」（68.2%），其次是因為「缺乏熟悉無線及流動服務及技術的員工」（24.0%）及「業內並不普遍」（20.5%）。（表 12.6）

2.91 Many establishments had adapted wireless and mobile devices and services into their business applications. The most common areas of application were "office automation" (cited 69.7% of those establishments which had used wireless and mobile applications), "message broadcast and alert" (41.2%) and "Wireless Application Protocol (WAP) site" (18.3%). (Table 12.5)

2.92 The most commonly cited obstacle for using wireless and mobile services and technology was "lack of practical use for a sound business case to use wireless and mobile services and technology" (68.2%). The other commonly cited obstacles were "lack of personnel familiar with wireless and mobile services and technology" (24.0%) and "not popular in the industry" (20.5%). (Table 12.6)

表 1.1A : 按行業類別劃分的在二零零五年至二零零九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, 2005 to 2009

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	連接互聯網 Internet connection	網頁 / 網站 Webpages/ Websites	
製造業、電力及燃氣業 Manufacturing, electricity and gas	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
	2008	16 559	52.8	51.6	18.4
	2009	13 378	69.2	64.7	20.3
建造業 Construction	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
	2008	20 355	55.5	47.0	6.7
	2009	20 646	55.0	51.3	4.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	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
	2008	160 717	65.8	62.3	21.6
	2009	157 409	64.7	61.7	22.3
運輸、倉庫及通訊業 Transport, storage and communications	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
	2008	32 636	33.2	31.9	7.7
	2009	30 188	38.8	37.4	7.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	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
	2008	42 903	84.0	79.9	26.0
	2009	46 680	82.4	79.5	28.8
社區、社會及個人服務業 Community, social and personal services	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
	2008	34 730	61.8	52.4	18.9
	2009	32 093	57.0	53.8	16.7
總計 Total	2005	313 931	60.5	54.7	15.5
	2006	297 286	60.5	55.9	17.5
	2007	301 274	63.8	59.8	18.2
	2008	307 900	63.1	58.8	19.3
	2009	300 393	63.6	60.6	20.0

表 1.1A : 按行業類別劃分的在二零零五年至二零零九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, 2005 to 2009 (cont'd)

行業類別 Industry sector		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 :					透過電子途徑 進行一類或多於 一類的商業活動 Undertaken one or more types of business activities through electronic means
		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	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2005	11.1	43.5	2.1	10.4	43.8	
	2006	10.5	40.4	1.7	10.3	41.9	
	2007	6.3	53.0	0.5	14.1	53.9	
	2008	8.1	50.4	2.2	18.4	50.8	
	2009	10.0	65.4	1.5	20.4	66.3	
建造業 Construction	2005	8.8	45.7	0.1	8.2	46.2	
	2006	6.4	47.9	0.1	2.5	47.9	
	2007	9.3	45.6	0.0	6.5	45.6	
	2008	6.4	46.6	#	6.7	46.6	
	2009	5.1	46.6	0.1	4.9	46.6	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2005	18.4	55.7	2.5	17.5	57.6	
	2006	13.0	53.4	2.0	19.4	55.3	
	2007	10.3	61.9	2.0	21.4	63.5	
	2008	11.6	62.0	1.2	21.8	62.7	
	2009	12.0	61.1	0.8	22.3	61.5	
運輸、倉庫及通訊業 Transport, storage and communications	2005	3.5	28.0	0.8	5.4	28.0	
	2006	4.4	33.6	0.6	7.1	33.8	
	2007	7.7	35.3	1.1	7.1	36.1	
	2008	6.8	33.2	0.6	7.7	33.2	
	2009	7.3	42.8	1.7	7.8	42.9	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2005	22.5	75.1	2.0	21.7	76.0	
	2006	14.3	85.5	2.2	25.0	85.7	
	2007	19.9	79.0	4.1	22.6	79.4	
	2008	29.7	80.8	3.1	26.4	81.1	
	2009	26.2	78.1	4.9	29.3	79.2	
社區、社會及個人服務業 Community, social and personal services	2005	8.1	36.6	0.2	16.4	38.5	
	2006	12.5	49.9	0.4	24.6	53.2	
	2007	11.0	42.5	0.3	16.4	42.6	
	2008	12.2	52.9	0.2	18.9	54.2	
	2009	9.9	51.6	0.4	16.8	52.0	
總計 Total	2005	15.4	52.3	1.8	15.7	53.7	
	2006	11.7	54.7	1.5	18.0	56.2	
	2007	11.4	58.3	1.8	18.3	59.3	
	2008	13.2	58.9	1.3	19.4	59.5	
	2009	12.9	60.1	1.5	20.1	60.5	

表 1.1B : 按就業人數組別劃分的在二零零五年至二零零九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, 2005 to 2009

就業人數組別 Employment size	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	連接互聯網 Internet connection	網頁 / 網站 Webpages/ Websites
大型 Large	2005	6 053	97.5	72.3
	2006	6 052	99.2	74.7
	2007	6 271	99.1	75.0
	2008	6 296	99.1	75.3
	2009	6 061	99.4	75.4
中型 Medium	2005	32 583	88.9	34.6
	2006	34 659	85.9	37.0
	2007	33 039	88.3	39.6
	2008	35 659	91.7	45.0
	2009	29 479	89.9	46.2
小型 Small	2005	275 295	56.4	12.0
	2006	256 574	56.2	13.5
	2007	261 964	59.8	14.1
	2008	265 945	58.4	14.5
	2009	264 853	59.8	15.8
總計 Total	2005	313 931	60.5	15.5
	2006	297 286	60.5	17.5
	2007	301 274	63.8	18.2
	2008	307 900	63.1	19.3
	2009	300 393	63.6	20.0

表 1.1B : 按就業人數組別劃分的在二零零五年至二零零九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, 2005 to 2009 (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					透過電子途徑 進行一類或多於 一類的商業活動 Undertaken one or more types of business activities through electronic means
		Among all establishments, % of establishments having :					
就業人數組別 Employment size		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	
大型 Large	2005	31.5	90.1	6.4	72.4	93.1	
	2006	33.4	95.1	7.7	75.0	96.8	
	2007	35.0	93.0	7.3	75.0	94.7	
	2008	31.1	94.0	6.8	75.3	96.2	
	2009	40.6	93.7	8.4	75.4	96.1	
中型 Medium	2005	26.0	79.0	2.8	34.9	80.6	
	2006	23.1	78.2	1.4	37.5	79.5	
	2007	21.1	80.4	3.0	39.8	81.3	
	2008	22.0	83.7	2.0	45.6	84.4	
	2009	25.0	84.8	5.3	46.3	86.6	
小型 Small	2005	13.7	48.4	1.6	12.2	49.7	
	2006	9.7	50.6	1.4	14.1	52.1	
	2007	9.6	54.7	1.5	14.2	55.7	
	2008	11.6	54.8	1.0	14.6	55.3	
	2009	11.0	56.5	0.9	15.9	56.8	
總計 Total	2005	15.4	52.3	1.8	15.7	53.7	
	2006	11.7	54.7	1.5	18.0	56.2	
	2007	11.4	58.3	1.8	18.3	59.3	
	2008	13.2	58.9	1.3	19.4	59.5	
	2009	12.9	60.1	1.5	20.1	60.5	

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
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	69.2	30.8
建造業 Construction	20 646	55.0	45.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	64.7	35.3
運輸、倉庫及通訊業 Transport, storage and communications	30 188	38.8	61.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	82.4	17.6
社區、社會及個人服務業 Community, social and personal services	32 093	57.0	43.0
總計 Total	300 393	63.6	36.4
就業人數組別 Employment size			
大型 Large	6 061	99.4	0.6
中型 Medium	29 479	89.9	10.1
小型 Small	264 853	59.8	40.2
總計 Total	300 393	63.6	36.4

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		
行業類別 Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	90 333	86.5	10.9	2.6	0.0	100.0	
建造業 Construction	73 311	87.3	10.3	2.4	0.0	100.0	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	623 893	77.7	18.5	3.8	0.0	100.0	
運輸、倉庫及通訊業 Transport, storage and communications	170 707	84.1	11.0	4.9	0.0	100.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	572 886	78.0	16.1	5.9	0.0	100.0	
社區、社會及個人服務業 Community, social and personal services	430 277	81.7	16.5	1.9	0.0	100.0	
總計 Total	1 961 408	80.0	16.0	4.0	0.0	100.0	
就業人數組別 Employment size							
大型 Large	1 118 440	79.8	14.9	5.2	0.0	100.0	
中型 Medium	401 393	85.3	12.1	2.6	0.0	100.0	
小型 Small	441 575	75.5	22.4	2.1	0.0	100.0	
總計 Total	1 961 408	80.0	16.0	4.0	0.0	100.0	

表 2.3 : 按應用軟件種類劃分的有使用個人電腦並裝置 / 接達應用軟件的機構單位數目
Table 2.3 : 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 (1) Category of application software (1)	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	187 124	98.0
互聯網瀏覽器 Internet browser	184 805	96.8
電腦保安及防毒 Computer security and anti-virus	180 578	94.6
通訊 Communication	175 567	91.9
試算表 Spreadsheet	175 494	91.9
簡報 Presentation	134 825	70.6
多媒體工具 (影像及聲音) Multi-media tools (video and sound)	126 977	66.5
其他實用程式 Other utility	118 699	62.2
數據庫管理 Database management	93 504	49.0
銀行及金融 / 會計 Banking and finance/Accounting	57 957	30.4
用於直接電子報關服務的用戶軟件 End-user software for Direct Electronic Declaration Service	32 346	16.9
採購 / 處理銷售訂單 Purchasing/Sales and order processing	28 121	14.7

(1) 可選擇多於一個種類。

May select more than one category.

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
(續)

Table 2.3 : Number of establishments with personal computers (PCs) and having installed/access to application software by category of application software (cont'd)

應用軟件種類 ⁽¹⁾ Category of application software (1)	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
網上應用程式 Web-application	27 510	14.4
文字處理 Word processing	23 504	12.3
試算表 Spreadsheet	18 506	9.7
短片分享 Video sharing	15 464	8.1
簡報 Presentation	15 405	8.1
其他網上應用程式 Other web-application	7 421	3.9
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	17 951	9.4
人力資源管理 / 培訓 Human resources management/Training	8 563	4.5
其他 Others	445	0.2
以上種類的任何組合 Any combinations of the above categories	190 959	100.0

(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 ⁽¹⁾ Category of tailor-made computer system (1)	有使用個人電腦並裝置 / 接達以下特製電腦系統的機構單位數目 No. of establishments with PCs and having installed/access to the following tailor-made computer system	佔有使用個人電腦的機構單位數目百分比 As a % of total no. of establishments using PCs
銀行及金融 / 會計 Banking and finance/Accounting	22 271	11.7
採購 / 處理銷售訂單 Purchasing/Sales and order processing	15 431	8.1
人力資源管理 / 培訓 Human resources management/Training	5 756	3.0
電腦輔助設計 / 電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	4 360	2.3
其他 Others	1 252	0.7
以上種類的任何組合 Any combinations of the above categories	30 484	16.0

(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 (%)			總計 Total (f)
			在 2009 年 In 2009 (c)	在 2010 年 In 2010 (d)	在 2010 年後或沒有預計時間 After 2010 or no expected time (e)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	4 123	1.4	0.0	100.0	0.0	100.0
建造業 Construction	9 286	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 and import and export trades, restaurants and hotels	55 555	0.4	2.0	98.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	18 481	0.1	0.0	100.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 193	0.2	100.0	0.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	13 793	0.5	0.0	100.0	0.0	100.0
總計 Total	109 431	0.3	6.4	93.6	0.0	100.0
就業人數組別 Employment size						
大型 Large	38	0.0	0.0	0.0	0.0	0.0
中型 Medium	2 980	6.9	9.5	90.5	0.0	100.0
小型 Small	106 414	0.2	2.7	97.3	0.0	100.0
總計 Total	109 431	0.3	6.4	93.6	0.0	100.0

表 2.6 : 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 / 就業人數組別分布
 Table 2.6 : Distribution of establishments not intending to install personal computers (PCs) by reason by industry sector/employment size

	未有計劃裝置個人電腦的機構單位數目 No. of establishments not intending to install PCs	未有計劃裝置個人電腦的原因 (1) Reason for not intending to install PCs (1)			其他 Others	合計 Overall
		裝置個人電腦對業務沒有裨益 No business benefit to install PCs				
		沒有實際用途以支持在業務上應用個人電腦 Lack of practical use for a sound business case of adoption of PCs	不了解該如何善用 / 添置個人電腦令現有業務獲益 Lack of know-how for beneficial adoption/acquisition of PCs			
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	4 067	84.0	9.1	#	87.4	
建造業 Construction	9 286	71.7	10.5	0.0	76.9	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	55 332	92.6	1.1	0.0	93.1	
運輸、倉庫及通訊業 Transport, storage and communications	18 471	77.5	15.1	0.0	91.6	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 173	92.2	0.0	0.0	92.2	
社區、社會及個人服務業 Community, social and personal services	13 729	96.3	2.1	0.2	97.1	
總計 Total	109 058	88.4	4.6	#	91.7	
就業人數組別 Employment size						
大型 Large	38	66.7	0.0	2.8	69.5	
中型 Medium	2 775	89.0	6.5	0.0	89.0	
小型 Small	106 246	88.4	4.6	#	91.8	
總計 Total	109 058	88.4	4.6	#	91.7	

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

表 2.6 : 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 / 就業人數組別分布
(續)

Table 2.6 : Distribution of establishments not intending to install personal computers (PCs) by reason by industry sector/employment size (cont'd)

	未有計劃裝置個人電腦的原因 (1) (續)		
	Reason for not intending to install PCs (1) (cont'd)		
	缺乏對應用 個人電腦有 認識的員工 Lack of personnel familiar with using PCs	個人電腦硬件及軟件 的購置成本高昂 Costly in procuring PC hardware and software	聘用資訊科技 人員的成本高昂 Costly in employing IT personnel
	(%)		
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	30.4	7.1	1.5
建造業 Construction	30.2	1.1	0.1
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	35.8	3.7	1.7
運輸、倉庫及通訊業 Transport, storage and communications	23.6	2.4	0.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12.3	3.2	3.2
社區、社會及個人服務業 Community, social and personal services	9.3	4.0	0.3
總計 Total	28.0	3.4	1.3
就業人數組別 Employment size			
大型 Large	0.0	30.5	0.0
中型 Medium	37.6	16.9	1.6
小型 Small	27.7	3.0	1.3
總計 Total	28.0	3.4	1.3

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

表 2.6 : 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 / 就業人數組別分布 (續)

Table 2.6 : Distribution of establishments not intending to install personal computers (PCs) by reason by industry sector/employment size (cont'd)

	未有計劃裝置個人電腦的原因 (1) (續)			其他 Others
	Reason for not intending to install PCs (1) (cont'd)			
	擔心使用個人電腦 時的資訊保安事宜 Concern about information security issues in using PCs	沒有可靠的保養 / 保養成本高昂 Reliable maintenance is not available /is costly		
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	2.2	0.1		0.3
建造業 Construction	0.0	1.0		0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	0.3	#		0.5
運輸、倉庫及通訊業 Transport, storage and communications	0.1	1.2		#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.0	0.0		0.3
社區、社會及個人服務業 Community, social and personal services	0.3	0.0		0.2
總計 Total	0.3	0.3		0.3
就業人數組別 Employment size				
大型 Large	0.0	0.0		0.0
中型 Medium	0.7	#		0.0
小型 Small	0.3	0.3		0.3
總計 Total	0.3	0.3		0.3

(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
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	64.7	35.3
建造業 Construction	20 646	51.3	48.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	61.7	38.3
運輸、倉庫及通訊業 Transport, storage and communications	30 188	37.4	62.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	79.5	20.5
社區、社會及個人服務業 Community, social and personal services	32 093	53.8	46.2
總計 Total	300 393	60.6	39.4
就業人數組別 Employment size			
大型 Large	6 061	95.6	4.4
中型 Medium	29 479	85.6	14.4
小型 Small	264 853	57.0	43.0
總計 Total	300 393	60.6	39.4

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 (1) Usual usage of Internet (1)					(%)
		電子郵件 Electronic- mail (e-mail)	網上搜集 一般資料 Online sourcing of general information	網上獲取 貨品、服 務或資料 Online receipt of goods, services or information	使用政 府網上資 訊或服務 Access to online Government information or services	下載軟件 Software downloads	
行業類別 Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 656	98.0	97.0	96.9	61.5	36.2	
建造業 Construction	10 589	100.0	94.7	90.0	73.3	36.3	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	97 175	98.5	97.7	98.2	70.0	33.4	
運輸、倉庫及通訊業 Transport, storage and communications	11 285	98.0	92.8	89.0	71.2	36.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 120	99.9	98.4	98.2	82.7	44.6	
社區、社會及個人服務業 Community, social and personal services	17 268	98.3	97.2	95.5	87.0	62.6	
總計 Total	182 093	98.8	97.3	96.8	74.1	39.0	
就業人數組別 Employment size							
大型 Large	5 795	98.5	98.0	97.8	87.9	49.0	
中型 Medium	25 246	98.9	95.3	97.5	88.0	35.1	
小型 Small	151 051	98.8	97.6	96.7	71.2	39.3	
總計 Total	182 093	98.8	97.3	96.8	74.1	39.0	

(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 (1) (續)				
	Usual usage of Internet (1) (cont'd)				
	電子 銀行服務 (例如轉帳) Electronic banking services (e.g. transferring money)	網上遞送 貨品、服 務或資料 Online delivery of goods, services or information	網上付款 Online payments	網上購買/ 預訂貨品、 服務或資料 Online purchase/ ordering of goods, services or information	網上向供應 商/商業伙 伴提出查詢 Make online enquiry to suppliers/ business partners
行業類別 Industry sector	(%)				
製造業、電力及燃氣業 Manufacturing, electricity and gas	21.9	31.3	10.9	14.2	10.9
建造業 Construction	16.0	9.6	8.9	8.3	7.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	34.8	35.6	21.8	18.0	17.6
運輸、倉庫及通訊業 Transport, storage and communications	29.1	20.7	13.0	15.5	19.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33.1	35.7	26.4	31.3	11.1
社區、社會及個人服務業 Community, social and personal services	58.3	30.5	17.2	17.3	8.0
總計 Total	34.6	32.5	20.5	19.7	14.6
就業人數組別 Employment size					
大型 Large	45.8	78.2	30.2	39.4	31.6
中型 Medium	36.8	52.2	22.4	25.9	19.0
小型 Small	33.9	27.4	19.8	17.9	13.2
總計 Total	34.6	32.5	20.5	19.7	14.6

(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 (1) (續)						(%)
	網上向顧客／購買商／商業伙伴提供資料／意見 Online provision of information/feedback to customers/buyers/business partners	金融交易服務(例如買賣股票) Financial transaction services (e.g. stock trading)	視像會議 Video conference	網上應用系統以作機構內部運作(例如客戶關係管理、企業資源計劃) Online application for internal use (e.g. customer relationship management, enterprise resources planning)	網上售賣貨品、服務或資料 Online sales of goods, services or information	其他 Others	
行業類別 Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	8.0	3.2	1.4	2.2	2.4	1.0	
建造業 Construction	0.6	1.8	0.4	0.9	0.2	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	7.9	7.8	7.2	4.2	1.3	0.2	
運輸、倉庫及通訊業 Transport, storage and communications	12.4	2.0	2.3	3.9	4.5	#	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10.7	9.3	5.8	2.6	6.2	0.3	
社區、社會及個人服務業 Community, social and personal services	8.7	2.8	2.6	2.4	0.7	0.4	
總計 Total	8.4	6.7	5.5	3.4	2.4	0.2	
就業人數組別 Employment size							
大型 Large	29.4	5.7	16.0	21.8	8.8	0.9	
中型 Medium	14.9	5.5	5.9	6.5	6.2	0.6	
小型 Small	6.5	6.9	5.0	2.2	1.6	0.2	
總計 Total	8.4	6.7	5.5	3.4	2.4	0.2	

(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 (1) Method of Internet connection (1)					(%)	
		寬頻 Broad- band	經 Wi-Fi (無線相容 性認證) 連接 via Wi-Fi (Wireless Fidelity)	專用線路 Dedicated circuits	撥號式 調解器(透 過電話線) Dial-up modem (through telephone line)	經公眾蜂 窩式電話 網絡連接 via the public cellular telephone network	其他 Others	
行業類別 Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 656	97.2	12.2	2.3	2.3	0.1	0.0	
建造業 Construction	10 589	97.2	7.1	0.4	1.0	0.1	0.0	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	97 175	99.2	12.9	2.3	2.1	1.1	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	11 285	93.9	10.5	2.7	2.0	0.5	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 120	98.4	24.4	4.2	0.6	0.3	0.0	
社區、社會及個人服務業 Community, social and personal services	17 268	97.4	34.7	2.9	1.9	0.4	0.0	
總計 Total	182 093	98.3	16.8	2.7	1.7	0.7	0.0	
就業人數組別 Employment size								
大型 Large	5 795	92.3	30.2	22.8	1.8	2.2	0.0	
中型 Medium	25 246	97.0	15.7	8.7	0.6	0.3	0.0	
小型 Small	151 051	98.8	16.5	0.9	1.9	0.8	0.0	
總計 Total	182 093	98.3	16.8	2.7	1.7	0.7	0.0	

(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	14.1	29.8	33.6	22.5	
提升生產力 Raised productivity	19.2	31.9	26.5	22.5	
改善對顧客的服務 Improved customer services	23.4	41.2	18.6	16.8	
提升形象 Enhanced image	17.8	39.6	20.9	21.7	
獲取更多市場資訊 Improved access to market information	38.2	41.5	13.5	6.9	
增強與商業合作伙伴的溝通 Improved communication with business partners	34.7	37.7	17.0	10.6	
增加業務的靈活性及競爭力 Enhanced business agility and competitiveness	29.5	39.9	16.1	14.5	
其他 Others	#	#	0.0	100.0	

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)
			在 2009 年 In 2009 (c)	在 2010 年 In 2010 (d)	在 2010 年 後或沒有 預計時間 After 2010 or no expected time (e)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	4 722	0.0	0.0	0.0	0.0	0.0
建造業 Construction	10 058	0.9	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 and import and export trades, restaurants and hotels	60 234	0.1	8.7	91.3	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	18 903	0.1	0.0	100.0	0.0	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 560	0.2	100.0	0.0	0.0	100.0
社區、社會及個人服務業 Community, social and personal services	14 825	0.8	0.0	100.0	0.0	100.0
總計 Total	118 301	0.2	8.5	91.5	0.0	100.0
就業人數組別 Employment size						
大型 Large	266	0.0	0.0	0.0	0.0	0.0
中型 Medium	4 233	1.9	23.7	76.3	0.0	100.0
小型 Small	113 802	0.2	2.3	97.7	0.0	100.0
總計 Total	118 301	0.2	8.5	91.5	0.0	100.0

表 3.6 : 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／就業人數組別分布
Table 3.6 : Distribution of establishments not intending to have Internet connection by reason by industry sector/employment size

	未有計劃連接互聯網的原因 (1)				合計 Overall
	Reason for not intending to have Internet connection (1)				
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	連接互聯網對業務沒有裨益 No business benefit to have Internet connection				
	沒有實際用途以支 持在業務上應用互 聯網服務 Lack of practical use for a sound business case of adoption of Internet services	不了解該如何善 用互聯網服務令 現有業務獲益 Lack of know-how for beneficial adoption of Internet services	其他 Others		
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	4 722	80.5	5.7	0.4	82.0
建造業 Construction	9 972	68.8	9.8	0.0	73.6
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	60 182	93.3	0.9	0.0	93.7
運輸、倉庫及通訊業 Transport, storage and communications	18 893	77.6	0.6	0.0	77.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	9 540	89.7	0.0	0.0	89.7
社區、社會及個人服務業 Community, social and personal services	14 711	94.8	2.6	0.0	95.9
總計 Total	118 020	88.1	1.9	#	88.9
就業人數組別 Employment size					
大型 Large	266	93.3	0.0	0.0	93.3
中型 Medium	4 151	91.6	4.4	0.5	91.7
小型 Small	113 604	88.0	1.8	0.0	88.8
總計 Total	118 020	88.1	1.9	#	88.9

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

表 3.6 : 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／就業人數組別分布 (續)
Table 3.6 : Distribution of establishments not intending to have Internet connection by reason by industry sector/employment size (cont'd)

	未有計劃連接互聯網的原因 (1) (續)		
	Reason for not intending to have Internet connection (1) (cont'd) (%)		
	缺乏熟悉互聯網的員工 Lack of personnel familiar with the Internet	使用互聯網服務的成本高昂 Costly in using Internet services	沒有可靠的保養／保養成本高昂 Reliable maintenance is not available/is costly
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	36.2	9.0	0.1
建造業 Construction	28.9	5.9	0.1
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	34.8	5.6	1.9
運輸、倉庫及通訊業 Transport, storage and communications	36.8	2.0	1.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	17.9	6.0	2.7
社區、社會及個人服務業 Community, social and personal services	5.2	2.1	0.0
總計 Total	29.6	4.8	1.4
就業人數組別 Employment size			
大型 Large	25.1	0.0	4.3
中型 Medium	26.6	4.6	3.6
小型 Small	29.8	4.8	1.3
總計 Total	29.6	4.8	1.4

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

表 3.6 : 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／就業人數組別分布 (續)
Table 3.6 : Distribution of establishments not intending to have Internet connection by reason by industry sector/employment size (cont'd)

	未有計劃連接互聯網的原因 (1) (續)		
	Reason for not intending to have Internet connection (1) (cont'd)		(%)
	害怕員工濫用互聯網 Fear of abuse by employees	擔心使用互聯網服務時 的資訊保安事宜 Concern about information security issues in using Internet services	其他 Others
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	0.7	0.0	0.3
建造業 Construction	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 and import and export trades, restaurants and hotels	0.5	0.1	0.1
運輸、倉庫及通訊業 Transport, storage and communications	0.1	0.3	#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.0	0.0	0.2
社區、社會及個人服務業 Community, social and personal services	2.0	2.5	0.2
總計 Total	0.6	0.4	0.1
就業人數組別 Employment size			
大型 Large	2.4	0.0	0.0
中型 Medium	5.0	1.3	0.0
小型 Small	0.4	0.4	0.1
總計 Total	0.6	0.4	0.1

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

表 3.7 : 按機構單位的行業類別／就業人數組別劃分在機構單位工作上使用個人電腦及互聯網的就業人士的百分比

Table 3.7 : Percentage of employed persons in establishments using personal computers (PCs) and Internet at work by industry sector/employment size of establishments

行業類別 Industry sector	在機構單位工作上使用 個人電腦的就業人士的百分比 Percentage of employed persons in establishments having used PCs at work	在機構單位工作上使用 互聯網的就業人士的百分比 Percentage of employed persons in establishments having used Internet at work
製造業、電力及燃氣業 Manufacturing, electricity and gas	55.5	45.2
建造業 Construction	48.4	45.9
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	56.4	51.6
運輸、倉庫及通訊業 Transport, storage and communications	55.0	48.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	76.0	65.3
社區、社會及個人服務業 Community, social and personal services	56.1	52.6
總計 Total	60.0	53.7
就業人數組別 Employment size		
大型 Large	60.2	51.4
中型 Medium	62.2	57.2
小型 Small	58.0	55.6
總計 Total	60.0	53.7

表 3.8 : 按推動機構單位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 (1) Motivating factor for adopting IT more (1)				(%)
	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	更可靠及更安全的資訊科技產品 More reliable and secure IT products	
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	83.1	16.8	15.3	8.2
建造業 Construction	20 646	81.5	17.2	11.5	6.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	89.2	18.3	13.4	10.1
運輸、倉庫及通訊業 Transport, storage and communications	30 188	84.6	22.6	12.1	6.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	89.8	10.1	19.9	14.7
社區、社會及個人服務業 Community, social and personal services	32 093	84.2	11.0	18.3	8.6
總計 Total	300 393	87.5	16.6	14.8	9.9
就業人數組別 Employment size					
大型 Large	6 061	90.0	25.3	36.0	37.5
中型 Medium	29 479	90.2	19.8	27.0	19.9
小型 Small	264 853	87.1	16.0	12.9	8.2
總計 Total	300 393	87.5	16.6	14.8	9.9

(1) 可選擇多於一種推動因素。

May select more than one type of motivating factor.

表 3.8 : 按推動機構單位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 (1) (續)			
	Motivating factor for adopting IT more (1) (cont'd)			(%)
	有可靠及收費合理的技術支援／求助台 Have reliable and cost-affordable technical support /help desk	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	其他 Others
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	9.4	7.5	5.0	1.5
建造業 Construction	5.2	8.0	2.5	2.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	7.9	6.9	4.9	0.2
運輸、倉庫及通訊業 Transport, storage and communications	3.7	4.9	3.9	0.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	10.0	12.5	7.3	0.8
社區、社會及個人服務業 Community, social and personal services	7.3	5.1	9.4	3.6
總計 Total	7.6	7.5	5.5	0.9
就業人數組別 Employment size				
大型 Large	21.8	24.4	19.6	0.2
中型 Medium	15.2	14.7	12.8	0.3
小型 Small	6.4	6.3	4.3	1.0
總計 Total	7.6	7.5	5.5	0.9

(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 (1) Percentage of establishments having set up the following types of network (1) (%)		
		局部區域網路 Local Area Network (LAN)	內聯網 Intranet	外聯網 Extranet
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	25.7	11.3	5.6
建造業 Construction	20 646	12.4	7.8	1.6
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	23.9	12.1	2.5
運輸、倉庫及通訊業 Transport, storage and communications	30 188	15.5	8.4	2.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	37.0	15.9	8.5
社區、社會及個人服務業 Community, social and personal services	32 093	26.3	12.1	3.9
總計 Total	300 393	24.6	12.0	3.7
就業人數組別 Employment size				
大型 Large	6 061	84.0	67.2	30.8
中型 Medium	29 479	54.6	33.9	12.4
小型 Small	264 853	19.9	8.3	2.1
總計 Total	300 393	24.6	12.0	3.7

(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	有否擁有香港或香港以外 核證機關發出的數碼證書 Whether having digital certificate issued by Certification Authorities outside or in Hong Kong (%)	
		有 Yes	沒有 No
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	10.9	89.1
建造業 Construction	20 646	4.4	95.6
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	20.3	79.7
運輸、倉庫及通訊業 Transport, storage and communications	30 188	7.3	92.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	5.5	94.5
社區、社會及個人服務業 Community, social and personal services	32 093	13.0	87.0
總計 Total	300 393	14.4	85.6
就業人數組別 Employment size			
大型 Large	6 061	35.7	64.3
中型 Medium	29 479	36.0	64.0
小型 Small	264 853	11.5	88.5
總計 Total	300 393	14.4	85.6

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
行業類別		
Industry sector		
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 456	3 109
建造業 Construction	909	1 629
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	31 876	50 491
運輸、倉庫及通訊業 Transport, storage and communications	2 216	5 412
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 582	11 778
社區、社會及個人服務業 Community, social and personal services	4 156	5 999
總計 Total	43 196	78 419
就業人數組別		
Employment size		
大型 Large	2 166	16 174
中型 Medium	10 605	18 638
小型 Small	30 425	43 607
總計 Total	43 196	78 419

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	在訪問前十二個月內 有否使用數碼證書 Whether having used digital certificate in the twelve months before enumeration (%)	
		有 Yes	沒有 No
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 456	91.6	8.4
建造業 Construction	909	89.4	10.6
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	31 876	99.6	0.4
運輸、倉庫及通訊業 Transport, storage and communications	2 216	99.8	0.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 582	95.1	4.9
社區、社會及個人服務業 Community, social and personal services	4 156	99.8	0.2
總計 Total	43 196	98.8	1.2
就業人數組別 Employment size			
大型 Large	2 166	98.9	1.1
中型 Medium	10 605	98.9	1.1
小型 Small	30 425	98.8	1.2
總計 Total	43 196	98.8	1.2

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	使用數碼證書的用途類別 (1) Type of usage of digital certificate (1)					其他 Others
		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	內部運作 In-house operation	對外與顧客進行交易 / 交換資料 Business transaction/exchange of information with customers	(%)	
行業類別 Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 334	88.4	25.3	3.7	5.3	0.0	
建造業 Construction	813	80.4	22.5	0.3	20.0	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	31 738	87.6	23.7	4.1	0.8	0.1	
運輸、倉庫及通訊業 Transport, storage and communications	2 213	79.1	23.5	16.9	17.3	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 455	57.2	27.6	13.8	15.0	1.1	
社區、社會及個人服務業 Community, social and personal services	4 146	8.3	89.4	2.2	1.8	#	
總計 Total	42 698	77.6	30.3	5.1	3.1	0.1	
就業人數組別 Employment size							
大型 Large	2 141	76.9	37.8	15.8	16.8	0.1	
中型 Medium	10 486	86.2	13.5	9.2	3.9	0.0	
小型 Small	30 071	74.7	35.6	2.9	1.8	0.2	
總計 Total	42 698	77.6	30.3	5.1	3.1	0.1	

(1) 可選擇多於一種用途。

May select more than one type of usage.

表 4.5 : 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 / 就業人數組別分布

Table 4.5 : Distribution of establishments having digital certificate by reason for not yet using it by industry sector/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	在訪問前十二個月內未有使用數碼證書的原因 (1) Reason for not using digital certificate in the twelve months before enumeration (1)		
		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 Application and installation procedures cumbersome and not user-friendly	沒有使用數碼證書加強保安的需要 No need to enhance security by using digital certificate
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	123	99.2	0.0	0.0
建造業、運輸、倉庫及通訊業 (2) Construction, transport, storage and communications (2)	100	96.7	0.0	1.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	138	54.1	0.0	39.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	127	24.2	70.8	5.1
社區、社會及個人服務業 Community, social and personal services	10	90.0	10.0	0.0
總計 Total	498	66.8	18.3	12.5
就業人數組別 Employment size				
大型 Large	25	82.5	0.0	4.0
中型 Medium	119	81.5	6.0	5.4
小型 Small	354	60.8	23.7	15.5
總計 Total	498	66.8	18.3	12.5

(1) 可選擇多於一個原因。

May select more than one reason.

(2) 由於要為個別機構單位的資料保密，故此運輸、倉庫及通訊業和建造業合併起來分析。

The construction sector and the transport, storage and communications sector were combined for analysis in order to preserve confidentiality of information relating to individual establishments.

表 4.5 : 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 / 就業人數組別分布 (續)

Table 4.5 : Distribution of establishments having digital certificate by reason for not yet using it by industry sector/employment size (cont'd)

	在訪問前十二個月內未有使用數碼證書的原因 (1)		
	Reason for not using digital certificate in the twelve months before enumeration (1)		
	沒有提供數碼簽署的需要 No need to provide digital signature	不知道數碼證書的存在或對此沒有認識 Do not know the existence of digital certificate or do not have knowledge about it	其他 Others
(%)			
行業類別			
Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	2.7	0.8	0.0
建造業、運輸、倉庫及通訊業 (2) Construction, transport, storage and communications (2)	2.3	0.0	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	6.1	0.0	0.0
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
社區、社會及個人服務業 Community, social and personal services	0.0	0.0	0.0
總計 Total	2.8	0.2	0.0
就業人數組別			
Employment size			
大型 Large	9.4	4.0	0.0
中型 Medium	7.1	0.0	0.0
小型 Small	1.0	0.0	0.0
總計 Total	2.8	0.2	0.0

(1) 可選擇多於一個原因。

May select more than one reason.

(2) 由於要為個別機構單位的資料保密，故此運輸、倉庫及通訊業和建造業合併起來分析。

The construction sector and the transport, storage and communications sector were combined for analysis in order to preserve confidentiality of information relating to individual establishments.

表 4.6 : 按預計申請數碼證書的時間劃分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 acquisition 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 (%)			總計 Total (f)
			在 2009 年 In 2009 (c)	在 2010 年 In 2010 (d)	在 2010 年後或沒有預計時間 After 2010 or no expected time (e)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	11 922	0.2	100.0	0.0	0.0	100.0
建造業 Construction	19 737	0.4	1.3	98.7	0.0	100.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	125 533	0.9	86.7	1.5	11.8	100.0
運輸、倉庫及通訊業 Transport, storage and communications	27 972	#	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	44 097	0.3	0.7	7.4	91.9	100.0
社區、社會及個人服務業 Community, social and personal services	27 937	0.1	0.0	69.6	30.4	100.0
總計 Total	257 198	0.5	71.0	9.2	19.8	100.0
就業人數組別 Employment size						
大型 Large	3 896	0.6	4.4	62.4	33.2	100.0
中型 Medium	18 874	0.4	1.6	31.2	67.2	100.0
小型 Small	234 429	0.5	76.3	7.0	16.7	100.0
總計 Total	257 198	0.5	71.0	9.2	19.8	100.0

表 4.7 : 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 / 就業人數組別分布
Table 4.7 : Distribution of establishments not intending to acquire digital certificate by reason by industry sector/employment size

	未有計劃申請數碼證書的機構單位數目 No. of establishments not intending to acquire digital certificate	未有計劃申請數碼證書的原因 (1) Reason for not intending to acquire digital certificate (1) (%)		
		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	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
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	11 903	37.9	42.6	20.5
建造業 Construction	19 650	46.2	26.1	36.3
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	124 435	34.1	42.6	29.7
運輸、倉庫及通訊業 Transport, storage and communications	27 970	49.0	29.3	24.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	43 952	54.7	39.9	11.9
社區、社會及個人服務業 Community, social and personal services	27 917	53.8	31.3	23.8
總計 Total	255 827	42.5	38.2	25.5
就業人數組別 Employment size				
大型 Large	3 873	41.3	48.0	4.6
中型 Medium	18 799	52.7	34.4	12.5
小型 Small	233 155	41.7	38.3	26.9
總計 Total	255 827	42.5	38.2	25.5

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

表 4.7 : 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 / 就業人數組別分布 (續)

Table 4.7 : Distribution of establishments not intending to acquire digital certificate by reason by industry sector/employment size (cont'd)

	未有計劃申請數碼證書的原因 (1) (續)		
	Reason for not intending to acquire digital certificate (1) (cont'd)		(%)
	沒有使用數碼證書加強保安的需要 No need to enhance security by using digital certificate	安裝程序繁複及不易使用 Application and installation procedures cumbersome and not user-friendly	其他 Others
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	14.9	2.2	0.2
建造業 Construction	10.5	3.3	0.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	19.8	0.8	#
運輸、倉庫及通訊業 Transport, storage and communications	13.6	2.4	#
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	24.9	3.2	#
社區、社會及個人服務業 Community, social and personal services	13.5	1.0	0.1
總計 Total	18.4	1.7	#
就業人數組別 Employment size			
大型 Large	22.8	1.8	0.5
中型 Medium	16.7	2.3	#
小型 Small	18.5	1.6	#
總計 Total	18.4	1.7	#

(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
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	20.3	79.7
建造業 Construction	20 646	4.9	95.1
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	22.3	77.7
運輸、倉庫及通訊業 Transport, storage and communications	30 188	7.8	92.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	28.8	71.2
社區、社會及個人服務業 Community, social and personal services	32 093	16.7	83.3
總計 Total	300 393	20.0	80.0
就業人數組別 Employment size			
大型 Large	6 061	75.4	24.6
中型 Medium	29 479	46.2	53.8
小型 Small	264 853	15.8	84.2
總計 Total	300 393	20.0	80.0

表 5.2 : 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 / 就業人數組別分布

Table 5.2 : Distribution of establishments having webpages/websites by type of business transactions/
services offered 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	所提供的商業交易 / 服務種類 (1)		
		Type of business transactions/services offered (1) (%)		
		提供機構單位和其產 品及服務的資料 (對 象包括顧客及員工) Providing information on the establishment and products and services offered (both for use by customers and staff)	網上遞送 產品及服務 Online delivery of the firm's products and services	網上收集 顧客的意見 Online collection of feedback from customers
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 717	100.0	31.8	23.5
建造業 Construction	1 013	100.0	13.8	15.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	35 082	100.0	15.6	23.9
運輸、倉庫及通訊業 Transport, storage and communications	2 368	100.0	23.3	31.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13 422	100.0	42.8	24.4
社區、社會及個人服務業 Community, social and personal services	5 373	100.0	45.8	21.6
總計 Total	59 974	100.0	25.4	23.9
就業人數組別 Employment size				
大型 Large	4 573	100.0	38.0	40.2
中型 Medium	13 633	100.0	26.6	20.7
小型 Small	41 769	100.0	23.7	23.2
總計 Total	59 974	100.0	25.4	23.9

(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 5.2 : 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 / 就業人數組別分布 (續)

Table 5.2 : Distribution of establishments having webpages/websites by type of business transactions/services offered by industry sector/employment size (cont'd)

	所提供的商業交易 / 服務種類 (1) (續)					其他 Others
	Type of business transactions/services offered (1) (cont'd)					
行業類別 Industry sector	網上處理 商業查詢 (例 如提供報價) Online handling of business enquiry (e.g. provision of quotation)	網上訂購機構單 位的產品及服務 Online ordering of the establishment's products and services	網上售後服務 Online after sales services	網上付款 Online payments		
製造業、電力及燃氣業 Manufacturing, electricity and gas	19.4	5.6	2.7	2.8	0.0	
建造業 Construction	8.0	0.9	0.1	0.0	0.1	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	12.1	3.1	0.8	1.4	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	24.9	12.9	16.1	3.5	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	18.1	11.1	15.5	8.1	0.1	
社區、社會及個人服務業 Community, social and personal services	16.6	1.8	1.6	1.2	0.3	
總計 Total	14.6	5.2	4.8	3.0	#	
就業人數組別 Employment size						
大型 Large	14.0	10.0	6.7	5.8	0.6	
中型 Medium	19.3	10.5	3.7	3.8	0.0	
小型 Small	13.2	3.0	5.0	2.4	0.0	
總計 Total	14.6	5.2	4.8	3.0	#	

(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 : 按行業類別 / 就業人數組別劃分有設立網頁 / 網站的機構單位是否擁有網絡伺服器、把網頁 / 網站連接到機構內的資料庫或把網頁 / 網站連接到商業伙伴的電腦系統的百分比

Table 5.3 : Percentage of establishments having webpages/websites by whether having web servers; having webpages/websites connected to related in-firm databases; or 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 databases (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)
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 717	30.0	14.7	3.2
建造業 Construction	1 013	47.2	16.5	0.5
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	35 082	58.6	11.0	4.7
運輸、倉庫及通訊業 Transport, storage and communications	2 368	59.2	34.0	16.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	13 422	42.2	22.1	7.8
社區、社會及個人服務業 Community, social and personal services	5 373	59.0	32.0	9.4
總計 Total	59 974	53.5	16.5	6.1
就業人數組別 Employment size				
大型 Large	4 573	67.5	45.1	12.7
中型 Medium	13 633	50.4	29.6	9.3
小型 Small	41 769	53.0	9.2	4.3
總計 Total	59 974	53.5	16.5	6.1

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 databases 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 databases (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 databases (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 databases connected to existing webpages/websites (%)			總計 Total (f)
			在 2009 年 In 2009 (c)	在 2010 年 In 2010 (d)	在 2010 年後或沒有預計時間 After 2010 or no expected time (e)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 221	1.7	49.9	5.0	45.2	100.0
建造業 Construction	338	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 and import and export trades, restaurants and hotels	13 991	0.2	4.3	66.1	29.6	100.0
運輸、倉庫及通訊業 Transport, storage and communications	858	0.8	41.9	33.9	24.2	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4 603	3.1	0.7	41.8	57.5	100.0
社區、社會及個人服務業 Community, social and personal services	2 580	2.7	3.2	85.6	11.2	100.0
總計 Total	23 591	1.2	6.3	53.2	40.5	100.0
就業人數組別 Employment size						
大型 Large	1 988	4.0	11.5	66.1	22.3	100.0
中型 Medium	6 227	1.2	8.2	76.6	15.1	100.0
小型 Small	15 376	0.8	1.9	30.7	67.5	100.0
總計 Total	23 591	1.2	6.3	53.2	40.5	100.0

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

行業類別 Industry sector	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 (%)			總計 Total (f)
			在 2009 年 In 2009 (c)	在 2010 年 In 2010 (d)	在 2010 年後或沒有預計時間 After 2010 or no expected time (e)	
製造業、電力及燃氣業 Manufacturing, electricity and gas	2 631	0.2	77.1	22.9	0.0	100.0
建造業 Construction	1 008	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 and import and export trades, restaurants and hotels	33 440	#	34.0	66.0	0.0	100.0
運輸、倉庫及通訊業 Transport, storage and communications	1 983	0.2	0.0	58.3	41.7	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12 381	0.2	0.0	21.1	78.9	100.0
社區、社會及個人服務業 Community, social and personal services	4 869	0.1	42.9	28.6	28.6	100.0
總計 Total	56 311	0.1	14.9	31.5	53.6	100.0
就業人數組別 Employment size						
大型 Large	3 994	0.2	27.6	44.9	27.5	100.0
中型 Medium	12 358	0.2	18.0	18.6	63.4	100.0
小型 Small	39 959	#	0.0	47.9	52.1	100.0
總計 Total	56 311	0.1	14.9	31.5	53.6	100.0

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)
			在 2009 年 In 2009 (c)	在 2010 年 In 2010 (d)	在 2010 年 後或沒有 預計時間 After 2010 or no expected time (e)	
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	10 661	4.0	20.4	76.1	3.5	100.0
建造業 Construction	19 634	1.7	1.6	51.2	47.3	100.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	122 327	6.9	31.1	37.6	31.4	100.0
運輸、倉庫及通訊業 Transport, storage and communications	27 820	1.0	50.5	4.8	44.7	100.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	33 258	7.7	18.6	77.7	3.7	100.0
社區、社會及個人服務業 Community, social and personal services	26 720	1.9	16.4	77.3	6.3	100.0
總計 Total	240 419	5.2	27.2	48.4	24.4	100.0
就業人數組別 Employment size						
大型 Large	1 489	7.5	30.2	69.8	0.0	100.0
中型 Medium	15 846	4.6	28.1	46.4	25.5	100.0
小型 Small	223 085	5.2	27.1	48.3	24.6	100.0
總計 Total	240 419	5.2	27.2	48.4	24.4	100.0

表 5.7 : 按未有計劃設立網頁 / 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 5.7 : Distribution of establishments not intending to have webpages/websites by reason by industry sector/employment size

	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	未有計劃設立網站 / 網頁的原因 (1) Reason for not intending to have webpages/websites (1)			其他 Others	合計 Overall
		設立網頁 / 網站對業務沒有裨益 No business benefit to set up a webpage or website	沒有實際用 途以支持為 業務設立網 頁或網站 Lack of practical use for a sound business case to set up a webpage or website	不了解該如何善用 網頁或網站令現有 業務獲益 Lack of know-how for beneficial adoption of webpage or website		
行業類別 Industry sector						
製造業、電力及燃氣業 Manufacturing, electricity and gas	10 232	80.7	2.4	0.0	81.5	
建造業 Construction	19 296	82.7	5.1	0.0	85.3	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	113 926	86.6	0.3	0.1	86.8	
運輸、倉庫及通訊業 Transport, storage and communications	27 546	76.4	0.5	0.3	76.8	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	30 687	83.4	3.0	0.0	85.6	
社區、社會及個人服務業 Community, social and personal services	26 217	80.0	1.5	0.0	80.4	
總計 Total	227 904	83.6	1.3	0.1	84.3	
就業人數組別 Employment size						
大型 Large	1 377	81.1	0.1	0.4	81.2	
中型 Medium	15 119	80.4	1.3	0.0	81.4	
小型 Small	211 408	83.8	1.4	0.1	84.6	
總計 Total	227 904	83.6	1.3	0.1	84.3	

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

表 5.7 : 按未有計劃設立網頁 / 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 (續)

Table 5.7 : Distribution of establishments not intending to have webpages/websites by reason by industry sector/employment size (cont'd)

	未有計劃設立網頁 / 網站的原因 (1) (續)		
	Reason for not intending to have webpages/websites (1) (cont'd) (%)		
	缺乏熟悉建立 / 保養網頁或網站的員工 Lack of personnel familiar with developing/maintaining a webpage or website	設立網頁或網站的成本高昂 Costly in setting up a webpage or website	沒有可靠的網頁建立及保養服務 / 有關服務成本高昂 Reliable development and maintenance services are not available/are costly
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	24.1	8.2	0.6
建造業 Construction	28.5	2.4	1.1
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	24.1	9.0	2.4
運輸、倉庫及通訊業 Transport, storage and communications	24.4	7.1	1.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	12.8	13.4	1.9
社區、社會及個人服務業 Community, social and personal services	25.7	4.0	0.9
總計 Total	23.2	8.2	1.8
就業人數組別 Employment size			
大型 Large	19.4	5.5	1.8
中型 Medium	22.2	12.5	1.6
小型 Small	23.3	7.9	1.9
總計 Total	23.2	8.2	1.8

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

表 5.7 : 按未有計劃設立網頁 / 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 (續)

Table 5.7 : Distribution of establishments not intending to have webpages/websites by reason by industry sector/employment size (cont'd)

	未有計劃設立網頁 / 網站的原因 (1) (續)		
	Reason for not intending to have webpages/websites (1) (cont'd)		(%)
	擔心擁有 網頁或網站時的 資訊保安事宜 Concern about information security issues in owning a webpage or website	已使用其他網上渠道 (例如: 網上工商目錄、 網上電子商貿平台等) Alternative Internet channels are being used (e.g. online business directory, online e-commerce trading platforms, etc)	其他 Others
行業類別			
Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	3.5	0.5	0.5
建造業 Construction	1.0	0.5	0.3
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	0.8	0.6	0.9
運輸、倉庫及通訊業 Transport, storage and communications	1.3	0.5	0.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1.8	2.5	0.8
社區、社會及個人服務業 Community, social and personal services	1.0	0.6	0.5
總計 Total	1.1	0.8	0.7
就業人數組別			
Employment size			
大型 Large	4.3	9.6	1.9
中型 Medium	3.1	1.4	2.0
小型 Small	1.0	0.7	0.6
總計 Total	1.1	0.8	0.7

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

表 5.8 : 按有否使用所屬行業入門網站劃分的機構單位按行業類別 / 就業人數組別分布
Table 5.8 : Distribution of establishments by whether having used portal site for own industry by industry sector/employment size

	機構單位數目 No. of establishments	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	對所屬行業入門網站不認知 Not aware of the existence of industry portal sites
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	10.2	58.2	31.6
建造業 Construction	20 646	11.9	41.2	46.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	13.0	43.2	43.9
運輸、倉庫及通訊業 Transport, storage and communications	30 188	7.1	38.4	54.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	18.3	59.6	22.1
社區、社會及個人服務業 Community, social and personal services	32 093	9.4	48.0	42.7
總計 Total	300 393	12.6	46.3	41.1
就業人數組別 Employment size				
大型 Large	6 061	30.7	52.9	16.4
中型 Medium	29 479	23.9	55.5	20.5
小型 Small	264 853	10.9	45.1	44.0
總計 Total	300 393	12.6	46.3	41.1

表 5.9 : 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 5.9 : 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 ⁽¹⁾ Type of services used ⁽¹⁾			(%)
		行業動態 及資訊 Industry news and information	貨品及 公司搜尋 Product and company search	廣告、市場推廣 及商業配對服務 Advertising, marketing and business matching service	
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 366	67.4	49.1	22.5	
建造業 Construction	2 451	56.4	50.2	0.6	
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	20 396	58.2	64.0	25.1	
運輸、倉庫及通訊業 Transport, storage and communications	2 137	58.7	30.2	19.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8 520	86.8	34.5	27.9	
社區、社會及個人服務業 Community, social and personal services	3 001	77.3	42.7	16.0	
總計 Total	37 871	66.4	52.4	23.0	
就業人數組別 Employment size					
大型 Large	1 860	81.1	30.5	17.0	
中型 Medium	7 058	79.7	46.1	28.2	
小型 Small	28 953	62.2	55.3	22.1	
總計 Total	37 871	66.4	52.4	23.0	

(1) 可選擇多於一種服務。

May select more than one type of service.

表 5.9 : 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 5.9 : 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 (1) (續)				其他 Others
	討論平台 Discussion forum	電子交易平台 Electronic transaction platform	持續發展 及進修平台 Continuous development and learning platform	(%)	
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	13.8	1.5	2.5		0.0
建造業 Construction	1.2	0.5	3.4		#
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	13.3	12.9	10.3		0.0
運輸、倉庫及通訊業 Transport, storage and communications	8.6	25.2	2.7		0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	17.0	15.4	6.6		#
社區、社會及個人服務業 Community, social and personal services	18.8	1.8	18.5		0.6
總計 Total	13.5	12.1	9.0		0.1
就業人數組別 Employment size					
大型 Large	18.8	8.3	18.5		1.1
中型 Medium	15.9	10.0	11.6		#
小型 Small	12.6	12.8	7.7		0.0
總計 Total	13.5	12.1	9.0		0.1

(1) 可選擇多於一種服務。

May select more than one type of service.

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	13 378	10.0	90.0
建造業 Construction	20 646	5.1	94.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	12.0	88.0
運輸、倉庫及通訊業 Transport, storage and communications	30 188	7.3	92.7
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	26.2	73.8
社區、社會及個人服務業 Community, social and personal services	32 093	9.9	90.1
總計 Total	300 393	12.9	87.1
就業人數組別 Employment size			
大型 Large	6 061	40.6	59.4
中型 Medium	29 479	25.0	75.0
小型 Small	264 853	11.0	89.0
總計 Total	300 393	12.9	87.1

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 ⁽¹⁾ Reason for having ordered or purchased goods, services or information through electronic means ⁽¹⁾	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	27 451	70.7
節省時間 Less processing time	21 709	55.9
更多選擇 More choices	9 036	23.3
價格 / 成本更低 Lower price/cost	8 682	22.3
沒有其他途徑 Without other channel	7 670	19.7
其他 Others	134	0.3

(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 (1) Type of goods, services or information ordered or purchased (1)	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	17 597	45.3
預訂或購買電子產品包括電腦硬件、軟件及相關消耗用品 Order or purchase of electronic products including computer hardware, software and their consumables	15 398	39.6
預訂或購買旅遊服務 Order or purchase of travel service	7 427	19.1
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	6 177	15.9
預訂或購買金融產品及服務(例如股票、保險或投資基金) Order or purchase of financial instruments and services (e.g. securities, insurance or investment funds)	4 007	10.3
預訂或購買其他貨品、服務或資料 Order or purchase of other goods, services or information	4 559	11.7

(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 ⁽¹⁾ Type of electronic means used (1)	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	35 787	92.1
經個人電腦連接互聯網 Internet via personal computers	35 768	92.1
經流動裝置（如流動電話、個人數碼助理）連 接互聯網 Internet via mobile devices (such as mobile phones, PDA)	1 130	2.9
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	5 598	14.4
其他透過流動電訊網絡的交互式應答系統 （例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	2 989	7.7
專用私人網絡 Designated private network	1 114	2.9
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

在二零零八年購買的貨品、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 2008	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%	17 916	46.1
1-5%	9 216	23.7
6-10%	4 618	11.9
11-15%	3 600	9.3
> 15%	3 503	9.0
總計 Total	38 852	100.0

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

在二零零八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 2008	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%	8 077	22.6
< 1%	8 616	24.1
1-20%	8 890	24.8
21-40%	748	2.1
41-60%	793	2.2
61-80%	648	1.8
81-100%	8 014	22.4
總計 Total	35 787	100.0

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 (1) Reason for not having ordered or purchased goods, services or information through electronic means (1)	因該原因而沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目 No. of establishments not having ordered or purchased goods, services or information through electronic means because of that reason	佔沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods, services or information through electronic means
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	204 353	78.1
沒有實際用途以支持在業務上透過電子途徑預訂或購買貨品、服務或資料 Lack of practical use for a sound business case to order or purchase goods, services or information through electronic means	202 605	77.5
不了解該如何善用電子途徑預訂或購買貨品、服務或資料令業務獲益 Lack of know-how for beneficial uses of electronic means for ordering or purchasing goods, services or information	3 009	1.2
其他 Others	0	0.0
業內並不普遍 Not popular in the industry	52 502	20.1
缺乏熟悉透過電子途徑預訂或購買貨品、服務或資料的員工 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means	37 762	14.4
所需的貨品、服務或資料沒有透過電子途徑銷售 Goods, services or information required not available for sale through electronic means	26 187	10.0
擔心透過電子途徑預訂或購買貨品、服務或資料時的資訊保安事宜 Concern about information security issue in ordering or purchasing goods, services or information through electronic means	9 001	3.4
擔心對於透過電子途徑所預訂或購買的貨品、服務或資料的售後服務及退貨政策 Concern about after-sale service and return policy in ordering or purchasing goods, services or information through electronic means	6 536	2.5
硬件及軟件的購置及保養成本高昂 Costly in procuring and maintaining hardware and software	5 830	2.2

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

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 (續)

Table 6.7 : Number of establishments not having ordered or purchased goods, services or information through electronic means by reason (cont'd)

沒有透過電子途徑預訂或購買貨品、服務或資料的原因 (1) Reason for not having ordered or purchased goods, services or information through electronic means (1)	因該原因而沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目 No. of establishments not having ordered or purchased goods, services or information through electronic means because of that reason	佔沒有透過電子途徑預訂或購買貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having ordered or purchased goods, services or information through electronic means
透過電子途徑供預訂或購買的貨品、服務或資料欠缺詳細資訊 Lack of detailed information on the goods, services or information available for ordering or purchasing through electronic means	4 679	1.8
付款方法有限制 / 不方便 Payment method is limited/inconvenient	4 329	1.7
擔心透過電子途徑所預訂或購買的貨品、服務或資料所需的處理時間及 / 或額外費用 Concern about lead time and/or additional cost in ordering or purchasing goods, services or information through electronic means	3 483	1.3
其他 Others	1 196	0.5

(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		
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	41.3	64.0	65.4	34.6
建造業 Construction	20 646	37.7	46.2	46.6	53.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	43.6	58.6	61.1	38.9
運輸、倉庫及通訊業 Transport, storage and communications	30 188	35.8	39.8	42.8	57.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	66.0	75.6	78.1	21.9
社區、社會及個人服務業 Community, social and personal services	32 093	47.5	50.3	51.6	48.4
總計 Total	300 393	46.2	57.9	60.1	39.9
就業人數組別 Employment size					
大型 Large	6 061	84.2	90.2	93.7	6.3
中型 Medium	29 479	76.7	80.8	84.8	15.2
小型 Small	264 853	41.9	54.6	56.5	43.5
總計 Total	300 393	46.2	57.9	60.1	39.9

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 (1) Type of Government goods, services or information received (1)	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、瀏覽或尋找其他資料 Receipt of, browsing or searching for other information	130 134	93.8
遞交與貿易有關的文件 (如報關表) Submission of trade-related documents (e.g. trade declarations)	36 163	26.1
提出查詢 Submission of enquiry	20 818	15.0
遞交其他表格或文件 Submission of other forms or documents etc.	14 251	10.3
獲取數碼形式的產品及服務 Receipt of products and services in digital form	12 639	9.1
電子付款服務 e-payment services	4 420	3.2

(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
所使用的電子途徑的種類 (1) Type of electronic means used (1)		
互聯網 Internet	134 414	96.9
經個人電腦連接互聯網 Internet via personal computers	134 411	96.9
經流動裝置(如流動電話、個人數碼助理)連接互聯網 Internet via mobile devices (such as mobile phones, PDA)	2 051	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	28 365	20.4
設置於政府辦公室的終端機 Terminals at Government offices	1 105	0.8
專用私人網絡 Designated private network	422	0.3
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 (SMS)) through mobile telecommunications network	3	#
其他 Others	0	0.0
所使用的電子平台的種類 (1) Type of electronic platform used (1)		
香港政府一站通 (www.gov.hk) GovHK (www.gov.hk)	105 552	76.1
其他政府網站 Other Government websites	70 807	51.0

(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 (續)

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 (cont'd)

	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
所使用的電子平台的種類 (1) (續) Type of electronic platform used (1) (cont'd)		
政府部門的交互式話音應答系統 Interactive Voice Response System of Government Departments	28 365	20.4
設置於政府辦公室的終端機 Terminals at Government offices	1 105	0.8
其他 Others	62	#

(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 (1) Reason for not having received Government goods, services or information through electronic means (1)	因該原因而沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目 No. of establishments not having received Government goods, services or information through electronic means because of that reason	佔沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having received Government goods, services or information through electronic means
透過電子途徑獲取的政府貨品、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	53 612	78.6
沒有實際用途以支持在業務上透過電子途徑獲取政府貨品、服務或資料 Lack of practical use for a sound business case to receive Government goods, services and information through electronic means	53 426	78.4
不了解該如何善用電子途徑獲取政府貨品、服務或資料令業務獲益 Lack of know-how for beneficial uses of electronic means for receiving Government goods, services and information through electronic means	502	0.7
其他 Others	0	0.0
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	10 344	15.2
業內並不普遍 Not popular in the industry	9 977	14.6
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	2 111	3.1
硬件及軟件的購置及保養成本高昂 Costly in procuring and maintaining hardware and software	1 477	2.2
擔心透過電子途徑獲取政府貨品、服務或資料時的資訊保安事宜 Concern about information security issue in receiving Government goods, services or information through electronic means	648	1.0

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

**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
(續)**

Table 7.4 : Number of establishments not having received Government goods, services or information through electronic means by reason (cont'd)

沒有透過電子途徑獲取政府貨品、服務或資料的原因 (1) Reason for not having received Government goods, services or information through electronic means (1)	因該原因而沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目 No. of establishments not having received Government goods, services or information through electronic means because of that reason	佔沒有透過電子途徑獲取政府貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not having received Government goods, services or information through electronic means
擔心透過電子途徑所獲取的政府貨品、服務或資料所需的處理時間及 / 或額外費用 Concern about lead time and/or additional cost for receipt of Government goods, services or information through electronic means	328	0.5
認為透過電子途徑獲取政府貨品、服務或資料並不可靠 Consider Government goods, services or information received through electronic means not reliable	249	0.4
沒有可靠的保養 / 保養成本高昂 Reliable maintenance is not available/is costly	186	0.3
其他 Others	99	0.1

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

表 7.5 : 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 7.5 : Number of establishments having received goods, services or information (other than from Government) through electronic means by type of goods, services or information received

獲取貨品、服務或資料的種類 ⁽¹⁾ Type of goods, services or information received (1)	有透過電子途徑獲 取該類貨品、服務或 資料(除政府提供以 外)的機構單位數目 No. of establishments having received that type of goods, services or information (other than from Government) through electronic means	佔有透過電子途 徑獲取貨品、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、瀏覽或尋找資料 Receipt of, browsing or searching for information	168 871	97.1
電子金融服務(例如轉帳及網上繳費) Electronic financial services (e.g. transferring money and online payment)	67 980	39.1
獲取數碼形式的產品及服務 Receipt of products and services in digital form	33 700	19.4
獲取網上客戶服務 Receipt of online customer services	9 994	5.7

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

表 7.6 : 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 7.6 : 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 ⁽¹⁾ Type of electronic means used (1)	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	169 853	97.7
經個人電腦連接互聯網 Internet via personal computers	169 280	97.4
經流動裝置（如流動電話、個人數碼助理）連接互聯網 Internet via mobile devices (such as mobile phones, PDA)	1 699	1.0
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	14 754	8.5
其他透過流動電訊網絡的交互式應答系統（例如短訊服務） Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	859	0.5
專用私人網絡 Designated private network	810	0.5
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 7.7 : 按沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的原因劃分的機構單位數目

Table 7.7 : Number of establishments not having received goods, services or information (other than from Government) through electronic means by reason

沒有透過電子途徑獲取貨品、服務或資料的原因 ⁽¹⁾ Reason for not having received goods, services or information through electronic means (1)	因該原因而沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目 No. of establishments not having received goods, services or information (other than from Government) through electronic means because of that reason	佔沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目百分比 As a % of total no. of establishments not having received goods, services or information (other than from Government) through electronic means
透過電子途徑獲取貨品、服務或資料對業務沒有裨益 No business benefit to receive goods, services or information through electronic means	107 855	85.2
沒有實際用途以支持在業務上透過電子途徑獲取貨品、服務或資料 Lack of practical use for a sound business case to receive goods, services and information through electronic means	106 965	84.5
不了解該如何善用電子途徑獲取貨品、服務或資料令業務獲益 Lack of know-how for beneficial uses of electronic means for receiving goods, services and information through electronic means	2 089	1.7
其他 Others	0	0.0
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	27 573	21.8
業內並不普遍 Not popular in the industry	11 424	9.0
所需的貨品、服務或資料不能透過電子途徑送遞 Goods, services or information required cannot be delivered through electronic means	2 947	2.3
硬件及軟件的購置及保養成本高昂 Costly in procuring and maintaining hardware and software	1 873	1.5
擔心透過電子途徑獲取貨品、服務或資料時的資訊保安事宜 Concern about information security issue in receiving goods, services or information through electronic means	1 673	1.3

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

表 7.7 : 按沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的原因劃分的機構單位數目（續）

Table 7.7 : Number of establishments not having received goods, services or information (other than from Government) through electronic means by reason (cont'd)

沒有透過電子途徑獲取貨品、服務或資料的原因 ⁽¹⁾ Reason for not having received goods, services or information through electronic means (1)	因該原因而沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目 No. of establishments not having received goods, services or information (other than from Government) through electronic means because of that reason	佔沒有透過電子途徑獲取貨品、服務或資料（除政府提供以外）的機構單位數目百分比 As a % of total no. of establishments not having received goods, services or information (other than from Government) through electronic means
沒有可靠的保養 / 保養成本高昂 Reliable maintenance is not available/is costly	1 573	1.2
認為透過電子途徑獲取貨品、服務或資料並不可靠 Consider goods, services or information received through electronic means not reliable	430	0.3
擔心透過電子途徑所獲取的貨品、服務或資料所需的處理時間及 / 或額外費用 Concern about lead time and/or additional cost for receipt of goods, services or information through electronic means	201	0.2
其他 Others	121	0.1

(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 (%)
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	1.5	98.5
建造業 Construction	20 646	0.1	99.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	0.8	99.2
運輸、倉庫及通訊業 Transport, storage and communications	30 188	1.7	98.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	4.9	95.1
社區、社會及個人服務業 Community, social and personal services	32 093	0.4	99.6
總計 Total	300 393	1.5	98.5
就業人數組別 Employment size			
大型 Large	6 061	8.4	91.6
中型 Medium	29 479	5.3	94.7
小型 Small	264 853	0.9	99.1
總計 Total	300 393	1.5	98.5

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 ⁽¹⁾ Type of electronic means used (1)	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(經網站 / 網頁) Internet (via websites/webpages)	4 456	99.9
專用私人網絡 Designated private network	330	7.4
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	137	3.1
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	33	0.7

(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 ⁽¹⁾ Reason for having sold goods, services or information through electronic means (1)	因該原因而有透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments having sold goods, services or information through electronic means because of that reason	佔有透過電子途徑售賣貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having sold goods, services or information through electronic means
擴充市場及拓展商機 To expand market and explore business opportunities	3 949	88.5
改善對顧客的服務 To improve customer services	3 462	77.6
提高業務靈活性及增強競爭力 To increase business agility and enhance competitiveness	3 447	77.3
改善效率及流程 To improve efficiency and streamline workflow	2 227	49.9
改善生產力及減低成本 To improve productivity and reduce cost	1 275	28.6
其他 Others	15	0.3

(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 / 顧客組別劃分在二零零八年透過電子途徑售賣貨品、服務或資料所帶來的業務收益

Table 8.4 : Business receipts received through selling goods, services or information through electronic means by type of electronic means used/customer group in 2008

	在二零零八年透過電子途徑 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 2008 (HK\$Mn.)	百分比 Percentage
所使用的電子途徑種類 Type of electronic means used		
互聯網(經網站 / 網頁) Internet (via websites/webpages)	72,616	52.0
專用私人網絡 Designated private network	62,915	45.1
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	3,483	2.5
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	132	0.1
其他 Others	429	0.3
總計 Total	139,576	100.0
顧客組別 Customer group		
消費者 Consumers	84,386	60.5
商業及其他機構單位 Business and other establishments	53,792	38.5
政府及有關機構 Government and related organisations	1,399	1.0
總計 Total	139,576	100.0
透過電子途徑所帶來的業務收益佔業務總收益的百分比 Business receipts through electronic means as a % of total business receipts		1.69

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%	1 583	35.5
< 1%	309	6.9
1-5%	230	5.2
6-10%	579	13.0
11-15%	108	2.4
> 15%	1 648	37.0
總計 Total	4 456	100.0

表 8.6 : 按透過電子途徑售賣貨品、服務或資料時接受付款方式劃分的機構單位數目
Table 8.6 : Number of establishments by type of payments accepted in selling goods, services or information through electronic means

透過電子途徑售賣貨品、服務或資料時接受付款方式 (1) Type of payments accepted in selling goods, services or information through electronic means (1)	透過互聯網售賣貨品、服務或資料而接受該付款方式的機構單位數目 No. of establishments which accepted that payment method in selling goods, services or information through 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
電子付款方式 Electronic payment method	3 687	82.7
信用咭 (經互聯網) Credit cards (via Internet)	2 238	50.2
電子銀行服務 Electronic banking services	1 104	24.7
第三者付款服務 (例如繳費靈) Third-party payment services (such as Payment by Phone Service (PPS))	1 097	24.6
其他電子付款方式 Other electronic payment method	5	0.1
非電子付款方式 Non-electronic payment method	2 981	66.8
郵遞支票或親身付款 / 轉賬 Mailing of cheque or in-person payment/transfer	2 779	62.3
在機構單位設立的預繳賬戶內扣除 Debit from prepaid accounts within establishments	464	10.4
其他非電子付款方式 Other non-electronic payment method	2	#

(1) 可選擇多於一種付款方式。
May select more than one type of payment.

表 8.7 : 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 8.7 : 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	在 2009 年 In 2009	734	19.6	0.2
	在 2010 年 In 2010	1 633	43.5	0.6
	在 2010 年後或 沒有預計時間 After 2010 or no expected time	1 385	36.9	0.5
沒有 No	-	292 180	-	98.7

表 8.8 : 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 8.8 : 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 (1) Reason for not intending to sell goods, services or information through electronic means (1)	因該原因而未有計劃透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments not intending to sell goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑售賣貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods, services or information through electronic means
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	209 044	71.5
沒有實際用途以支持在業務上透過電子途徑售賣貨品、服務或資料 Lack of practical use for a sound business case to sell goods, services or information through electronic means	206 337	70.6
不了解該如何善用電子途徑售賣貨品、服務或資料令業務獲益 Lack of know-how for beneficial uses of electronic means for selling goods, services or information	3 694	1.3
其他 Others	3	#
業內並不普遍 Not popular in the industry	62 583	21.4
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	51 122	17.5
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	31 771	10.9
只有少量使用電子商貿的顧客 There are few customers adopting electronic commerce	8 813	3.0
透過電子途徑售賣貨品、服務或資料的購置成本高昂 Costly in selling goods, services or information through electronic means	8 133	2.8

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

表 8.8 : 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
(續)

Table 8.8 : Number of establishments not intending to sell goods, services or information through electronic means by reason (cont'd)

未有計劃透過電子途徑售賣貨品、服務或資料的原因 ⁽¹⁾ Reason for not intending to sell goods, services or information through electronic means (1)	因該原因而未有計劃透過電子途徑售賣貨品、服務或資料的機構單位數目 No. of establishments not intending to sell goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑售賣貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to sell goods, services or information through electronic means
擔心透過電子途徑售賣貨品、服務或資料時的資訊保安事宜 Concern about information security issue in selling goods, services or information through electronic means	8 096	2.8
透過電子途徑售賣貨品、服務或資料難以提供足夠的資訊及顧客服務 Difficult to provide sufficient information and customer services in selling goods, service or information through electronic means	5 078	1.7
透過電子途徑售賣貨品、服務或資料並不可靠(例如所接獲的訂單並不可靠) Consider selling goods, services or information through electronic means not reliable (such as orders received are not reliable)	3 947	1.4
擔心透過電子途徑售賣貨品、服務或資料所需的處理時間及 / 或額外費用 Concern about lead time and/or additional cost in selling goods, services or information through electronic means	1 649	0.6
其他 Others	193	0.1

(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
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	20.4	79.6
建造業 Construction	20 646	4.9	95.1
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	22.3	77.7
運輸、倉庫及通訊業 Transport, storage and communications	30 188	7.8	92.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	29.3	70.7
社區、社會及個人服務業 Community, social and personal services	32 093	16.8	83.2
總計 Total	300 393	20.1	79.9
就業人數組別 Employment size			
大型 Large	6 061	75.4	24.6
中型 Medium	29 479	46.3	53.7
小型 Small	264 853	15.9	84.1
總計 Total	300 393	20.1	79.9

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 ⁽¹⁾ Type of goods, services or information delivered (1)	有透過電子途徑遞送該類貨品、服務或資料的機構單位數目 No. of establishments having delivered that type of goods, services or information through electronic means	佔有透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
在網站提供機構單位 / 產品及服務資料 Provision of information on the establishments/products and services on the website	59 974	99.5
遞送數碼形式的產品及服務 Delivery of products and services in digital form	15 264	25.3
遞送其他資料 Delivery of other information	7 355	12.2
電子金融服務 Electronic financial services	217	0.4
其他 Others	6	#

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

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

電子途徑種類 (1) Type of electronic means (1)	有透過該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(經網站 / 網頁) Internet (via website/webpage)	59 979	99.5
其他透過流動電訊網絡的交互式應答系統 (例如短訊服務) Other Interactive Response System (such as Short Message Service) through mobile telecommunications network	958	1.6
專用私人網絡 Designated private network	665	1.1
透過電話網絡的交互式話音應答系統 Interactive Voice Response System through telephone network	584	1.0
其他 Others	21	#

(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 ⁽¹⁾ Reason for having delivered goods, services or information through electronic means (1)	因該原因而有透過電子途徑遞送貨品、服務或資料的機構單位數目 No. of establishments having delivered goods, services or information through electronic means because of that reason	佔有透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments having delivered goods, services or information through electronic means
擴充市場及拓展商機 To expand market and explore business opportunities	50 267	83.4
改善對顧客的服務 To improve customer services	32 882	54.5
提高業務靈活性及增強競爭力 To increase business agility and enhance competitiveness	27 816	46.1
改善效率及流程 To improve efficiency and streamline workflow	15 066	25.0
改善生產力及減低成本 To improve productivity and reduce cost	11 018	18.3
其他 Others	66	0.1

(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	在 2009 年 In 2009	3 399	27.7	1.4
	在 2010 年 In 2010	5 802	47.3	2.4
	在 2010 年後或 沒有預計時間 After 2010 or no expected time	3 059	25.0	1.3
沒有 No	-	227 849	-	94.9

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 ⁽¹⁾ Reason for not intending to deliver goods, services or information through electronic means ⁽¹⁾	因該原因而未有計劃透過電子途徑遞送貨品、服務或資料的機構單位數目 No. of establishments not intending to deliver goods, services or information through electronic means because of that reason	佔未有計劃透過電子途徑遞送貨品、服務或資料的機構單位數目百分比 As a % of total no. of establishments not intending to deliver goods, services or information through electronic means
透過電子途徑遞送貨品、服務或資料對業務沒有裨益 No business benefit to deliver goods, services or information through electronic means	181 273	79.6
沒有實際用途以支持在業務上透過電子途徑遞送貨品、服務或資料 Lack of practical use for a sound business case to deliver goods, services or information through electronic means	179 319	78.7
不了解該如何善用電子途徑遞送貨品、服務或資料令業務獲益 Lack of know-how for beneficial uses of electronic means for delivering goods, services or information	2 974	1.3
其他 Others	0	0.0
業內並不普遍 Not popular in the industry	43 755	19.2
缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工 Lack of personnel familiar with delivering goods, services or information through electronic means	32 693	14.3
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	10 232	4.5
透過電子途徑遞送貨品、服務或資料的成本高昂 Costly in delivering goods, services or information through electronic means	7 186	3.2
擔心透過電子途徑遞送貨品、服務或資料時的資訊保安事宜 Concern about information security issue in delivering goods, services or information through electronic means	4 586	2.0
難以透過電子途徑遞送貨品、服務或資料 Difficult to deliver reliable goods, services or information through electronic means	3 642	1.6
其他 Others	180	0.1

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

表 10.1 : 按有否為資訊科技開支項目訂下二零零九年財政預算劃分的機構單位按行業類別 / 就業人數組別分布

Table 10.1 : Distribution of establishments by whether having budget for information technology (IT) for year 2009 by industry sector/employment size

	機構單位數目 No. of establishments	有否為資訊科技項目訂下 二零零九年的財政預算 Whether having budget for IT for year 2009 (%)		
		有 Yes	沒有 No	不肯定 Uncertain
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	2.8	93.7	3.5
建造業 Construction	20 646	2.1	94.0	3.9
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	2.5	93.0	4.5
運輸、倉庫及通訊業 Transport, storage and communications	30 188	3.0	95.2	1.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	11.8	80.5	7.8
社區、社會及個人服務業 Community, social and personal services	32 093	5.7	90.0	4.3
總計 Total	300 393	4.3	91.1	4.6
就業人數組別 Employment size				
大型 Large	6 061	51.1	35.2	13.7
中型 Medium	29 479	10.7	75.0	14.2
小型 Small	264 853	2.5	94.1	3.3
總計 Total	300 393	4.3	91.1	4.6

表 10.2 : 按有否為資訊科技開支項目訂下二零一零年財政預算劃分的機構單位按行業類別 / 就業人數組別分布

Table 10.2 : Distribution of establishments by whether having budget for information technology (IT) for year 2010 by industry sector/employment size

	機構單位數目 No. of establishments	有否為資訊科技項目訂下 二零一零年的財政預算 Whether having budget for IT for year 2010 (%)		
		有 Yes	沒有 No	不肯定 Uncertain
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	1.1	93.7	5.2
建造業 Construction	20 646	1.4	90.0	8.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	1.0	92.3	6.7
運輸、倉庫及通訊業 Transport, storage and communications	30 188	1.9	95.7	2.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	3.8	79.6	16.6
社區、社會及個人服務業 Community, social and personal services	32 093	3.3	90.8	5.9
總計 Total	300 393	1.8	90.4	7.8
就業人數組別 Employment size				
大型 Large	6 061	26.2	50.2	23.6
中型 Medium	29 479	6.4	74.1	19.5
小型 Small	264 853	0.7	93.2	6.1
總計 Total	300 393	1.8	90.4	7.8

表 10.3 : 按行業類別 / 就業人數組別劃分的機構單位在二零零九年為資訊科技開支項目訂下的財政預算與二零零八年的預算比較

Table 10.3 : Comparison of budget of establishment for information technology (IT) for year 2009 over that for 2008 by industry sector/employment size

	有為資訊 科技開支項目訂下 二零零九年財政預 算的機構單位數目 No. of establishments having budget for IT for year 2009	二零零九年與二零零八年比較的財政預算變動 Change of budget for year 2009 over that for 2008 (%)			
		增加 Increased	不變 Same	減少 Decreased	不肯定 Uncertain
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	372	27.9	35.1	31.3	5.8
建造業 Construction	437	77.5	3.9	15.2	3.4
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	3 965	48.2	15.0	30.8	6.0
運輸、倉庫及通訊業 Transport, storage and communications	892	38.1	29.1	22.9	9.9
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5 485	54.7	34.6	6.3	4.4
社區、社會及個人服務業 Community, social and personal services	1 823	52.2	21.9	9.0	16.9
總計 Total	12 975	51.2	25.4	16.4	7.0
就業人數組別 Employment size					
大型 Large	3 096	34.6	24.2	27.2	14.0
中型 Medium	3 164	48.2	23.5	18.8	9.5
小型 Small	6 715	60.3	26.9	10.2	2.6
總計 Total	12 975	51.2	25.4	16.4	7.0

表 10.4 : 按行業類別 / 就業人數組別劃分的機構單位在二零一零年為資訊科技開支項目訂下的財政預算與二零零九年的預算比較

Table 10.4 : Comparison of budget of establishments for information technology (IT) for year 2010 over that for 2009 by industry sector/employment size

行業類別 Industry sector	有為資訊 科技開支項目訂下 二零一零年財政預 算的機構單位數目 No. of establishments having budget for IT for year 2010	二零一零年與二零零九年比較的財政預算變動 Change of budget for year 2010 over that for 2009 (%)			
		增加 Increased	不變 Same	減少 Decreased	不肯定 Uncertain
製造業、電力及燃氣業 Manufacturing, electricity and gas	145	55.1	22.1	5.1	17.7
建造業 Construction	282	84.7	6.0	3.6	5.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	1 514	46.0	24.1	12.7	17.2
運輸、倉庫及通訊業 Transport, storage and communications	570	40.4	33.1	4.2	22.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 761	55.1	22.5	3.6	18.7
社區、社會及個人服務業 Community, social and personal services	1 048	53.6	16.0	4.8	25.6
總計 Total	5 320	52.2	21.9	6.5	19.3
就業人數組別 Employment size					
大型 Large	1 588	31.5	29.1	8.6	30.9
中型 Medium	1 879	48.8	21.5	9.4	20.3
小型 Small	1 853	73.5	16.2	1.9	8.5
總計 Total	5 320	52.2	21.9	6.5	19.3

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
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	9 255	20.0	80.0
建造業 Construction	11 360	32.4	67.6
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	101 854	23.5	76.5
運輸、倉庫及通訊業 Transport, storage and communications	11 706	21.5	78.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 487	10.8	89.2
社區、社會及個人服務業 Community, social and personal services	18 300	12.1	87.9
總計 Total	190 962	20.1	79.9
就業人數組別 Employment size			
大型 Large	6 024	24.9	75.1
中型 Medium	26 499	23.6	76.4
小型 Small	158 440	19.3	80.7
總計 Total	190 962	20.1	79.9

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 (1) Type of information security incidents (1)						其他 Others
		電腦病毒 Computer Virus	阻斷服務 Denial of service	黑客侵入 Hacking	資料外洩 Leakage of information	資料被竊 Theft of information	(%)	
行業類別 Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 851	80.6	16.0	15.0	0.0	0.0	0.0	
建造業 Construction	3 677	98.4	17.6	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 and import and export trades, restaurants and hotels	23 935	99.4	2.1	6.3	0.2	#	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	2 522	89.0	11.7	2.0	0.4	0.0	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4 149	94.4	9.4	3.1	0.1	0.6	0.0	
社區、社會及個人服務業 Community, social and personal services	2 216	94.0	10.5	6.4	1.6	2.3	0.0	
總計 Total	38 350	96.8	6.2	5.8	0.2	0.2	0.0	
就業人數組別 Employment size								
大型 Large	1 501	86.6	18.8	10.0	0.6	0.9	0.0	
中型 Medium	6 254	96.4	11.6	3.4	0.1	0.0	0.0	
小型 Small	30 595	97.4	4.4	6.1	0.3	0.2	0.0	
總計 Total	38 350	96.8	6.2	5.8	0.2	0.2	0.0	

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

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					(%)
		1-10	11-20	21-30	31-50	>50	沒有計算 Unknown
資訊保安事故的種類 (1) Type of information security incidents (1)							
電腦病毒 Computer Virus	37 141	99.1	0.5	0.1	0.1	0.1	0.1
阻斷服務 Denial of service	2 359	82.2	17.3	0.0	0.5	0.0	0.0
黑客侵入 Hacking	2 219	98.9	1.0	0.0	0.0	0.1	0.0
資料外洩 Leakage of information	96	98.5	0.0	0.0	0.0	0.0	1.5
資料被竊 Theft of information	83	100.0	0.0	0.0	0.0	0.0	0.0
其他 Others	0	0.0	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	38 350	97.5	1.8	0.3	0.2	0.1	0.1

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

表 11.4 : 按行業類別 / 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 11.4 : Number of establishments having suffered from information security incidents by type of action taken after these 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	發生資訊保安事故後所採取的行動類別 (1) Type of action taken after information security incidents (1)		
		(%)		
		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
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 851	83.7	64.4	39.2
建造業 Construction	3 677	97.3	90.1	67.8
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	23 935	99.8	83.3	36.3
運輸、倉庫及通訊業 Transport, storage and communications	2 522	97.8	56.6	48.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4 149	84.9	77.0	68.1
社區、社會及個人服務業 Community, social and personal services	2 216	98.9	81.4	73.6
總計 Total	38 350	97.0	80.5	45.8
就業人數組別 Employment size				
大型 Large	1 501	99.8	88.8	80.3
中型 Medium	6 254	98.6	80.4	69.3
小型 Small	30 595	96.5	80.1	39.3
總計 Total	38 350	97.0	80.5	45.8

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

表 11.4 : 按行業類別 / 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 (續)

Table 11.4 : Number of establishments having suffered from information security incidents by type of action taken after these incidents by industry sector/employment size (cont'd)

	發生資訊保安事故後所採取的行動類別 (1) (續)		
	Type of action taken after information security incidents (1) (cont'd) (%)		
	向警方報案 Report to police	向香港電腦保安 事故協調中心匯報 Report to Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT)	其他 Others
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	5.2	0.1	0.1
建造業 Construction	0.0	0.0	2.3
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	2.0	2.2	#
運輸、倉庫及通訊業 Transport, storage and communications	#	0.2	0.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	0.1	0.1	0.0
社區、社會及個人服務業 Community, social and personal services	2.6	1.6	0.0
總計 Total	1.6	1.5	0.2
就業人數組別 Employment size			
大型 Large	3.9	4.2	0.1
中型 Medium	0.1	0.1	0.0
小型 Small	1.8	1.6	0.3
總計 Total	1.6	1.5	0.2

(1) 可選擇多於一種行動類別。
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 (1) Reason for not reporting to police (1)						其他 Others
		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 police can help	不知悉可以報案 Unaware that it could be reported	機構沒有指引 Firm has no guideline to report	對機構造成負面形象 Negative publicity	(%)	
行業類別 Industry sector								
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 754	89.9	2.3	7.7	4.2	0.0	0.0	
建造業 Construction	3 677	99.9	14.7	14.1	0.1	#	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	23 464	90.9	8.4	3.6	2.6	#	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	2 521	93.1	10.2	3.6	1.9	0.0	0.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4 146	94.3	4.6	19.3	1.2	0.1	0.0	
社區、社會及個人服務業 Community, social and personal services	2 159	95.3	4.0	1.7	4.0	0.0	1.0	
總計 Total	37 722	92.5	8.2	6.4	2.3	#	0.1	
就業人數組別 Employment size								
大型 Large	1 442	89.8	15.3	3.6	7.4	0.5	1.8	
中型 Medium	6 249	88.1	10.0	5.4	3.3	0.0	0.0	
小型 Small	30 031	93.6	7.5	6.7	1.9	0.0	0.0	
總計 Total	37 722	92.5	8.2	6.4	2.3	#	0.1	

(1) 可選擇多於一個原因。
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 Coordination Centre (HKCERT) 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 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 (1) Reason for not reporting to HKCERT (1)					其他 Others
		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	不認為香港電腦保安事故協調中心可以幫助 Don't think HKCERT can help	機構沒有指引 Firm has no guideline to report	(%)	
行業類別 Industry sector							
製造業、電力及燃氣業 Manufacturing, electricity and gas	1 849	82.6	13.8	2.1	4.0	0.0	
建造業 Construction	3 677	81.1	20.5	15.5	0.1	0.0	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	23 413	88.5	10.4	2.0	3.7	0.0	
運輸、倉庫及通訊業 Transport, storage and communications	2 518	87.8	10.1	8.2	2.8	0.0	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	4 146	83.3	13.8	1.9	1.5	1.4	
社區、社會及個人服務業 Community, social and personal services	2 181	81.9	12.3	3.5	6.1	0.0	
總計 Total	37 784	86.5	12.0	3.8	3.2	0.2	
就業人數組別 Employment size							
大型 Large	1 439	80.6	9.4	15.4	8.3	0.1	
中型 Medium	6 246	76.3	18.0	7.6	8.3	0.9	
小型 Small	30 099	88.8	10.9	2.5	1.9	0.0	
總計 Total	37 784	86.5	12.0	3.8	3.2	0.2	

(1) 可選擇多於一個原因。

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

行業類別 Industry sector	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
製造業、電力及燃氣業 Manufacturing, electricity and gas	9 255	95.5	4.5
建造業 Construction	11 360	92.8	7.2
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	101 854	94.6	5.4
運輸、倉庫及通訊業 Transport, storage and communications	11 706	93.8	6.2
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 487	95.0	5.0
社區、社會及個人服務業 Community, social and personal services	18 300	95.2	4.8
總計 Total	190 962	94.6	5.4
就業人數組別 Employment size			
大型 Large	6 024	98.4	1.6
中型 Medium	26 499	97.6	2.4
小型 Small	158 440	94.0	6.0
總計 Total	190 962	94.6	5.4

表 11.8 : 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 / 就業人數組別分布

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

	有採用保安技術的機構單位數目 No. of establishments having adopted security technology	所採用的保安技術 (1) Type of security technology adopted (1)		
		防毒軟件 Anti-virus software	防火牆 Firewall	簡單認證 (密碼 / 個人辨認密碼) Simple authentication (Password/Personal Identity Number)
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 839	97.5	80.3	46.8
建造業 Construction	10 544	98.4	82.1	52.0
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	96 384	99.9	81.3	44.0
運輸、倉庫及通訊業 Transport, storage and communications	10 978	98.9	84.9	58.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	36 547	97.7	76.6	63.7
社區、社會及個人服務業 Community, social and personal services	17 426	99.4	71.0	54.7
總計 Total	180 718	99.1	79.6	50.5
就業人數組別 Employment size				
大型 Large	5 926	98.9	95.0	75.3
中型 Medium	25 868	98.8	93.2	64.4
小型 Small	148 925	99.2	76.6	47.2
總計 Total	180 718	99.1	79.6	50.5

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

表 11.8 : 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 / 就業人數組別分布 (續)

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

	所採用的保安技術 (1) (續)		
	Type of security technology adopted (1) (cont'd)		
			(%)
	保安修補程式管理 Security patch management	數據備份和復原 Data backup and recovery	保護免受濫 發電郵滋擾 Protection against email spam
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	38.9	33.9	12.5
建造業 Construction	46.9	37.0	15.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	42.2	31.6	19.8
運輸、倉庫及通訊業 Transport, storage and communications	41.0	44.2	17.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	47.5	58.0	23.8
社區、社會及個人服務業 Community, social and personal services	68.2	50.0	16.7
總計 Total	45.8	39.9	19.6
就業人數組別 Employment size			
大型 Large	59.3	80.7	57.5
中型 Medium	46.3	61.4	29.7
小型 Small	45.2	34.6	16.3
總計 Total	45.8	39.9	19.6

(1) 可選擇多於一種保安技術。

May select more than one type of security technology.

表 11.8 : 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 / 就業人數組別分布 (續)

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

	所採用的保安技術 ⁽¹⁾ (續)		
	Type of security technology adopted ⁽¹⁾ (cont'd)		
	檔案加密 File encryption	接達管制 Access control	實體保安 Physical security
行業類別 Industry sector			(%)
製造業、電力及燃氣業 Manufacturing, electricity and gas	9.5	8.7	6.2
建造業 Construction	26.9	9.3	4.6
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	13.0	8.4	2.9
運輸、倉庫及通訊業 Transport, storage and communications	14.9	14.5	8.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	15.7	15.5	14.7
社區、社會及個人服務業 Community, social and personal services	13.1	28.6	27.9
總計 Total	14.3	12.2	8.3
就業人數組別 Employment size			
大型 Large	40.6	45.2	34.8
中型 Medium	27.1	24.8	10.5
小型 Small	11.0	8.7	6.9
總計 Total	14.3	12.2	8.3

(1) 可選擇多於一種保安技術。

May select more than one type of security technology.

表 11.8 : 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 / 就業人數組別分布 (續)

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

	所採用的保安技術 (1) (續)			
	Type of security technology adopted (1) (cont'd)			(%)
	虛擬私人網絡 Virtual Private Network (VPN)	入侵偵測系統 / 入侵防禦系統 Intrusion Detection System (IDS)/ Intrusion Prevention System (IPS)	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
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	4.5	4.0	1.2	0.0
建造業 Construction	1.6	0.6	0.9	0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	3.3	3.3	2.7	0.1
運輸、倉庫及通訊業 Transport, storage and communications	7.4	3.8	3.2	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	5.6	5.4	2.5	#
社區、社會及個人服務業 Community, social and personal services	3.5	3.8	1.1	0.0
總計 Total	4.0	3.7	2.3	0.1
就業人數組別 Employment size				
大型 Large	37.4	22.1	12.0	0.2
中型 Medium	11.4	8.8	4.4	0.0
小型 Small	1.4	2.0	1.6	0.1
總計 Total	4.0	3.7	2.3	0.1

(1) 可選擇多於一種保安技術。

May select more than one type of security technology.

表 11.9 : 按在處理資訊保安問題上所遇到的障礙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 11.9 : 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 (1) Type of obstacles (1)	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	38 778	21.5
缺乏有關範疇的知識 Lack of expertise in the field	32 676	18.1
員工缺乏資訊保安的意識 Lack of employee awareness	24 864	13.8
有關產品的技術複雜 Technical complexity of products	17 875	9.9
缺乏有關資訊科技保安的策略及指引 Lack of policy and guideline on IT security	13 150	7.3
缺乏管理層的支持 Lack of management support	5 359	3.0
其他 Others	30	#

(1) 可選擇多於一種障礙。

May select more than one type of obstacle.

表 11.10 : 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 11.10 : Distribution of establishments having used personal computers (PCs) by whether having implemented information security measures by industry sector/employment size

行業類別 Industry sector	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
製造業、電力及燃氣業 Manufacturing, electricity and gas	9 255	89.7	10.3
建造業 Construction	11 360	91.2	8.8
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	101 854	91.3	8.7
運輸、倉庫及通訊業 Transport, storage and communications	11 706	90.6	9.4
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	38 487	90.8	9.2
社區、社會及個人服務業 Community, social and personal services	18 300	94.5	5.5
總計 Total	190 962	91.4	8.6
就業人數組別 Employment size			
大型 Large	6 024	98.3	1.7
中型 Medium	26 499	94.9	5.1
小型 Small	158 440	90.5	9.5
總計 Total	190 962	91.4	8.6

表 11.11 : 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 11.11 : 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 (1) Type of information security measures implemented (1)		
		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	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
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 302	83.0	11.7	13.3
建造業 Construction	10 360	75.5	8.8	27.9
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	93 005	83.6	15.2	10.3
運輸、倉庫及通訊業 Transport, storage and communications	10 604	74.3	16.2	9.8
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	34 940	84.6	18.7	12.9
社區、社會及個人服務業 Community, social and personal services	17 295	83.9	38.1	13.8
總計 Total	174 506	82.7	17.7	12.3
就業人數組別 Employment size				
大型 Large	5 919	85.4	53.8	47.9
中型 Medium	25 144	77.2	36.8	25.4
小型 Small	143 443	83.6	12.9	8.5
總計 Total	174 506	82.7	17.7	12.3

(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 11.11 : 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 (1) (續)			
	Type of information security measures implemented (1) (cont'd)			(%)
	建立資訊 保安政策 Establish information security policy	制定事故 回應程序 Develop incident response procedures	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	其他 Others
行業類別 Industry sector				
製造業、電力及燃氣業 Manufacturing, electricity and gas	11.7	4.1	1.8	#
建造業 Construction	6.6	6.7	3.1	0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	11.0	4.1	3.3	0.0
運輸、倉庫及通訊業 Transport, storage and communications	16.8	5.8	9.5	0.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	11.6	8.3	5.0	0.0
社區、社會及個人服務業 Community, social and personal services	9.3	6.7	3.8	#
總計 Total	11.1	5.4	4.0	#
就業人數組別 Employment size				
大型 Large	40.0	28.8	23.4	#
中型 Medium	15.8	11.6	7.6	0.0
小型 Small	9.1	3.4	2.5	#
總計 Total	11.1	5.4	4.0	#

(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 11.12 : 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 the clients	
		有 Yes	沒有 No
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	206	64.2	35.8
建造業 Construction	22	4.6	95.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	1 309	91.8	8.2
運輸、倉庫及通訊業 Transport, storage and communications	509	75.0	25.0
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	2 299	72.7	27.3
社區、社會及個人服務業 Community, social and personal services	116	97.7	2.3
總計 Total	4 461	78.5	21.5
就業人數組別 Employment size			
大型 Large	512	95.1	4.9
中型 Medium	1 567	93.8	6.2
小型 Small	2 383	64.9	35.1
總計 Total	4 461	78.5	21.5

表 11.13 : 按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按行業類別 / 就業人數組別分布

Table 11.13 : 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/employment size

	有為客戶提供身分 認證及 / 或保密接達 服務的機構單位數目 No. of establishments having provided authentication and/or secure access for the clients	為客戶提供身分認證 及 / 或保密接達服務的方法 (1) Method of providing authentication and/or secure access for the clients (1)			(%)
		密碼 / 個人辨認密碼 Password/Personal Identity Number	用戶名稱 User name	保密插口層 Secure Sockets Layer (SSL)	
行業類別 Industry sector					
製造業、電力及燃氣業和建造業 (2) Manufacturing, electricity and gas, and construction (2)	133	100.0	99.1		8.7
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	1 202	83.9	52.2		45.9
運輸、倉庫及通訊業 Transport, storage and communications	382	96.4	70.1		22.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	1 672	83.0	81.0		38.7
社區、社會及個人服務業 Community, social and personal services	114	96.4	84.8		27.4
總計 Total	3 502	85.9	70.8		37.9
就業人數組別 Employment size					
大型 Large	487	81.1	76.9		62.3
中型 Medium	1 469	83.8	58.7		47.6
小型 Small	1 546	89.4	80.3		21.0
總計 Total	3 502	85.9	70.8		37.9

(1) 可選擇多於一種方法。

May select more than one method.

(2) 由於要為個別機構單位的資料保密，故此製造業、電力及燃氣業和建造業合併起來分析。

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 11.13 : 按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按行業類別 / 就業人數組別分布 (續)

Table 11.13 : 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/employment size (cont'd)

	為客戶提供身分認證及 / 或保密接達服務的方法 (1) (續)			
	Method of providing authentication and/or secure access for the clients (1) (cont'd)			(%)
	保密電子交易 Secure Electronic Transaction (SET)	個人數碼證書 Personal digital certificate	伺服器數碼證書 Server digital certificate	其他 Others
行業類別 Industry sector				
製造業、電力及燃氣業和建造業 (2) Manufacturing, electricity and gas, and construction (2)	4.0	2.2	9.0	0.8
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	24.5	24.0	2.9	0.9
運輸、倉庫及通訊業 Transport, storage and communications	10.7	3.4	18.5	0.6
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	8.5	4.2	9.1	0.5
社區、社會及個人服務業 Community, social and personal services	1.8	2.6	10.9	1.8
總計 Total	13.8	10.8	8.0	0.7
就業人數組別 Employment size				
大型 Large	26.5	12.3	26.2	3.3
中型 Medium	10.8	20.6	8.1	0.1
小型 Small	12.7	0.9	2.3	0.4
總計 Total	13.8	10.8	8.0	0.7

(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 11.14 : 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
行業類別 Industry sector			
製造業、電力及燃氣業 Manufacturing, electricity and gas	8 656	91.9	8.1
建造業 Construction	10 589	85.6	14.4
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	97 175	96.7	3.3
運輸、倉庫及通訊業 Transport, storage and communications	11 285	84.7	15.3
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	37 120	92.3	7.7
社區、社會及個人服務業 Community, social and personal services	17 268	96.8	3.2
總計 Total	182 093	94.2	5.8
就業人數組別 Employment size			
大型 Large	5 795	98.2	1.8
中型 Medium	25 246	96.1	3.9
小型 Small	151 051	93.7	6.3
總計 Total	182 093	94.2	5.8

表 11.15 : 按在互聯網服務不能使用及 / 或機構網站無法進入的突發情況時會採取的應變措施種類劃分的有制定持續業務運作計劃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 business continuity plan by type of action to be taken by establishment to respond to the situation when Internet service is not available and/or the establishment's website is inaccessible by industry sector/employment size

	有制定持續業務運作計劃的機構單位數目 No. of establishments having business continuity plan	會採取的應變措施 (1) Action to be taken (1)			(%)
		尋求互聯網服務供應商的協助 Seek advice from Internet Service Provider	改用人手操作 Use manual operation instead	尋求資訊科技顧問的意見 Seek advice from IT consultant	
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	7 951	60.8	46.1	18.9	
建造業 Construction	9 066	46.9	75.6	26.4	
批發、零售、進口與出口貿易、飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	93 953	60.0	50.2	26.3	
運輸、倉庫及通訊業 Transport, storage and communications	9 559	53.3	52.4	36.2	
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	34 255	54.8	46.6	32.2	
社區、社會及個人服務業 Community, social and personal services	16 719	75.6	28.9	23.3	
總計 Total	171 503	59.5	48.7	27.4	
就業人數組別 Employment size					
大型 Large	5 689	51.4	46.4	53.0	
中型 Medium	24 271	53.0	48.1	48.0	
小型 Small	141 542	60.9	48.9	22.8	
總計 Total	171 503	59.5	48.7	27.4	

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

表 11.15 : 按在互聯網服務不能使用及 / 或機構網站無法進入的突發情況時會採取的應變措施種類劃分的有制定持續業務運作計劃的機構單位按行業類別 / 就業人數組別分布 (續)

Table 11.15 : Distribution of establishments having business continuity plan by type of action to be taken by establishment to respond to the situation when Internet service is not available and/or the establishment's website is inaccessible by industry sector/employment size (cont'd)

	會採取的應變措施 (1) (續)				
	Action to be taken (1)				
	使用 備份系統 Use backup system	尋求對互聯網 熟識的人士的 協助 Seek help from personnel familiar with Internet	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
	(%)				
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	21.6	11.6	0.3	0.1	0.2
建造業 Construction	19.5	18.8	0.4	#	0.0
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	25.9	9.4	0.5	0.3	0.5
運輸、倉庫及通訊業 Transport, storage and communications	22.9	16.3	2.0	0.1	0.1
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	31.2	21.2	1.0	2.3	#
社區、社會及個人服務業 Community, social and personal services	14.5	36.5	3.2	#	0.1
總計 Total	25.1	15.4	0.9	0.7	0.3
就業人數組別 Employment size					
大型 Large	53.2	15.7	4.8	1.3	0.4
中型 Medium	36.2	22.1	3.1	1.7	#
小型 Small	22.1	14.2	0.4	0.5	0.3
總計 Total	25.1	15.4	0.9	0.7	0.3

(1) 可選擇多於一種應變措施。

May select more than one type of action.

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	
		數目 No.	百分比 %	數目 No.	百分比 %
行業類別 Industry sector					
製造業、電力及燃氣業 Manufacturing, electricity and gas	13 378	3 427	25.6	9 951	74.4
建造業 Construction	20 646	3 207	15.5	17 440	84.5
批發、零售、進口與出口貿易、 飲食及酒店業 Wholesale, retail and import and export trades, restaurants and hotels	157 409	36 535	23.2	120 874	76.8
運輸、倉庫及通訊業 Transport, storage and communications	30 188	4 389	14.5	25 798	85.5
金融、保險、地產及商用服務業 Financing, insurance, real estate and business services	46 680	20 436	43.8	26 244	56.2
社區、社會及個人服務業 Community, social and personal services	32 093	8 576	26.7	23 517	73.3
總計 Total	300 393	76 571	25.5	223 823	74.5
就業人數組別 Employment size					
大型 Large	6 061	4 450	73.4	1 612	26.6
中型 Medium	29 479	13 627	46.2	15 851	53.8
小型 Small	264 853	58 494	22.1	206 360	77.9
總計 Total	300 393	76 571	25.5	223 823	74.5

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 (1) Type of wireless and mobile devices used (1)	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 (WLAN) access point (including hotspot)	62 283	81.3
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	48 418	63.2
連接無線數據通訊網絡的流動電話 Mobile phone connected to a wireless data communication network	30 435	39.7
連接無線數據通訊網絡的桌面電腦 Desktop computer connected to a wireless data communication network	26 051	34.0
非接觸式智能卡閱讀器 Contactless smart card reader	11 334	14.8
射頻識別技術裝置 Radio Frequency Identification (RFID) device	8 805	11.5
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	6 907	9.0
其他 Others	35	#

(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 ⁽¹⁾ Type of wireless and mobile transmission technology used ⁽¹⁾	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 (WLAN)	61 494	80.3
第三代無線通訊系統 Third Generation Wireless System (3G)	19 929	26.0
通用分組無線電服務 General Packet Radio Service (GPRS)	17 570	22.9
藍芽技術 Bluetooth	16 492	21.5
無線應用協定 Wireless Application Protocol (WAP)	14 044	18.3
射頻識別技術 Radio Frequency Identification (RFID)	11 358	14.8
全球演進式數據速率增強技術 Enhanced Data rates for Global Evolution (EDGE)	3 413	4.5
流動保安解決方案(例如流動數碼證書) Mobile security solution (e.g. mobile digital certificate)	1 311	1.7
其他 Others	4	#

(1) 可選擇多於一個種類。

May select more than one type.

表 12.4 : 按所使用的無線及流動服務種類劃分的有使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

所使用的無線及流動服務的種類 (1) Type of wireless and mobile services used (1)	有使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	佔有使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	64 669	84.5
無線電郵 Wireless e-mail	59 282	77.4
短訊服務 Short Message Service (SMS)	31 492	41.1
非接觸式媒體提供的保安 / 物流控制服務 Security/Logistics control service provided by contactless media	11 365	14.8
視像通訊 Video call	10 498	13.7
多媒體短訊服務 Multimedia Messaging Service (MMS)	5 719	7.5
資訊娛樂服務 Infotainment service	2 917	3.8
全球定位系統 Global Positioning System (GPS)	2 236	2.9
增強型短訊服務 Enhanced Messaging Service (EMS)	542	0.7
基於位置的服務 Location Based Service (LBS)	68	0.1

(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 (1) Type of wireless and mobile applications used (1)	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.)	53 404	69.7
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.)	31 578	41.2
無線應用協定的網站 Wireless Application Protocol (WAP) site	14 045	18.3
工作管理 Job management	13 343	17.4
非接觸式智能卡接達 / 保安管制 Access/Security control using contactless smart card	11 334	14.8
地理資訊系統 Geographic Information System (GIS)	3 607	4.7
流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc)	3 532	4.6
外勤考查及文件傳送 Outdoor site survey and documentation	2 786	3.6
存貨控制 Inventory control	2 553	3.3
視訊串流 Video streaming	2 481	3.2
與業務伙伴(包括政府)進行交易 Transaction with business partners (including the Government)	1 431	1.9
流動銷售點 Mobile Point-Of-Sales	647	0.8
車隊管理 Fleet management	471	0.6
其他 Others	6	#

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

表 12.6 : 按使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

按在使用無線及流動服務及技術的障礙 (1) Obstacle for using wireless and mobile services and technology (1)	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
應用無線及流動服務及技術對業務沒有裨益 No business benefit to use wireless and mobile services and technology	207 366	69.0
沒有實際用途以支持在業務上使用無線及流動服務及技術 Lack of practical use for a sound business case to use wireless and mobile services and technology	204 959	68.2
不了解該如何使用無線及流動服務及技術令業務獲益 Lack of know-how for beneficial uses of wireless and mobile services and technology	8 344	2.8
其他 Others	0	0.0
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	72 120	24.0
業內並不普遍 Not popular in the industry	61 583	20.5
投資成本高昂 High investment cost	45 595	15.2
擔心資料保密及可靠性事宜 Concern about information security and reliability issues	33 347	11.1
運作費用高昂 High operating cost	30 432	10.1
回報率沒有保證 Uncertain Return-On-Investment	28 499	9.5
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	14 317	4.8
網絡覆蓋不足 Insufficient network coverage	11 059	3.7
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	11 052	3.7

(1) 可選擇多於一種阻礙。

May select more than one type of obstacle.

表 12.6 : 按使用無線及流動服務及技術的障礙劃分的機構單位分布 (續)

Table 12.6 : Distribution of establishments by obstacle for using wireless and mobile services and technology (cont'd)

按在使用無線及流動 服務及技術的障礙 (1) Obstacle for using wireless and mobile services and technology (1)	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
使用不方便 Inconvenient to use	5 204	1.7
無線及流動裝置的功能不足 Inadequate functionality of the wireless and mobile devices	3 929	1.3
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	1 971	0.7
其他 Others	330	0.1

(1) 可選擇多於一種阻礙。

May select more than one type of obstacle.



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

09 IT

二零零九年資訊科技在工商業的使用情況和普及程度按年統計調查
ANNUAL SURVEY ON INFORMATION TECHNOLOGY USAGE AND
PENETRATION IN THE BUSINESS SECTOR FOR 2009

致
TO:

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

注意事項

1. 這項統計調查是根據《普查及統計條例》(第316章)第III A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，所有搜集得可分辨個別商號的資料必須嚴加保密，不得給予任何未經授權的人士，包括政府部門。
2. 請填妥本問卷並寄回：

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

隨信附上回郵信封以便寄回問卷。本處亦已製備問卷的電子版本以供貴機構以電郵方式提交問卷。若以電郵方式提交問卷，本處建議貴機構利用電子認證加密問卷，以便提供的數據得到更高的保障。

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。倘貴機構適於上述會計年度內開業或歇業，請填報該年度內營業期間的資料。
4. 倘未能提供準確數據，請提供最佳的估計。
5. 填報問卷時，請參閱「註釋」。在填報問卷時如有疑問或需本處提供協助，請電3102 3202或電郵itsurvey@censtatd.gov.hk。
6. 請在適當空格「□」內加「✓」。

Points to Note

1. The survey is conducted under **Part IIIA of the Census and Statistics Ordinance (Chapter 316)**, as notified in the Government Notice No. 1271 in the Government of the Hong Kong Special Administrative Region Gazette of 2 March 2001. The Ordinance stipulates that all collected information which may enable identification of individual establishments should be kept confidential and not be released to any unauthorised parties including Government departments.
2. Please return the completed questionnaire by post to :
**Census and Statistics Department, Science and Technology Statistics Section,
6/F, Fortress Tower, 250 King's Road, North Point, Hong Kong.**
For your convenience, a return envelope is enclosed for use. Alternatively, an electronic template of the questionnaire is available upon request for submission by email. For better protection of confidentiality of the data supplied to this Department by email, you are advised to apply encryption with the use of e-certificate in submitting the completed template.
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. If your firm commenced or ceased operation during the accounting period under reference, give particulars for that part of the period during which your firm was in operation.
4. If exact figures are not available, please supply your best estimates.
5. Please refer to the **Explanatory Notes** when completing this questionnaire. If you have any enquiries or require assistance in completing the questionnaire, please phone 3102 3202 or email itsurvey@censtatd.gov.hk.
6. Please '✓' in the appropriate box '□'.

A. 一般資料 GENERAL INFORMATION

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

- A2. 在 2009 年 3 月底貴機構的**就業人數**(包括在職東主及無酬幫工)。
Number of **persons engaged** (include working proprietors and unpaid workers)
in your firm as at end March 2009.

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B. 個人電腦的應用 PERSONAL COMPUTER USAGE

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

1 有 (請跳至 B3)
Yes (Please go to B3)

2 沒有
No

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

1 有 → 預計在 (年份) (請跳至 C1)
Yes in (year) (Please go to C1)

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

1 缺乏對應用個人電腦有認識的員工
Lack of personnel familiar with using PCs

2 個人電腦硬件及軟件的購置成本高昂
Costly in procuring PC hardware and software

3 聘用資訊科技人員的成本高昂
Costly in employing Information Technology (IT) personnel

4 沒有可靠的保養/保養成本高昂
Reliable maintenance is not available/is costly

5 裝置個人電腦對業務沒有裨益(原因是, 可選多項):
No business benefit to install PCs (because of, may select more than one):

i 沒有實際用途以支持在業務上應用個人電腦
Lack of practical uses for a sound business case of adoption of PCs

ii 不了解該如何善用/添置個人電腦令現有業務獲益
Lack of know-how for beneficial adoption/acquisition of PCs

iii 其他(請註明): _____

6 擔心使用個人電腦時的資訊保安事宜
Concern about information security issues in using PCs

7 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：
Number of PCs in use by the following categories:

數量(部)

Number of sets

(a) 桌面電腦 Desktop computer	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(b) 便攜式或筆記簿型電腦 Laptop or notebook computer	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(c) 個人數碼助理 Personal Digital Assistant (PDA)	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(d) 其他(請註明): Others (please specify): _____	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
總計 Total	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>

B4. 貴機構的個人電腦有沒有裝置／接達以下類別的**應用軟件**：
Whether your firm's PCs have installed/access to the following categories of **application software**:

有
Yes

沒有
No

(a) 文字處理 Word processing	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(b) 試算表 Spreadsheet	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(c) 數據庫管理 Database management	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(d) 通訊 Communication	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(e) 簡報 Presentation	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(f) 電腦保安及防毒 Computer security and anti-virus	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(g) 多媒體工具 (影像及聲音) Multi-media tools (video and sound)	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(h) 其他 實用程式 (例如檔案壓縮工具) Other utility (e.g. file compression utility)	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(i) 電腦輔助設計／電腦輔助製造 Computer-Aided Design/Computer-Aided Manufacturing (CAD/CAM)	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(j) 用於直接電子報關服務的用戶軟件 End-user software for Direct Electronic Declaration Service	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(k) 互聯網瀏覽器 Internet browser	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(l) 銀行及金融／會計 Banking and finance/Accounting	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(m) 採購／處理銷售訂單 Purchasing/Sales and order processing	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(n) 人力資源管理／培訓 Human resources management/Training	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(o) 網上應用程式： Web-application:	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(i) 短片分享 Video sharing	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(ii) 文字處理 Word processing	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(iii) 試算表 Spreadsheet	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(iv) 簡報 Presentation	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(v) 其他網上應用程式 Other web-application	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
(p) 其他(請註明): Others (please specify): _____	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>

- B5. 貴機構的個人電腦有沒有接達以下類別的**特製電腦系統**：
Whether your firm's PCs have access to the following categories of ***tailor-made computer system***:
- | | 有
Yes | 沒有
No |
|--|----------|----------|
| (a) 電腦輔助設計／電腦輔助製造
CAD/CAM | 1 | 2 |
| (b) 銀行及金融／會計
Banking and finance/Accounting | 1 | 2 |
| (c) 採購／處理銷售訂單
Purchasing/Sales and order processing | 1 | 2 |
| (d) 人力資源管理／培訓
Human resources management/Training | 1 | 2 |
| (e) 其他(請註明):
Others (please specify): _____ | 1 | 2 |
- B6. 貴機構在工作上有使用個人電腦的人士佔貴機構總就業人數的百分比為(請進位至整數):
The proportion of persons engaged in your firm using PCs at work is (please round to whole number): %

C. 電腦網絡的應用 COMPUTER NETWORK USAGE

- C1. 貴機構有沒有連接**互聯網**?
Does your firm have **Internet** connection?
- 1 有 (請跳至 C3)
Yes (Please go to C3)
- 2 沒有
No
- C2. 貴機構有沒有計劃連接**互聯網**?
Is your firm planning to have Internet connection?
- 1 有 → 預計在 (年份) (請跳至 C8)
Yes in (year) (Please go to 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。
No Please give reason(s) (may select more than one but please encircle the most important one) and go to C8.
- 1 缺乏熟悉互聯網的員工
Lack of personnel familiar with the Internet
- 2 使用互聯網服務的成本高昂
Costly in using Internet services
- 3 沒有可靠的保養／保養成本高昂
Reliable maintenance is not available/is costly
- 4 擔心使用互聯網服務時的資訊保安事宜
Concern about information security issues in using Internet services
- 5 連接互聯網對業務沒有裨益(原因是, 可選多項):
No business benefit to have Internet connection (because of, may select more than one):
- i 沒有實際用途以支持在業務上應用互聯網服務
Lack of practical use for a sound business case of adoption of Internet services
- ii 不了解該如何善用互聯網服務令現有業務獲益
Lack of know-how for beneficial adoption of Internet services
- iii 其他(請註明): _____
Others (please specify): _____
- 6 害怕員工濫用互聯網
Fear of abuse by employees
- 7 其他(請註明): _____
Others (please specify): _____

- C3. 貴機構通常使用互聯網作何種用途？(可選多項，但請圈出最主要的一項)
What does your firm usually use Internet for? (May select more than one but please encircle the most important one)

- 1 電子郵件
Electronic-mail (e-mail)
- 2 網上搜集一般資料
On-line sourcing of general information
- 3 網上購買／預訂貨品、服務或資料
On-line purchase/ordering of goods, services or information
- 4 網上獲取貨品、服務或資料
On-line receipt of goods, services or information
- 5 網上售賣貨品、服務或資料
On-line sales of goods, services or information
- 6 網上遞送貨品、服務或資料
On-line delivery of goods, services or information
- 7 網上付款
On-line payments
- 8 使用政府網上資訊或服務
Access to on-line Government information or services
- 9 網上向供應商／商業伙伴提出查詢
Make on-line enquiry to suppliers/business partners
- 10 網上向顧客／購買商／商業伙伴提供資料／意見
On-line provision of information/feedback to customers/buyers/business partners
- 11 下載軟件
Software downloads
- 12 電子銀行服務(例如轉帳)
Electronic banking services (e.g. transferring money)
- 13 金融交易服務(例如買賣股票)
Financial transaction services (e.g. stock trading)
- 14 網上應用系統以作機構內部運作(例如客戶關係管理、企業資源計劃)
On-line application for internal use
(e.g. customer relationship management, enterprise resources planning)
- 15 視像會議
Video conference
- 16 其他(請註明): _____
Others (please specify): _____

- C4. 貴機構是如何連接互聯網的？(可選多項)
How is your firm connected to the Internet? (May select more than one)

- 1 撥號式調解器 (透過電話線)
Dial-up modem (through telephone line)
- 2 寬頻
Broadband
- 3 經 **Wi-Fi (無線相容性認證)** 連接
Connection via **Wi-Fi (Wireless Fidelity)**
- 4 專用線路
Dedicated circuits
- 5 經公眾蜂窩式電話網絡連接 (例如 **高速下傳分組接入**)
Connection via the public cellular telephone network (e.g. **High Speed Downlink Packet Access (HSDPA)**)
- 6 其他(請註明): _____
Others (please specify): _____

- C5. 貴機構在工作上有使用互聯網的人士佔貴機構總就業人數的百分比為 (請進位至整數):
The proportion of persons engaged in your firm using Internet at work is _____ %
(please round to whole number):

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- C6. 請註明使用互聯網對貴機構業務運作的影響及其程度。
Please indicate the effects of using Internet on the business operation of your firm and their degree of impact.

影響 Impact	影響程度 Degree of impact			不適用 Not applicable
	高 High	中 Medium	低 Low	
(i) 增加收入 Increased revenue	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(ii) 提升生產力 Raised productivity	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(iii) 改善對顧客的服務 Improved customer services	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(iv) 提升形象 Enhanced image	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(v) 獲取更多市場資訊 Improved access to market information	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(vi) 增強與商業合作伙伴的溝通 Improved communication with business partners	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(vii) 增加業務的靈活性及競爭力 Enhanced business agility and competitiveness	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
(viii) 其他(請註明): Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>

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

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

- 有 → 貴機構會採取的應變措施包括：(可選多項，但請圈出最主要的一項)
Yes Action(s) that your firm will take include: (May select more than one but please encircle the most important one)

- 1 改用人手操作
Use manual operation instead
- 2 使用備份系統
Use backup system
- 3 尋求有關行業商會的協助
Seek help from associations of the related trade
- 4 尋求資訊科技顧問的意見
Seek advice from IT consultant
- 5 尋求互聯網服務供應商的協助
Seek advice from Internet Service Provider
- 6 尋求對互聯網熟識的人士的協助
Seek help from personnel familiar with Internet
- 7 向保險公司索償(如已購買保險)
Claim insurance (if insured)
- 8 其他(請註明):
Others (please specify): _____

- 2 沒有 → 請註明原因：
No Please specify the reason: _____

- C8. 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)
 What are the motivating factor(s) for your firm to adopt IT more?
 (May select more than one but please encircle the most important one)

- 1 資訊科技對業務有裨益
 Have business benefits to use IT
- 2 資訊科技產品的購置和保養成本降低
 Lower cost in procuring and maintaining IT products
- 3 聘用資訊科技人員的成本降低
 Lower cost in employing IT personnel
- 4 更可靠及更安全的資訊科技產品
 More reliable and secure IT products
- 5 有懂得應用資訊科技的員工
 Have personnel familiar with IT within the firm
- 6 競爭對手相繼採納資訊科技
 Competitors adopt IT successfully
- 7 有可靠及收費合理的技術支援／求助台
 Have reliable and cost-affordable technical support/help desk
- 8 其他(請註明)：
 Others (please specify): _____

- C9. 貴機構有沒有設立以下網絡？

Has your firm set up the following networks?

- (i) 局部區域網絡
Local Area Network (LAN)

有
 Yes

沒有
 No

1

2

- (ii) 內聯網
Intranet

1

2

- (iii) 外聯網
Extranet

1

2

D. 網站的應用 WEBSITE USAGE

- D1. 貴機構有沒有設立**網頁**或**網站**，包括掛在其他機構(例如香港貿易發展局、香港生產力促進局、互聯網服務供應商等)提供的網站？
Does your firm set up a **webpage** or **website**, including those hosted by third parties (e.g. Hong Kong Trade Development Council, Hong Kong Productivity Council, Internet service providers, etc)?

- 1 有 → 網址 _____ (請跳至 **D3**)
Yes Website address http://www. (Please go to **D3**)
- 2 沒有
No

- D2. 貴機構有沒有計劃設立網頁或網站？
Does your firm plan to set up a webpage or website?

- 1 有 → 預計在 (年份) (請跳至 **D7**)
Yes in _____ (year) (Please go to **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**。
No Please give reason(s) (may select more than one but please encircle the most important one) and go to **D7**.

- 1 缺乏熟悉建立／保養網頁或網站的員工
Lack of personnel familiar with developing/maintaining a webpage or website
- 2 設立網頁或網站的成本高昂
Costly in setting up a webpage or website
- 3 沒有可靠的網頁建立及保養服務／有關服務成本高昂
Reliable development and maintenance services are not available/are costly
- 4 擔心擁有網頁或網站時的資訊保安事宜
Concern about information security issues in owning a webpage or website
- 5 擁有網頁或網站對業務沒有裨益(原因是，可選多項)：
No business benefit to set up a webpage or website (because of, may select more than one):
- i 沒有實際用途以支持為業務設立網頁或網站
Lack of practical use for a sound business case to set up a webpage or website
- ii 不了解該如何善用網頁或網站令現有業務獲益
Lack of know-how for beneficial adoption of webpage or website
- iii 其他(請註明)： _____
- 6 已使用其他網上渠道(例如網上工商目錄、網上電子商貿平台等)
Alternative Internet channels (e.g. on-line business directory, on-line e-commerce trading platforms, etc) are being used
- 7 其他(請註明)： _____

- D3. 貴機構是否擁有自己的**網絡伺服器**？
Does your firm have your own **web server**?

- 1 有
Yes
- 2 沒有
No

- D4. 貴機構的網頁或網站有沒有連接到機構內的資料庫？
Does your firm's webpage or website have connection with the related in-firm databases?
- 1 有
Yes
- 2 沒有 → 貴機構有沒有計劃將網頁或網站連接到機構內的資料庫？
No Is your firm planning to connect the firm's webpage or website with the related in-firm databases?
- 1 有 → 預計在 (年份)
Yes in (year)
- 2 沒有
No
- 3 不適用，因為貴機構沒有資料庫
Not applicable, because of your firm has no in-firm database
- 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？
Does your firm's webpage or website have connection with business partners' computer systems to conduct business transactions or information exchange?
- 1 有
Yes
- 2 沒有 → 貴機構有沒有計劃將網頁或網站連接到商業伙伴的電腦系統作商業交易或交換資料？
No Is your firm planning to connect the firm's webpage or website with business partners' computer systems to conduct business transactions or information exchange?
- 1 有 → 預計在 (年份)
Yes in (year)
- 2 沒有
No
- 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)
Type(s) of business transactions/services offered by the webpage or website of your firm is/are:
(May select more than one but please encircle the most important one)
- 1 提供機構和其產品及服務的資料(對象包括顧客及員工)
Providing information on the firm and products and services offered (both for use by customers and staff)
- 2 網上訂購機構的產品及服務
On-line ordering of the firm's products and services
- 3 網上付款
On-line payments
- 4 網上遞送產品及服務
On-line delivery of the firm's products and services
- 5 網上售後服務
On-line after sales services
- 6 網上收集顧客的意見
On-line collection of feedback from customers
- 7 網上處理商業查詢(例如提供報價)
On-line handling of business enquiry (e.g. provision of quotation)
- 8 其他(請註明)：
Others (please specify): _____

D7. 在過去 12 個月內，貴機構曾否使用所屬行業入門網站？
Have you used any portal sites for your industry in the past 12 months?

- 1 有 → 常用服務包括：(可選多項)
Yes Service(s) commonly used: (May select more than one)
- 1 行業動態及資訊
Industry news and information
 - 2 持續發展及進修平台
Continuous development and learning platform
 - 3 討論平台
Discussion forum
 - 4 貨品及公司搜尋
Product and company search
 - 5 廣告、市場推廣及商業配對服務
Advertising, marketing and business matching service
 - 6 電子交易平台
Electronic transaction platform
 - 7 其他(請註明)：
Others (please specify): _____
- 2 沒有
No
- 3 對所屬行業入門網站不認知
Not aware of the existence of industry portal sites

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

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

E1. 在過去 12 個月內，貴機構有沒有透過 **電子途徑** 預訂或購買貨品、服務或資料？
 Has your firm ordered or purchased goods, services or information through **electronic means** in the past 12 months?

1 有
Yes

2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 **E6**。
 No Please give reason(s) (may select more than one but please encircle the most important one) and go to **E6**.

- 1 缺乏熟悉透過電子途徑預訂或購買貨品、服務或資料的員工
 Lack of personnel familiar with ordering or purchasing goods, services or information through electronic means
- 2 業內並不普遍
 Not popular in the industry
- 3 硬件及軟件的購置及保養成本高昂
 Costly in procuring and maintaining hardware and software
- 4 付款方法有限制／不方便
 Payment method is limited/inconvenient
- 5 透過電子途徑供預訂或購買的貨品、服務或資料欠缺詳細資訊
 Lack of detailed information on the goods, services or information available for ordering or purchasing through electronic means
- 6 擔心透過電子途徑預訂或購買貨品、服務或資料時的資訊保安事宜
 Concern about information security issue in ordering or purchasing goods, services or information through electronic means
- 7 擔心對於透過電子途徑所預訂或購買的貨品、服務或資料的售後服務及退貨政策
 Concern about after-sale service and return policy in ordering or purchasing goods, services or information through electronic means
- 8 擔心透過電子途徑所預訂或購買的貨品、服務或資料所需的處理時間及／或額外費用
 Concern about lead time and/or additional cost in ordering or purchasing goods, services or information through electronic means
- 9 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(原因是，可選多項)：
 No business benefit to order or purchase goods, services or information through electronic means (because of, may select more than one):
- i 沒有實際用途以支持在業務上透過電子途徑預訂或購買貨品、服務或資料
 Lack of practical use for a sound business case to order or purchase goods, services or information through electronic means
- ii 不了解該如何善用電子途徑預訂或購買貨品、服務或資料令業務獲益
 Lack of know-how for beneficial uses of electronic means for ordering or purchasing goods, services or information
- iii 其他(請註明)：
 Others (please specify): _____
- 10 所需的貨品、服務或資料沒有透過電子途徑銷售
 Goods, services or information required not available for sale through electronic means
- 11 其他(請註明)：
 Others (please specify): _____

E2. 貴機構透過電子途徑預訂或購買貨品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for ordering or purchasing goods, services or information through electronic means is/are:
(May select more than one but please encircle the most important one)

- 1 更加方便
More convenient
- 2 價格／成本更低
Lower price/cost
- 3 更多選擇
More choices
- 4 節省時間
Less processing time
- 5 沒有其他途徑
Without other channel
- 6 其他(請註明)：
Others (please specify): _____

E3. 貴機構曾透過電子途徑預訂或購買貨品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information ordered or purchased through electronic means is/are:
(May select more than one but please encircle the most important one)

- 1 預訂或補購存貨
Order or purchase for replenishment of inventory
- 2 預訂、購買或申請政府的貨品、服務或資料
Order, purchase of or application for Government goods, service or information
- 3 預訂或購買旅遊服務
Order or purchase of travel service
- 4 預訂或購買金融產品及服務(例如股票、保險或投資基金)
Order or purchase of financial instruments and services (e.g. securities, insurance or investment funds)
- 5 預訂或購買電子產品包括電腦硬件、軟件及相關消耗用品
Order or purchase of electronic products including computer hardware, software and their consumables
- 6 預訂或購買其他貨品、服務或資料(請註明)：
Order or purchase of other goods, services or information (please specify): _____

E4. (a) 貴機構在 2008 年購買的貨品、服務或資料總值中，透過各類電子途徑購買的項目佔總購買開支的百分比是：
Percentage of **value of goods, services or information purchased** through electronic means to the total value of purchase by your firm in 2008 is:

- 1 < 1%
- 2 1-5%
- 3 6-10%
- 4 11-15%
- 5 > 15% (請註明該百分比)：
(please specify the percentage): _____

- E4. (b) 在透過電子途徑購買的貨品、服務或資料總值中，各類電子途徑所佔的百分比分別是：
(若曾使用有關電子途徑類別購買，但其所佔的百分比少於一，請以‘*’號表示)
Percentage breakdowns of value of goods, services or information purchased through electronic means by type of electronic means are: (if the type of electronic means concerned has been used for purchasing but its percentage is <1, please mark an ‘*’)

- | | | | | |
|---|----------------------|----------------------|----------------------|---|
| (i) 經個人電腦連接互聯網
Internet via PCs | <input type="text"/> | <input type="text"/> | <input type="text"/> | % |
| (ii) 經流動裝置(如流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (e.g. mobile phones, PDA) | <input type="text"/> | <input type="text"/> | <input type="text"/> | % |
| (iii) 專用私人網絡
<i>Designated private network</i> | <input type="text"/> | <input type="text"/> | <input type="text"/> | % |
| (iv) 透過電話網絡的交互式語音應答系統
<i>Interactive Voice Response System through telephone network</i> | <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)
<i>Other Interactive Response System (such as Short Message Service (SMS)) through mobile telecommunications network</i> | <input type="text"/> | <input type="text"/> | <input type="text"/> | % |
| (vi) 其他(請註明):
Others (please specify): | <input type="text"/> | <input type="text"/> | <input type="text"/> | % |

總計
Total %

- E5. 貴機構在 2008 年透過互聯網購買的項目總開支中，經由網上付款所佔的百分比是：
Percentage of **payment through Internet** in the total value of purchase through Internet of your firm in 2008 is:

- | | |
|--------------------------------|---------|
| <input type="text" value="1"/> | 0% |
| <input type="text" value="2"/> | < 1% |
| <input type="text" value="3"/> | 1-20% |
| <input type="text" value="4"/> | 21-40% |
| <input type="text" value="5"/> | 41-60% |
| <input type="text" value="6"/> | 61-80% |
| <input type="text" value="7"/> | 81-100% |

2. 透過電子途徑獲取貨品、服務或資料

Receipt of Goods, Services or Information through Electronic Means

(a) 政府貨品、服務或資料

Government Goods, Services or Information

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

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

1 經個人電腦連接互聯網
Internet via PCs

2 經流動裝置(例如流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as mobile phones, PDA)

3 專用私人網絡
Designated private network

4 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network

5 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service (SMS)) through mobile telecommunications network

6 設置於政府辦公室的終端機
Terminals at Government offices

7 其他(請註明):
Others (please specify): _____

(ii) 透過哪種電子平台(如適用)?(可選多項，但請圈出最主要的一項)及跳至 E7。
Through which electronic platform(s) (if applicable)?
(May select more than one but please encircle the most important one) and go to E7.

1 香港政府一站通(www.gov.hk)
GovHK (www.gov.hk)

2 其他政府網站
Other Government websites

3 政府部門的交互式話音應答系統
Interactive Voice Response System of Government Departments

4 設置於政府辦公室的終端機
Terminals at Government offices

5 其他(請註明):
Others (please specify): _____

E6. (續) 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？
(cont'd) Has your firm obtained Government goods, services or information through electronic means in the past 12 months?

2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 E8。
No Please give reason(s) (may select more than one but please encircle the most important one) and go to E8.

- 1 缺乏熟悉透過電子途徑獲取政府貨品、服務或資料的員工
Lack of personnel familiar with receiving Government goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 硬件及軟件的購置及保養成本高昂
Costly in procuring and maintaining hardware and software
- 4 沒有可靠的保養／保養成本高昂
Reliable maintenance is not available/is costly
- 5 擔心透過電子途徑獲取政府貨品、服務或資料時的資訊保安事宜
Concern about information security issue in receiving Government goods, services or information through electronic means
- 6 認為透過電子途徑獲取政府貨品、服務或資料並不可靠
Consider Government goods, services or information received through electronic means not reliable
- 7 擔心透過電子途徑所獲取的政府貨品、服務或資料所需的處理時間及／或額外費用
Concern about lead time and/or additional cost for receipt of Government goods, services or information through electronic means
- 8 透過電子途徑獲取的政府貨品、服務或資料對業務沒有裨益(原因是，可選多項)：
No business benefit to receive Government goods, services or information through electronic means (because of, may select more than one):
- i 沒有實際用途以支持在業務上透過電子途徑獲取政府貨品、服務或資料
Lack of practical use for a sound business case to receive Government goods, services and information through electronic means
- ii 不了解該如何善用電子途徑獲取政府貨品、服務或資料令業務獲益
Lack of know-how for beneficial uses of electronic means for receiving Government goods, services and information through electronic means
- iii 其他(請註明)：
Others (please specify): _____
- 9 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
- 10 其他(請註明)：
Others (please specify): _____

3 沒有這種需要 (請跳至 E8)
Do not have such requirement (Please go to E8)

E7. 貴機構透過電子途徑獲取政府貨品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)
 Type(s) of Government goods, services or information received through electronic means is/are:
 (May select more than one but please encircle the most important one)

- 1 獲取數碼形式的產品及服務
Receipt of products and services in digital form
- 2 獲取、瀏覽或尋找其他資料
Receipt of, browsing or searching for other information
- 3 遞交與貿易有關的文件(如報關表)
Submission of trade-related documents (e.g. trade declarations)
- 4 遞交其他表格或文件
Submission of other forms or documents etc.
- 5 提出查詢
Submission of enquiry
- 6 電子付款服務
e-payment services
- 7 其他(請註明): _____
Others (please specify): _____

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

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

- 1 有 → 透過哪種電子途徑?(可選多項，但請圈出最主要的一項)
 Yes Through which electronic means? (May select more than one but please encircle the most important one)
 - 1 經個人電腦連接互聯網
Internet via PCs
 - 2 經流動裝置(例如流動電話、個人數碼助理)連接互聯網
Internet via mobile devices (such as mobile phones, PDA)
 - 3 專用私人網絡
Designated private network
 - 4 透過電話網絡的交互式語音應答系統
Interactive Voice Response System through telephone network
 - 5 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service (SMS)) through mobile telecommunications network
 - 6 其他(請註明): _____
Others (please specify): _____

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

2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 **E10**。
No Please give reason(s) (may select more than one but please encircle the most important one) and go to **E10**.

- 1 缺乏熟悉透過電子途徑獲取貨品、服務或資料的員工
Lack of personnel familiar with receiving goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 硬件及軟件的購置及保養成本高昂
Costly in procuring and maintaining hardware and software
- 4 沒有可靠的保養／保養成本高昂
Reliable maintenance is not available/is costly
- 5 擔心透過電子途徑獲取貨品、服務或資料時的資訊保安事宜
Concern about information security issue in receiving goods, services or information through electronic means
- 6 認為透過電子途徑獲取貨品、服務或資料並不可靠
Consider goods, services or information received through electronic means not reliable
- 7 擔心透過電子途徑所獲取的貨品、服務或資料所需的處理時間及／或額外費用
Concern about lead time and / or additional cost for receipt of goods, services or information through electronic means
- 8 透過電子途徑獲取貨品、服務或資料對業務沒有裨益(原因是，可選多項)：
No business benefit to receive goods, services or information through electronic means (because of, may select more than one):
- i 沒有實際用途以支持在業務上透過電子途徑獲取貨品、服務或資料
Lack of practical use for a sound business case to receive goods, services and information through electronic means
- ii 不了解該如何善用電子途徑獲取貨品、服務或資料令業務獲益
Lack of know-how for beneficial uses of electronic means for receiving goods, services and information through electronic means
- iii 其他(請註明)：
Others (please specify): _____
- 9 所需的貨品、服務或資料不能透過電子途徑送遞
Goods, services or information required cannot be delivered through electronic means
- 10 其他(請註明)：
Others (please specify): _____

E9. 貴機構透過電子途徑獲取貨品、服務或資料(除政府提供的以外)的種類是：
(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information (other than from Government) received through electronic means is/are: (May select more than one but please encircle the most important one)

- 1 電子金融服務(例如轉帳及網上繳費)
Electronic financial services (e.g. transferring money and on-line payment)
- 2 獲取數碼形式的產品及服務
Receipt of products and services in digital form
- 3 獲取、瀏覽或尋找資料
Receipt of, browsing or searching for information
- 4 獲取網上客戶服務
Receipt of on-line customer services
- 5 其他(請註明)：
Others (please specify): _____

3. **透過電子途徑售賣貨品、服務或資料**

Sales of Goods, Services or Information through Electronic Means

E10. 在過去 12 個月內，貴機構有沒有透過電子途徑售賣貨品、服務或資料？

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

1 有
Yes

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

1 有 → 預計在 (年份) (請跳至 E13)
Yes in (year) (Please go to E13)

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

1 缺乏熟悉透過電子途徑售賣貨品、服務或資料的員工
Lack of personnel familiar with selling goods, services or information through electronic means

2 業內並不普遍
Not popular in the industry

3 透過電子途徑售賣貨品、服務或資料的購置成本高昂
Costly in selling goods, services or information through electronic means

4 擔心透過電子途徑售賣貨品、服務或資料時的資訊保安事宜
Concern about information security issue in selling goods, services or information through electronic means

5 透過電子途徑售賣貨品、服務或資料並不可靠(例如所接獲的訂單並不可靠)
Consider selling goods, services or information through electronic means not reliable (such as orders received are not reliable)

6 只有少量使用電子商貿的顧客
There are few customers adopting electronic commerce

7 透過電子途徑售賣貨品、服務或資料難以提供足夠的資訊及顧客服務
Difficult to provide sufficient information and customer services in selling goods, service or information through electronic means

8 擔心透過電子途徑售賣貨品、服務或資料所需的處理時間及／或額外費用
Concern about lead time and/or additional cost in selling goods, services or information through electronic means

9 透過電子途徑售賣貨品、服務或資料對業務沒有裨益(原因是，可選多項)：
No business benefit to sell goods, services or information through electronic means (because of, may select more than one):

i 沒有實際用途以支持在業務上透過電子途徑售賣貨品、服務或資料
Lack of practical use for a sound business case to sell goods, services or information through electronic means

ii 不了解該如何善用電子途徑售賣貨品、服務或資料令業務獲益
Lack of know-how for beneficial uses of electronic means for selling goods, services or information

iii 其他(請註明)：
Others (please specify): _____

10 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

11 其他(請註明)：
Others (please specify): _____

E11. 貴機構透過電子途徑售賣貨品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for selling your goods, services or information through electronic means is/are:
(May select more than one but please encircle the most important one)

- 1 擴充市場及拓展商機
To expand market and explore business opportunities
- 2 改善生產力及減低成本
To improve productivity and reduce cost
- 3 改善效率及流程
To improve efficiency and streamline workflow
- 4 改善對顧客的服務
To improve customer services
- 5 提高業務靈活性及增強競爭力
To increase business agility and enhance competitiveness
- 6 其他(請註明)：
Others (please specify): _____

E12. (a) 貴機構在 2008 年透過電子途徑售賣貨品、服務或資料所帶來的業務收入。 港元\$
HK\$

Business receipts of your firm received in 2008 through selling goods, services or information through electronic means.

請註明透過電子途徑所售賣的貨品、服務或資料：
Please specify the goods, services or information sold through electronic means:

(b) 透過不同電子途徑類別所帶來的業務收入所佔的百分比分別是：(佔問題 E12(a) 的總值的百分比。若曾使用有關電子途徑類別售賣，但其所佔的百分比少於一，請以‘*’號表示)
Percentage breakdowns of business receipts by type of electronic means are: (as a percentage to the total value in question E12(a)). If the type of electronic means concerned has been used for selling but its percentage is <1, please mark an ‘*’)

- (i) 互聯網(經網站/網頁)
Internet (via websites/webpages) %
- (ii) 專用私人網絡
Designated private network %
- (iii) 透過電話網絡的交互式話音應答系統
Interactive Voice Response System through telephone network %
- (iv) 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 (SMS)) through mobile telecommunications network %
- (v) 其他(請註明)：
Others (please specify): _____ %
- 總計
Total 1 0 0 %

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

- (i) 消費者
Consumers %
- (ii) 政府及有關機構
Government and related organisations %
- (iii) 商業及其他機構單位
Business and other establishments %
- 總計
Total 1 0 0 %

E12. (d) 透過互聯網售賣貨品、服務或資料所帶來的業務收入中，經由網上收款所佔的百分比是：
Percentage of **payment received through Internet** in the receipts of goods, services or information sold through Internet is:

1 0 %

2 < 1%

3 1-5%

4 6-10%

5 11-15%

6 > 15% (請註明該百分比) :
(please specify the percentage) : _____

(e) 貴機構在透過電子途徑售賣貨品、服務或資料時會接受以下哪些付款方式？(可選多項)
What are the type(s) of payments accepted by your firm in selling goods, services or information through electronic means? (May select more than one)

電子付款方式：

Electronic payment method:

1 電子銀行服務
Electronic banking services

2 信用咭(經互聯網)
Credit cards (via Internet)

3 第三者付款服務(例如繳費靈)
Third-party payment services (e.g. PPS)

4 其他電子付款方式(請註明) :
Other electronic payment method (please specify): _____

非電子付款方式：

Non-electronic payment method:

5 在貴機構設立的預繳賬戶內扣除
Debit from prepaid accounts with your firm

6 郵遞支票或親身付款／轉賬
Mailing of cheque or in-person payment/transfer

7 其他非電子付款方式(請註明) :
Other non-electronic payment method
(please specify): _____

E13. 貴機構在 2008 年的業務總收入。
Total business receipts of your firm in 2008.

港元\$
HK\$

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

4. 透過電子途徑遞送貨品、服務或資料

Delivery of Goods, Services or Information through Electronic Means

E14. 在過去 12 個月內，貴機構有沒有透過電子途徑遞送貨品、服務或資料？
Has your firm delivered your goods, services or information through electronic means in the past 12 months?

1 有
Yes

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

1 有 → 預計在 (年份) (請跳至 F1)
Yes in (year) (Please go to F1)

2 沒有 → 請提供原因(可選多項，但請圈出最主要的一項)及跳至 F1。
No Please give reason(s) (may select more than one but please encircle the most important one) and go to F1.

- 1 缺乏熟悉透過電子途徑遞送貨品、服務或資料的員工
Lack of personnel familiar with delivering goods, services or information through electronic means
- 2 業內並不普遍
Not popular in the industry
- 3 透過電子途徑遞送貨品、服務或資料的成本高昂
Costly in delivering goods, services or information through electronic means
- 4 擔心透過電子途徑遞送貨品、服務或資料時的資訊保安事宜
Concern about information security issue in delivering goods, services or information through electronic means
- 5 難以透過電子途徑遞送貨品、服務或資料
Difficult to deliver reliable goods, services or information through electronic means
- 6 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
- 7 透過電子途徑遞送貨品、服務或資料對業務沒有裨益(原因是，可選多項)：
No business benefit to deliver goods, services or information through electronic means (because of, may select more than one):
- i 沒有實際用途以支持在業務上透過電子途徑遞送貨品、服務或資料
Lack of practical use for a sound business case to deliver goods, services or information through electronic means
- ii 不了解該如何善用電子途徑遞送貨品、服務或資料令業務獲益
Lack of know-how for beneficial uses of electronic means for delivering goods, services or information
- iii 其他(請註明)：
Others (please specify): _____
- 8 其他(請註明)：
Others (please specify): _____

E15. 貴機構透過電子途徑遞送貨品、服務或資料的原因是：(可選多項，但請圈出最主要的一項)
Reason(s) for delivering your goods, services or information through electronic means is/are:
(May select more than one but please encircle the most important one)

- 1 擴充市場及拓展商機
To expand market and explore business opportunities
- 2 改善生產力及減低成本
To improve productivity and reduce cost
- 3 改善效率及流程
To improve efficiency and streamline workflow
- 4 改善對顧客的服務
To improve customer services
- 5 提高業務靈活性及增強競爭力
To increase business agility and enhance competitiveness
- 6 其他(請註明)：
Others (please specify): _____

E16. 貴機構透過電子途徑遞送貨品、服務或資料的種類是：(可選多項，但請圈出最主要的一項)
Type(s) of goods, services or information delivered through electronic means is/are:
(May select more than one but please encircle the most important one)

- 1 遞送數碼形式的產品及服務
Delivery of products and services in digital form
- 2 在網站提供機構／產品服務及資料
Provision of information on the firm/product and services on the website
- 3 遞送其他資料
Delivery of other information
- 4 電子金融服務
Electronic financial services
- 5 其他(請註明)：
Others (please specify): _____

E17. 貴機構透過電子途徑遞送貨品、服務或資料的媒介是：(可選多項)
The media for delivering your goods, services or information through electronic means is/are:
(May select more than one)

- 1 互聯網(經網站／網頁)
Internet (via website/webpage)
- 2 專用私人網絡
Designated private network
- 3 透過電話網絡的交互式語音應答系統
Interactive Voice Response System through telephone network
- 4 其他透過流動電訊網絡的交互式應答系統(例如短訊服務)
Other Interactive Response System (such as Short Message Service (SMS)) through mobile telecommunications network
- 5 其他(請註明)：
Others (please specify): _____

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

- F1. 貴機構有沒有為資訊科技項目訂下 2009 年的財政預算？
Does your firm have a **budget for IT** for year 2009?
- 1 有
Yes
- 2 沒有 (請跳至 F3)
No (Please go to F3)
- 3 不肯定 (請跳至 F3)
Uncertain (Please go to F3)
- F2. 貴機構為資訊科技項目所訂下的 2009 年財政預算，與 2008 年資訊項目支出比較，是增加、減少或不變呢？
Has the budget for IT for year 2009 been increased, decreased or the same compared with IT expenditure for 2008?
- 1 增加
Increased
- 2 減少
Decreased
- 3 不變
Same
- 4 不肯定
Uncertain
- F3. 貴機構有沒有為資訊科技項目訂下 2010 年的財政預算？
Does your firm have a budget for IT for year 2010?
- 1 有
Yes
- 2 沒有 (請跳至 G1)
No (Please go to G1)
- 3 不肯定 (請跳至 G1)
Uncertain (Please go to G1)
- F4. 貴機構為資訊科技項目所訂下的 2010 年財政預算，與 2009 年預算比較，是增加、減少或不變呢？
Has the budget for IT for year 2010 been increased, decreased or the same compared with that for 2009?
- 1 增加
Increased
- 2 減少
Decreased
- 3 不變
Same
- 4 不肯定
Uncertain

**G. 資訊保安
INFORMATION SECURITY**

G1. 在過去 12 個月內，貴機構曾否發生 **資訊保安事故**？
Has your firm suffered from **information security incidents** in the past 12 months?

- 1 有
Yes
- 2 沒有 (請跳至 **G4**)
No (Please go to **G4**)
- 3 不適用，因沒有使用個人電腦 (請跳至 **G7**)
Not applicable, because no PCs used (Please go to **G7**)

G2. 貴機構曾發生何種資訊保安事故：(可選多項)
Type(s) of information security incidents suffered is/are: (May select more than one)

	受襲次數 Number of incidents
<input type="checkbox"/> 1 電腦病毒* Computer Virus *	
<input type="checkbox"/> 2 黑客侵入 Hacking	
<input type="checkbox"/> 3 阻斷服務 Denial of service	
<input type="checkbox"/> 4 資料被竊 Theft of information	
<input type="checkbox"/> 5 資料外洩 Leakage of information	
<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。

* 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. 貴機構在發生資訊保安事故後，有沒有採取以下行動：
Has your firm taken the following action(s) after having suffered from information security incidents :

(i) 修補漏洞
Patch holes

有 1 沒有 2
Yes No

(ii) 向管理層匯報
Report to senior management

有 1 沒有 2
Yes No

(iii) 向警方報案
Report to police

有 1 沒有 2 → 請提供原因：(可選多項)
Yes No The reason(s) is/are: (May select more than one)

1 機構沒有指引
Firm has no guideline to report

2 不知悉可以報案
Unaware that it could be reported

3 不重要，無需要報案
Trivial, no need to report

4 對機構造成負面形象
Negative publicity

5 不認為警方可以幫助
Don't think police can help

6 其他(請註明): _____
Others (please specify):

(iv) 向香港電腦保安事故協調中心匯報
Report to Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT)

有 1 沒有 2 → 請提供原因：(可選多項)
Yes No The reason(s) is/are: (May select more than one)

1 機構沒有指引
Firm has no guideline to report

2 不知悉香港電腦保安事故協調中心
Unaware of HKCERT Coordination Centre

3 不重要，無需要匯報
Trivial, no need to report

4 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

5 其他(請註明): _____
Others (please specify):

(v) 使用更多保安技術
Use more security technologies

有 1 沒有 2
Yes No

(vi) 其他(請註明): _____
Others (please specify):

有 1 沒有 2
Yes No

G4. 貴機構有沒有採用保安技術來保護貴機構的電腦系統及資料？
Has your firm adopted the following security technology(ies) to protect the computer system and information of your firm?

1 有 → 請提供貴機構採用的保安技術(可選多項)。
Yes Please provide the security technology(ies) adopted by your firm (may select more than one).

- 1 防毒軟件
Anti-virus software
- 2 簡單認證(密碼/個人辨認密碼)
Simple authentication (Password/Personal Identity Number)
- 3 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)
- 4 實體保安
Physical security
- 5 **防火牆**
Firewall
- 6 **檔案加密**
File encryption
- 7 接達管制
Access control
- 8 入侵偵測系統/入侵防禦系統
Intrusion Detection System (IDS)/Intrusion Prevention System (IPS)
- 9 虛擬私人網絡
Virtual Private Network (VPN)
- 10 保安修補程式管理
Security patch management
- 11 數據備份和復原
Data backup and recovery
- 12 保護免受濫發電郵滋擾
Protection against **email spam**
- 13 其他(請註明): _____
Others (please specify): _____

2 沒有
No

G5. 貴機構有沒有實施任何資訊保安措施？
Has your firm implemented any information security measures?

1 有 → 請提供貴機構實施的保安措施(可選多項)。
Yes Please provide the security measure(s) implemented by your firm (may select more than one).

- 1 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
- 2 建立資訊保安政策
Establish information security policy
- 3 制定事故回應程序
Develop incident response procedures
- 4 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
- 5 僱用全職/兼職員工負責資訊保安
Employ full-time/part-time staff responsible for information security
- 6 員工認知、教育及培訓
Staff awareness, education and training
- 7 其他(請註明): _____
Others (please specify): _____

2 沒有
No

- G6. 貴機構在處理資訊保安問題上遇到哪些障礙？(可選多項，但請圈出最主要的一項)
What is/are the obstacle(s) to addressing information security concerns in your firm?
(May select more than one but please encircle the most important one)

- 1 財政限制
Budget constraint
- 2 員工缺乏資訊保安的意識
Lack of employee awareness
- 3 缺乏管理層的支持
Lack of management support
- 4 缺乏有關範疇的知識
Lack of expertise in the field
- 5 有關產品的技術複雜
Technical complexity of products
- 6 缺乏有關資訊科技保安的策略及指引
Lack of policy and guideline on IT security
- 7 其他(請註明):
Others (please specify): _____
- 8 沒有障礙
No obstacles

- G7. 如貴機構有透過電子途徑售賣貨品、服務或資料，貴機構如何為客戶提供身分認證及／或保密接達服務？(可選多項)
If your firm sells goods, services or information through electronic means, how do you provide authentication and/or secure access for your clients? (May select more than one)

- 1 保密插口層
Secure Sockets Layer (SSL)
- 2 保密電子交易
Secure Electronic Transaction (SET)
- 3 個人數碼證書
Personal digital certificate
- 4 伺服器數碼證書
Server digital certificate
- 5 用戶名稱
User name
- 6 密碼／個人辨認密碼
Password/Personal Identity Number
- 7 其他(請註明):
Others (please specify): _____
- 8 沒有核實客戶身分或為客戶提供保密接達服務
No provision for authentication/secure access for clients
- 9 不適用，因機構沒有透過電子途徑售賣貨品、服務或資料
Not applicable, because the firm does not sell goods, services or information through electronic means

G8. 貴機構是否擁有無論是香港或香港以外核證機關發出的數碼證書？

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

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

(i) 由本港核證機關發出

Issued by Certification Authorities in Hong Kong

數量
Number

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

--	--	--	--

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

--	--	--	--

(ii) 由香港以外核證機關發出

Issued by Certification Authorities outside Hong Kong

--	--	--	--

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

有 → 預計在
Yes in

--	--	--	--

(年份) (請跳至 H1)

(year) (Please go to H1)

沒有 (請跳至 G10)
No (Please go to G10)

G9. 在過去 12 個月內，貴機構曾否使用數碼證書？

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

有 → 請提供貴機構在哪方面使用數碼證書(可選多項)及跳至 H1。
Yes Please provide the usage(s) of the digital certificate by your firm (may select more than one) and go to H1.

對外與顧客進行交易／交換資料

Business transaction/Exchange of information with customers

對外與其他貿易伙伴進行交易／交換資料

Business transaction/Exchange of information with other business partners

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

內部運作

In-house operation

其他(請註明):

Others (please specify): _____

沒有
No

G10. 請提供貴機構沒有使用／沒有計劃申請數碼證書的原因。(可選多項，但請圈出最主要的一項)

Please give reason(s) for not having used/not having planned to apply for digital certificate(s).

(May select more than one but please encircle the most important one)

甚少透過電子途徑進行商業交易

Little use of electronic means in business transactions

沒有使用數碼證書加強保安的需要

No need to enhance security by using digital certificate

沒有提供數碼簽署的需要

No need to provide digital signature

安裝程序繁複及不易使用

Application and installation procedures cumbersome and not user-friendly

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(請註明):

Others (please specify): _____

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

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

H2. 貴機構有沒有應用以下無線及流動傳送技術？ Does your firm use any of the following wireless and mobile transmission technology?	有 Yes	沒有 No
(a) 通用分組無線電服務 <i>General Packet Radio Service (GPRS)</i>	<input type="checkbox"/>	<input type="checkbox"/>
(b) 全球演進式數據速率增強技術 <i>Enhanced Data rates for Global Evolution (EDGE)</i>	<input type="checkbox"/>	<input type="checkbox"/>
(c) 第三代無線通訊系統 <i>Third Generation Wireless System (3G)</i>	<input type="checkbox"/>	<input type="checkbox"/>
(d) 無線應用協定 Wireless Application Protocol (WAP)	<input type="checkbox"/>	<input type="checkbox"/>
(e) 無線區域網絡 Wireless Local Area Network (WLAN)	<input type="checkbox"/>	<input type="checkbox"/>
(f) 藍芽技術 <i>Bluetooth</i>	<input type="checkbox"/>	<input type="checkbox"/>
(g) 射頻識別技術 Radio Frequency Identification (RFID)	<input type="checkbox"/>	<input type="checkbox"/>
(h) 流動保安解決方案(例如流動數碼證書) <i>Mobile security solution</i> (e.g. mobile digital certificate)	<input type="checkbox"/>	<input type="checkbox"/>
(i) 其他(請註明): Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

H3. 貴機構有沒有應用以下無線及流動服務？ Does your firm use any of the following wireless and mobile services?	有 Yes	沒有 No
(a) 短訊服務 Short Message Service (SMS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 增強型短訊服務 Enhanced Messaging Service (EMS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 多媒體短訊服務 Multimedia Messaging Service (MMS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 基於位置的服務 Location Based Service (LBS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 全球定位系統 Global Positioning System (GPS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) 無線電郵 Wireless e-mail	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) 無線上網 Wireless web surfing	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 資訊娛樂服務 Infotainment service	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) 視像通訊 Video call	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 非接觸式媒體提供的保安／物流控制服務 Security/Logistics control service provided by contactless media	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 其他(請註明): Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>
H4. 貴機構有沒有應用以下無線及流動應用系統？ Does your firm use any of the following wireless and mobile applications ?	有 Yes	沒有 No
(a) 地理資訊系統 Geographic Information System (GIS)	<input type="text" value="1"/>	<input type="text" value="2"/>
(b) 短訊廣播及警報(短訊服務、多媒體短訊服務等) Message broadcast and alert (SMS, MMS, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(c) 辦公室自動化(文書處理、試算表等) Office automation (word processing, spreadsheet, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(d) 無線應用協定的網站 Wireless Application Protocol (WAP) site	<input type="text" value="1"/>	<input type="text" value="2"/>
(e) 工作管理 Job management	<input type="text" value="1"/>	<input type="text" value="2"/>
(f) 車隊管理 Fleet management	<input type="text" value="1"/>	<input type="text" value="2"/>
(g) 外勤考查及文件傳送 Outdoor site survey and documentation	<input type="text" value="1"/>	<input type="text" value="2"/>
(h) 存貨控制 Inventory control	<input type="text" value="1"/>	<input type="text" value="2"/>
(i) 流動金融服務(銀行、買賣股票等) Mobile financial services (banking, stock trading, etc.)	<input type="text" value="1"/>	<input type="text" value="2"/>
(j) 流動銷售點 Mobile Point-Of-Sales	<input type="text" value="1"/>	<input type="text" value="2"/>
(k) 與業務伙伴(包括政府)進行交易 Transaction with business partners (including the Government)	<input type="text" value="1"/>	<input type="text" value="2"/>
(l) 視訊串流 Video streaming	<input type="text" value="1"/>	<input type="text" value="2"/>
(m) 非接觸式智能卡接達／保安管制 Access/Security control using contactless smart card	<input type="text" value="1"/>	<input type="text" value="2"/>
(n) 其他(請註明): Others (please specify): _____	<input type="text" value="1"/>	<input type="text" value="2"/>

H5. 不論貴機構有沒有使用無線及流動服務及技術，請評估貴機構在應用這些服務及技術方面的障礙？(可選多項，但請圈出最主要的一項)

What is/are the obstacle(s) 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 most important one)

- 1 缺乏熟悉無線及流動服務及技術的員工
Lack of personnel familiar with wireless and mobile services and technology
- 2 業內並不普遍
Not popular in the industry
- 3 投資成本高昂
High investment cost
- 4 運作費用高昂
High operating cost
- 5 回報率沒有保證
Uncertain Return-On-Investment
- 6 應用無線及流動服務及技術對業務沒有裨益(原因是，可選多項)：
No business benefit to use wireless and mobile services and technology (because of, may select more than one)
- i 沒有實際用途以支持在業務上使用無線及流動服務及技術
Lack of practical uses for a sound business case to use wireless and mobile services and technology
- ii 不了解該如何使用無線及流動服務及技術令業務獲益
Lack of know-how for beneficial uses of wireless and mobile services and technology
- iii 其他(請註明)：
Others (please specify): _____
- 7 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
- 8 擔心資料保密及可靠性事宜
Concern about information security and reliability issues
- 9 市場沒有合適的無線及流動服務及技術
No suitable wireless and mobile services and technology in the market
- 10 無線及流動裝置的功能不足
Inadequate functionality of the wireless and mobile devices
- 11 使用不方便
Inconvenient to use
- 12 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
- 13 網絡覆蓋不足
Insufficient network coverage
- 14 其他(請註明)：
Others (please specify): _____

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

倘對本問卷有疑問，可向下述人士查詢：
 Person to be consulted if questions arise about this questionnaire:

聯絡人(博士/先生/女士)
 Contact person (Dr./Mr./Ms.) _____

職位
 Position _____

聯絡電話號碼
 Contact telephone number (內線)
 (Extension)

傳真號碼
 Fax number

電郵地址
 e-mail address _____

此欄不用填寫
 FOR OFFICIAL USE

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



09 IT

二零零九年資訊科技在工商業的使用情況和普及程度按年統計調查 ANNUAL SURVEY ON INFORMATION TECHNOLOGY USAGE AND PENETRATION IN THE BUSINESS SECTOR FOR 2009

註釋

Explanatory Notes

A. 一般資料

A. GENERAL INFORMATION

問題A2

Question A2

就業人數

Persons engaged

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

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

B. 個人電腦的應用

B. PERSONAL COMPUTER USAGE

問題B1

Question B1

個人電腦

Personal computers (PCs)

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。

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.

問題B3

Question B3

個人數碼助理

Personal Digital Assistant (PDA)

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。

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

問題B4

Question B4

應用軟件

Application software

應用軟件是指一般在市面上可買到的電腦程式。

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

電腦保安及防毒

Computer security and anti-virus

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

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

多媒體工具

Multi-media tools

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

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

實用程式

Utility

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，如檔案壓縮工具。

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

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。

網上應用程式

網上應用程式是一種透過瀏覽器使用的應用軟件。

短片分享

短片分享是指一種讓人上載短片以供其他人分享的平台。這裡是指那些宣傳本身機構或機構產品的短片。

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。

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.

Web application

Web application is the software application that is accessed via web browser.

Video sharing

Video sharing refers to the platform where people can upload video clips for sharing with others. Video clips here refer to those promoting the own firms or the products of the firms.

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. 電腦網絡的應用**C. COMPUTER NETWORK USAGE****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。

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.

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。

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.

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。

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.

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=1024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。

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 = 1024 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 connection.

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。

無線相容認證最初用於無線器材和局域網，現在卻常用於接達互聯網（是無線寬頻互聯網接達和聯網的主要國際標準之一，普遍用於商業、家居和公眾地方）。無線相容認證以2.4吉赫的頻率的無線電訊號傳送資料，速度可達每秒11兆比特。用戶可以在靠近接駁點（又稱為「熱點」）的地方使用支援無線上網的電腦或個人數碼助理接駁互聯網。

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。

高速下傳分組接入

高速下傳分組接入(HSDPA)是一種3G移動通訊協議，亦稱為3.5G。該協議在WCDMA下行鏈路中提供分組數據業務，在一個5MHz載波上的傳輸速率可達8-10 Mbps（如採用MIMO技術，則可達20 Mbps）。

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。

Wi-Fi (Wireless Fidelity)

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

Wi-Fi was intended to be used for wireless devices and LANs, but is now often used for Internet access (one of the main international standards for wireless broadband Internet access and networking, with widespread use in business, homes and public spaces). It is based on radio signals with a frequency of 2.4 Ghz and capable of speeds of up to 11 Mbps. It enables a person with a wireless-enabled computer or personal digital assistant to connect to the Internet when in proximity of an access point called a hotspot.

Dedicated circuits

Unswitched connections with capacity dedicated to the users.

High Speed Downlink Packet Access (HSDPA)

HSDPA is a 3G mobile telephony protocol, also known as 3.5G. It is a packet-based data service in WCDMA downlink with data transmission up to 8-10 Mbps, or 20 Mbps for MIMO systems, over a 5MHz bandwidth in WCDMA downlink.

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 necessarily 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.

D. 網站的應用**D. WEBSITE USAGE****問題D1****Question D1****網頁****Webpage**

網頁是一種可在互聯網上開啟的電子文件，提供文字、圖像或多媒體形式的資訊。

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

網站**Website**

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。

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

問題D3**Question D3****網絡伺服器****Web server**

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。

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

E. 電子商業／電子貿易**E. ELECTRONIC BUSINESS/ELECTRONIC COMMERCE****問題E1-E5****Questions E1-E5****透過電子途徑預訂或購買貨品、服務或資料****Ordering or Purchases of Goods, Services or Information through Electronic Means**

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。

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

電子途徑**Electronic means**

電子途徑是指以電子媒介（例如互聯網及專用私人網絡等）處理及傳送數碼數據。

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

問題E4**Question E4****購買的貨品、服務或資料總值****Value of goods, services or information purchased**

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。

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

專用私人網絡**Designated private network**

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。

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

透過電話網絡的交互式語音應答系統**Interactive Voice Response System through telephone network**

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

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.

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**

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語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。

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.

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在二零零六推出的全新一站式網站，為市民提供最常用的政府網上資訊及服務。

問題E10-E13**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。

商業及其他機構單位

商業及其他機構單位包括商業機構、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。

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) is a new one-stop portal launched in 2006 by the Government of the Hong Kong Special Administrative Region to provide the most popular online Government information and services to the public.

Questions E10-E13**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 refer 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.

問題E14-E17**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。

Questions E14-E17**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. 資訊科技項目的財政預算**F. BUDGET FOR INFORMATION TECHNOLOGY****問題F1-F4****Questions F1-F4****資訊科技項目的財政預算****Budget for IT**

資訊科技項目的財政預算包括下列項目：

Budget for IT includes those for:

- (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

- (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. 資訊保安**G. INFORMATION SECURITY****問題G1****Question G1****資訊保安事故****Information security incidents**

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。

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.

問題G2**Question G2****電腦病毒****Computer Virus**

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

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

黑客侵入**Hacking**

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。

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.

阻斷服務**Denial of service**

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。

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.

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伺服器相關的電腦程式，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。

入侵偵測系統

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。

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.

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.

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。

問題G8**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
- 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。）

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.

Question G8**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
- 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.)

H. 無線及流動服務和技術**H. WIRELESS AND MOBILE SERVICES AND TECHNOLOGY****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，利用無線連接到連接達點。

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。

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.

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。通用封包無線電服務採用小包交換技術作高速資料傳送。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。

Question H2**General Packet Radio Service (GPRS)**

GPRS is a wireless communication service overlaying on the existing GSM network. It is based on packet-switched technology enabling high-speed data transmission. It is another technology evolved from GSM, which is a transition technology towards 3G (Third Generation Mobile Services), and therefore GPRS is also called 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, webpages 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.

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。

資訊娛樂服務

資訊娛樂是資訊與娛樂的混合詞，娛樂服務中帶有資訊內容，例如公民教育推廣互動網上遊戲。

非接觸式媒體提供的保安／物流控制服務

非接觸式媒體可應用於保安和物流控制服務，例如非接觸式智能卡可應用於出入控制，射頻識別技術可應用於貨件追蹤或配送。

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。

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.

Infotainment service

Infotainment service is a type of service combining information and entertainment. Interactive online game for civil education purpose is one of the examples of infotainment service.

Security/logistics control service provided by contactless media

Contactless media can be used for security and logistics control service. For example, contactless smart card can be used for access control and Radio Frequency Identification (RFID) can be used for package tracking or distribution.

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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