

香港統計月刊

Hong Kong Monthly Digest of Statistics

二零零一年十一月
November 2001

專題文章

Feature Article

資訊科技及電訊服務的供應及使用
Provision and Usage of Information Technology
and Telecommunications Services

資訊科技及電訊服務的供應及使用 Provision and Usage of Information Technology and Telecommunications Services

在這資訊年代，資訊及通訊科技的急速發展對社會有很大影響。有關資訊科技及電訊服務行業及此類服務使用情況的統計數字需求亦因而日增。本文提供資訊科技及電訊服務供應及使用的最新統計數字。

The rapid development of information and telecommunication technologies has been impacting the society at large in this information age. This leads to increasing demand for statistics on the industries providing information technology and telecommunications (IT&T) services as well as statistics on the usage of such services. This article presents up-to-date statistics on the provision and the usage of IT&T services.

如對本文有任何查詢，請致電政府統計處經濟統計調查發展組(二) (電話：2805 6119)。

If you have any enquiries on this article, please call Economic Surveys Development Section (2), Census and Statistics Department (Tel. : 2805 6119).

資訊科技及電訊服務的供應及使用

Provision and Usage of Information Technology and Telecommunications Services

1. 引言

1.1 在這資訊年代，資訊及通訊科技的急速發展對社會有很大影響。為了反映這方面的最新發展，政府統計處近年開始編製有關的統計數字。本文提供資訊科技及電訊服務供應及使用的最新統計數字。

2. 資訊科技及電訊服務的供應

2.1 在轉化到電子經濟的過程中，出現一些提供資訊科技及電訊服務的行業。這類行業可統稱為「資訊科技及電訊業」。直至現時為止，國際間對「資訊科技及電訊業」尚未有一致的定義。不同的經濟體系採用各自的一套定義。在本文中，資訊科技及電訊業包括以下行業：

- (1) 計算及會計器材、電話及其他通訊設備及電腦及電訊設備用的電子零件的製造；
- (2) 閉路通訊系統及電訊系統保養；
- (3) 電訊設備、電腦、電腦周邊設備及軟件批發/零售；
- (4) 電腦、電腦周邊設備、軟件及電話系統進出口貿易；
- (5) 電訊服務如傳呼服務、固網及流動電話服務、互聯網接駁服務等；
- (6) 軟件開發及保養服務、資料處理及製表服務、與互聯網有關的技術服務及其他與電腦有關的服務；及
- (7) 與電腦及電訊設備有關的工程及技術服務。

1. Introduction

1.1 The rapid development of information and telecommunication technologies has been impacting the society at large in this information age. To reflect the latest development in this area, the Census and Statistics Department (C&SD) started compiling relevant statistics in recent years. This article presents up-to-date statistics on the provision and the usage of information technology and telecommunications (IT&T) services.

2. Provision of IT&T Services

2.1 In changing over to an "e-economy", industries providing IT&T services emerged. These industries may be grouped together as the "IT&T sector". So far, there is no international standard definition on IT&T sector. Different economies adopt their own definitions. In this article, the IT&T sector covers the following industries :

- (1) manufacturing of computing machinery and equipment; telephone and communication equipment; and electronic parts and components of computer and telecommunications (telecom) equipment;
- (2) maintenance of intercommunication system and telecom system;
- (3) wholesale / retail of telecom equipment, computer, computer peripherals and software packages;
- (4) import and export of computer, computer peripherals, software packages and telephone system;
- (5) telecom services such as radio paging services, fixed and mobile telephone services, Internet access services etc;
- (6) software development and maintenance; data processing and tabulation services; Internet related technical services and other computer related services; and
- (7) engineering and technical supporting services related to computer and telecom equipment.

2.2 本處編製了資訊科技及電訊業的機構單位數目、就業人數、生產總額和增加價值。本部分闡述 1998 及 1999 年的統計數字。

2.3 在 1998 年，資訊科技及電訊業約有 5 800 間機構單位，就業人數共 66 500 人。有關機構單位數目在 1999 年增加至 6 600 間，而就業人數則增加至 70 800 人，較 1998 年分別上升 14% 及 6%。

2.4 雖然使用資訊科技及電訊服務的用戶數目急速上升，但該行業的生產總額卻只由 1998 年的 965 億元輕微上升至 1999 年的 967 億元。這主要由於長途電話收費大幅調低以及流動電話網絡商降低服務收費，抵消了使用量增加造成的增長。再者，從事製造資訊科技及電訊產品的機構單位的生產總額下降，亦抵消了一些行業的輕微增長。

2.2 The contributions of the IT&T sector in Hong Kong in terms of number of establishments, number of persons engaged, gross output and value added were compiled. Statistics for 1998 and 1999 are presented in this section.

2.3 In 1998, there were some 5 800 establishments and 66 500 persons engaged in the IT&T sector. The numbers increased to 6 600 and 70 800 respectively in 1999, representing increases of 14% and 6% respectively over 1998.

2.4 Despite the strong growth in the number of subscribers, total gross output of the IT&T sector only increased marginally from \$96.5 billion in 1998 to \$96.7 billion in 1999. This was due to the marked reduction in charges for international calls and competitive pricing packages offered by mobile phone operators, which offset the increase due to increased transaction volume. Moreover, the slight increases in gross output in some industries were offset by the decline in the IT&T-related manufacturing industries.

表一：有關資訊科技及電訊業的統計數字
Table 1 : Statistics pertaining to the IT&T sector

		1998	1999	變動百分率 % change
(i) 機構單位數目	Number of establishments	5 751	6 579	+14.4%
(ii) 就業人數	Number of persons engaged	66 500	70 800	+6.5%
(iii) 生產總額	Gross output	\$ 96.5 Bn	\$ 96.7 Bn	+0.2%
(iv) 增加價值 ⁽¹⁾	Value added ⁽¹⁾	\$ 38.1 Bn	\$ 32.9 Bn	-13.6%
在要素成本計算的 本地生產總值內所佔 比率	Contribution to Gross Domestic Product (GDP) at factor cost	3.3%	2.9%	-0.4% point

資料來源：按年經濟統計調查計劃

Source: Programme of Annual Economic Surveys

註釋：(1) 增加價值是生產總額減去中間投產消耗(生產過程中所耗用的貨物和服務的價值)。

Note: (1) Value added is defined as the value of gross output less the value of intermediate consumption (the value of goods and services used up in the course of production).

2.5 資訊科技及電訊業的增加價值由 1998 年的 381 億元下降 14% 至 1999 年的 329 億元。增加價值顯著下降是由於電訊服務業(尤其是流動電話服務)的增加價值較 1998 年大幅減少 22% 所致。資訊科技及電訊業增加價值佔本地生產總值的百分比亦由 1998 年的 3.3% 下降至 1999 年的 2.9%。

3. 資訊科技及電訊服務的使用情況

3.1 政府統計處自 2000 年開始, 每年進行兩項統計調查, 以評估住戶及工商業使用資訊科技的情況。該兩項統計調查分別是資訊科技的使用情況和普及程度的住戶統計調查(以下簡稱「住戶統計調查」)⁽²⁾及資訊科技在工商業的使用情況和普及程度按年統計調查(以下簡稱「機構單位統計調查」)⁽³⁾。在 2001 年, 該兩項統計調查在第二季進行。這部分闡述這兩項統計調查有關資訊科技使用情況的主要結果, 以及電訊管理局編製有關電訊服務使用情況的統計數字。

a. 住戶使用資訊科技的情況

3.2 在 2001 年第二季, 約有 1 258 400 個住戶家中置有個人電腦, 佔全港所有住戶的 61%。在 2000 年第一季時, 全港只有 50% 住戶的家中置有個人電腦, 顯示在過去一年, 個人電腦在住戶的普及程度日益增加。

註釋: (2) 住戶統計調查涵蓋全港陸上非住院人口。在 2001 年, 被訪問的住戶約有 10 100 個。

(3) 除了漁業及農業和採礦及採石業外, 是項機構單位統計調查涵蓋所有工商業。在 2001 年, 被訪問的機構單位約有 4 700 間。

2.5 The value added for the IT&T sector decreased by 14% from \$38.1 billion in 1998 to \$32.9 billion in 1999. The significant drop was due to the decrease in the telecommunications services industry (especially mobile telephone services), the value added of which decreased significantly by 22% between 1998 and 1999. The contribution of the IT&T sector to GDP also decreased from 3.3% in 1998 to 2.9% in 1999.

3. Usage of IT&T Services

3.1 To assess the level of information technology (IT) usage in the household and business sectors, C&SD has been conducting two annual surveys since 2000, viz the Household Survey on Information Technology Usage and Penetration (hereafter referred to as "the Household Survey")⁽²⁾ and the Annual Survey on Information Technology Usage and Penetration in the Business Sector (hereafter referred to as "the Establishment Survey")⁽³⁾. The 2001 surveys were conducted in the second quarter (Q2) of the year. Some key findings of the two surveys on IT usage, together with some statistics compiled by the Office of the Telecommunications Authority (OFTA) on the usage of telecommunications services, are presented in this section.

a. IT usage in the household sector

3.2 In Q2 2001, there were some 1 258 400 households having personal computer (PC) at home, constituting 61% of all households in Hong Kong. In Q1 2000, only 50% of all households in Hong Kong had PC at home, revealing that the penetration of PC was getting more and more prevalent in the household sector over the past year.

Notes: (2) The Household Survey covered the land-based non-institutional population of Hong Kong. About 10 100 households were enumerated in 2001.

(3) The Establishment Survey covered all industry sectors except the agriculture and fishing sector and the mining and quarrying sector. About 4 700 establishments were enumerated in 2001.

3.3 在統計前十二個月內曾使用個人電腦的人佔全香港所有十歲及以上人士的 50%。年紀較輕的人士、教育程度較高的人士及學生使用個人電腦的比率較其他人士為高。

3.3 About 50% of all persons aged 10 and over in Hong Kong had used PC in the 12 months before enumeration. The rate of using PC was higher among younger persons, well-educated persons and students.

表二：按年齡/教育程度/經濟活動身分劃分的在統計前十二個月內曾使用個人電腦的十歲及以上人士數目
Table 2 : Persons aged 10 and over who had used personal computer in the 12 months before enumeration by age/educational attainment/economic activity status

		Q1 2000		Q2 2001	
		人數 No. of persons ('000)	比率 ⁽⁴⁾ Rate ⁽⁴⁾	人數 No. of persons ('000)	比率 ⁽⁴⁾ Rate ⁽⁴⁾
年齡組別	Age group				
10 – 14	10 – 14	303.6	72.8	390.2	90.8
15 – 24	15 – 24	713.9	78.9	806.7	88.0
25 – 34	25 – 34	755.3	65.0	810.9	73.6
35 – 44	35 – 44	633.0	44.5	705.6	52.0
45 歲及以上	45 and over	233.7	10.5	306.5	14.0
合計	Overall	2 639.7	43.1	3 020.0	50.3
教育程度	Educational attainment				
未受教育/幼稚園/小學	No schooling / kindergarten / primary	166.8	8.4	268.7	14.3
中學/預科	Secondary / matriculation	1 727.0	52.3	1 941.5	60.0
專上教育	Tertiary	745.9	89.5	809.8	91.1
合計	Overall	2 639.7	43.1	3 020.0	50.3
經濟活動身分	Economic activity status				
從事經濟活動	Economically active	1 795.4	51.1	2 027.9	57.8
非從事經濟活動	Economically inactive	844.3	32.3	992.1	39.7
學生	Students	714.3	81.6	807.3	93.3
退休人士	Retired persons	13.0	1.6	19.0	2.6
料理家務者	Home-makers	110.1	12.4	129.3	18.0
其他	Others	7.0	15.4	36.6	20.3
合計	Overall	2 639.7	43.1	3 020.0	50.3

註釋：(4) 在個別年齡/教育程度/經濟活動身分組別中佔所有十歲及以上人士的百分比。以在 2000 年第一季所有十至十四歲的人士為例，72.8% 在統計前十二個月內曾使用個人電腦。

Note: (4) As a percentage of all persons aged 10 and over in the respective age / educational attainment / economic activity status groups. For example, among all persons aged 10 – 14 in Q1 2000, 72.8% had used PC in the 12 months before enumeration.

3.4 互聯網在住戶的普及程度在 2001 年亦有明顯增加。在 2000 年，全港只有 36% 住戶的家中有個人電腦接駁上互聯網。在 2001 年，在家中置有個人電腦的住戶中，約 80% 住戶家中的個人電腦已接駁上互聯網，佔全港所有住戶的 49%。在該些家中個人電腦尚未接駁上互聯網的住戶中，亦有 28% 表示會在未來十二個月內將個人電腦接駁上互聯網。

3.4 The Internet penetration in the household sector also showed substantial increase in 2001. In 2000, only 36% of all households in Hong Kong had their PC at home connected to the Internet. In 2001, among those households with PC at home, some 80% had their PC connected to the Internet, representing 49% of all households in Hong Kong. For those households with PC at home not connected to Internet, 28% indicated that they intended to acquire Internet connection in the coming 12 months.

3.5 就全港所有十歲及以上的人士而言，43% 曾在統計前十二個月內使用互聯網服務。相對而言，年紀較輕的人士、教育程度較高的人士及學生使用互聯網服務的比率較高。

3.5 Of all persons aged 10 and over in Hong Kong, 43% had used Internet service in the 12 months before enumeration. Relatively speaking, younger persons, well-educated persons and students had higher rates of using Internet service.

表三：按年齡/教育程度/經濟活動身分劃分的在統計前十二個月內曾使用互聯網服務的十歲及以上人士數目

Table 3 : Persons aged 10 and over who had used Internet service in the 12 months before enumeration by age/educational attainment/economic activity status

		Q1 2000		Q2 2001	
		人數	比率 ⁽⁵⁾	人數	比率 ⁽⁵⁾
		No. of persons	Rate ⁽⁵⁾	No. of persons	Rate ⁽⁵⁾
		('000)		('000)	
年齡組別	Age group				
10 – 14	10 – 14	179.9	43.1	341.2	79.4
15 – 24	15 – 24	583.4	64.5	743.0	81.1
25 – 34	25 – 34	559.7	48.1	717.1	65.1
35 – 44	35 – 44	402.4	28.3	574.0	42.3
45 歲及以上	45 and over	129.8	5.8	225.8	10.3
合計	Overall	1 855.2	30.3	2 601.3	43.3
教育程度	Educational attainment				
未受教育/幼稚園/小學	No schooling / kindergarten / primary	66.6	3.3	207.4	11.1
中學/預科	Secondary / matriculation	1 135.2	34.4	1 621.5	50.1
專上教育	Tertiary	653.4	78.5	772.4	86.9
合計	Overall	1 855.2	30.3	2 601.3	43.3
經濟活動身分	Economic activity status				
從事經濟活動	Economically active	1 251.6	35.6	1 732.8	49.4
非從事經濟活動	Economically inactive	603.6	23.1	868.4	34.8
學生	Students	532.3	60.8	733.3	84.7
退休人士	Retired persons	5.9	0.7	13.4	1.8
料理家務者	Home-makers	60.4	6.8	91.5	12.7
其他	Others	5.0	11.2	30.2	16.8
合計	Overall	1 855.2	30.3	2 601.3	43.3

註釋：(5) 在個別年齡/教育程度/經濟活動身分組別中佔所有十歲及以上人士的百分比。以在 2000 年第一季所有十至十四歲的人士為例，43.1% 在統計前十二個月內曾使用互聯網服務。

Note: (5) As a percentage of all persons aged 10 and over in the respective age / educational attainment / economic activity status groups. For example, among all persons aged 10 – 14 in Q1 2000, 43.1% had used Internet service in the 12 months before enumeration.

3.6 在 2001 年第二季，所有十五歲及以上人士中，89% 在統計前十二個月內曾為個人事務而使用電子商業服務。在 2000 年第一季，相應的比率為 85%。住戶統計調查所涵蓋的電子商業服務包括使用八達通咭、自動櫃員機、電子現金、易辦事、繳費聆、上網查詢財經資料 / 貨物及服務資料 / 職位空缺，以及上網購買 / 訂購貨物及服務等。

3.7 有關使用網上購物服務及進行網上電子商貿交易兩方面，使用情況尚未算普及。2001 年的統計調查估計在所有十五歲及以上人士中，只有 6% 在統計前十二個月內曾為個人事務而使用一種或多種的網上購物服務。此外，只有 10% 的十五歲及以上人士在該段期間內曾為個人事務而進行網上電子商貿交易。

b. 工商業使用資訊科技的情況

3.8 工商業使用資訊科技的情況相對較為穩定。在 2001 年第二季，約 50% 的機構單位有使用個人電腦。在主要行業類別中，使用個人電腦的百分比最高的是金融、保險、地產及商用服務業 (76%)，最低的是運輸、倉庫及通訊業 (29%)，與 2000 年時的情況相若。

3.9 在 2001 年第二季，約 37% 的機構單位已連接互聯網，相等於有使用個人電腦的機構單位中的 75%。2001 年整體的百分比雖然與 2000 年相同，大型機構單位錄得較明顯的增長。

3.10 在 2000 年，統計調查所涵蓋的行業類別的整體連接互聯網費用估計為 12 億元。與 1999 年比較，升幅為 44%。平均每間有連接互聯網的機構單位在 2000 年的連接互聯網費用為 \$9,500。

3.6 In Q2 2001, 89% of all persons aged 15 and over had used electronic business services of one form or another for personal matters in the 12 months before enumeration, as against 85% in Q1 2000. The electronic business services covered in the Household Survey included the use of Octopus card, Automatic Teller Machine, e-cash, Easy Pay System (EPS), Payment by Phone Service (PPS), online searching for financial information / information on goods and services / job vacancies, and purchasing / ordering of goods and services online, etc.

3.7 Regarding the usage of online purchasing services and the performance of electronic commerce transactions online, they were still very limited. The 2001 survey revealed that only 6% of all persons aged 15 and over had used one or more types of online purchasing services for personal matters in the 12 months before enumeration. Besides, only about 10% of all persons aged 15 and over had performed electronic commerce transactions online for personal matters during the same period.

b. IT usage in the business sector

3.8 IT usage in the business sector was relatively stable. In Q2 2001, about 50% of the establishments used PCs. Among the major industry sectors, the percentage of establishments using PCs was highest in the financing, insurance, real estate and business services sector (76%) and lowest in the transport, storage and communications sector (29%). The situation was similar to that in 2000.

3.9 Some 37% of the establishments already had Internet connection in Q2 2001, or 75% of the establishments using PCs. Although the overall percentage remained the same in 2001 as compared with 2000, the large establishments recorded more significant increase.

3.10 The total Internet connection charges for all industry sectors covered in the survey for 2000 was estimated at \$1.2 billion. This represented a 44% increase compared with 1999. The average Internet connection charges for an establishment having Internet connection was \$9,500 in 2000.

表四：按行業類別/就業人數類別劃分的有使用個人電腦/有連接互聯網的機構單位的百分比

Table 4 : Percentage of establishments using personal computers / with Internet connection by industry sector/ employment size

		有使用個人電腦的 機構單位的百分比		有連接互聯網 機構單位的百分比	
		% of establishments using personal computers (PCs)		% of establishments with Internet connection	
		2000	2001	2000	2001
按行業類別劃分	By industry sector				
製造業、電力及燃氣業	Manufacturing, electricity and gas	48.6	39.6	31.6	27.8
建造業	Construction	45.3	45.8	24.5	27.7
批發、零售、進出口貿易、飲食及酒店業	Wholesale, retail and import/export trades, restaurants and hotels	53.1	49.5	40.8	37.2
運輸、倉庫及通訊業	Transport, storage and communications	27.6	29.2	18.6	21.0
金融、保險、地產及商用服務業	Financing, insurance, real estate and business services	74.5	76.1	56.9	61.5
社區、社會及個人服務業	Community, social and personal services	43.5	43.4	24.6	32.2
總計	Total	51.5	49.7	37.3	37.2
按就業人數類別劃分⁽⁶⁾	By employment size⁽⁶⁾				
大型	Large	92.0	93.4	77.9	86.0
中型	Medium	78.2	79.2	63.1	64.2
小型	Small	47.9	45.7	33.8	33.3
總計	Total	51.5	49.7	37.3	37.2

註釋: (6) 在製造業, 大型機構單位是指就業人數為 100 名或以上的機構單位。在其他行業, 有關就業人數則為 50 名或以上。小型機構單位是指就業人數少於 10 名的機構單位。

Note: (6) For manufacturing sector, large establishments referred to establishments with number of persons engaged 100 or more. For other industry sectors, the corresponding number of persons engaged was 50 or more. Small establishments referred to establishments with number of persons engaged less than 10.

3.11 約 11% 的機構單位有設立網頁/網站。大型機構單位的百分比相對地較高 (57%)。大部分的網頁/網站都是用作提供機構單位或其產品/服務的資料, 只有 15% 擁有網頁的機構單位(即佔全港機構單位的 1.6%) 接受網上訂購產品/服務。

3.11 About 11% of the establishments had a Web page/Web site. The percentage was relatively higher for large establishments (57%). Most of the Web pages/Web sites were for providing information of the establishment or products/services they offered, and only 15% of the establishments having Web pages/Web sites (i.e. 1.6% of all establishments in Hong Kong) offered on-line ordering of their products/services.

3.12 這項機構單位統計調查亦問及電子商業的應用情況。商業活動可以四個層面作分析，分別為預訂/購買⁽⁷⁾、獲取⁽⁸⁾、售賣⁽⁹⁾及遞送⁽¹⁰⁾。電子途徑包括互動式應答系統、專用私人網絡和互聯網等媒介。

3.13 在 2001 年第二季，41% 的機構單位曾以某種形式使用電子商業（意指在統計調查前十二個月曾透過電子途徑預訂/購買、獲取、售賣、遞送產品、服務或資料）。其中有 6.7% 機構單位曾透過電子途徑預訂/購買或售賣產品、服務或資料，主要集中在金融、保險、地產及商用服務業和批發、零售、進出口貿易、飲食及酒店業。

註釋：(7) 機構單位如有透過電子途徑確認整個預訂或購買過程，便會被視為有透過電子途徑預訂或購買產品、服務或資料。

(8) 能透過電子途徑獲取的產品及服務，就只限於能以電子途徑傳遞的產品及服務，如套裝軟件及歌曲。網上瀏覽資料亦視為透過電子途徑獲取資料。

(9) 機構單位如有提供並接納整個透過電子途徑預訂或購買其產品及服務，便會被視為有透過電子途徑售賣產品、服務或資料。

(10) 遞送數碼形式的產品或服務及把有關機構單位或其售賣產品及服務的資料放在互聯網上，均被視為有透過電子途徑遞送產品、服務或資料。

3.12 Adoption of electronic business (or e-business) was asked in the Establishment Survey. Business activities are grouped under four categories, viz order or purchase⁽⁷⁾, receipt⁽⁸⁾, sale⁽⁹⁾ and delivery⁽¹⁰⁾. Electronic means include media such as the interactive response system, designated private network and Internet.

3.13 During Q2 2001, there were 41% of establishments having adopted some forms of e-business (i.e. had ever ordered/purchased, received, sold, delivered goods; services or information through electronic means in the 12 months before enumeration). Of these, about 6.7% of establishments had ever ordered/purchased or sold goods, services or information through electronic means, concentrated mainly in the financing, insurance, real estate and business services and wholesale, retail and import/export trades, restaurants and hotel sectors.

Notes: (7) An establishment was regarded to have *ordered or purchased* goods, services or information through electronic means if the confirmation of order or purchase was done completely through electronic means.

(8) Goods and services received through electronic means were only restricted to products which could be transmitted through electronic media, such as software packages and songs. Browsing of information on the Internet was also regarded as *receiving* information through electronic means.

(9) An establishment was regarded to have *sold* their goods, services or information through electronic means if it offered and accepted orders or purchases that were placed completely through electronic means.

(10) Delivery of products or services in digital form and placing information about an establishment or the products and services sold on the Internet were both considered to be *delivery of* goods, services or information through electronic means.

表五：有設立網頁/網站或有使用電子商業的機構單位的百分比

Table 5 : Percentage of establishments having Web page/Web site or having adopted e-business

		2000年4至6月	2001年4至6月	變動(百分點)
		Mar-Jun 2000	Apr-Jun 2001	change (% points)
機構單位所佔百分比：	Percentage of establishments：			
(a) 有設立網頁/網站	(a) having Web page/ Web site	7.3	10.7	+3.4
(b) 有透過電子途徑進行以下商業活動	(b) having conducted the following business activities through electronic means			
(i) 預訂或購買	(i) order or purchase	4.9	6.2	+1.3
(ii) 獲取	(ii) receipt	35.3	40.0	+4.6
(iii) 售賣	(iii) sale	0.3	1.1	+0.7
(iv) 遞送	(iv) delivery	8.1	12.4	+4.3
(v) (i)至(iv)任何一項	(v) any one of (i) to (iv)	35.9	40.8	+4.9

3.14 在2000年透過電子途徑售賣產品、服務或資料所獲取的總業務收益估計為76億元，佔該年所有涵蓋行業類別總業務收益的0.17%。在1998及1999年，相應百分比分別為0.07%及0.11%，顯示使用這種交易模式有上升的趨勢。在透過電子途徑售賣產品、服務或資料所獲取的收益中，經互聯網售賣所佔的百分比由1998的3%增加至1999年的21%，在2000年再進一步增加至40%。

3.14 The total amount of business receipts from selling goods, services or information through electronic means was estimated to be \$7.6 billion in 2000, representing 0.17% of the total business receipts for all industry sectors covered. The corresponding percentage was 0.11% in 1999 and 0.07% in 1998, showing an increasing trend of adopting this transaction mode. Among the business receipts from selling goods, services or information through electronic means, the percentage share of sale through Internet increased from 3% in 1998 to 21% in 1999, and then further increased to 40% in 2000.

表六 : 1998-2000 年透過不同電子途徑售賣產品、服務或資料所帶來的總業務收益

Table 6 : Total business receipts from selling goods, services or information through different electronic means in 1998-2000

		(百萬元) (\$ Mn)		
電子途徑的種類	Type of electronic means	1998	1999	2000
互動式應答系統	Interactive response system	1,782.4 (60.4%)	1,729.3 (37.3%)	938.7 (12.4%)
專用私人網絡	Designated private network	1,072.7 (36.3%)	1,949.7 (42.1%)	3,499.0 (46.3%)
互聯網	Internet	98.2 (3.3%)	953.8 (20.6%)	3,000.8 (39.7%)
總計	Overall	2,953.2 (100.0%)	4,632.7 (100.0%)	7,558.8 (100.0%)
透過電子途徑所帶來的業務收益佔總業務收益的百分比	Business receipts through electronic means / Total business receipts (%)	0.07	0.11	0.17

註釋: 括號內數字代表佔機構單位透過電子途徑售賣產品、服務或資料所帶來整體總業務收益的百分比。

Note: Figures in brackets refer to percentages to total business receipts received through selling goods, services or information through electronic means.

c. 電訊服務的使用情況

3.15 香港在電訊服務上，擁有全球其中一個最完善的電訊基建，並作為亞太區的通訊樞紐。

3.16 在 2001 年 8 月，香港擁有三百九十萬條電話線，其中 45% 為商業電話；55% 為住宅電話。人均電話密度為每百名人口有 58 條電話線，為亞洲最高之列。

3.17 無線通訊服務方面，公共流動無線電話用戶單位(包括數碼式流動無線電話服務用戶、個人通訊服務用戶、及儲值智能咭)的總數在 2001 年 8 月達五百七十萬個。換言之，每百名人口中便有 84 個流動無線電話用戶單位，使香港成為全球最普遍使用該項服務的地區之一。但需注意一個人可以有超過一個用戶單位。

c. Usage of telecommunications services

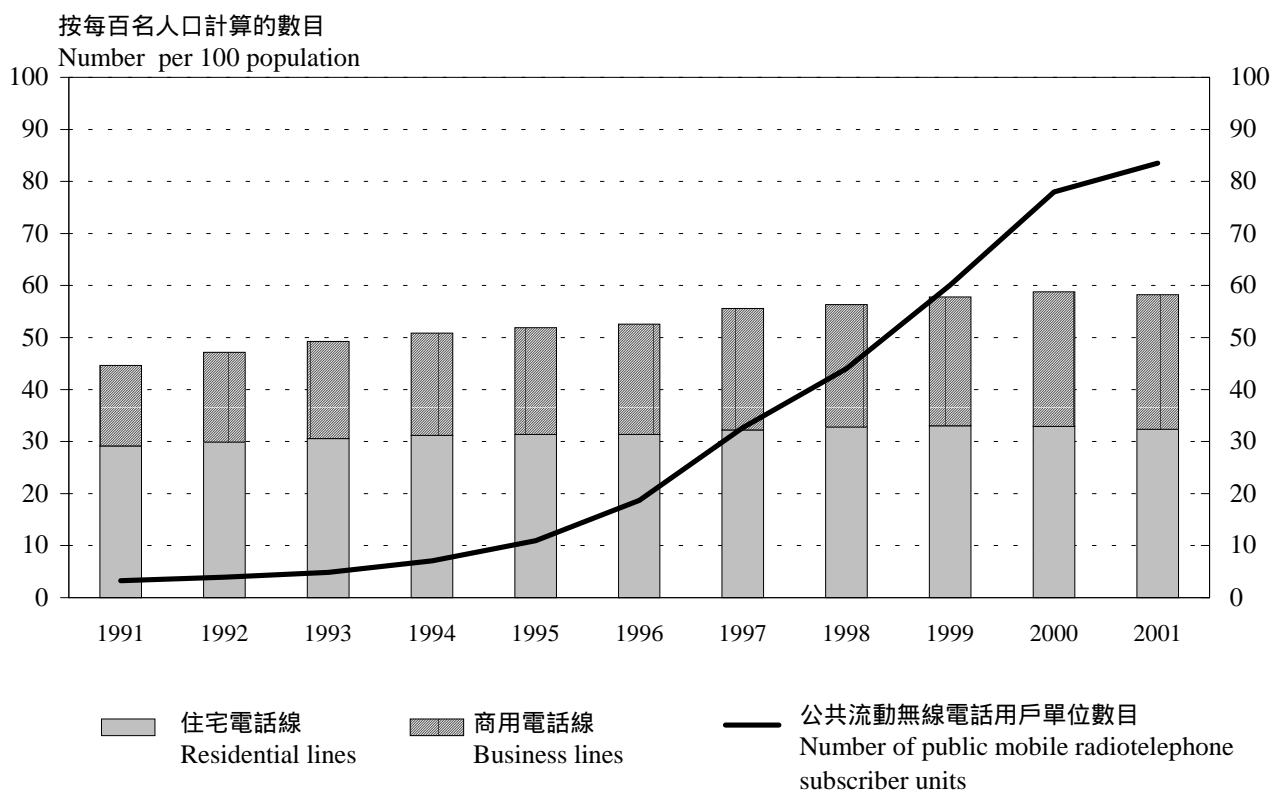
3.15 On telecommunications services, Hong Kong has one of the world's most sophisticated telecommunications infrastructure and serve as the communication hub for Asia-Pacific region.

3.16 In August 2001, there were 3.9 million exchange lines, 45% of which were business lines and 55% residential lines. The telephone density in Hong Kong stood at 58 exchange lines per 100 population, which was among the highest in Asia.

3.17 On wireless services, the total number of public mobile radiotelephone subscriber units (including digital mobile radiotelephone service subscribers, Personal Communications Services subscribers, and pre-paid SIM cards) reached 5.7 million as at August 2001. In other words, there were 84 public mobile radiotelephone subscriber units per 100 population on average in Hong Kong, making Hong Kong one of the places with the highest penetration of mobile radiotelephone services in the world. It should, however, be noted that a person might have more than one subscriber unit.

圖一：1991-2001年電話線及公共流動無線電話用戶單位的數目

Chart 1: Number of exchanged lines and public mobile radiotelephone subscriber units in 1991-2001



資料來源：(i) 電訊管理局
(ii) 政府統計處人口統計組

Sources: (i) Office of the Telecommunications Authority
(ii) Demographic Statistics Section,
Census and Statistics Department

註釋：1991-2000年的數字是指該年十二月底的情況，而2001年的數字是指該年六月底的情況。

Note: Figures for 1991-2000 refer to the position as at end-December of the year. Figures for 2001 refer to the position as at end-June 2001.

4. 可供參考有關刊物

4.1 住戶統計調查和機構單位統計調查的詳細結果，分別載於「主題性住戶統計調查第六號報告書：資訊科技的使用情況和普及程度」及「二零零一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」。

4. Further References

4.1 More detailed results of the Household Survey and the Establishment Survey are set out in the "Thematic Household Survey Report No. 6: Information Technology Usage and Penetration" and the "Report on Annual Survey on Information Technology Usage and Penetration in the Business Sector for 2001" respectively.