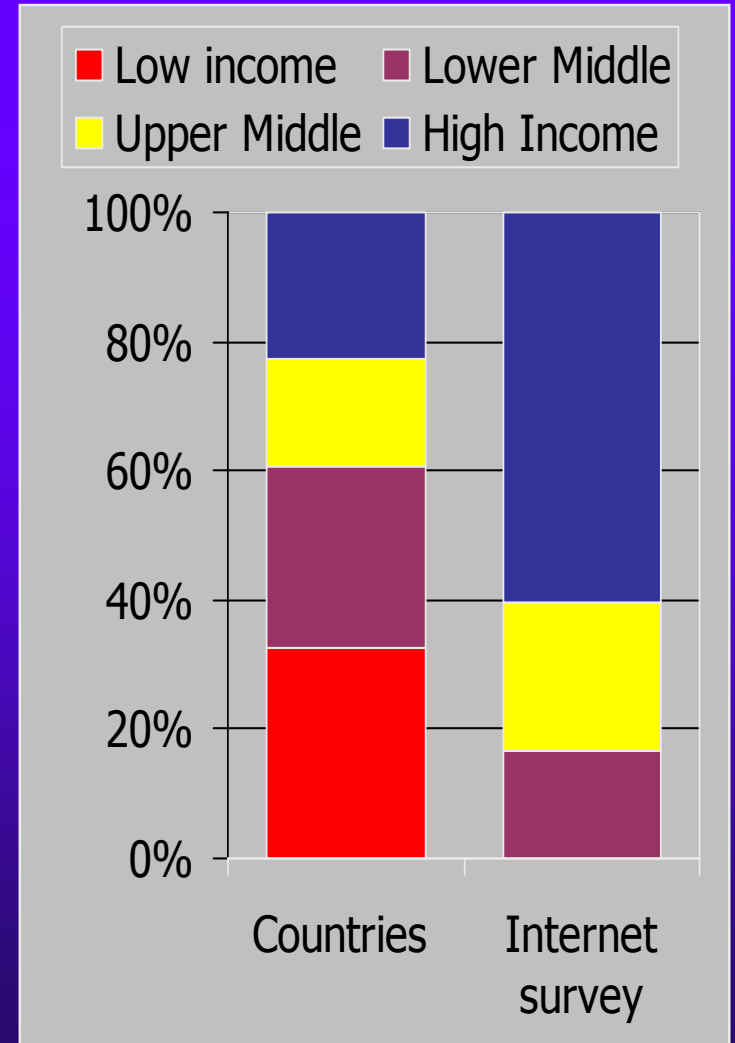
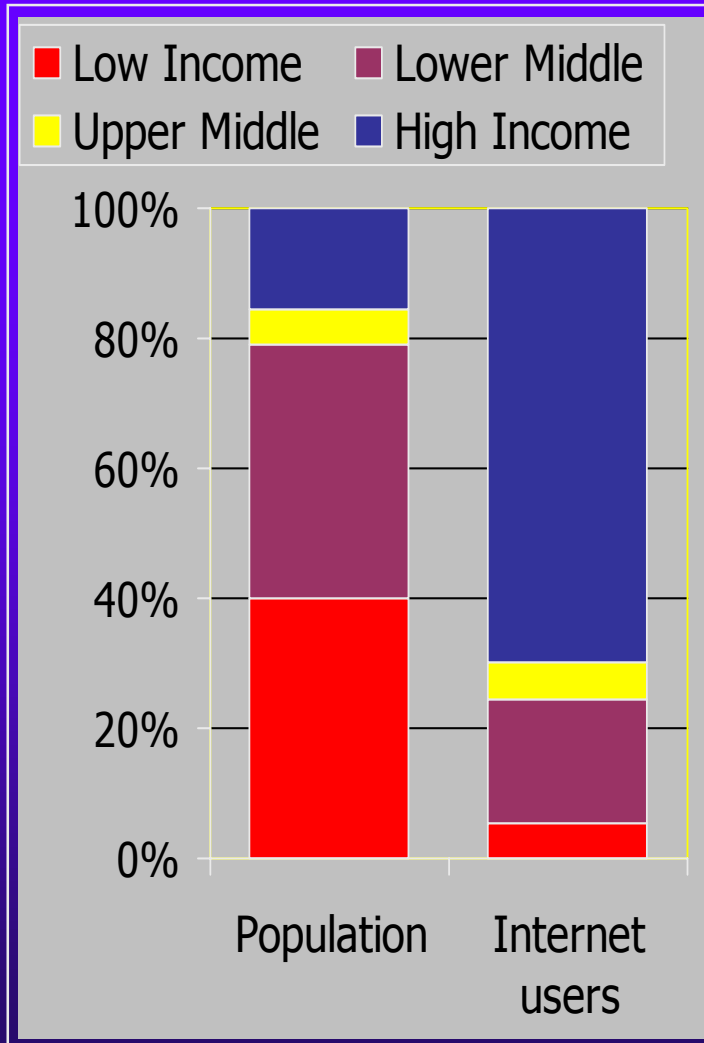


**Digital Bridges Symposium  
Busan, Korea  
10-11 September 2004**



**ICT Usage Indicators  
Data collection and Dissemination  
Hong Kong, China Case Study**

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Market, Economics and Finance Unit  
Telecommunication Development Bureau**





# Digital 21 Strategy

## *Sustainability and Opportunities*



### ◆ First set out in 1998

- Focus to enhance and promote Hong Kong's information infrastructure and services so as to make Hong Kong a leading digital city in the globally connected world of the 21<sup>st</sup> century.

### ◆ Updated in 2001 and then 2004

- Actions in the 8 main areas:
  - Government leadership, sustainable e-government programme, infrastructure and business environment, institutional review, technological development, vibrant IT industry, human resources in a knowledge economy, bridging the digital divide





# Purpose of the Surveys



- 1. To assess the progress of utilizing Information Technology (IT) in various aspects within different sectors in Hong Kong.*
- 2. To identify focal areas to promote IT and serve a useful reference for developing IT strategy in Hong Kong.*



# Who's responsible



## **Office of the Government Chief Information Officer (OGCIO)**

- ❖ Policy and strategy advisor on IT matters
- ❖ Coordinator and executive arm on IT matters
- ❖ Initiates revisiting of the survey questionnaire, work with C&SD
- ❖ Coordinates with subject matter specialists to identify changes of survey questions
- ❖ Comments on reports/press releases prepared by C&SD

## **Census and Statistics Department (C&SD), national statistics office**

- ❖ Initiates revisiting of the survey questionnaire, work with OGCIO
- ❖ Conducts or commissions the surveys
- ❖ Data collection, processing and analysis of data collected
- ❖ Forwards draft report/press releases to OGCIO for comments
- ❖ Produces the final reports and issues press release on summary survey findings

## **Office of Telecommunications Authority (OFTA)**

- ❖ Telecommunication Regulator
- ❖ Collects data from operators
- ❖ Regularly publishes telecom data
- ❖ Provides data to ITU





# Available surveys



1. Thematic Household Survey (**Household survey**)
2. Survey on Information Technology Usage and Penetration in the Business sector (**Establishment survey**)
3. ICT availability in education and government agencies are collected by Education and Manpower Bureau and OGCIO, results provided to C&SD for publication

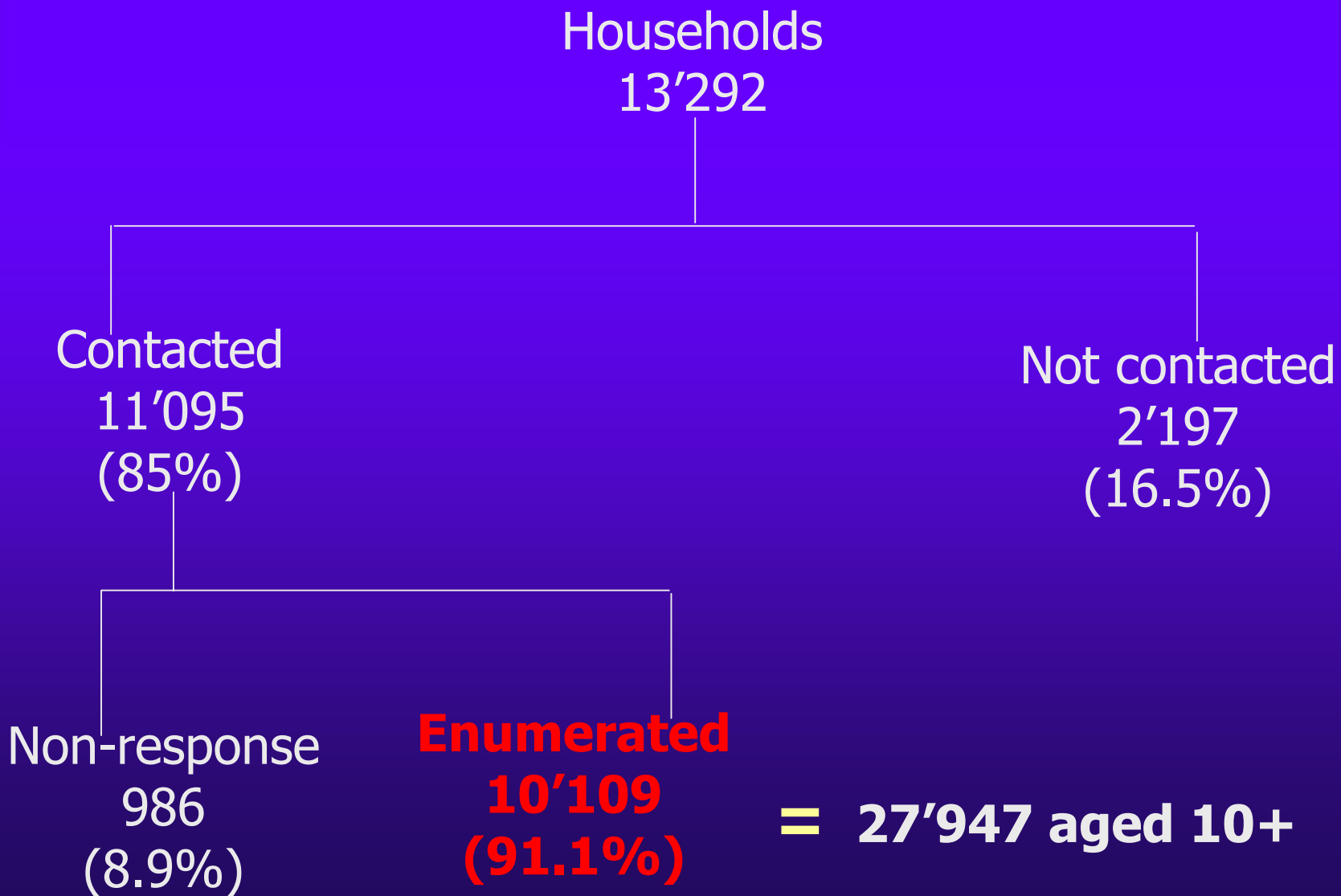
## Households and Business surveys

- Started in 2000, conducted annually
- In 2004, funded by OGCIO, 5<sup>th</sup> round of surveys conducted between May to August
- 2004 results to be released on December 2004
- Results used by OGCIO, CITB, international orgs, other government departments





# Household Survey – Enumeration (2003)





## **Respondents: (Face to face interview)**

### **– Household head or knowledgeable person**

- Asked if there were any PC in the household, how many and if connected to Internet
- Information Technology Security

### **– All persons aged 10+**

- Knowledge of using PC and Chinese input methods
- Usage of PC and Internet during the 12 months before enumeration
- Information Technology Security

### **– All persons aged 15+**

- Usage of electronic business and online government services during the 12 months before enumeration

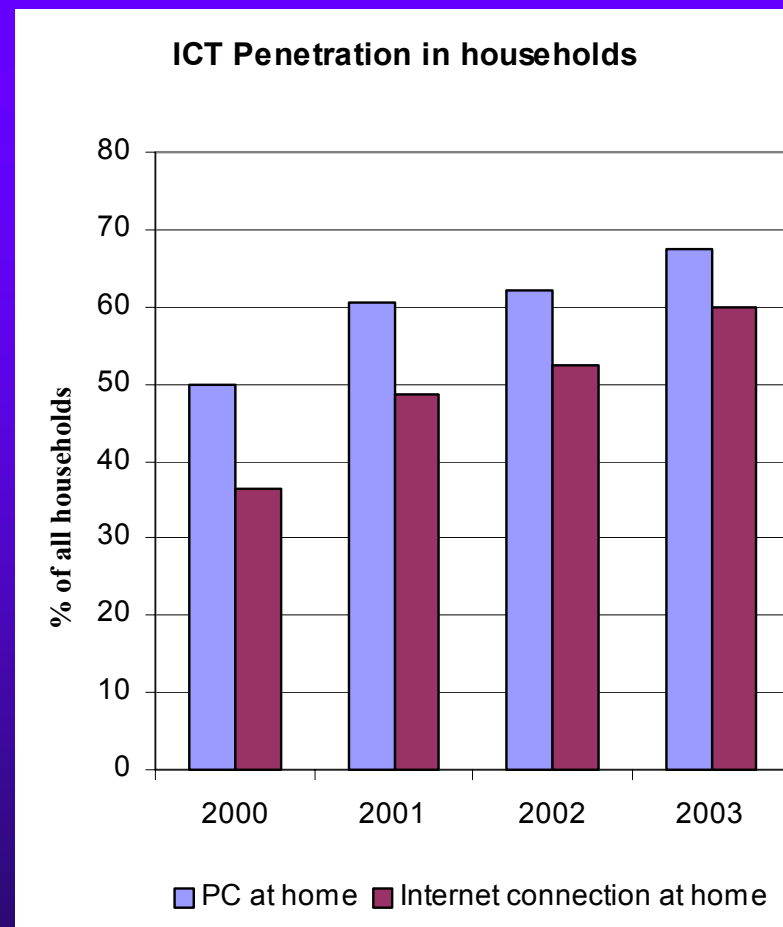






## % of households:

1. with PC
2. with Internet
  - a. among all HH with PC
  - b. among all households
3. which had installed anti-virus software
4. which had set password for access to the PC



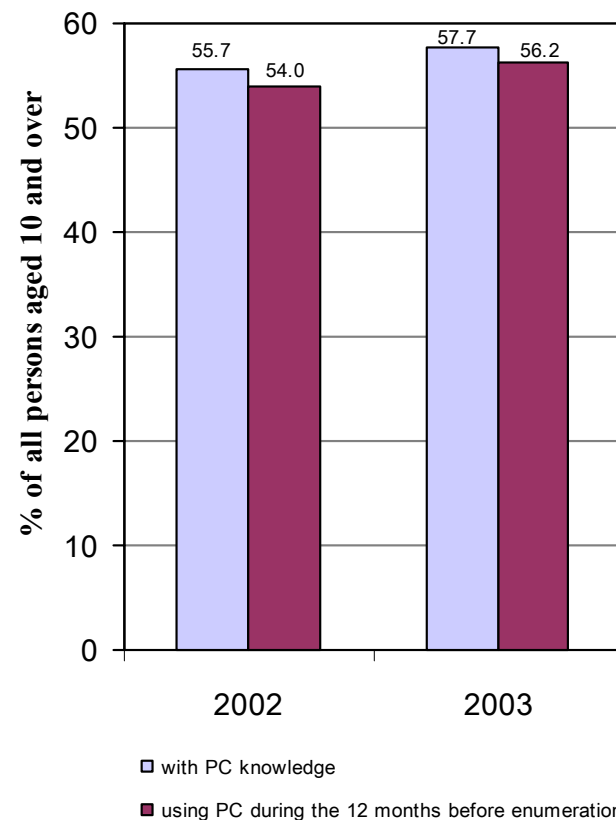


# Individuals - % of persons aged 10+:



1. who had knowledge using PC
  - By Age
  - Sex
  - Educational Attainment
  - Economic Activity status
2. who had knowledge using Chinese input methods (by type)
3. who had used PC
  - Purpose
  - Location
  - Average time spent in using PC per week
4. who had used Internet
  - Type of web device used
  - Purpose
  - Location
  - Average time spent in using Internet service per week
5. who had set password for access to computer files
6. who had encrypted computer files

ICT usage by individuals



## % of persons aged 15+

1. who had used electronic business service
2. who had performed electronic commerce transaction online
  - Type of services
  - Age
  - Sex
  - Educational Attainment
  - Economic Activity status
3. who had used online purchasing
  - By types of products/services purchased
  - Median amount spent purchasing services online
4. had digital certificate
5. who were aware of Electronic Service Delivery
6. who had used online Government services



# Other Internet user survey



- ◆ **City University of Hong Kong**  
Member of Asia Pacific Internet Research Alliance (APIRA)

## **Internet Usage Survey:**

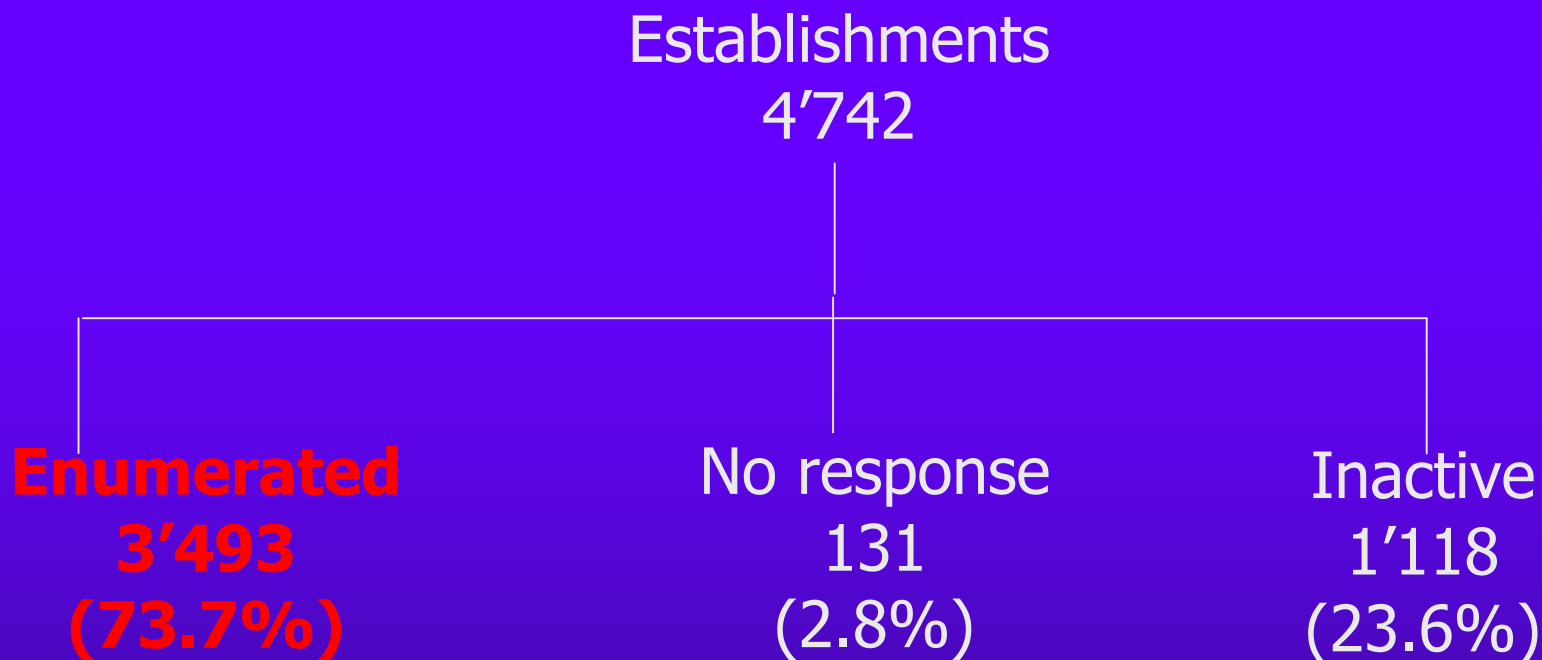
- Funded by University Grants Committee
- Surveys from 2000-2004
- 1000-1500 independent sample of Chinese speaking adults aged 18-74
- Independent from surveys of C&SD
- Results are used for academic research purposes
- Harmonization of survey questionnaire with other universities and research institutions (China, Taiwan, Macao and Korea) for 2004 survey

## **Indicators - Internet usage by:**

- ◆ By age  
(18-19, 30-49, 50-74)
- ◆ By sex  
– (Male, Female)
- ◆ By type of technology  
(Broadband, dial-up, WAP/GPRS)
- ◆ Online activities  
(entertainment, games, news, chat, email, personal info, work info)
- ◆ Barriers for not using Internet  
– (lack of: time, facilities, skills)



# Establishment Survey – Enumeration (2003)





# Establishment Survey - Sectors covered

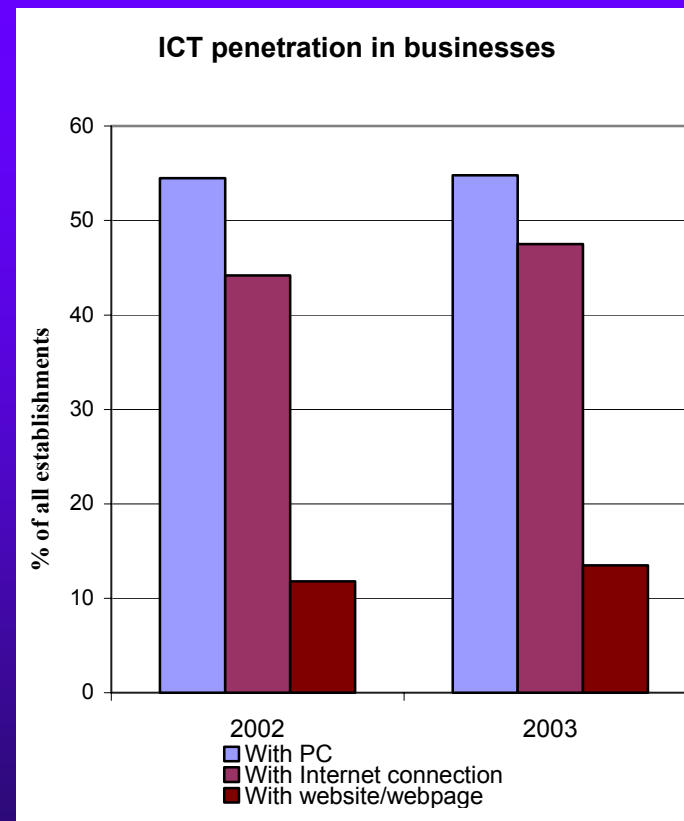


- ◆ Manufacturing
- ◆ Electricity and gas
- ◆ Construction
- ◆ Wholesale, retail and import/exports trades, restaurants and hotels
- ◆ Transport, storage and communications
- ◆ Financing, insurance, real estate and business services
- ◆ Community, social and personal services



## % of establishments:

1. who use PCs
  2. who have Internet connection
  3. who have website
  4. Had *ordered or purchased* goods or services through electronic means
  5. Had *sold* goods or services through electronic means
  6. Had *received* goods or services through electronic means
  7. Had *delivered* goods or services through electronic means
  8. Had suffered from computer attacks
- ◆ Broken down by:
- Industry
  - Employment size





# Office of Telecommunications Authority (OFTA)



## ◆ Key telecommunications statistics compiled by OFTA:

- Key Telecommunications Statistics
- Wireless Service
- Wireline Service
- Statistics on Number Portings among Local Fixed Telecommunications Network Service Operators
- External Telecommunications Traffic
- Capacity of External Telecommunications Facilities
- Traffic Statistics Reporting Requirements for External Telecommunications Services
- Internet Service
- SMATV
- Enforcement Figures
- Public Payphone Register

◆ <http://www.ofta.gov.hk>








## Use of Index



- ❖ Digital Access Index (DAI) - ITU
- ❖ E-readiness - Economist Intelligence Unit
- ❖ E-government – Accenture



- 
- A vertical image on the left side of the slide showing a dark, old-fashioned key with a circular head, resting on a light-colored, textured surface like sand or gravel.
- ◆ Collaboration and coordination among ICT policy makers and national statistics office ensure required data are collected, through official surveys
  - ◆ Surveys should be carried out, coordinated and disseminated by national statistics office
  - ◆ International comparability of data can be achieved by using existing model surveys
  - ◆ Timely and transparent data should be made available
  - ◆ Well presented survey results can help analysis of specific problem areas

Thank you for your attention.



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