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INFORMATION SOCIETY

IN FIGURES

2010

CZECH REPUBLIC AND EU

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INTRODUCTION

This year the Czech Statistical Office (CZSO) prepared already fifth updated issue of the brochure: "The Information Society in Figures ". Just as in previous years, this brochure is conceived in such a way as to provide, in an easy-to-read form, a sufficient amount of official statistical data on developments in the information society in the Czech Republic and enable a comparison to be made with individual EU states.

The aim of this brochure is to give a basic overview of the state of and developments in the spreading and way of use of ICTs in the main areas of our society. This brochure is divided into the following seven chapters:

- A. The **ICT Infrastructure** chapter contains basic data on the available telecommunication and Internet infrastructure and their structure.
- B. The **Households** chapter contains information on households' access to fixed telephone lines, mobile telephones, personal computers and the Internet.
- C. The **Individuals** chapter contains information on the users of personal computers and the Internet among the adult population. This basic information is supplemented with data on the place, frequency and way of using computers and the as well as on selected activities performed on the computer and Internet (with a focus on Internet shopping).
- D. The **Enterprises** chapter contains an overview on the spread, degree and purpose of Internet and website use among enterprises, on the number of employees using a computer at work or on electronic commerce and other electronic processes used in the business enterprise sector.
- E. The **Public Authorities** chapter provides information on the spread and the use of Internet among public authorities, on the provision of services via websites of public authorities and on the use of the Internet for interaction with public authorities by individuals and enterprises.
- F. In the **Schools** chapter the reader learns about how well equipped schools are with computers and Internet or about the number of students using the Computer and Internet.
- G. The **Health establishments** chapter gives an overview of how well equipped establishments are with information technologies, data on the use of computers and the Internet at independent doctors' surgeries for selected activities, and also information on the use of the Internet by individuals for seeking health-related information.

Data on ICT use by individuals are further classified according to the main socio-demographic characteristics such as gender, age and education. Data related to enterprises are classified according to the industry or the size of the enterprises. Data on ICT use in schools and health establishments are available according to the types of these institutions.

Besides the above-mentioned classifications, most of the data contained in the brochure is available also in the form of regional and international comparison (EU27).

For more detailed information, please visit our website at www.czso.cz, section titled **Information society**:

http://www.czso.cz/eng/redakce.nsf/i/information_society

Prague, May 2010

Czech Statistical Office
Department of Research, Development and Information Society Statistics

The statistical data on **the available telecommunication and Internet infrastructure** – total number of telephone subscribers in fixed and mobile telephone networks and broadband subscribers published in this chapter originate from the following sources:

- **The Czech Telecommunication Office (CTO)** – data on the number of subscribers in the fixed telephone network (fixed lines) and data on broadband subscribers for the Czech Republic.

Note: The above-mentioned data were supplemented by the publicly available data of individual mobile operators (active SIM cards).

- **The International Telecommunication Union (ITU)** – data for the international comparison of the mobile telephone network subscribers and broadband subscribers.
- **The Organisation for Economic Co-operation and Development (OECD)** - international data on the broadband subscribers by used technology.

Definitions:

- **Subscriber of a fixed/mobile telephone network** is a natural person or legal entity connected to these networks on the basis of a contract with the provider of access to these networks.
- **Fixed telephone lines** refer to telephone lines connecting a subscriber's terminal equipment to the public switched telephone network (PSTN) and which have a dedicated port on a telephone exchange.
- **Active SIM cards** refer to users of portable telephones subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN.
 - **Pre-paid card** – a customer prepay credit; all services are paid in advance.

Note: An inactive user, which refers to owners of a prepaid card that have not made or received a call within the last 3 months, should be excluded.

- **Post-paid subscriber** - a customer with a concluded contract with the operator, on the basis of which this customer pays a monthly lump-sum fee within a reasonable period of time.

Note: One person can use more than one active SIM card, i.e. the number of mobile telephone subscribers may be higher than the total number of individuals.

- **Broadband subscriber** is a client (a natural person or legal entity) that uses a high speed Internet access service based on a contract signed with an Internet service provider (ISP).
- **Broadband connection** includes one of the following Internet access services that enable a high-speed Internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), via mobile networks (CDMA, UMTS) and other (fibre etc.)

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

http://www.czso.cz/csu/redakce.nsf/i/telekomunikacni_a_internetova_infrastuktura

A ICT infrastructure

Tab. A1 Telephone subscribers in the Czech Republic

	in thousands		
	2006	2007	2008
Fixed networks (fixed telephone lines)	2 855	2 403	2 264
residential lines	1 828	1 395	1 273
business lines	951	935	969
others	76	71	22
outgoing fixed telephone traffic (minutes in mil.)			
national	5 445	4 732	2 692
international	260	207	184
Mobile networks (active SIM cards)	12 326	13 055	13 571
pre-paid cards subscribers	7 363	7 207	7 077
post-paid (contract) subscribers	4 963	5 849	6 493
outgoing mobile telephone traffic (minutes in mil.)			
national	9 249	10 497	12 351
international	350	385	347

Figure A1 Telephone lines per 100 inhabitants

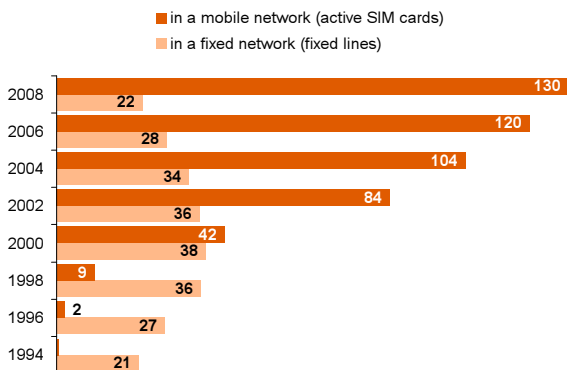
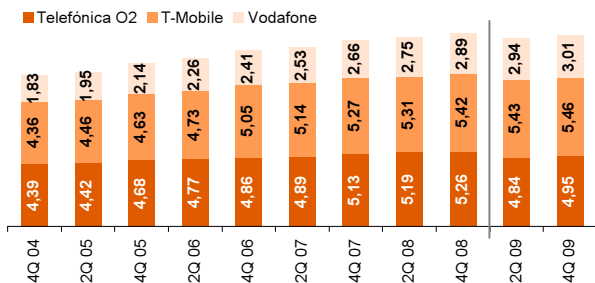


Figure A2 Mobile phone subscribers (mil. active SIM cards)



Q - quarter

Note: In 2009 break in time series for data on number of Telefónica O2 active mobile phone subscribers due to change in used methodology

Source: Czech Telecommunication Office (fixed telephone lines);
Mobile operators (number of mobile subscribers)

A ICT infrastructure

Figure A3 Fixed telephone lines per 100 inhabitants

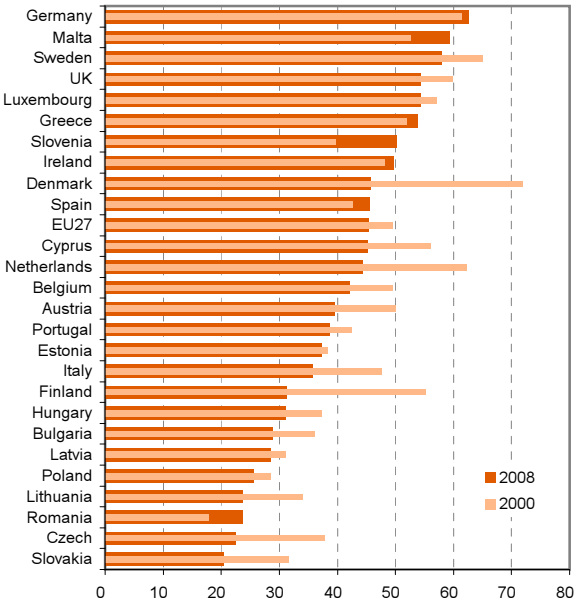
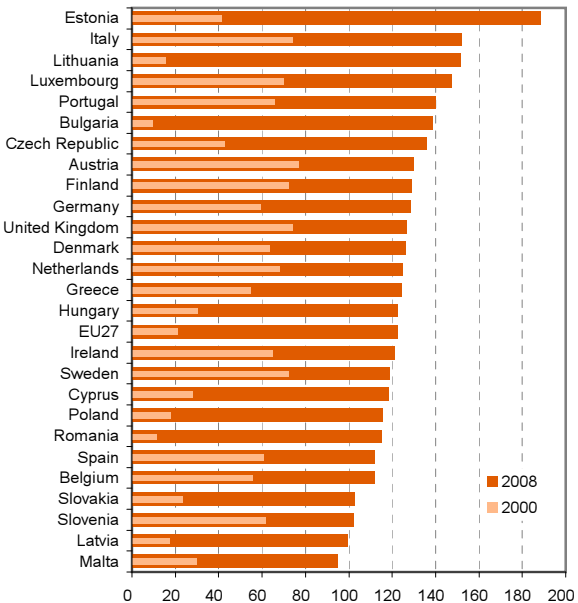


Figure A4 Mobile phone subscribers per 100 inhabitants



Source: International Telecommunication Union

A ICT infrastructure

Tab. A2 Broadband subscribers in the Czech Republic

	in thousands		
	2006	2007	2008
Total	1 249	1 681	2 036
DSL (ADSL)	493	613	697
TV cable	230	309	382
mobile networks (CDMA, UMTS)	119	183	277
Wifi + other FWA connection	370	520	610
fibre (FTTX)	36	55	70

Figure A5 Broadband subscribers (thousands)

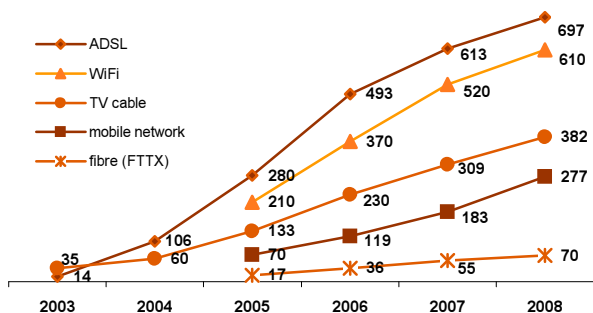


Figure A6 Broadband subscribers, by technology; 2008

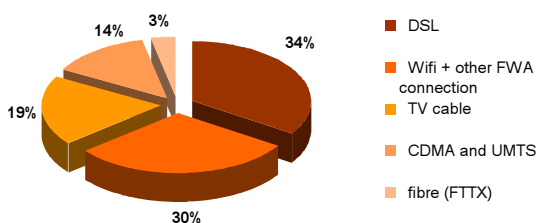
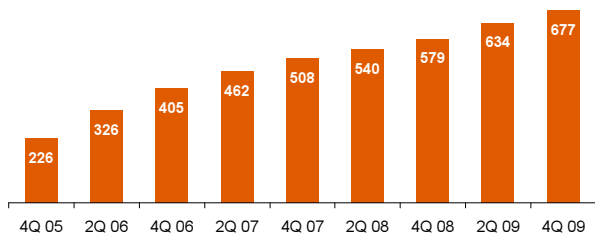


Figure A7 ADSL Internet subscribers (thousands)

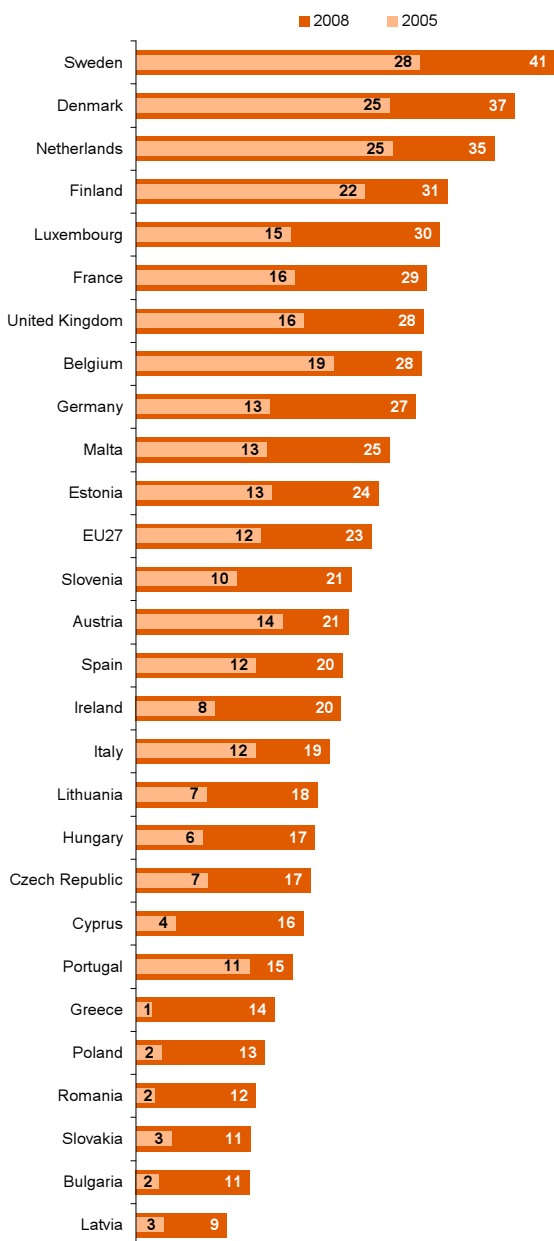


Source: TO2 - Telefónica O2 Czech Republic, a.s

Source: Czech Telecommunication Office

A ICT infrastructure

Figure A8 Broadband subscribers per 100 inhabitants



Source: International Telecommunication Union

A ICT infrastructure

Figure A9 Broadband subscribers per 100 inhabitants, by technology; June 2009

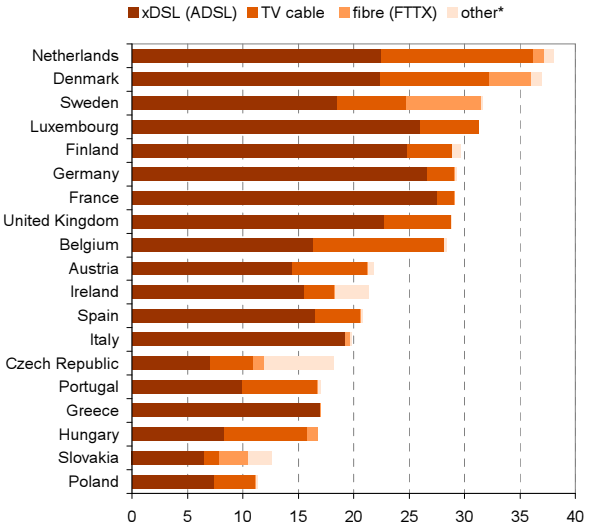
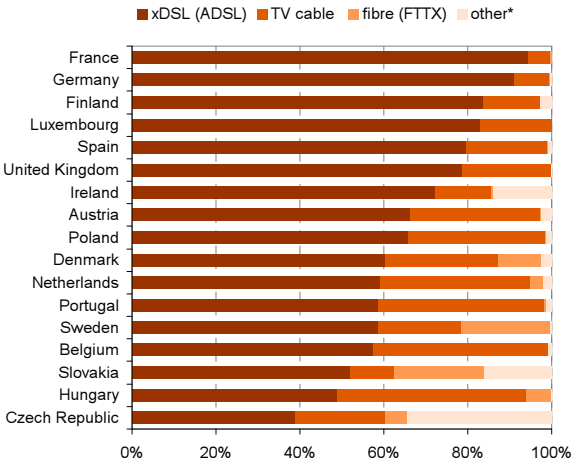


Figure A10 Broadband subscribers, by technology; 2009



* it includes fixed wireless technologies; BPL and Leased lines. It does not include 3G mobile technologies and Wi-Fi except in case that Wi-Fi/3G is the transport mechanism of a fixed-wireless provider (e.g. in rural UK, CZ)

Note: data for fibre and some other broadband technologies are not always available for all countries

Source: OECD, 2010

B Households

Since 2005, the Czech Statistical Office (CZSO) has been monitoring the spread of selected information technologies in households in an independent annual statistical survey titled: **“Sample Survey on ICT usage in Households and by Individuals”**

In the Czech Republic, this survey is conducted as an annex to the Labour Force Survey (LFS) in the form of a Computer Assisted Personal Interviewing (CAPI). The target population consists of all households (4,2 million). In 2009 this survey was conducted in the second quarter, with the questions in the questionnaire being answered by approximately **8 800 individuals from 4 500 households**.

Since 2006, the survey has been conducted according to **Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society**, thereby allowing for the production of data comparable with individual EU27 states.

Notes:

Reference period: Household data refer to the second quarter of the relevant year.

Comparability of data published by the CZSO and Eurostat: The data published by Eurostat for Czech households differ slightly from the data published by the CZSO. This difference is due to the fact that Eurostat includes, as part of the data it publishes, solely households with at least one person between 16 and 74 years of age. As standard, the CZSO provides data for all households. This is the reason why the detailed tables for the Czech Republic give dual values: total and total (16-74).

Definitions:

- **Households with children** – households with dependent children, which are defined as children up to the end of compulsory school attendance and beyond, if they undergo further education or vocational training, or if they are disabled, but up to a maximum of 26 years of age.
- **Big cities (densely-populated areas)** - set of local areas, each of which has a density superior to 500 inhabitants per square kilometre, where the total population for the set is at least 50,000 inhabitants.
- **Urban areas (intermediate areas)** - set of local areas, each of which has a density superior to 100 inhabitants per square kilometre, where the total population for the set is at least 50,000 inhabitants.
- **Rural areas (thinly-populated areas)** - set of local areas belonging neither to a densely populated nor to an intermediate area.
- **Broadband connection** includes one of the following Internet access services that enable a high speed internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), connections via mobile networks (EDGE, CDMA, or UMTS) and other such as Fibre, LAN, Satellite technologies, etc.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **“Use of ICT by Households and Individuals in 2009, Code 9701-09”**, which is freely available on the CZSO's website.

The CZSO's **Household Budget Survey** acts as a supplementary source of information to this survey. From this source originate data on the equipping of households with **fixed and mobile telephones** and in the case of data prior to 2005 also on the **computers and the Internet** Information on the **households' consumption expenditures on ICT equipment and services** also originate from the same source.

More detailed information and data are available free of charge on the following dedicated website (only in Czech, tables in English):

http://www.czso.cz/csu/redakce.nsf/i/domacnosti_a_jednotlivci

B Households

Tab. B1 Households with a fixed telephone in the CR

	%		
	2006	2007	2008
Total	44,0	34,8	31,1
Household composition:			
households without children	47,1	38,5	34,9
households with children	38,5	28,1	24,4
Status of head of household:			
employee	38,6	29,6	24,8
own-account worker	48,9	39,0	37,0
unemployed	21,9	15,0	15,9
pensioner	54,1	44,5	41,3
Age group of head of household:			
till 29 years	10,3	7,3	6,6
30 - 39 years	27,0	17,0	13,7
40 - 49 years	44,1	33,2	28,2
50 - 59 years	49,2	38,0	33,1
60 - 69 years	54,3	43,2	36,5
70 and more years	60,9	53,1	52,4

as a percentage of all households in a given socio-demographic category

Figure B1 Households with a fixed telephone

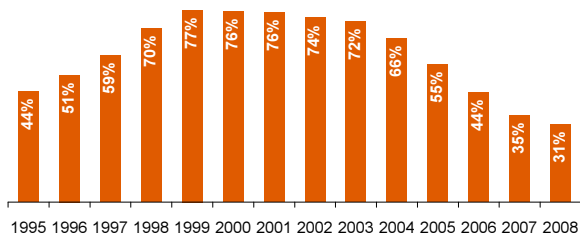
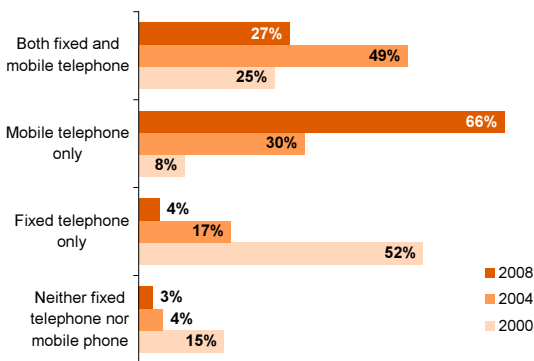


Figure B2 Households with access to telephone



as a percentage of all households

Source: Czech Statistical Office, Household Budget Survey

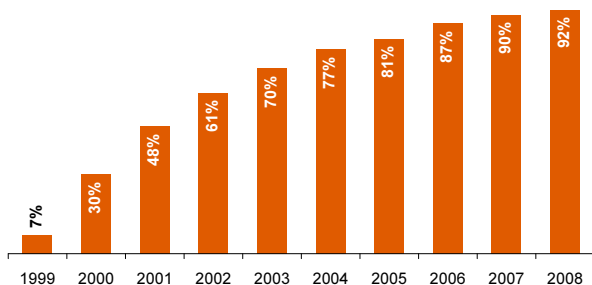
B Households

Tab. B2 Households with a mobile telephone in the CR

	%		
	2006	2007	2008
Total	87,0	90,2	92,4
Household composition:			
households without children	81,9	86,1	89,2
households with children	95,9	97,4	98,0
Status of head of household:			
employee	94,4	95,3	95,9
own-account worker	88,6	89,5	92,7
unemployed	87,1	91,1	92,8
pensioner	71,3	79,7	84,7
Age group of head of household:			
till 29 years	98,5	96,1	95,6
30 - 39 years	95,4	96,6	97,7
40 - 49 years	95,1	97,0	97,9
50 - 59 years	89,3	90,9	93,6
60 - 69 years	82,4	87,9	90,3
70 and more years	65,4	74,7	80,4

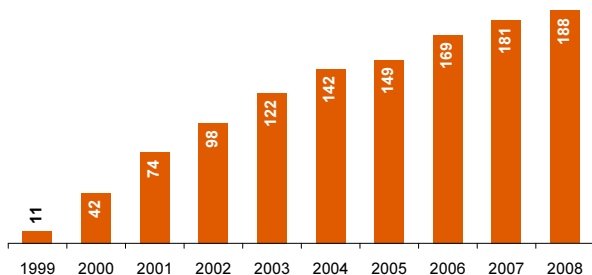
as a percentage of all households in a given socio-demographic category

Figure B3 Households with a mobile telephone



as a percentage of all households

Figure B4 Number of mobile telephones in households per 100 households



Source: Czech Statistical Office, Household Budget Survey

B Households

Tab. B3 Households with a computer in the Czech Republic

	%		
	2007	2008	2009
Total	39,6	47,7	54,2
Total (16-74 years)	43,4	52,4	59,6
Household composition:			
households without children	24,1	31,7	43,1
households with children	66,7	76,3	82,5
Type of locality:			
densely-populated area (big cities)	45,2	51,8	59,9
intermediate urbanized area (urban areas)	37,7	46,1	52,0
thinly-populated area (rural areas)	35,9	45,1	50,8

as a percentage of all households in a given socio-demographic category

Figure B5 Households with a computer

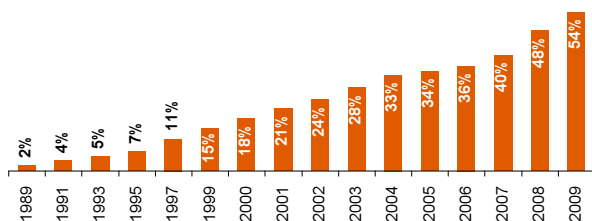
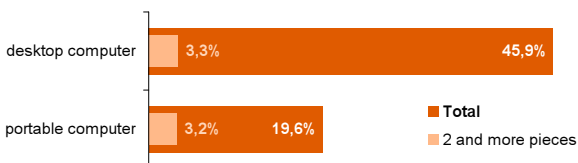
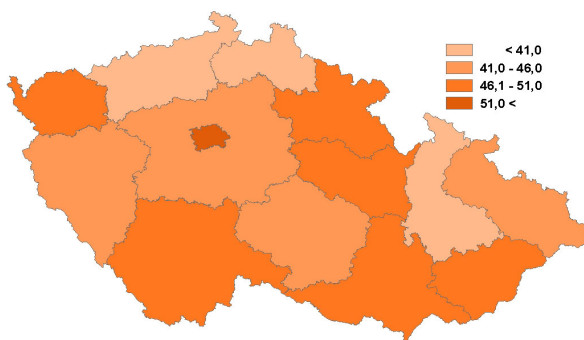


Figure B6 Type of personal computer used by households; 2009



as a percentage of all households

Figure B7 Households with a computer by regions; 2008 (%)

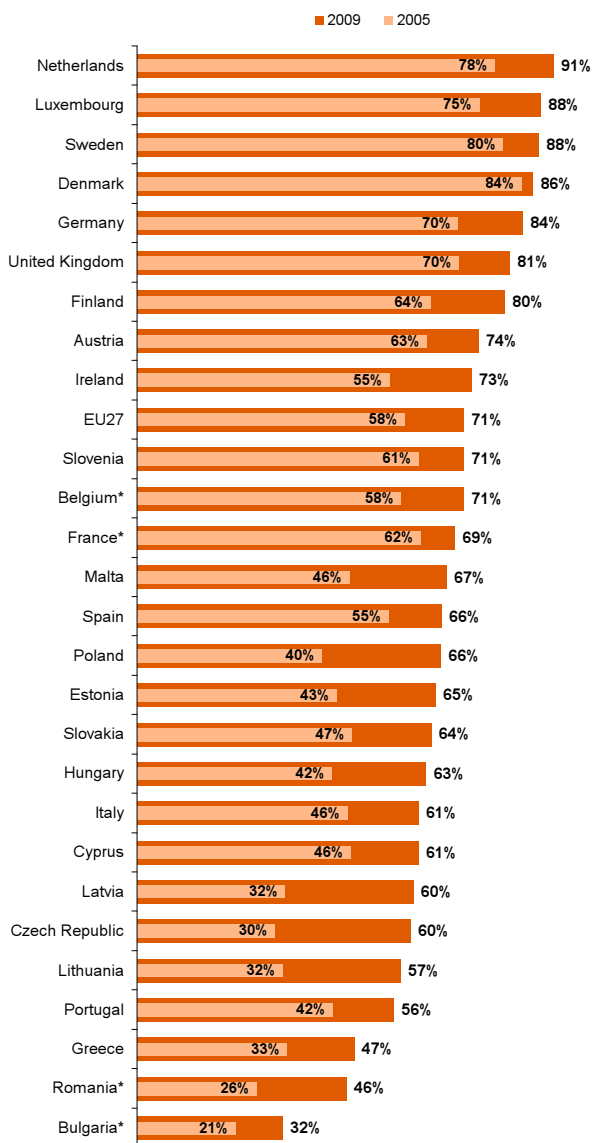


as a percentage of all households in each region

Source: Czech Statistical Office, Household Budget Survey and Household Survey on ICT Use

B Households

Figure B8 Households with a computer



as a percentage of all households where at least 1 member is in age group 16-74 years

* instead of the reference year 2005: Belgium, Bulgaria, Romania - 2006; France - 2007

Source: Eurostat, 2010

B Households

Tab. B4 Households with access to the Internet in the CR

	%		
	2007	2008	2009
Total	32,0	41,7	49,2
Total (16-74 years)	35,1	45,9	54,2
Household composition:			
households without children	19,0	27,3	38,8
households with children	55,0	67,3	76,0
Type of locality:			
densely-populated area (big cities)	38,4	47,8	55,4
intermediate urbanized area (urban areas)	30,4	40,1	47,0
thinly-populated area (rural areas)	27,3	37,3	45,5

Tab. B5 Households using a broadband connection in the CR

	%		
	2007	2008	2009
Total	25,6	33,1	44,4
Total (16-74 years)	28,1	36,4	48,9
Household composition:			
households without children	14,9	21,6	35,0
households with children	44,1	53,6	68,3
Type of locality:			
densely-populated area (big cities)	33,3	39,3	50,8
intermediate urbanized area (urban areas)	22,9	30,6	42,2
thinly-populated area (rural areas)	20,4	29,2	40,3

as a percentage of all households in a given socio-demographic category

Figure B9 Households with access to the Internet

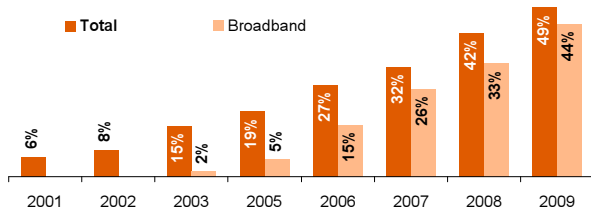
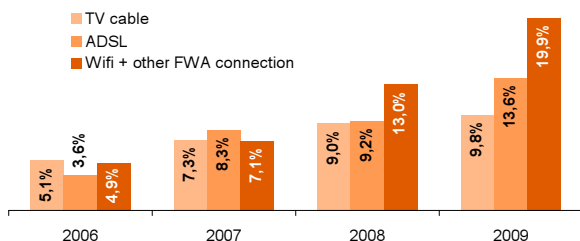


Figure B10 Type of a broadband connection used by households

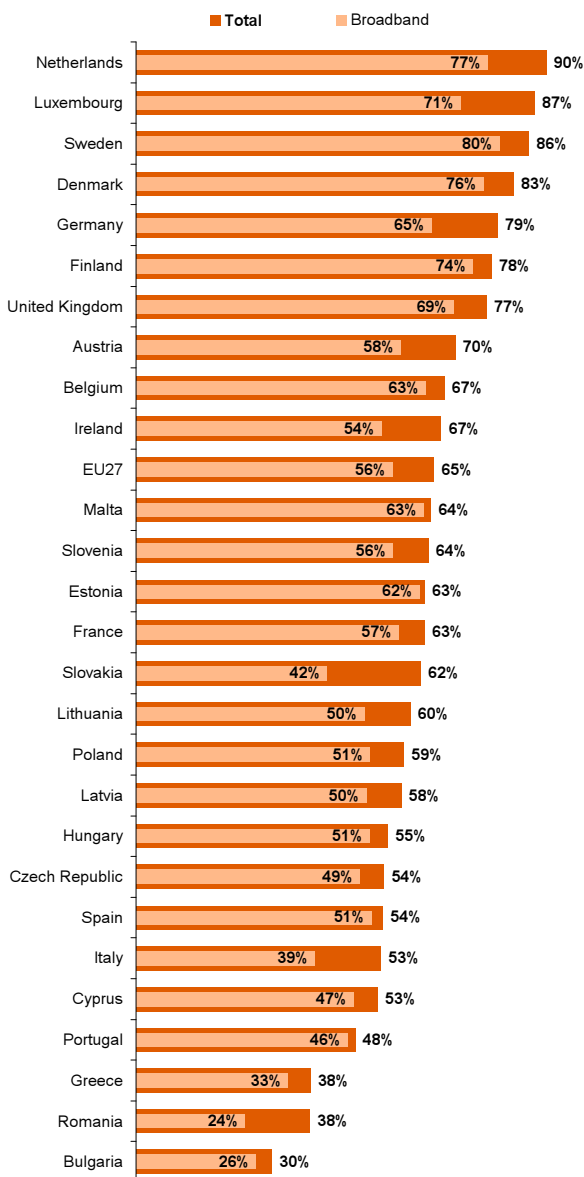


as a percentage of all households

Source: Czech Statistical Office, Household Budget Survey and Household Survey on ICT Use

B Households

Figure B11 Households with access to the Internet; 2009

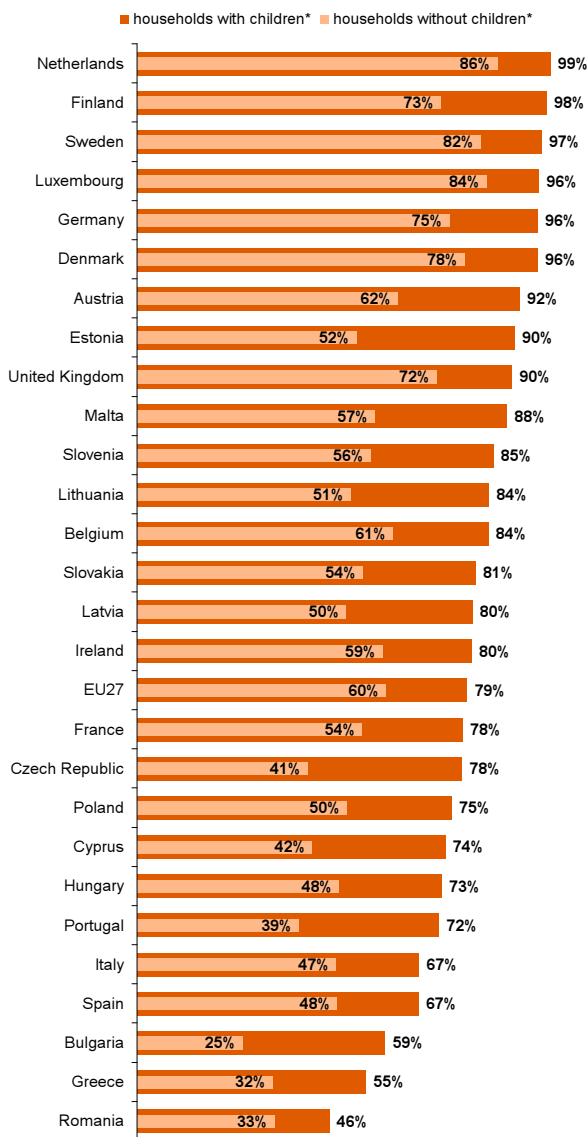


as a percentage of all households where at least 1 member is in age group 16-74 years

Source: Eurostat, 2010

B Households

Figure B12 Households with and without children with access to the Internet; 2009



as a percentage of all households where at least 1 member is in age group 16-74 years

* households with children - households with children under 16 years

Source: Eurostat, 2010

C Individuals

Since 2005, the Czech Statistical Office (CZSO) has been collecting detailed information on the users of mobile telephones, personal computers and the Internet by way of an independent annual statistical survey titled: **"Sample Survey on ICT usage in Households and by Individuals"**.

In the Czech Republic, this survey is conducted as an annex to the Labour Force Survey (LFS) in the form of a Computer Assisted Personal Interviewing (CAPI). The target population consists of all individuals aged 16+ (8,7 million) and all households (4,2 million). In 2009 this survey was conducted in the second quarter, with the questions in the questionnaire being answered by approximately **8 800 individuals from 4 500 households**. Post stratification by gender, age, region and employment status was used and results were weighted on the whole population based on the LFS methodology.

Since 2006, the survey has been conducted according to **Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society**, thereby allowing for the production of data comparable with individual EU states, Iceland and Norway.

Notes:

Reference period: The data for individuals pertain to the last three months from the moment of the survey for the given year, unless stipulated otherwise.

The education category is published for the 25 and over age group. In the age category 16-24, there are a lot of students with a low highest education level received that are using ICT very intensively. Excluding this age group allows for a more precise evaluation of the influence of education on the use of ICTs.

Comparability of data published by the CZSO and Eurostat: The data published by Eurostat for the Czech individuals differ slightly from the data published by the CZSO for the Czech Republic. This difference is due to the fact that Eurostat includes, as part of the data it publishes, solely individuals between 16 and 74 years of age. The CZSO provides as standard data for the whole adult population – individuals 16 years or older. So as to facilitate better international comparison, the start of the detailed tables for the Czech Republic give both data for the whole population aged 16 and over, as well as for the whole population aged between 16 and 74 years of age.

Definitions:

- **Computer/Internet user:** person who used a computer/the Internet at least once in the last 3 months preceding the interview from any location (home, work, school, etc.) and for any purpose (personal use, work related use, education, etc.).

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **"Use of ICT by Households and Individuals in 2009, Code 9701-09"**, which is freely available on the CZSO's website.

Data on the spreading of ICT use, classified by the gender of the respondents, can be found in the publication titled: **"Focused on Men and Women"**.

<http://www.czso.cz/csu/2009edicniplan.nsf/engkapitola/1413-09-2009-1890>

More detailed information and data are available free of charge on the following dedicated website (only in Czech, tables in English):

http://www.czso.cz/csu/redakce.nsf/i/domacnosti_a_jednotlivci

C Individuals

Tab. C1 Computer users in the Czech Republic

	%		
	2007	2008	2009
Total (aged 16+)	50,9	58,7	59,2
Total (aged 16-74)	55,0	63,4	63,9
Gender:			
males (aged 16+)	54,6	62,8	62,5
females (aged 16+)	47,4	54,7	56,1
Age group:			
16-24 years	87,9	92,2	92,0
25-34 years	67,1	80,2	79,6
35-44 years	65,8	76,0	77,3
45-54 years	54,5	62,5	62,0
55-64 years	29,3	36,8	39,8
65 and more years	5,0	7,9	9,7
Highest education level (aged 25+):			
primary (ISCED 0-2)	7,6	13,7	10,9
lower secondary (ISCED 3C)	29,5	41,5	40,5
upper secondary (ISCED 3A and 4)	66,2	71,8	73,0
tertiary (ISCED 5-6)	82,7	87,7	89,3
Specific categories:			
students (aged 16+)	97,3	99,0	98,4
pensioners	5,4	9,8	10,9

as a percentage of all individuals in a given socio-demographic category

Figure C1 Individuals using a computer at home

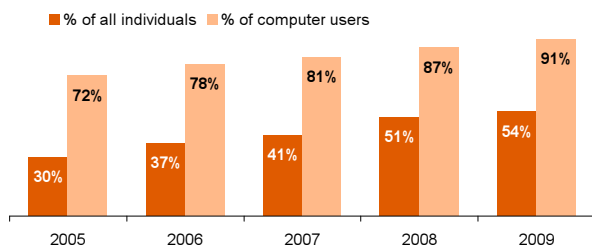
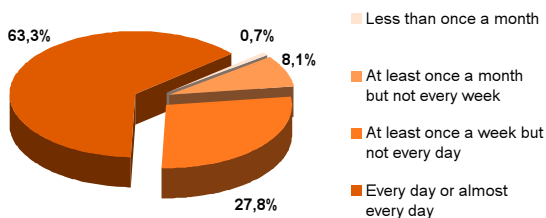


Figure C2 Frequency of computer use by individuals; 2009

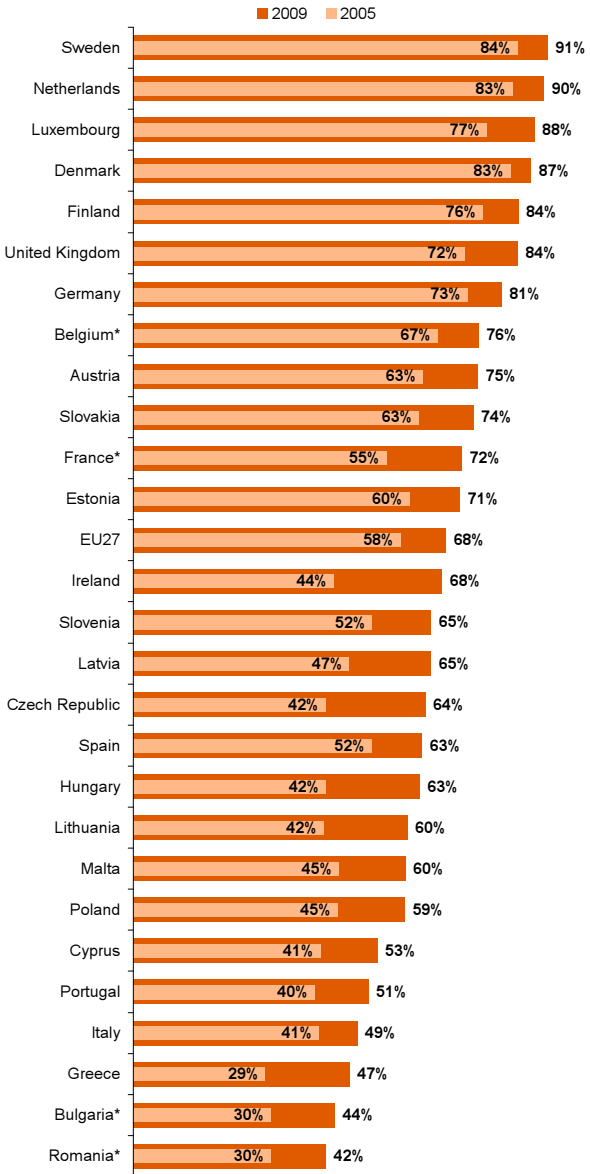


as a percentage of computer users aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C3 Computer users



as a percentage of all individuals aged 16 to 74 years

* the year 2006 instead of the reference year 2005

Source: Eurostat, 2010

C Individuals

Tab. C2 Computer activities undertaken by individuals in the Czech Republic; 2009

	compressing files	copying files	computer program
Total (aged 16+)	48,8	27,7	5,1
Total (aged 16-74)	52,6	29,9	5,5
Gender:			
males (aged 16+)	52,6	32,6	8,0
females (aged 16+)	45,1	23,0	2,4
Age group:			
16-24 years	84,9	58,4	11,0
25-34 years	67,5	41,0	9,4
35-44 years	59,0	29,2	5,1
45-54 years	45,8	22,8	3,2
55-64 years	31,5	16,3	2,0
65 and more years	9,3	3,1	0,4
Highest education level (aged 25+):			
primary (ISCED 0-2)	5,3	1,6	
lower secondary (ISCED 3C)	25,3	8,8	0,8
upper secondary (ISCED 3A and 4)	62,3	32,9	5,3
tertiary (ISCED 5-6)	84,7	60,4	15,3
Specific categories:			
students (aged 16+)	92,6	69,5	16,1
pensioners	9,4	2,8	

as a percentage of all individuals in a given socio-demographic category

Figure C4 Individuals who have ever used basic arithmetic formulas in a spreadsheet; 2009

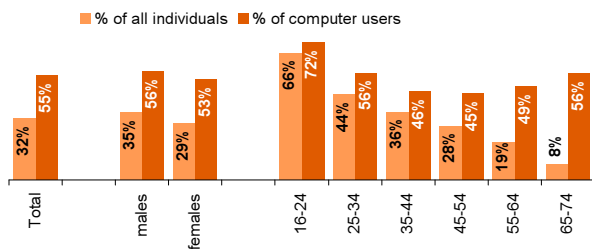
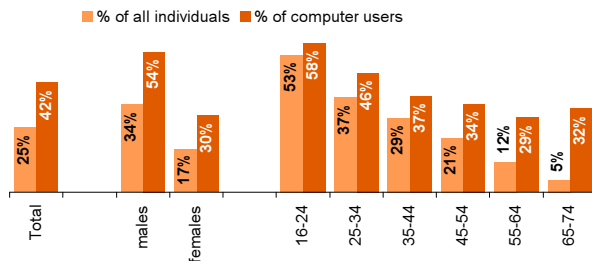


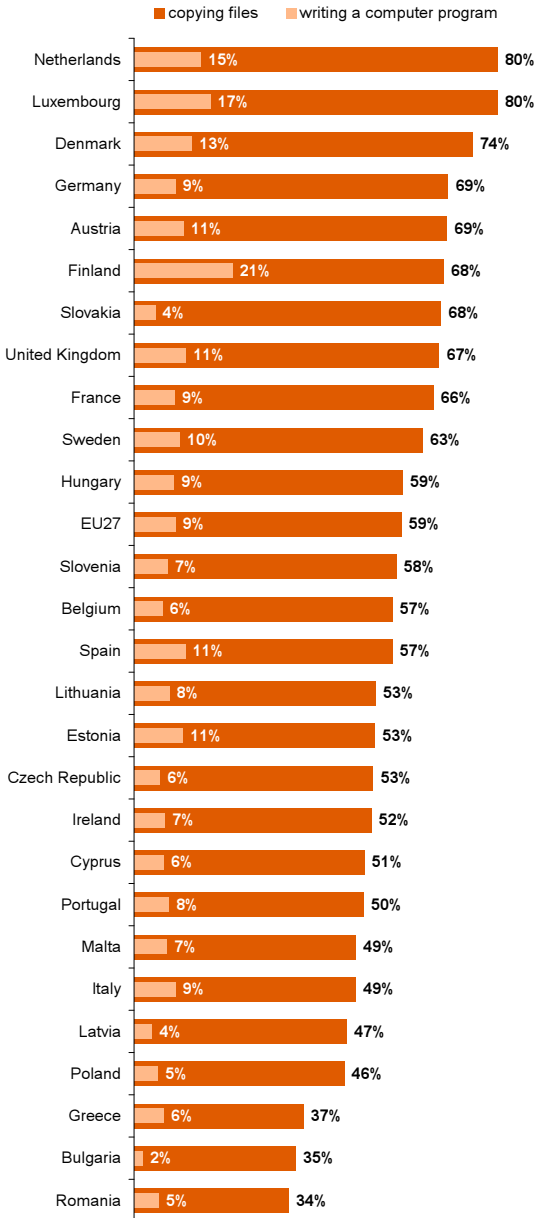
Figure C5 Individuals who have ever installed any new device (e.g. a printer or a modem); 2009



Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C6 Computer activities undertaken by individuals; 2009



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2010

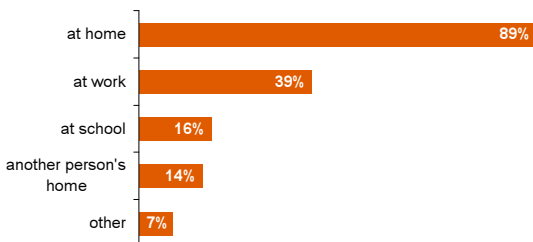
C Individuals

Tab. C3 Internet users in the Czech Republic

	%		
	2007	2008	2009
Total (aged 16+)	45,0	54,0	55,9
Total (aged 16-74)	48,6	58,4	60,4
Gender:			
males (aged 16+)	48,8	58,0	59,2
females (aged 16+)	41,5	50,3	52,9
Age group:			
16-24 years	82,0	90,3	90,3
25-34 years	59,7	73,9	76,9
35-44 years	56,4	69,4	72,7
45-54 years	46,9	56,2	56,9
55-64 years	25,0	32,6	36,0
65 and more years	4,4	6,1	8,2
Highest education level (aged 25+):			
primary (ISCED 0-2)	5,1	10,5	9,3
lower secondary (ISCED 3C)	22,4	35,6	36,3
upper secondary (ISCED 3A and 4)	59,4	65,8	69,1
tertiary (ISCED 5-6)	79,3	85,4	87,0
Specific categories:			
students (aged 16+)	93,0	97,4	97,3
pensioners	4,4	7,8	9,2

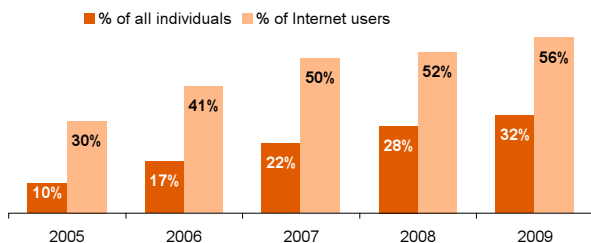
as a percentage of all individuals in a given socio-demographic category

Figure C7 Place of Internet use by individuals; 2009



as a percentage of Internet users aged 16 years and over

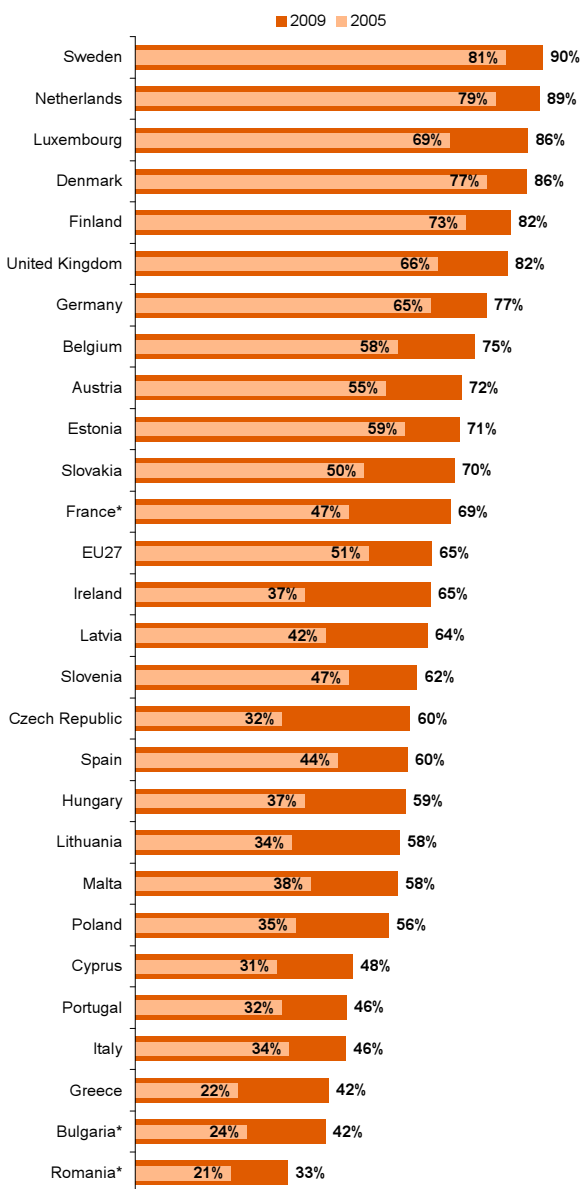
Figure C8 Individuals using the Internet every day or almost every day



Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C9 Internet users



as a percentage of all individuals aged 16 to 74 years

* the year 2006 instead of the reference year 2005

Source: Eurostat, 2010

C Individuals

Tab. C4 Internet activities undertaken by individuals in the Czech Republic

	2007	2008	2009
%			
Communication activities:			
sending/receiving e-mails	38,7	47,6	50,7
telephoning over the Internet (using skype etc.)	14,9	20,0	23,3
chatting (using instant messaging)	13,2	15,1	18,7
using webcam for video calls		5,7	9,3
Information search activities:			
about goods and services	34,5	41,6	46,5
related to travel and accommodation	23,1	23,9	25,0
in public transport timetables		23,9	27,3
for seeking health related information	9,9	13,1	18,7
reading news, Internet newspapers and magazines	20,2	30,3	39,4
reading blogs		7,8	13,9
for purpose of learning	16,1	23,1	24,1
job searching	3,5	4,4	7,3
Leisure activities:			
downloading computer software	9,0	7,8	12,9
playing/downloading games	9,6	8,7	9,1
listening/watching to web radios/TV	7,8	12,4	17,6
playing/downloading music	14,7	14,9	17,7
playing/downloading movies, video images	11,1	11,8	14,9
Internet services:			
Internet banking	10,7	13,4	17,0
online shopping	15,3	21,0	22,0

as a percentage of all individuals aged 16 years and over

Figure C10 Individuals posting messages to an online discussion forum on the Internet; 2009

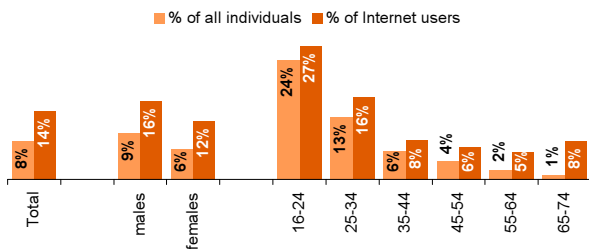
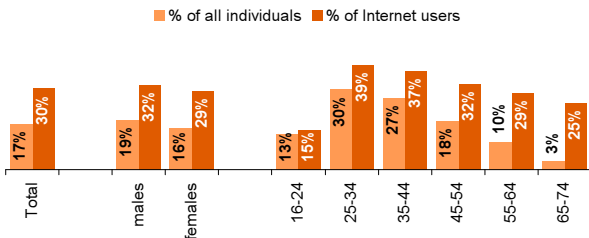


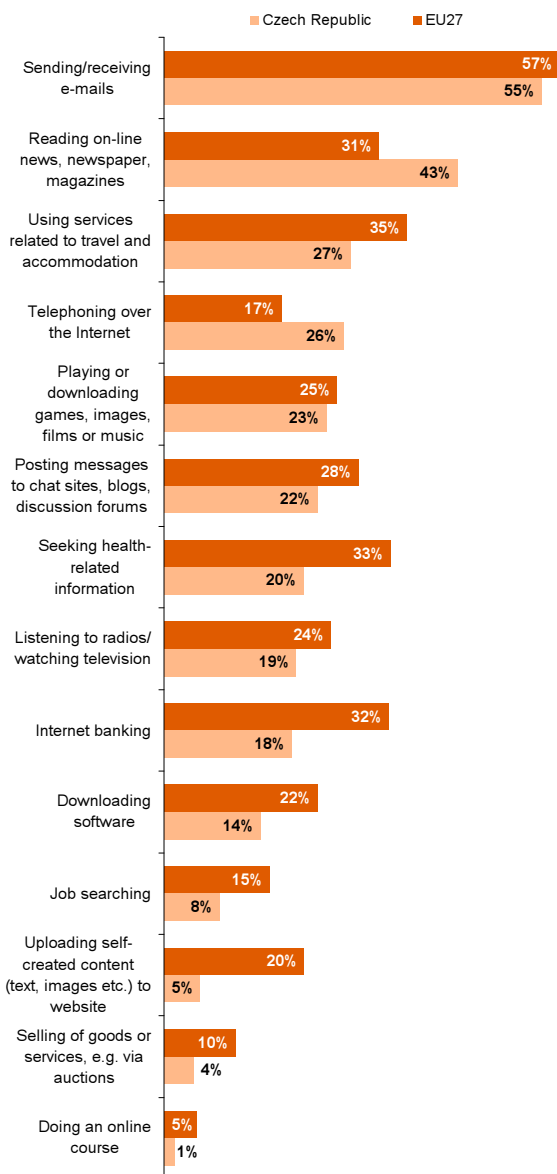
Figure C11 Individuals using Internet banking; 2009



Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C12 Internet activities undertaken by individuals; 2009



as a percentage of all individuals aged 16 to 74 years

Source: Czech Statistical Office and Eurostat, 2010

C Individuals

Tab. C5 Individuals purchasing over the Internet in the CR

	%		
	2007	2008	2009
Total (aged 16+)	15,3	21,0	22,0
Total (aged 16-74)	16,5	22,7	23,7
Gender:			
males (aged 16+)	18,3	24,5	25,3
females (aged 16+)	12,5	17,7	18,8
Age group:			
16-24 years	22,9	35,0	31,7
25-34 years	25,1	35,6	37,9
35-44 years	21,5	26,0	30,1
45-54 years	13,7	18,7	18,4
55-64 years	6,9	9,6	11,3
65 and more years	1,4	1,4	2,3
Highest education level (aged 25+):			
primary (ISCED 0-2)	0,6	2,9	2,1
lower secondary (ISCED 3C)	6,4	12,4	12,5
upper secondary (ISCED 3A and 4)	22,5	25,2	28,5
tertiary (ISCED 5-6)	32,6	40,3	41,5
Specific categories:			
students (aged 16+)	26,4	36,6	34,1
pensioners	2,0	2,3	2,8

as a percentage of all individuals in a given socio-demographic category

Figure C13 Individuals who ordered an electronic equipment over the Internet; 2009

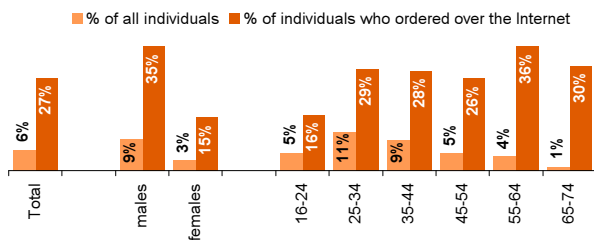
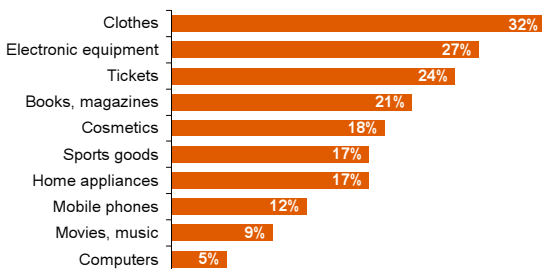


Figure C14 Products ordered by individuals over the Internet; 2009

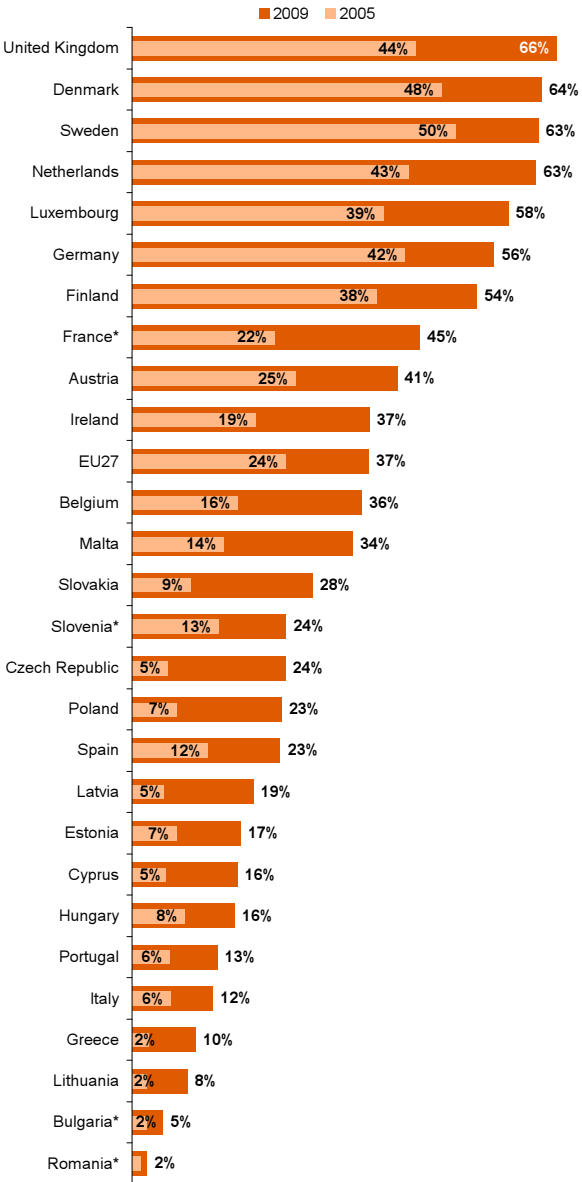


as a percentage of individuals, who used the Internet for shopping

Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C15 Individuals purchasing over the Internet



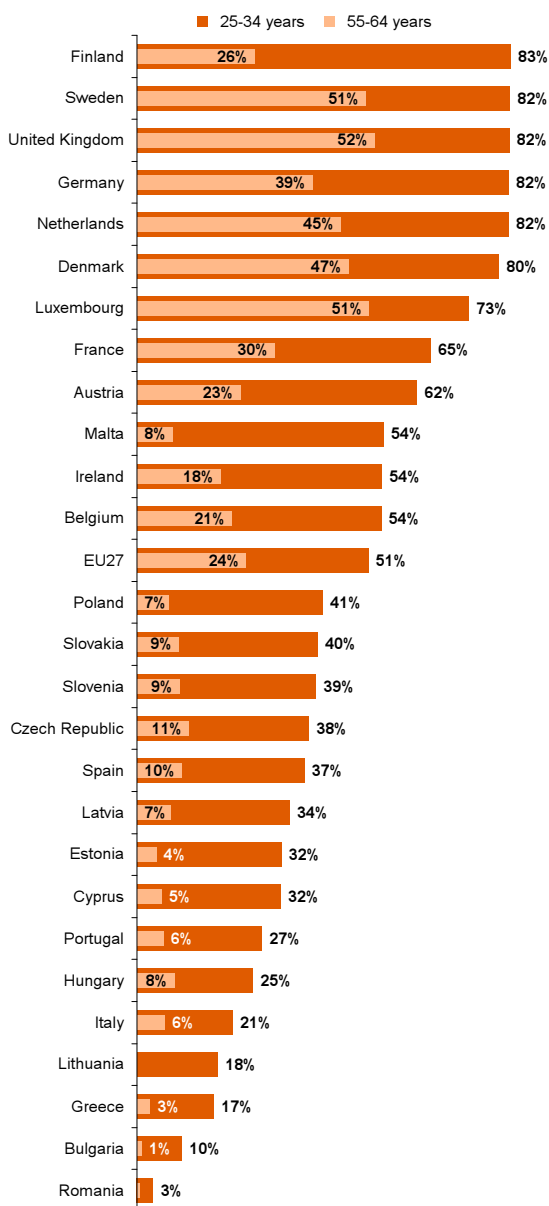
as a percentage of all individuals aged 16 to 74 years

* the year 2006 instead of the reference year 2005

Source: Eurostat, 2010

C Individuals

Figure C16 Individuals purchasing over the Internet by age; 2009



as a percentage of all individuals in a given category

Source: Eurostat, 2010

D Enterprises

Since 2002, the Czech Statistical Office (CZSO) has been regularly monitoring developments in and use of information technologies in the enterprises by way of an independent annual statistical survey titled: **"Survey on the Use of Information and Communication Technologies and E-Commerce in the Business Enterprise Sector - ICT 5-01"**

In 2009 this survey was conducted in the first quarter, with the response size of approximately 9 000 enterprises with ten or more employees responding to the survey and the questions in the questionnaire. The resulting data was then extrapolated to the entire population of enterprises in the Czech Republic.

Since 2006, a survey are being conducted according to **Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society**, thereby allowing for the production of data comparable with individual EU states.

Notes:

Reference period: status data for the period 2000 – 2004 always pertains to 31 December of the monitored year; in the case of 2006 – 2009 it always pertains to January of the monitored year. In the case of electronic commerce and using the Internet for interaction with public authorities, the data pertains to the entire 2008.

Comparability of data:

- The data for January 2009 are not fully comparable with data for previous years. This difference is due to implementation of new NACE classification.
- The data presented by Eurostat for the Czech Republic may differ slightly from data presented for the Czech Republic by the CZSO. This difference is due to the fact that Eurostat does not include, as part of the data it publishes, all of the enterprises from the financial sector.

Definitions:

- **Electronic Data Interchange (EDI)** is a proprietary electronic system used for electronic transmission of data suitable for automatic processing without the individual message being manually typed. It means sending and/or receiving of messages (e.g. orders, invoices, payment transactions, product descriptions, transport documents, tax declarations) in an agreed or standard format which allows their automatic processing (e.g. EDIFACT, XML, xCBL, cXML, ebXML etc.) and via any computer network(s).
- **Electronic commerce (e-commerce)** is a transaction conducted over Internet Protocol-based networks and over other computer-mediated networks. The goods and services are ordered over those networks, but the payment and the ultimate delivery of the good or service may be conducted on or off-line. E-commerce may be done via websites, i.e. orders made at an online store or via web forms on the Internet or extranet or via electronic transmission (see EDI) allowing automatic processing methods (e.g. XML, EDIFACT, etc.).
- **Internal computer network** is a group of at least two computers connected together using a telecommunication system for the purpose of communicating and sharing resources within an enterprise.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **" Use of ICT in the Business Sector in 2009, Code 9702-09"**, which is freely available on the CZSO's website.

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

http://www.czso.cz/csu/redakce.nsf/i/podnikatelsky_sektor

D Enterprises

Tab. D1 Enterprises using an internal computer network and related technologies in the Czech Republic; January 2009

	%		
	Total	WLAN	Intranet
Total (10 and more employees)	69,5	33,6	20,3
Small enterprises (10-49)	63,4	28,1	14,2
Medium enterprises (50-249)	91,2	51,0	38,1
Large enterprises (250+)	96,6	67,5	68,2
NACE category:			
Manufacturing	72,0	34,3	20,1
Electricity, gas and water supply	80,1	31,5	26,8
Construction	56,7	26,0	10,9
Sale and repair of motor vehicles	81,7	43,5	18,6
Wholesale trade	83,5	43,2	23,1
Retail trade	60,5	24,8	12,8
Transport and storage	65,2	31,7	17,9
Accommodation	67,1	39,0	16,1
Food service activities	35,5	17,6	8,3
Tourist trade activities	88,0	36,7	39,5
Audio-visual and publishing activities	96,2	58,6	47,2
Telecommunications	95,7	75,0	68,2
IT services	97,7	72,1	72,8
Financial and insurance activities	93,3	34,7	64,3
Real estate activities	73,1	24,9	19,0
Professional, scientific activities (1)	87,9	43,3	34,7
Administrative and support activities (2)	46,2	20,4	13,8

as a percentage of all enterprises in a given category

1) Legal, account., management, advert., archit., engineer., R&D, related activ

2) Rental and leas.; Employm., secur., office admin. and business support acti

WLAN - wireless access within the internal computer network

Figure D1 Enterprises using wireless access within their internal computer network

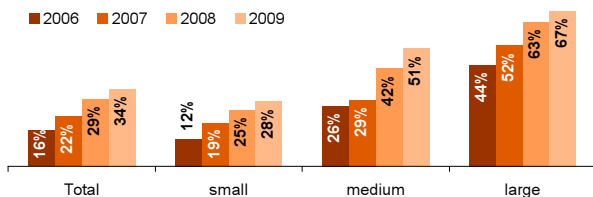
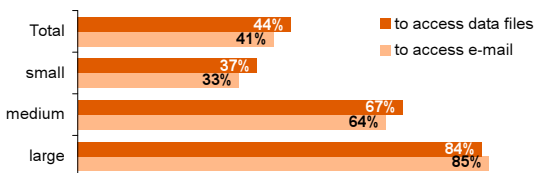


Figure D2 Enterprises enabling employees a remote access to their internal computer network; January 2009

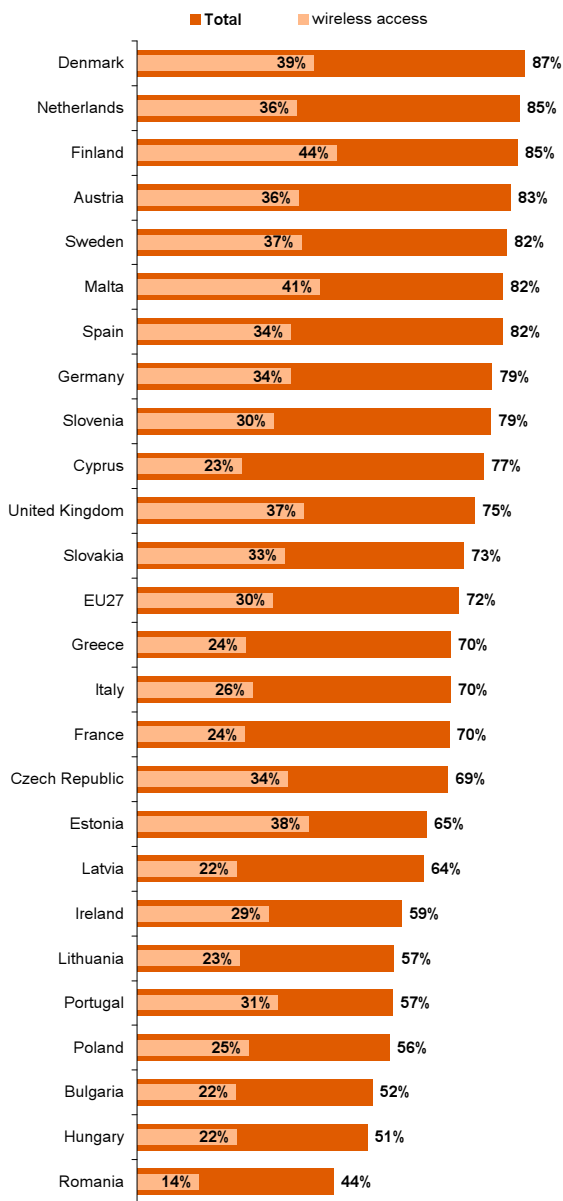


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D3 Enterprises using an internal computer network;
January 2009



as a percentage of all enterprises

Source: Eurostat, 2010

D Enterprises

Tab. D2 Enterprises using a broadband connection and its speed in the Czech Republic; January 2009

	%		
	Total	2 Mb/s+	8 Mb/s+
Total (10 and more employees)	77,4	68,9	17,1
Small enterprises (10-49)	73,8	65,5	15,5
Medium enterprises (50-249)	89,5	79,6	20,4
Large enterprises (250+)	96,9	89,8	34,6
NACE category:			
Manufacturing	77,5	67,9	14,6
Electricity, gas and water supply	80,2	70,8	17,8
Construction	71,0	63,6	13,6
Sale and repair of motor vehicles	82,6	75,0	21,1
Wholesale trade	83,0	75,3	20,5
Retail trade	76,8	69,1	14,6
Transport and storage	71,7	65,5	12,8
Accommodation	80,3	66,8	12,9
Food service activities	64,4	56,6	12,3
Tourist trade activities	86,0	77,1	21,4
Audio-visual and publishing activities	91,6	86,8	35,5
Telecommunications	94,7	93,6	81,0
IT services	93,9	90,9	45,3
Financial and insurance activities	93,5	86,0	35,1
Real estate activities	79,2	71,8	24,7
Professional, scientific activities (1)	87,6	77,9	25,4
Administrative and support activities (2)	67,2	56,8	14,0

as a percentage of all enterprises in a given category

- 1) Legal, account., management, advert., archit., engineer., R&D, related activ
 2) Rental and leas.; Employ., secur., office admin. and business support acti

Figure D4 Speed of Internet connection used by enterprises

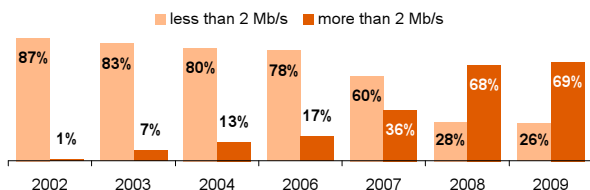
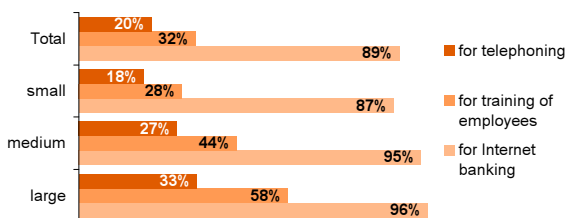


Figure D5 Use of the Internet by enterprises for selected activities; January 2009

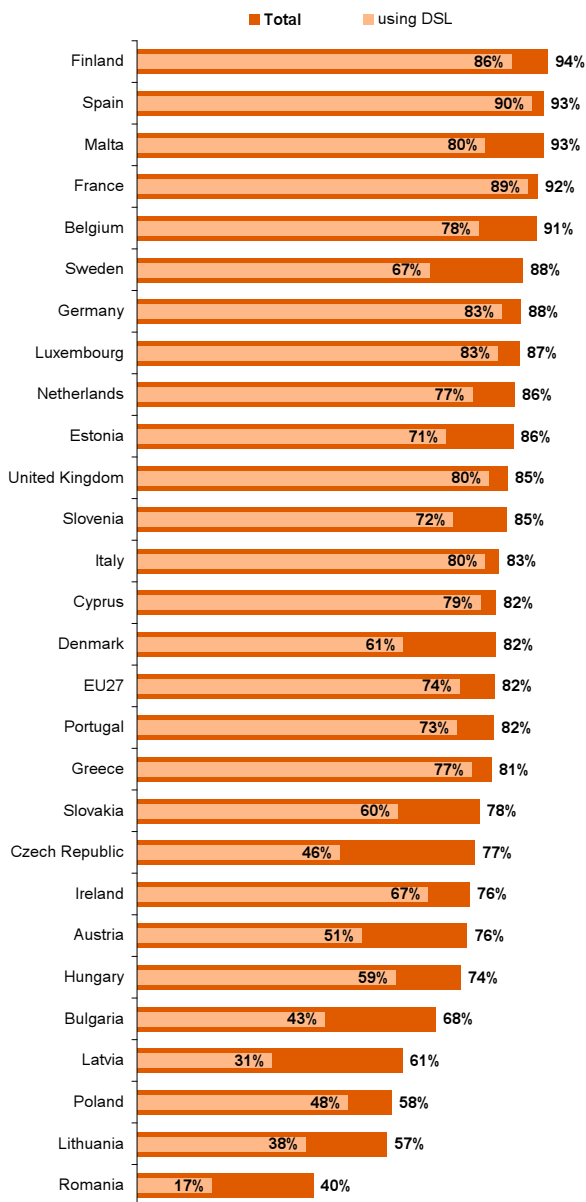


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D6 Enterprises using a broadband connection;
January 2009



as a percentage of all enterprises

Source: Eurostat, 2010

D Enterprises

Tab. D3 Employees routinely using computer at work in the Czech Republic; January 2009

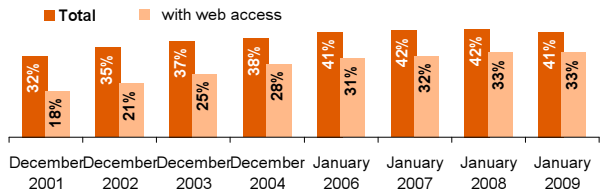
		%	
	Total	with web access	Home-workers*
Total (10 and more employees)	40,7	32,8	2,7
Small enterprises (10-49)	41,4	38,4	3,6
Medium enterprises (50-249)	38,9	33,8	3,3
Large enterprises (250+)	41,5	29,4	1,7
NACE category:			
Manufacturing	33,6	24,3	1,5
Electricity, gas and water supply	45,4	39,9	2,8
Construction	32,9	31,3	2,1
Sale and repair of motor vehicles	61,4	55,8	3,1
Wholesale trade	60,4	53,5	6,5
Retail trade	41,4	27,0	1,6
Transport and storage	35,2	22,1	1,3
Accommodation	43,2	36,2	1,3
Food service activities	18,3	13,8	0,7
Tourist trade activities	75,5	73,7	4,3
Audio-visual and publishing activities	83,4	81,8	6,5
Telecommunications	92,8	92,2	7,2
IT services	92,0	88,6	18,4
Financial and insurance activities	87,9	86,0	4,0
Real estate activities	41,4	36,7	2,4
Professional, scientific activities (1)	79,4	76,3	10,2
Administrative and support activities (2)	17,4	15,5	1,8

as a percentage of all employees in a given enterprise category

* employees working from home by using IT

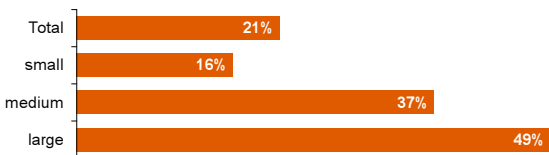
- 1) Legal, account., management, advert., archit., engineer., R&D, related activ
- 2) Rental and leas.; Employ., secur., office admin. and business support activ

Figure D7 Employees routinely using a computer at work



as a percentage of all employees in enterprises

Figure D8 Enterprises enabling employees to work from home by using IT; January 2009

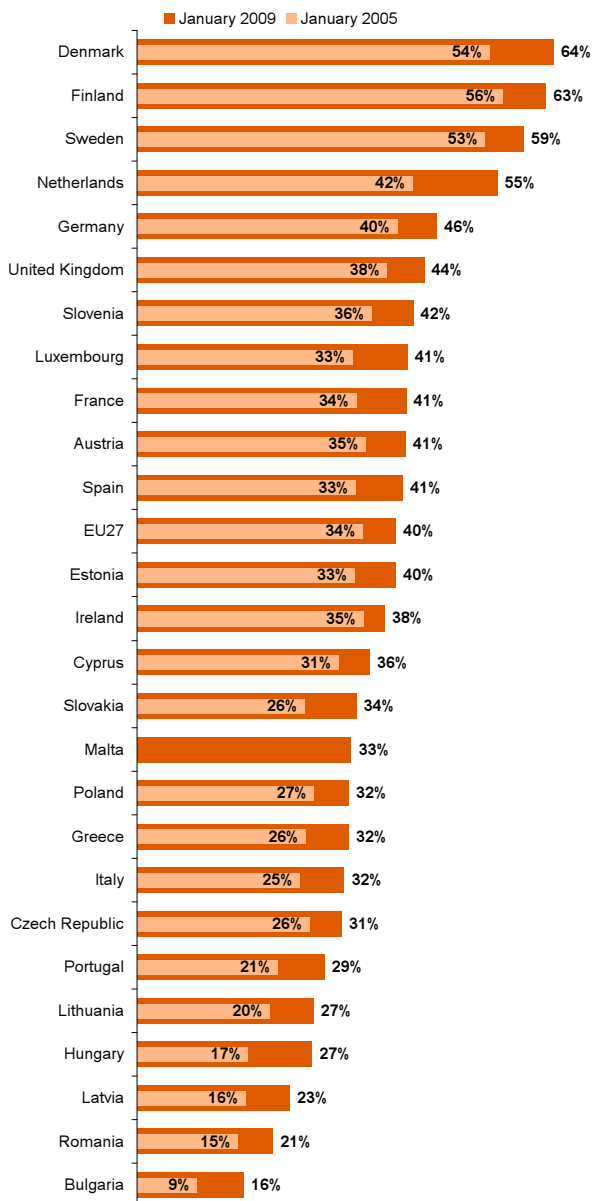


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D9 Employees routinely using a computer with the web access at work



as a percentage of all employees in enterprises

Source: Eurostat, 2010

D Enterprises

Tab. D4 Enterprises with a Website in the Czech Republic;
January 2009

	Total	foreign language	external*
Total (10 and more employees)	72,9	31,9	37,6
Small enterprises (10-49)	68,3	24,8	33,8
Medium enterprises (50-249)	89,3	55,6	50,8
Large enterprises (250+)	93,0	71,2	57,1
NACE category:			
Manufacturing	74,7	42,0	40,2
Electricity, gas and water supply	68,2	19,5	36,8
Construction	68,3	11,5	33,8
Sale and repair of motor vehicles	86,4	19,1	51,3
Wholesale trade	79,7	33,7	42,2
Retail trade	60,9	13,2	29,4
Transport and storage	65,3	33,3	31,7
Accommodation	85,8	63,5	49,0
Food service activities	56,0	23,6	24,8
Tourist trade activities	97,6	59,1	67,2
Audio-visual and publishing activities	96,5	50,7	46,2
Telecommunications	94,5	31,5	16,4
IT services	92,7	64,2	28,9
Financial and insurance activities	96,2	59,2	59,8
Real estate activities	61,0	23,6	24,7
Professional, scientific activities (1)	85,6	47,2	46,9
Administrative and support activities (2)	60,2	16,5	31,4

as a percentage of all enterprises in a given category

* enterprises with own websites managed by external partner

- 1) Legal, account., management, advert., archit., engineer., R&D, related activ
2) Rental and leas.; Employ., secur., office admin. and business support activ

Figure D10 Enterprises with a Website

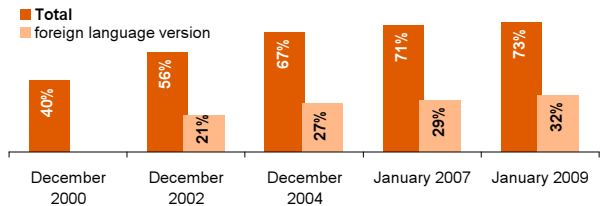
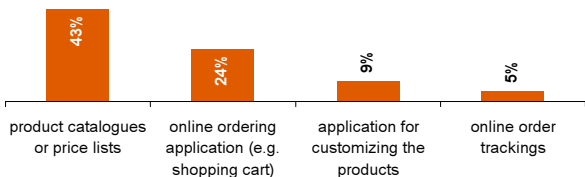


Figure D11 Sales related applications available on enterprises' websites; January 2009

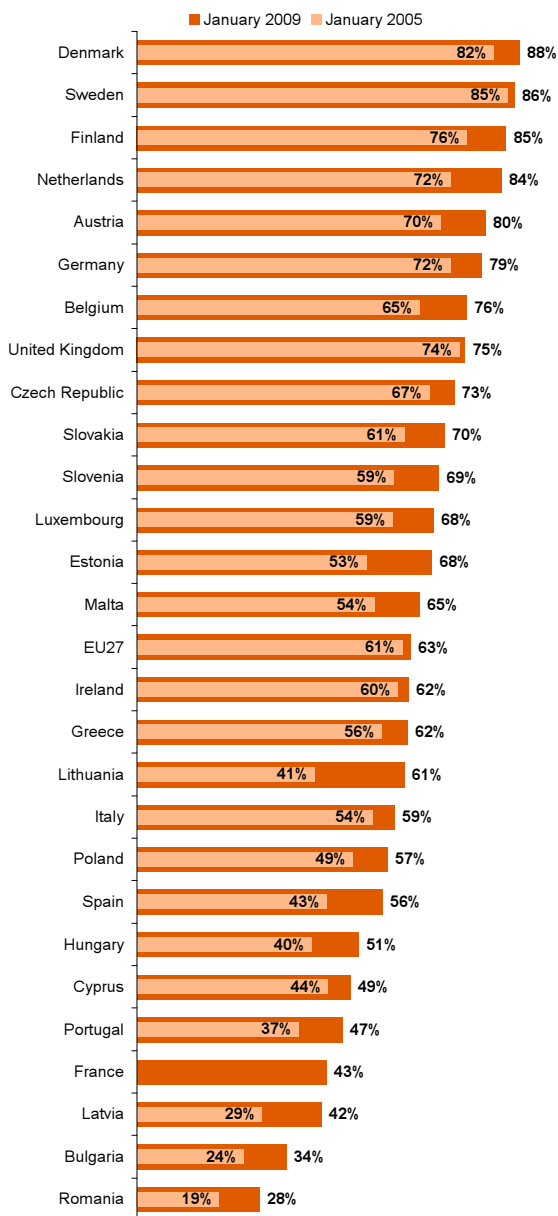


as a percentage of all enterprises

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D12 Enterprises with a Website



as a percentage of all enterprises

Source: Eurostat, 2010

D Enterprises

Tab. D5 Enterprises placing orders over electronic networks in the Czech Republic; 2008

%

	Total	via web sites	via EDI
Total (10 and more employees)	28,5	24,9	12,5
Small enterprises (10-49)	25,9	22,7	10,6
Medium enterprises (50-249)	36,3	31,6	17,3
Large enterprises (250+)	48,9	38,9	28,6
NACE category:			
Manufacturing	25,4	21,9	11,6
Electricity, gas and water supply	28,0	24,6	13,3
Construction	23,4	20,6	8,8
Sale and repair of motor vehicles	48,6	39,5	26,0
Wholesale trade	35,6	31,0	17,5
Retail trade	29,1	23,5	14,6
Transport and storage	24,8	19,0	12,6
Accommodation	25,8	23,6	12,4
Food service activities	12,3	11,0	3,1
Tourist trade activities	42,9	37,2	21,5
Audio-visual and publishing activities	56,3	50,9	24,2
Telecommunications	72,4	70,3	28,9
IT services	61,9	58,8	26,8
Real estate activities	24,8	23,1	5,7
Professional, scientific activities (1)	40,8	37,9	12,9
Administrative and support activities (2)	19,4	18,4	5,4

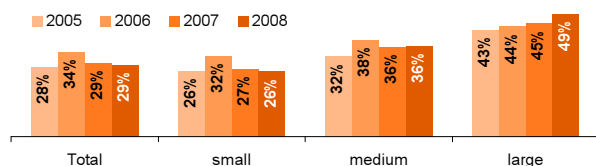
as a percentage of all enterprises in a given category

1) Legal, account., management, advert., archit., engineer., R&D, related activ.

2) Rental and leas.; Employm., secur., office admin. and business support activ

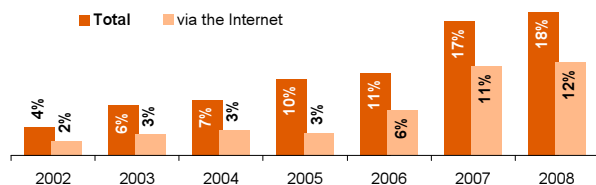
Note: Includes all enterprises that during the reference year received at least one electronic order over the Internet or any other computer network for selling any good or service.

Figure D13 Enterprises placing orders over electronic networks



as a percentage of all enterprises in a given size class

Figure D14 Value of e-purchases resulted from orders placed over electronic networks by enterprises

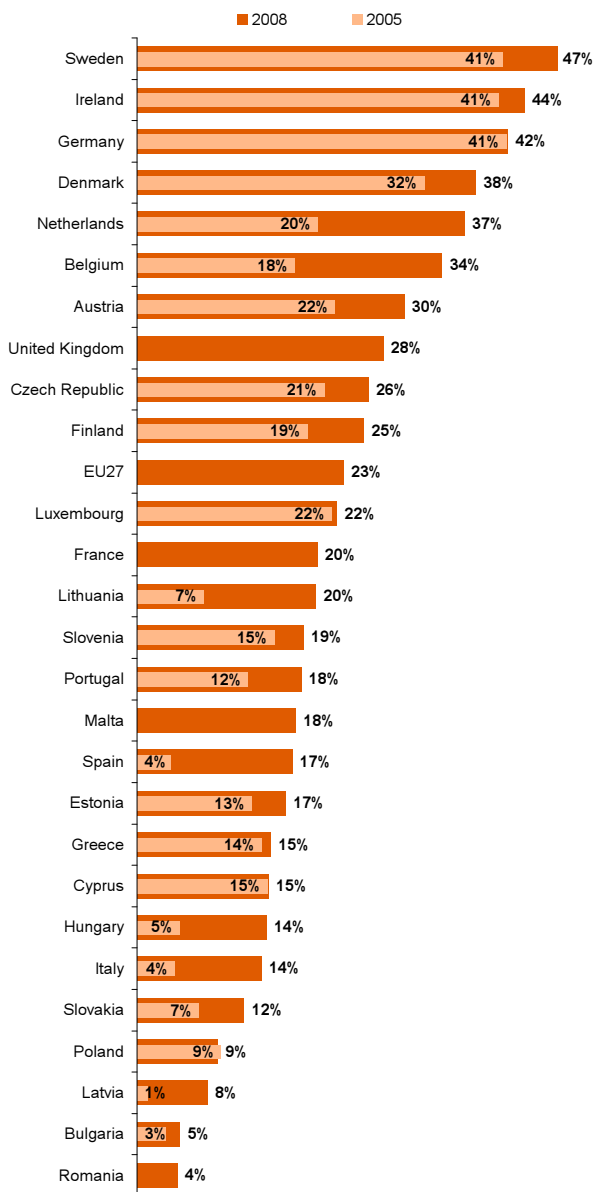


as a percentage of the total financial value of all enterprises' purchases

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D15 Enterprises purchasing over electronic networks 1% or more of their total purchases



as a percentage of all enterprises

Source: Eurostat, 2010

D Enterprises

Tab. D6 Enterprises receiving orders over electronic networks in the Czech Republic; 2008

		%	
	Total	via web sites	via EDI
Total (10 and more employees)	14,7	11,0	8,4
Small enterprises (10-49)	12,6	9,9	6,7
Medium enterprises (50-249)	20,3	14,2	12,3
Large enterprises (250+)	34,1	18,9	26,3
NACE category:			
Manufacturing	14,2	9,2	8,9
Electricity, gas and water supply	5,3	3,1	3,8
Construction	7,2	4,9	4,0
Sale and repair of motor vehicles	21,7	19,5	9,0
Wholesale trade	25,4	20,0	14,6
Retail trade	16,8	13,5	8,4
Transport and storage	16,8	10,9	12,0
Accommodation	29,4	28,1	13,9
Food service activities	7,7	6,8	3,3
Tourist trade activities	53,4	49,0	26,8
Audio-visual and publishing activities	45,4	34,1	23,1
Telecommunications	42,6	37,6	17,2
IT services	25,7	22,6	15,5
Real estate activities	5,7	5,1	3,1
Professional, scientific activities (1)	8,2	7,1	3,6
Administrative and support activities (2)	6,4	4,9	3,9

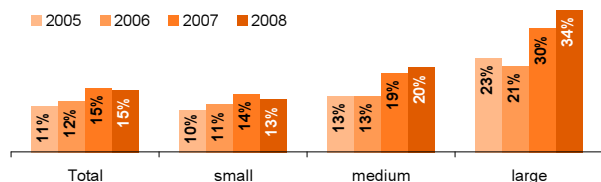
as a percentage of all enterprises in a given category

1) Legal, account., management, advert., archit., engineer., R&D, related activ.

2) Rental and leas.; Employ., secur., office admin. and business support activ

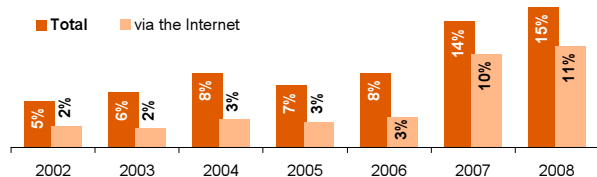
Note: Includes all enterprises that during the reference year received at least one electronic order for selling any good or service over the Internet or any other computer network .

Figure D16 Enterprises receiving orders over electronic networks



as a percentage of all enterprises in a given size class

Figure D17 Enterprises' turnover from orders received over electronic networks

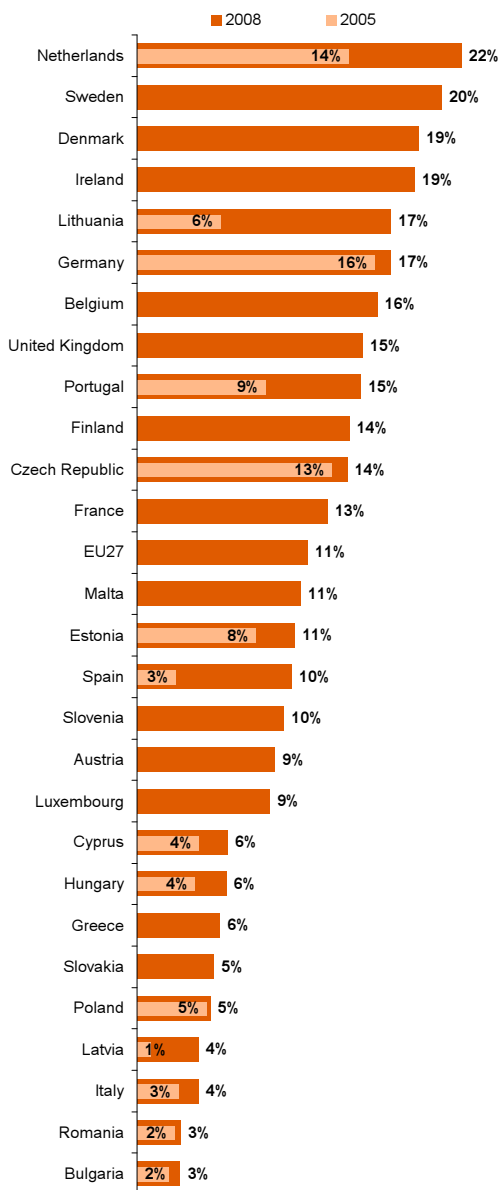


as a percentage of the financial value of all enterprises' sales

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D18 Enterprises selling over electronic networks 1% or more of their total turnover

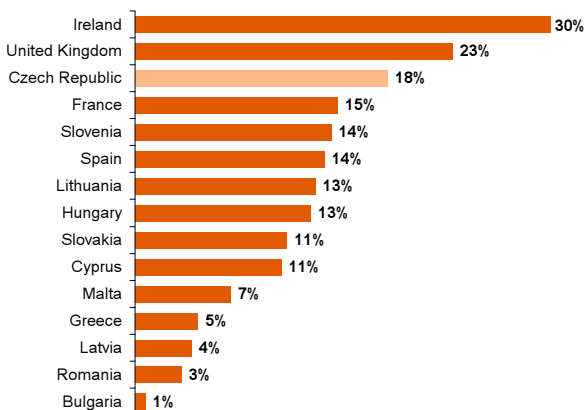


as a percentage of all enterprises

Source: Eurostat, 2010

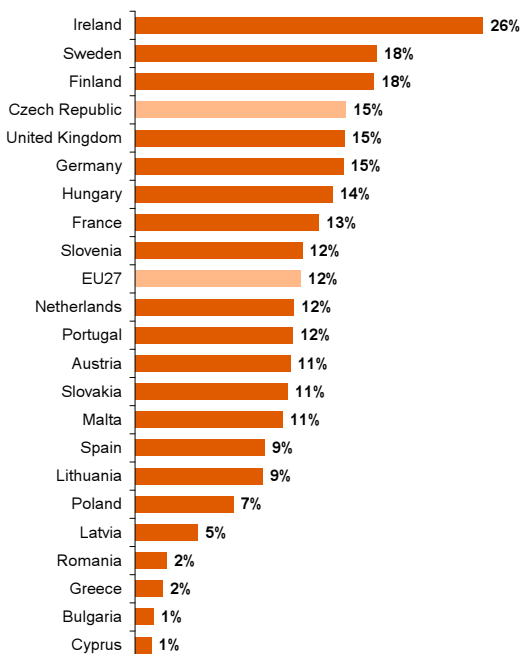
D Enterprises

Figure D19 Value of e-purchases resulted from orders placed over electronic networks by enterprises; 2008



as a percentage of the total financial value of all enterprises' purchases

Figure D20 Enterprises' turnover from orders received over electronic networks; 2008



as a percentage of the financial value of all enterprises' sales

Source: Eurostat, 2010

E Public authorities

In order to monitor the development of e-government in the Czech Republic, the Czech Statistical Office (CZSO) developed a short module related to **ICT usage in the public administration sector**.

This module is a supplement to the annual questionnaire for organisational units of the state, territorial self-governing units, partially budget-funded organisations and similar government institutions which fully covers **all state administration offices, regional offices and municipalities**.

The main focus of this module is to monitor access to ICT by public administration (PC, internet, LAN, broadband, etc), usage of public authorities websites as an interaction tool with citizens and enterprises (on-line information and services) and citizens' access to ICT within organizations (PIAP, information kiosk).

The latest survey in regards to this issue was conducted in the first half of 2009 in respect of the reference period of 31 December 2008. A total of 364 of the state's organisational branches, 13 regional offices and 6,301 municipal offices were surveyed. Detailed methodical information in respect of this survey is also contained in the CZSO's special publication titled: **"Information and Communication Technologies in Public Administration for 2008, Code 9703"**, which is freely available on the CZSO's website.

Definitions:

- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)
- **FAQ** – frequently asked questions.
- **WIFI (free wireless Internet)** – access to the Internet via WiFi technology, within a municipality's territory. It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.

Making information and on-line services available on public administration websites plays one of the key roles in bringing public administration closer to the general public. For this reason, **the survey of websites of public administration organisations** that has been carried out by the CZSO since 2005 serves as a supplementary source of information to measure e-Government in the Czech Republic. The latest survey was conducted in August 2009 and all (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included.

Information on **the use of the Internet by individuals and enterprises for interaction with public authorities** (to search for information, download forms and to complete forms on-line) comes from the annual surveys of the CZSO on the use of ICT by individuals and enterprises (see chapters C and D).

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

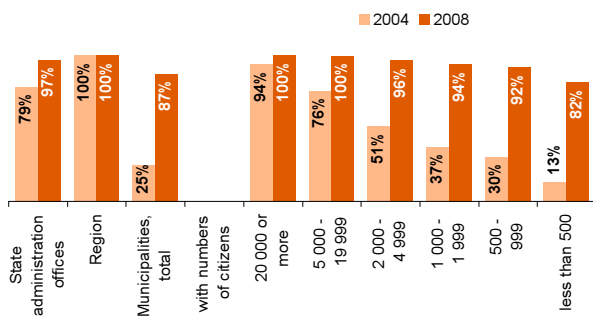
http://www.czso.cz/csu/redakce.nsf/i/verejna_sprava

E Public authorities

Tab. E1 Public authorities using a broadband connection in the Czech Republic

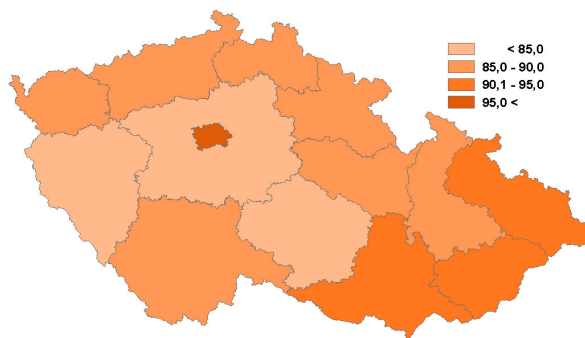
	%		
	2006	2007	2008
State administration offices	89,8	93,4	96,9
Regional offices	100,0	100,0	100,0
Municipalities, total	62,1	83,9	87,1
Size class of municipalities:			
20 000 or more citizens	97,5	100,0	100,0
5 000 - 19 999 citizens	97,2	98,2	99,5
2 000 - 4 999 citizens	81,3	94,5	96,5
1 000 - 1 999 citizens	74,5	92,9	94,0
500 - 999 citizens	69,0	89,0	91,9
less than 500 citizens	51,7	77,6	81,8

Figure E1 Public authorities using a broadband connection



as a percentage of all public offices in a given category

Figure E2 Municipalities using a broadband connection by regions (%); 2008



as a percentage of all public offices in each region

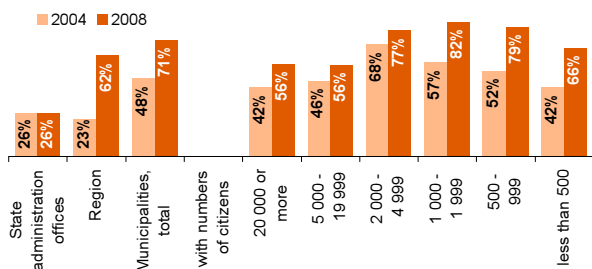
Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E2 Public authorities offering free Internet access for their citizens in the Czech Republic; 2008

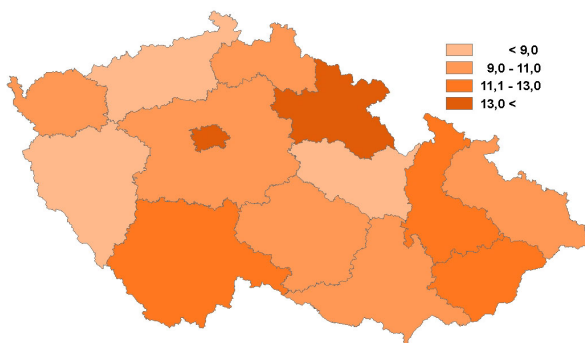
	Public Internet access points in offices	Free wireless Internet (WiFi)
State administration offices	26,5	.
Regional offices	61,5	.
Municipalities, total	70,7	10,5
Size class of municipalities:		
20 000 or more citizens	56,4	29,5
5 000 - 19 999 citizens	55,7	11,0
2 000 - 4 999 citizens	76,5	9,2
1 000 - 1 999 citizens	81,7	11,5
500 - 999 citizens	78,6	10,8
less than 500 citizens	66,2	9,8

Figure E3 Public authorities with public Internet access point



as a percentage of all public offices in a given category

Figure E4 Municipalities providing free wireless (WiFi) Internet access for their citizens on their territory by regions (%); 2008



as a percentage of all public offices in each region

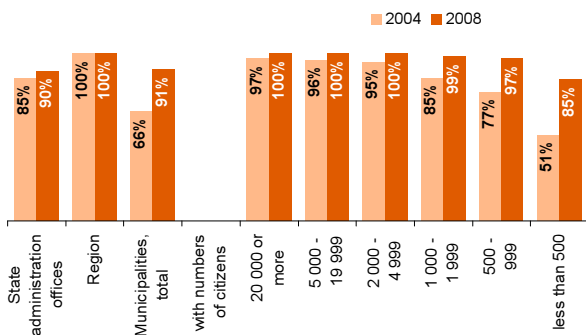
Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E3 Public authorities with a Website in the Czech Republic

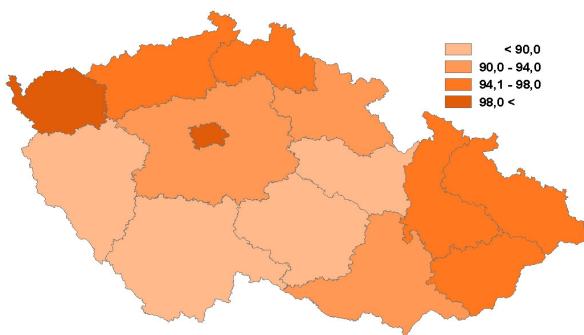
	%		
	2006	2007	2008
State administration offices	88,4	87,8	89,7
Regional offices	100,0	100,0	100,0
Municipalities, total	84,2	87,9	90,6
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	100,0	100,0	100,0
2 000 - 4 999 citizens	99,7	99,5	100,0
1 000 - 1 999 citizens	96,5	98,7	98,6
500 - 999 citizens	94,5	96,0	97,2
less than 500 citizens	74,7	80,2	84,6

Figure E5 Public authorities with a Website



as a percentage of all public offices in a given category

Figure E6 Municipalities with a Website by regions (%); 2008



as a percentage of all public offices in each region

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E4 Services available on public authorities' web sites in the Czech Republic; 2008

	Forms	Online applications	Full electronic case handling
State administration offices	64,0	38,2	48,1
Regional offices	100,0	76,9	69,2
Municipalities, total	41,8	10,4	9,0
Size class of municipalities:			
20 000 or more citizens	94,9	16,7	17,9
5 000 - 19 999 citizens	96,3	17,8	19,6
2 000 - 4 999 citizens	67,9	11,6	14,6
1 000 - 1 999 citizens	52,2	12,8	11,5
500 - 999 citizens	42,1	12,4	9,2
less than 500 citizens	30,3	8,1	6,7

Figure E7 Public authorities providing official forms for downloading on their websites

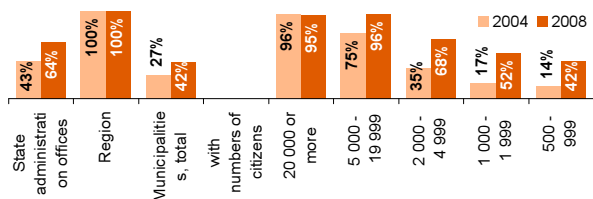


Figure E8 Public authorities with a web application for online filling-in forms

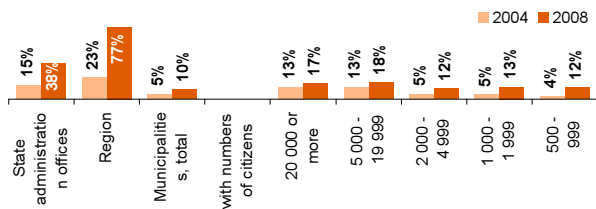
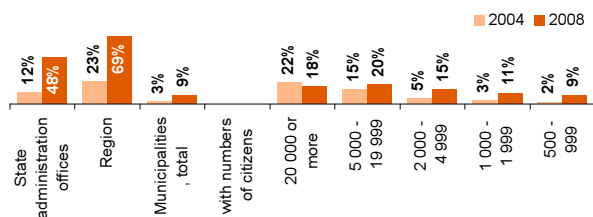


Figure E9 Public authorities with a web application for full electronic case handling



as a percentage of all public offices with a web site

Source: Czech Statistical Office, Government Survey on ICT Use

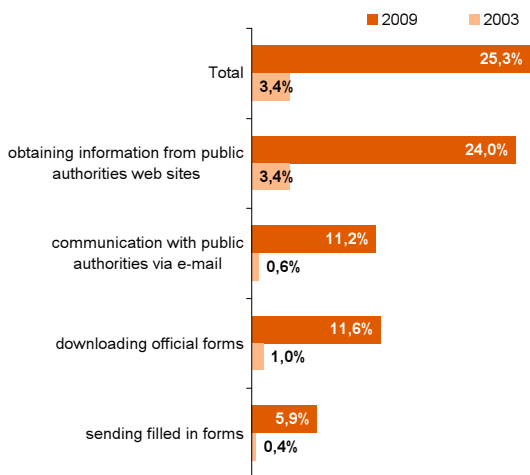
E Public authorities

Tab. E5 Individuals using the Internet for interaction with public authorities in the Czech Republic; 2009

	%		
	Information search	Downloading forms	Sending filled in forms
Total (aged 16+)	24,0	11,6	5,9
Total (aged 16-74)	25,9	12,6	6,3
Gender:			
males (aged 16+)	24,9	13,2	6,7
females (aged 16+)	23,1	10,2	5,1
Age group:			
16-24 years	21,5	9,3	4,4
25-34 years	35,4	18,5	9,0
35-44 years	35,8	17,5	8,8
45-54 years	28,6	12,9	7,2
55-64 years	17,5	9,0	4,7
65-74 let	5,9	2,5	0,9
Highest education level (aged 25+):			
primary (ISCED 0-2)	2,0		
lower secondary (ISCED 3C)	12,0	4,1	1,4
upper secondary (ISCED 3A, 4)	35,1	18,5	9,5
tertiary (ISCED 5-6)	56,1	31,1	17,6
Specific categories:			
students (aged 16+)	24,5	10,1	5,0
pensioners	4,8	1,8	0,9

as a percentage of all individuals in a given socio-demographic category

Figure E10 Individuals using the Internet for interaction with public authorities

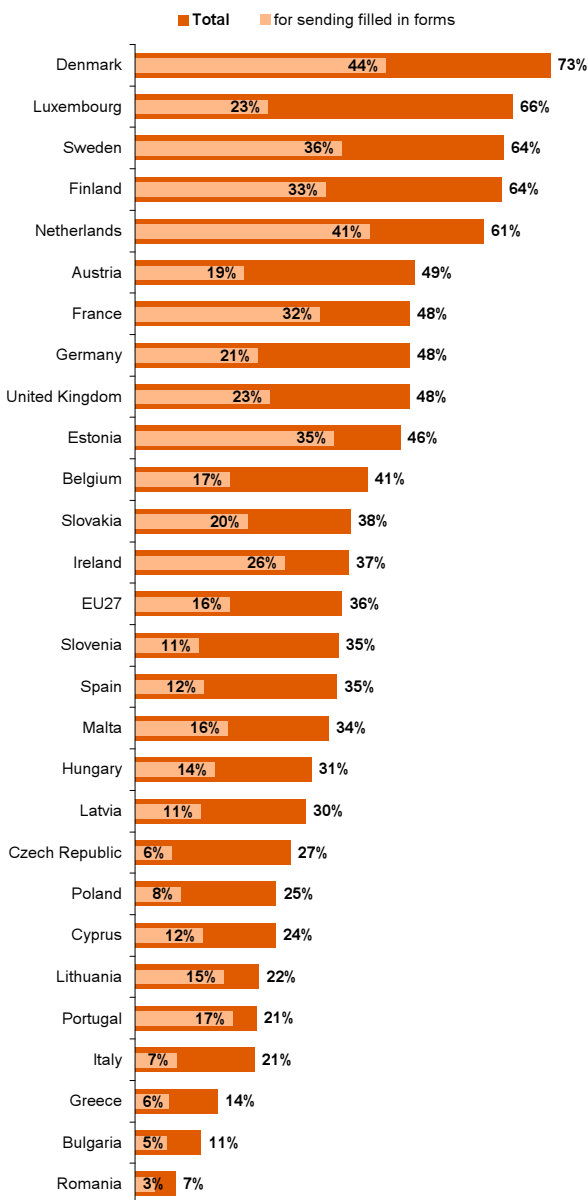


as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

E Public authorities

Figure E11 Individuals using the Internet for interaction with public authorities; 2009



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2010

E Public authorities

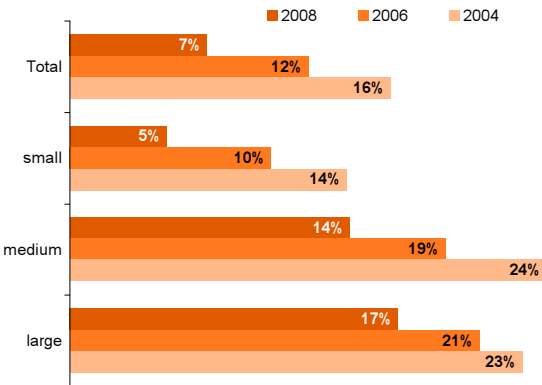
Tab. E6 Enterprises using the Internet for interaction with public authorities in the Czech Republic; 2008

	Information search	Downloading forms	Sending filled in forms
Total (10 and more employees)	62,5	60,4	35,6
Small enterprises (10-49)	56,2	53,6	27,3
Medium enterprises (50-249)	84,4	84,2	63,4
Large enterprises (250+)	93,5	92,5	82,4
NACE category:			
Manufacturing	65,3	63,4	40,9
Electricity, gas and water supply	78,8	78,7	63,8
Construction	58,7	57,5	27,1
Sale and repair of motor vehicles	69,3	65,4	31,9
Wholesale trade	64,9	62,8	36,2
Retail trade	47,3	45,1	24,0
Transport and storage	60,1	59,9	34,8
Accommodation	50,9	49,8	25,2
Food service activities	38,8	35,6	18,8
Tourist trade activities	70,4	65,2	28,6
Audio-visual and publishing activities	75,0	73,7	44,3
Telecommunications	91,4	87,6	66,0
IT services	80,6	76,4	50,2
Financial and insurance activities	87,7	82,5	59,9
Real estate activities	64,4	58,4	34,4
Professional, scientific activities (1)	77,9	74,0	43,3
Administrative and support activ. (2)	54,9	51,8	29,5

as a percentage of all enterprises in a given category

- 1) Legal, account., management, advert., archit., engineer., R&D, related activ.
 2) Rental and leas.; Employ., secur., office admin. and business support activ.

Figure E12 Enterprises using the Internet for submitting proposals in a public electronic tender system

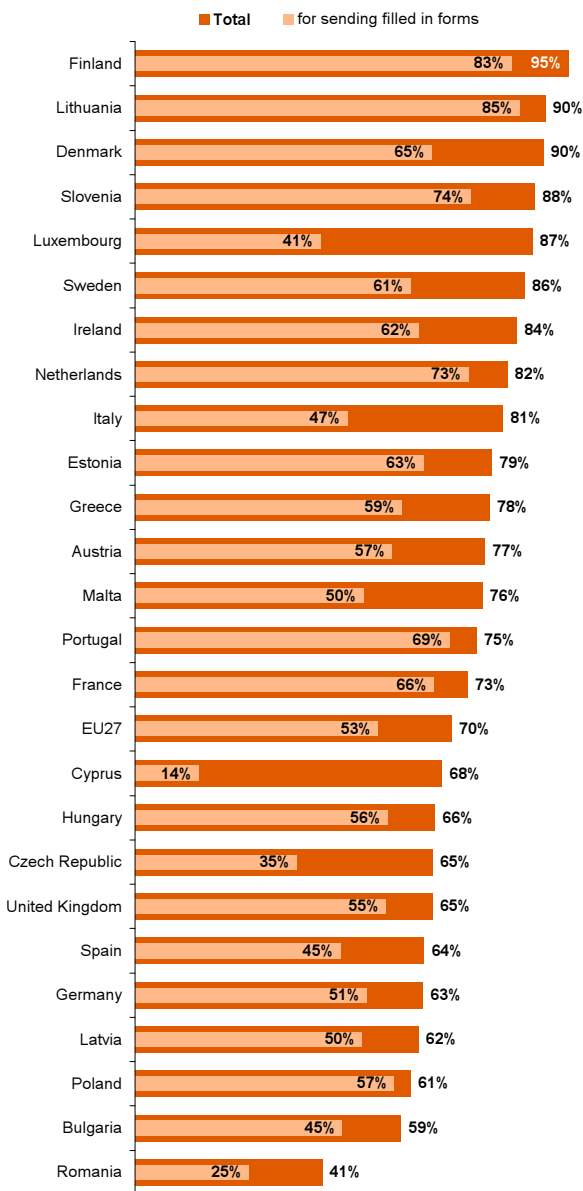


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

E Public authorities

Figure E13 Enterprises using the Internet for interaction with public authorities; 2008



as a percentage of all enterprises

Source: Eurostat, 2010

E Public authorities

Tab. E7 Municipalities with an extended competence with a Website in the Czech Republic

	2007	2008	2009
Total	100,0	100,0	100,0
<i>language version of web site</i>	66,0	71,7	71,7
1 foreign language	9,0	5,9	9,3
2 foreign language	39,0	37,6	41,0
3 foreign language	13,0	20,0	14,6
4 and more foreign language	6,0	8,3	7,8
<i>applications on web sites</i>			
blind friendly	4,0	26,0	31,7
browser	86,0	98,0	99,5
attendance	46,0	32,2	33,2
access registration	12,0	47,3	49,3
on-line contact	25,0	38,0	41,5
FAQ	27,0	27,0	31,7
discussion	33,0	31,0	29,3
opinion poll	37,0	38,0	36,1
<i>Information</i>			
job openings	57,0	86,3	76,6
municipality development plan	35,0	95,6	98,5

Figure E14 Municipalities with an extended competence with the foreign language version of their websites; August 2009

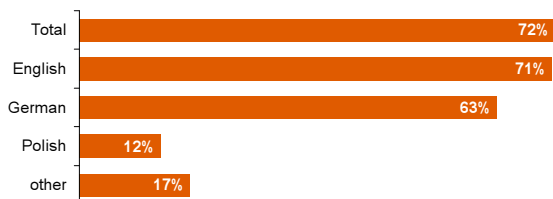
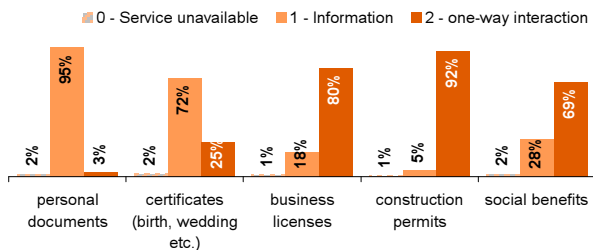


Figure E15 Services available on websites of municipalities with an extended competence; August 2009



1 - Information: on-line information about public services

2 - One-way interaction: official forms available for downloading

as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities

Data on the **equipping of schools in the Czech Republic with information technologies (computers and Internet connections)** originates from the Institute for Information in Education (IIE), which collects data via the Internet on the available IT infrastructure at most of the primary, secondary and advanced vocational schools.

Notes:

Reference period: 30.9. of the monitored year

Comparability of data: The total values on the number of computers for 100 students are lower than the values for the individual levels of schools. The reason for this is the fact that more than one school level is often being taught in a single school buildings, with one computer often being available and counted towards the students of several levels. But it is counted only once towards the average for all school levels.

Information on the **use ICT by students 16 years or older** is available from the regular annual statistical survey conducted by the CZSO titled: "**Sample Survey on ICT usage in Households and by Individuals**" – see chapter C. The international comparison originates from Eurostat's data sources.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: "**Use of ICT by Households and Individuals in 2009, Code 9701-09**", which is freely available on the CZSO's website.

Definitions:

- **First level of primary (basic) schools:** 1st – 5th year of primary schools; ISCED 1
- **Second level of primary (basic) schools:** 6th – 9th year of primary schools and lower years of 6 and 8-year grammar schools; ISCED 2
- **Secondary schools** – schools providing secondary vocational or completed general secondary education (ISCED 3) and schools providing post-graduation education (these are not tertiary or tertiary vocational schools) - ISCED 4
- **Post-secondary vocational schools:** ISCED 5B (also includes conservatories)
- **Broadband connection** includes one of the following Internet access services that enable a high speed internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), connections via mobile networks (EDGE, CDMA, or UMTS) and other such as Fibre, LAN, Satellite technologies, etc.
- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

http://www.czso.cz/csu/redakce.nsf/i/informacni_technologie_ve_skolstvi

F Schools

Tab. F1 Number of computers in schools per 100 students in the Czech Republic

	2007	2008	2009
Total	11,0	11,6	12,5
Primary (basic schools - 1st stage)	14,2	15,1	16,0
Lower secondary (basic schools - 2nd stage)	16,3	18,2	21,0
Upper secondary schools	14,4	.	15,1
Higher professionals schools, non tertiary	36,1	31,0	33,8
with the Internet access	10,0	10,8	11,8
Primary (basic schools - 1st stage)	12,4	13,5	14,6
Lower secondary (basic schools - 2nd stage)	15,2	17,3	20,1
Upper secondary schools	13,5	.	14,5
Higher professionals schools, non tertiary	33,1	29,2	31,7
with a broadband connection	9,2	10,1	11,2
Primary (basic schools - 1st stage)	10,9	12,3	13,5
Lower secondary (basic schools - 2nd stage)	13,9	16,2	19,0
Upper secondary schools	12,9	.	14,2
Higher professionals schools, non tertiary	32,7	29,1	31,3

Note: The total values on the number of computers for every 100 primary school students are lower than the values for the individual levels of primary schools. The reason for this is the fact that more than one school level is often being taught in a single school building, with one computer often being available and counted towards the students of several levels. But it is counted only once towards the average for all school levels.

Figure F1 Number of computers with a broadband connection in schools per 100 students, by type of schools

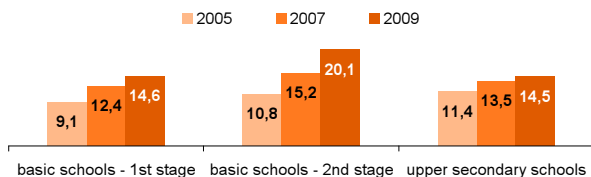
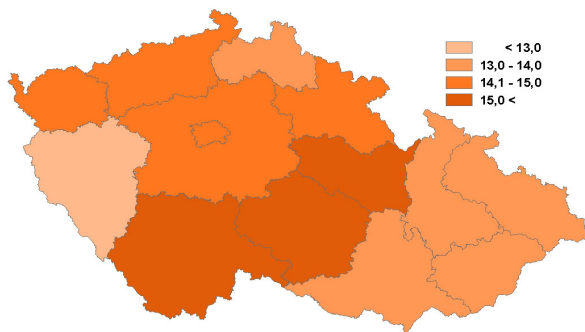


Figure F2 Number of computers with a broadband connection in secondary schools per 100 students in regions; 2009



Source: Institute for Information on Education of the Czech Republic

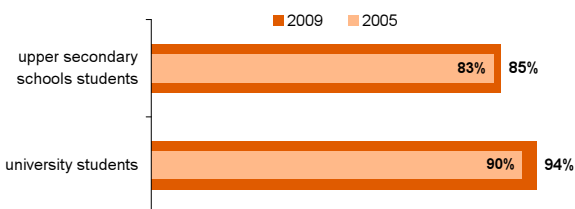
F Schools

Tab. F2 Computer users among students (aged 16+) in the CR

	2007	2008	2009
Total (aged 16+)	97,3	99,0	98,4
males	97,0	99,3	98,4
females	97,7	98,7	98,3
Type of schools:			
upper secondary schools students	97,2	98,5	97,6
university students	98,8	99,6	99,5

as a percentage of all students aged 16 years and over in a given category

Figure F3 Students (aged 16+) using a computer at school



as a percentage of all students aged 16 years and over in a given category

Figure F4 Students (aged 16+) using a computer at home

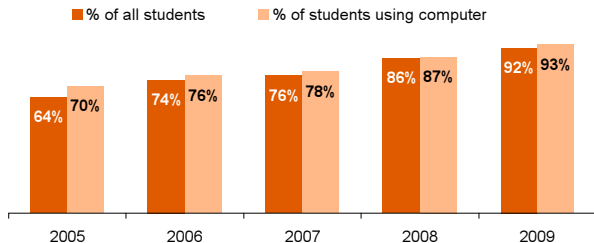
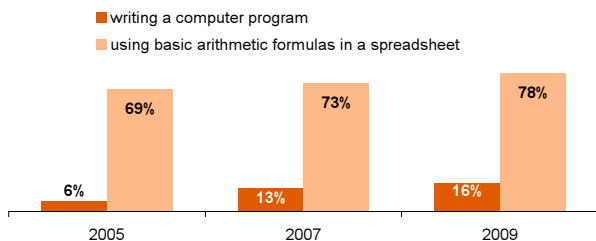


Figure F5 Computer activities undertaken by students (aged 16+)



as a percentage of all students aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

F Schools

Tab F3 Use of the Internet by students (aged 16+) in the CR

	%		
	2007	2008	2009
Total (aged 16+)	93,0	97,4	97,3
males	93,5	97,5	96,9
females	92,5	97,4	97,6
Type of schools:			
upper secondary schools students	91,1	96,8	96,3
university students	98,2	99,1	99,0

as a percentage of all students aged 16 years and over in a given category

Figure F6 Place of Internet use by students (aged 16+)

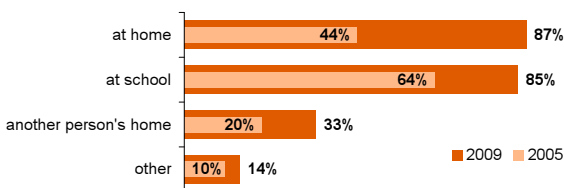


Figure F7 Students using the Internet every day or almost every day (aged 16+)

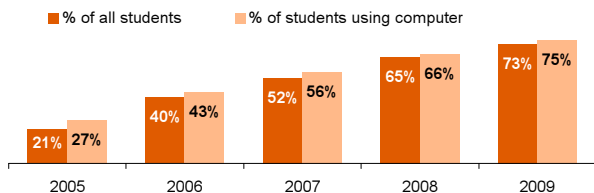
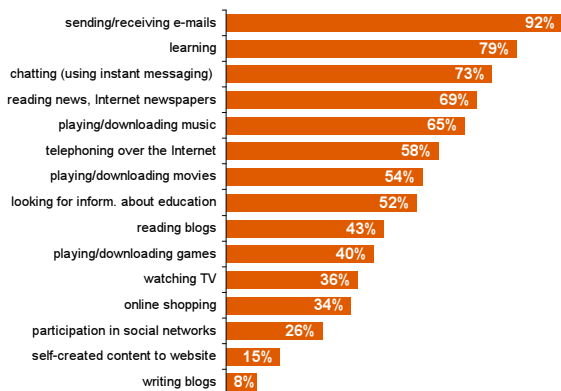


Figure F8 Internet activities undertaken by students (16+); 2009

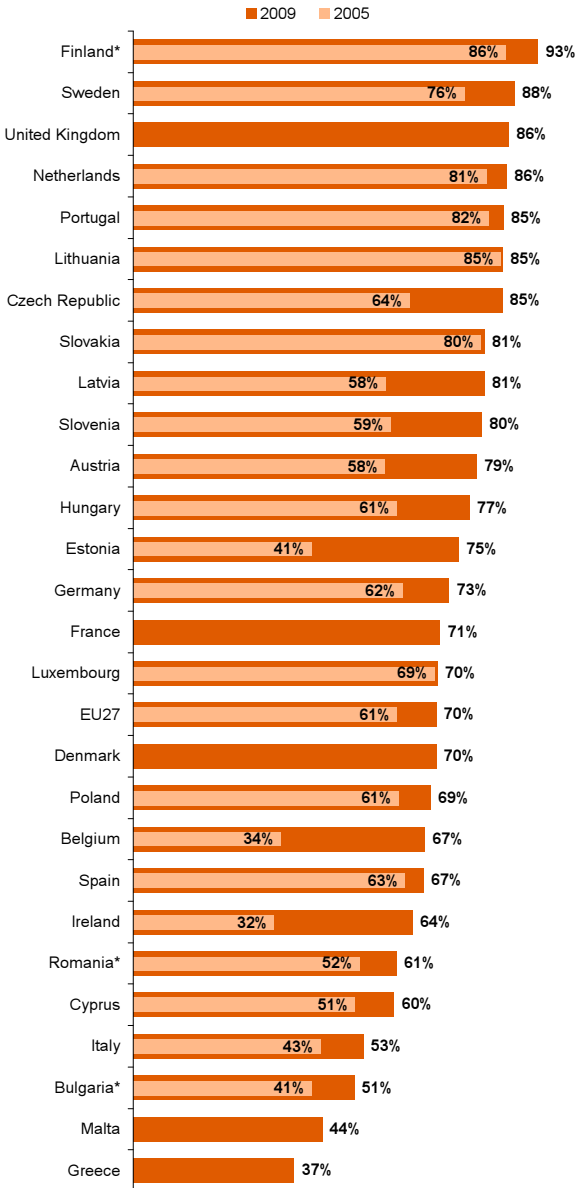


as a percentage of all students aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

F Schools

Figure F9 Students (aged 16+) using the Internet at school



* the year 2007 instead of the reference year 2005
as a percentage of all students aged 16 years and over

Source: Eurostat, 2010

F Schools

Tab F4 Universities with websites in the Czech Republic

%

	public universities	private universities
<i>language version of web site</i>		
English	88,3	75,0
German	2,1	20,0
Russian	0,7	32,5
other	1,4	7,5
<i>applications on web sites</i>		
blind friendly	14,5	0,0
electronic form of study application	80,7	62,5
browser	84,8	52,5
<i>basic informations</i>		
schedule of the year	77,9	70,0
information about entrance exams	97,9	100,0
news, actualities	97,9	92,5
university fee	30,3	77,5
Socrates/ Erasmus	77,9	42,5
studentship	57,2	57,5

as a percentage of all universities in a given category

Figure F10 Selected information available at universities' websites; 2009

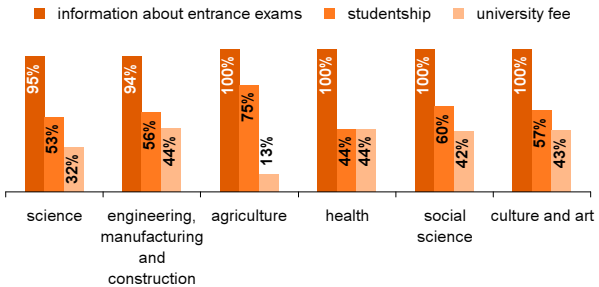
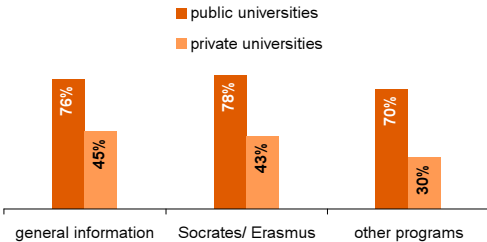


Figure F11 Universities' websites with available information on international cooperation; 2009



as a percentage of all universities in a given category

Source: Czech Statistical Office, Website content survey of universities

G Health establishments

The Czech Statistical Office (CZSO) in cooperation with the Institute of Health Information and Statistics of the Czech Republic (IHIS) that is a state-subsidized organization administered by the Ministry of Healthcare of the Czech Republic developed a short module (set of basic questions) related to ICT usage in the health-care facilities. This module is a part of the questionnaires used for the census surveys carry out by the Ministry of Healthcare of the Czech Republic for health-care institutions.

The data on use of the Internet by individuals **for seeking health related information** (information about diseases, treatment, diagnostics, nutrition etc.) comes from an independent annual statistical survey titled: "Sample Survey on the Use of Information and Communication Technologies in Households and Among Individuals". For more information see Chapter C. Eurostat database was used as a data source for an international comparison.

Definitions:

- **GPs** – general practitioner
- **Internet user** – person who used at least once the Internet in the last 3 months preceding the interview from any location (home, work, school, etc.) and for any purpose (personal use, work related use, education, etc.).
- **Broadband connection** includes one of the following Internet access services that enable a high speed internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), connections via mobile networks (EDGE, CDMA, or UMTS) and other such as Fibre, LAN, Satellite technologies, etc.
- **Seeking health related information** – seeking information about diseases, treatment, diagnostics, nutrition etc. on internet
- **Keeping health records on the Internet** is the use of health books via the Internet (e.g., the implementation of the IZIP project – Internet-based Access to Patient Health Information).
- **Making online appointments** is making appointments through the health establishment's website, using online form (e-mail is not included).
- **Online consultation** is a possibility to ask health-related questions, which the health establishment answers by e-mail or may publish the response on its website.

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

http://www.czso.cz/csu/redakce.nsf/i/informacni_technologie_ve_zdravotnictvi

G Health establishments

Tab. G1 IT in health establishments in the Czech Republic; 2008

	Computer	Internet	Broadband
medical offices of physicians, total	95,5	72,4	43,6
GPs for adults	95,3	73,1	44,3
GPs for children	92,3	72,6	44,1
Stomatologist	95,3	70,3	38,8
Gynaecologist	97,0	83,1	56,9
Independent specialists	96,4	71,6	44,4
Pharmacies	99,9	97,0	74,4

as a percentage of all health establishments in a given category

Figure G1 Health establishments with access to the Internet

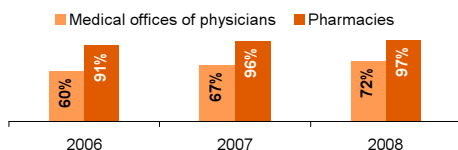
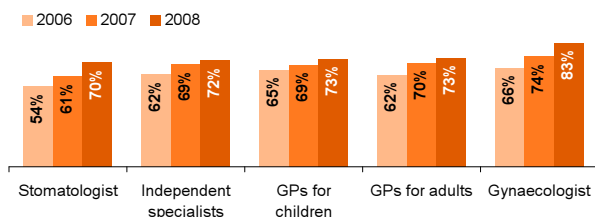
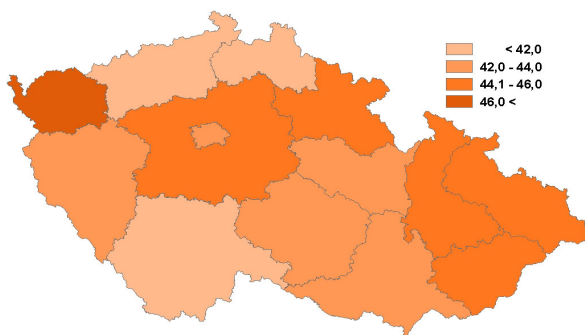


Figure G2 Medical offices of physicians with access to the Internet



as a percentage of all medical offices of physicians in a given category

Figure G3 Medical offices of physicians with a broadband connection by regions (%); 2008



as a percentage of all medical offices of physicians in each region

Source: Institute of Health Information and Statistics of the Czech Republic

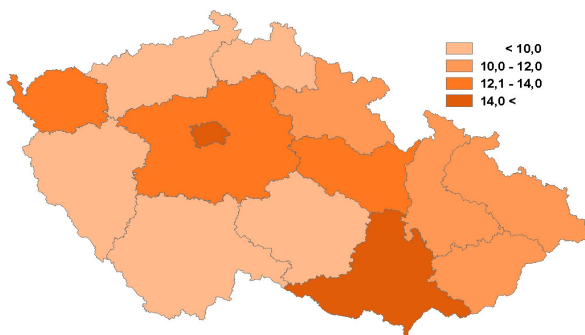
G Health establishments

Tab. G2 Health establishments with websites in the CR

	%		
	2006	2007	2008
Medical offices of physicians, total	10,0	11,2	13,1
GPs for adults	7,1	8,1	9,0
GPs for children	11,5	14,5	16,9
Stomatologist	5,4	5,8	6,7
Gynaecologist	13,0	15,3	19,6
Independent specialists	14,6	15,9	18,5
Pharmacies	24,9	26,6	31,6

as a percentage of all health establishments in a given category

Figure G4 Medical offices of physicians with a Website by regions (%); 2008



as a percentage of all medical offices of physicians in each region

Figure G5 Websites of physicians enabling online appointments

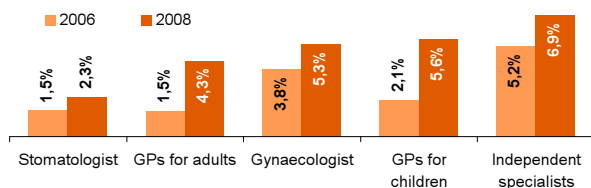
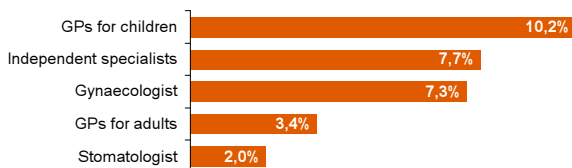


Figure G6 Websites of physicians enabling online consultations; 2008



as a percentage of all medical offices of physicians in a given category

Source: Institute of Health Information and Statistics of the Czech Republic

G Health establishments

Tab. G3 Physicians using the Internet for selected activities in the Czech Republic

	%		
	2006	2007	2008
for access to:			
practical medicine	57,9	61,1	62,5
theoretical medicine	52,2	55,4	57,8
pharmacy	50,4	53,7	57,0
for communication with:			
business partners	36,8	42,5	45,8
health insurance companies	35,5	41,7	48,2
other health establishments	28,2	34,2	37,9
patients	17,8	24,8	28,3
pharmacies	7,1	9,4	11,3

* it includes use of the Internet both in surgeries and at home of GPs as a percentage of all medical offices of physicians

Figure G7 Physicians using e-mail for communication with patients

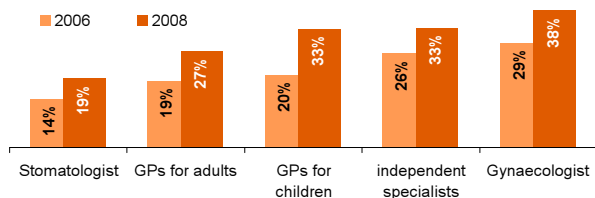


Figure G8 Physicians using e-mail for communication with other health establishments

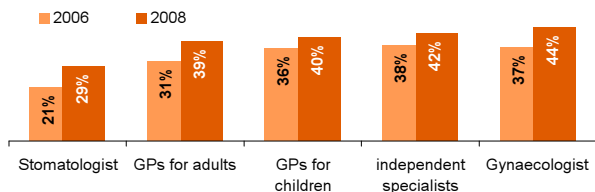
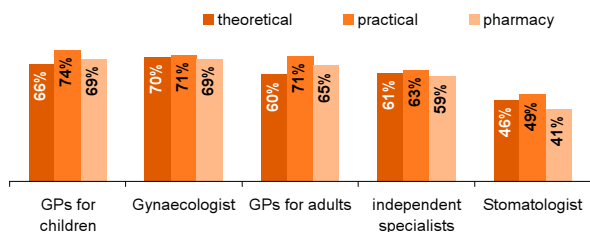


Figure G9 Physicians using the Internet for seeking health information; 2008



as a percentage of all medical offices of physicians in a given category

Source: Institute of Health Information and Statistics of the Czech Republic

G Health establishments

Tab. G4 Physicians keeping health records on a computer in the Czech Republic

	%		
	2006	2007	2008
medical offices of physicians	72,4	74,1	76,5
GPs for adults	72,2	75,4	76,9
GPs for children	60,0	62,0	68,0
Stomatologist	69,7	69,8	74,0
Gynaecologist	78,7	80,9	82,4
independent specialists	77,5	79,4	79,8

Tab. G5 Physicians keeping health records on the Internet in the Czech Republic

	%		
	2006	2007	2008
medical offices of physicians	10,3	9,5	8,1
GPs for adults	18,6	15,9	13,2
GPs for children	17,4	14,8	11,2
Stomatologist	2,7	3,5	3,6
Gynaecologist	12,4	10,1	9,2
independent specialists	8,3	8,3	7,3

as a percentage of all medical offices of physicians in a given category

Figure G10 Physicians keeping health records on a computer

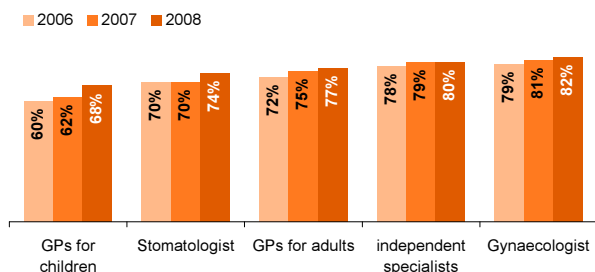
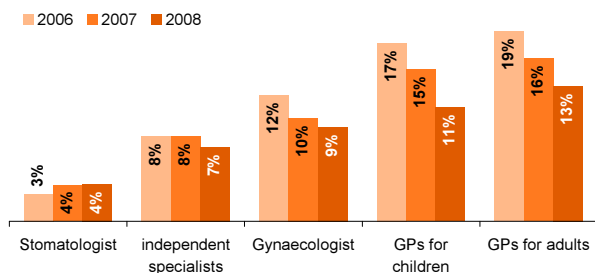


Figure G11 Physicians keeping health records on the Internet



as a percentage of all medical offices of physicians in a given category

Source: Institute of Health Information and Statistics of the Czech Republic

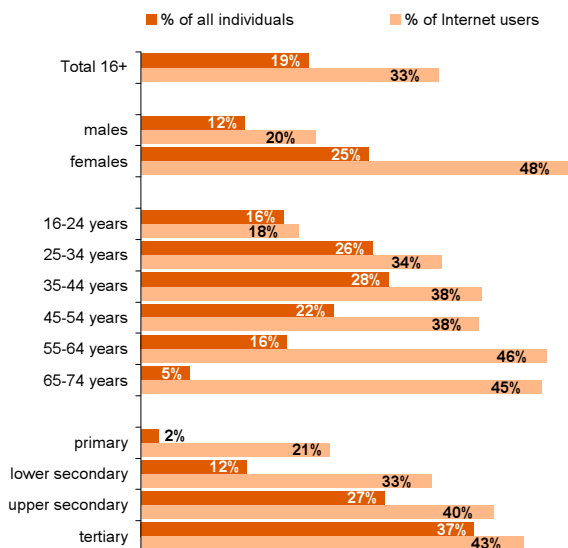
G Health establishments

Tab. G6 Individuals using the Internet for seeking health information in the Czech Republic

	%		
	2007	2008	2009
Total 16+	9,9	13,1	18,7
Total (aged 16-74)	10,7	14,2	20,1
Gender:			
males (aged 16+)	6,5	8,1	11,6
females (aged 16+)	13,1	17,9	25,4
Age group:			
16-24 years	7,1	8,3	15,9
25-34 years	12,8	19,0	25,9
35-44 years	17,1	20,3	27,7
45-54 years	12,8	16,4	21,5
55-64 years	7,7	10,7	16,4
65-74 years	2,1	4,4	5,4
Highest education level (aged 25+):			
primary (ISCED 0-2)	1,2	2,6	2,0
lower secondary (ISCED 3C)	4,3	7,4	11,8
upper secondary (ISCED 3A and 4)	16,5	20,8	27,3
tertiary (ISCED 5-6)	24,9	29,6	37,3
Specific categories:			
students (aged 16+)	7,2	7,4	16,0
pensioners	1,6	3,5	5,6

as a percentage of all individuals aged 16 years and over

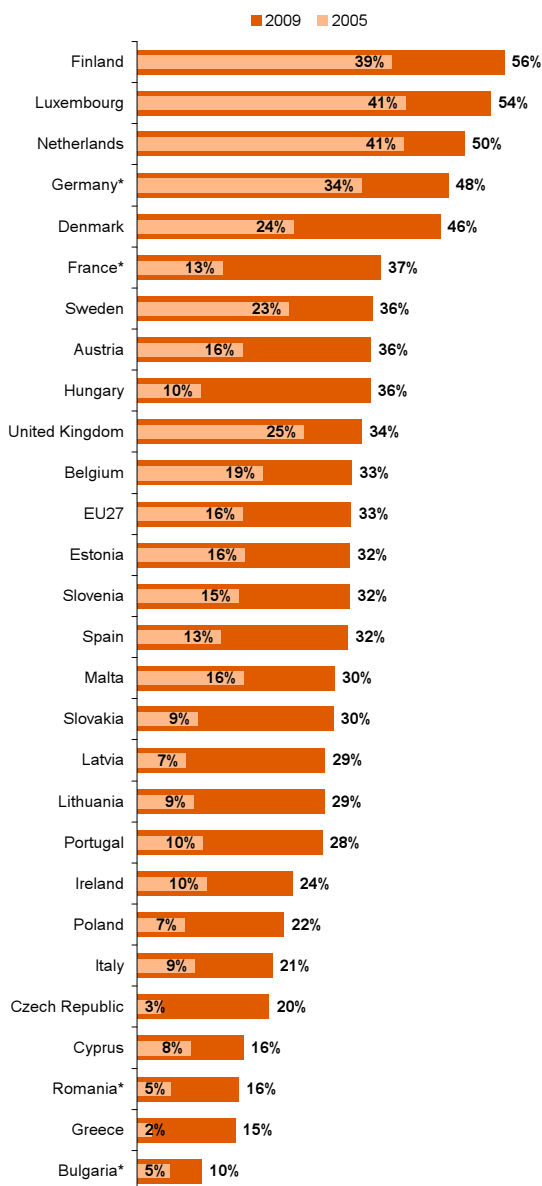
Figure G12 Individuals using the Internet for seeking health information; 2009



Source: Czech Statistical Office, Household Survey on ICT Use

G Health establishments

Figure G13 Individuals using the Internet for seeking health information



as a percentage of all individuals aged 16 to 74 in a given category
 * the year 2006 instead of the reference year 2005

Source: Eurostat, 2010

G Health establishments

Tab. G7 Hospitals with websites in the Czech Republic

	%		
	2007	2008	2009
Total	89,0	92,0	96,8
<i>language version of web site</i>	23,8	21,8	20,4
1 foreign language	11,6	10,3	14,0
2 and more foreign languages	12,2	11,5	6,4
English	17,7	21,2	19,1
German	28,2	7,9	5,1
other	11,6	4,2	2,5
<i>applications on web sites</i>			
map of websites	17,7	20,6	30,6
browser	25,6	41,2	52,2
<i>information on web sites</i>			
news	65,9	79,4	84,1
contact	82,9	90,9	94,3
opening hours		59,4	77,7
about us	62,8	77,0	85,4

Figure G14 Information available on hospitals' websites

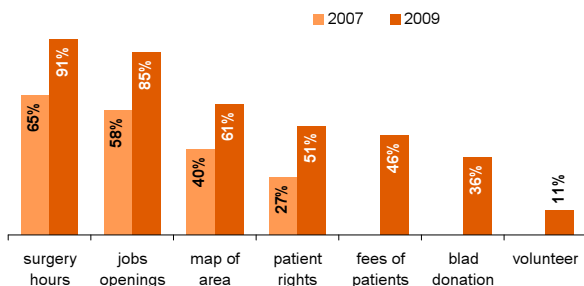
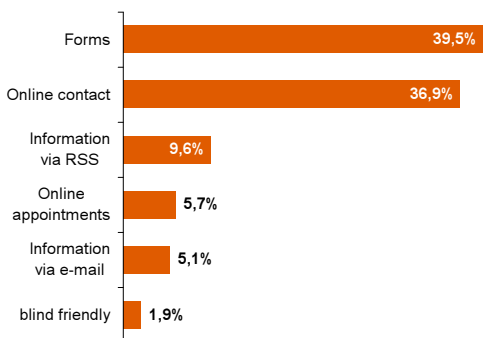


Figure G15 Services available on hospitals' websites; July 2008



as a percentage of all hospitals

Source: Czech Statistical Office, Website content survey of hospitals

Use of ICT by Households and Individuals in 2009, code 9701 – 09

Sixth edition of this annual publication includes results from the 2009 CZSO survey on the use of ICT in Czech households and among Individuals. It includes data about:

- access of households and individuals to selected ICTs,
- use of mobile phone, computer and the Internet by individuals (mean, place, frequency and purpose of ICT use),
- selected Internet activities conducted by individuals and related to communication, search for information, learning, leisure time, interaction with public administration, internet shopping etc.

This last edition is focused on advanced Internet services.

<http://www.czso.cz/csu/2009edicniplan.nsf/engpubl/9701-09-2009>

Use of ICT in the Business Enterprise Sector in 2009, code 9702 – 09

Seventh edition of this annual publication includes results from the 2009 CZSO survey on the use of ICT and e-commerce in Czech business enterprise sector. It includes mainly data on penetration, way and level of use of ICTs by enterprises and their employees. In this edition the detailed information about e-commerce and other e-business processes are included.

<http://www.czso.cz/csu/2008edicniplan.nsf/engp/9702-08>

Use of ICT in the Public Administration Sector in 2008, code 9703 - 09

Sixth edition of this annual publication includes results from the 2009 CZSO survey on the use of ICT in Czech public administration sector and results from the August 2009 survey of websites of public administration organisations.

It includes mainly data on access to ICT by public administration (PC, internet, LAN, broadband, etc), usage of public authorities websites as an interaction tool with citizens and enterprises (on-line information and services) and citizens' access to ICT within organizations (PIAP, information kiosk).

The newest data on **the use of the Internet by individuals and enterprises for interaction with public authorities** (to search for information, download forms and to complete forms on-line) are also available in this publication.

http://www.czso.cz/csu/2009edicniplan.nsf/engpubl/9703-09-in_2008

For more detailed information, please visit our Science, Research and Information Society website at www.czso.cz. If you have any questions not answered there, please contact us directly. Your suggestions will be an incentive for further improvement of future releases.

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