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 since 2005 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 latest survey in regards to this issue was conducted in the first half of 2010 in respect of the **reference period of 31 December 2009**. A total of 364 of the state's organisational branches, 13 regional offices and 6,301 municipal offices were surveyed.

Besides this annual survey the CZSO is since 2005 annually carried out: **"Web site content survey of public authorities"** as a supplementary source of information to measure e-Government in the Czech Republic in order to measure better how public administration websites play one of the key roles in bringing public administration closer to the general public.

The latest web site content survey was conducted in August 2010. All (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included in this survey.

Definitions:

- **Broadband** – see definition in chapter A

- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)

- **Forms for downloading** – the public authority has at least one downloadable or printable official form available on their websites for provided public services (administrative procedures). The downloaded form could be in formats such as PDF or MS Word.

- **Forms for filling in online** – the public authority offers the possibility (application) of an electronic intake with an official electronic form (online completion) on their websites at least for one from the provided public services (administrative procedures).

- **Full electronic case handling** – the public authority offer through their websites treat at least one from the provided public services (administrative procedures) completely electronically without the need for paper work.

- **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.

Information on **the use of the Internet by individuals and enterprises for interaction with public authorities** (to search for information, download forms, complete and send 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).

Detailed methodical information about measurement eGovernment in the Czech Republic are available in the annual publication titled: **"Information and Communication Technologies in Public Administration in 2009, Code 9703-10"**, which is freely available on the CZSO's website.

Detailed regional breakdown data on ICT use by public authorities can be found in chapter 18 of each **Regional yearbook**.

http://www.czso.cz/eng/edicniplan.nsf/aktual/ep-1#10

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
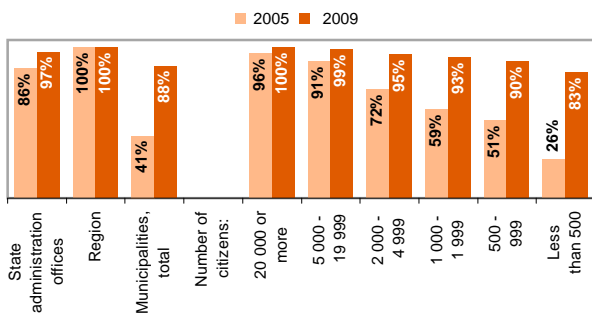
Tab. E1 Public authorities with a broadband access in the CR

%

	2007	2008	2009
State administration offices	93,4	96,9	97,1
Regional offices	100,0	100,0	100,0
Municipalities, total	**83,9**	**87,1**	**87,5**
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	98,2	99,5	98,6
2 000 - 4 999 citizens	94,5	96,5	95,1
1 000 - 1 999 citizens	92,9	94,0	93,3
500 - 999 citizens	89,0	91,9	90,4
less than 500 citizens	77,6	81,8	83,2

Figure E1 Public authorities with a broadband access

as a percentage of all public offices in a given group

Figure E2 Municipalities with a broadband access by Czech regions (%); 2009
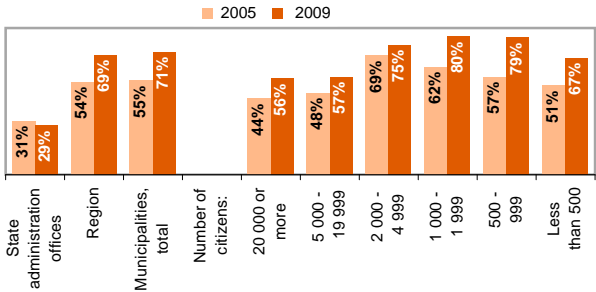

as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use
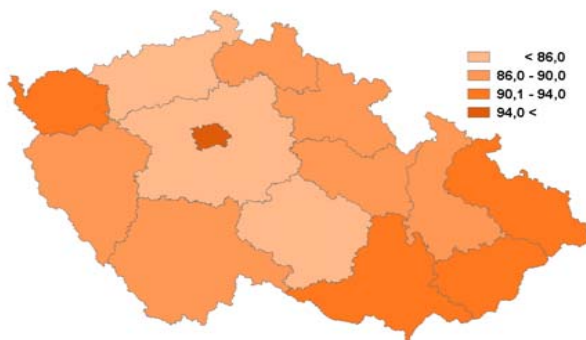
E Public authorities

Tab. E2 Internet use by public authorities in the CR; 2009

%

	Public authorities using Internet for:		
	Internet banking	**Internet telephony (VoIP)**	**Training of employees**
State administration offices	82,3	21,7	48,0
Regional offices	92,3	38,5	100,0
Municipalities, total	**80,0**	**11,2**	**20,4**
Size class of municipalities:			
20 000 or more citizens	98,7	24,1	79,7
5 000 - 19 999 citizens	98,2	22,5	62,4
2 000 - 4 999 citizens	95,1	21,4	31,3
1 000 - 1 999 citizens	90,9	13,3	25,2
500 - 999 citizens	85,3	10,4	23,2
less than 500 citizens	72,2	8,8	12,8

Figure E3 Public authorities with public Internet access point/centre (PIAC)

Legend: 2005, 2009

State administration offices: 31%, 29%
Region: 54%, 69%
Municipalities, total: 55%, 71%
Number of citizens:
20 000 or more: 44%, 56%
5 000 - 19 999: 48%, 57%
2 000 - 4 999: 69%, 75%
1 000 - 1 999: 62%, 80%
500 - 999: 57%, 79%
Less than 500: 51%, 67%

as a percentage of all public offices in a given group

Figure E4 Municipalities providing free wireless Internet access on their territory by Czech regions (%); 2009

Legend:
< 8,0
8,0 - 11,0
11,1 - 14,0
14,0 <

as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

Tab. E3 Public authorities with a Web site in the CR
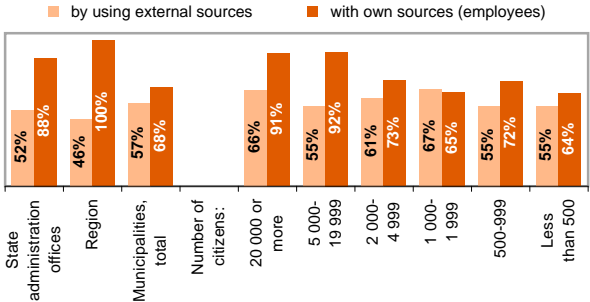
%

|	2007	2008	2009
State administration offices	87,8	89,7	91,2
Regional offices	100,0	100,0	100,0
Municipalities, total	**87,9**	**90,6**	**94,0**
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	99,5	100,0	99,2
1 000 - 1 999 citizens	98,7	98,6	99,2
500 - 999 citizens	96,0	97,2	98,3
less than 500 citizens	80,2	84,6	90,0

as a percentage of all public offices in a given group

**Figure E5 Development and management of public authorities'
web sites; 2009**

■ by using external sources   ■ with own sources (employees)

State administration offices: 52% / 88%
Region: 46% / 100%
Municipalities, total: 57% / 68%
Number of citizens:
20 000 or more: 66% / 91%
5 000 - 19 999: 55% / 92%
2 000 - 4 999: 61% / 73%
1 000 - 1 999: 67% / 65%
500-999: 55% / 72%
Less than 500: 55% / 64%

Note: Multiple responses allowed
as a percentage of all public offices with a Website

**Figure E6 Municipalities with a Web site by Czech regions (%);
2009**
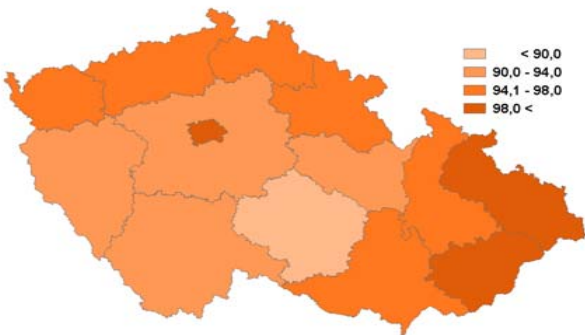
< 90,0
90,0 - 94,0
94,1 - 98,0
98,0 <

as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

Tab. E4 Applications available on public authorities' web sites in the Czech Republic; 2009

%

	Forms for downloading	Forms for filling in online	Full electronic case handling
State administration offices	66,2	35,9	44,4
Regional offices	92,3	76,9	69,2
Municipalities, total	**44,7**	**11,5**	**10,6**
Size class of municipalities:			
20 000 or more citizens	98,7	27,8	22,8
5 000 - 19 999 citizens	97,2	18,3	18,8
2 000 - 4 999 citizens	75,6	13,4	19,4
1 000 - 1 999 citizens	55,4	12,2	11,1
500 - 999 citizens	43,3	11,9	10,3
less than 500 citizens	33,4	10,0	8,5

Figure E7 Public authorities providing on their web sites forms for downloading
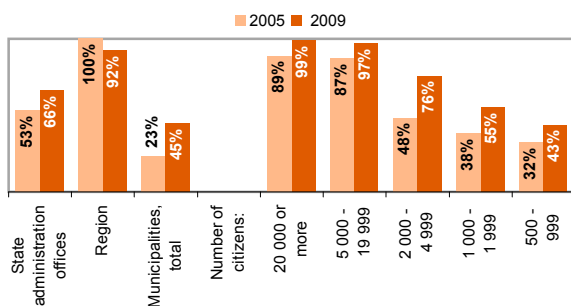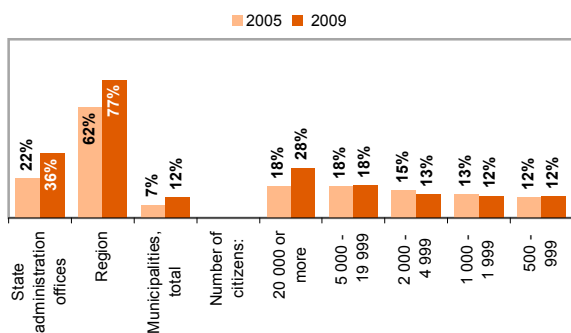

■ 2005 ■ 2009

State administration offices	Region	Municipalities, total	Number of citizens:	20 000 or more	5 000 - 19 999	2 000 - 4 999	1 000 - 1 999	500 - 999
53% / 66%	100% / 92%	23% / 45%		89% / 99%	87% / 97%	48% / 76%	38% / 55%	32% / 43%

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

■ 2005 ■ 2009

State administration offices	Region	Municipalities, total	Number of citizens:	20 000 or more	5 000 - 19 999	2 000 - 4 999	1 000 - 1 999	500 - 999
22% / 36%	62% / 77%	7% / 12%		18% / 28%	18% / 18%	15% / 13%	13% / 12%	12% / 12%

as a percentage of all public offices with a Website

Source: Czech Statistical Office, Government Survey on ICT Use

Tab E5 Public authorities in the Czech Republic providing/enabling employees:; 2009

%

	remote access to their working e-mail account	working from home by using ICT (homeworking)
State administration offices	68,9	39,9
Regional offices	100,0	23,1
Municipalities, total	**35,0**	**14,1**
Size class of municipalities:		
20 000 or more citizens	83,5	38,0
5 000 - 19 999 citizens	60,1	26,1
2 000 - 4 999 citizens	31,5	11,2
1 000 - 1 999 citizens	23,0	8,9

Figure E9 Public authorities giving remote email account access for employees; 2009
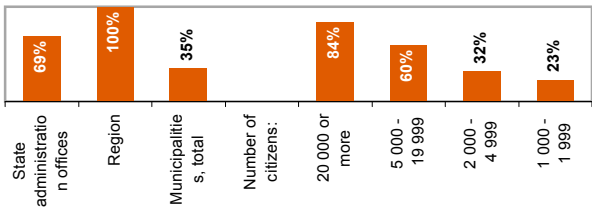

Figure E10 Public authorities enabling employees working from home (doing homeworking) by using ICT; 2009
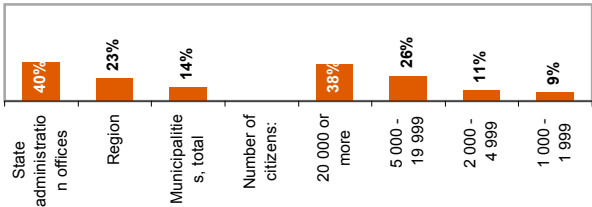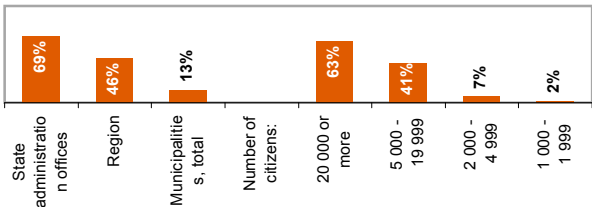

Figure E11 Public authorities restricting access to the internet for employees; 2009

as a percentage of all public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use

Tab E6 Employees of public authorities using at work:; 2009

%

	Working e-mail account	Computer with Internet access
State administration offices	82,7	80,2
Regional offices	86,6	82,4
Municipalities, total	**57,0**	**56,0**
Size class of municipalities:		
20 000 or more citizens	63,5	60,9
5 000 - 19 999 citizens	64,8	65,0
2 000 - 4 999 citizens	41,4	41,9
1 000 - 1 999 citizens	31,2	31,4

Figure E12 Employees of public athorities taking part in any computer course provided by their employer; 2009
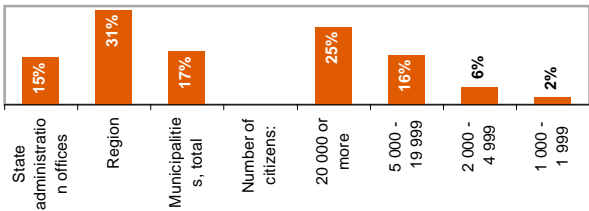

Figure E13 Employees of public athorities doing homeworking by using ICT; 2009
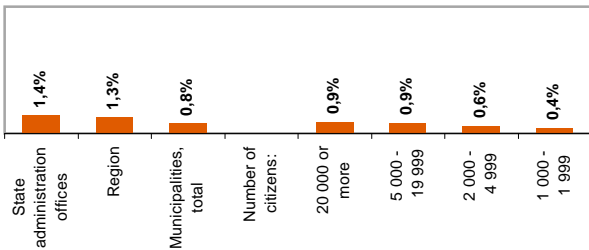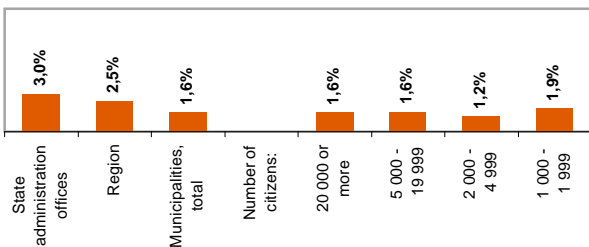

Figure E14 IT professionals employed in public organisations, 2009

as a percentage of all employees of public offices in a given group

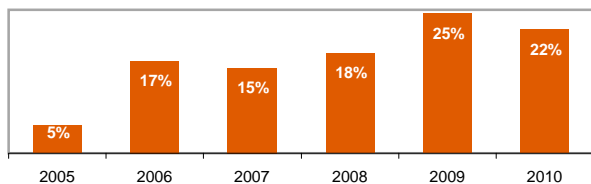*Source: Czech Statistical Office, Government Survey on ICT Use*

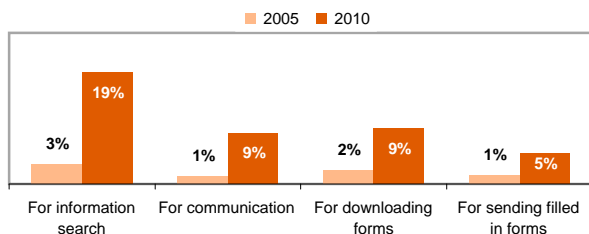**Tab. E7 Individuals using Internet for interaction with public authorities in the Czech Republic; 2010**

%

	For information search	For downloading forms	For sending filled in forms
Total (aged 16+)	**19,1**	**9,4**	**5,3**
Total (aged 16–74)	20,5	10,2	5,7
Gender:			
males (aged 16+)	21,0	10,6	6,6
females (aged 16+)	17,3	8,3	4,0
podle věku			
16–24 years	14,9	5,7	4,2
25–34 years	30,1	15,8	8,6
35–44 years	27,4	15,2	9,6
45–54 years	23,5	12,5	6,2
55–64 years	13,8	5,6	2,3
65–74 years	5,1	1,4	.
Highest education level (aged 25+):			
primary (ISCED 0-2)	2,5	0,9	.
lower secondary (ISCED 3C)	9,6	3,6	1,7
upper secondary (ISCED 3A an	27,6	14,9	7,4
tertiary (ISCED 5-6)	44,2	24,2	15,7
Specific categories:			
students (aged 16+)	11,6	4,7	3,3
pensioners	4,8	1,3	0,6

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

Figure E15 Individuals using Internet for interaction with public authorities

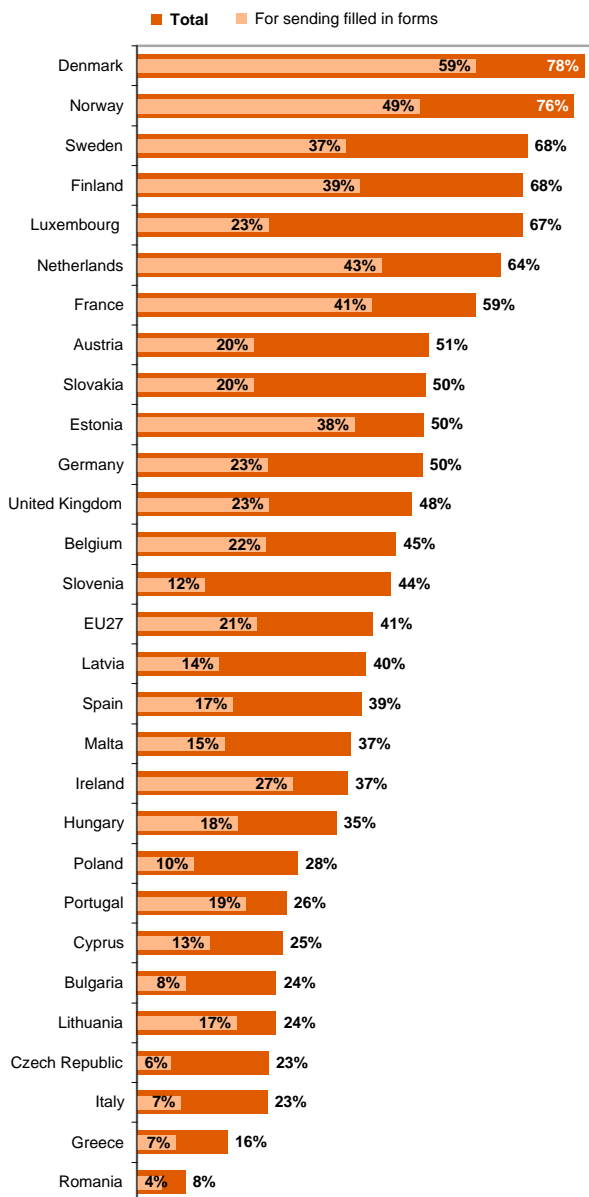**Figure E16 Individuals using Internet for interaction with public authorities**

as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

Figure E17 Individuals using Internet for interaction with public authorities; 2010

Legend: ■ Total ■ For sending filled in forms

Country	For sending filled in forms	Total
Denmark	59%	78%
Norway	49%	76%
Sweden	37%	68%
Finland	39%	68%
Luxembourg	23%	67%
Netherlands	43%	64%
France	41%	59%
Austria	20%	51%
Slovakia	20%	50%
Estonia	38%	50%
Germany	23%	50%
United Kingdom	23%	48%
Belgium	22%	45%
Slovenia	12%	44%
EU27	21%	41%
Latvia	14%	40%
Spain	17%	39%
Malta	15%	37%
Ireland	27%	37%
Hungary	18%	35%
Poland	10%	28%
Portugal	19%	26%
Cyprus	13%	25%
Bulgaria	8%	24%
Lithuania	17%	24%
Czech Republic	6%	23%
Italy	7%	23%
Greece	7%	16%
Romania	4%	8%

as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2011

Tab. E8 Enterprises using Internet for interaction with public authorities in the Czech Republic; 2009

%

	For information search	For downloading forms	For sending filled in forms
Total (10 and more employees)	**82,6**	**82,9**	**56,8**
Small enterprises (10-49)	79,5	79,6	50,5
Medium enterprises (50-249)	94,0	95,2	79,6
Large enterprises (250+)	98,2	97,5	88,8
NACE category:			
Manufacturing	84,2	84,6	59,6
Electricity, gas and water supply	94,0	92,0	72,7
Construction	84,7	85,7	54,2
Sale and repair of motor vehicles	83,6	85,2	59,1
Wholesale trade	89,1	88,4	59,9
Retail trade	69,3	71,3	42,2
Transport and storage	83,4	82,4	57,0
Accommodation	79,8	79,6	52,5
Food and beverage services	63,3	58,8	35,5
Travel agency and related activities	88,1	88,7	56,2
Audio-visual and publishing activitie	94,0	92,2	73,6
Telecommunications	93,6	92,6	79,7
IT services	95,4	92,8	68,6
Financial and insurance activities	96,8	94,2	76,5
Real estate activities	88,7	87,8	63,4
Professional, scientific activities	86,1	88,9	67,7
Administrative and support activities	71,1	72,5	51,2

Figure E18 Enterprises using Internet for interaction with public authorities

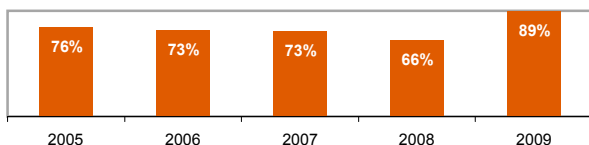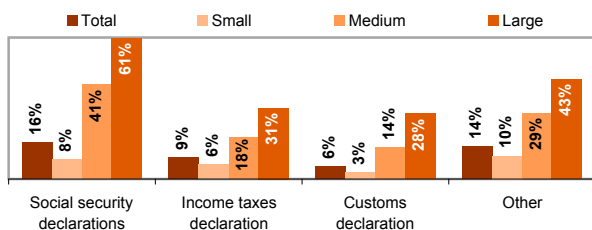| 2005	2006	2007	2008	2009
76%	73%	73%	66%	89%

Figure E19 Enterprises using the Internet for treating choosen administrative procedures with public authorities completely electronically, 2009

■ Total   ■ Small   ■ Medium   ■ Large

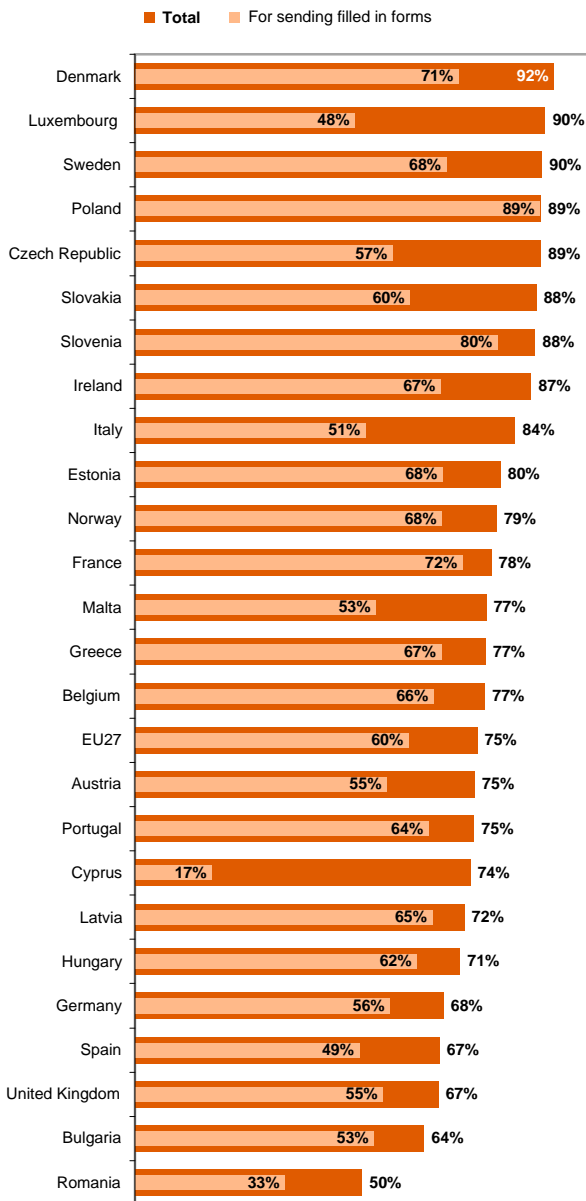|	Social security declarations	Income taxes declaration	Customs declaration	Other
Total	16%	9%	6%	14%
Small	8%	6%	3%	10%
Medium	41%	18%	14%	29%
Large	61%	31%	28%	43%

as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

Figure E20 Enterprises using Internet for interaction with public authorities; 2009

■ **Total**   ■ For sending filled in forms

| Country	For sending filled in forms	Total
Denmark	71%	92%
Luxembourg	48%	90%
Sweden	68%	90%
Poland	89%	89%
Czech Republic	57%	89%
Slovakia	60%	88%
Slovenia	80%	88%
Ireland	67%	87%
Italy	51%	84%
Estonia	68%	80%
Norway	68%	79%
France	72%	78%
Malta	53%	77%
Greece	67%	77%
Belgium	66%	77%
EU27	60%	75%
Austria	55%	75%
Portugal	64%	75%
Cyprus	17%	74%
Latvia	65%	72%
Hungary	62%	71%
Germany	56%	68%
Spain	49%	67%
United Kingdom	55%	67%
Bulgaria	53%	64%
Romania	33%	50%

as a percentage of all employees in enterprises

Source: Eurostat, 2011

Tab. E9 Municipalities with an extended competence having a Web site in the Czech Republic

%

	2008	2009	2010
Total	**100,0**	**100,0**	**100,0**
Available in foreign language, total	*71,7*	*71,7*	*71,7*
1 foreign language	5,9	9,3	6,8
2 foreign languages	37,6	41,0	36,6
3 foreign languages	20,0	14,6	19,5
4 and more foreign languages	8,3	7,8	8,8
Web sites' applications available:			
blind friendly version	26,0	31,7	35,1
browser	98,0	99,5	99,0
attendance	32,2	33,2	25,4
access registration	47,3	49,3	40,5
on-line contact	38,0	41,5	48,3
FAQ	27,0	31,7	36,1
discussion forum	31,0	29,3	25,9
opinion poll	38,0	36,1	30,2
Information available:			
job opportunities	86,3	76,6	74,6
municipality development plan	95,6	98,5	99,0

Figure E21 Municipalities with an extended competence with the foreing language version of their web sites; August 2010
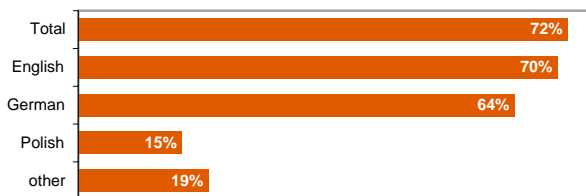
Figure E22 Services available on web sites of municipalities with an extended competence; August 2010
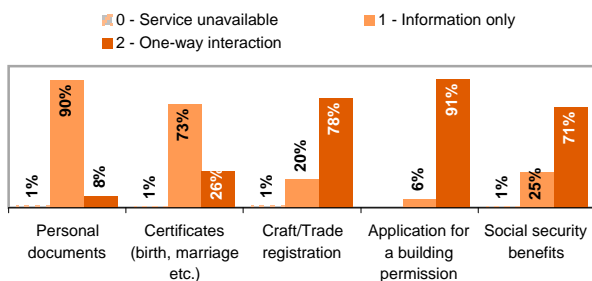
1 - Information: information about public services on web sites is available

2 - One-way interaction: forms for downloading from web sites are available

as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities