

# **INFORMATION SOCIETY**

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## **IN FIGURES**

# ***2012***

**CZECH REPUBLIC AND EU**

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ISBN: 978-80-250-2198-9

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## INTRODUCTION

One year on, the Czech Statistical Office has again issued the publication **Information Society in Figures**, this time with the year 2012 in the title. The aim of this publication is to provide readers with basic statistical information about the development of use of modern information and communication technologies (ICT) in the main areas of our society.

The brochure consists of the following seven chapters:

- A. The **ICT Infrastructure** chapter contains basic data on the available telecommunication and Internet infrastructure and its structure.
- B. The **Households** chapter contains information on households' access to selected ICT. Information about households ICT consumption expenditures is newly included here.
- C. The **Individuals** chapter includes basic information on ICT uptake by adult population. This basic information is supplemented with data on selected Internet activities with a focus on Internet shopping.
- D. The **Enterprises** chapter provides an overview on ICT use by enterprises with a main focus on e-commerce activities. New information related to usage of ICT by employees (incl. use of ICT for doing homeworking) is also added.
- 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 them 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 percentage of students using Internet at all and for selected activities.
- G. The **Health establishments** chapter gives an overview of how well equipped independent physicians offices are with information technologies. Data on the selected Internet activities of independent physicians and information on the use of the Internet by individuals for seeking health-related information are also included here.

Data on ICT use by individuals are further classified according to the main socio-demographic characteristics, data related to enterprises according to the industry or their size. Data on ICT use in public authorities, schools and health establishments are available according to their types.

In addition to data for the Czech Republic, in the majority of cases this publication also presents data for other states of the European Union.

Data given in this brochure were acquired, in most cases, from regular statistical surveys or databases of the Czech Statistical Office. International comparisons were compiled by the Czech Statistical Office based on freely available Eurostat, OECD or ITU data sources.

If you need any further information, do not hesitate to contact us directly. Your suggestions will be incentives for future releases.

For further information, please visit our website titled **Information society**:  
[http://www.czso.cz/eng/redakce.nsf/i/information\\_society](http://www.czso.cz/eng/redakce.nsf/i/information_society)

For information on the production and the supply of advanced ICTs, including data on investments, trade or qualified human resources in this field see our annual publication **Information economy in figures** at:  
[http://www.czso.cz/eng/redakce.nsf/i/information\\_economy\\_in\\_figures](http://www.czso.cz/eng/redakce.nsf/i/information_economy_in_figures)

Prague, May 2012

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## A ICT Infrastructure

This chapter examines trends in the available telecommunication and internet networks (**ICT infrastructure**) measured by number of telephone and broadband subscriptions. Data used in this chapter are collected from the telecommunication or Internet service providers (ISP) and should be distinguished from data based on ICT users' surveys.

**Reference period:** end of the year

### Definitions:

- **Fixed telephone subscription** refers to a natural person or legal entity connected to the public switched telephone network (PSTN). Number of fixed telephone subscriptions is measured as a number of active **fixed telephone lines**. *The fixed telephone lines are further classified as residential telephone lines, business telephone lines and public payphones. VoIP subscriptions are not included here.*
- **Mobile telephone subscription** refers to a natural person or legal entity connected to a public mobile telephone service that provides access to the PSTN using cellular technology and offering voice communication. Number of mobile telephone subscriptions is measured as a number of **SIM cards**. *Both post-paid and active prepaid SIM cards that have been used during the last three months are included.*
- **Broadband subscription** includes both **fixed** (wired and wireless) and **mobile** permanently available access to the Internet with nominal speed 256 or more kbit/s, in one or both directions. Broadband subscription by technology includes:
  - **xDSL (e.g. ADSL) lines** - technology using digital subscriber line (DSL) services and enabling broadband connectivity over ordinary copper telephone lines.
  - **Cable modem (CATV)** - internet service using a modem attached to a cable television network.
  - **Fixed wireless access (FWA)** - the terrestrial internet connection by means of a radio line both in licensed frequency bands (e.g. WiMAX) and in frequency bands with no licence required (Wi-Fi). It is characteristic by the placing of the end point device on a fixed location. It is included here only if these services are used as the transport mechanism of ISP – often the case in the Czech Republic.
  - **Mobile access** - dedicated data service over mobile networks within the CDMA or UMTS standards offered separately from voice services, either as a standalone service (e.g. using a data card such as a USB modem/dongle) or as an add-on data package to voice services that requires an additional subscription.
  - **Fibre (FTTx)** - optical connections of the type of FTTH (Fibre to the Home), when the optical fibre takes the optical connectivity to the dwelling, and FTTB (Fibre to the Building), when the optical fibre takes the optical connectivity to the building only and indoor the connection is distributed by other means.
  - **Other technologies** - Leased (dedicated) lines provided by telecommunication operators; Satellite connection; Broadband-over-powerline (BPL); Ethernet LAN etc.
- **The telephone traffic** originated in fixed or mobile telephone networks is measured by means of the number of actually called minutes (real minutes of calling), not the invoiced ones during the reference year.

Statistical information from the **Czech Telecommunication Office** was used as main data source for the Czech Republic.

The **International Telecommunication Union**, **EC** and **OECD** online databases were used for the international comparison. More information can be found at: <http://www.itu.int/ITU-D/ict/> or <http://www.oecd.org/sti/ict/broadband>

**Further information on statistics about ICT infrastructure can be found on the following dedicated website (temporarily only in Czech):**

[http://www.czso.cz/csu/redakce.nsf/i/telekomunikacni\\_a\\_internetova\\_infrastruktura](http://www.czso.cz/csu/redakce.nsf/i/telekomunikacni_a_internetova_infrastruktura)

## A ICT infrastructure

Tab. A1 Telecommunication infrastructure in the Czech Republic

thous./mil.

|   | 2008          | 2009          | 2010          |
|---|---------------|---------------|---------------|
| <b>fixed telephone lines (thous.)</b>                       | <b>2 264</b>  | <b>2 070</b>  | <b>1 889</b>  |
| residential lines   | 1 273         | 1 161         | 989           |
| business lines  | 969           | 889           | 882           |
| others  | 22            | 20            | 18            |
| <b>mobile phone subscriptions (thous. active SIM cards)</b> | <b>13 780</b> | <b>14 217</b> | <b>14 359</b> |
| pre-paid  | 7 294         | 7 207         | 7 072         |
| post-paid   | 6 482         | 7 010         | 7 287         |
| <b>outgoing fixed telephone traffic (mil. minutes)</b>      | <b>3 389</b>  | <b>2 964</b>  | <b>2 418</b>  |
| domestic  | 3 170         | 2 793         | 2 274         |
| international   | 219           | 171           | 144           |
| <b>outgoing mobile phone traffic (mil. minutes)</b>         | <b>12 698</b> | <b>13 824</b> | <b>14 954</b> |
| domestic  | 12 351        | 13 509        | 14 638        |
| international   | 347           | 315           | 316           |

Figure A1 Telephone subscriptions per 100 inhabitants

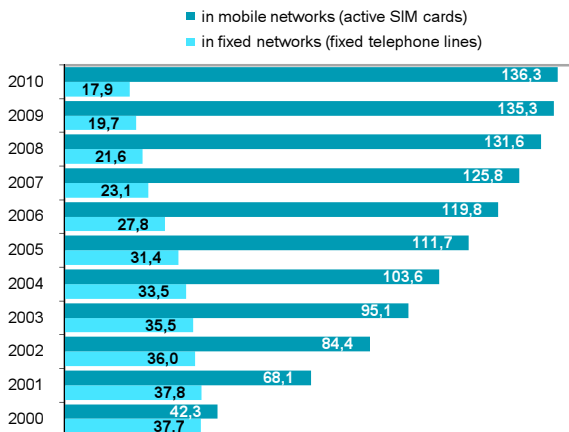
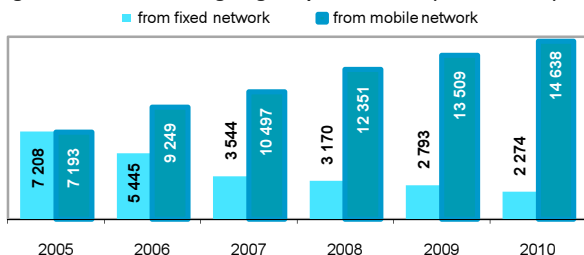


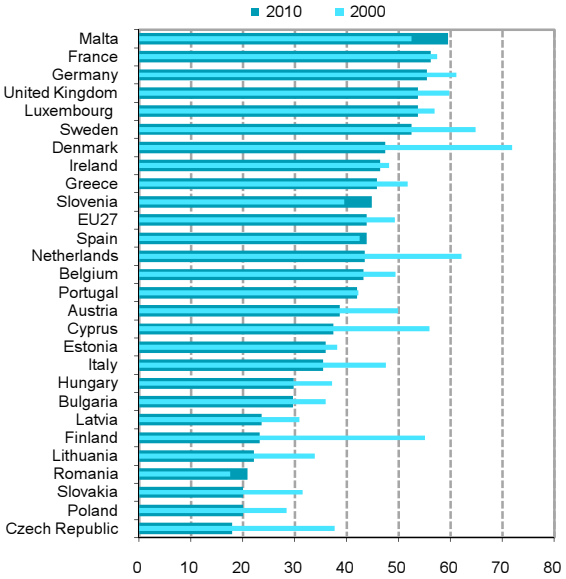
Figure A2 Domestic outgoing telephone traffic (mil. minutes)



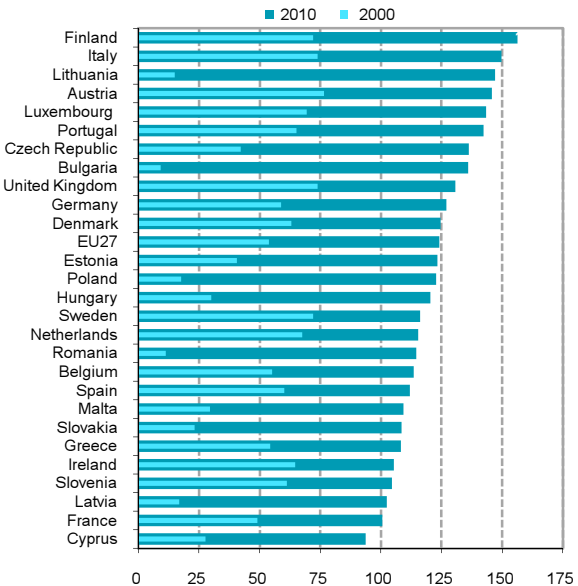
Source: Czech Telecommunication Office

# A ICT infrastructure

**Figure A3 Fixed telephone lines per 100 inhabitants**



**Figure A4 Mobile phone subscriptions per 100 inhabitants**



Source: International Telecommunication Union

## A ICT infrastructure

Tab. A2 Broadband subscriptions in the Czech Republic

|                                 | thous.       |              |              |
|---------------------------------|--------------|--------------|--------------|
|                                 | 2008         | 2009         | 2010         |
| <b>Total</b>                    | <b>2 036</b> | <b>2 376</b> | <b>2 782</b> |
| <b>by technology</b>            |              |              |              |
| DSL (ADSL) lines                | 697          | 778          | 859          |
| Fixed wireless access (FWA)     | 610          | 680          | 720          |
| Cable modem (CATV)              | 383          | 442          | 481          |
| Mobile networks (CDMA or UMTS)* | 277          | 371          | 542          |
| Fibre (FTTx)                    | 70           | 105          | 180          |

Figure A5 Broadband subscriptions by technology (thous.)

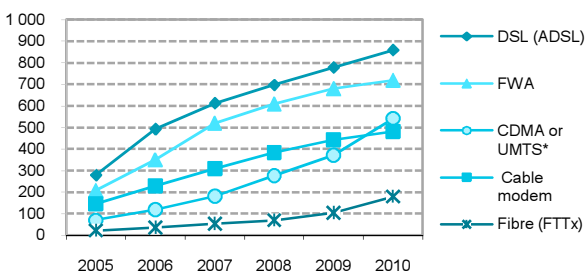
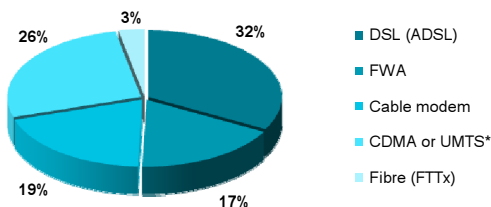
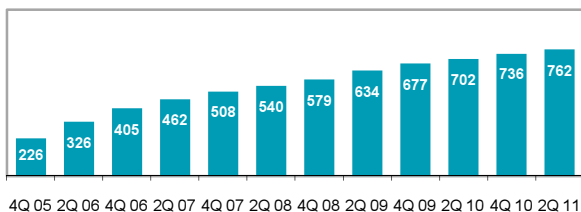


Figure A6 Broadband subscriptions by technology (%); 2010



\* refers only to subscriptions (active internet users) to dedicated data services over a mobile network using CDMA 2000 or UMTS standards that are purchased separately from voice services, either as a standalone service (e.g. using a data card such as a USB modem/dongle) or as an add-on data package to voice services that requires an additional subscription.

Figure A7 ADSL internet subscriptions (thous.)



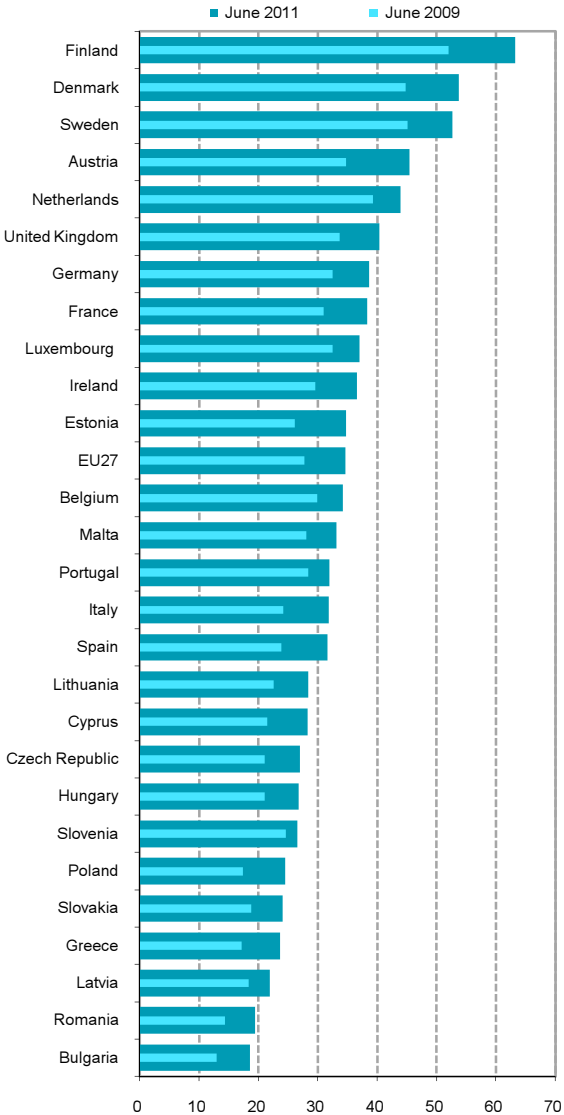
Source: TO2 - Telefónica O2 Czech Republic, Inc.

Source: Czech Telecommunication Office



## A ICT infrastructure

Figure A8 Broadband subscriptions per 100 inhabitants

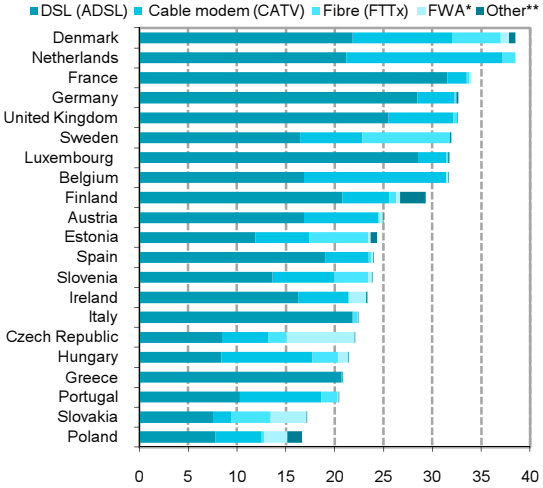


Note: Includes also mobile broadband subscription but only active internet users to dedicated data services using CDMA 2000 or UMTS standards that are purchased separately from voice service, either as a standalone service (e.g. using a data card such as a USB modem/dongle) or as an add-on data package to voice services that requires an additional subscription.

Source: European Commission, 2012

## A ICT infrastructure

**Figure A9 Fixed broadband subscriptions per 100 inhabitants by technology; June 2011**

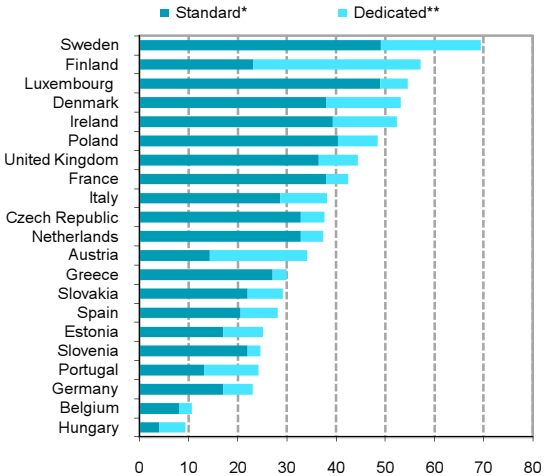


\*Only if it is used as the transport technology subscribed from the ISP by means of a radio line incl. usage of Wi-Fi based technologies.

\*\*Includes leased lines (circuits) and BPL technologies

Note: Not for all countries data available for all kinds of broadband connection

**Figure A10 Mobile broadband subscriptions per 100 inhabitants; June 2011**



\* includes mobile internet subscriptions on a pay-per-use basis.

\*\* includes mobile internet subscriptions with a separate monthly data plans.

Source: CZSO, OECD and European Commission, 2012

## B Households

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

### Notes:

**Reference period:** 2nd quarter of a monitored year

**Sample size:** 5 000 households

**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 reason why the tables in this publication for the Czech Republic give dual values: total and total (16-74).*

### Definitions:

- **Households with computer** involve all households, which at the time of the survey stated, that at least one of the household members had an access to a computer at home. Computer refers here to a desktop or portable (notebook or tablet) personal computer. *Computers that are not owned by the household but can be at a member's disposal for personal use at home (e.g. notebook from work) are also included.*
- **Households with the Internet** include all households, which at the time of survey stated, that at least one of the household members had access to the Internet at home through any device. *'Access' does not refer here to the “connectability” (i.e. can connections be provided in the households' area or street), but to whether anyone in the household could use the Internet at home if desired.*
- **Broadband connection** includes one of the following Internet access services: xDSL (ADSL etc.) lines, Cable modem (CATV), Fixed wireless connections (FWA, Wi-Fi), Mobile connection and Fibre (FTTx) and other connections that enable a high speed internet connection (256 or more kbit/s, in one or both directions). *Definitions of respective types of broadband connections are given in explanatory notes to the Chapter A.*

Detailed regional breakdown data on ICT in households can be found in chapter 18 of each **Regional yearbook**.

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

The CZSO's **Household Budget Survey (HBS)** acts as a supplementary source of information for this chapter. From this source originates data on the equipping of households with **fixed and mobile telephones** and about **ICT household expenditures**. *More information on the HBS can be found at: <http://www.czso.cz/csu/2011edicniplan.nsf/engp/3001-11>*

ICT related expenditures are subdivided into two main categories using Classification of individual consumption according to purpose (**COICOP**):

- **ICT services (communication) expenditures:**
  - Fixed phone services (08.3.0.1)
  - Mobile phone services (08.3.0.2)
  - Internet connection services (08.3.0.3)
- **ICT equipment expenditures:**
  - Telephone equipment (08.2)
  - Information processing equipment (09.1.3)

The **Eurostat** online database for **Information society statistics** together with results from the Eurobarometer 362 **E-Communications Household Survey** were used for the international comparison.

**For further information on ICT in households see (only in Czech):**

[http://www.czso.cz/csu/redakce.nsf/i/domacnosti\\_a\\_jednotlivci](http://www.czso.cz/csu/redakce.nsf/i/domacnosti_a_jednotlivci)

## B Households

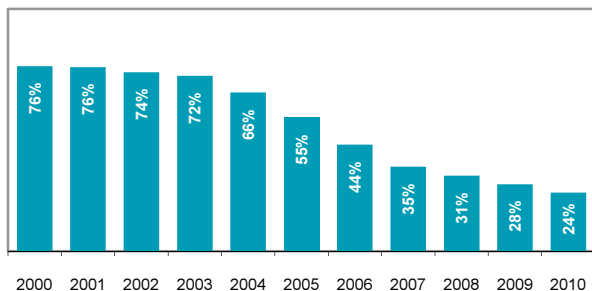
**Tab. B1 Households with a fixed telephone in the Czech Rep.**

%

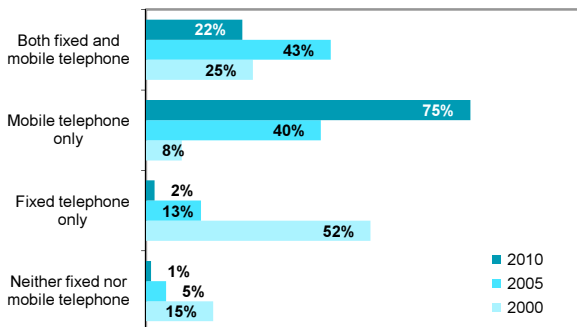
|  | 2008        | 2009        | 2010        |
|--|-------------|-------------|-------------|
| <b>Total</b>                                     | <b>31,1</b> | <b>27,6</b> | <b>24,2</b> |
| <b>Household type:</b>                           |             |             |             |
| households without children                      | 34,9        | 31,0        | 27,2        |
| households with children                         | 24,4        | 21,6        | 18,7        |
| <b>Economic status of the head of household:</b> |             |             |             |
| employee   | 24,8        | 21,5        | 18,8        |
| self-employed                                    | 37,0        | 30,5        | 25,2        |
| unemployed                                       | 15,9        | 18,5        | 15,3        |
| pensioner  | 41,3        | 37,2        | 34,0        |
| <b>Age of the head of household:</b>             |             |             |             |
| till 29 years                                    | 6,6         | 6,8         | 4,1         |
| 30 - 39 years                                    | 13,7        | 13,1        | 10,0        |
| 40 - 49 years                                    | 28,2        | 22,3        | 20,6        |
| 50 - 59 years                                    | 33,1        | 30,4        | 25,7        |
| 60 - 69 years                                    | 36,5        | 32,5        | 28,1        |
| 70 and more years                                | 52,4        | 45,9        | 42,5        |

as a percentage of all households in a given group

**Figure B1 Households with a fixed telephone line**



**Figure B2 Households with a telephone**

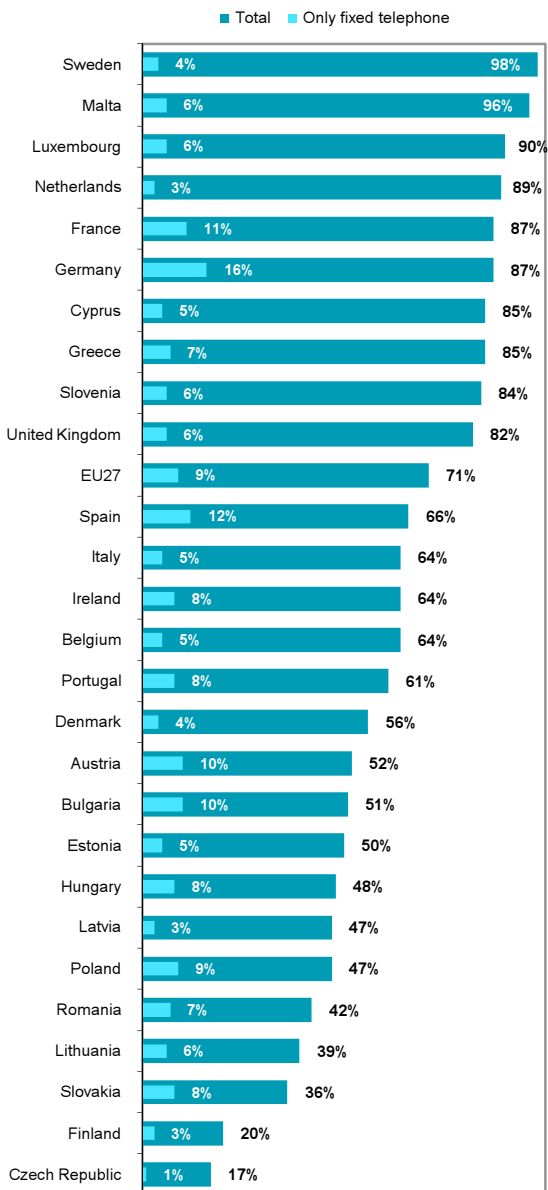


as a percentage of all households

Source: Czech Statistical Office, Household Budget Survey

## B Households

Figure B3 Households with a fixed telephone line, 2011



as a percentage of all households

Source: EC 2011, Eurobarometr: E-Communications Household Survey

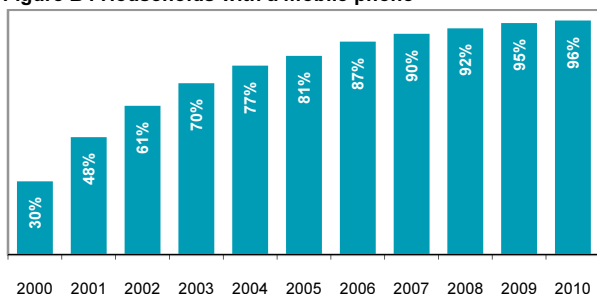
## B Households

Tab. B2 Households with a mobile phone in the Czech Republic

|  | 2008        | 2009        | 2010        |
|--|-------------|-------------|-------------|
| <b>Total</b>                                     | <b>92,4</b> | <b>94,6</b> | <b>95,6</b> |
| <b>Household type:</b>                           |             |             |             |
| households without children                      | 89,2        | 92,1        | 93,9        |
| households with children                         | 98,0        | 98,9        | 98,8        |
| <b>Economic status of the head of household:</b> |             |             |             |
| employee   | 95,9        | 97,7        | 98,0        |
| self-employed                                    | 92,7        | 93,7        | 94,4        |
| unemployed                                       | 92,8        | 94,5        | 94,4        |
| pensioner  | 84,7        | 88,6        | 91,6        |
| <b>Age of the head of household:</b>             |             |             |             |
| till 29 years                                    | 95,6        | 98,4        | 98,6        |
| 30 - 39 years                                    | 97,7        | 98,1        | 98,3        |
| 40 - 49 years                                    | 97,9        | 97,4        | 97,1        |
| 50 - 59 years                                    | 93,6        | 96,4        | 97,0        |
| 60 - 69 years                                    | 90,3        | 93,6        | 95,1        |
| 70 and more years                                | 80,4        | 85,3        | 89,2        |

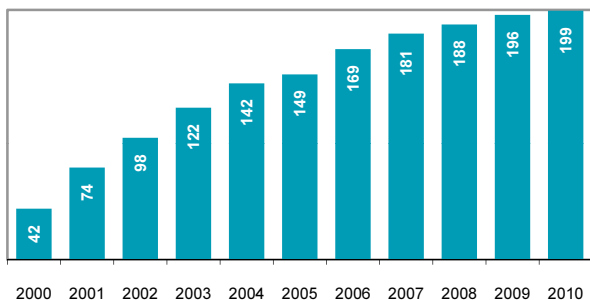
as a percentage of all households in a given group

Figure B4 Households with a mobile phone



as a percentage of all households

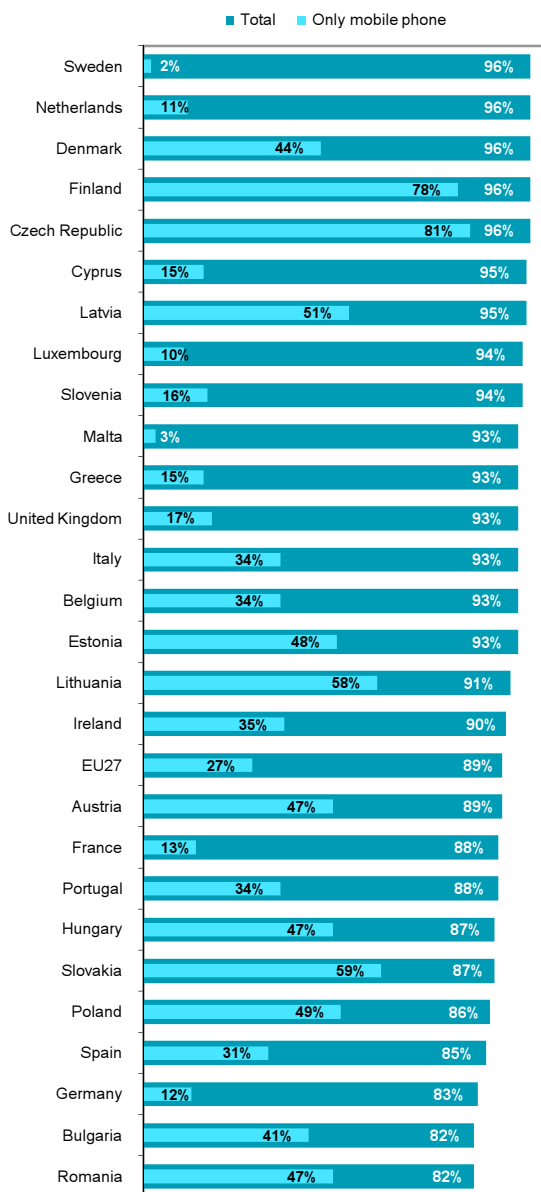
Figure B5 Number of mobile phones in households per 100 households



Source: Czech Statistical Office, Household Budget Survey

## B Households

**Figure B6 Households with a mobile phone, 2011**



as a percentage of all households

Source: EC 2011, Eurobarometr: E-Communications Household Survey

## B Households

Tab. B3 Households with a computer in the Czech Republic

|                                  | 2009        | 2010        | 2011        |
|----------------------------------|-------------|-------------|-------------|
| <b>Total (16–74 years)</b>       | <b>54,2</b> | <b>59,3</b> | <b>64,8</b> |
| Total (16–74 years)              | 59,6        | 64,1        | 70,3        |
| <b>Household type:</b>           |             |             |             |
| households without children      | 43,1        | 49,9        | 56,3        |
| households with children         | 82,5        | 84,8        | 86,8        |
| <b>Household income quartile</b> |             |             |             |
| the lowest (first)               | 16,5        | 21,2        | 26,5        |
| the second                       | 45,2        | 46,8        | 50,3        |
| the third                        | 77,4        | 75,1        | 80,4        |
| the highest (fourth)             | 91,3        | 91,8        | 93,7        |

as a percentage of all households in a given group

Figure B7 Households with a computer

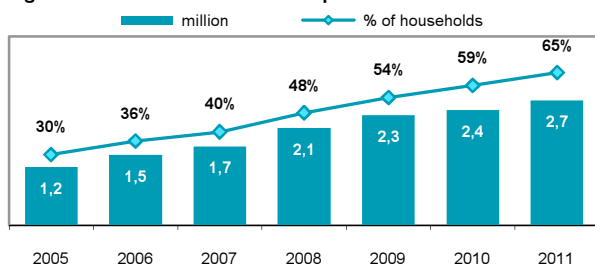
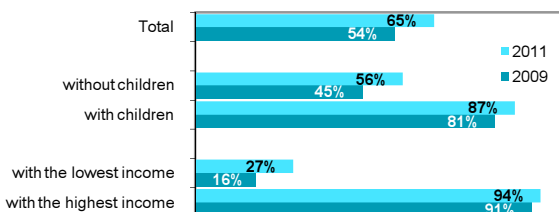
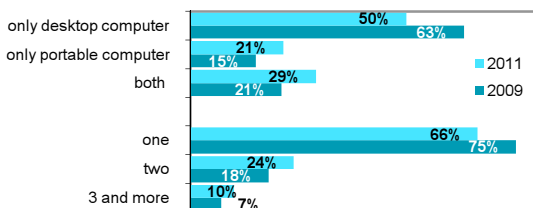


Figure B8 Households with a computer by type of household



as a percentage of all households in a given group

Figure B9 Households with a computer by type and number of computers



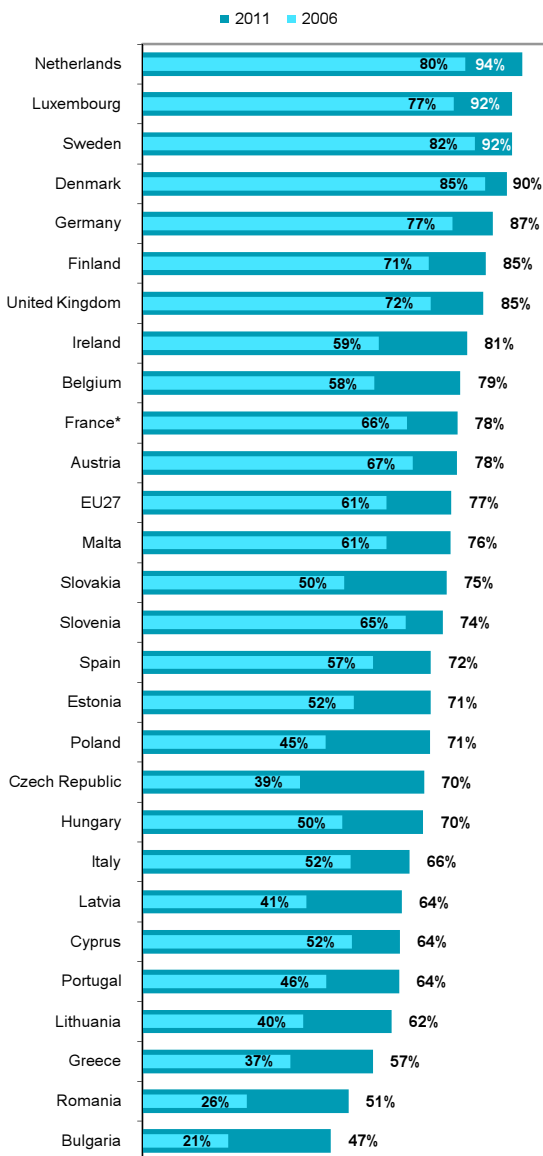
as a percentage of all households with computer at home

Source: Czech Statistical Office, Household Survey on ICT Use



## B Households

Figure B10 Households with a computer



as a percentage of all households

France - 2007

Source: Eurostat, 2012

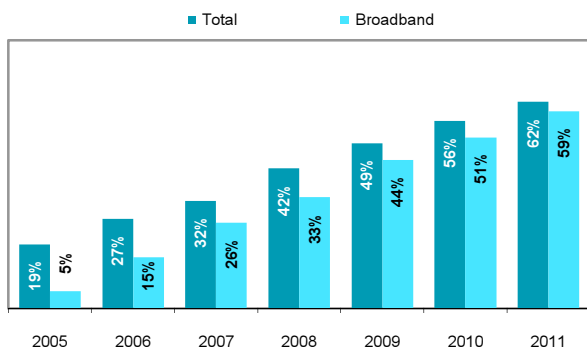
## B Households

Tab. B4 Households with Internet access in the Czech Republic

|                                  | 2009        | 2010        | 2011        |
|----------------------------------|-------------|-------------|-------------|
| <b>Total</b>                     | <b>49,2</b> | <b>56,0</b> | <b>61,7</b> |
| Total (16–74 years)              | 54,2        | 60,5        | 66,6        |
| <b>Household type:</b>           |             |             |             |
| households without children      | 38,8        | 47,2        | 53,1        |
| households with children         | 76,0        | 79,8        | 84,2        |
| <b>Household income quartile</b> |             |             |             |
| the lowest (first)               | 12,6        | 18,8        | 23,7        |
| the second                       | 39,9        | 42,0        | 46,3        |
| the third                        | 72,3        | 71,7        | 77,0        |
| the highest (fourth)             | 86,4        | 89,1        | 92,2        |

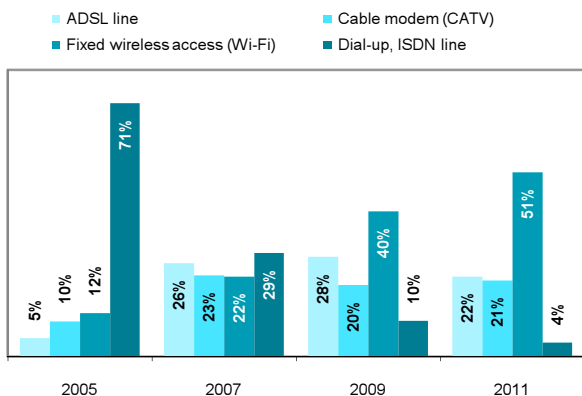
as a percentage of all households in a given group

Figure B11 Households with Internet access



as a percentage of all households in a given group

Figure B12 Type of internet connection used by households

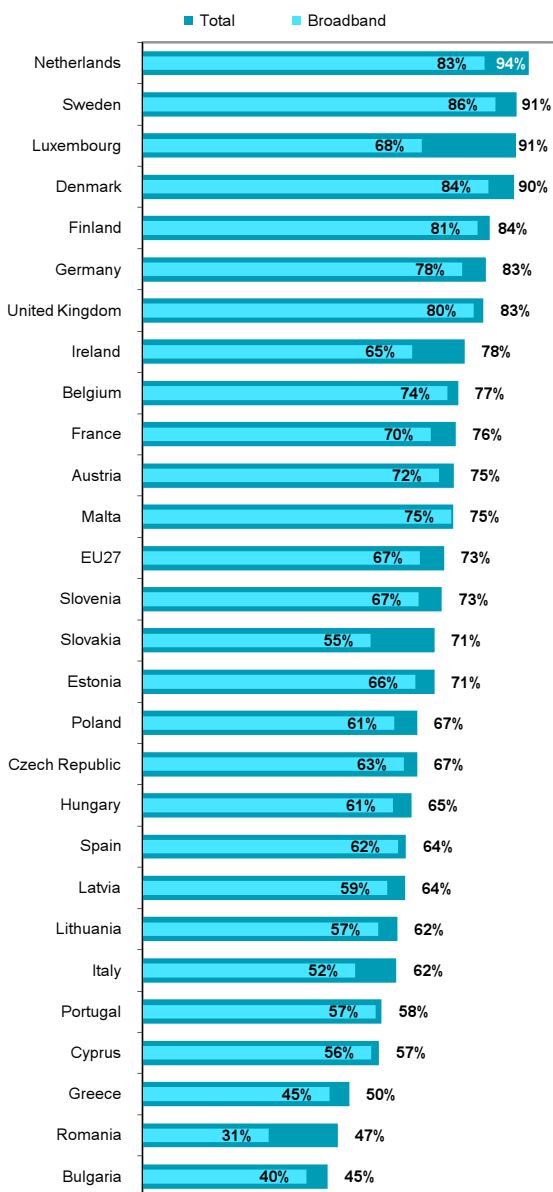


as a percentage of households with internet access

Source: Czech Statistical Office, Household Survey on ICT Use

## B Households

Figure B13 Households with Internet access; 2011



as a percentage of all households

Source: Eurostat, 2012

## B Households

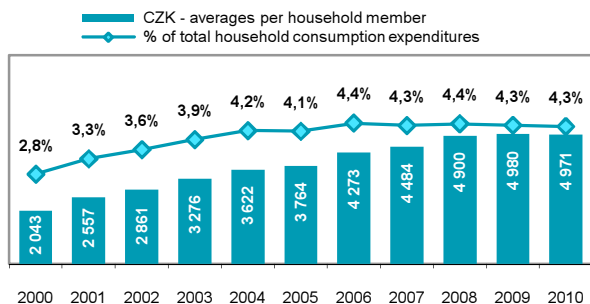
**Tab. B5 Household ICT services consumption expenditure in the Czech Republic**

averages per household member

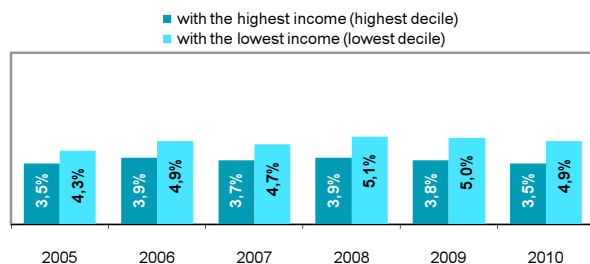
CZK per year

|                                | 2008         | 2009         | 2010         |
|--------------------------------|--------------|--------------|--------------|
| <b>Total</b>                   | <b>4 900</b> | <b>4 979</b> | <b>4 971</b> |
| fixed telephone services       | 871          | 694          | 518          |
| mobile phone services          | 3 123        | 3 222        | 3 248        |
| Internet connection services   | 906          | 1 063        | 1 205        |
| <b>Household income decile</b> |              |              |              |
| the lowest (lowest decile)     | 3 436        | 3 420        | 3 390        |
| the highest (highest decile)   | 7 735        | 7 932        | 7 320        |

**Figure B14 Household consumption expenditure on ICT services**

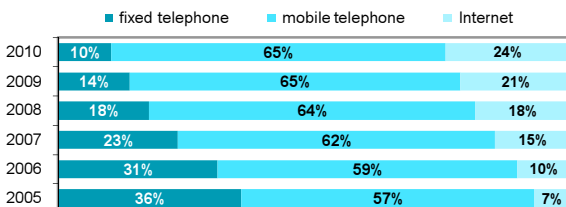


**Figure B15 Consumption expenditure on ICT services of households with highest and lowest income**



as a percentage of total expenditures of households in a given group

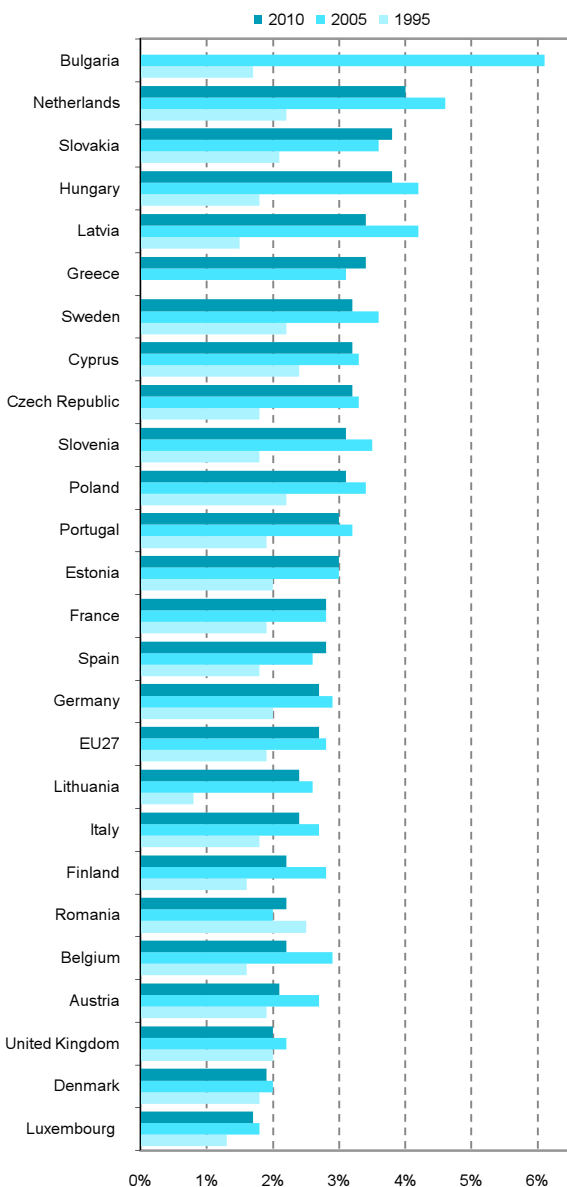
**Figure B16 Composition of household consumption expenditure on ICT services**



Source: Czech Statistical Office, Household Budget Survey

## B Households

**Figure B17 Household consumption expenditure on telecommunication services**



as a percentage of total household consumption expenditure

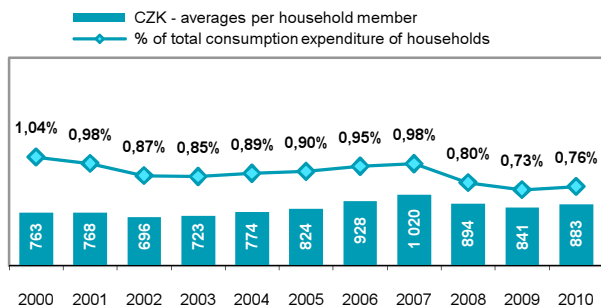
Source: Eurostat, 2012

## B Households

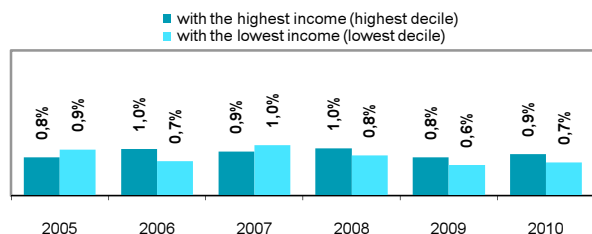
**Tab. B6 Household consumption expenditure on ICT equipment in the Czech Republic**  
averages per household member

|                                | CZK per year |            |            |
|--------------------------------|--------------|------------|------------|
|                                | 2008         | 2009       | 2010       |
| <b>Total</b>                   | <b>894</b>   | <b>841</b> | <b>883</b> |
| telephone for fixed line       | 5            | 3          | 3          |
| mobile telephone               | 224          | 223        | 249        |
| computer equipment             | 665          | 615        | 631        |
| <b>Household income decile</b> |              |            |            |
| the lowest (lowest decile)     | 557          | 434        | 481        |
| the highest (highest decile)   | 1 944        | 1 661      | 1 774      |

**Figure B18 Household consumption expenditure on ICT equipment**

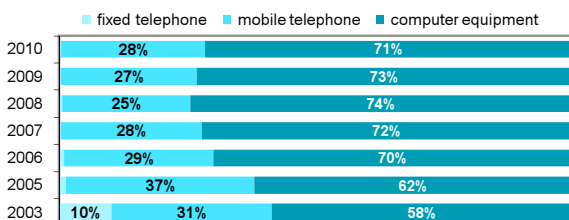


**Figure B19 Consumption expenditure on ICT equipment of household with highest and lowest income**



as a percentage of total expenditures of households in a given group

**Figure B20 Composition of household consumption expenditure on ICT equipment**



Source: Czech Statistical Office, Household Budget Survey

## C Individuals

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

This survey is conducted as an annex to the Labour Force Survey (LFS) using a **Computer Assisted Personal Interviewing (CAPI)** as a collection method. In line with the LFS methodology, the results are weighted on the whole targeted population of the Czech Republic.

Since 2006, the survey has been conducted according to the annual implementing measures of the **Framework Regulation (EC) no. 808/2004** concerning statistics on the information society that ensure data harmonisation and comparability among EU countries.

### Notes:

**Reference period:** Unless stipulated otherwise, the data for individuals generally pertains to the last three months from the moment of the interview for the given year (2nd quarter of a monitored year),

**Sample size:** 10 000 individuals aged 16+

**The education category** is published for the 25 and over age group; as 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.

**Comparability of data published by the CZSO and Eurostat:** The data for the Czech Republic published by Eurostat differ slightly from the data published by the CZSO. This difference is due to the fact that Eurostat includes 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. *This is reason why the tables in this publication for the Czech Republic give dual total values: total 16+ and total 16-74.*

### Definitions:

- **ICT user:** person who used mobile phone/computer/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 etc.). *Computer and internet is defined in chapter B*
- **Internet activities:** includes various activities undertaken by individuals via Internet for personal non-business use in the last 3 months. *In case of purchasing over the Internet and usage of the Internet for interaction with public authorities in the last 12 months.*
- **A purchase over the Internet** shall mean the on-line ordering of goods or services over the Internet for private use. The placing of orders is done on websites of sellers or webshops. Delivery and payment via electronic means is not a requirement for an order via Internet. *Orders via manually written e-mails are excluded as well as products that were obtained via the Internet for free (e.g. freeware) or reservations in restaurants. Only individuals that actually placed the order over the Internet should answer this question, even if the order was carried out on somebody else's behalf.*

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **"Use of ICT by Households and Individuals in 2011, Code 9701-11"**, which is freely available on the CZSO's website.

The **Eurostat** online database for **Information society statistics** was used for the international comparison.

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

[http://www.czso.cz/csu/2011edicniplan.nsf/engpubl/1413-11-eng\\_r\\_2011](http://www.czso.cz/csu/2011edicniplan.nsf/engpubl/1413-11-eng_r_2011)

**For further information on ICT use by individuals see (only in Czech):**

[http://www.czso.cz/csu/redakce.nsf/i/domacnosti\\_a\\_jednotlivci](http://www.czso.cz/csu/redakce.nsf/i/domacnosti_a_jednotlivci)

## C Individuals

Tab. C1 Individuals using a mobile phone in the Czech Republic

|  | 2009        | 2010 | 2011        |
|--|-------------|------|-------------|
| <b>Total (aged 16+)</b>                    | <b>90,6</b> | .    | <b>93,9</b> |
| Total (aged 16–74)                         | 94,3        | .    | 96,9        |
| <b>Gender:</b>                             |             |      |             |
| males (aged 16+)                           | 92,6        | .    | 95,7        |
| females (aged 16+)                         | 88,7        | .    | 92,3        |
| <b>Age group:</b>                          |             |      |             |
| 16–24 years                                | 98,0        | .    | 98,7        |
| 25–34 years                                | 98,6        | .    | 99,2        |
| 35–44 years                                | 98,5        | .    | 99,4        |
| 45–54 years                                | 97,0        | .    | 99,1        |
| 55–64 years                                | 90,4        | .    | 94,9        |
| 65 and more years                          | 63,2        | .    | 74,8        |
| <b>Highest education level (aged 25+):</b> |             |      |             |
| primary (ISCED 0-2)                        | 67,5        | .    | 77,2        |
| lower secondary (ISCED 3C)                 | 89,5        | .    | 93,7        |
| upper secondary (ISCED 3A and 4)           | 95,3        | .    | 96,1        |
| tertiary (ISCED 5-6)                       | 96,9        | .    | 97,5        |
| <b>Specific categories:</b>                |             |      |             |
| students (aged 16+)                        | 98,5        | .    | 98,7        |
| women on parental leave                    | 100,0       | .    | 100,0       |
| pensioners                                 | 67,7        | .    | 79,6        |

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

Figure C1 Individuals using a mobile phone

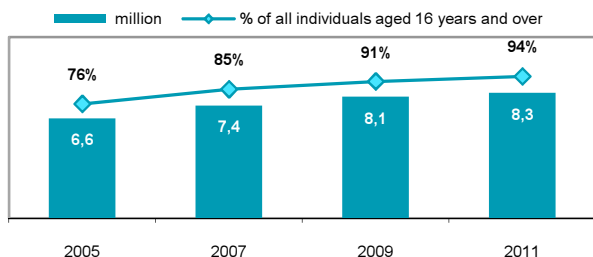
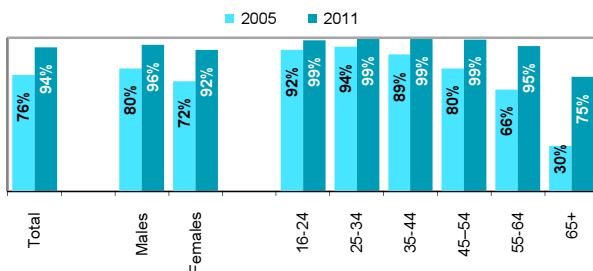


Figure C2 Individuals using a mobile phone by gender and age



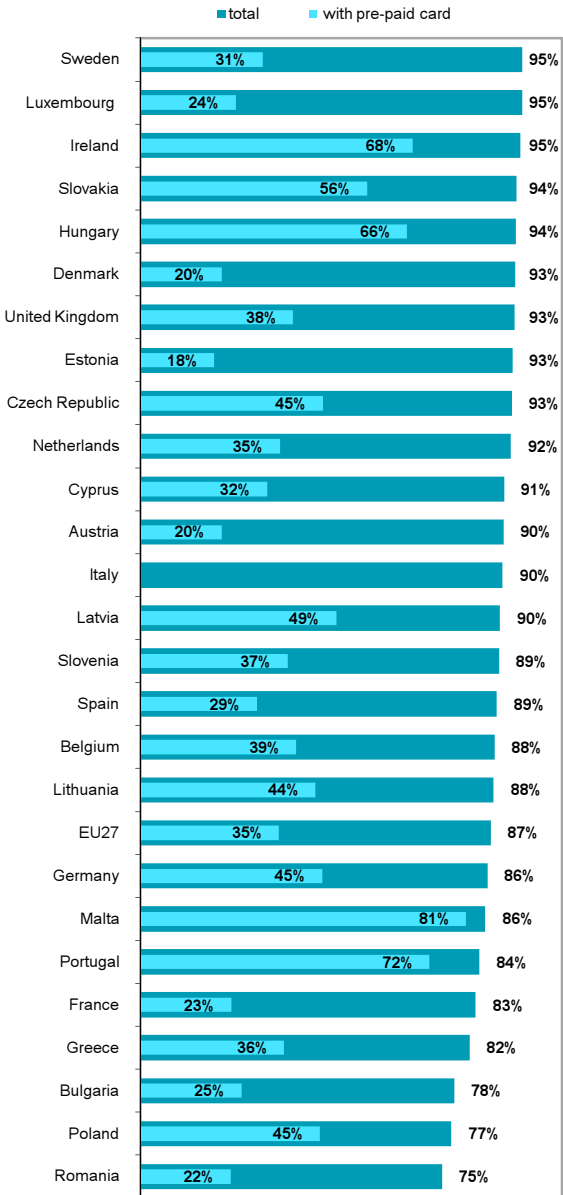
as a percentage of all individuals in a given socio-demographic group

Source: Czech Statistical Office, Household Survey on ICT Use



## C Individuals

Figure C3 Individuals using a mobile phone; 2008



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2012

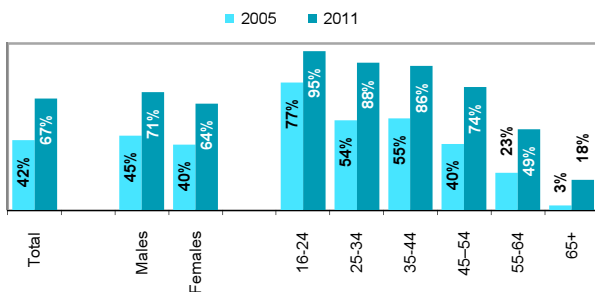
## C Individuals

Tab. C2 Individuals using a computer in the Czech Republic

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | 2009        | 2010        | 2011        |
| <b>Total (aged 16+)</b>                    | <b>59,2</b> | <b>64,1</b> | <b>67,1</b> |
| Total (aged 16–74)                         | 63,9        | 68,7        | 72,2        |
| <b>Gender:</b>                             |             |             |             |
| males (aged 16+)                           | 62,5        | 67,8        | 70,7        |
| females (aged 16+)                         | 56,1        | 60,6        | 63,7        |
| <b>Age group:</b>                          |             |             |             |
| 16–24 years                                | 92,0        | 94,5        | 95,4        |
| 25–34 years                                | 79,6        | 85,2        | 88,3        |
| 35–44 years                                | 77,3        | 83,2        | 86,3        |
| 45–54 years                                | 62,0        | 67,9        | 73,6        |
| 55–64 years                                | 39,8        | 44,4        | 48,6        |
| 65 and more years                          | 9,7         | 14,5        | 18,2        |
| <b>Highest education level (aged 25+):</b> |             |             |             |
| primary (ISCED 0-2)                        | 10,9        | 17,0        | 19,7        |
| lower secondary (ISCED 3C)                 | 40,5        | 47,5        | 51,9        |
| upper secondary (ISCED 3A and 4)           | 73,0        | 76,1        | 76,7        |
| tertiary (ISCED 5-6)                       | 89,3        | 89,1        | 92,4        |
| <b>Specific categories:</b>                |             |             |             |
| students (aged 16+)                        | 98,4        | 98,7        | 98,7        |
| women on parental leave                    | 76,9        | 86,7        | 89,1        |
| pensioners                                 | 10,9        | 18,2        | 21,4        |

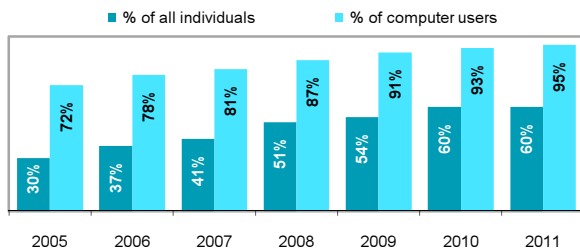
as a percentage of all individuals in a given socio-demographic group

Figure C4 Individuals using a computer by gender and age



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

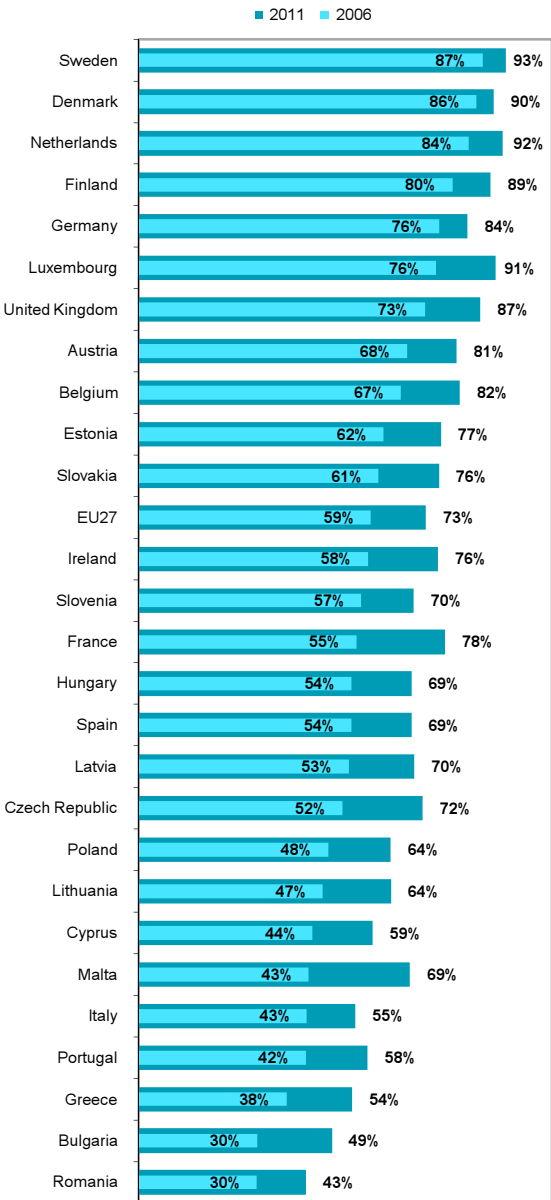
Figure C5 Individuals using a computer at home



Source: Czech Statistical Office, Household Survey on ICT Use

## C Individuals

Figure C6 Individuals using a computer



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2012

## C Individuals

Tab. C3 Individuals using Internet in the Czech Republic

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | 2009        | 2010        | 2011        |
| <b>Total (aged 16+)</b>                    | <b>55,9</b> | <b>61,8</b> | <b>65,5</b> |
| Total (aged 16–74)                         | 60,4        | 66,4        | 70,5        |
| <b>Gender:</b>                             |             |             |             |
| males (aged 16+)                           | 59,2        | 65,8        | 69,2        |
| females (aged 16+)                         | 52,9        | 58,1        | 61,9        |
| <b>Age group:</b>                          |             |             |             |
| 16–24 years                                | 90,3        | 92,3        | 94,8        |
| 25–34 years                                | 76,9        | 83,1        | 87,4        |
| 35–44 years                                | 72,7        | 79,7        | 84,1        |
| 45–54 years                                | 56,9        | 65,8        | 72,0        |
| 55–64 years                                | 36,0        | 42,1        | 46,3        |
| 65 and more years                          | 8,2         | 13,2        | 16,3        |
| <b>Highest education level (aged 25+):</b> |             |             |             |
| primary (ISCED 0-2)                        | 9,3         | 15,3        | 18,6        |
| lower secondary (ISCED 3C)                 | 36,3        | 44,9        | 49,6        |
| upper secondary (ISCED 3A and 4)           | 69,1        | 73,5        | 74,9        |
| tertiary (ISCED 5-6)                       | 87,0        | 87,9        | 91,3        |
| <b>Specific categories:</b>                |             |             |             |
| students (aged 16+)                        | 97,3        | 97,5        | 98,2        |
| women on parental leave                    | 75,0        | 84,8        | 86,4        |
| pensioners                                 | 9,2         | 16,5        | 19,7        |

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

Figure C7 Individuals using Internet

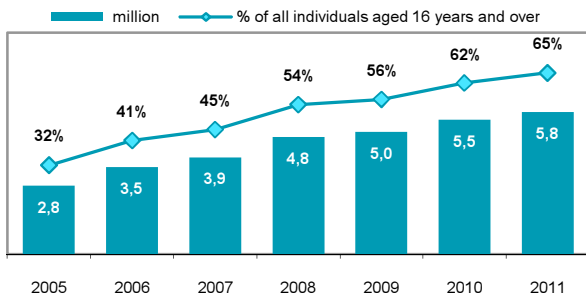
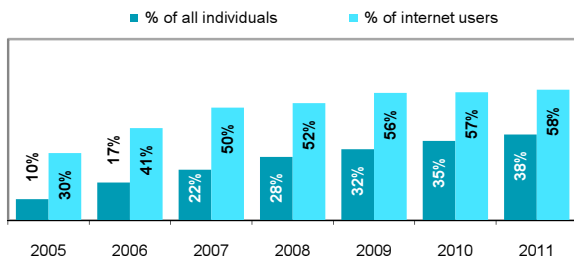


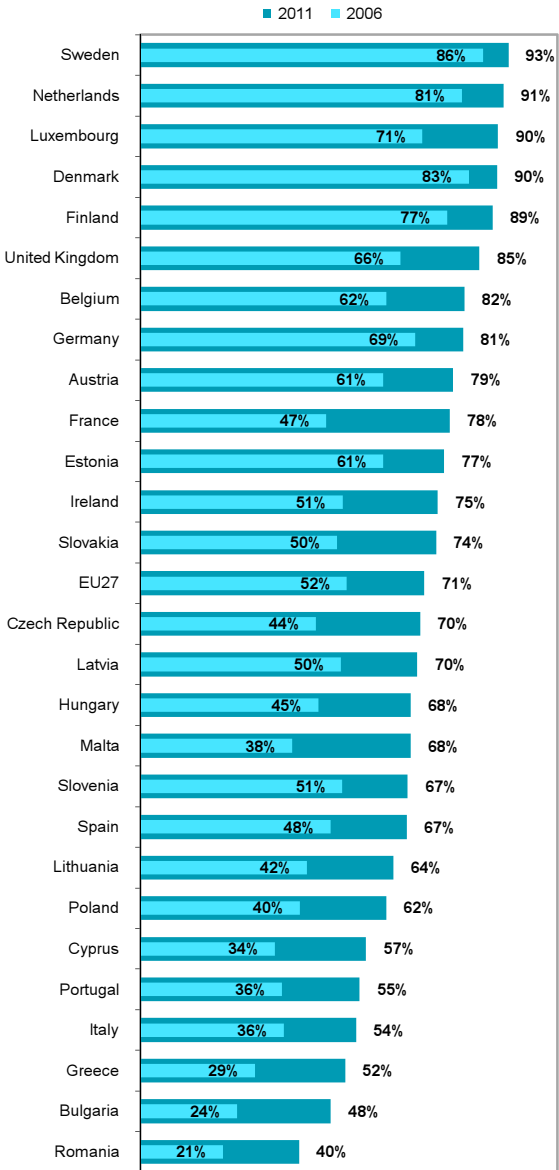
Figure C8 Individuals using Internet every day



Source: Czech Statistical Office, Household Survey on ICT Use

## C Individuals

Figure C9 Individuals using Internet



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2012

## C Individuals

Tab. C4 Individuals purchasing on the Internet in the Czech Rep. %

|  | 2009        | 2010        | 2011        |
|--|-------------|-------------|-------------|
| <b>Total (aged 16+)</b>                    | <b>22,0</b> | <b>25,4</b> | <b>28,0</b> |
| Total (aged 16–74)                         | 23,7        | 27,4        | 30,2        |
| <b>Gender:</b>                             |             |             |             |
| males (aged 16+)                           | 25,3        | 28,0        | 29,0        |
| females (aged 16+)                         | 18,8        | 23,0        | 26,9        |
| <b>Age group:</b>                          |             |             |             |
| 16–24 years                                | 31,7        | 38,8        | 40,5        |
| 25–34 years                                | 37,9        | 44,5        | 48,0        |
| 35–44 years                                | 30,1        | 34,7        | 39,3        |
| 45–54 years                                | 18,4        | 22,1        | 25,3        |
| 55–64 years                                | 11,3        | 10,5        | 13,1        |
| 65 and more years                          | 2,3         | 3,0         | 3,7         |
| <b>Highest education level (aged 25+):</b> |             |             |             |
| primary (ISCED 0-2)                        | 2,1         | 4,2         | 5,4         |
| lower secondary (ISCED 3C)                 | 12,5        | 14,0        | 16,4        |
| upper secondary (ISCED 3A and 4)           | 28,5        | 32,7        | 32,9        |
| tertiary (ISCED 5-6)                       | 41,5        | 43,8        | 51,3        |
| <b>Specific categories:</b>                |             |             |             |
| students (aged 16+)                        | 34,1        | 40,7        | 40,9        |
| women on parental leave                    | 37,9        | 52,4        | 53,6        |
| pensioners                                 | 2,8         | 3,7         | 4,4         |

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

Figure C10 Individuals purchasing on the Internet

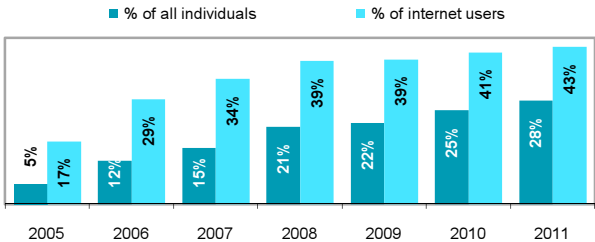
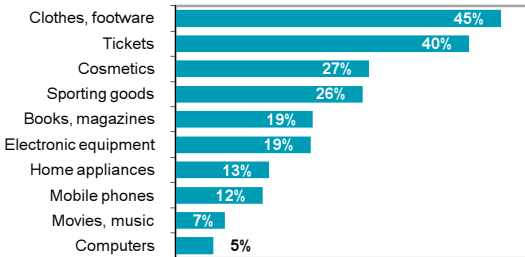


Figure C11 Products ordered over the Internet by individuals; 2011

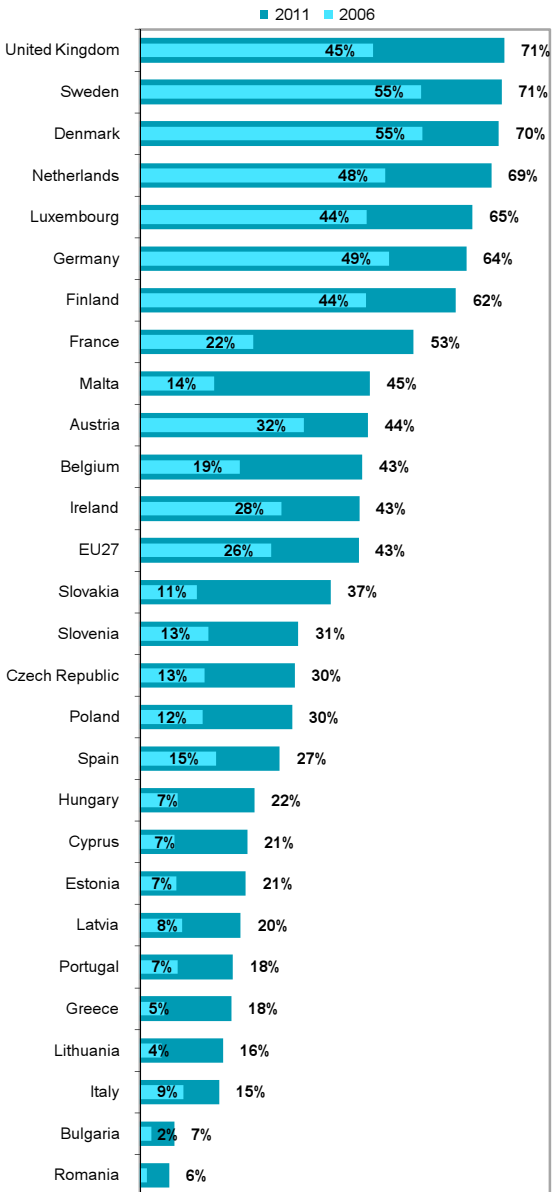


as a percentage of individuals, who bought any product online via Internet within the last 12 months

Source: Czech Statistical Office, Household Survey on ICT Use

## C Individuals

Figure C12 Individuals purchasing on the Internet



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2012

## C Individuals

Tab. C5 Internet activities undertaken by individuals in the Czech Republic

|  | 2009 | 2010 | 2011 |
|--|------|------|------|
| %  |      |      |      |
| <b>For communication:</b>                  |      |      |      |
| sending/receiving e-mails                  | 50,7 | 55,3 |      |
| telephoning over the Internet              | 23,3 | 25,4 | 31,7 |
| using webcam for video calls               | 9,3  | 8,6  | 14,8 |
| participation in social networks           |      |      | 24,6 |
| chatting by using instant messaging        | 18,7 | 19,6 | 20,6 |
| <b>For getting information:</b>            |      |      |      |
| about goods and services                   | 46,5 | 49,8 | 51,6 |
| related to travel and accommodation        | 25,0 | 24,9 | 35,0 |
| on culture                                 |      | 32,6 | 35,0 |
| related to health                          | 18,7 | 19,2 | 29,0 |
| from wikis (e.g. Wikipedia)                |      |      | 28,4 |
| <b>Leisure activities:</b>                 |      |      |      |
| reading on-line news, newspaper, magazines | 39,4 | 41,1 | 49,5 |
| watching/downloading movies, images        | 14,9 | 20,1 | 27,3 |
| listening/downloading music                | 17,7 | 15,4 | 23,6 |
| playing/downloading games                  | 9,1  | 12,5 |      |
| listening to web radios                    | 13,7 | 16,4 | 19,1 |
| watching web TV                            | 12,0 | 14,2 | 17,4 |
| <b>Internet services:</b>                  |      |      |      |
| Internet banking                           | 17,0 | 21,0 | 27,4 |
| downloading computer software              | 12,9 | 11,2 | 10,7 |
| selling of goods or services               | 3,9  | 7,9  | 10,1 |
| job searching                              | 7,3  | 7,2  | 6,7  |

as a percentage of all individuals aged 16 years and over

Figure C13 Individuals using social networking; 2011

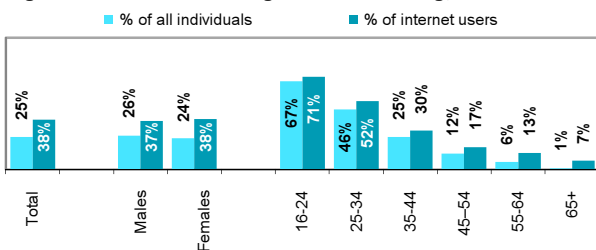
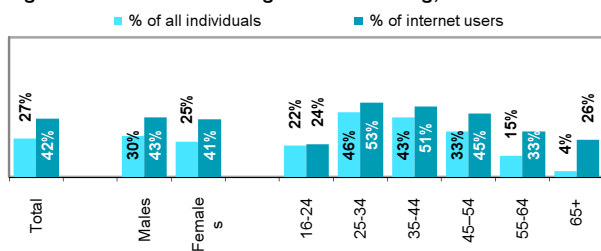


Figure C14 Individuals using Internet banking; 2011

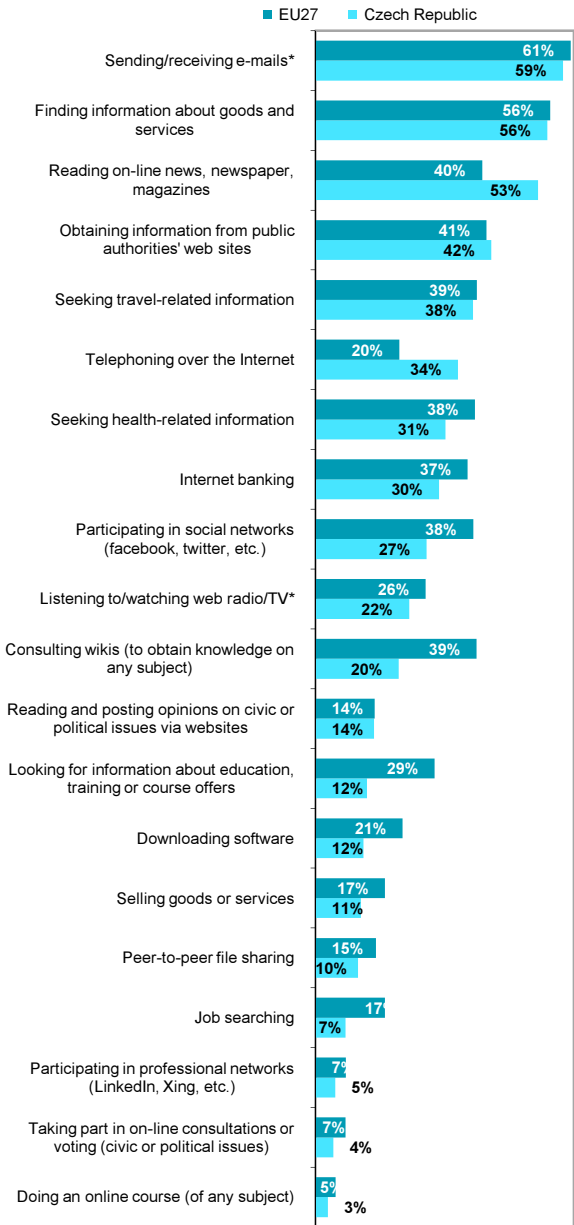


Source: Czech Statistical Office, Household Survey on ICT Use



## C Individuals

**Figure C15 Internet activities undertaken by individuals; 2011**



as a percentage of all individuals aged 16 to 74 years

\* internet activities in 2010

Source: Czech Statistical Office and Eurostat, 2012

## C Individuals

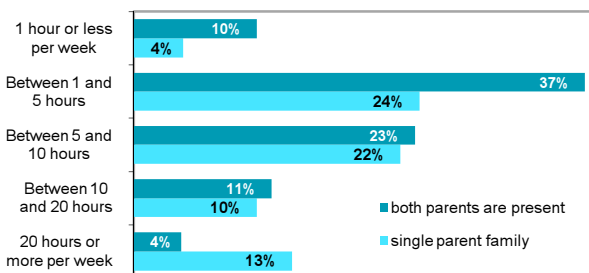
Tab. C6 Children aged 10–15 using Internet at home; 2010

%

|  | Total       | frequency of internet use at home: |                      |
|--|-------------|------------------------------------|----------------------|
|  |             | every day                          | at least once a week |
| <b>Total (aged 10–15)</b>                  | <b>84,0</b> | <b>50,5</b>                        | <b>29,9</b>          |
| <b>Gender:</b>                             |             |                                    |                      |
| boys                                       | 86,6        | 54,5                               | 29,0                 |
| girls                                      | 81,2        | 46,2                               | 30,8                 |
| <b>Family composition:</b>                 |             |                                    |                      |
| both parents are present                   | 86,4        | 51,4                               | 30,6                 |
| single parent family                       | 75,1        | 47,0                               | 27,3                 |
| <b>Household income quartile:</b>          |             |                                    |                      |
| the lowest (first)                         | 53,1        | 33,7                               | 19,4                 |
| the second                                 | 76,1        | 40,1                               | 34,6                 |
| the third                                  | 85,8        | 55,6                               | 26,2                 |
| the highest (fourth)                       | 92,4        | 53,8                               | 32,6                 |
| <b>Highest education level of parents:</b> |             |                                    |                      |
| primary (ISCED 0-2)                        | 67,1        | 45,7                               | .                    |
| lower secondary (ISCED 3C)                 | 72,7        | 45,3                               | 24,6                 |
| upper secondary (ISCED 3A and 4)           | 91,9        | 54,3                               | 32,1                 |
| tertiary (ISCED 5-6)                       | 88,6        | 52,0                               | 34,7                 |

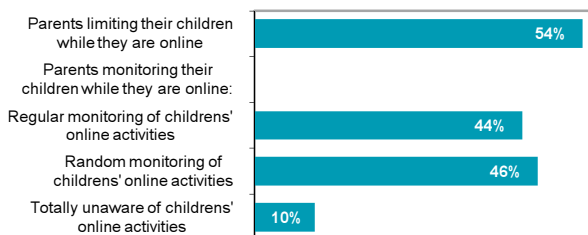
as a percentage of all children aged 10–15 living in a given type of household

Figure C16 Average number of hours spent on the Internet at home per week by children; 2010



as a percentage of all children aged 10–15 living in a given type of household

Figure C17 Awareness of parents about internet activities undertaken by their children; 2010



as a percentage of households with children aged 10–15 using Internet at home

Source: Czech Statistical Office, Household Survey on ICT Use

## D Enterprises

Since 2002, the Czech Statistical Office (CZSO) has been regularly monitoring developments in usage of information technologies by enterprises using an independent annual statistical survey titled: "Survey on the Use of ICT in the Business Enterprise Sector".

In 2011 this survey was conducted in the first quarter, with the response size of approximately 6 500 enterprises with 10 or more employees. The resulting data was then extrapolated to the entire population of enterprises in the Czech Republic (46 thousands enterprises).

Since 2006, the survey has been conducted according to the annual implementing measures of the **Framework Regulation (EC) no. 808/2004** concerning statistics on the information society that ensure data harmonisation and comparability among EU countries.

### Notes:

**Reference period:** 31 December; for the years 2000–2004, since 2006 the reference period refers 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 year.

**Sample size:** 9 000 enterprises with 10 and more persons employed

### Data comparability:

- The data for January 2009, 2010 and 2011 are not fully comparable with data for previous years. This difference is due to implementation of new NACE classification.
- The data for the Czech Republic presented by Eurostat may differ slightly from data presented by the CZSO. This difference is due to the fact that Eurostat does not include, as part of the data it publishes, enterprises from the financial sector.

### Definitions:

- **Broadband** – see definitions in **Chapter A** of this publication
- **Electronic commerce** shall mean purchases or sales (placing or accepting orders) via the Internet or other computer networks through websites (Web e-commerce) or the electronic data interchange (EDI e-commerce), regardless the method of payment or delivery. *Purchases (sales) implemented on the basis of orders prepared from information obtained on the Internet but placed in a traditional way (by phone, fax, or written order) or by electronic mail are not included.*
- **Electronic data interchange (EDI)** refers to the structured transmission of data or documents (messages) between organizations or enterprises by electronic means in an agreed format which allows its automatic processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed.
- **Homeworker** is defined here as a person working at least half day per week from their homes (home office) or from other premises of their choosing other than the workplace, for remuneration, by using ICT to conduct and deliver results of a product or service specified by the employer.
- **Intranet** is an internal company communications network using Internet protocol allowing communications within an organisation.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: "Use of ICT in the Business Sector in 2011, Code 9702-11", which is freely available on the CZSO's website.

The **Eurostat** online database for **Information society statistics** was used for the international comparison.

**Further information on ICT usage by enterprises can be found at:**

[http://www.czso.cz/csu/redakce.nsf/i/podnikatelsky\\_sektor](http://www.czso.cz/csu/redakce.nsf/i/podnikatelsky_sektor)

## D Enterprises

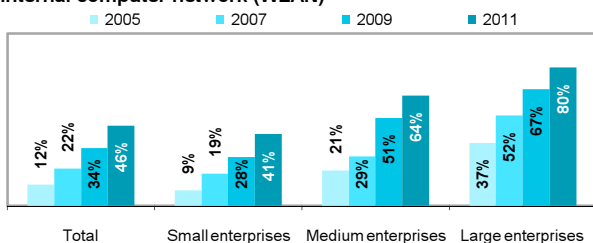
**Tab. D1 Enterprises using an internal computer network and related technologies in the Czech Republic; January 2011**

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | Total       | WLAN        | Intranet    |
| <b>Total (10 and more employees)</b>     | <b>70,0</b> | <b>46,5</b> | <b>30,6</b> |
| Small enterprises (10-49)                | 64,9        | 41,5        | 25,7        |
| Medium enterprises (50-249)              | 89,3        | 64,0        | 45,0        |
| Large enterprises (250+)                 | 97,8        | 80,3        | 74,8        |
| <b>NACE category:</b>                    |             |             |             |
| Manufacturing                            | 70,1        | 44,2        | 28,9        |
| Electricity, gas and water supply        | 74,2        | 46,3        | 37,2        |
| Construction                             | 63,8        | 41,8        | 27,2        |
| Sale and repair of motor vehicles        | 81,2        | 59,8        | 36,8        |
| Wholesale trade                          | 85,7        | 57,6        | 35,3        |
| Retail trade                             | 57,6        | 40,3        | 22,5        |
| Transport and storage                    | 63,2        | 41,1        | 24,5        |
| Accommodation                            | 75,4        | 67,2        | 31,6        |
| Food and beverage services               | 40,6        | 28,8        | 16,4        |
| Travel agency and related activities     | 83,4        | 51,2        | 42,4        |
| Media industries incl. publishing activ. | 91,6        | 63,9        | 47,7        |
| Telecommunications                       | 97,1        | 86,3        | 73,7        |
| Computer programm. and related activ.    | 96,5        | 82,2        | 76,1        |
| Financial and insurance activities       | 94,4        | 53,3        | 73,5        |
| Real estate activities                   | 76,2        | 43,5        | 28,2        |
| Professional, scientific activities      | 88,0        | 55,6        | 40,7        |
| Administrative and support activities    | 46,3        | 30,9        | 21,9        |

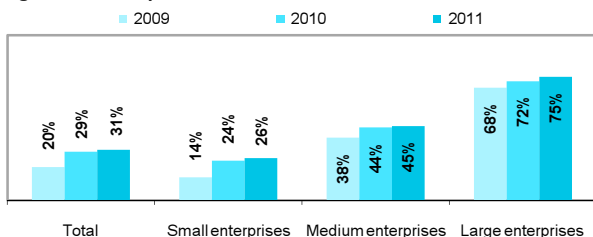
as a percentage of all enterprises in a given group

WLAN - wireless access within the internal computer network

**Figure D1 Enterprises using wireless access within their internal computer network (WLAN)**



**Figure D2 Enterprises with intranet**

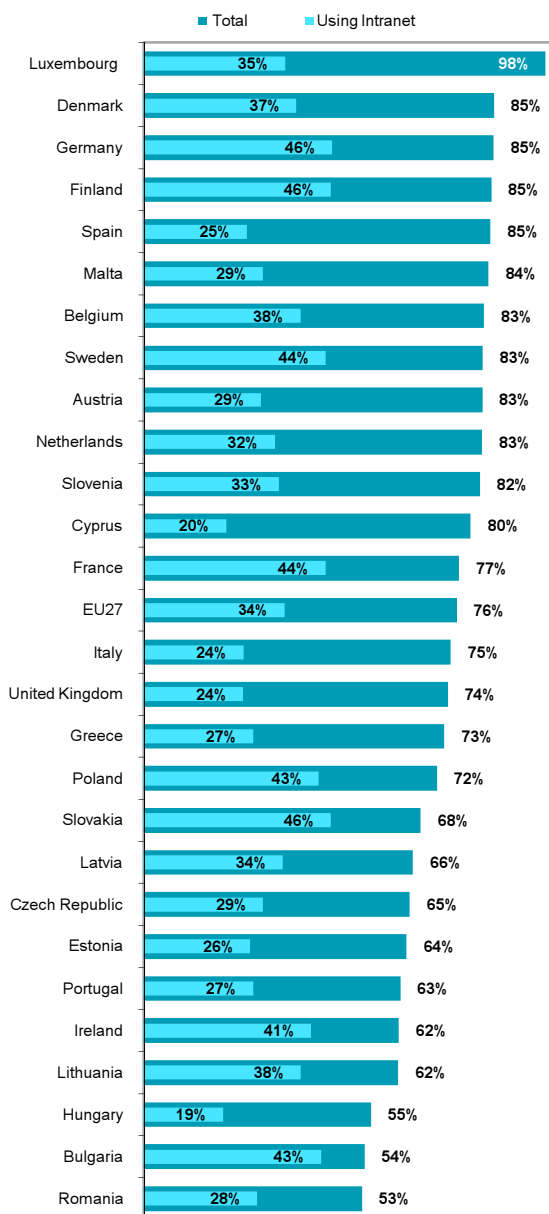


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

**Figure D3 Enterprises using internal computer network;  
January 2010**



as a percentage of all enterprises

Source: Eurostat, 2011

## D Enterprises

Tab. D2 Enterprises with Internet in the Czech Republic; 2011

%

|  | Total       | fixed broadband | mobile broadband |
|--|-------------|-----------------|------------------|
| <b>Total (10 and more employees)</b>     | <b>96,3</b> | <b>87,4</b>     | <b>25,3</b>      |
| Small enterprises (10-49)                | 95,6        | 85,4            | 20,4             |
| Medium enterprises (50-249)              | 98,8        | 94,7            | 41,5             |
| Large enterprises (250+)                 | 99,7        | 98,8            | 62,1             |
| <b>NACE category:</b>                    |             |                 |                  |
| Manufacturing                            | 97,3        | 88,4            | 21,8             |
| Electricity, gas and water supply        | 98,2        | 91,0            | 33,0             |
| Construction                             | 95,4        | 85,6            | 21,8             |
| Sale and repair of motor vehicles        | 99,5        | 91,5            | 26,3             |
| Wholesale trade                          | 99,6        | 93,4            | 41,0             |
| Retail trade                             | 92,4        | 77,9            | 18,4             |
| Transport and storage                    | 97,8        | 87,5            | 24,1             |
| Accommodation                            | 97,8        | 90,4            | 16,7             |
| Food and beverage services               | 88,9        | 78,3            | 7,8              |
| Travel agency and related activities     | 98,4        | 94,4            | 35,0             |
| Media industries incl. publishing activ. | 98,8        | 94,4            | 40,0             |
| Telecommunications                       | 98,1        | 97,0            | 52,1             |
| Computer programm. and related activ.    | 99,6        | 95,8            | 52,7             |
| Financial and insurance activities       | 98,7        | 96,0            | 57,6             |
| Real estate activities                   | 94,3        | 88,0            | 23,5             |
| Professional, scientific activities      | 98,5        | 93,0            | 29,8             |
| Administrative and support activities    | 88,3        | 74,8            | 22,6             |

as a percentage of all enterprises in a given group

Figure D4 Speed of Internet connection used by enterprises

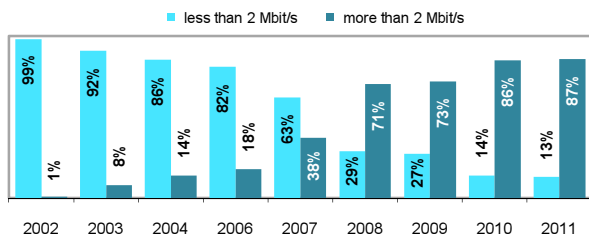
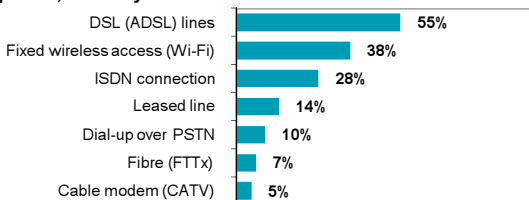


Figure D5 Type of fixed internet connection used by enterprises; January 2011



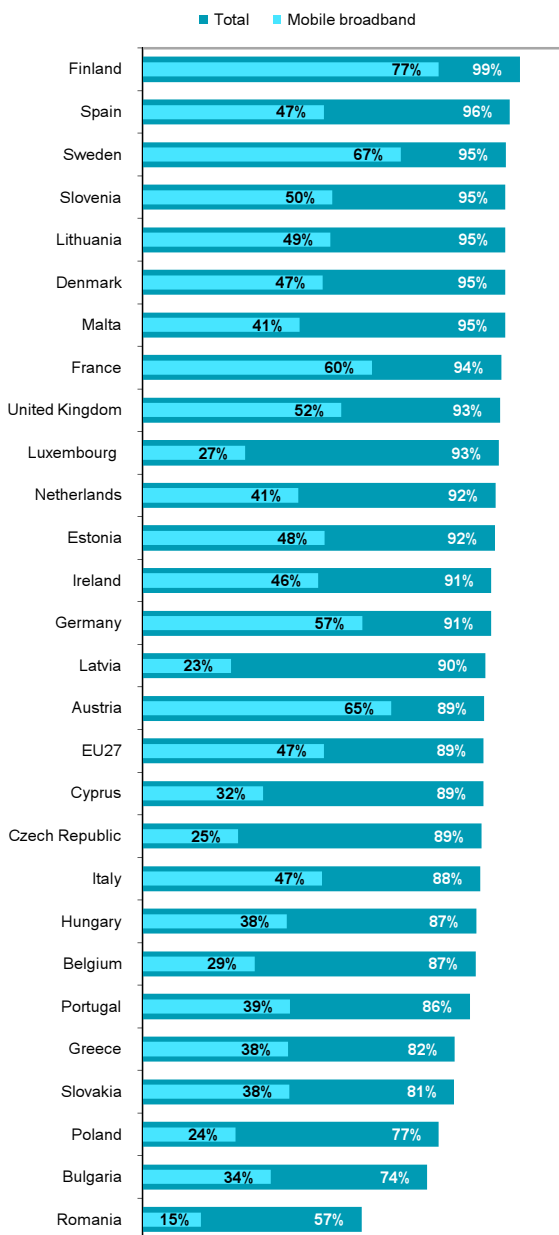
Note: Multiple responses allowed

as a percentage of enterprises with internet access

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D6 Enterprises with broadband access; January 2011



as a percentage of all enterprises

Source: Eurostat, 2012

## D Enterprises

Tab. D3 Internet use by enterprises in the Czech Republic; 2011

%

|  | Enterprises using Internet for: |                       |                    |
|--|---------------------------------|-----------------------|--------------------|
|  | Internet banking                | Training of employees | Internet telephony |
| <b>Total (10 and more employees)</b>     | <b>89,3</b>                     | <b>15,0</b>           | <b>24,8</b>        |
| Small enterprises (10-49)                | 88,0                            | 12,3                  | 22,6               |
| Medium enterprises (50-249)              | 94,1                            | 22,0                  | 32,7               |
| Large enterprises (250+)                 | 95,8                            | 45,3                  | 39,8               |
| <b>NACE category:</b>                    |                                 |                       |                    |
| Manufacturing                            | 91,2                            | 11,0                  | 24,9               |
| Electricity, gas and water supply        | 90,8                            | 17,3                  | 20,1               |
| Construction                             | 90,8                            | 9,1                   | 13,1               |
| Sale and repair of motor vehicles        | 93,0                            | 35,7                  | 27,6               |
| Wholesale trade                          | 97,1                            | 22,0                  | 33,7               |
| Retail trade                             | 83,4                            | 10,5                  | 25,2               |
| Transport and storage                    | 91,1                            | 14,1                  | 16,3               |
| Accommodation                            | 82,6                            | 11,0                  | 21,4               |
| Food and beverage services               | 72,7                            | 4,0                   | 13,4               |
| Travel agency and related activities     | 96,0                            | 18,6                  | 60,0               |
| Media industries incl. publishing activ. | 93,3                            | 24,2                  | 41,5               |
| Telecommunications                       | 95,0                            | 54,0                  | 77,3               |
| Computer programm. and related activ.    | 93,9                            | 54,8                  | 59,4               |
| Financial and insurance activities       | 92,8                            | 47,6                  | 44,1               |
| Real estate activities                   | 88,5                            | 13,3                  | 21,5               |
| Professional, scientific activities      | 89,1                            | 22,7                  | 35,2               |
| Administrative and support activities    | 74,8                            | 10,2                  | 16,5               |

as a percentage of all enterprises in a given group

Figure D7 Enterprises using Internet banking

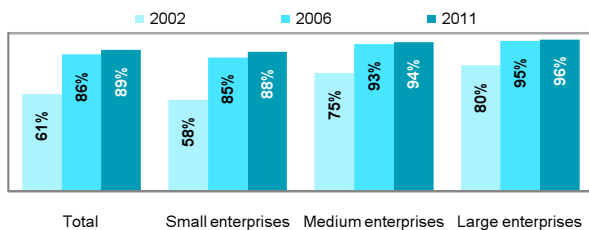
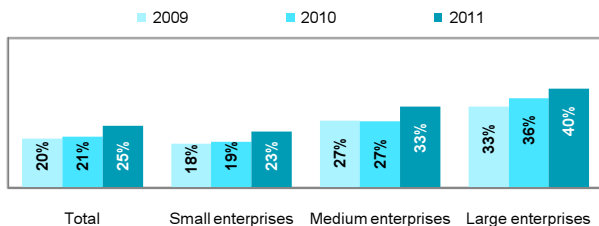


Figure D8 Enterprises using Internet telephony (VoIP)



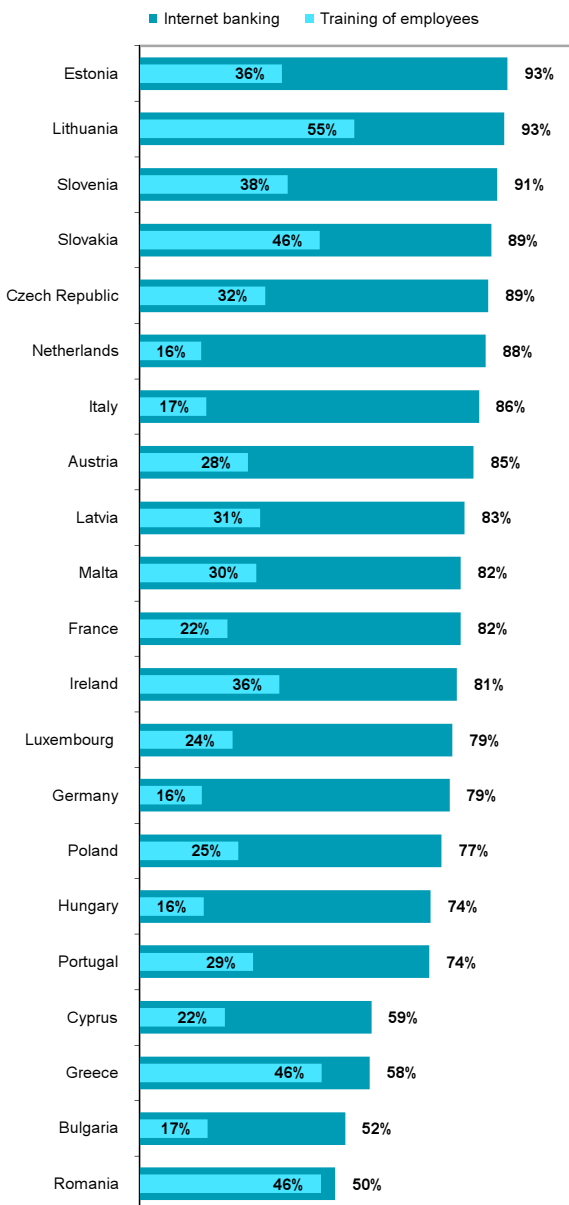
as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use



## D Enterprises

Figure D9 Internet use by enterprises; January 2010



as a percentage of all enterprises

Source: Eurostat, 2011

## D Enterprises

Tab. D4 Enterprises with a Web site in the Czech Republic; 2011

%

|  | Total       | Available in foreign language | Created by external company |
|--|-------------|-------------------------------|-----------------------------|
| <b>Total (10 and more employees)</b>     | <b>77,7</b> | <b>30,7</b>                   | <b>62,3</b>                 |
| Small enterprises (10-49)                | 74,6        | 24,2                          | 60,0                        |
| Medium enterprises (50-249)              | 89,9        | 54,2                          | 71,7                        |
| Large enterprises (250+)                 | 93,2        | 71,1                          | 72,1                        |
| <b>NACE category:</b>                    |             |                               |                             |
| Manufacturing                            | 77,3        | 41,2                          | 62,2                        |
| Electricity, gas and water supply        | 77,4        | 24,4                          | 64,1                        |
| Construction                             | 78,0        | 9,9                           | 62,4                        |
| Sale and repair of motor vehicles        | 92,5        | 11,6                          | 81,9                        |
| Wholesale trade                          | 89,7        | 33,3                          | 71,4                        |
| Retail trade                             | 62,3        | 10,6                          | 52,5                        |
| Transport and storage                    | 61,6        | 24,3                          | 53,9                        |
| Accommodation                            | 97,0        | 79,1                          | 83,2                        |
| Food and beverage services               | 67,7        | 26,7                          | 57,3                        |
| Travel agency and related activities     | 96,1        | 54,4                          | 81,4                        |
| Media industries incl. publishing activ. | 97,1        | 34,8                          | 68,2                        |
| Telecommunications                       | 97,1        | 35,1                          | 42,4                        |
| Computer programm. and related activ     | 92,6        | 63,4                          | 39,3                        |
| Financial and insurance activities       | 96,1        | 62,6                          | 81,1                        |
| Real estate activities                   | 77,9        | 29,9                          | 66,0                        |
| Professional, scientific activities      | 88,5        | 43,5                          | 66,7                        |
| Administrative and support activities    | 60,4        | 19,3                          | 49,7                        |

as a percentage of all enterprises in a given group

Figure D10 Enterprises with a Web site

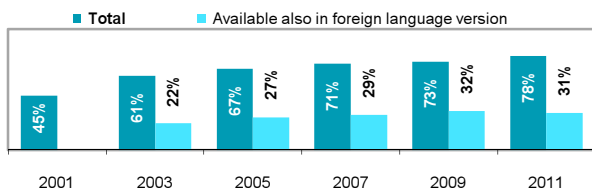
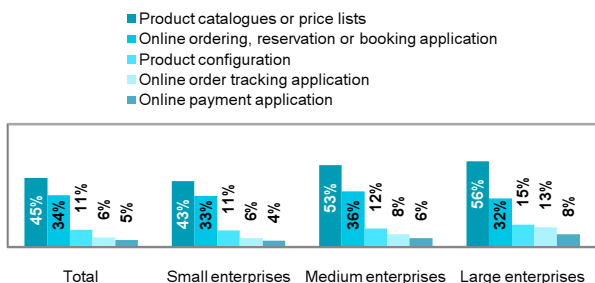


Figure D11 Sales related applications available on enterprises' web sites; January 2011

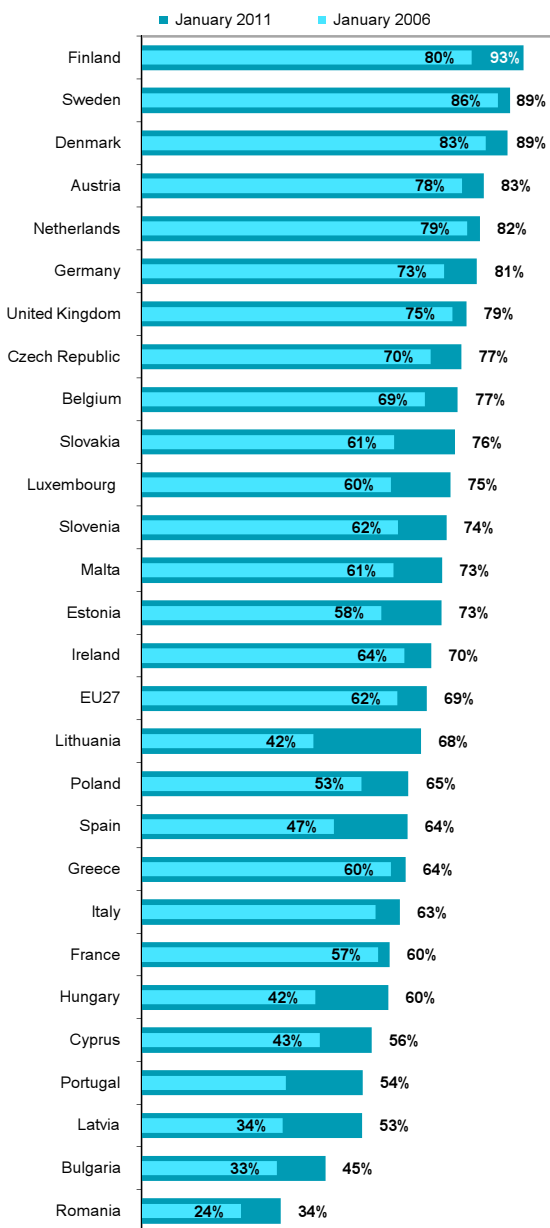


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D12 Enterprises with a Web site



as a percentage of all enterprises

Source: Eurostat, 2012

## D Enterprises

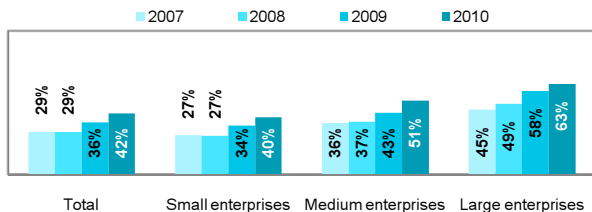
Tab. D5 Value of enterprises' e-purchases in the CR; 2010

%

|  | Total       | via web sites | using EDI   |
|--|-------------|---------------|-------------|
| <b>Total (10 and more employees)</b>     | <b>24,7</b> | <b>6,9</b>    | <b>17,9</b> |
| Small enterprises (10-49)                | 15,3        | 9,0           | 6,3         |
| Medium enterprises (50-249)              | 24,4        | 11,2          | 13,2        |
| Large enterprises (250+)                 | 28,5        | 3,7           | 24,8        |
| <b>NACE category:</b>                    |             |               |             |
| Manufacturing                            | 22,5        | 4,6           | 17,9        |
| Electricity, gas and water supply        | 30,8        | 7,8           | 23,1        |
| Construction                             | 6,7         | 3,5           | 3,2         |
| Sale and repair of motor vehicles        | 41,7        | 12,8          | 28,8        |
| Wholesale trade                          | 27,8        | 10,8          | 16,9        |
| Retail trade                             | 34,1        | 5,6           | 28,4        |
| Transport and storage                    | 12,8        | 4,1           | 8,7         |
| Accommodation                            | 12,7        | 8,5           | 4,2         |
| Food and beverage services               | 8,3         | 3,8           | 4,5         |
| Travel agency and related activities     | 30,9        | 9,5           | 21,4        |
| Media industries incl. publishing activ. | 11,4        | 6,7           | 4,7         |
| Telecommunications                       | 31,6        | 4,4           | 27,2        |
| Computer programm. and related activ.    | 42,0        | 19,7          | 22,2        |
| Real estate activities                   | 13,8        | 13,1          | 0,8         |
| Professional, scientific activities      | 20,7        | 5,9           | 14,8        |
| Administrative and support activities    | 12,6        | 10,1          | 2,4         |

as a percentage of all enterprises' purchases in a given group

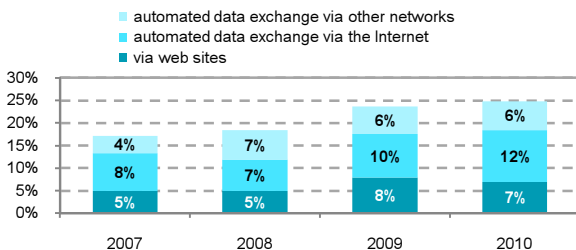
Figure D13 Enterprises placing orders via Internet and other electronic networks\*



\* Includes all enterprises that during the reference year placed at least one order over the Internet or any other network to buy any good or service.

as a percentage of all enterprises in a given size class

Figure D14 Value of enterprises' purchases via Internet and other electronic networks

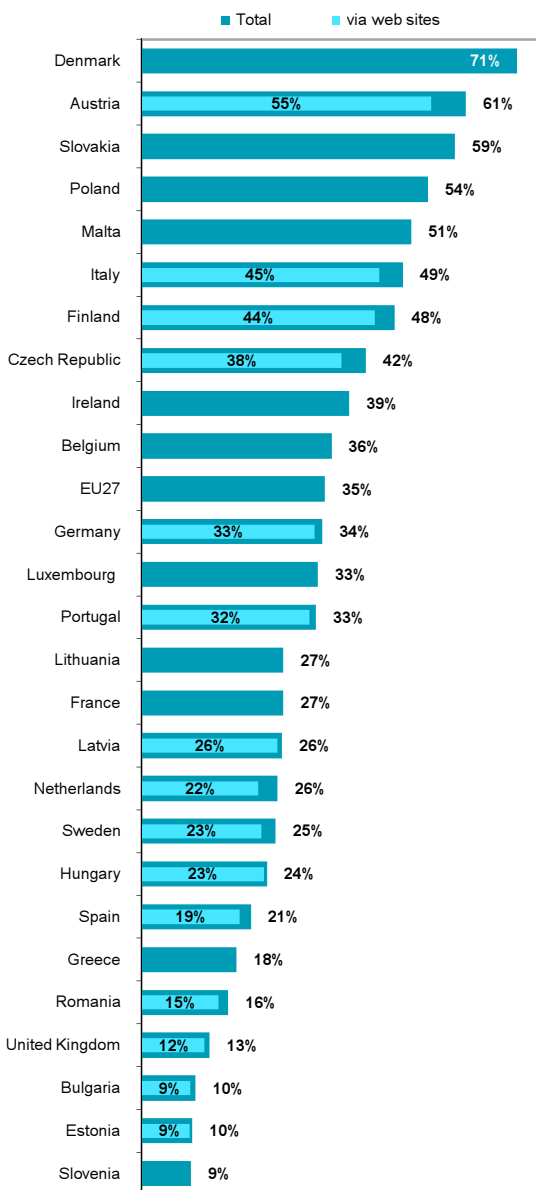


as a percentage of the total financial value of all enterprises' purchases

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D15 Enterprises placing orders via Internet and other electronic networks; 2010



as a percentage of all enterprises

Source: Eurostat, 2012

## D Enterprises

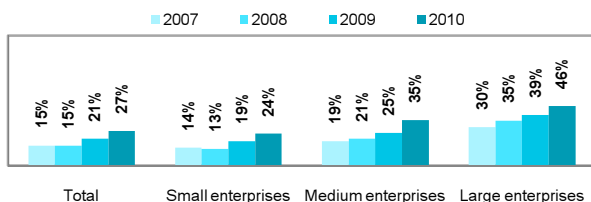
Tab. D6 Enterprises' turnover from e-orders in the CR; 2010

%

|  | Total       | via web sites | using EDI   |
|--|-------------|---------------|-------------|
| <b>Total (10 and more employees)</b>     | <b>22,1</b> | <b>5,5</b>    | <b>16,6</b> |
| Small enterprises (10-49)                | 10,6        | 4,4           | 6,3         |
| Medium enterprises (50-249)              | 19,5        | 6,0           | 13,5        |
| Large enterprises (250+)                 | 27,7        | 5,7           | 22,0        |
| <b>NACE category:</b>                    |             |               |             |
| Manufacturing                            | 29,0        | 5,6           | 23,4        |
| Electricity, gas and water supply        | 24,2        | 2,5           | 21,7        |
| Construction                             | 3,6         | 1,4           | 2,2         |
| Sale and repair of motor vehicles        | 26,1        | 9,4           | 16,7        |
| Wholesale trade                          | 23,3        | 6,5           | 16,8        |
| Retail trade                             | 5,2         | 3,0           | 2,2         |
| Transport and storage                    | 22,0        | 7,4           | 14,6        |
| Accommodation                            | 30,6        | 19,0          | 11,5        |
| Food and beverage services               | 2,3         | 1,4           | 0,9         |
| Travel agency and related activities     | 29,8        | 22,9          | 7,0         |
| Media industries incl. publishing activ. | 8,2         | 6,0           | 2,2         |
| Telecommunications                       | 34,5        | 31,0          | 3,4         |
| Computer programm. and related activ.    | 22,6        | 8,6           | 13,9        |
| Real estate activities                   | 2,9         | 1,7           | 1,2         |
| Professional, scientific activities      | 3,3         | 1,6           | 1,7         |
| Administrative and support activities    | 12,6        | 4,1           | 8,5         |

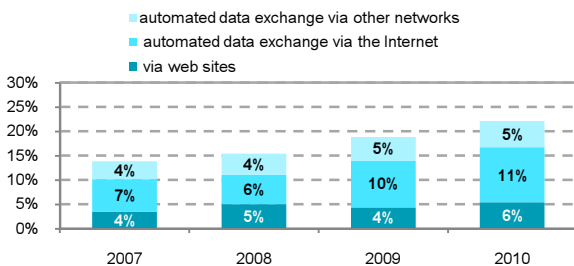
as a percentage of the total turnover of all enterprises in a given group

Figure D16 Enterprises receiving orders via Internet and other electronic networks\*



\* Includes all enterprises that during the reference year received at least one order over the Internet or any other network for selling any good or service.  
as a percentage of all enterprises in a given size class

Figure D17 Enterprises' turnover from orders received via Internet and other electronic networks

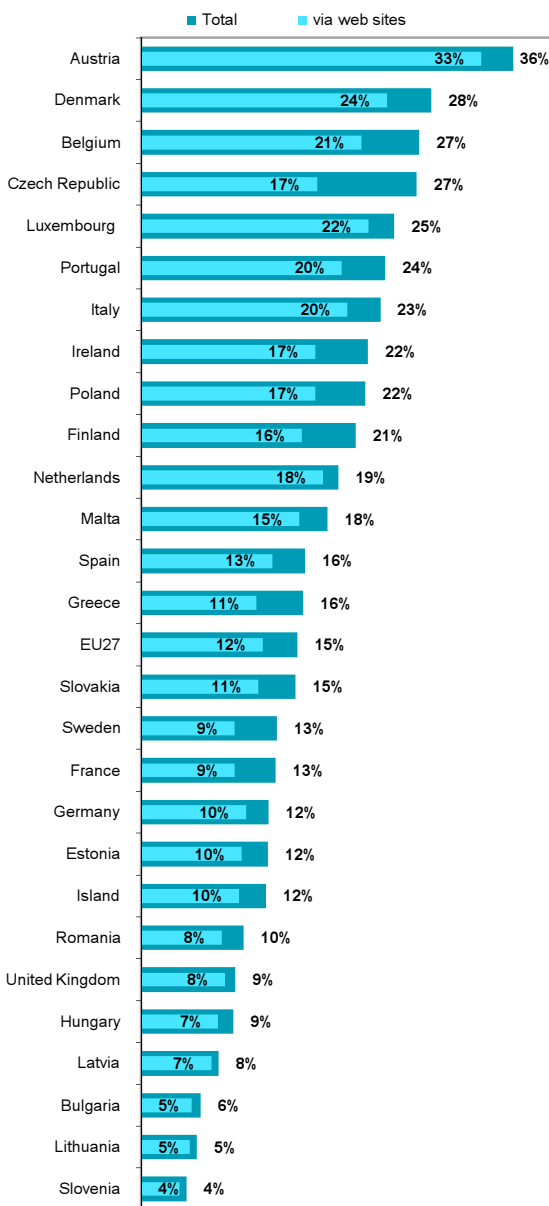


as a percentage of the total turnover of all enterprises

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D18 Enterprises receiving orders via Internet and other electronic networks; 2010



as a percentage of all enterprises

Source: Eurostat, 2012

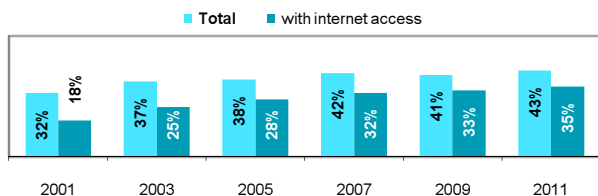
## D Enterprises

Tab. D7 Employees of enterprises in the Czech Republic using IT at work; January 2011

|  | Computer    | Computer with Internet access | ICT with 3G Internet access* |
|--|-------------|-------------------------------|------------------------------|
| <b>Total (10 and more employees)</b>     | <b>42,7</b> | <b>34,9</b>                   | <b>5,3</b>                   |
| Small enterprises (10-49)                | 41,3        | 38,4                          | 6,0                          |
| Medium enterprises (50-249)              | 40,1        | 36,1                          | 5,2                          |
| Large enterprises (250+)                 | 44,9        | 32,4                          | 5,0                          |
| <b>NACE category:</b>                    |             |                               |                              |
| Manufacturing                            | 36,5        | 27,1                          | 2,7                          |
| Electricity, gas and water supply        | 43,6        | 39,6                          | 5,3                          |
| Construction                             | 36,4        | 35,5                          | 5,8                          |
| Sale and repair of motor vehicles        | 64,1        | 60,1                          | 6,0                          |
| Wholesale trade                          | 64,3        | 58,8                          | 10,8                         |
| Retail trade                             | 39,9        | 25,6                          | 2,2                          |
| Transport and storage                    | 40,6        | 22,7                          | 2,6                          |
| Accommodation                            | 37,8        | 34,0                          | 2,1                          |
| Food and beverage services               | 20,4        | 14,5                          | 1,8                          |
| Travel agency and related activities     | 66,6        | 66,2                          | 6,6                          |
| Media industries incl. publishing activ. | 73,3        | 72,5                          | 14,2                         |
| Telecommunications                       | 89,1        | 88,6                          | 49,5                         |
| Computer programm. and related activ.    | 88,7        | 88,0                          | 25,8                         |
| Financial and insurance activities       | 82,0        | 81,1                          | 13,6                         |
| Real estate activities                   | 41,5        | 39,6                          | 4,5                          |
| Professional, scientific activities      | 77,5        | 74,9                          | 16,7                         |
| Administrative and support activities    | 15,0        | 13,7                          | 1,8                          |

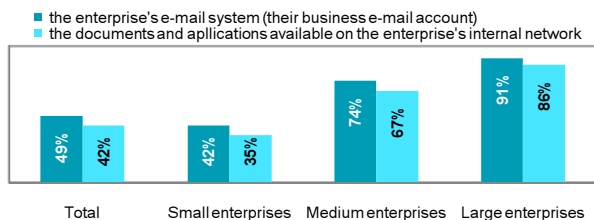
\* portable computer with 3G modem or 3G mobile telephone as a percentage of all employees in a given enterprise group

Figure D19 Employees using a computer at work



as a percentage of all employees in enterprises

Figure D20 Enterprises giving remote access for employees to: , January 2011



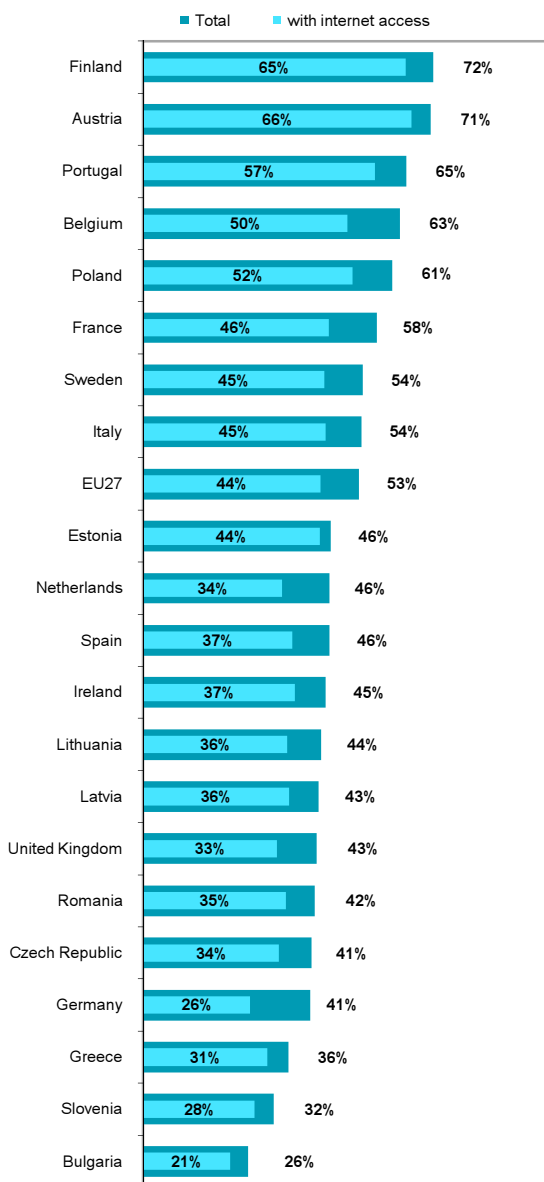
as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use



## D Enterprises

Figure D21 Employees using a computer at work; January 2011



as a percentage of all employees in enterprises

Source: Eurostat, 2012

## D Enterprises

Tab. D8 Homeworking in Czech enterprises; January 2011

|  | enterprises enabling this possibility (1) | employees using this possibility (2) |
|--|---|--------------------------------------|
| <b>Total (10 and more employees)</b>     | <b>25,7</b>                               | <b>3,2</b>                           |
| Small enterprises (10-49)                | 20,8                                      | 3,9                                  |
| Medium enterprises (50-249)              | 42,8                                      | 3,5                                  |
| Large enterprises (250+)                 | 58,5                                      | 2,7                                  |
| <b>NACE category:</b>                    |   |                                      |
| Manufacturing                            | 24,0                                      | 1,6                                  |
| Electricity, gas and water supply        | 24,6                                      | 2,8                                  |
| Construction                             | 17,1                                      | 3,2                                  |
| Sale and repair of motor vehicles        | 25,6                                      | 2,9                                  |
| Wholesale trade                          | 38,9                                      | 8,5                                  |
| Retail trade                             | 17,4                                      | 1,4                                  |
| Transport and storage                    | 22,4                                      | 3,8                                  |
| Accommodation                            | 16,8                                      | 1,1                                  |
| Food and beverage services               | 9,8                                       | 0,7                                  |
| Travel agency and related activities     | 44,5                                      | 6,6                                  |
| Media industries incl. publishing activ. | 53,6                                      | 9,4                                  |
| Telecommunications                       | 59,6                                      | 13,4                                 |
| Computer programm. and related activ.    | 74,9                                      | 17,1                                 |
| Financial and insurance activities       | 52,7                                      | 2,8                                  |
| Real estate activities                   | 26,5                                      | 3,5                                  |
| Professional, scientific activities      | 34,0                                      | 9,9                                  |
| Administrative and support activities    | 20,8                                      | 1,2                                  |

(1) as a percentage of all enterprises in a given group

(2) as a percentage of all employees of enterprises in a given group

Figure D22 Homeworking in enterprises

- % of enterprises enabling employees working from home by using ICT
- % of employees doing homeworking by using ICT at least once per week

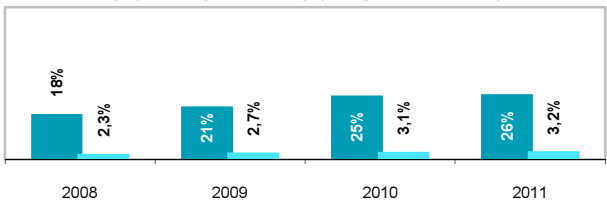
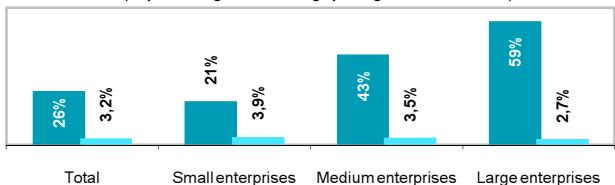


Figure D23 Homeworking in enterprises by their size; 2011

- % of enterprises enabling employees working from home by using ICT
- % of employees doing homeworking by using ICT at least once per week



Source: Czech Statistical Office, Enterprise Survey on ICT Use

## 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**. Since 2005 this module has been 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 2011 in respect of the **reference period of 31 December 2010**. A total of 364 of the state's organisational branches, 13 regional offices and 6 301 municipal offices were surveyed.

In order to measure better how public administration uses their websites as one of the key tool in bringing public administration closer to the general public, the CZSO since 2005 annually carried out: **"Web site content survey of public authorities"** as a supplementary source of information for measuring e-Government in the Czech Republic.

The latest web site content survey was conducted in August 2011. 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 of this publication
- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)
- **Free wireless Internet connection** shall mean the Internet access free of charge by means of a WiFi technology on the territory of a municipality. It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.
- **Form for download** - 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. *Downloading official forms from public authorities' websites includes any purpose of use (e.g. for information or for requesting a service).*
- **On-line filled form** - the public authority offers the possibility (application) for citizens/enterprises fill in the form right at the webpage of an organisation. A rule accuracy of filling is often automatically checked.
- **Full electronic case handling** - the public authority offer through their websites to treat at least one of the provided public services (administrative procedures) completely electronically without the need for paper work or personal visit of the authority.
- **Homeworking** - see definition in Chapter D of this publication

Information on **Internet usage by individuals and enterprises for interaction with government** comes from annual surveys of the CZSO on ICT usage by individuals and enterprises (see Chapters C and D).

Detailed methodical information about measurement eGovernment in the Czech Republic is available in the annual publication titled: **"Information and Communication Technologies in Public Administration in 2010, Code 9703-11"**, 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>

**Further information on eGovernment statistics is available free of charge at the following dedicated website (temporarily only in Czech):**

[http://www.czso.cz/csu/redakce.nsf/i/verejna\\_sprava](http://www.czso.cz/csu/redakce.nsf/i/verejna_sprava)

## E Public authorities

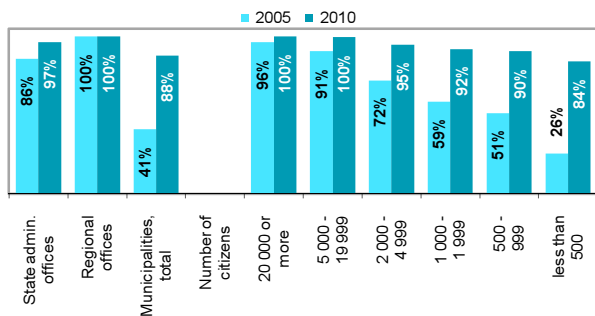
Tab. E1 ICT in public authorities in the Czech Republic; 2010

%

|                                      | LAN         | Internet    | Broadband   |
|--------------------------------------|-------------|-------------|-------------|
| State administration offices         | 99,2        | 99,7        | 96,5        |
| Regional offices                     | 100,0       | 100,0       | 100,0       |
| <b>Municipalities, total</b>         | <b>59,1</b> | <b>99,7</b> | <b>87,9</b> |
| <b>Size class of municipalities:</b> |             |             |             |
| 20 000 or more citizens              | 100,0       | 100,0       | 100,0       |
| 5 000 - 19 999 citizens              | 99,1        | 100,0       | 99,5        |
| 2 000 - 4 999 citizens               | 96,3        | 99,8        | 94,8        |
| 1 000 - 1 999 citizens               | 87,9        | 99,9        | 92,0        |
| 500 - 999 citizens                   | 68,0        | 100,0       | 90,5        |
| less than 500 citizens               | 41,6        | 99,5        | 84,1        |

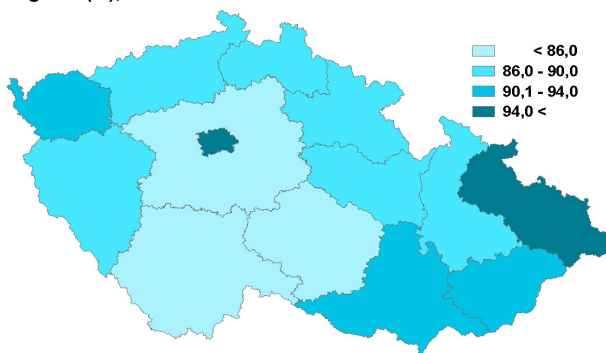
LAN - local area network

Figure E1 Public authorities with a broadband access



as a percentage of all public offices in a given group

Figure E2 Municipalities with broadband access by Czech regions (%); 2010



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

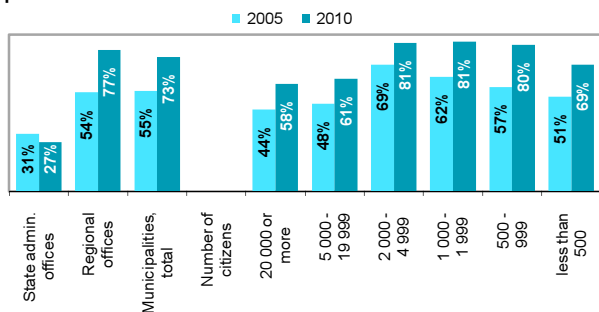
## E Public authorities

Tab. E2 Internet use by public authorities in the Czech Republic; 2010

%

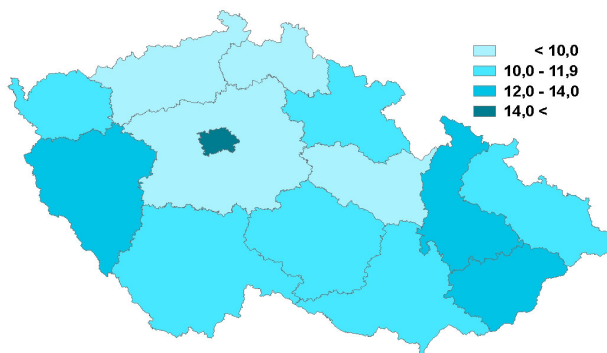
|                                      | Public authorities using Internet for: |                    |                       |
|--------------------------------------|--|--------------------|-----------------------|
|                                      | Internet banking                       | Internet telephony | Training of employees |
| State administration offices         | 89,6                                   | 28,5               | 53,9                  |
| Regional offices                     | 100,0                                  | 38,5               | 100,0                 |
| <b>Municipalities, total</b>         | <b>84,6</b>                            | <b>12,0</b>        | <b>22,7</b>           |
| <b>Size class of municipalities:</b> |  |                    |                       |
| 20 000 or more citizens              | 98,7                                   | 27,8               | 79,7                  |
| 5 000 - 19 999 citizens              | 97,7                                   | 25,7               | 72,1                  |
| 2 000 - 4 999 citizens               | 96,1                                   | 20,2               | 34,0                  |
| 1 000 - 1 999 citizens               | 93,4                                   | 15,5               | 25,5                  |
| 500 - 999 citizens                   | 89,0                                   | 10,7               | 25,4                  |
| less than 500 citizens               | 78,5                                   | 9,6                | 15,2                  |

Figure E3 Public authorities with public Internet access point/centre



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 (%); 2010



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

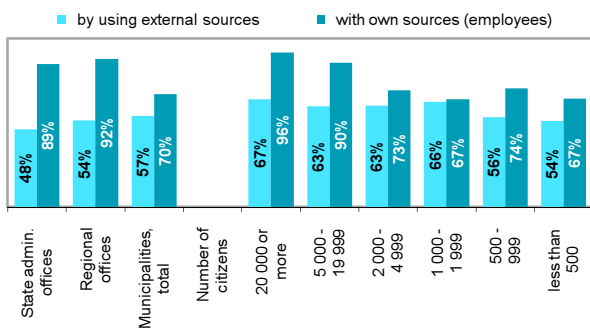
## E Public authorities

Tab. E3 Public authorities with a Web site in the Czech Republic

|                                      | %           |             |             |
|--------------------------------------|-------------|-------------|-------------|
|                                      | 2008        | 2009        | 2010        |
| State administration offices         | 89,7        | 91,2        | 91,7        |
| Regional offices                     | 100,0       | 100,0       | 100,0       |
| <b>Municipalities, total</b>         | <b>90,6</b> | <b>94,0</b> | <b>96,8</b> |
| <b>Size class of municipalities:</b> |             |             |             |
| 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               | 100,0       | 99,2        | 100,0       |
| 1 000 - 1 999 citizens               | 98,6        | 99,2        | 99,1        |
| 500 - 999 citizens                   | 97,2        | 98,3        | 99,3        |
| less than 500 citizens               | 84,6        | 90,0        | 94,6        |

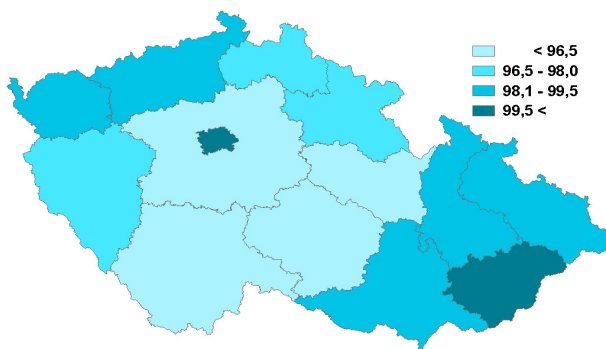
as a percentage of all public offices in a given group

Figure E5 Development and management of public authorities' web sites; 2010



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

Figure E6 Municipalities with a Web site in Czech regions (%); 2010



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

## E Public authorities

Tab. E4 Applications available on public authorities' web sites in the Czech Republic; 2010

%

|                                      | Forms for downloading | Online completion of forms | Full electronic case handling |
|--------------------------------------|-----------------------|----------------------------|-------------------------------|
| State administration offices         | 70,3                  | 39,0                       | 43,3                          |
| Regional offices                     | 100,0                 | 84,6                       | 76,9                          |
| <b>Municipalities, total</b>         | <b>47,7</b>           | <b>13,3</b>                | <b>12,2</b>                   |
| <b>Size class of municipalities:</b> |                       |                            |                               |
| 20 000 or more citizens              | 97,5                  | 27,8                       | 13,9                          |
| 5 000 - 19 999 citizens              | 97,3                  | 19,4                       | 19,4                          |
| 2 000 - 4 999 citizens               | 78,3                  | 15,8                       | 18,2                          |
| 1 000 - 1 999 citizens               | 57,3                  | 14,9                       | 12,9                          |
| 500 - 999 citizens                   | 48,3                  | 14,0                       | 11,6                          |
| less than 500 citizens               | 36,8                  | 11,5                       | 11,0                          |

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

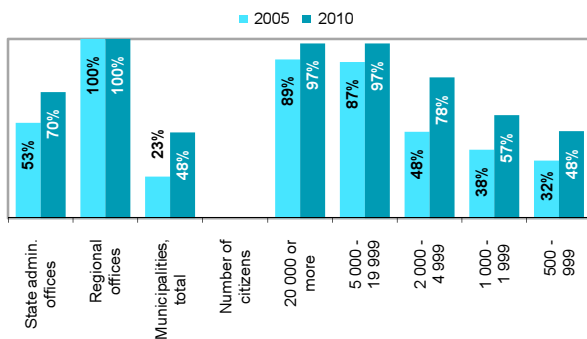
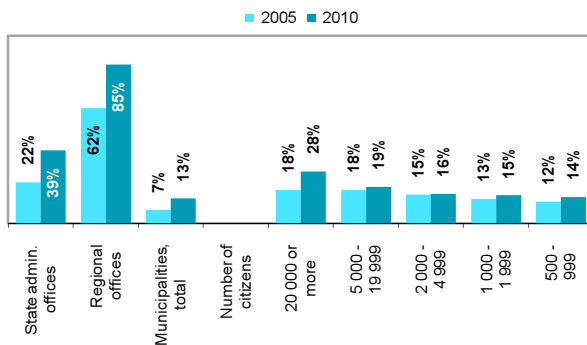


Figure E8 Public authorities with a web application for online filling-in of forms



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 Public authorities in the Czech Republic providing/enabling employees: ; 2010

%

|                                      | remote email account access | working from home by using ICT (homeworking) |
|--------------------------------------|-----------------------------|--|
| State administration offices         | 70,9                        | 42,1   |
| Regional offices                     | 100,0                       | 15,4   |
| <b>Municipalities, total</b>         | <b>39,1</b>                 | <b>15,5</b>                                  |
| <b>Size class of municipalities:</b> |                             |  |
| 20 000 or more citizens              | 86,1                        | 40,5   |
| 5 000 - 19 999 citizens              | 64,4                        | 31,5   |
| 2 000 - 4 999 citizens               | 36,9                        | 13,3   |
| 1 000 - 1 999 citizens               | 27,1                        | 8,8  |

Figure E9 Public authorities giving remote email account access for employees: 2010

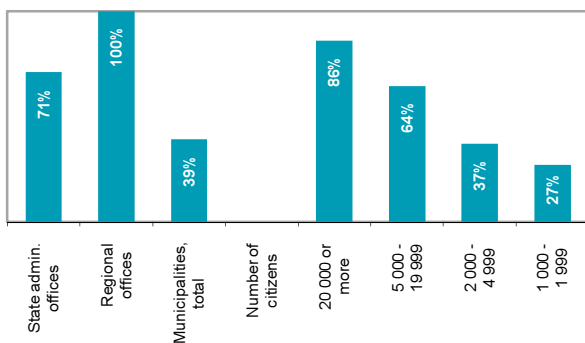
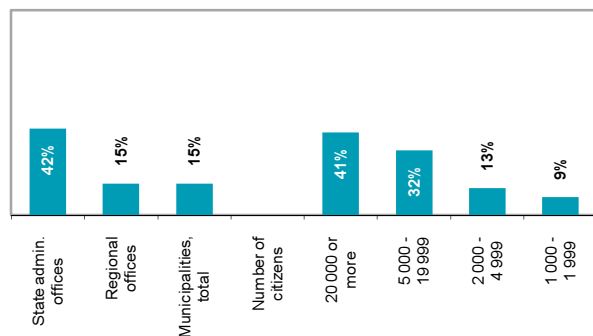


Figure E10 Public authorities enabling employees working from home (doing homeworking) by using ICT; 2010



as a percentage of all public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use



## E Public authorities

Tab E6 Employees of public authorities using at work: ; 2010

%

|                                      | working e-mail account | computer with Internet access |
|--------------------------------------|------------------------|-------------------------------|
| State administration offices         | 95,6                   | 86,2                          |
| Regional offices                     | 84,1                   | 84,8                          |
| <b>Municipalities, total</b>         | <b>55,7</b>            | <b>54,6</b>                   |
| <b>Size class of municipalities:</b> |                        |                               |
| 20 000 or more citizens              | 60,9                   | 58,4                          |
| 5 000 - 19 999 citizens              | 64,3                   | 64,6                          |
| 2 000 - 4 999 citizens               | 41,8                   | 41,8                          |
| 1 000 - 1 999 citizens               | 32,2                   | 31,9                          |

Figure E11 Employees of public authorities taking part in any computer course provided by their employer; 2010

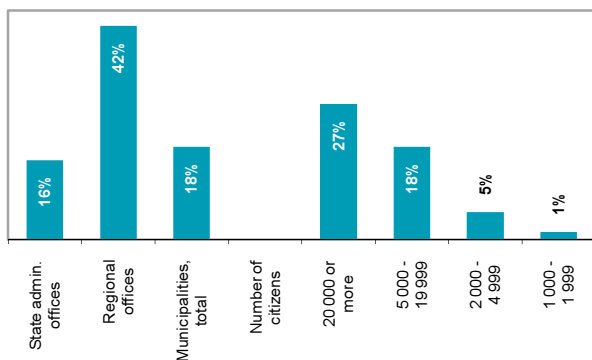
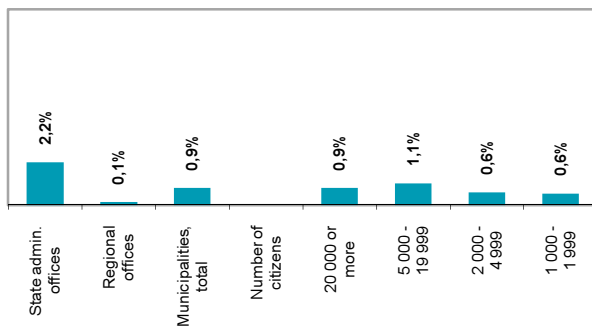


Figure E12 Employees of public authorities utilising homeworking by using ICT; 2010



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

Source: Czech Statistical Office, Government Survey on ICT Use

## E Public authorities

Tab. E7 Individuals using Internet for interaction with public authorities in the Czech Republic; 2011

|  | %                      |                       |                             |
|--|------------------------|-----------------------|-----------------------------|
|  | For information search | For downloading forms | For sending filled in forms |
| <b>Total (aged 16+)</b>                    | <b>24,7</b>            | <b>16,8</b>           | <b>30,2</b>                 |
| Total (aged 16–74)                         | 26,7                   | 18,1                  | 32,6                        |
| <b>Gender:</b>                             |                        |                       |                             |
| males (aged 16+)                           | 25,5                   | 16,9                  | 31,3                        |
| females (aged 16+)                         | 24,0                   | 16,6                  | 29,1                        |
| <b>Age group:</b>                          |                        |                       |                             |
| 16–24 years                                | 21,6                   | 13,4                  | 32,0                        |
| 25–34 years                                | 37,6                   | 28,0                  | 46,3                        |
| 35–44 years                                | 36,2                   | 25,8                  | 46,0                        |
| 45–54 years                                | 29,0                   | 19,6                  | 31,4                        |
| 55–64 years                                | 17,9                   | 10,5                  | 19,8                        |
| 65 and more years                          | 5,6                    | 2,3                   | 5,7                         |
| <b>Highest education level (aged 25+):</b> |                        |                       |                             |
| primary (ISCED 0-2)                        | 4,7                    | 1,8                   | 5,0                         |
| lower secondary (ISCED 3C)                 | 12,8                   | 6,5                   | 17,0                        |
| upper secondary (ISCED 3A, 4)              | 33,4                   | 24,1                  | 39,4                        |
| tertiary (ISCED 5-6)                       | 54,6                   | 41,7                  | 60,6                        |
| <b>Specific categories:</b>                |                        |                       |                             |
| students (aged 16+)                        | 20,5                   | 11,5                  | 31,8                        |
| women on parental leave                    | 36,0                   | 28,1                  | 51,4                        |
| pensioners                                 | 6,2                    | 2,9                   | 6,7                         |

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

Figure E13 Individuals using Internet for interaction with public authorities

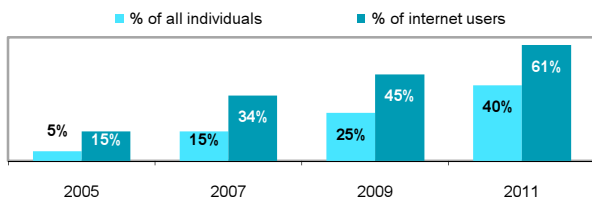
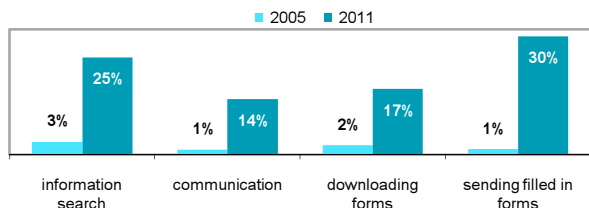


Figure E14 Individuals using Internet in interaction with public authorities for chosen activities

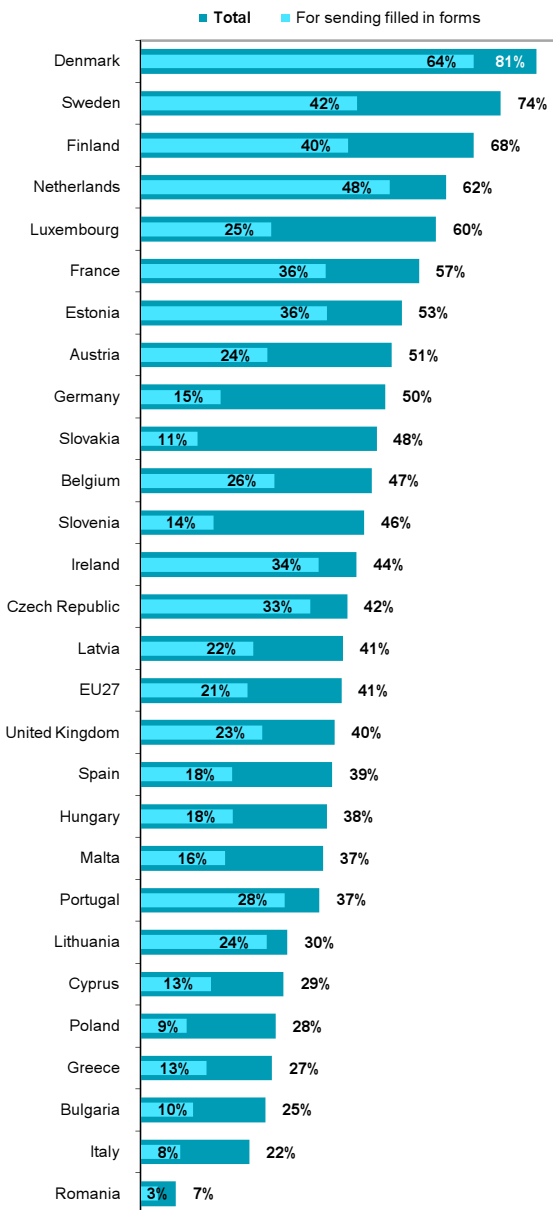


as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

## E Public authorities

Figure E15 Individuals using Internet for interaction with public authorities; 2011



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2012

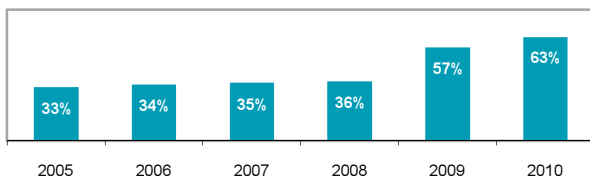
## E Public authorities

**Tab. E8 Enterprises using Internet for interaction with public authorities in the Czech Republic; 2010**

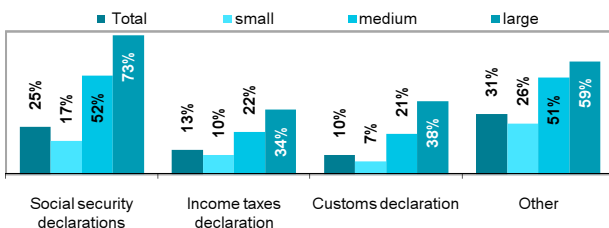
%

|  | For information search | For downloading forms | For sending filled in |
|--|------------------------|-----------------------|-----------------------|
| <b>Total (10 and more employees)</b>       | <b>81,8</b>            | <b>79,1</b>           | <b>63,2</b>           |
| Small enterprises (10-49)                  | 78,6                   | 75,4                  | 58,6                  |
| Medium enterprises (50-249)                | 94,1                   | 93,9                  | 80,6                  |
| Large enterprises (250+)                   | 97,8                   | 97,5                  | 89,7                  |
| <b>NACE category:</b>                      |                        |                       |                       |
| Manufacturing                              | 82,7                   | 81,9                  | 65,7                  |
| Electricity, gas and water supply          | 89,2                   | 89,8                  | 71,7                  |
| Construction                               | 80,5                   | 76,6                  | 56,3                  |
| Sale and repair of motor vehicles          | 89,4                   | 85,7                  | 69,7                  |
| Wholesale trade                            | 88,1                   | 85,1                  | 74,0                  |
| Retail trade                               | 69,8                   | 64,4                  | 52,7                  |
| Transport and storage                      | 78,4                   | 78,0                  | 62,2                  |
| Accommodation                              | 83,3                   | 79,1                  | 56,4                  |
| Food and beverage services                 | 62,5                   | 56,2                  | 38,3                  |
| Travel agency and related activities       | 84,8                   | 81,4                  | 63,1                  |
| Media industries incl. Publish. activities | 98,2                   | 93,3                  | 76,0                  |
| Telecommunications                         | 93,9                   | 92,9                  | 82,0                  |
| Comp. programm. and related activities     | 97,6                   | 95,7                  | 80,9                  |
| Financial and insurance activities         | 92,6                   | 89,6                  | 81,2                  |
| Real estate activities                     | 82,8                   | 82,2                  | 66,3                  |
| Professional, scientific activities        | 93,2                   | 88,0                  | 72,9                  |
| Administrative and support activities      | 73,4                   | 72,5                  | 53,1                  |

**Figure E16 Enterprises using the Internet for sending filled in forms to public authorities; 2010**



**Figure E17 Enterprises using the Internet for treating chosen administrative procedures with public authorities completely electronically; 2010**

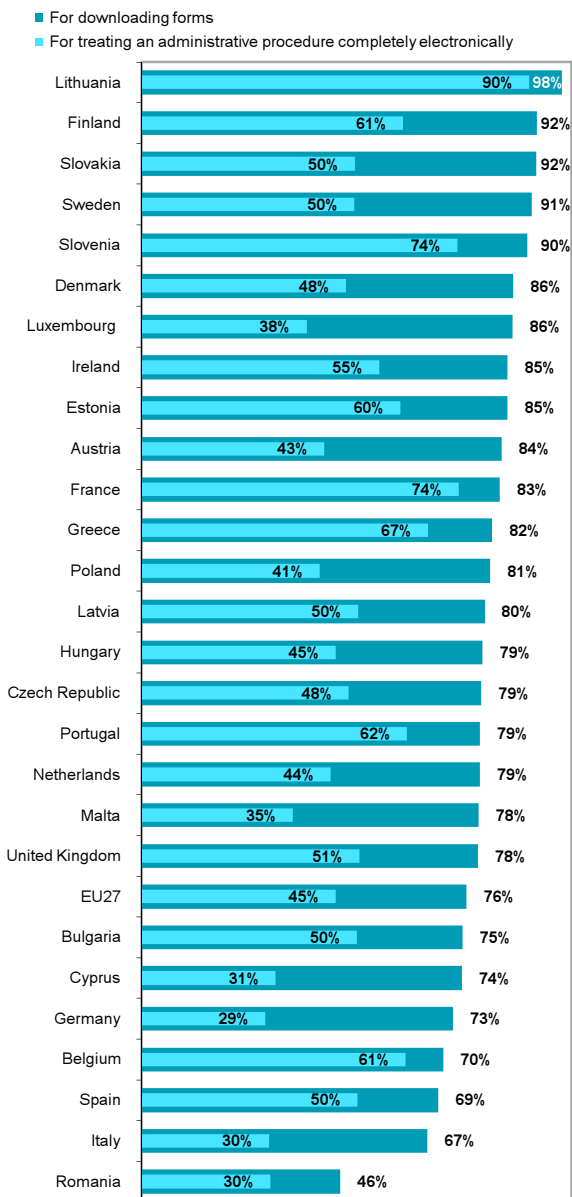


as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## E Public authorities

**Figure E18 Enterprises using Internet for interaction with public authorities; 2010**



as a percentage of all enterprises

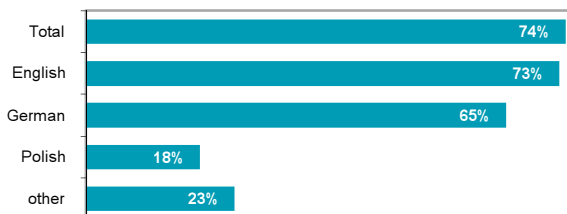
Source: Eurostat, 2012

## E Public authorities

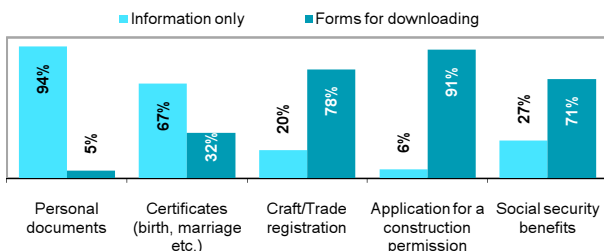
**Tab. E9 Municipalities with an extended competence having a Web site in the Czech Republic**

|   | 2009         | 2010         | 2011         |
|---|--------------|--------------|--------------|
| <b>Total</b>                                | <b>100,0</b> | <b>100,0</b> | <b>100,0</b> |
| <i>Available in foreign language, total</i> | 71,7         | 71,7         | 74,0         |
| 1 foreign language                          | 9,3          | 6,8          | 7,8          |
| 2 foreign languages                         | 41,0         | 36,6         | 39,5         |
| 3 foreign languages                         | 14,6         | 19,5         | 18,5         |
| 4 and more foreign languages                | 7,8          | 8,8          | 8,3          |
| <i>Web sites' applications available:</i>   |              |              |              |
| blind friendly version                      | 31,7         | 35,1         | 37,0         |
| browser                                     | 99,5         | 99,0         | 100,0        |
| attendance                                  | 33,2         | 25,4         | 35,0         |
| access registration                         | 49,3         | 40,5         | 38,0         |
| on-line contact                             | 41,5         | 48,3         | 53,2         |
| FAQ   | 31,7         | 36,1         | 44,9         |
| discussion forum                            | 29,3         | 25,9         | 24,9         |
| opinion poll                                | 36,1         | 30,2         | 33,7         |
| <i>Information available:</i>               |              |              |              |
| job opportunities                           | 76,6         | 74,6         | 80,0         |
| municipality development plan               | 22,0         | 26,8         | 33,0         |

**Figure E19 Municipalities with an extended competence having foreign language version of their web sites; August 2011**



**Figure E20 Services available on web sites of municipalities with an extended competence; August 2011**



as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities

Data on the number of computers per 100 students in the Czech schools originates from the Institute for Information in Education (IIE), which collects data in basic, secondary, and higher professional schools.

### Notes:

**Reference period:** September 30 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 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.

### Definitions:

- **Broadband:** see definition in Chapter A of this publication
- **Primary (basic schools - 1st stage):** 1st - 5th year of primary schools; ISCED 1
- **Lower secondary (basic schools - 2nd stage):** 6th - 9th year of primary schools and lower years of 6 and 8-year grammar schools; ISCED 2
- **Upper 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
- **Higher professionals schools, non tertiary:** ISCED 5B (also includes conservatories)

Detailed regional breakdown data on ICT in schools can be found in chapter 18 of each **Regional yearbook**.

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

For **international comparisons** data from the OECD Programme for International Students Assessment, **PISA 2000 and 2009** questionnaires were used. Due to different methodology data for the Czech Republic on the number of computers per 100 students from the Institute for Information in Education IIE are not fully comparable with data from PISA project. For more information see PISA 2009 Results: **Students On Line**.

Information on the **Internet use by students** is available from the annual statistical survey conducted by the CZSO titled: "**Sample Survey on ICT Use in Households and by Individuals**". For more information see **Chapter C** of this publication.

- **A student** is an individual aged 16 and more who studies and simultaneously is economically inactive i.e. may be classified neither as an employed nor an unemployed person.
- **Internet user:** student who used 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 etc.).
- **Internet activities:** includes various activities undertaken by students via Internet for personal non-business use in the last 3 months. *In case of purchasing over the Internet and usage of the Internet for interaction with public authorities in the last 12 months.*

The **Eurostat** online database for **Information society statistics** was used for the international comparison.

**Further information on statistics about ICT usage in education can be found on the following dedicated website (temporarily only in Czech):**  
[http://www.czso.cz/csu/redakce.nsf/i/informacni\\_technologie\\_ve\\_skolstvi](http://www.czso.cz/csu/redakce.nsf/i/informacni_technologie_ve_skolstvi)

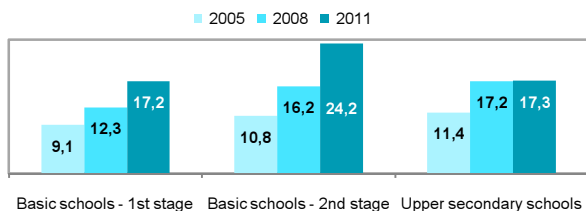
## F Schools

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

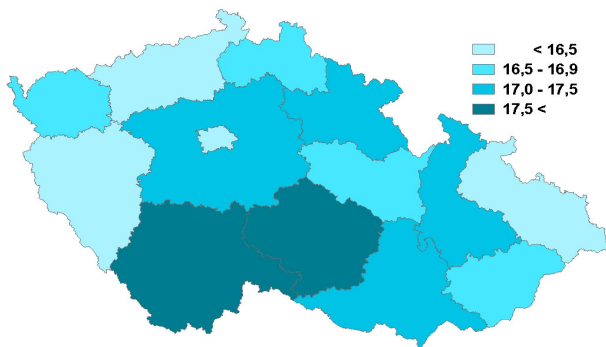
|   | 2009        | 2010        | 2011        |
|---|-------------|-------------|-------------|
| <b>Total</b>                                | <b>12,5</b> | <b>13,5</b> | <b>14,7</b> |
| Primary (basic schools - 1st stage)         | 16,0        | 16,8        | 18,1        |
| Lower secondary (basic schools - 2nd stage) | 21,0        | 22,8        | 24,9        |
| Upper secondary schools                     | 15,1        | 16,2        | 17,7        |
| Higher professionals schools, non tertiary  | 33,8        | 34,2        | 34,7        |
| <b>With Internet access</b>                 | <b>11,8</b> | <b>12,8</b> | <b>14,2</b> |
| Primary (basic schools - 1st stage)         | 14,6        | 15,6        | 17,2        |
| Lower secondary (basic schools - 2nd stage) | 20,1        | 22,0        | 24,2        |
| Upper secondary schools                     | 14,5        | 15,7        | 17,3        |
| Higher professionals schools, non tertiary  | 31,7        | 31,8        | 32,2        |
| <b>With a broadband access</b>              | <b>11,2</b> | <b>12,2</b> | <b>13,5</b> |
| Primary (basic schools - 1st stage)         | 13,5        | 14,5        | 15,9        |
| Lower secondary (basic schools - 2nd stage) | 19,0        | 20,8        | 22,8        |
| Upper secondary schools                     | 14,2        | 15,3        | 16,9        |
| Higher professionals schools, non tertiary  | 31,3        | 31,3        | 31,9        |

Note: The total number of computers per 100 students for all levels of schools is lower than for the individual ones. 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 Internet access in schools per 100 students**



**Figure F2 Number of computers with a broadband access in secondary schools per 100 students in Czech regions; 2011**

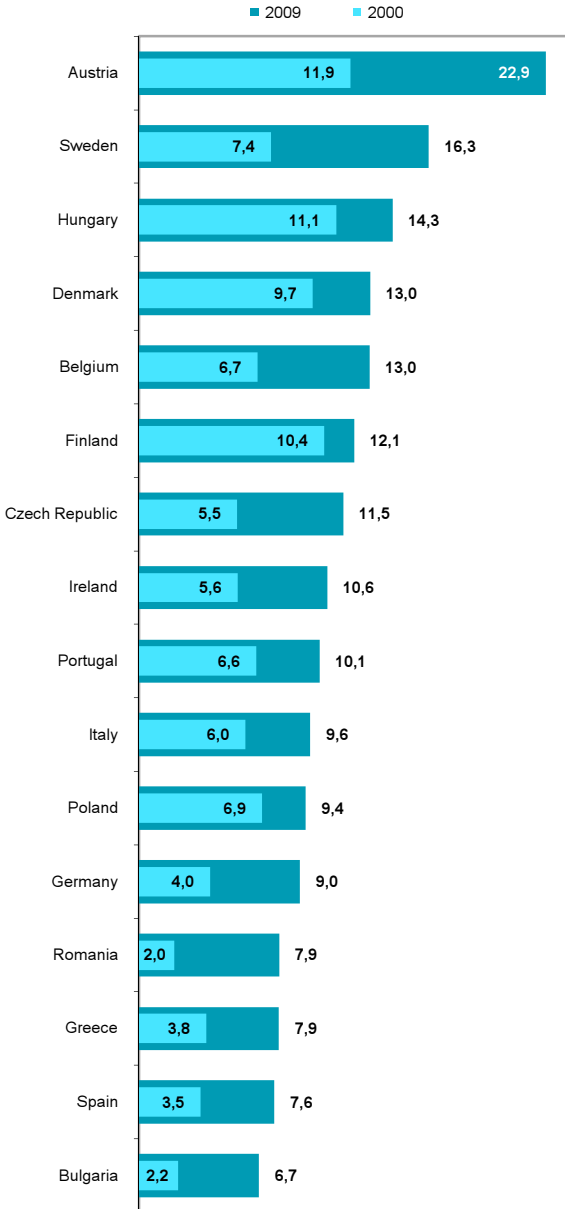


Source: Institute for Information on Education of the Czech Republic



## F Schools

Figure F3 Computers available to 15 years old students  
(per 100 students)



Source: OECD, PISA 2009

## F Schools

Tab F2 Students using Internet in the Czech Republic

%

|   | 2009        | 2010        | 2011        |
|---|-------------|-------------|-------------|
| <b>Total (aged 16+)</b>                       | <b>97,3</b> | <b>97,5</b> | <b>98,2</b> |
| Males   | 96,9        | 97,4        | 97,5        |
| Females                                       | 97,6        | 97,6        | 98,9        |
| <b>Students by level of attended schools:</b> |             |             |             |
| students of upper secondary schools           | 96,3        | 97,2        | 99,1        |
| university students                           | 99,0        | 99,5        | 98,9        |
| <b>Frequency of Internet use</b>              |             |             |             |
| every day                                     | 73,8        | 75,7        | 85,4        |
| at least once a week                          | 19,5        | 18,3        | 11,5        |
| less than once a week                         | 4,1         | 2,4         | 1,2         |
| <b>Place of Internet use</b>                  |             |             |             |
| home  | 87,9        | 89,5        | 91,9        |
| work  | 5,1         | 2,6         | 2,7         |
| school  | 85,0        | 87,7        | 91,6        |
| another person's home                         | 33,6        | 50,9        | 44,7        |
| elsewhere                                     | 14,5        | 34,2        | 20,0        |

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

Figure F4 Students using Internet

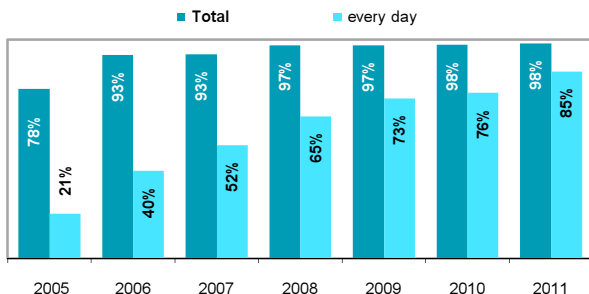
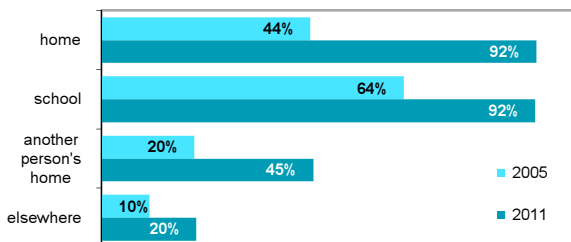


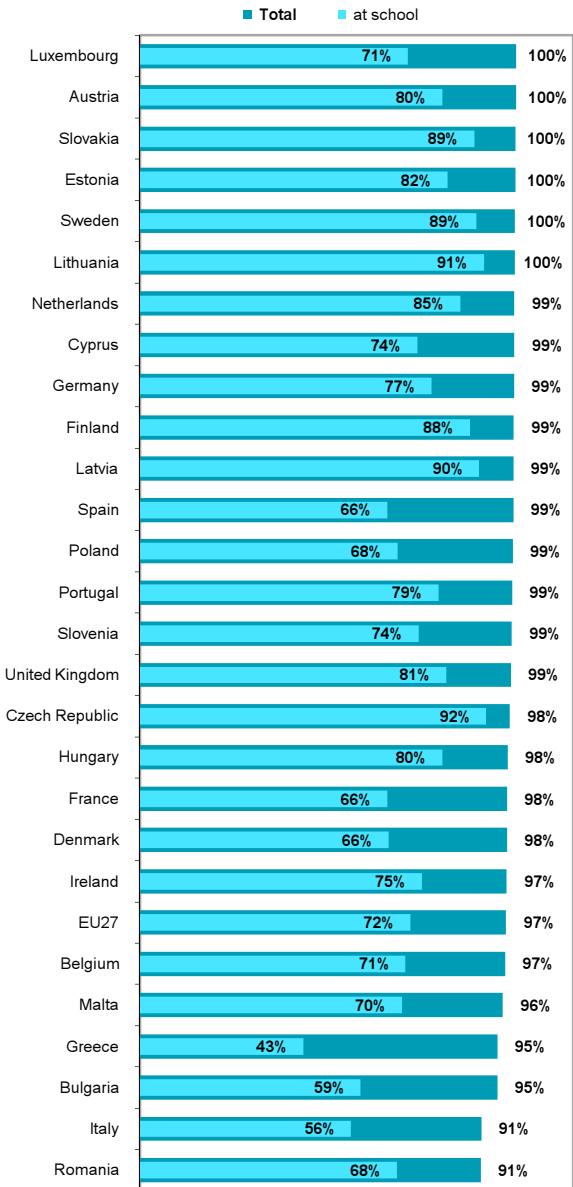
Figure F5 Place of Internet use by students



as a percentage of all students aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

**Figure F6 Students using Internet; 2011**

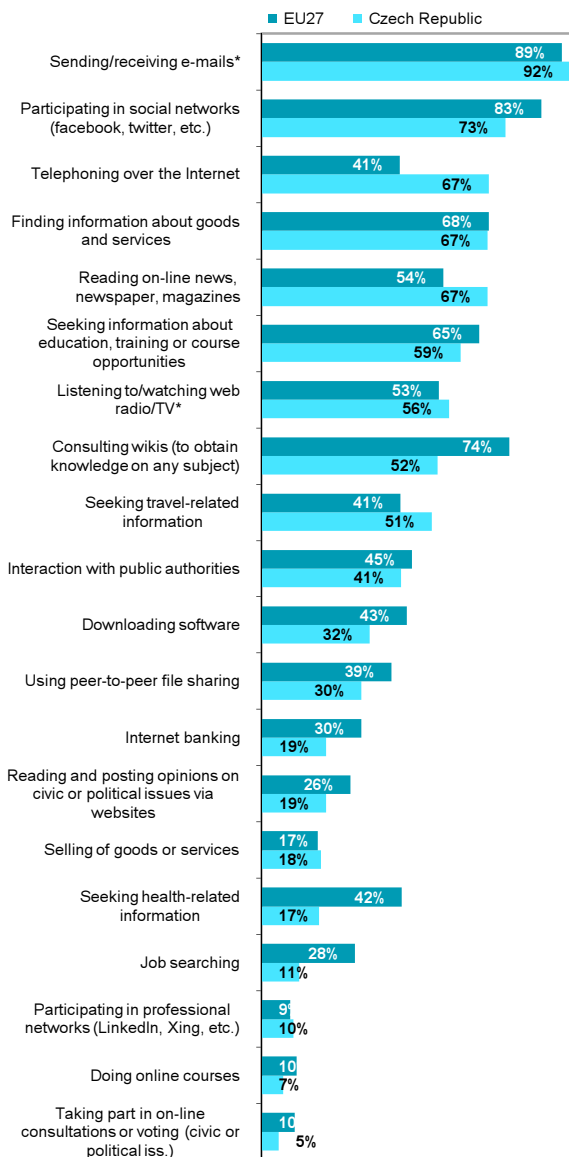


as a percentage of all students aged 16 years and over

Source: Eurostat, 2012

## F Schools

Figure F7 Internet activities undertaken by students; 2011



as a percentage of all students aged 16 years and over

\* internet activities in 2010

Source: Czech Statistical Office and Eurostat, 2012

## G Health establishments

Since 2003 the Czech Statistical Office (CZSO) in cooperation with the Institute of Health Information and Statistics of the Czech Republic (IHIS CR) has used results from a **short module related to ICT usage in the health-care facilities** as a main data source for measuring development of eHealth in the Czech Republic. This module is conducted annually as part of a mandatory yearly statement on employers, employees and other contracted workers.

### Notes:

**Reference period:** End of the monitored year for ICT equipment of health establishments and entire reference year for internet activities undertaken by independent physicians.

**Target population:** All health care facilities and providers in the Czech Republic. However, in this chapter, data are published only for practices of independent physicians and pharmacies. In 2010, the most recent period of data available, a total of 19 823 practices of independent physicians were surveyed. The response rate reached 89 % for practices of independent physicians.

**Available breakdowns:** Data on the use of Internet and web sites by independent physicians are available by their type of practice.

### Definitions:

- **Broadband** – see definition in Chapter A of this publication
- **GPs** – general practitioner
- **Electronic health record** is the use of internet-based medical documentation.
- **Online appointment system** offers the possibility to make appointments through the health establishment's website, using online form (e-mail is not included).
- **Online consultation** offers the possibility to ask health-related questions, which the health establishment answers by e-mail or may publish the response on its website.

Detailed regional breakdown data on ICT in health establishments can be found in chapter 18 of each **Regional yearbook**.

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

Information about **individuals reporting seeking health related information on the Internet** is available from the annual statistical survey conducted by the CZSO titled: **"Sample Survey on ICT Use in Households and by Individuals"**. For more information see **Chapter C** of this publication.

- **Internet user** – person who used 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 etc.).
- **Seeking health related information** – seeking information about diseases, treatment, diagnostics, nutrition etc. on internet at least once in the last 3 months preceding the interview for personal non-business.

The **Eurostat** online database for **Information society statistics** was used for the international comparison.

**Further information about eHealth statistics can be found on the following dedicated website (temporarily only in Czech):**

[http://www.czso.cz/csu/redakce.nsf/i/informacni technologie ve zdravotnictvi](http://www.czso.cz/csu/redakce.nsf/i/informacni%20technologie%20ve%20zdravotnictvi)

## G Health establishments

Tab. G1 Independent physicians' practices with access to selected ICT in the Czech Republic; 2010

|                  | Computer    | Internet    | Broadband   |
|------------------|-------------|-------------|-------------|
| <b>Total</b>     | <b>97,3</b> | <b>79,1</b> | <b>79,0</b> |
| GPs for adults   | 97,7        | 83,6        | 51,9        |
| GPs for children | 95,2        | 82,0        | 51,5        |
| Stomatologist    | 97,3        | 74,4        | 43,5        |
| Gynaecologist    | 98,0        | 85,7        | 59,2        |
| Specialists      | 97,7        | 78,1        | 49,1        |

%

as a percentage of all independent physicians' practices in a given category

Figure G1 Independent physicians' practices with Internet access

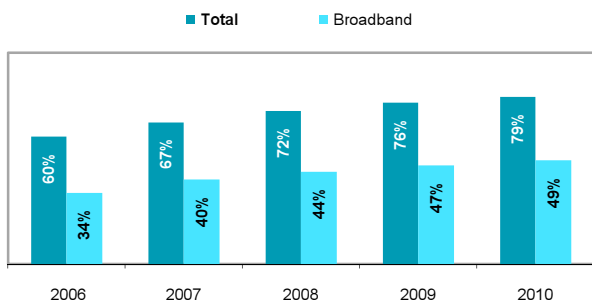
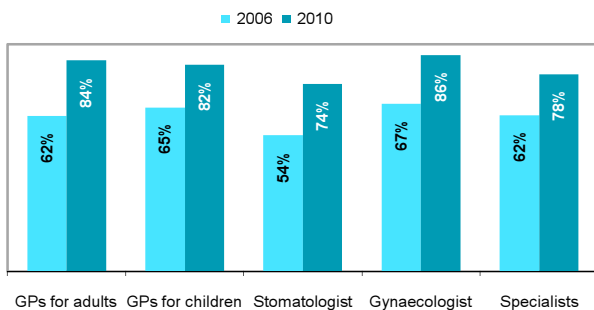


Figure G2 Independent physicians' practices with Internet access by type of practice



as a percentage of all independent physicians' practices in a given category

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

## G Health establishments

Tab. G2 Independent physicians' practices using Internet for selected activities in the Czech Republic

|                                      | %          |            |            |
|--------------------------------------|------------|------------|------------|
|                                      | 2008       | 2009       | 2010       |
| <b>For information search about:</b> |            |            |            |
| practical medicine                   | 62,5       | 64,9       | 67,2       |
| theoretical medicine                 | 57,8       | 59,9       | 62,2       |
| pharmacology                         | 57,0       | 60,1       | 62,9       |
| <b>For communication with:</b>       |            |            |            |
| business partners                    | 45,8       | 49,6       | 52,7       |
| health insurance companies           | 48,2       | 55,8       | 62,1       |
| other health establishments          | 37,9       | 42,5       | 46,7       |
| patients                             | 28,3       | 33,4       | 38,8       |
| pharmacies                           | 11,3       | 13,8       | 16,3       |
| <b>For keeping health records</b>    | <b>8,1</b> | <b>8,3</b> | <b>9,5</b> |

\* it includes both usage of Internet in the office or at home as a percentage of all independent physicians' practices

Figure G3 Independent physicians' practices communicating with patients via e-mail by type of practice

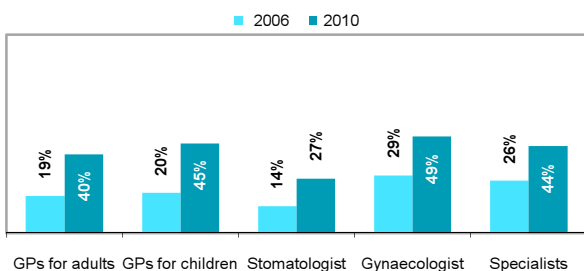
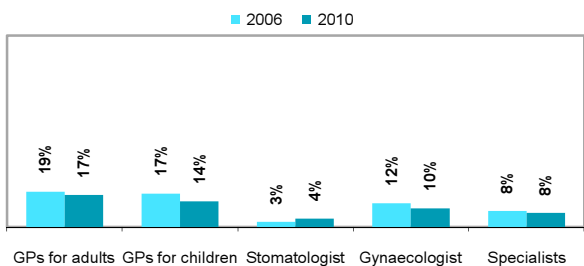


Figure G4 Independent physicians' practices keeping electronic health records by type of practice



as a percentage of all independent physicians' practices in a given category

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

## G Health establishments

Tab. G3 Independent physicians' practices with a Web site in the Czech Republic

|                  | %           |             |             |
|------------------|-------------|-------------|-------------|
|                  | 2008        | 2009        | 2010        |
| <b>Total</b>     | <b>13,1</b> | <b>16,7</b> | <b>20,2</b> |
| GPs for adults   | 9,0         | 12,8        | 16,5        |
| GPs for children | 16,9        | 22,4        | 26,8        |
| Stomatologist    | 6,7         | 8,0         | 10,9        |
| Gynaecologist    | 19,6        | 24,2        | 31,2        |
| Specialists      | 18,5        | 23,1        | 26,2        |

as a percentage of all independent physicians' offices in a given category

Figure G5 Independent physicians' practices with a Website

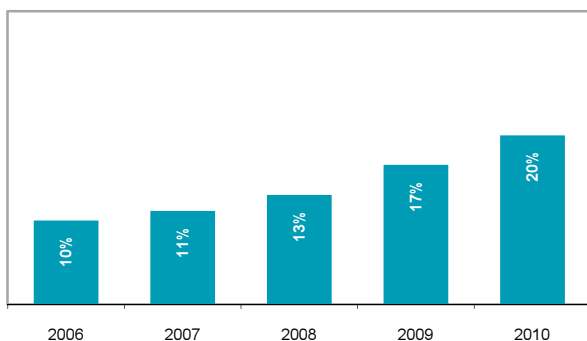
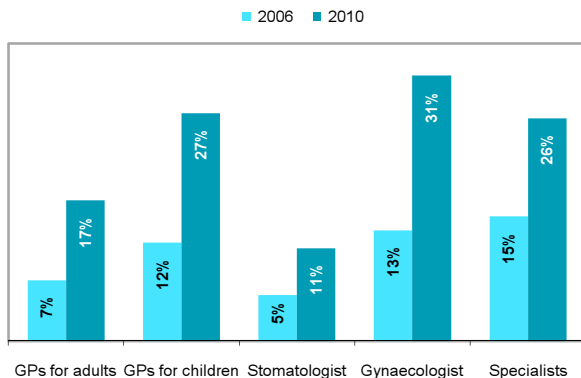


Figure G6 Independent physicians' practices with a Website by type of practice



as a percentage of all independent physicians' practices in a given category

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



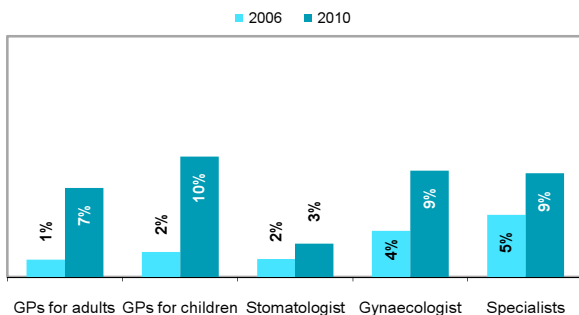
## G Health establishments

**Tab. G4 Independent physicians using their web sites for selected activities in the Czech Republic; 2010**

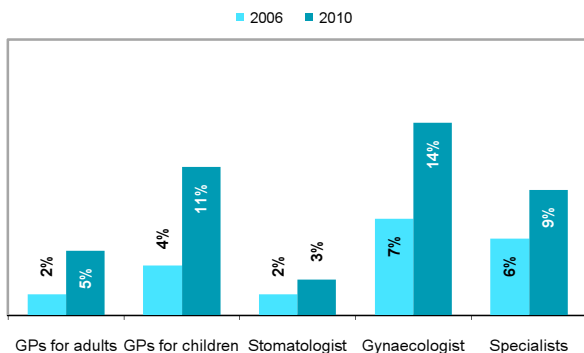
|                  | %                  |                     |
|------------------|--------------------|---------------------|
|                  | Online appointment | Online consultation |
| <b>Total</b>     | <b>6,9</b>         | <b>6,8</b>          |
| GPs for adults   | 7,4                | 4,7                 |
| GPs for children | 10,0               | 10,8                |
| Stomatologist    | 2,8                | 2,6                 |
| Gynaecologist    | 8,8                | 14,0                |
| Specialists      | 8,6                | 9,1                 |

as a percentage of all independent physicians' practices in a given category

**Figure G7 Independent physicians enabling online appointments via their web sites**



**Figure G8 Independent physicians enabling online consultations via their web sites**



as a percentage of all independent physicians' practices in a given category

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

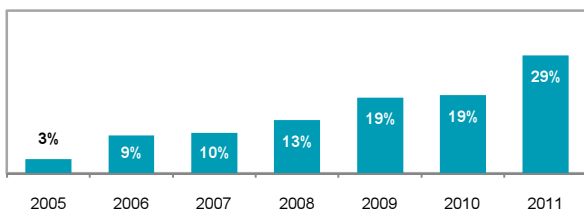
## G Health establishments

Tab. G5 Individuals using Internet for seeking health-related information in the Czech Republic

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | 2009        | 2010        | 2011        |
| <b>Total 16+</b>                           | <b>18,7</b> | <b>19,2</b> | <b>29,0</b> |
| <b>Gender:</b>                             |             |             |             |
| males (aged 16+)                           | 11,6        | 12,6        | 20,0        |
| females (aged 16+)                         | 25,4        | 25,5        | 37,5        |
| <b>Age group:</b>                          |             |             |             |
| 16–24 years                                | 15,9        | 13,1        | 18,4        |
| 25–34 years                                | 25,9        | 25,0        | 37,9        |
| 35–44 years                                | 27,7        | 29,3        | 42,0        |
| 45–54 years                                | 21,5        | 23,4        | 36,9        |
| 55–64 years                                | 16,4        | 16,3        | 25,0        |
| 65 and more years                          | 3,9         | 6,7         | 11,5        |
| <b>Highest education level (aged 25+):</b> |             |             |             |
| primary (ISCED 0-2)                        | 2,0         | 4,1         | 8,9         |
| lower secondary (ISCED 3C)                 | 11,8        | 12,3        | 19,1        |
| upper secondary (ISCED 3A and 4)           | 27,3        | 27,8        | 41,6        |
| tertiary (ISCED 5-6)                       | 37,3        | 37,7        | 52,2        |
| <b>Specific categories:</b>                |             |             |             |
| students (aged 16+)                        | 16,0        | 13,2        | 17,7        |
| women on parental leave                    | 53,6        | 50,4        | 63,7        |
| pensioners                                 | 5,6         | 8,2         | 13,5        |

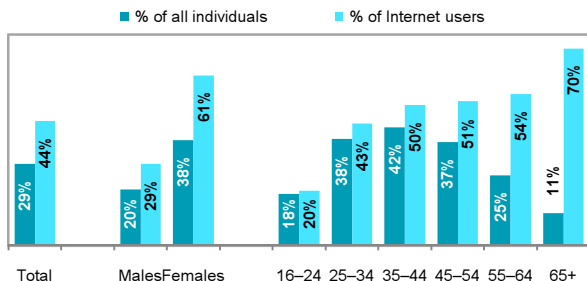
as a percentage of all individuals aged 16 years and over in a given group

Figure G9 Individuals using Internet for seeking health-related information



as a percentage of all individuals aged 16 years and over

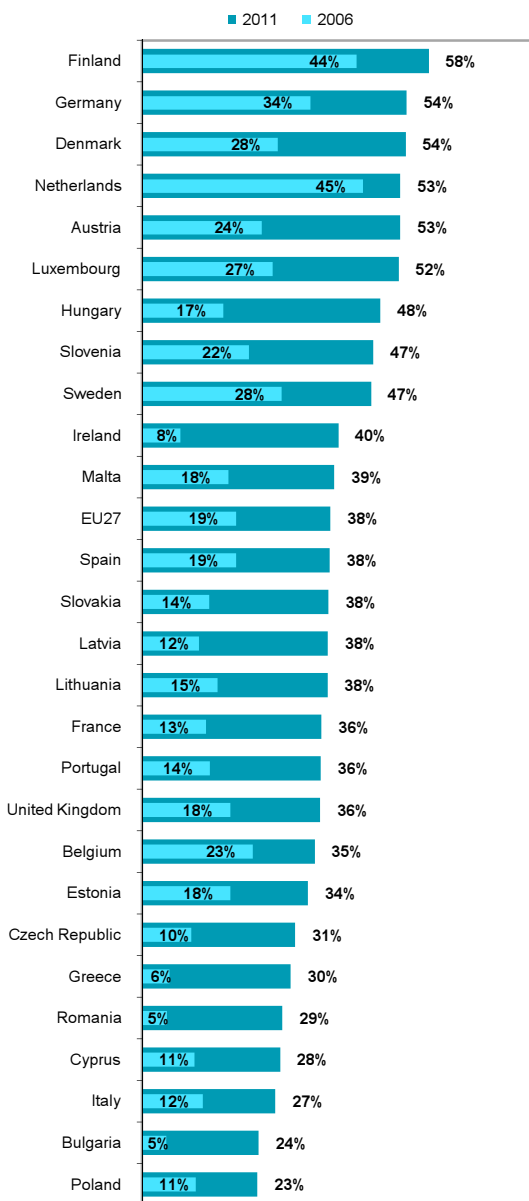
Figure G10 Individuals using Internet for seeking health-related information; 2011



Source: Czech Statistical Office, Household Survey on ICT Use

## G Health establishments

Figure G11 Individuals using Internet for seeking health-related information

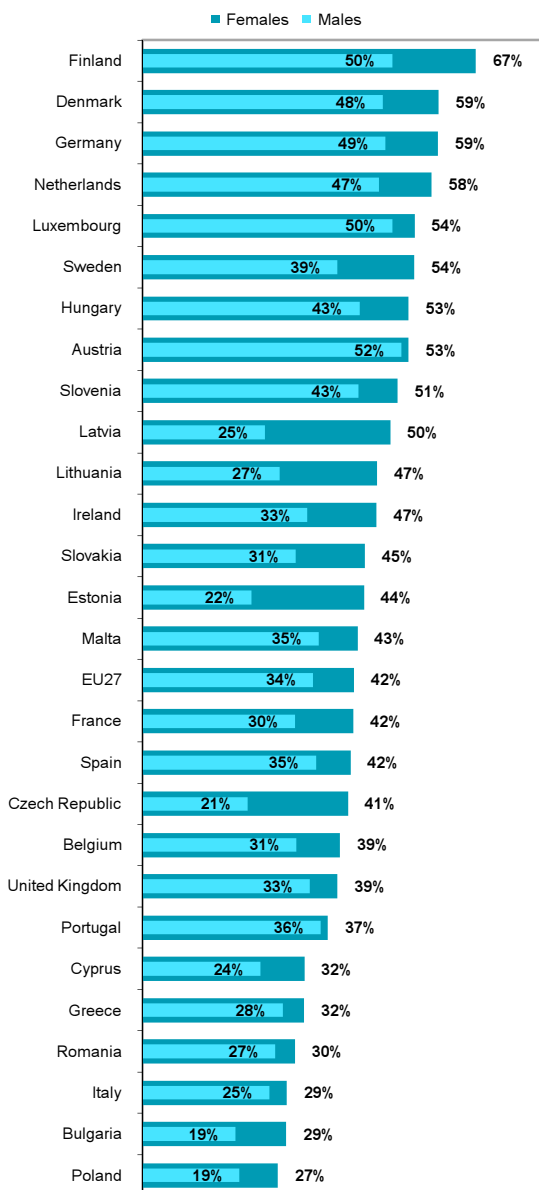


as a percentage of all individuals aged 16 to 74

Source: Eurostat, 2012

## G Health establishments

Figure G12 Individuals using Internet for seeking health-related information by gender; 2011



as a percentage of all individuals aged 16 to 74

Source: Eurostat, 2012