

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**.

The latest survey in regards to this issue was conducted in the first half of 2012 in respect of the **reference period of 31 December 2011**. 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 2012**. 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)
- A **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.*
- A **form for downloading** shall mean the form is available (most often in the PDF format) at a webpage of the organisation. A citizen/enterprise may download the form or print it out. *To be counted, the public authority shall have at least one downloadable or printable official form for provided public services (administrative procedures) available on its websites.*
- A **form for on-line completion** shall mean a web application where citizen/enterprise can fill in the form right at the webpage of an organisation. A rule accuracy of filling is often automatically included. *To be counted, the public authority should offer on its websites at least one public service (administrative procedure) for online completion.*
- A **form for full electronic case handling** shall mean that 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.
- An **electronic submission (submitting completed forms)** shall mean there is a web application enabling that a form can be filled in and sent out directly on-line. What is important is that citizen/enterprise does not need to visit the authority personally.
- **Homeworking** - see definition in **Chapter D** of this publication

Regional data can be found in chapter 18 of each **Regional yearbook**.
<http://www.czso.cz/eng/edicniplan.nsf/aktual/ep-1#10>

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).

The **Eurostat** online database for **Information society statistics** was used to obtain international data on Internet use by individuals/enterprises in interaction with public authorities. *Data from this database were extracted in March 2013.*

Further information on eGovernment statistics can be found at:

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

E Public authorities

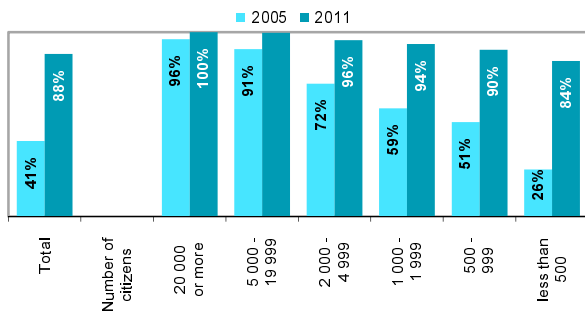
Tab. E1 ICT in public authorities in the Czech Republic; 2011

%

	LAN	Internet	Broadband
State administration offices	99,0	100,0	98,0
Regional offices	100,0	100,0	100,0
Municipalities, total	59,4	99,8	88,2
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	99,5	100,0	99,5
2 000 - 4 999 citizens	97,3	100,0	95,5
1 000 - 1 999 citizens	87,9	100,0	93,6
500 - 999 citizens	70,2	99,8	90,4
less than 500 citizens	40,8	99,6	84,3

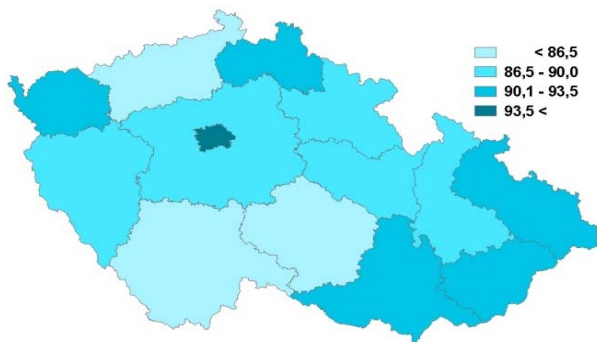
LAN - Internal computer network

Figure E1 Municipalities with a broadband access



as a percentage of all public offices in a given group

Figure E2 Municipalities with a broadband access by Czech regions (%); 2011



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

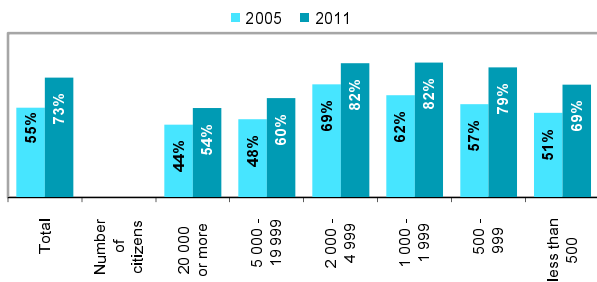
E Public authorities

Tab. E2 Internet use by public authorities in the Czech Republic; 2011

%

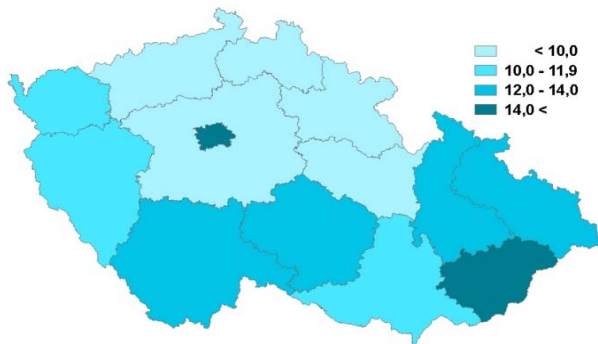
	Public authorities using Internet for:		
	Internet banking	Telephoning (VoIP)	Training of employees
State administration offices	87,2	23,2	52,3
Regional offices	100,0	53,8	92,3
Municipalities, total	89,8	14,1	25,7
Size class of municipalities:			
20 000 or more citizens	97,5	30,4	84,8
5 000 - 19 999 citizens	99,5	25,6	73,5
2 000 - 4 999 citizens	98,3	22,6	36,7
1 000 - 1 999 citizens	95,9	16,7	29,4
500 - 999 citizens	92,4	13,9	28,3
less than 500 citizens	85,6	11,4	18,0

Figure E3 Municipalities with Public Internet Access Point



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 (%); 2011



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

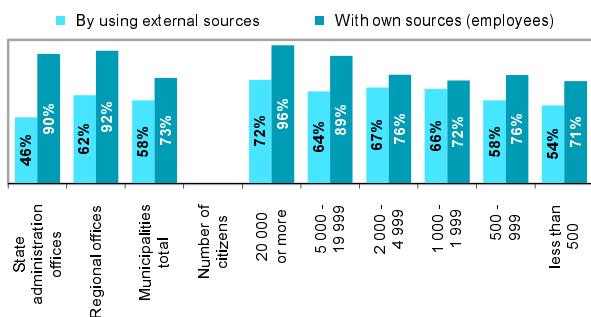
E Public authorities

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

	%		
	2009	2010	2011
State administration offices	91,2	91,7	95,0
Regional offices	100,0	100,0	100,0
Municipalities, total	94,0	96,8	97,9
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	100,0	100,0	100,0
2 000 - 4 999 citizens	99,2	100,0	99,8
1 000 - 1 999 citizens	99,2	99,1	99,3
500 - 999 citizens	98,3	99,3	99,2
less than 500 citizens	90,0	94,6	96,7

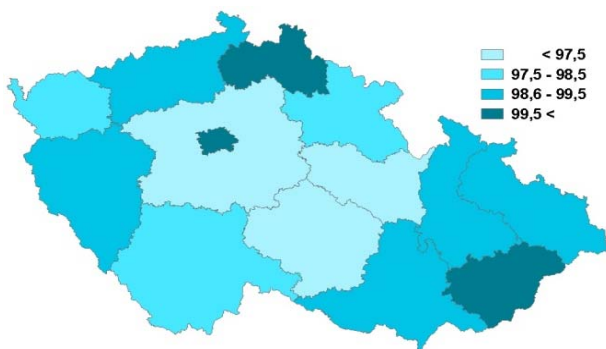
as a percentage of all public offices in a given group

Figure E5 Development and management of public authorities' websites; 2011



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

Figure E6 Municipalities with a Website by Czech regions (%); 2011



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E4 Applications on public authorities' websites in the Czech Republic; 2011

%

	Forms for downloading	Forms for on-line completion	Forms for full electronic case handling
State administration offices	64,0	32,2	38,9
Regional offices	100,0	84,6	69,2
Municipalities, total	50,5	14,3	13,0
<i>Size class of municipalities:</i>			
20 000 or more citizens	97,5	34,2	20,3
5 000 - 19 999 citizens	98,1	18,6	19,5
2 000 - 4 999 citizens	82,1	19,9	21,9
1 000 - 1 999 citizens	62,3	16,3	15,4
500 - 999 citizens	50,2	14,8	12,0
less than 500 citizens	39,6	12,3	11,1

Figure E7 Public authorities providing on their websites forms for downloading

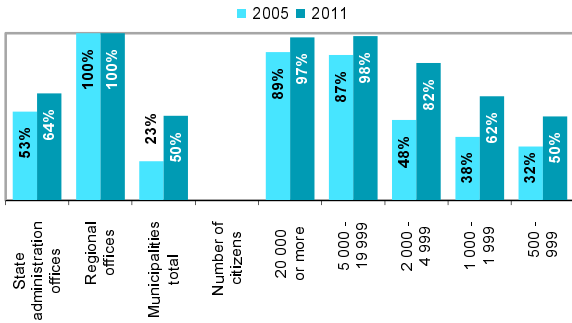
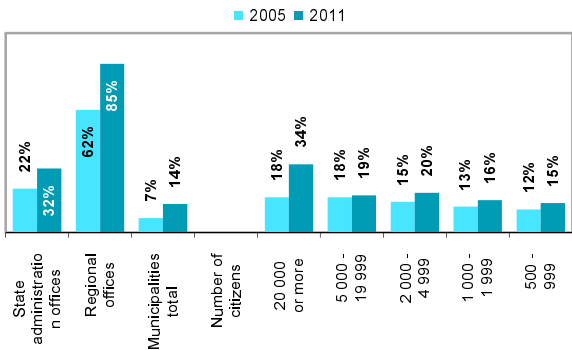


Figure E8 Public authorities providing on their websites forms for online completion



as a percentage of public offices with a Website

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab E5 Public authorities in the Czech Republic enabling employees remote access and homeworking; 2011

%

	Remote access (to the email account)	Homeworking (working from home by using ICT)
State administration offices	77,9	46,3
Regional offices	100,0	38,5
Municipalities, total	43,5	18,7
<i>Size class of municipalities:</i>		
20 000 or more citizens	91,1	35,4
5 000 - 19 999 citizens	70,2	34,4
2 000 - 4 999 citizens	42,2	17,1
1 000 - 1 999 citizens	30,7	12,9

Figure E9 Public authorities enabling employees accessing their business email account remotely; 2011

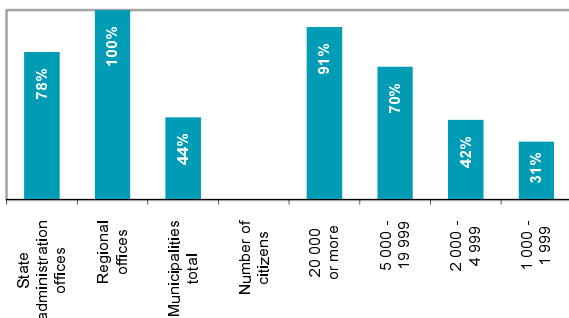
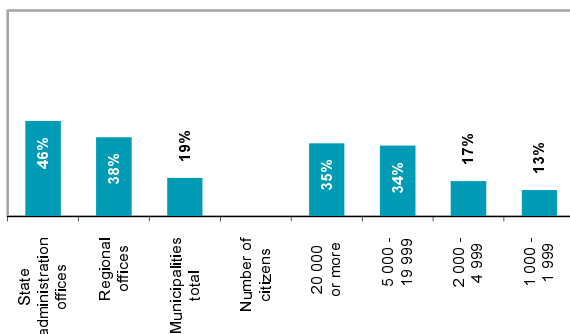


Figure E10 Public authorities enabling employees working from home by using ICT (homeworking); 2011



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 in the Czech Rep. having at work own e-mail account and Internet access; 2011
%

	Own business e-mail account	Computer with Internet access
State administration offices	66,8	68,4
Regional offices	83,0	83,1
Municipalities, total	56,3	55,6
<i>Size class of municipalities:</i>		
20 000 or more citizens	60,8	59,3
5 000 - 19 999 citizens	65,2	65,3
2 000 - 4 999 citizens	43,0	43,3
1 000 - 1 999 citizens	34,0	33,8

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

Figure E11 Employees of public authorities taking part in any computer course provided by their employer; 2011

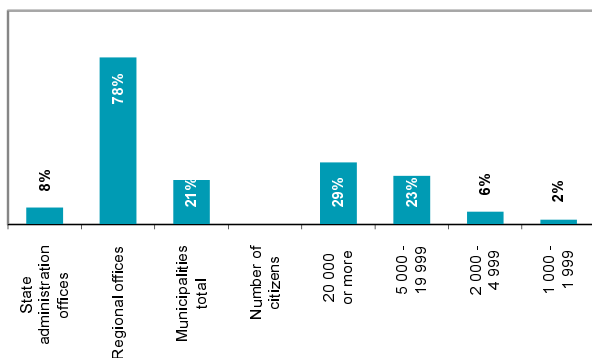
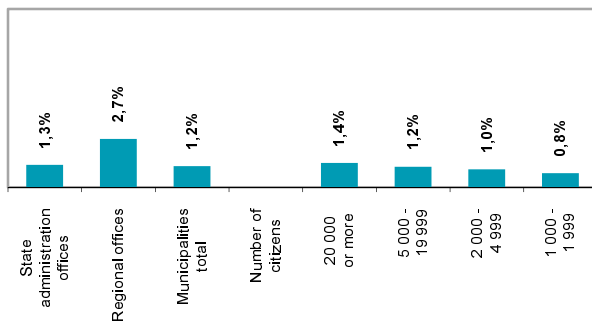


Figure E12 Employees of public authorities regularly working from home by using ICT (homeworking); 2011



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

E Public authorities

Tab. E7 Individuals using the Internet for interaction with public authorities in the Czech Republic; 2012

	Information search	Downloading forms	Submitting forms
Total (aged 16+)	25,6	14,1	12,5
Total (aged 16–74)	27,7	15,3	13,5
Gender:			
Males (aged 16+)	25,9	15,0	13,5
Females (aged 16+)	25,3	13,3	11,5
Age group:			
16–24 years	18,9	10,3	9,1
25–34 years	41,7	25,0	20,5
35–44 years	36,9	20,0	19,6
45–54 years	31,7	17,3	15,0
55–64 years	20,1	10,0	8,3
65 years and over	4,5	2,1	2,1
Highest education level (aged 25+):			
Basic	5,9	2,3	1,9
Lower secondary (ISCED 3C)	16,0	7,1	6,3
Upper secondary (ISCED 3A and 4)	35,8	20,2	17,6
Tertiary (ISCED 5-6)	52,9	32,7	29,7
Specific categories:			
Students (aged 16+)	18,9	9,6	9,3
Pensioners	6,3	2,6	2,4

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

Figure E13 Individuals using the Internet for interaction with public authorities

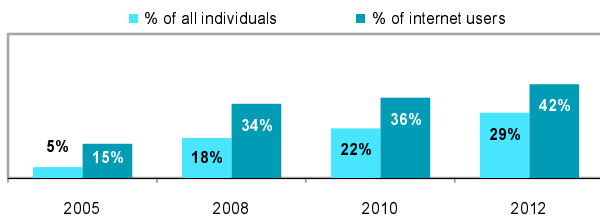
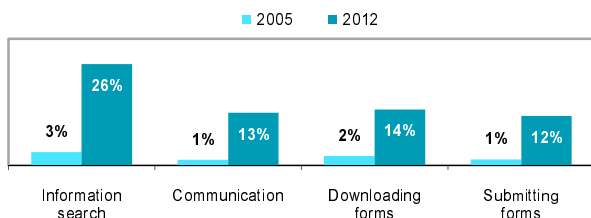


Figure E14 Individuals using the Internet for interaction with public authorities for selected activities

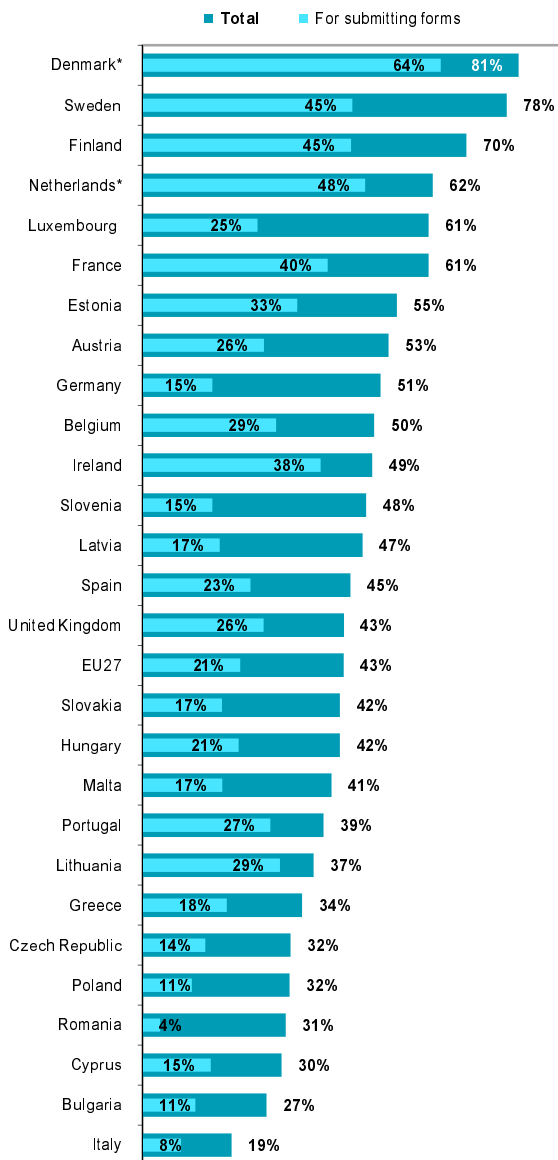


as a percentage of all individuals aged 16+

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
* year 2010

Source: Eurostat, 2013

E Public authorities

Tab. E8 Enterprises using the Internet for interaction with public authorities in the Czech Republic; 2011

%

	Information search	Downloading forms	Sending filled in forms
Total (10 and more employees)	88,6	86,8	73,5
Small enterprises (10-49)	86,6	84,7	69,4
Medium enterprises (50-249)	95,9	94,3	88,4
Large enterprises (250+)	98,9	97,8	93,8
NACE category:			
Manufacturing	89,3	87,7	77,7
Electricity, gas and water supply	94,9	94,4	88,2
Construction	90,6	90,2	73,9
Sale and repair of motor vehicles	94,0	88,4	78,1
Wholesale trade	90,4	90,4	82,1
Retail trade	77,6	74,6	54,4
Transport and storage	89,1	85,9	67,7
Accommodation	89,6	88,0	71,1
Food and beverage services	74,4	67,9	45,5
Travel agency and related activities	93,4	93,4	71,7
Media industries incl. Publish. activ.	94,1	92,4	83,2
Telecommunications	96,9	96,8	93,9
Comp. programm. and related activ.	97,7	94,7	81,3
Financial and insurance activities	96,6	94,8	87,5
Real estate activities	93,7	90,4	76,0
Professional, scientific activities	96,6	95,8	81,8
Administrative and support activities	80,3	79,8	64,6

Figure E16 Enterprises using the Internet for sending filled in forms (submitting completed forms)

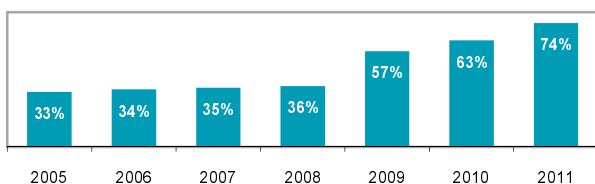
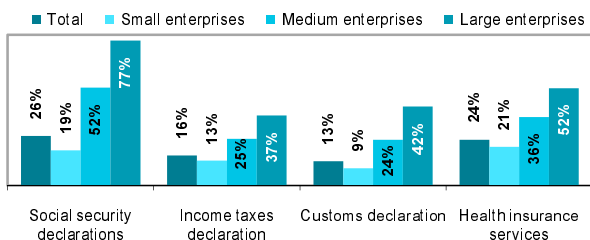


Figure E17 Enterprises using the Internet for treating chosen administrative procedure fully electronically, 2011

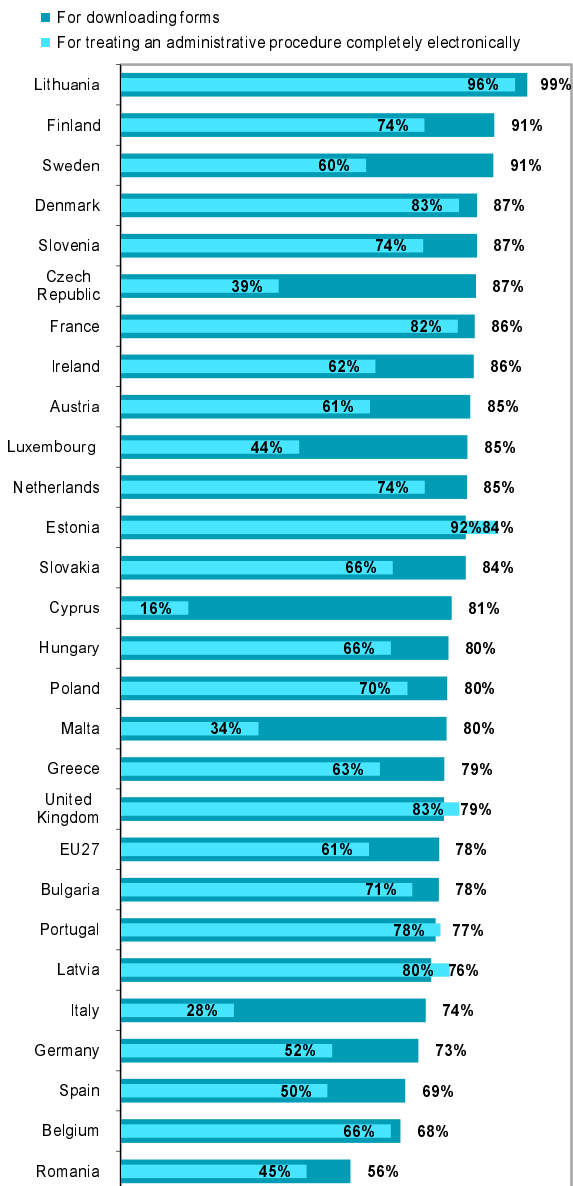


as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

E Public authorities

Figure E18 Enterprises using Internet for interaction with public authorities; 2011



as a percentage of all enterprises

Source: Eurostat, 2013

E Public authorities

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

	2010	2011	2012
Total	100,0	100,0	100,0
<i>of which available also in foreign language version</i>	71,7	74,0	74,1
Available websites' applications:			
Blind friendly version	35,1	37,0	37,1
Website Traffic	25,4	35,0	27,8
Access registration	40,5	38,0	44,4
On-line contact	48,3	53,2	50,7
FAQ	36,1	44,9	39,0
Discussion forum	25,9	24,9	24,4
Opinion poll	30,2	33,7	24,4
Information available:			
Job opportunities	74,6	80,0	71,7
Municipality development plan	26,8	33,0	39,0

Figure E19 Municipalities with an extended competence having foreign language version of their websites; 2012

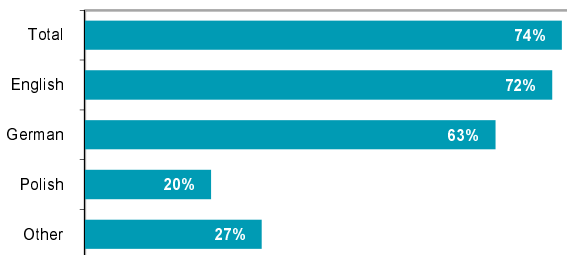
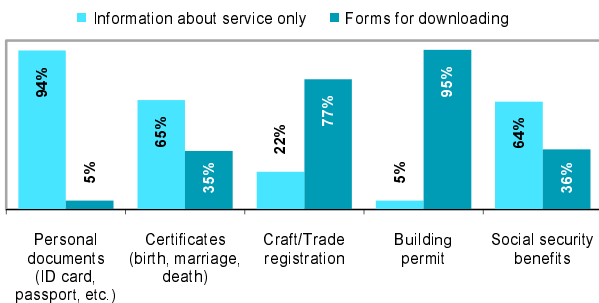


Figure E20 Services available on web sites of municipalities with an extended competence; 2012



as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities