D Public administration

Since 2003, the Czech Statistical Office has been conducting periodic annual surveys on ICT usage in the public administration. The pilot survey was carried out in 2002. The present survey fully covers all state administration offices, regional offices and municipalities. The main focus of the survey is to monitor access to ICT by public administration (PC, internet, LAN, broadband, e-signature), human resources, infrastructure and usage of ICT (web sites, on-line services) and citizens' access to ICT within organizations (PIAP, information kiosk).

Notes:

Target population: Survey fully covered all state administration offices, regional offices and municipalities

Sample: Organizations by legal form:

- 376 State administration offices (ministries, central state administration offices, courts, labour offices etc.)
- 13 Regional offices
- 6 300 Municipal offices (incl. Parts of Prague)
  - Municipality (or part of Prague) with 500 and more citizens
  - Municipality with less than 500 citizens

Questionnaire structure:

Questionnaire designed for state administration offices, regional offices and municipalities with 500 or more citizens covered the following:

- access to information and communication technologies
- usage of information and communication technologies to cover needs of organization
- citizens´ access to information and communication technologies made available by public administration (public internet access point, information kiosk)
- web sites and services available on-line for citizens and enterprises
- electronic purchasing of goods and services

Questionnaire designed for municipalities with less than 500 citizens was shorter and covered only basic indicators, mainly focusing on infrastructure of ICT and citizens´ access to ICT within organization.

Definitions:

- **Information kiosk** – computer at public place (e.g. town hall), which allows citizens to view information on public administration, culture, health, education, public transportation, maps etc.
- **Czech POINT** – The objective of the CZECH POINT project is to create contact points through which the general public can obtain transcripts and information statements from the government's central register. The main aim of this project is to reduce the excessive bureaucracy for citizens in relation to public administration.

Other data source:

- **ICT in libraries** – National Information and Consulting Centre for Culture
- **Individuals** – statistical survey on ICT use by Czech households and individuals
- **Enterprises** – statistical survey on ICT use in the Czech business sector
- **International comparison** is possible only for using ICT by individuals and enterprises. Eurostat database was used as a data source for international comparison.

D Public administration

Table D1 Employees of public authorities using ICT at work, 2006

			%
	Computer	**e-mail**	**Internet**
State administration offices	76.7	54.4	50.1
Regional offices	99.0	92.4	90.8
Municipalities total	**75.0**	**71.1**	**70.6**
by size of municipalities			
20 000 or more citizens	86.9	84.3	82.6
5 000 - 19 999 citizens	83.0	80.4	80.3
2 000 - 4 999 citizens	62.2	58.4	58.9
1 000 - 1 999 citizens	50.8	43.5	43.6
500 - 999 citizens	40.3	33.1	35.7
less than 500 citizens	60.2	51.2	50.8

Figure D1 Employees of public authorities using selected ICT at work, 2006
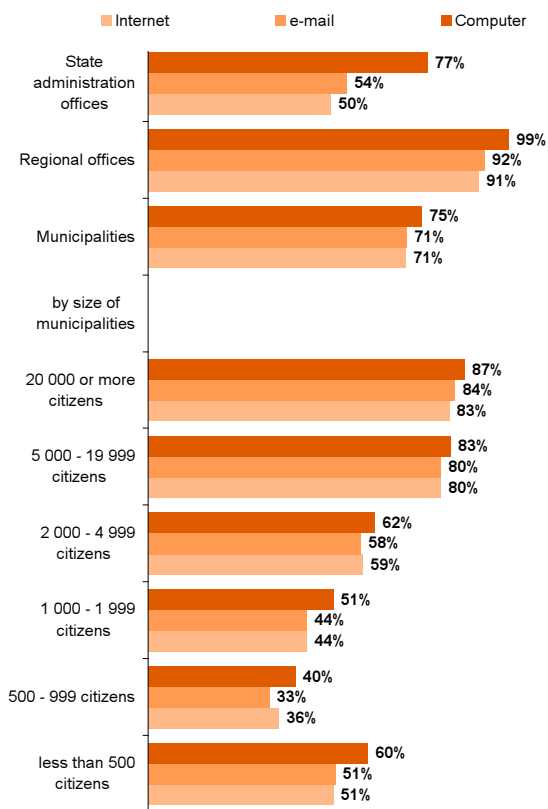
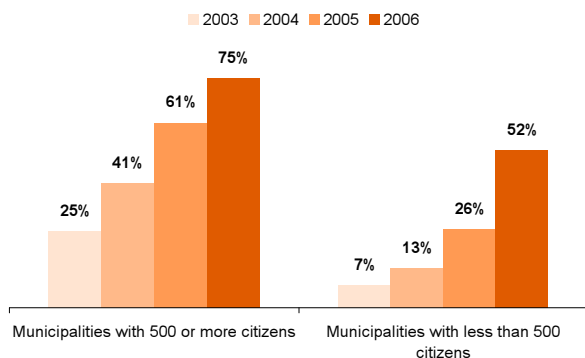*as a percentage of all employees in public sector - given category*

Source: CZSO, Survey on ICT Usage in Public Administration

Table D2 Public authorities with a broadband connection

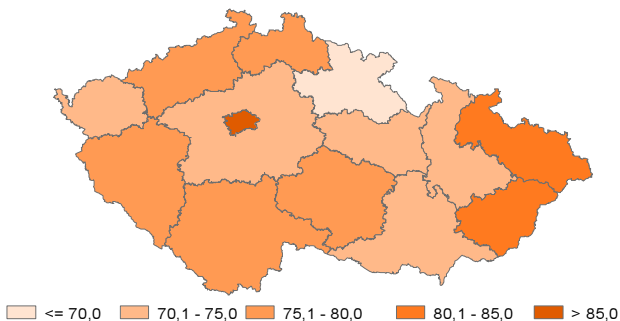|	2004	2005	2006
			%
State administration offices	78.6	85.8	89.8
Regional offices	100.0	100.0	100.0
Municipalities total	**25.1**	**41.0**	**62.1**
by size of municipalities			
20 000 or more citizens	93.7	96.2	97.5
5 000 - 19 999 citizens	75.8	90.7	97.2
2 000 - 4 999 citizens	51.3	72.1	81.3
1 000 - 1 999 citizens	37.3	58.6	74.5
500 - 999 citizens	30.2	51.3	69.0
less than 500 citizens	13.0	25.6	51.7

Figure D2 Municipalities with a broadband connection

as a percentage of all public offices in a given category

Figure D3 Municipalities (with 500 and more citizens) with a broadband connection, 2006

as a percentage of all municipatilities with 500 or more citiziens in each region
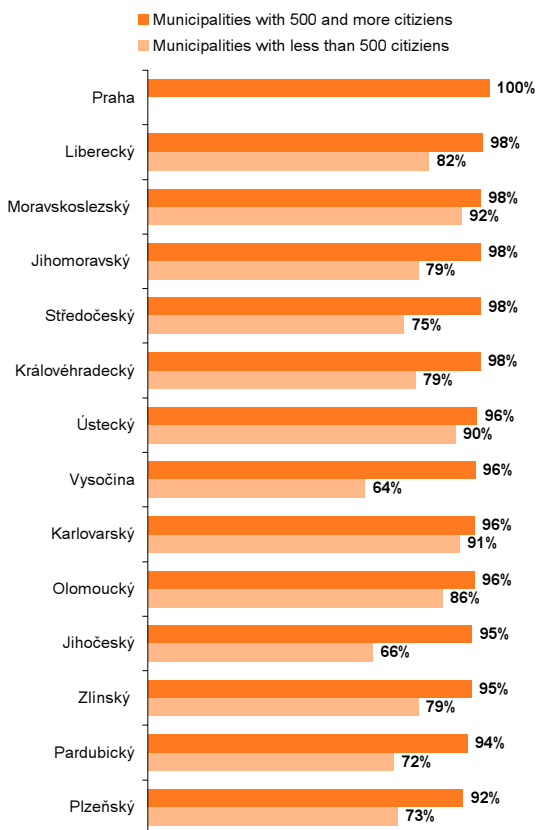
Source: CZSO, Survey on ICT Usage in Public Administration

Table D3 Public authorities with a web site

			%
	2004	**2005**	**2006**
State administration offices	85.3	85.5	88.4
Regional offices	100.0	100.0	100.0
Municipalities total	**65.6**	**73.3**	**84.2**
by size of municipalities			
20 000 or more citizens	97.5	100.0	100.0
5 000 - 19 999 citizens	96.2	99.1	100.0
2 000 - 4 999 citizens	94.4	98.7	99.7
1 000 - 1 999 citizens	85.0	93.5	96.5
500 - 999 citizens	77.0	84.5	94.5
less than 500 citizens	51.5	59.8	74.7

Figure D4 Municipalities with web site, 2006

- Municipalities with 500 and more citizens
- Municipalities with less than 500 citiziens

Region	500 and more	less than 500
Praha	100%	
Liberecký	98%	82%
Moravskoslezský	98%	92%
Jihomoravský	98%	79%
Středočeský	98%	75%
Královéhradecký	98%	79%
Ústecký	96%	90%
Vysočina	96%	64%
Karlovarský	96%	91%
Olomoucký	96%	86%
Jihočeský	95%	66%
Zlínský	95%	79%
Pardubický	94%	72%
Plzeňský	92%	73%

as a percentage of all public offices in a given category

Source: CZSO, Survey on ICT Usage in Public Administration

D Public administration

Table D4 On-line services available on public authorities' web sites, 2006

%

	Information	Forms	On-line applications
State administration offices	66.4	56.7	26.8
Regional offices	92.3	92.3	61.5
Municipalities total	**49.4**	**43.8**	**11.0**
by size of municipalities			
20 000 or more citizens	87.3	97.5	21.5
5 000 - 19 999 citizens	72.8	87.6	16.6
2 000 - 4 999 citizens	55.9	56.9	12.8
1 000 - 1 999 citizens	48.7	39.1	12.3
500 - 999 citizens	40.9	30.7	8.0

Figure D5 Public authorities with forms on web sites
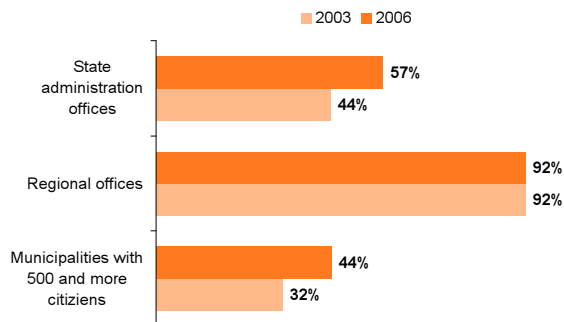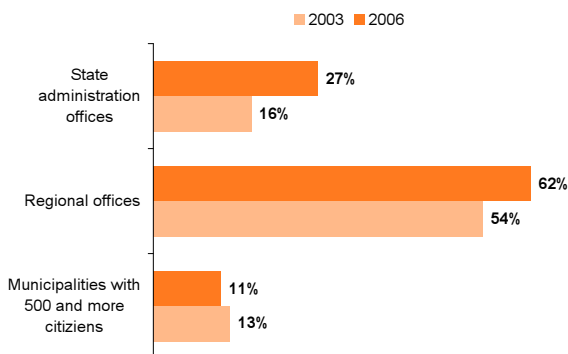

Figure D6 Public authorities with on-line aplication for filled-in forms

as a percentage of public offices with a web site

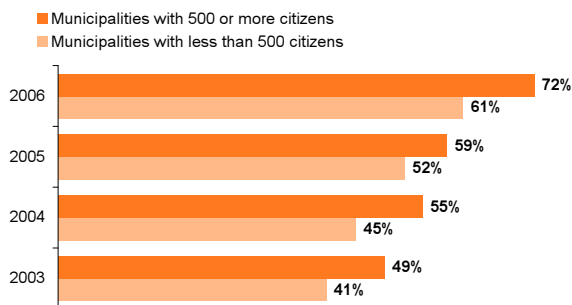*Source: CZSO, Survey on ICT Usage in Public Administration*

Table D5 Public internet access points, 2006

%

	Information kiosk	Public internet access point
State administration offices	27.8	27.0
Regional offices	15.4	46.2
Municipalities total	**12.1**	**65.4**
by size of municipalities		
20 000 or more citizens	50.6	49.4
5 000 - 19 999 citizens	29.0	56.7
2 000 - 4 999 citizens	16.1	78.9
1 000 - 1 999 citizens	8.5	74.9
500 - 999 citizens	7.4	72.5
less than 500 citizens	.	60.1
Municipalities with 500 or more citizens by regions (NUTS 3)		
Praha	22.4	55.2
Středočeský	11.6	59.2
Jihočeský	11.9	80.7
Plzeňský	10.1	72.2
Karlovarský	12.7	74.6
Ústecký	9.7	65.5
Liberecký	23.0	76.1
Královéhradecký	8.0	69.1
Pardubický	14.6	81.0
Vysočina	11.9	75.5
Jihomoravský	7.8	68.9
Olomoucký	13.8	81.9
Zlínský	9.9	80.7
Moravskoslezský	16.0	77.6

Figure D7 Municipalities with public internet access points

■ Municipalities with 500 or more citizens
■ Municipalities with less than 500 citizens

as a percentage of all public offices in a given category

Source: CZSO, Survey on ICT Usage in Public Administration

Figure D8 Number of offices in the Czech POINT system

Month	Value
March 07	2
April 07	24
May 07	35
June 07	36
July 07	40
August 07	40
September 07	40
October 07	44
November 07	68
December 07	263
Januar 08	1040
Februar 08	1305
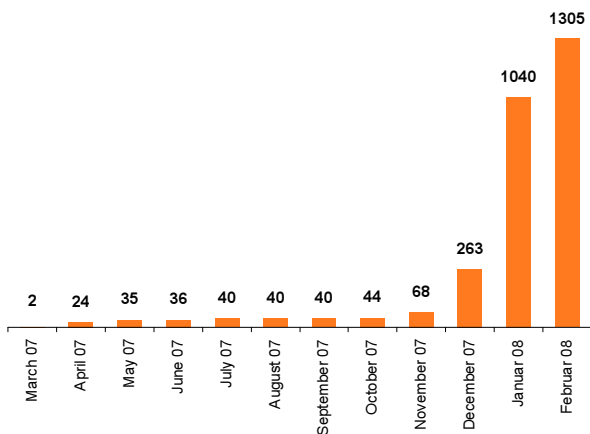
Table D6 Number of items outputs from the Czech POINT system

	2007	2008	All (16+)
Total	**53 861**	**134 188**	**188 071**
Land register	28 379	34 190	62 569
Companies register	24 144	18 187	42 331
Trade register	1 338	1 055	2 393
Penal register	0	80 778	80 778

Figure D9 Structure of Czech POINT items outputs

Companies register 23%

Trade register 1%

Land register 33%

Penal register 43%
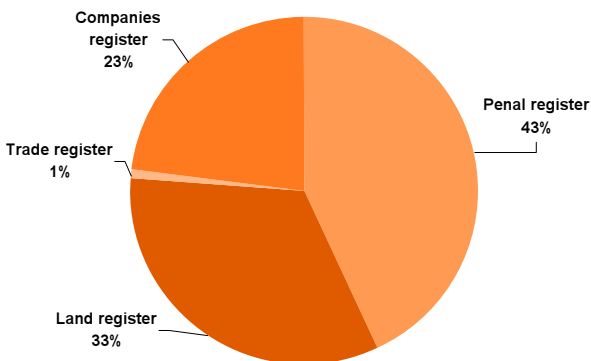
2007 data are outputs issued in the period March 2007 - December 2007
2008 data are outputs issued in the period January 2008- February 2008

Source: Ministry of Interior of the Czech Republic

Table D7 Number of computers for citizens in libraries, 2006

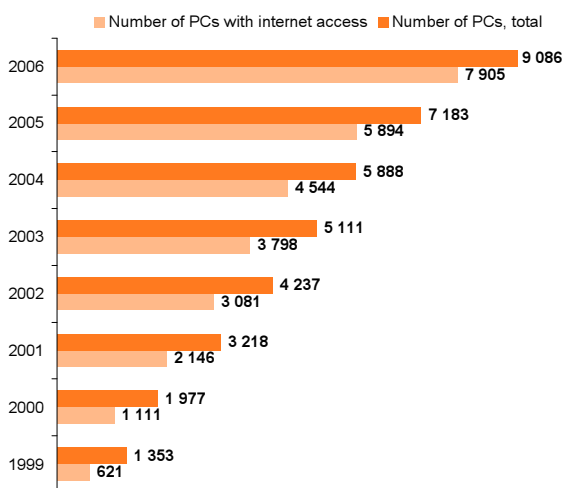|	computers	Computers with internet access
Total	**9 086**	**7 905**
by type of library		
National library	56	32
Moravian library	132	132
Regional libraries	843	551
Regional basic libraries	1 620	1 229
Basic libr. with professional employees	2 361	2 057
Basic libr. with nonprofess. employees	4 074	3 904
by regions		
Praha	424	283
Středočeský	733	626
Jihočeský	890	780
Plzeňský	552	485
Karlovarský	338	311
Ústecký	609	519
Liberecký	387	355
Královéhradecký	602	529
Pardubický	523	461
Vysočina	676	594
Jihomoravský	1 119	991
Olomoucký	739	682
Zlínský	653	594
Moravskoslezský	841	695

Figure D10 Number of computers for citizens in libraries

Number of PCs with internet access ■ Number of PCs, total

Year	Total	Internet
2006	9 086	7 905
2005	7 183	5 894
2004	5 888	4 544
2003	5 111	3 798
2002	4 237	3 081
2001	3 218	2 146
2000	1 977	1 111
1999	1 353	621

Source: CZSO, Survey on ICT Usage in Public Administration

Table D8 Number internet use by citizens in libraries

	2005	2006
Total	**1 752 231**	**2 269 708**
Praha	303 552	410 101
Středočeský	117 044	140 621
Jihočeský	93 823	112 442
Plzeňský	69 470	115 768
Karlovarský	57 571	104 913
Ústecký	154 386	182 600
Liberecký	68 868	93 806
Královéhradecký	112 501	127 018
Pardubický	52 656	71 600
Vysočina	131 980	145 726
Jihomoravský	132 575	195 628
Olomoucký	101 821	*123 215*
Zlínský	133 935	152 169
Moravskoslezský	222 049	294 101

Figure D11 Number of visits using internet in public libraries (as a percentage of total libraries' visits)
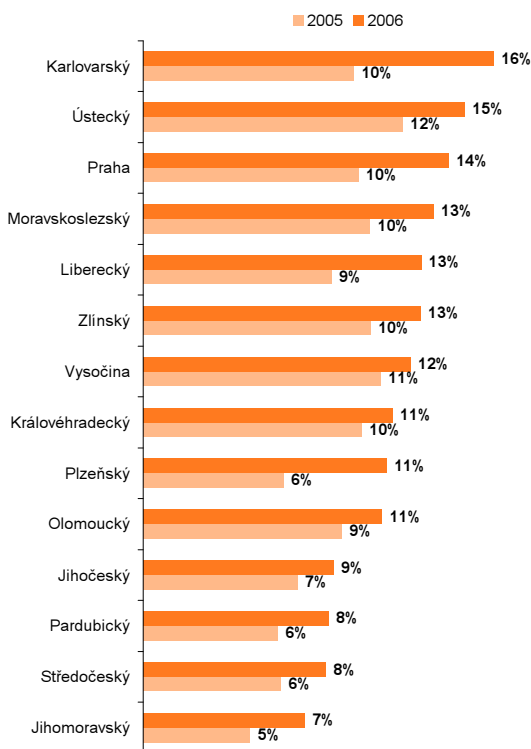
Source: CZSO, Survey on ICT Usage in Public Administration

Table D9 Individuals using internet for any interaction with public authorities, 2007

%

	information search	downloading forms	sending filled in forms
All individuals aged 16 and over	**13.0**	**7.1**	**3.3**
by gender			
Male 16+	14.1	8.4	4.0
Female 16+	11.9	6.0	2.6
by age group			
16-24 years	12.4	5.4	2.6
25-34 years	16.9	10.3	4.4
35-44 years	19.3	10.0	4.4
45-54 years	17.6	9.7	5.0
55-64 years	9.6	6.1	2.5
65-74 let	2.3	0.0	0.0
by education			
základní	2.6	0.0	0.0
Lower secondary (ISCED 3C)	3.5	1.8	0.5
Upper sec. (ISCED 3A and 4)	22.0	12.7	5.8
Tertiary (ISCED 5-6)	36.3	20.6	9.7

as a percentage of all individuals in a given group

Figure D12 Individuals using internet for interaction with public authorities
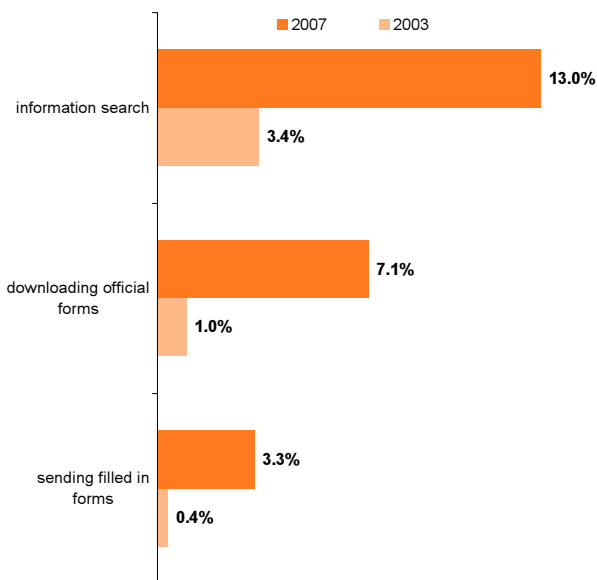
as a percentage of all individuals aged 16 years and over

Figure D13 Individuals using internet for any interaction with public authorities, 2007

Country	Percentage
Norway	60%
Island	59%
Denmark	58%
Netherlands	55%
Sweden	53%
Luxembourg	52%
Finland	50%
Germany	43%
France	41%
United Kingdom	38%
EU15	34%
Ireland	32%
Estonia	30%
EU27	30%
Slovenia	30%
Austria	27%
Spain	26%
Hungary	25%
Slovakia	24%
Belgium	23%
Cyprus	20%
Portugal	19%
Lithuania	18%
Latvia	18%
Italy	17%
Czech Republic	16%
Poland	15%
Greece	12%
Bulgaria	6%
Romania	5%
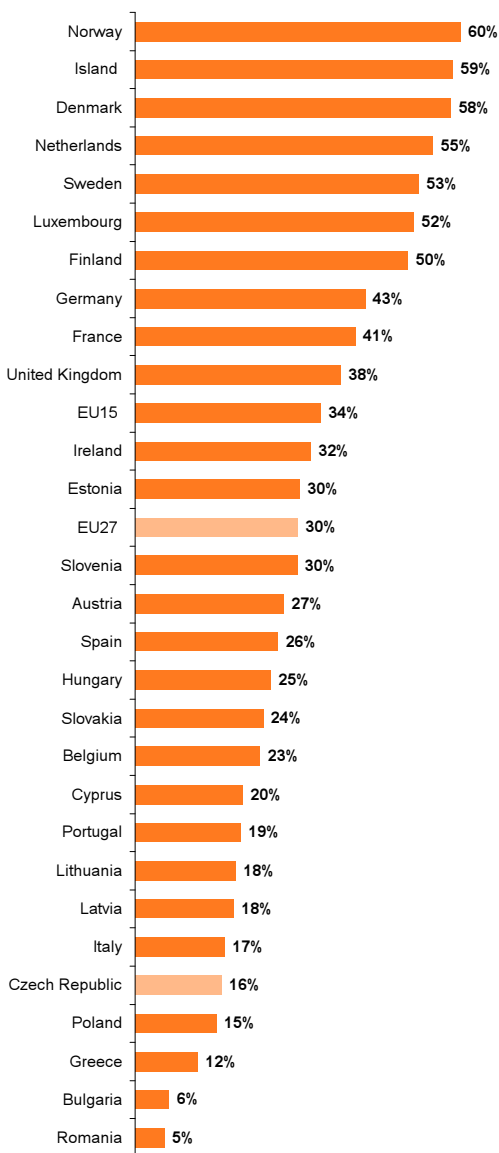
as a percentage of all individuals aged 16-74 in a given country

Source: Eurostat, New Cronos database, January 2008

Figure D14 Individuals using internet for downloading forms from public authorites web sites, 2007

Country	%
Luxembourg	38%
Denmark	37%
Iceland	33%
Norway	33%
Finland	31%
Netherlands	30%
Sweden	29%
Germany	26%
France	24%
United Kingdom	22%
Ireland	22%
Estonia	21%
EU15	20%
Hungary	19%
Austria	19%
EU27	18%
Slovenia	15%
Slovakia	15%
Spain	14%
Cyprus	13%
Portugal	13%
Lithuania	12%
Belgium	11%
Italy	11%
Poland	9%
Czech Republic	8%
Latvia	7%
Greece	4%
Bulgaria	4%
Romania	3%

as a percentage of all individuals in a given group

Source: Eurostat, New Cronos database, January 2008

Figure D15 Individuals using internet for online filling in and sending forms to public authorities, 2007

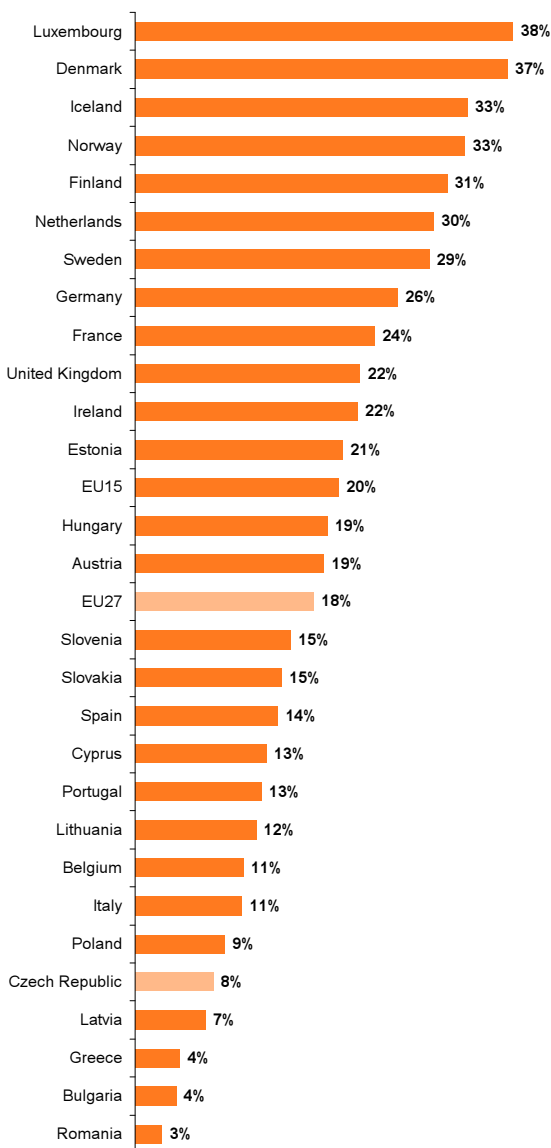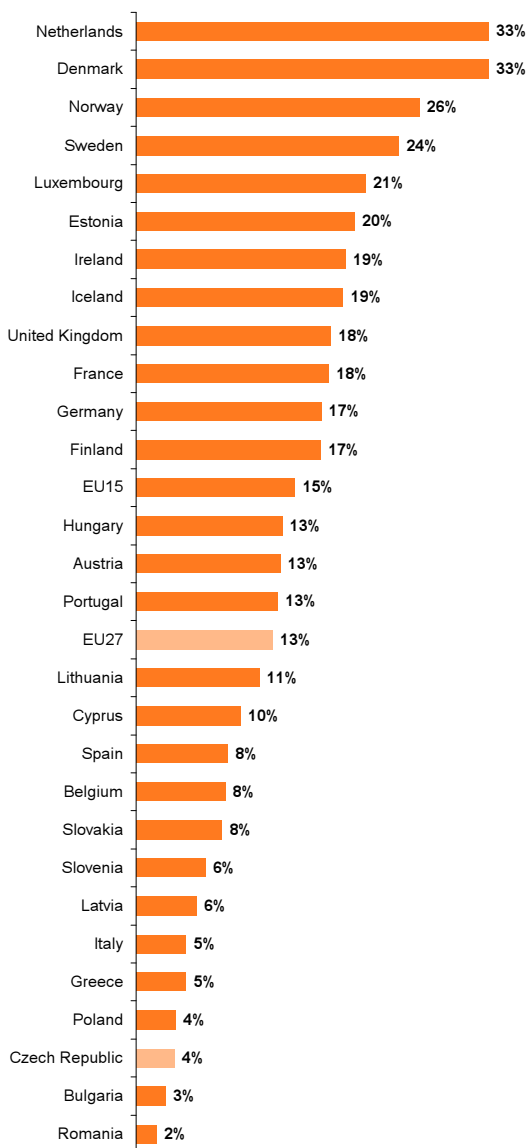| Country	Percentage
Netherlands	33%
Denmark	33%
Norway	26%
Sweden	24%
Luxembourg	21%
Estonia	20%
Ireland	19%
Iceland	19%
United Kingdom	18%
France	18%
Germany	17%
Finland	17%
EU15	15%
Hungary	13%
Austria	13%
Portugal	13%
EU27	13%
Lithuania	11%
Cyprus	10%
Spain	8%
Belgium	8%
Slovakia	8%
Slovenia	6%
Latvia	6%
Italy	5%
Greece	5%
Poland	4%
Czech Republic	4%
Bulgaria	3%
Romania	2%

as a percentage of all individuals in a given group

Source: Eurostat, New Cronos database, January 2008

D Public administration

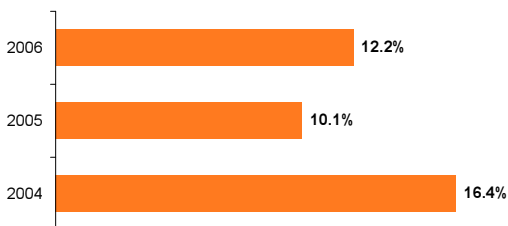**Table D10 Enterprises using internet for interaction with public authorities, 2006**

%

	inform. search	download. official forms	sending filled in forms
All enterprises (10+ employees)	**70.6**	**65.4**	**34.2**
by size class (number of employees)			
Small enterprises (10-49)	66.6	61.0	26.6
Medium enterprises (50-249)	84.4	80.5	59.6
Large enterprises (250+)	91.0	89.0	78.7
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	71.2	67.0	41.0
Electricity, gas and water supply (40-41)	86.4	82.2	64.2
Construction (45)	68.7	65.7	26.9
Sale and repair of motor vehicles (50)	62.9	61.2	33.7
Wholesale (51)	82.6	76.0	37.7
Retail trade (52)	52.9	45.9	21.3
Hotels and restaurants (55)	62.1	56.5	27.5
Transport and storage (60-63)	67.2	62.6	27.8
Post and telecommunications (64)	88.2	81.3	50.3
Financial intermediation (65-67)	79.9	75.9	54.0
Real estate activities, R&D (70,71,73)	74.0	66.4	31.1
Computer and related activities (72)	84.8	80.2	37.8
Other business activities (74) 1)	70.8	61.1	27.3
Audio-visual activities (92.1+ 92.2)	86.0	74.8	39.2
Recr., cult. and sport. act. (92.3-92.7)	76.1	70.1	41.6
Other activities (93) 2)	52.2	42.4	23.2
by regions			
Enterprises not registered in Prague	68.9	64.1	34.1
Enterprises registered in Prague	76.7	70.0	34.6

as a percentage of all enterprises in given size class, industry and region
1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.
2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

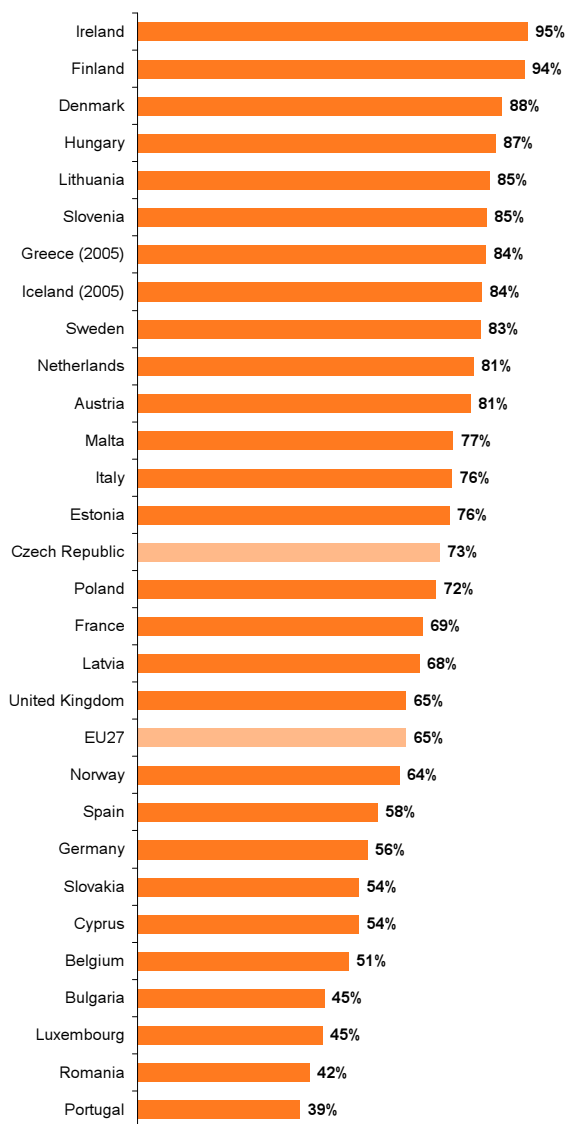**Figure D16 Enterprises using interner for submissing a proposals in an electronic tender system**

2006	12.2%
2005	10.1%
2004	16.4%

as a percentage of all enterprises with 10 and more employees

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

Figure D17 Enterprises using internet for any interaction with public authorities, 2006

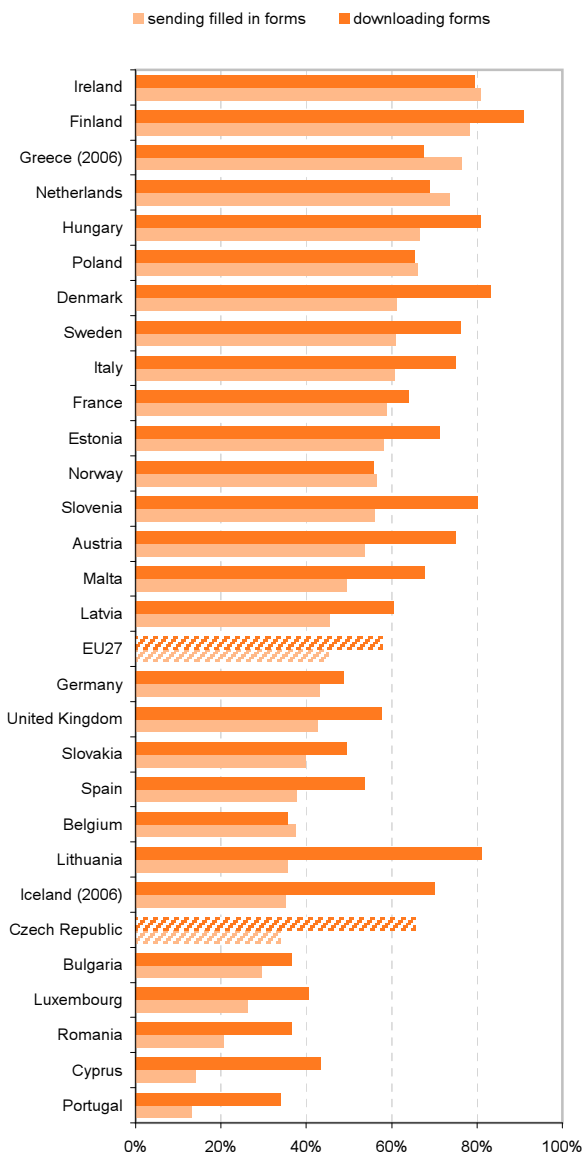| Country	Percentage
Ireland	95%
Finland	94%
Denmark	88%
Hungary	87%
Lithuania	85%
Slovenia	85%
Greece (2005)	84%
Iceland (2005)	84%
Sweden	83%
Netherlands	81%
Austria	81%
Malta	77%
Italy	76%
Estonia	76%
Czech Republic	73%
Poland	72%
France	69%
Latvia	68%
United Kingdom	65%
EU27	65%
Norway	64%
Spain	58%
Germany	56%
Slovakia	54%
Cyprus	54%
Belgium	51%
Bulgaria	45%
Luxembourg	45%
Romania	42%
Portugal	39%

as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

Figure D18 Enterprises using internet for downloading and sending filled in forms, 2006

Legend: ▨ sending filled in forms   ▧ downloading forms

Countries (top to bottom): Ireland, Finland, Greece (2006), Netherlands, Hungary, Poland, Denmark, Sweden, Italy, France, Estonia, Norway, Slovenia, Austria, Malta, Latvia, EU27, Germany, United Kingdom, Slovakia, Spain, Belgium, Lithuania, Iceland (2006), Czech Republic, Bulgaria, Luxembourg, Romania, Cyprus, Portugal

X-axis: 0% 20% 40% 60% 80% 100%

as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008