

D Enterprises

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

In 2008 this survey was conducted in the first quarter, with the response size of approximately 8,500 enterprises with five or more employees responding to the survey and the questions in the questionnaire (11 assorted areas of monitoring). The resulting data was then extrapolated to the entire population of enterprises in the Czech Republic.

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

Notes:

Reference period: status data for the period 2000 – 2004 always pertains to 31 December of the monitored year; in the case of 2006, 2007 and 2008 it always pertains to January of the monitored year. In the case of electronic commerce and using the Internet for interaction with public authorities, the data pertains to the entire 2007.

For reason of **international comparison**, all the total data for the Czech Republic are presented in this chapter solely for enterprises with 10 or more employees. Despite this, the data presented by Eurostat for the Czech Republic may differ slightly from data presented for the Czech Republic by the CZSO. This difference is due to the fact that Eurostat does not include, as part of the data it publishes, all of the enterprises from the financial sector.

Definitions:

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

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **" Use of ICT in the Business Sector in 2008, Code 9702-08"**, which is freely available on the CZSO's website: <http://www.czso.cz/csu/2008edicniplan.nsf/engp/9702-08>

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

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

D Enterprises

Tab. D1 Enterprises with broadband in the Czech Rep., 2008

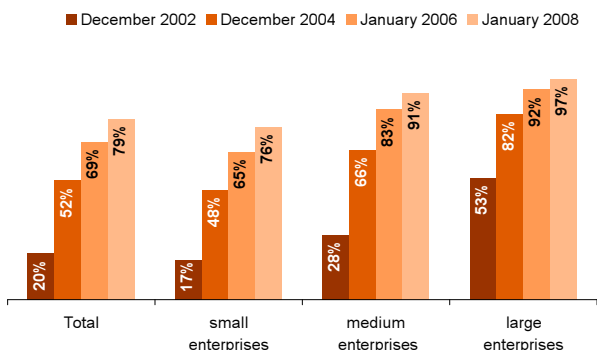
	Total	>2Mb/s	>8Mb/s
Total	79,3	67,5	9,6
Size class of enterprises:			
Small enterprises (10-49)	75,7	64,5	8,3
Medium enterprises (50-249)	90,9	77,1	12,3
Large enterprises (250+)	96,8	84,5	22,9
Industry (CZ-NACE divisions):			
Manufacturing	78,5	65,2	7,8
Electricity, gas and water supply	86,1	77,1	12,5
Construction	77,1	66,0	8,5
Sale and repair of motor vehicles	79,3	71,2	10,3
Wholesale	82,1	65,0	11,1
Retail trade	75,7	72,2	5,1
Accommodation	85,2	70,7	6,1
Transport and storage	72,5	68,1	7,4
Post and telecommunications	92,6	92,1	60,2
Financial intermediation	90,5	82,6	20,5
Real estate activities, R&D	86,8	73,5	12,6
Computer and related activities	94,7	81,5	33,0
Other business activities (1)	80,8	66,6	11,5
Audio-visual activities	90,8	89,0	36,8
Recr., cult. and sport. act.	79,6	65,1	6,9
Other activities (2)	61,4	59,2	4,9
Region:			
Enterprises not registered in Prague	78,3	65,3	8,8
Enterprises registered in Prague	82,6	75,4	12,4

as a percentage of all enterprises in a given size, industry and region group

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure D1 Enterprises with broadband

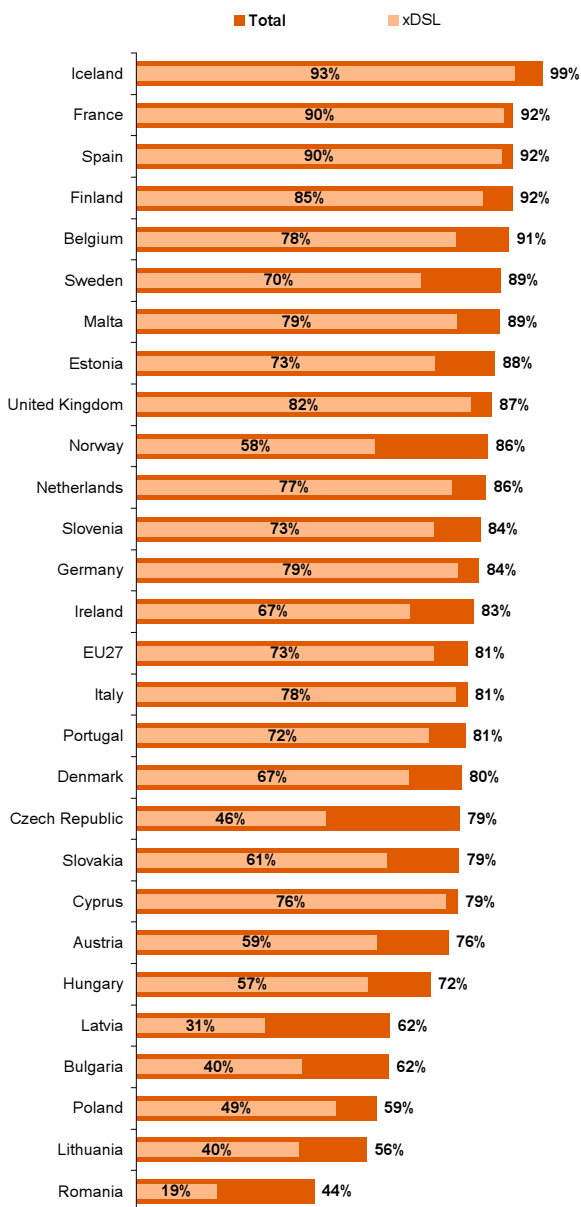


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D2 Enterprises with broadband in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

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Tab. D2 Enterprises with a website in the Czech Republic

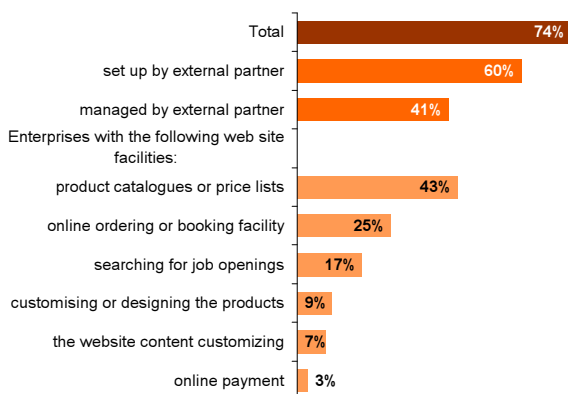
	%		
	2006	2007	2008
Total	70,1	71,2	74,0
Size class of enterprises:			
Small enterprises (10-49)	66,1	67,5	70,3
Medium enterprises (50-249)	83,6	83,7	85,8
Large enterprises (250+)	91,9	91,7	92,9
Industry (CZ-NACE divisions):			
Manufacturing	68,8	71,8	74,0
Electricity, gas and water supply	64,2	62,3	67,3
Construction	71,0	62,1	66,9
Sale and repair of motor vehicles	74,4	73,4	74,6
Wholesale	82,9	86,6	86,1
Retail trade	53,7	55,4	66,4
Accommodation	90,1	91,9	92,6
Transport and storage	61,3	59,3	54,9
Post and telecommunications	94,0	93,9	95,5
Financial intermediation	85,7	91,8	89,3
Real estate activities, R&D	65,9	68,7	69,3
Computer and related activities	94,4	95,6	94,3
Other business activities (1)	71,9	73,3	79,2
Audio-visual activities	82,9	91,9	92,9
Recr., cult. and sport. act.	70,7	78,3	78,2
Other activities (2)	54,3	58,3	56,8
Region:			
Enterprises not registered in Prague	67,7	68,2	71,3
Enterprises registered in Prague	79,1	81,7	83,2

as a percentage of all enterprises in a given size, industry and region group

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure D3 Enterprises with a website in 2008

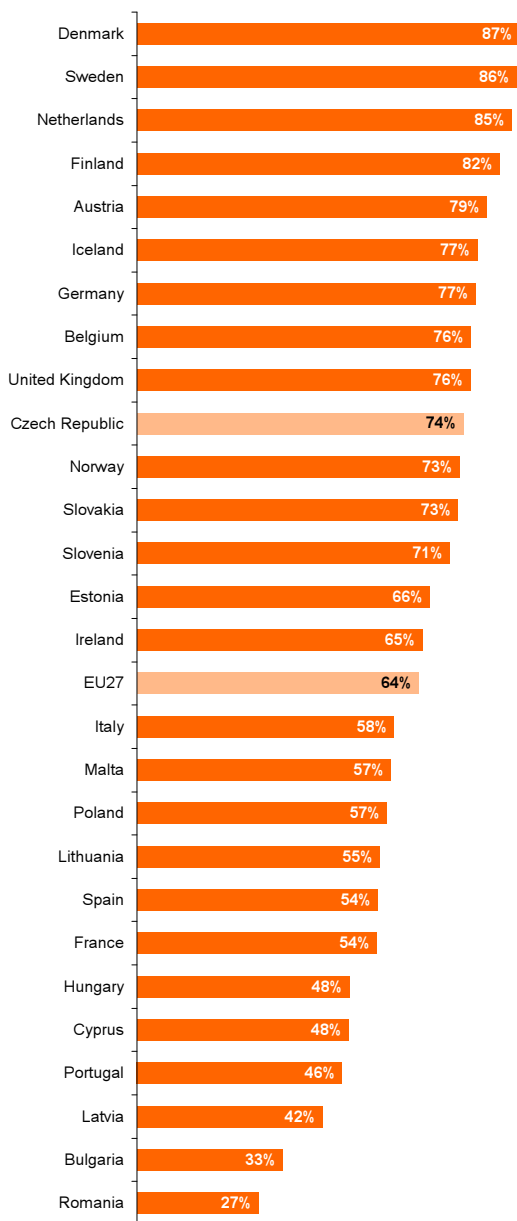


as a percentage of all enterprises with 10 and more employees

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D4 Enterprises with a website in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

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Tab. D3 Enterprises with an internal computer network in the Czech Republic, 2008

	%		
	Total	WLAN	Intranet
Total	62,2	29,2	20,8
Size class of enterprises:			
Small enterprises (10-49)	55,0	24,5	14,7
Medium enterprises (50-249)	86,4	42,5	36,3
Large enterprises (250+)	95,5	62,5	70,6
Industry (CZ-NACE divisions):			
Manufacturing	60,9	28,0	20,6
Electricity, gas and water supply	79,8	37,6	37,2
Construction	48,0	19,8	10,7
Sale and repair of motor vehicles	66,3	31,7	16,3
Wholesale	73,9	36,9	20,2
Retail trade	53,1	22,9	14,4
Accommodation	56,6	32,1	14,8
Transport and storage	49,3	22,3	13,9
Post and telecommunications	90,7	62,9	67,0
Financial intermediation	86,6	35,5	58,1
Real estate activities, R&D	70,0	22,6	19,7
Computer and related activities	97,2	61,7	74,2
Other business activities (1)	71,5	36,7	31,1
Audio-visual activities	84,4	51,9	44,1
Recr., cult. and sport. act.	64,4	32,7	15,6
Other activities (2)	26,6	10,0	9,0
Region:			
Enterprises not registered in Prague	59,3	27,0	17,1
Enterprises registered in Prague	72,4	37,0	33,8

as a percentage of all enterprises in a given size, industry and region group

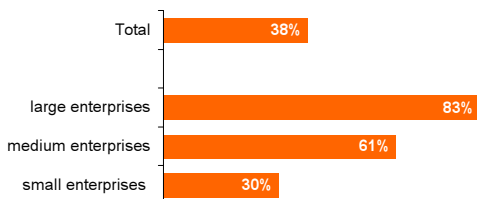
1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

WLAN - wireless access within the internal computer network

Intranet (internal home page) - an internal company communications network using Internet protocol allowing communications within an organisation

Figure D5 Enterprises enabling remote access to their internal computer network in 2008

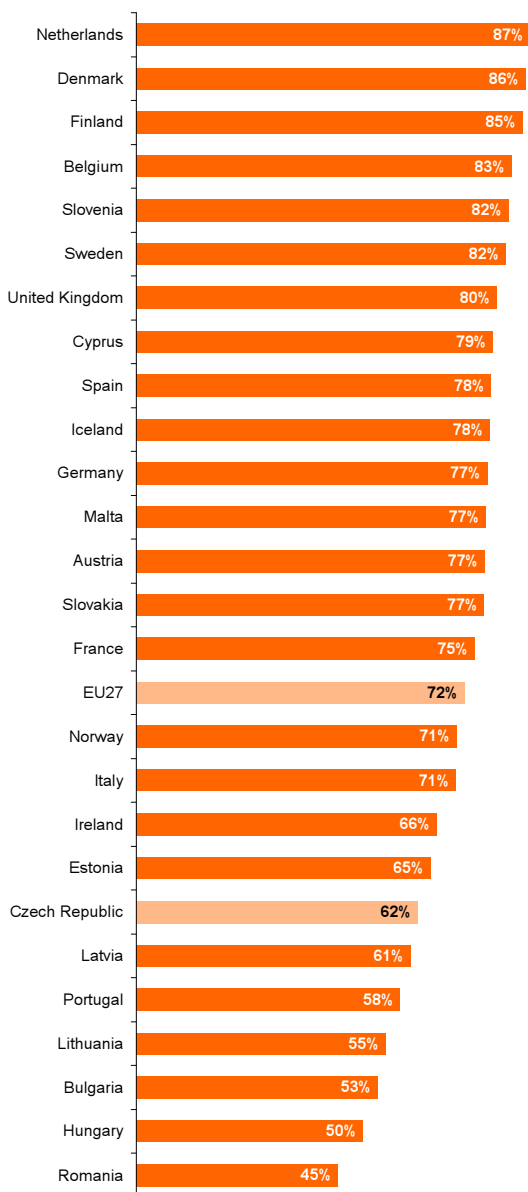


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D6 Enterprises with an internal computer network in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

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Tab. D4 Employees using routinely computer at work in 2008

%

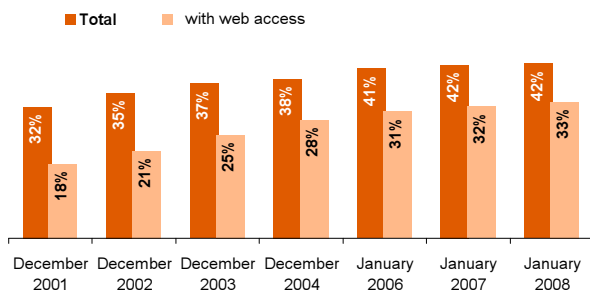
	Total	with web access	Home working
Total	42,0	32,7	2,3
Size class of enterprises:			
Small enterprises (10-49)	41,9	38,4	2,9
Medium enterprises (50-249)	39,2	33,8	2,7
Large enterprises (250+)	43,8	29,4	1,7
Industry (CZ-NACE divisions):			
Manufacturing	33,8	23,8	1,2
Electricity, gas and water supply	54,7	45,0	2,7
Construction	30,3	28,5	1,5
Sale and repair of motor vehicles	59,6	51,9	2,0
Wholesale	62,3	54,1	6,7
Retail trade	41,8	25,8	1,8
Accommodation	43,6	36,6	0,9
Transport and storage	31,2	24,6	1,2
Post and telecommunications	61,5	22,6	1,6
Financial intermediation	92,2	90,3	2,9
Real estate activities, R&D	50,1	41,8	3,0
Computer and related activities	94,0	91,6	18,0
Other business activities (1)	46,5	42,8	3,7
Audio-visual activities	83,1	75,5	6,6
Recr., cult. and sport. act.	54,4	28,0	1,1
Other activities (2)	22,3	17,2	0,6
Region:			
Enterprises not registered in Prague	35,7	27,1	1,6
Enterprises registered in Prague	57,7	46,8	4,1

as a percentage of all employees in a given size, industry and region enterprise

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure D7 Employees using routinely computer at work

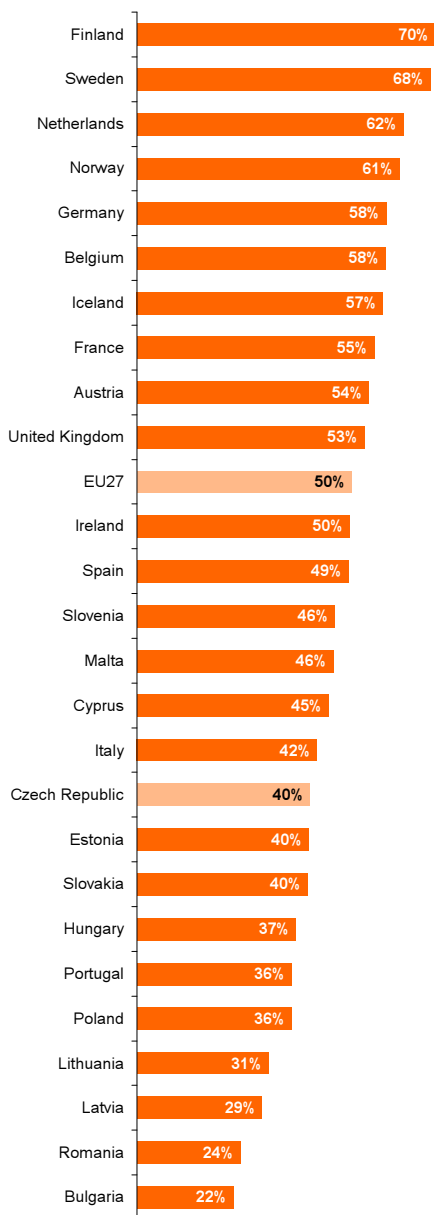


as a percentage of all employees in enterprises with 10 and more employees

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D8 Employees using routinely computer at work in 2008



as a percentage of all employees in enterprises with 10 and more employees

Source: Eurostat, 2009

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Tab. D5 Enterprises in the Czech Republic purchasing over electronic networks in 2007

		%	
	Total	via websites	by using EDI
Total	29,4	23,2	13,0
Size class of enterprises:			
Small enterprises (10-49)	27,1	21,9	11,2
Medium enterprises (50-249)	35,8	26,9	18,1
Large enterprises (250+)	45,2	32,4	26,6
Industry (CZ-NACE divisions):			
Manufacturing	25,3	19,5	10,8
Electricity, gas and water supply	31,2	25,1	12,0
Construction	24,8	20,9	8,8
Sale and repair of motor vehicles	38,8	28,2	23,0
Wholesale	36,7	29,0	20,9
Retail trade	38,0	28,5	14,5
Accommodation	24,4	18,6	12,9
Transport and storage	19,5	13,6	10,4
Post and telecommunications	63,6	55,5	37,7
Financial intermediation	n.a.	n.a.	n.a.
Real estate activities, R&D	18,4	14,3	6,0
Computer and related activities	68,6	50,3	36,7
Other business activities (1)	30,0	27,5	10,1
Audio-visual activities	43,3	35,7	16,1
Recr., cult. and sport. act.	22,4	17,7	7,4
Other activities (2)	13,2	12,7	3,2
Region:			
Enterprises not registered in Prague	27,4	22,1	11,4
Enterprises registered in Prague	36,4	27,0	19,0

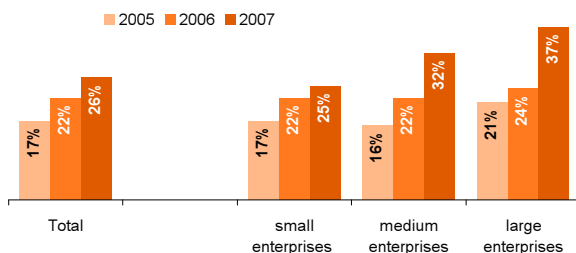
as a percentage of all enterprises in a given size, industry and region group

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Includes all enterprises that during the year 2007 placed at least one electronic order over the Internet or any other computer networks to buy any good or service.

Figure D9 Enterprises purchasing over electronic networks 1% or more of their total purchases

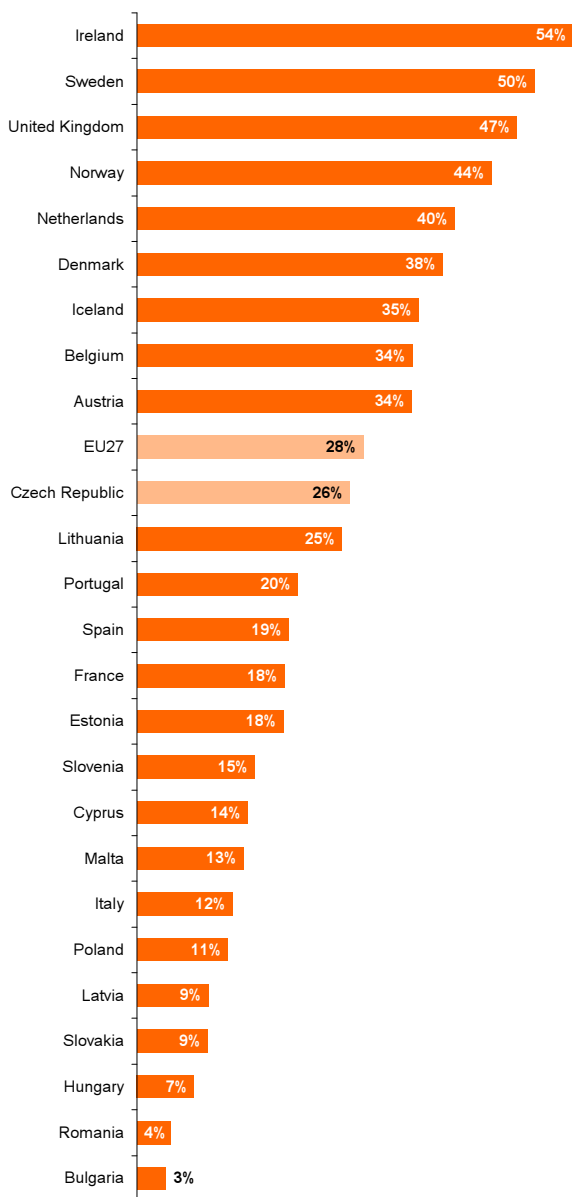


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D10 Enterprises purchasing over electronic networks 1% or more of their total purchases in 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

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Tab. D6 Enterprises in the Czech Republic selling over electronic networks in 2007

		%	
	Total	via websites	by using EDI
Total	15,3	10,5	8,5
Size class of enterprises:			
Small enterprises (10-49)	13,8	10,4	6,6
Medium enterprises (50-249)	18,9	10,4	13,5
Large enterprises (250+)	29,8	13,3	23,2
Industry (CZ-NACE divisions):			
Manufacturing	13,9	8,0	8,6
Electricity, gas and water supply	6,2	3,1	4,4
Construction	8,2	5,5	5,4
Sale and repair of motor vehicles	15,5	11,3	8,6
Wholesale	31,0	22,7	18,0
Retail trade	15,9	11,4	6,7
Accommodation	32,9	29,4	15,8
Transport and storage	11,4	6,8	6,5
Post and telecommunications	40,1	26,2	28,8
Financial intermediation	n.a.	n.a.	n.a.
Real estate activities, R&D	8,6	6,0	2,9
Computer and related activities	27,7	18,7	19,5
Other business activities (1)	9,0	7,7	2,0
Audio-visual activities	28,5	19,9	12,2
Recr., cult. and sport. act.	14,8	12,5	3,9
Other activities (2)	2,7	2,0	1,7
Region:			
Enterprises not registered in Prague	13,9	10,0	7,4
Enterprises registered in Prague	20,4	12,3	12,4

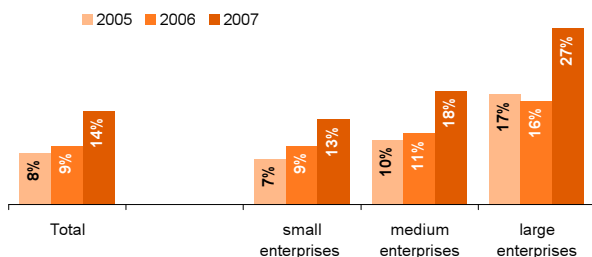
as a percentage of all enterprises in a given size, industry and region group

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Includes all enterprises that during the year 2007 received at least one electronic order over the Internet or any other computer network for any good or service.

Figure D11 Enterprises selling over electronic networks 1% or more of their total turnover

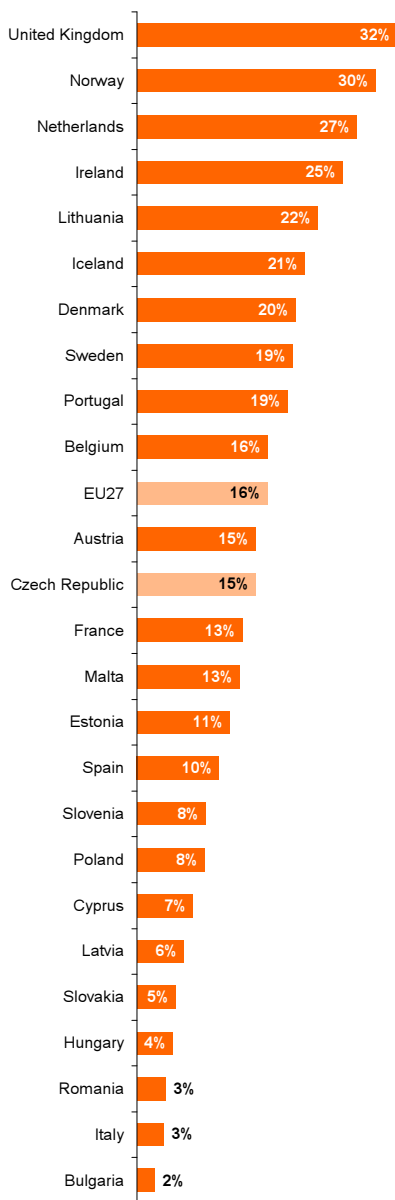


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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**Figure D12 Enterprises selling over electronic networks
1% or more of their total turnover in 2007**



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

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Tab. D7 Value of enterprises' e-purchases in the Czech Rep 2007

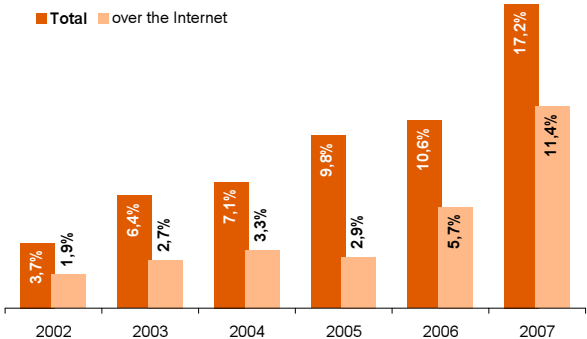
	%		
	Total	via websites	by using EDI
Total	17,2	5,0	12,2
Size class of enterprises:			
Small enterprises (10-49)	12,0	6,3	5,7
Medium enterprises (50-249)	16,3	5,7	10,6
Large enterprises (250+)	19,8	4,0	15,9
Industry (CZ-NACE divisions):			
Manufacturing	20,3	3,8	16,5
Electricity, gas and water supply	5,4	1,1	4,3
Construction	4,2	2,8	1,5
Sale and repair of motor vehicles	23,7	11,3	12,4
Wholesale	19,8	7,6	12,3
Retail trade	27,6	6,6	20,9
Accommodation	4,7	3,6	1,2
Transport and storage	8,0	3,3	4,7
Post and telecommunications	13,2	2,4	10,8
Financial intermediation	n.a.	n.a.	n.a.
Real estate activities, R&D	2,5	1,5	1,0
Computer and related activities	25,6	14,9	10,7
Other business activities (1)	8,7	5,4	3,3
Audio-visual activities	6,6	1,9	4,7
Recr., cult. and sport. act.	5,2	3,7	1,6
Other activities (2)	2,1	1,6	0,5
Region:			
Enterprises not registered in Prague	17,5	4,7	12,8
Enterprises registered in Prague	16,5	5,5	11,0

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

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure D13 Value of enterprises' e-purchases

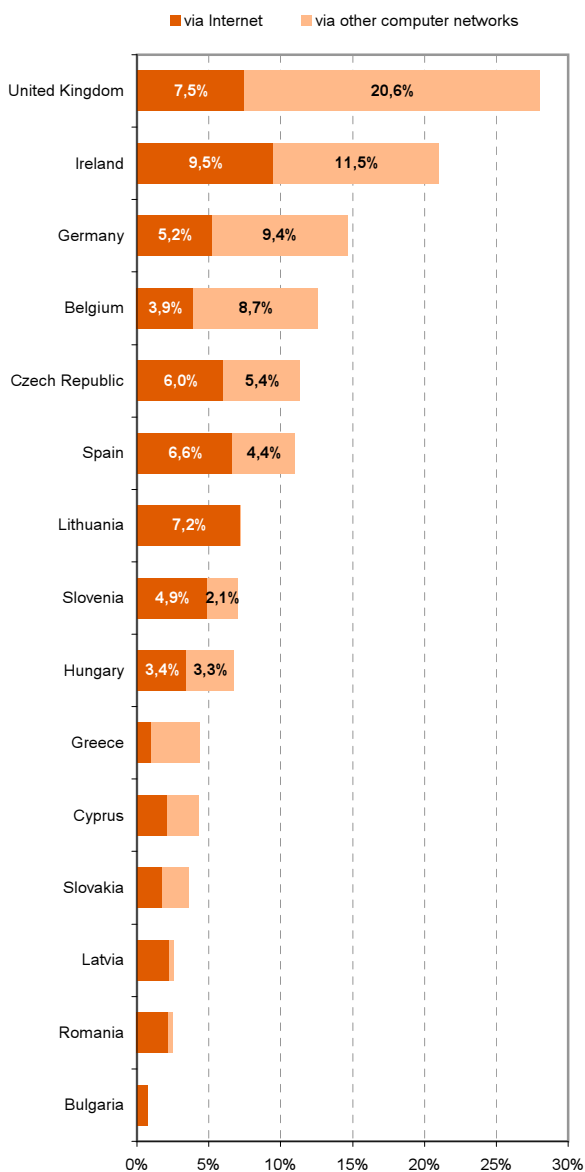


as a percentage of the total financial value of all enterprises' purchases

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D14 Value of enterprises' e-purchases in 2007



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

Source: Eurostat, 2009

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Tab. D8 Enterprises' turnover from e-sales in the Czech R., 2007

%

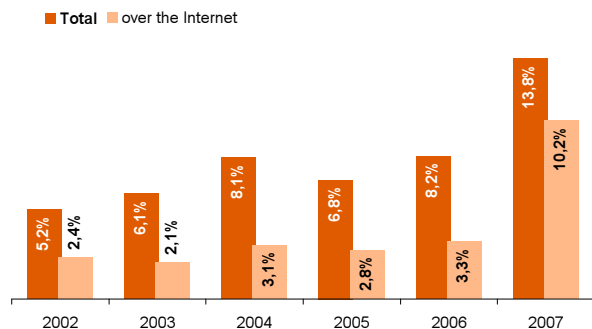
	Total	via websites	by using EDI
Total	13,8	3,5	10,3
Size class of enterprises:			
Small enterprises (10-49)	7,0	3,0	4,0
Medium enterprises (50-249)	9,8	2,2	7,6
Large enterprises (250+)	18,8	4,4	14,3
Industry (CZ-NACE divisions):			
Manufacturing	22,9	5,2	17,8
Electricity, gas and water supply	2,5	1,4	1,1
Construction	0,9	0,4	0,6
Sale and repair of motor vehicles	5,3	3,6	1,7
Wholesale	15,6	3,4	12,2
Retail trade	2,1	0,8	1,3
Accommodation	16,7	10,1	6,6
Transport and storage	9,9	5,4	4,5
Post and telecommunications	9,1	0,8	8,3
Financial intermediation	n.a.	n.a.	n.a.
Real estate activities, R&D	0,9	0,4	0,5
Computer and related activities	8,1	3,9	4,2
Other business activities (1)	5,5	1,5	4,0
Audio-visual activities	1,9	1,2	0,7
Recr., cult. and sport. act.	4,2	3,3	0,9
Other activities (2)	2,0	0,7	1,3
Region:			
Enterprises not registered in Prague	16,2	3,9	12,3
Enterprises registered in Prague	9,5	2,9	6,7

as a percentage of total turnover conducted by all enterprises in given category

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure D15 Enterprises' turnover from e-sales

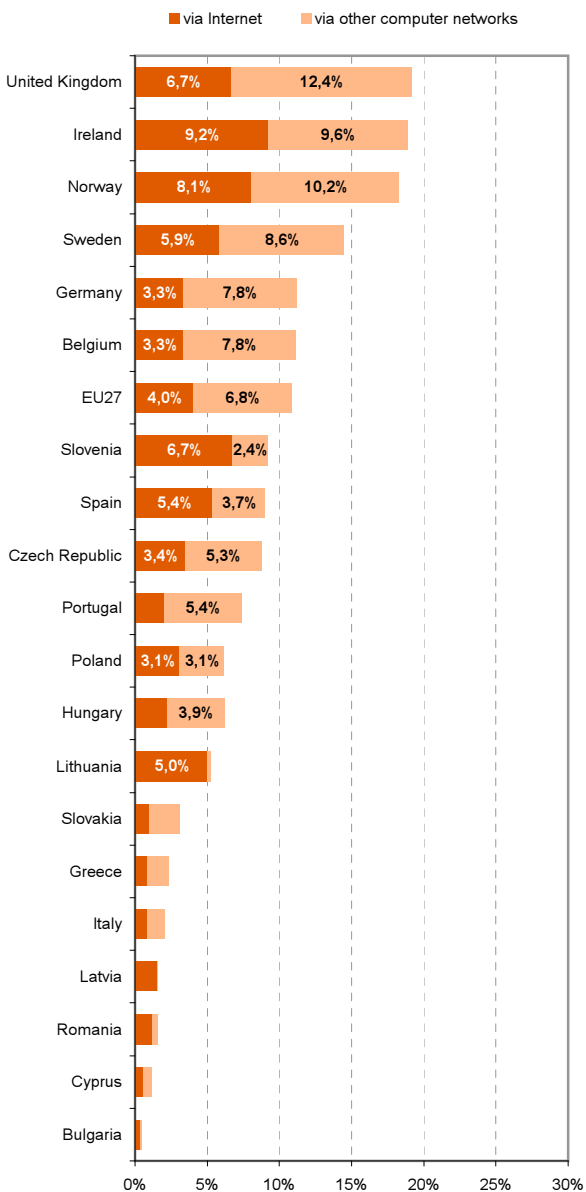


as a percentage of total turnover conducted by enterprises with 10+ employees

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D16 Enterprises' turnover from e-sales in 2007



as a percentage of total turnover conducted by enterprises with 10+ employees

Source: Eurostat, 2009

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Tab. D9 Enterprises in the Czech Republic using integrated software applications in 2008

	ERP	CRM	SCM
Total	14,4	19,6	1,4
Size class of enterprises:			
Small enterprises (10-49)	8,7	15,0	1,2
Medium enterprises (50-249)	29,6	34,1	1,3
Large enterprises (250+)	58,0	45,2	4,2
Industry (CZ-NACE divisions):			
Manufacturing	19,6	20,7	0,8
Electricity, gas and water supply	21,8	26,7	1,7
Construction	6,2	9,7	1,5
Sale and repair of motor vehicles	9,6	27,8	5,1
Wholesale	22,3	25,8	3,1
Retail trade	10,6	14,8	2,0
Accommodation	7,4	19,4	0,5
Transport and storage	8,0	13,7	0,5
Post and telecommunications	25,8	46,4	4,3
Financial intermediation	17,7	44,5	1,9
Real estate activities, R&D	10,6	18,7	0,2
Computer and related activities	28,4	48,4	1,8
Other business activities (1)	7,2	18,2	0,2
Audio-visual activities	11,3	14,0	0,0
Recr., cult. and sport. act.	4,5	13,5	0,2
Other activities (2)	2,0	8,3	0,0
Region:			
Enterprises not registered in Prague	13,0	17,0	1,2
Enterprises registered in Prague	18,9	29,0	1,9

as a percentage of all enterprises in a given size, industry and region group

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Customer Relationship Management (CRM) is any software application for managing information about client which places the customer at the centre of the business activity, based in an intensive use of information technologies to collect, integrate, process and analyse information related to the customers.

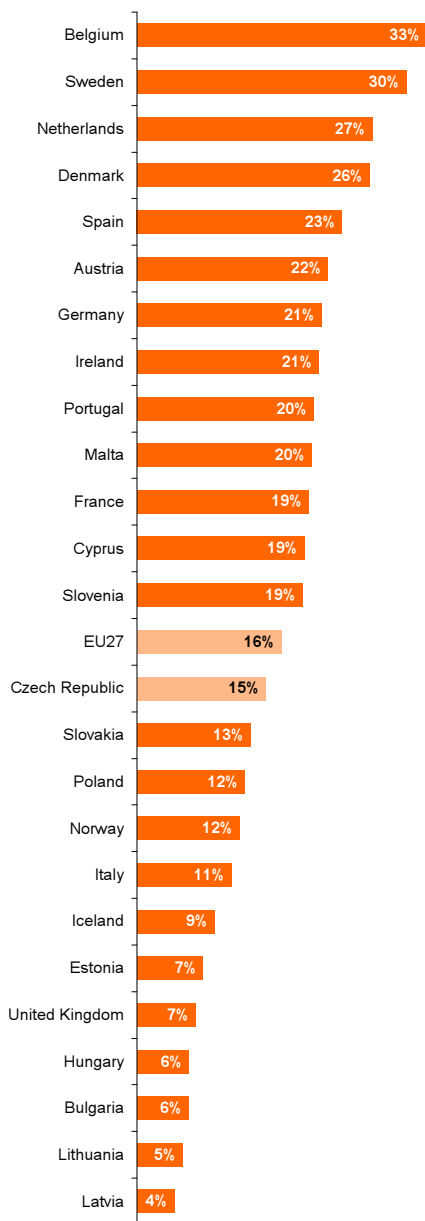
Enterprise Resource Planning (ERP) consists of one or of a set of software applications that integrate information and processes across the several business functions of the enterprise. Typically ERP integrates planning, procurement, sales, marketing, customer relationship, finance and human resources. ERP software can be customised or package software.

Supply chain management (SCM) is any software application for managing and integration of information related to the business processes that are used in supplying, producing and delivering goods and services.

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure D17 Enterprises using ERP software package in 2008

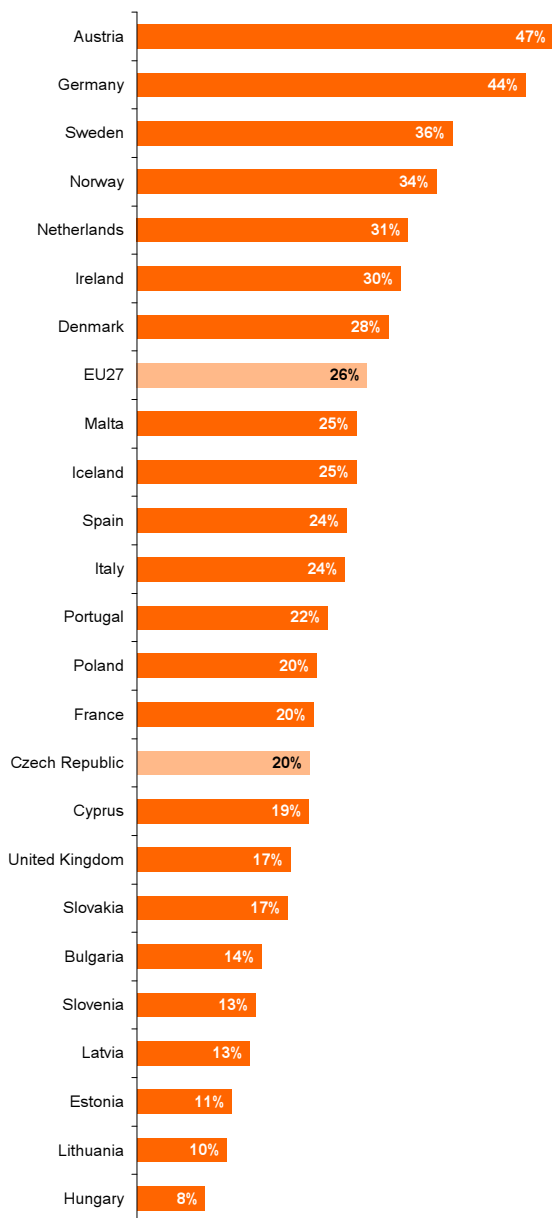


as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

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Figure D18 Enterprises using CRM software package in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009