

E Public authorities

In order to monitor the development of e-government in the Czech Republic, the Czech Statistical Office (CZSO) developed a short module related to **ICT usage in the public administration sector**.

This module is 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 main focus of this module is to monitor access to ICT by public administration (PC, internet, LAN, broadband, etc), usage of public authorities websites as an interaction tool with citizens and enterprises (on-line information and services) and citizens' access to ICT within organizations (PIAP, information kiosk).

The latest survey in regards to this issue was conducted in the first half of 2008 in respect of the reference period of 31 December 2007. A total of 364 of the state's organisational branches, 13 regional offices and 6,301 municipal offices were surveyed. Detailed methodical information in respect of this survey is also contained in the CZSO's special publication titled: **"Information and Communication Technologies in Public Administration for 2007, Code 9703"**, which is freely available on the CZSO's website: <http://www.czso.cz/csu/2008edicniplan.nsf/engp/9703-08>

Definitions:

- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)
- **Electronic mailroom** – a workplace established by the office for the purpose of receiving and sending data messages, equipped with the necessary equipment connected to the public data network allowing for the use of a guaranteed electronic sign.
- **Information kiosk** – a terminal located in a public place, providing non-stop transmission of information to the actual citizen. From the information kiosk it is possible to obtain information concerning public administration, transport, culture, news, navigation information, etc.
- **WIFI (free wireless Internet)** – access to the Internet via WiFi technology, within a municipality's territory. It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.

Making information and on-line services available on public administration websites plays one of the key roles in bringing public administration closer to the general public. For this reason, **the survey of websites of public administration organisations** that has been carried out by the CZSO since 2005 serves as a supplementary source of information to measure e-Government in the Czech Republic. The latest survey was conducted in August 2008 and all (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included.

Information on **the use of the Internet by individuals and enterprises for interaction with public authorities** (to search for information, download forms and to complete forms on-line) comes from the annual surveys of the CZSO on the use of ICT by individuals and enterprises (see chapters C and D)..

Data on the information technologies available to the public in libraries originates from sources of the **National Information and Advisory Centre for Culture**.

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

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

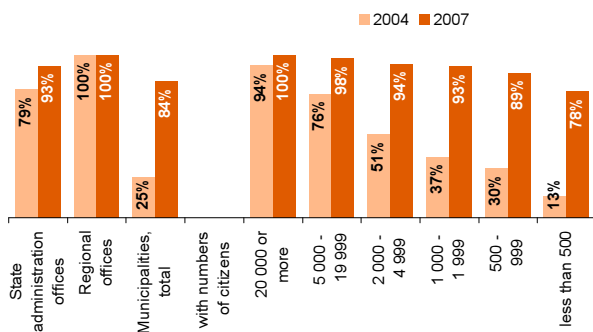
E Public authorities

Tab. E1 Public authorities with a broadband in the Czech Rep.

	%		
	2005	2006	2007
State administration offices	85,8	89,8	93,4
Regional offices	100,0	100,0	100,0
Municipalities, total	41,0	62,1	83,9
Size class of municipalities:			
20 000 or more citizens	96,2	97,5	100,0
5 000 - 19 999 citizens	90,7	97,2	98,2
2 000 - 4 999 citizens	72,1	81,3	94,5
1 000 - 1 999 citizens	58,6	74,5	92,9
500 - 999 citizens	51,3	69,0	89,0
less than 500 citizens	25,6	51,7	77,6

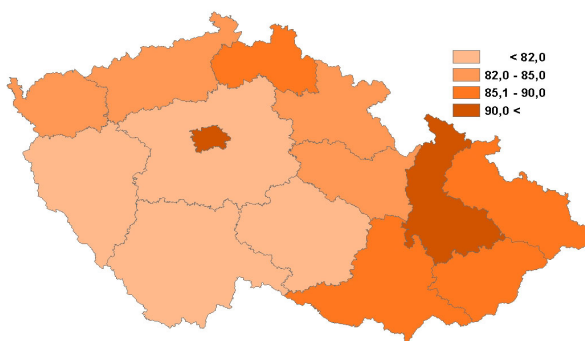
as a percentage of all public offices in a given category

Figure E1 Public authorities with broadband



as a percentage of all public offices in a given category

Figure E2 Municipalities with broadband in regions, 2007 (%)



as a percentage of all public offices in each Czech region

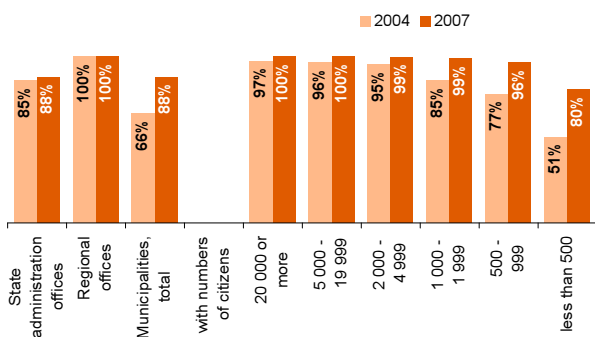
E Public authorities

Tab. E2 Public authorities with a website in the Czech Republic

	%		
	2005	2006	2007
State administration offices	85,5	88,4	87,8
Regional offices	100,0	100,0	100,0
Municipalities, total	73,3	84,2	87,9
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	99,1	100,0	100,0
2 000 - 4 999 citizens	98,7	99,7	99,5
1 000 - 1 999 citizens	93,5	96,5	98,7
500 - 999 citizens	84,5	94,5	96,0
less than 500 citizens	59,8	74,7	80,2

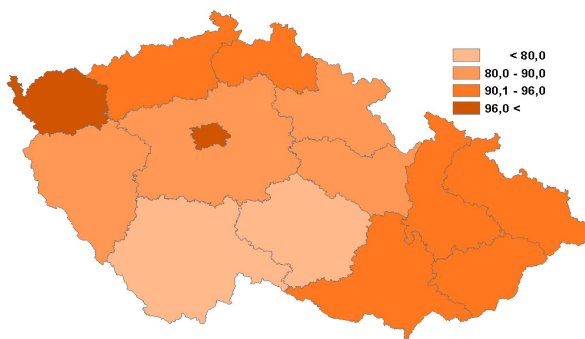
as a percentage of all public offices in a given category

Figure E3 Public authorities with a website



as a percentage of all public offices in a given category

Figure E4 Municipalities with a website in regions, 2007 (%)



as a percentage of all public offices in each Czech region

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E3 Services available on public authorities' web sites in the Czech Republic, 2007

	Informations	Forms	Online application
State administration offices	89,9	60,4	27,7
Regional offices	100,0	92,3	53,8
Municipalities, total	93,6	39,3	9,4
Size class of municipalities:			
20 000 or more citizens	98,7	94,9	17,7
5 000 - 19 999 citizens	94,5	94,9	14,7
2 000 - 4 999 citizens	91,8	65,3	11,9
1 000 - 1 999 citizens	91,7	48,1	12,7
500 - 999 citizens	94,7	37,6	9,7
less than 500 citizens	93,7	28,0	7,4

as a percentage of all public offices with a web sites a given category

Figure E5 Public authorities which have informations about life situations on their websites

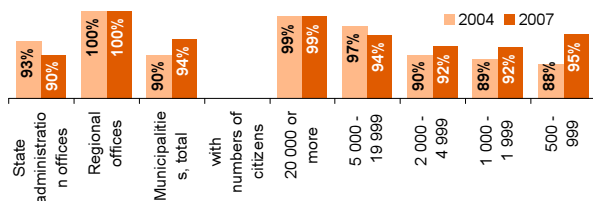


Figure E6 Public authorities with forms on their websites

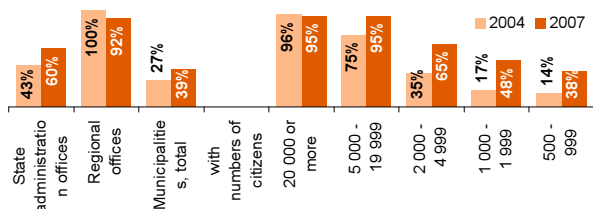
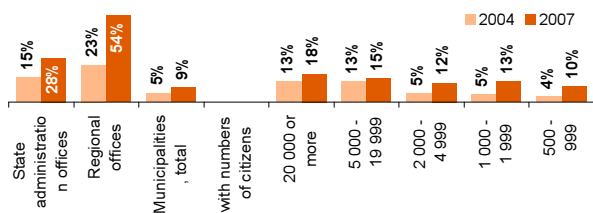


Figure E7 Public authorities with a web application for online filling-in forms



as a percentage of all public offices with a web sites a given category

E Public authorities

Tab. E4 Municipalities* with a website in the Czech Republic

	2006	2007	2008
Total	100,0	100,0	100,0
Foreign language version, total	63,0	66,0	71,7
only 1 foreign language	9,0	9,0	5,9
2 foreign languages	35,0	39,0	37,6
3 foreign languages	11,0	13,0	20,0
4 and more foreign languages	7,0	6,0	8,3
<i>applications and services available on the websites:</i>			
blind friendly	3,0	4,0	26,0
browser	76,0	86,0	98,0
attendance counter	47,0	46,0	32,2
access registration	14,0	12,0	47,3
on-line contact	25,0	25,0	38,0
FAQ	19,0	27,0	27,0
discussion	29,0	33,0	31,0
opinion poll	na	37,0	38,0
<i>Informations:</i>			
job openings	45,0	57,0	86,3
municipality development plan	30,0	35,0	95,6

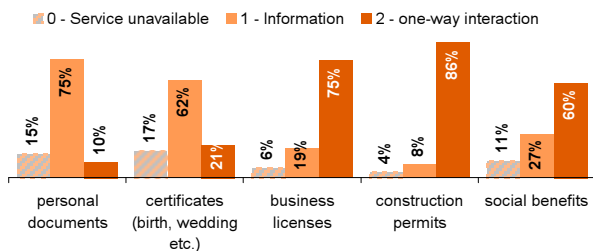
as a percentage of all municipalities with extended competences

Figure E8 Municipalities* having a foreign language version of their websites, August 2008



as a percentage of all municipalities with extended competences

Figure E9 Services available on websites of municipalities* by their sophistication, August 2008



1 - Information: on-line information about public services

2 - One-way interaction: downloading of forms

as a percentage of all municipalities with extended competence

* only municipalities with extended competences

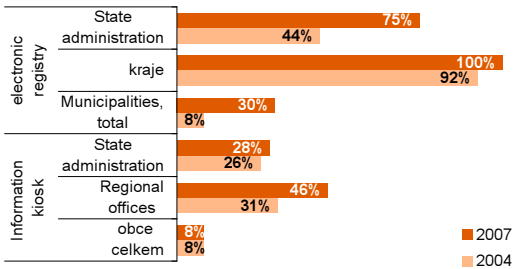
Source: Czech Statistical Office, Website content survey of municipalities*

E Public authorities

Tab. E5 Services made available for citizens by public authorities in the Czech Republic

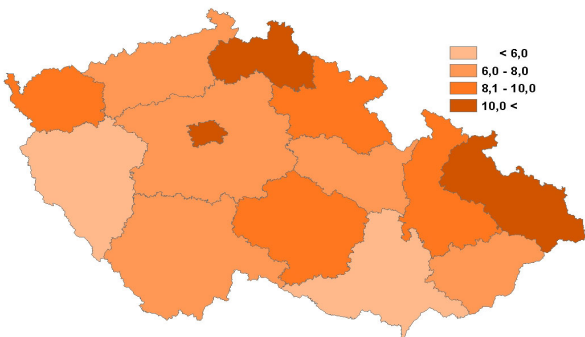
	Electronic registry	Information kiosk
State administration offices	74,6	28,5
Regional offices	100,0	46,2
Municipalities, total	30,1	7,9
Size class of municipalities:		
20 000 or more citizens	97,5	55,7
5 000 - 19 999 citizens	91,7	33,2
2 000 - 4 999 citizens	65,0	15,5
1 000 - 1 999 citizens	42,9	9,4
500 - 999 citizens	30,4	7,4
less than 500 citizens	17,6	4,1

Figure E10 Public authorities with an information kiosk



as a percentage of all public offices in a given category

Figure E11 Municipalities with an information kiosk in Czech regions in 2007 (%)



as a percentage of all public offices in each region

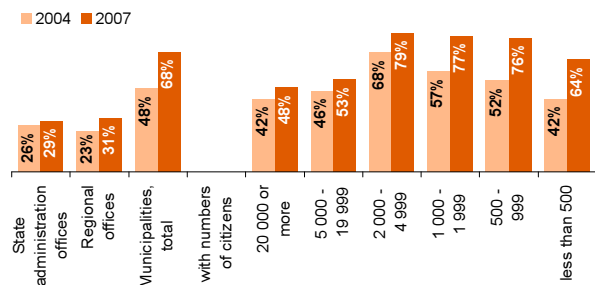
E Public authorities

Tab. E6 Services for citizens made available by public authorities in the Czech Republic

	Public Internet access points in offices	Free wireless internet (WiFi)
State administration offices	28,7	.
Regional offices	30,8	.
Municipalities, total	68,4	10,6
Size class of municipalities:		
20 000 or more citizens	48,1	20,3
5 000 - 19 999 citizens	52,5	7,8
2 000 - 4 999 citizens	79,2	9,7
1 000 - 1 999 citizens	77,4	13,7
500 - 999 citizens	76,5	9,8
less than 500 citizens	63,8	10,3

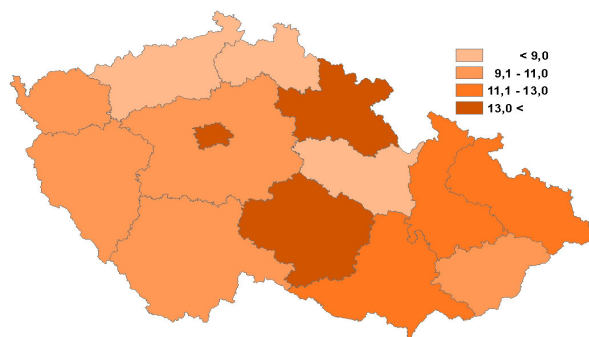
as a percentage of all public offices in a given category

Figure E12 Public authorities with a public internet access point



as a percentage of all public offices in a given category

Figure E13 Municipalities providing free wireless internet (Wifi) for their citizens on its territory in regions, 2007 (%)



as a percentage of all municipalities in each Czech region

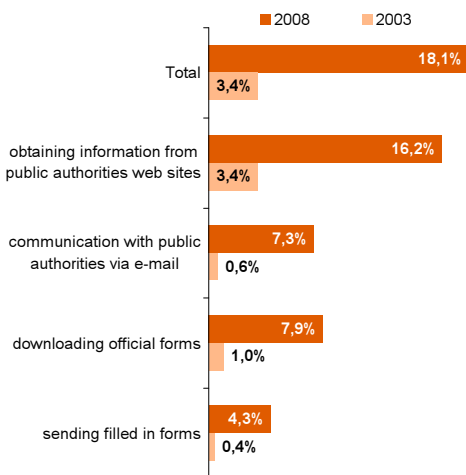
E Public authorities

Tab. E7 Individuals using internet for interaction with public authorities in the Czech Republic, 2008

	Information search	Downloading forms	Sending filled in forms
Total (16+)	16,2	7,9	4,3
Total (16-74 years)	17,6	8,6	4,6
Gender:			
Males (16+)	17,1	8,7	4,7
Females (16+)	15,4	7,2	3,9
Age group:			
16-24 years	12,8	5,2	3,3
25-34 years	23,5	11,3	5,4
35-44 years	25,0	13,0	7,0
45-54 years	21,5	11,7	6,2
55-64 years	12,0	4,9	3,1
65-74 years	2,7	1,4	0,8
Highest education level (25+):			
Primary (ISCED 0-2)	1,8	0,6	0,1
Lower secondary (ISCED 3C)	8,0	3,4	1,3
Upper secondary (ISCED 3A, 4)	24,2	12,3	6,5
Tertiary (ISCED 5-6)	42,4	22,7	13,9
Specific categories:			
students (16+)	11,8	3,9	2,5
pensioners	2,0	0,7	0,4

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

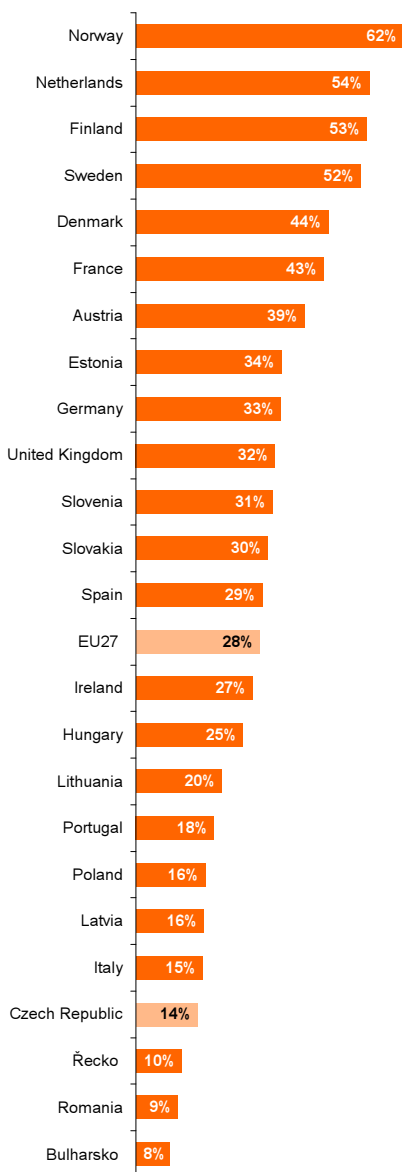
Figure E14 Individuals using internet for interaction with public authorities



as a percentage of all individuals aged 16 years and over

E Public authorities

Figure E15 Individuals using internet for any interaction with public authorities in 2008



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2009

E Public authorities

Tab. E8 Enterprises using internet for interaction with public authorities in the Czech Republic, 2007

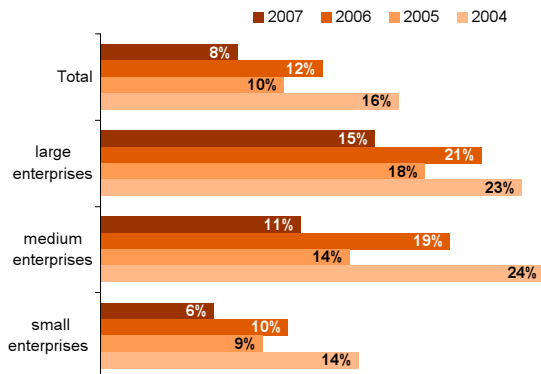
	Information search	Downloading forms	Sending filled in forms
Total	69,7	63,1	35,2
Size class of enterprises:			
Small enterprises (10-49)	65,5	58,1	27,7
Medium enterprises (50-249)	83,5	79,0	59,0
Large enterprises (250+)	90,7	89,2	77,6
Industry (CZ-NACE divisions):			
Manufacturing	73,0	65,6	40,0
Electricity, gas and water supply	85,4	84,4	75,8
Construction	67,3	61,8	32,7
Sale and repair of motor vehicles	59,0	52,1	25,1
Wholesale	74,1	68,3	32,7
Retail trade	56,2	46,2	23,5
Accommodation	67,4	64,0	35,3
Transport and storage	62,9	58,0	32,0
Post and telecommunications	86,0	78,0	59,5
Financial intermediation	78,0	72,7	45,8
Real estate activities, R&D	75,4	66,6	32,2
Computer and related activities	85,9	79,1	45,6
Other business activities (1)	71,6	65,8	36,9
Audio-visual activities	78,8	71,3	56,9
Recr., cult. and sport. act.	70,9	64,6	42,1
Other activities (2)	46,4	42,1	23,0
Region:			
Enterprises not registered in Prague	69,3	62,3	35,1
Enterprises registered in Prague	71,4	65,9	35,7

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 E16 Enterprises using internet for submitting a proposals in an public electronic tender system

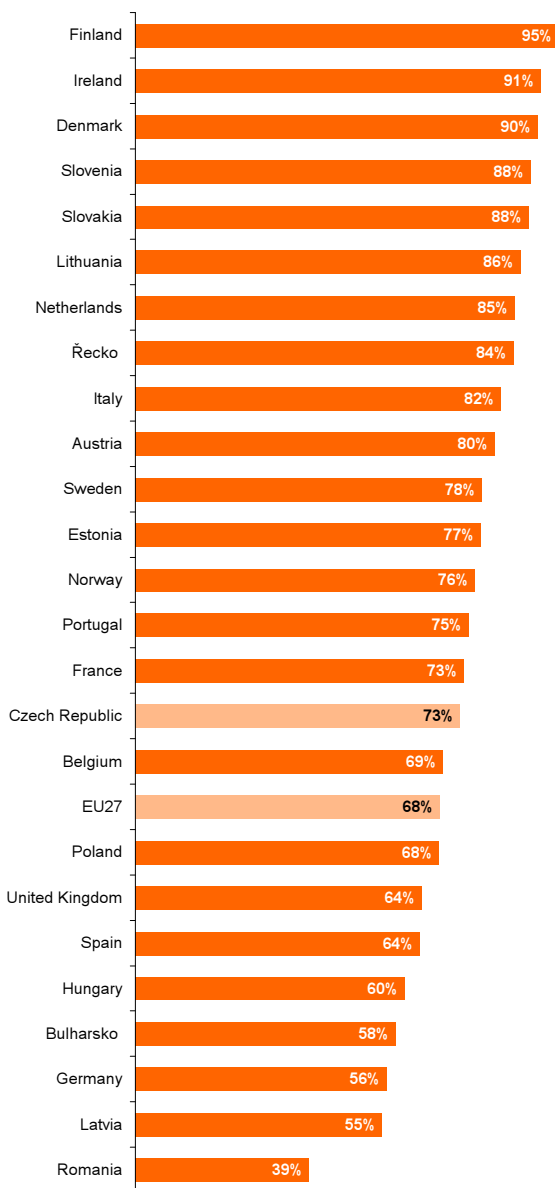


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

E Public authorities

Figure E17 Enterprises using internet for any interaction with public authorities in 2007



as a percentage of all enterprises with 10 and more employees

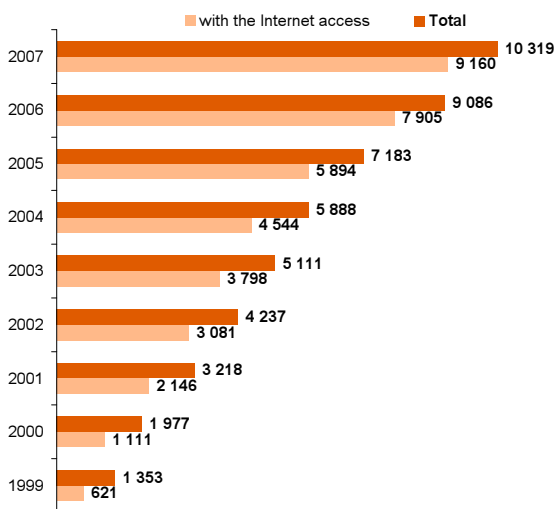
Source: Eurostat, 2009

E Public authorities

Tab. E9 Computers for citizens in Czech libraries, 2007

	<i>number</i>	
	Total	with the internet access
Total	10 319	9 160
Type of library:		
National library	56	34
Moravian library	111	111
Regional libraries	917	564
basic libraries*	1 691	1 344
Basic libr. with professional employees	2 566	2 299
Basic libr. with nonprofess. employees	4 978	4 808
Region (NUTS 3):		
Praha	512	309
Středočeský	1 020	908
Jihočeský	979	871
Plzeňský	644	585
Karlovarský	356	333
Ústecký	662	592
Liberecký	423	396
Královéhradecký	697	637
Pardubický	574	519
Vysočina	760	676
Jihomoravský	1 230	1 111
Olomoucký	791	751
Zlínský	748	689
Moravskoslezský	923	783

Figure E18 Number of computers for citizens in libraries



Source: National Information and Consulting Centre for Culture