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# INFORMATION SOCIETY

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## IN FIGURES

# 2009

CZECH REPUBLIC AND WORLD

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## INTRODUCTION

This year the Czech Statistical Office (CZSO) prepared already fourth updated issue of the brochure: "The Information Society in Figures ". Just as in previous years, this brochure is conceived in such a way as to provide, in an easy-to-read form, a sufficient amount of official statistical data on developments in the information society in the Czech Republic and enable a comparison to be made with individual EU states.

The aim of this brochure is to give a basic overview of the state of and developments in the spreading and way of use of ICTs in the main areas of our society. This brochure is divided into the following seven chapters:

- A. The **Telecommunication and Internet Infrastructure** chapter contains basic data on the available telecommunication and Internet infrastructure and their structure.
- B. The **Households** chapter contains information on households' access to fixed telephone lines, mobile telephones, personal computers and the Internet, as well as data on households' expenditures on ICT equipment and services.
- C. The **Individuals** chapter contains information on the users of mobile telephones, personal computers and the Internet among the adult population. This basic information is supplemented with data on the place, frequency and way of using computers and the Internet as well as on selected activities performed on the Internet, with a focus on Internet shopping.
- D. The **Enterprises** chapter contains an overview on the spread, degree and purpose of Internet and website use among enterprises, on the number of employees using a computer at work or on electronic commerce and other electronic processes used in the business enterprise sector.
- 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 public authorities by individuals and enterprises.
- F. In the **Schools** chapter the reader learns about how well equipped schools are with computers, the availability of broadband Internet at schools or about the number of students and teaching staff using the Internet at school.
- G. The **Health Institutions** chapter gives an overview of how well equipped health facilities are with information technologies, data on the use of computers and the Internet at independent doctors' surgeries for selected activities, and also information on the use of the Internet by individuals for seeking health-related information.

Data on ICT use by individuals are further classified according to the main socio-demographic characteristics such as gender, age and education. Data related to enterprises are classified according to the industry or the size of the enterprises. Data on ICT use in schools and health establishments are available according to the types of these institutions.

Besides the above-mentioned classifications, most of the data contained in the brochure is available also in the form of regional and international (EU, Norway and Iceland) comparison.

For more detailed information, please visit our website at [www.czso.cz](http://www.czso.cz), sections titled **Information society**:

[http://www.czso.cz/eng/redakce.nsf/i/information\\_society](http://www.czso.cz/eng/redakce.nsf/i/information_society)

Prague, April 2009

Czech Statistical Office  
Department of Research, Development and Information Society Statistics



## A Telecommunication and Internet Infrastructure

The statistical data on **the available telecommunication and Internet infrastructure** – total number of fixed telephone lines, active SIM cards and broadband connections (subscribers) published in this chapter originate from the following sources:

- **The Czech Telecommunication Office (CTO)** – Czech data on the number of subscribers in the fixed telephone network (fixed lines) and data on broadband subscribers for the 2005 - 2007 period.  
*Note: The above-mentioned data were supplemented by the publicly available data of individual mobile operators (active SIM cards), experts' estimates and the CZSO's own extrapolations for the broadband subscribers for the year 2008.*
- **The International Telecommunication Union (ITU)** - international comparison of the mobile telephone network subscribers.
- **The Organisation for Economic Co-operation and Development (OECD)** - international data on the broadband subscribers.

### Definitions:

- **Subscriber of a fixed/mobile telephone network** is a natural person or legal entity connected to these networks on the basis of a contract with the provider of access to these networks.
- **Fixed telephone lines** refer to telephone lines connecting a subscriber's terminal equipment to the public switched telephone network (PSTN) and which have a dedicated port on a telephone exchange.
- **Active SIM cards** refer to users of portable telephones subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN.

- **Pre-paid cards** – customer prepay credit; all services are paid in advance.

*Note: An inactive user, which refers to owners of a prepaid card that have not made or received a call within the last 3 months, should be excluded.*

- **Post-paid subscriber** is a customer with a concluded contract with the operator, on the basis of which this customer pays a monthly lump-sum fee within a reasonable period of time.

*Note: One person can use more than one active SIM card, i.e. the number of mobile telephone subscribers may be higher than the total number of individuals.*

- **Broadband subscriber** is a client (a natural person or legal entity) that uses a high speed Internet access service based on a contract signed with an Internet service provider (ISP).
- **Broadband connection** includes one of the following Internet access services that enable a high-speed Internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), via mobile networks (CDMA, UMTS) and other (fibre etc.)

**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/telekomunikacni\\_a\\_internetova\\_infrastuktura](http://www.czso.cz/csu/redakce.nsf/i/telekomunikacni_a_internetova_infrastuktura)

## A Telecommunication and Internet infrastructure

Tab. A1 Telephone subscribers in the Czech Republic

|   | 2006          | 2007          | 2008          |
|---|---------------|---------------|---------------|
|   | thous.        |               |               |
| <b>in fixed network (fixed lines)</b>       | <b>2 855</b>  | <b>2 403</b>  | <b>2 264</b>  |
| residential                                 | 1 828         | 1 395         | 1 273         |
| business                                    | 951           | 935           | 969           |
| other                                       | 76            | 71            | 22            |
| <b>in mobile network (active SIM cards)</b> | <b>12 326</b> | <b>13 055</b> | <b>13 571</b> |
| pre-paid cards subscribers                  | 7 363         | 7 207         | 7 077         |
| post-paid (contract) subscribers            | 4 963         | 5 849         | 6 493         |

Figure A1 Fixed telephone lines per 100 inhabitants

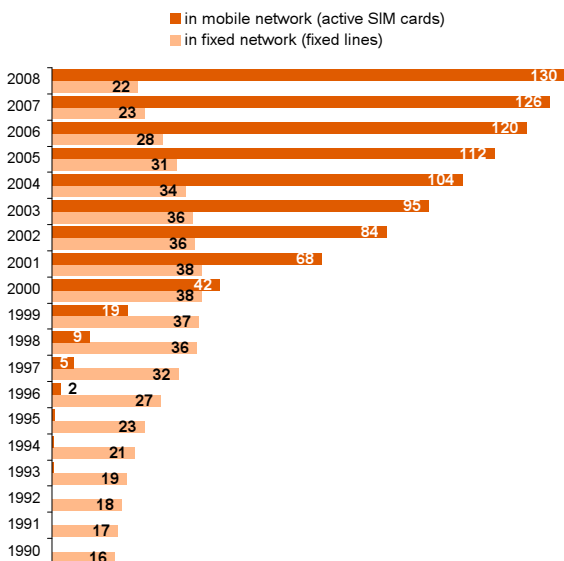
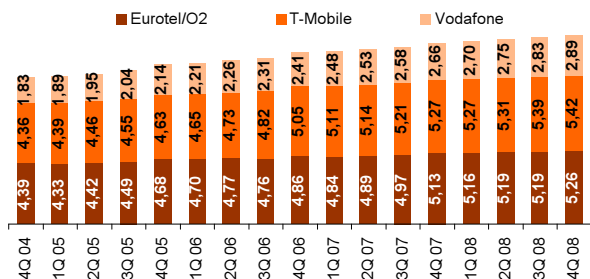


Figure A2 Mobile phone subscribers (millions)



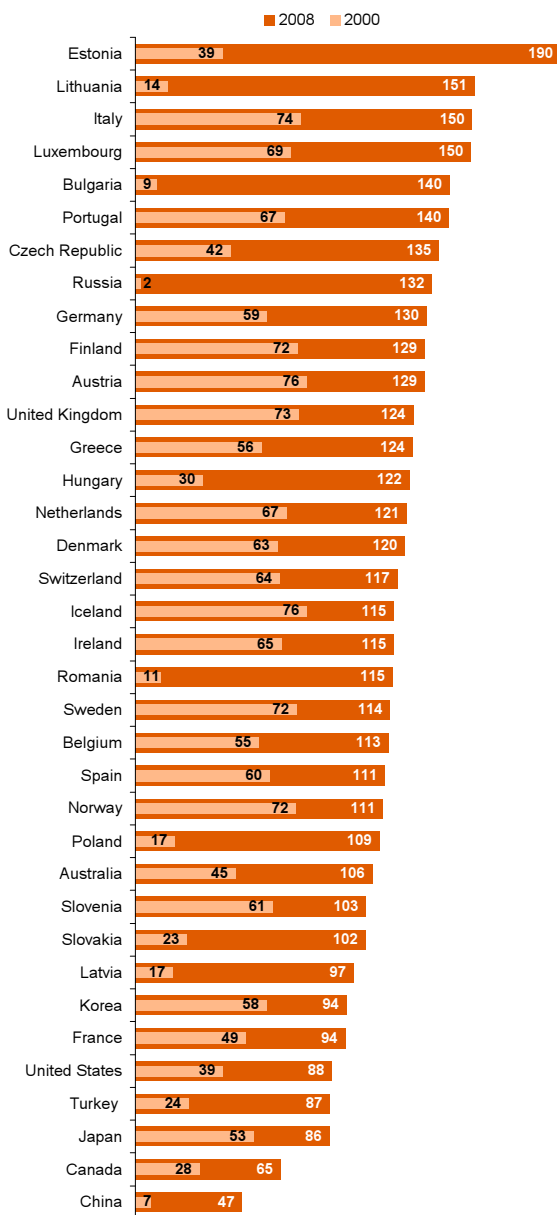
Q - quarter

Source: Czech Telecommunication Office (fixed telephone line);  
 Mobile operators (number of mobile subscribers)



## A Telecommunication and Internet infrastructure

Figure A3 Mobile phone subscribers per 100 inhabitants



Note: Iceland, Latvia, Poland and Norway - year 2007

Source: International Telecommunication Union

## A Telecommunication and Internet infrastructure

Tab. A2 Broadband subscribers in the Czech Republic

|                              | thous.       |              |              |
|------------------------------|--------------|--------------|--------------|
|                              | 2006         | 2007         | 2008         |
| <b>Total</b>                 | <b>1 249</b> | <b>1 681</b> | <b>1 930</b> |
| DSL (ADSL)                   | 493          | 613          | 681          |
| TV cabel                     | 230          | 309          | 360          |
| mobile networks (CDMA, UMTS) | 119          | 183          | 217          |
| Wifi + other FWA connection  | 370          | 520          | 572          |
| fibre (FTTX)                 | 36           | 55           | 100          |

Figure A4 Broadband subscribers (thous.)

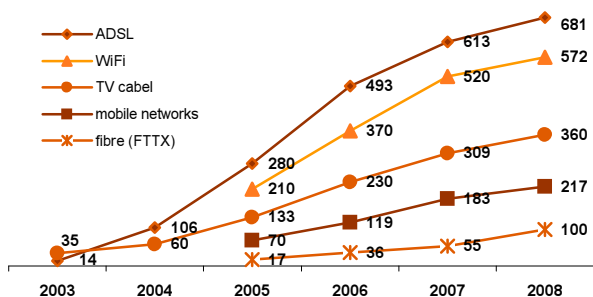


Figure A5 Broadband subscribers, by technology, 2008

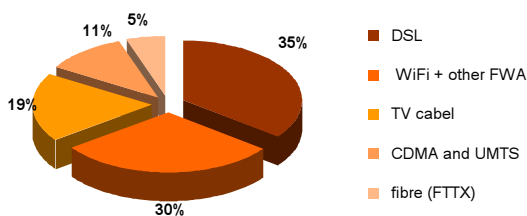
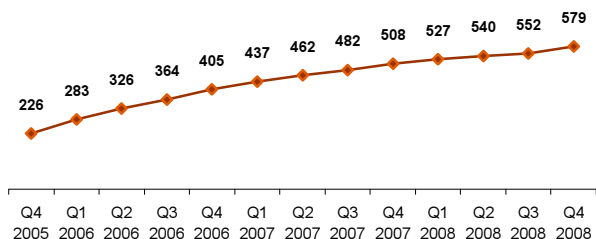


Figure A6 ADSL Internet subscribers, TO2 (thous.)

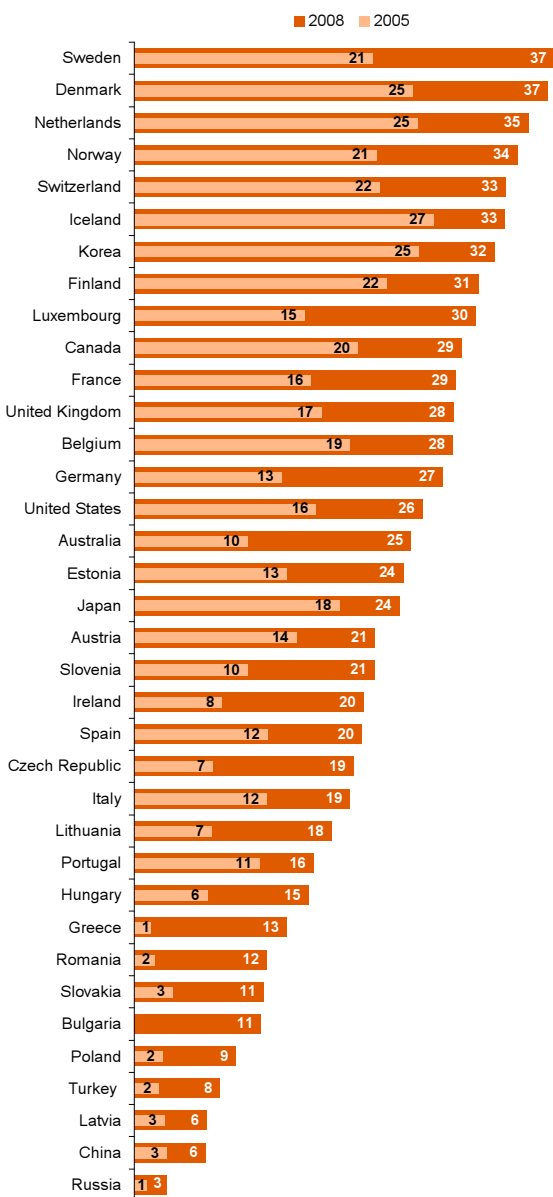


Source: TO2 - Telefónica O2 Czech Republic, a.s

Source: Czech Telecommunication Office - 2006 and 2007 data;  
Experts' estimates - 2008 data

## A Telecommunication and Internet infrastructure

Figure A7 Broadband subscribers per 100 inhabitants

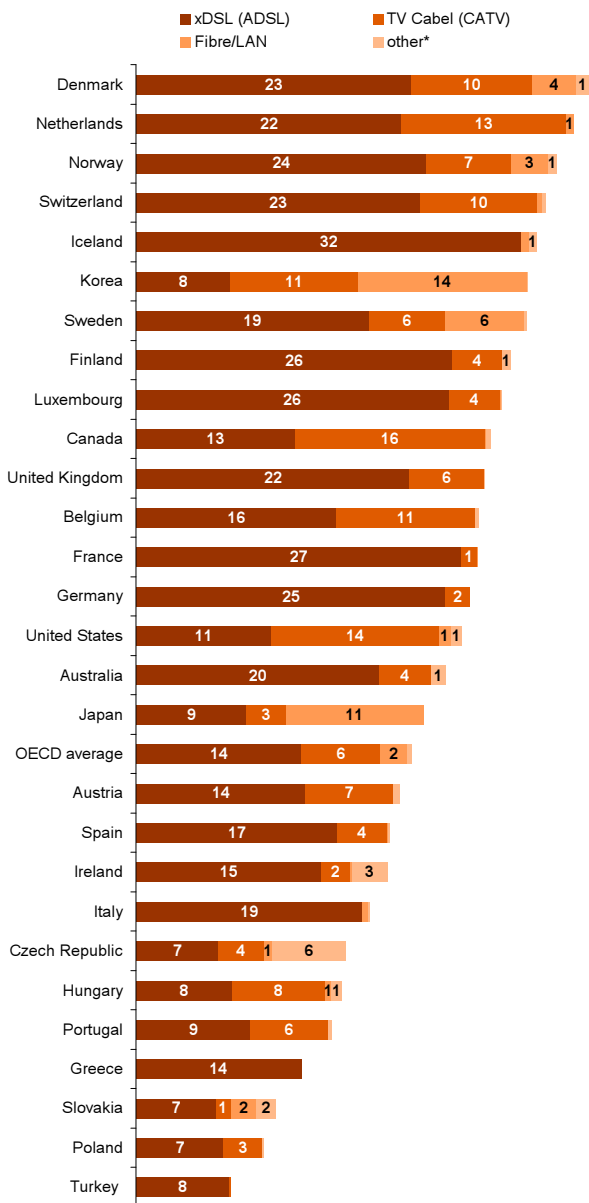


Note: Latvia and Poland - year 2007

Source: International Telecommunication Union

## A Telecommunication and Internet infrastructure

**Figure A8 Broadband subscribers in December 2008 per 100 inhabitants**



\* Includes fixed wireless technologies, BLP and leased lines. For the the Czech Rep. it includes 3G mobile technologies and Wi-fi that are otherwise excluded.

Source: OECD, 2009

## B Households

Since 2005, the Czech Statistical Office (CZSO) has been monitoring the spread of selected information technologies in households by way of an independent annual statistical survey titled: “**Sample Survey on the Use of Information and Communication Technologies in Households and Among Individuals**”.

In the Czech Republic, this survey is conducted as an annex to the Labour Force Survey (LFS) in the form of a Computer Assisted Personal Interviewing (CAPI). The target population consists of all households (4,2 million). In 2008 this survey was conducted in the second quarter, with the questions in the questionnaire being answered by approximately **9,500 individuals from 4,700 households**.

Since 2006, a survey is 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, Iceland and Norway.

### Notes:

**Reference period:** Household data refers to the second quarter of the relevant year.

**Comparability of data published by the CZSO and Eurostat:** The data published by Eurostat for Czech households differs 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 headed up by at least one person between 16 and 74 years of age. As standard, the CZSO provides data for all households. This is the reason why the detailed tables for the Czech Republic give dual values: total and total (16-74).

### Definitions:

- **Big cities (densely-populated areas)** - set of local areas, each of which has a density superior to 500 inhabitants per square kilometre, where the total population for the set is at least 50,000 inhabitants.
- **Urban areas (intermediate areas)** - set of local areas, not belonging to a densely populated area, each of which has a density superior to 100 inhabitants per square kilometre, and either with a total population for the set of at least 50,000 inhabitants or adjacent to a densely populated area.
- **Rural areas (thinly-populated areas)** - set of local areas belonging neither to a densely populated nor to an intermediate area.
- **Broadband connection** includes one of the following Internet access services that enable a high speed internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), connections via mobile networks (EDGE, CDMA, or UMTS) and other such as Fibre, LAN, Satellite technologies, etc.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: “**Use of ICT by Households and Individuals in 2008, Code 9701-08**”, which is freely available on the CZSO’s website: <http://www.czso.cz/csu/2008edicniplan.nsf/engp/9701-08>

The CZSO’s **Household Budget Survey** acts as a supplementary source of information to this survey. From this source originate data on the equipping of households with **fixed and mobile telephones** and in the case of data prior to 2005 also on the **computers and the Internet** information on the **households’ consumption expenditures on ICT equipment and services** also originate from the same source.

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

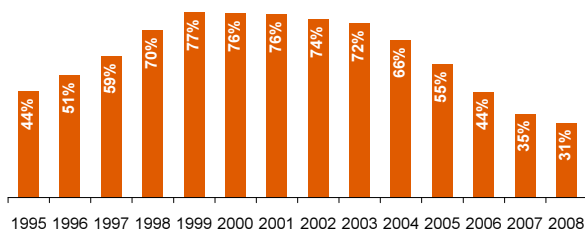
## B Households

**Tab. B1 Households with fixed telephone in the Czech Republic**

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | 2006        | 2007        | 2008        |
| <b>Total</b>                           | <b>44,0</b> | <b>34,8</b> | <b>31,1</b> |
| <b>Household composition:</b>          |             |             |             |
| households without children            | 47,1        | 38,5        | 34,9        |
| households with children               | 38,5        | 28,1        | 24,4        |
| <b>Status of head of household:</b>    |             |             |             |
| employee                               | 38,6        | 29,6        | 24,8        |
| own-account worker                     | 48,9        | 39,0        | 37,0        |
| unemployed                             | 21,9        | 15,0        | 15,9        |
| pensioner                              | 54,1        | 44,5        | 41,3        |
| <b>Age group of head of household:</b> |             |             |             |
| till 29 years                          | 10,3        | 7,3         | 6,6         |
| 30-39 years                            | 27,0        | 17,0        | 13,7        |
| 40-49 years                            | 44,1        | 33,2        | 28,2        |
| 50-59 years                            | 49,2        | 38,0        | 33,1        |
| 60-69 years                            | 54,3        | 43,2        | 36,5        |
| 70 and more years                      | 60,9        | 53,1        | 52,4        |

as a percentage of all households in a given socio-demographic category

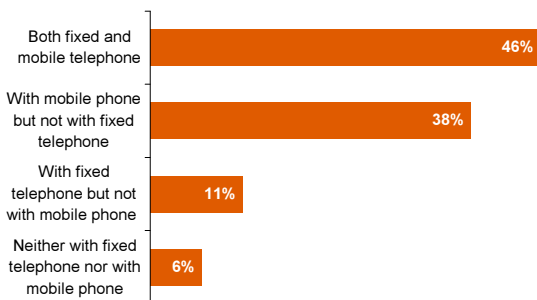
**Figure B1 Households with fixed telephone**



as a percentage of all households

Source: Czech Statistical Office, Household Budget Survey

**Figure B2 Individuals with access to telephone at home, 2006**



as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

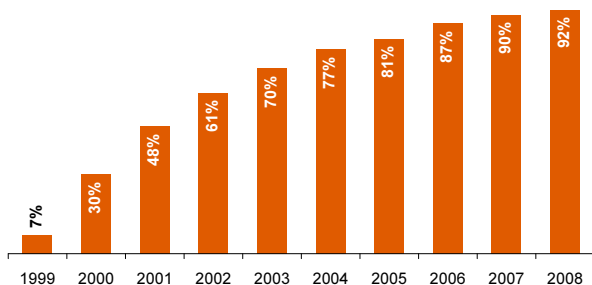
## B Households

Tab. B2 Households with mobile phone in the Czech Republic

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | 2006        | 2007        | 2008        |
| <b>Total</b>                           | <b>87,0</b> | <b>90,2</b> | <b>92,4</b> |
| <b>Household composition:</b>          |             |             |             |
| households without children            | 81,9        | 86,1        | 89,2        |
| households with children               | 95,9        | 97,4        | 98,0        |
| <b>Status of head of household:</b>    |             |             |             |
| employee                               | 94,4        | 95,3        | 95,9        |
| own-account worker                     | 88,6        | 89,5        | 92,7        |
| unemployed                             | 87,1        | 91,1        | 92,8        |
| pensioner                              | 71,3        | 79,7        | 84,7        |
| <b>Age group of head of household:</b> |             |             |             |
| till 29 years                          | 98,5        | 96,1        | 95,6        |
| 30-39 years                            | 95,4        | 96,6        | 97,7        |
| 40-49 years                            | 95,1        | 97,0        | 97,9        |
| 50-59 years                            | 89,3        | 90,9        | 93,6        |
| 60-69 years                            | 82,4        | 87,9        | 90,3        |
| 70 and more years                      | 65,4        | 74,7        | 80,4        |

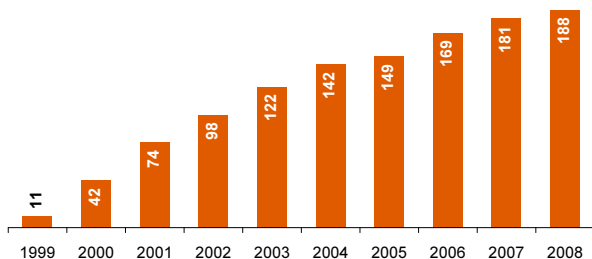
as a percentage of all households in a given socio-demographic category

Figure B3 Households with a mobile telephone



as a percentage of all households

Figure B4 Number of mobile phones in households per 100 households



Source: Czech Statistical Office, Household Budget Survey

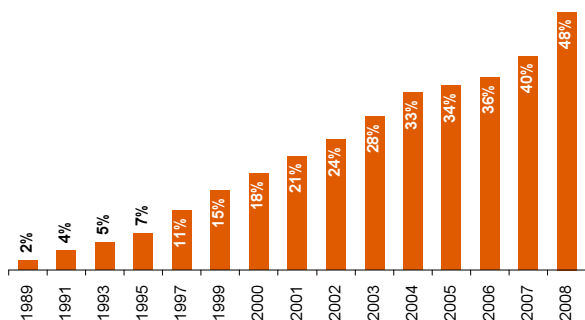
## B Households

Tab. B3 Households with a computer in the Czech Republic

|   | %           |             |             |
|---|-------------|-------------|-------------|
|   | 2006        | 2007        | 2008        |
| <b>Total</b>                              | <b>35,7</b> | <b>39,6</b> | <b>47,7</b> |
| Total (16-74 years)                       | 39,0        | 43,4        | 52,4        |
| <b>Household composition:</b>             |             |             |             |
| households without children               | 20,9        | 24,1        | 31,7        |
| households with children                  | 61,6        | 66,7        | 76,3        |
| <b>Type of locality:</b>                  |             |             |             |
| densely-populated area (big cities)       | 38,5        | 45,2        | 51,8        |
| intermediate urbanized area (urban areas) | 35,0        | 37,7        | 46,1        |
| thinly-populated area (rural areas)       | 33,6        | 35,9        | 45,1        |

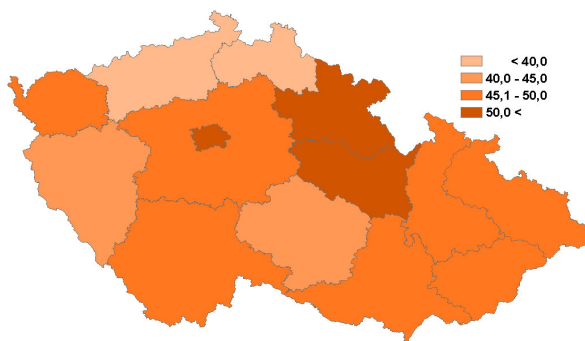
as a percentage of all households in a given socio-demographic category

Figure B5 Households with a computer



as a percentage of all households

Figure B6 Households with a computer in regions (%), 2008



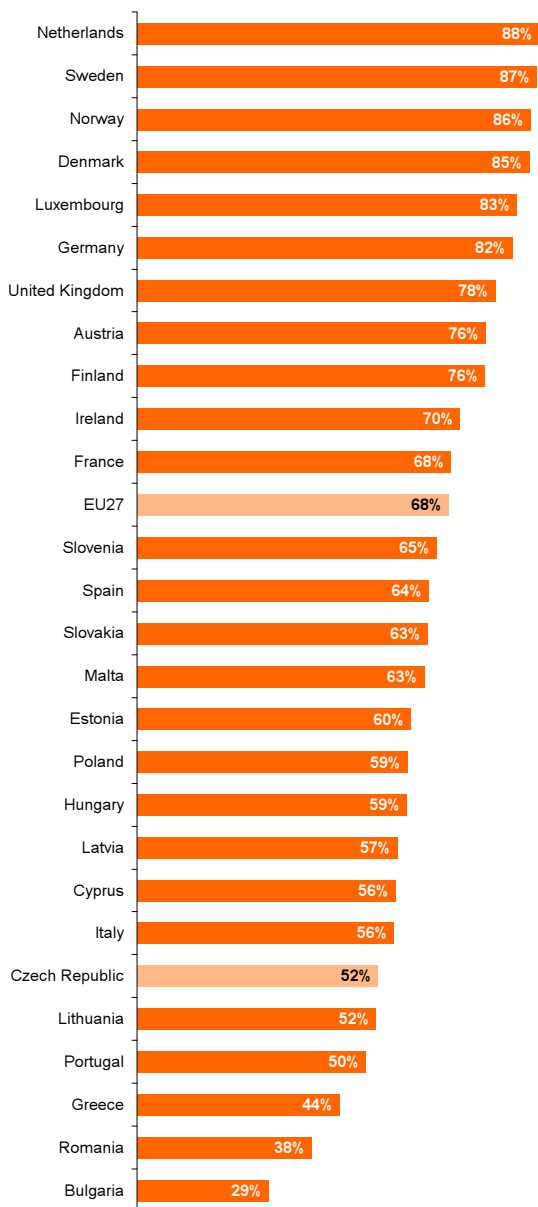
as a percentage of all households in each Czech region

Source: Czech Statistical Office, HBS and Household Survey on ICT Use



## B Households

Figure B7 Households with a computer in 2008



as a percentage of all households where at least 1 member is in age group 16-74 years

Source: Eurostat, 2009

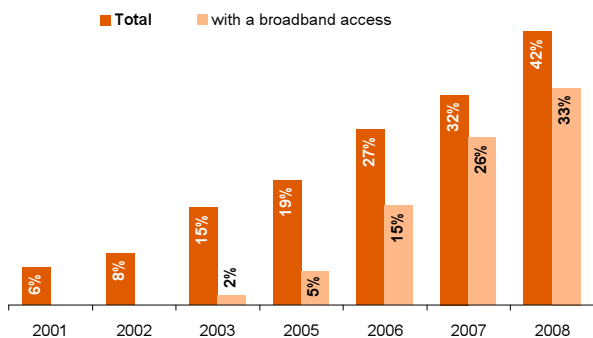
## B Households

Tab. B4 Households with the Internet in the Czech Republic

|   | %           |             |             |
|---|-------------|-------------|-------------|
|   | 2006        | 2007        | 2008        |
| <b>Total</b>                              | <b>26,7</b> | <b>32,0</b> | <b>41,7</b> |
| Total (16-74 years)                       | 29,3        | 35,1        | 45,9        |
| <b>Household composition:</b>             |             |             |             |
| households without children               | 16,0        | 19,0        | 27,3        |
| households with children                  | 45,0        | 55,0        | 67,3        |
| <b>Type of locality:</b>                  |             |             |             |
| densely-populated area (big cities)       | 31,4        | 38,4        | 47,8        |
| intermediate urbanized area (urban areas) | 25,9        | 30,4        | 40,1        |
| thinly-populated area (rural areas)       | 23,2        | 27,3        | 37,3        |

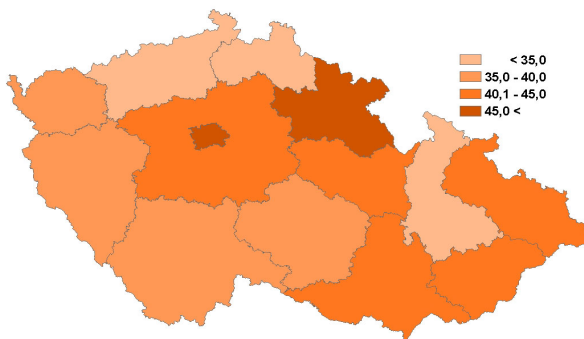
as a percentage of all households in a given socio-demographic category

Figure B8 Households with the Internet



as a percentage of all households

Figure B9 Households with the Internet in regions (%), 2008

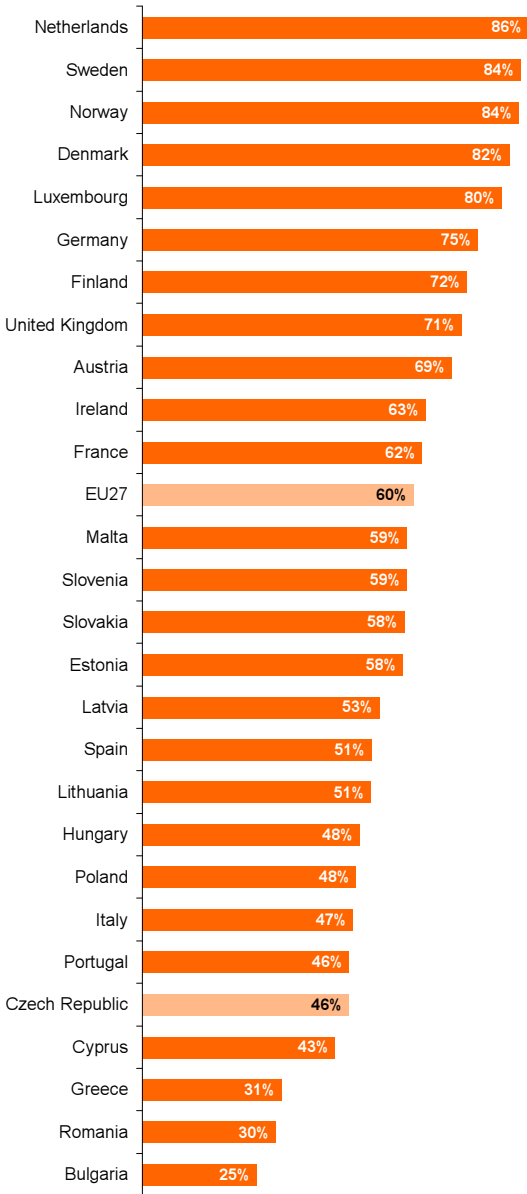


as a percentage of all households in each Czech region

Source: Czech Statistical Office, HBS and Household Survey on ICT Use

## B Households

Figure B10 Households with the Internet



as a percentage of all households where at least 1 member is in age group 16-74 years

Source: Eurostat, 2009

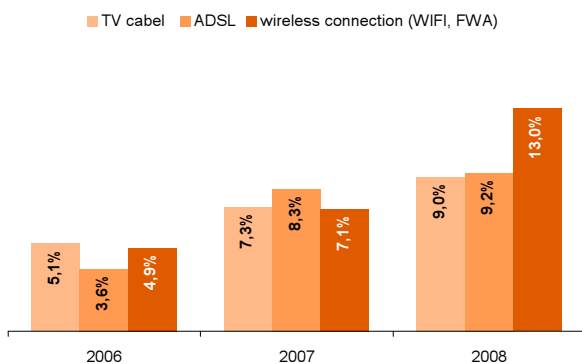
## B Households

Tab. B5 Households with broadband in the Czech Republic

|  | %           |             |             |
|--|-------------|-------------|-------------|
|  | 2006        | 2007        | 2008        |
| <b>Total</b>                             | <b>15,1</b> | <b>25,6</b> | <b>33,1</b> |
| Total (16-74 years)                      | 16,6        | 28,1        | 36,4        |
| <b>Household composition:</b>            |             |             |             |
| households without children              | 9,0         | 14,9        | 21,6        |
| households with children                 | 25,8        | 44,1        | 53,6        |
| <b>Type of locality:</b>                 |             |             |             |
| densely-populated area (big cities)      | 20,4        | 33,3        | 39,3        |
| intermediate urbanized area (urban area) | 14,4        | 22,9        | 30,6        |
| thinly-populated area (rural areas)      | 11,0        | 20,4        | 29,2        |
| <b>Region (NUTS 3):</b>                  |             |             |             |
| Praha                                    | 25,5        | 41,7        | 47,9        |
| Středočeský                              | 14,8        | 28,0        | 34,0        |
| Jihočeský                                | 8,8         | 24,3        | 31,0        |
| Plzeňský                                 | 12,1        | 16,6        | 30,1        |
| Karlovarský                              | 13,7        | 19,2        | 24,7        |
| Ústecký                                  | 9,2         | 17,8        | 23,1        |
| Liberecký                                | 13,4        | 27,2        | 24,7        |
| Královéhradecký                          | 17,6        | 22,0        | 39,0        |
| Pardubický                               | 15,4        | 20,0        | 37,2        |
| Vysočina                                 | 14,9        | 24,7        | 34,4        |
| Jihomoravský                             | 18,6        | 29,5        | 31,1        |
| Olomoucký                                | 12,8        | 19,0        | 28,0        |
| Zlínský                                  | 10,1        | 21,9        | 31,7        |
| Moravskoslezský                          | 13,8        | 22,9        | 30,6        |

as a percentage of all households in a given socio-demographic category

Figure B11 Broadband technology used by households

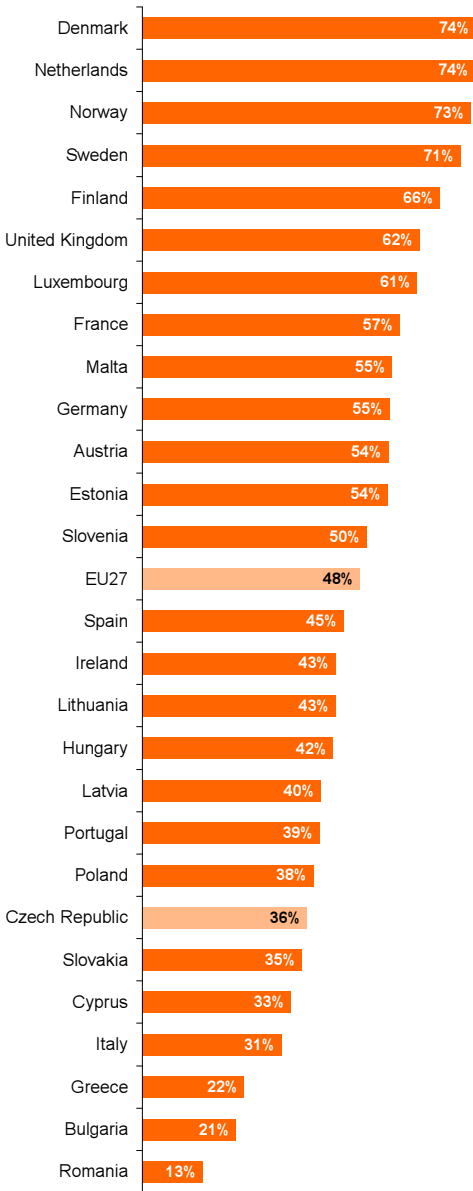


as a percentage of all households

Source: Czech Statistical Office, Household Survey on ICT Use

## B Households

Figure B12 Households with broadband in 2008



as a percentage of all households where at least 1 member is in age group 16-74 years

Source: Eurostat, 2009

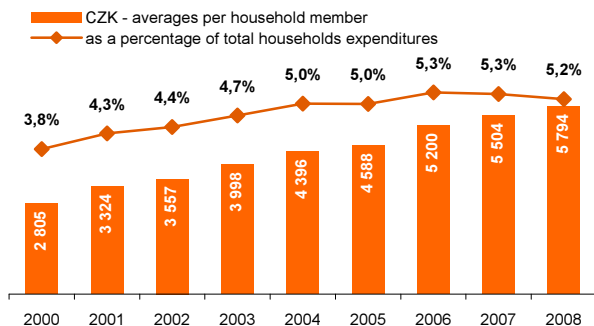
## B Households

**Tab. B6 Household consumption expenditure on ICT equipment and services in the Czech Republic**

*CZK - averages per household member*

|  | 2006         | 2007         | 2008         |
|--|--------------|--------------|--------------|
| <b>Average household</b>                                 | <b>5 201</b> | <b>5 504</b> | <b>5 794</b> |
| <b>ICT equipment acquisition</b>                         | <b>928</b>   | <b>1 020</b> | <b>895</b>   |
| fixed telephones   | 9            | 4            | 5            |
| mobile phones  | 271          | 281          | 224          |
| computers  | 648          | 735          | 666          |
| <b>Communication services</b>                            | <b>4 273</b> | <b>4 484</b> | <b>4 900</b> |
| fixed telephone services                                 | 1 331        | 1 050        | 871          |
| mobile phone services                                    | 2 507        | 2 779        | 3 123        |
| Internet provider services                               | 435          | 655          | 906          |
| <b>Households with lowest income (the bottom decile)</b> | <b>3 105</b> | <b>3 586</b> | <b>3 993</b> |
| <b>ICT equipment acquisition</b>                         | <b>399</b>   | <b>655</b>   | <b>557</b>   |
| fixed telephones   | 4            | 1            | 4            |
| mobile phones  | 144          | 180          | 131          |
| computers  | 251          | 475          | 422          |
| <b>Communication services</b>                            | <b>2 706</b> | <b>2 931</b> | <b>3 436</b> |
| fixed telephone services                                 | 664          | 421          | 400          |
| mobile phone services                                    | 1 808        | 2 117        | 2 325        |
| Internet provider services                               | 234          | 393          | 711          |
| <b>Households with highets income (the top decile)</b>   | <b>8 382</b> | <b>8 499</b> | <b>9 679</b> |
| <b>ICT equipment acquisition</b>                         | <b>1 656</b> | <b>1 657</b> | <b>1 945</b> |
| fixed telephones   | 12           | 1            | 8            |
| mobile phones  | 550          | 395          | 465          |
| computers  | 1 094        | 1 261        | 1 472        |
| <b>Communication services</b>                            | <b>6 726</b> | <b>6 842</b> | <b>7 735</b> |
| fixed telephone services                                 | 1 851        | 1 641        | 1 300        |
| mobile phone services                                    | 3 998        | 4 098        | 4 891        |
| Internet provider services                               | 877          | 1 102        | 1 544        |

**Figure B13 Household consumption expenditure on ICT equipment and services**



Source: Czech Statistical Office, Household Budget Survey

## C Individuals

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

In the Czech Republic, this survey is conducted as an annex to the Labour Force Survey (LFS) in the form of a Computer Assisted Personal Interviewing (CAPI). The target population consists of all individuals aged 16+ (8,7 million) and all households (4,2 million). In 2008 this survey was conducted in the second quarter, with the questions in the questionnaire being answered by approximately **9,500 individuals from 4,700 households**. Post stratification by gender, age, region and employment status was used and results were weighted on all population based on the LFS methodology.

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, Iceland and Norway.

### Notes:

**Reference period:** The data for individuals pertains to the last three months from the moment of the survey for the given year, unless stipulated otherwise.

**The education category** is published for the 25 and over age group. This age restriction is used for reason not counting students that can obtain later higher level of completed education, but use ICTs very intensively. The non-inclusion of the 16 to 24 age group allows for a more precise evaluation of the influence of education on the use of ICTs.

**Comparability of data published by the CZSO and Eurostat:** The data published by Eurostat for the Czech individuals differs slightly from the data published by the CZSO for the Czech Republic. This difference is due to the fact that Eurostat includes, as part of the data it publishes, 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. So as to facilitate better international comparison, the start of the detailed tables for the Czech Republic give both data for the whole population aged 16 and over, as well as for the whole population aged between 16 and 74 years of age.

### Definitions:

- **Computer/Internet user:** person who used at least once a computer/the Internet in the last 3 months preceding the interview from any location (home, work, school, etc.) and for any purpose (personal use, work related use, education, etc.).

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **"Use of ICT by Households and Individuals in 2008, Code 9701-08"**, which is freely available on the CZSO's website:

<http://www.czso.cz/csu/2008edicniplan.nsf/engp/9701-08>

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

<http://www.czso.cz/csu/2008edicniplan.nsf/engkapitola/1413-08--1890>

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

## C Individuals

Tab. C1 Mobile phone users in the Czech Republic

|                                       | %           |             |             |
|---------------------------------------|-------------|-------------|-------------|
|                                       | 2006        | 2007        | 2008        |
| <b>Total (16+)</b>                    | <b>83,1</b> | <b>85,5</b> | <b>87,9</b> |
| Total (16-74 years)                   | 87,9        | 90,1        | 92,5        |
| <b>Gender:</b>                        |             |             |             |
| Males (16+)                           | 87,2        | 89,0        | 90,9        |
| Females (16+)                         | 79,3        | 82,1        | 85,0        |
| <b>Age group:</b>                     |             |             |             |
| 16-24 years                           | 97,7        | 97,8        | 97,9        |
| 25-34 years                           | 97,7        | 98,1        | 98,3        |
| 35-44 years                           | 95,8        | 96,6        | 97,1        |
| 45-54 years                           | 90,5        | 93,2        | 95,9        |
| 55-64 years                           | 76,0        | 83,7        | 87,7        |
| 65 and more years                     | 41,2        | 44,5        | 52,1        |
| <b>Highest education level (25+):</b> |             |             |             |
| Primary (ISCED 0-2)                   | 52,4        | 54,8        | 61,9        |
| Lower secondary (ISCED 3C)            | 80,3        | 83,6        | 86,6        |
| Upper secondary (ISCED 3A and 4)      | 90,8        | 91,9        | 92,9        |
| Tertiary (ISCED 5-6)                  | 92,2        | 94,6        | 96,0        |
| <b>Specific categories:</b>           |             |             |             |
| students (16+)                        | 97,8        | 98,1        | 98,6        |
| pensioners                            | 48,5        | 52,9        | 59,6        |

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

Figure C1 Mobile phone activities undertaken by individuals in 2008



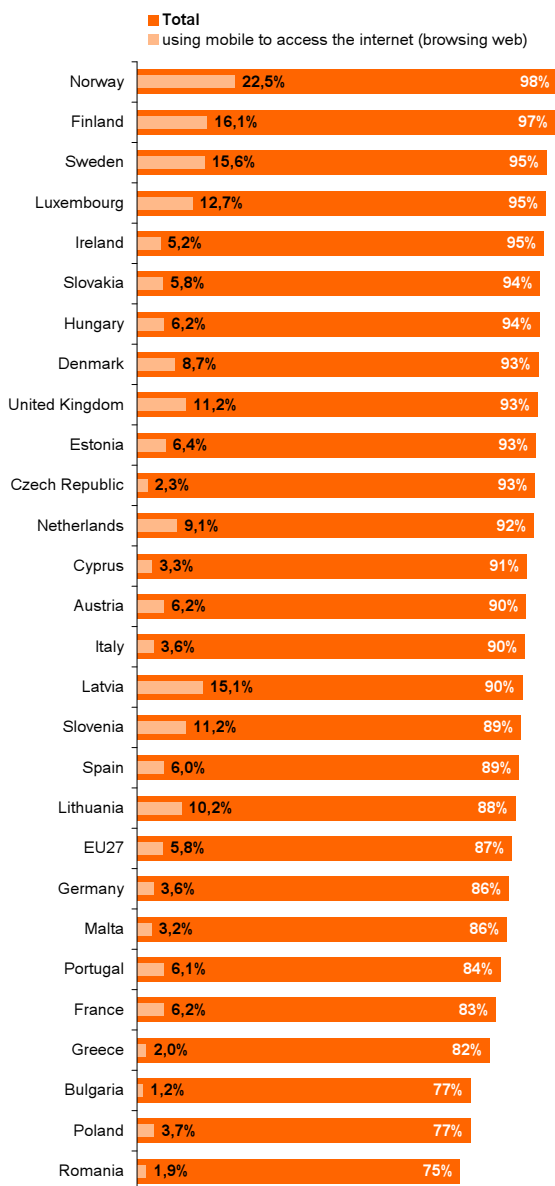
as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use



## C Individuals

Figure C2 Mobile phone users in 2008



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2009

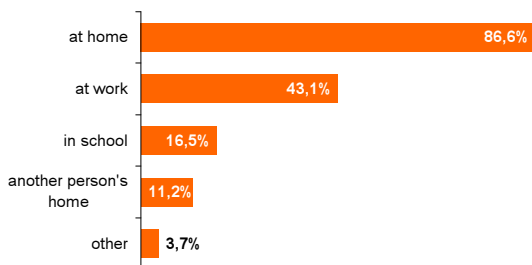
## C Individuals

Tab. C2 Computer users in the Czech Republic

|                                       | %           |             |             |
|---------------------------------------|-------------|-------------|-------------|
|                                       | 2006        | 2007        | 2008        |
| <b>Total (16+)</b>                    | <b>48,0</b> | <b>50,9</b> | <b>58,7</b> |
| Total (16-74 years)                   | 52,0        | 55,0        | 63,4        |
| <b>Gender:</b>                        |             |             |             |
| Males (16+)                           | 50,6        | 54,6        | 62,8        |
| Females (16+)                         | 45,5        | 47,4        | 54,7        |
| <b>Age group:</b>                     |             |             |             |
| 16-24 years                           | 83,9        | 87,9        | 92,2        |
| 25-34 years                           | 62,6        | 67,1        | 80,2        |
| 35-44 years                           | 64,7        | 65,8        | 76,0        |
| 45-54 years                           | 48,9        | 54,5        | 62,5        |
| 55-64 years                           | 26,4        | 29,3        | 36,8        |
| 65 and more years                     | 4,4         | 5,0         | 7,9         |
| <b>Highest education level (25+):</b> |             |             |             |
| Primary (ISCED 0-2)                   | 6,5         | 7,6         | 13,7        |
| Lower secondary (ISCED 3C)            | 26,3        | 29,5        | 41,5        |
| Upper secondary (ISCED 3A and 4)      | 64,9        | 66,2        | 71,8        |
| Tertiary (ISCED 5-6)                  | 82,9        | 82,7        | 87,7        |
| <b>Specific categories:</b>           |             |             |             |
| students (16+)                        | 96,9        | 97,3        | 99,0        |
| pensioner                             | 5,2         | 5,4         | 9,8         |

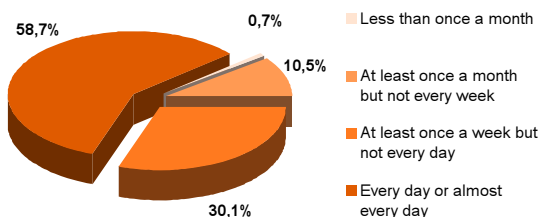
as a percentage of all individuals in a given socio-demographic group

Figure C3 Location where computer is used, 2008



as a percentage of computer users aged 16 years and over

Figure C4 Frequency of computer use, 2008

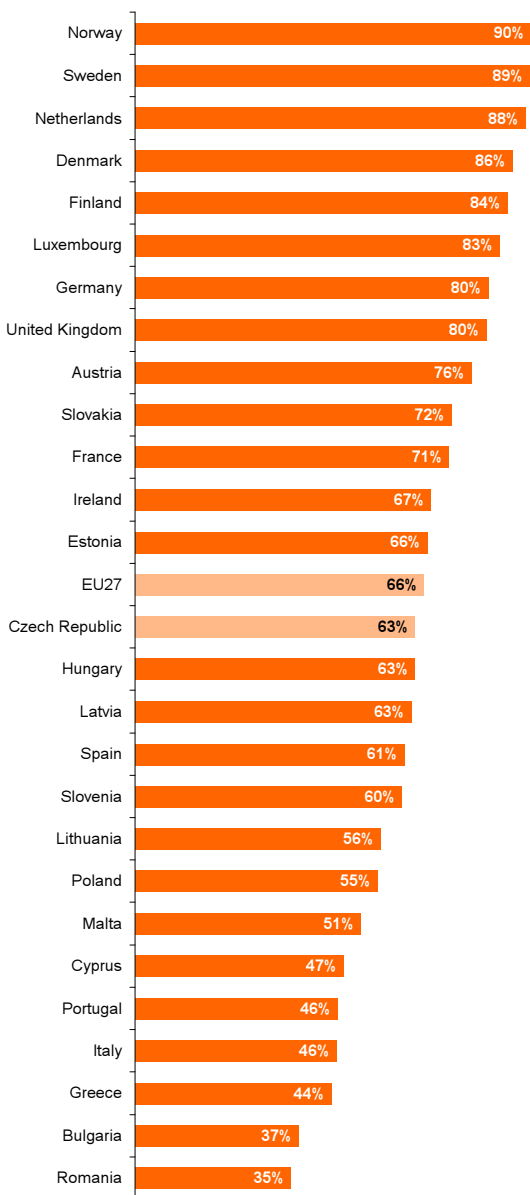


as a percentage of computer users aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

## C Individuals

Figure C5 Computer users in 2008



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2009

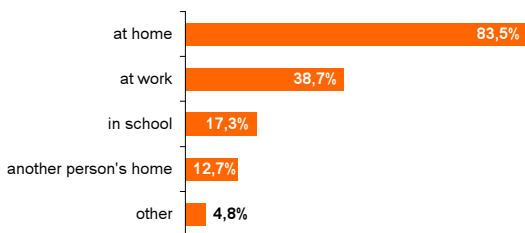
## C Individuals

Tab. C3 Internet users in the Czech Republic

|                                       | %           |             |             |
|---------------------------------------|-------------|-------------|-------------|
|                                       | 2006        | 2007        | 2008        |
| <b>Total (16+)</b>                    | <b>41,0</b> | <b>45,0</b> | <b>54,0</b> |
| Total (16-74 years)                   | 44,0        | 48,6        | 58,4        |
| <b>Gender:</b>                        |             |             |             |
| Males (16+)                           | 44,1        | 48,8        | 58,0        |
| Females (16+)                         | 38,1        | 41,5        | 50,3        |
| <b>Age group:</b>                     |             |             |             |
| 16-24 years                           | 77,7        | 82,0        | 90,3        |
| 25-34 years                           | 54,0        | 59,7        | 73,9        |
| 35-44 years                           | 53,7        | 56,4        | 69,4        |
| 45-54 years                           | 40,1        | 46,9        | 56,2        |
| 55-64 years                           | 20,7        | 25,0        | 32,6        |
| 65 and more years                     | 3,3         | 4,4         | 6,1         |
| <b>Highest education level (25+):</b> |             |             |             |
| Primary (ISCED 0-2)                   | 4,5         | 5,1         | 10,5        |
| Lower secondary (ISCED 3C)            | 18,3        | 22,4        | 35,6        |
| Upper secondary (ISCED 3A and 4)      | 55,6        | 59,4        | 65,8        |
| Tertiary (ISCED 5-6)                  | 78,2        | 79,3        | 85,4        |
| <b>Specific categories:</b>           |             |             |             |
| students (16+)                        | 92,8        | 93,0        | 97,4        |
| pensioner                             | 3,7         | 4,4         | 7,8         |

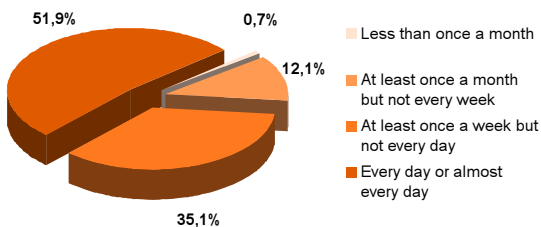
as a percentage of all individuals in a given socio-demographic group

Figure C6 Location where the Internet is used, 2008



as a percentage of internet users aged 16 years and over

Figure C7 Frequency of the Internet use, 2008

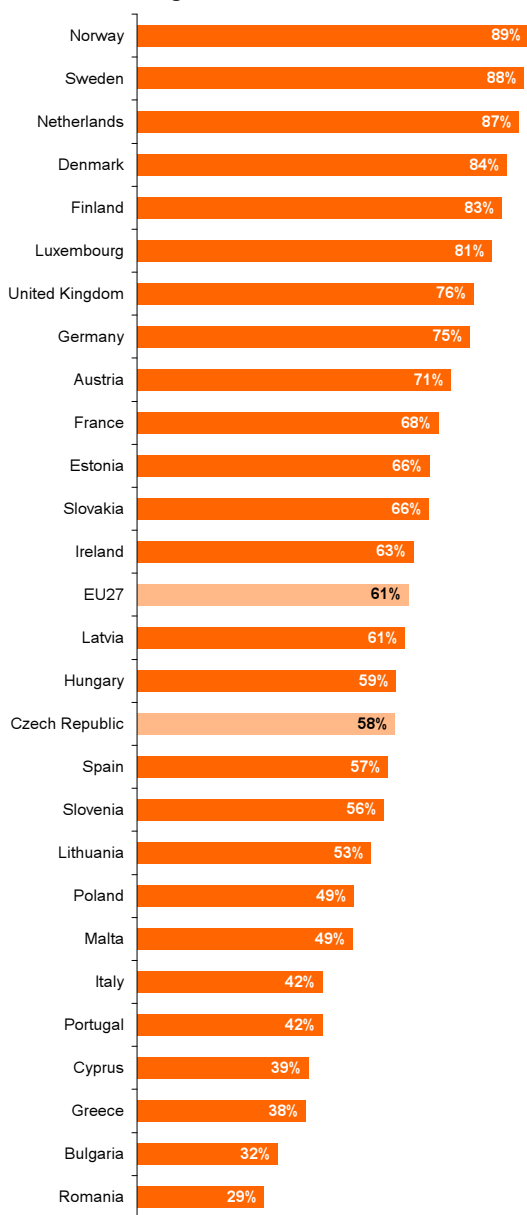


as a percentage of internet users aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

## C Individuals

Figure C8 Internet users in 2008



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2009

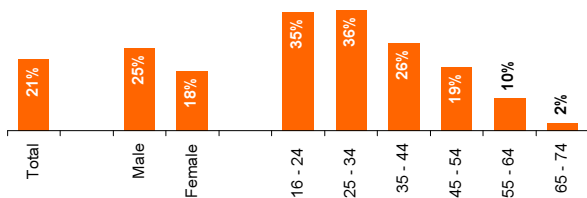
## C Individuals

Tab. C4 Internet activities undertaken by individuals

|  | %    |      |      |
|--|------|------|------|
|  | 2006 | 2007 | 2008 |
| <b>Communication:</b>                              |      |      |      |
| sending/receiving e-mails                          | 35,7 | 38,7 | 47,6 |
| telephoning over the internet (using skype etc.)   | 8,1  | 14,9 | 20,0 |
| Chatting (using instant messaging)                 | .    | 13,2 | 15,1 |
| videocalls via web camera                          | .    | .    | 5,7  |
| <b>Information search:</b>                         |      |      |      |
| about goods and services                           | 28,5 | 34,5 | 41,6 |
| using services related to travel and accommodation | 19,5 | 23,1 | 23,9 |
| in time tables                                     | .    | .    | 23,9 |
| about health                                       | 8,6  | 9,9  | 13,1 |
| reading news, internet newspapers and magazines    | 17,7 | 20,2 | 30,3 |
| reading blogs                                      | .    | .    | 7,8  |
| for purpose of learning                            | 9,2  | 16,1 | 23,1 |
| job searching                                      | 3,7  | 3,5  | 4,4  |
| <b>Leisure activities:</b>                         |      |      |      |
| downloading computer software                      | 8,1  | 9,0  | 7,8  |
| playing/downloading games                          | .    | 9,6  | 8,7  |
| listening/watching to web radios/TV                | 6,5  | 7,8  | 12,4 |
| playing/downloading music                          | .    | 14,7 | 14,9 |
| playing/downloading movies, video images           | .    | 11,1 | 11,8 |
| <b>Internet services:</b>                          |      |      |      |
| internet banking                                   | 8,3  | 10,7 | 13,4 |
| online shopping                                    | 11,1 | 15,3 | 21,0 |

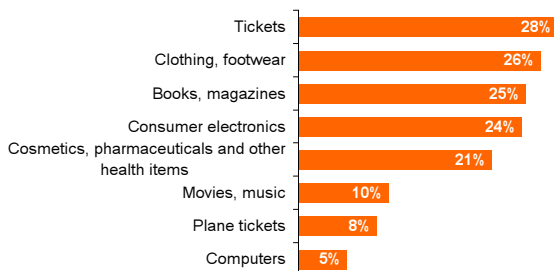
as a percentage of all individuals aged 16 years and over

Figure C9 Individuals who used Internet for shopping in 2008



as a percentage of all individuals aged 16 years and over

Figure C10 Products bought over the Internet

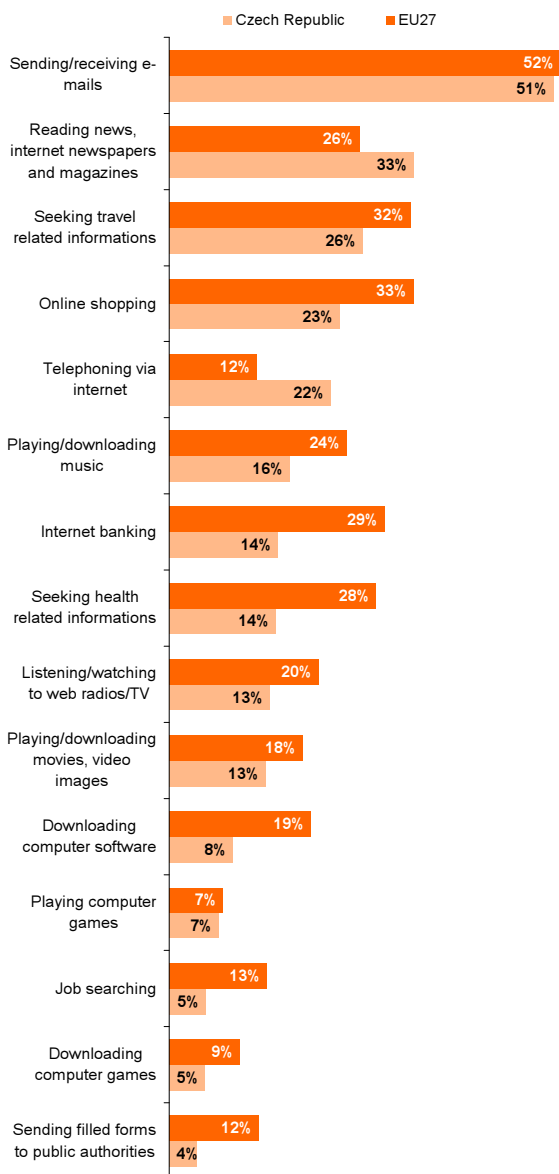


as a percentage of individuals, who used Internet for shopping

Source: Czech Statistical Office, Household Survey on ICT Use

## C Individuals

Figure C11 Internet activities undertaken by individuals in 2008

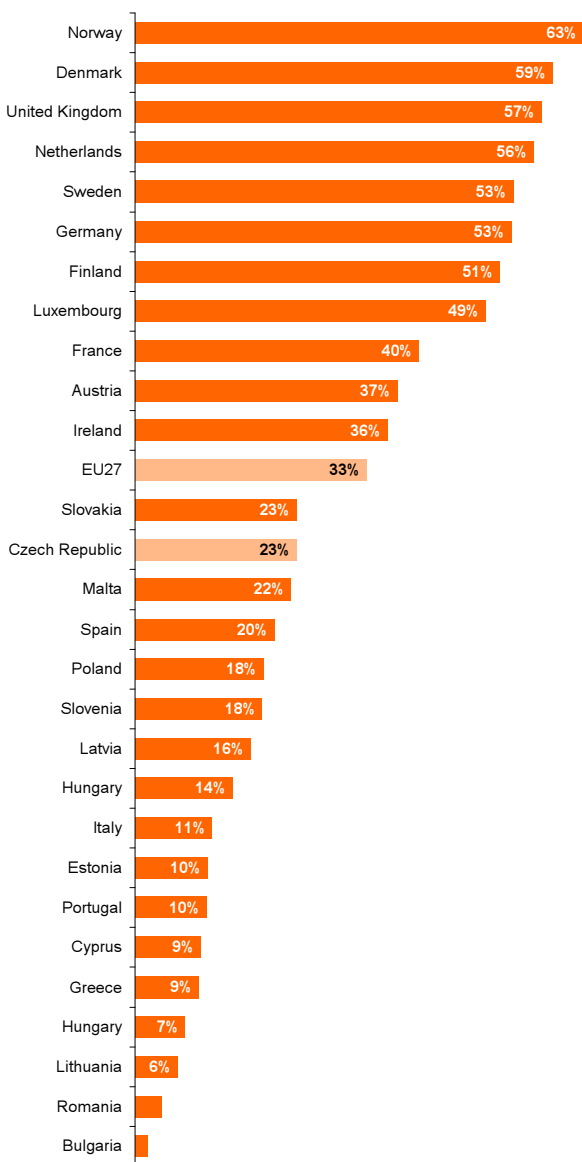


as a percentage of all individuals aged 16 to 74 years

Source: Czech Statistical Office and Eurostat, 2009

## C Individuals

Figure C12 Individuals who used internet for shopping in last 12 months



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2009



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

## D Enterprises

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

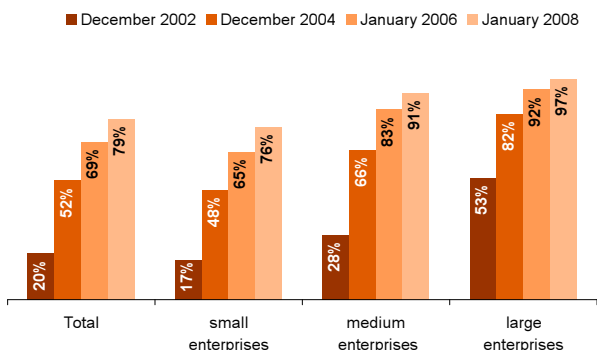
|                                      | Total       | >2Mb/s      | >8Mb/s     |
|--------------------------------------|-------------|-------------|------------|
| <b>Total</b>                         | <b>79,3</b> | <b>67,5</b> | <b>9,6</b> |
| <b>Size class of enterprises:</b>    |             |             |            |
| 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       |
| <b>Industry (CZ-NACE divisions):</b> |             |             |            |
| 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        |
| <b>Region:</b>                       |             |             |            |
| 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

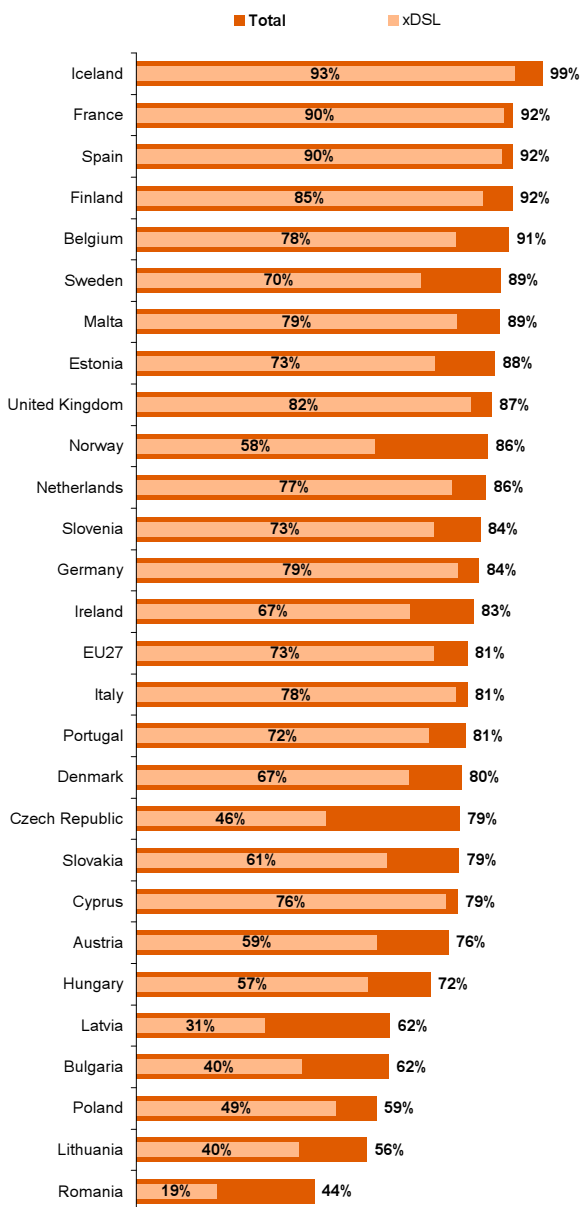


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D2 Enterprises with broadband in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

## D Enterprises

Tab. D2 Enterprises with a website in the Czech Republic

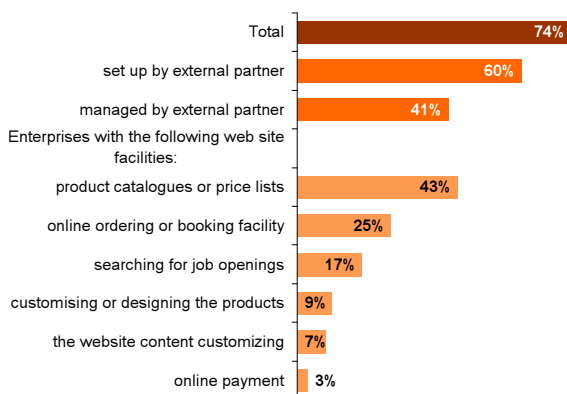
|                                      | %           |             |             |
|--------------------------------------|-------------|-------------|-------------|
|                                      | 2006        | 2007        | 2008        |
| <b>Total</b>                         | <b>70,1</b> | <b>71,2</b> | <b>74,0</b> |
| <b>Size class of enterprises:</b>    |             |             |             |
| 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        |
| <b>Industry (CZ-NACE divisions):</b> |             |             |             |
| 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        |
| <b>Region:</b>                       |             |             |             |
| 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

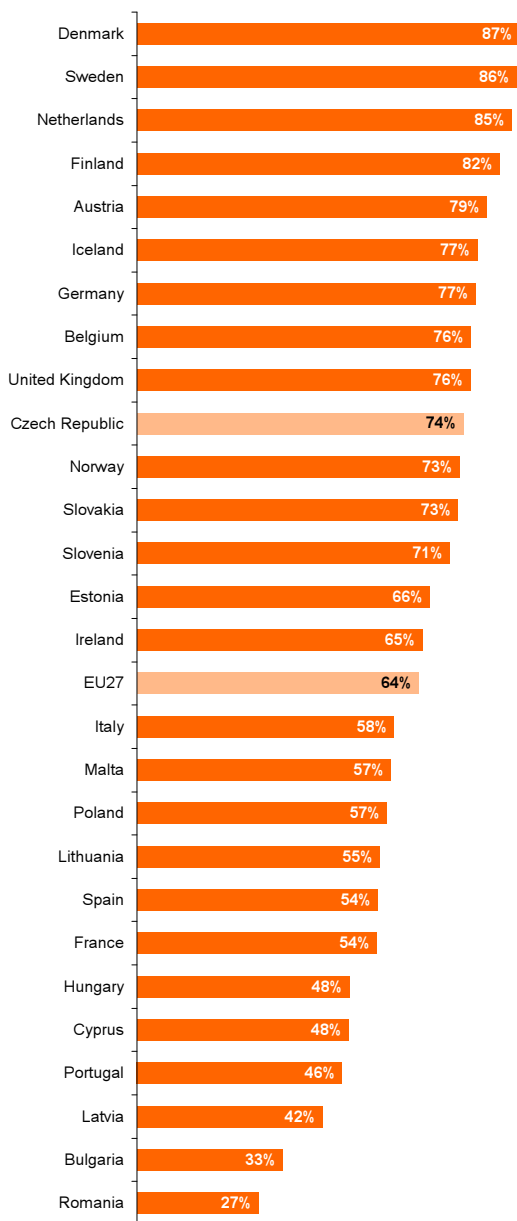


as a percentage of all enterprises with 10 and more employees

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D4 Enterprises with a website in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

## D Enterprises

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

|                                      | %           |             |             |
|--------------------------------------|-------------|-------------|-------------|
|                                      | Total       | WLAN        | Intranet    |
| <b>Total</b>                         | <b>62,2</b> | <b>29,2</b> | <b>20,8</b> |
| <b>Size class of enterprises:</b>    |             |             |             |
| 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        |
| <b>Industry (CZ-NACE divisions):</b> |             |             |             |
| 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         |
| <b>Region:</b>                       |             |             |             |
| 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

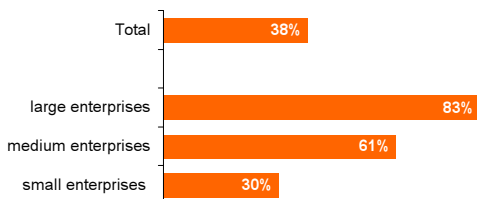
1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

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**

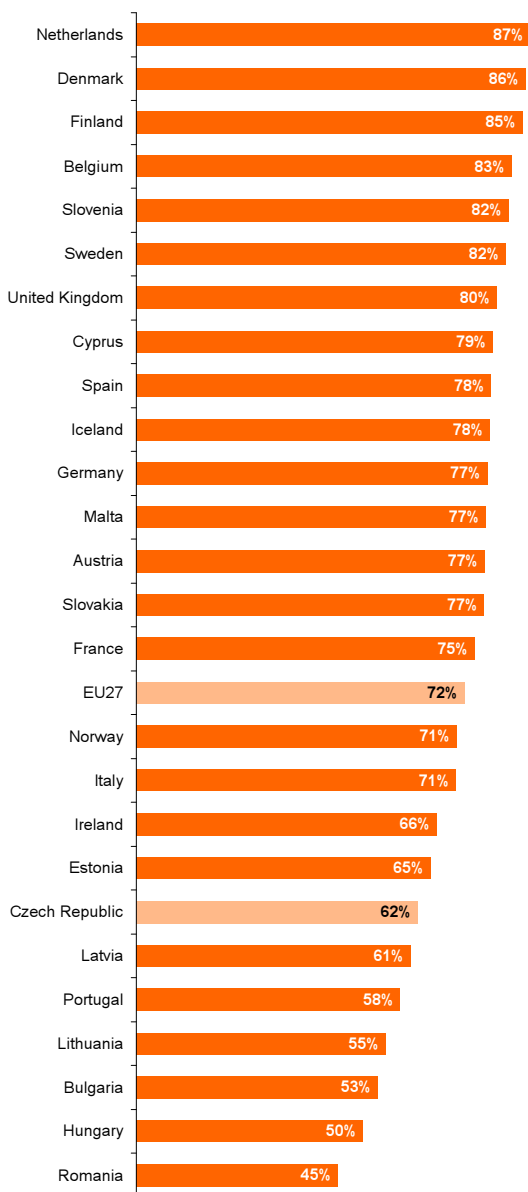


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D6 Enterprises with an internal computer network in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

## D Enterprises

Tab. D4 Employees using routinely computer at work in 2008

%

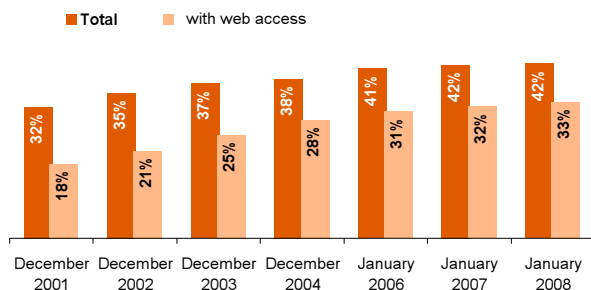
|                                      | Total       | with web access | Home working |
|--------------------------------------|-------------|-----------------|--------------|
| <b>Total</b>                         | <b>42,0</b> | <b>32,7</b>     | <b>2,3</b>   |
| <b>Size class of enterprises:</b>    |             |                 |              |
| 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          |
| <b>Industry (CZ-NACE divisions):</b> |             |                 |              |
| 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          |
| <b>Region:</b>                       |             |                 |              |
| 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



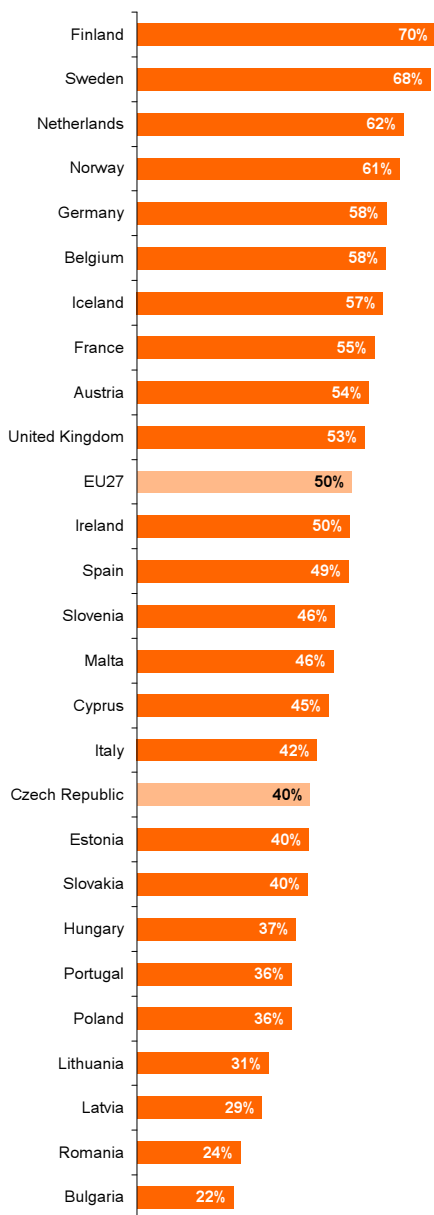
as a percentage of all employees in enterprises with 10 and more employees

Source: Czech Statistical Office, Enterprise Survey on ICT Use



## D Enterprises

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

## D Enterprises

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

|                                      |             | %            |              |
|--------------------------------------|-------------|--------------|--------------|
|                                      | Total       | via websites | by using EDI |
| <b>Total</b>                         | <b>29,4</b> | <b>23,2</b>  | <b>13,0</b>  |
| <b>Size class of enterprises:</b>    |             |              |              |
| 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         |
| <b>Industry (CZ-NACE divisions):</b> |             |              |              |
| 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          |
| <b>Region:</b>                       |             |              |              |
| Enterprises not registered in Prague | 27,4        | 22,1         | 11,4         |
| Enterprises registered in Prague     | 36,4        | 27,0         | 19,0         |

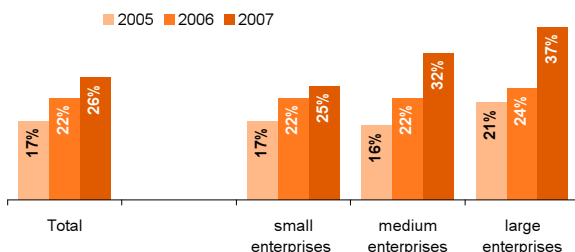
as a percentage of all enterprises in a given size, industry and region group

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

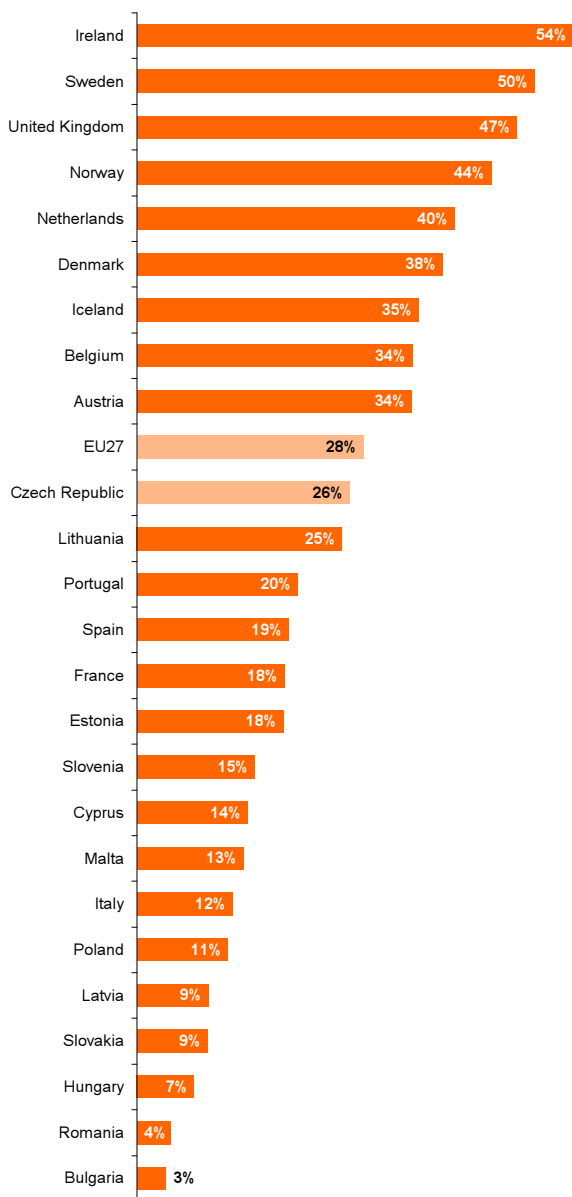


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

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

## D Enterprises

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

|                                      |             | %            |              |
|--------------------------------------|-------------|--------------|--------------|
|                                      | Total       | via websites | by using EDI |
| <b>Total</b>                         | <b>15,3</b> | <b>10,5</b>  | <b>8,5</b>   |
| <b>Size class of enterprises:</b>    |             |              |              |
| 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         |
| <b>Industry (CZ-NACE divisions):</b> |             |              |              |
| 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          |
| <b>Region:</b>                       |             |              |              |
| Enterprises not registered in Prague | 13,9        | 10,0         | 7,4          |
| Enterprises registered in Prague     | 20,4        | 12,3         | 12,4         |

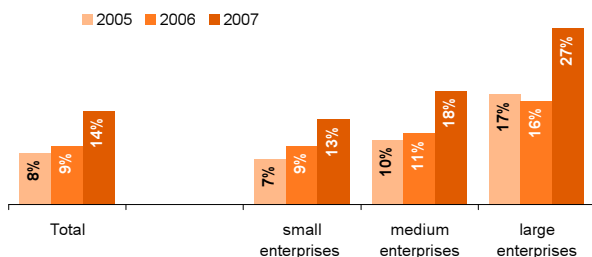
as a percentage of all enterprises in a given size, industry and region group

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

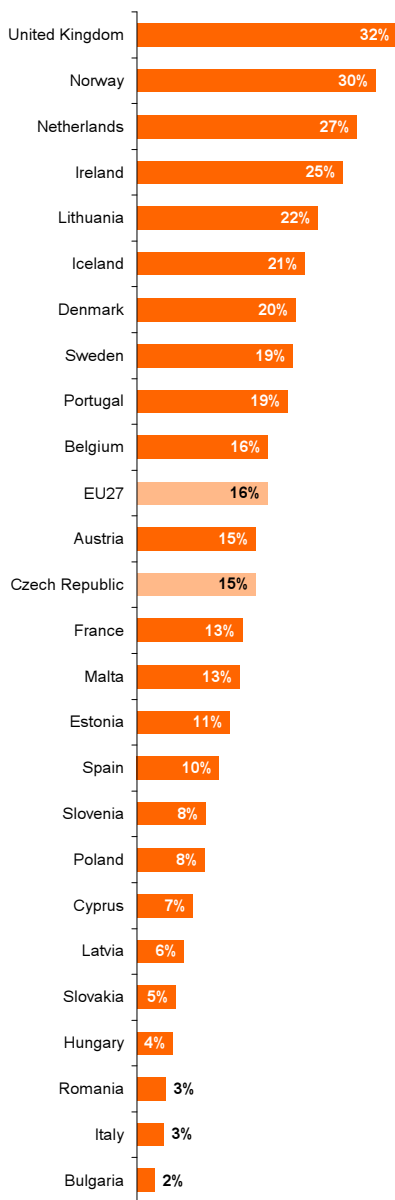


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

**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*

## D Enterprises

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

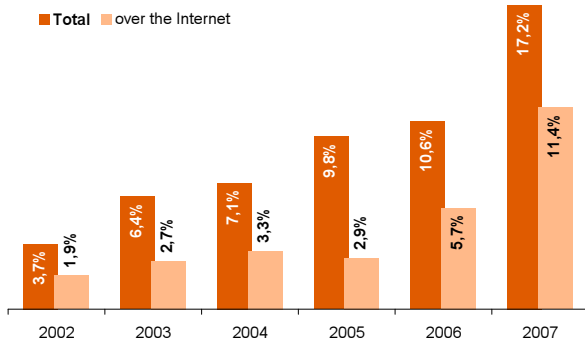
|                                      | %           |              |              |
|--------------------------------------|-------------|--------------|--------------|
|                                      | Total       | via websites | by using EDI |
| <b>Total</b>                         | <b>17,2</b> | <b>5,0</b>   | <b>12,2</b>  |
| <b>Size class of enterprises:</b>    |             |              |              |
| 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         |
| <b>Industry (CZ-NACE divisions):</b> |             |              |              |
| 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          |
| <b>Region:</b>                       |             |              |              |
| 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

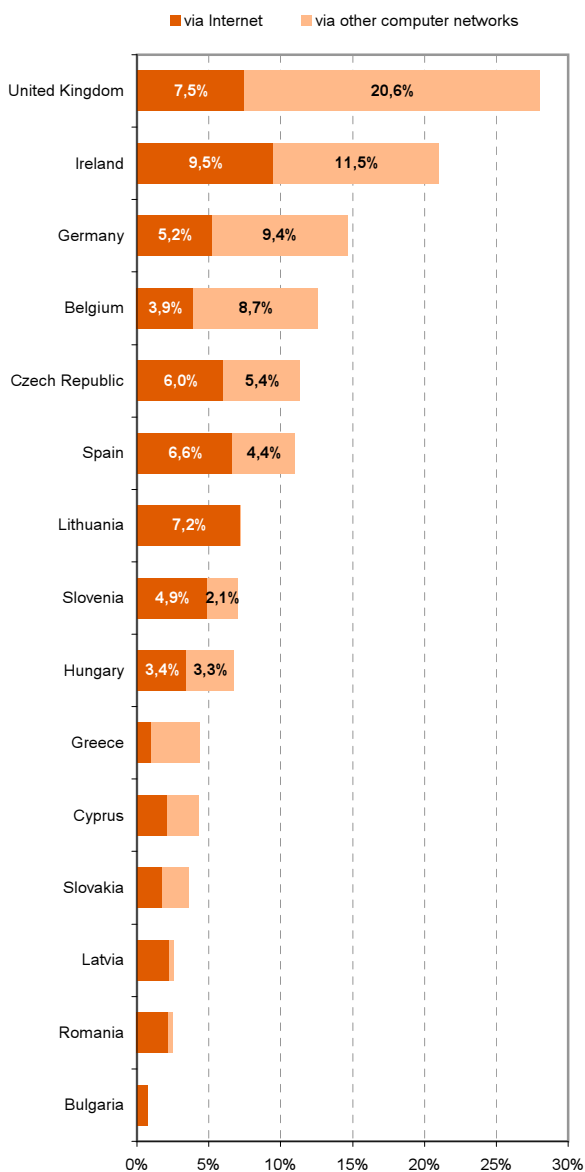


as a percentage of the total financial value of all enterprises' purchases

Source: Czech Statistical Office, Enterprise Survey on ICT Use

## D Enterprises

Figure D14 Value of enterprises' e-purchases in 2007



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

Source: Eurostat, 2009

## D Enterprises

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

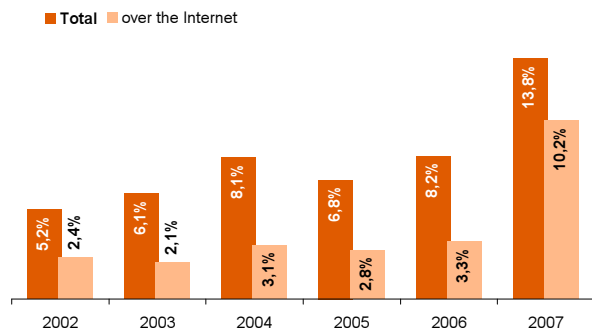
|                                      | %           |              |              |
|--------------------------------------|-------------|--------------|--------------|
|                                      | Total       | via websites | by using EDI |
| <b>Total</b>                         | <b>13,8</b> | <b>3,5</b>   | <b>10,3</b>  |
| <b>Size class of enterprises:</b>    |             |              |              |
| 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         |
| <b>Industry (CZ-NACE divisions):</b> |             |              |              |
| 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          |
| <b>Region:</b>                       |             |              |              |
| 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



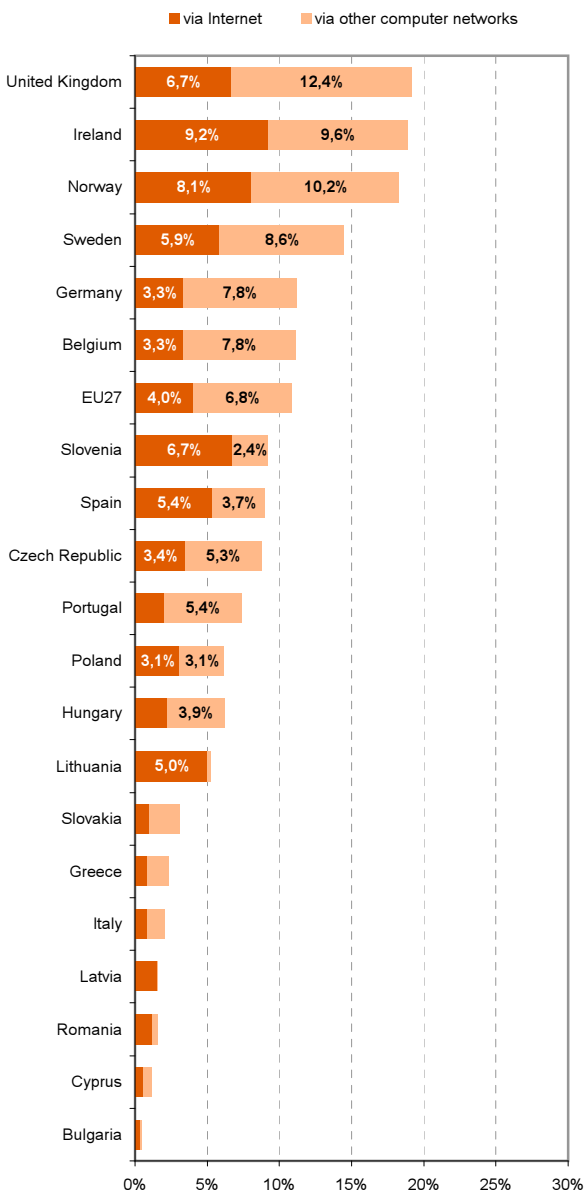
as a percentage of total turnover conducted by enterprises with 10+ employees

Source: Czech Statistical Office, Enterprise Survey on ICT Use



## D Enterprises

Figure D16 Enterprises' turnover from e-sales in 2007



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

Source: Eurostat, 2009

## D Enterprises

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

|                                      | ERP         | CRM         | SCM        |
|--------------------------------------|-------------|-------------|------------|
| <b>Total</b>                         | <b>14,4</b> | <b>19,6</b> | <b>1,4</b> |
| <b>Size class of enterprises:</b>    |             |             |            |
| 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        |
| <b>Industry (CZ-NACE divisions):</b> |             |             |            |
| 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        |
| <b>Region:</b>                       |             |             |            |
| 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.

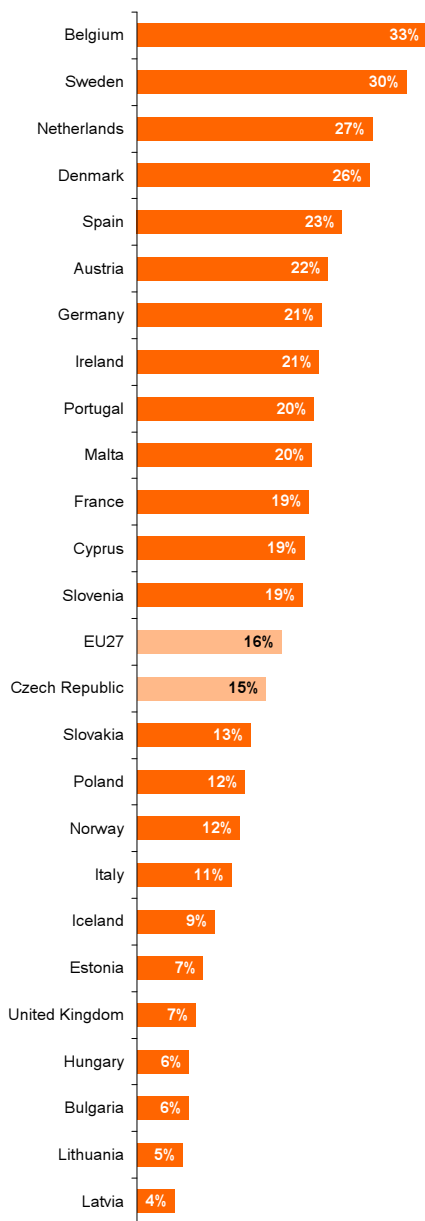
**Enterprise Resource Planning (ERP)** consists of one or of a set of software applications that integrate information and processes across the several business functions of the enterprise. Typically ERP integrates planning, procurement, sales, marketing, customer relationship, finance and human resources.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

## D Enterprises

Figure D17 Enterprises using ERP software package in 2008

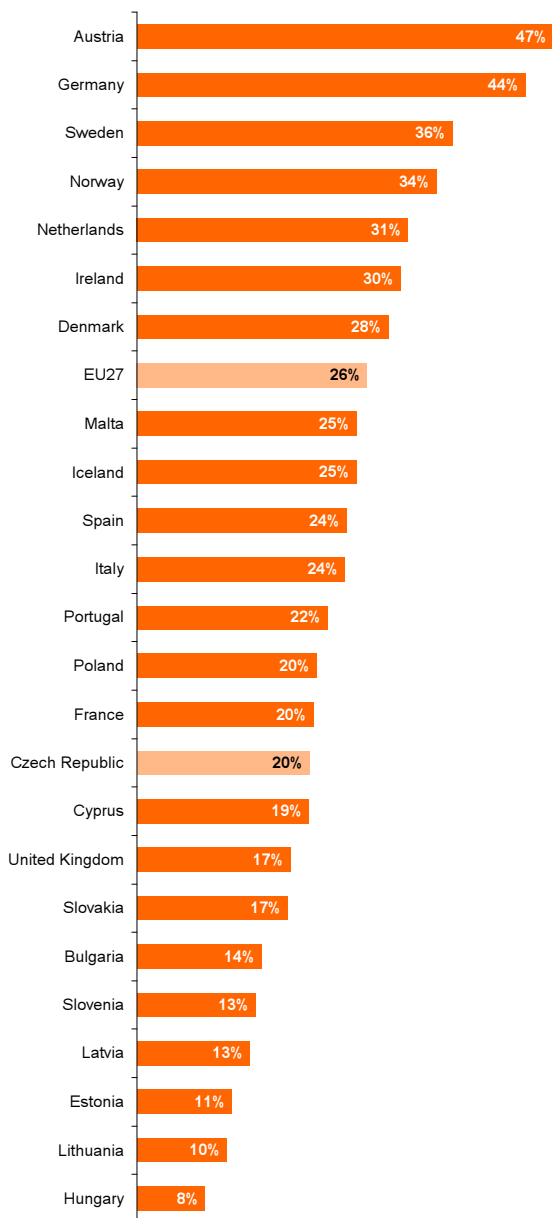


as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

## D Enterprises

Figure D18 Enterprises using CRM software package in 2008



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, 2009

## 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](http://www.czso.cz/csu/redakce.nsf/i/verejna_sprava)

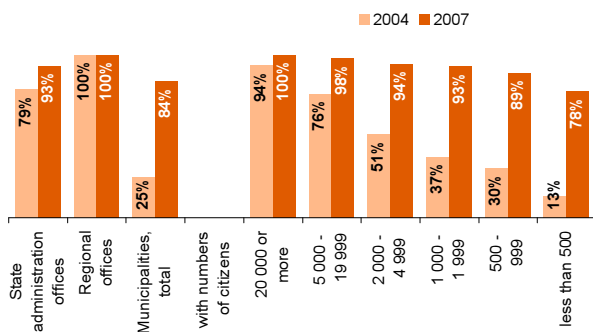
## E Public authorities

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       |
| <b>Municipalities, total</b>         | <b>41,0</b> | <b>62,1</b> | <b>83,9</b> |
| <b>Size class of municipalities:</b> |             |             |             |
| 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        |

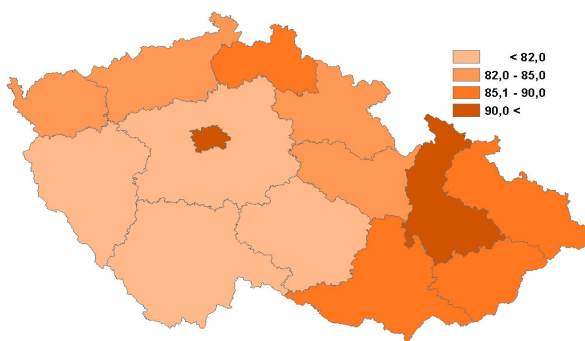
as a percentage of all public offices in a given category

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

Source: Czech Statistical Office, Government Survey on ICT Use

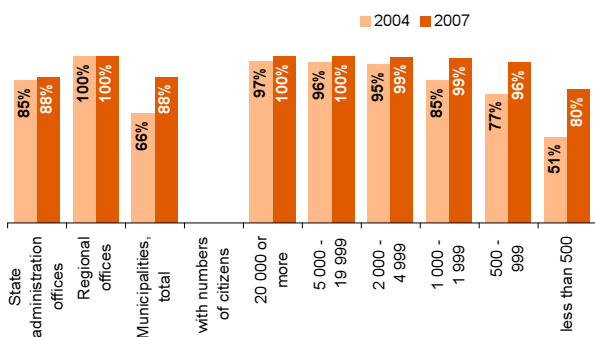
## E Public authorities

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       |
| <b>Municipalities, total</b>         | <b>73,3</b> | <b>84,2</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       | 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        |

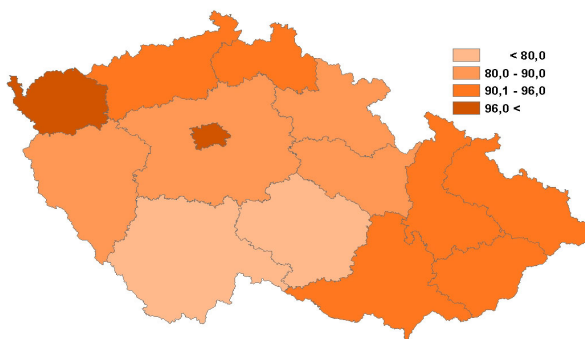
as a percentage of all public offices in a given category

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               |
| <b>Municipalities, total</b>         | <b>93,6</b>  | <b>39,3</b> | <b>9,4</b>         |
| <b>Size class of municipalities:</b> |              |             |                    |
| 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

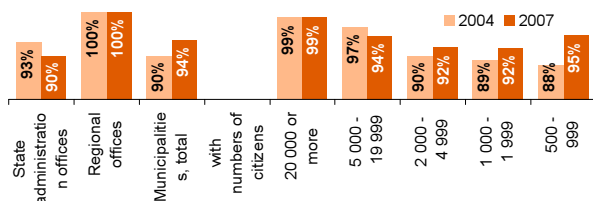


Figure E6 Public authorities with forms on their websites

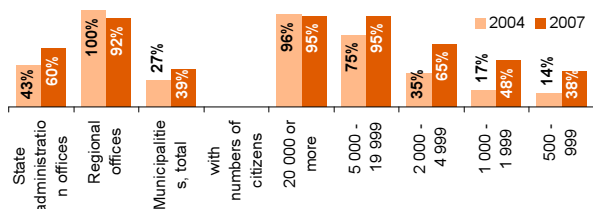
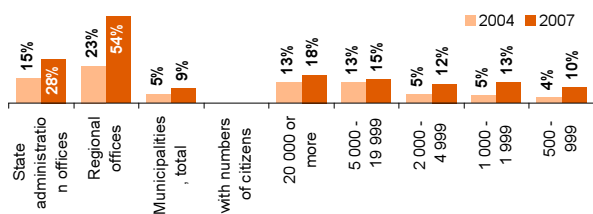


Figure E7 Public authorities with a web application for online filling-in forms



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

Source: Czech Statistical Office, Government Survey on ICT Use



## E Public authorities

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

|   | 2006         | 2007         | 2008         |
|---|--------------|--------------|--------------|
| <b>Total</b>  | <b>100,0</b> | <b>100,0</b> | <b>100,0</b> |
| 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         |

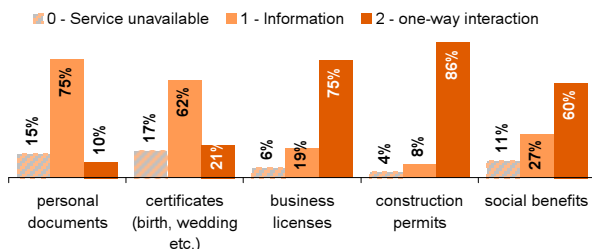
as a percentage of all municipalities with extended competences

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

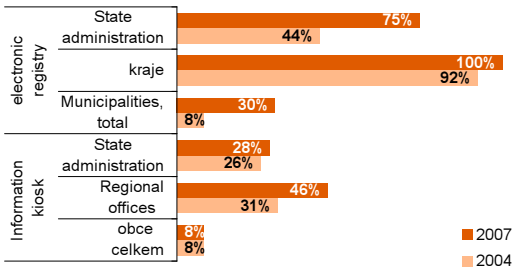
Source: Czech Statistical Office, Website content survey of municipalities\*

## E Public authorities

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

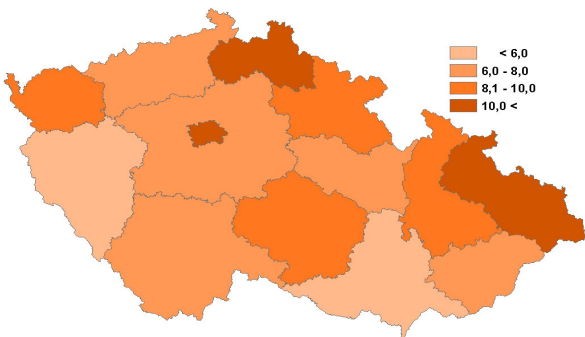
|                                      | Electronic registry | Information kiosk |
|--------------------------------------|---------------------|-------------------|
| State administration offices         | 74,6                | 28,5              |
| Regional offices                     | 100,0               | 46,2              |
| <b>Municipalities, total</b>         | <b>30,1</b>         | <b>7,9</b>        |
| <b>Size class of municipalities:</b> |                     |                   |
| 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

Source: Czech Statistical Office, Government Survey on ICT Use

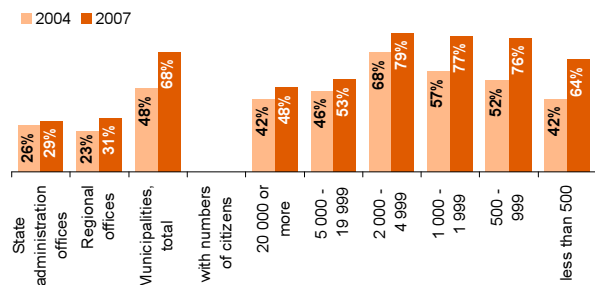
## E Public authorities

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                                     | .                             |
| <b>Municipalities, total</b>         | <b>68,4</b>                              | <b>10,6</b>                   |
| <b>Size class of municipalities:</b> |  |                               |
| 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                          |

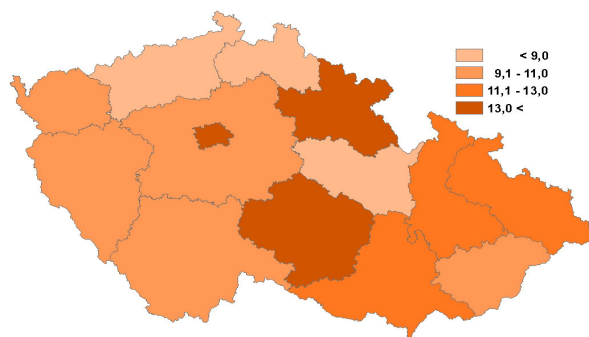
as a percentage of all public offices in a given category

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

Source: Czech Statistical Office, Government Survey on ICT Use

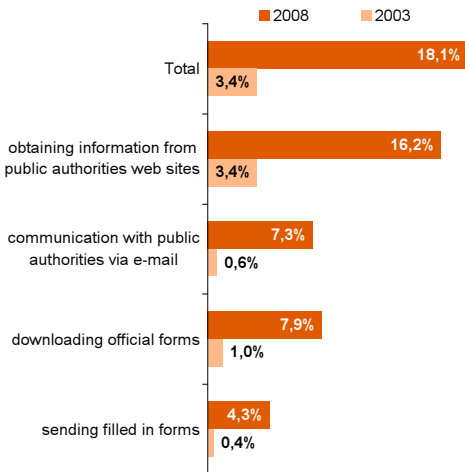
## E Public authorities

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

|                                       | Information search | Downloading forms | Sending filled in forms |
|---------------------------------------|--------------------|-------------------|-------------------------|
| <b>Total (16+)</b>                    | <b>16,2</b>        | <b>7,9</b>        | <b>4,3</b>              |
| Total (16-74 years)                   | 17,6               | 8,6               | 4,6                     |
| <b>Gender:</b>                        |                    |                   |                         |
| Males (16+)                           | 17,1               | 8,7               | 4,7                     |
| Females (16+)                         | 15,4               | 7,2               | 3,9                     |
| <b>Age group:</b>                     |                    |                   |                         |
| 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                     |
| <b>Highest education level (25+):</b> |                    |                   |                         |
| 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                    |
| <b>Specific categories:</b>           |                    |                   |                         |
| 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**

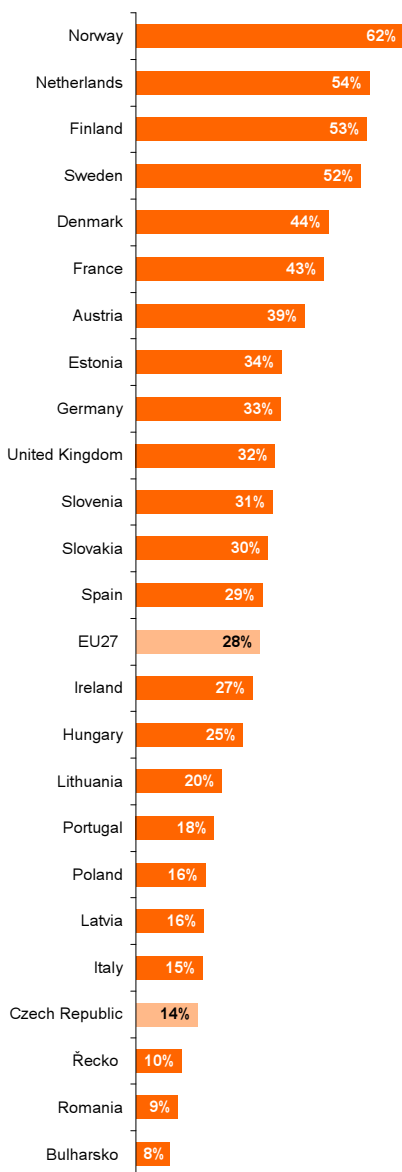


as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

## 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

%

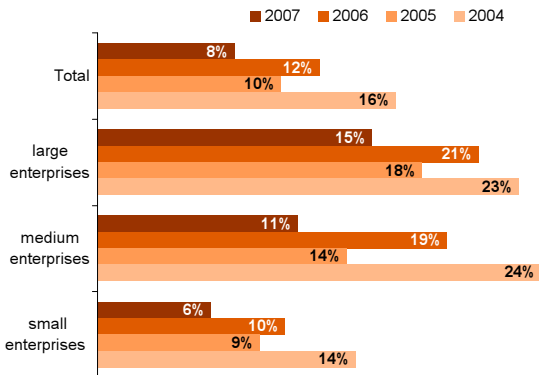
|                                      | Information search | Downloading forms | Sending filled in forms |
|--------------------------------------|--------------------|-------------------|-------------------------|
| <b>Total</b>                         | <b>69,7</b>        | <b>63,1</b>       | <b>35,2</b>             |
| <b>Size class of enterprises:</b>    |                    |                   |                         |
| 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                    |
| <b>Industry (CZ-NACE divisions):</b> |                    |                   |                         |
| 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                    |
| <b>Region:</b>                       |                    |                   |                         |
| 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

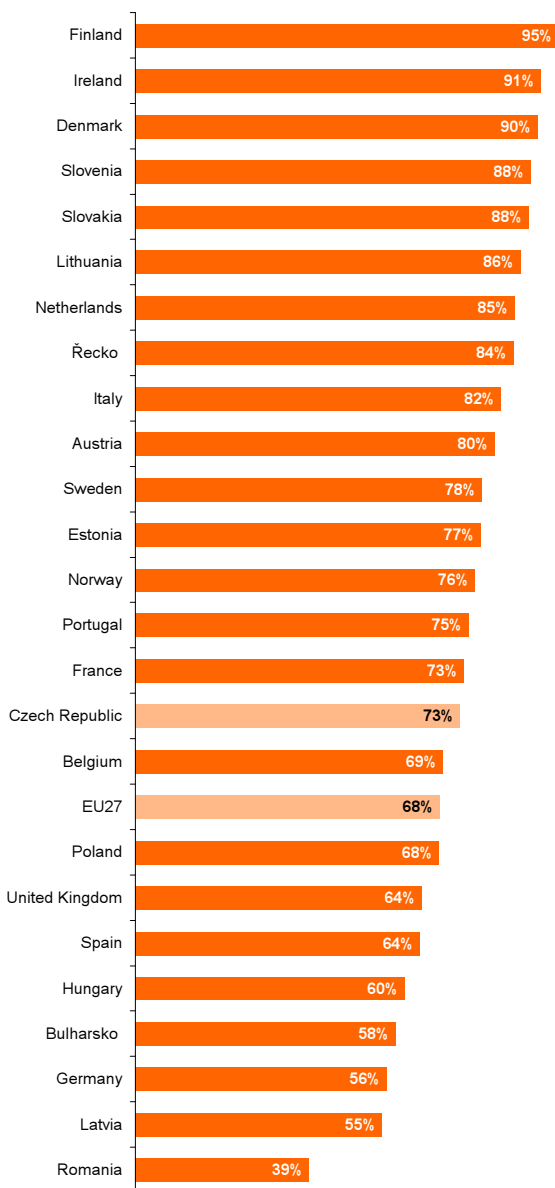


as a percentage of all enterprises in a given size class

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

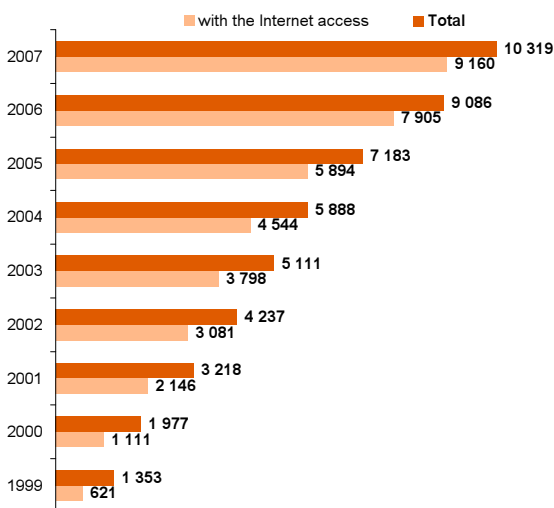
Source: Eurostat, 2009

## E Public authorities

Tab. E9 Computers for citizens in Czech libraries, 2007

|   | <i>number</i> |                          |
|---|---------------|--------------------------|
|   | Total         | with the internet access |
| <b>Total</b>                            | <b>10 319</b> | <b>9 160</b>             |
| <b>Type of library:</b>                 |               |                          |
| 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                    |
| <b>Region (NUTS 3):</b>                 |               |                          |
| 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



Data on the **equipping of schools in the Czech Republic with information technologies (computers and Internet connections)** originates from the Institute for Information in Education (IIE), which collects data via the Internet on the available IT infrastructure at most of the primary, secondary and advanced vocational schools.

### Note:

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 buildings, 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:

- **First level of primary (basic) schools:** 1st – 5th year of primary schools; ISCED 1
- **Second level of primary (basic) schools:** 6th – 9th year of primary schools and lower years of 6 and 8-year grammar schools; ISCED 2
- **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
- **Post-secondary vocational schools:** ISCED 5B (also includes conservatories)
- **Broadband connection** includes one of the following Internet access services that enable a high speed internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), connections via mobile networks (EDGE, CDMA, or UMTS) and other such as Fibre, LAN, Satellite technologies, etc.

Information for international comparison in the area of using the Internet in tuition originates from the survey titled "**Use of Computers and the Internet in Schools across Europe**", conducted in 2006 by **Empirica for the European Commission (EC)**.

More information about this project is available on:

[http://ec.europa.eu/information\\_society/eeurope/i2010/docs/studies/final\\_report\\_3.pdf](http://ec.europa.eu/information_society/eeurope/i2010/docs/studies/final_report_3.pdf)

Information on the **use of the mobile telephone, the place, frequency and manner of using computers and the Internet by students 16 years or older** is available from the regular annual statistical survey conducted by the CZSO titled: "Sample Survey on the Use of Information and Communication Technologies in Households and Among Individuals" – see chapter C. The international comparison originates from Eurostat's data sources.

**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/informacni\\_tehnologie\\_ve\\_skolstvi](http://www.czso.cz/csu/redakce.nsf/i/informacni_tehnologie_ve_skolstvi)

## F Schools

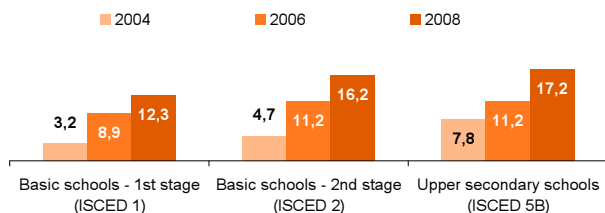
**Tab. F1 Personal computers in schools in the Czech Republic**

*Number of PCs per 100 pupils/students*

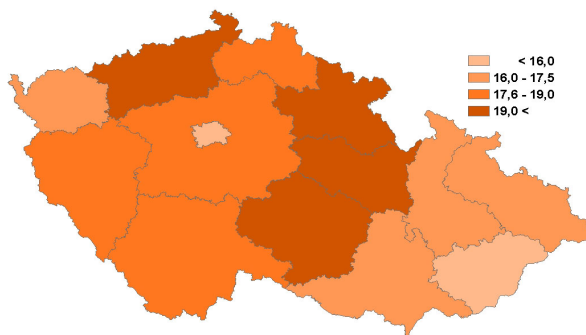
|  | 2006       | 2007        | 2008        |
|--|------------|-------------|-------------|
| <b>All schools (ISCED 1-5B), PCs total</b>       | <b>9,8</b> | <b>11,0</b> | <b>11,6</b> |
| Basic schools (1st stage) - ISCED 1              | 12,7       | 14,2        | 15,1        |
| Basic schools (2nd stage) - ISCED 2              | 14,2       | 16,3        | 18,2        |
| Upper secondary schools (ISCED 3+4)              | 13,0       | 14,4        | 18,4        |
| Higher professionals schools (ISCED 5B)          | 34,9       | 36,1        | 31,0        |
| <b>All schools, PCs with the Internet access</b> | <b>8,7</b> | <b>10,0</b> | <b>10,8</b> |
| Basic schools (1st stage) - ISCED 1              | 10,7       | 12,4        | 13,5        |
| Basic schools (2nd stage) - ISCED 2              | 12,9       | 15,2        | 17,3        |
| Upper secondary schools (ISCED 3+4)              | 12,0       | 13,5        | 17,7        |
| Higher professionals schools (ISCED 5B)          | 32,8       | 33,1        | 29,2        |
| <b>All schools, PCs with a broadband access</b>  | <b>7,7</b> | <b>9,2</b>  | <b>10,1</b> |
| Basic schools (1st stage) - ISCED 1              | 8,9        | 10,9        | 12,3        |
| Basic schools (2nd stage) - ISCED 2              | 11,2       | 13,9        | 16,2        |
| Upper secondary schools (ISCED 3+4)              | 11,2       | 12,9        | 17,2        |
| Higher professionals schools (ISCED 5B)          | 31,7       | 32,7        | 29,1        |

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 buildings, 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 PCs with a broadband access in schools per 100 students, by type of schools**



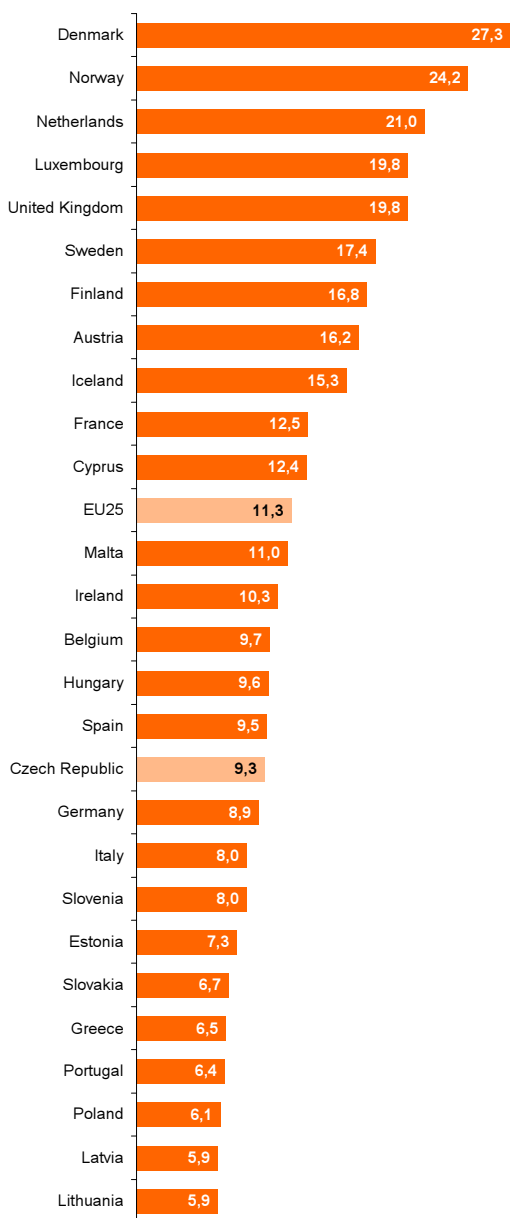
**Figure F2 No. of PCs with a broadband access in upper secondary schools per 100 students in regions, 2008 (%)**



Source: Institute for Information on Education of the Czech Republic

## F Schools

Figure F3 Number of computers in schools (ISCED 1-5B) per 100 students in 2006



Source: EC, *Use of comp. and the Internet in Schools across Europe, 2006*

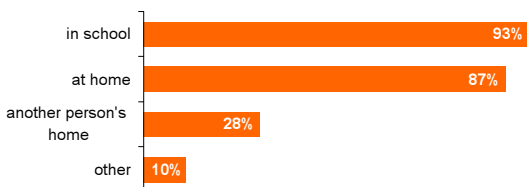
## F Schools

Tab F2 Use of ICT by students (16+) in the Czech Republic

|  | 2006        | 2007        | 2008        |
|--|-------------|-------------|-------------|
| <b>Mobile phones</b>                   | <b>97,8</b> | <b>98,1</b> | <b>98,7</b> |
| <b>Personal computers</b>              | <b>96,9</b> | <b>97,3</b> | <b>99,0</b> |
| <i>place of computer use</i>           |             |             |             |
| at home                                | 73,7        | 76,2        | 86,0        |
| in school                              | 89,3        | 91,2        | 91,9        |
| Another person's home                  | 27,9        | 26,4        | 27,6        |
| other                                  | 12,3        | 9,7         | 10,0        |
| <i>frequency of computer use</i>       |             |             |             |
| every day or almost every day          | 57,7        | 65,8        | 73,1        |
| at least once a week but not every day | 33,3        | 26,5        | 22,7        |
| less than once a week                  | 5,8         | 5,1         | 3,2         |
| <b>Internet</b>                        | <b>92,8</b> | <b>93,0</b> | <b>97,5</b> |
| <i>place of internet use</i>           |             |             |             |
| at home                                | 59,6        | 64,4        | 80,0        |
| in school                              | 80,1        | 84,3        | 88,4        |
| Another person's home                  | 31,3        | 30,0        | 27,6        |
| other                                  | 15,1        | 11,4        | 11,9        |
| <i>frequency of internet use</i>       |             |             |             |
| every day or almost every day          | 40,1        | 51,8        | 65,1        |
| at least once a week but not every day | 40,3        | 35,2        | 26,9        |
| less than once a week                  | 12,5        | 6,0         | 5,5         |

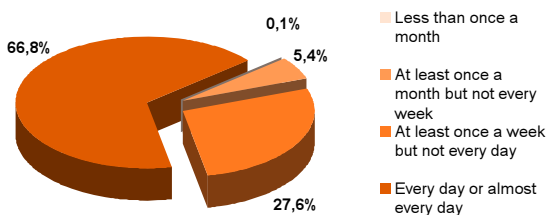
as a percentage of all students aged 16 years and over

Figure F4 Place of PC use by students (16+), 2008



as a percentage of all students aged 16 years and over using computer

Figure F5 Frequency of the Internet use by students (16+), 2008

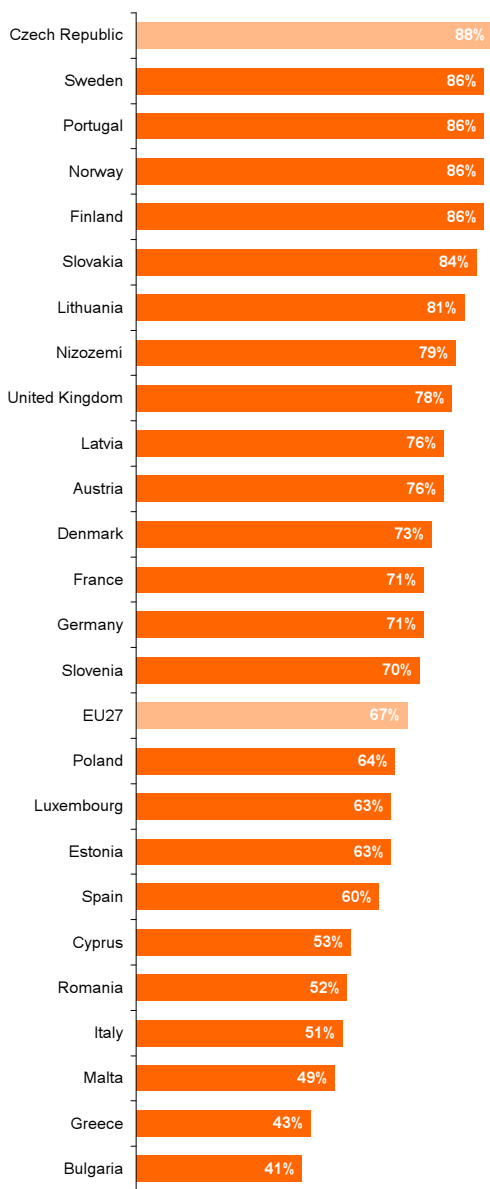


as a percentage of all students aged 16 years and over using Internet

Source: Czech Statistical Office, Household Survey on ICT Use

## F Schools

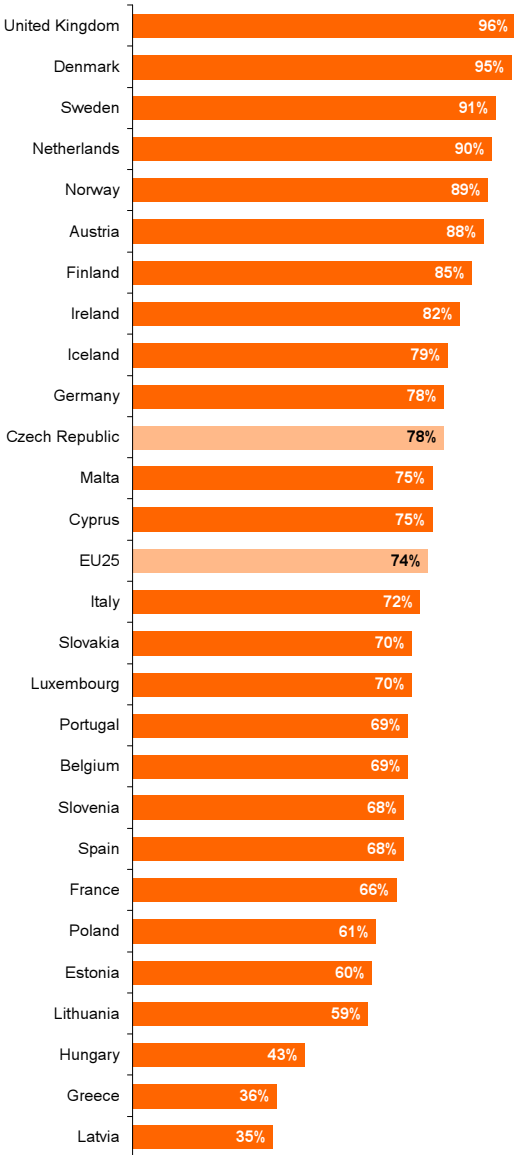
Figure F6 Students (16+) using internet in school, 2008



as a percentage of all students aged 16 years and over

Source: Eurostat, 2009

**Figure F7 Teachers who have used computers in class in the last 12 months, 2006**



*as a percentage of all teachers*

*Source: EC, Use of com. and the Internet in Schools across Europe, 2006*

## G Health institutions

The Czech Statistical Office (CZSO) in cooperation with the Institute of Health Information and Statistics of the Czech Republic (IHIS) that is a state-subsidized organization administered by the Ministry of Healthcare of the Czech Republic developed a short module (set of basic questions) related to ICT usage in the health-care facilities. This module is a part of the questionnaires used for the census surveys carry out by the Ministry of Healthcare of the Czech Republic for health-care institutions.

Information for international comparison on the use of computers and the Internet at the surgeries (medical offices) of general practitioners for selected activities (exchange of electronic patient records with other entities via electronic networks, etc.) originates from the survey titled "**Pilot on eHealth Indicators**", conducted in 2007 by **Empirica for the European Commission (EC)** as part of the i2010 project.

More information about this project is available on:

[www.ehealth-indicators.eu](http://www.ehealth-indicators.eu)

The data on use of the Internet by individuals for **seeking health related information** (information about diseases, treatment, diagnostics, nutrition etc.) comes from an independent annual statistical survey titled: "Sample Survey on the Use of Information and Communication Technologies in Households and Among Individuals". For more information see Chapter C. Eurostat database was used as a data source for an international comparison.

### Definitions:

- **GPs** – general practitioner
- **Internet user** – person who used at least once the Internet in the last 3 months preceding the interview from any location (home, work, school, etc.) and for any purpose (personal use, work related use, education, etc.).
- **Broadband connection** includes one of the following Internet access services that enable a high speed internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.), Cable TV (cable modem/CATV), WiFi and other fixed wireless connections (FWA), connections via mobile networks (EDGE, CDMA, or UMTS) and other such as Fibre, LAN, Satellite technologies, etc.
- **Seeking health related information** – seeking information about diseases, treatment, diagnostics, nutrition etc. on internet
- **Keeping health records on the Internet** is the use of health books via the Internet (e.g., the implementation of the IZIP project – Internet-based Access to Patient Health Information).
- **Making online appointments** is making appointments through the health establishment's website, using online form (e-mail is not included).
- **Online consultation** is a possibility to ask health-related questions, which the health establishment answers by e-mail or may publish the response on its website.

**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/informacni\\_technologie\\_ve\\_zdravotnictvi](http://www.czso.cz/csu/redakce.nsf/i/informacni_technologie_ve_zdravotnictvi)

## G Health institutions

Tab. G1 ICT in health establishments in the CR, 2007

%

|   | PC          | Internet    | Broadband   |
|---|-------------|-------------|-------------|
| Hospitals                                   | 100,0       | 100,0       | 78,6        |
| Specialized therapeutic institutions        | 98,1        | 95,3        | 64,2        |
| Balneological institutions                  | 98,6        | 95,8        | 69,0        |
| <b>Medical offices of physicians, total</b> | <b>94,3</b> | <b>67,1</b> | <b>40,0</b> |
| GPs for adults                              | 94,6        | 69,8        | 41,8        |
| GPs for children                            | 89,5        | 68,7        | 40,4        |
| Stomatologist                               | 93,3        | 60,6        | 35,2        |
| Gynaecologist                               | 96,0        | 74,2        | 52,2        |
| independent specialists                     | 96,0        | 68,9        | 40,5        |
| Pharmacies                                  | 99,3        | 96,0        | 68,3        |

as a percentage of all establishments in each category

Figure G1 Physicians with the internet access in a medical offices by type of practice in Czech regions, 2007 (%)

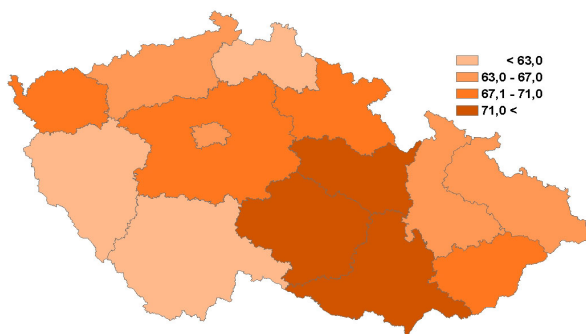
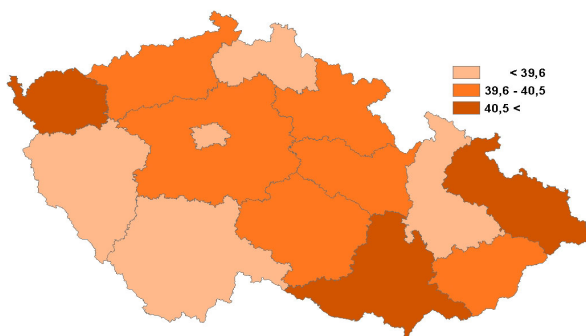


Figure G2 Physicians with a broadband access in a medical offices by type of practice in Czech regions, 2007 (%)



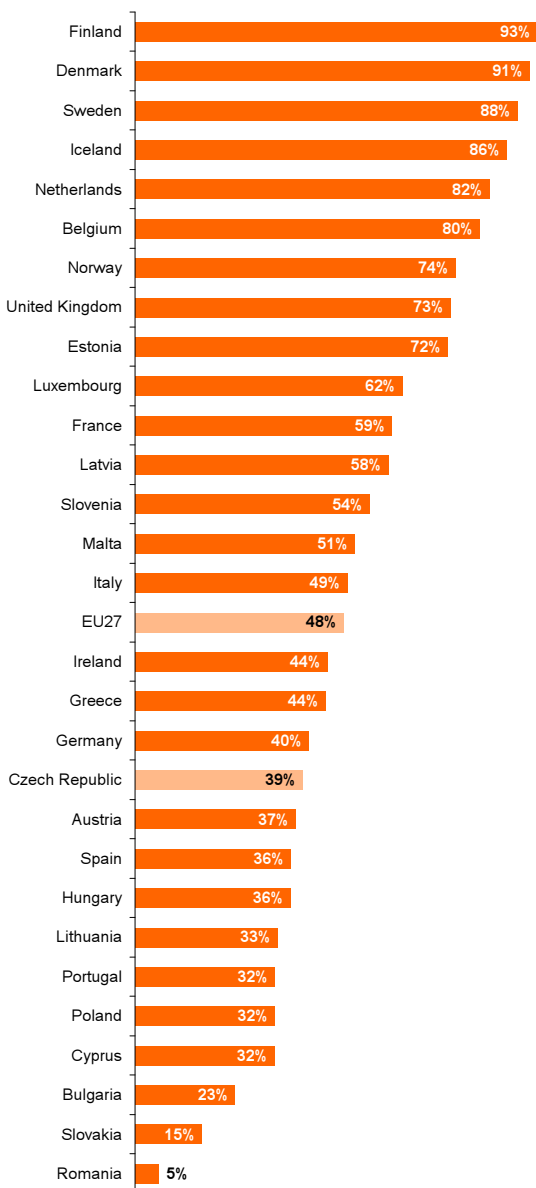
as a percentage of all medical offices of physicians in each region

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



## G Health institutions

**Figure G3 General practitioners with a broadband access in their medical offices, 2007**



as a percentage of all medical offices of general practitioners

Source: EC, Pilot on eHealth Indicators (Empirica), 2007

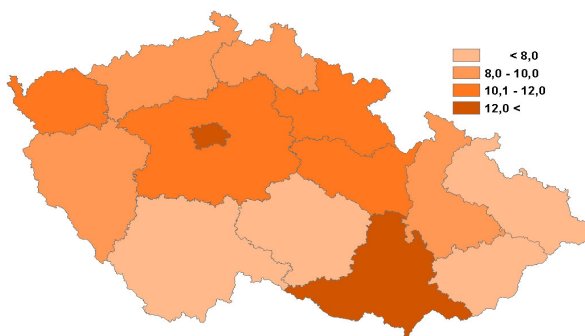
## G Health institutions

Tab. G2 Health establishments with a website in the Czech Rep.

|   | 2005       | 2006       | 2007        |
|---|------------|------------|-------------|
| Hospitals                                   | 65,7       | 80,7       | 87,7        |
| Specialized therapeutic institutions        | 57,4       | 69,4       | 75,5        |
| Balneological institutions                  | 66,1       | 75,3       | 80,3        |
| <b>Medical offices of physicians, total</b> | <b>5,2</b> | <b>7,7</b> | <b>11,2</b> |
| GPs for adults                              | 5,1        | 7,1        | 8,1         |
| GPs for children                            | 6,7        | 11,5       | 14,5        |
| Stomatologist                               | 3,4        | 5,4        | 5,8         |
| Gynaecologist                               | 10,2       | 13,0       | 15,3        |
| independent specialists                     | 10,8       | 14,6       | 15,9        |
| Pharmacies                                  | 16,3       | 24,9       | 26,6        |

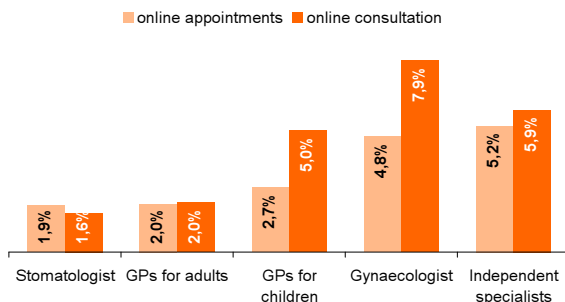
as a percentage of all establishments in each category

Figure G4 Medical offices of physicians with a website in Czech regions, 2007 (%)



as a percentage of all medical offices of physicians in each region

Figure G5 Websites of physicians enabling online appointments and online consultations in 2007



GPs - general practitioners

as a percentage of all medical offices of physicians in each category

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

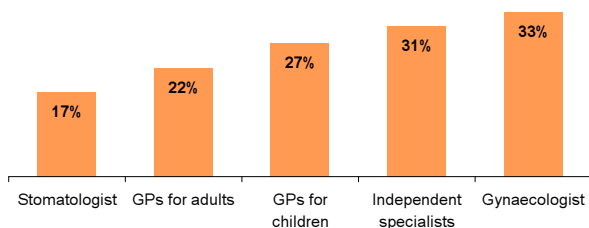
## G Health institutions

Tab. G3 Czech physicians using internet\* for selected activities

|                                   | %    |      |      |
|-----------------------------------|------|------|------|
|                                   | 2005 | 2006 | 2007 |
| <b>for access to:</b>             |      |      |      |
| practical medicine                | 26,0 | 57,2 | 61,1 |
| theoretical medicine              | 22,9 | 49,9 | 55,4 |
| pharmacy                          | 23,5 | 48,8 | 53,7 |
| <b>for communication with:</b>    |      |      |      |
| business partners                 | 17,2 | 36,8 | 42,5 |
| health insurance companies        | 22,0 | 35,5 | 41,7 |
| other health establishments       | 15,4 | 28,2 | 34,2 |
| patients                          | 10,2 | 17,8 | 24,8 |
| pharmacies                        | 3,2  | 7,1  | 9,4  |
| <b>for keeping health records</b> | 9,0  | 11,3 | 9,5  |

\* it includes use of internet both in the medical office and at home of physician as a percentage of all medical offices of physicians in each region

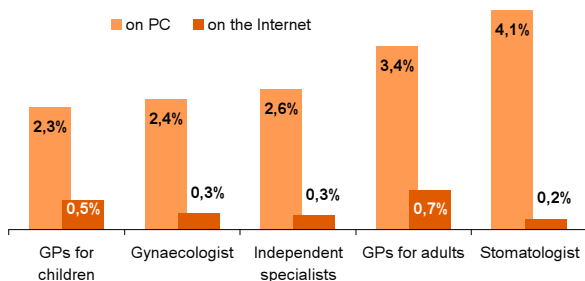
Figure G6 Physicians using e-mail for communication with their patients, 2007



GPs - general practitioners

as a percentage of all physicians in each category

Figure G7 Physicians keeping health records electron., 2007



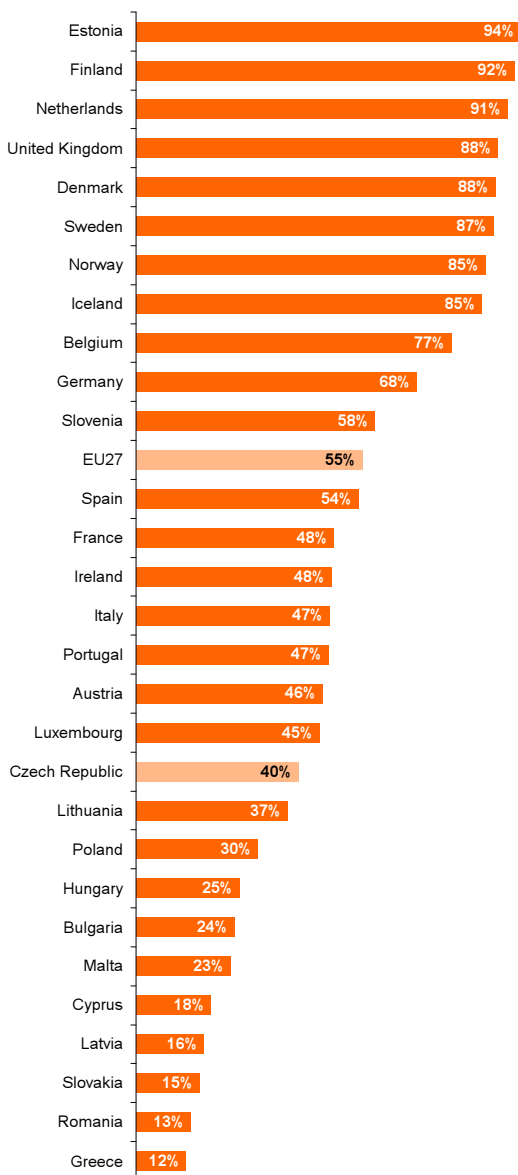
GPs - general practitioners

as a percentage of all physicians in each category

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

## G Health institutions

**Figure G8 Medical offices of GPs connected to other entities, either via internet or a dedicated electronic network in 2007**



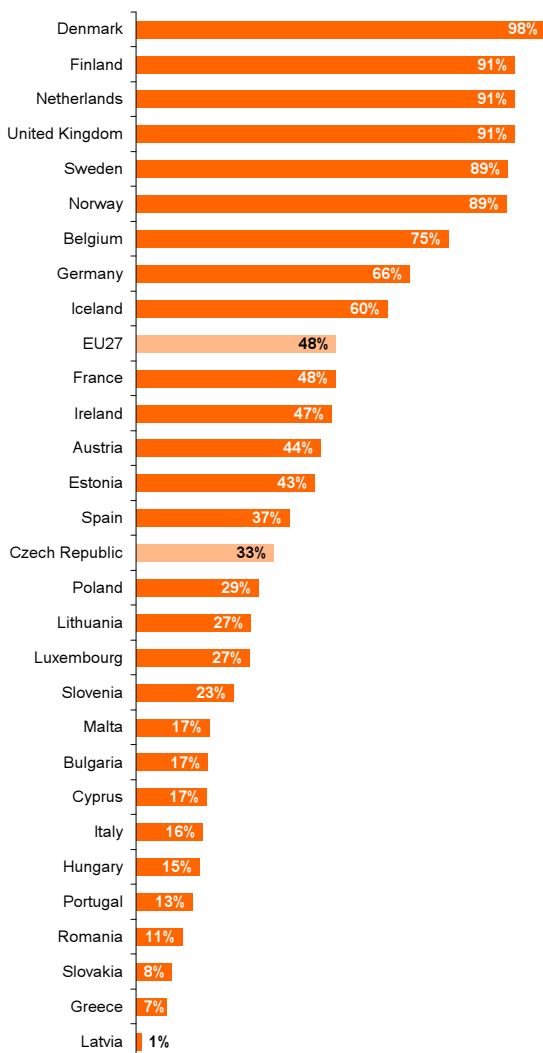
as a percentage of all all medical offices of general practitioners

GPs - general practitioners

Source: EC, Pilot on eHealth Indicators (Empirica), 2007

## G Health institutions

Figure G9 General practitioners using electronic exchange for health records in 2007



as a percentage of all all medical offices of general practitioners

\* Usage of the the internet or other electronic health networks for the following kinds of exchange of patient data with other health care providers, with reimbursing organisations, with other health care providers and professionals, with any health care provider in other countries, to transfer prescriptions electronically to dispensing pharmacists, to receive laboratory reports electronically etc.

Source: EC, Pilot on eHealth Indicators (Empirica), 2007

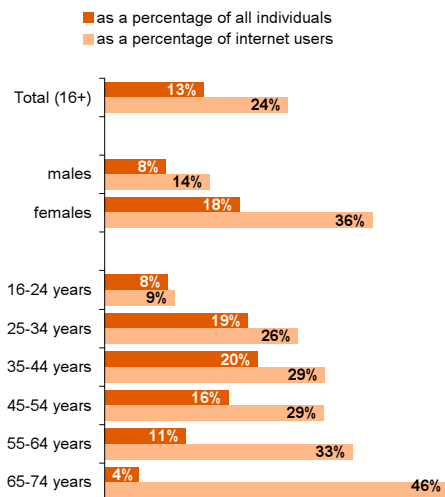
## G Health institutions

Tab. G4 Individuals in the Czech Republic using the Internet to seek health information

|                                       | %    |      |      |
|---------------------------------------|------|------|------|
|                                       | 2006 | 2007 | 2008 |
| <b>Total (16+)</b>                    | 9,3  | 9,9  | 13,1 |
| Total (16-74 years)                   | 10,0 | 10,7 | 14,2 |
| <b>Gender:</b>                        |      |      |      |
| Males (16+)                           | 6,7  | 6,5  | 8,1  |
| Females (16+)                         | 11,7 | 13,1 | 17,9 |
| <b>Age group:</b>                     |      |      |      |
| 16-24 years                           | 6,7  | 7,1  | 8,3  |
| 25-34 years                           | 13,6 | 12,8 | 19,0 |
| 35-44 years                           | 14,9 | 17,1 | 20,3 |
| 45-54 years                           | 11,7 | 12,8 | 16,4 |
| 55-64 years                           | 6,6  | 7,7  | 10,7 |
| 65-74 years                           | 2,0  | 2,1  | 4,4  |
| <b>Highest education level (25+):</b> |      |      |      |
| Primary (ISCED 0-2)                   | 0,9  | 1,2  | 2,6  |
| Lower secondary (ISCED 3C)            | 3,8  | 4,3  | 7,4  |
| Upper secondary (ISCED 3A and 4)      | 15,8 | 16,5 | 20,8 |
| Tertiary (ISCED 5-6)                  | 25,8 | 24,9 | 29,6 |
| <b>Specific categories:</b>           |      |      |      |
| students (16+)                        | .    | 7,2  | 7,4  |
| pensioners                            | .    | 1,6  | 3,5  |

as a percentage of all individuals aged 16 years and over

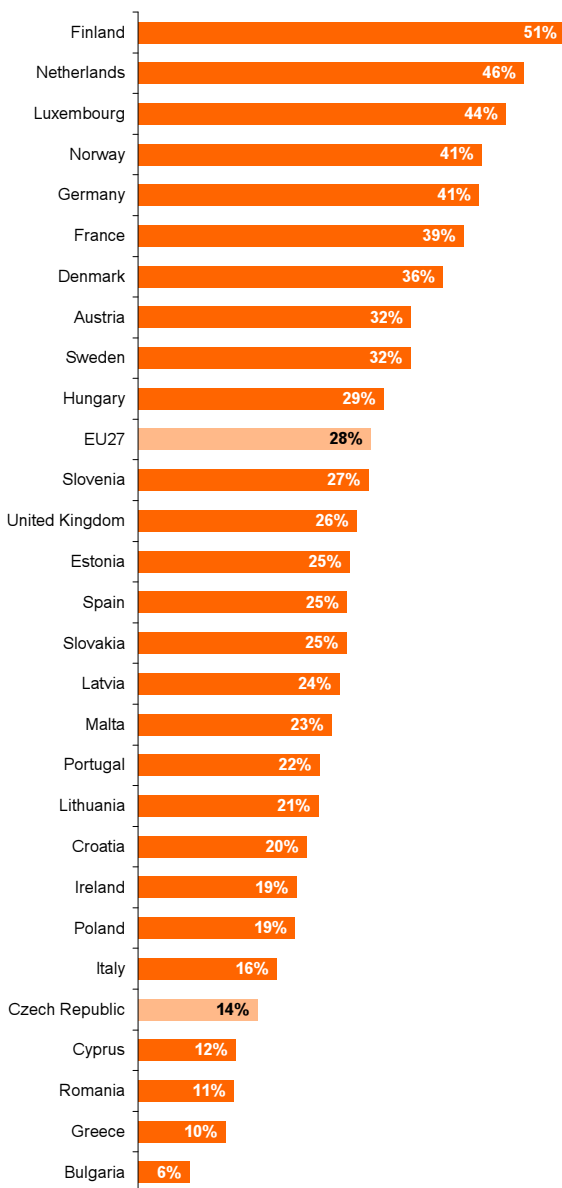
Figure G10 Individuals using the Internet to seek health information in 2008



Source: Czech Statistical Office, Household Survey on ICT Use

## G Health institutions

**Figure G11 Individuals using the Internet to seek health information in 2008**

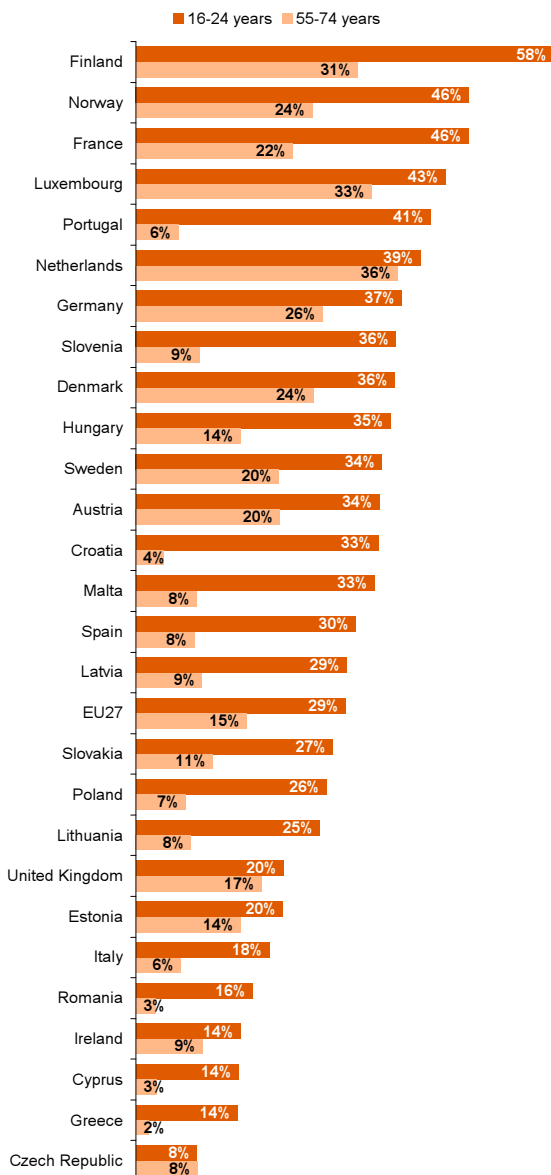


as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2009

## G Health institutions

**Figure G12 Individuals using the Internet to seek health information in 2008 by age groups**



as a percentage of all individuals in a given age group

Source: Eurostat, 2009



### **Use of ICT by Households and Individuals in 2008, code 9701 – 08**

Fifth edition of this annual publication includes results from the 2008 CZSO survey on the use of ICT in Czech households and among Individuals. It includes data about:

- access of households and individuals to selected ICTs,
- use of mobile phone, computer and the Internet by individuals (mean, place, frequency and purpose of ICT use),
- selected Internet activities conducted by individuals and related to communication, search for information, learning, leisure time, interaction with public administration, internet shopping etc.

This last edition is focused on advanced Internet services.

<http://www.czso.cz/csu/2008edicniplan.nsf/engp/9701-08>

### **Use of ICT in the Business Enterprise Sector in 2008, code 9702 – 08**

Sixth edition of this annual publication includes results from the 2008 CZSO survey on the use of ICT and e-commerce in Czech business enterprise sector. It includes mainly data on penetration, way and level of use of ICTs by enterprises and their employees. In this edition the detailed information about e-commerce and other e-business processes are included.

<http://www.czso.cz/csu/2008edicniplan.nsf/engp/9702-08>

### **Use of ICT in the Public Administration Sector in 2007, code 9703 - 08**

Fifth edition of this annual publication includes results from the 2008 CZSO survey on the use of ICT in Czech public administration sector and results from the August 2008 survey of websites of public administration organisations.

It includes mainly data on 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 newest data 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) are also available in this publication.

<http://www.czso.cz/csu/2008edicniplan.nsf/engp/9703-08>

For more detailed information, please visit our Science, Research and Information Society website at [www.czso.cz](http://www.czso.cz). If you have any questions not answered there, please contact us directly. Your suggestions will be an incentive for further improvement of future releases.

#### **Contacts:**

Ing. Martin Mana

[martin.mana@czso.cz](mailto:martin.mana@czso.cz)

Mgr. Eva Skarlandtová

[eva.skarlandtova@czso.cz](mailto:eva.skarlandtova@czso.cz)