

## E eGovernment

The Czech Statistical Office gathers administrative data on **e-Government services** from three sources - the Ministry of the Interior of the Czech Republic, the General Financial Directorate of the Financial Administration and the Czech Social Security Administration.

### Definitions:

**Czech Point** (an acronym which stands for Czech Filing and Verification Information National Terminal) is a platform for assisted access to the public administration system where every citizen can obtain all the information on the data kept on him or her by the state in its central registers (e.g. get certified extracts/copies from Land Register).

**Electronic submission for the Financial Administration** is an application which allows e-filing of tax returns (**eTax services**) such as personal or corporate income tax returns or value added tax returns.

**A Data Box** is an instrument for secured transmission of messages and documents between public authorities and other entities. It is not intended for storing messages or performing other operations with it. Data Boxes are meant to replace the ordinary paper contacts with electronic means. Electronic documents are recognised as equal to paper documents by law. *A Data Box is not obligatory for citizens and private individuals who carry out business activities. Establishment of a Data Box is obligatory for all legal entities and public authority bodies (state administration).*

Information on the **internet use of enterprises for interaction with public authorities** comes from annual survey of the CZSO on ICT use by enterprises (for additional information see Chapter D of this publication).

Information on the **internet use of individuals for interaction with public authorities** comes from annual survey of the CZSO on ICT use in households and by individuals (for additional information see Chapter C of this publication).

### Data comparability with Eurostat database

Data for interaction with public authorities published by the CZSO include interaction with ministries, regional administrations, municipal offices and other offices. Data published by Eurostat include also interaction with public services such as schools, libraries and medical facilities.

Individuals have used the internet for interaction with public authorities (Eurostat published data) when they conducted at least one of the following tasks in the last 12 months before the survey: obtaining information from public authority websites, downloading official forms or sending filled in forms. Data for this indicator published by the CZSO include also communication with public authority via e-mail.

### Definitions:

- **Obtaining information** from websites includes searching to obtain any type of information from public authority websites.
- **Downloading official forms** includes downloading official forms (mostly in the PDF format) from public authority websites.
- **Sending filled in (submitting completed) forms (an electronic submission)** include completed forms sent via internet (to public authority websites). An electronic submission shall mean there is a web application enabling that a form can be filled in and sent out directly on-line. What is important is that citizen does not need to visit the authority in person. Forms downloaded, printed, filled in and sent by mail or email should not be included in this category.

The **Eurostat** online database for **Information society statistics** was used for the international comparison. *Data from this database was extracted in April 2018. For more information see:*

<http://ec.europa.eu/eurostat/web/digital-economy-and-society/data/comprehensive-database>

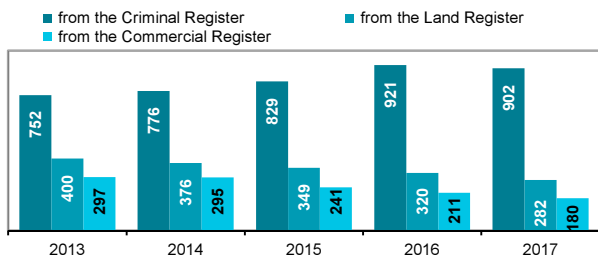
**Tab. E1 Czech POINT - number of public contact points**

	Thous.		
	2015	2016	2017
<b>Total</b>	<b>7 423</b>	<b>7 460</b>	<b>7 536</b>
Municipal authority offices	5 926	5 933	5 937
Post offices	979	981	984
Notary offices	387	415	442
Others	131	131	173

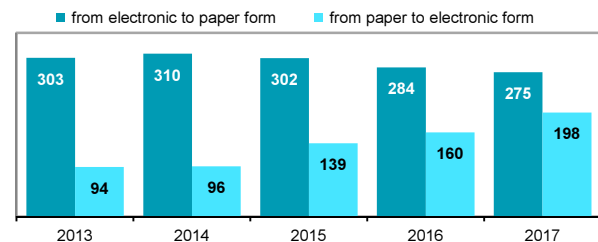
**Tab. E2 Number of extracts from the Czech POINT public contact points**

	Thous.		
	2015	2016	2017
<b>Total</b>	<b>2 139</b>	<b>2 208</b>	<b>2 124</b>
<b>Verified extracts, total</b>	<b>1 584</b>	<b>1 625</b>	<b>1 522</b>
from the Criminal Register	829	921	902
from the Land Register	349	320	282
from the Commercial Register	241	211	180
from the Driver Register	91	95	87
from the Trade Register	62	60	53
other verified extracts	11	19	17
<b>Authorized conversion of documents, total</b>	<b>441</b>	<b>444</b>	<b>473</b>
from electronic to paper form	302	284	275
from paper to electronic form	139	160	198
<b>Other issued documents, total</b>	<b>114</b>	<b>139</b>	<b>130</b>
Requests on the registration of data box	35	57	43

**Figure E1 Selected extracts from the Czech POINT public contact points (thous.)**



**Figure E2 Number of authorized conversions of documents made by Czech POINT public contact points (thous.)**

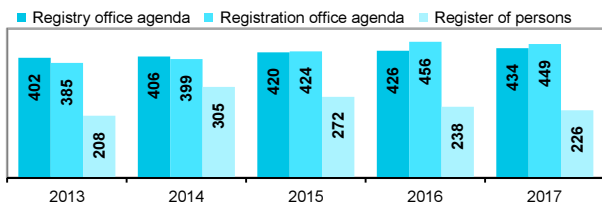


**Tab. E3 Number of issued documents from CzechPoint@office\* interface**

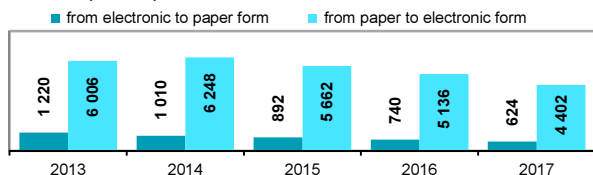
	2015	2016	2017
<b>Total</b>	<b>7 783</b>	<b>7 183</b>	<b>6 309</b>
<b>Verified extracts from official authority, total</b>	<b>939</b>	<b>1 046</b>	<b>1 034</b>
Registry office agenda	420	426	434
Registration office agenda	424	456	449
Others	95	165	151
<b>Verified extracts from Basic registers, total</b>	<b>289</b>	<b>261</b>	<b>249</b>
Verified extracts from the Register of Persons	272	238	226
<b>Authorized conversion of documents, total</b>	<b>6 554</b>	<b>5 876</b>	<b>5 026</b>
from electronic to paper form	892	740	624
from paper to electronic form	5 662	5 136	4 402

\* a non-public interface of Czech POINT for public authorities, using by officials in sphere of their competence for getting information, verifications and submissions

**Figure E3 Verified extracts from the CzechPoint@office interface by official authority (thous.)**



**Figure E4 Document conversions in CzechPoint@office interface (thous.)**



**Tab. E4 Number of verified extracts from CzechPoint@home\*\* interface**

	2015	2016	2017
<b>Total</b>	<b>6 019</b>	<b>10 432</b>	<b>14 141</b>
Statement of driver scores from the Driver Register	3 711	5 062	5 448
from the Criminal Register		2 202	4 634
from the Trade Register	683	1 006	1 160
from the Insolvency Register	234	236	251
Other verified extracts	1 391	1 926	2 648

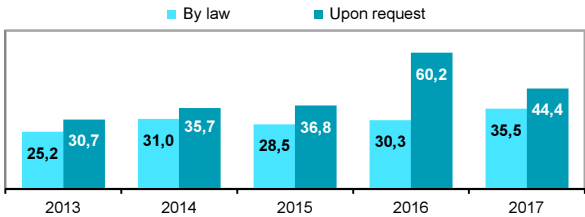
\*\* an interface of Czech POINT for citizens as data box owners, allowing remote access to selected verified extracts from their own computers or smartphones

**Tab. E5 Newly activated data boxes in the Czech Republic**

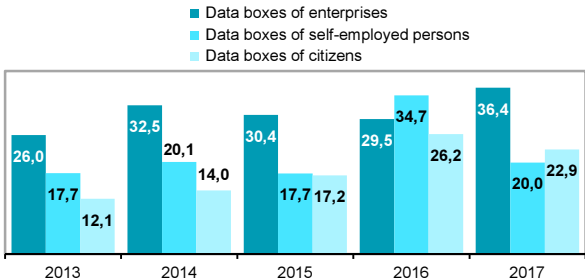
Thous.

	2015	2016	2017
<b>Total</b>	<b>65,4</b>	<b>90,5</b>	<b>79,9</b>
Set up by law	28,5	30,3	35,5
Set up upon request	36,8	60,2	44,4
<b>by type of entity</b>			
Public authority	0,1	0,1	0,6
Enterprise	30,4	29,5	36,4
Self-employed person	17,7	34,7	20,0
Other individual (citizen)	17,2	26,2	22,9

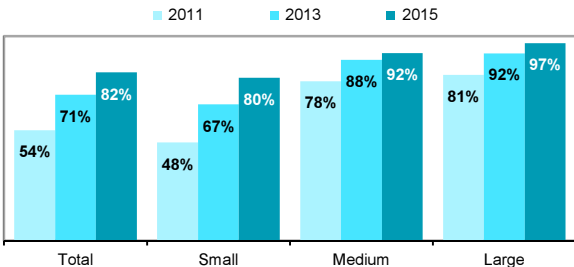
**Figure E5 Newly activated data boxes (thous.)**



**Figure E6 Activation of data boxes by type of entity (thous.)**



**Figure E7 Enterprises in the Czech Republic using data boxes for e-submitting forms to public authorities**



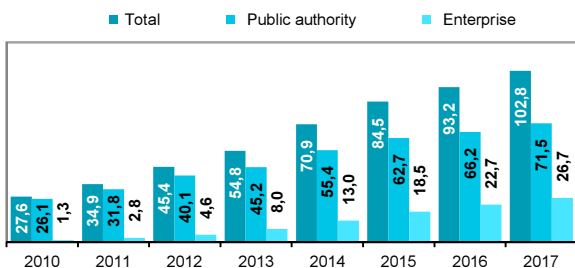
as a percentage of all enterprises with 10+ employees in a given group

Source: Ministry of the Interior of the Czech Republic, 2018

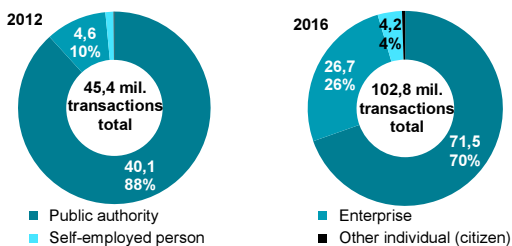
**Tab. E6 Number of e-transactions made via data boxes in the Czech Republic**

	2015	2016	2017
<b>Total</b>	<b>84 480</b>	<b>93 195</b>	<b>102 830</b>
Thous.			
<i>by type of entity</i>			
Public authority	62 664	66 248	71 495
Enterprise	18 511	22 722	26 654
Self-employed person	2 994	3 796	4 151
Other individual (citizen)	311	429	530

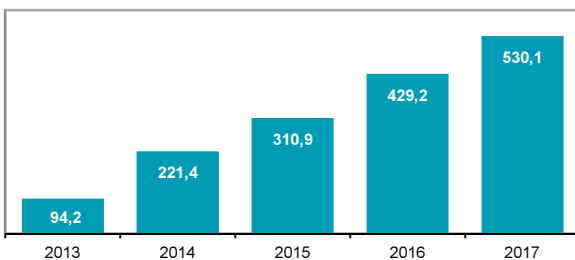
**Figure E8 Number of e-transactions made via data boxes in the Czech Republic (mil.)**



**Figure E9 Number of e-transactions made via data boxes by entity/subject (mil.; %)**



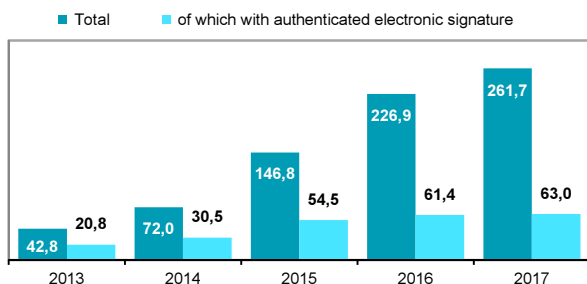
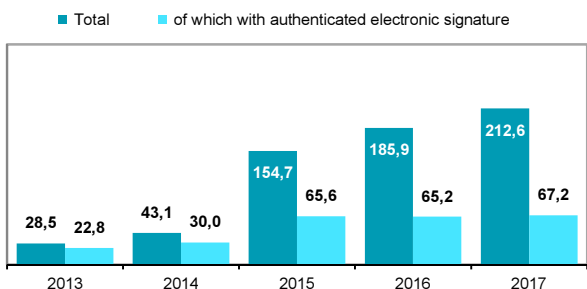
**Figure E10 Number of e-transactions made via data boxes by individual citizens (thous.)**



**Tab. E7 Electronic Tax Returns sent to the Czech Financial Administration (FA) via EPO application\***

	Thous.		
	2015	2016	2017
Value Added Tax declaration	1 644,6	2 156,4	2 243,5
Personal Income Tax declaration	146,8	226,9	261,7
Corporate Income Tax declaration	154,7	185,9	212,6
Road Tax declaration	147,4	204,3	214,7
Real Estate Tax declaration	24,8	36,9	38,1

\* EPO (Electronic submissions for the Financial Administration) is application which allows e-filing of Tax Returns and sending other documents electronically

**Figure E11 Electronic Personal Income Tax forms sent to the Czech Financial Administration via EPO application (thous.)****Figure E12 Electronic Corporate Income Tax forms sent to the Czech Financial Administration via EPO application (thous.)****Tab. E8 Electronic Tax Returns sent to the Czech Financial Administration via Data Boxes**

	Thous.		
	2015	2016	2017
Value Added Tax declaration	1 375,6	1 665,7	1 857,0
Personal Income Tax declaration	32,1	131,6	146,1
Corporate Income Tax declaration	59,3	265,4	249,1
Road Tax declaration	71,4	150,0	159,0
Real Estate Tax declaration	7,2	19,4	19,9

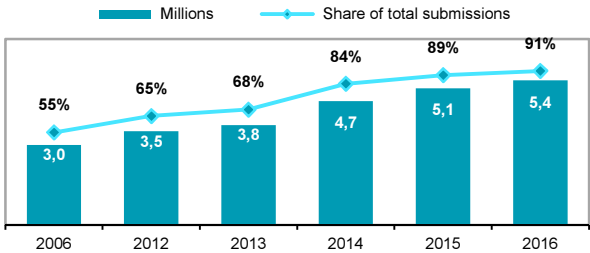
**Tab. E9 Electronic submissions sent to the Czech Social Security Administration (CSSA) via e-Submission\* application**

Thous.

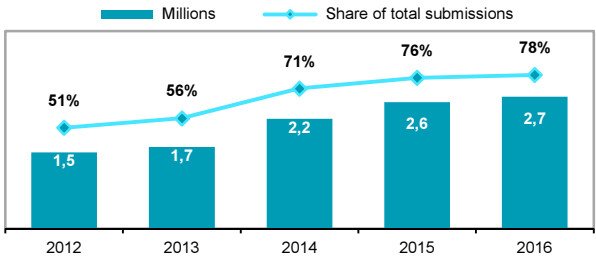
	2014	2015	2016
Record for Pension Insurance	4 665,2	5 148,5	5 444,9
Announcement of the commencement of employment	2 226,2	2 560,0	2 675,6
Overview of insurance contribution amount	1 753,4	2 040,7	2 283,0
Survey of income and expenses of the self-employed person	16,5	44,7	74,4

\* e-Submission is a service which allows electronic submission of selected forms by the Czech Social Security Administration

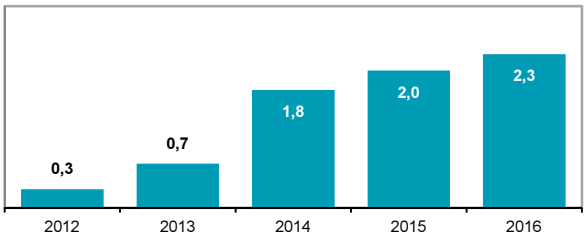
**Figure E13 Records for Pension Insurance sent to the CSSA electronically via e-Submission application**



**Figure E14 Announcements of the commencement of employment sent to the CSSA electronically via e-Submission application**



**Figure E15 Overviews of insurance contribution amount sent to the CSSA electronically via e-Submission application (mil.)**

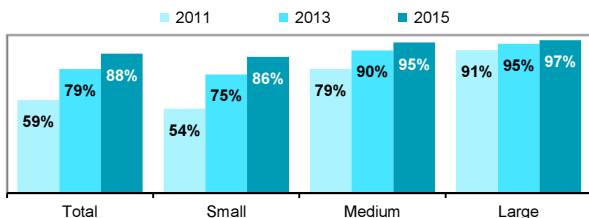


**Tab. E10 Enterprises in the Czech Republic using the complete e-submission for interaction with public administration**

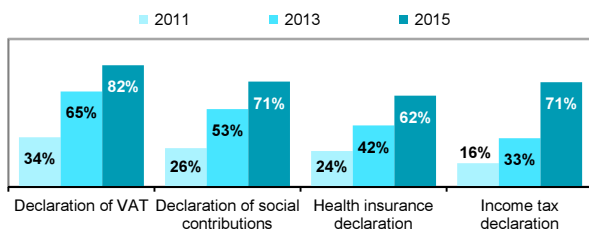
	%		
	2013	2014	2015
<b>Total (10+ employees)</b>	<b>78,5</b>	<b>86,3</b>	<b>88,3</b>
Small enterprises (10-49)	75,2	84,3	86,4
Medium enterprises (50-249)	90,5	92,8	95,4
Large enterprises (250+)	94,6	96,3	96,9
<b>Industry (NACE category):</b>			
Manufacturing	80,9	88,0	90,6
Electricity, gas and water supply	84,1	92,6	94,4
Construction	76,5	90,8	86,5
Sale and repair of motor vehicles	80,9	93,2	91,0
Wholesale trade	84,0	85,1	90,0
Retail trade	69,5	82,1	83,9
Transport and storage	75,3	85,0	86,1
Accommodation	76,2	85,9	82,8
Food and beverage services	61,5	68,6	71,1
Travel agency and related activities	70,0	82,9	90,4
Media industries incl. publishing activities	77,9	90,1	94,7
Telecommunications	84,1	95,1	95,1
Computer programming and related activities	85,5	89,6	93,3
Real estate activities	80,4	90,6	90,5
Professional, scientific and technical activities	70,0	84,6	92,8
Administrative and support activities	71,3	84,0	88,7

as a percentage of all enterprises with 10+ employees in a given group

**Figure E16 Enterprises using the complete e-submission for interaction with public administration**



**Figure E17 Enterprises treating the following administrative procedures completely electronically**



as a percentage of all enterprises with 10+ employees in a given year

Source: Czech Statistical Office, Survey on ICT usage in enterprises, 2018



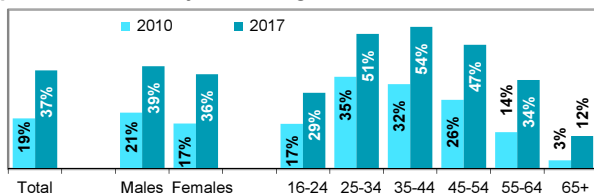
## E eGovernment

**Tab. E11 Individuals in the Czech Republic using the internet for interaction with public authorities**

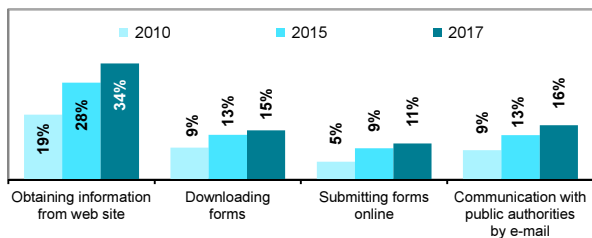
	%		
	2013	2015	2017
<b>Total (aged 16+)</b>	27,7	30,6	37,2
Total (aged 16-74)	30,0	32,9	40,1
<b>Sex:</b>			
Males (aged 16+)	28,5	30,8	38,8
Females (aged 16+)	27,0	30,3	35,7
<b>Age group:</b>			
16-24 year-olds	25,1	19,3	28,7
25-34 year-olds	39,3	45,5	50,9
35-44 year-olds	43,7	45,4	53,5
45-54 year-olds	32,4	37,9	46,8
55-64 year-olds	21,1	25,8	33,5
65 year-olds and over	6,0	9,0	12,5
<b>Education attainment level (aged 25+):</b>			
Basic	4,6	4,9	7,0
Secondary without A-level exam.	15,7	18,6	26,0
Secondary with A-level exam.			
or Higher professional	38,6	40,9	45,2
University	52,0	58,5	64,0
<b>Specific groups:</b>			
Women on maternity leave	37,8	46,1	54,1
Students (aged 16+)	23,4	17,3	27,1
Pensioners	6,4	9,9	12,9

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

**Figure E18 Individuals using the internet for interaction with public authorities by sex and age**



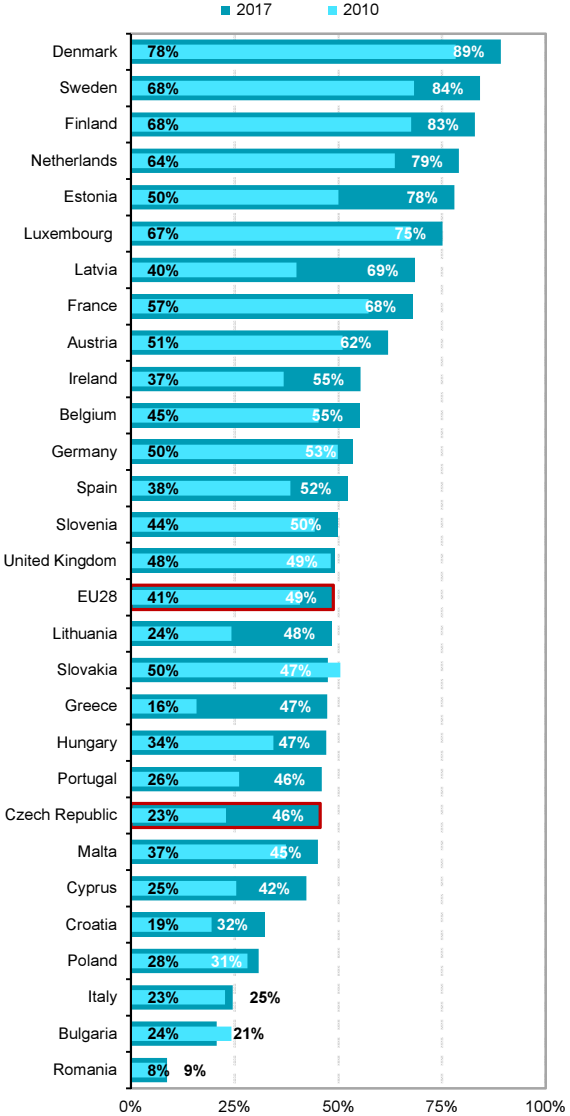
**Figure E19 Individuals using the internet for interaction with public authorities for selected activities**



as a percentage of all individuals aged 16+

Source: Czech Statistical Office, ICT use survey in households, 2018

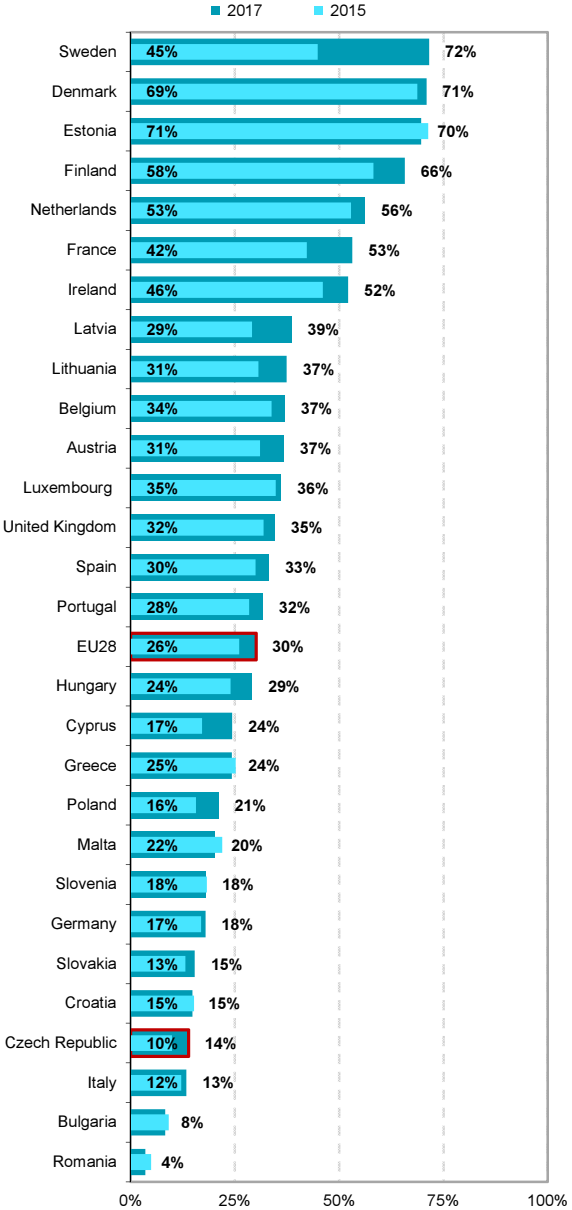
**Figure E20 Individuals in EU countries using the internet for interaction with public authorities\***



\* Includes individuals who have used the internet for interaction with public authorities at least once in the last 12 months and for private purposes. Individuals could have looked for information on public authorities websites, downloaded forms from these websites and submitted forms on-line.

as a percentage of all individuals aged 16 to 74 in a given country

**Figure E21 Individuals in EU countries who filled and submitted forms to public authorities on-line**



as a percentage of all individuals aged 16 to 74 in a given country

## E eGovernment

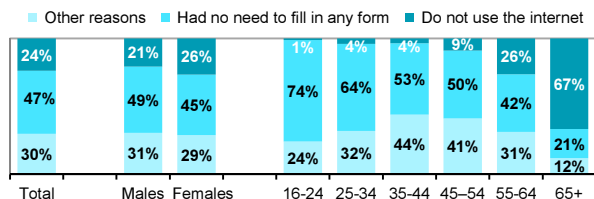
**Tab. E12 Reasons why individuals in the Czech Republic did not complete and submit forms to public authorities on-line; 2017**

%

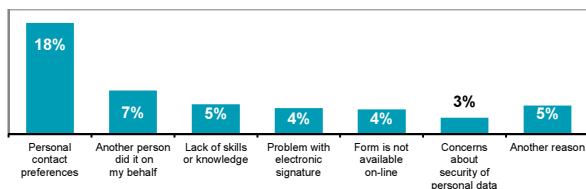
	Do not use the internet	Did not need to submit any form	Other reasons
<b>Total (aged 16+)</b>	<b>25,4</b>	<b>50,8</b>	<b>23,8</b>
Total (aged 16-74)	19,1	55,2	25,6
<b>Sex:</b>			
Males (aged 16+)	23,7	51,3	24,9
Females (aged 16+)	26,9	50,3	22,7
<b>Age group:</b>			
16-24 year-olds	3,3	75,3	21,3
25-34 year-olds	5,9	67,3	26,8
35-44 year-olds	5,3	62,8	31,9
45-54 year-olds	10,4	57,6	31,9
55-64 year-olds	32,7	41,7	25,6
65 year-olds and over	68,4	21,2	10,4
<b>Education attainment level (aged 25+):</b>			
Basic	67,6	19,3	13,0
Secondary without A-level exam.	34,5	42,2	23,3
Secondary with A-level exam. or Higher professional	14,9	56,9	28,1
University	7,3	66,0	26,5
<b>Specific groups:</b>			
Women on maternity leave	5,2	66,3	28,5
Students (aged 16+)	1,4	77,3	20,9
Pensioners	65,2	23,7	11,1

as a percentage of all individuals in a given socio-demographic group who did not submit forms to public authorities on-line

**Figure E22 Reasons why individuals did not submit forms to public authorities on-line; 2017**



**Figure E23 Other reasons for not submitting forms to public authorities on-line; 2017**



as a percentage of all individuals who did not submit forms to public authorities on-line