

E-government from the viewpoint of statistics

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We can characterise e-government as using information and communication technologies and various information systems in public administration with the aim of optimising public administration and offering citizens and firms more professional, faster and less complicated services. The key component for the development of e-government is not only the electronisation of the internal affairs in public administration, but also the sufficient equipping of public administration organisations with information technologies, making on-line services available to clients, an abundance of public servants capable of working with demanding information systems and a well-developed information society, where individuals and enterprises have access to the Internet and use it commonly.

The Czech Statistical Office employs three fundamental sources to monitor e-government in the Czech Republic. Chief among these is the annual **survey on the use of the ICTs in public administration**, which has been conducted since 2003. The basic file of the survey of the "use of ICTs in public administration" includes all of the state's organisational branches, regions and municipalities (including the boroughs of the City of Prague). This is an exhaustive survey.

The second information source is the **survey of the websites of public administration organisations**, which monitors the availability of information and on-line services on public administration websites, thus helping to capture developments in the process of bringing public administration closer to the general public. The basic file of the survey of the websites of public administration organisations comprised of the offices of central state administration, regional offices plus the City of Prague and 205 municipal offices of municipalities with extended powers.

The third information source from the area of ICTs and public administration shows us the degree to which the services offered by public administration via ICTs are used by citizens and firms. This information originates from the other two surveys of the CSO, namely from the survey on the use of the ICTs in households and between individuals and the survey on the use of ICTs in the enterprise sector.