

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**. Since 2005 this module has been 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 latest survey in regards to this issue was conducted in the first half of 2011 in respect of the **reference period of 31 December 2010**. A total of 364 of the state's organisational branches, 13 regional offices and 6 301 municipal offices were surveyed.

In order to measure better how public administration uses their websites as one of the key tool in bringing public administration closer to the general public, the CZSO since 2005 annually carried out: "**Web site content survey of public authorities**" as a supplementary source of information for measuring e-Government in the Czech Republic.

The latest web site content survey was conducted in August 2011. All (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included in this survey.

Definitions:

- **Broadband** - see definition in Chapter A of this publication
- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)
- **Free wireless Internet connection** shall mean the Internet access free of charge by means of a WiFi technology on the territory of a municipality. It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.
- **Form for download** - the public authority has at least one downloadable or printable official form available on their websites for provided public services (administrative procedures). The downloaded form could be in formats such as PDF or MS Word. *Downloading official forms from public authorities' websites includes any purpose of use (e.g. for information or for requesting a service).*
- **On-line filled form** - the public authority offers the possibility (application) for citizens/enterprises fill in the form right at the webpage of an organisation. A rule accuracy of filling is often automatically checked.
- **Full electronic case handling** - the public authority offer through their websites to treat at least one of the provided public services (administrative procedures) completely electronically without the need for paper work or personal visit of the authority.
- **Homeworking** - see definition in Chapter D of this publication

Information on **Internet usage by individuals and enterprises for interaction with government** comes from annual surveys of the CZSO on ICT usage by individuals and enterprises (see Chapters C and D).

Detailed methodical information about measurement eGovernment in the Czech Republic is available in the annual publication titled: "**Information and Communication Technologies in Public Administration in 2010, Code 9703-11**", which is freely available on the CZSO's website.

Detailed regional breakdown data on ICT use by public authorities can be found in chapter 18 of each **Regional yearbook**.

<http://www.czso.cz/eng/edicniplan.nsf/aktual/ep-1#10>

Further information on eGovernment statistics is available free of charge at the following dedicated website (temporarily only in Czech):

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

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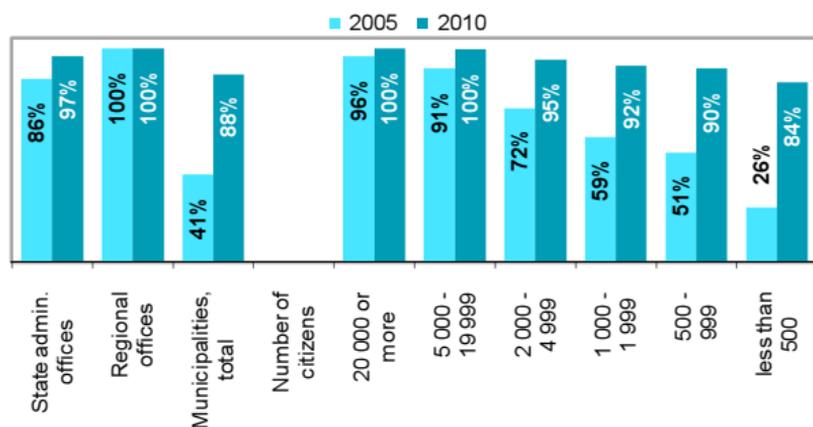
Tab. E1 ICT in public authorities in the Czech Republic; 2010

%

	LAN	Internet	Broadband
State administration offices	99,2	99,7	96,5
Regional offices	100,0	100,0	100,0
Municipalities, total	59,1	99,7	87,9
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	99,1	100,0	99,5
2 000 - 4 999 citizens	96,3	99,8	94,8
1 000 - 1 999 citizens	87,9	99,9	92,0
500 - 999 citizens	68,0	100,0	90,5
less than 500 citizens	41,6	99,5	84,1

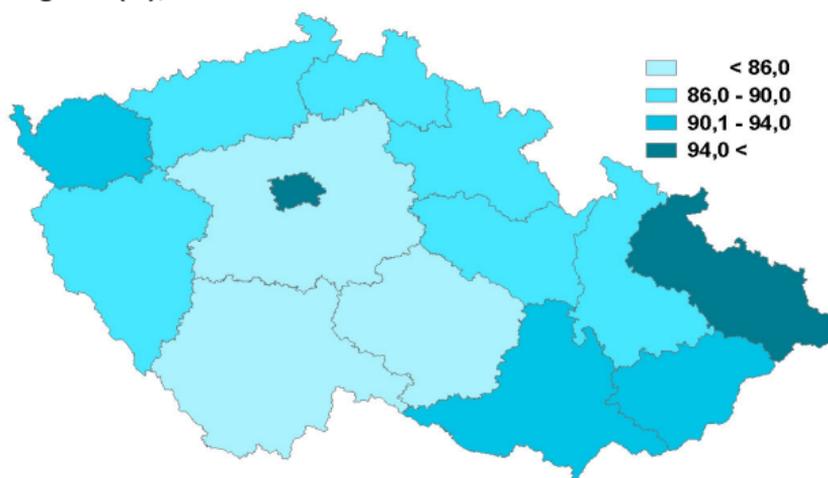
LAN - local area network

Figure E1 Public authorities with a broadband access



as a percentage of all public offices in a given group

Figure E2 Municipalities with broadband access by Czech regions (%); 2010



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

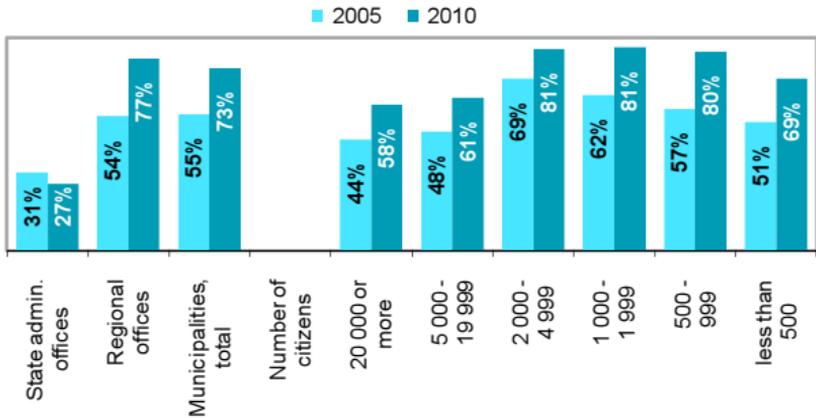
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Tab. E2 Internet use by public authorities in the Czech Republic; 2010

%

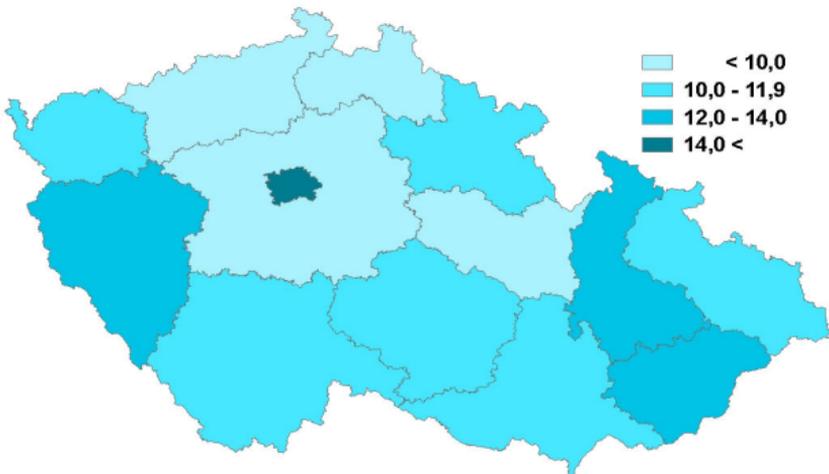
	Public authorities using Internet for:		
	Internet banking	Internet telephony	Training of employees
State administration offices	89,6	28,5	53,9
Regional offices	100,0	38,5	100,0
Municipalities, total	84,6	12,0	22,7
Size class of municipalities:			
20 000 or more citizens	98,7	27,8	79,7
5 000 - 19 999 citizens	97,7	25,7	72,1
2 000 - 4 999 citizens	96,1	20,2	34,0
1 000 - 1 999 citizens	93,4	15,5	25,5
500 - 999 citizens	89,0	10,7	25,4
less than 500 citizens	78,5	9,6	15,2

Figure E3 Public authorities with public Internet access point/centre



as a percentage of all public offices in a given group

Figure E4 Municipalities providing free wireless Internet access on their territory by Czech regions (%); 2010



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

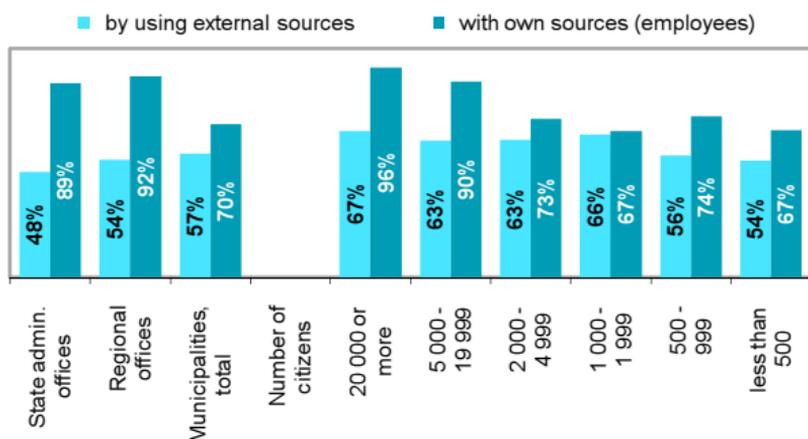
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Tab. E3 Public authorities with a Web site in the Czech Republic

	%		
	2008	2009	2010
State administration offices	89,7	91,2	91,7
Regional offices	100,0	100,0	100,0
Municipalities, total	90,6	94,0	96,8
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	100,0	100,0	100,0
2 000 - 4 999 citizens	100,0	99,2	100,0
1 000 - 1 999 citizens	98,6	99,2	99,1
500 - 999 citizens	97,2	98,3	99,3
less than 500 citizens	84,6	90,0	94,6

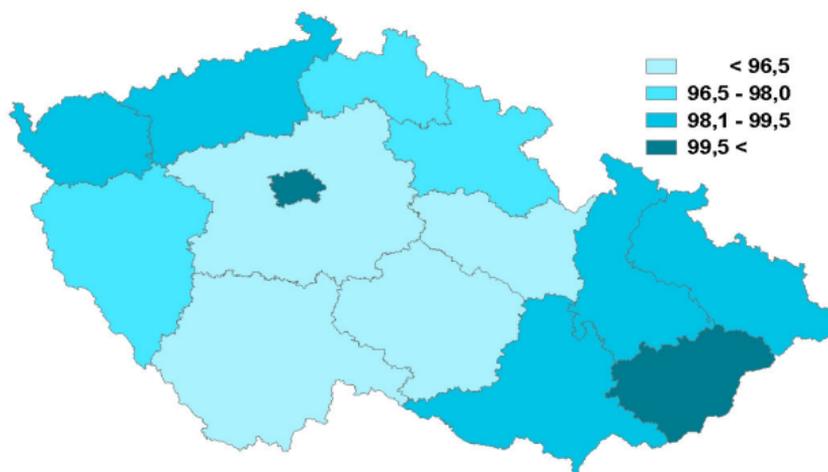
as a percentage of all public offices in a given group

Figure E5 Development and management of public authorities' web sites; 2010



Note: Multiple responses allowed
as a percentage of all public offices with a Web site

Figure E6 Municipalities with a Web site in Czech regions (%); 2010



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

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Tab. E4 Applications available on public authorities' web sites in the Czech Republic; 2010

%

	Forms for downloading	Online completion of forms	Full electronic case handling
State administration offices	70,3	39,0	43,3
Regional offices	100,0	84,6	76,9
Municipalities, total	47,7	13,3	12,2
Size class of municipalities:			
20 000 or more citizens	97,5	27,8	13,9
5 000 - 19 999 citizens	97,3	19,4	19,4
2 000 - 4 999 citizens	78,3	15,8	18,2
1 000 - 1 999 citizens	57,3	14,9	12,9
500 - 999 citizens	48,3	14,0	11,6
less than 500 citizens	36,8	11,5	11,0

Figure E7 Public authorities providing forms for downloading on their web sites

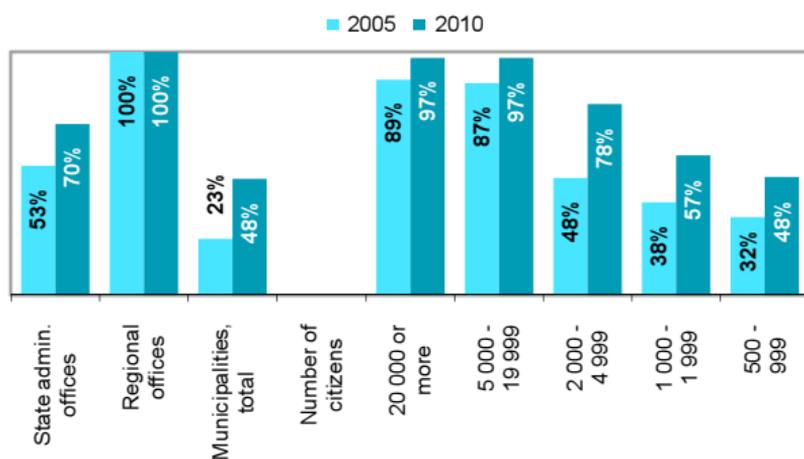
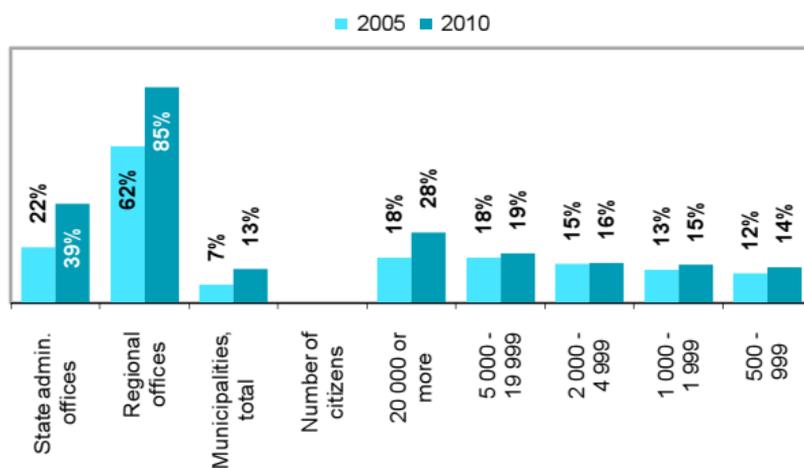


Figure E8 Public authorities with a web application for online filling-in of forms



as a percentage of all public offices with a Web site

Source: Czech Statistical Office, Government Survey on ICT Use

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Tab E5 Public authorities in the Czech Republic providing/enabling employees: ; 2010

%

	remote email account access	working from home by using ICT (homeworking)
State administration offices	70,9	42,1
Regional offices	100,0	15,4
Municipalities, total	39,1	15,5
Size class of municipalities:		
20 000 or more citizens	86,1	40,5
5 000 - 19 999 citizens	64,4	31,5
2 000 - 4 999 citizens	36,9	13,3
1 000 - 1 999 citizens	27,1	8,8

Figure E9 Public authorities giving remote email account access for employees: 2010

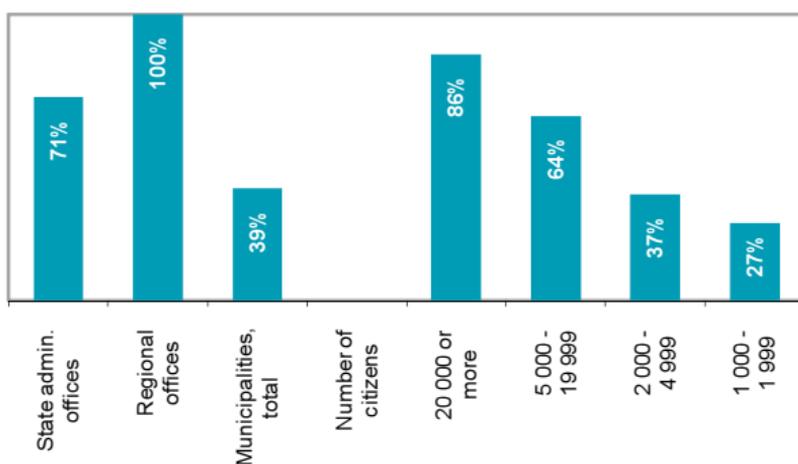
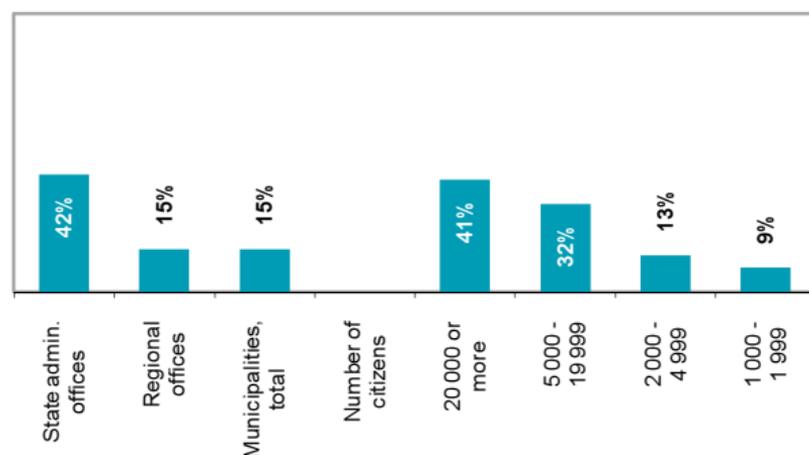


Figure E10 Public authorities enabling employees working from home (doing homeworking) by using ICT; 2010



as a percentage of all public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use

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Tab E6 Employees of public authorities using at work: ; 2010

%

	working e-mail account	computer with Internet access
State administration offices	95,6	86,2
Regional offices	84,1	84,8
Municipalities, total	55,7	54,6
Size class of municipalities:		
20 000 or more citizens	60,9	58,4
5 000 - 19 999 citizens	64,3	64,6
2 000 - 4 999 citizens	41,8	41,8
1 000 - 1 999 citizens	32,2	31,9

Figure E11 Employees of public authorities taking part in any computer course provided by their employer; 2010

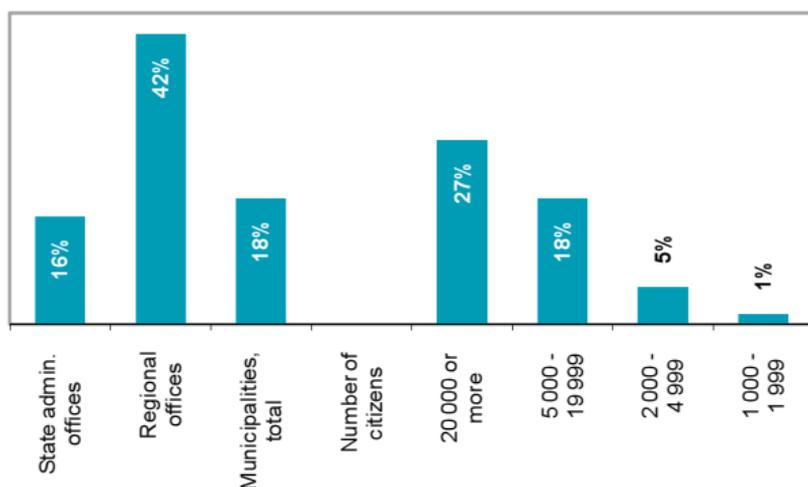
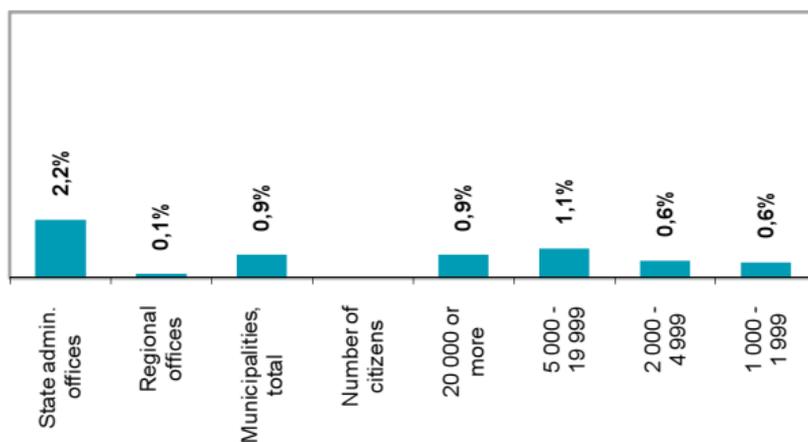


Figure E12 Employees of public authorities utilising homeworking by using ICT; 2010



as a percentage of all employees of public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use

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Tab. E7 Individuals using Internet for interaction with public authorities in the Czech Republic; 2011

	%		
	For information search	For downloading forms	For sending filled in forms
Total (aged 16+)	24,7	16,8	30,2
Total (aged 16–74)	26,7	18,1	32,6
Gender:			
males (aged 16+)	25,5	16,9	31,3
females (aged 16+)	24,0	16,6	29,1
Age group:			
16–24 years	21,6	13,4	32,0
25–34 years	37,6	28,0	46,3
35–44 years	36,2	25,8	46,0
45–54 years	29,0	19,6	31,4
55–64 years	17,9	10,5	19,8
65 and more years	5,6	2,3	5,7
Highest education level (aged 25+):			
primary (ISCED 0-2)	4,7	1,8	5,0
lower secondary (ISCED 3C)	12,8	6,5	17,0
upper secondary (ISCED 3A, 4)	33,4	24,1	39,4
tertiary (ISCED 5-6)	54,6	41,7	60,6
Specific categories:			
students (aged 16+)	20,5	11,5	31,8
women on parental leave	36,0	28,1	51,4
pensioners	6,2	2,9	6,7

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

Figure E13 Individuals using Internet for interaction with public authorities

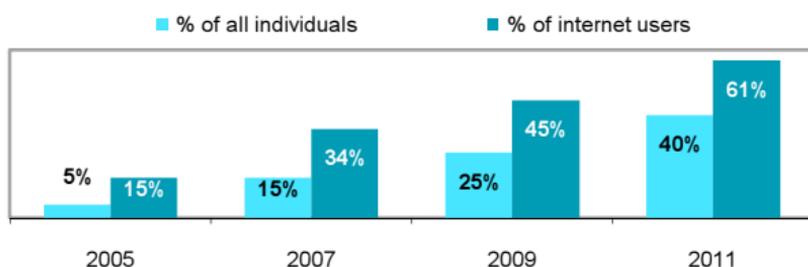
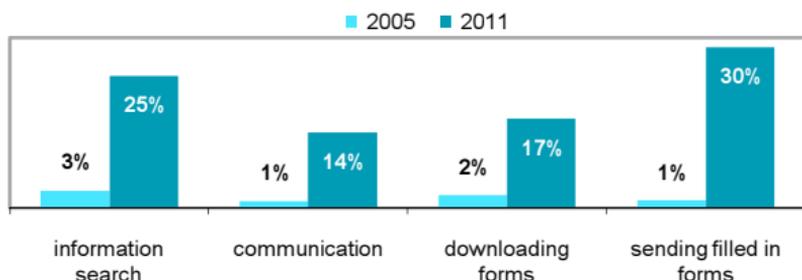


Figure E14 Individuals using Internet in interaction with public authorities for chosen activities

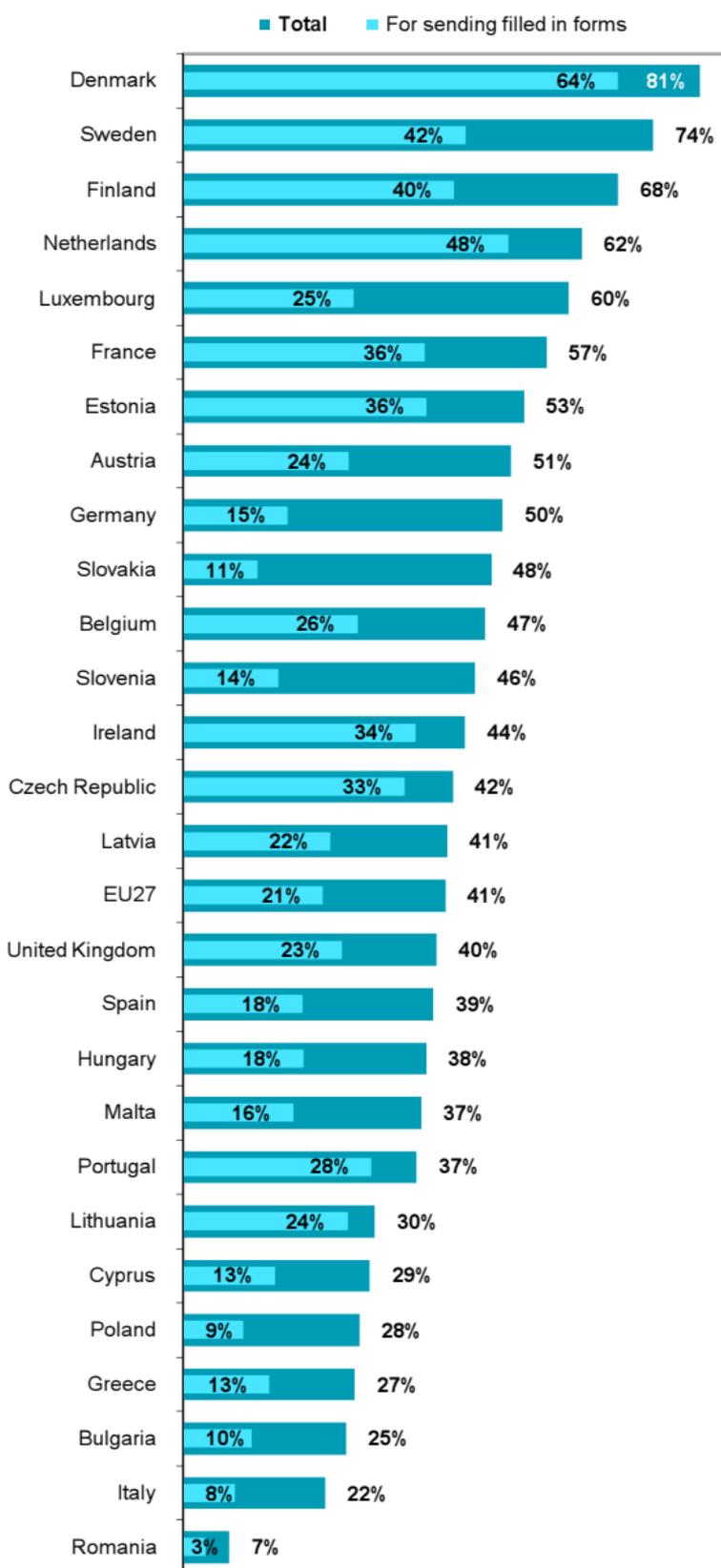


as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

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Figure E15 Individuals using Internet for interaction with public authorities; 2011



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2012

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Tab. E8 Enterprises using Internet for interaction with public authorities in the Czech Republic; 2010

%

	For information search	For downloading forms	For sending filled in
Total (10 and more employees)	81,8	79,1	63,2
Small enterprises (10-49)	78,6	75,4	58,6
Medium enterprises (50-249)	94,1	93,9	80,6
Large enterprises (250+)	97,8	97,5	89,7
NACE category:			
Manufacturing	82,7	81,9	65,7
Electricity, gas and water supply	89,2	89,8	71,7
Construction	80,5	76,6	56,3
Sale and repair of motor vehicles	89,4	85,7	69,7
Wholesale trade	88,1	85,1	74,0
Retail trade	69,8	64,4	52,7
Transport and storage	78,4	78,0	62,2
Accommodation	83,3	79,1	56,4
Food and beverage services	62,5	56,2	38,3
Travel agency and related activities	84,8	81,4	63,1
Media industries incl. Publish. activities	98,2	93,3	76,0
Telecommunications	93,9	92,9	82,0
Comp. programm. and related activities	97,6	95,7	80,9
Financial and insurance activities	92,6	89,6	81,2
Real estate activities	82,8	82,2	66,3
Professional, scientific activities	93,2	88,0	72,9
Administrative and support activities	73,4	72,5	53,1

Figure E16 Enterprises using the Internet for sending filled in forms to public authorities; 2010

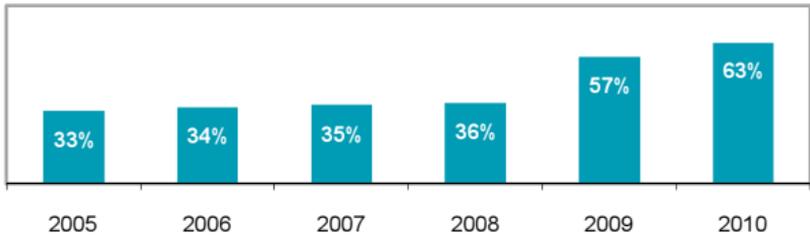
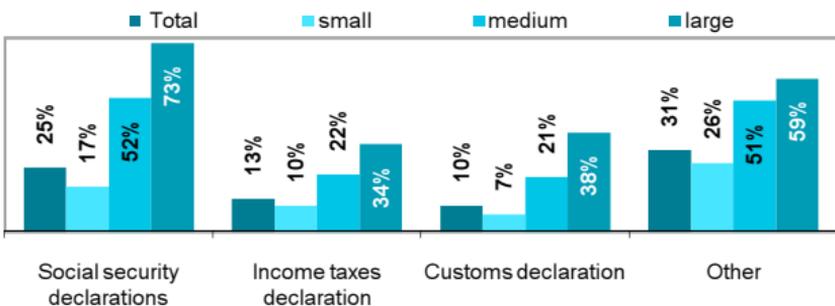


Figure E17 Enterprises using the Internet for treating chosen administrative procedures with public authorities completely electronically; 2010

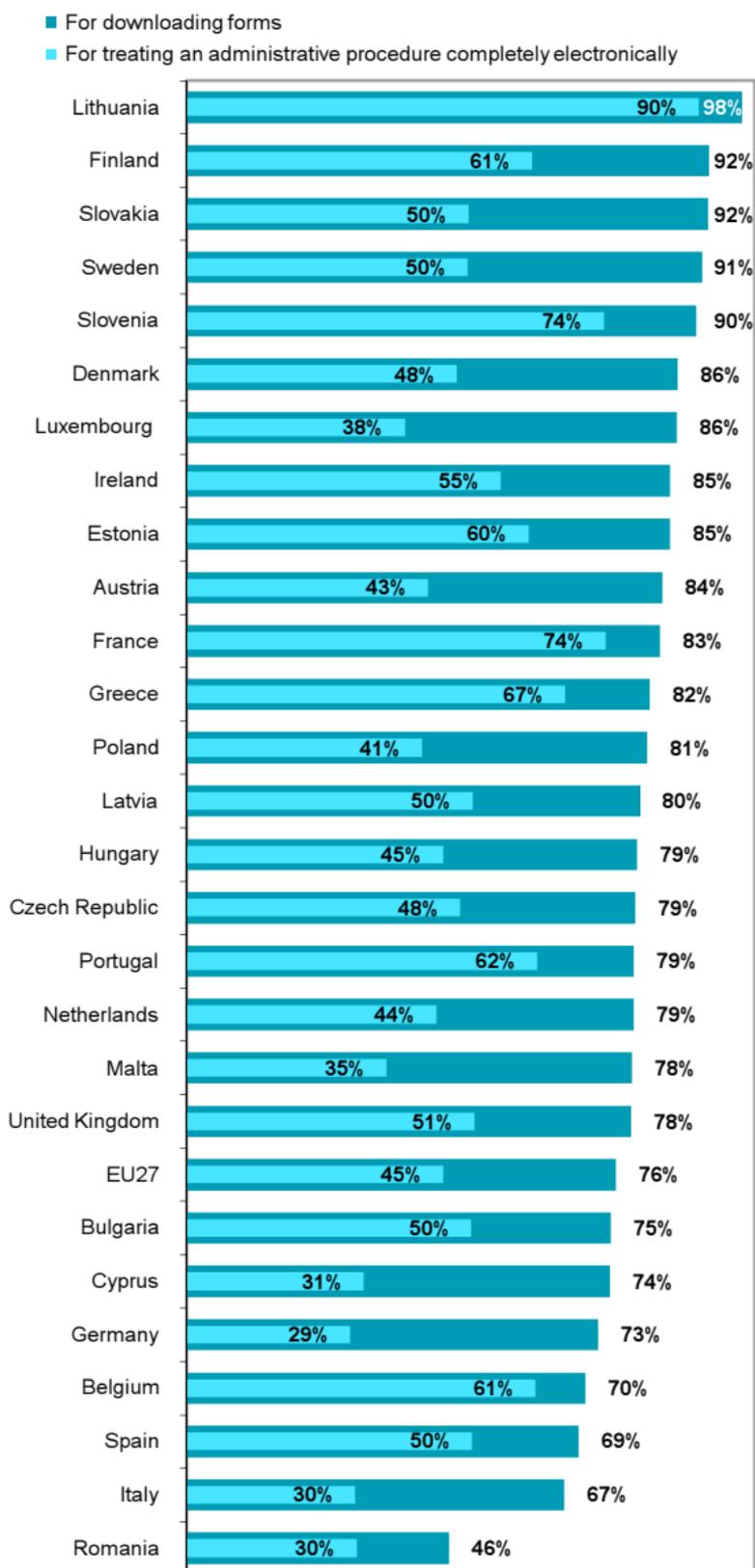


as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure E18 Enterprises using Internet for interaction with public authorities; 2010



as a percentage of all enterprises

Source: Eurostat, 2012

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Tab. E9 Municipalities with an extended competence having a Web site in the Czech Republic

	2009	2010	2011
Total	100,0	100,0	100,0
<i>Available in foreign language, total</i>	71,7	71,7	74,0
1 foreign language	9,3	6,8	7,8
2 foreign languages	41,0	36,6	39,5
3 foreign languages	14,6	19,5	18,5
4 and more foreign languages	7,8	8,8	8,3
<i>Web sites' applications available:</i>			
blind friendly version	31,7	35,1	37,0
browser	99,5	99,0	100,0
attendance	33,2	25,4	35,0
access registration	49,3	40,5	38,0
on-line contact	41,5	48,3	53,2
FAQ	31,7	36,1	44,9
discussion forum	29,3	25,9	24,9
opinion poll	36,1	30,2	33,7
<i>Information available:</i>			
job opportunities	76,6	74,6	80,0
municipality development plan	22,0	26,8	33,0

Figure E19 Municipalities with an extended competence having foreign language version of their web sites; August 2011

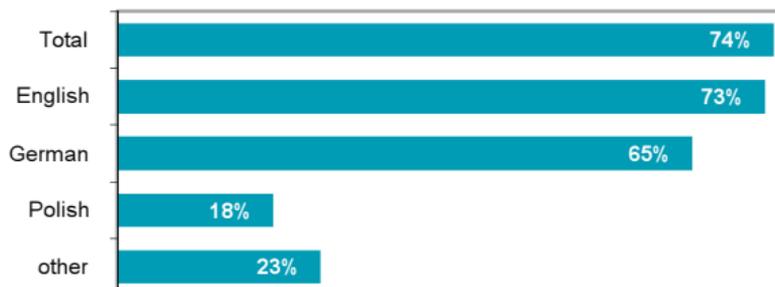
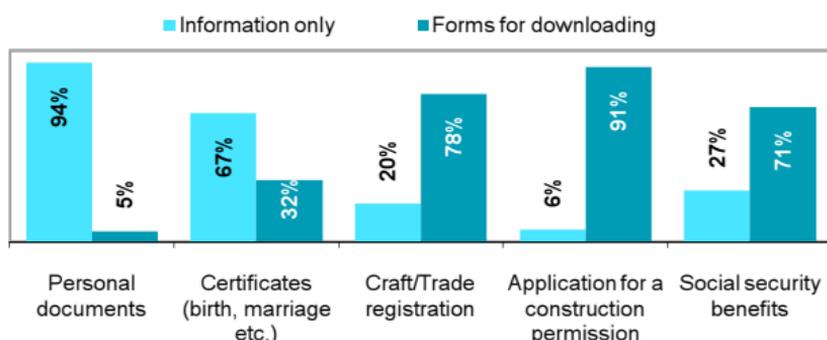


Figure E20 Services available on web sites of municipalities with an extended competence; August 2011



as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities