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Czechia and EU

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Contents

Introduction

The aim of this annual publication, *Information Society in Figures*, is to provide readers with the latest information on the **digitalization** in **Czechia** and other **EU countries** through statistical tables and figures. The publication, organized into **seven chapters** A to G, contains not only indicators on the internet usage and usage of other digital devices in households, by individuals, and enterprises, but also how digital technologies are used to meet the needs of public administration, education and healthcare.

A. **Digital infrastructure:** this chapter contains data on voice and data subscriptions in fixed and mobile networks. Broadband subscriptions data is broken down by type of subscriber, technology and speed tier. Additionally, it includes information on fixed and mobile data consumption.

B. **Households and digital technologies:** this chapter provides information on access to mobile phones, computers and the internet by selected types of households. It also includes data on households with a Smart TV and other internet-connected smart devices.

C. **Persons and digital technologies:** this chapter includes information on mobile phone and internet users categorized by gender, age, and education. It provides detailed data on the usage of online purchasing. Additionally, it includes data on using the internet for communication, entertainment and performing activities related to cybersecurity.

D. **Enterprises and digital technologies:** this chapter contains indicators about the use of the internet, websites, or e-Commerce sales by enterprises. It also provides data on how enterprises use paid cloud computing services, social media, and Artificial Intelligence, categorized by their size and industry. Additionally, it includes information on ICT security measures and their level of digitalization.

E. **Government and digital technologies:** this chapter informs readers about selected electronic services provided by public administration, such as Czech Point, Data Boxes, Citizen Portal, or Electronic identity. It also includes data on electronic tax returns. This information is supplemented by data on how citizens use eGovernment services.

F. **Education and digital technologies:** this chapter provides an overview on ICT equipment in schools and on internet activities of students aged 16+. In addition, it includes indicators about the involvement of people in online learning activities. Composite indicators about the level of different digital skill are also provided.

G. **Healthcare and digital technologies:** this chapter includes data on ICT equipment of physicians' offices and about the online services offered on their websites. There is also information on how citizens use the eHealth services.

The data are **broken down** by various criteria, such as type of households, enterprises or physicians' offices. For individuals, the data are categorized by gender, age or education. Besides detailed data for Czechia, each chapter contains a **methodological introduction** and, for most indicators, a comparison with other EU countries.

The website of the Czech Statistical Office, dedicated to statistics about digitalization and ICT usage, can be found at:
https://csu.gov.cz/digital-society-ict-usage

Prague, March 2026

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A Digital infrastructure

This chapter provides data on subscriptions in **fixed and mobile networks for voice and data services** (digital infrastructure) in Czechia and other EU countries. It also includes information on fixed and mobile voice and data traffic, as well as broadband subscription speeds by technology. Both voice and data services are broken down by type of subscriber. This information comes directly from **providers** of these services.

All data refer to **31 December of the given year** and only to services provided at the retail level to **end users** (households, individuals, businesses).

Definitions (in alphabetical order)

- **A subscriber** is a natural person or legal entity that has a contract with a provider of publicly available electronic voice or data communications services. Subscriptions are classified as: (i) **household/individual subscriptions,** held by private individuals for personal use, and (ii) **business subscriptions**, which include organisations, enterprises or other entities using the service for business purposes.
- **Fixed broadband subscriptions** are measured as the number of active access points (connections) of subscribers that have a contract for fixed-location internet access with a minimum advertised downstream speed of 2 Mbps (256 Kbps before year 2020).
- **Fixed telephone voice subscriptions** are measured as the number of active subscriber stations connected via traditional copper landlines, together with telephone numbers assigned for voice services provided through Voice over Internet Protocol (VoIP) technology within the public switched telephone network (PSTN).
- **Fixed Wired Access** to the internet includes connections over following technologies and networks: i) digital subscriber line DSL (ADSL, VDSL, FTTC) using fixed telephone networks, ii) cable modem (DOCSIS) using coaxial cable TV networks (CATV) and iii) optical fibre networks (FTTH/B).
- **Fixed Wireless Access (FWA)** refers to internet connectivity provided over a radio network, where the receiving end-user device is installed at a fixed location (typically within a building or dwelling). FWA includes access delivered in both licensed frequency bands (e.g., fixed LTE/5G) and unlicensed bands (e.g., fixed Wi-Fi).
- **Machine-to-Machine (M2M)** subscriptions are measured as the number of active SIM cards used for automated, direct communication between devices, machines, or sensors, without requiring human intervention.
- **Mobile broadband subscriptions for data-only services** are measured as the number of active data SIM cards (including eSIMs) or USB modems used for dedicated mobile data services in laptops, tablets and similar devices purchased separately from voice plans. *This does not include fixed-location internet access via LTE/5G networks, which falls under fixed wireless access (FWA), nor SIM cards used for M2M services.*
- **Mobile broadband subscriptions for voice and data services** are measured as the number of active SIM cards (including eSIMs) in mobile phones that provide internet access through data services, whether bundled with voice services or purchased as an add-on to a voice plan.
- **Mobile telephone voice subscriptions** are measured as the number of active SIM cards in mobile phones that have been used at least once in the past three months for voice traffic. Voice services may be provided independently or bundled with data services.
- **SIM cards** are **prepaid** ones, where services are paid in advance by credit, and **postpaid** ones, where contracted services are billed monthly.

Detailed data for **Czechia** comes from the **Czech Telecommunication Office**. For more information see: https://ctu.gov.cz/en

Data for **international comparisons** come from the International Telecommunication Union (https://www.itu.int/itu-d/sites/statistics/) and OECD (https://www.oecd.org/en/topics/broadband-statistics.html).

For more information on Digital infrastructure methodology and data, see:
https://csu.gov.cz/digital-infrastructure

A Digital infrastructure

Table A1 Fixed telephone voice subscriptions in Czechia

Thousands

	2022	2023	2024
Total	**1 240,7**	**1 201,2**	**1 163,2**
Household subscriptions - residential lines/stations	356,0	302,1	260,5
Business subscriptions - business lines/stations	884,7	899,1	902,7

Note: The indicator "fixed telephone voice subscriptions" comprises active subscriber stations connected via traditional copper landlines, together with telephone numbers assigned for voice services using Voice over Internet Protocol (VoIP) technology within the public switched telephone network (PSTN).

Chart A1 Fixed voice subscriptions in Czechia, total

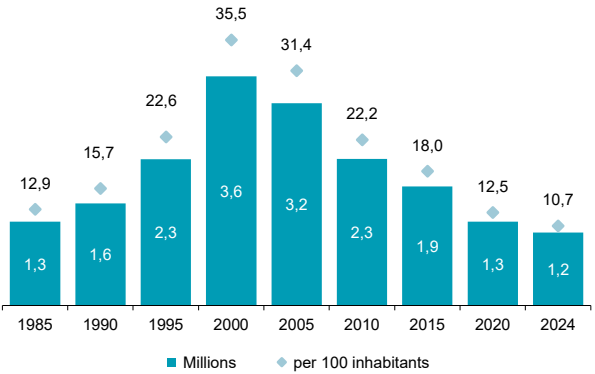
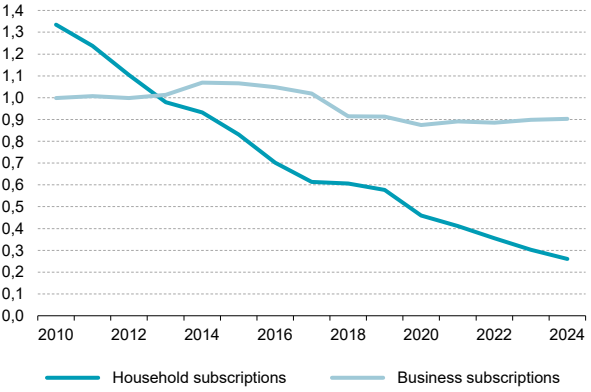
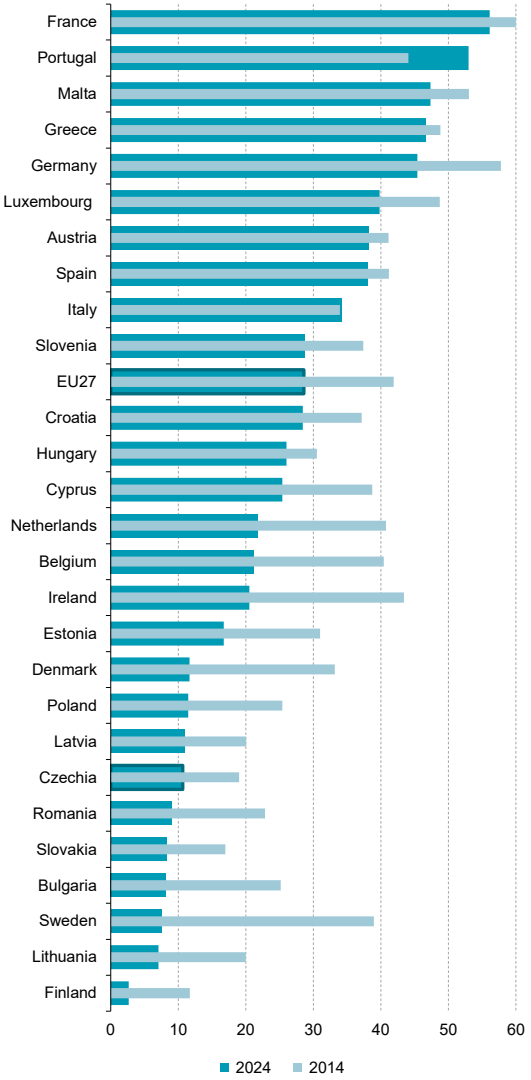


Chart A2 Fixed voice subscriptions in Czechia by type of subscriber (millions)



Source: Czech Telecommunication Office and Czech Statistical Office own calculations

Chart A3 Fixed telephone voice subscriptions in EU countries (per 100 inhabitants)



Note: The indicator "fixed telephone voice subscriptions" comprises active subscriber stations connected via traditional copper landlines, together with telephone numbers assigned for voice services using Voice over Internet Protocol (VoIP) technology within the public switched telephone network (PSTN).

Source: International Telecommunication Union and Czech Statistical Office own calculations

Table A2 Mobile telephone voice subscriptions in Czechia

SIM cards in mobile phones used for voice services (thousands)

	2022	2023	2024
Total	**13 673,0**	**13 620,8**	**13 591,7**
Individual subscriptions	9 044,1	8 835,5	8 661,6
Business subscriptions	4 628,9	4 785,2	4 930,1
Type of service			
Voice service only	2 963,8	2 460,6	2 312,1
Voice and data service	10 709,2	11 160,2	11 279,6
Type of contract (SIM card)			
Prepaid SIM cards	4 016,6	3 709,6	3 460,3
Postpaid SIM cards	9 656,4	9 911,1	10 131,4

Chart A4 Mobile voice subscriptions in Czechia, total

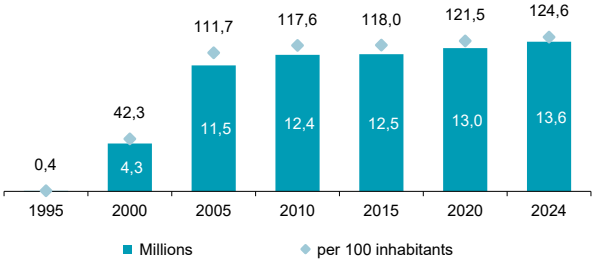


Chart A5 Mobile voice subscriptions in Czechia by type of service (millions)

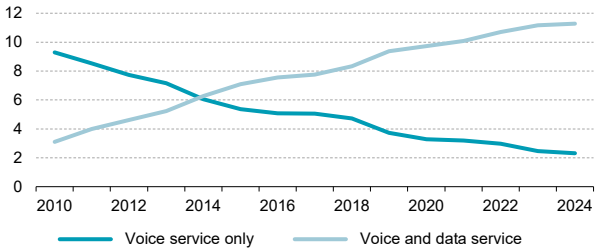
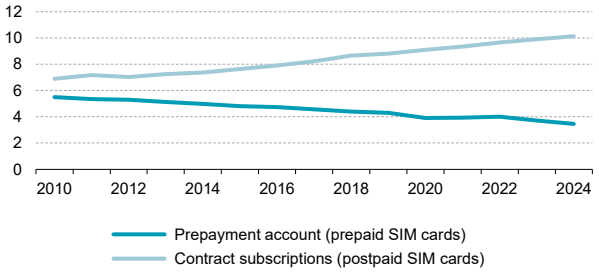
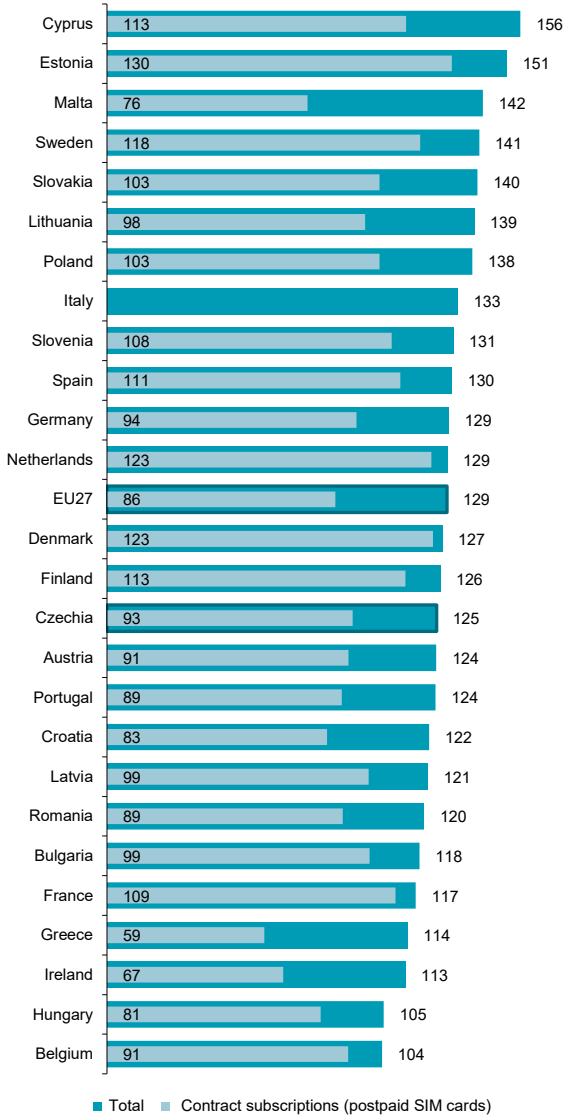


Chart A6 Mobile voice subscriptions in Czechia by type of contract/active SIM cards (millions)



Source: Czech Telecommunication Office
and Czech Statistical Office own calculations

Chart A7 Mobile telephone voice subscriptions in EU countries; 2024 (per 100 inhabitants)



Note: Mobile telephone voice subscriptions are measured by the number of active SIM cards in mobile phones that have been used at least once in the past three months for voice traffic. Voice services may be provided independently or bundled with data services.

Source: International Telecommunication Union and Czech Statistical Office own calculations

Table A3 Fixed telephone voice traffic in Czechia

Outgoing calls from the fixed network (millions of minutes)

	2022	2023	2024
Total	**1 058,0**	**958,1**	**896,2**
Calls originating from household telephones	433,9	390,4	343,0
Calls originating from business telephones	624,1	567,7	553,2
Call destination and network			
Domestic calls, total	**975,7**	**886,6**	**830,0**
Calls to fixed networks	400,3	342,6	286,4
Calls to mobile networks	575,4	544,0	543,6
International and other calls	**82,3**	**71,6**	**66,2**

Chart A8 Fixed telephone voice traffic in Czechia (minutes)

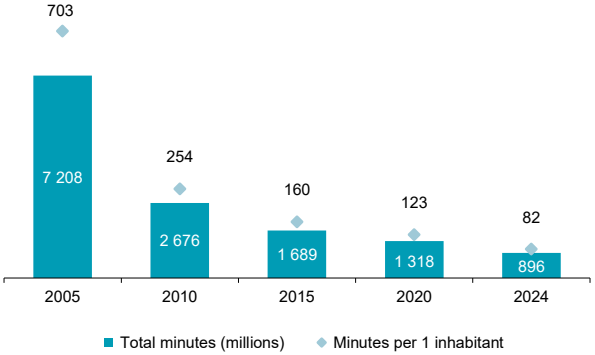
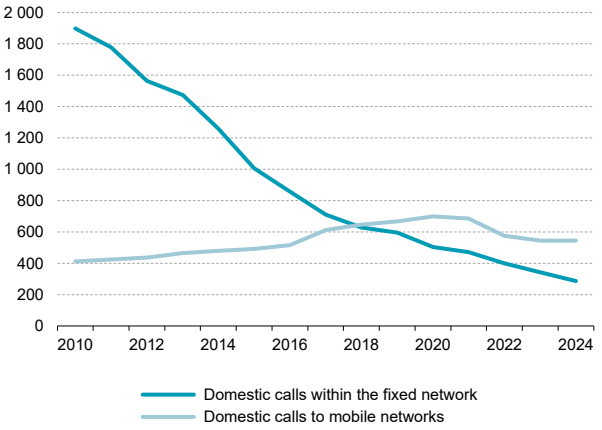


Chart A9 Fixed telephone voice traffic in Czechia by destination network (outgoing calls in millions of minutes)



Source: Czech Telecommunication Office and Czech Statistical Office own calculations

Table A4 Mobile telephone voice traffic in Czechia

Outgoing calls from the mobile network (millions of minutes)

	2022	2023	2024
Total	**26 968,0**	**27 279,3**	**28 010,6**
Calls originating from personal SIM cards	15 122,5	15 952,3	16 537,4
Calls originating from business SIM cards	11 845,5	11 327,0	11 473,2
Call destination and network			
Domestic calls, total	**25 883,6**	**26 268,2**	**26 998,5**
Calls to the same mobile network	13 432,9	13 302,7	13 464,5
Calls to other mobile networks	11 612,5	12 149,4	12 749,0
Calls to fixed networks	838,2	816,1	785,0
International calls	**339,3**	**255,4**	**238,8**
Outbound roaming calls[1)]	**745,2**	**755,7**	**773,3**

1) Calls made by subscribers of a domestic mobile operator while they are connected to a foreign (visited) mobile network. This includes calls placed to the home country, within the visited country, or to third countries.

Chart A10 Mobile telephone voice traffic in Czechia
(outgoing calls in minutes)

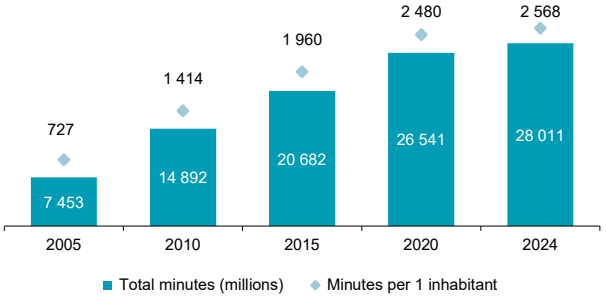
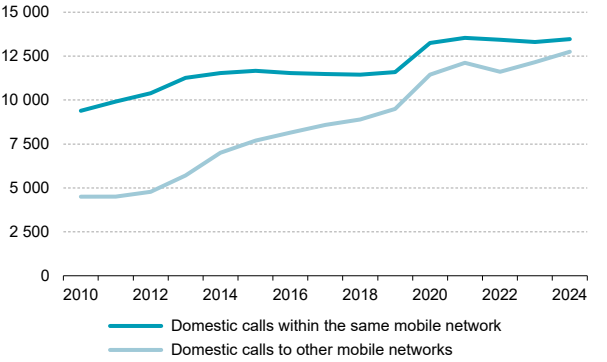


Chart A11 Mobile telephone voice traffic in Czechia by destination network (outgoing calls in millions of minutes)



Source: Czech Telecommunication Office
and Czech Statistical Office own calculations

Table A5 Total fixed broadband subscriptions in Czechia

Thousands

	2022	2023	2024
Total	**3 992,8**	**4 072,3**	**4 147,6**
Household subscriptions	3 311,4	3 376,4	3 442,1
Business subscriptions	681,4	696,0	705,5
Contracted download speed tier			
2–29,9 Mbps	1 032,1	886,0	723,1
30–99,9 Mbps	1 443,0	1 397,9	1 225,5
100 Mbps–999,9 Mbps	1 420,4	1 640,0	1 962,3
1 Gbps and more	97,3	148,5	237,1
Access type and technologies			
Fixed wired access, total	**2 425,7**	**2 503,7**	**2 550,7**
DSL (ADSL, VDSL, FTTC)	1 003,9	1 014,5	991,4
Fibre (FFTH/B)	808,9	884,2	956,8
Cable (DOCSIS)	613,0	605,1	602,5
Fixed wireless access (FWA), total	**1 567,1**	**1 568,6**	**1 596,9**
WiFi based FWA	1 114,6	1 115,0	1 120,8
LTE/5G based FWA	452,5	453,6	476,1

Chart A12 Fixed broadband subscriptions in Czechia

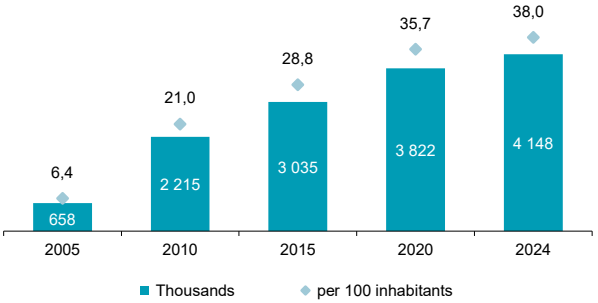
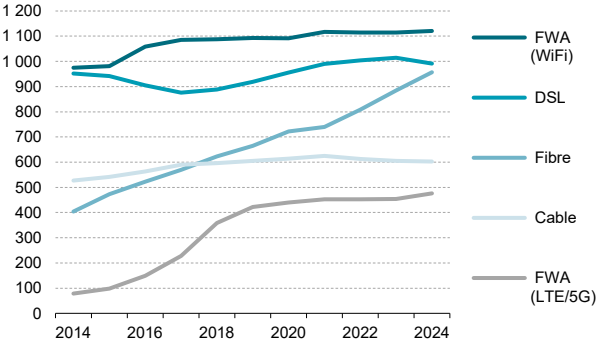
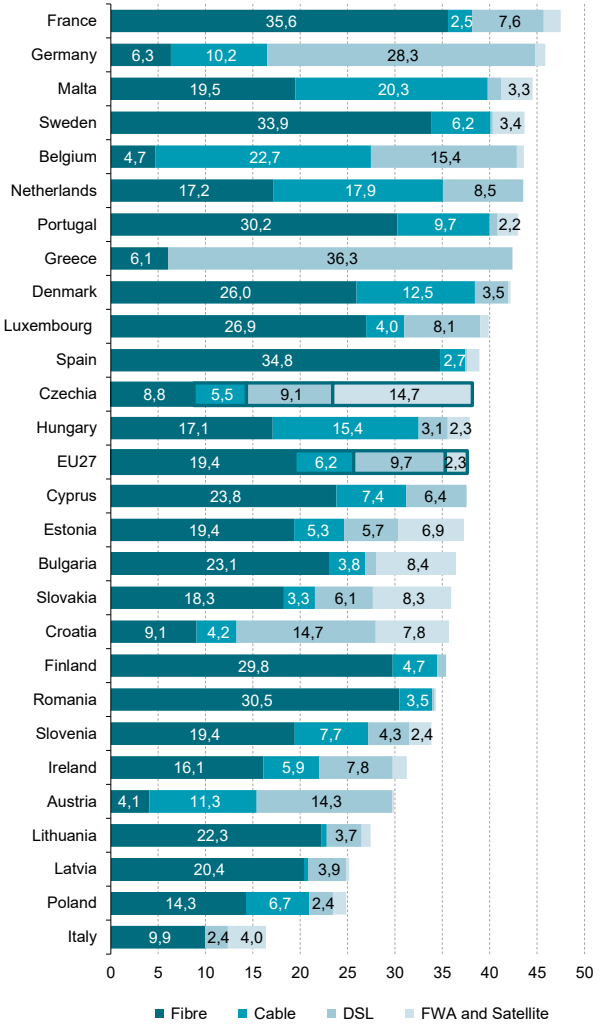


Chart A13 Fixed broadband subscriptions in Czechia by technology (thousands)



Source: Czech Telecommunication Office and Czech Statistical Office own calculations

Chart A14 Fixed broadband subscriptions in EU countries by technology; 2024 (per 100 inhabitants)



Note: Indicator "Fixed broadband subscriptions" is measured by the number of active access points (connections) of households and businesses that have a contract for fixed-location internet access with a minimum advertised downstream speed of 256 kbit/s, using specified technologies.
Fixed Wireless Access (FWA) refers to internet connectivity provided over a radio network, where the receiving end-user device is installed at a fixed location (typically within a building or dwelling). FWA includes access delivered in both licensed frequency bands (e.g., fixed LTE/5G) and unlicensed bands (e.g., fixed Wi-Fi).

Source: International Telecommunication Union, OECD and Czech Statistical Office own calculations

Table A6 Household fixed broadband subscriptions in Czechia

Thousands

	2022	2023	2024
Total	**3 311,4**	**3 376,4**	**3 442,1**
Fixed wired access, total	**2 043,8**	**2 108,0**	**2 150,0**
DSL (ADSL, VDSL, FTTC)	737,7	746,0	728,7
Fibre (FFTH/B)	733,7	801,3	867,5
Cable (DOCSIS)	572,4	560,7	553,8
Fixed wireless access (FWA), total	**1 267,6**	**1 268,4**	**1 292,1**
WiFi based FWA	943,9	944,3	945,5
LTE/5G based FWA	323,7	324,0	346,6

Chart A15 Household fixed broadband subscriptions in Czechia

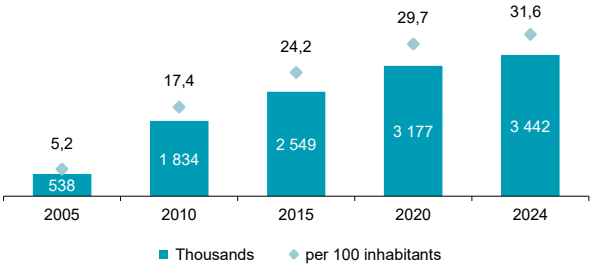


Chart A16 Household fixed broadband subscriptions in Czechia by technology (thousands)

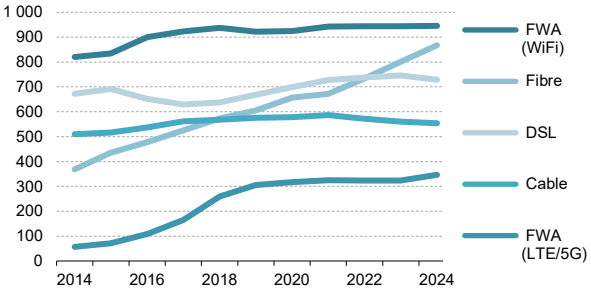
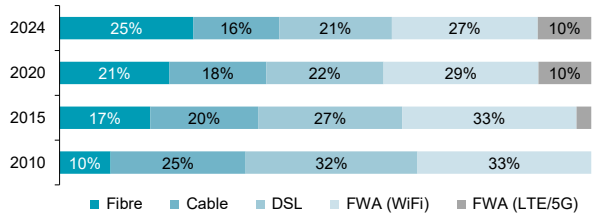


Chart A17 Household fixed broadband subscriptions in Czechia by technology (percentage)



Source: Czech Telecommunication Office and Czech Statistical Office own calculations

Table A7 Business fixed broadband subscriptions in Czechia

Thousands

	2022	2023	2024
Total	**681,4**	**696,0**	**705,5**
Fixed wired access, total	**381,9**	**395,7**	**400,7**
DSL (ADSL, VDSL incl. FTTC)	266,2	268,5	262,7
Fibre (FFTH/B)	75,1	82,9	89,3
Cable (DOCSIS)	40,6	44,4	48,7
Fixed wireless access (FWA), total	**299,5**	**303,9**	**303,9**
WiFi based FWA	170,7	170,7	175,3
LTE/5G based FWA	128,7	129,6	129,5

Chart A18 Business fixed broadband subscriptions in Czechia

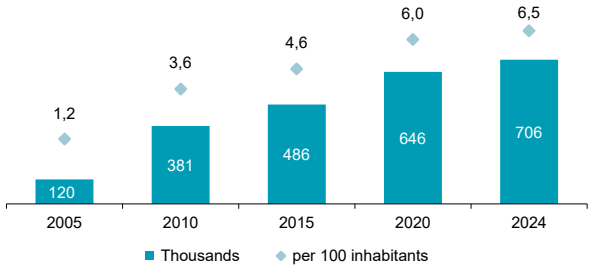


Chart A19 Business fixed broadband subscriptions in Czechia by technology (thousands)

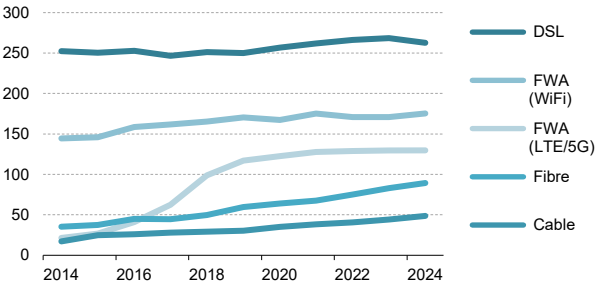
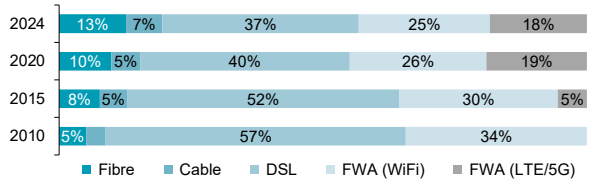


Chart A20 Business fixed broadband subscriptions in Czechia by technology (percentage)



Source: Czech Telecommunication Office
and Czech Statistical Office own calculations

Table A8 Fixed broadband in Czechia by speed tiers; 2024

Subscriptions by contracted download speed tier (thousands)

	2–29,9 Mbps	30–99,9 Mbps	100–999,9 Mbps	1 Gbps and more
Total	**723,5**	**1 225,3**	**1 962,3**	**237,1**
Fixed wired access	**206,4**	**471,2**	**1 638,4**	**235,3**
ADSL	20,4	.	.	.
VDSL incl. FTTCab	156,1	333,5	481,0	0,4
Fibre to the home (FFTH)	7,8	40,5	433,9	137,8
Fibre to the building (FTTB)	17,2	66,8	225,8	26,6
Cable (DOCSIS)	4,1	30,3	497,6	70,5
Fixed wireless access (FWA)	**517,1**	**754,1**	**323,9**	**1,8**
WiFi based FWA	260,1	627,0	231,3	1,8
LTE/5G based FWA	256,4	127,1	92,6	.

Chart A21 Fixed broadband subscriptions in Czechia with contracted speed faster than 100 Mbps

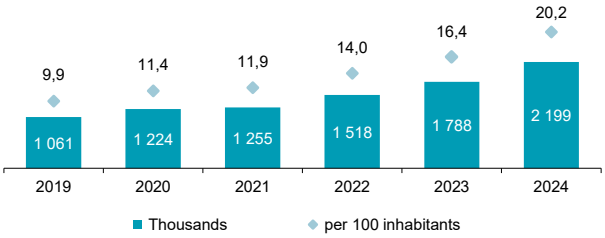


Chart A22 Fixed broadband subscriptions in Czechia by technology and speed tier; 2024 (percentage)

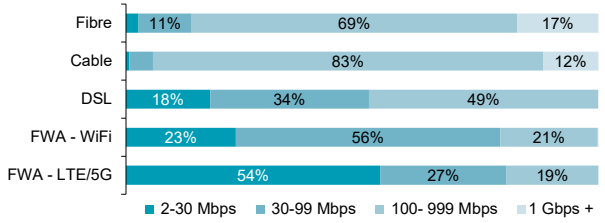
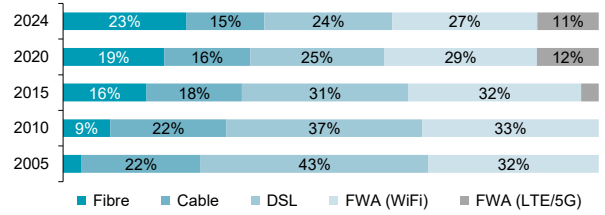


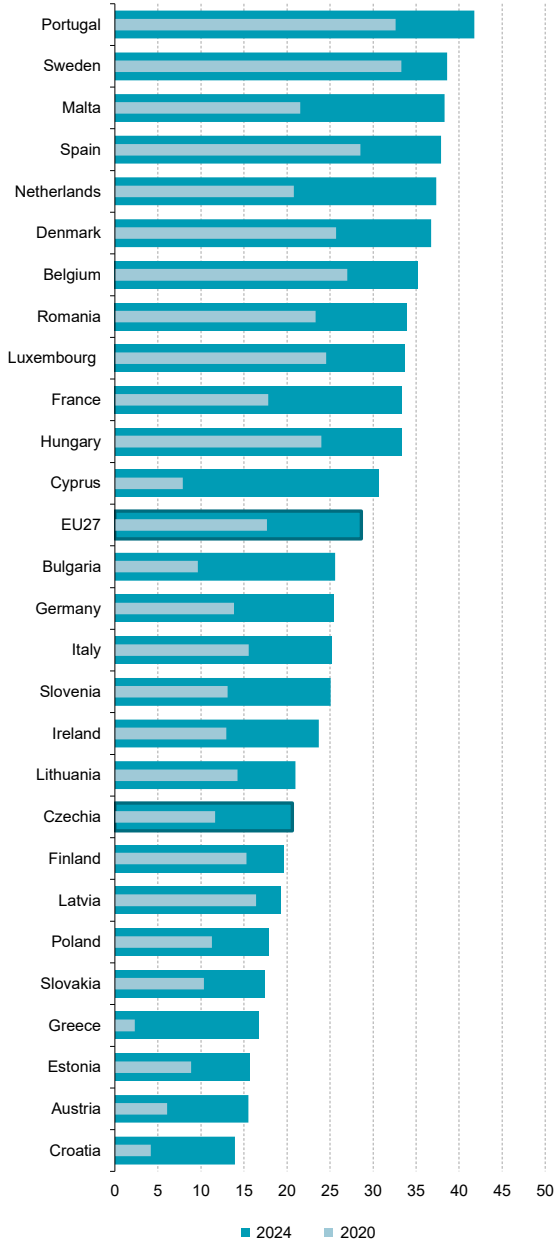
Chart A23 Fixed broadband subscriptions in Czechia by technology (percentage)



Source: Czech Telecommunication Office and Czech Statistical Office own calculations

A Digital infrastructure

Chart A24 Fixed broadband subscriptions in EU countries with speed faster than 100 Mbps; 2024 (per 100 inhabitants)



Source: International Telecommunication Union, OECD and Czech Statistical Office own calculations

Table A9 Mobile broadband subscriptions in Czechia, total

Thousands

	2022	2023	2024
Total	**11 021,9**	**11 477,3**	**11 575,0**
Individual subscriptions	6 440,7	6 586,0	6 545,7
Business subscriptions	4 581,2	4 891,3	5 029,3
Type of service and contract			
Data and voice subscriptions			
for smartphones, total[1)]	**10 709,2**	**11 160,2**	**11 279,6**
Prepaid or pay-per use plans	1 959,4	1 833,5	1 724,3
Postpaid monthly plans/tariffs	8 749,8	9 326,6	9 555,3
Tariffs with a data limit	.	2 693,6	3 197,4
Tariffs with unlimited data	.	6 633,1	6 357,9
Data only subscriptions			
for laptops or tablets[2)]	**312,7**	**317,2**	**295,4**

1) These subscriptions are measured by the number of active SIM cards (including eSIMs) in mobile phones that provide Internet access through data services, whether bundled with voice services or purchased as an add-on to a voice plan.
2) These subscriptions are measured by the number of active data SIM cards (including eSIMs) or USB modems used for dedicated mobile data services in laptops, tablets and similar devices purchased separately from voice plans.
Excludes subscriptions for LTE/5G-based fixed location internet access (FWA LTE/5G) and M2M/IoT subscriptions.

Chart A25 Total mobile broadband subscriptions for voice and data services in Czechia

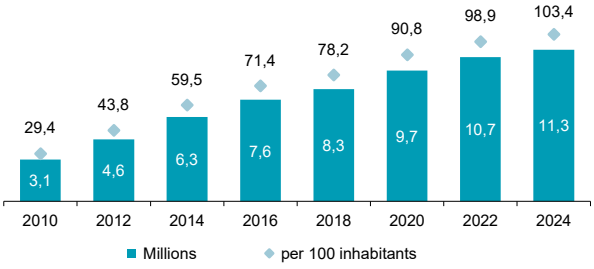
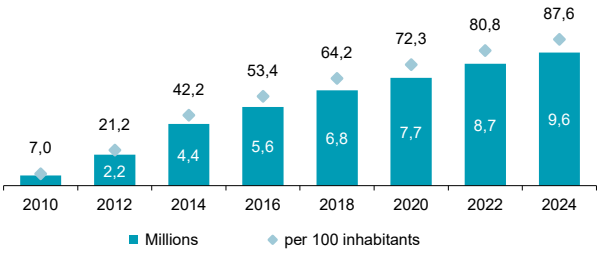
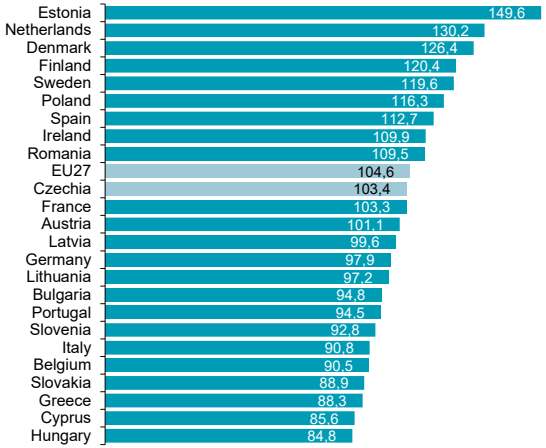


Chart A26 Postpaid mobile broadband subscriptions for voice and data services in Czechia



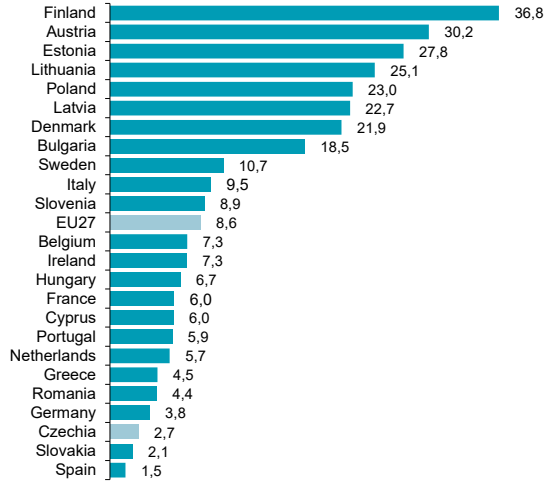
Source: Czech Telecommunication Office and Czech Statistical Office own calculations

Chart A27 Mobile broadband voice and data subscriptions in EU countries; 2024 (per 100 inhabitants)



Note: These subscriptions are measured by the number of active SIM cards (including eSIMs) in mobile phones that provide broadband internet access, whether bundled with voice services or purchased as an add-on to a voice plan.

Chart A28 Mobile broadband data-only subscriptions in EU countries; 2024 (per 100 inhabitants)



Note: These subscriptions are measured by the number of active data SIM cards (including eSIMs) or USB modems used for dedicated mobile data services in laptops, tablets and similar devices purchased separately from voice plans. Excludes subscriptions for LTE/5G-based fixed location internet access (FWA LTE/5G) and M2M/IoT subscriptions.

Source: International Telecommunication Union, OECD and Czech Statistical Office own calculations

Table A10 Broadband data traffic in Czechia

Data transmitted over the internet in petabytes (PB)

	2022	2023	2024
Fixed broadband data traffic	**14 079,7**	**16 218,8**	**18 145,7**
Mobile broadband data traffic, total	**941,7**	**1 329,4**	**1 732,8**
Mobile data traffic over 4G networks	903,2	1 225,0	1 423,3
Mobile data traffic over 5G networks	38,5	104,4	309,5

Chart A29 Fixed broadband data traffic in Czechia

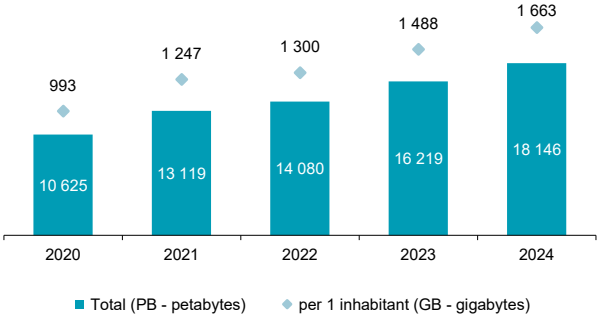


Chart A30 Mobile broadband data traffic in Czechia

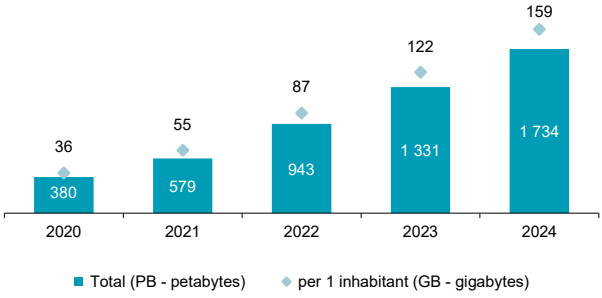
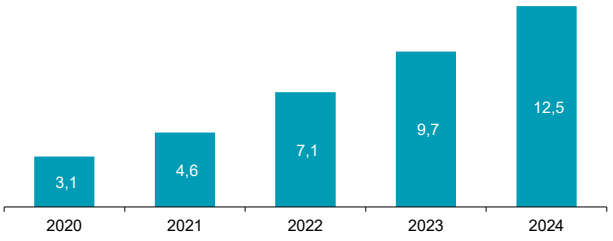
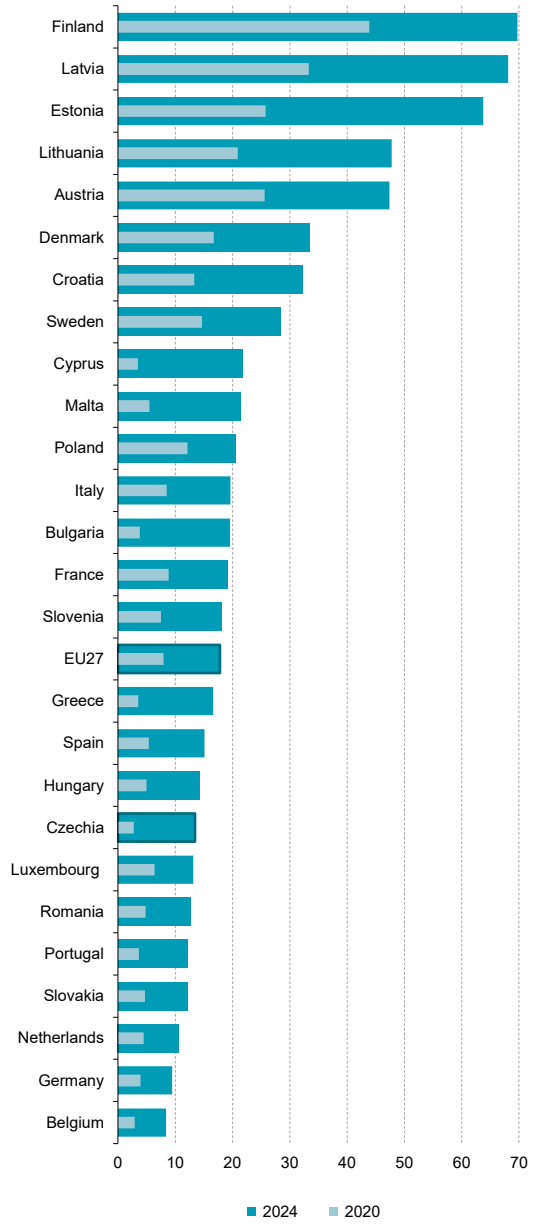


Chart A31 Mobile data usage per month in Czechia
(GB per mobile broadband subscription)



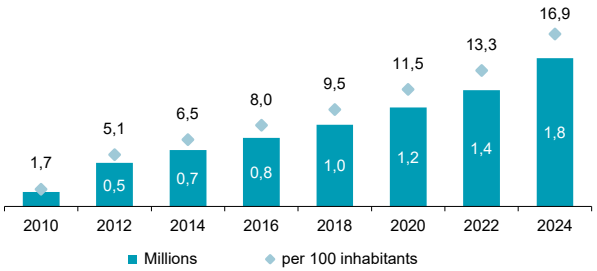
Source: Czech Telecommunication Office
and Czech Statistical Office own calculations

Chart A32 Mobile data usage per month in EU countries
(GB per inhabitant)



Source: International Telecommunication Union, OECD and Czech Statistical Office own calculations

Chart A33 M2M subscriptions in Czechia



Note: Machine-to-Machine (M2M) subscriptions are measured as the number of active SIM cards used for automated, direct communication between devices, machines, or sensors, without requiring human intervention.

Chart A34 M2M data traffic in Czechia

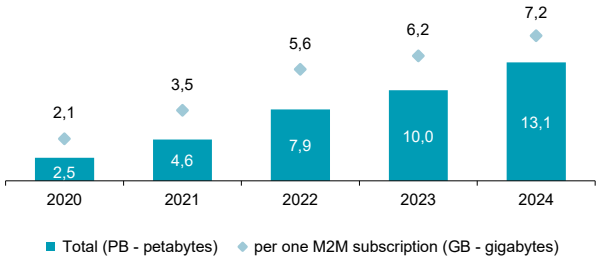
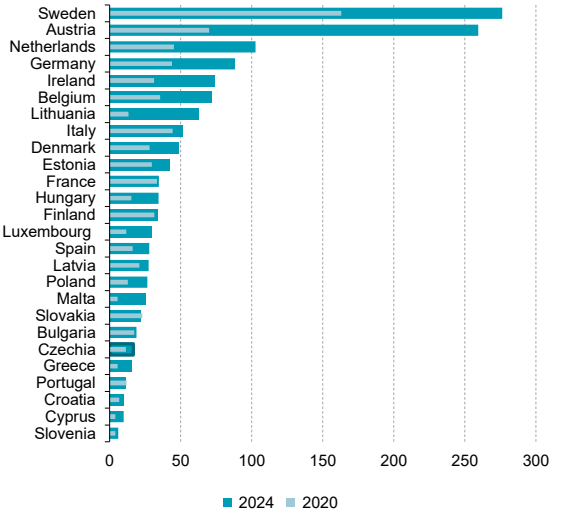


Chart A35 M2M subscriptions in EU countries

(per 100 inhabitants)



Source: Czech Telecommunication Office, OECD and Czech Statistical Office own calculations

B Households and digital technologies

The Czech Statistical Office (CZSO) has been monitoring data on penetration of selected information and communication technologies in Czech households by annual statistical survey named **Sample Survey on the ICT Use in Households and by Individuals.** The first survey was carried out in 2002.

The survey applies the method of personal interviews with the use of tablet computer. During the last round of the survey, there were collected answers from approx. 6 thousand individuals who were living in 4 thousand households. The survey has been carried out in accord with the **Regulation (EC) No 2019/1700** of the European Parliament and of the Council. This allows obtaining of internationally comparable data within the EU.

Notes

The **Reference Period** is the 2nd Q of the monitored year.

Income quintiles: Households were divided into five groups (quintiles) according to the amount of net income per person in the household.

Comparability of the CZSO and Eurostat Data:

Data published by Eurostat for Czech households differ from data published by the CZSO. Eurostat includes solely households with at least one person aged 16–74 years. The CZSO publishes data for all households.

International data and comparisons of certain indicators are taken from the Eurostat database for digital economy and society, data of which are updated every year. Detailed information can be found at:

https://ec.europa.eu/eurostat/web/digital-economy-and-society/overview

Definitions (sorted alphabetically)

- A **WiFi router** is a device that enables the distribution of the internet signal inside the household's premises, i.e. it enables wireless connection of more devices at the same time and from different places.
- **Households of persons older than 65 years** mean households where only persons aged 65+ years live.
- **Households of persons up to 40 years** mean households where only persons aged 16 to 40 years live. There are no children up to 15 years in these households.
- **Households with a computer** involve households, which at the time of the survey stated, that at least one of the household members used a computer at home (desktop, laptop, or tablet).
- **Households with children up to 15 years** mean households with at least one child younger than 16 years of age.
- **Households with the internet** mean households, which at the time of the survey stated, that at least one of the household members used the internet at home. The internet could be used on a computer, a tablet, a mobile phone, a smart TV, a game console, etc.
- **Smart household appliances** include e.g. smart coffee makers, refrigerators, ovens, vacuum cleaners, washing machines, dryers, or smart garden equipment (such as smart lawn mowers).
- **Smart devices for energy management** include e.g. smart thermostats, consumption meters, lights, electrical outlets or garden irrigation systems.

- **Smart home security devices** include, for example, smart home alarms, smoke detectors, security cameras, or locks.
- **The Internet of Things (IoT)** refers to devices that are wirelessly connected to other devices and are able to communicate with each other. Users of the IoT devices control them most often via mobile applications or via web interface.

Detailed information on methodology and data from the survey, including international comparison, can be found at:
https://csu.gov.cz/ict-in-households-and-ict-users

B Households and digital technologies

Table B1 Households in Czechia with a mobile phone; 2025

Percentage

	Total	Smart-phone	Phone without operating system
Households (HHs), total	**99,8**	**88,8**	**21,6**
HHs with children up to 15 years	100,0	99,3	7,3
HHs of persons up to 40 years	99,6	99,6	0,8
HHs of persons older than 65 years	99,4	56,8	54,9
Other households without children	100,0	96,0	18,4
Household income group			
The lowest income group (first quintile)	99,3	74,0	33,7
Second quintile income group	99,8	82,4	30,5
Third quintile income group	100,0	91,5	22,5
Fourth quintile income group	100,0	97,1	13,6
The highest income group (fifth quintile)	100,0	99,1	7,6

Chart B1 Households with a phone without operating system

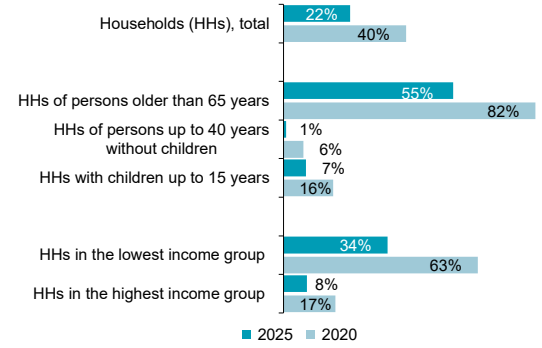
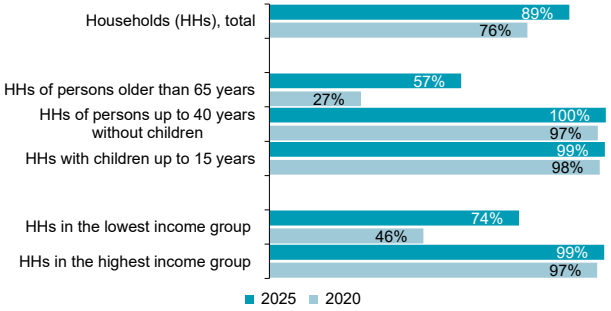


Chart B2 Households with a smartphone



Source: Czech Statistical Office, ICT use survey in households

B Households and digital technologies

Table B2 Households in Czechia with a computer

Percentage

	2015	2020	2025
Households (HHs), total	**73,1**	**78,7**	**83,5**
Type of household			
HHs with children up to 15 years	93,8	95,8	95,7
HHs of persons up to 40 years	93,0	94,2	92,7
HHs of persons older than 65 years	24,9	39,9	49,9
Other households without children	76,8	85,7	90,9
Household income group			
The lowest income group (first quintile)	.	44,8	61,3
Second quintile income group	.	69,3	77,1
Third quintile income group	.	87,0	86,4
Fourth quintile income group	.	94,2	94,7
The highest income group (fifth quintile)	.	98,0	98,1

Chart B3 Households with a computer, total

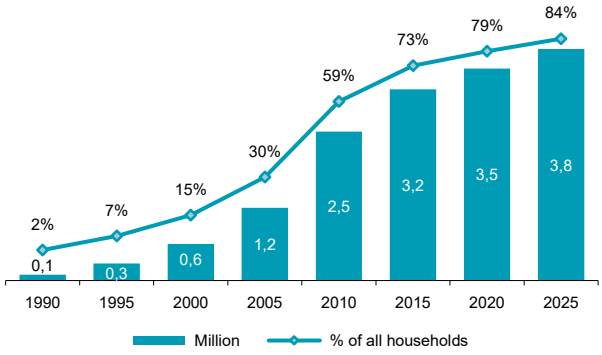
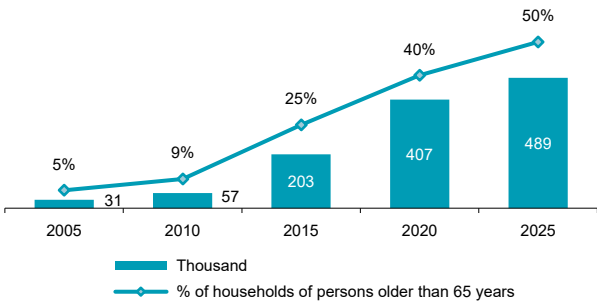


Chart B4 Households of persons aged 65+ with a computer



Source: Czech Statistical Office, ICT use survey in households

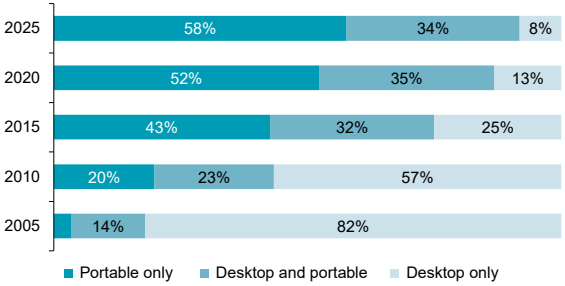
B Households and digital technologies

Table B3 Computers used in households in Czechia; 2025

Percentage

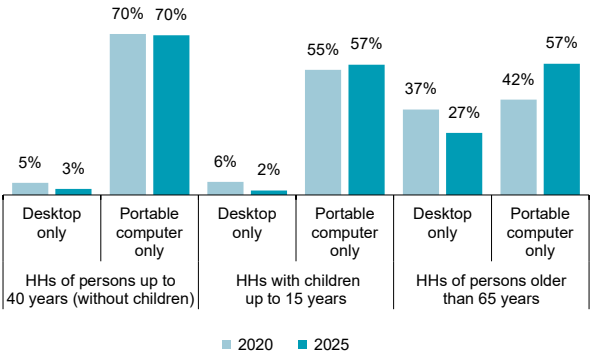
	Desktop	Laptop	Tablet
Households (HHs), total	**35,4**	**70,7**	**39,5**
Type of household			
HHs with children up to 15 years	41,3	88,6	59,5
HHs of persons up to 40 years	28,1	82,9	40,9
HHs of persons older than 65 years	21,3	32,2	10,4
Other households without children	40,5	76,5	41,7
Household income group			
The lowest income group (first quintile)	23,9	45,5	27,1
Second quintile income group	33,3	61,5	31,6
Third quintile income group	32,4	73,0	41,2
Fourth quintile income group	40,6	82,4	43,8
The highest income group (fifth quintile)	46,4	91,2	53,4

Chart B5 Households with a computer by type of device



as a percentage of all households with a computer

Chart B6 Households using only desktop or portable computer



as a percentage of all households with a computer of a given HHs type

Source: Czech Statistical Office, ICT use survey in households

B Households and digital technologies

Table B4 Households in Czechia with internet access

Percentage

	2015	2020	2025
Households (HHs), total	**73,1**	**81,7**	**90,0**
HHs with children up to 15 years	93,6	98,5	99,4
HHs of persons up to 40 years	94,7	97,8	99,2
HHs of persons older than 65 years	24,2	41,3	60,3
Other households without children	77,0	89,7	97,2
Household income group			
The lowest income group (first quintile)	.	50,4	73,7
Second quintile income group	.	72,9	84,2
Third quintile income group	.	90,4	93,4
Fourth quintile income group	.	95,8	98,9
The highest income group (fifth quintile)	.	98,8	99,9

Chart B7 Households with internet access

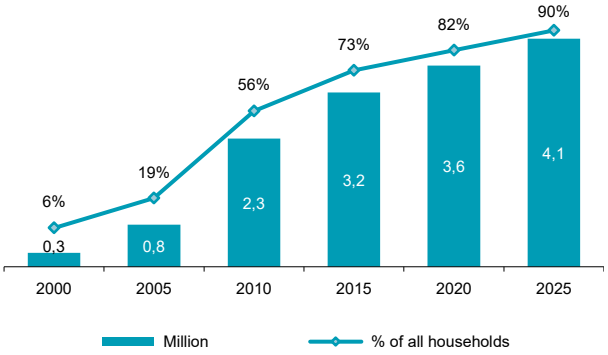
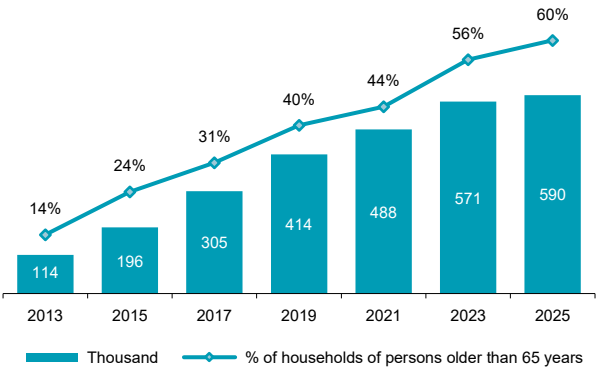


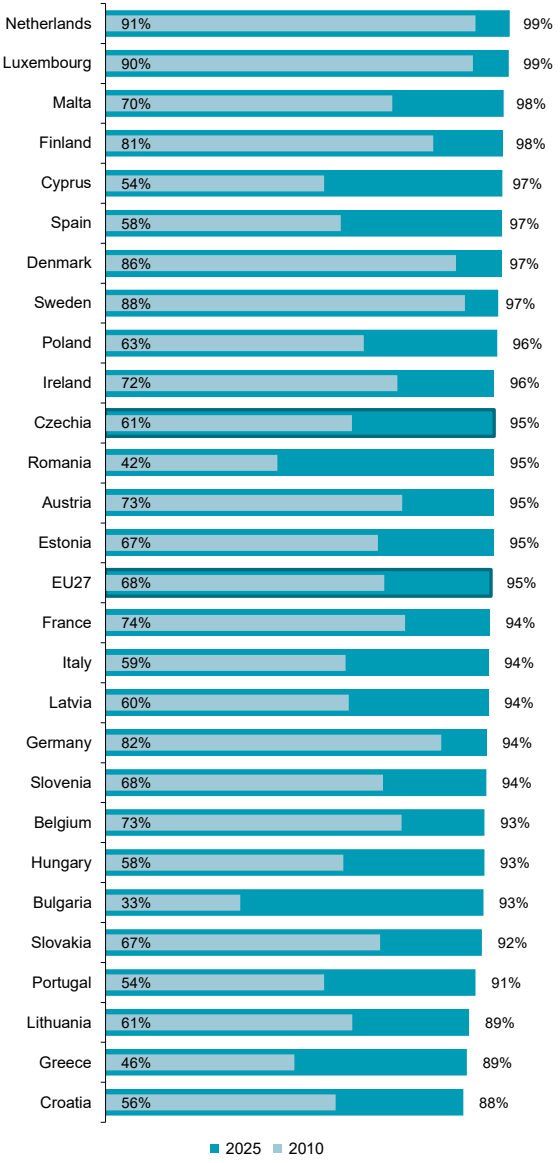
Chart B8 Households of persons aged 65+ with internet access



Source: Czech Statistical Office, ICT use survey in households

B Households and digital technologies

Chart B9 Households in EU countries with internet access



Share of households with at least one person under 75 years of age

Source: Eurostat

B Households and digital technologies

Table B5 Households in Czechia using a WiFi router

Percentage

	2015	2020	2024
Households (HHs), total	**47,7**	**68,3**	**82,0**
HHs with children up to 15 years	68,4	89,2	95,0
HHs of persons up to 40 years	64,1	82,8	88,1
HHs of persons older than 65 years	8,8	25,9	50,1
Other households without children	48,2	75,2	90,7
Household income group			
The lowest income group (first quintile)	.	35,9	60,8
Second quintile income group	.	55,6	75,0
Third quintile income group	.	75,4	84,9
Fourth quintile income group	.	83,4	94,3
The highest income group (fifth quintile)	.	91,3	95,1

Note: Households using a WiFi router include households that use a Wi-Fi router or a modem to distribute wireless internet within an apartment or a house.

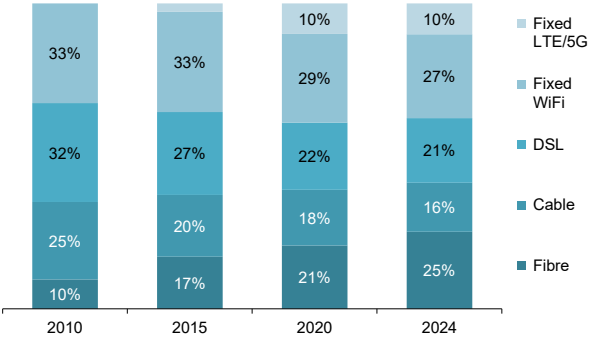
Source: Czech Statistical Office, ICT use survey in households

Table B6 Fixed internet connection used by Czech households

active subscriptions (thousand)

	2022	2023	2024
DSL incl. FTTCab	737,7	746,0	728,7
Fibre (FTTH/B)	733,7	801,3	867,5
Cable modem (CATV)	572,4	560,7	553,8
WiFi in a fixed location (Fixed WiFi)	943,9	944,3	945,5
LTE/5G in a fixed location (Fixed LTE/5G)	323,7	324,0	346,6

Chart B10 Households with fixed internet by technology



Note: Households with a given type of internet connection are counted as the number of households with a contract for internet access at a fixed location using a given technology. This also includes fixed wireless access services by using WiFi or LTE/5G technology at a fixed location (house, apartment).

Source: Czech Telecommunication Office and CZSO own calculations

B Households and digital technologies

Table B7 Households in Czechia using a Smart TV

Percentage

	2021	2023	2025
Households (HHs), total	**37,1**	**49,5**	**54,3**
HHs with children up to 15 years	55,7	69,1	72,9
HHs of persons up to 40 years	58,5	68,1	70,9
HHs of persons older than 65 years	7,0	13,6	16,0
Other households without children	37,9	52,2	58,3
Household income group			
The lowest income group (first quintile)	13,4	27,4	34,7
Second quintile income group	26,3	37,3	46,3
Third quintile income group	35,7	49,6	52,8
Fourth quintile income group	48,4	62,6	65,1
The highest income group (fifth quintile)	61,4	70,5	72,2

Chart B11 Households using a Smart TV

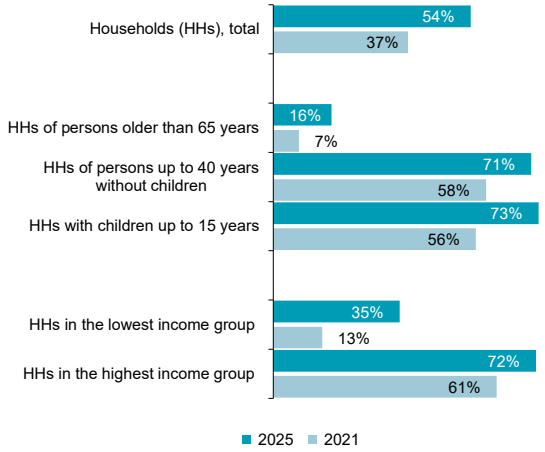


Table B8 Households in Czechia with internet-connected smart home appliances such as robot vacuums or fridges

Percentage

	2020	2022	2024
Households (HHs), total	**2,6**	**7,8**	**15,5**
HHs with children up to 15 years	4,6	13,6	26,2
HHs of persons up to 40 years	4,3	14,6	18,1
HHs of persons older than 65 years	0,3	0,5	3,2
Other households without children	2,1	6,9	15,0
Household income group			
The lowest income group (first quintile)	0,7	1,2	6,7
Second quintile income group	0,5	2,6	11,2
Third quintile income group	1,5	7,2	11,6
Fourth quintile income group	3,5	12,0	21,5
The highest income group (fifth quintile)	6,5	15,9	26,2

Source: Czech Statistical Office, ICT use survey in households

B Households and digital technologies

Table B9 Households in Czechia using smart devices for home security and energy management; 2025

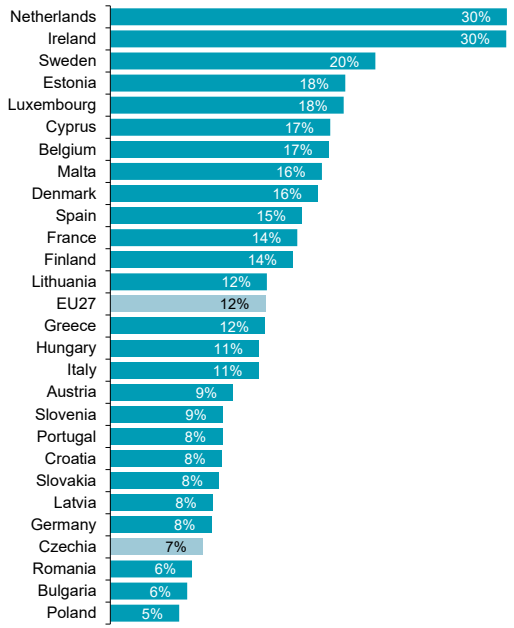
Percentage

	For home security	For energy management
Households (HHs), total	**7,7**	**7,8**
HHs with children up to 15 years	12,3	12,8
HHs of persons up to 40 years	6,4	7,7
HHs of persons older than 65 years	2,6	1,8
Other households without children	8,2	8,1
Household income group		
The lowest income group (first quintile)	1,7	4,4
Second quintile income group	4,8	4,1
Third quintile income group	5,9	5,1
Fourth quintile income group	9,1	8,5
The highest income group (fifth quintile)	17,1	16,8

Note: Smart home security devices include internet-connected alarms, locks, security cameras, smoke detectors and other security/safety smart solutions. Smart home devices for energy management include internet-connected thermostats, lights and other smart solutions to control energy consumption.

Source: Czech Statistical Office, ICT use survey in households

Chart B12 Persons aged 16–74 years in EU countries using smart devices for home security; 2025



Source: Eurostat

C Persons and digital technologies

The Czech Statistical Office (CZSO) has been collecting detailed information on individuals using selected information and communication technologies (ICT) by means of a separate annual statistical survey named **Sample Survey on the ICT Use in Households and by Individuals.** The first pilot survey was carried out in 2002. Since 2006, this survey has been mandatory for all EU member states according to the relevant regulation of the European Parliament and the Council.

The survey applies the method of personal interviews with the use of tablet computer. During the survey, there were collected answers from approx. 6 thousand individuals aged 16+ years living in **private households** in the territory of Czechia. This means the survey does not cover individuals living in collective households (penitentiaries, social care establishments, retirement homes, etc.).

The survey results are grossed up to the whole population aged 16+ years. This publication offers data broken down by sex, age and educational attainment.

Notes

The **reference period** is the last 3 months prior to the survey interviews.

Educational attainment is published for the aged 25–64 years in graphs and tables. The population of the aged 16–24 years include numerous persons with still unfinished education process in the time of the survey. Therefore, their educational attainment is rather determined by their age than educational aspirations. Similarly, the highest educational attainment of persons over 65 is mainly influenced by the time when persons received this education. Among people over 65, there is a significantly higher share of people with basic education than among younger people.

For the purposes of this publication, the highest educational attainment is divided into **low** which includes lower secondary education and upper secondary education without A–level exam, **medium** which includes upper secondary education with A–level exam and higher vocational education, and **high** which includes tertiary (i.e. university) education.

Comparability of data published by the CZSO and Eurostat

Data published by Eurostat for Czechia differ from data published by the CZSO. This difference is because Eurostat includes only individuals aged 16 to 74 years. On the other hand, the CZSO provides data for the whole population aged 16+ years.

International data and comparisons of certain indicators are taken from the Eurostat database for digital economy and society, which is updated every year. Detailed information can be found at:

https://ec.europa.eu/eurostat/web/digital-economy-and-society/overview

Definitions (sorted alphabetically)

- An **individual using the internet on a mobile phone** is a person who had used a mobile phone to access internet services at least once in the last three months prior the survey interviews. It does not matter if the phone was private or employer's one and it does not matter what type of connection was used to access the internet (mobile networks, Wi-Fi).
- **Cookies** can be used to find out which pages the user has visited. It is also possible to monitor what goods or services the user searched for on the internet. When accessing websites that contain advertisements, these advertisements are showing products that the user has previously searched for.
- **Instant messaging** (e.g. via WhatsApp, Messenger or Viber) allows free sending of text messages, photos or videos to users in the

contact list or to other users via the internet, most often on a mobile phone.

- **Internet banking** is a service that enables remote control of bank accounts through the internet. Internet banking can also be accessible through a mobile phone via applications (so-called mobile banking).
- **Listening to music** includes playing any music on the internet (e.g. on YouTube or Spotify), including listening to internet radio.
- **Paid video streaming** includes watching movies, series and other programs and videos via Netflix, MAX or similar commercial sites where users can choose from the movie/series catalogue what and when to watch. To use these services, the user must register on the provider's website and pay for these services.
- **Paid music streaming** includes listening to music for a fee via YouTube Premium, Spotify Premium or similar commercial services.
- **Playing paid games** includes streaming or downloading games for a fee that the user plays with other players or alone. It can also be a subscription. The purchase of virtual accessories or game expansions is also included.
- **Purchasing on the internet** means ordering of any goods or services on a website or through an application for private purposes. Goods or services ordered this way may not be paid over the internet, they could be paid in cash on delivery, or while delivered in person.
- **Reading paid articles on online news sites** includes buying individual articles on the internet and reading paid sections of websites that publish newspapers and magazines.
- **Refusal to provide data for advertising purposes** can take place, for example, during online shopping, when the user creates an order and selects that he does not want to receive any advertising offers.
- **Requests for deletion of personal data** on the internet include, for example, requests to delete subscriptions to newsletters.
- **Smartphones** are phones with a built-in operating system. Most smartphones are touch-sensitive, but there are exceptions that can also be controlled by buttons. The user can use the internet on the smartphone, including downloading mobile applications.
- **Social networks** are services that enable to unite, communicate, and share information with other users. Logging in and the use of own profile to browse through contributions of other users, communication with the users, and sharing of own contributions are considered as the participation in social networks.
- **Using the internet** means performing any activity on the internet, such as browsing websites or using social networks.

Detailed information on methodology of the survey can be found in the CZSO publication **ICT Use in Households and by Individuals in 2025, code 062004-25** (in the Czech language only).

Further information on the theme can be found at
https://csu.gov.cz/ict-in-households-and-ict-users

C Persons and digital technologies

Table C1 Persons in Czechia using a mobile phone; 2025

Percentage

	Total	Smart-phone	Phone without operating system
Total (aged 16+)	**99,1**	**85,8**	**14,5**
Men	98,9	85,5	14,5
Women	99,2	86,1	14,5
Age group (years)			
16–24	99,6	99,6	0,4
25–34	99,4	99,0	0,7
35–44	99,2	98,1	2,8
45–54	99,7	97,0	4,0
55–64	99,8	91,2	10,7
65–74	98,9	67,5	33,1
75+	96,0	34,8	61,9
Education (aged 25–64)			
Low	98,8	92,1	7,6
Medium	100,0	98,6	3,3
High	100,0	99,5	1,9

Chart C1 Use of a smartphone by gender and age

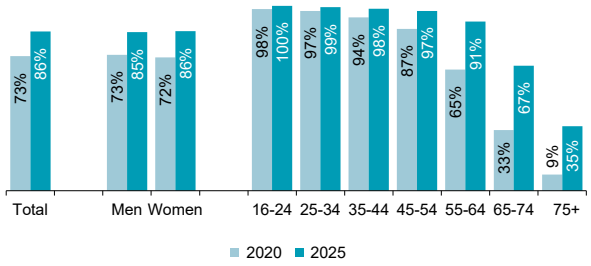
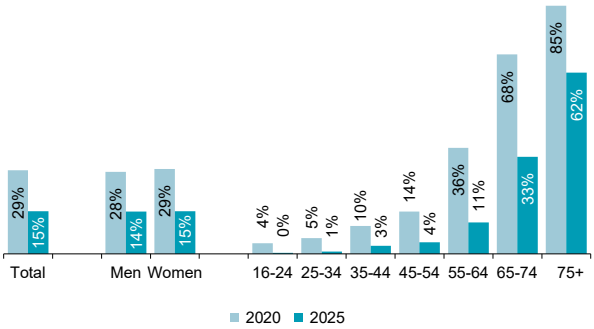


Chart C2 Use of a mobile phone without operating system (feature phone) by gender and age



Source: Czech Statistical Office, ICT use survey in households

C Persons and digital technologies

Table C2 Persons in Czechia using the internet

Percentage

	2015	2020	2025
Total (aged 16+)	**75,7**	**81,3**	**88,5**
Men	77,9	83,1	89,1
Women	73,5	79,7	87,9
Age group (years)			
16–24	97,0	98,6	99,6
25–34	95,4	97,9	99,3
35–44	93,9	98,4	98,8
45–54	86,7	94,7	98,3
55–64	68,0	81,0	94,5
65–74	39,5	53,3	75,2
75+	10,8	19,7	41,2
Education (aged 25–64)			
Low	73,7	86,2	94,9
Medium	95,0	97,8	99,2
High	99,4	99,3	100,0

Chart C3 Persons aged 16+ using the internet

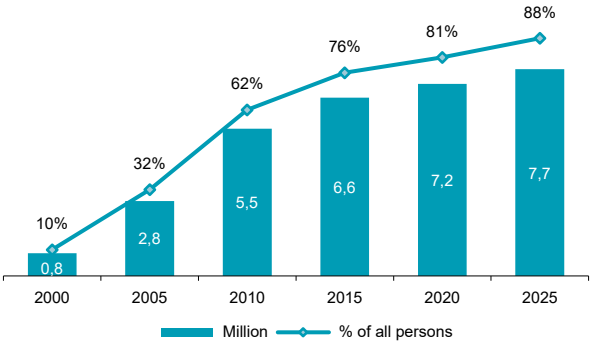
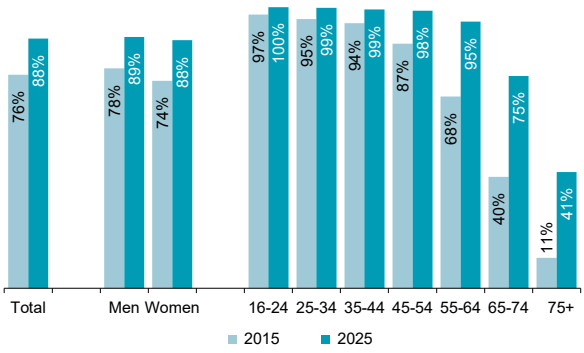
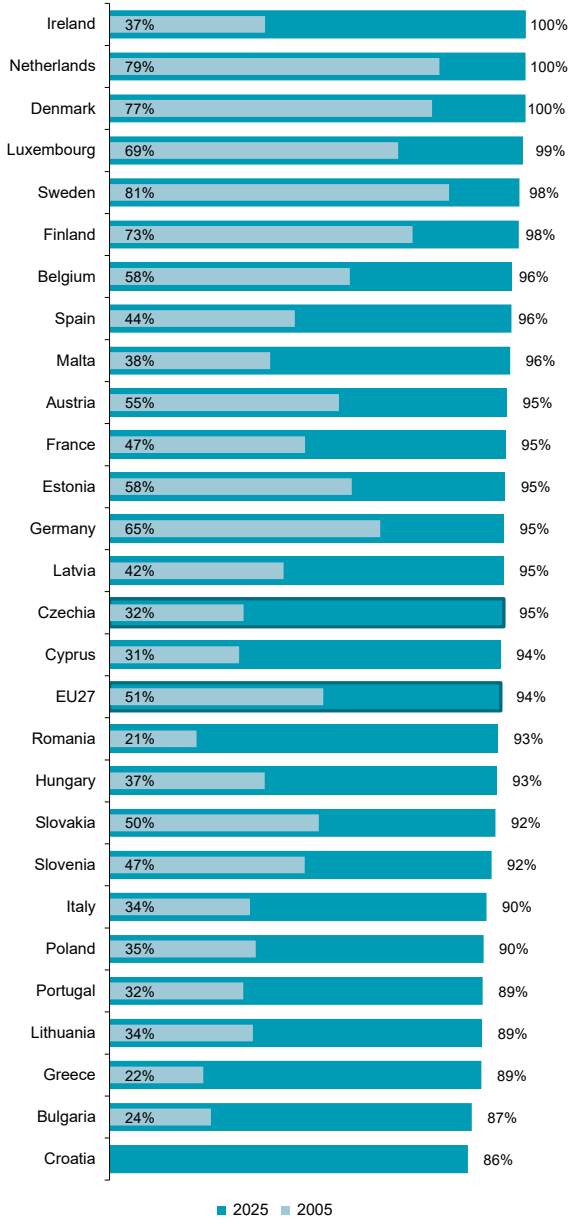


Chart C4 Use of the internet by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C5 Persons aged 16–74 in EU countries using the internet



Source: Eurostat

C Persons and digital technologies

Table C3 Persons in Czechia using a mobile phone to access the internet

Percentage

	2015	2020	2025
Total (aged 16+)	**37,0**	**67,5**	**82,7**
Men	41,7	68,5	82,7
Women	32,5	66,6	82,7
Age group (years)			
16–24	77,1	96,5	99,2
25–34	68,0	94,5	99,0
35–44	48,6	90,2	97,6
45–54	28,1	80,9	95,7
55–64	14,2	57,5	88,5
65–74	4,5	23,5	57,9
75+	0,9	5,0	25,6
Education (aged 25–64)			
Low	25,9	69,9	90,6
Medium	43,4	87,1	97,3
High	68,3	93,1	99,0

Chart C6 Persons aged 16+ using a mobile phone to access the internet

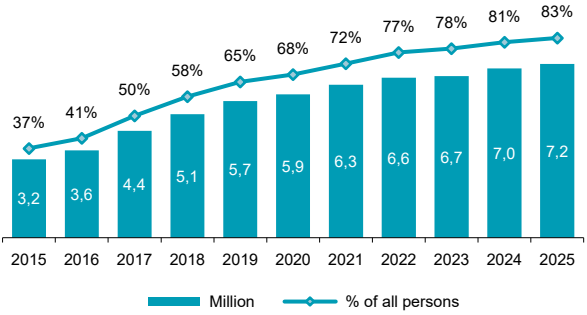
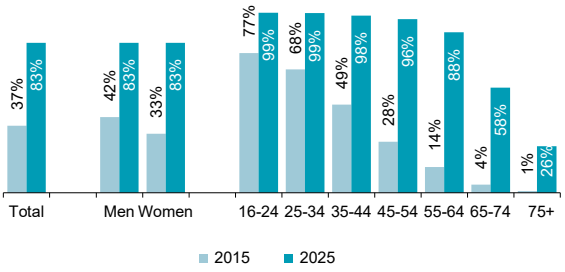
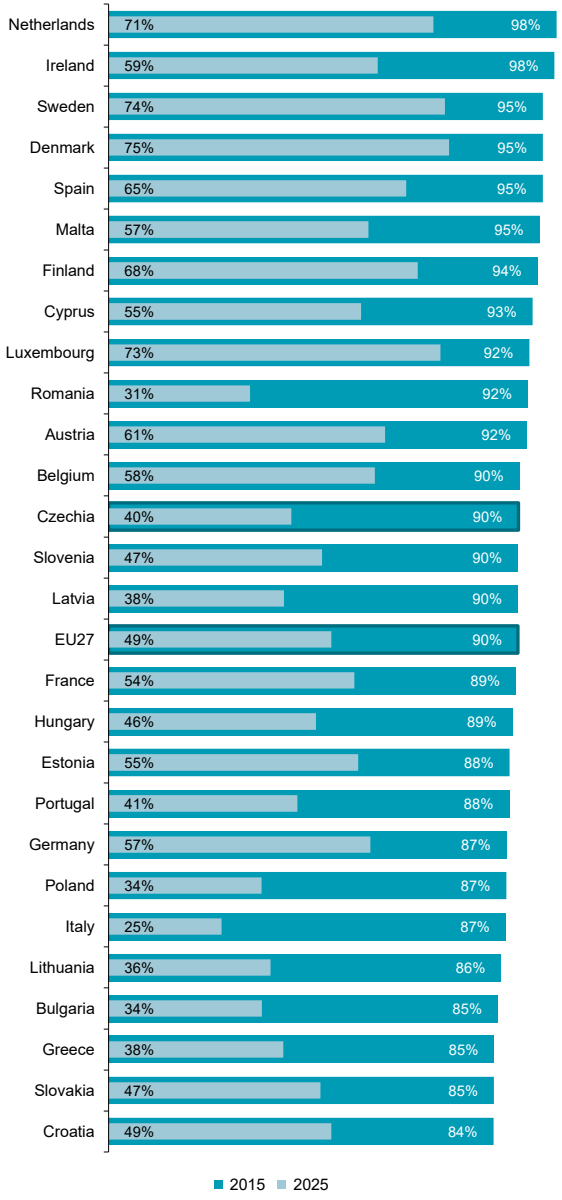


Chart C7 Use of a mobile phone to access the internet by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C8 Persons aged 16–74 in EU countries using a mobile phone to access the internet



Source: Eurostat

Tab. C4 Persons in Czechia using different devices to access the internet; 2025

Percentage

	Desktop computer	Laptop computer	Smart TV
Total (aged 16+)	**40,2**	**65,2**	**52,9**
Men	42,7	66,6	54,0
Women	38,0	64,0	52,0
Age group (years)			
16–24	44,3	86,1	72,4
25–34	43,2	82,0	71,4
35–44	44,0	82,8	70,3
45–54	52,2	75,2	63,0
55–64	45,5	59,4	46,6
65–74	27,2	39,9	26,1
75+	16,0	20,6	10,4
Education (aged 25–64)			
Low	30,0	59,3	53,7
Medium	53,5	78,9	67,0
High	61,3	92,6	70,4

Chart C9 Use of a laptop to access the internet by gender and age

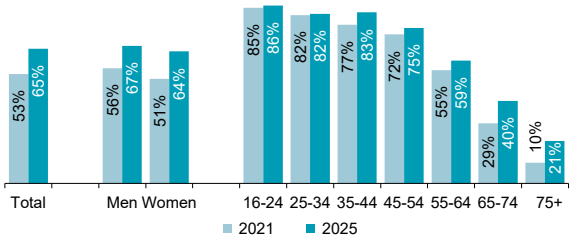
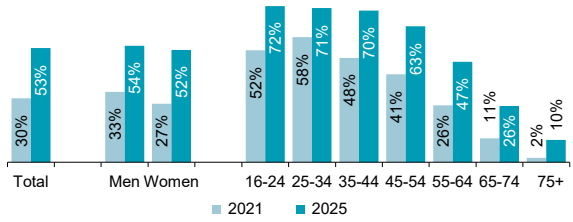


Chart C10 Use of a Smart TV to access the internet by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C11 Persons aged 16–74 in EU countries using desktop computer to access the internet; 2025

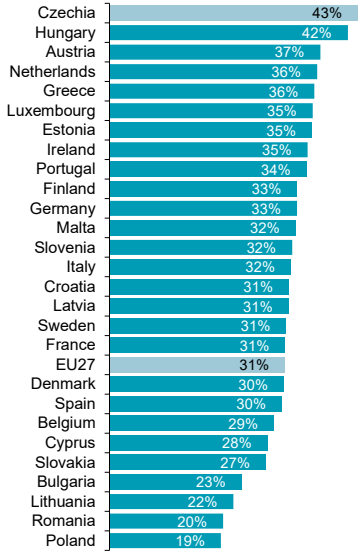
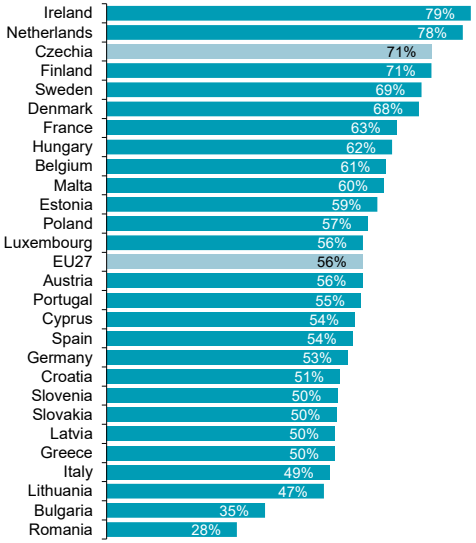


Chart C12 Persons aged 16–74 in EU countries using laptop computer to access the internet; 2025



Source: Eurostat

Table C5 Persons in Czechia using the internet for selected communication activities; 2025

Percentage

	Sending e-mails	Instant messaging	Making calls via apps
Total (aged 16+)	**83,2**	**80,9**	**64,0**
Men	83,1	78,6	60,6
Women	83,3	83,1	67,2
Age group (years)			
16–24	97,9	98,2	85,4
25–34	98,0	97,6	86,0
35–44	97,6	95,5	76,4
45–54	94,9	94,6	68,8
55–64	88,2	83,8	61,1
65–74	61,5	56,0	42,7
75+	30,4	26,1	20,2
Education (aged 25–64)			
Low	87,7	86,4	66,3
Medium	98,3	95,9	75,0
High	99,7	98,4	78,5

Chart C13 Use of e-mail by gender and age

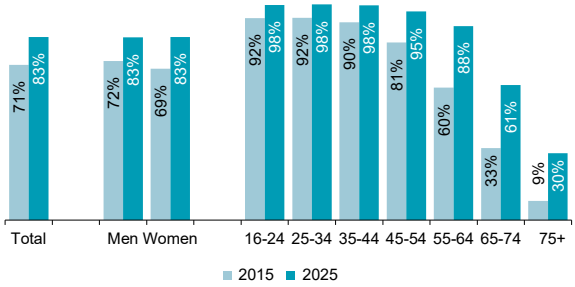
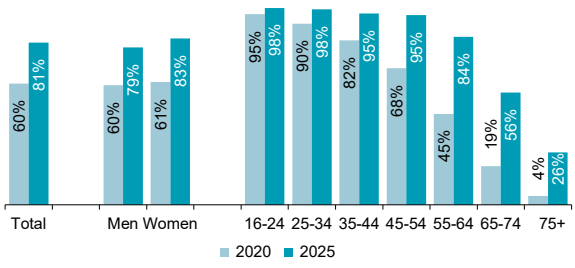


Chart C14 Use of instant messaging by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C15 Persons aged 16–74 in EU countries using e-mail; 2025

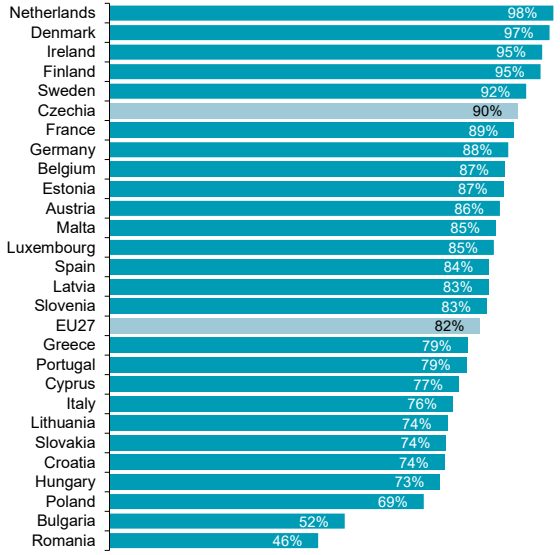
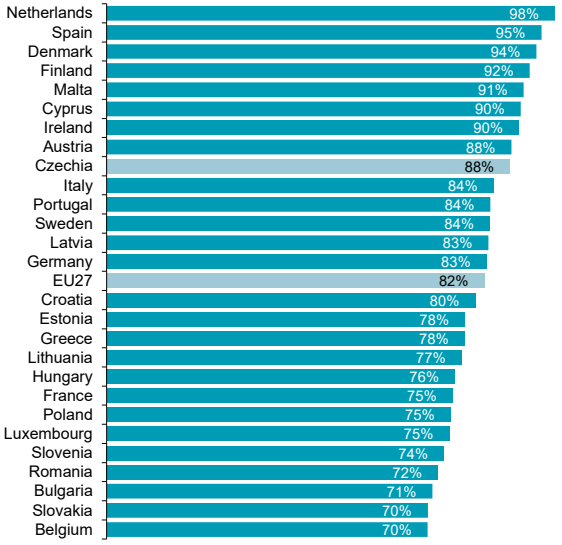


Chart C16 Persons aged 16–74 in EU countries using instant messaging; 2025



Source: Eurostat

Tab. C6 Persons in Czechia reading online news sites or listening to podcasts; 2025

Percentage

	Reading online news sites	Reading paid articles on online news sites	Listening to podcasts (year 2024)
Total (aged 16+)	**81,1**	**4,3**	**46,1**
Men	82,5	5,3	46,1
Women	79,8	3,4	46,1
Age group (years)			
16–24	85,1	2,8	72,7
25–34	89,6	4,6	72,0
35–44	94,0	8,5	61,6
45–54	94,1	5,7	47,8
55–64	87,1	3,2	35,7
65–74	67,4	2,4	18,1
75+	35,2	0,7	9,6
Education (aged 25–64)			
Low	86,8	1,5	40,2
Medium	94,0	5,4	57,1
High	94,9	12,1	70,3

Chart C17 Reading online news sites by gender and age; 2025

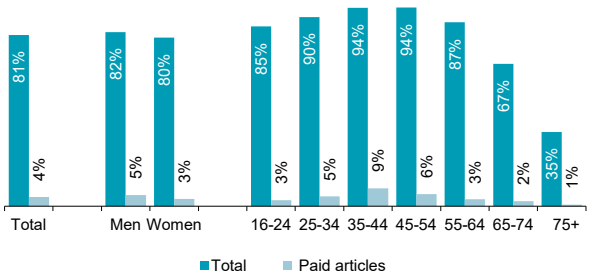
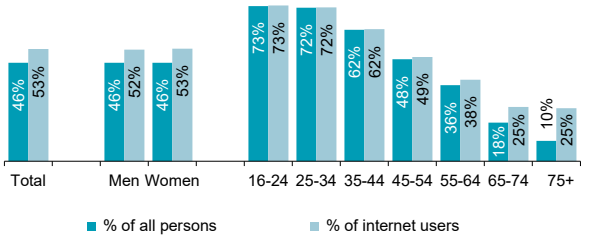


Chart C18 Listening to podcasts by gender and age; 2024



Source: Czech Statistical Office, ICT use survey in households

Chart C19 Persons aged 16–74 in EU countries reading paid articles on online news sites; 2025

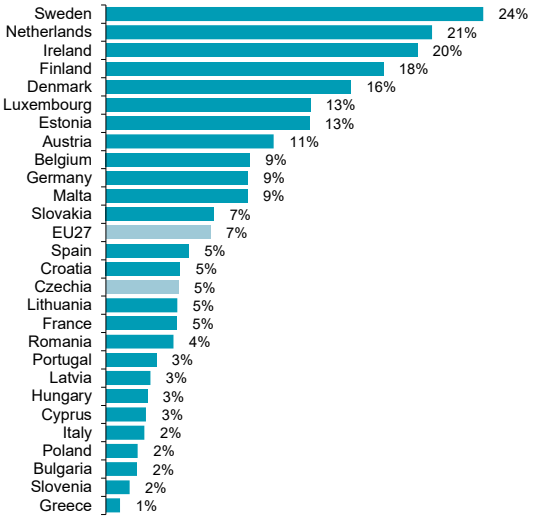
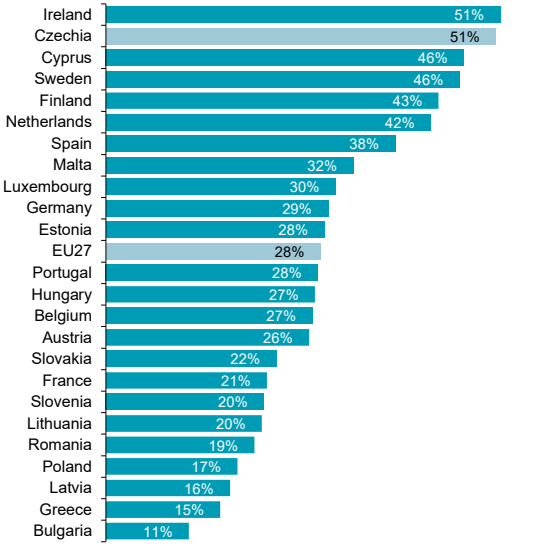


Chart C20 Persons aged 16–74 in EU countries listening to podcasts; 2024



Source: Eurostat

Tab. C7 Persons in Czechia using the internet for selected entertainment activities; 2025

Percentage

	Watching videos on YouTube/ social networks	Listening to music	Playing games
Total (aged 16+)	**67,2**	**56,2**	**34,8**
Men	68,7	56,9	42,1
Women	65,8	55,4	28,1
Age group (years)			
16–24	96,6	96,6	77,1
25–34	94,6	89,0	55,1
35–44	87,5	78,9	41,1
45–54	73,2	57,7	31,7
55–64	61,9	42,3	22,4
65–74	35,3	18,9	14,1
75+	11,9	5,1	6,6
Education (aged 25–64)			
Low	70,4	54,5	37,6
Medium	81,4	69,1	36,8
High	87,4	79,3	36,0

Chart C21 Watching videos on YouTube/social networks by gender and age

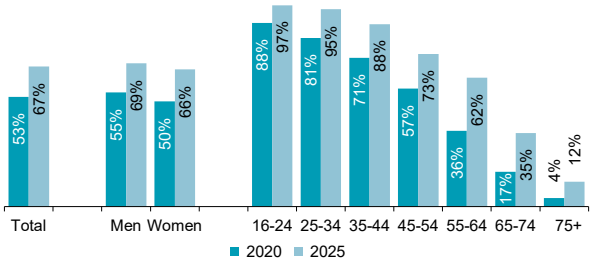
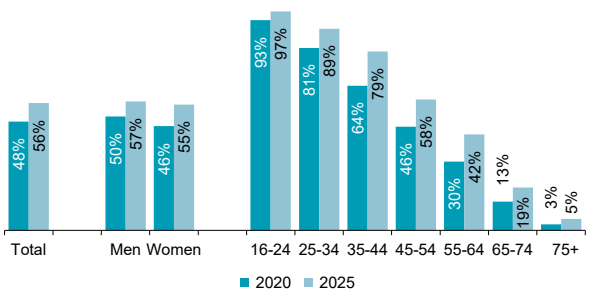


Chart C22 Listening to music online by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C23 Persons aged 16–74 in EU countries watching videos on YouTube or social networks; 2024

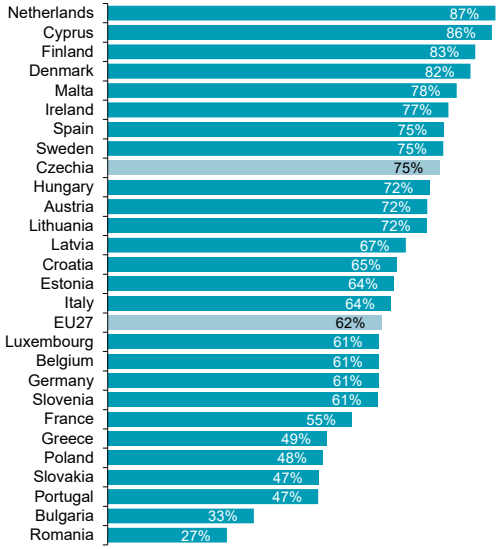
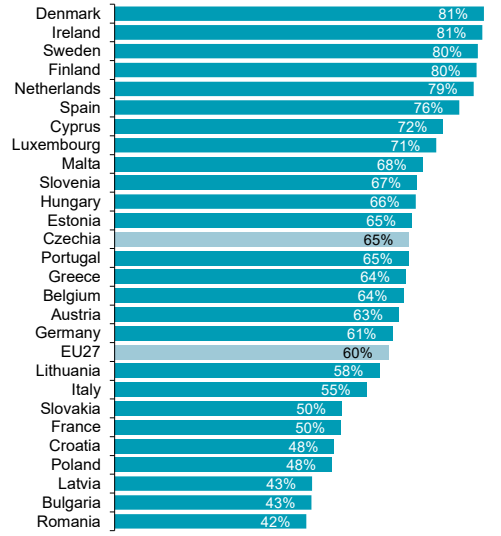


Chart C24 Persons aged 16–74 in EU countries listening to music online; 2024



Source: Eurostat

Tab. C8 Persons in Czechia using paid entertainment services on the internet; 2025

Percentage

	For watching films or series	For listening music	For playing games
Total (aged 16+)	**41,0**	**17,9**	**8,0**
Men	41,8	19,2	14,5
Women	40,3	16,7	2,0
Age group (years)			
16–24	64,5	41,6	27,1
25–34	62,5	38,3	20,6
35–44	56,6	25,9	7,9
45–54	48,4	13,4	3,5
55–64	30,0	6,1	0,7
65–74	14,2	2,7	0,8
75+	4,3	0,2	0,1
Education (aged 25–64)			
Low	41,0	8,9	6,6
Medium	52,1	21,2	8,1
High	57,3	35,5	8,4

Chart C25 Use of paid streaming services to watch films or series by gender and age

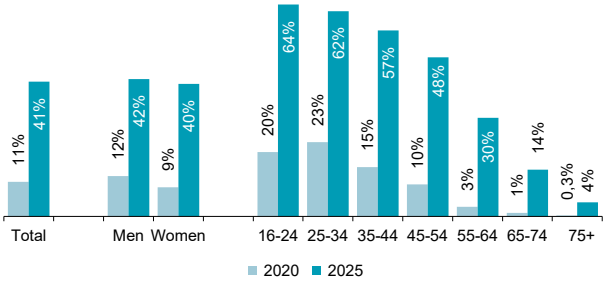
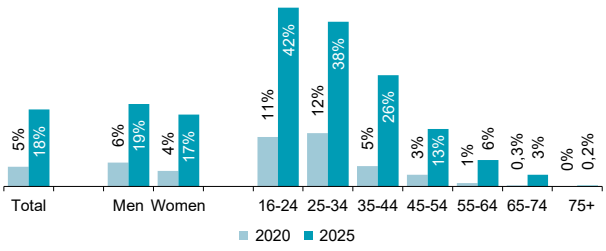


Chart C26 Use of paid music streaming by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C27 Persons aged 16–74 in EU countries using paid streaming services to watch films or series; 2025

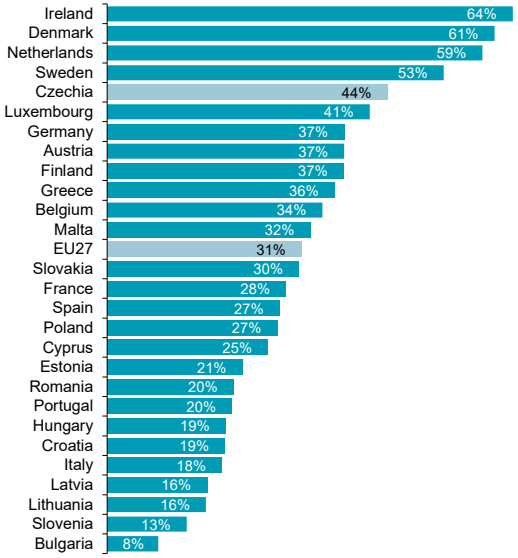
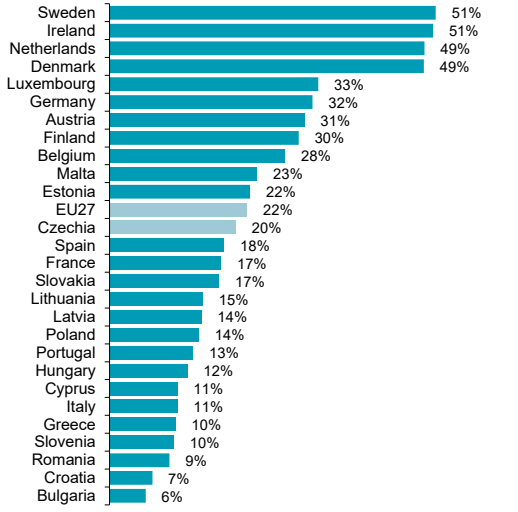


Chart C28 Persons aged 16–74 in EU countries using paid music streaming services; 2025



Source: Eurostat

C Persons and digital technologies

Tab. C9 Persons in Czechia using social networks

Percentage

	2015	2020	2025
Total (aged 16+)	**37,4**	**53,8**	**63,2**
Men	37,6	52,6	59,6
Women	37,3	55,0	66,6
Age group (years)			
16–24	88,7	95,1	97,6
25–34	72,3	89,8	95,6
35–44	46,9	74,3	85,3
45–54	23,9	56,1	70,3
55–64	10,1	31,5	50,7
65–74	5,2	13,5	25,0
75+	0,3	2,8	9,4
Education (aged 25–64)			
Low	28,1	53,7	68,9
Medium	43,9	68,3	77,7
High	55,3	73,5	80,1

Chart C29 Persons aged 16+ using social networks

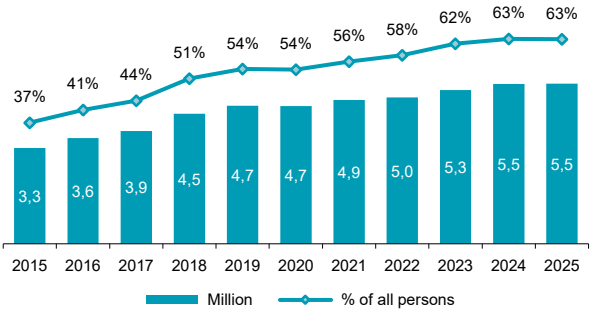
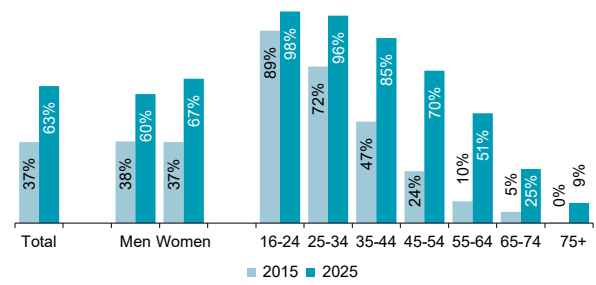
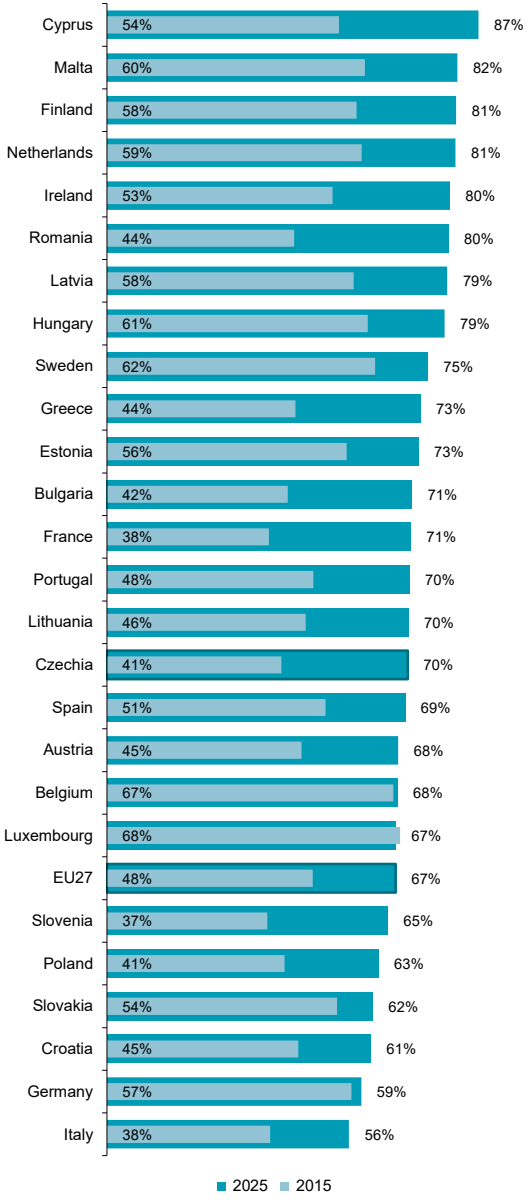


Chart C30 Use of social networks by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C31 Persons aged 16–74 in EU countries using social networks



Source: Eurostat

C Persons and digital technologies

Tab. C10 Persons in Czechia using internet banking

Percentage

	2015	2020	2025
Total (aged 16+)	**44,9**	**64,1**	**77,9**
Men	47,0	65,2	78,2
Women	43,0	63,1	77,7
Age group (years)			
16–24	36,1	62,0	87,7
25–34	68,4	88,3	95,5
35–44	68,5	86,7	94,9
45–54	54,8	80,8	91,7
55–64	33,4	58,6	81,7
65–74	14,1	30,7	53,9
75+	4,2	9,2	23,8
Education (aged 25–64)			
Low	35,9	65,5	81,3
Medium	68,7	86,4	95,8
High	83,3	92,4	98,5

Chart C32 Persons aged 16+ using internet banking

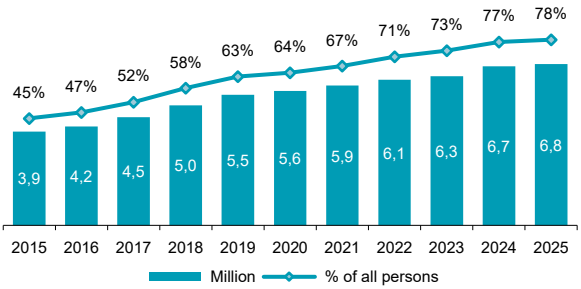
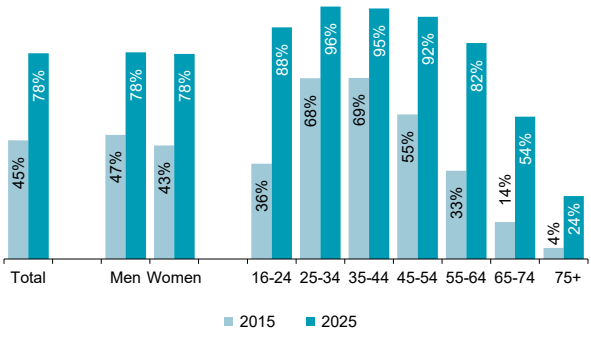
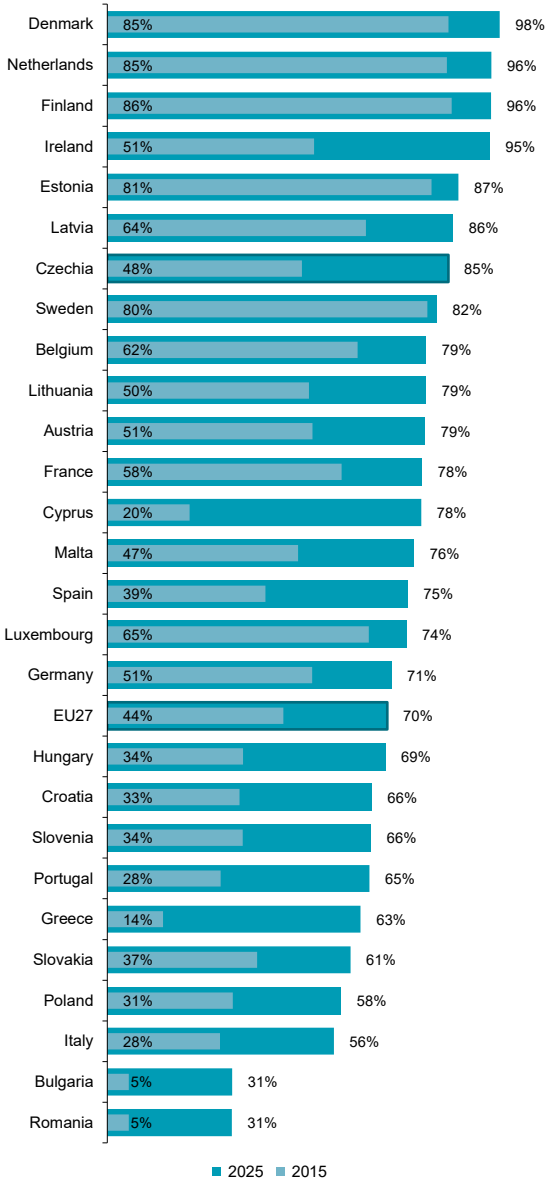


Chart C33 Use of internet banking by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C34 Persons aged 16–74 in EU countries using internet banking



Source: Eurostat

C Persons and digital technologies

Tab. C11 Persons in Czechia purchasing online

Percentage

	2015	2020	2025
Total (aged 16+)	**24,3**	**53,8**	**68,5**
Men	23,5	53,1	67,7
Women	25,0	54,4	69,2
Age group (years)			
16–24	36,3	73,1	91,7
25–34	41,9	82,0	90,7
35–44	34,2	71,3	89,3
45–54	22,4	61,3	81,6
55–64	13,9	42,9	63,9
65–74	5,4	21,1	34,3
75+	1,1	5,1	14,0
Education (aged 25–64)			
Low	16,1	48,6	66,9
Medium	34,0	71,7	88,9
High	46,3	82,7	91,9

Chart C35 Persons aged 16+ purchasing online

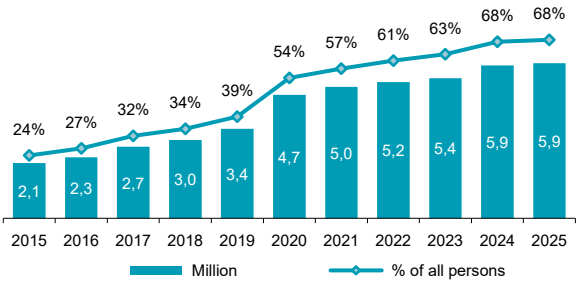
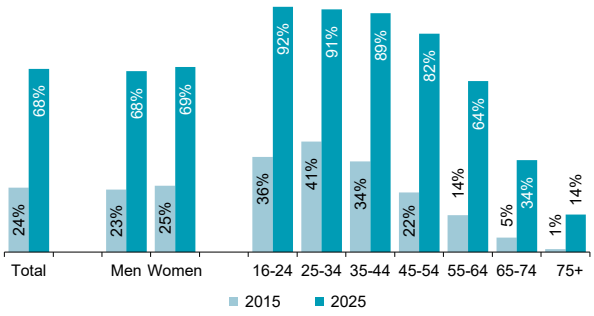
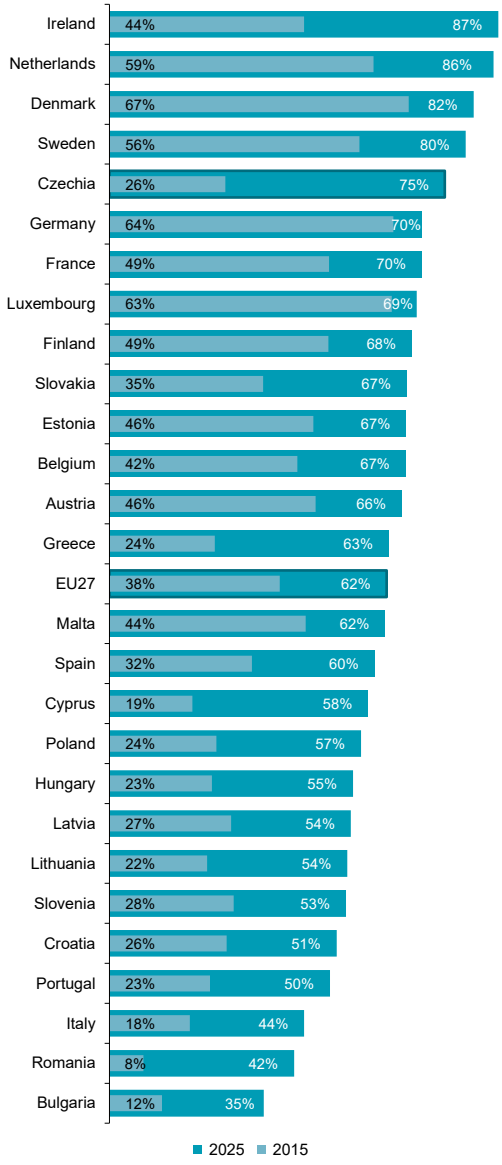


Chart C36 Online purchases by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C37 Persons aged 16–74 in EU countries purchasing online



Source: Eurostat

Tab. C12 Persons in Czechia purchasing selected services on the internet; 2025

Percentage

	Accommo-dation	Transport tickets	Tickets to events
Total (aged 16+)	**24,1**	**26,8**	**33,5**
Men	25,1	26,2	33,9
Women	23,2	27,3	33,2
Age group (years)			
16–24	22,8	58,7	53,4
25–34	35,3	35,5	49,6
35–44	37,4	40,1	49,2
45–54	29,1	26,5	38,4
55–64	23,6	18,0	26,9
65–74	9,7	7,0	8,7
75+	2,4	1,3	2,7
Education (aged 25–64)			
Low	15,5	15,8	24,8
Medium	35,1	30,9	45,8
High	49,1	49,8	57,8

Chart C38 Online purchases of accommodation by gender and age

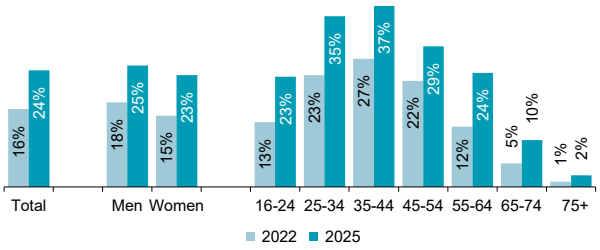
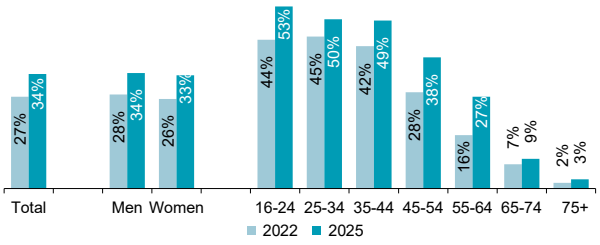


Chart C39 Online purchases of cultural or sports events tickets by gender and age; 2025



Source: Czech Statistical Office, ICT use survey in households

Chart C40 Persons aged 16–74 in EU countries purchasing transport tickets on the internet; 2025

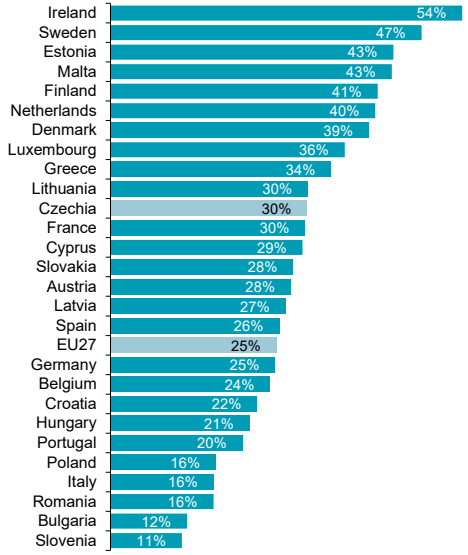
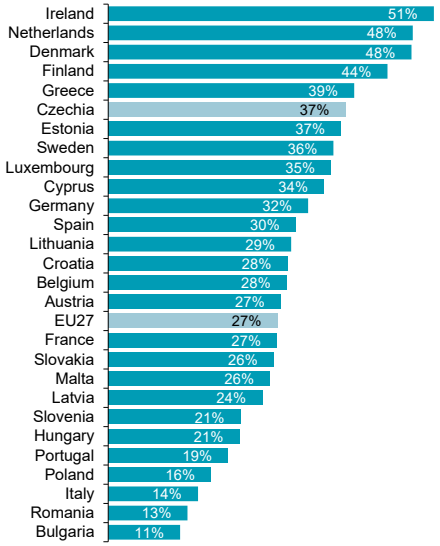


Chart C41 Persons aged 16–74 in EU countries purchasing cultural or sports events tickets online; 2025



Source: Eurostat

Tab. C13 Persons in Czechia online purchasing or arranging contracts for selected utility services; 2025

Percentage

	Insurance policies (e.g. travel, car or property)	Energy consumption or similar services	Mobile or internet tariffs
Total (aged 16+)	**18,2**	**6,9**	**7,7**
Men	23,4	9,0	9,4
Women	13,4	4,9	6,1
Age group (years)			
16–24	13,3	2,9	12,7
25–34	23,4	8,0	10,5
35–44	27,5	9,7	10,5
45–54	24,3	10,3	10,8
55–64	18,3	7,7	3,8
65–74	9,3	3,8	2,8
75+	3,6	2,1	0,8
Education (aged 25–64)			
Low	13,8	5,2	7,3
Medium	26,5	11,0	9,5
High	33,7	12,0	11,1

Chart C42 Purchasing insurance online by gender and age

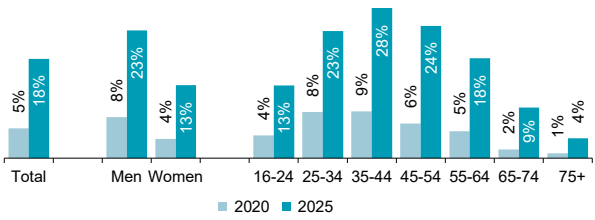
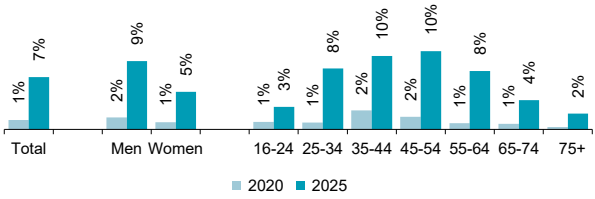


Chart C43 Arranging or changing contracts for energy consumption services online by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C44 Persons aged 16–74 in EU countries purchasing insurance online; 2025

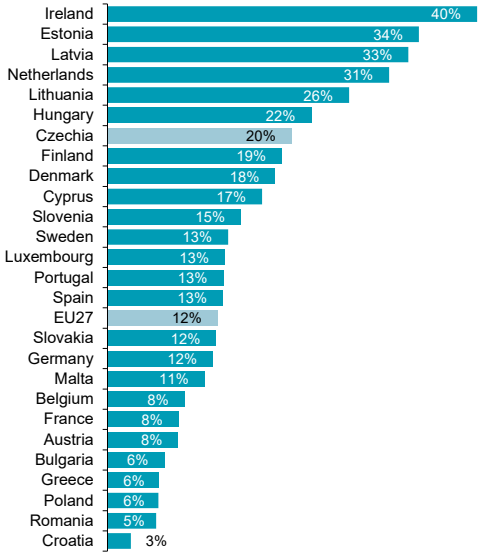
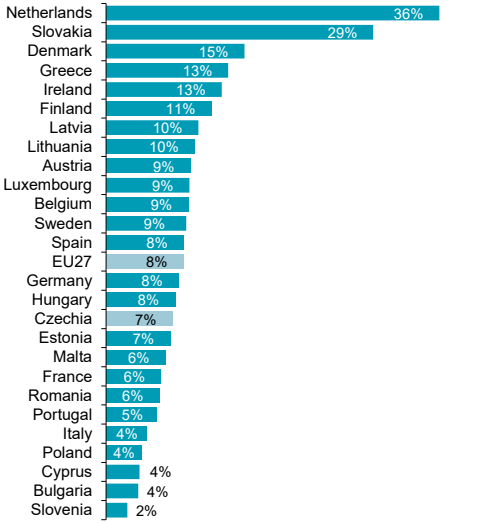


Chart C45 Persons aged 16–74 in EU countries arranging contracts for energy consumption services online; 2025



Source: Eurostat

Tab. C14 Persons in Czechia performing selected security activities on the internet; 2025

Percentage

	Refusal to provide data for advertising purposes	Change of settings to prevent or limit cookies	Request to delete personal data
Total (aged 16+)	**58,2**	**42,8**	**21,2**
Men	59,9	45,3	22,0
Women	56,7	40,5	20,4
Age group (years)			
16–24	72,1	62,4	22,6
25–34	74,8	62,5	39,1
35–44	71,3	57,1	29,9
45–54	72,4	49,2	25,4
55–64	55,1	35,4	15,1
65–74	34,9	19,0	7,7
75+	14,0	6,9	2,6
Education (aged 25–64)			
Low	53,9	34,1	14,7
Medium	74,8	54,7	29,2
High	81,6	70,2	42,4

Chart C46 Change of settings to prevent or limit cookies by gender and age

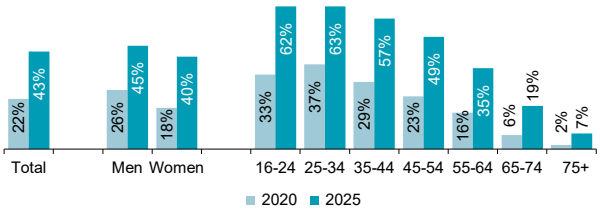
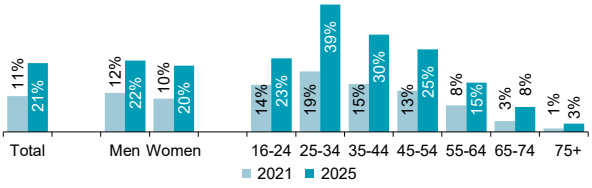


Chart C47 Requests for deletion of personal data from the internet by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C48 Persons aged 16–74 in EU countries who changed settings to prevent or limit cookies; 2025

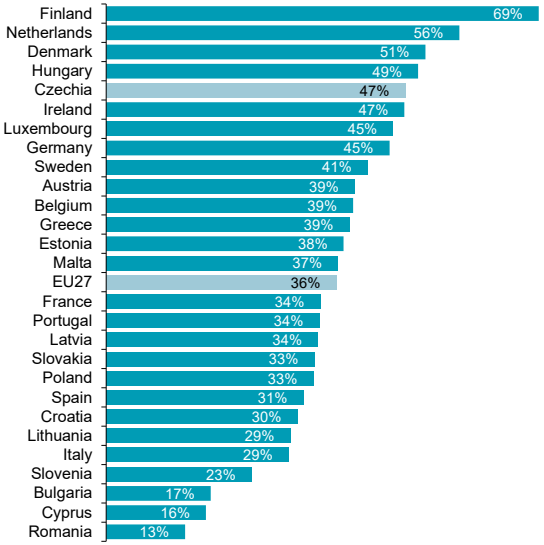
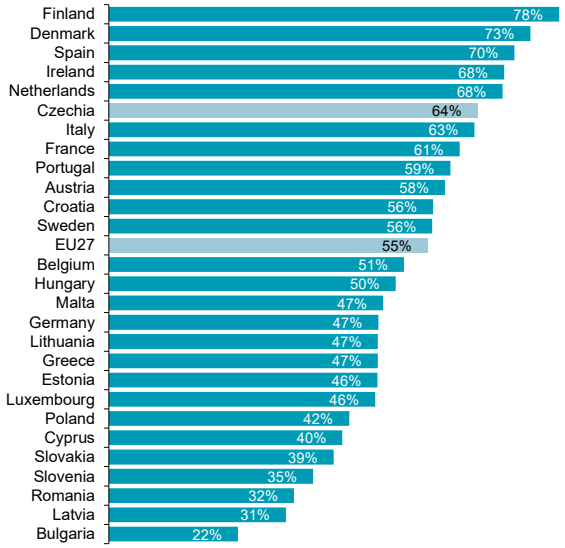


Chart C49 Persons aged 16–74 in EU countries who refused to provide data for advertising purposes; 2025



Source: Eurostat

Tab. C15 Persons in Czechia performing selected activities to protect their personal data online; 2025

Percentage

	Checking security of websites	Reading privacy policy statements	Cancellation of an account
Total (aged 16+)	**45,6**	**33,1**	**14,8**
Men	50,2	34,6	15,6
Women	41,3	31,8	14,1
Age group (years)			
16–24	59,8	39,8	22,8
25–34	64,9	41,8	26,6
35–44	61,0	41,1	19,7
45–54	49,2	39,8	17,1
55–64	38,7	31,5	9,5
65–74	27,1	21,2	3,7
75+	11,5	10,1	2,3
Education (aged 25–64)			
Low	38,7	26,6	12,7
Medium	57,5	42,9	20,9
High	68,2	50,2	21,7

Chart C50 Checking security of websites by gender and age

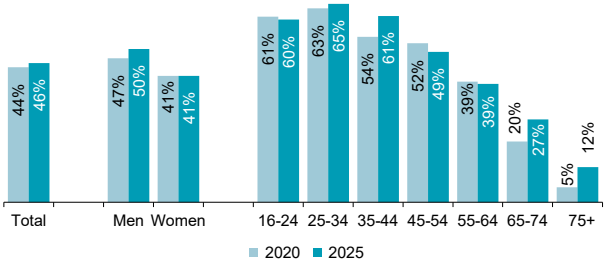
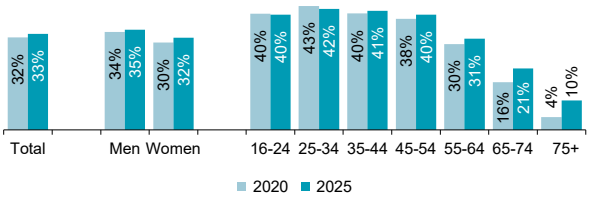


Chart C51 Reading privacy policy statements by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart C52 Persons aged 16–74 in EU countries who checked security of websites before providing personal data; 2025

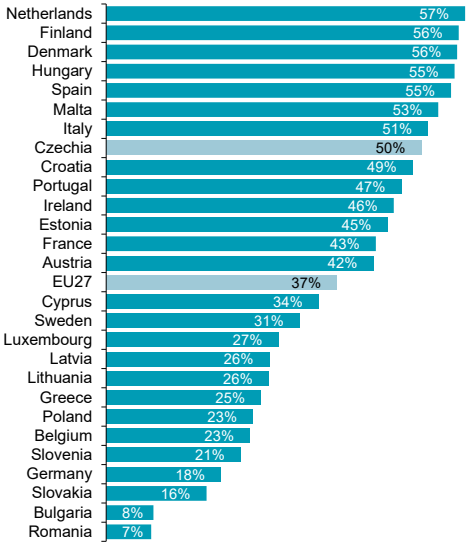
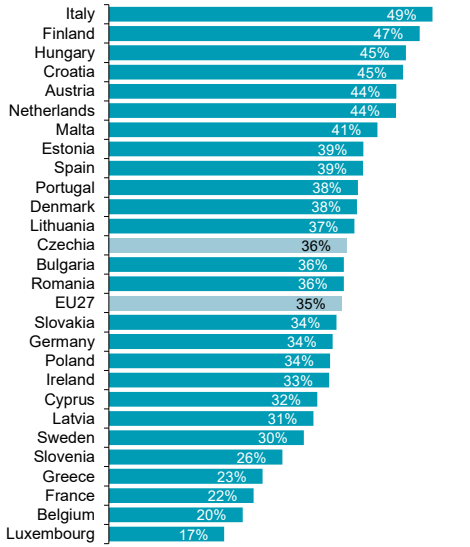


Chart C53 Persons aged 16–74 in EU countries who read privacy policy statements; 2025



Source: Eurostat

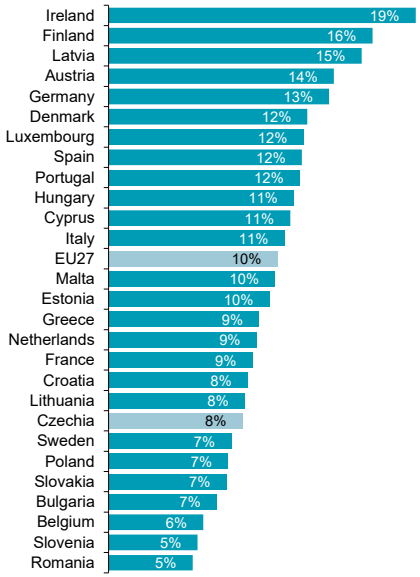
Tab. C16 Persons in Czechia engaging in online civic or political participation; 2025

Percentage

	Expressing opinions on civic or political issues online	Participating in a survey on civic or political issue
Total (aged 16+)	**6,5**	**7,5**
Men	8,5	7,5
Women	4,7	7,6
Age group (years)		
16–24	7,3	8,4
25–34	10,5	12,2
35–44	7,8	9,3
45–54	6,6	7,3
55–64	6,1	7,9
65–74	3,9	4,0
75+	2,7	2,9
Education (aged 25–64)		
Low	5,1	5,0
Medium	7,7	10,7
High	11,3	12,4

Source: Czech Statistical Office, ICT use survey in households

Chart C54 Persons aged 16–74 in EU countries participating in a survey on civic or political issue online; 2025



Source: Eurostat

D Enterprises and digital technologies

Data given in this chapter are based on the results of the **Annual Statistical Survey on the ICT Use in Enterprises**, which has been carried out by the Czech Statistical Office (CZSO) since 2002. Since 2006, this survey has been mandatory for all EU member states according to the relevant regulation of the European Parliament and the Council.

The survey is conducted every year in the first quarter of the reference year with the sample of approximately **8 000 enterprises having 10+ employees** in selected economic activities. The results are then grossed up to the whole population of the measured enterprises, which is around 40 000 enterprises with 10+ employees.

The obtained data are available **broken down** by prevailing economic activity according to the CZ-NACE classification, by the size of enterprises measured, and by their mutual combination.

Notes

The reference period, in case of majority of data on equipment or ICT use in enterprises, is the month, in which the enterprise filled in the report (questionnaire), i.e. usually February to April of the relevant year. In case of the indicators on e-commerce the reference period is the entire relevant year.

The data in Figure D2 *Types of fixed connection used in enterprises* come from the data sources of the Czech Telecommunications Office. In this one chart only, all legal persons and self-employed persons are considered to be enterprises. In the rest of this chapter, it is always enterprises with 10+ employees in selected economic activities.

The data for international comparisons are drawn from Eurostat's database on the digital economy and society, where figures for this area are updated annually. For more details, see the following link:
https://ec.europa.eu/eurostat/web/digital-economy-and-society/overview

Definitions (sorted alphabetically)

- **A social media profile** means having an account on a platform and the ability to share information and multimedia content with other users, gather their opinions, or collect reviews of its products. The most popular social media platforms used by enterprises include Facebook, LinkedIn, Instagram, X, Threads, YouTube, and TikTok.
- **A website customized for mobile devices** means that its layout is adapted to display properly on smaller screens. For example, text, buttons, and links are large enough. Another feature is touch control using fingers rather than a mouse.
- **AI based software robotic process automation (RPA)** enables the automation of repetitive tasks such as automatic invoice processing, email sorting, automated customer responses, or transferring information between systems. AI (e.g., machine learning) adds the ability to "understand" data and make decisions based on it.
- **Advanced analysis of text** (e.g. Text mining, extracting knowledge from text data) is an AI technology that processes large amounts of data from various sources (e.g., emails, social media posts, customer reviews or complaints, contracts). The output is a structured format that enables deeper analysis and helps uncover new information and patterns in text data.
- **Artificial Intelligence (AI)** are technologies that enable machines to perform tasks that previously required human intelligence. AI is trained using large amounts of diverse data (e.g. text from the internet or books, images, sounds (such as human speech or music), videos, or data from various sensors). AI technologies exist either in a purely software form or as systems integrated into machines or devices, enabling them to move and make decisions autonomously.
- **Business Intelligence (BI) software** analyzes and visualizes data and provides strategic insights. BI tools collect data from various sources (e.g., accounting, logistics systems, ERP, CRM) and are used, for example, for corporate performance management.

- **Customer Relationship Management (CRM)** is software used to manage customer relationships. It collects customer data, such as contact information, purchasing preferences, and order history.
- **Enterprise Resource Planning (ERP)** is software used for managing and planning business resources. This includes systems that manage areas such as accounting, production, warehousing, logistics, asset management, and human resources. ERP integrates these systems into a centralized system.
- **Employee access to mobile internet** on portable devices means that the enterprise provides mobile connectivity to employees with the understanding that the charges are at least partially (up to an agreed limit) the enterprise's expense and not the employees. Employees can also connect to the internet from their personal device, but the data plan charges must be at least partly paid by the enterprise.
- **Fixed internet connection** includes an external internet connection supplied by the provider. This includes DSL connection, optical fiber connection, cable modem 'cable TV network connection,' leased lines 'frame relay, ATM, digital multiplex' and also fixed wireless connection from a fixed location using WiFi or LTE technology. *This does not include mobile internet connection.*
- **Generative AI** is a technology capable of creating new text or multimedia content based on prompts or input data (e.g., writing articles, emails, answering questions, generating programming code, designing algorithms, creating images based on text descriptions, creating presentations or videos based on text descriptions, composing new music). This also includes the creation of a natural-sounding human voice.
- **Image recognition** is AI technology used, for example, in accounting, logistics (e.g., automated invoice processing), e-commerce (e.g., searching for products by image), manufacturing (e.g., product quality control using cameras), and security cameras (e.g., detection of people or suspicious behavior).
- **Machine Learning** is a sub-area of AI and deals with algorithms and techniques that enable computer systems to 'learn'. Based on learned facts and knowledge, computers can create their own new thoughts and ideas and find links and connections among data. It is used, for example, to detect fraudulent transactions, identify spam in emails, segment customers based on purchasing behavior, estimate demand for specific products, or personalize content based on user data.
- **Mobile connection** is an internet connection via a data plan from mobile operators. Internet access takes place via the mobile telephone network, most often via a data SIM card inserted in a mobile phone/smartphone or tablet. The volume of transmitted data corresponds to the agreed data tariff.
- **Paid cloud services** are tools, programs, servers, or storage space that enterprises purchase from cloud providers and use via the internet. Their advantage is that they do not need to be installed or downloaded. They are accessible from any device with internet access.
- **Product customization** is the ability to tailor goods or services on a website to meet specific requirements. For products, it includes, for example, choosing the composition, features, and materials used; for services, it involves selecting the scope of the service.
- **Speech recognition** is an AI technology that converts, for example, an audio recording of human speech into text that can be further analysed or processed.
- **VPN** provides a secure way to connect devices or networks (e.g. enterprise branches) to each other over the internet. VPN enables secure data exchange through encrypted transmission.

Detailed information on methodology of the survey can be found in the publication **Information and Communication Technologies in the Business Sphere in 2025** (code **062005-25)** accessible on the CZSO website in the Czech language only.

Further information on the ICT use by enterprises can be found at:
https://csu.gov.cz/ict-in-enterprises

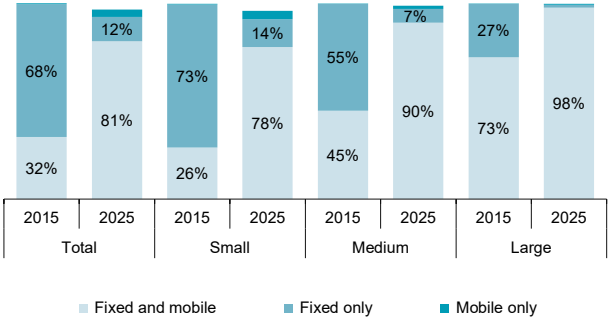
D Enterprises and digital technologies

Table D1 Enterprises in Czechia with internet access; 2025

Percentage

	Fixed	Mobile, total	Mobile only
Total (10+ employees):	**93,1**	**84,5**	**3,8**
Small enterprises (10–49)	91,9	82,2	4,4
Medium enterprises (50–249)	97,2	91,8	1,7
Large enterprises (250+)	99,3	98,5	0,6
Industry (10+ employees):			
Manufacturing	96,2	85,5	2,2
Electricity, gas and water supply	93,3	90,8	5,3
Construction	90,0	85,3	3,8
Wholesale trade	97,5	86,1	2,1
Retail trade	88,5	79,0	6,2
Transport and storage	89,3	88,8	5,7
Accommodation	96,8	75,2	2,3
Food and beverage services	91,9	75,4	6,2
Travel agency, tour operator	94,7	92,1	4,2
Publishing, broadcasting, content production	96,1	91,2	3,4
Telecommunication, computer programming	97,5	90,9	1,8
Professional, scientific and technical activities	95,8	87,7	3,4

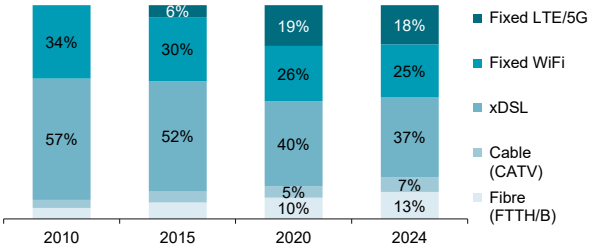
Chart D1 Types of internet connections used in enterprises



as a percentage of all enterprises with internet connection in a given group

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

Chart D2 Types of fixed connection used in enterprises



as a percentage of all fixed broadband business subscriptions

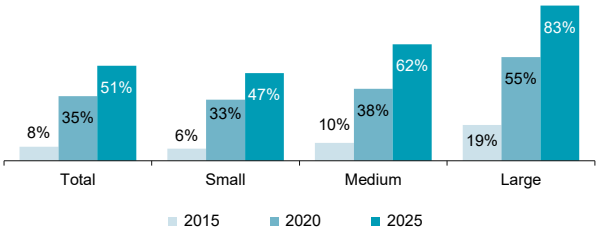
Source: Czech Telecommunication Office and CZSO own calculations

Table D2 Enterprises in Czechia using fixed internet connection of the given contracted download speed; 2025

Percentage

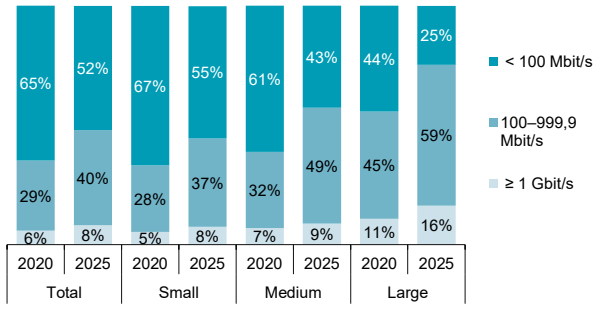
	≥ 30 Mbit/s	≥ 100 Mbit/s	≥ 1 Gbit/s
Total (10+ employees):	**84,8**	**50,8**	**7,9**
Small enterprises (10–49)	82,5	46,8	6,8
Medium enterprises (50–249)	92,5	62,2	10,1
Large enterprises (250+)	97,2	82,9	20,8
Industry (10+ employees):			
Manufacturing	87,0	51,6	6,4
Electricity, gas and water supply	84,3	50,0	13,0
Construction	78,1	50,5	4,2
Wholesale trade	90,4	48,8	7,5
Retail trade	80,7	39,9	5,8
Transport and storage	78,9	44,5	6,0
Accommodation	90,7	60,7	7,6
Food and beverage services	82,4	39,1	3,2
Travel agency, tour operator	90,7	57,1	14,7
Publishing, broadcasting, content prod.	94,1	71,3	24,8
Telecommunication, comp.programming	96,8	82,6	29,2
Professional, scientific and technical act.	90,9	61,8	14,6

Chart D3 Enterprises using fixed internet connection with the maximum contracted download speed of at least 100 Mbit/s



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

Chart D4 The maximum contracted download speed of fixed internet connection used by enterprises by size



as a percentage of all enterprises with fixed internet connection

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

Chart D5 Enterprises in EU countries using fixed internet connection with the maximum contracted download speed of at least 100 Mbit/s; 2025

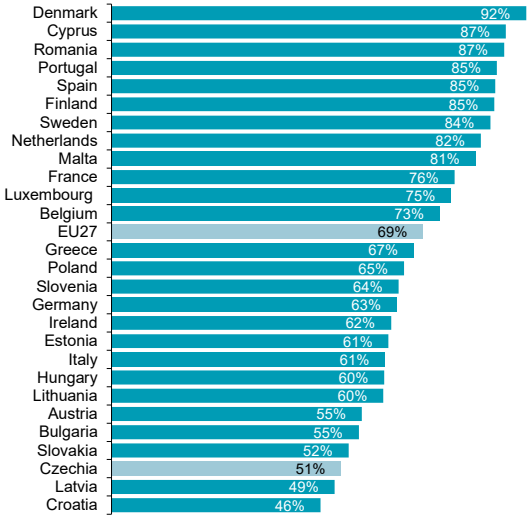
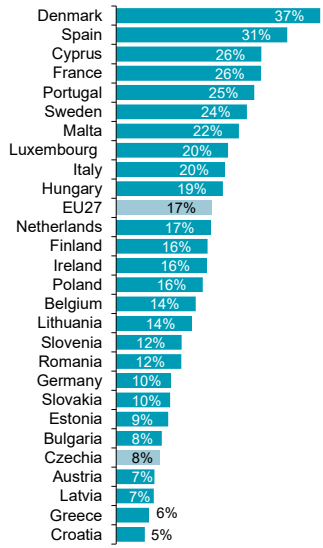


Chart D6 Enterprises in EU countries using fixed internet connection with the maximum contracted download speed of at least 1 Gbit/s; 2025



Source: Eurostat

Table D3 Employees of enterprises in Czechia with access to the internet for business purposes; 2025

Percentage

	Total	Via mobile networks on portable devices
Total (10+ employees):	**56,9**	**37,2**
Small enterprises (10–49)	54,5	38,4
Medium enterprises (50–249)	55,9	38,3
Large enterprises (250+)	58,8	35,8
Industry (10+ employees):		
Manufacturing	50,8	30,0
Electricity, gas and water supply	65,1	42,6
Construction	59,4	51,5
Wholesale trade	75,0	53,3
Retail trade	48,7	19,2
Transport and storage	63,2	46,2
Accommodation	51,6	23,6
Food and beverage services	42,9	21,2
Travel agency, tour operator	85,4	59,8
Publishing, broadcasting, content production	93,8	59,1
Telecommunication, computer programming	95,0	73,7
Professional, scientific and technical activities	87,5	67,6

Chart D7 Employees of enterprises with access to the internet for business purposes

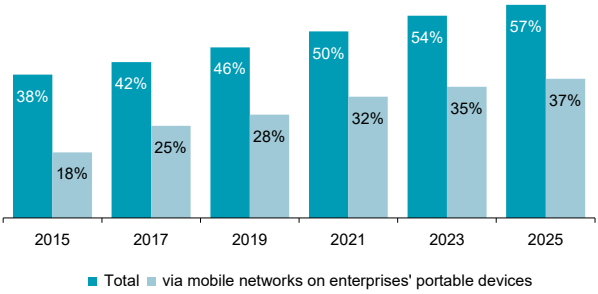
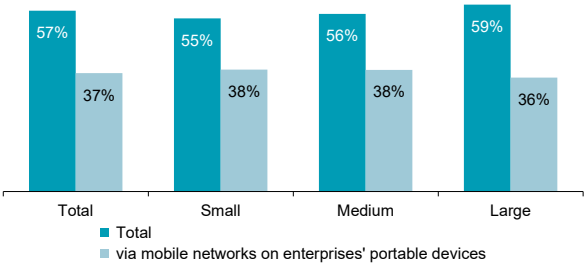
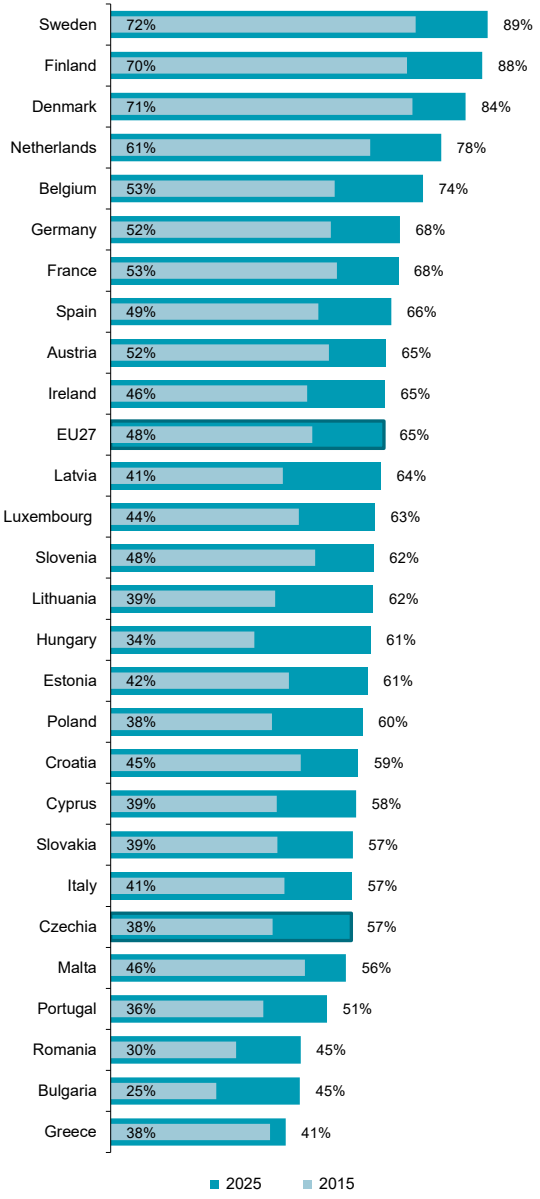


Chart D8 Employees of enterprises with access to the internet for business purposes; 2025



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

Chart D9 Employees of enterprises in EU countries with access to the internet for business purposes



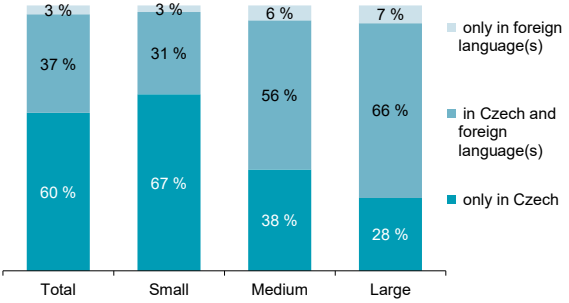
Source: Eurostat

Table D4 Enterprises in Czechia having a website; 2025

Percentage

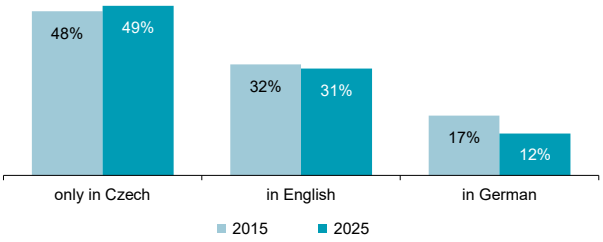
	Total	only in Czech	in at least 2 languages
Total (10+ employees):	**82,8**	**49,3**	**31,6**
Small enterprises (10–49)	80,9	53,7	25,5
Medium enterprises (50–249)	89,4	34,2	52,3
Large enterprises (250+)	93,7	25,7	64,6
Industry (10+ employees):			
Manufacturing	87,0	40,8	44,0
Electricity, gas and water supply	93,0	73,8	17,8
Construction	78,2	65,8	11,4
Wholesale trade	92,2	53,8	37,4
Retail trade	66,8	49,8	16,7
Transport and storage	66,7	44,0	22,5
Accommodation	96,9	26,1	69,4
Food and beverage services	87,4	53,6	33,5
Travel agency, tour operator	90,3	46,3	38,2
Publishing, broadcasting, content production	96,5	50,1	37,0
Telecommunication, computer programming	90,5	27,9	52,2
Professional, scientific and technical activ.	87,3	47,3	37,3

Chart D10 Enterprises having website content available in Czech and foreign languages; 2025



as a percentage of all enterprises having a website

Chart D11 Availability of enterprises' websites in Czech and foreign languages



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

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

Chart D12 Enterprises in EU countries having a website; 2025

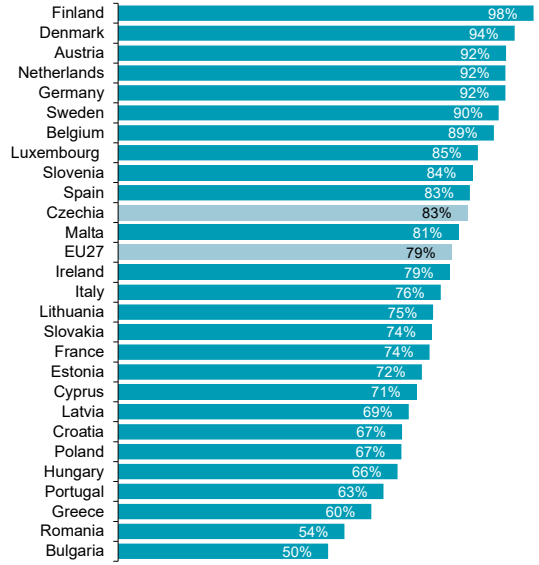
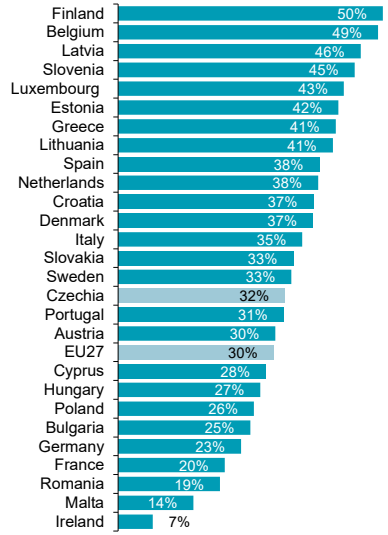


Chart D13 Enterprises in EU countries having a website content available in at least two languages; 2025



Source: Eurostat

D Enterprises and digital technologies

Table D5 Enterprises whose websites enabling visitors to carry out selected activities; 2025

Percentage

	Browse the product catalog	Online ordering/ booking	Customize products
Total (10+ employees):	**52,1**	**30,3**	**10,8**
Small enterprises (10–49)	50,6	30,2	10,2
Medium enterprises (50–249)	57,0	29,5	12,1
Large enterprises (250+)	62,5	36,4	17,1
Industry (10+ employees):			
Manufacturing	53,4	24,4	9,2
Electricity, gas and water supply	62,6	31,6	7,3
Construction	31,4	10,8	5,1
Wholesale trade	78,0	51,7	19,7
Retail trade	45,7	37,3	11,2
Transport and storage	30,4	19,8	7,0
Accommodation	88,8	85,7	43,3
Food and beverage services	73,9	51,7	10,5
Travel agency, tour operator	82,4	77,6	45,5
Publishing, broadcasting, content prod.	75,5	60,6	23,3
Telecommunication, programming	56,9	30,8	13,5
Professional, scientific and tech.activ.	46,5	23,1	6,5

Chart D14 Enterprises having a website customized for mobile devices

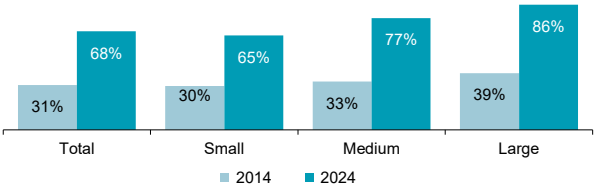


Chart D15 Enterprises in selected industries with a web chat service; 2025

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

Chart D16 Enterprises in EU countries whose websites enabling online ordering or booking; 2025

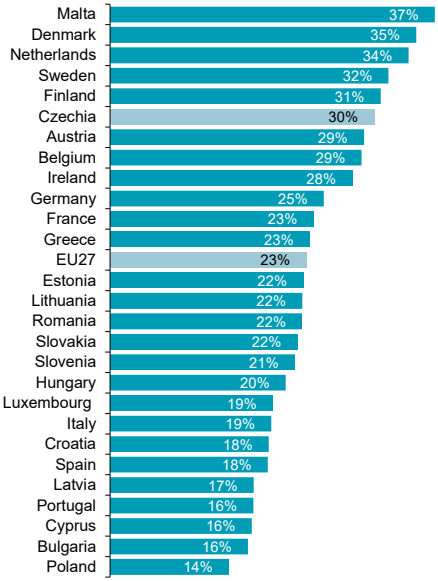
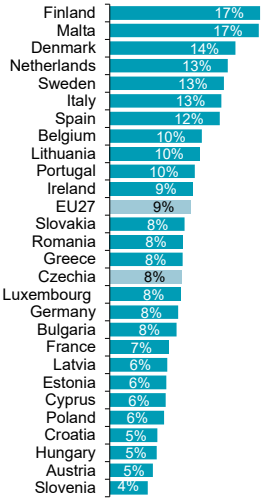


Chart D17 Enterprises in EU countries with a web chat service; 2025



Source: Eurostat

Tab. D6 Enterprises in Czechia with a social media profile; 2025

Percentage

	Facebook or LinkedIn	Instagram, YouTube etc.	X, Threads etc.
Total (10+ employees):	**54,9**	**32,5**	**6,7**
Small enterprises (10–49)	50,1	28,5	4,8
Medium enterprises (50–249)	69,2	43,5	10,0
Large enterprises (250+)	89,0	66,3	31,2
Industry (10+ employees):			
Manufacturing	54,3	32,0	5,3
Electricity, gas and water supply	42,2	20,3	9,5
Construction	37,3	15,6	2,1
Wholesale trade	71,1	47,6	8,6
Retail trade	49,4	30,7	4,9
Transport and storage	36,8	15,4	3,1
Accommodation	84,3	67,8	9,8
Food and beverage services	79,6	54,9	4,6
Travel agency, tour operator	86,2	68,4	26,6
Publishing, broadcasting, content product.	87,9	74,1	48,5
Telecommunication, comp. programming	80,0	52,6	28,4
Professional, scientific and technical activ.	58,7	31,9	9,1

Chart D18 Enterprises with profile on social media platforms such as Facebook or LinkedIn

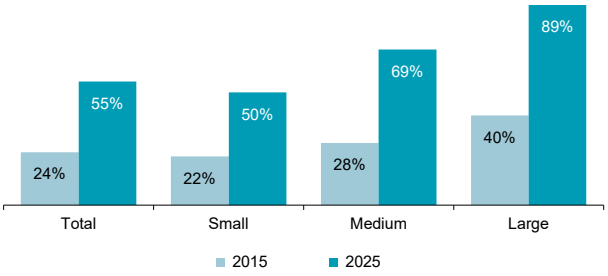
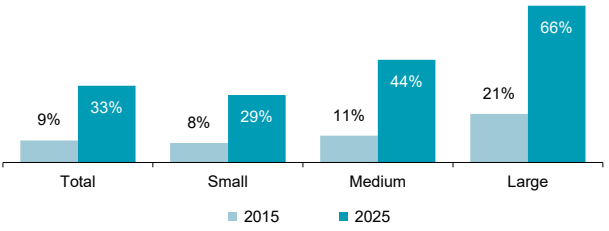
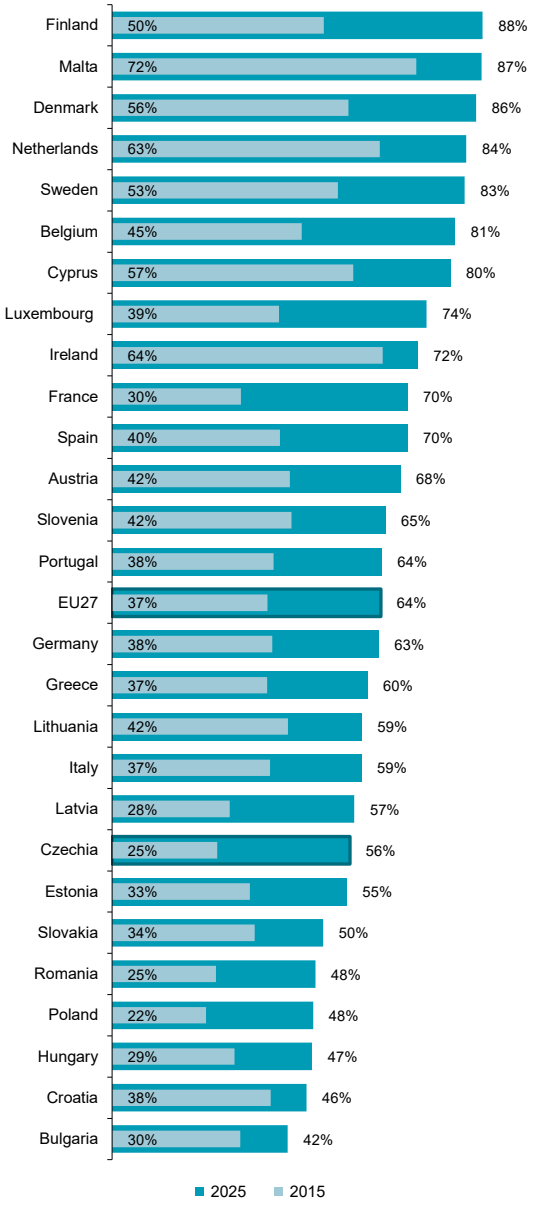


Chart D19 Enterprises with profile on multimedia content sharing platforms such as YouTube, Instagram, etc.



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

Chart D20 Enterprises in EU countries with a social media profile



Source: Eurostat

Table D7 Enterprises in Czechia having e-Commerce sales; 2024

Percentage

	Total[1)]	by method of placing the order:	
		web sales[2)]	EDI-type sales
Total (10+ employees):	**25,9**	**22,2**	**7,6**
Small enterprises (10–49)	23,0	21,7	4,0
Medium enterprises (50–249)	34,3	23,8	18,3
Large enterprises (250+)	49,4	26,7	35,2
Industry (10+ employees):			
Manufacturing	27,9	18,9	12,5
Electricity, gas and water supply	8,6	7,6	1,4
Construction	5,7	5,0	0,6
Wholesale trade	58,8	54,0	23,5
Retail trade	35,9	34,3	4,8
Transport and storage	11,6	9,6	3,3
Accommodation	72,8	72,8	6,4
Food and beverage services	33,9	33,2	2,8
Travel agency, tour operator	72,7	72,7	8,9
Publishing, broadcasting, content product.	61,8	59,9	8,9
Telecommunication, comp. programming	22,7	21,1	2,9
Professional, scientific and technical activ.	12,4	11,3	2,4

[1)] In e-commerce sales the order is placed via websites, apps or EDI-type messages by methods specifically designed for the purpose of receiving orders.
[2)] Web sales cover orders, bookings and reservations placed by enterprise's websites or apps or e-commerce marketplace websites or apps.

Chart D21 Enterprises having web sales

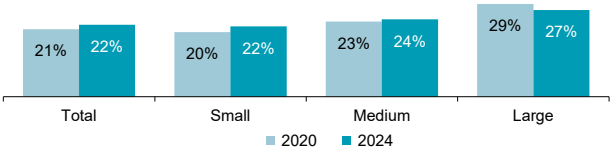


Chart D22 Turnover generated by enterprises' web sales in selected industries; 2024

as a percentage of total enterprises' turnover in a given industry group

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

Chart D23 Enterprises in EU countries having web sales; 2024

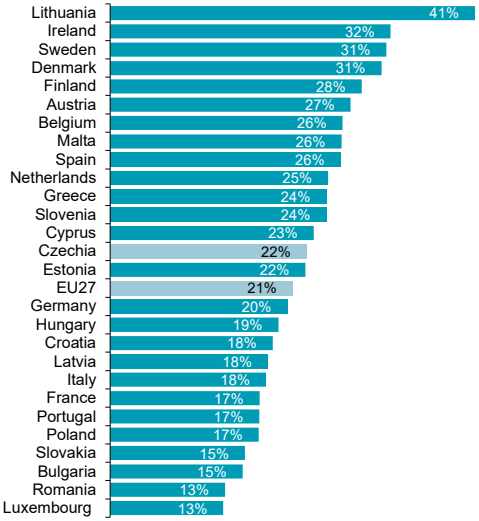
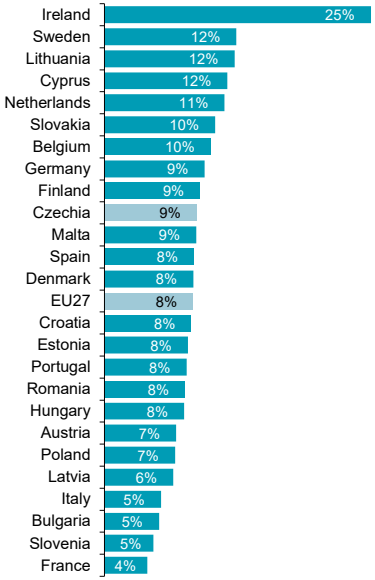


Chart D24 Turnover in EU countries generated by enterprises' web sales; 2024



Source: Eurostat

Table D8 Enterprises in Czechia using paid cloud computing services

Percentage

	2021	2023	2025
Total (10+ employees):	**43,7**	**47,1**	**54,9**
Small enterprises (10–49)	42,1	42,9	50,6
Medium enterprises (50–249)	47,2	60,0	67,9
Large enterprises (250+)	61,8	78,9	85,8
Industry (10+ employees):			
Manufacturing	39,2	45,7	55,7
Electricity, gas and water supply	34,5	44,0	57,2
Construction	42,9	43,0	53,7
Wholesale trade	51,4	58,0	64,3
Retail trade	40,1	41,3	45,9
Transport and storage	41,3	34,8	42,1
Accommodation	57,0	52,5	56,4
Food and beverage services	30,2	32,9	39,1
Travel agency, tour operator	56,5	71,7	71,1
Publishing, broadcasting, content production	61,0	70,9	82,9
Telecommunication, computer programming	72,7	79,1	83,1
Professional, scientific and technical activities	53,5	62,4	67,1

Chart D25 Enterprises using selected paid cloud computing services; 2025

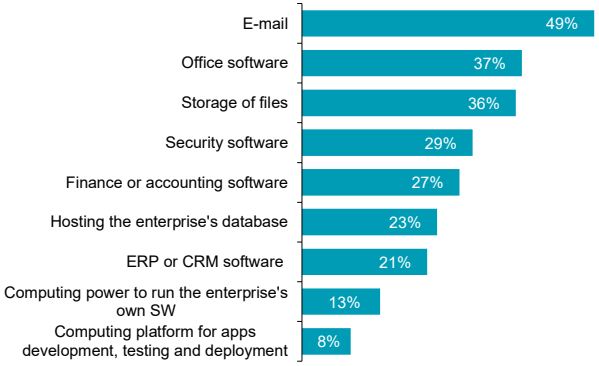
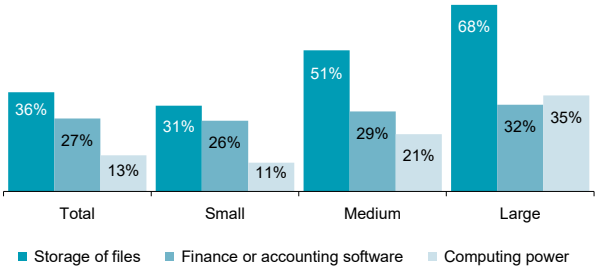


Chart D26 Enterprises using selected types of paid cloud computing services; 2025



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

Chart D27 Enterprises in EU countries using paid cloud computing services; 2025

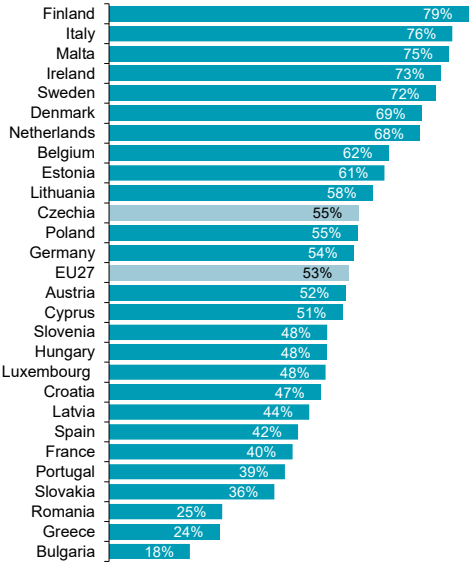
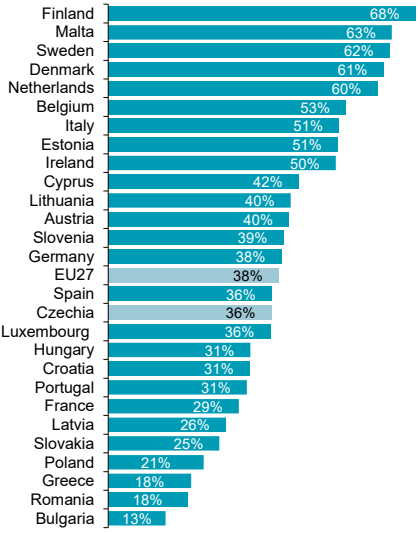


Chart D28 Enterprises in EU countries using storage of files as a paid cloud computing service; 2025



Source: Eurostat

Table D9 Enterprises in Czechia using Artificial Intelligence

Percentage

	2023	2024	2025
Total (10+ employees):	**5,9**	**11,3**	**17,6**
Small enterprises (10–49)	4,0	8,7	13,4
Medium enterprises (50–249)	9,8	16,9	28,8
Large enterprises (250+)	28,4	40,5	54,1
Industry (10+ employees):			
Manufacturing	6,0	9,5	16,7
Electricity, gas and water supply	5,2	6,4	12,0
Construction	1,3	2,3	7,8
Wholesale trade	5,1	14,1	24,2
Retail trade	6,1	11,6	14,4
Transport and storage	4,4	5,7	6,1
Accommodation	3,3	5,8	17,8
Food and beverage services	2,4	3,8	7,9
Travel agency, tour operator	8,7	25,7	40,1
Publishing, broadcasting, content production	13,1	38,1	53,1
Telecommunication, computer programming	25,6	47,5	61,8
Professional, scientific and technical activities	9,4	22,1	33,3

Chart D29 AI technologies used by enterprises; 2025

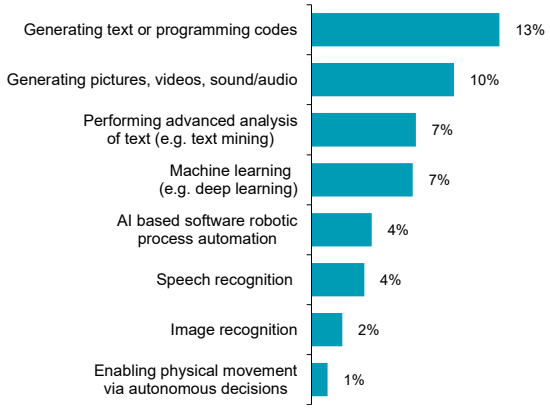
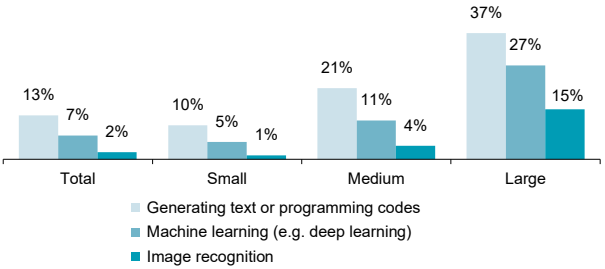
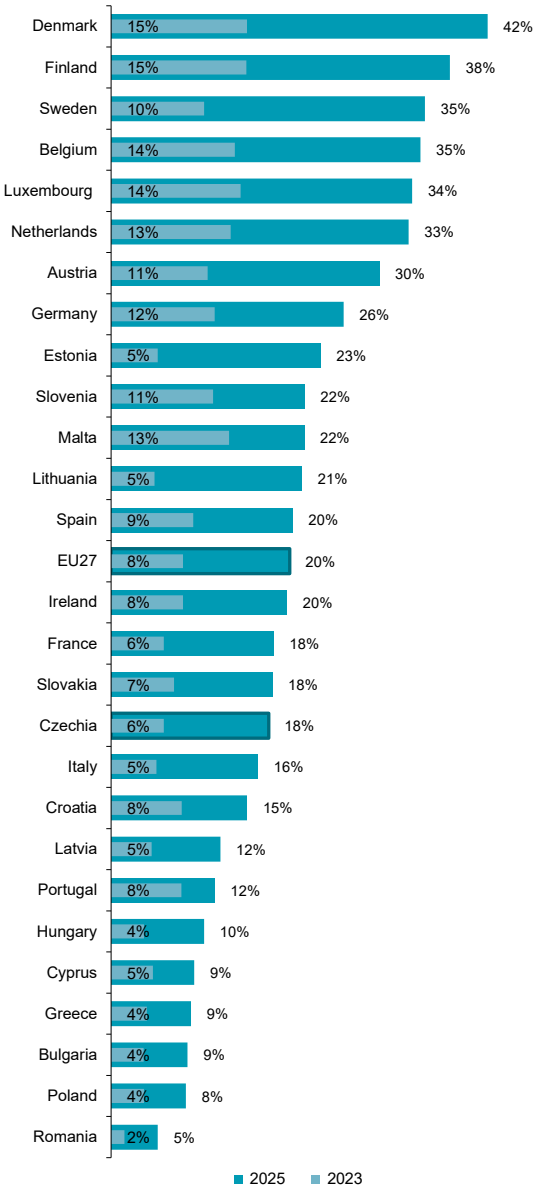


Chart D30 Enterprises using selected AI technologies; 2025



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

Chart D31 Enterprises in EU countries using Artificial Intelligence



Source: Eurostat

Table D10 Enterprises in Czechia using selected business software; 2025

Percentage

	Enterprise Resource Planning (ERP)	Customer Relationship Management (CRM)	Business Intelligence (BI)
Total (10+ employees):	**49,7**	**36,2**	**17,1**
Small enterprises (10–49)	41,8	30,0	10,8
Medium enterprises (50–249)	76,4	57,2	35,8
Large enterprises (250+)	93,0	70,0	64,2
Industry (10+ employees):			
Manufacturing	62,5	40,7	20,5
Electricity, gas and water supply	52,9	39,0	17,2
Construction	34,2	19,2	7,1
Wholesale trade	64,9	59,8	23,8
Retail trade	39,5	26,5	15,2
Transport and storage	31,5	19,3	8,9
Accommodation	45,1	36,9	11,2
Food and beverage services	24,7	10,5	3,4
Travel agency, tour operator	53,2	55,2	17,6
Publishing, broadcasting, content prod.	63,3	65,0	35,3
Telecommunication, comp. program.	73,5	73,9	42,8
Profesion., scientific and technical activ.	55,4	43,6	25,7

Chart D32 Enterprises using selected business software

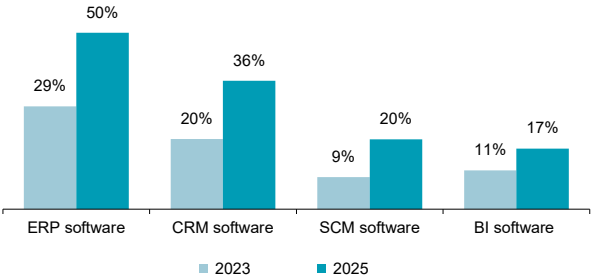
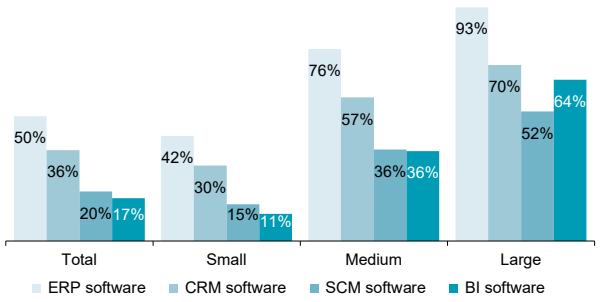


Chart D33 Enterprises using selected business software; 2025



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

Chart D34 Enterprises in EU countries using ERP software; 2025

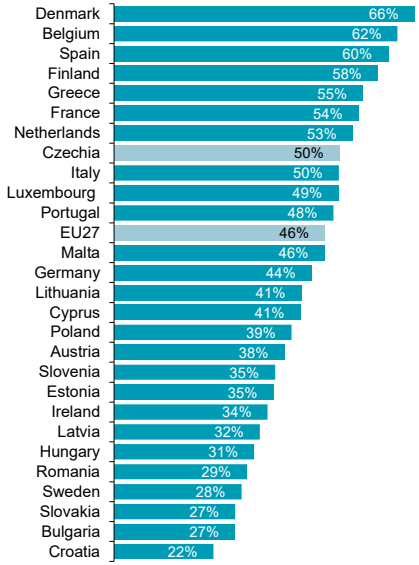
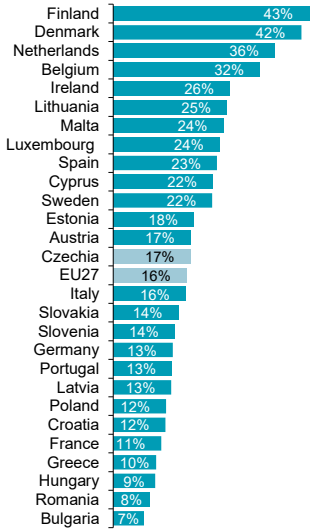


Chart D35 Enterprises in EU countries using Business Intelligence software; 2025



Source: Eurostat

Table D11 Enterprises in Czechia using the selected methods for authentication of users of ICT devices and systems; 2024

Percentage

	Strong password	At least two authentication mechanisms	Biometric methods
Total (10+ employees):	**87,2**	**36,5**	**23,6**
Small enterprises (10–49)	85,6	32,3	21,2
Medium enterprises (50–249)	92,7	48,3	30,3
Large enterprises (250+)	98,2	75,4	44,6
Industry (10+ employees):			
Manufacturing	88,2	34,7	20,2
Electricity, gas and water supply	93,5	47,8	18,1
Construction	81,5	27,2	23,0
Wholesale trade	91,4	40,1	25,9
Retail trade	86,9	36,6	21,5
Transport and storage	87,9	33,0	24,9
Accommodation	90,5	42,8	21,5
Food and beverage services	72,0	24,8	13,9
Travel agency, tour operator	93,2	46,7	26,6
Publishing, broadcasting, content prod.	93,7	60,5	39,0
Telecommunication, programming	97,3	75,5	50,7
Profes., scientific and technical activ.	94,5	42,2	31,0

Chart D36 Enterprises using the selected methods for authentication of users; 2024

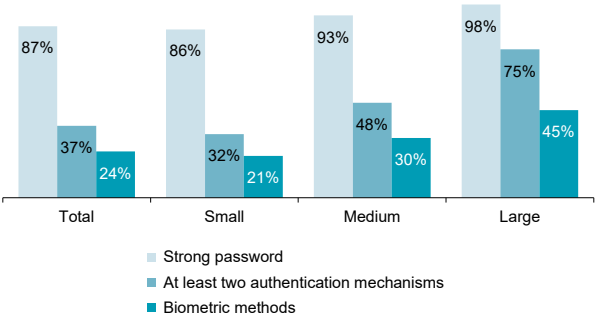
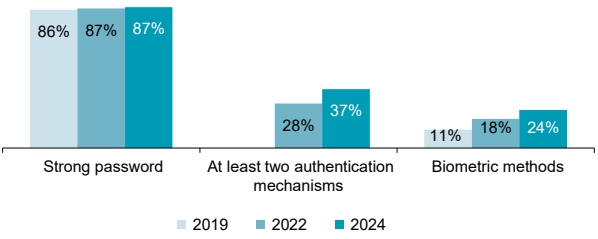


Chart D37 Enterprises using the selected methods for authentication of users



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

Chart D38 Enterprises in EU countries using at least two mechanisms for authentication of users; 2024

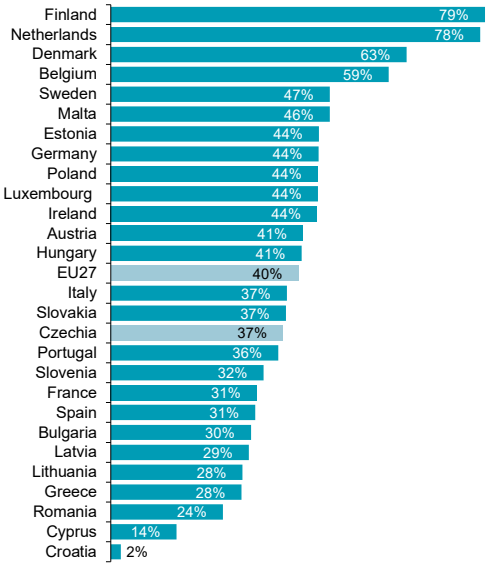
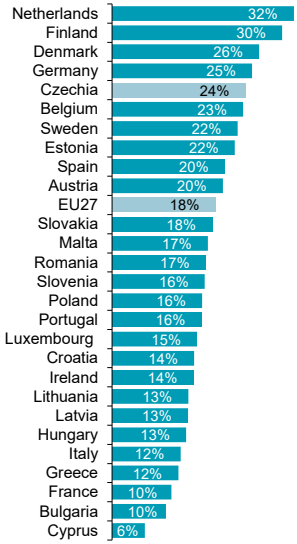


Chart D39 Enterprises in EU countries using biometric methods for authentication of users; 2024



Source: Eurostat

Table D12 Enterprises in Czechia applying selected ICT security measures on its ICT systems; 2024

Percentage

	Data backup	VPN networks	Encryption of data
Total (10+ employees):	**78,7**	**55,6**	**32,1**
Small enterprises (10–49)	75,6	48,6	27,0
Medium enterprises (50–249)	89,9	78,9	46,7
Large enterprises (250+)	95,3	95,0	71,0
Industry (10+ employees):			
Manufacturing	80,8	59,9	30,8
Electricity, gas and water supply	84,6	57,9	36,3
Construction	75,4	38,2	18,9
Wholesale trade	88,6	69,2	35,9
Retail trade	75,3	42,7	27,3
Transport and storage	71,3	45,4	21,0
Accommodation	78,3	54,9	32,7
Food and beverage services	49,0	24,0	12,3
Travel agency, tour operator	85,5	71,9	34,1
Publishing, broadcasting, content product.	90,4	82,2	54,0
Telecommunication, comp. programming	96,6	92,0	76,4
Professional, scientific and technical activ.	91,0	76,4	55,8

Chart D40 Enterprises applying selected ICT security measures on its ICT systems

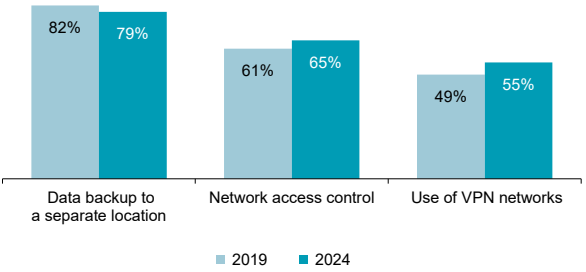
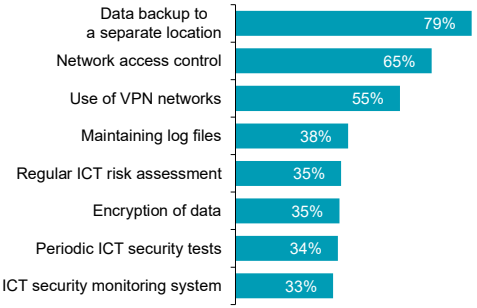


Chart D41 Enterprises applying selected ICT security measures on its ICT systems; 2024



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

Chart D42 Enterprises in EU countries that backup data to a separate location; 2024

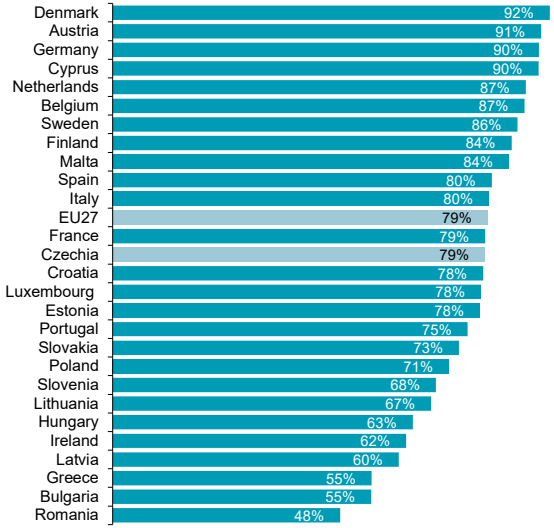
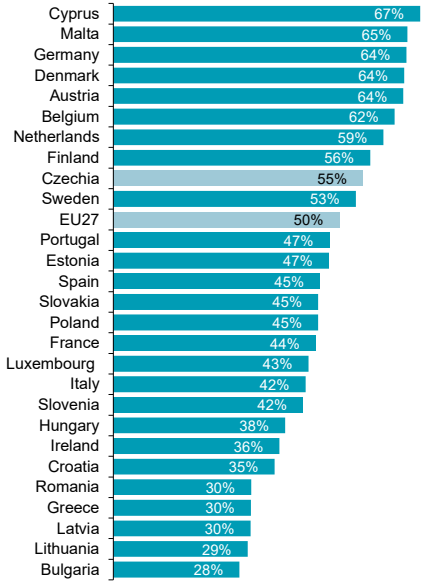


Chart D43 Enterprises in EU countries that use VPN networks to ensure ICT security; 2024



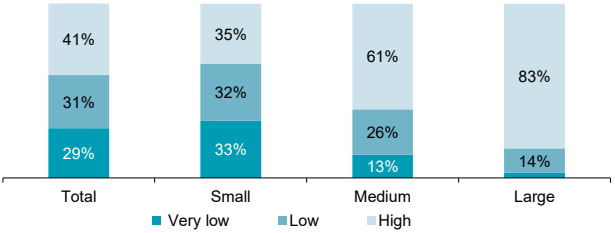
Source: Eurostat

Tab. D13 Enterprises in Czechia by level of digitalisation*; 2025

Percentage

	Very low	Low	High
Total (10+ employees):	**28,5**	**30,6**	**40,9**
Small enterprises (10–49)	33,0	32,4	34,6
Medium enterprises (50–249)	13,3	26,1	60,6
Large enterprises (250+)	2,9	14,0	83,1
Industry (10+ employees):			
Manufacturing	24,3	34,1	41,5
Electricity, gas and water supply	25,4	37,0	37,6
Construction	40,6	34,5	24,9
Wholesale trade	10,9	21,1	68,0
Retail trade	43,5	21,8	34,6
Transport and storage	47,4	32,1	20,5
Accommodation	12,3	26,7	61,0
Travel agency, tour operator	8,0	14,8	77,2
Information and communication	4,3	14,1	81,6
Professional, scientific and technical activities	14,9	32,0	53,1

Chart D44 Enterprises by level of digitalisation*; 2025



*** The level of digitisation (so-called Digital Intensity Index) of enterprises is determined by the EC according to the number of digital technologies used by enterprises (or the conditions met) from the following 12-point list:**

1/ at least 50 % of employees use enterprises' devices with internet access
2/ enterprise uses fixed internet connection with max. contracted download speed of at least 30 Mbit/s
3/ enterprises has a website
4/ enterprise has a user profile on social media
5/ enterprise uses an Enterprise Resource Planning (ERP) software
6/ enterprise uses a Customer Relationship Management (CRM) software
7/ enterprise uses at least one of eight AI technologies
8/ enterprise performs data analytics
9/ enterprise uses at least one paid cloud service
10/ enterprise uses at least one of advanced paid cloud services (finance or accounting software, ERP SW, CRM SW, security SW, hosting the enterprise's database, computing platform for apps)
11/ enterprises' web sales or EDI sales exceed 1% of their sales
12/ enterprises' web sales exceed 1% of their sales and sales to end customers exceed 10% of web sales

Enterprises that don't use any of these digital technologies or use no more than 3 digital technologies (see list above) have a **very low level of digitalisation**, those who use 4 to 6 technologies have **a low** and who use at least 7 of the 12 digital technologies **a high**.

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

Chart D45 Enterprises in EU countries with a high level of digitalisation*; 2025

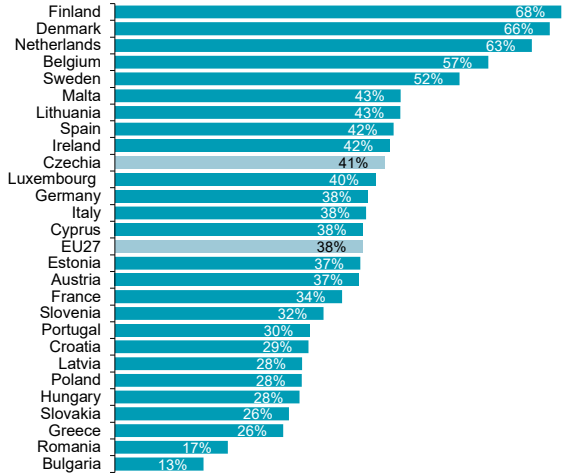
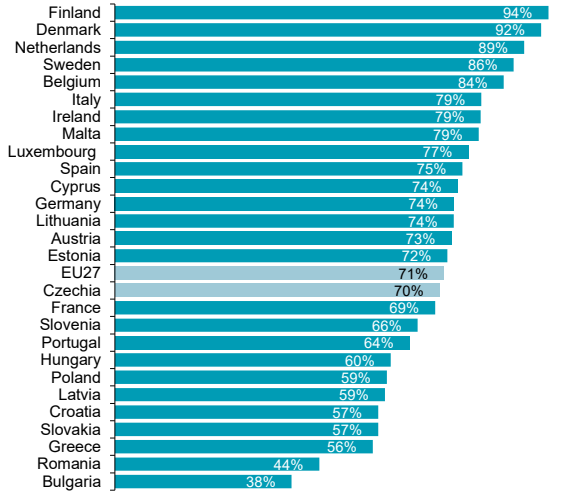


Chart D46 Small and medium enterprises in EU countries with at least a basic level of digitalisation; 2025**



** Enterprises that use at least 7 of the 12 selected digital technologies (see the list on the previous page) have a high level of digitalisation.*

*** At least a basic level of digitalisation is achieved by SMEs using at least 4 of the 12 selected digital technologies (see the list on the previous page).*

Source: Eurostat

E Government and digital technologies

The Czech Statistical Office gathers and processes data on contact points of the **Czech POINT** and their use as the number of the system outputs, on newly established Data Boxes, and on the number of performed transactions by means of the Data Boxes from open data of the **Digital and Information Agency**.

The CZSO takes data on the number of **tax forms submitted electronically** to the Financial Administration of the Czech Republic by means of the **web application EPO** (electronic tax forms, e-Tax) or through Data Boxes from open data of the **Financial Administration of the Czech Republic**.

A valuable source of information on the internet use for communication with public administration is also a separate annual statistical survey named **Sample Survey on the ICT Use in Households and by Individuals** carried out by the CZSO. For the purposes of this publication, the highest educational attainment is divided into **low** which includes lower secondary education and upper secondary education without A–level exam, **medium** which includes upper secondary education with A–level exam and higher vocational education, and **high** which includes tertiary (i.e. university) education.

The **reference period** for data on individuals is **the last 12 months** prior the survey interview**.**

Definitions (sorted alphabetically)

- **Bank identity** is an electronic identity mediated by banks. It serves as an identifier for logging into internet banking. It can also be used for logging into public administration services.
- **Citizen Portal** is the gateway to electronic services of the state. Citizens can submit applications to the authorities here or manage their documents and other data from state registers and databases. The data for number of registered users and number of authentications refer to 31st December of the given year.
- **Czech POINT** is a system of an assisted platform of public administration where citizens can deal with, dispose of, or settle as many as possible matters related to public administration at a single point.
- **CzechPOINT@home** is an interface of the Czech POINT system dedicated to citizens and enabling the data box holders a remote access (from a computer or mobile phone) to selected copies of documents without the need to pay a physical visit to a contact point of the Czech POINT system.
- **CzechPOINT@office** is a non-public interface of the Czech POINT system. It contains agendas performed by offices, authorities and bodies of public power to carry out their scope of authority.
- A **Data Box** serves as a secure electronic delivery system of documents in between public administration bodies and a legal or natural person.
- **An electronic submission** is a form of a submission performed over the internet. Therefore, legal and/or natural persons are not obliged to pay visits to public administration authorities or offices in person anymore.
- **Other public institutions** mean public educational institutions (schools, universities), public health services, health insurance companies or public libraries.
- **Downloadable documents** on the authority's website, usually in DOC or PDF format. Citizens/companies download them, fill them in manually or on a computer, sign by hand, and submit them to the authority.

Data for **international comparison** on individuals using the internet for interaction with public administration originate from the **Eurostat** database.

More information on this theme can be found at:
https://csu.gov.cz/ict-in-the-public-sector

E Government and digital technologies

Table E1 Czech POINT - number of public contact points

Number

	2015	2020	2025
Total	**7 942**	**7 893**	**7 211**
at the municipal authority offices	6 398	6 398	5 903
at post offices	981	949	763
at notary offices	399	435	435
at other places	164	111	110

Table E2 Outputs issued 'at the desk' of the Czech POINT

Thousand

	2015	2020	2025
Verified copies (extracts), total	**1 580,9**	**1 041,3**	**657,7**
from the Criminal Register	828,8	679,0	455,1
from the Land Register	349,2	171,1	88,0
from the Commercial Register	241,3	95,5	46,9
from the Driver Register	90,7	57,2	48,5
from the Trade Register	62,3	34,2	17,6
other verified extracts	8,6	4,4	1,5
Authorized conversion of documents, total	**441,3**	**627,7**	**1 550,9**
from paper to electronic form	139,4	402,0	1 309,5
from electronic to paper form	301,9	225,8	241,4
Other outputs, total	**116,8**	**291,4**	**478,1**
from Data Box Information System	71,9	80,3	223,5
from basic registers	4,8	69,5	163,0
Other outputs	40,1	141,6	91,6

Chart E1 Verified copies issued 'at the desk' of the Czech POINT from selected registers (thousand)

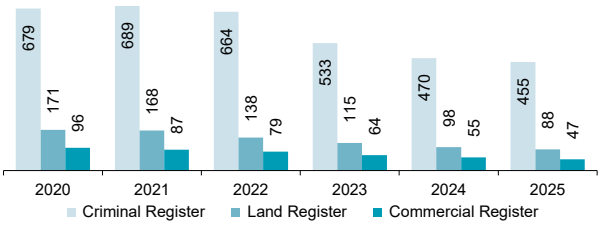
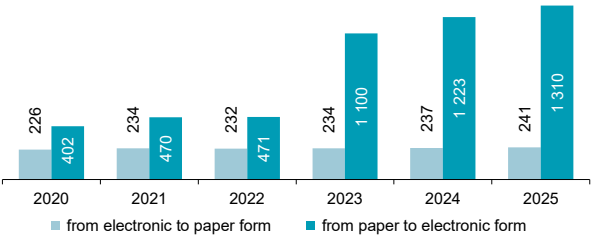


Chart E2 Authorized conversions of documents issued 'at the desk' of the Czech POINT (thousand)



Source: Digital and Information Agency

Table E3 Documents issued via CzechPOINT@office interface

Thousand

	2015	2020	2025
Verified copies (extracts) ex officio, total	**951,6**	**1 100,6**	**1 138,9**
from the Register of Vital Records (e.g. certificates of birth or death)	420,5	428,7	341,4
from the Register of Residents/Citizens (e.g. certificates of permanent residence)	423,5	383,3	333,0
from the Criminal Register	48,4	71,8	209,9
others	59,1	216,8	254,6
Authorized conversion of documents, total	**6 554,3**	**3 807,1**	**857,0**
from paper to electronic form	5 662,4	3 239,8	463,4
from electronic to paper form	891,9	567,3	393,6
Verified extracts from basic registries	**289,3**	**147,6**	**136,8**

Chart E3 Verified copies issued from selected registers via the CzechPOINT@home interface (thousand)

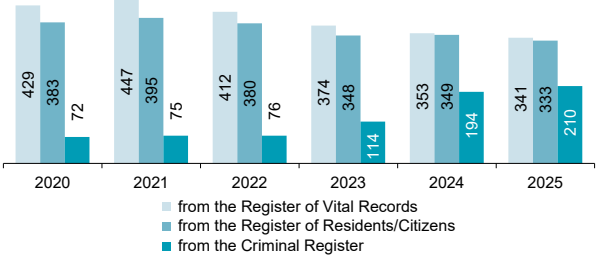


Table E4 Verified copies (extracts) issued from registries via the CzechPOINT@home interface

Thousand

	2023	2024	2025
Total	**103,2**	**105,8**	**106,2**
Driver Register	31,3	40,1	37,8
Trade Register	13,4	26,0	28,8
Criminal Register - individuals	39,6	17,9	15,4
Criminal Register - legal entities	10,4	12,0	14,1
Commercial Register	5,5	6,5	6,6
Insolvency Register	2,3	2,8	2,8
List of Qualified Suppliers	0,5	0,5	0,5

Chart E4 Verified copies issued from selected registers via the CzechPOINT@home interface (thousand)

Source: Digital and Information Agency

Table E5 Newly established Data Boxes in Czechia

Thousand

	2015	2020	2025
Total	**65,4**	**148,6**	**376,5**
Established / activated upon request	28,5	28,0	139,2
Established / activated by law	36,8	120,6	237,3
by Data Box owner			
Citizens (non-enterpreneurs)	17,2	67,6	237,1
Self-employed persons (enterpreneurs)	17,7	48,3	98,4
Legal persons (enterprises)	30,4	32,7	40,9
Public authority bodies	0,1	0,1	0,1

Chart E5 Method of newly established Data Boxes (thousand)

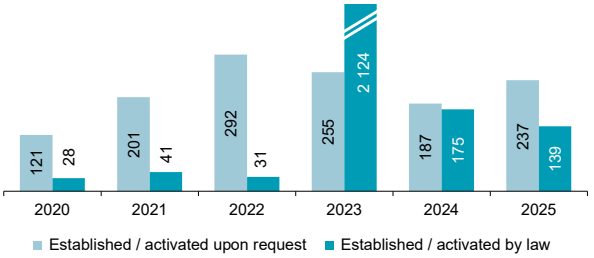


Chart E6 Selected owners of newly established Data Boxes (thousand)

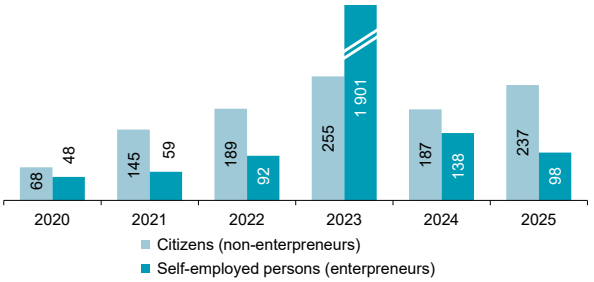
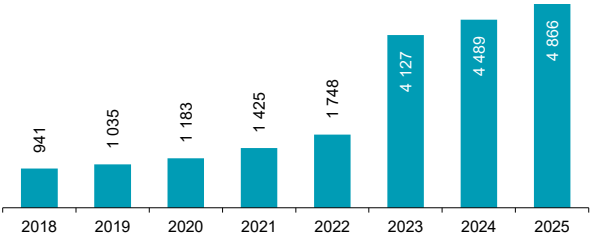


Chart E7 The total cumulative number of activated Data Boxes as of 31st December (thousand)



Source: Digital and Information Agency

Table E6 Electronic transactions made via Data Boxes in Czechia

Thousand

	2023	2024	2025
Total	**143 260**	**151 526**	**159 454**
by Data Box owner			
Public authority bodies	101 291	106 303	110 491
Legal persons (enterprises)	31 606	33 789	36 397
Self-employed persons (enterpreneurs)	8 524	9 540	10 432
Citizens (non-enterpreneurs)	1 839	1 894	2 133

Chart E8 E-transactions made via Data Boxes (million)

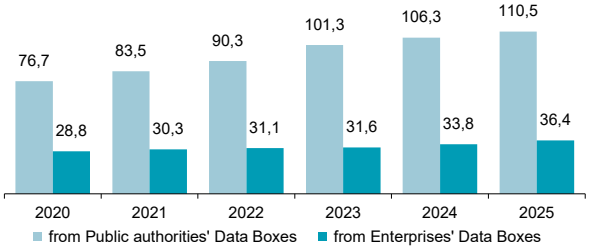


Chart E9 E-transactions made via Data Boxes by type of their owners (million; %)

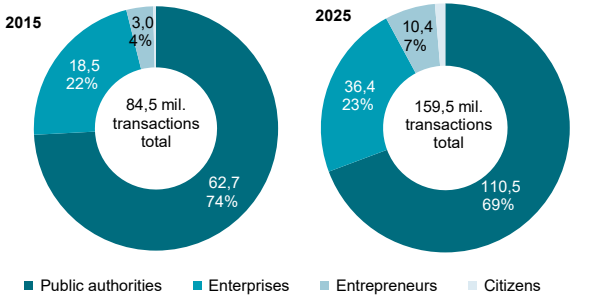
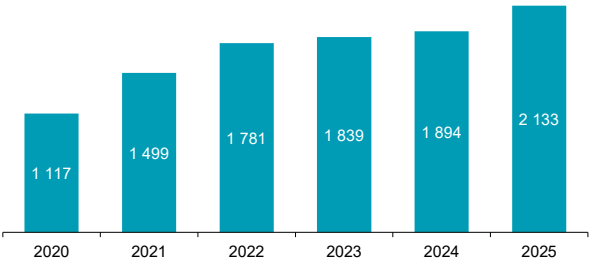


Chart E10 E-transactions made from Citizens' Data Boxes (thousand)



Source: Digital and Information Agency

E Government and digital technologies

Table E7 Tax forms sent to the Czech Financial Administration electronically via the EPO application

Thousand

	2015	2020	2025
Value Added Tax declaration	1 644,6	2 479,4	2 467,7
Personal Income Tax declaration	146,8	357,7	1 104,0
Corporate Income Tax declaration	154,7	223,3	274,5
Road Tax declaration	147,4	226,7	13,9
Real Estate Tax declaration	24,8	40,3	154,1

EPO is a Czech abbreviation used for an electronic filing room (client-oriented web application) of the Czech Financial Administration (CFA) which allows electronic submissions in tax related matters (e.g. e-filling of tax declarations).

Chart E11 Personal Income Tax forms sent electronically via the EPO application (thousand)

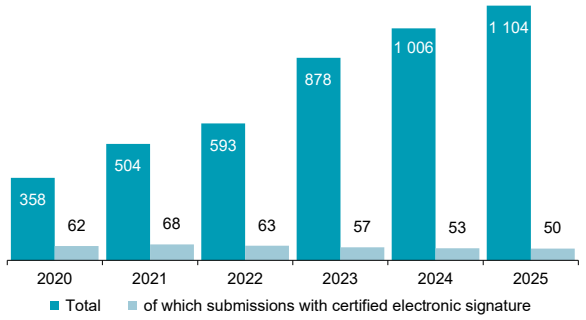
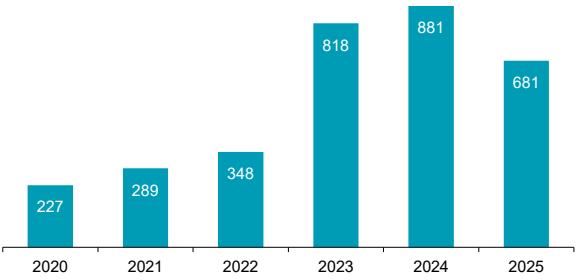


Table E8 Tax forms sent to the Czech Financial Administration electronically via Data Boxes

Thousand

	2022	2023	2025
Value Added Tax declaration	2 808,4	3 011,7	3 137,7
Personal Income Tax declaration	347,9	817,7	680,6
Corporate Income Tax declaration	317,0	354,6	374,3
Road Tax declaration	196,4	14,0	12,6
Real Estate Tax declaration	28,1	33,1	72,9

Chart E12 Personal Income Tax forms sent electronically via Data Boxes (thousand)



Source: Czech Financial Administration

Table E9 Citizen Portal in Czechia - selected indicators

Thousand

	2023	2024	2025
Registered users, total (as of 31st December)	**1 013,4**	**1 560,7**	**2 157,8**
Newly registered users	**412,6**	**542,0**	**602,3**
Logins to the Citizen Portal	**3 256,5**	**6 375,0**	**8 728,1**
Electronic submissions, total	**283,3**	**395,1**	**615,4**
Verified copies issued from			
Criminal Register - Individuals	142,1	268,1	303,8
Trade Register	42,5	74,4	110,0
Driver Register	24,0	32,7	32,9
Application for a Voter Certificate	41,1	25,3	75,8

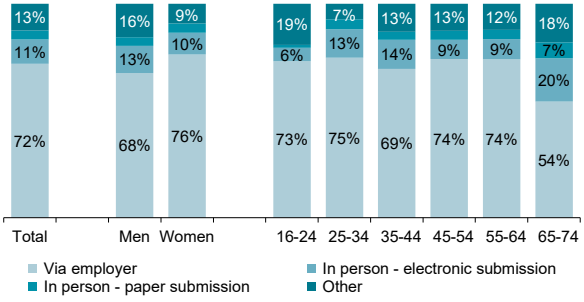
Source: Digital and Information Agency

Table E10 Persons in Czechia using their officially recognized electronic identification; 2025

Percentage

	Data box	eID
Total (aged 16+)	**21,0**	**31,5**
Men	26,9	33,8
Women	15,5	29,4
Age group (years)		
16–24	5,1	24,9
25–34	29,0	46,8
35–44	35,4	48,6
45–54	28,6	40,7
55–64	23,0	29,6
65–74	10,4	13,1
75+	3,3	4,3
Education (aged 25–64)		
Low	17,2	22,4
Medium	30,3	46,7
High	45,4	62,2

Chart E13 Methods of submitting Personal Income Tax declaration by gender and age; 2025



as a percentage of all persons that submitted tax declaration in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

E Government and digital technologies

Table E11 Persons in Czechia searching information on websites of public administration; 2025

Percentage

	Total	Websites of government authorities	Websites of hospitals, schools or libraries
Total (aged 16+)	**61,3**	**51,0**	**49,0**
Men	59,7	52,3	44,3
Women	62,7	49,7	53,3
Age group (years)			
16–24	67,5	42,1	60,3
25–34	72,6	61,4	59,1
35–44	76,5	67,8	59,7
45–54	73,6	63,6	57,5
55–64	62,0	55,3	48,1
65–74 let	43,0	35,3	33,5
75+	19,8	14,8	15,8
Education (aged 25–64)			
Low	56,5	47,2	42,8
Medium	79,0	69,7	61,8
High	82,5	73,7	67,9

Chart E14 Persons aged 16+ searching selected types of information on websites of government authorities; 2025

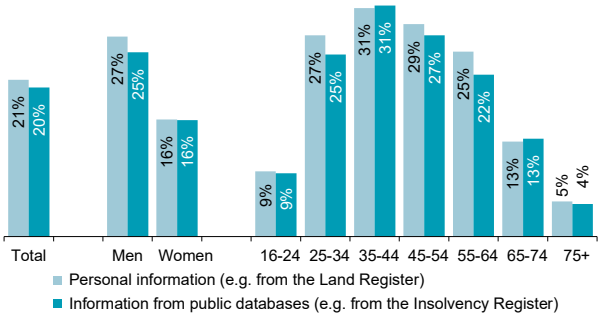
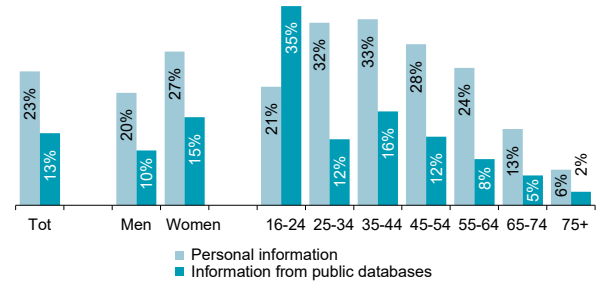
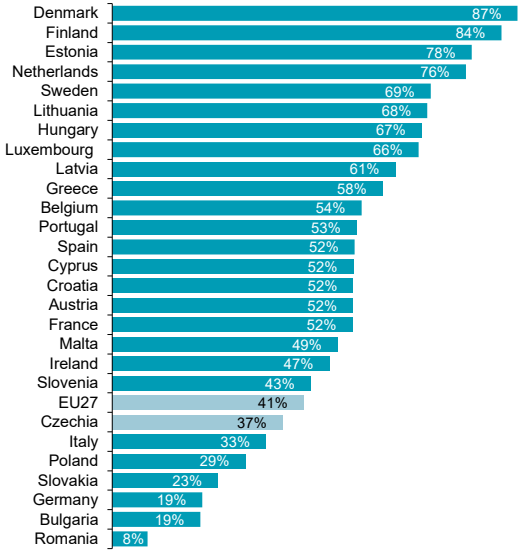


Chart E15 Persons aged 16+ searching selected types of information on websites of hospitals, schools or libraries; 2025



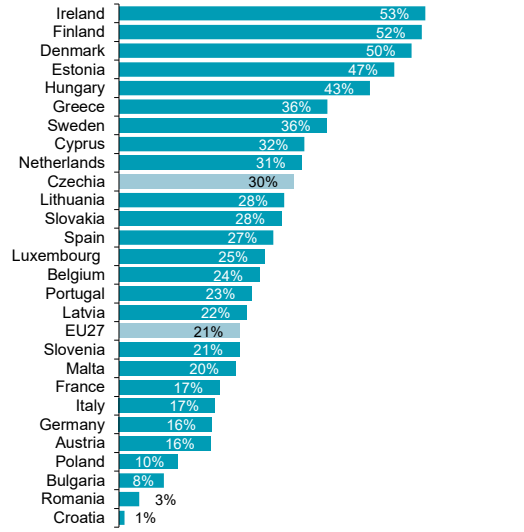
Source: Czech Statistical Office, ICT use survey in households

Chart E16 Persons aged 16–74 in EU countries searching personal information on the website of public administraton; 2025



Note: Public administraton includes not only government authorities, but also other public institutions such as public educational institutions, health services or insurance companies.

Chart E17 Persons aged 16–74 in EU countries searching information from public databases; 2025



Source: Eurostat

Table E12 Persons in Czechia who conducted selected activities on websites of public administration; 2025

Percentage

	Downloading official documents	Submitting requests or claims	Making an appointment with the office
Total (aged 16+)	**10,2**	**12,6**	**19,7**
Men	14,3	11,7	21,0
Women	6,5	13,4	18,5
Age group (years)			
16–24	10,3	10,3	12,1
25–34	17,3	17,7	28,7
35–44	16,9	24,6	32,7
45–54	11,8	13,6	26,1
55–64	6,6	11,2	18,2
65–74 let	4,6	4,5	8,7
75+	1,2	1,4	2,0
Education (aged 25–64)			
Low	6,0	8,0	15,8
Medium	15,3	17,8	28,1
High	20,3	28,1	40,2

Chart E18 Making an appointment with the office by gender and age

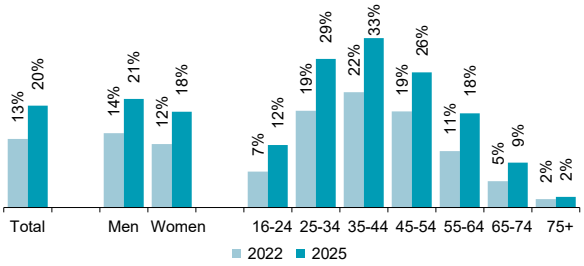
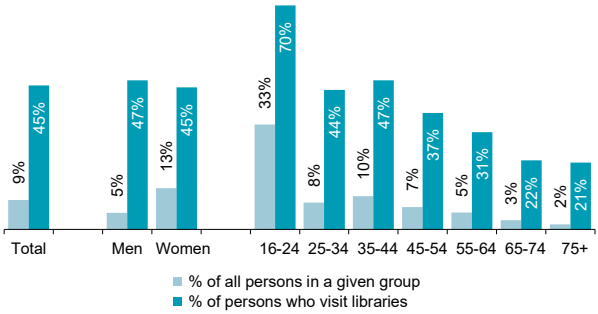


Chart E19 Online reservation of books in libraries by gender and age; 2025



Source: Czech Statistical Office, ICT use survey in households

F Education and digital technologies

Data on **numbers of computers at schools** per 100 pupils/students or 1 teacher of respective school grades, as well as on school equipment with other ICTs in the Czech Republic come from data sources of the **Ministry of Education**, **Youth and Sports.** The Ministry collect these data at nursery, primary, secondary, and higher professional schools within the annual questionnaire called Report of Schools Headquarters (R 13-01). The data are as at **30 September of the reference year**.

1st stage of basic schools covers the first five years of formal education for children aged 6 to 11 years. 2nd stage of basic schools covers last four years of formal education for children from the ages of 12 to 15.

The independent annual statistical survey called **Sample Survey on the ICT Use in Households and by Individuals** (for details see Chapter C) has been a valuable source of information on how **students aged 16+ years** use information technologies.

The **Sample Survey on the ICT Use in Households and by Individuals** is also a source of data on **online learning activities** over the internet. Within the survey, respondents were asked if they attended an online course, used online learning material or communicated with instructors using educational portals within **the last 3 months** prior the survey.

The indicators on **computer (digital) skills** of people in Czechia are also based on results from the above-mentioned Sample Survey on the ICT Use in Households and by Individuals. Within the survey, respondents were asked if they used selected digital skills in **the last 3 months.**

For the purposes of this publication, the highest educational attainment is divided into **low** which includes lower secondary education and upper secondary education without A–level exam, **medium** which includes upper secondary education with A–level exam and higher vocational education, and **high** which includes tertiary (i.e. university) education.

Definitions (sorted alphabetically)

- **Artificial intelligence tools** – use of artificial intelligence (e.g., ChatGPT, Copilot) for work, personal, or study purposes.
- **Copying or moving files** between folders or between two computers (e.g. via USB flash drive) or between computers and other devices (e.g. from/to mobile phone via Bluetooth).
- **Editing photos** means using photo editing software e.g. Adobe Photoshop or GIMP. The software for editing allows to add effects, filters, overlays and use other tools.
- **Index of digital skills**
  - The **overall level of digital skills** was measured using five sub-areas: communication, finding and sorting information, solving problems on the internet, safe behaviour on the internet and creation of digital content.
  - Persons with **at least basic overall digital skills** mean persons with basic digital skills together with persons with advanced digital skills.
  - Persons with **basic overall digital skills** achieved basic level in all 5 sub-areas, however they did not achieve advanced skills in all of the sub-areas.
  - Persons with **advanced level of overall digital skills** achieved advanced level in all of the 5 sub-areas.
- **Internet Safety Behavior Index** included indicators: checking the security of sites where people enter personal data; reading privacy policies; blocking access to geolocation; limiting the visibility of content on social networks; refusing to provide personal data for advertising purposes; changing cookie settings.

  Basic level - the user did one or two of the offered activities.

  Advanced level - the user did three or more of the offered activities.

- **Digital Content Creation Index** included indicators: copying files between folders or devices; using a word processor; using a spreadsheet; using more advanced functions in a spreadsheet; using presentation software; using photo editing software or applications; programming;

  Basic level - the user did one or two of the offered activities.

  Advanced level - the user did three or more of the offered activities.
- **Paid music** – listening to music on paid websites or in apps, e.g., Spotify Premium or Apple Music.
- **Paid video streaming** – to watch the video, the user must register on the provider's website (e.g., Netflix, Voyo, HBO Max) and pay for the service.
- **Presentation software** (e.g. MS PowerPoint or Prezi) is used to create slides for presentation integrating text, pictures, tables or charts.
- **Programming** includes the use of programming languages (Java, C, Python, Pascal etc.) and writing scripts (e.g. PHP, JavaScript). It also includes creating macros (e.g. in Excel), writing syntax (commands) in programs such as SAS or SPSS, and writing code in SQL (e.g. in Access or Oracle).
- **School intranet (portal)** uses most of the same technology as the internet, but it is restricted only to a limited group of users within an organization, typically to students and staff of a given school. The access by outsiders is excluded. Schools often provide **school parents portal** where parents can see e.g. school results of their children online.
- **School Wireless Network** (school WiFi network) enables students and school staff to use portable devices in a school to connect to the school computer network. An example is the international roaming service Eduroam.
- **Smart TV** – allows internet connectivity and enables watching videos from sources such as YouTube, Netflix, or TV broadcasters' websites, most often via the so-called red button.
- **Spreadsheet software** (e.g. MS Excel) is used to organise and analyse data, such as sorting, filtering, using formulas or creating charts.
- **The participation in an online course** includes a participation in a course attended over the internet. Students communicate with lecturers over the internet; study materials are also sent online. Online courses may include language courses, personal development courses, computer courses and more. It also includes courses made through the applications such as Duolingo.
- **Using online learning material** includes using audio-visual materials, online learning software or electronic textbooks. Excludes downloading such materials for offline use at a later point in time.
- **Watching video** – includes watching videos on websites where they are uploaded by other users, e.g., YouTube.
- **Word processing software** (e.g. MS Word or OpenOffice Writer) is used to create a document with text.

More information on these fields can be found at:
https://csu.gov.cz/ict-in-education

F Education and digital technologies

Table F1 Schools in Czechia with wireless network and school intranet (portal); 2025

Percentage

	Basic schools - 1st stage	Basic schools - 2nd stage	Secondary schools
School intranet (portal), total	99,2	99,8	99,5
School parents portal	77,9	87,6	89,9
School wireless network	99,8	100,0	98,9

Chart F1 Schools with school intranet (portal)

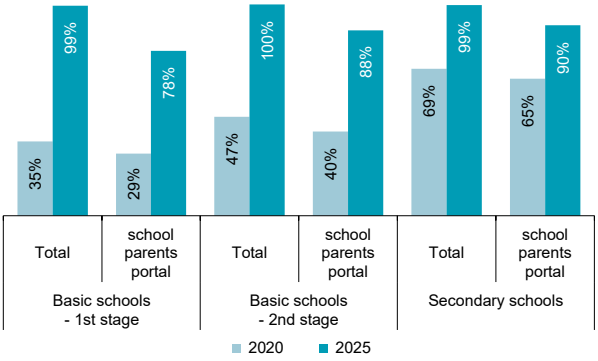
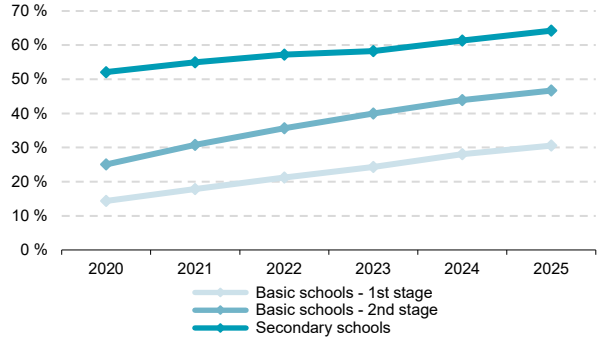


Table F2 Schools in Czechia permitting students to use their personally owned digital devices during classes

Percentage

	2016	2020	2025
Basic schools - 1st stage	7,2	14,4	30,6
Basic schools - 2nd stage	14,6	25,0	46,7
Secondary schools	42,0	52,1	64,2

Chart F2 Schools permitting students to use their personally owned digital devices during classes



Source: Ministry of Education, Youth and Sports

Table F3 Computers available to students in schools in Czechia

Number of devices per 100 students of the given school stage

	Basic schools - 1st stage	Basic schools - 2nd stage	Secondary schools
Computers, total	**42,6**	**58,9**	**30,4**
Computers up to 2 years old	12,6	18,4	9,8
Portable computers	**29,5**	**39,6**	**12,0**
Portable computers up to 2 years old	9,8	13,8	4,5
Desktops	**13,1**	**19,3**	**18,4**
Desktops up to 2 years old	2,8	4,7	5,2

Chart F3 Computers available to students in schools (thousands)

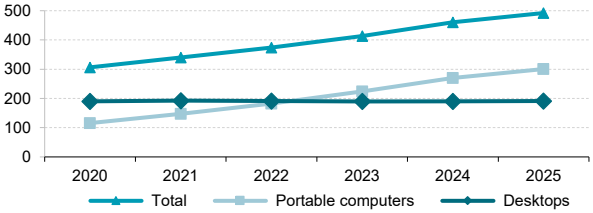


Chart F4 Type of computers available to students in schools (per 100 students of the given school stage)

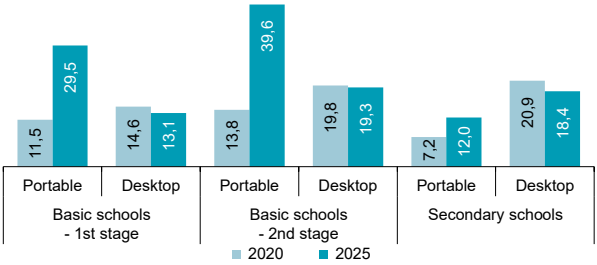
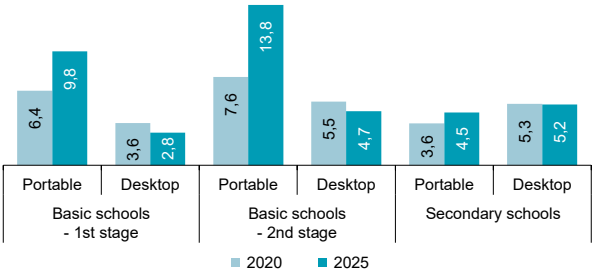


Chart F5 Computers up to age of two years available to students in schools (per 100 students of the given school stage)



Source: Ministry of Education, Youth and Sports

Table F4 Computers available to teachers in Czechia; 2025

Number of devices per 1 teacher of the given school stage

	Basic schools - 1st stage	Basic schools - 2nd stage	Secondary schools
Computers, total	**2,0**	**2,2**	**1,9**
Computers for individual use (not shared)	1,2	1,4	1,2
Portable computers, total	**1,4**	**1,5**	**1,0**
Portable computers for individual use (not shared)	1,1	1,2	0,9
Desktops, total	**0,7**	**0,8**	**0,9**
Desktops for individual use (not shared)	0,1	0,2	0,4

Chart F6 Computers for teachers in schools (thousand)

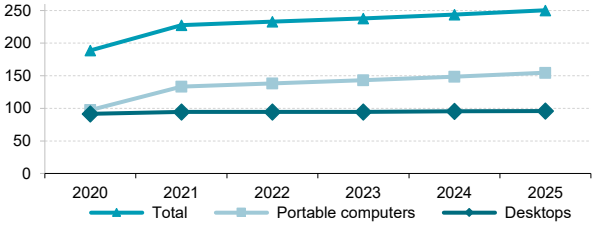


Chart F7 Computers available to teachers in schools
(per 100 teachers of the given school stage)

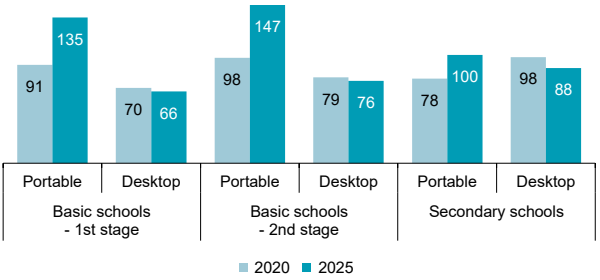
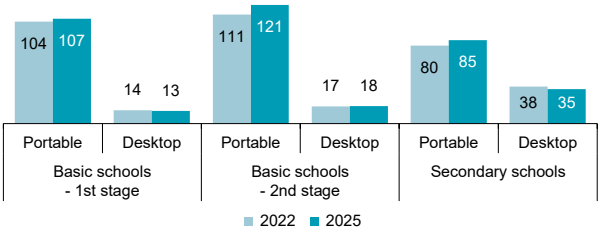


Chart F8 Computers intended for individual use by teachers
(per 100 teachers of the given school stage)



Source: Ministry of Education, Youth and Sports

F Education and digital technologies

Table F5 Students aged 16+ in Czechia using the internet; 2025

Percentage

	Total	Men	Women
Total	**100,0**	**100,0**	**100,0**
Using the internet on a mobile phone	100,0	100,0	100,0
For selected activities			
Participating in social networks	98,6	98,1	99,0
Watching video	98,3	97,4	99,0
Listening to music	99,1	98,2	99,7
Instant messaging	99,4	98,5	100,0
Purchasing online	92,8	91,3	94,0
Playing games	80,2	95,1	68,9
Reading online news sites	84,6	84,2	84,9
Internet banking	86,3	87,6	85,3
Watching paid video streaming	67,3	61,4	71,8
Listening to paid music	41,8	44,9	39,4
Playing paid games	20,5	37,6	7,5

Chart F9 Students and persons aged 16+ using the internet for selected activities: 2025

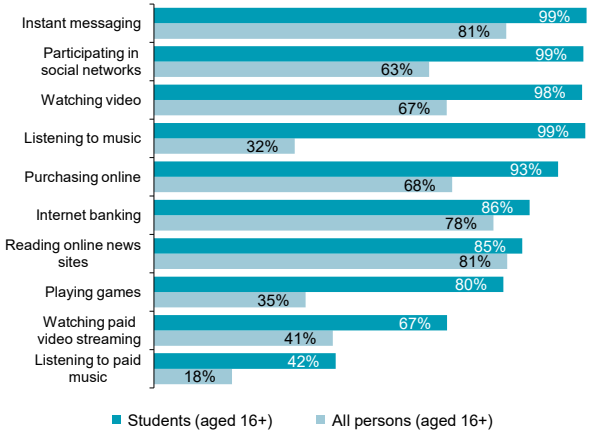


Table F6 Students 16+ in Czechia using selected software; 2025

Percentage

	Total	Men	Women
Word processing software, total	**96,7**	**96,1**	**97,2**
Use of advanced functions in word processing software (e.g. inserting pictures or charts)	84,3	84,1	84,5
Spreadsheet software, total	**83,0**	**76,1**	**88,2**
Use of advanced functions in spreadsheet software (e.g. filters, formulas)	57,9	58,9	57,1
Artificial intelligence (AI) tools	**85,6**	**87,8**	**83,9**
Presentation software	**73,9**	**67,8**	**78,5**
Programming	**17,9**	**28,1**	**10,1**

Source: Czech Statistical Office, ICT use survey in households

F Education and digital technologies

Chart F10 Students aged 16+ in EU countries using the internet for selected activities; 2025

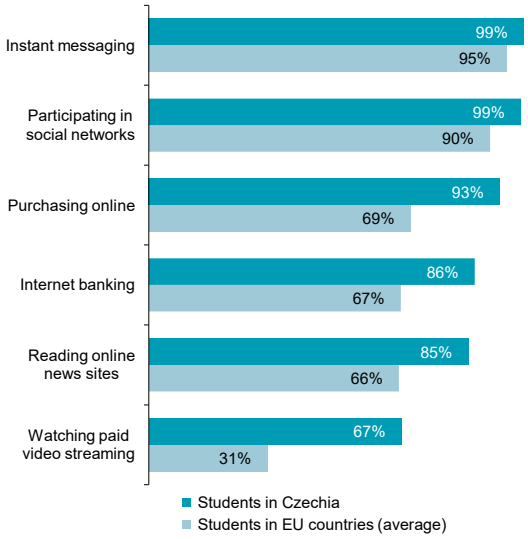
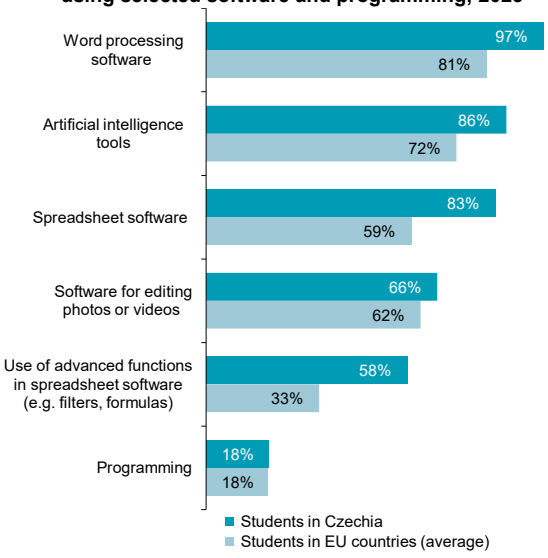


Chart F11 Students aged 16+ in EU countries using selected software and programming; 2025



Source: Eurostat

Table F7 Persons in Czechia doing an online course and using online learning materials; 2025

Percentage

	Doing an online course	Using online learning materials
Total (aged 16+)	**17,4**	**21,0**
Men	17,3	19,1
Women	17,5	22,7
Age group (years)		
16–24	35,5	55,8
25–34	22,4	30,4
35–44	28,3	26,5
45–54	18,7	20,2
55–64	11,2	10,5
65–74	3,6	5,8
75+	0,4	1,0
Education (aged 25–64)		
Low	2,9	8,9
Medium	22,4	23,0
High	42,8	39,0

Chart F12 Doing an online course by gender and age

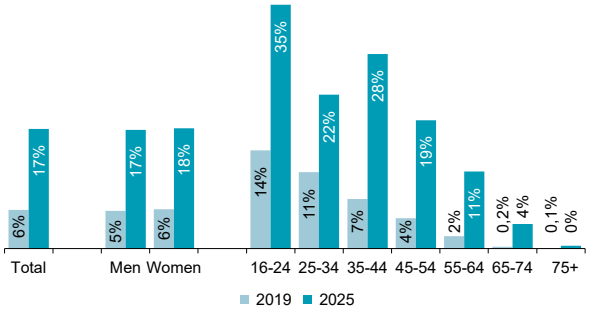
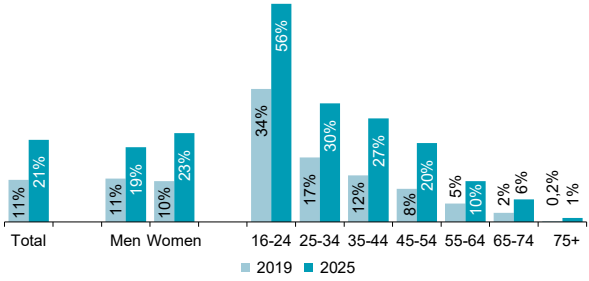


Chart F13 Using online learning materials by gender and age



Source: Czech Statistical Office, ICT use survey in households

Chart F14 Persons aged 16–74 in EU countries doing an online course; 2025

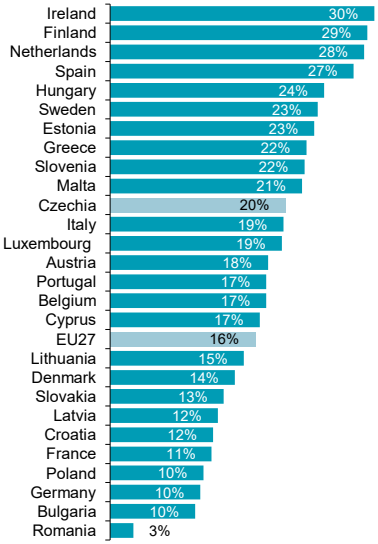
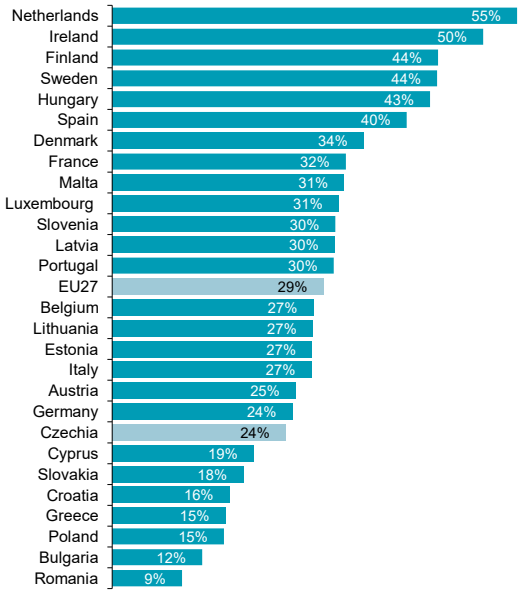


Chart F15 Persons aged 16–74 in EU countries using online learning materials; 2025



Source: Eurostat

F Education and digital technologies

Table F8 Selected digital skills of persons in Czechia; 2025

Percentage

	Copying files	Editing photos	Programming
Total (aged 16+)	**61,3**	**29,2**	**7,4**
Men	62,3	29,0	11,6
Women	60,3	29,3	3,5
Age group (years)			
16–24	91,9	60,2	15,2
25–34	83,8	49,3	11,2
35–44	80,4	39,1	12,7
45–54	72,0	26,1	6,8
55–64	54,4	20,7	4,2
65–74	25,3	7,3	1,3
75+	11,1	3,2	0,1
Education (aged 25–64)			
Low	51,1	18,8	1,4
Medium	80,0	35,4	7,2
High	93,7	50,8	21,7

Chart F16 Installing or changing settings of software; 2025

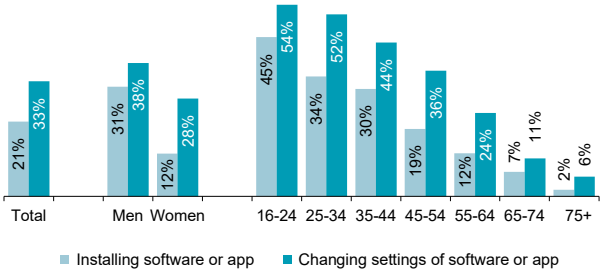
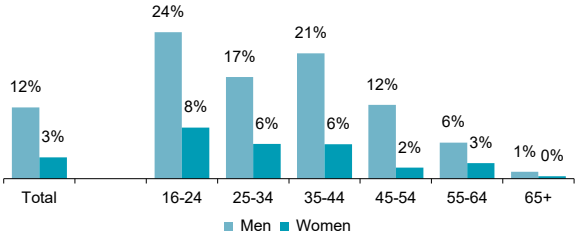


Chart F17 Programming by gender and age; 2025



percentage of all men/women in a given age group

Source: Czech Statistical Office, ICT use survey in households

F Education and digital technologies

Chart F18 Persons aged 16–74 in EU countries who used photo or video editing software; 2025

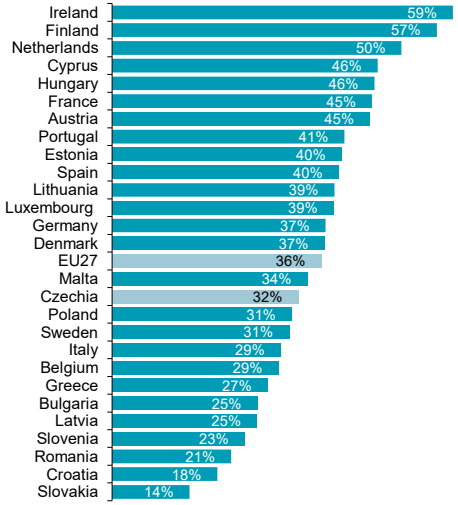
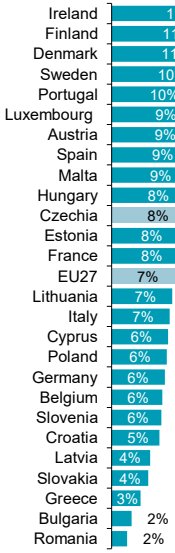


Chart F19 Persons aged 16–74 in EU countries who programmed; 2025



Source: Eurostat

Table F9 Persons in Czechia using office software; 2025

Percentage

	Word processing software	Spreadsheet software	Presentation software
Total (aged 16+)	**52,1**	**38,2**	**19,7**
Men	51,6	38,3	19,6
Women	52,5	38,2	19,8
Age group (years)			
16–24	88,5	74,5	62,0
25–34	68,6	45,9	22,3
35–44	69,8	52,1	26,1
45–54	60,1	45,6	16,0
55–64	43,8	30,2	13,3
65–74	19,3	11,9	2,5
75+	7,8	3,1	0,9
Education (aged 25–64)			
Low	29,1	14,0	2,7
Medium	71,3	52,1	18,8
High	91,7	75,9	44,8

Chart F20 Using word processing software; 2025

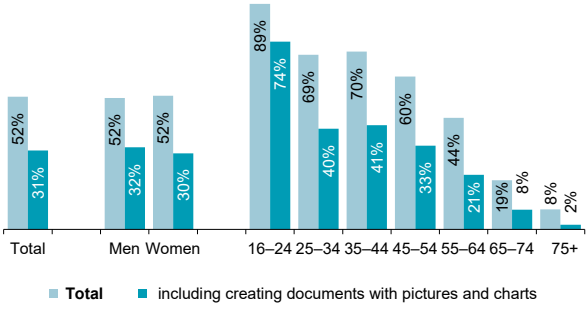
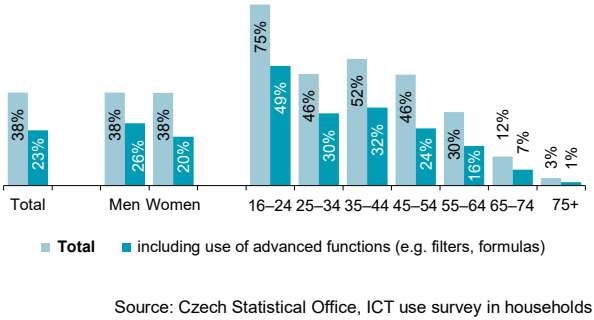


Chart F21 Using spreadsheet software; 2025



Source: Czech Statistical Office, ICT use survey in households

Chart F22 Persons aged 16–74 in EU countries who used word processing software; 2025

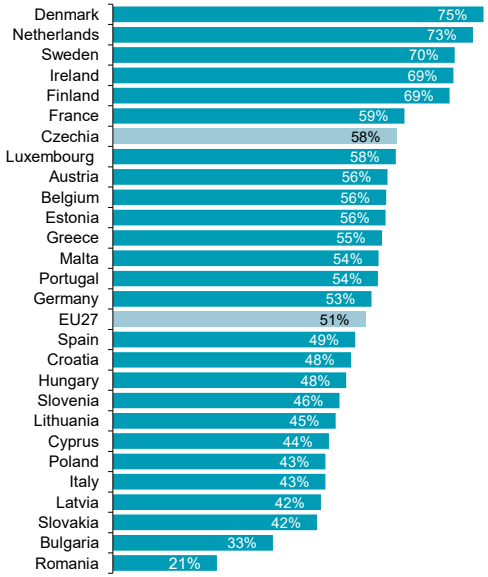
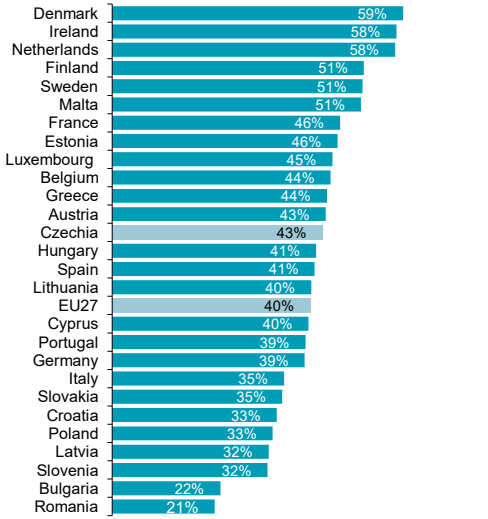


Chart F23 Persons aged 16–74 in EU countries who used spreadsheet software; 2025



Source: Eurostat

F Education and digital technologies

Table F10 Persons in Czechia using artificial intelligence (AI) tools; 2025

Percentage

	Total	Men	Women
Total (aged 16+)	**31,5**	**33,7**	**29,6**
Age group (years)			
16–24	78,5	78,2	78,7
25–34	56,4	61,7	51,0
35–44	40,4	43,3	37,8
45–54	27,0	30,0	24,1
55–64	16,2	18,3	14,3
65–74	5,9	8,2	3,7
75+	1,8	2,4	1,2
Education (aged 25–64)			
Low	13,7	17,3	8,9
Medium	37,3	44,2	32,1
High	60,0	66,5	54,8

Chart F24 Using artificial intelligence (AI) tools for private and work purposes by gender and age; 2025

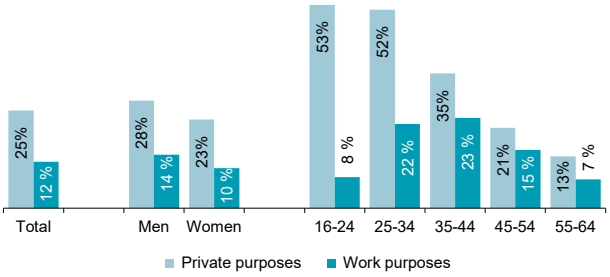
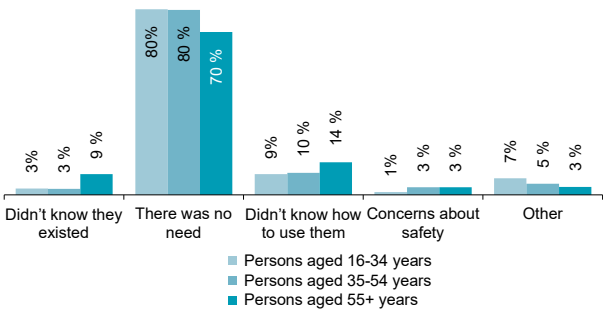


Chart F25 Main reasons for not using artificial intelligence (AI) tools; 2025



percentage of persons a given age group who do not use AI tools

Source: Czech Statistical Office, ICT use survey in households

Chart F26 Persons aged 16–74 in EU countries who used artificial intelligence tools; 2025

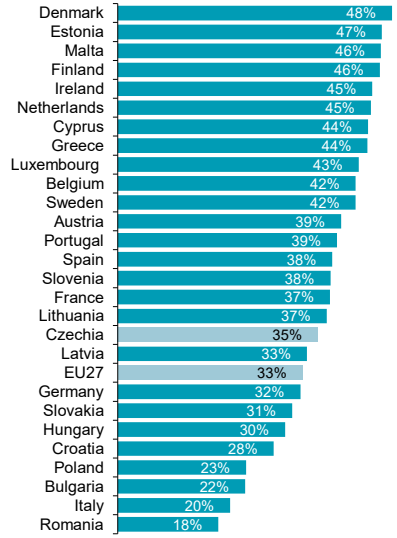
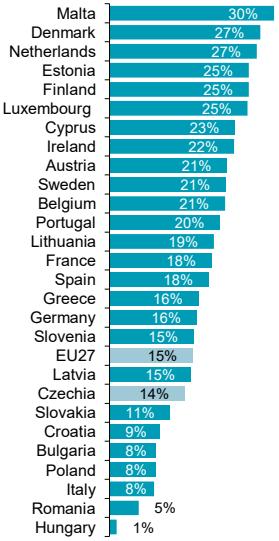


Chart F27 Persons aged 16–74 in EU countries who used artificial intelligence tools for work purposes; 2025



Source: Eurostat

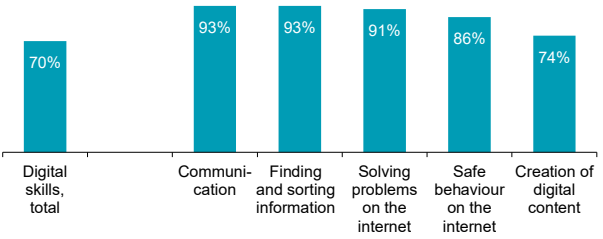
Tabel F11 Level of digital skills of persons in Czechia; 2025

Percentage

	Low	Basic	Advanced
Total (aged 16–74)	**29,5**	**33,1**	**37,3**
Men	30,1	31,3	38,5
Women	29,0	34,8	36,2
Age group (years)			
16–24	8,3	28,0	63,6
25–34	11,9	40,5	47,6
35–44	14,6	35,1	50,3
45–54	24,5	38,2	37,3
55–64	43,2	35,4	21,4
65–74	74,5	18,0	7,5
Education (aged 25–64)			
Low	45,4	41,3	13,3
Medium	14,5	41,3	44,2
High	4,7	25,1	70,2

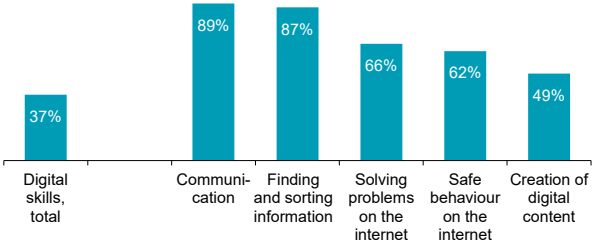
Note: The overall level of digital skills was measured using 5 sub-areas: communication, finding and sorting information, solving problems on the internet, safe behaviour on the internet and creation of digital content.

Chart F28 Persons aged 16–74 with at least basic overall digital skills in given sub-areas; 2025



Note: Includes persons who have reached basic or advanced level in all the areas covered, but not advanced level in all areas.

Chart F29 Persons aged 16–74 with advanced level of digital skills in given sub-areas; 2025



Note: Includes persons who have reached an advanced level in all the areas covered.

Source: Czech Statistical Office, ICT use survey in households

Chart F30 Persons aged 16–74 in EU countries with at least basic overall digital skills; 2025

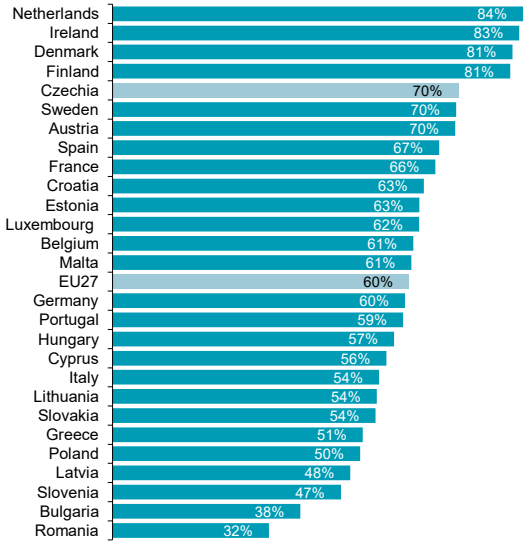
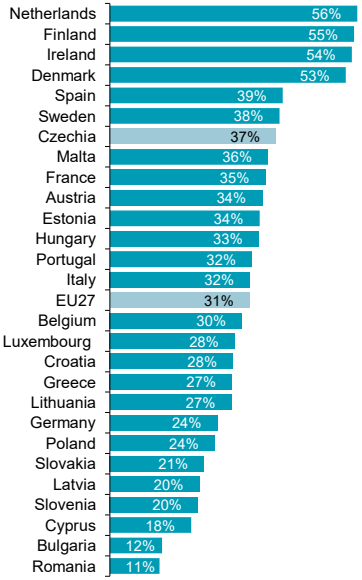


Chart F31 Persons aged 16–74 in EU countries with advanced level of digital skills; 2025



Source: Eurostat

F Education and digital technologies

Chart F32 Persons aged 16–74 in EU countries with advanced level of digital skills in the area of digital content creation; 2025

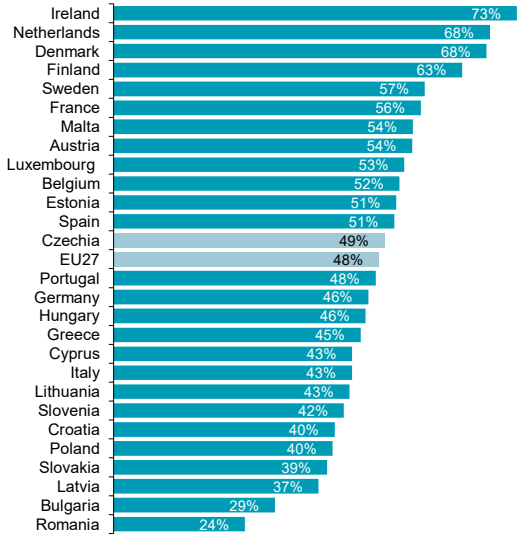
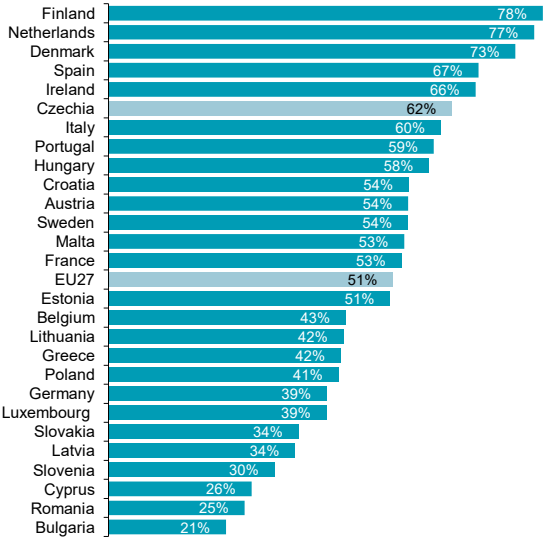


Chart F33 Persons aged 16–74 in EU countries with advanced level of digital skills in the area of safe behaviour on the internet; 2025



Source: Eurostat

G Healthcare and digital technologies

Data on eHealth services are processed from the comprehensive annual survey on information on health care services providers E (MZ) 1-01 performed by the **Institute of Health Information and Statistics of the Czech Republic** (IHIS CR). This survey includes questions on the ICT equipment of practices of **independent physicians**, data on **online services** offered via websites of independent physicians and **keeping health records (documentation) in the electronic form.**

The survey also includes detailed questions on available functionalities and used records of **electronic information healthcare systems** deployed in offices of independent physicians.

Reference period: the data are as at 31 November of the reference year for ICT equipment of practices and 3 months prior to the survey for seeking health-related information by individuals.

Available breakdowns: data on the ICT use by independent physicians are available by the type of practice – general practitioner for adults, general practitioner for children, dentist, gynecologist, and specialist.

The independent annual statistical survey called **Sample Survey on the ICT Use in Households and by Individuals** (for details see Chapter C) has been a valuable source of information on how many individuals used the internet for seeking health-related information in the last 3 months. The survey results are internationally comparable as a percentage of all individuals aged 16 to 74 years. For the purposes of this publication, the highest educational attainment is divided into **low**, which includes lower secondary education and upper secondary education without A–level exam, **medium**, which includes upper secondary education with A–level exam and higher vocational education, and **high**, which includes tertiary (i.e. university) education.

International data and comparisons of certain indicators are taken from the **Eurostat database** for digital economy and society, data of which are updated every year in December. Detailed information can be found at: https://ec.europa.eu/eurostat/web/digital-economy-and-society/database/comprehensive-database

Definitions (sorted alphabetically)

- **Fitness band / smartwatch** – connected to a mobile phone via Bluetooth. Tracks steps, distance, calories burned; measures heart rate and sleep quality. Users can display selected data from the paired phone, e.g., weather forecast.
- A **specialist physician** means a doctor in a specific field of medicine (dermatologist, urologist, etc.). This category excludes gynecologists and dentists.
- **Health insurance benefits** – clients can create an online profile on their health insurer's website/app to see which benefits they are entitled to and apply for them directly.
- **Independent physicians' offices** include all independent practices that are not part of another medical facility, e.g. hospital.
- **Laboratory tests ordering** is made from a computer in a physician's office. The results are received in the form of secure protocol.
- **Lists of patients by diagnosis, laboratory results or for an appointment** for examinations mean a list of electronic records of all patients of the health establishment by a given criterion entered.
- **Online appointments to the physician** mean that the patients can make appointments for examination and/or medical intervention using an online editable form, which is transmitted directly from the physician's office. **These do not include making appointments simply by e-mail.**
- **Online consultancy means** the option to send health related queries via a website of the physician's office.
- **Online prescribing** allows a physician to use digital prescription software to electronically transmit a prescription to the patient. Patient receives an electronic identification code, which he then presents to the pharmacist.

- **Online prescription order** mean that the patients fill out an online form and receive their electronic prescription via e-mail or SMS.
- **Seeking health-related information** includes searching for information about diseases, mental problems, injuries, nutrition, improving health, etc.
- **The drug interaction alerts** mean that the system issues a notice to the physician if the patient has been prescribed medicines, which have mutual effects.

For more information see: https://csu.gov.cz/ict-in-healthcare-sector

G Healthcare and digital technologies

Table G1 Physicians' offices in Czechia with computer, internet access and website; 2024

Percentage

	Computer	Internet	Website
Total	**96,7**	**95,7**	**55,3**
General practitioners (GP) for adults	98,8	97,5	63,3
General practitioners (GP) for children	98,8	98,2	74,8
Dentists	98,1	97,2	39,4
Gynaecologists	97,7	96,7	71,7
Specialists	94,1	93,0	54,2

Chart G1 Physicians' offices with internet access and website

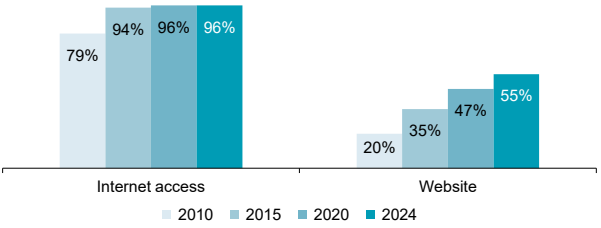


Chart G2 Physicians' offices with internet access

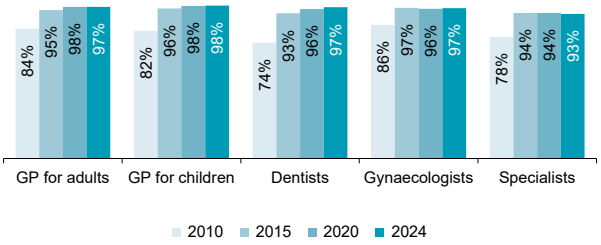
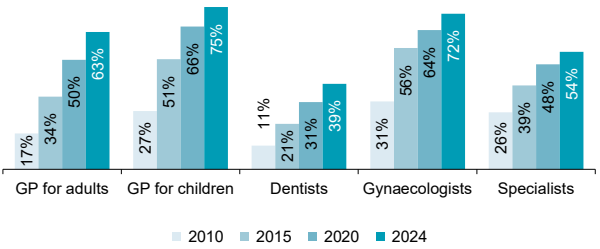


Chart G3 Physicians' offices with a website



Source: Institute of Health Information and Statistics

G Healthcare and digital technologies

Table G2 E-health functions used by physicians' offices in Czechia; 2024

Percentage

	Medical prescription	Drug interaction alerts	Laboratory tests ordering
Total	**76,6**	**38,7**	**43,4**
GP for adults	86,7	60,4	76,4
GP for children	83,5	49,2	71,0
Dentists	72,8	18,9	6,4
Gynaecologists	84,7	44,3	71,0
Specialists	70,5	36,1	38,2

Chart G4 Drug interaction alert function used in physicians' offices information systems

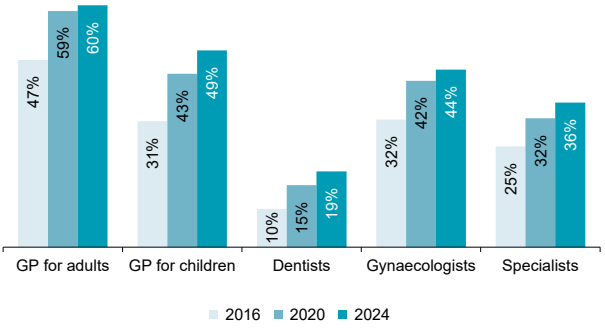
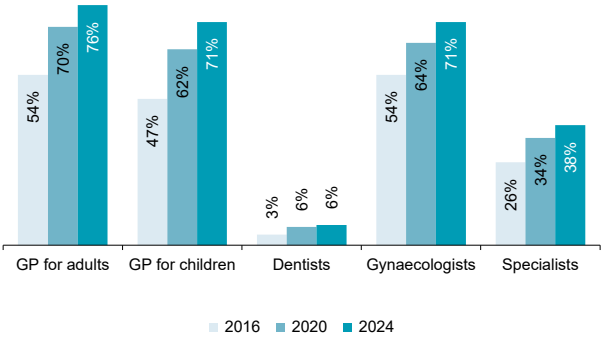


Chart G5 Laboratory tests orderings function used in physicians' offices information systems



Source: Institute of Health Information and Statistics

Tab. G3 Function of generating patient extracts used in physicians' offices information systems in Czechia; 2024

Percentage

	Patients for appointment	Patients by diagnosis	Patients by laboratory results
Total	**49,9**	**57,0**	**31,4**
GP for adults	68,6	72,9	50,6
GP for children	66,6	64,9	44,0
Dentists	38,1	32,0	9,4
Gynaecologists	67,6	73,4	47,7
Specialists	40,2	60,0	29,5

Chart G6 Patient extract generation by diagnosis used in physicians' offices information systems

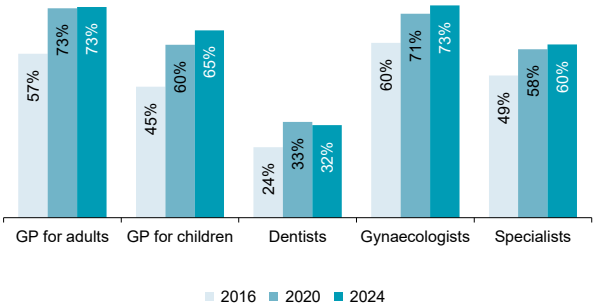
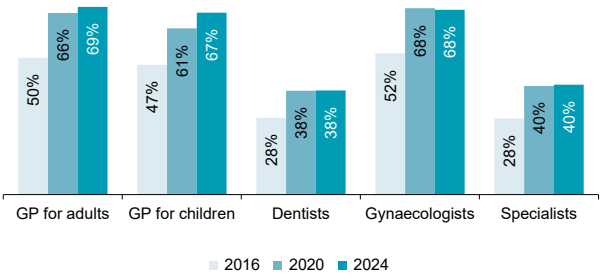


Chart G7 Patient extract generation by appointment used in physicians' offices information systems



Source: Institute of Health Information and Statistics

G Healthcare and digital technologies

Table G4 Services available on websites of physicians' offices in Czechia; 2024

Percentage

	Online appointment	Online consultation	Online prescription
Total	**26,8**	**19,4**	**37,5**
GP for adults	40,7	28,4	58,0
GP for children	39,9	38,3	59,1
Dentists	10,3	5,2	11,8
Gynaecologists	41,5	35,9	59,2
Specialists	24,3	16,8	34,4

Chart G8 Physicians' offices having a website application for making online appointment

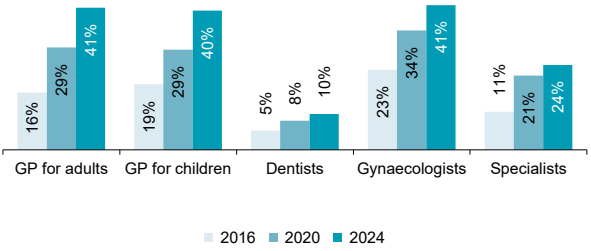
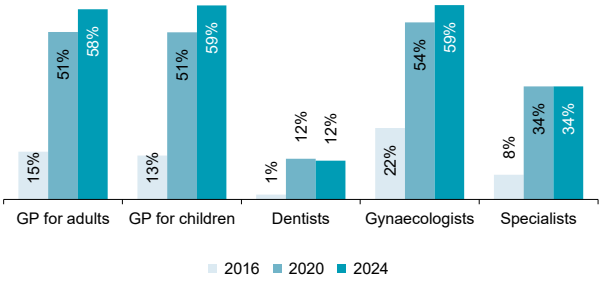


Chart G9 Physicians' offices having a website application for online prescriptions



Source: Institute of Health Information and Statistics

G Healthcare and digital technologies

Table G5 Persons in Czechia using health related applications on websites of health institutions; 2024

Percentage

	For health insurance benefits	For consultation with a physician	For prescription requests
Total (aged 16+)	**19,4**	**8,2**	**4,9**
Men	13,6	6,4	3,7
Women	24,7	9,8	6,0
Age group (years)			
16–24	19,6	5,7	4,4
25–34	29,3	12,5	5,8
35–44	26,0	14,7	7,3
45–54	24,5	9,3	6,1
55–64	18,7	4,8	5,3
65–74	8,2	4,9	2,7
75+	3,5	2,1	0,9
Education (aged 25–64)			
Low	13,3	6,0	3,6
Medium	28,6	12,7	7,7
High	37,2	14,0	8,2

Chart G10 Requesting health insurance benefits via online application by gender and age

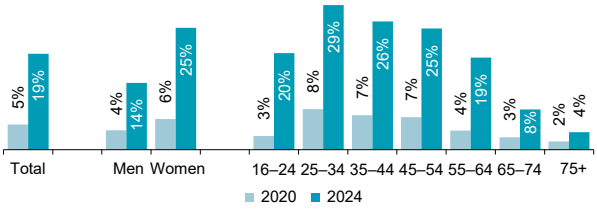
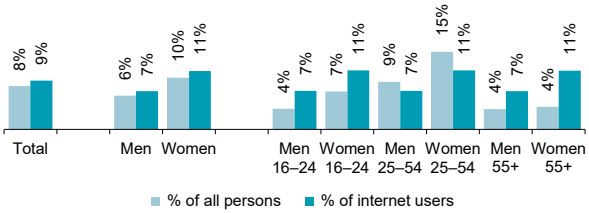


Chart G11 Using an online application for consultation with a physician by gender and age; 2024



Source: Czech Statistical Office, ICT use survey in households

G Healthcare and digital technologies

Table G6 Persons in Czechia using the internet for seeking health-related information

Percentage

	2015	2020	2025
Total (aged 16+)	**37,3**	**57,8**	**53,8**
Men	26,4	49,2	40,9
Women	47,9	66,0	65,7
Age group (years)			
16–24	23,3	45,2	44,7
25–34	46,2	69,9	58,3
35–44	48,3	74,7	62,8
45–54	47,5	71,0	62,5
55–64	41,0	59,2	63,1
65–74	24,4	41,1	45,8
75+	8,2	15,8	27,0
Education (aged 25–64)			
Low	32,5	57,4	51,7
Medium	54,8	74,0	65,2
High	59,2	82,2	71,8

Chart G12 Persons aged 16+ using the internet for seeking health information by gender

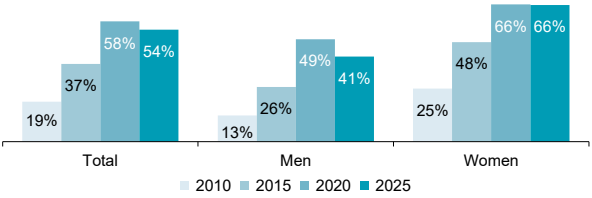
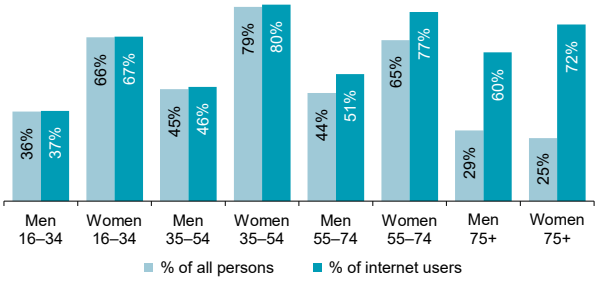


Chart G13 Use of the internet for seeking health information by gender and age; 2025



Source: Czech Statistical Office, ICT use survey in households

Chart G14 Men aged 16–74 in EU countries using the internet for seeking health information; 2025

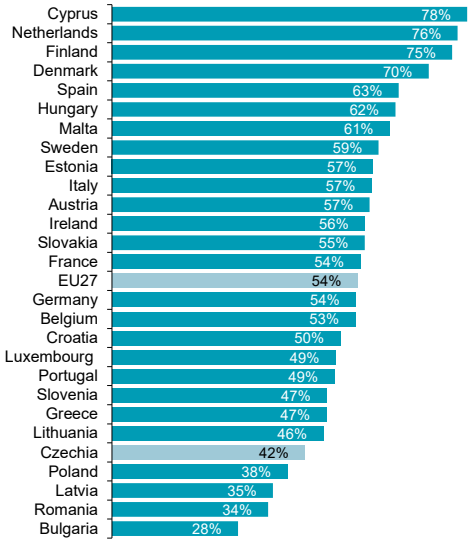
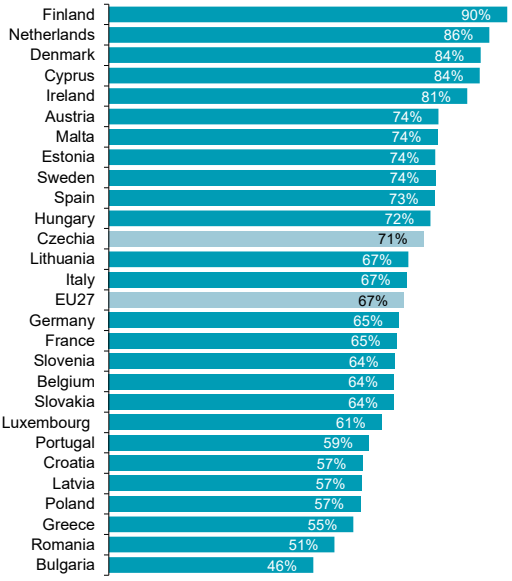


Chart G15 Women aged 16–74 in EU countries using the internet for seeking health information; 2025



Source: Eurostat

G Healthcare and digital technologies

Table G7 Persons in Czechia using the internet for seeking physical and mental health-related information; 2025

Percentage

	Physical health	Mental health
Total (aged 16+)	**52,8**	**19,2**
Age group (years)		
16–24	42,2	20,1
25–34	57,6	22,6
35–44	61,9	23,9
45–54	61,6	21,8
55–64	62,7	21,1
65–74	45,1	14,3
75+	26,3	6,3
Education (aged 25–64)		
Low	51,4	15,2
Medium	64,3	24,5
High	70,6	29,8

Chart G16 Seeking physical health-related information on the internet by gender and age; 2025

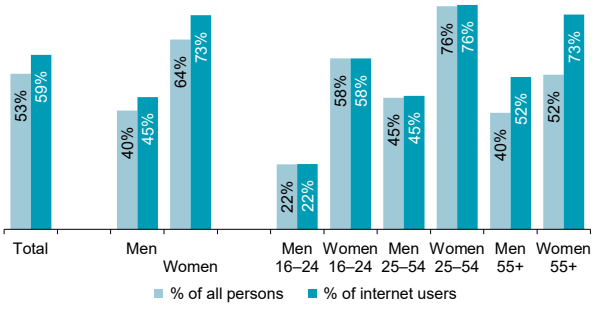
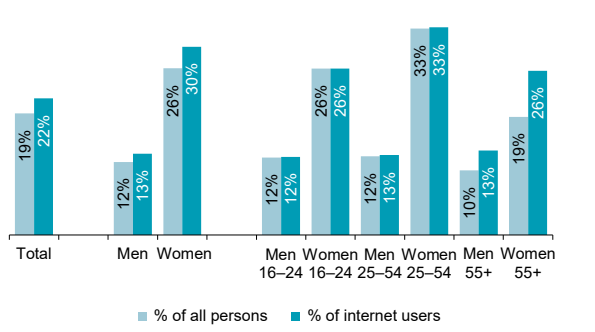


Chart G17 Seeking mental health-related information on the internet by gender and age; 2025



Source: Czech Statistical Office, ICT use survey in households

Chart G18 Men aged 16–74 in EU countries using the internet for seeking mental health information; 2025

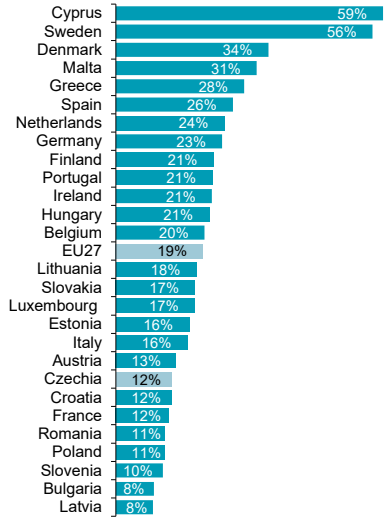
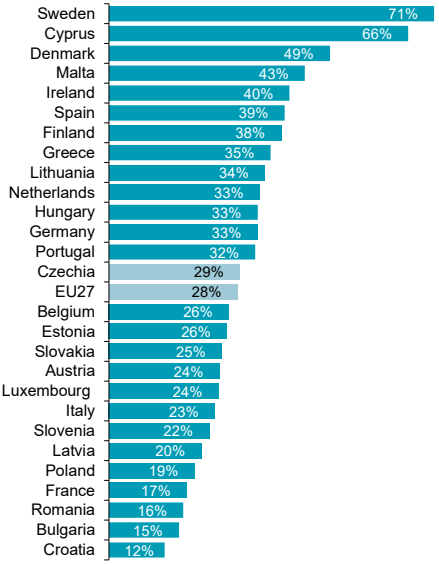


Chart G19 Women aged 16–74 in EU countries using the internet for seeking mental health information; 2025



Source: Eurostat

G Healthcare and digital technologies

Table G8 Persons in Czechia using the internet for making an appointment with the physician; 2025

Percentage

	Total	Men	Women
Total (aged 16+)	**26,5**	**20,9**	**31,7**
Age group (years)			
16–24	19,8	13,8	24,5
25–34	35,8	26,5	45,2
35–44	38,7	31,7	45,0
45–54	32,1	21,9	41,7
55–64	25,9	20,7	30,9
65–74	16,0	16,0	15,9
75+	8,3	8,4	8,2
Education (aged 25–64)			
Low	19,8	15,6	25,2
Medium	36,6	28,1	43,1
High	48,0	38,9	55,3

Chart G20 Persons aged 16+ making an appointment with the physician via the contact form on the website or app

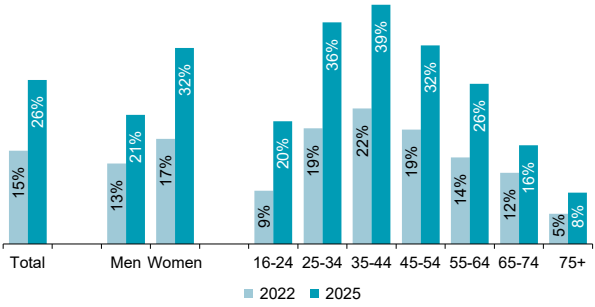
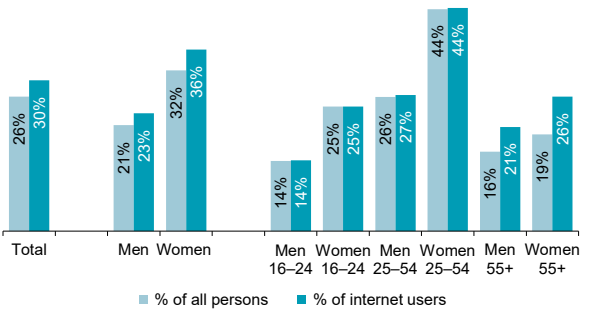


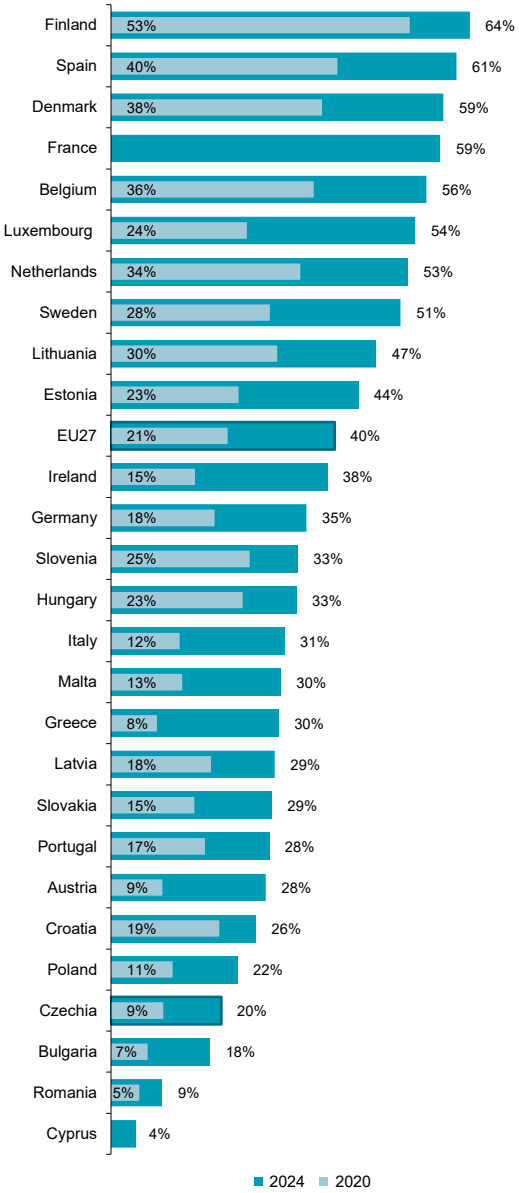
Chart G21 Making appointment with the physician via the contact form on the website or app by gender and age; 2025



Source: Czech Statistical Office, ICT use survey in households

G Healthcare and digital technologies

Chart G22 Persons aged 16–74 in EU countries making appointment with the physician via the contact form on the website or app



Source: Eurostat

G Healthcare and digital technologies

Table G9 Persons in Czechia using smart devices related to health and paid health or fitness apps; 2024

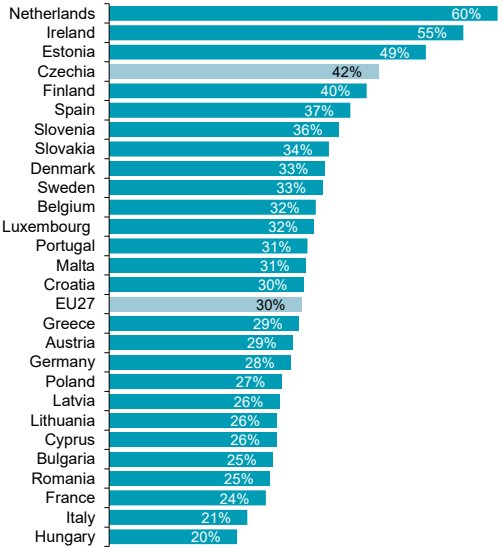
Percentage

	Smart watches or fitness bands	Smart health devices	Paid health or fitness apps
Total (aged 16+)	**37,5**	**5,8**	**3,7**
Men	34,3	5,2	3,9
Women	40,4	6,4	3,6
Age group (years)			
16–24	58,0	8,9	6,9
25–34	62,1	9,1	8,1
35–44	52,3	8,7	4,8
45–54	43,1	6,0	3,6
55–64	26,7	5,4	1,8
65–74	10,5	1,2	0,5
75+	2,4	0,5	0,2
Education (aged 25–64)			
Low	33,0	2,9	1,3
Medium	52,1	8,3	5,4
High	56,8	12,3	8,1

Note: Smart health devices include e.g. a personal weigh scale or a blood pressure monitor connected via internet or bluetooth

Source: Czech Statistical Office, ICT use survey in households

Chart G23 Persons aged 16–74 in EU countries using smart watches of fitness bands; 2024



Source: Eurostat

Chart G24 Persons aged 16–74 in EU countries using smart health devices; 2024

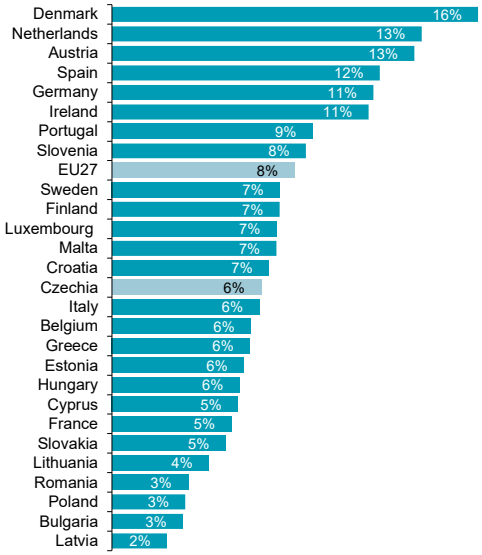
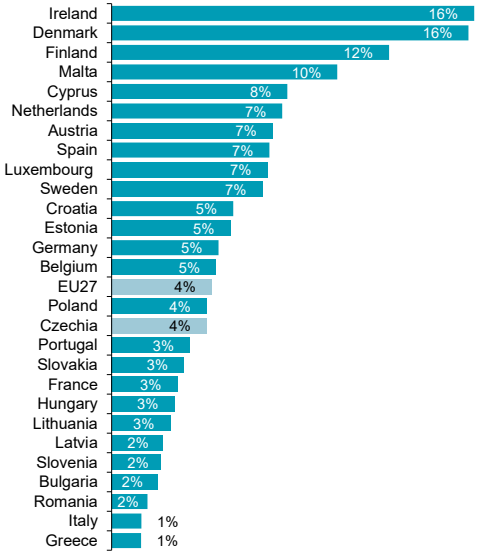


Chart G25 Persons aged 16–74 in EU countries downloading paid health or fitness apps; 2024



Source: Eurostat

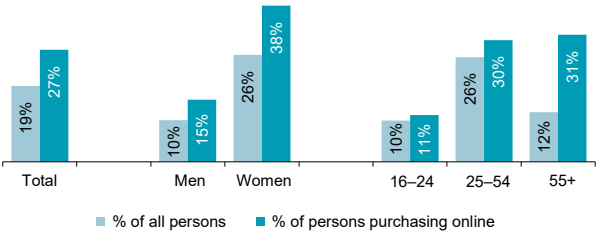
G Healthcare and digital technologies

Table G10 Persons in Czechia purchasing medicine or dietary supplements on the internet; 2024

Percentage

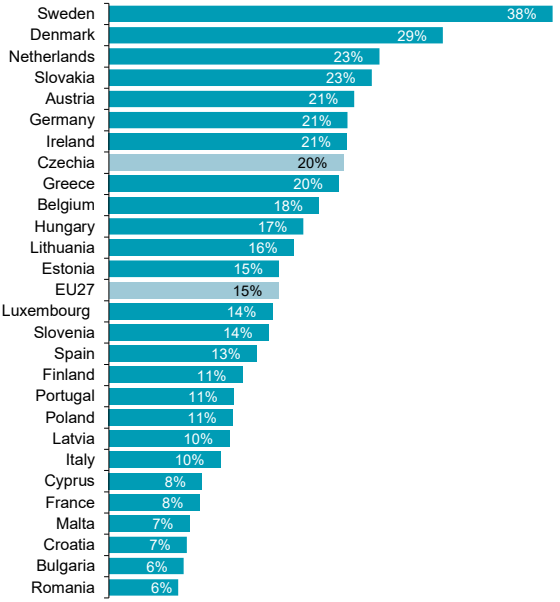
	Total	Men	Women
Total (aged 16+)	**18,6**	**10,2**	**26,1**
16–24 years old	10,1	7,4	12,5
25–54 years old	25,6	12,9	36,9
55 years and more	12,1	7,6	16,2

Chart G26 Persons aged 16+ purchasing medicine or dietary supplements on the internet; 2024



Source: Czech Statistical Office, ICT use survey in households

Chart G27 Persons aged 16–74 in EU countries purchasing medicine or dietary supplements online; 2024



Source: Eurostat

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