

E.1 Administrative data about selected e-Government services

The Czech Statistical Office (the CZSO) gathers administrative data on e-Government services from three different sources:

- i) The **Ministry of the Interior of the Czech Republic** for a) data about the use of a platform for assisted access to the public administration system called **Czech POINT** including its *CzechPOINT@office* and *CzechPOINT@home* web applications (interfaces) and b) data about the use of '**Data Boxes**' that are special electronic storage sites intending for delivery of official documents and for communication with public authority bodies in the Czech Republic;
- ii) The **General Financial Directorate of the Financial Administration** in the Czech Republic for data on **tax forms** filled in electronically by using the client-oriented web application called **EPO application**;
- iii) The **Czech Social Security Administration (CSSA)** for data on forms filled in via the **e-Submission application** of the CSSA.

Definitions:

- **Czech POINT** is an acronym for *Czech Filing and Verification Information National Terminal* that is a network of assisted public administration centres where every citizen can obtain all the information on the data kept on him or her by the state in its central registers at a single point.
- **CzechPOINT@office** is a non-public interface (application) of the Czech POINT system designated for civil servants of public administration who must access the registers by law or convert documents by virtue of office. It contains agendas performed by offices, authorities and bodies of public power in order to carry out their scope of authority.
- **CzechPOINT@home** is an interface (web application) of the Czech POINT system dedicated to citizens and enabling data box holders a remote access (from a computer or mobile phone) to selected copies of documents.

E.2 Survey data about the use of the Internet in relation with the government authorities and selected public institutions

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 more details on the survey see **Chapter C**.

The survey collects data on the Internet use by **individuals** while dealing with public administration for activities as follows: searching information on public administration websites; downloading, filling in, and submitting forms. The **reference period** for data on individuals is the last **12 months** prior to the survey interview.

- A **downloadable form** shall mean a form to be downloaded, on a website, most often in doc and/or pdf formats, which citizens or businesses can download from an authority website, can fill in by hand or in computer, put their handwritten signature on, and deliver to the authority and/or office.
- **Public institutions** shall mean educational institutions, health care establishments, and libraries.
- **On-line filling and submitting forms** shall mean citizens fill in a form right on the web page while if the citizen has filled in the form in a correct way is computer checked. Subsequently, the forms filled in this way are electronically submitted right from the webpage.

The data may be **internationally compared** solely in the case of the data on individuals using the Internet for communication with the public administration. Data for this comparison originate from the **Eurostat** database, which was updated at the end of 2018.

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Tab. E1 Czech POINT - number of public contact points

	2008	2013	2018
Total	3 034	7 297	7 461
at the municipal authority offices	1 791	5 879	5 939
at post offices	856	978	981
at notary offices	298	337	438
at other places	89	103	103

Note: Czech POINT is an acronym in Czech for Czech Filing and Verification Information National Terminal; it is a network of assisted public administration centres where every citizen can obtain all information on the data kept on him or her by the state in its central registers.

Tab. E2 Outputs issued 'at the desk' of the Czech POINT

	Thousand		
	2016	2017	2018
Total	2 208	2 124	2 025
Verified copies of extracts, total	1 625	1 522	1 352
from criminal records	921	902	816
from the Land Register	331	291	251
from the Commercial Register	211	180	146
from the Driver Register	95	87	84
from the Trade Licensing Register	60	53	47
other verified extracts	8	9	9
Authorized conversion of documents, total	444	473	531
from an electronic form to a paper form	284	275	258
from a paper form to an electronic form	160	198	273
Other outputs (issued documents), total	139	130	142
Requests for a Data Box registration	57	43	45

Figure E1 Verified copies of extracts issued 'at the desk' of the Czech POINT, by selected service (thousand)

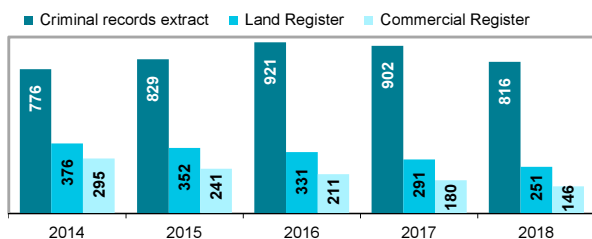
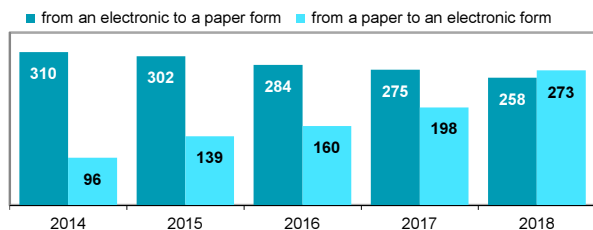


Figure E2 Authorized conversions of documents issued 'at the desk' of the Czech POINT (thousand)



Source: CZSO calculations based on data from www.czechpoint.cz, 2019

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Tab. E3 Documents issued from CzechPOINT@office interface

	Thousand		
	2016	2017	2018
Total	7 222	6 414	6 245
Verified copies/extracts <i>ex officio</i>, total	1 085	1 139	1 169
from the Register of Vital Records (e.g. certificates of birth, marriage, or death)	426	434	438
from the Register of residents/citizens (e.g. certificates of permanent residence)	456	449	440
Others	204	256	291
Verified extracts from basic registers, total	261	249	282
from the Administrative Business Register	15	16	15
Authorized conversions of documents, total	5 876	5 026	4 795
from an electronic form to a paper form	740	624	622
from a paper form to an electronic form	5 136	4 402	4 173

Note: CzechPOINT@office is a non-public interface of Czech POINT for public authorities used by civil servants who must access the registers by law or convert documents by virtue of office.

Figure E3 Verified copies of extracts issued from the CzechPOINT@office interface, by service (thousand)

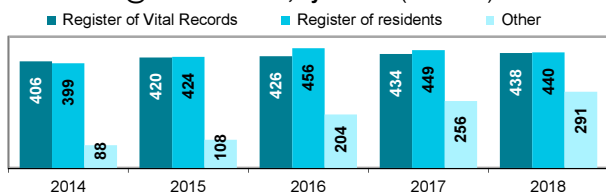
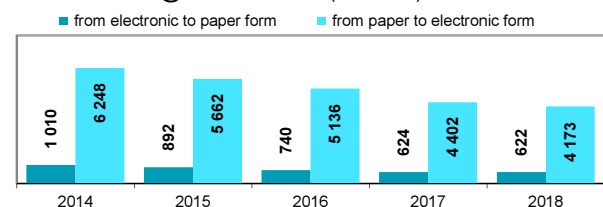


Figure E4 Authorized conversions of documents issued from the CzechPOINT@office interface (thousand)



Tab. E4 Verified copies of extracts issued from the CzechPOINT@home interface

	2016	2017	2018
Total	10 432	14 141	19 909
from the Driver Register	5 062	5 448	8 912
from criminal records	2 202	4 634	6 683
from the Trade Register	1 006	1 160	1 141
from the Insolvency Register	236	251	414
Other verified extracts	1 926	2 648	2 759

Note: CzechPOINT@home is an interface (web application) designated for citizens to obtain all information kept on them by the state in its central registers directly from "home" on their computer without the need to have a certified electronic signature (only for those who are holders of data boxes).

Source: CZSO calculations based on data from www.czechpoint.cz, 2019

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Tab. E5 Newly activated Data Boxes in Czechia

	Thousand		
	2016	2017	2018
Total	90,5	79,9	79,8
Established by law (obligatory data boxes)	30,3	35,5	32,9
Established upon request (voluntary data boxes)	60,2	44,4	46,9
By type of entity (owners of the data boxes)			
Public authority body	0,1	0,6	0,1
Enterprise	29,5	36,4	34,7
Self-employed person	34,7	20,0	17,5
Citizen (non-entrepreneur)	26,2	22,9	27,6

Note: A Data Box is a special electronic storage site intended for a delivery of official documents and for communication with public authority bodies in Czechia. Electronic documents sent via Data Boxes are recognised as equal to signed paper documents by law. Setting up a data box is optional for citizens and private individuals who carry out business activities (entrepreneurs) but it is obligatory for all other legal entities (e.g. enterprises or public authority bodies).

Figure E5 New Data Boxes by their establishment (thousand)

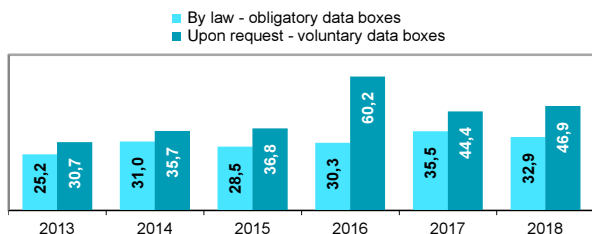
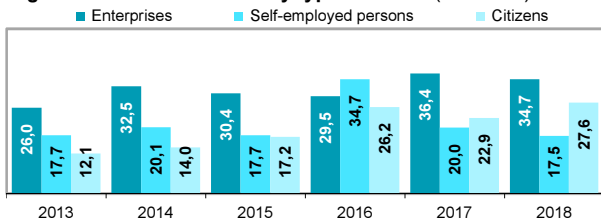
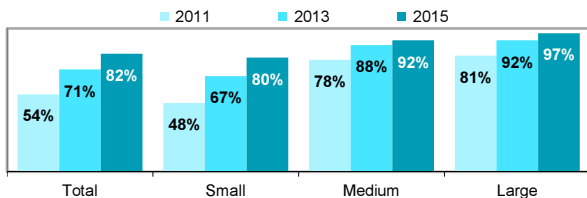


Figure E6 New Data Boxes by type of owner (thousand)



Source: CZSO calculations based on data from the Ministry of the Interior, 2019

Figure E7 Enterprises in Czechia using Data Boxes for submitting official forms to public authorities



as a percentage of all enterprises in a given size group

Source: Czech Statistical Office, Survey on the ICT Use in Enterprises, 2019

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Tab. E6 E-transactions made via Data Boxes in Czechia

	Thousand		
	2016	2017	2018
Total	93 195	102 830	97 325
By type of entity (owners of the data boxes)			
Public authority body	66 248	71 495	67 878
Enterprise	22 722	26 654	24 323
Self-employed person	3 796	4 151	4 494
Citizen (non-entrepreneur)	429	530	630

Figure E8 Electronic transactions made via Data Boxes (million)

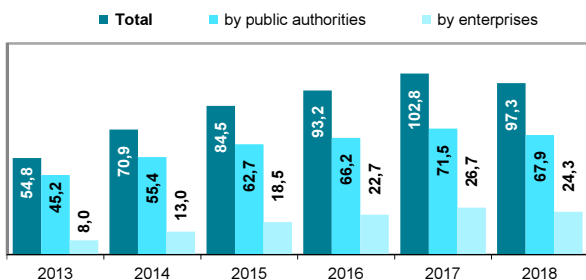


Figure E9 E-transactions made via Data Boxes by type of entity conducting these transactions (million)

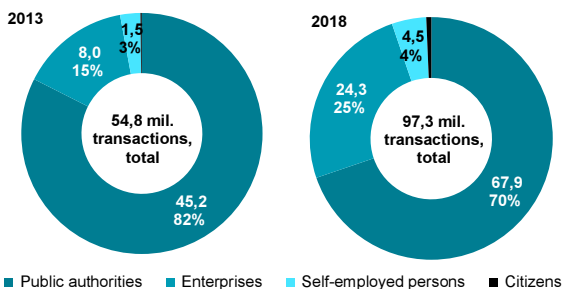
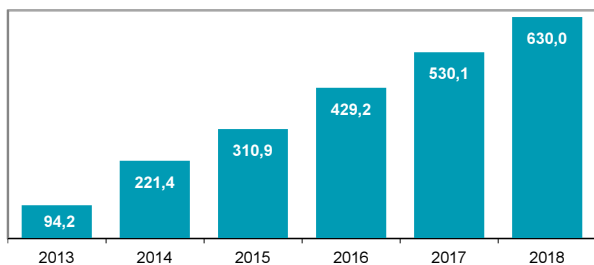


Figure E10 E-transactions via Data Boxes by citizens (thousand)



Source: CZSO calculations based on data from the Ministry of the Interior, 2019

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Tab. E7 Tax returns forms filled in for the Czech Financial Administration (CFA) electronically via the EPO application

	Thousand		
	2016	2017	2018
Value Added Tax declaration	2 156	2 243	2 371
Personal Income Tax declaration	227	262	296
Corporate Income Tax declaration	186	213	220
Road Tax declaration	204	215	220
Real Estate Tax declaration	37	38	38

Note: EPO is a Czech abbreviation used for an electronic filing room (client-oriented web application) of the Czech Financial Administration (CFA) used for e-submissions in tax matters (e-filing of tax declarations). Through the EPO application it is possible to send submissions without a certified electronic signature.

Figure E11 Personal Income Tax forms filled in electronically for the CFA via the EPO application (thous.)

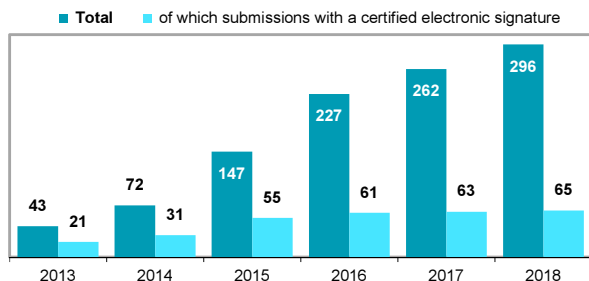
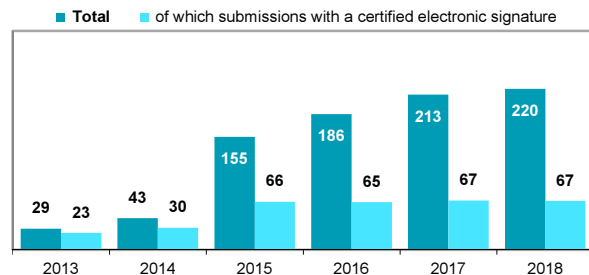


Figure E12 Corporate Income Tax forms filled in electronically for the CFA via the EPO application (thous.)



Tab. E8 Selected tax forms sent electronically to the Czech Financial Administration via Data Boxes

	Thousand		
	2016	2017	2018
Value Added Tax declaration	1 857	1 968	2 125
Personal Income Tax declaration	146	161	186
Corporate Income Tax declaration	249	268	279
Road Tax declaration	159	161	168
Real Estate Tax declaration	20	19	21

Source: Financial Administration of the Czech Republic, 2019

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Tab. E9 Forms filled in via the e-Submission application of the Czech Social Security Administration (CSSA)

	Thousand		
	2015	2016	2017
Record for Pension Insurance	5 149	5 445	5 643
Announcement of the commencement of empl.	2 560	2 676	2 849
Overview of insurance contribution amount	2 041	2 283	2 460
Income & expenses form of the self-employed person	45	74	96

Note: e-Submission is a web application which allows to submit selected forms to the Czech Social Security Administration electronically.

Figure E13 Records for Pension Insurance forms filled in via the e-Submission application of the CSSA

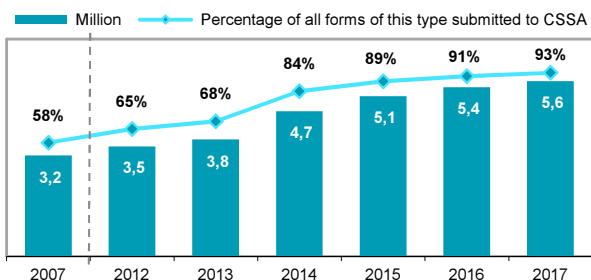


Figure E14 Announcement of the commencement of empl. forms filled in via the e-Submission app. of the CSSA

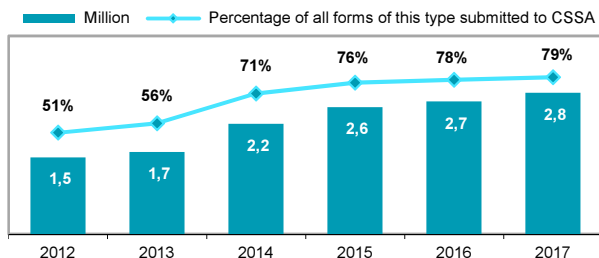
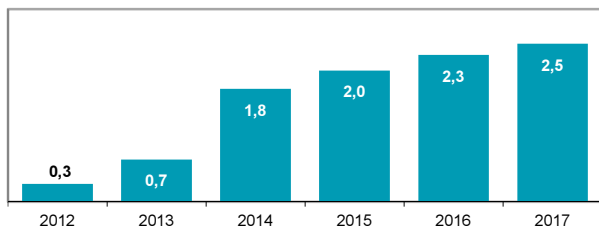


Figure E15 Overviews of insurance contribution amount forms filled in via e-Submission app. of the CSSA (million)



Source: Czech Social Security Administration, 2019

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Tab. E10 Individuals in Czechia who in the last 12 months used the Internet in relation to the government authorities

	Percentage		
	2016	2017	2018
All individuals (aged 16+ years)	34,0	37,2	38,5
All individuals (aged 16-74 years)	36,7	40,1	41,7
Sex			
Men (aged 16+ years)	34,8	38,8	38,3
Women (aged 16+ years)	33,2	35,7	38,7
Age group (years)			
16-24	26,7	28,7	33,9
25-34	45,5	50,9	54,6
35-44	48,2	53,5	51,1
45-54	44,5	46,8	49,1
55-64	29,9	33,5	35,8
65+	11,3	12,5	12,7
Educational attainment (of the aged 25+)			
Primary	6,3	7,0	10,1
Secondary without A-level examination	22,8	26,0	28,2
Secondary with A-level examination	45,1	45,2	45,6
Tertiary	59,5	64,0	62,5
Economic activity status			
Women on maternity leave	46,6	54,1	55,2
Students (aged 16+ years)	24,3	27,1	33,4
Pensioners	11,4	12,9	14,2

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

Figure E16 Individuals who in the last 12 months used the Internet in relation to the government authorities

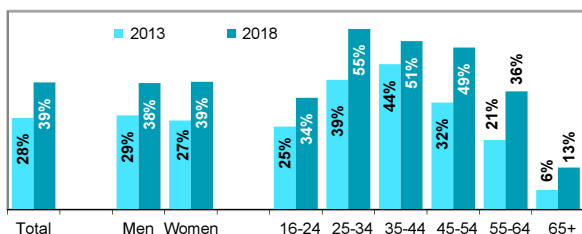
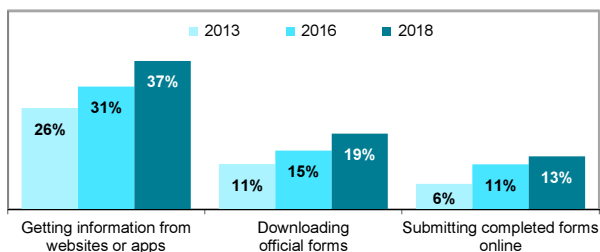


Figure E17 Individuals who in the last 12 months used the Internet for selected activities in relation with the government authorities



as a percentage of all individuals aged 16+ or in a given demographic group

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Tab. E11 Individuals in Czechia who conducted selected activities on websites of public institutions; 2018

	Percentage		
	Getting information	Filling forms	Downloading forms
All individuals aged 16+ years	30,3	17,5	12,2
All individuals aged 16-74	32,8	19,0	13,3
Sex			
Males (aged 16+)	26,1	13,6	10,4
Females (aged 16+)	34,3	21,2	14,0
Age group (years)			
16-24	53,8	33,2	28,9
25-34	40,7	26,7	18,6
35-44	37,9	21,0	14,6
45-54	33,4	17,6	11,5
55-64	22,4	12,1	7,2
65+	9,2	4,7	2,3
Educational attainment (of the aged 25+)			
Primary	6,4	3,7	1,5
Secondary without A-level examin.	17,8	7,0	3,9
Secondary with A-level examination	31,1	19,2	12,1
Tertiary	51,6	32,7	24,7
Economic activity status			
Women on maternity leave	45,7	28,1	16,3
Students (aged 16+)	65,5	41,2	37,5
Pensioners	10,2	4,8	2,2

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

Note: Only public institutions providing educational or health related services (e.g. public libraries, schools, universities or hospitals) are included here.

Figure E18 Individuals obtaining information on websites of public institutions by sex and age; 2018

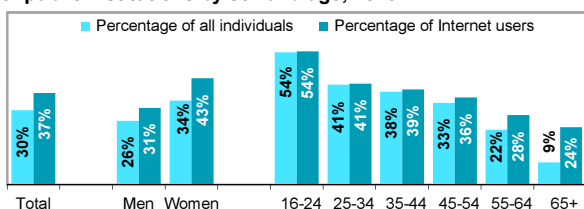
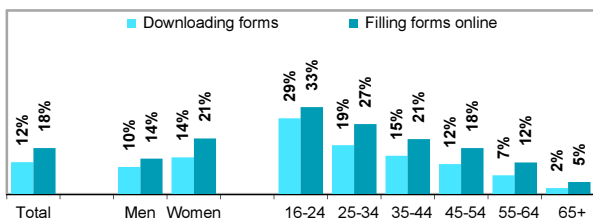


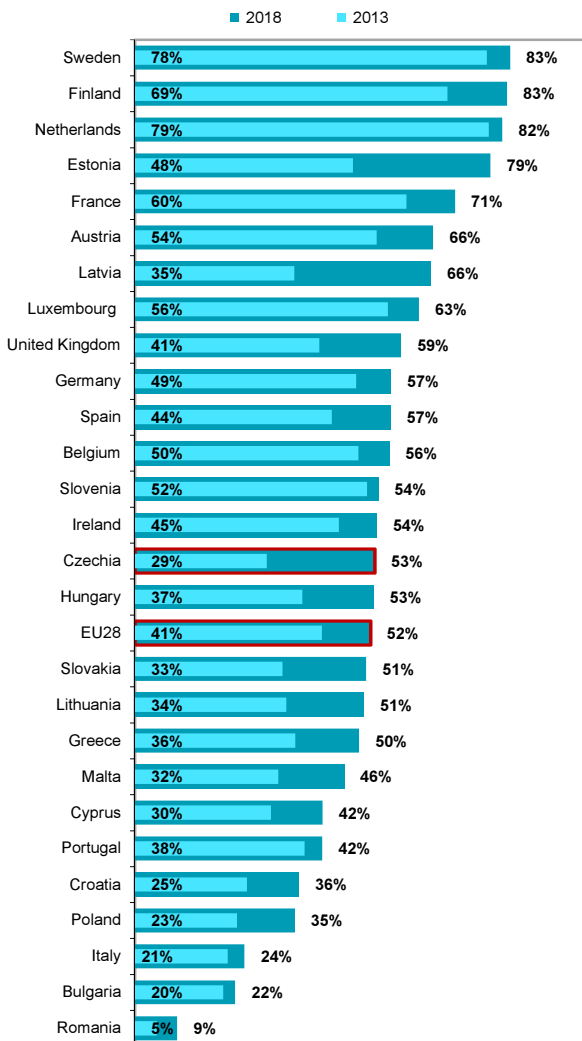
Figure E19 Individuals downloading/filling in forms on websites of public institutions by sex and age; 2018



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

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Figure E20 Individuals in EU countries who in the last 12 months used the Internet in relation to the government authorities and public institutions



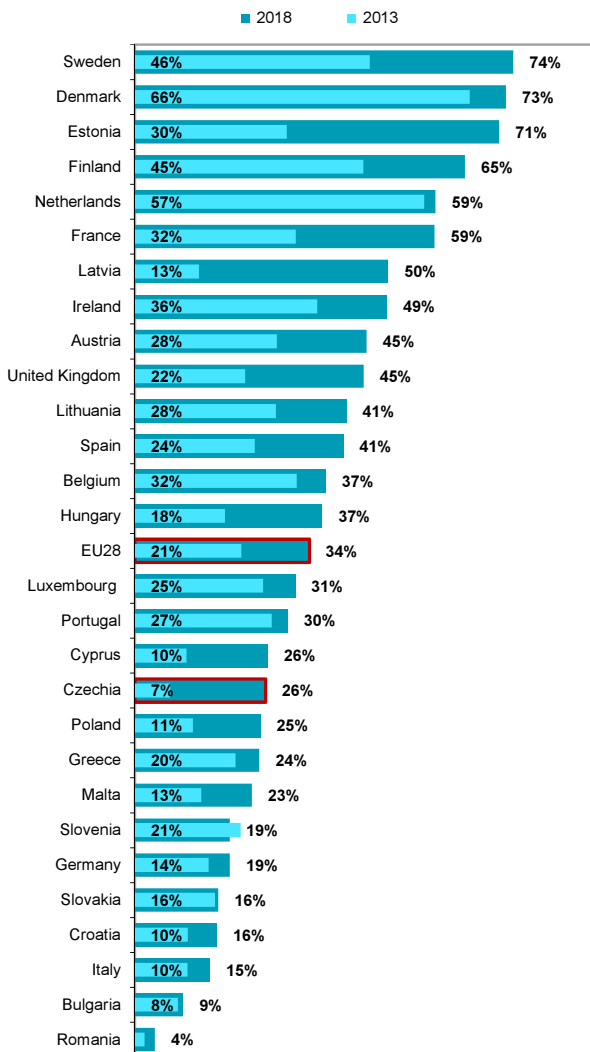
as a percentage of all individuals aged 16 to 74 years in a given country

Note: Citizens using the Internet in relation to the government authorities and public institutions include individuals who used the Internet for private purposes at least once in the last 12 months to contact or interact with government authorities and/or some public educational or health institutions for at least one of the following activities: obtaining information from their websites, downloading official forms and/or filling forms online.

Source: Eurostat, 2019

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Figure E21 Individuals in EU countries who at least once filled in forms on websites of government authorities or public institutions in the last 12 months



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

Note: This includes websites concerning citizen obligations (such as tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities) or public health services (e.g. services of public hospitals).

Source: Eurostat, 2019

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Tab. E12 Main reasons why individuals in Czechia did not submit forms to the government authorities online; 2018

	Percentage		
	Did not use the Internet	Had no need to fill in any form	Other reasons
All individuals (aged 16+ years)	21,5	47,9	30,6
All individuals (aged 16-74 years)	15,0	51,7	33,3
Sex			
Men (aged 16+ years)	19,2	49,9	30,9
Women (aged 16+ years)	23,6	46,0	30,3
Age group (years)			
16-24	0,7	81,9	17,5
25-34	1,3	58,2	40,5
35-44	2,6	55,9	41,5
45-54	7,0	50,6	42,4
55-64	23,5	43,1	33,4
65+	62,5	23,9	13,6
Educational attainment (of the aged 25+)			
Primary	64,3	20,6	15,2
Secondary without A-level examination	28,9	40,1	31,0
Secondary with A-level examination	14,4	52,0	33,5
Tertiary	5,7	51,4	42,9
Economic activity status			
Women on maternity leave	2,5	52,2	45,3
Students (aged 16+ years)	0,0	83,2	16,8
Pensioners	59,4	25,8	14,8

as a percentage of all individuals in a given socio-demographic group who did not submit forms to the government authorities online

Figure E22 Main reasons why individuals did not submit forms to the government authorities online; 2018

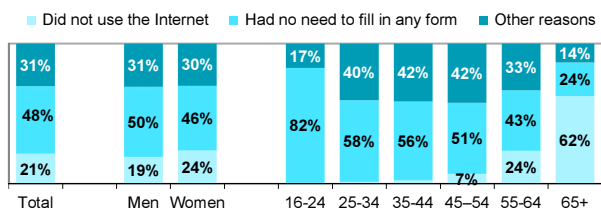
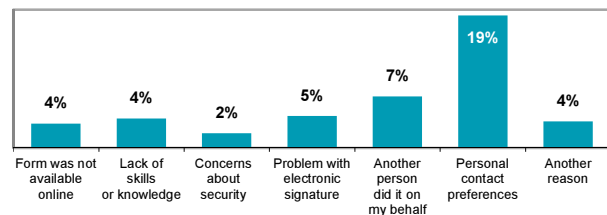


Figure E23 Other reasons for not filling in/submitting forms to the government authorities online; 2018



as a percentage of all individuals who did not submit forms online

Source: Czech Statistical Office, ICT use survey in households, 2019