

# **INFORMATION SOCIETY**

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## **IN FIGURES**

**2015**

**CZECH REPUBLIC AND EU**

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## INTRODUCTION

One year on, the Czech Statistical Office has again issued the publication **Information Society in Figures**, this time titled with the year 2015. The aim of this publication is to provide readers with up-to-date basic statistical information about the development in usage of modern information and communication technologies (ICT) in the main areas of our society.

The brochure consists of the following six chapters:

- A. The **ICT Infrastructure** chapter contains basic data on the available telecommunication and broadband infrastructure. New data on registered national domains is available here.
- B. The **Households** chapter contains information on households' access to selected ICT. New data about number of mobiles phones and computers used by households is also included here.
- C. The **Individuals** chapter includes basic information on ICT uptake by adult population. This basic information is supplemented with data on selected Internet activities with a main focus on online shopping. Information about use of Internet storage space is newly included.
- D. The **Enterprises** chapter provides an overview on ICT use by enterprises with main focus on e-commerce activities. New data about use of paid cloud computing services or social networks is also added.
- E. The **eGovernment** chapter provides information on use of the Internet in interaction with public authorities by individuals and enterprises. New data about Czech Point services and Electronic submissions for the Financial Administration (e-Tax) are introduced.
- F. The **eHealth** chapter gives an overview of independent physicians' offices equipment with information technologies. Data on the selected Internet activities of independent physicians and information on the usage of the Internet by individuals for seeking health-related information and making an appointment with a practitioner via a website are also included.

Data on ICT use and development presented **are further categorized**. Households and individuals are broken down by the main socio-demographic characteristics. Data related to the enterprises are divided according to their size and main economic activity (industry).

In addition to data for the Czech Republic, data for other **member states of the European Union** are also presented.

Data given in this brochure were acquired, in most cases, from the **official surveys or databases** of the Czech Statistical Office. **International comparisons** were compiled by the Czech Statistical Office from using freely available data sources of the Eurostat, the European Commission, the OECD or the ITU.

For further information, please visit **Information society** website at [https://www.czso.cz/csu/czso/information\\_society](https://www.czso.cz/csu/czso/information_society)

For information on the production and the supply of advanced ICTs, including data on investments, trade or qualified human resources in this field see our publication **Information economy in figures**.

If you needed any further information, do not hesitate to contact us directly. Your suggestions help us improve our further releases.

Prague, June 2015

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Czech Statistical Office  
Society Development Statistics Department



This chapter examines trends in the available **telecommunication and internet infrastructure** measured by number of telephone and broadband subscriptions. Data used in this chapter has been collected from the telecommunication and internet service providers (supply side) and should be distinguished from data based on ICT users' surveys (demand side).

**Reference period:** end of the year

**Definitions:**

- **Fixed telephone subscription** refers to a natural person or legal entity connected to the public switched telephone network (PSTN) including usage of IP telephony (VoIP technology). Number of fixed telephone subscriptions is measured as a number of active **fixed telephone lines (PSTN lines)** and **VoIP fixed line subscriptions (VoIP lines)**.
- **Mobile telephone subscription** refers to a natural person or legal entity connected to a public mobile telephone service that provides access to the PSTN using cellular technology and offering voice communication. Number of mobile telephone subscriptions is measured as a number of active **SIM cards**. Both **postpaid** and active **prepaid** SIM cards which have been used during the last three months are included.
- **Broadband subscription** includes both **fixed** (wired or wireless) and **mobile** access to the Internet with nominal speed 256 kbit/s or more, in one or both directions.
- **Fixed (wired) broadband subscription by technology** includes:
  - **xDSL** line which is a technology using digital subscriber line (DSL) and enabling connectivity over ordinary copper telephone lines. It includes all DSL lines such as ADSL or VDSL.
  - **Cable modem (CATV)** which stands for an internet service using a modem attached to a Hybrid Fiber Coaxial wiring originally developed to carry television signals (cable television network). *Like xDSL, broadband cable provides a continuous connection with an ISP.*
  - **Fibre (FTTx)** which means an optical connections of the type of FTTH (Fibre to the Home), when the optical fibre takes the optical connectivity to the dwelling, and FTTB (Fibre to the Building), when the optical fibre takes the optical connectivity to the building only and indoor the connection is distributed by other means.
- **Fixed (wireless) broadband subscription (FWA)** is a terrestrial internet connection by means of a radio system both in licensed frequency bands (e.g. WiMAX) and in frequency bands with no licence required (Wi-Fi). It is characteristic by placing of the end point device on a fixed location. *It is included only if these services are used as the transport mechanism of the Internet service provider (ISP).*
- **Mobile broadband subscription by technology** includes:
  - **Standard 3G** subscription via **SIM cards** (only active use),
  - **Dedicated data** subscription based on 3G (CDMA or UMTS) or 4G (LTE) standards offered separately from voice services, either as an **add-on data package** to voice service via **SIM cards** or a **standalone service** using **data cards or mobile access sticks** such as USB modems, dongles or keys integrated usually into portable PCs or tablets for continuous connection with an ISP.

Statistical information from the **Czech Telecommunication Office** (<http://www.ctu.eu>) has been used as main data source for the Czech Republic. Data for registered domains has been obtained from [www.nic.cz](http://www.nic.cz).

International comparison data has been taken from **ITU online database** and **database of the European commission**. More information can be found at: <http://www.itu.int/ITU-D/ict/> and <http://ec.europa.eu/digital-agenda/en/digital-agenda-scoreboard>.

**For further information on ICT infrastructure see:**

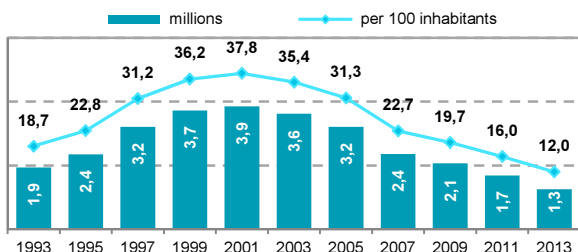
[https://www.czso.cz/csu/czso/telekomunikacni\\_a\\_internetova\\_infrastruktura](https://www.czso.cz/csu/czso/telekomunikacni_a_internetova_infrastruktura)

## A ICT infrastructure

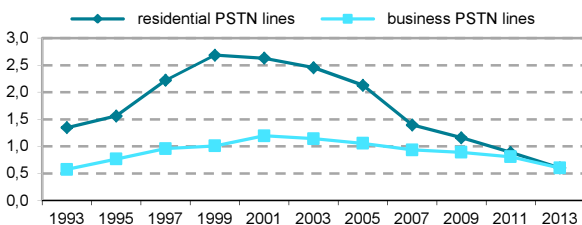
**Tab. A1 Fixed telephone network in the Czech Republic**

	thous./ mil.		
	2011	2012	2013
<b>Fixed telephone subscriptions - PSTN lines (thous.)</b>	<b>1 683</b>	<b>1 515</b>	<b>1 258</b>
Residential	888	765	649
Business	778	735	596
Public payphones	17	15	13
<b>Fixed telephone subscriptions - VoIP lines (thous.)</b>	<b>579</b>	<b>617</b>	<b>738</b>
Residential	319	354	362
Business	260	263	376
<b>Outgoing telephone traffic - PSTN lines (mil. minutes)</b>	<b>2 148</b>	<b>1 890</b>	<b>1 647</b>
Domestic	2 028	1 786	1 553
International	120	104	94
<b>Outgoing telephone traffic - VoIP lines (mil. minutes)</b>	<b>546</b>	<b>527</b>	<b>.</b>

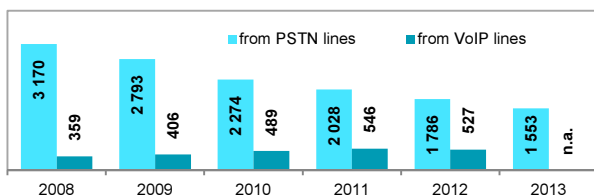
**Figure A1 Fixed telephone subscriptions - PSTN lines**



**Figure A2 Fixed telephone subscriptions (millions)**



**Figure A3 Domestic fixed telephone traffic (mil. minutes)**

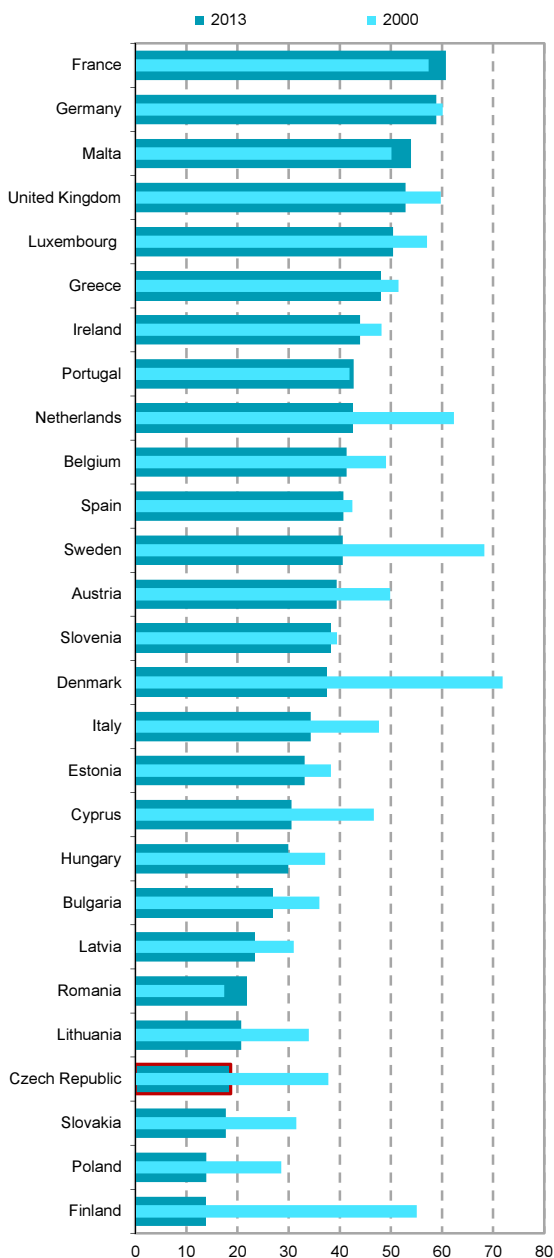


Source: Czech Telecommunication Office



## A ICT infrastructure

**Figure A4 Fixed telephone subscriptions per 100 inhabitants**



Source: International Telecommunication Union

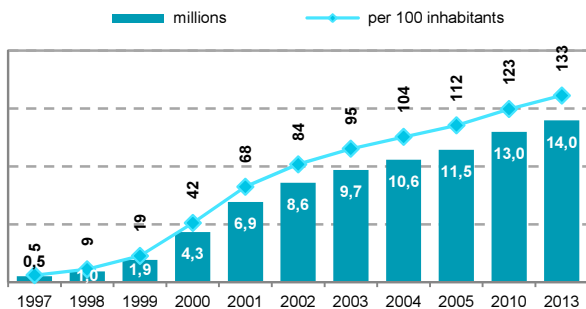
## A ICT infrastructure

**Tab. A2 Mobile telephone network in the Czech Republic**

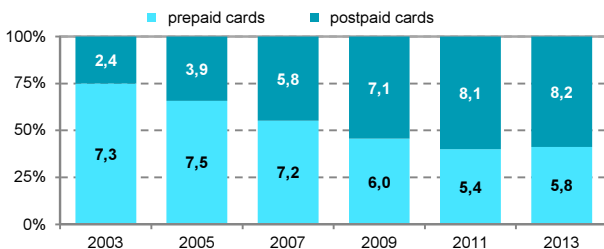
thous./ mil.

	2011	2012	2013
<b>Mobile telephone subscriptions</b> (thous. active SIM cards)	<b>13 521</b>	<b>13 506</b>	<b>13 979</b>
Prepaid cards	5 408	5 358	5 763
Postpaid cards	8 113	8 148	8 216
<b>Outgoing mobile phone traffic (mil. minutes)</b>	<b>15 541</b>	<b>16 169</b>	<b>18 066</b>
Domestic	15 209	15 862	17 704
International	332	307	362

**Figure A5 Mobile telephone subscriptions**

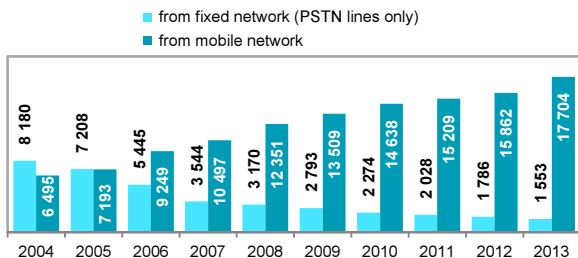


**Figure A6 Postpaid and Prepaid SIM cards (millions, %)**



\*Since the year 2009 only prepaid cards generating any revenue in the last 3 months are included - before it was in the last 13 months.

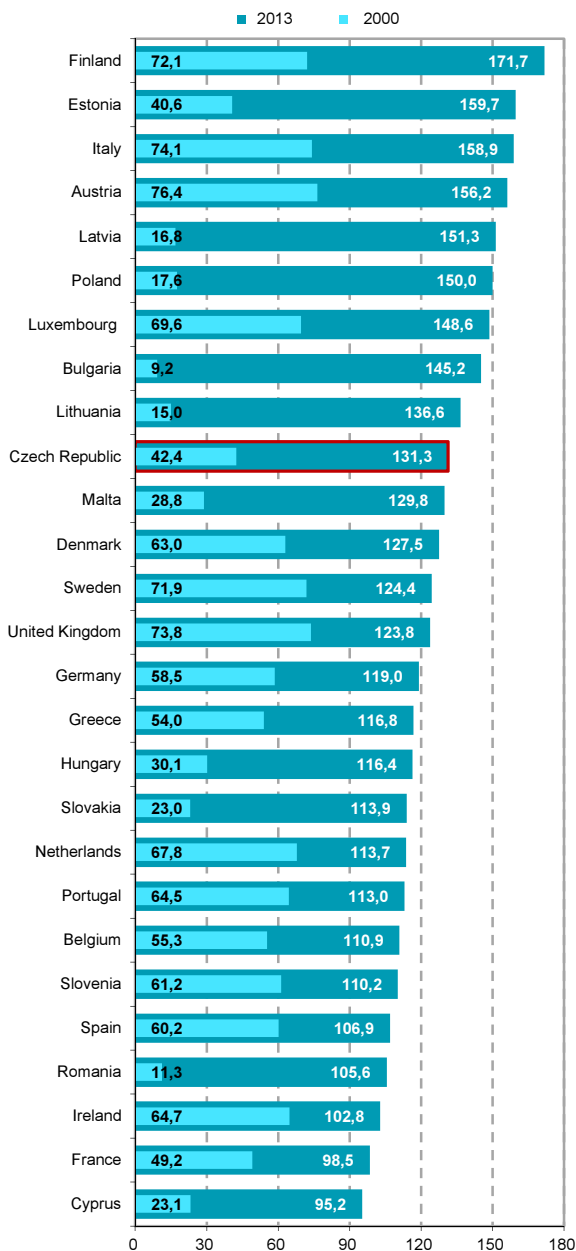
**Figure A7 Domestic outgoing telephone traffic (mil. minutes)**



Source: Czech Telecommunication Office

## A ICT infrastructure

**Figure A8 Mobile phone subscriptions per 100 inhabitants**



Source: International Telecommunication Union

## A ICT infrastructure

Tab. A3 Top-level domains in th Czech Republic

	thous.		
	2011	2012	2013
<b>Total number of registered domains .cz</b>	<b>881</b>	<b>1 010</b>	<b>1 100</b>
of which with a security extension (DNSSEC)	300	381	408
<b>by IP protocol</b>			
IPv4 domains	786	843	870
IPv4+IPv6; IPv6 domains	95	167	230

DNSSEC is a security extension of common Domain Name Systym. See: [http://en.wikipedia.org/wiki/Domain\\_Name\\_System\\_Security\\_Extensions](http://en.wikipedia.org/wiki/Domain_Name_System_Security_Extensions)  
 Internet protocol version 4 (IPv4) and Internet protocol version 6 (IPv6):  
<http://en.wikipedia.org/wiki/IPv4> and <http://en.wikipedia.org/wiki/IPv6>

Figure A9 Registered domains .cz

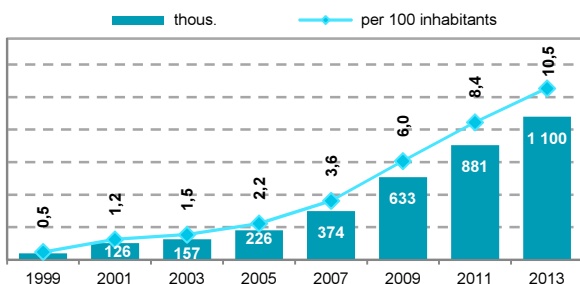


Figure A10 Changes in number of domains .cz (thous.)

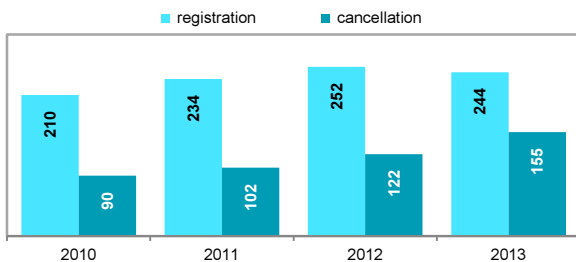
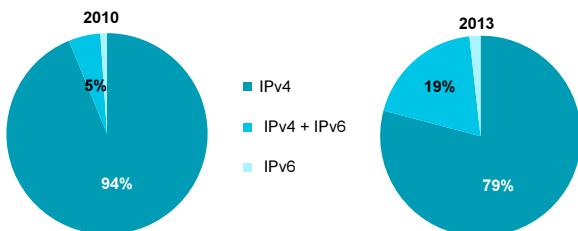


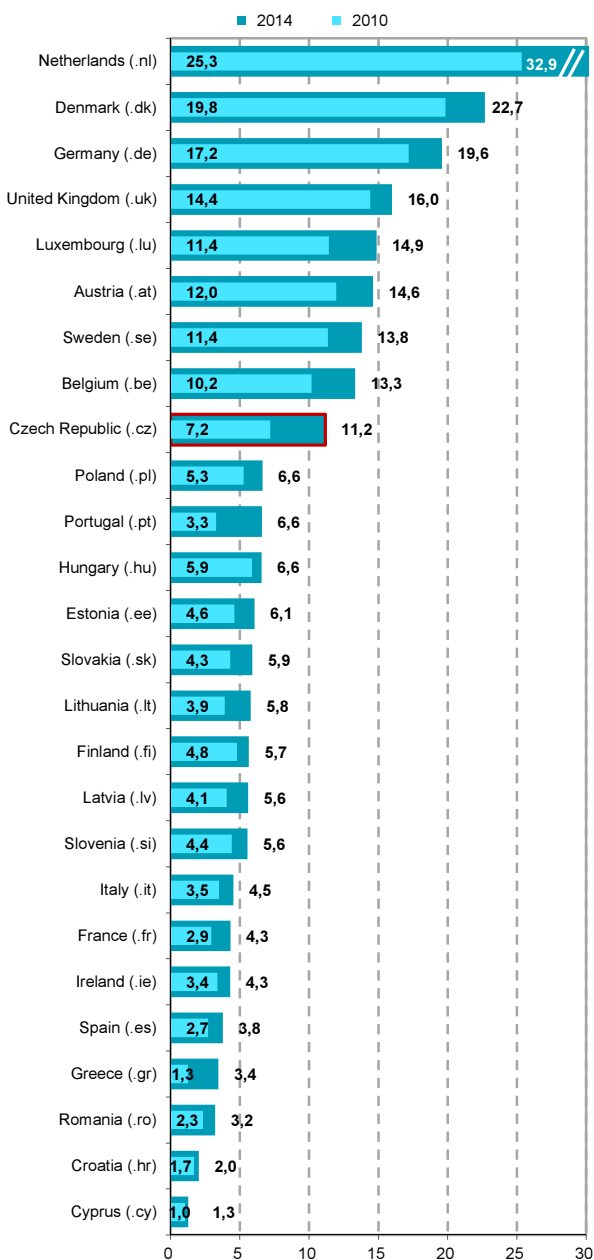
Figure A11 Domains .cz by IP protocol



Source: CZ.NIC

## A ICT infrastructure

**Figure A12 Country code top-level domains (ccTLD) per 100 inhabitants**



Source: CENTR.org and national administrators of ccTLD

## A ICT infrastructure

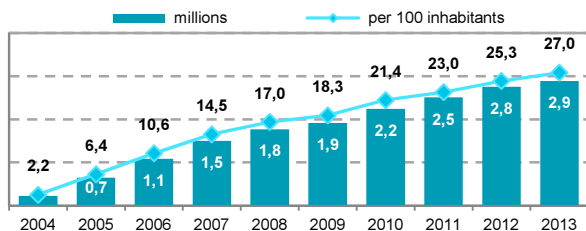
**Tab. A4 Broadband internet network in the Czech Republic**

	2011	2012	2013
	thous.		
<b>Fixed broadband subscriptions, total</b>	<b>2 885</b>	<b>2 776</b>	<b>2 885</b>
xDSL line	918	952	953
Cable (CATV)	516	524	518
Fibre (FTTx)	235	299	368
Fixed wireless access (WiFi)	847	1 001	1 046
<b>Mobile broadband subscriptions, total</b>	<b>4 569</b>	<b>4 643</b>	<b>5 601</b>
Dedicated data subscription*	1 931	2 780	4 149
Standard mobile subscription**	2 638	1 863	1 452

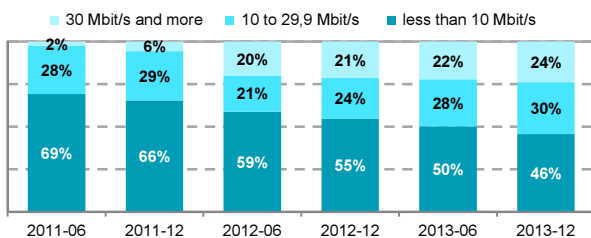
\* Subscriptions to dedicated data services over a mobile network which are purchased separately from voice services either as a stand-alone service (modem/dongle) or as an add-on data package to voice services which requires an additional subscription.

\*\* It is typical voice subscription via SIM cards which also provide access to the Internet but is not purchased separately - only active use.

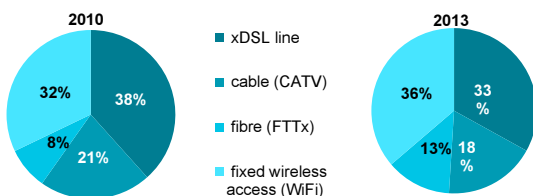
**Figure A13 Fixed broadband subscriptions**



**Figure A14 Fixed broadband subscriptions by speed**



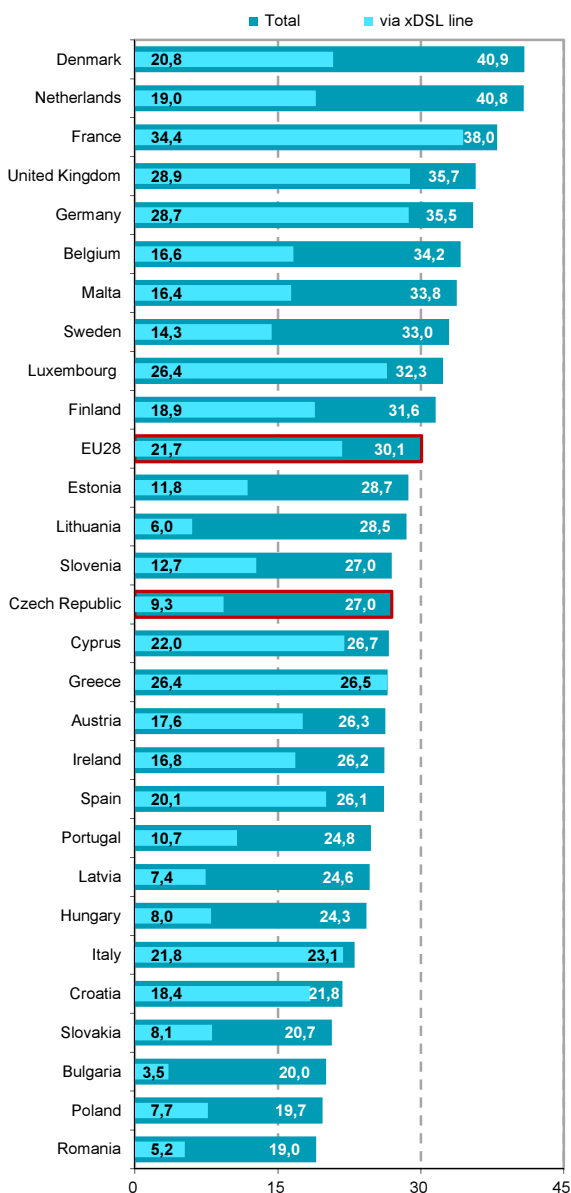
**Figure A15 Fixed broadband subscriptions by technology**



Source: Czech Telecommunication Office

## A ICT infrastructure

**Figure A16 Fixed broadband subscriptions\*  
per 100 inhabitants; 2013**

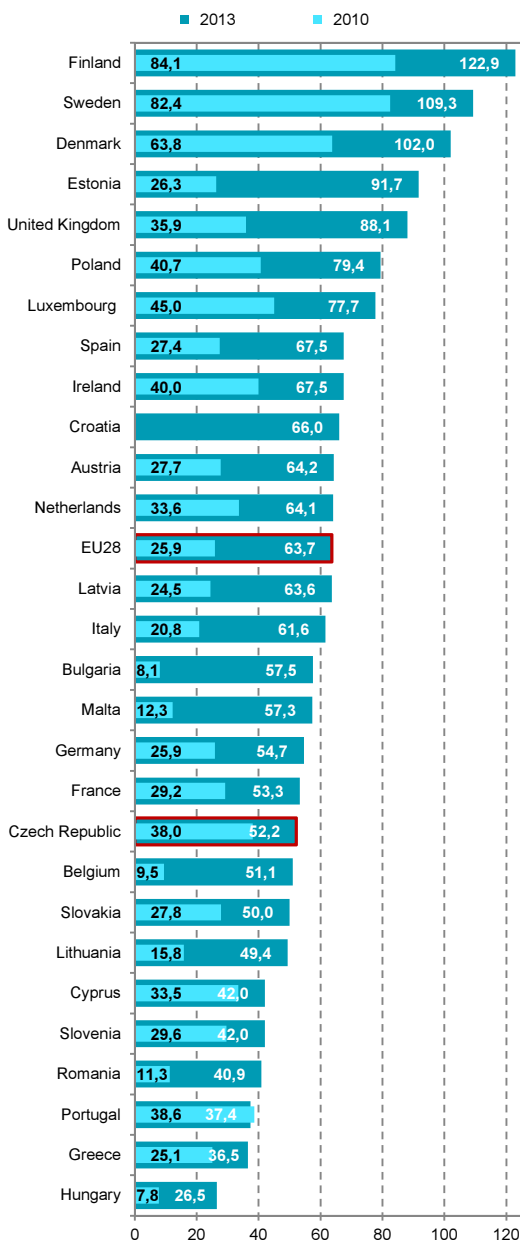


\* It includes also terrestrial fixed wireless connection via radio lines based on WiFi technology.

Source: European Commission

## A ICT infrastructure

**Figure A17 Mobile broadband subscriptions per 100 inhabitants**



Source: European Commission



## B Households

Since 2002, the Czech Statistical Office (CZSO) has been regularly monitoring the selected ICT in Czech households by an independent annual statistical survey titled: “**Sample Survey on ICT Use in Households and by Individuals.**”

This survey has been conducted as an annex to the Labour Force Survey (LFS) using a **Computer Assisted Personal Interviewing (CAPI)** as a collection method. In line with the LFS methodology, the results are weighted on the whole targeted population of the Czech Republic.

Since 2006, the survey has been proceeded according to the Regulation (EC) No. 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society. The regulation allows obtaining of the internationally comparable data.

**Reference period:** 2<sup>nd</sup> quarter of a monitored year

**Sample size:** 5 000 households

**Comparability of data published by the CZSO and Eurostat:** The data for the Czech Republic published by Eurostat slightly differs from the data published by the CZSO. This difference is due to the fact that Eurostat includes, as part of the data it publishes, solely households with at least one person aged 16 to 74. The CZSO typically publishes data for all households without age restrictions. *This is the reason why the tables in this publication for the Czech Republic give dual values: total and total of aged 16-74.*

### Definitions:

- **Households with a computer** involve all households, which at the time of the survey stated, that at least one of the household members had an access to a computer at home. Computer refers here to a desktop or portable (including tablets) computer. *Computers that are not owned by the household but can be at a member's disposal for personal use at home (e.g. notebook from work) are also included.*
- **Households with Internet access** include all households, which at the time of survey stated, that at least one of the household members had access to the Internet at home through any device. *'Access' does not refer here to the "connectability" (i.e. can connections be provided in the households' area), but to whether anyone in the household could use the Internet at home if desired.*
- **Broadband connection** includes one of the following Internet access services: xDSL (ADSL etc.) lines, Cable modem (CATV), Fixed wireless connection (FWA, Wi-Fi), Mobile connection, Fibre (FTTx) and other connections that enable a connection 256 or more kbit/s, in one or both directions. *Definitions of respective types of broadband connections are given in explanatory notes to the **Chapter A.***

Methodology of this survey is carefully described in publication “Use of ICT in Households and by Individuals – 2014; code: 062004-14” available electronically from:

<https://www.czso.cz/csu/czso/vyuzivani-informacnich-a-komunikacnich-technologie-v-domacnostech-a-mezi-jednotlivci-2014-ejgbbmx0ui>

Regional data can be found in chapter 18 of each **Regional yearbook.**

<https://www.czso.cz/csu/czso/regional-yearbooks>

The CZSO's **Household Budget Survey (HBS)** has been used as a supplementary source of information for this chapter. Data on households with **fixed** and **mobile telephones** originate in this survey.

The **Eurostat** online database for **Information society statistics** together with results from the Eurobarometer 362 **E-Communications Household Survey** have been used for the international comparison.

**Further information on ICT in households can be found at:**

[https://www.czso.cz/csu/czso/domacnosti\\_a\\_jednotlivci](https://www.czso.cz/csu/czso/domacnosti_a_jednotlivci)

## B Households

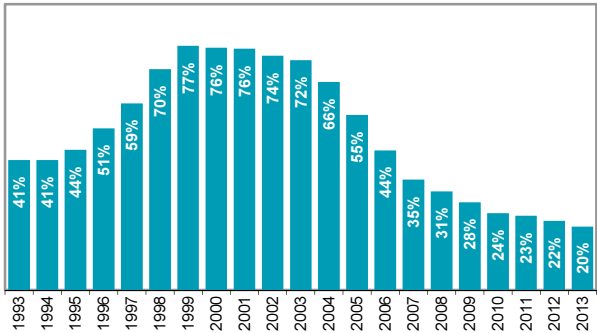
**Tab. B1 Households with a fixed telephone in the Czech Rep.**

%

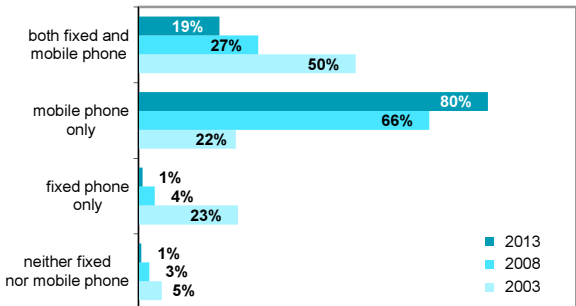
	2011	2012	2013
<b>Total:</b>	<b>23,4</b>	<b>21,8</b>	<b>19,5</b>
<b>Household type:</b>			
Households without children	26,4	25,1	22,1
Households with children	18,0	15,5	14,8
<b>Economic status of the head of household:</b>			
Employee	17,5	16,5	15,4
Self-employed	25,2	23,7	20,2
Unemployed	16,6	10,0	10,4
Pensioner	33,3	30,6	27,4
<b>Age of the head of household:</b>			
Till 29 years	1,7	3,7	2,9
30 - 39 years	9,0	7,4	6,3
40 - 49 years	21,6	18,9	16,3
50 - 59 years	23,0	20,8	19,8
60 - 69 years	28,6	28,5	25,0
70 years and over	40,9	36,4	32,5

as a percentage of all households of a given type

**Figure B1 Households with a fixed telephone line**



**Figure B2 Households with telephone by type**

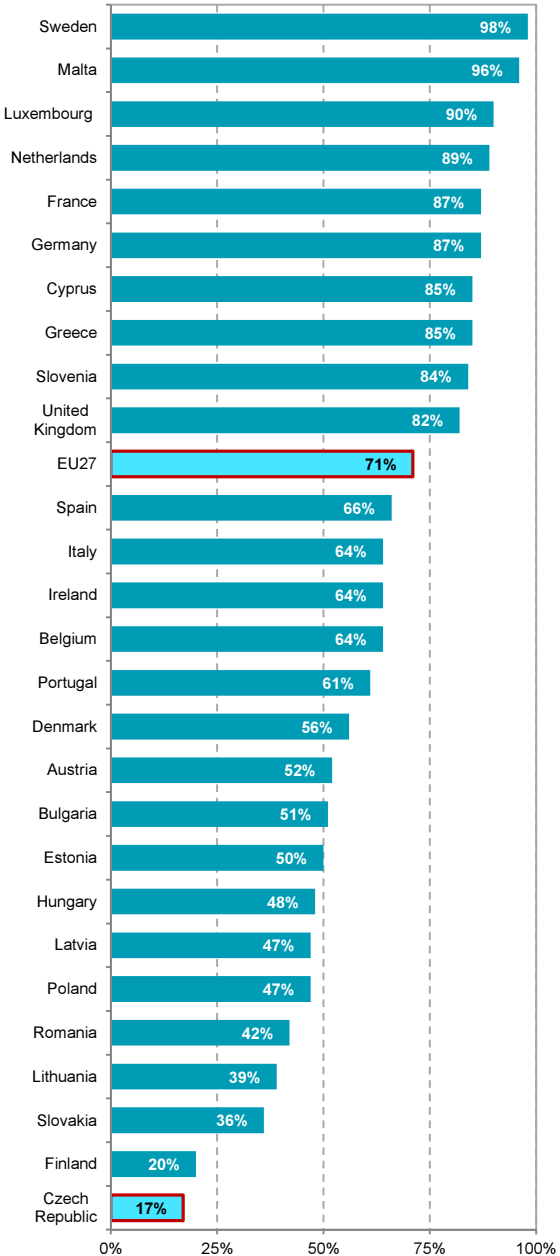


as a percentage of all households

Source: Czech Statistical Office, Household Budget Survey

## B Households

**Figure B3 Proportion of households with a fixed telephone (%); 2011**



Source: E-Communications Household Survey, Eurobarometer

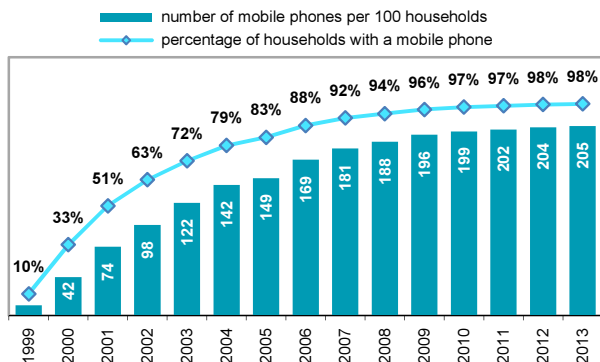
## B Households

**Tab. B2 Households with a mobile phone in the Czech Republic**

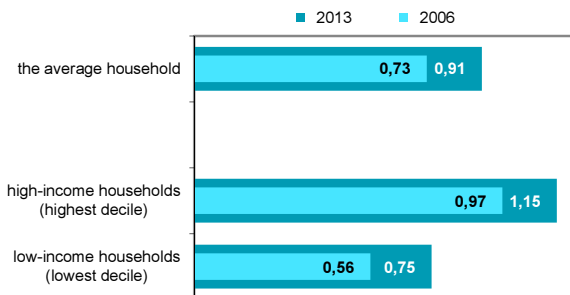
	%		
	2011	2012	2013
<b>Total</b>	<b>97,4</b>	<b>97,8</b>	<b>98,3</b>
<b>Household type:</b>			
Households without children	94,9	95,7	96,5
Households with children	98,6	99,2	99,3
<b>Economic status of the head of household:</b>			
Employee	97,8	98,5	98,7
Self-employed	95,4	96,5	96,5
Unemployed	94,8	96,5	98,4
Pensioner	93,8	94,3	95,4
<b>Age of the head of household:</b>			
Till 29 years	98,0	99,3	97,9
30 - 39 years	97,7	98,5	99,1
40 - 49 years	98,2	98,6	98,9
50 - 59 years	96,2	97,4	97,6
60 - 69 years	95,8	96,3	97,2
70 years and over	92,4	93,5	94,6

as a percentage of all households of a given type

**Figure B4 Mobile phones in households**



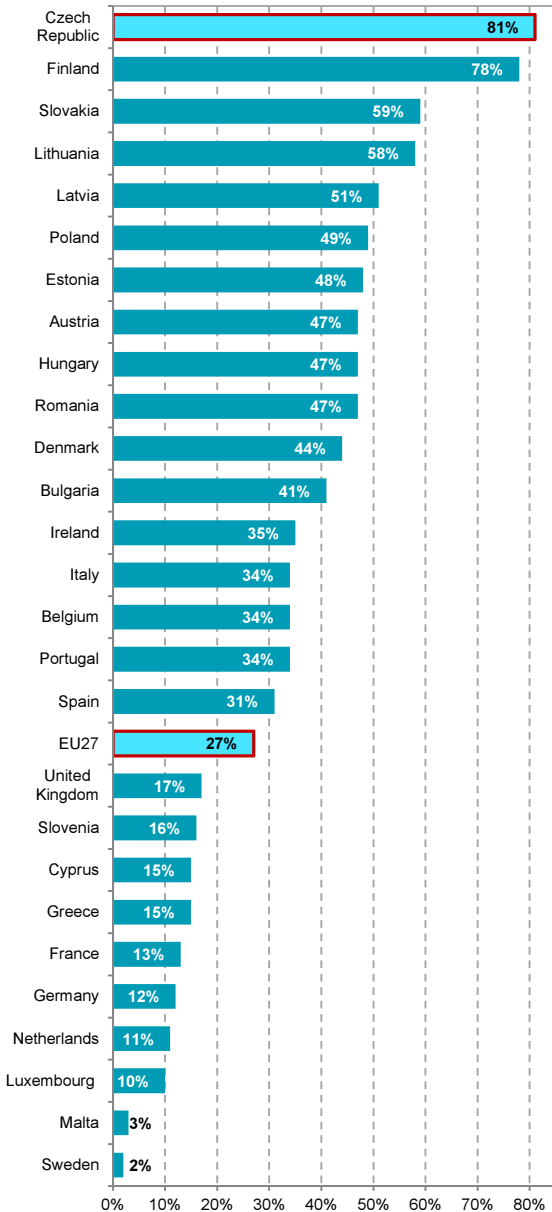
**Figure B5 Number of mobile phones per one member of a household**



Source: Czech Statistical Office, Household Budget Survey

## B Households

**Figure B6 Proportion of households with a mobile telephone only\* (%); 2011**



\*Households using both mobile and fixed telephone are excluded

Source: E-Communications Household Survey, Eurobarometer

## B Households

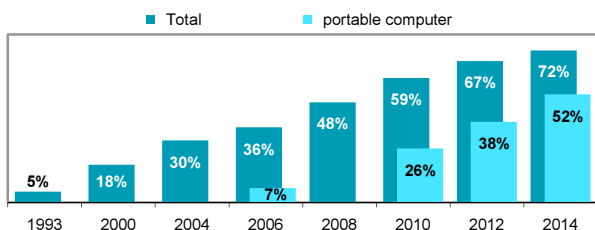
**Tab. B3 Households with a computer in the Czech Rep.; 2014**

%

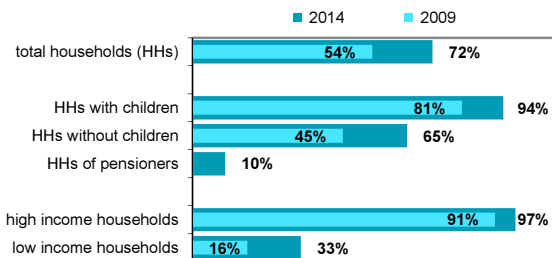
	Total	Desktop	Portable
<b>Total</b>	<b>72,4</b>	<b>44,7</b>	<b>51,5</b>
Total (16-74)	77,9	48,2	56,0
<b>Household type:</b>			
Households without children, total	64,7	39,1	44,4
of which households of pensioners	9,9	7,4	3,0
Households with children	93,7	60,1	71,2
<b>Household (HH) income (quartiles):</b>			
HHs with income in first quartile (lowest)	32,7	16,3	19,4
HHs with income in second quartile	57,5	32,6	33,3
HHs with income in third quartile	87,2	54,7	59,5
HHs with income in fourth quartile (highest)	97,4	64,0	80,2

as a percentage of all households of a given type

**Figure B7 Households with a computer**

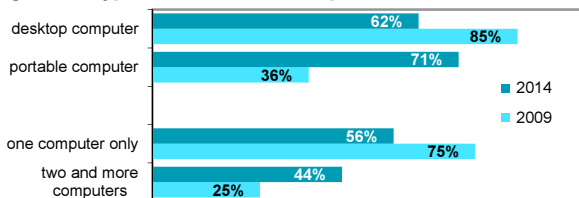


**Figure B8 Use of computer by type of household**



as a percentage of all households of a given type

**Figure B9 Type and number of computers in households**

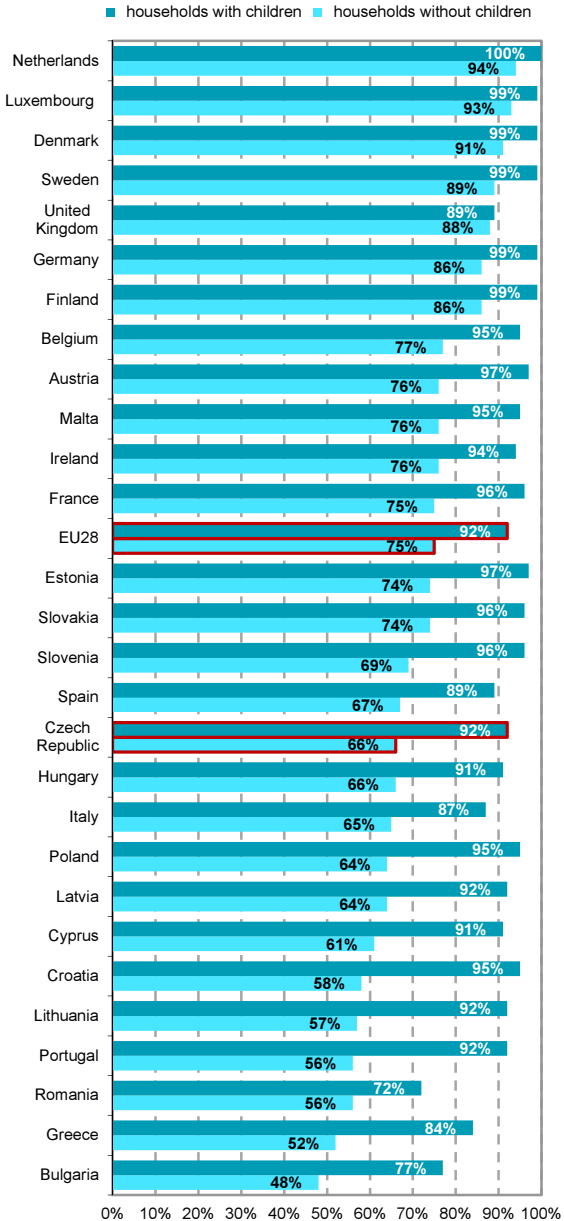


as a percentage of all households with a computer

Source: Czech Statistical Office, ICT use survey in households

## B Households

**Figure B10 Households with a computer by type of household; 2013**



as a percentage of all households with and without children in a given country

Source: Eurostat 2015

## B Households

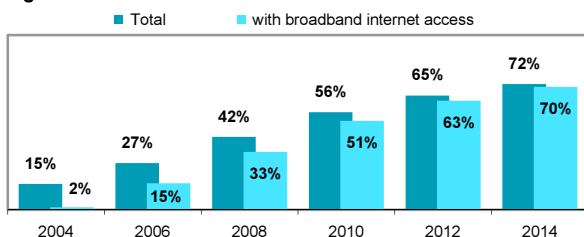
**Tab. B4 Households with Internet in the Czech Republic**

%

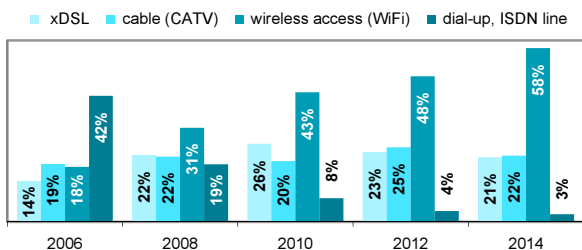
	2012	2013	2014
<b>Total</b>	<b>65,4</b>	<b>67,0</b>	<b>72,1</b>
Total (16-74)	70,6	72,6	78,0
<b>Household type:</b>			
Households without children, total	56,5	57,4	64,6
of which households of pensioners			9,1
Households with children	89,6	91,5	93,0
<b>Household (HH) income (quartiles):</b>			
HHs with income in first quartile (lowest)	23,6	29,0	32,4
HHs with income in second quartile	49,7	50,5	56,5
HHs with income in third quartile	84,7	86,4	87,0
HHs with income in fourth quartile (highest)	93,9	94,9	97,4

as a percentage of all households of a given type

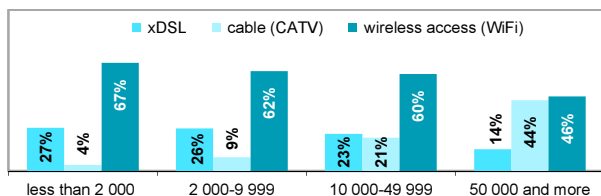
**Figure B11 Households with Internet**



**Figure B12 Internet connection(s) used by households**



**Figure B13 Internet connection(s) used by households\* by degree of urbanisation\*\* in 2014**



\*as a percentage of all households with Internet of a given type

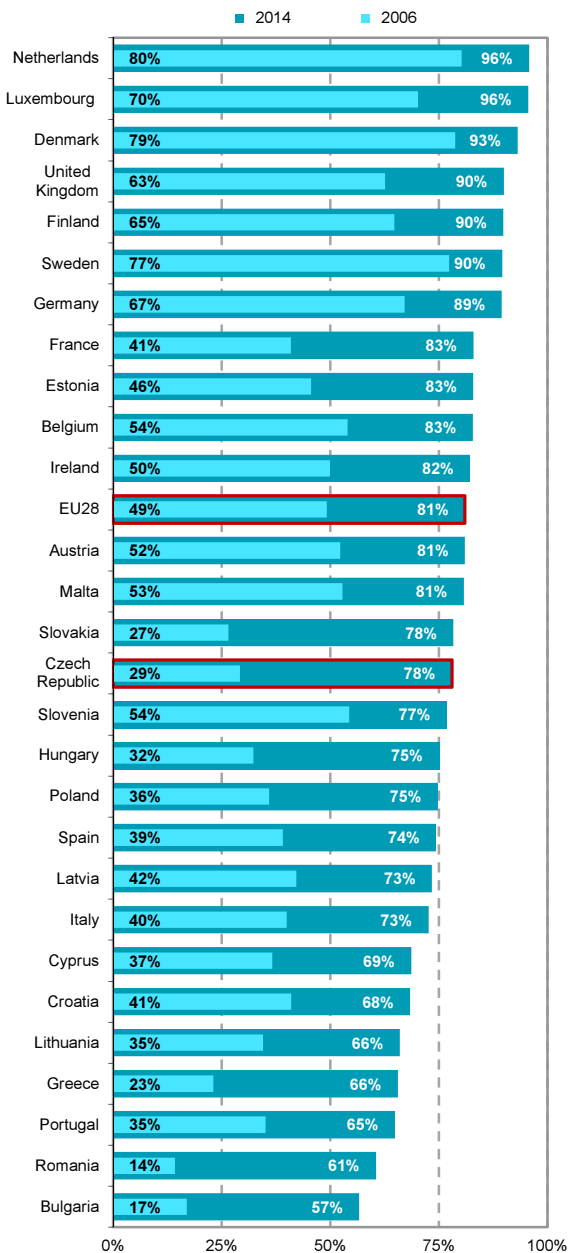
\*\* Households living in municipalities with .... inhabitants

Source: Czech Statistical Office, ICT use survey in households



## B Households

Figure B14 Households with Internet

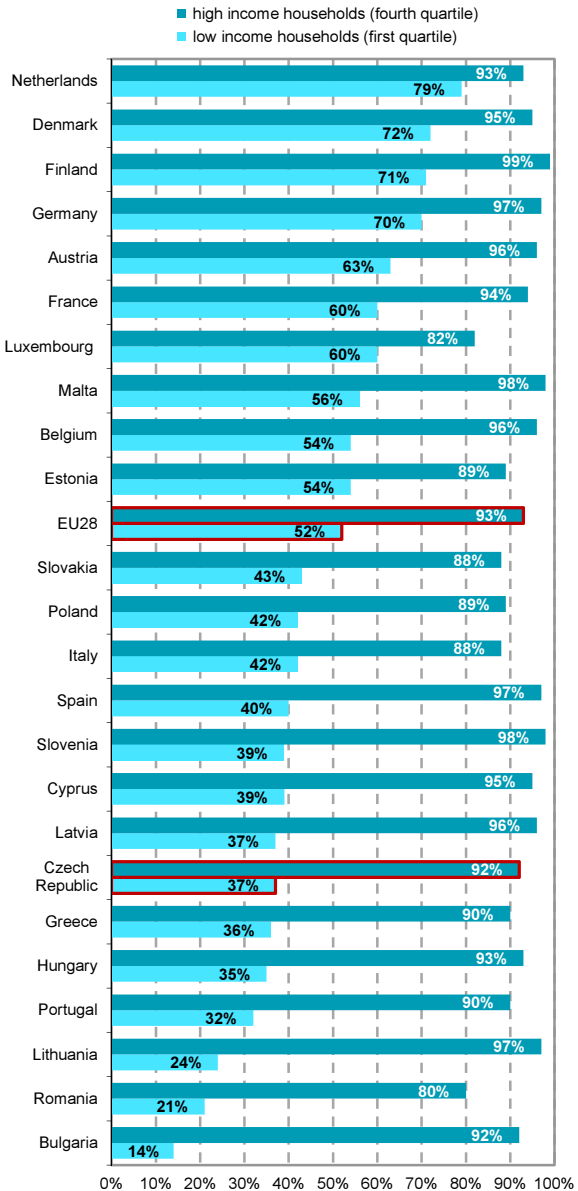


as a percentage of all households in a given country

Source: Eurostat 2015

## B Households

**Figure B15 Households with a broadband connection by household income; 2014**

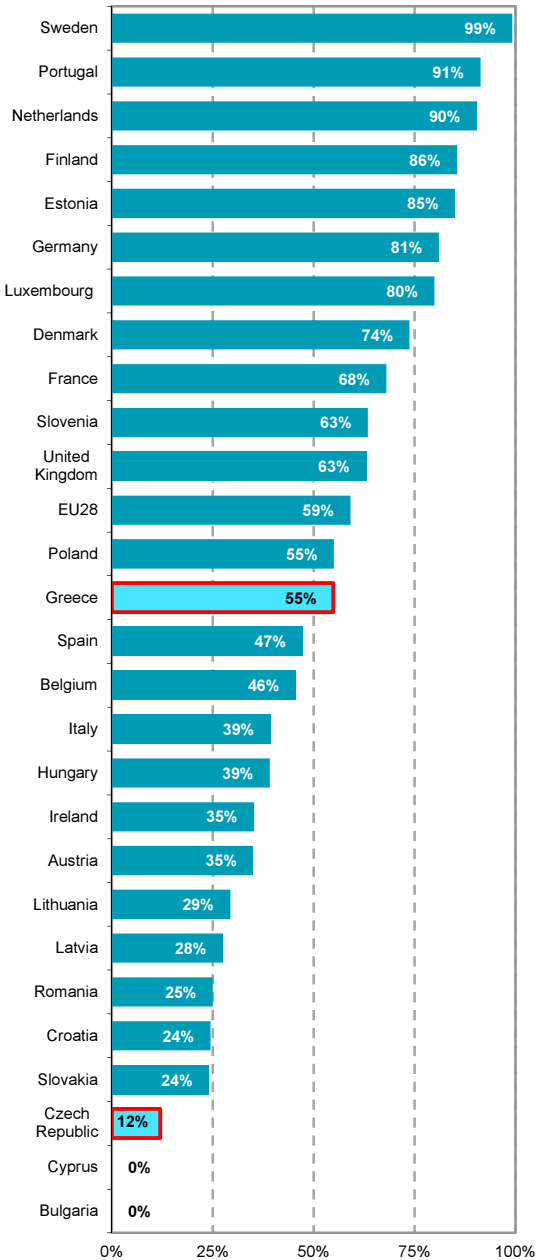


as a percentage of all households in a given income group and country

Source: Eurostat 2015

## B Households

**Figure B16 Households living in an area with 4G mobile broadband (LTE) coverage; 2013**



Source: European Commission, Digital Agenda Scoreboard Indicators 2015

## C Individuals

Since 2002, the Czech Statistical Office (CZSO) has been regularly collecting detailed information on the users of mobile telephones, personal computers and the Internet by an independent annual statistical survey titled: “**Sample Survey on ICT Use in Households and by Individuals**”.

This survey has been conducted as an annex to the Labour Force Survey (LFS) using a **Computer Assisted Personal Interviewing (CAPI)** as a collection method. In line with the LFS methodology, the results are weighted on the whole targeted population of the Czech Republic.

Since 2006, the survey has been conducted according to the annual implementing measures of the **Framework Regulation (EC) No. 808/2004** of the European Parliament and of the Council concerning Community statistics on the information society which ensures data harmonisation and comparability among EU countries.

**Reference period:** 2<sup>nd</sup> quarter of a monitored year

**Sample size:** 10 000 individuals aged 16 and over

**The education category** is published for the age group of 25 and over, as there are a lot of students with a low education attained using ICT very intensively in the age category 16-24.

**Comparability of data published by the CZSO and Eurostat:** The data for the Czech Republic published by Eurostat slightly differs from the data published by the CZSO. This difference is due to the fact that Eurostat includes solely individuals aged between 16 and 74 years. The CZSO provides as standard data for the whole adult population aged 16 and over. *This is the reason why the tables in this publication give for the Czech Republic dual total values: total of aged 16 and over and total aged 16-74.*

### Definitions:

- **ICT user:** a person who has used a **mobile phone/a computer/the Internet** at least once in the last 3 months preceding the interview from any location (home, work, school, etc.) and for any purpose (personal use, work related use etc.).
- **Internet activities** monitored are activities on the Internet, which respondents carried out for private purposes in the last three months before the survey implementation date. Only the cases of an on-line purchase and the Internet use in the interaction with public administration have the reference period of twelve months before the survey implementation date.
- **A purchase over the Internet (buying on the Internet)** shall mean the on-line ordering of goods or services over the Internet for private use. The placing of orders is done on websites. Delivery and payment via electronic means is not a requirement for an order via Internet.

Methodology of this survey is carefully described in publication “Use of ICT in Households and by Individuals – 2014; code: 062004-14” available electronically at:

<https://www.czso.cz/csu/czso/vyuzivani-informacnich-a-komunikacnich-technologie-v-domacnostech-a-mezi-jednotlivci-2014-ejgbbmx0ui>

The **Eurostat** online database for **Information society statistics** has been used for the international comparison. *Data from this database were extracted in March 2015.*

Data on ICT use by individuals classified by **gender** of the respondents can be found in the publication titled: „**Focused on Men and Women**”.

[http://csugeo.i-server.cz/csu/2014edicniplan.nsf/engpubl/300002-14-eng\\_r\\_2014](http://csugeo.i-server.cz/csu/2014edicniplan.nsf/engpubl/300002-14-eng_r_2014)

**Further information on ICT use by individuals can be found at:**

[https://www.czso.cz/csu/czso/domacnosti\\_a\\_jednotlivci](https://www.czso.cz/csu/czso/domacnosti_a_jednotlivci)

## C Individuals

Tab. C1 Individuals using ICT in the Czech Republic; 2014

%

	Mobile phone	Computer	Tablet
<b>Total (aged 16+)</b>	<b>96,8</b>	<b>73,5</b>	<b>6,2</b>
Total (aged 16-74)	98,6	78,9	6,7
<b>Gender:</b>			
Males (aged 16+)	97,4	76,9	6,6
Females (aged 16+)	96,3	70,2	5,8
<b>Age group:</b>			
16-24 year-olds	99,3	97,3	12,9
25-34 year-olds	99,6	95,2	10,7
35-44 year-olds	99,9	90,9	7,7
45-54 year-olds	99,2	84,1	5,2
55-64 year-olds	98,5	63,4	2,4
65 year-olds and over	87,2	26,0	1,0
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	85,8	23,1	2,1
Lower secondary (ISCED 3C)	96,4	59,6	3,2
Upper secondary (ISCED 3A or 4)	98,5	82,9	5,8
Tertiary (ISCED 5 or 6)	98,9	95,4	10,4
<b>Specific groups:</b>			
Women on maternity leave	100,0	91,5	10,1
Students (aged 16+)	99,8	99,8	16,0
Pensioners	89,6	30,1	1,1

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

Figure C1 Individuals using a computer - computer users

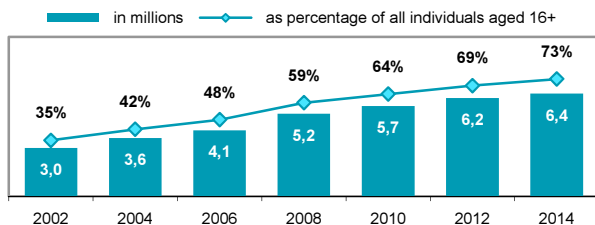
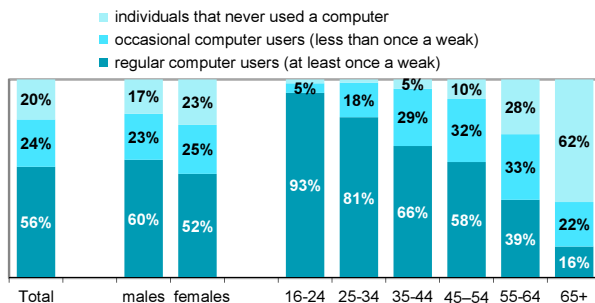


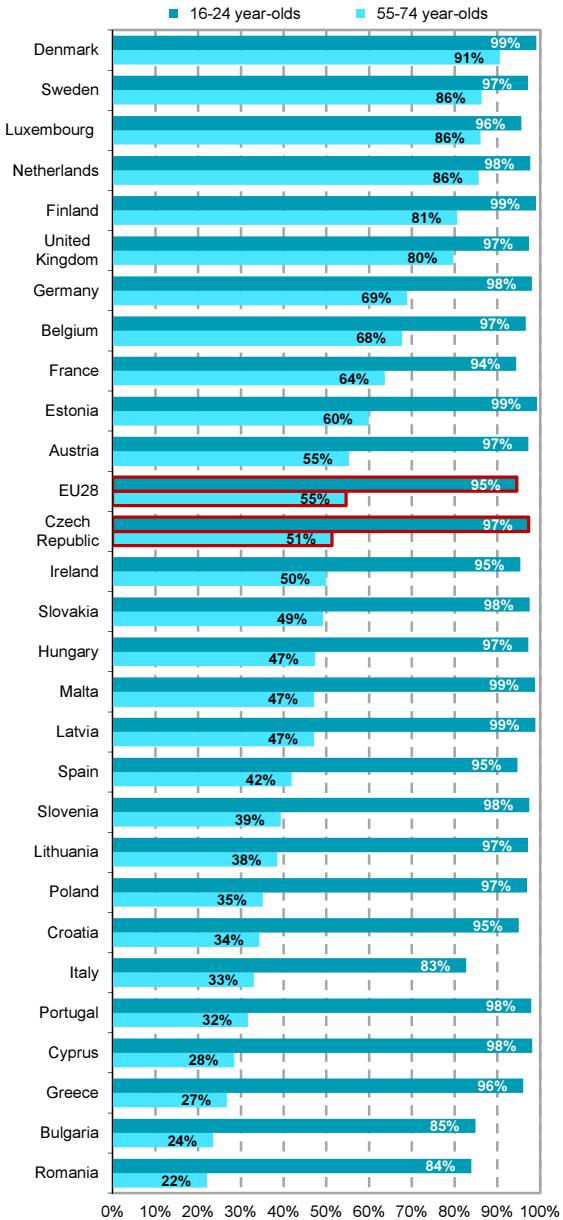
Figure C2 Computer use by sex and age groups; 2014



Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C3 Computer users by age, 16-24 and 55-74 year-olds; 2014**



as a percentage of all individuals in a given age group and country

Source: Eurostat 2015

## C Individuals

Tab. C2 Internet users in the Czech Republic; 2014

	Total	At home	Regularly
<b>Total (aged 16+)</b>	<b>74,2</b>	<b>72,4</b>	<b>70,2</b>
Total (aged 16-74)	79,7	77,7	75,5
<b>Gender:</b>			
Males (aged 16+)	77,3	75,6	73,7
Females (aged 16+)	71,3	69,3	67,0
<b>Age group:</b>			
16-24 year-olds	98,0	96,4	97,3
25-34 year-olds	95,8	93,9	93,1
35-44 year-olds	92,2	90,0	87,4
45-54 year-olds	84,4	82,6	78,3
55-64 year-olds	64,0	61,3	58,2
65 year-olds and over	26,7	25,9	23,7
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	24,3	22,3	20,7
Lower secondary (ISCED 3C)	60,8	59,2	54,1
Upper secondary (ISCED 3A or 4)	83,6	81,1	80,0
Tertiary (ISCED 5 or 6)	95,0	93,8	93,7
<b>Specific groups:</b>			
Women on maternity leave	94,6	92,9	89,0
Students (aged 16+)	99,7	98,4	99,2
Pensioners	30,8	29,9	26,9

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

Figure C4 Individuals using the Internet - Internet users

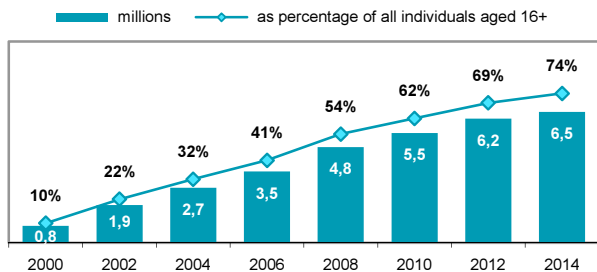
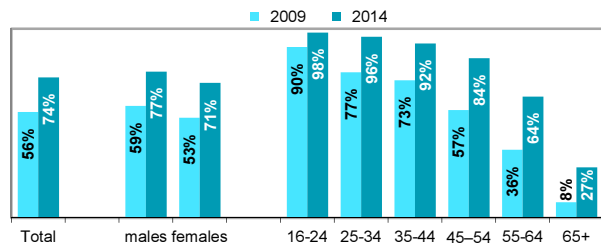


Figure C5 Internet users by sex and age groups

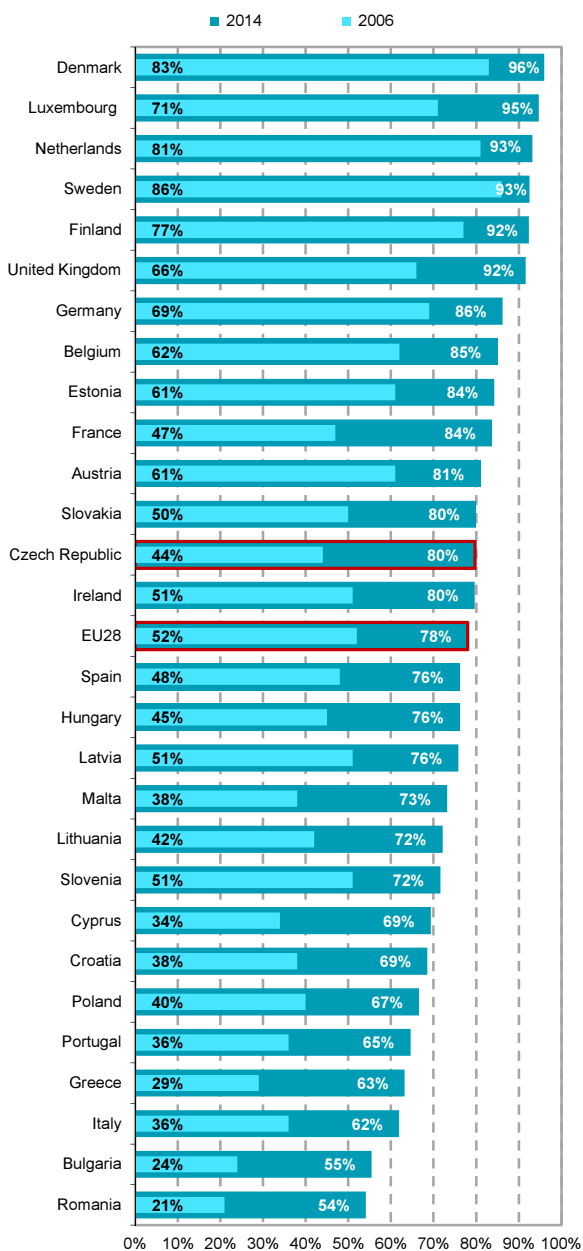


as a percentage of all individuals in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

Figure C6 Internet users



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

Source: Eurostat 2015



## C Individuals

Tab. C3 Mobile Internet users in the Czech Republic

%

	2012	2013	2014
<b>Total (aged 16+)</b>	12,2	20,2	28,5
Total (aged 16-74)	13,2	21,9	30,9
<b>Gender:</b>			
Males (aged 16+)	16,6	25,6	34,3
Females (aged 16+)	7,5	15,1	23,0
<b>Age group:</b>			
16-24 year-olds	30,1	49,2	64,8
25-34 year-olds	23,0	37,2	52,9
35-44 year-olds	13,5	24,9	34,0
45-54 year-olds	6,7	13,8	22,6
55-64 year-olds	3,2	4,8	9,9
65 year-olds and over	0,4	1,3	2,5
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	1,6	1,5	4,0
Lower secondary (ISCED 3C)	5,6	8,8	13,8
Upper secondary (ISCED 3A or 4)	12,1	19,3	28,7
Tertiary (ISCED 5 or 6)	20,5	35,9	44,6
<b>Specific groups:</b>			
Women on maternity leave	9,2	22,2	32,8
Students (aged 16+)	36,0	52,7	69,0
Pensioners	0,5	1,3	2,5

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

Figure C7 Individuals accessing the Internet through a mobile phone - Mobile Internet users

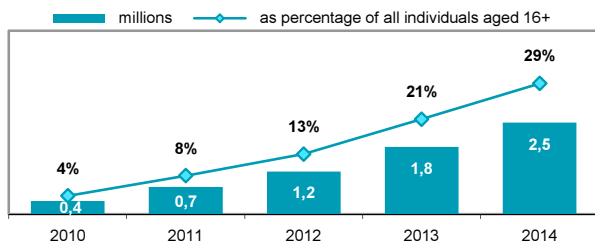
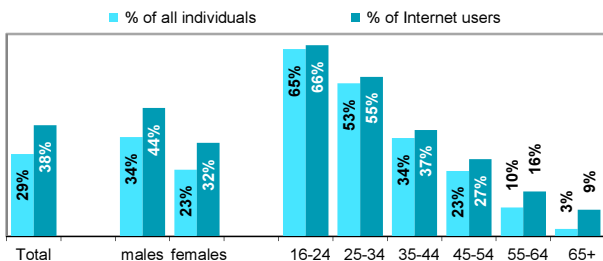


Figure C8 Mobile internet user by sex and age groups; 2014

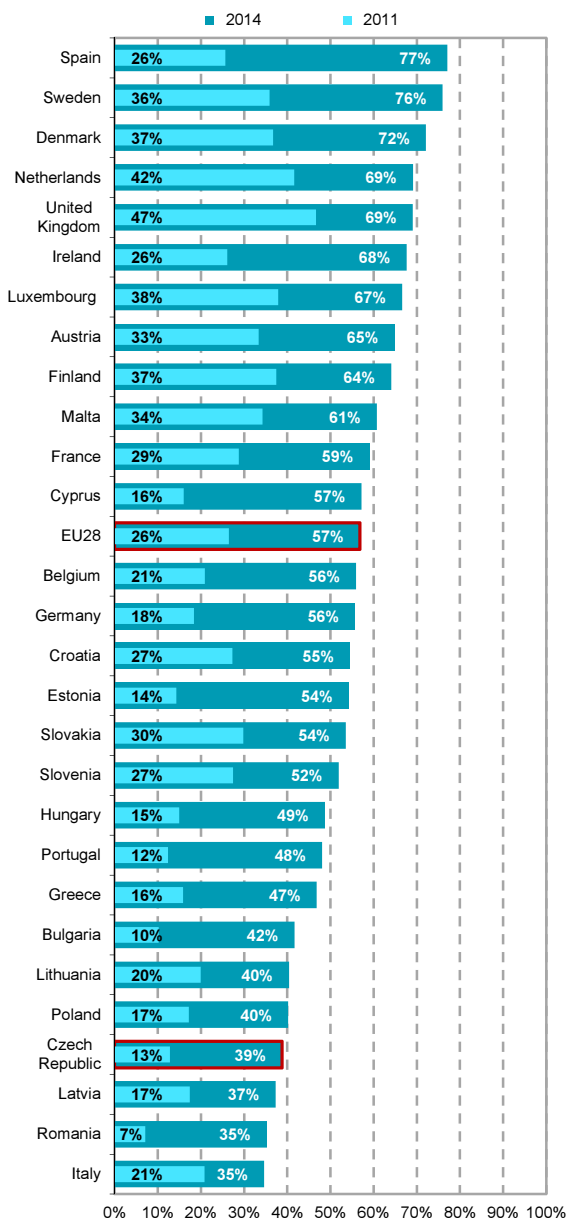


as % of all individuals/internet users in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C9 Individuals accessing the Internet through a mobile phone - Mobile Internet users**



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

Source: Eurostat 2015

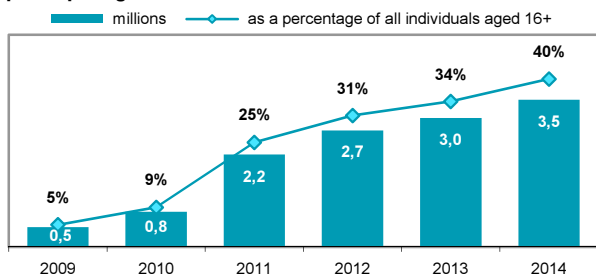
## C Individuals

**Tab. C4 Individuals using social networks in the Czech R.; 2014**

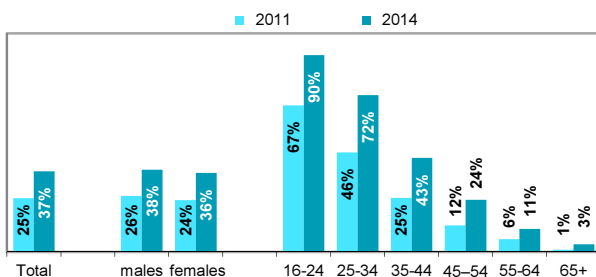
	%		
	2012	2013	2014
<b>Total (aged 16+)</b>	<b>31,0</b>	<b>34,3</b>	<b>36,9</b>
Total (aged 16-74)	33,6	36,3	40,0
<b>Gender:</b>			
Males (aged 16+)	32,1	35,8	37,7
Females (aged 16+)	29,9	32,9	36,1
<b>Age group:</b>			
16-24 year-olds	83,0	85,4	90,1
25-34 year-olds	59,5	65,5	71,7
35-44 year-olds	33,2	40,2	43,1
45-54 year-olds	17,3	21,3	23,9
55-64 year-olds	8,0	9,7	10,5
65 year-olds and over	1,4	2,0	3,5
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	6,8	7,2	8,3
Lower secondary (ISCED 3C)	16,9	19,3	20,7
Upper secondary (ISCED 3A or 4)	30,8	33,6	35,4
Tertiary (ISCED 5 or 6)	40,2	44,1	46,8
<b>Specific groups:</b>			
Women on maternity leave	47,9	54,2	65,2
Students (aged 16+)	88,3	90,1	93,5
Pensioners	1,4	3,3	4,1

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

**Figure C10 Individuals aged 16+ using Internet for participating in social networks - Social network users**



**Figure C11 Social network users by sex and age groups**

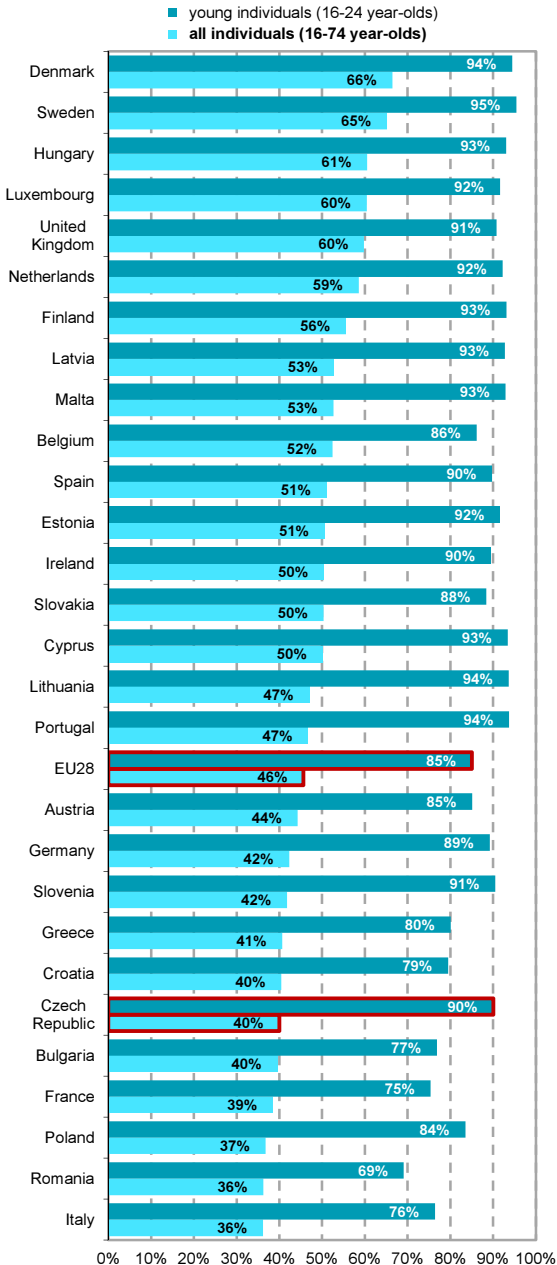


as a percentage of all individuals in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

Figure C12 Individuals participating in social networks; 2014



as a percentage of all individuals aged 16 to 74 / 16 to 24 in a given country

Source: Eurostat 2015

## C Individuals

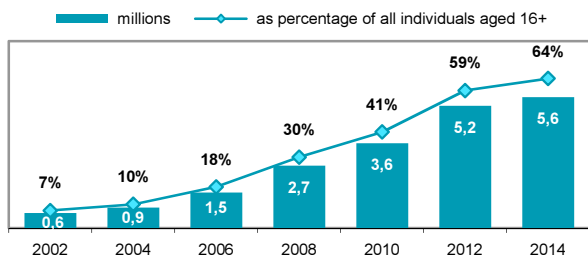
**Tab. C5 Individuals in the Czech Republic using the Internet for seeking information about...; 2014**

%

	Reading on-line news*	Travel and accommodation	Goods and services
<b>Total (aged 16+)</b>	<b>64,0</b>	<b>44,0</b>	<b>64,4</b>
Total (aged 16-74)	68,7	47,4	69,3
<b>Gender:</b>			
Males (aged 16+)	67,7	43,7	65,8
Females (aged 16+)	60,4	44,3	63,1
<b>Age group:</b>			
16-24 year-olds	84,5	62,9	85,2
25-34 year-olds	83,9	64,3	87,5
35-44 year-olds	78,6	54,4	80,3
45-54 year-olds	73,2	48,2	73,6
55-64 year-olds	54,7	33,0	53,3
65 year-olds and over	22,9	12,6	20,9
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	16,7	8,2	19,5
Lower secondary (ISCED 3C)	48,9	27,2	49,4
Upper secondary (ISCED 3A or 4)	73,9	52,4	74,1
Tertiary (ISCED 5 or 6)	89,0	69,8	88,1
<b>Specific groups:</b>			
Women on maternity leave	83,3	56,2	86,5
Students (aged 16+)	85,4	62,5	84,8
Pensioners	25,9	14,1	24,2

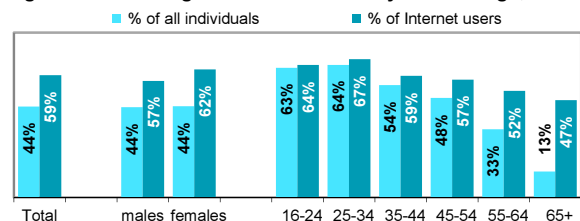
as a percentage of all individuals in a given socio-demographic group

**Figure C13 Individuals reading online news\***



\*reading/downloading on-line news, newspapers and magazines

**Figure C14 Seeking travel information by sex and age; 2014**

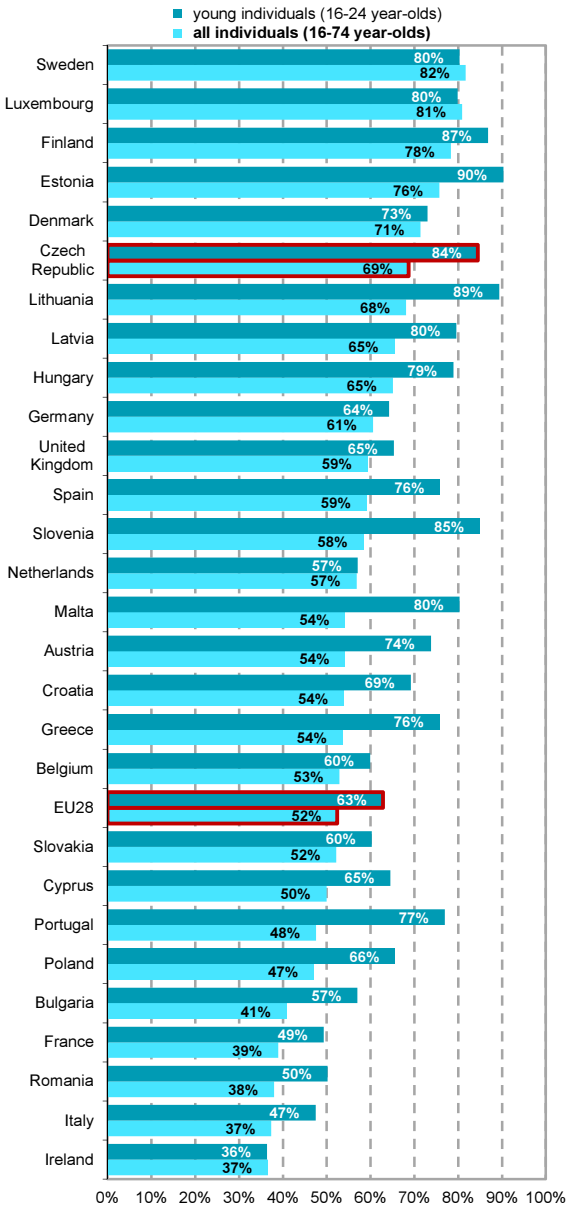


as % of all individuals/ internet users in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C15 Individuals using the Internet for reading online news\*; 2014**



\*reading/downloading on-line news, newspapers and magazines  
as a percentage of all individuals aged 16 to 74 / 16 to 24 in a given country

Source: Eurostat 2015

## C Individuals

**Tab. C6 Individuals in the Czech Republic using the Internet for entertainment activities; 2014**

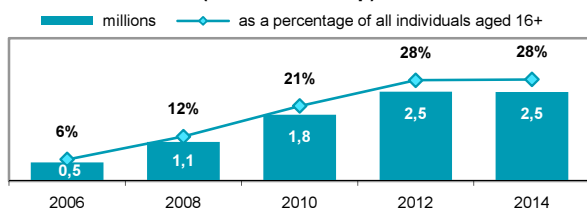
%

	Playing videos,...*	Watching TV	Playing games
Total (aged 16+)	38,7	20,4	18,9
Total (aged 16-74)	41,8	22,0	20,4
<b>Gender:</b>			
Males (aged 16+)	44,8	23,6	27,6
Females (aged 16+)	32,9	17,4	10,5
<b>Age group:</b>			
16-24 year-olds	83,0	45,1	60,5
25-34 year-olds	66,8	32,3	30,1
35-44 year-olds	45,5	23,0	17,7
45-54 year-olds	31,4	17,4	11,1
55-64 year-olds	17,8	10,5	7,5
65 year-olds and over	6,7	4,5	2,4
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	7,1	4,1	6,2
Lower secondary (ISCED 3C)	23,6	12,9	12,6
Upper secondary (ISCED 3A or 4)	38,0	20,1	14,8
Tertiary (ISCED 5 or 6)	54,0	26,0	15,0
<b>Specific groups:</b>			
Women on maternity leave	50,3	22,8	12,7
Students (aged 16+)	87,5	48,5	64,9
Pensioners	7,5	5,1	2,9

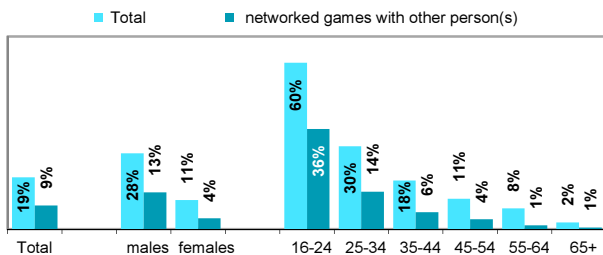
\* Playing or downloading images, videos, films or music

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

**Figure C16 Individuals listening to web radio or watching internet streamed TV (live or catch-up)**



**Figure C17 Playing online games by sex and age; 2014**

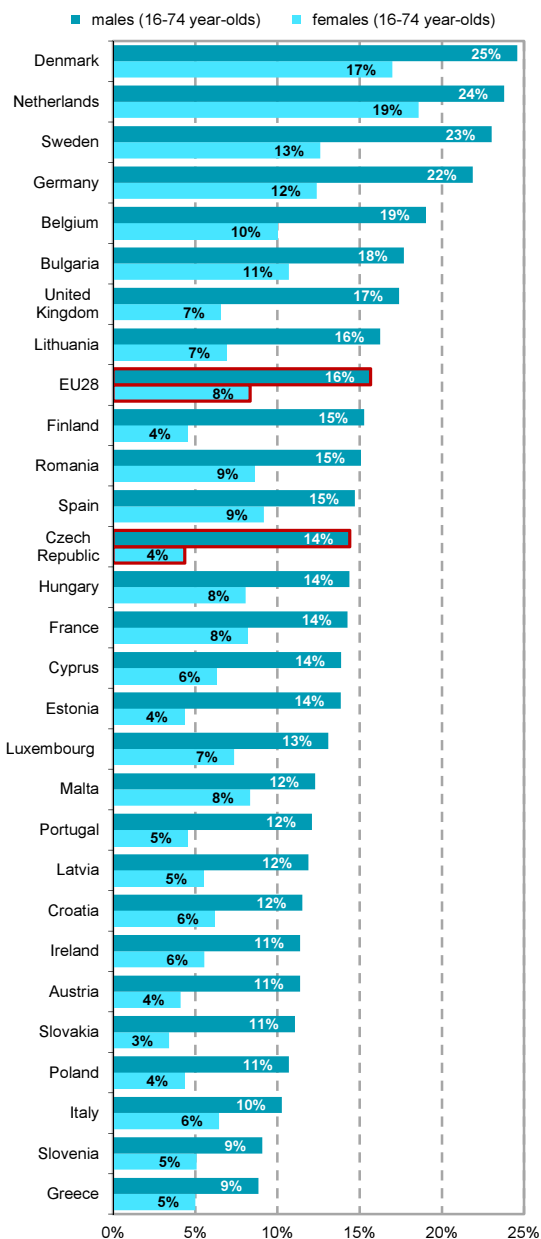


as a percentage of all individuals in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C18 Individuals using the Internet for playing networked games with other person(s); 2014**



as a percentage of all individuals, males and females, aged 16 to 74

Source: Eurostat 2015



## C Individuals

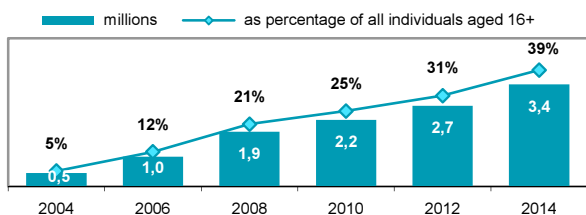
**Tab. C7 Individuals in the Czech Republic using the Internet for selected services related to shopping; 2014**

%

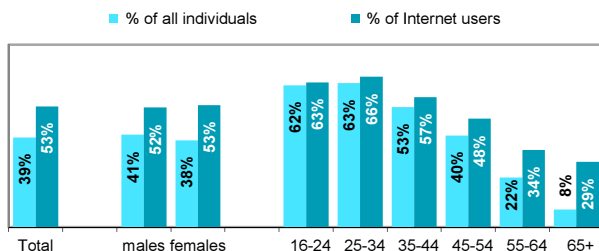
	Using internet banking	Selling products online	Buying products online
<b>Total (aged 16+)</b>	<b>42,6</b>	<b>14,3</b>	<b>39,3</b>
Total (aged 16-74)	46,0	15,5	42,5
<b>Gender:</b>			
Males (aged 16+)	45,4	16,6	40,5
Females (aged 16+)	40,0	12,2	38,1
<b>Age group:</b>			
16-24 year-olds	38,5	24,9	62,2
25-34 year-olds	68,6	26,6	63,2
35-44 year-olds	62,0	18,9	52,6
45-54 year-olds	49,8	12,8	40,1
55-64 year-olds	31,1	6,0	21,7
65 year-olds and over	9,2	1,7	7,6
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	6,8	2,0	6,3
Lower secondary (ISCED 3C)	26,8	8,6	23,5
Upper secondary (ISCED 3A or 4)	55,1	15,8	45,9
Tertiary (ISCED 5 or 6)	75,9	22,5	61,4
<b>Specific groups:</b>			
Women on maternity leave	69,0	28,7	64,6
Students (aged 16+)	34,0	23,7	62,5
Pensioners	10,5	2,1	8,2

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

**Figure C19 Individuals ordering/purchasing goods or services online - online shoppers**



**Figure C20 Online shoppers by sex and age groups; 2014**

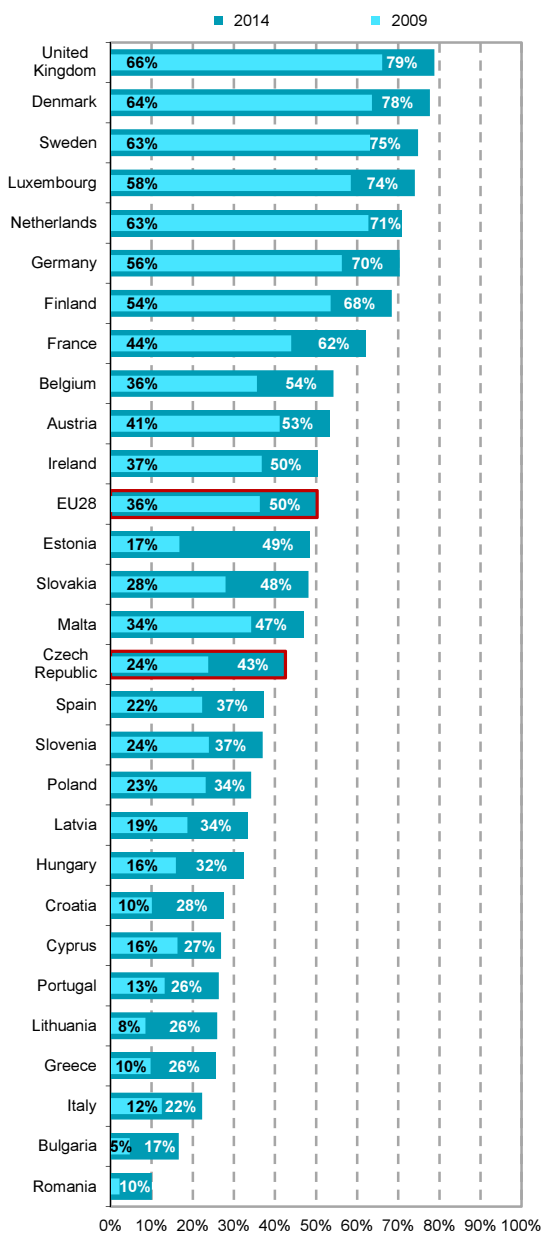


as % of all individuals/ internet users in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C21 Individuals ordering/purchasing goods or services online - online shoppers**



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

Source: Eurostat 2015

## C Individuals

**Tab. C8 Individuals in the Czech Republic using Cloud services - Internet storage space; 2014**

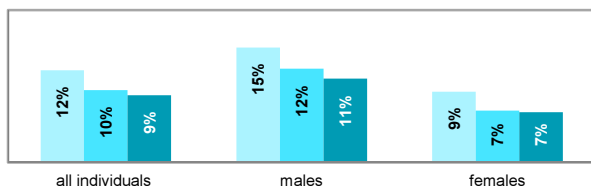
%

	Total	Paid version
Total (aged 16+)	15,1	1,7
Total (aged 16-74)	16,4	1,9
<b>Gender:</b>		
Males (aged 16+)	19,0	2,3
Females (aged 16+)	11,3	1,2
<b>Age group:</b>		
16-24 year-olds	32,9	2,7
25-34 year-olds	32,1	3,0
35-44 year-olds	15,7	2,6
45-54 year-olds	11,6	2,1
55-64 year-olds	5,1	0,3
65 year-olds and over	1,4	0,2
<b>Education attainment level (aged 25+):</b>		
Primary (ISCED 0, 1 or 2)	1,0	0,6
Lower secondary (ISCED 3C)	4,0	0,3
Upper secondary (ISCED 3A or 4)	14,0	1,2
Tertiary (ISCED 5 or 6)	35,2	5,9
<b>Specific groups:</b>		
Women on maternity leave	18,2	1,2
Students (aged 16+)	37,8	2,9
Pensioners	1,5	0,3

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

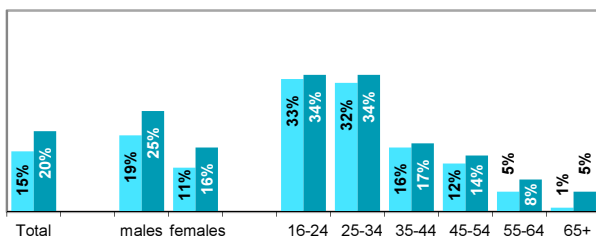
**Figure C22 Individuals using Internet storage space to save or share the following files:....; 2014**

■ photographs   ■ music/videos   ■ text/spreadsheet documents



**Figure C23 Internet storage space use by sex and age; 2014**

■ % of all individuals   ■ % of Internet users

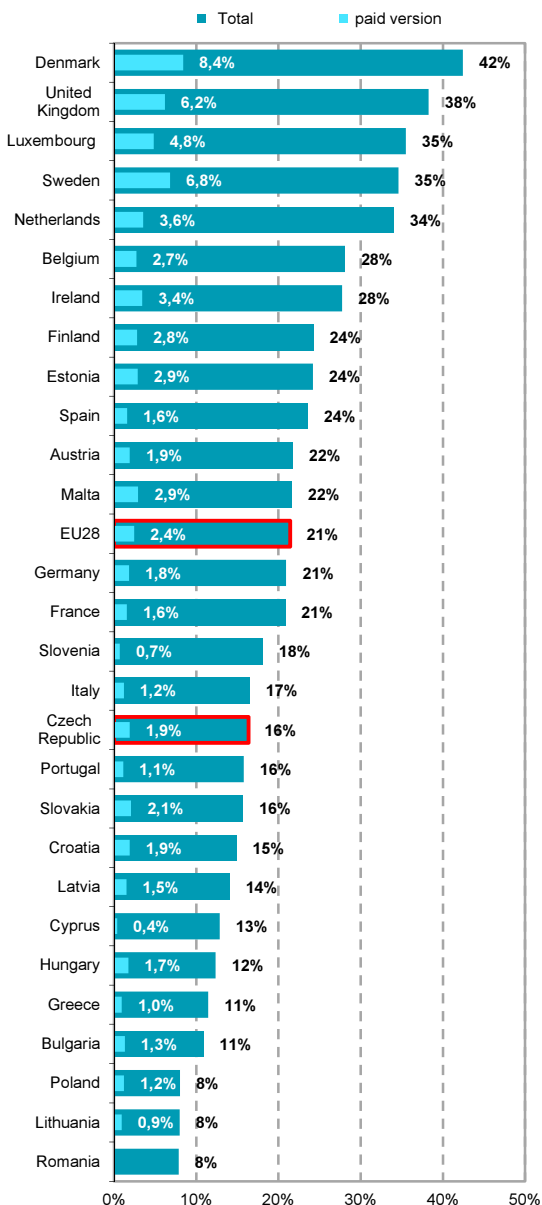


as % of all individuals/ internet users in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C24 Individuals using internet storage space to save documents, pictures, music or other files; 2014**



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

Source: Eurostat 2015

## C Individuals

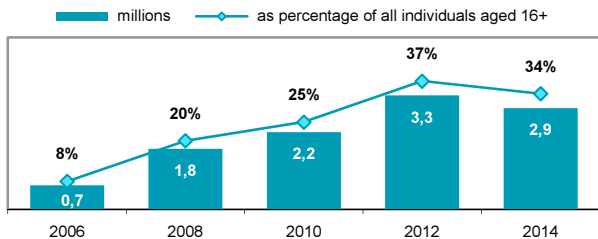
**Tab. C9 Individuals in the Czech Republic using the Internet for communication activities; 2014**

%

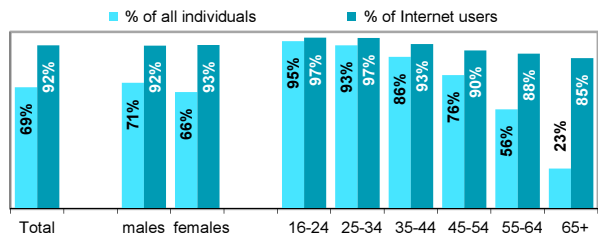
	Use of e-mails	Telephoning	Blogging
<b>Total (aged 16+)</b>	<b>68,7</b>	<b>33,6</b>	<b>7,6</b>
Total (aged 16-74)	73,8	36,2	8,2
<b>Gender:</b>			
Males (aged 16+)	71,4	34,6	10,2
Females (aged 16+)	66,1	32,7	5,0
<b>Age group:</b>			
16-24 year-olds	94,8	65,9	19,0
25-34 year-olds	92,5	52,1	13,8
35-44 year-olds	86,0	37,7	7,8
45-54 year-olds	75,7	28,0	6,3
55-64 year-olds	56,2	22,0	2,6
65 year-olds and over	22,7	10,1	0,7
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	19,2	7,3	0,9
Lower secondary (ISCED 3C)	51,1	18,5	1,7
Upper secondary (ISCED 3A or 4)	79,3	36,3	7,1
Tertiary (ISCED 5 or 6)	94,2	51,5	16,8
<b>Specific groups:</b>			
Women on maternity leave	89,9	47,7	5,5
Students (aged 16+)	97,0	69,9	22,5
Pensioners	25,7	11,9	0,6

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

**Figure C25 Individuals telephoning over the Internet using applications such as Skype or Facetime**



**Figure C26 E-mail use by sex and age groups; 2014**

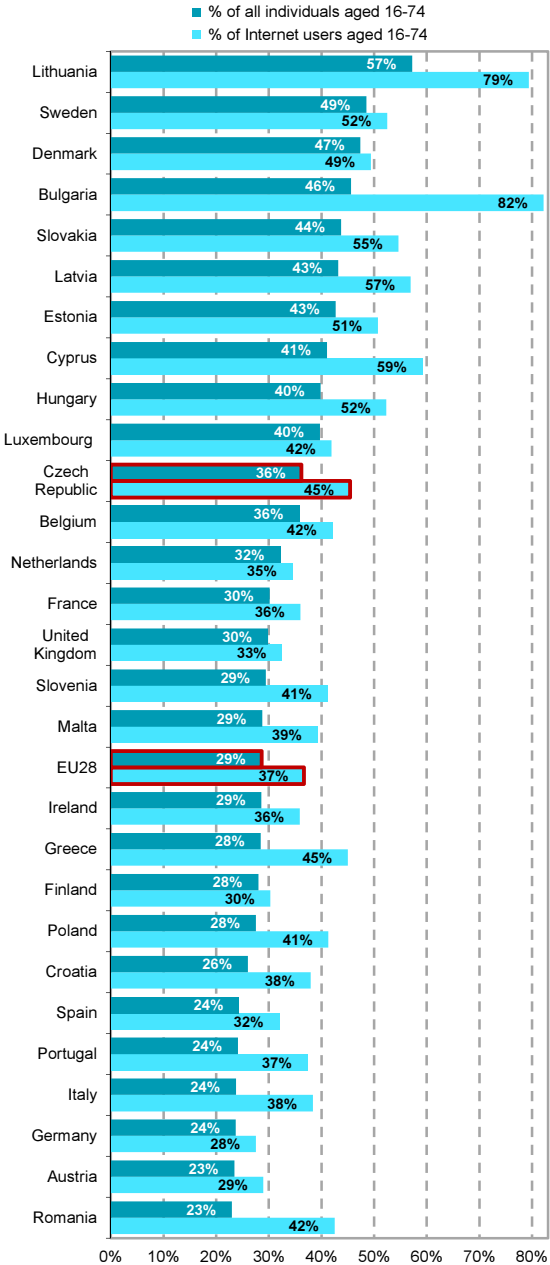


as % of all individuals/ internet users in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C27 Individuals telephoning over the Internet using applications such as Skype or Facetime; 2014**



Source: Eurostat 2015

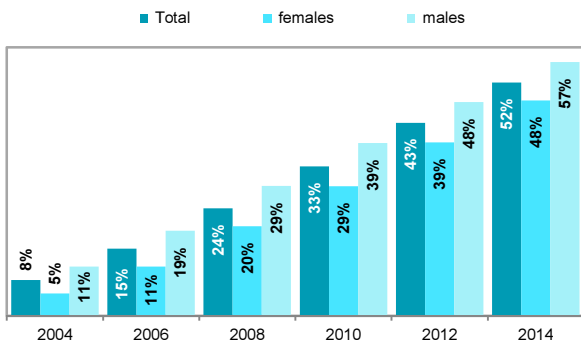
## C Individuals

Tab. C10 ICT users aged 55 to 74 in the Czech Republic; 2014

	Total	Males	Females
<b>Use of mobile phone</b>			
individuals that never used a mobile phone	3,4	3,6	3,2
<b>Computer use</b>			
individuals that never used a computer	37,0	33,1	40,5
at least once in the last 3 months - PC users	51,3	56,6	46,7
at least once a weak - regular PC users	46,8	52,2	42,1
portable computer users	26,8	31,3	22,9
<b>Internet use</b>			
individuals that never used the Internet	39,5	35,7	42,8
at least once in the last 3 months - Internet users	52,1	56,7	48,1
at least once a weak - regular internet users	47,1	52,3	42,6
mobile internet users	7,3	10,4	4,5

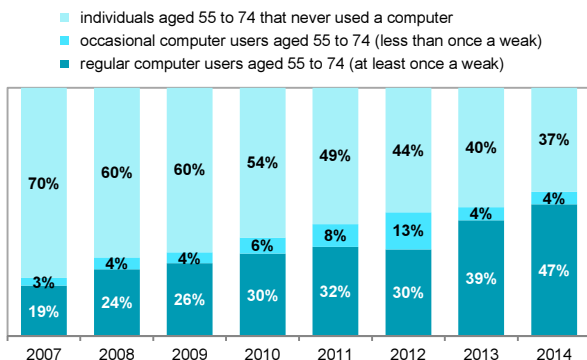
as a percentage of all individuals / males / females 55 to 74 year-olds

Figure C28 Internet users aged 55 to 74



as a percentage of all individuals / males / females 55 to 74 year-olds

Figure C29 Computer use of individuals aged 55 to 74

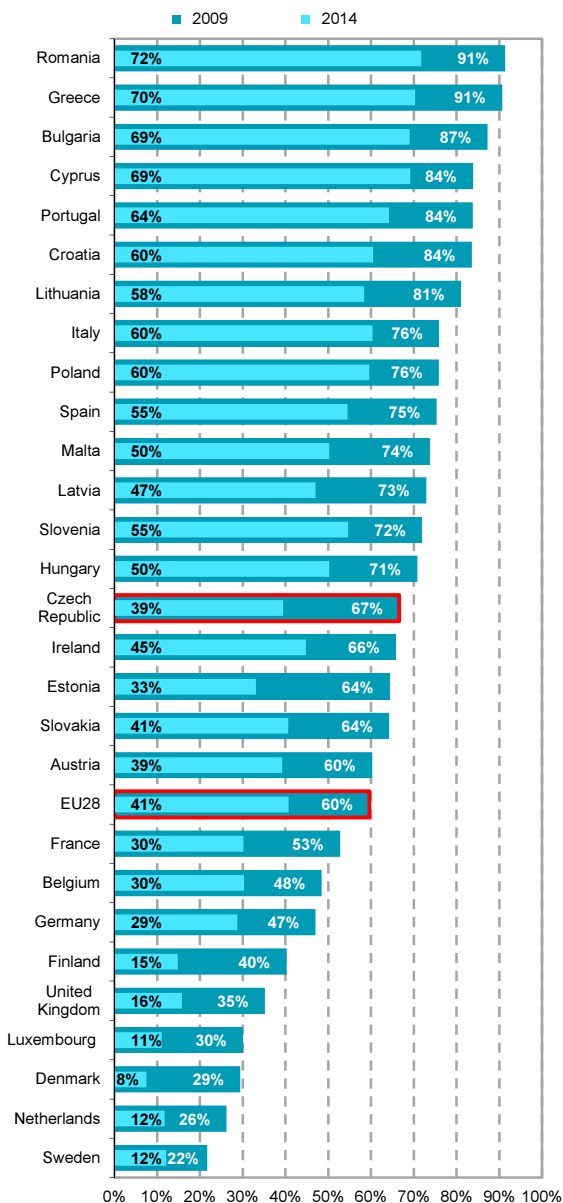


as a percentage of all individuals 55 to 74 year-olds

Source: Czech Statistical Office, ICT use survey in households

## C Individuals

**Figure C30 Individuals aged 55 to 74 who have never used the Internet**



as a percentage of all individuals aged 55 to 74

Source: Eurostat 2015



## D Enterprises

Since 2002, the Czech Statistical Office (CZSO) has been regularly monitoring development in usage of information technologies by enterprises with 10 and more employees in selected industries with independent annual statistical survey titled: **"Survey on the Use of ICT in the Business Enterprise Sector"**.

The survey has been conducted in the first quarter of a year, with the sample of approximately **9 000 enterprises with 10 or more employees**. The resulting data has been then extrapolated to the entire population of enterprises in the Czech Republic.

Since 2006, the survey has been conducted according to the annual implementing measures of the **Framework Regulation (EC) No. 808/2004 of the European Parliament and of the Council** concerning Community statistics on the information society that ensures data harmonisation and comparability among EU countries.

### Data comparability:

- The data obtained in 2008 and later are not fully comparable with the data of previous years. This difference is due to implementation of a new NACE classification.
- The data for the Czech Republic presented by Eurostat may slightly differ from data presented by the CZSO. This difference is given by the fact that Eurostat does not include enterprises from the financial sector.

### Definitions:

- **Broadband** – see definitions in **Chapter A** of this publication
- **Electronic commerce** shall mean purchases or sales (placing or accepting orders) via the Internet or other computer networks through websites (Web e-commerce) or using the electronic data interchange (EDI e-commerce), regardless the method of payment or delivery. *Purchases (sales) implemented on the basis of orders prepared from information obtained on the Internet but placed in a traditional way (by phone, fax, or written order) or by e-mail are not included.*
- **Electronic data interchange (EDI)** refers to the structured transmission of data or documents (messages) between organizations or enterprises by electronic means in an agreed format which allows its automatic processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed.
- **Homeworking/Homeoffice** – employees are permitted to work at home for at least half of a day per week or at other premises of their choosing other than the workplace, for remuneration, by using ICT to conduct and deliver results of a product or service specified by the employer.
- **Intranet** is an internal company communication network using an Internet protocol allowing communications within an organisation.
- **Cloud computing** refers to ICT services that are used over the Internet to access software, computing power, storage capacity etc. The services are delivered from servers of service providers, can be easily scaled up or down, can be used on-demand by the user, at least after the initial set up (without human interaction with the service provider), and are paid for (either per user, by capacity used, or they are pre-paid).

The **Eurostat** online database for **Information society statistics** has been used for the international comparison. *Data from this database were extracted in March 2015.*

**Further information on ICT usage by enterprises can be found at:**

[https://www.czso.cz/csu/czso/podnikatelsky\\_sektor](https://www.czso.cz/csu/czso/podnikatelsky_sektor)

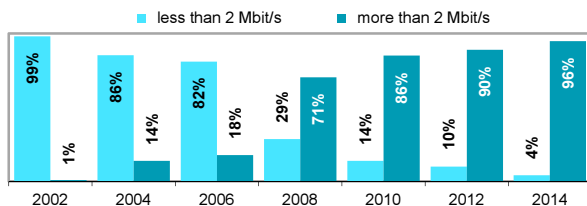
## D Enterprises

Tab. D1 Enterprises with the Internet in the Czech Rep.; 2014

	Total	Download speed	
		at least 2 Mb/s	at least 30 Mb/s
<b>Total (10 and more employees)</b>	<b>97,8</b>	<b>93,7</b>	<b>19,8</b>
Small enterprises (10-49)	97,4	92,7	18,5
Medium enterprises (50-249)	99,3	97,3	22,0
Large enterprises (250 and over)	99,5	98,2	36,9
<b>Industry (NACE category):</b>			
Manufacturing	97,9	93,0	15,6
Electricity, gas and water supply	96,6	93,1	23,2
Construction	98,1	94,6	19,7
Sale and repair of motor vehicles	98,0	93,8	20,5
Wholesale trade	100,0	98,8	16,4
Retail trade	96,6	91,8	17,1
Transport and storage	98,5	92,3	20,9
Accommodation	98,0	93,9	24,1
Food and beverage services	96,1	88,6	18,0
Travel agency and related activities	100,0	99,2	28,1
Media industry incl. publishing activities	99,5	99,5	41,2
Telecommunications	99,3	99,3	74,9
Computer programming, consultancy	99,5	98,7	42,4
Financial and insurance activities	98,2	96,8	42,3
Real estate activities	97,5	94,0	30,7
Professional and scientific activities	98,5	96,5	24,3
Administrative and support activities	91,3	83,4	22,2

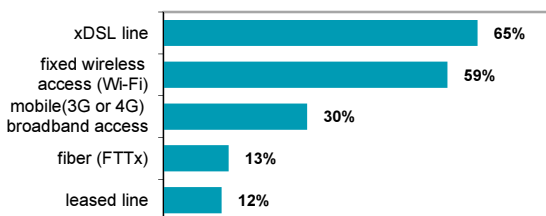
as a percentage of all enterprises in a given group

Figure D1 Speed of Internet connection used by enterprises\*



\* maximum contracted download speed of a fixed Internet connection

Figure D2 Internet connection(s) used by enterprises\*; 2014



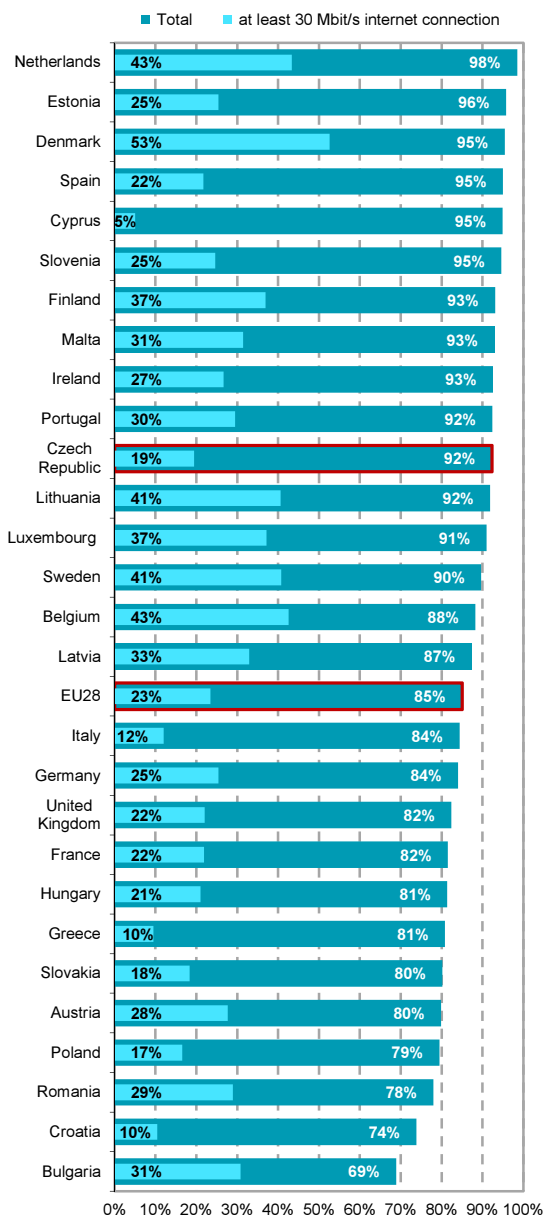
\*multiple responses possible

as a percentage of all enterprises with Internet access

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

## D Enterprises

**Figure D3 Enterprises with at least 2Mbit/s internet connection; 2014**



as a percentage of all enterprises in a given country

Source: Eurostat 2015

## D Enterprises

Tab. D2 Employees in the Czech Rep. using at work ICT; 2014

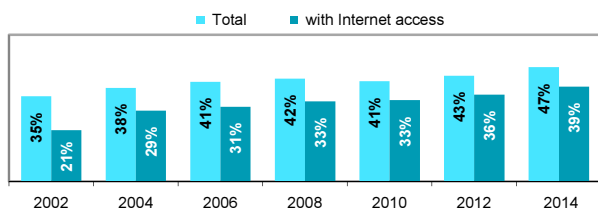
%

	PC	PC with Internet access	Portable devices*
<b>Total (10 and more employees)</b>	<b>46,8</b>	<b>38,8</b>	<b>15,8</b>
Small enterprises (10-49)	46,9	44,4	18,0
Medium enterprises (50-249)	45,7	39,4	15,4
Large enterprises (250 and over)	47,4	35,9	15,1
<b>Industry (NACE category):</b>			
Manufacturing	41,9	31,1	11,0
Electricity, gas and water supply	48,4	44,3	18,0
Construction	44,8	43,2	20,7
Sale and repair of motor vehicles	65,4	61,5	19,5
Wholesale trade	64,9	61,0	27,0
Retail trade	44,7	26,3	5,5
Transport and storage	38,7	27,1	9,3
Accommodation	40,2	36,2	8,2
Food and beverage services	26,4	24,0	4,4
Travel agency and related activities	76,3	75,5	22,4
Media industries incl. publishing activities	76,6	75,6	39,5
Telecommunications	89,3	88,7	75,1
Computer programming, consultancy	88,8	88,1	62,6
Financial and insurance activities	79,8	77,4	27,8
Real estate activities	54,1	51,3	19,1
Professional and scientific activities	80,8	77,3	40,1
Administrative and support activities	19,3	17,8	7,6

\*e.g. portable computer, tablet or smartphone

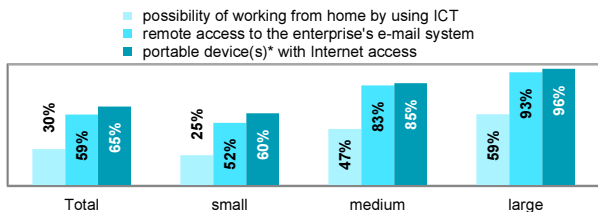
as a percentage of all employees in enterprises of a given group

Figure D4 Employees using a computer at work



as a percentage of all employees in all enterprises

Figure D5 Enterprises providing employees with...;2014

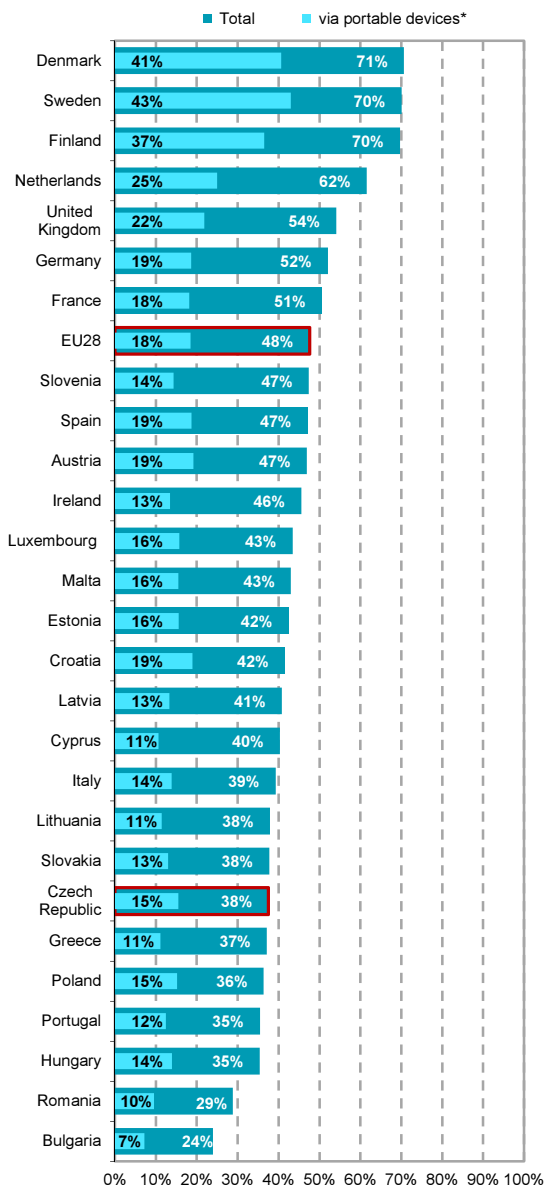


as a percentage of all enterprises in a given size class

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

## D Enterprises

Figure D6 Employees using Internet at work; 2014



\*e.g. portable computer, tablet or smartphone

as a percentage of all employees in enterprises in a given country

Source: Eurostat 2015

## D Enterprises

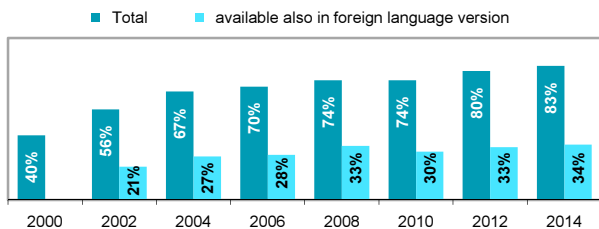
**Tab. D3 Enterprises with a Website in the Czech Republic; 2014**

%

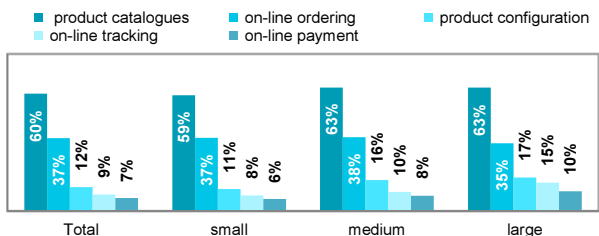
	Total	In foreign language	Customized for mobiles
<b>Total (10 and more employees)</b>	<b>82,8</b>	<b>34,2</b>	<b>31,1</b>
Small enterprises (10-49)	80,5	27,7	30,3
Medium enterprises (50-249)	91,2	56,1	33,4
Large enterprises (250 and over)	93,8	71,7	39,2
<b>Industry (NACE category):</b>			
Manufacturing	84,0	44,9	26,9
Electricity, gas and water supply	82,6	13,9	28,5
Construction	84,4	15,2	28,1
Sale and repair of motor vehicles	91,9	15,1	44,6
Wholesale trade	91,3	37,6	35,2
Retail trade	63,7	11,2	27,2
Transport and storage	66,6	22,3	23,7
Accommodation	95,2	82,9	45,3
Food and beverage services	82,9	42,1	42,2
Travel agency and related activities	98,3	55,8	42,9
Media industries incl. publishing activities	96,9	44,5	52,2
Telecommunications	96,3	26,2	51,6
Computer programming, consultancy	94,6	62,6	50,1
Financial and insurance activities	93,0	51,0	39,4
Real estate activities	78,3	28,8	26,3
Professional and scientific activities	90,9	42,8	33,3
Administrative and support activities	68,2	25,1	30,6

as a percentage of all enterprises in a given group

**Figure D7 Enterprises with a Website**



**Figure D8 Sales related applications available on enterprises' websites; 2014**

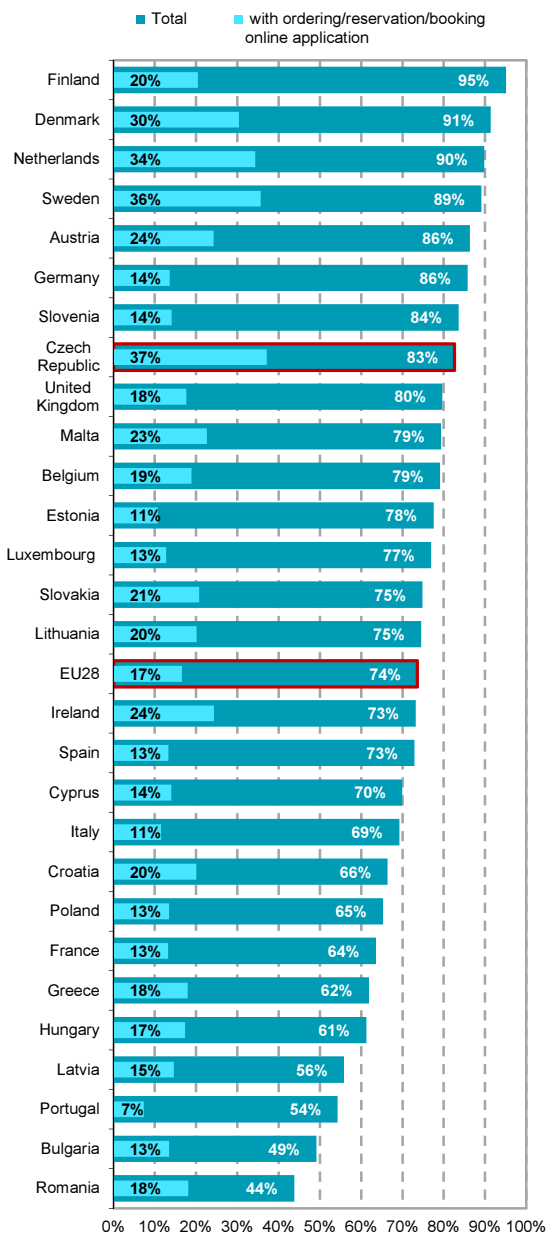


as a percentage of all enterprises in a given size class

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

## D Enterprises

Figure D9 Enterprises with a Website; 2014



as a percentage of all enterprises in a given country

Source: Eurostat 2015

## D Enterprises

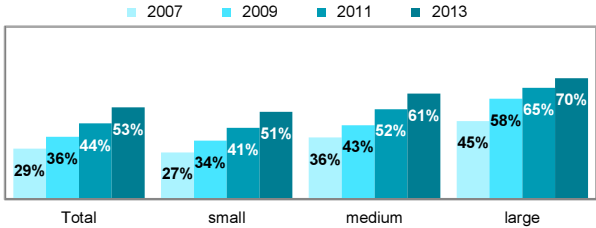
**Tab. D4 Value of e-purchases in the Czech Republic; 2013**

%

	Total	Via websites	Using EDI
<b>Total (10 and more employees)</b>	<b>32,2</b>	<b>9,5</b>	<b>22,6</b>
Small enterprises (10-49)	21,9	12,7	9,2
Medium enterprises (50-249)	26,1	11,8	14,3
Large enterprises (250 and over)	38,2	7,5	30,7
<b>Industry (NACE category):</b>			
Manufacturing	31,5	9,1	22,4
Electricity, gas and water supply	52,3	4,9	47,4
Construction	11,5	6,5	4,9
Sale and repair of motor vehicles	54,8	20,6	34,2
Wholesale trade	26,6	12,7	13,9
Retail trade	42,0	7,3	34,7
Transport and storage	13,9	8,2	5,7
Accommodation	15,5	12,4	3,1
Food and beverage services	18,0	6,5	11,6
Travel agency and related activities	31,0	20,8	10,2
Media industries incl. publishing activities	14,2	11,1	3,1
Telecommunications	68,0	6,3	61,7
Computer programming, consultancy	48,2	25,0	23,1
Real estate activities	10,6	6,1	4,4
Professional and scientific activities	19,2	13,2	6,1
Administrative and support activities	18,9	12,6	6,2

as a percentage of the total financial value of all enterprises' purchases

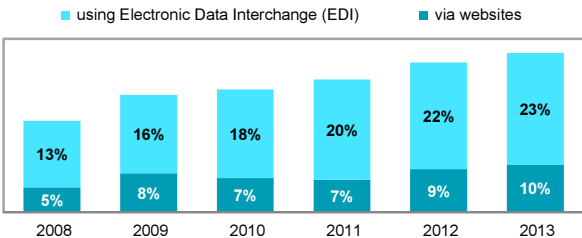
**Figure D10 Enterprises purchasing electronically\***



\* Includes all enterprises that placed during the reference year at least one electronic order over the Internet or other computer network.

as a percentage of all enterprises in a given size class

**Figure D11 Value of enterprises' e-purchases**



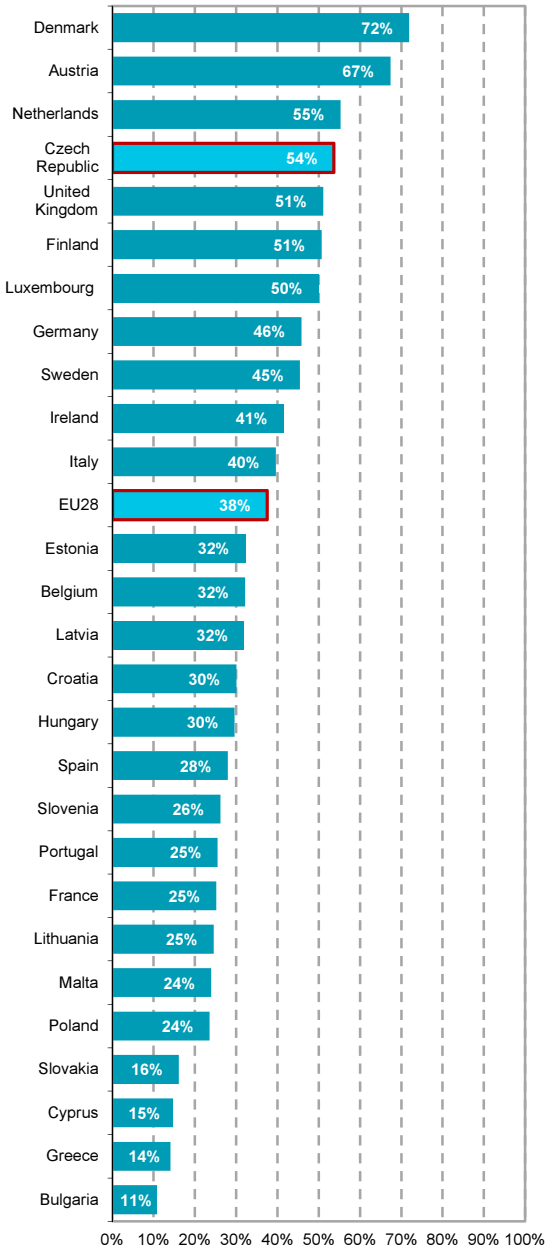
as a percentage of the total financial value of all enterprises' purchases

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



## D Enterprises

Figure D12 Enterprises purchasing electronically; 2013



as a percentage of all enterprises in a given country

Source: Eurostat 2015

## D Enterprises

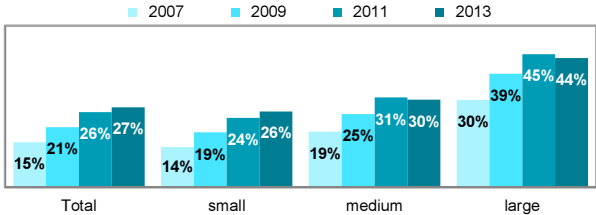
**Tab. D5 Value of e-sales in the Czech Republic; 2013**

%

	Total	via websites	using EDI
<b>Total (10 and more employees)</b>	<b>28,0</b>	<b>5,9</b>	<b>22,1</b>
Small enterprises (10-49)	14,9	7,3	7,6
Medium enterprises (50-249)	19,8	9,3	10,5
Large enterprises (250 and over)	35,7	4,0	31,7
<b>Industry (NACE category):</b>			
Manufacturing	34,3	2,1	32,3
Electricity, gas and water supply	45,5	6,2	39,4
Construction	3,2	0,7	2,5
Sale and repair of motor vehicles	37,5	19,2	18,3
Wholesale trade	23,8	10,7	13,1
Retail trade	17,5	11,3	6,2
Transport and storage	30,3	9,8	20,5
Accommodation	31,5	21,6	9,8
Food and beverage services	7,6	5,0	2,6
Travel agency and related activities	38,4	32,5	5,8
Media industries incl. publishing activities	22,0	18,8	3,2
Telecommunications	46,6	9,6	37,0
Computer programming, consultancy	19,4	11,4	8,0
Real estate activities	11,8	4,4	7,3
Professional and scientific activities	4,7	2,0	2,7
Administrative and support activities	16,8	7,9	8,8

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

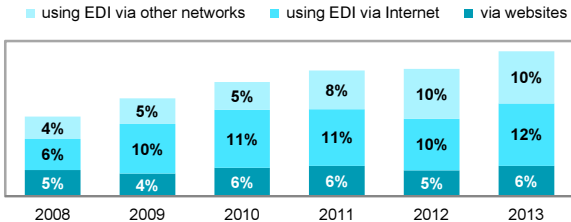
**Figure D13 Enterprises selling electronically\***



\* Includes all enterprises that during the reference year received at least one electronic order over the Internet or other computer network.

as a percentage of all enterprises in a given size class

**Figure D14 Value of enterprises' e-sales**



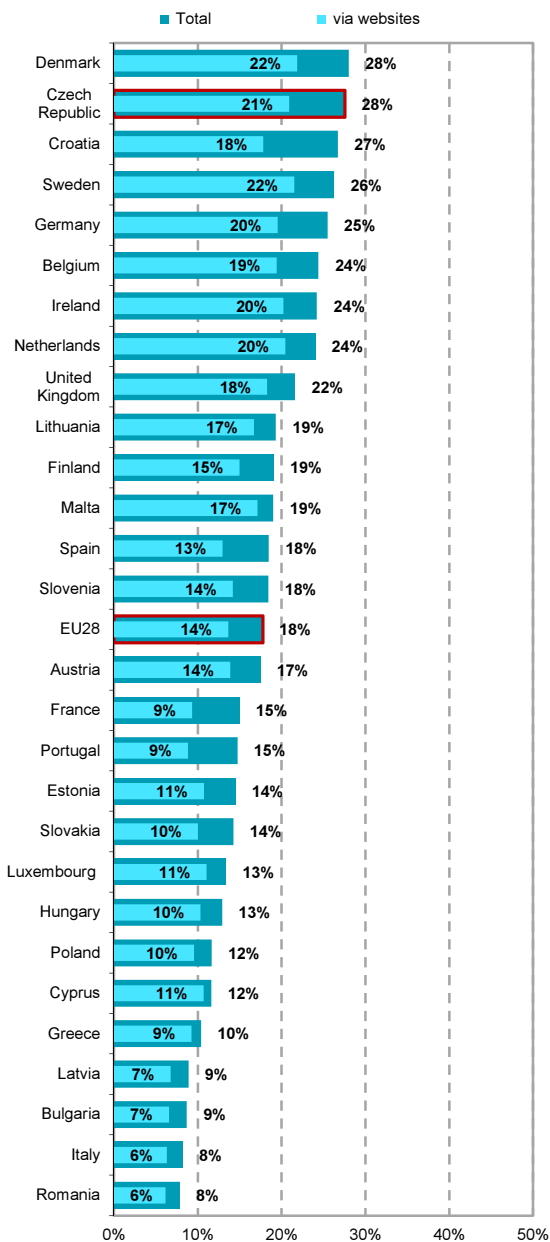
EDI = Electronic Data Interchange

as a percentage of total enterprises' turnover

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

## D Enterprises

Figure D15 Enterprises selling electronically; 2013

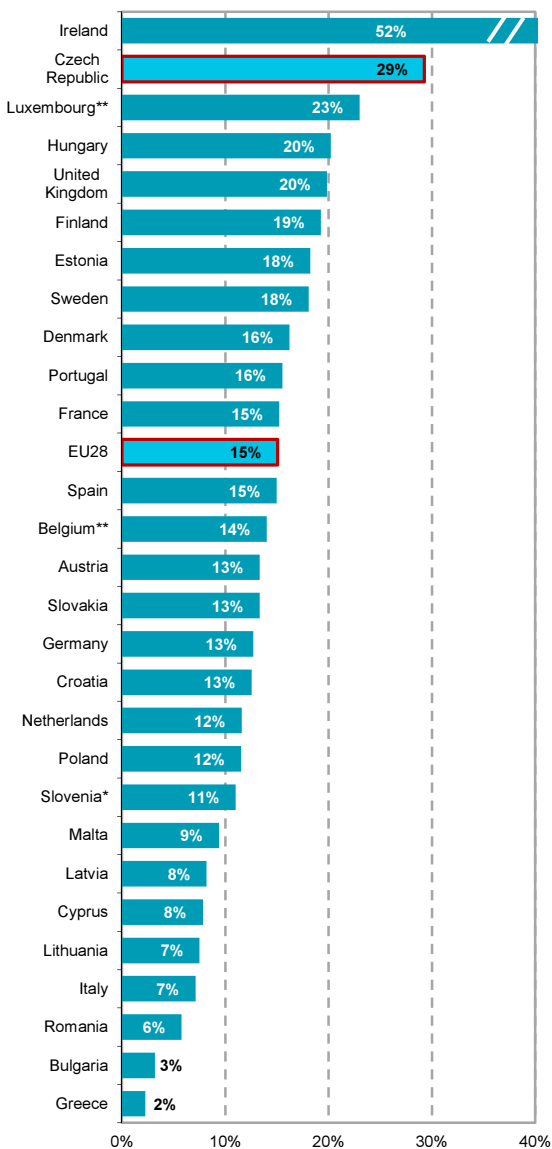


as a percentage of all enterprises in a given country

Source: Eurostat 2015

## D Enterprises

**Figure D16 Value of enterprises e-sales; 2013**



as a percentage of enterprises' total turnover in a given country

\*data for 2012, \*\* data for 2011

Source: Eurostat 2015

## D Enterprises

Tab. D6 Enterprises in the Czech Republic using paid cloud computing services; 2014

%

	Total	by type of server	
		shared	reserved
<b>Total (10 and more employees)</b>	<b>15,2</b>	<b>11,8</b>	<b>6,1</b>
Small enterprises (10-49)	14,7	11,3	5,9
Medium enterprises (50-249)	16,6	13,7	6,4
Large enterprises (250 and over)	19,4	13,7	10,1
<b>Industry (NACE category):</b>			
Manufacturing	13,2	10,6	4,8
Electricity, gas and water supply	13,5	11,3	5,8
Construction	13,9	11,7	3,9
Sale and repair of motor vehicles	18,1	13,0	8,7
Wholesale trade	18,5	13,9	8,4
Retail trade	17,3	12,7	7,3
Transport and storage	14,2	9,9	5,7
Accommodation	16,9	14,0	5,2
Food and beverage services	7,4	5,3	3,3
Travel agency and related activities	18,0	12,6	7,7
Media industries incl. publishing activities	29,9	23,3	14,7
Telecommunications	25,6	20,4	10,6
Computer programming	38,8	30,7	19,0
Financial and insurance activities	21,5	16,2	8,2
Real estate activities	11,7	8,0	6,2
Professional and scientific activities	16,3	12,2	7,0
Administrative and support activities	12,3	9,2	6,0

as a percentage of all enterprises in a given group

Figure D17 Enterprises using paid cloud computing by type of service; 2014

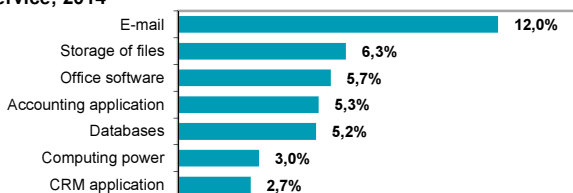
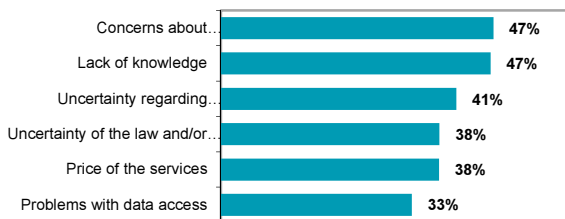


Figure D18 Obstacles limiting enterprises from using paid cloud computing services; 2014

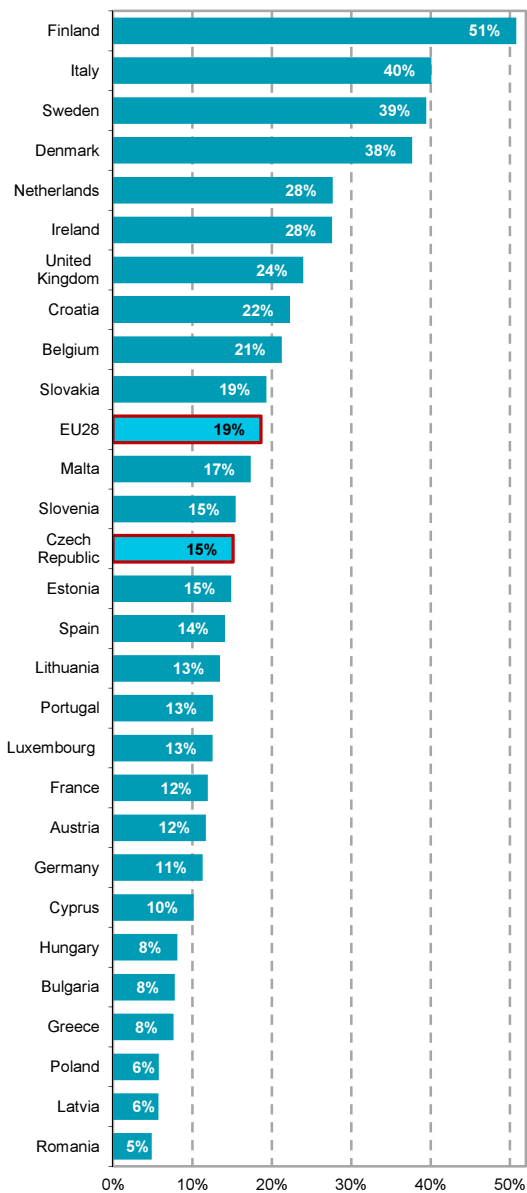


as a percentage of all enterprises

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

## D Enterprises

Figure D19 Enterprises using paid cloud services; 2014



as a percentage of all enterprises in a given country

Source: Eurostat 2015

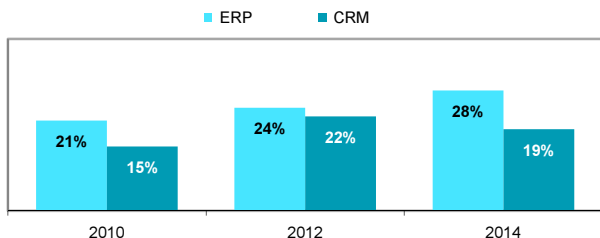
## D Enterprises

**Tab. D7 Enterprises in the Czech Republic using selected business management IS/SW applications; 2014**

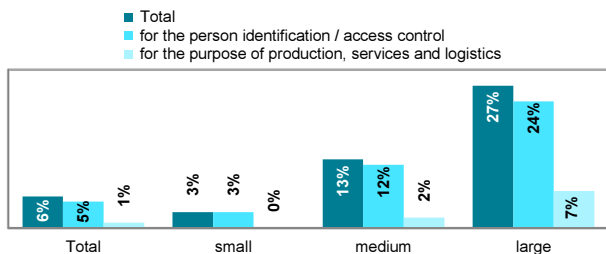
	ERP	CRM	RFID
<b>Total (10 and more employees)</b>	<b>27,7</b>	<b>19,1</b>	<b>5,9</b>
Small enterprises (10-49)	19,5	14,7	3,3
Medium enterprises (50-249)	53,3	34,3	13,4
Large enterprises (250 and over)	81,1	41,9	26,6
<b>Industry (NACE category):</b>			
Manufacturing	34,7	18,6	8,4
Electricity, gas and water supply	32,8	14,1	9,1
Construction	19,9	8,5	1,3
Sale and repair of motor vehicles	35,4	34,3	4,5
Wholesale trade	40,5	35,4	7,5
Retail trade	13,1	9,7	2,1
Transport and storage	14,4	9,5	4,8
Accommodation	18,4	15,0	6,5
Food and beverage services	4,2	3,2	0,3
Travel agency and related activities	36,2	35,0	0,6
Media industry incl. publishing activities	42,3	36,8	5,3
Telecommunications	44,6	47,4	14,3
Computer programming, consultancy	56,1	59,8	15,4
Financial and insurance activities	41,8	43,1	9,7
Real estate activities	21,5	16,5	3,3
Professional and scientific activities	23,5	22,7	5,6
Administrative and support activities	19,0	11,8	6,1

as a percentage of all enterprises in a given group

**Figure D20 Enterprises using selected SW applications**



**Figure D21 Enterprises using RFID; 2014**

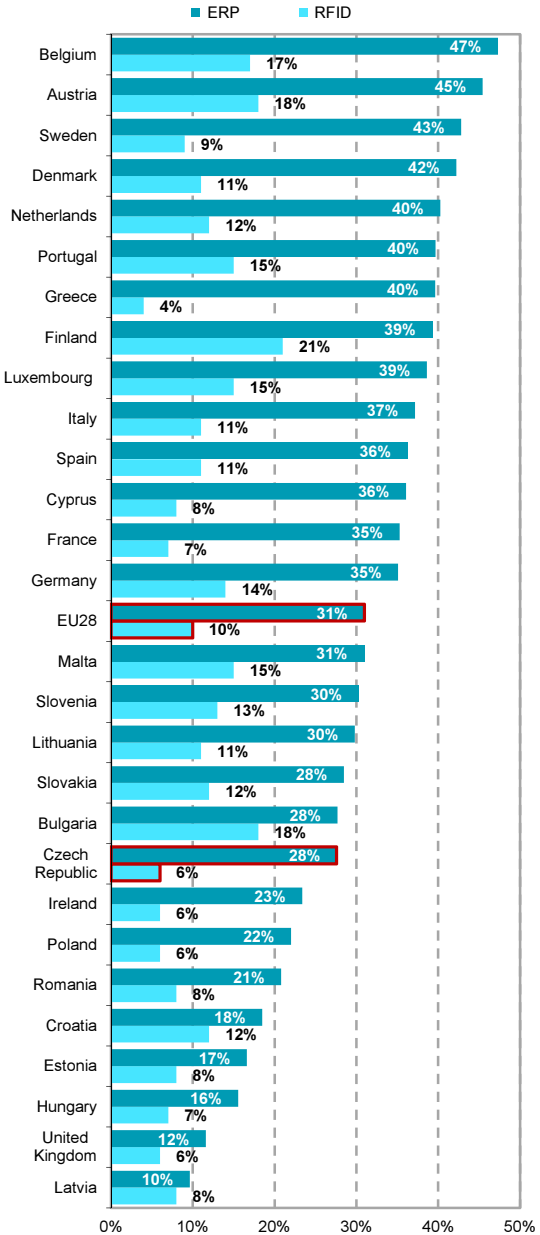


as a percentage of all enterprises in a given size class

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

## D Enterprises

Figure D22 Enterprises using ERP and RFID; 2014



Source: Eurostat 2015



## D Enterprises

Tab. D8 Enterprises in the Czech Rep. using social networks

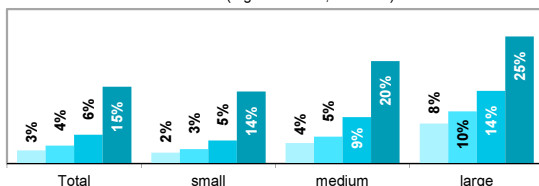
%

	2013	2014
<b>Total (10 and more employees)</b>	<b>15,0</b>	<b>21,8</b>
Small enterprises (10-49)	13,5	19,9
Medium enterprises (50-249)	19,9	27,2
Large enterprises (250 and over)	24,7	35,6
<b>Industry (NACE category):</b>		
Manufacturing	10,8	15,4
Electricity, gas and water supply	9,1	12,4
Construction	4,0	7,7
Sale and repair of motor vehicles	22,7	33,4
Wholesale trade (motor vehicles excluded)	17,6	29,1
Retail trade (motor vehicles excluded)	19,2	32,9
Transport and storage	31,2	10,2
Accommodation	49,8	60,8
Food and beverage services	25,6	36,9
Travel agency and related activities	62,1	74,7
Media industry incl. publishing activities	61,2	63,3
Telecommunications	39,9	51,6
Computer programming and related activities	37,8	44,2
Financial and insurance activities	27,9	35,4
Real estate activities	16,3	18,4
Professional, scientific and technical activities	18,3	25,2
Administrative and support activities	15,4	21,9

as a percentage of all enterprises in a given group

Figure D23 Social media used by enterprises; 2013

- "Wiki" based knowledge sharing tools
- enterprise's blog or microblog (e.g. Twitter)
- multimedia content sharing websites (e.g. You Tube)
- social networks (e.g. Facebook, LinkedIn)



as a percentage of all enterprises in a given size class

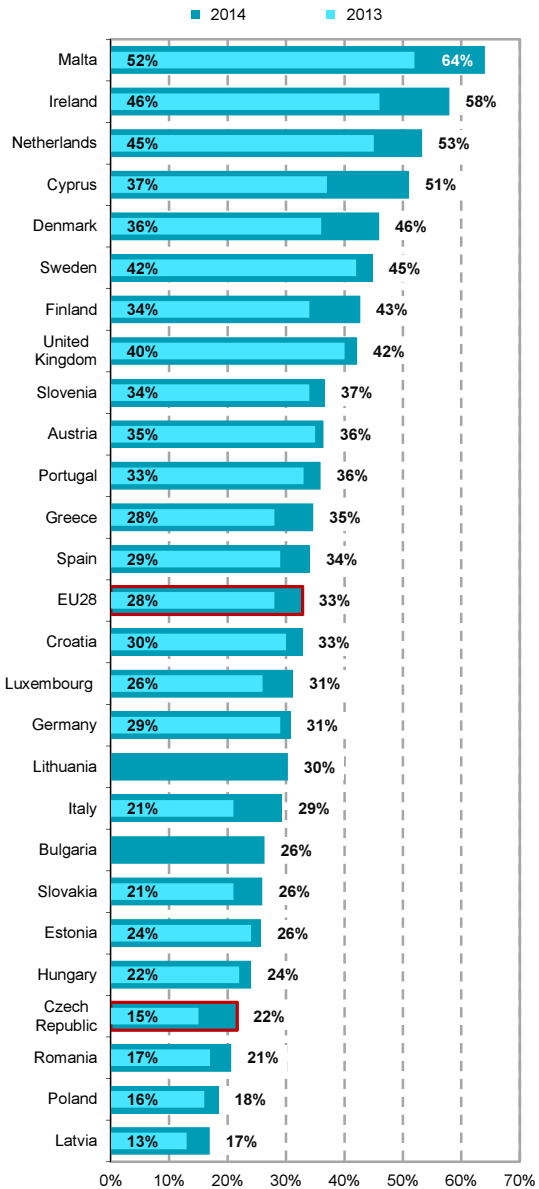
Figure D24 Reasons for using social media, 2013



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

## D Enterprises

Figure D25 Enterprises using social networks; 2013



as a percentage of all enterprises in a given country and year

Source: Eurostat 2015

## D Enterprises

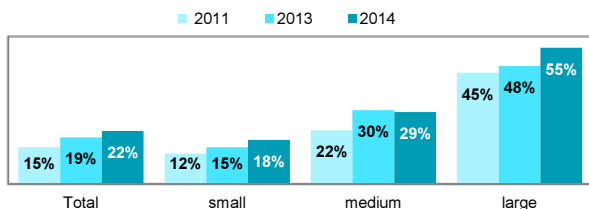
**Tab. D9 Enterprises in the Czech Republic using the Internet for selected activities; 2014**

%

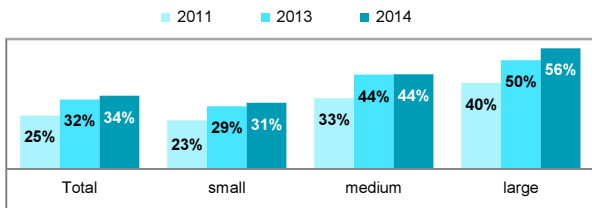
	Enterprises using the Internet for:		
	Internet banking	E-learning	Making phone calls
<b>Total (10 and more employees)</b>	<b>93,3</b>	<b>21,6</b>	<b>33,9</b>
Small enterprises (10-49)	92,4	18,3	30,7
Medium enterprises (50-249)	96,6	29,3	43,8
Large enterprises (250 and over)	95,8	55,4	55,8
<b>Industry (NACE category):</b>			
Manufacturing	93,4	17,6	34,1
Electricity, gas and water supply	91,6	18,9	32,2
Construction	94,7	14,2	21,9
Sale and repair of motor vehicles	96,7	43,3	36,9
Wholesale trade	99,6	27,9	46,8
Retail trade	87,9	19,5	25,0
Transport and storage	94,0	11,6	25,7
Accommodation	90,8	14,5	31,7
Food and beverage services	87,4	7,5	20,5
Travel agency and related activities	100,0	33,2	64,4
Media industry	96,1	43,0	57,8
Telecommunications	97,6	48,2	82,8
Computer programming, consultancy	96,0	68,8	72,3
Financial and insurance activities	93,5	58,6	51,8
Real estate activities	91,0	21,7	31,9
Professional and scientific activities	92,8	34,2	42,4
Administrative and support activities	84,6	17,1	27,6

as a percentage of all enterprises in a given group

**Figure D26 Enterprises using Internet for e-learning**



**Figure D27 Enterprises using the Internet for phone calls**

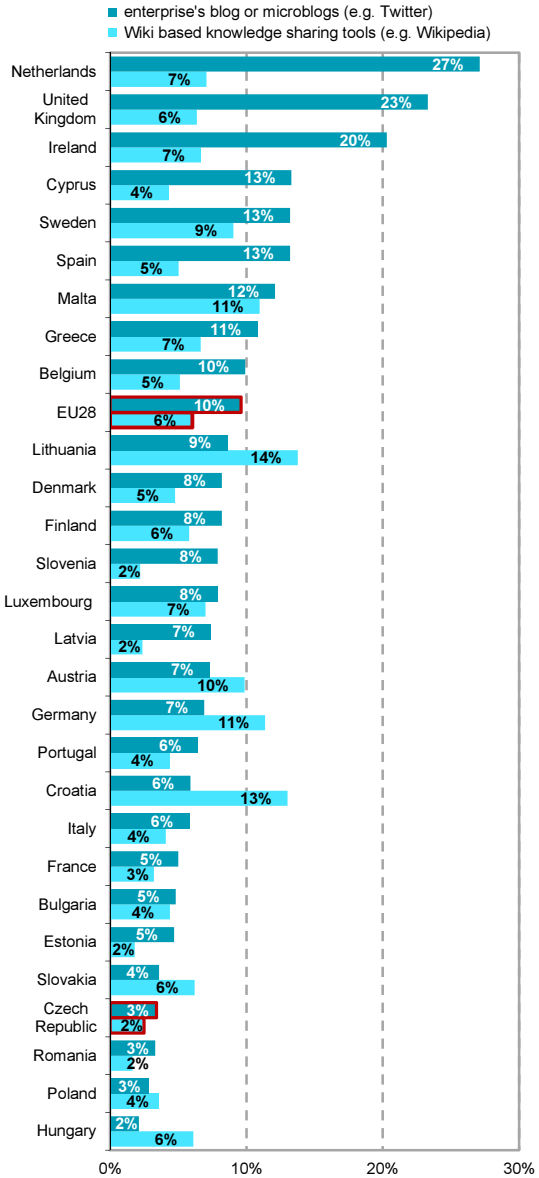


as a percentage of all enterprises in a given size class

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

## D Enterprises

**Figure D28 Enterprises using the Internet for sharing information via:; 2013**



as a percentage of all enterprises in a given country

Source: Eurostat 2015

## D Enterprises

Tab. D10 Enterprises in the Czech Republic using third party open source operating system

%

	2010	2011	2013
<b>Total (10 and more employees)</b>	<b>21,6</b>	<b>24,1</b>	<b>26,6</b>
Small enterprises (10-49)	15,8	19,2	22,1
Medium enterprises (50-249)	39,6	40,5	40,8
Large enterprises (250 and over)	64,2	61,0	59,5
<b>Industry (NACE category):</b>			
Manufacturing	23,7	24,4	26,1
Electricity, gas and water supply	21,5	19,7	30,4
Construction	12,2	14,6	20,8
Sale and repair of motor vehicles	15,7	25,9	26,0
Wholesale trade	21,7	30,4	27,1
Retail trade	18,3	19,1	24,0
Transport and storage	20,1	22,2	20,6
Accommodation	14,8	16,9	27,5
Food and beverage services	7,8	8,3	12,1
Travel agency and related activities	32,0	25,1	30,9
Media industry incl. publishing activities	59,2	49,9	51,8
Telecommunications	70,4	86,0	81,0
Computer programming, consultancy	67,2	67,6	69,2
Financial and insurance activities	57,8	52,8	50,7
Real estate activities	26,2	29,2	31,7
Professional and scientific activities	29,5	35,3	35,6
Administrative and support activities	18,0	15,9	23,1

as a percentage of all enterprises in a given group

Figure D29 Enterprises using selected third party open source software; 2013

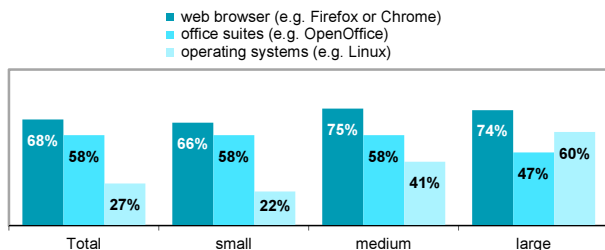
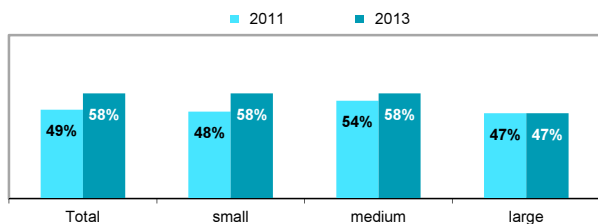


Figure D30 Enterprises using open source office suites

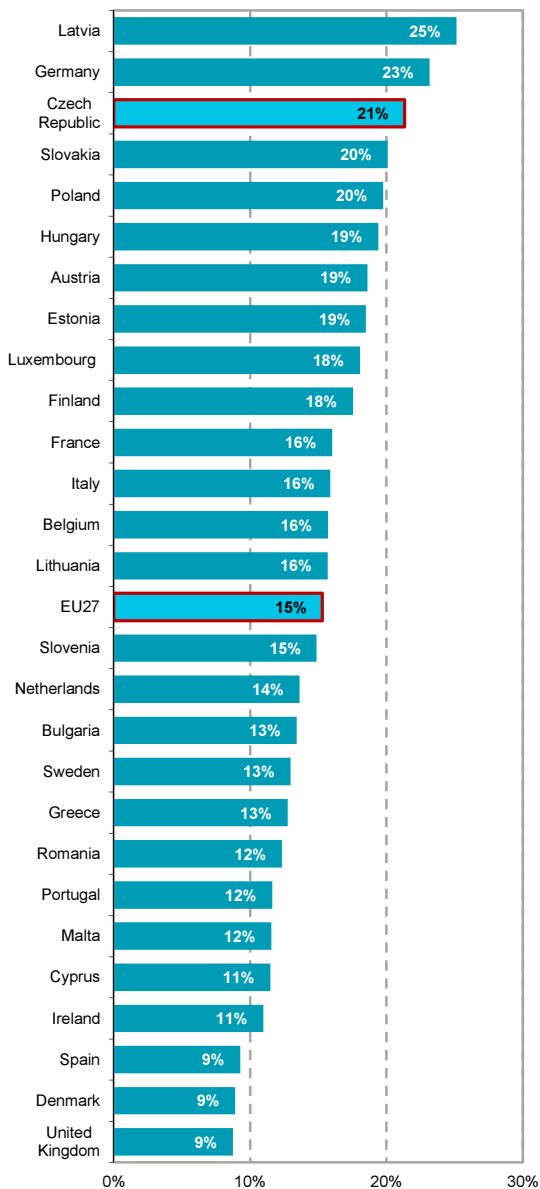


as a percentage of all enterprises in a given size class

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

## D Enterprises

**Figure D31 Enterprises using third part open source operating system (e.g. Linux); 2010**



as a percentage of all enterprises in a given country and year

Source: Eurostat 2015

## D Enterprises

Tab. D11 Enterprises in the Czech Republic with an internal computer network; 2014

	Total	WLAN	Intranet
<b>Total (10 and more employees)</b>	<b>72,5</b>	<b>58,0</b>	<b>34,6</b>
Small enterprises (10-49)	67,0	52,2	29,3
Medium enterprises (50-249)	92,5	77,4	48,6
Large enterprises (250 and over)	97,6	90,8	79,1
<b>Industry (NACE category):</b>			
Manufacturing	74,1	59,7	33,6
Electricity, gas and water supply	74,6	54,8	36,5
Construction	65,4	46,7	29,2
Sale and repair of motor vehicles	82,4	71,9	38,1
Wholesale trade	90,4	76,5	36,2
Retail trade	53,3	41,6	27,3
Transport and storage	57,0	46,7	28,5
Accommodation	75,9	63,4	27,5
Food and beverage services	40,8	33,7	20,1
Travel agency and related activities	85,6	68,4	42,5
Media industries incl. publishing activities	94,6	80,1	62,0
Telecommunications	99,3	87,1	69,8
Computer programming, consultancy	97,4	91,0	84,9
Financial and insurance activities	89,5	65,3	73,9
Real estate activities	81,4	55,7	36,5
Professional and scientific activities	89,7	69,3	43,6
Administrative and support activities	58,3	46,0	30,2

as a percentage of all enterprises in a given group

WLAN - Wireless Local Area Network

Figure D32 Enterprises using wireless access within their internal computer network (e.g. wireless LAN)

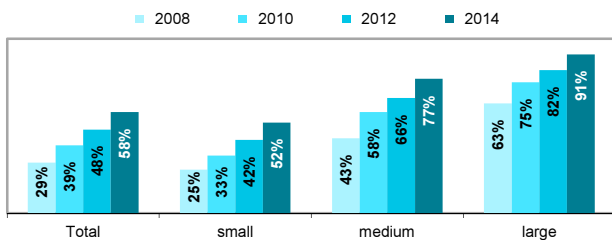
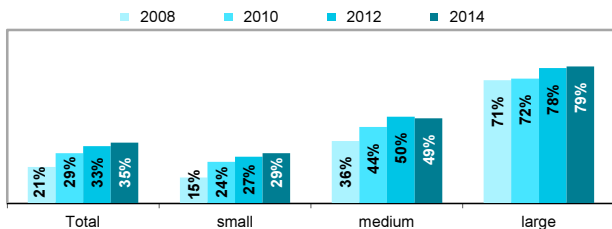


Figure D33 Enterprises with intranet (internal website)



as a percentage of all enterprises in a given size class

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

The Czech Statistical Office, in order to monitor the development of ICT usage by public authorities in the Czech Republic, used to collect data with a short module focused on **ICT usage in the public administration sector**. The latest survey on this issue was conducted in the first half of 2012 with **reference period of 31 December 2011**.

Since then the Czech Statistical Office has been focusing more on data on **e-government services** than on data on ICT equipment. Nowadays it gathers administrative data from several institutions, mainly from the Ministry of the Interior of the Czech Republic and from the General Financial Directorate of the Financial Administration. Data about the number of issued official documents by using **Czech Point services** and the number of **Electronic submissions** for the Financial Administration has been included in this publication for the first time.

**Czech Point** (an acronym which stands for Czech Filing Verification Information National Terminal in Czech) means a service provided by the Ministry of the Interior of the Czech Republic aiming at creation of universal contact or information points where citizens can manage tasks related to the public authorities. It includes certified extracts from a number of public administration information systems such as Criminal Register, Land Register or Commercial Register. It is also place where each citizen is able to fill any application to public authorities.

**Electronic submission for the Financial Administration** is an application which allows e-filing of tax returns (**e-Tax services**) such as personal or corporate income taxes returns, value added tax return and sending other documents electronically to the public authorities.

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

Use of internet for contact and interaction with public authorities by **individuals** includes: obtaining information from public authorities web sites, downloading official forms and submitting completed forms.

Use of internet for interaction with public authorities, in the last calendar year before the survey, includes for **enterprises**: obtaining information or forms from websites, returning filled in forms or following administrative procedures completely electronically.

### Definitions:

- **Downloading officials forms** means possibility of downloading the form (mostly in the PDF format) on the webpage of the organisation. An individual/enterprise may download the form or print it out.
- **Submitting completed forms** (an electronic submission) means completed forms sent via internet (to public authorities' websites) only. What is important is that an individual does not need to visit the authority personally. Forms downloaded, printed, filled in and sent by post should not be included in this category.
- A **data box** is an instrument for secured transmission of messages and documents between public authorities and other entities. It is not intended for storing messages or performing other operations with it. Data boxes are meant to replace the ordinary paper contacts with electronic means. Electronic documents are recognised as equal to paper documents by law.
- **Electronic signature** is one of the main tools of identification of persons and verification of documents in the Internet environment.

The **Eurostat** online database for **Information society statistics** has been used for the international comparison. *Data from this database were extracted in March 2015.* For more information see:

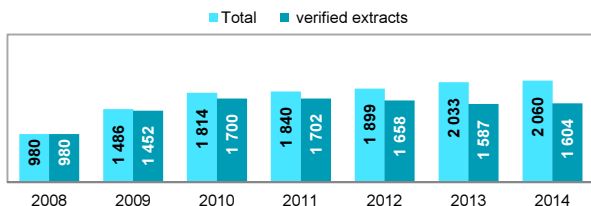
<http://ec.europa.eu/eurostat/web/information-society> and  
<http://ec.europa.eu/eurostat/web/information-society/methodology>



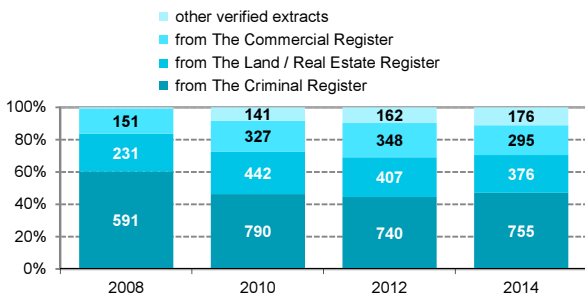
**Tab. E1 Czech Point - issued documents**

	2012	2013	2014
<b>Total</b>	<b>1 899</b>	<b>2 033</b>	<b>2 060</b>
<b>Verified extracts from..., total</b>	<b>1 658</b>	<b>1 587</b>	<b>1 604</b>
The Criminal Register	740	731	755
The Land / Real Estate Register	407	400	376
The Commercial Register	348	297	295
The Driver Register	84	82	99
The Trade License Register	77	77	78
<b>Authorized conversion of documents, total</b>	<b>216</b>	<b>397</b>	<b>406</b>
from electronic to paper form	165	303	310
from paper to electronic form	51	94	96
<b>Other issued documents</b>	<b>26</b>	<b>50</b>	<b>51</b>

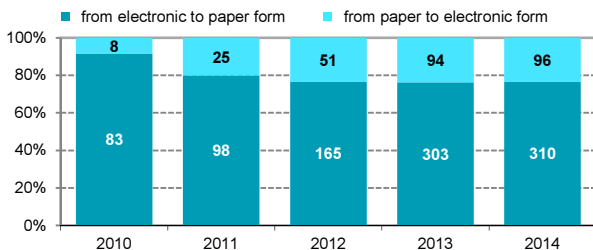
**Figure E1 Czech Point - issued documents (thous.)**



**Figure E2 Czech Point - issued verified extracts (thous.; %)**



**Figure E3 Czech Point - document conversions (thous.;%)**

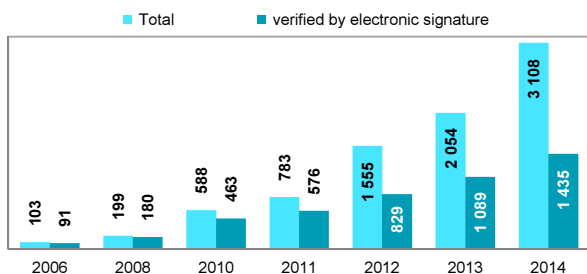


Source: Ministry of the Interior of the Czech Republic - [www.czechpoint.cz](http://www.czechpoint.cz)

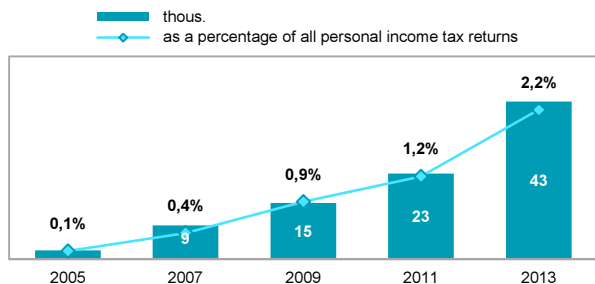
**Tab. E2 E-Tax submissions - Electronic Submissions for the Financial Administration in the Czech Republic**

	thous.		
	2012	2013	2014
Value Added Tax declaration	400	540	1 502
Road Tax declaration	35	50	86
Personal Income Tax declaration	32	43	72
Corporate Income Tax declaration	23	29	43
Real Estate Tax declaration	16	16	17

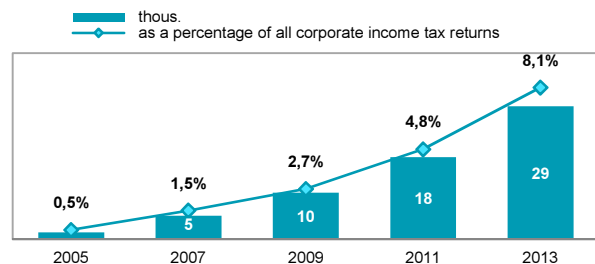
**Figure E4 E-Tax submissions (thous.)**



**Figure E5 Electronic Personal Income Tax submissions**



**Figure E6 Electronic Corporate Income Tax submissions**



Source: Financial Administration 2015

## E eGovernment

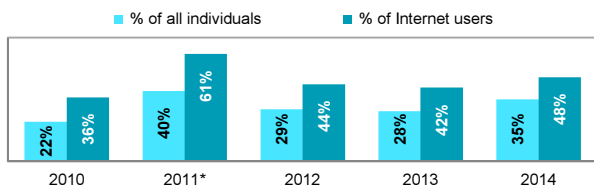
**Tab. E3 Individuals in the Czech Republic using the Internet for interaction with public authorities; 2014**

%

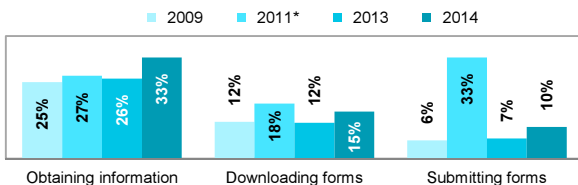
	Downloading forms	Submitting completed forms
<b>Total (aged 16 and over)</b>	<b>15,4</b>	<b>10,3</b>
Total 16–74	16,6	11,1
<b>Gender:</b>		
Males (aged 16 and over)	16,5	11,0
Females (aged 16 and over)	14,3	9,7
<b>Age group:</b>		
16-24 year-olds	12,4	9,1
25-34 year-olds	23,5	15,4
35-44 year-olds	20,2	14,0
45-54 year-olds	21,4	15,0
55-64 year-olds	11,8	7,0
65 year-olds and over	4,2	2,5
<b>Education attainment level (aged 25+):</b>		
Primary (ISCED 0, 1 or 2)	1,7	0,9
Lower secondary (ISCED 3C)	6,2	4,0
Upper secondary (ISCED 3A or 4)	19,9	13,7
Tertiary (ISCED 5 or 6)	37,6	24,6
<b>Specific groups:</b>		
Women on maternity leave	20,7	13,8
Students (aged 16 and over)	11,8	9,1
Pensioners	3,6	2,0

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

**Figure E7 Individuals using the Internet for interaction with public authorities**



**Figure E8 Individuals using the Internet in interaction with public authorities for selected activities**



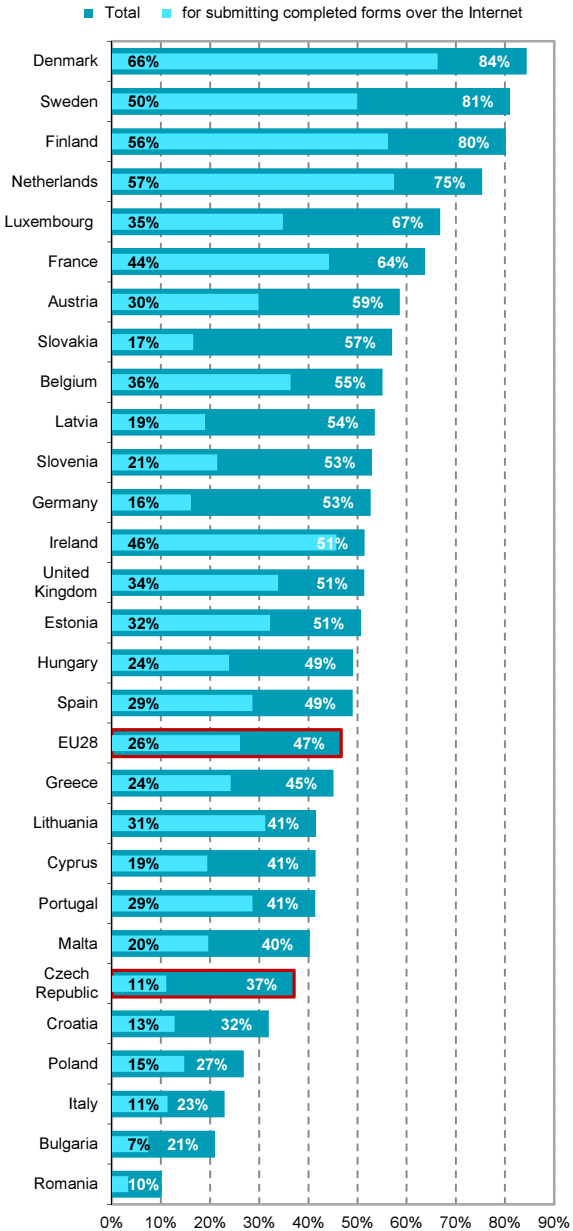
\*2011 was a year when the Czech Republic held the census of population and housing. Citizens could have filled the Census form electronically.

as a percentage of all individuals aged 16 and over

Source: Czech Statistical Office, ICT use survey in households

## E eGovernment

**Figure E9 Individuals using the Internet for interaction with public authorities; 2014**



as a percentage of all individuals aged 16-74

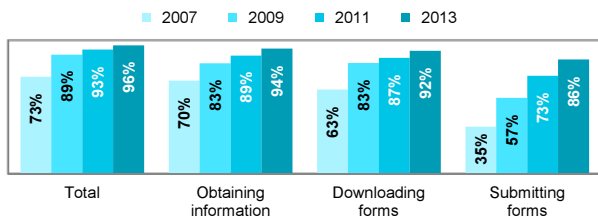
Source: Eurostat 2015

**Tab. E4 Enterprises in the Czech Republic using selected IS for interaction with public authorities; 2013**

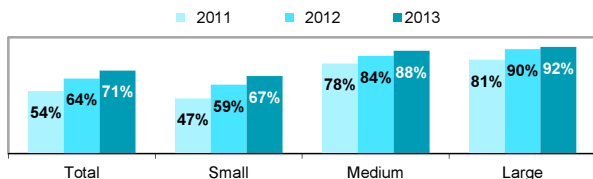
	The Internet	Data mailboxes*	E-signature
<b>Total (10 and more employees)</b>	<b>85,6</b>	<b>71,3</b>	<b>42,4</b>
Small enterprises (10-49)	83,3	66,7	35,1
Medium enterprises (50-249)	93,8	88,4	66,9
Large enterprises (250 and over)	96,6	91,6	83,4
<b>Industry (NACE category):</b>			
Manufacturing	87,7	72,8	47,5
Electricity, gas and water supply	89,8	72,4	53,0
Construction	85,6	68,6	38,3
Sale and repair of motor vehicles	92,6	83,0	39,4
Wholesale trade	90,1	78,8	47,2
Retail trade	73,4	55,0	22,7
Transport and storage	83,0	65,8	39,7
Accommodation	83,2	74,7	44,3
Food and beverage services	70,1	47,4	16,1
Travel agency and related activities	87,4	75,0	25,5
Media industry incl. publishing activities	94,2	85,4	38,3
Telecommunications	97,8	92,7	53,1
Computer programming, consultancy	93,6	85,5	55,7
Financial and insurance activities	92,0	86,4	64,2
Real estate activities	88,8	82,5	36,6
Professional and scientific activities	90,2	79,7	53,2
Administrative and support activities	77,6	64,6	41,6

as a percentage of all enterprises in a given group

**Figure E10 Enterprises interacting online with public authorities**



**Figure E11 Enterprises using data mailboxes\* for sending documents to public authorities**

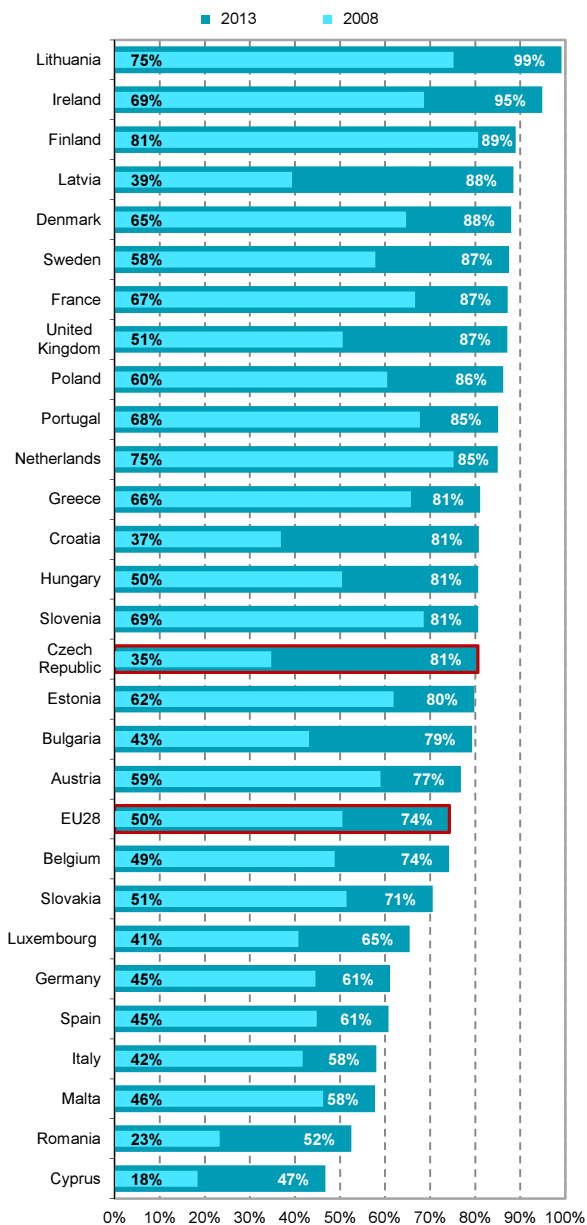


as a percentage of all enterprises in a given size class

\* It is an electronic document delivery system used as the main communication channel of Czech authorities. Both central and local government organizations have to communicate through data boxes with each other, as well as with business enterprises. Citizens and enterprises can choose between data boxes and traditional paper mail.

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

**Figure E12 Enterprises returning filled in forms to public authorities over the Internet**



as a percentage of all enterprises in a given country

Source: Eurostat 2015

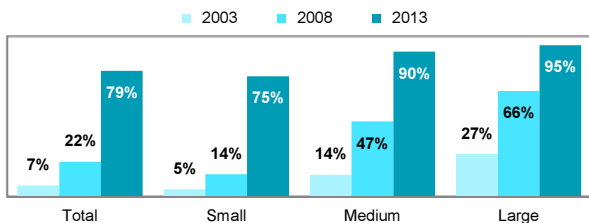
## E eGovernment

**Tab. E5 Enterprises in the Czech Republic using full electronic submissions to public administration**

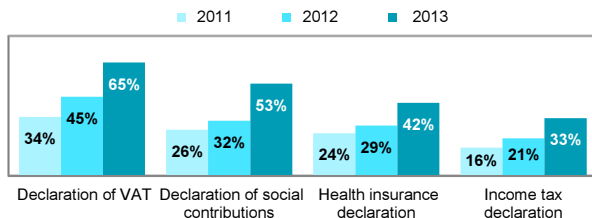
	%		
	2011	2012	2013
<b>Total (10 and more employees)</b>	<b>59,1</b>	<b>65,9</b>	<b>78,5</b>
Small enterprises (10-49)	53,5	61,2	75,2
Medium enterprises (50-249)	78,6	82,9	90,5
Large enterprises (250 and over)	90,6	91,4	94,6
<b>Industry (NACE category):</b>			
Manufacturing	70,2	71,8	80,9
Electricity, gas and water supply	74,2	74,8	84,1
Construction	44,6	70,4	76,5
Sale and repair of motor vehicles	62,3	64,7	80,9
Wholesale trade	72,4	66,1	84,0
Retail trade	41,3	52,3	69,5
Transport and storage	51,5	62,8	75,3
Accommodation	46,9	57,5	76,2
Food and beverage services	31,2	42,7	61,5
Travel agency and related activities	40,6	54,1	70,0
Media industry incl. publishing activities	63,0	69,5	77,9
Telecommunications	67,1	79,8	84,1
Computer programming, consultancy	71,9	77,2	85,5
Financial and insurance activities	59,9	72,6	78,6
Real estate activities	52,5	66,4	80,4
Professional and scientific activities	40,6	54,1	70,0
Administrative and support activities	49,8	53,6	71,3

as a percentage of all enterprises in a given group

**Figure E13 Enterprises using full electronic submissions to public authorities**



**Figure E14 Enterprises treating the following administrative procedures completely electronically without the need for paper work**



as a percentage of all enterprises in a given group

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

## F eHealth

The Czech Statistical Office (CZSO) has been collecting data **on the adoption and use of information technologies in health care** since 2003. The main source for measuring the development of eHealth in the Czech Republic is a short module related to **ICT usage in the health-care facilities** conducted by the CZSO in cooperation with the Institute of Health Information and Statistics of the Czech Republic (IHIS). This module has been conducted annually as a part of a mandatory yearly statement on employers, employees and other contracted workers.

### Notes:

**Reference period:** End of the monitored year for ICT equipment of health establishments and entire reference year for internet activities undertaken by independent physicians.

**Target facilities:** Practices of independent physicians. In 2013, the most recent period of data available, a total of 20 387 practices of independent physicians were surveyed, and 20 297 (99,6% of them) answered the questionnaire.

**Available breakdowns:** Data on the use of information and communication technologies by independent physicians are available by the type of practice and age group of practitioner. Special doctor's practices include offices such as of dermatologists, urologists, ophthalmologists etc.

### Definitions:

- **Computer based patient (health) record** – electronic medical documentation stored in a computer of physician
- **Internet based patient (health) record** – internet based medical documentation which enables healthcare providers and professionals to exchange medical patient data
- **Online appointment system** offers the possibility to make appointments through the health establishment's website, using online form (e-mail is not included).
- **Online consultation** offers the possibility to ask health-related questions, which the health establishment answers by e-mail or may publish the response on its website.

Detailed regional breakdown data on ICT in health establishments can be found in chapter 18 of each **Regional yearbook**.

<https://www.czso.cz/csu/czso/regional-yearbooks>

Data for international comparison of general practitioners comes from The **European Commission** online database. For more information see:

<http://ec.europa.eu/digital-agenda/en/scoreboard>

Information about **individuals** using Internet in relation to health is available from the annual statistical survey conducted by the CZSO titled: **“Sample Survey on ICT Use in Households and by Individuals”**. For more information see **Chapter C** of this publication.

### Definitions:

- **Seeking health related information** – seeking information about diseases, treatment, diagnostics, nutrition etc. on the Internet (at least once in the last 3 months and for personal use only).
- **Making an appointment with a practitioner via a website** at least once in the last 3 months and for personal use only. Sending an e-mail is excluded.

The **Eurostat** online database for **Information society statistics** has been used for the international comparison. *Data from this database were extracted in March 2015.* For more information see:

<http://ec.europa.eu/eurostat/web/information-society> and

<http://ec.europa.eu/eurostat/web/information-society/methodology>

**Further information on eHealth statistics can be found at:**

[https://www.czso.cz/csu/czso/information\\_technologies\\_in\\_the\\_czech\\_health\\_sector](https://www.czso.cz/csu/czso/information_technologies_in_the_czech_health_sector)



## F eHealth

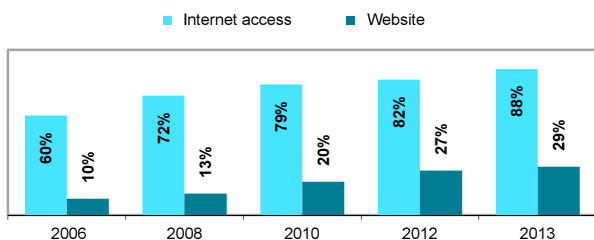
**Tab. F1 Independent physicians in the Czech Republic using in their offices selected ICT; 2013**

%

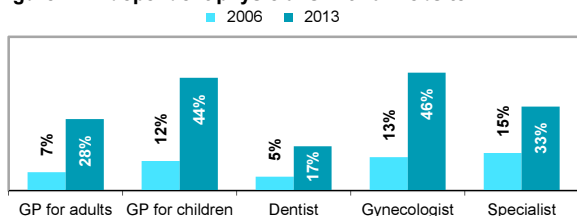
	Computer	Internet	Website
<b>Total</b>	<b>93,3</b>	<b>88,4</b>	<b>29,3</b>
General practitioners for adults	92,7	88,6	27,9
General practitioners for children	93,2	90,5	44,0
Dentists	92,2	85,5	17,3
Gynecologists	96,0	93,8	46,0
Specialists	94,0	89,2	32,8

as a percentage of all independent physicians' offices of a given practice

**Figure F1 Independent physicians with internet access in their office and with a Website**

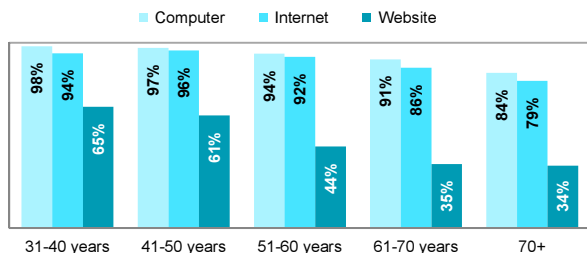


**Figure F2 Independent physicians with a Website**



as a percentage of all independent physicians' offices of a given practice

**Figure F3 GPs for children using selected ICT by age; 2013**



as a percentage of all GPs for children in a given age group

Source: Institute of Health Information and Statistics of the Czech Republic

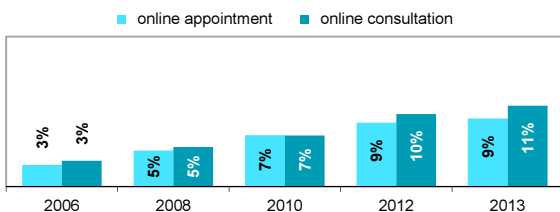
## F eHealth

**Tab. F2 Applications available on independent physicians' websites in the Czech Republic; 2013**

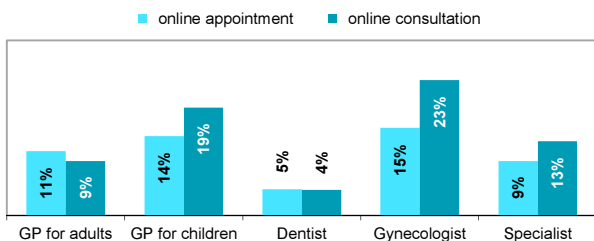
	online appointment	online consultation
<b>Total</b>	<b>9,1</b>	<b>10,8</b>
General practitioners for adults	11,0	9,3
General practitioners for children	13,6	18,5
Dentists	4,5	4,4
Gynecologists	15,0	23,2
Specialists	9,3	12,7

as a percentage of all independent physicians' offices of a given practice

**Figure F4 Online applications available on websites of independent physicians**

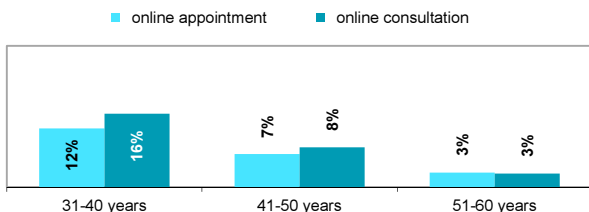


**Figure F5 Online applications available on independent physicians' websites by type of practice; 2013**



as a percentage of all independent physicians' offices of a given practice

**Figure F6 Online applications available on websites of gynecologist's practices by age groups; 2013**



as a percentage of all gynecologists in a given age group

Source: Institute of Health Information and Statistics of the Czech Republic

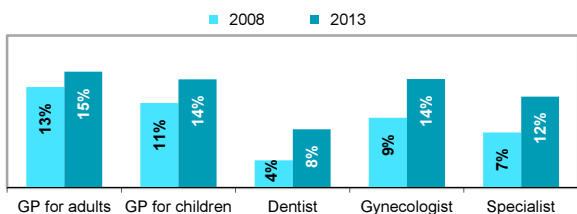
## F eHealth

**Tab. F3 Independent physicians in the Czech Republic keeping health records electronically; 2013**

	on a Computer	on the Internet
<b>Total</b>	<b>73,9</b>	<b>11,9</b>
General practitioners for adults	77,6	15,2
General practitioners for children	66,5	14,3
Dentists	69,5	7,7
Gynecologists	82,1	14,3
Specialists	75,8	12,0

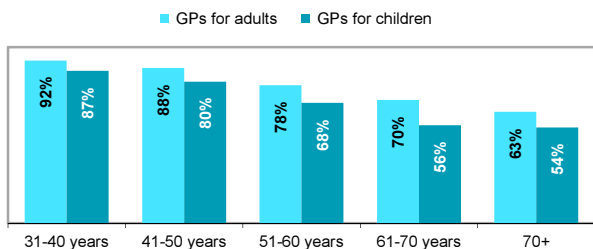
as a percentage of all independent physicians' offices of a given practice

**Figure F7 Independent physicians using the Internet for keeping health records by type of practice**

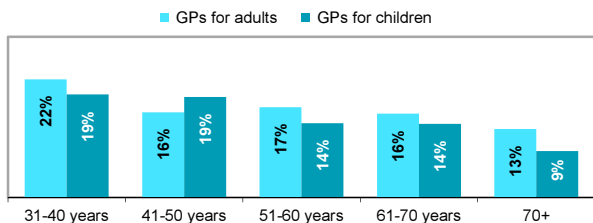


as a percentage of all independent physicians' offices of a given practice

**Figure F8 General practitioners using a computer for keeping health records by age: 2013**



**Figure F9 General practitioners using the Internet for keeping health records by age; 2013**

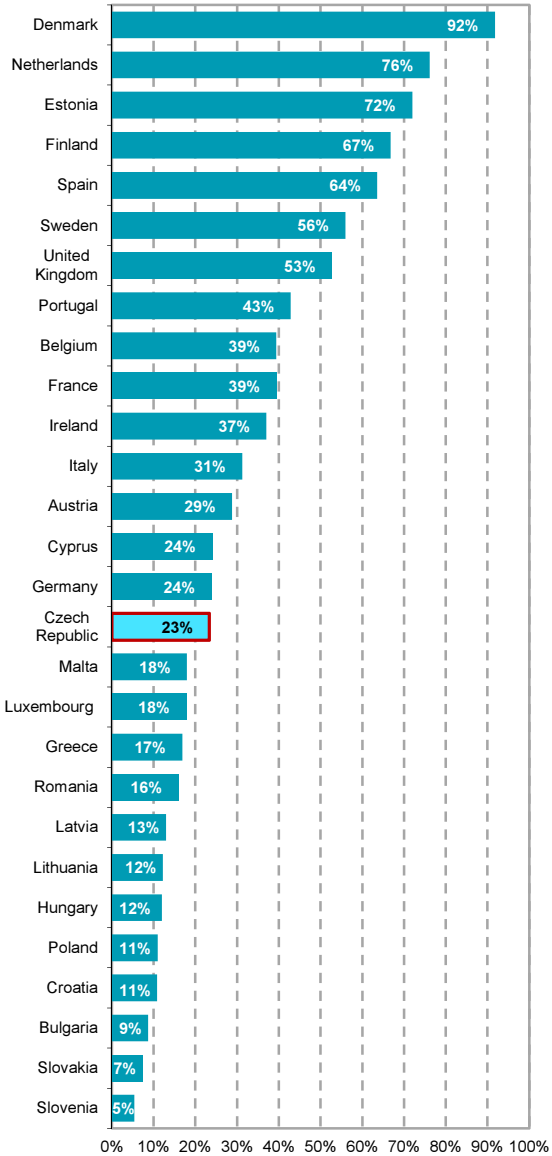


as a percentage of all GPs in a given age group and practice

Source: Institute of Health Information and Statistics of the Czech Republic

## F eHealth

**Figure F10 GPs exchanging medical patient data with other healthcare providers and professionals; 2013**



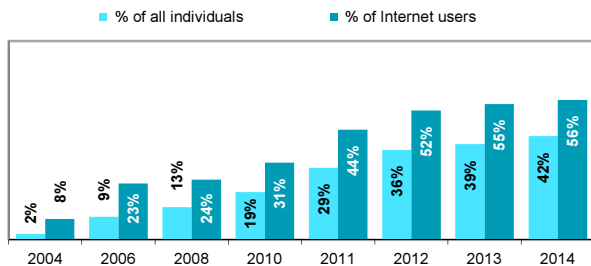
Source: European Commission 2015

**Tab. F4 Individuals in the Czech Republic seeking online information about health**

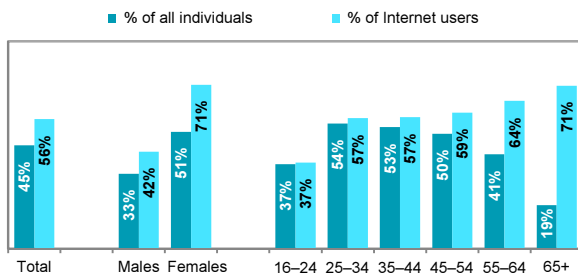
	2012	2013	2014
<b>Total (aged 16+)</b>	<b>36,2</b>	<b>38,5</b>	<b>41,8</b>
Total (aged 16-74)	39,0	41,6	44,8
<b>Gender:</b>			
Males (aged 16+)	26,7	28,6	32,5
Females (aged 16+)	45,2	47,7	50,7
<b>Age group:</b>			
16-24 year-olds	30,0	38,1	36,7
25-34 year-olds	48,6	52,1	54,3
35-44 year-olds	47,3	51,7	52,7
45-54 year-olds	48,3	46,8	49,8
55-64 year-olds	33,8	34,3	41,0
65 year-olds and over	11,0	12,0	18,9
<b>Education attainment level (aged 25+):</b>			
Primary (ISCED 0, 1 or 2)	12,4	10,9	12,0
Lower secondary (ISCED 3C)	26,2	28,6	30,5
Upper secondary (ISCED 3A or 4)	49,6	49,5	53,9
Tertiary (ISCED 5 or 6)	59,3	58,9	65,1
<b>Specific groups:</b>			
Women on maternity leave	30,0	37,0	26,0
Students (aged 16+)	77,4	72,2	78,0
Pensioners	14,3	15,2	22,1

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

**Figure F11 Individuals seeking online information about health**

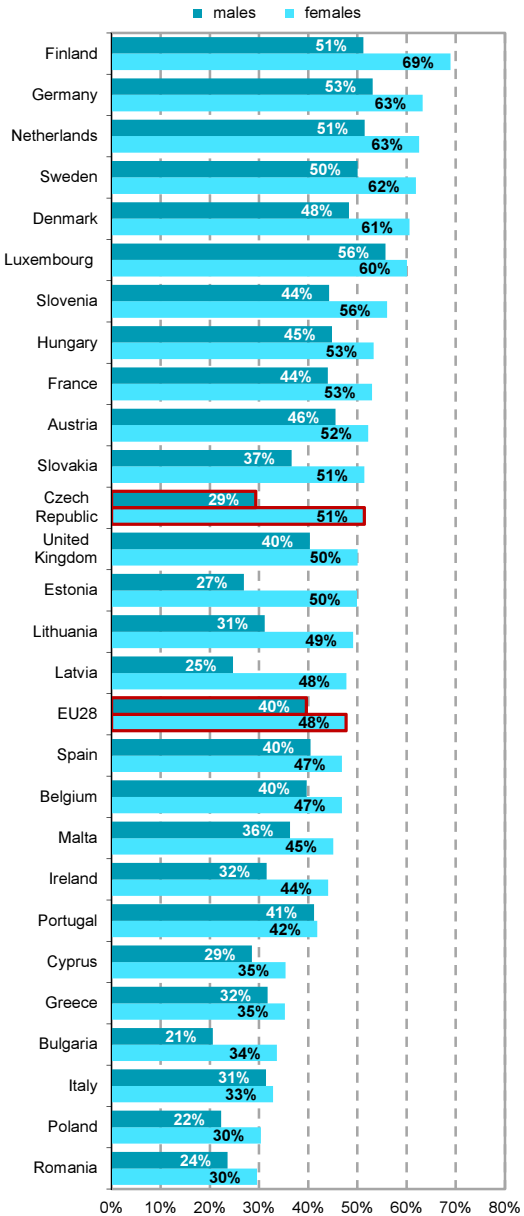


**Figure F12 Individuals seeking online information about health by sex and age; 2014**



Source: Czech Statistical Office, ICT use survey in households

**Figure F13 Individuals seeking online information about health by sex; 2013**

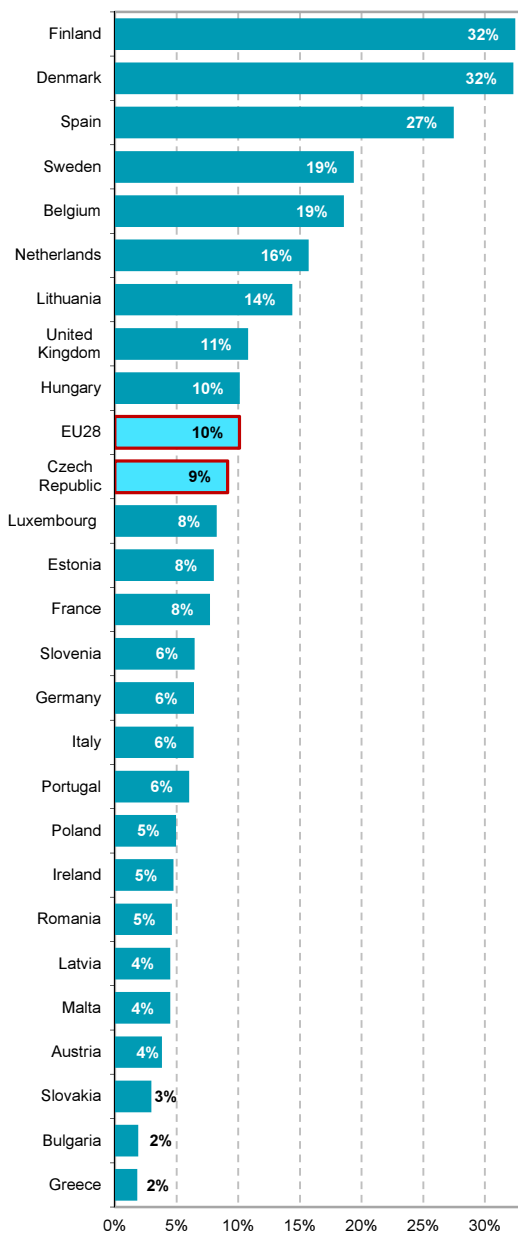


as a percentage of all males/females aged 16 to 74 in a given country

Source: Eurostat 2015

## F Health establishments

Figure F14 Individuals that used the Internet for making an appointment with a practitioner via a website; 2014



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

Source: Eurostat 2015