

## E Government and ICT

The Czech Statistical Office gathers and processes data on contact points of the **Czech POINT** and their use as the number of the system outputs, on new established data boxes, and on the number of performed transactions by means of the data boxes from open data of the **Ministry of the Interior**. The CZSO takes data on the number of **tax forms submitted electronically** to the Financial Administration of the Czech Republic by means of the **web application EPO** (electronic tax forms, e-Tax) or through data boxes from open data of the **Financial Administration of the Czech Republic**.

Data on the number of electronically submitted documents of selected services (e-Submission) to the **Czech Social Security Administration (CSSA)** are taken from open data of the CSSA.

A valuable source of information on the internet use for communication with public administration is also a separate annual statistical survey named **Sample Survey on the ICT Use in Households and by Individuals** carried out by the CZSO.

The **reference period** for data on individuals is the last **12 months** prior the survey interview. In this publication it is Q2 2020.

### Definitions (sorted alphabetically)

- **Czech POINT** is a system of an assisted platform of public administration where citizens can deal with, dispose off, or settle as many as possible matters related to public administration at a single point.
- **CzechPOINT@office** is a non-public interface of the Czech POINT system. It contains agendas performed by offices, authorities and bodies of public power in order to carry out their scope of authority.
- **CzechPOINT@home** is an interface of the Czech POINT system dedicated to citizens and enabling the data box holders a remote access (from a computer or mobile phone) to selected copies of documents without the need to pay a visit to a contact point of the Czech POINT system.
- A **data box** shall serve for secure electronic delivery of documents in between public administration bodies and a legal or natural person.
- An **electronic submission** (e-Submission) is a form of a submission delivered in the classic way, yet performed over the internet. Therefore, legal and/or natural persons are not obliged to pay visits to public administration authorities or offices in person anymore.
- A **downloadable form** shall mean a downloadable form, or a form to be downloaded, on a website, most often in doc and/or pdf formats, which citizens or businesses can download from an authority website, can fill in by hand or in computer, put their handwritten signature on, and deliver to the authority and/or office.
- **On-line filling and submitting forms** shall mean citizens fill in a form right on the web page while if the citizen has filled in the form in a correct way is computer checked. Subsequently, the forms filled this way are electronically submitted right from the webpage.
- **Public institutions** shall mean public educational institutions (schools, universities), public health services or public libraries.

The data may be **internationally compared** solely in the case of the data on individuals using the internet for interaction with public administration (public institutions and government authorities/office together). Data for this comparison originate from the **Eurostat** database which was updated in January 2021.

**More information on this theme can be found at:**

[https://www.czso.cz/csu/czso/verejna\\_sprava](https://www.czso.cz/csu/czso/verejna_sprava)

(in the Czech language only).

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**Table E1 Czech POINT - number of public contact points**

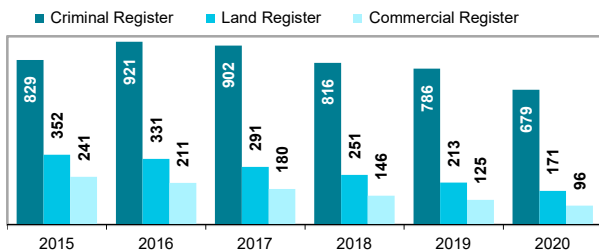
	Number		
	2010	2015	2019
<b>Total</b>	<b>6 911</b>	<b>7 423</b>	<b>7 934</b>
at the municipal authority offices	5 571	5 926	6 398
at post offices	943	979	951
at notary offices	308	387	439
at other places	89	131	146

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

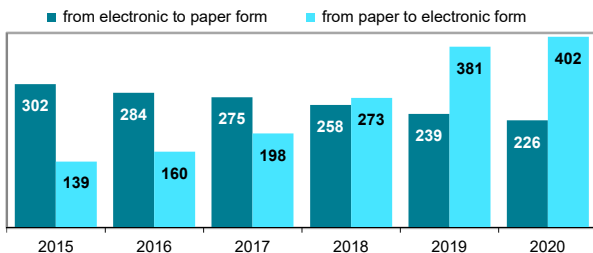
**Table E2 Outputs issued 'at the desk' of the Czech POINT**

	Thousand		
	2015	2019	2020
<b>Total</b>	<b>2 139</b>	<b>2 046</b>	<b>1 961</b>
<b>Verified copies (extracts), total</b>	<b>1 584</b>	<b>1 251</b>	<b>1 048</b>
from the Criminal Register	829	786	679
from the Land Register	352	213	171
from the Commercial Register	241	125	96
from the Driver Register	91	75	57
other verified extracts	71	52	45
<b>Authorized conversion of documents, total</b>	<b>441</b>	<b>620</b>	<b>628</b>
from electronic to paper form	302	239	226
from paper to electronic form	139	381	402
<b>Other outputs (issued documents), total</b>	<b>114</b>	<b>174</b>	<b>285</b>
Requests for a Data box registration	35	60	112

**Figure E1 Verified copies issued 'at the desk' of the Czech POINT for selected services (thousand)**



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



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

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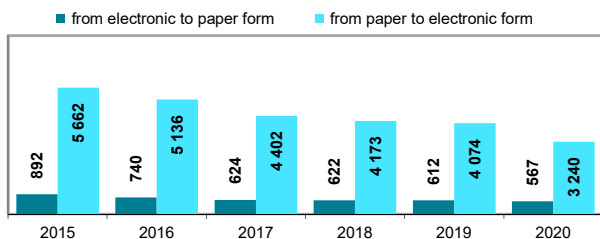
**Table E3 Documents issued from CzechPOINT@office interface**

Thousand

	2015	2019	2020
<b>Total</b>	<b>7 795</b>	<b>6 094</b>	<b>5 055</b>
<b>Verified copies/extracts ex officio, total</b>	<b>952</b>	<b>1 181</b>	<b>1 101</b>
from the Register of Vital Records (e.g. certificates of birth or death)	420	437	429
from the Register of Residents/Citizens (e.g. certificates of permanent residence)	424	430	383
others	108	314	289
<b>Verified extracts from Basic registers</b>	<b>289</b>	<b>226</b>	<b>148</b>
<b>Authorized conversion of documents, total</b>	<b>6 554</b>	<b>4 687</b>	<b>3 807</b>
from electronic to paper form	892	612	567
from paper to electronic form	5 662	4 074	3 240

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

**Figure E3 Authorized conversions of documents issued from the CzechPOINT@office interface (thousand)**

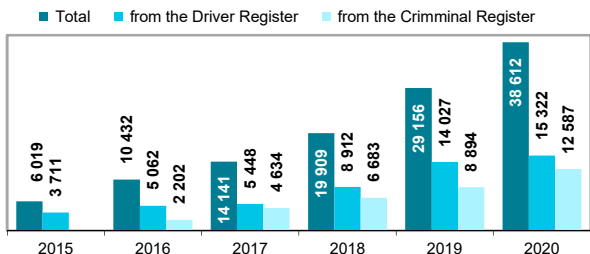


**Table E4 Verified copies of extracts issued from the CzechPOINT@home interface**

Number

	2015	2019	2020
<b>Total</b>	<b>6 019</b>	<b>29 156</b>	<b>38 612</b>
from the Driver Register	3 711	14 027	15 322
from the Criminal Register		8 894	12 587
from the Trade Licensing Register	683	1 713	3 136
from the Insolvency Register	234	640	801
other verified extracts	2 074	3 882	6 766

**Figure E4 Verified copies of extracts from the CzechPOINT@home interface**



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

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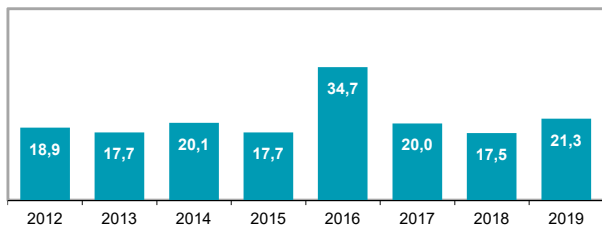
**Table E5 New Data Boxes in Czechia**

Thousand

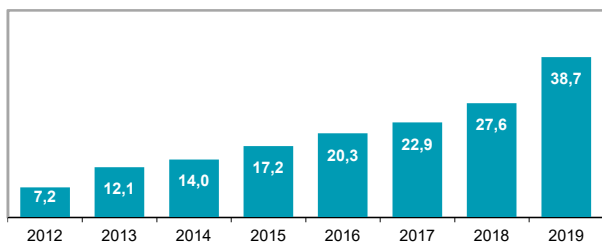
	2015	2018	2019
<b>Total</b>	<b>65,4</b>	<b>79,8</b>	<b>93,7</b>
Established by law	28,5	32,9	31,2
Established upon request	36,8	46,9	62,5
<b>Owner of newly activated Data Boxes</b>			
Public authority body	0,1	0,1	0,1
Enterprise	30,4	34,7	33,7
Self-employed person (entrepreneur)	17,7	17,5	21,3
Citizen (non-entrepreneur)	17,2	27,6	38,7

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

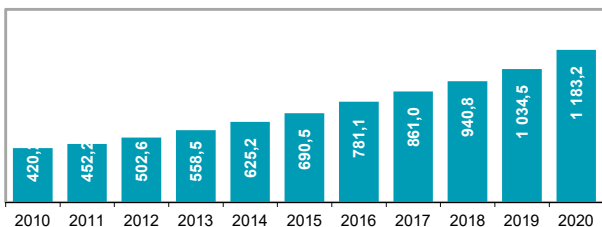
**Figure E5 New Data Boxes of self-employed persons (thousand)**



**Figure E6 New Data Boxes of citizens (thousand)**



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



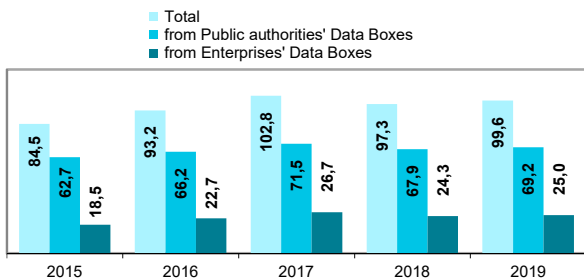
Source: Ministry of the Interior

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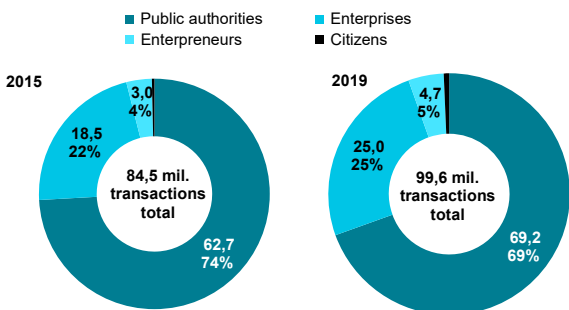
**Table E6 Electronic transactions made via Data Boxes**

	Thousand		
	2015	2018	2019
<b>Total</b>	<b>84 480</b>	<b>97 325</b>	<b>99 631</b>
from Public authorities' Data Boxes	62 664	67 878	69 209
from Enterprises' Data Boxes	18 511	24 323	24 959
from Entrepreneurs' Data Boxes	2 994	4 494	4 739
from Citizens' (non-entrepreneur) Data Boxes	311	630	724

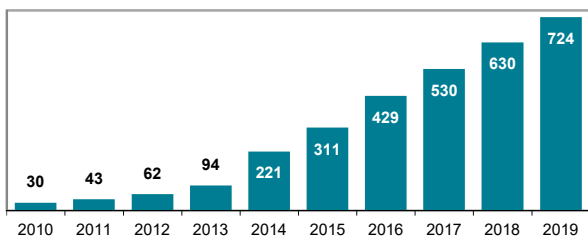
**Figure E8 E-transactions made via Data Boxes (million)**



**Figure E9 E-transactions made via Data Boxes by type of entities that conducted these transactions (million; %)**



**Figure E10 E-transactions made from Citizens' (non-entrepreneur) Data Boxes (thousand)**



Source: Ministry of the Interior

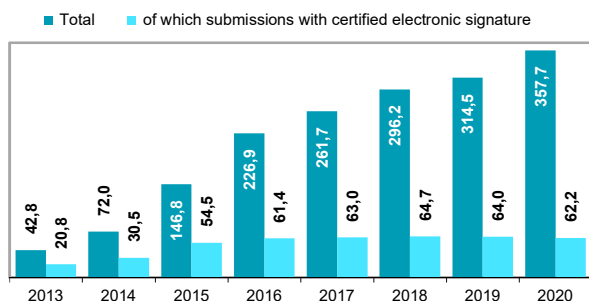
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**Table E7 Electronic Tax Returns sent to the Czech Financial Administration via the EPO application**

	Thousand		
	2018	2019	2020
Value Added Tax declaration	2 371	2 453	2 479
Personal Income Tax declaration	296	315	358
Corporate Income Tax declaration	220	225	223
Road Tax declaration	220	225	227
Real Estate Tax declaration	38	37	40

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

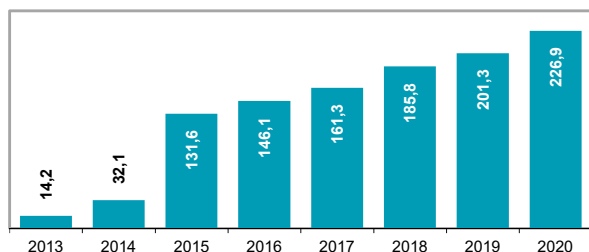
**Figure E11 Personal Income Tax forms filled in for the CFA electronically via the EPO application (thousand)**



**Table E8 Selected tax forms filled in electronically to the Czech Financial Administration via Data Boxes**

	Thousand		
	2018	2019	2020
Value Added Tax declaration	2 125	2 271	2 411
Personal Income Tax declaration	186	201	227
Corporate Income Tax declaration	279	289	295
Road Tax declaration	168	175	181
Real Estate Tax declaration	21	20	20

**Figure E12 Personal Income Tax forms filled in for the CFA electronically via Data Boxes (thousand)**



Source: Czech Financial Administration

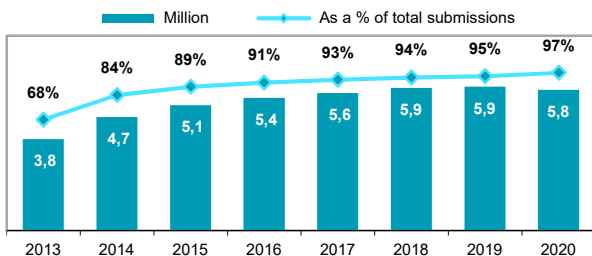
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**Table E9 Forms sent electronically to the Czech Social Security Administration via the e-Submission application**

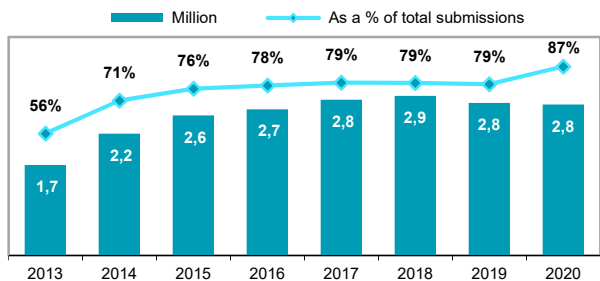
	Thousand		
	2015	2019	2020
Record for Pension Insurance	5 149	5 911	5 780
Announcement of the commencement of employment	2 560	2 792	2 761
Overview of insurance contribution amount	2 041	2 674	3 076
Survey of income and expenses of the self-employed person	45	137	182

The e-Submission application is a web application which allows citizens, self-employed persons (entrepreneurs) and enterprises to submit selected forms to the Czech Social Security Administration (CSSA) electronically.

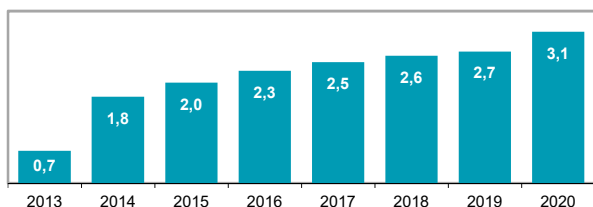
**Figure E13 Records for Pension Insurance filled in electronically via the e-Submission application**



**Figure E14 Announcements of the commencement of employment filled in electronically via e-Submission app.**



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



Source: Czech Social Security Administration

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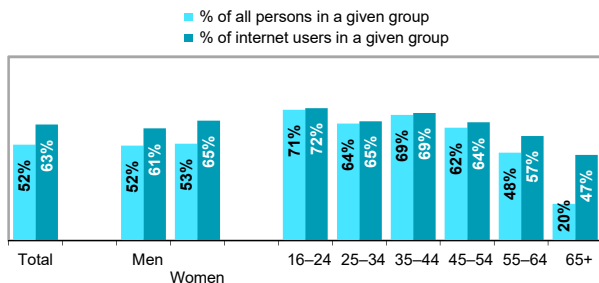
**Table E10 Persons in Czechia who in the last 12 months used the internet in relation to the public institutions; 2020**

	Percentage		
	Total	of which with	
		government authorities	other public institutions*
<b>Total (aged 16+)</b>	<b>52,3</b>	<b>40,9</b>	<b>34,4</b>
Men	51,7	41,4	30,5
Women	52,8	40,5	38,1
<b>Age group (years)</b>			
16–24	71,2	28,4	62,5
25–34	63,7	53,8	44,0
35–44	68,5	57,4	46,3
45–54	61,5	51,8	36,6
55–64	47,9	41,4	24,6
65+	20,2	16,3	11,5
<b>Activities conducted on websites of public institutions (aged 16+)</b>			
Getting information	48,8	38,9	29,0
Downloading forms	25,9	18,9	13,6
Filling and submitting forms	26,7	14,9	18,7

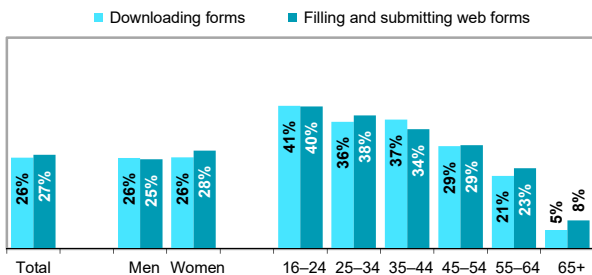
as a percentage of all persons in a given socio-demographic group

\* Includes public educational institutions, health services or libraries.

**Figure E16 Using the internet in relation to the public institutions by gender and age; 2020**



**Figure E17 Activities conducted on websites of public institutions by gender and age; 2020**



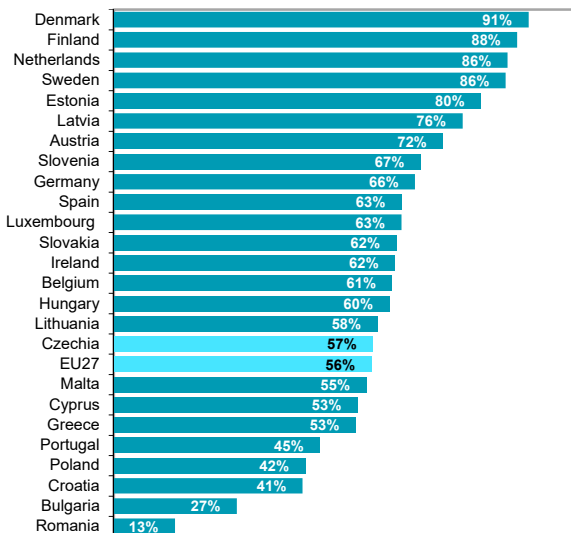
as a percentage of all persons in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

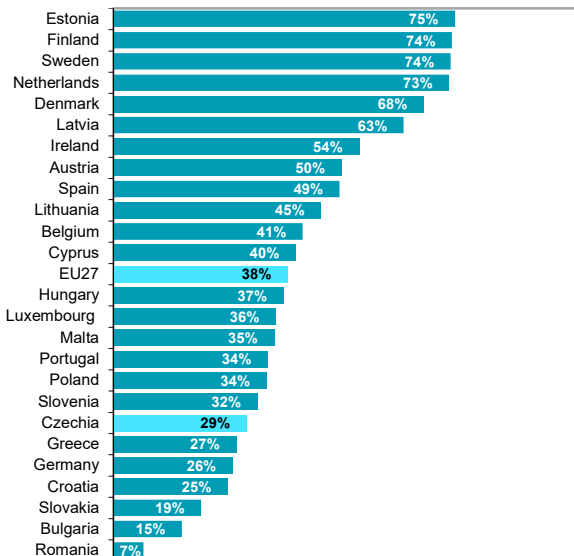


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**Figure E18 Persons aged 16–74 years in EU countries who in the last 12 months used the internet in relation to the public institutions; 2020**



**Figure E19 Persons aged 16–74 years in EU countries who in the last 12 months online submitted completed forms on websites of public institutions; 2020**



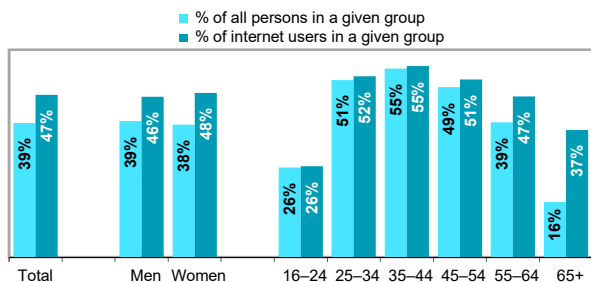
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**Table E11 Persons in Czechia who conducted selected activities on websites of government authorities; 2020**

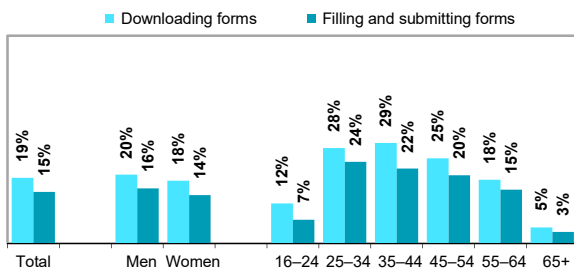
	Percentage		
	Getting information	Download- ing forms	Filling and submitting forms
<b>Total (aged 16+)</b>	<b>38,9</b>	<b>18,9</b>	<b>14,9</b>
Men	39,3	19,8	15,9
Women	38,4	18,1	13,9
<b>Age group (years)</b>			
16–24	26,0	11,5	6,8
25–34	51,3	27,6	23,5
35–44	54,6	29,0	21,6
45–54	49,2	24,5	19,7
55–64	39,0	18,3	15,5
65+	15,9	4,6	3,3
<b>Education (aged 25–64)</b>			
Primary	19,6	5,0	5,8
Secondary without A-level exam.	38,2	16,1	12,1
Secondary with A-level examination	52,7	27,8	22,0
Tertiary	66,5	39,5	33,0

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

**Figure E20 Obtaining information from websites of government authorities by gender and age; 2020**



**Figure E21 Activities conducted on websites of government authorities by gender and age; 2020**



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

Source: Czech Statistical Office, ICT use survey in households