

## 2. RESULTS OF THE SURVEY ON ICT USAGE IN PUBLIC ADMINISTRATION

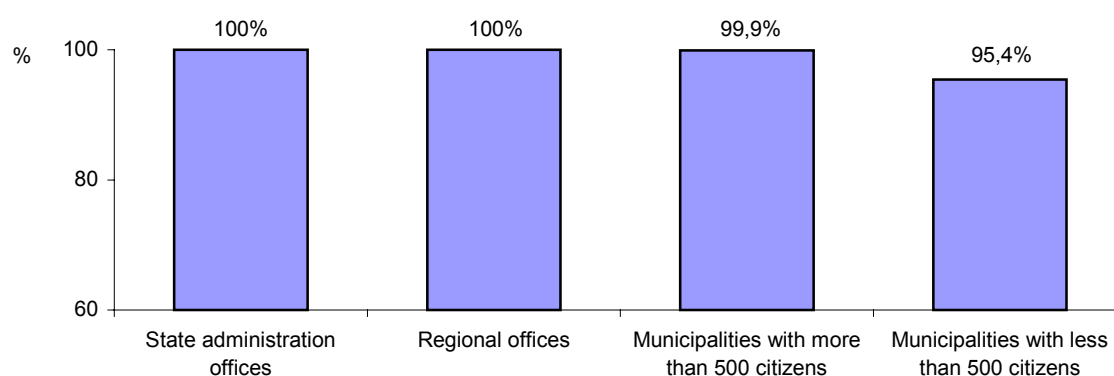
### 2.1. Information and communication technologies in public administration

#### 2.1.1. Personal computer

The most of public administration entities have at least one personal computer. From number of organizations which returned the questionnaire (3670 organizations), 47 (1,28%) had no personal computer.

All of the State administration offices and Regional offices had a personal computer. From 2314 municipalities with 500 and more citizens, 2 (0,08%) had no personal computer. From 980 municipalities with less than 500 citizens, had no personal computer 45 (4,6%).

Chart 1: Percentage of public administration entities with at least one personal computer, by legal form of organization

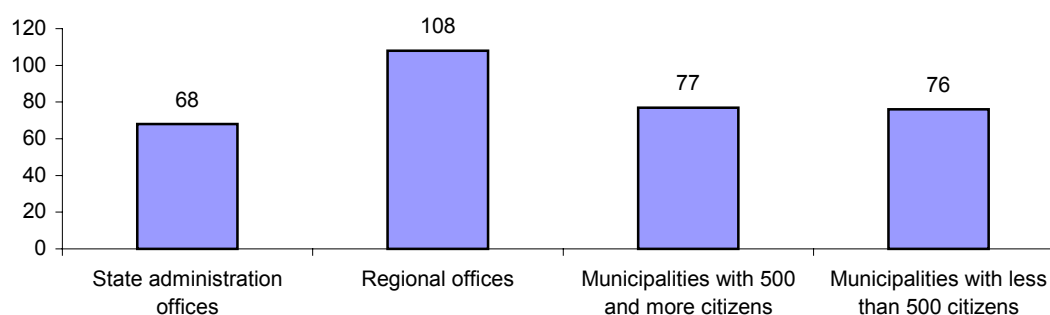


Source: Survey on ICT usage by public administration entities in 2003, CZSO

#### 2.1.2. Number of personal computers for 100 employed persons

State administration offices had 68 personal computers for 100 persons employed (31.12.2003), regional offices 108 personal computers, municipalities with 500 and more citizens 77 personal computers and municipalities with less than 500 citizens 76 personal computers for 100 employed persons.

Chart 2: Number of personal computers for 100 employed persons, by legal form of organization, 31.12.2003

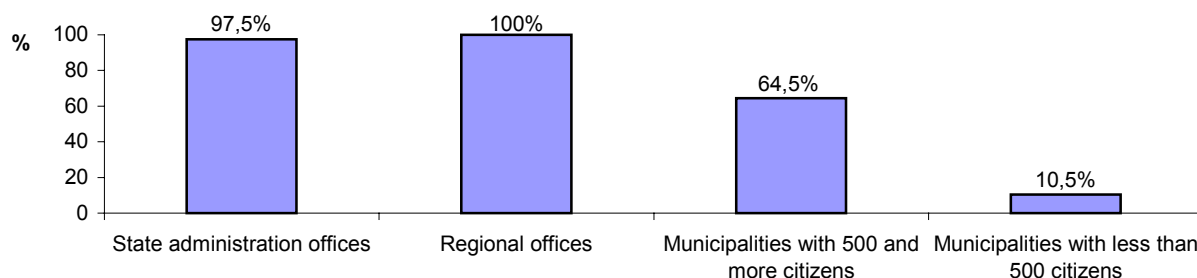


Source: Survey on ICT usage by public administration entities in 2003, CZSO

### 2.1.3. Local area network (LAN)

Local area network was used (31.12.2003) by 97,5% of State administration offices, 64,5% of municipalities with more than 500 citizens and 10,5% of municipalities with less than 500 citizens. State administration offices had 79,7% of personal computers in LAN, regional offices 94,3% of personal computers and municipalities with 500 and more citizens 86,7%.

Chart 3: Percentage of public administration entities with local area network, by legal form of organization, 31.12.2003

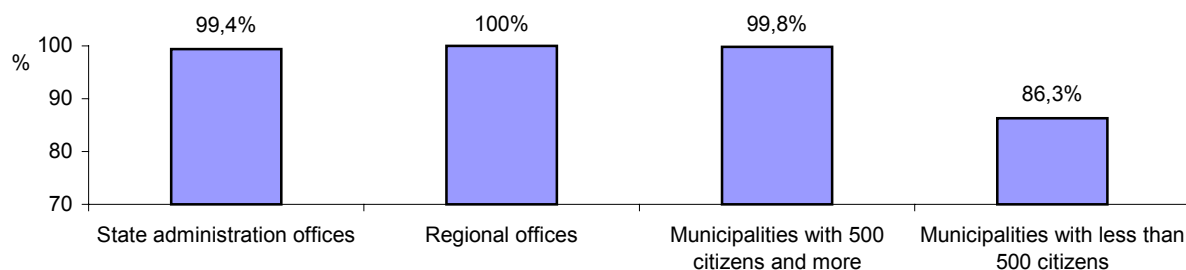


Source: Survey on ICT usage by public administration entities in 2003, CZSO

### 2.1.4. Internet access

99,4% of State administration offices had the internet access (31.12.2003). Internet access had all regional offices, 99,8% of municipalities with 500 citizens and more and 86,3% of municipalities with less than 500 citizens.

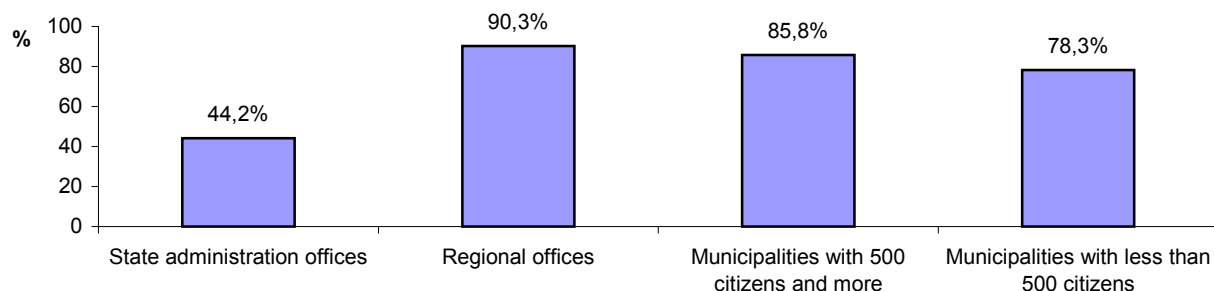
Chart 4: Percentage of public administration entities with internet access, by legal form of organization, 31.12.2003



Source: Survey on ICT usage by public administration entities in 2003, CZSO

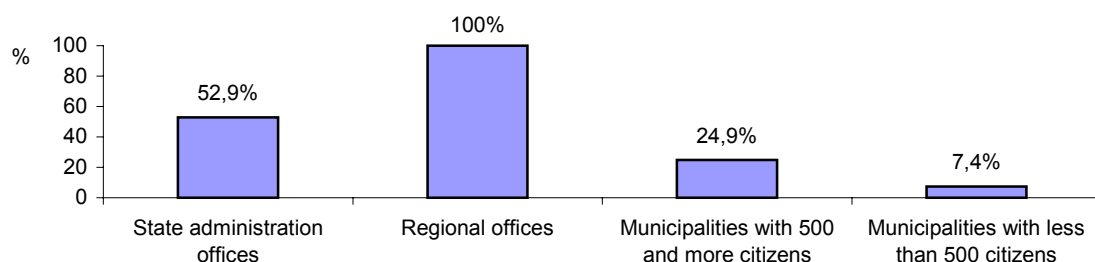
State administration offices had 44,2% of all computers connected to the internet. Regional offices 90,3% of computers, municipalities with 500 citizens and more 85,8% of computers and municipalities with less than 500 citizens 78,3% of computers.

Chart 5: Percentage of personal computers with internet connection, by legal form of organization, 31.12.2003



Source: Survey on ICT usage by public administration entities in 2003, CZSO

Chart 6: Percentage of public administration entities with broadband connection to the internet, by legal form of organization, 31.12.2003

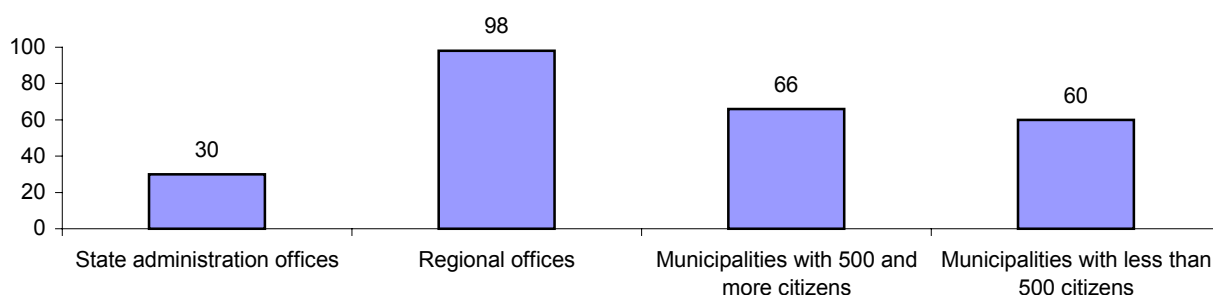


Source: Survey on ICT usage by public administration entities in 2003, CZSO

#### 2.1.5. Number of personal computers with internet connection for 100 persons employed

State administration offices had 30 personal computers with internet connection for 100 persons employed (31.12.2003), regional offices 98 personal computers with internet connection, municipalities with 500 and more citizens 66 personal computers with internet connection and municipalities with less than 500 citizens 60 personal computers with internet connection for 100 employed persons.

Chart 7: Number of personal computers with internet connection for 100 persons employed, by legal form of organization, 31.12.2003

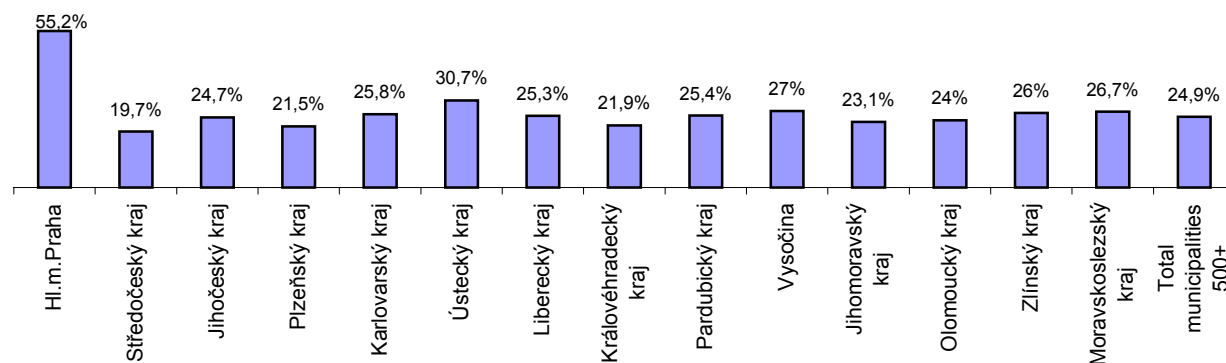


Source: Survey on ICT usage by public administration entities in 2003, CZSO

#### 2.1.6. Access of municipalities to information and communication technologies – regional comparison

Percentage of municipalities with 500 and more citizens with at least one personal computer (31.12.2003) was 99,9% and with the internet access (31.12.2003) 99,8%. There were nearly no regional differences. Some regional differences were in broadband connection to the internet.

Chart 8: Percentage of municipalities with 500 and more citizens with broadband connection to the internet, by regions, 31.12.2003



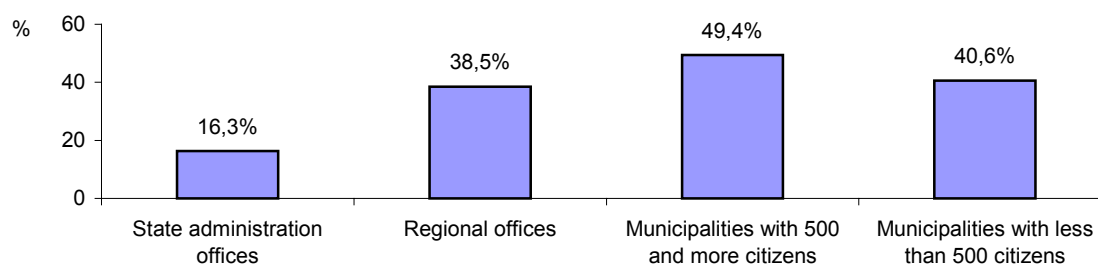
Source: Survey on ICT usage by public administration entities in 2003, CZSO

## 2.2. Access of citizens to information and communication technologies

### 2.2.1. Access of citizens to internet (PIAPs)

From State administration offices with the internet access 16,3% provided citizens with a Public Internet Access Point. From regional offices 38,5%, from municipalities with 500 citizens and more 49,4% and from municipalities with less than 500 citizens 40,6%.

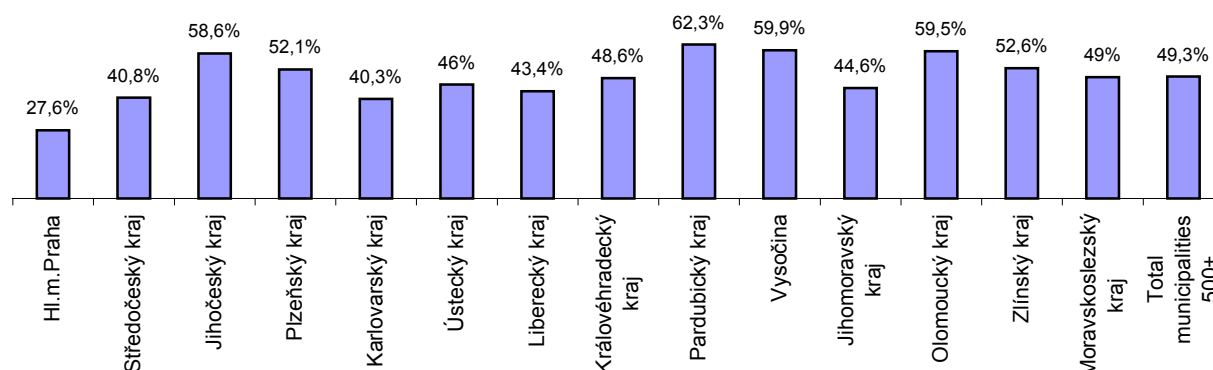
Chart 9: Percentage of public administration entities\* providing citizens with Public Internet Access Points, by legal form of organization, 31.12.2003



\* from the entities with the internet access

Source: Survey on ICT usage by public administration entities in 2003, CZSO

Chart 10 : Percentage of municipalities\* with 500 and more citizens providing citizens with PIAPs, by regions, 31.12.2003



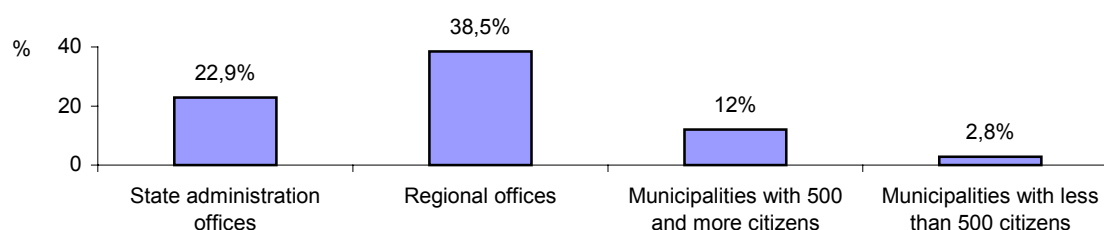
\* from municipalities with the internet access

Source: Survey on ICT usage by public administration entities in 2003, CZSO

### 2.2.2. Information kiosk

22,9 % of State administration offices provided citizens with information kiosk (31.12.2003), from regional offices 38,5%, from municipalities with 500 and more citizens 12% and from municipalities with less than 500 citizens 2,8%.

Chart 11: Percentage of public administration entities providing citizens with information kiosk, by legal form of organization, 31.12.2003



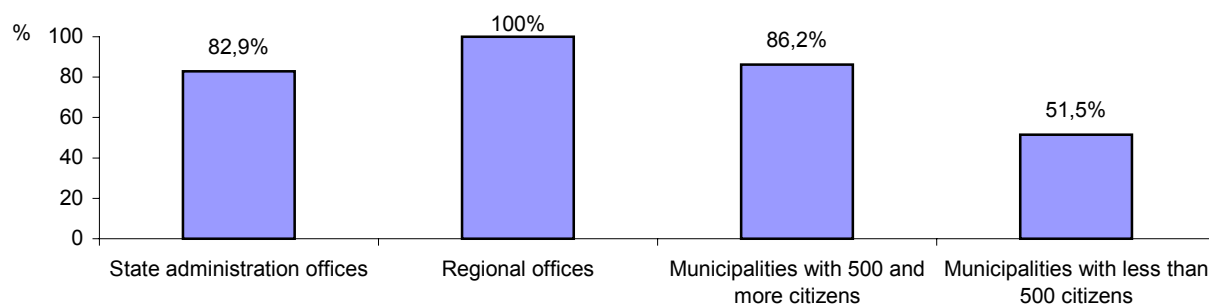
Source: Survey on ICT usage by public administration entities in 2003, CZSO

## 2.2. Web pages

### 2.3.1. Number of organizations with web page

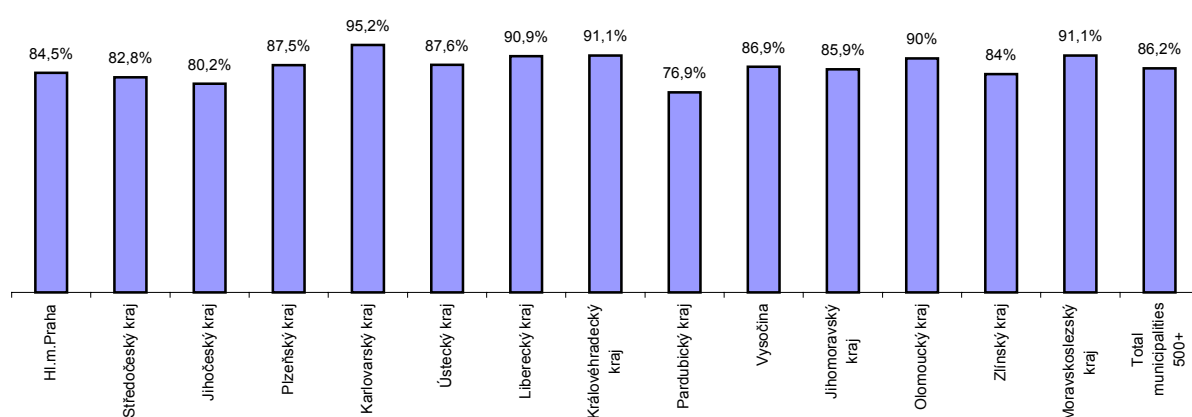
Own web page had (31.12.2003) 82,9% of State administration offices, all regional offices, 86,2% of municipalities with 500 and more citizens and 51,5% of municipalities with less than 500 citizens.

Chart 12: Percentage of public administration entities with own web page, by legal form of organization (31.12.2003)



Source: Survey on ICT usage by public administration entities in 2003, CZSO

Chart 13: Percentage of municipalities with 500 and more citizens with own web page, by regions, 31.12.2003



Source: Survey on ICT usage by public administration entities in 2003, CZSO

### 2.3.2. On-line services available on web pages of public administration

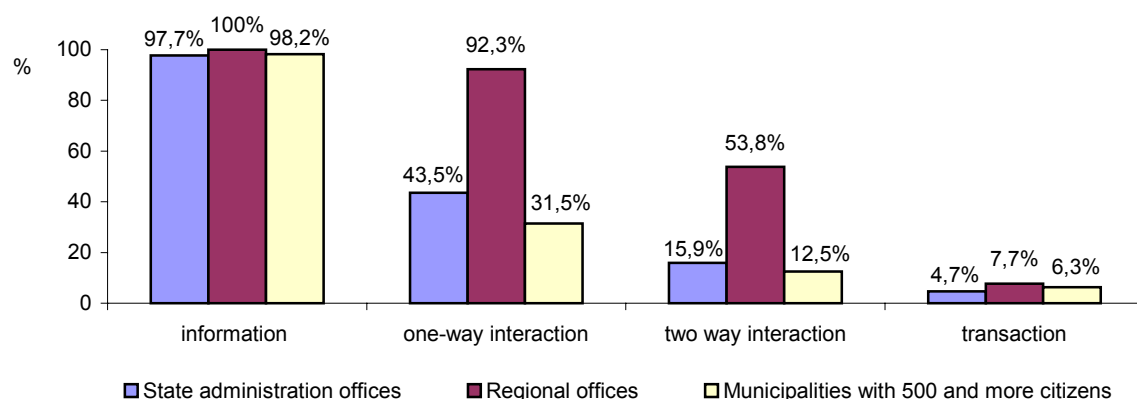
Information about situations in life offered\* on own web page 97,7% of State administration offices, all regional offices and 98,2% of municipalities with 500 and more citizens.

One-way interaction offered\* on own web page 33,4% of State administration offices, 92,3% of regional offices and 31,5% of municipalities with 500 and more citizens.

Two –way interaction offered\* on own web page 15,9% of State administration offices, 53,8% of regional offices and 12,5% of municipalities with 500 and more citizens.

\* from institutions with own web page

Chart 14: Percentage of public administration entities offering on-line services, by sophistication of the services and legal form of organization, 31.12.2003

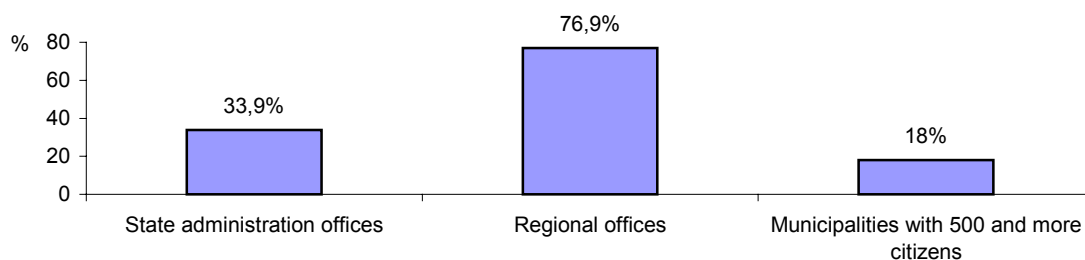


Source: Survey on ICT usage by public administration entities in 2003, CZSO

## 2.4. Usage of the internet for e-procurement

### 2.4.1. E-public procurement

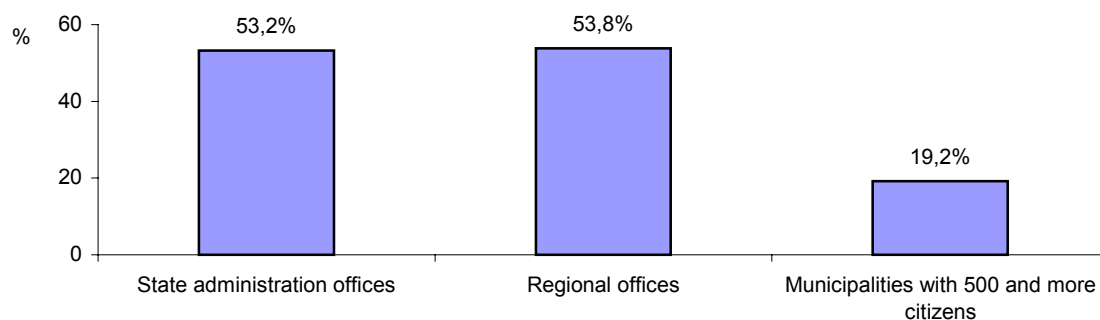
Chart 15: Percentage of public administration entities which used [www.centralni-adresa.cz](http://www.centralni-adresa.cz) for public procurement, by legal form of organization, in 2003



Source: Survey on ICT usage by public administration entities in 2003, CZSO

### 2.4.2. Central ordering of goods

Chart 16: Percentage of public administration entities which used computer system for central ordering of goods, by legal form of organization, in 2003



Source: Survey on ICT usage by public administration entities in 2003, CZSO