

METHODOLOGY

In 2004 The Czech statistical office (CZSO) realized the first annual survey on ICT usage in the Czech public administration sector. The pilot survey was carried out in 2003.

1.1. SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN PUBLIC ADMINISTRATION

Basic information about the survey:

Aim of the survey: The survey was focused on wide range of indicators on the infrastructure of information technologies and the degree of their usage in the Czech public administration sector.

Reference period: 31.12.2003

Survey period : January – April 2004

Target population : All state administration offices, all regional offices and all municipalities

Sample: All state administration offices, all regional offices and all municipalities with 500 citizens and more. 30 % of municipalities with less than 500 citizens was in the sample – random sampling was used.

Collection methodology: mail survey

Structure of the questionnaire:

The questionnaire for State administration offices, regional offices and municipalities with 500 and more citizens had 5 parts:

1. access to information and communication technologies
2. usage of information and communication technologies for needs of organization
3. access of citizens to information and communication technologies (Public Internet Access Points)
4. web sites, information and services available on web sites
5. usage of the internet for public procurement

There were only basic questions used in the questionnaire for municipalities with less than 500 citizens.

Table: Target population, sample and response rate

Type of institution		Target population	Sample population	Number of filled and returned questionnaires	Response rate* (in %)
State administration offices		366	366	363	99,2
Regional offices		13	13	13	100
Municipalities	Municipality with 500 citizens and more	2628	2628	2314	88,1
	Municipality with less than 500 citizens	3673	1103	980	88,8

*response rate = (number of filled and returned questionnaires / sample population) *100

1.2. 2004 WEB SITE CONTENT SURVEY

Objective of the web site content survey: to find out what is the general extent of the web site usage within the public administration, hospitals, museums, and others from the supply side and content provision (information and services available on-line for public) on these web sites

Survey technique: Web site content survey

Target population :

E-Government :

- all central state administration offices - 26 offices
- self-government administration offices
 - all 13 regions + Capital Prague
 - all 205 municipalities with extended competence

E-Health : all hospitals – 175 hospitals

E-Culture* : museums – 331 museums
galleries (art museums) – 53 galleries
theatres - 159 theatres
historical buildings – 223 historical buildings
national monuments – 69 national monuments

* only institutions with an entrance fee for visitors

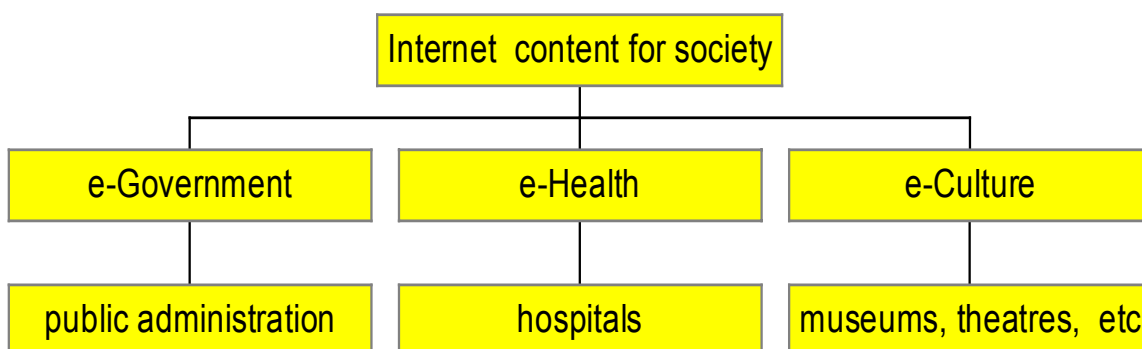
Sample Size : The survey covered the whole target population with differences in used indicators.

Pre - testing: A special pre-testing was done. The aim of the pre-testing was to verify the selection of indicators.

Data collection :

- Public administration offices – February 2004
- Hospitals – June and July 2004
- Theatres – February 2004
- Galleries – January 2004
- Museums – March 2004
- Historical buildings – March 2004
- National monuments – March 2004

Chart : Basic structure of the 2004 Web Site Content Survey



1.3. USED TERMINOLOGY

1.3.1. Survey on information and communication technologies usage in public administration

Availability and sophistication of on-line services:

Information – on-line information about public services

One-way interaction – downloading of forms

Two-way interaction – processing of forms

Transaction – full case handling

Broadband – ADSL, Cable TV, wireless and other types of access with speed connection 128 kbps and more

Central ordering of goods – ordering by e-mail and on-line – from one place for whole organization

Information kiosk – computer at a public place (e.g. town hall), where citizens can find information about public administration, culture, health, education, public transport etc.

Internet – world wide computer network

LAN – Local Area Network

Personal computer – all types of personal computers (desktop computer, portable computer, handheld computer)

www.centralni-adresa.cz - official site of public auctions and other offers

1.3.2. 2004 Web site content survey

Agenda published on web site – decisions, statements, concepts, etc.

Audio web presentation – audio available on web site of given institution.

Contact information – could be at least one of the following : official telephone number, official e-mail address, official fax number, official post address

Electronic registry – only electronic registry able to process electronically signed documents

Information about staff – name of persons (at least the most important persons – managers, specialists) working for given institution and contacts for them

Information about departments – names of departments and responsibility of departments

Information about culture – information about culture in municipality (theatres, museums, etc.)

Information about history - information about history of municipality

Job information – information about free jobs in given institutions

Number of visits – information about the number of visitors of web site

On-line contact – contact from web site. A citizen can fill in a web site form and send the filled form from the web site. Important is that there is a form available on-line on a web site.

On-line appointment with a practitioner – possibility to make an on-line appointment with a practitioner from web site of hospital

On-line photo gallery – photo gallery available on web site of given institution

On-line reservation system – a citizen can make a reservation of a ticket on-line from a web site

On-line performance – theatre performance available on web site of theatre

Public Administration Information System regulation – regulation of the Ministry of Informatics about data mandatory published on web sites of public administration

Public administration offices in the survey- central state administration offices (ministries and central state administration bodies) and self-government administration offices (regional offices and municipalities with extended competences)

Seek a medical advice on-line from a practitioner – possibility to seek a medical advice on-line on a web site of hospital. Patient can write his or her health problem on a web site of a hospital to get an advice how to resolve the problem

Video web presentation – video available on web site of given institution (video with theatre performance or parts of gallery, museum etc.)

Virtual exposition – exposition of museum, gallery or other institution, available on web site

Web site content survey – method of data collection. Data are collected from web sites.

1.3.3. Usage of public administration web site by citizens and enterprises

User of the internet – person who used the internet in the last 3 months

Extra small enterprise - 5 – 9 employed persons

Small enterprise - 10 – 49 employed persons

Medium enterprise – 50 – 249 employed persons

Large enterprise – 250 and more employed persons

Definition of the group of enterprises mentioned in the table 25 :

- 15 - Manufacture of food products and beverages
- 16 - Manufacture of tobacco products
- 17 - Manufacture of textiles
- 18 - Manufacture of wearing apparel; dressing and dyeing of fur
- 19 - Tanning and dressing of leather; manufacture of luggage, handbags, saddlery, harness and footwear
- 20 - Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials
- 21 - Manufacture of pulp, paper and paper products
- 22 - Publishing, printing and reproduction of recorded media
- 23 - Manufacture of coke, refined petroleum products and nuclear fuel
- 24 - Manufacture of chemicals and chemical products
- 25 - Manufacture of rubber and plastic products
- 26 - Manufacture of non-metallic mineral products
- 27 - Manufacture of basic metals
- 28 - Manufacture of fabricated metal products, except machinery and equipment
- 29 - Manufacture of machinery and equipment n.e.c.
- 30 - Manufacture of office machinery and computers
- 31 - Manufacture of electrical machinery and apparatus n.e.c.

32 - Manufacture of radio, television and communication equipment and apparatus
 33 - Manufacture of medical, precision and optical instruments, watches and clocks
 34 - Manufacture of motor vehicles, trailers and semi-trailers
 35 - Manufacture of other transport equipment
 36 - Manufacture of furniture; manufacturing n.e.c.
 37 - Recycling
 40 - Electricity, gas, steam and hot water supply
 41 - Collection, purification and distribution of water
 45 - Construction
 50 - Sale, maintenance and repair of motor vehicles and motorcycles; retail sale of automotive fuel
 51 - Wholesale trade and commission trade, except of motor vehicles and motorcycles
 51.4 - Wholesale of household goods
 51.84- Wholesale of computers, computer peripheral equipment and software
 52 - Retail trade, except of motor vehicles and motorcycles; repair of personal and household goods
 55.1 Hotels
 55.2 Camping sites and other provision of short-stay accommodation
 60 - Land transport; transport via pipelines
 61 - Water transport
 62 - Air transport
 63 - Supporting and auxiliary transport activities; activities of travel agencies
 63.3 - Activities of travel agencies and tour operators; tourist assistance activities n.e.c.
 64 - Post and telecommunications
 65 - Financial intermediation, except insurance and pension funding
 65.12 - Other monetary intermediation
 65.22 - Other credit granting
 66 - Insurance and pension funding, except compulsory social security
 66.01 - Life insurance
 66.03 - Non-life insurance
 67 - Activities auxiliary to financial intermediation
 67.12 - Security broking and fund management
 67.13 - Activities auxiliary to financial intermediation n.e.c.
 67.2 - Activities auxiliary to insurance and pension funding
 70 - Real estate activities
 71 - Renting of machinery and equipment without operator and of personal and household goods
 72 - Computer and related activities
 73 - Research and development
 74 - Other business activities
 92 - Recreational, cultural and sporting activities

 92.1 - Motion picture and video activities , 92.2 - Radio and television activities