

The Czech Statistical Office (CZSO), 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 are included in this publication since 2015 and for the first time also data about electronic Data Boxes are part of this chapter.

Czech Point (an acronym which stands for Czech Filing Verification Information National Terminal in Czech) is a platform for assisted access to the public administration system where every citizen can obtain all the information on the data kept on him or her by the state in its central registers (e.g. get certified extracts/copies from Land Register) or 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 (**eTax services**) such as personal or corporate income taxes returns, value added tax return and sending other documents electronically to the public authorities.

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. *A data box is not obligatory for citizens and private individuals who carry out business activities. Establishment of a data box is obligatory for all legal entities and public authority bodies (state administration).*

Individuals/Enterprises have used Internet, in the last 12 months/ in the last calendar year before the survey, for interaction with public authorities includes obtaining information from public authorities web sites, OR downloading official forms OR sending filled in forms.

- **Obtaining information** from web sites that includes searching to obtain any type of information from public authority web sites
- **Downloading official forms** includes downloading official forms mostly in the PDF format) from public authorities' websites for any purpose of use (e.g. for information or for requesting a service).
- **Sending filled in (submitting completed) forms (an electronic submission)** include completed forms sent via Internet (to public authorities' websites) only. An electronic submission shall mean there is a web application enabling that a form can be filled in and sent out directly on-line. What is important is that citizen/enterprise does not need to visit the authority personally. Forms downloaded, printed, filled in and sent by post or email should not be included in this category.

Information on the Internet use for interaction of individuals and enterprises with public authorities comes from two annual surveys of the CZSO on ICT use by individuals and by enterprises (for additional information see Chapters C and D of this publication).

The **Eurostat** online database for **Information society statistics** was used for the international comparison. *Data from this database were extracted in April 2016. For more information see:*

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

Tab. E1 Number of issued documents from the Czech Point

thous.

	2013	2014	2015
Total	2 033	2 061	2 044
Verified copies, total	1 587	1 604	1 552
from the Criminal Records	731	755	808
from the Land (Real Estate) Register	400	376	349
from the Commercial Register	297	295	241
from the Driver Register	82	99	91
from the Trade License Register	77	78	62
Authorized conversion of documents, total	397	406	441
from electronic to paper form	303	310	302
from paper to electronic form	94	96	139
Other issued documents, total	50	51	51
Notification about Data Box activation	30	34	35

Figure E1 Number of issues from the Czech Point (thous.)

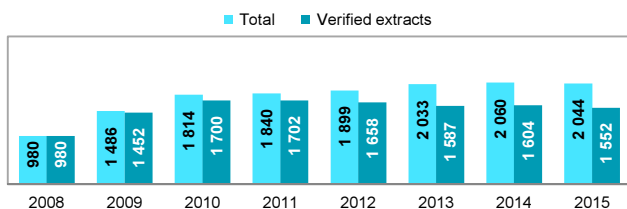


Figure E2 Verified copies from the Czech Point (thous.; %)

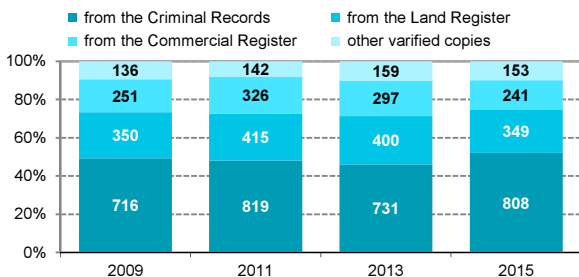
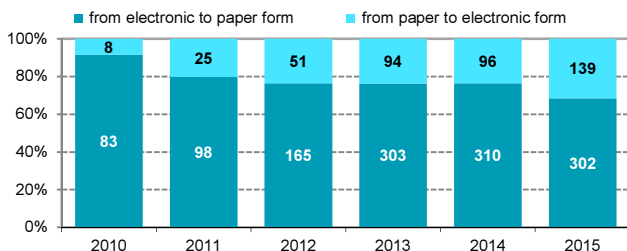


Figure E3 Czech Point - document conversions (thous.;%)



Source: Ministry of the Interior of the Czech Republic - www.czechpoint.cz, 2016

Tab. E2 Electronic Submissions for the Czech Financial Administration - eTax submissions in the Czech Republic

thous.

	2013	2014	2015
Value Added Tax declaration	540	1 502	1 645
Road Tax declaration	50	86	147
Personal Income Tax declaration	43	72	147
Corporate Income Tax declaration	29	43	155
Real Estate Tax declaration	16	17	25

Figure E4 eTax submissions (thousands)

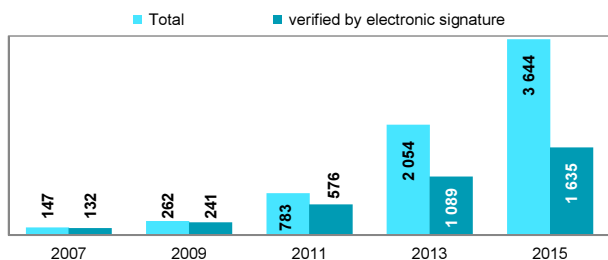


Figure E5 Electronic Personal Income Tax submissions

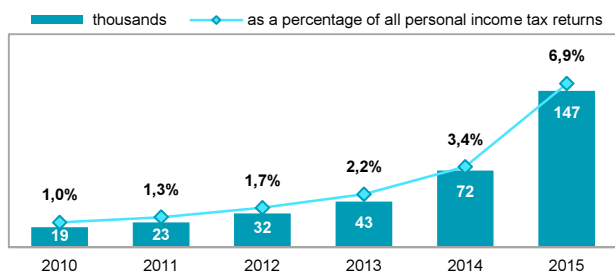
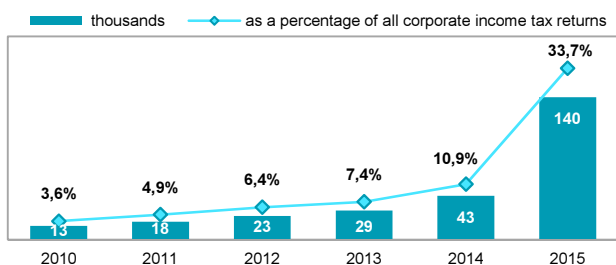


Figure E6 Electronic Corporate Income Tax submissions



Tab. E3 Individuals in the Czech Republic using the Internet for interaction with public authorities, 2015

%

	Total	Downloading forms	Submitting forms online
Total (aged 16+)	30,6	13,2	9,2
Total (aged 16-74)	32,9	14,3	9,9
Gender:			
Males (aged 16+)	30,8	13,8	10,5
Females (aged 16+)	30,3	12,6	7,9
Age group:			
16-24 year-olds	19,3	7,4	5,3
25-34 year-olds	45,5	20,2	14,3
35-44 year-olds	45,4	20,5	14,4
45-54 year-olds	37,9	17,3	11,0
55-64 year-olds	25,8	10,8	7,5
65 year-olds and over	9,0	2,7	2,2
Education attainment level (aged 25+):			
Primary (ISCED 0, 1 or 2)	4,9	1,2	0,7
Lower secondary (ISCED 3C)	18,6	6,4	3,9
Upper secondary (ISCED 3A or 4)	39,7	17,6	12,7
Tertiary (ISCED 5 or 6)	57,7	30,4	21,4
Specific groups:			
Women on maternity leave	46,1	16,6	13,6
Students (aged 16+)	17,3	5,9	4,2
Pensioners	9,9	2,8	2,1

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

Figure E7 Individuals using the Internet for interaction with public authorities

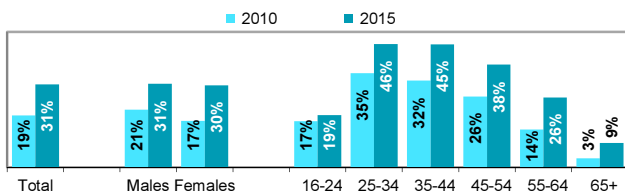
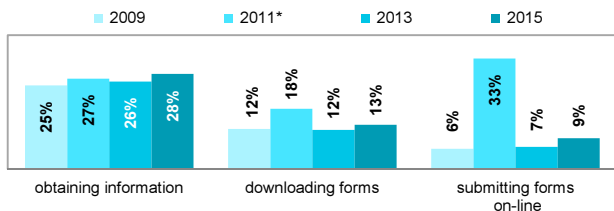


Figure E8 Individuals using the Internet for interaction with public authorities for selected activities

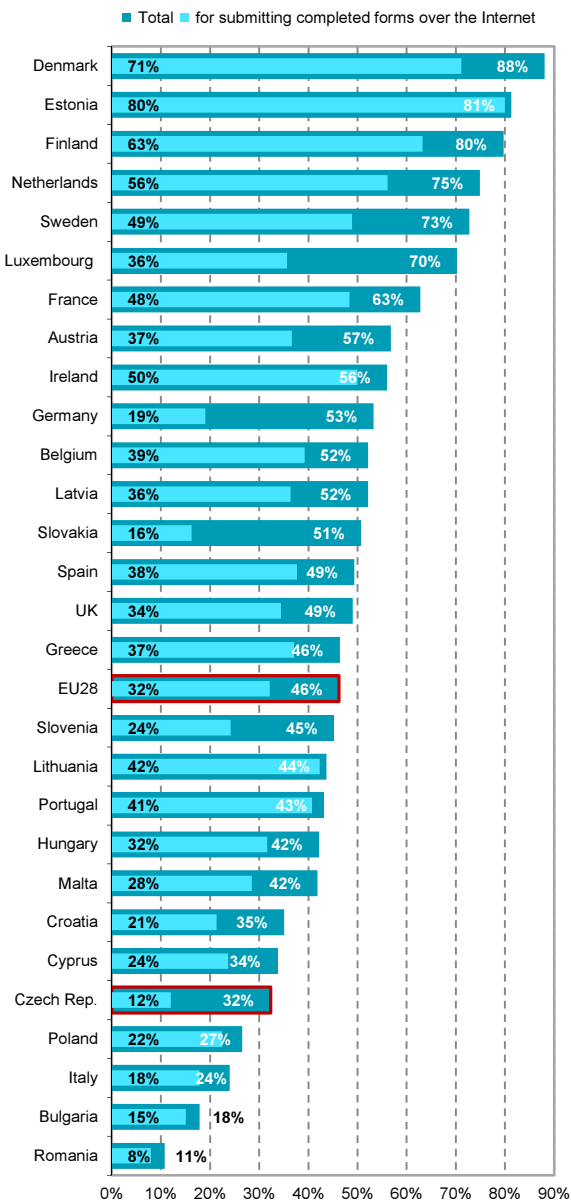


* 2011 was a year when the Czech Republic held the census of population and housing. Citizens could have filled the forms electronically.

as a percentage of all individuals aged 16+

Source: Czech Statistical Office, ICT use survey in households

Figure E9 Individuals using the Internet for interaction with public authorities in EU countries; 2015



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

Source: Eurostat 2015

E eGovernment

Tab. E4 Enterprises in the Czech Republic using the Internet for interaction with public authorities; 2014

%

	Total	Downloading forms	Filling forms on-line
Total (10 employees or more)	96,6	92,0	86,3
Small enterprises (10-49)	96,0	90,7	84,1
Medium enterprises (50-249)	98,4	96,3	93,9
Large enterprises (250 and over)	99,7	98,8	97,5
Industry (NACE category):			
Manufacturing	97,3	93,8	89,0
Electricity, gas and water supply	96,8	92,9	89,0
Construction	98,6	96,5	91,3
Sale and repair of motor vehicles	99,0	97,3	92,9
Wholesale trade	96,6	92,0	86,0
Retail trade	94,1	84,1	70,7
Transport and storage	97,5	90,9	87,0
Accommodation	96,6	93,4	87,2
Food and beverage services	87,9	76,6	68,2
Travel agency and related activities	97,6	94,2	87,3
Media industry incl. publishing activities	99,4	96,7	92,7
Telecommunications	100,0	99,2	95,1
Computer programming and related act.	99,0	97,2	93,3
Financial and insurance activities	98,4	89,4	84,7
Real estate activities	97,3	91,5	88,3
Professional, scientific and technical act.	97,6	93,2	88,6
Administrative and support activities	92,5	89,6	83,5

as a percentage of all enterprises in a given group

Figure E10 Enterprises using the Internet for interaction with public authorities

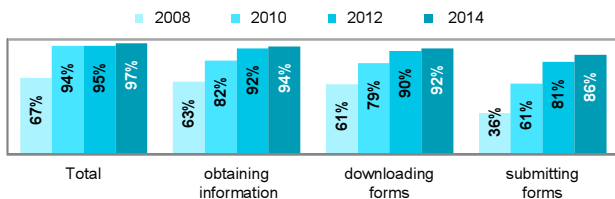
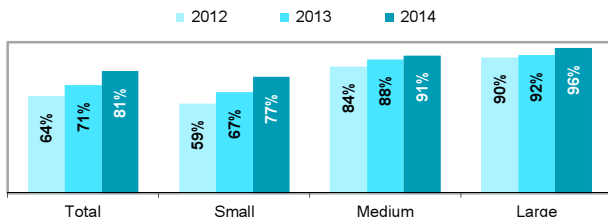


Figure E11 Enterprises using Data Boxes* for sending documents to public authorities



as a percentage of all enterprises in a given size class

* A data box is an electronic storage site, intended for delivery of official documents and for communication with public authority bodies.

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

Tab. E5 Enterprises in the Czech Republic using the full electronic submissions for interaction with public administration

%

	2012	2013	2014
Total (10 employees or more)	65,9	78,5	86,3
Small enterprises (10-49)	61,2	75,2	84,3
Medium enterprises (50-249)	82,9	90,5	92,8
Large enterprises (250 and over)	91,4	94,6	96,3
Industry (NACE category):			
Manufacturing	71,8	80,9	88,0
Electricity, gas and water supply	74,8	84,1	92,6
Construction	70,4	76,5	90,8
Sale and repair of motor vehicles	64,7	80,9	93,2
Wholesale trade	66,1	84,0	85,1
Retail trade	52,3	69,5	82,1
Transport and storage	62,8	75,3	85,0
Accommodation	57,5	76,2	85,9
Food and beverage services	42,7	61,5	68,6
Travel agency and related activities	54,1	70,0	82,9
Media industry incl. publishing activities	69,5	77,9	90,1
Telecommunications	79,8	84,1	95,1
Computer programming and related activities	77,2	85,5	89,6
Financial and insurance activities	72,6	78,6	85,2
Real estate activities	66,4	80,4	90,6
Professional, scientific and technical activities	54,1	70,0	84,6
Administrative and support activities	53,6	71,3	84,0

as a percentage of all enterprises in a given group

Figure E12 Enterprises using the full electronic submissions for interaction with public administration

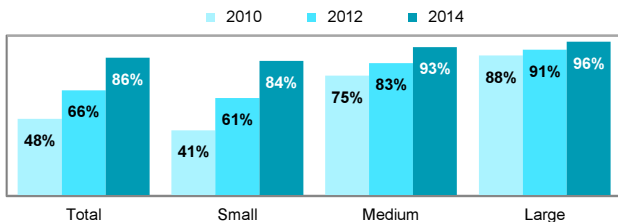
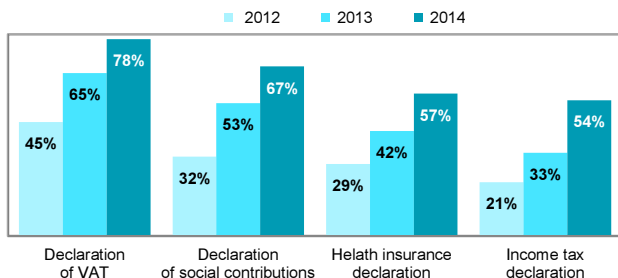


Figure E13 Enterprises treating the following administrative procedures completely electronically



as a percentage of all enterprises in a given group

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

Tab. E6 Data Boxes newly registered in the Czech Republic

thous.

	2012	2013	2014
Total	50,4	55,9	66,7
Established by law	36,7	25,2	31,0
Established upon request	13,8	30,7	35,7
by type of entity			
Enterprise	24,1	26,0	32,6
Self-employed person	18,9	17,7	20,1
Other Individual (citizen)	7,2	12,1	14,0
Public authority	0,3	0,0	0,1

Figure E14 Registration of Data Boxes by obligation (thous.)

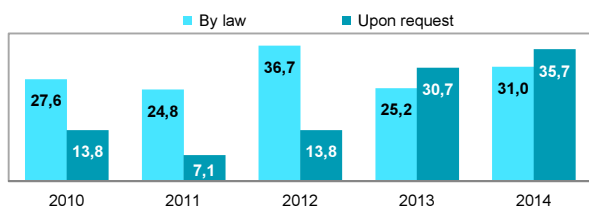


Figure E15 Registration of Data Boxes by entity (thous.)

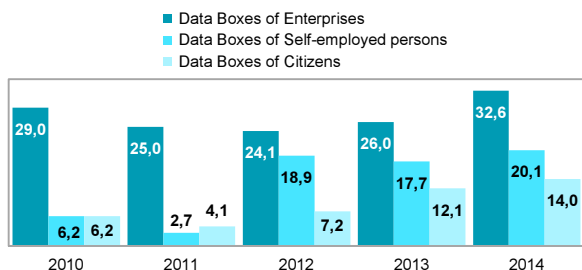
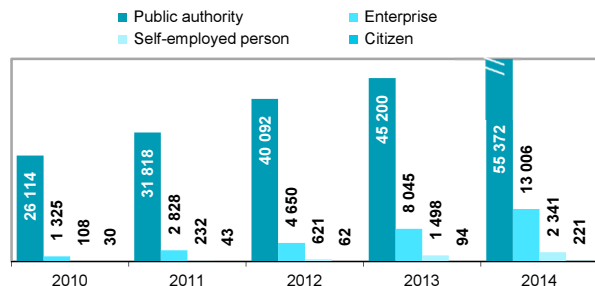


Figure E16 Numbers of transactions carried out via Data Boxes by type of entity/subject (thous.)



Source: Ministry of the Interior of the Czech Republic, 2015