

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

METHODOLOGY

The Czech Statistical Office realized in 2009 the 6th annual survey on ICT Usage in Public Administration in the Czech Republic. The pilot survey was carried out in 2003. The main focus of the survey was to monitor access to ICT by public administration, infrastructure and usage of ICT and internet activities of individuals and enterprises in relation to public administration.

Reference period: December 31, 2008

Survey period : 1st quarter of 2009

Target population: Survey fully covered all state administration offices, regional offices and municipalities.

Target population

Legal form of organization		Target population	Sample population	Number of returned questionnaires	Response rate* (%)
State administration office		364	364	359	98,6
Regional office		13	13	13	100,0
Municipalities or parts of Prague	20 000 or more citizens	79	79	78	98,7
	5 000 - 19 999 citizens	223	223	219	98,2
	2 000 - 4 999 citizens	396	396	371	93,7
	1 000 - 1 999 citizens	698	698	655	93,8
	500 - 999 citizens	1 315	1 315	1 269	96,5
	less than 500 citizens	3 590	3 590	3 352	93,4
	Municipalities - total	6 301	6 301	5 944	94,3
organizations total		6 678	6 678	6 316	94,6

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

Survey technique: Mail survey, which was also possible to fill out and submit electronically

Sample: Organizations by legal form:

1. State administration office
2. Regional office
3. Municipality (incl. parts of Prague)
 - a) Municipality (or part of Prague) with 1 000 or more citizens
 - b) Municipality with less than 1 000 citizens

Legal form „**State administration office**“ covers ministries, central state administration offices, labour offices, courts, regional veterinary offices etc.

Legal form „**Regional office**“ covers all regional offices.

Legal form „**Municipality or part of Prague**“ covers all municipal offices and offices of each part of Prague

The exact definitions of legal forms of organizations can be found in the terminology section

Questionnaire structure:

Questionnaire designed for **state administration offices, regional offices and municipalities with 1 000 or more citizens** covered the following:

1. usage of information and communication technologies to cover needs of organization (internet, security facilities...)
2. web sites and services available on-line for citizens and enterprises
3. citizens' access to information and communication technologies made available by public administration (public internet access point, information kiosk)
4. Employees with access to information and communication technologies
5. Electronic data switch in/between state administration offices

Questionnaire designed for **municipalities with less than 1 000 citizens** was shorter and covered:

1. usage of information and communication technologies to cover needs of organization (internet, security facilities...)
2. web sites and services available on-line for citizens and enterprises
3. citizens' access to information and communication technologies made available by public administration (public internet access point, information kiosk)

Note regarding international comparison:

The survey on ICT usage by public administration doesn't arise from any European Communities Directive, nor any Eurostat model questionnaire.

The survey is genuine activity of the Czech Statistical Office, which had arisen from needs to obtain information on progress of information and communication technologies usage through the czech public administration.

For this reason, the reader of this publication will not find any adequate international comparison considering ICT usage in public administration.