# 3. RESULTS OF THE WEB SITE CONTENT SURVEY 2004

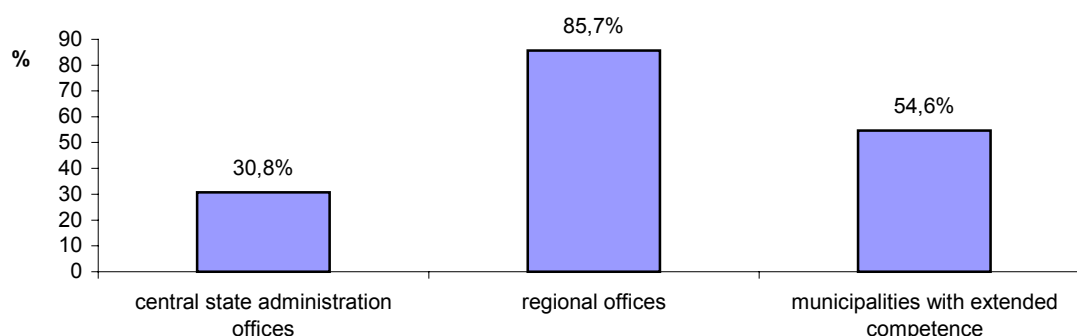## 3.1. Public administration web survey

**Background information**
All central state administration offices and all self-government administration offices (from offices in the survey) had their own web site  and e-mail address  (February 2004).

### 3.1.1. Information on public administration web sites
The most of the public administration offices included in the survey published  agenda of the office (98%)  and information about staff of the office (97,6%) on their web sites.
53,9%  of  central state administration offices, 85,7% of regional offices  and  54,6% of municipalities with extended competences published information on web site by Public Administration  Information System   regulation.
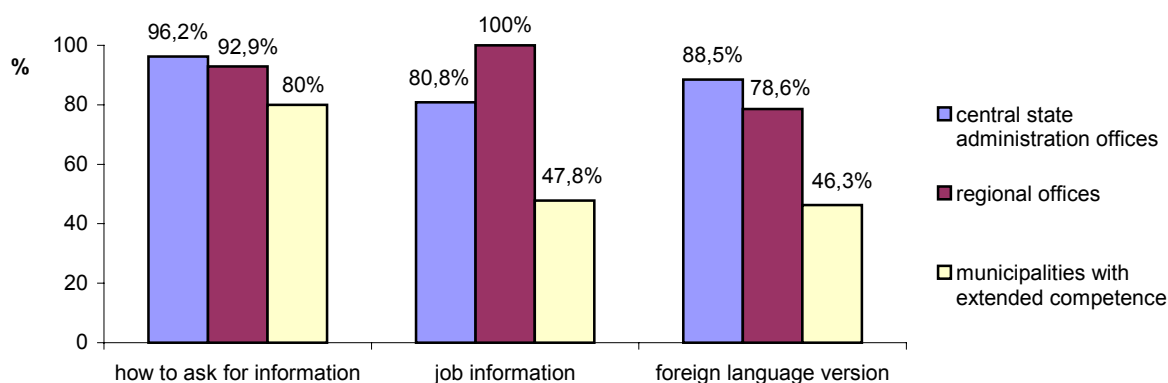
Chart 17:  Percentage of the public administration offices with information by PAIS regulation on web site, by type of  the administration office, February 2004



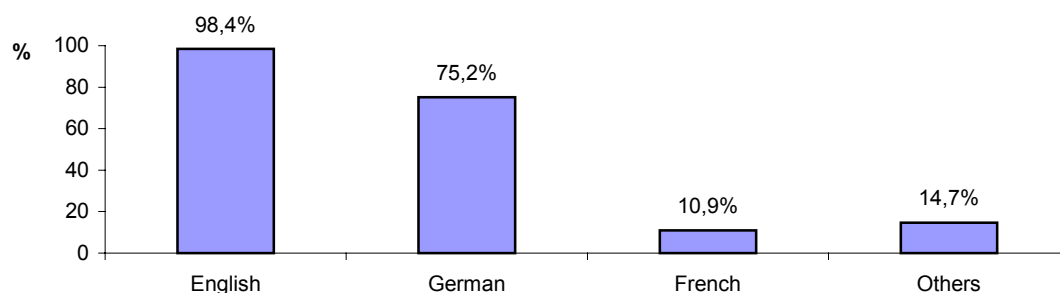Source: 2004 Web site content survey, CZSO

Information -  how to ask for information were available on   96,2% of central state administration offices web sites,  92,9%  of regional offices web sites and 80% of  municipalities with extended competences web sites.

Chart 18: Percentage of the public administration offices with information - how to ask for information, foreign language web site version  and  job information on web site by type of  the administration office, February 2004



Source: 2004 Web site content survey, CZSO

Chart 19: Percentage of English, German and French language version from all web sites with foreign language version, February 2004
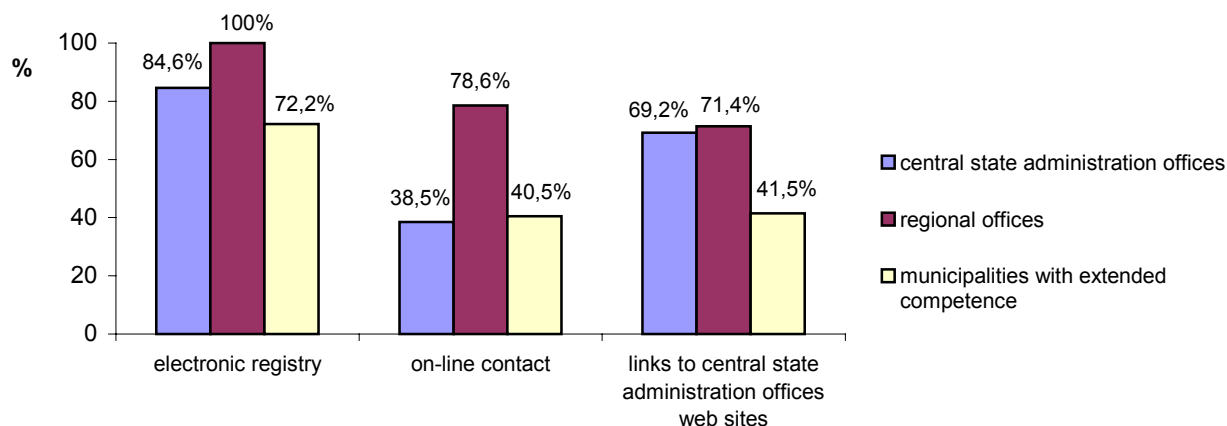


Source: 2004 Web site content survey, CZSO

Information about departments of office published 78,1% of municipalities with extended competences and 92,9% of regional offices. Information about culture published 85,7% of regional offices and 95,1% of municipalities with extended competences. Information about the history of municipality published on web site 93,7% of municipalities with extended competences.

### 3.1.2. On-line services on public administration web sites
Electronic registry had 84,6% of central state administration offices, all regional offices and 72,2% of municipalities with extended competences.

Chart 20: Percentage of the public administration offices with electronic registry, on-line contact and links to web sites of central state administration offices on web site, by type of the administration office, February 2004



Source: 2004 Web site content survey, CZSO

32

### 3.2. Hospitals web site survey

**Background information**

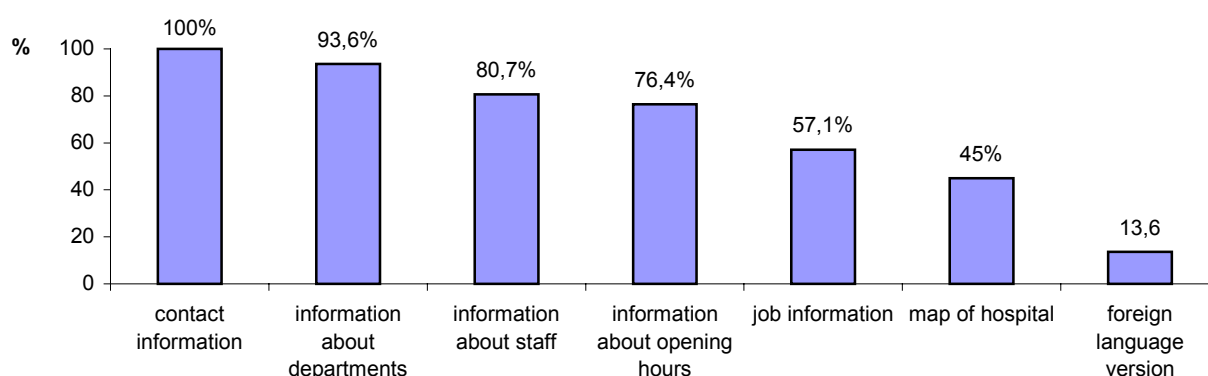The most of hospitals had own e-mail address (97,7%) and web site (80%) (31.12.2003).

Source : Ústav zdravotnických informací a statistiky, 2004

### 3.2.1. Information on hospitals web sites

All hospitals with a web site published (June and July 2004) contact information  on web site,  93,6% information about departments,  80,7% information about staff,  76,4% opening hours ,  57,1% job information  and  45%  map of the hospital.  Foreign language web site version had 13,6% of hospitals with a web page.  The most popular foreign language version was English version (95% of hospitals with foreign language web site version).

Chart 21: Percentage of hospitals with specific information on web site  (from all hospitals with a web site), June and July 2004
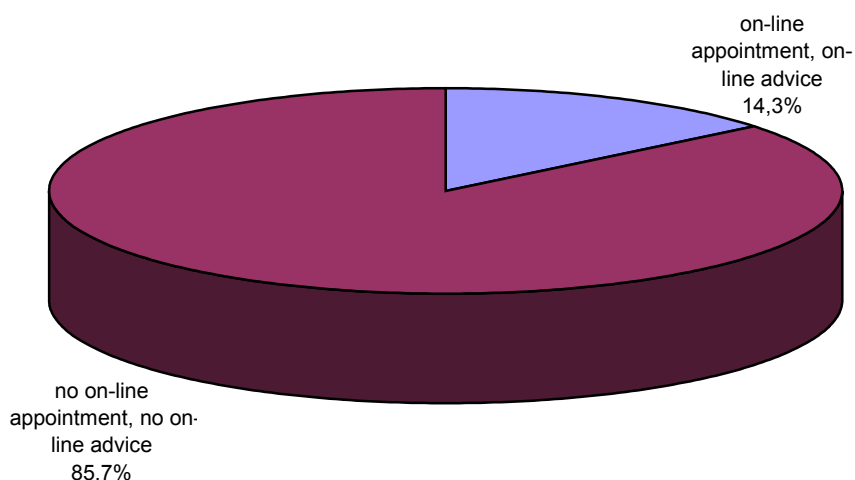


Source: 2004  Web site content survey, CZSO

### 3.2.2. On-line services on hospitals web sites

14,3% of hospitals with a web site provided patients with a posibility to make an appointment on-line with a practitioner  or  to seek a medical advice on-line from a practitioner (June and July 2004).

Chart 22:  Percentage of hospitals provided patients with a posibility to make an appointment on-line with a practitioner or to seek a medical advice on-line (from all hospitals with a web site) (June and July 2004)
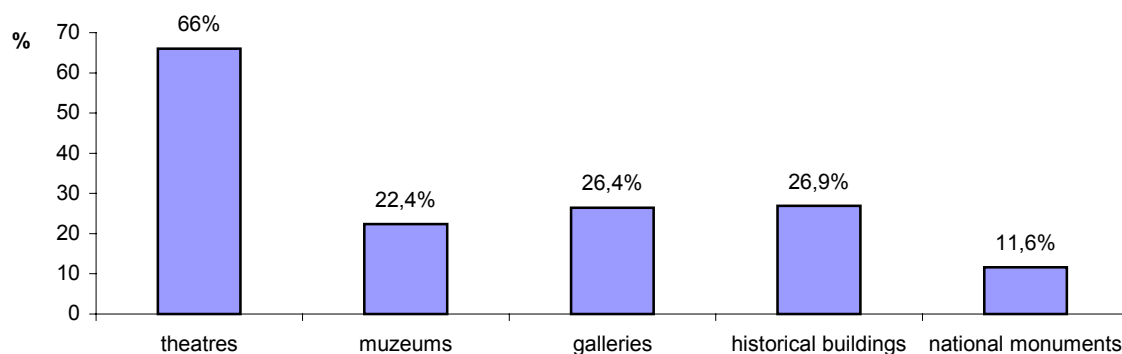


Source: 2004 Web site content survey, CZSO

### 3.3. Culture institutions web site survey

**Background information**
From 835 of culture institutions, included in web site content survey, 261 had own web page (31,3%), (31.12.2002)

Source : Národní informační a poradenské středisko pro místní kulturu, 2004

Chart 23 : Percentage of culture institutions with own web site by type of institution, 31.12.2002
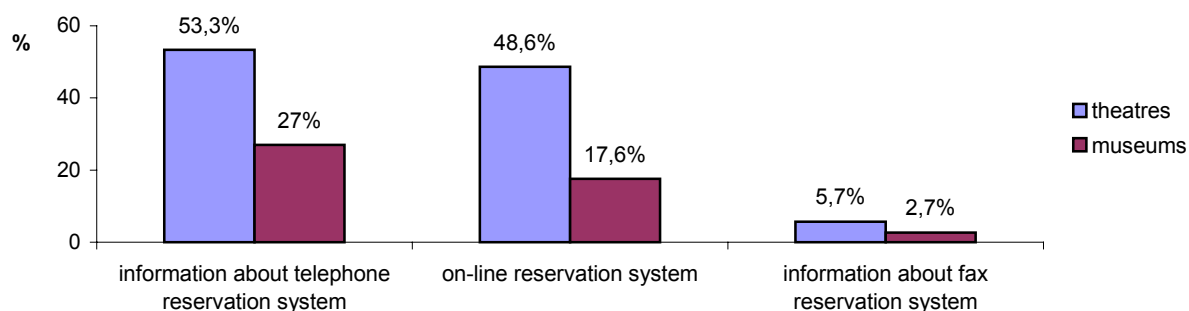


Source : Národní informační a poradenské středisko pro místní kulturu, 2004

### 3.3.1. Theatres and museums
48,6 % of theatres with own web site provided citizens with an on-line reservation of tickets.
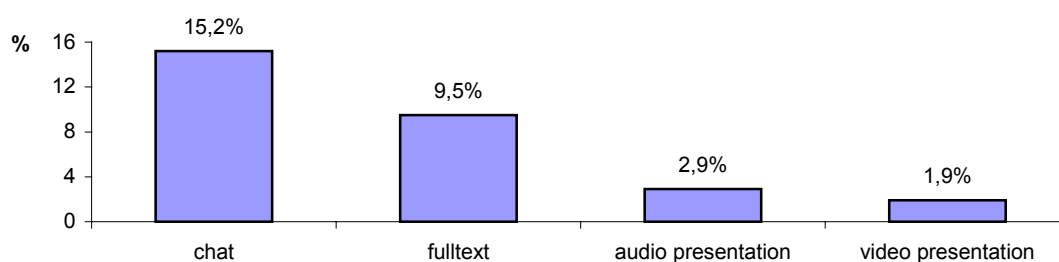
Chart 24: Percentage of theatres and museums with on-line ticket reservation system and with information about telephone and fax system of ticket reservation (from theatres and museums with own web site), (February and March 2004)



Source: 2004 Web site content survey, CZSO

From all theatres with a web site, 2,9 % used audio web presentations of their performance and 1,9% video web presentations, 15,2% offered a chat and 9,5 % fulltext on their web sites. One theatre provided citizens with posibility to watch a performance on-line on the internet.
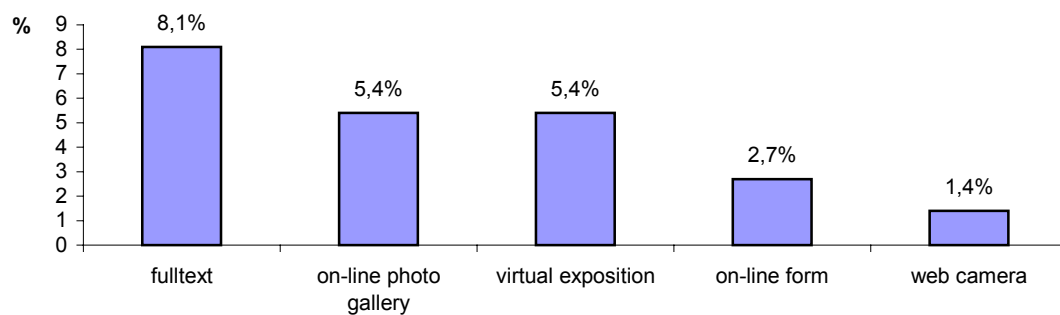
Chart 25: Percentage of theatres with specific on-line services on web site (from theatres with a web site), February 2004



Source: 2004 Web site content survey, CZSO

34

From museums with a web site, 8,1% offered fulltext, 5,4% an on-line photo gallery, also 5,4% a virtual exposition, 2,7% an opportunity for visitors to write short comments (fill in a web form) and send them to museum on-line and 1,4% a web camera.

Chart 26: Percentage of museums with specific on-line services on web site (from museums with a web site), March 2004



Source: 2004 Web site content survey, CZSO