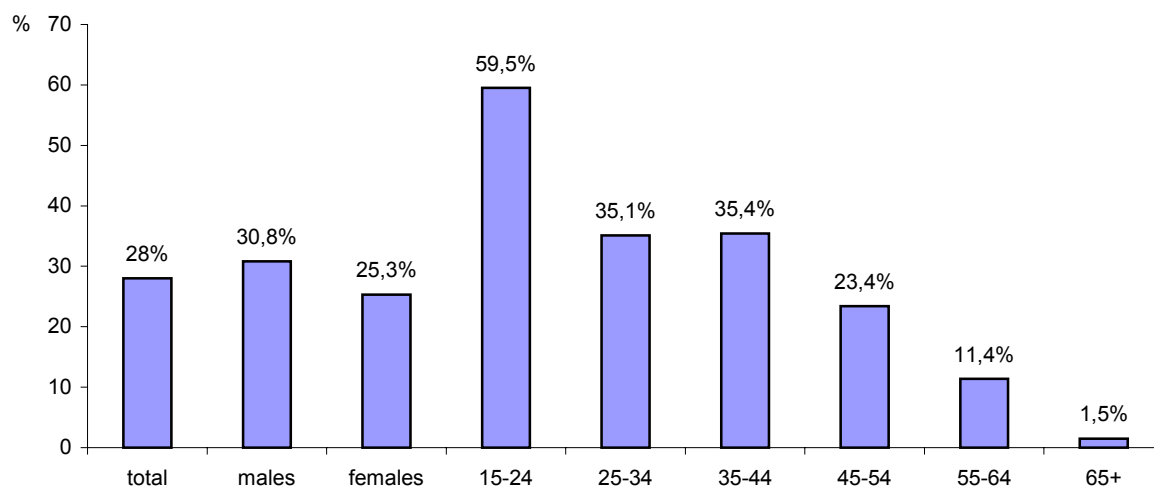


4. USAGE OF PUBLIC ADMINISTRATION WEB SITES BY CITIZENS AND ENTERPRISES

4.1. Usage of public administration web sites by citizens

There were 28% of population aged 15+ who used the internet in the 4th quarter 2003.

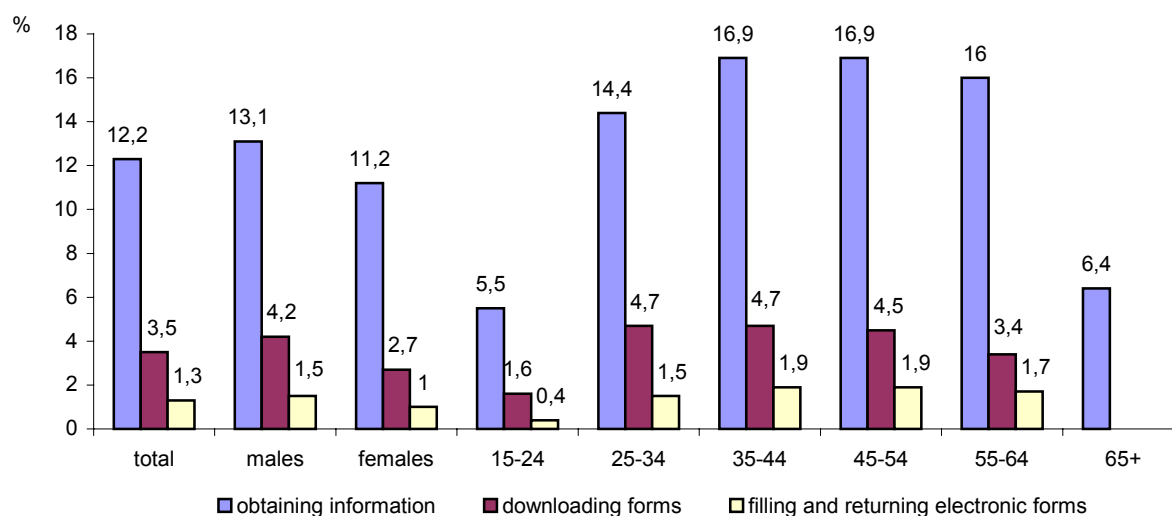
Chart 27 : Percentage of individuals who used the internet in the 4th quarter 2003 by gender and age



Source : Survey on Information and Communication technologies Usage in Households 2003, CZSO 2003

Only a small part of the individuals who used the internet (in the 4th quarter 2003), looked for information or on-line services offered by public administration web sites. 12,2 % of internet users visited public administration web sites to obtain information, 3,5 % to download a form and 1,3% to fill in and send an electronic form.

Chart 28: Percentage of internet users who used public administration web sites for obtaining information, downloading forms and filling and returning electronic forms by gender and age (in 2003)

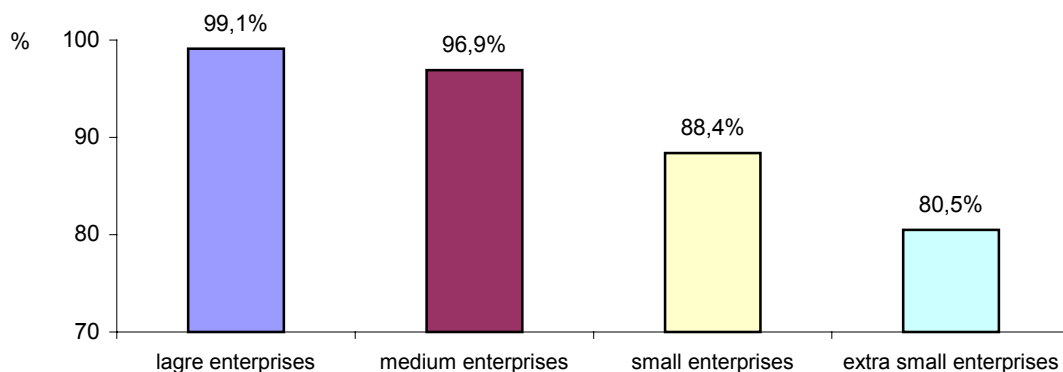


Source : Survey on Information and Communication technologies Usage in Households 2003, CZSO 2003

4.2. Usage of public administration web sites by enterprises

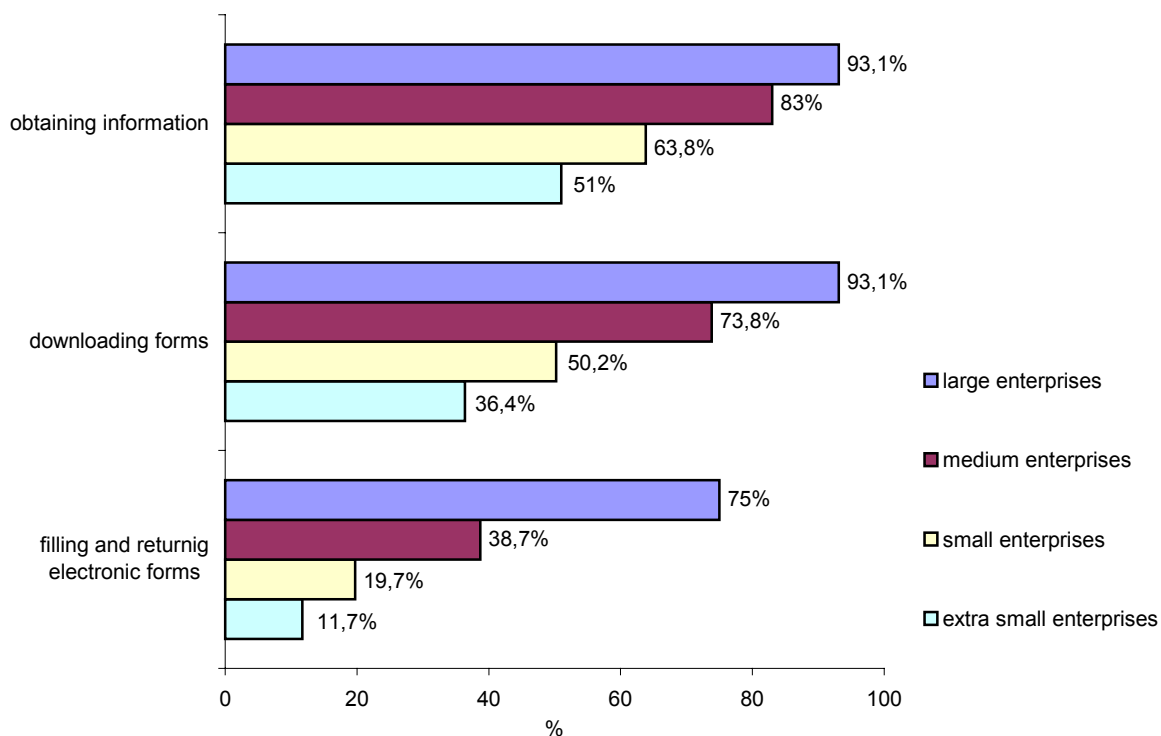
There were 99,1 % of large enterprises (250 and more employees), 96,9 % of medium enterprises (50-249 employees), 88,4 % small enterprises (10 až 49 employees) and 80,5% extra small enterprises (5-9 employees) with the internet access (31.12.2003).

Chart 29: Percentage of enterprises with internet access by type of enterprise, 31.12.2003



Source: Enterprise survey on ICT usage and E-Commerce in 2003, CZSO

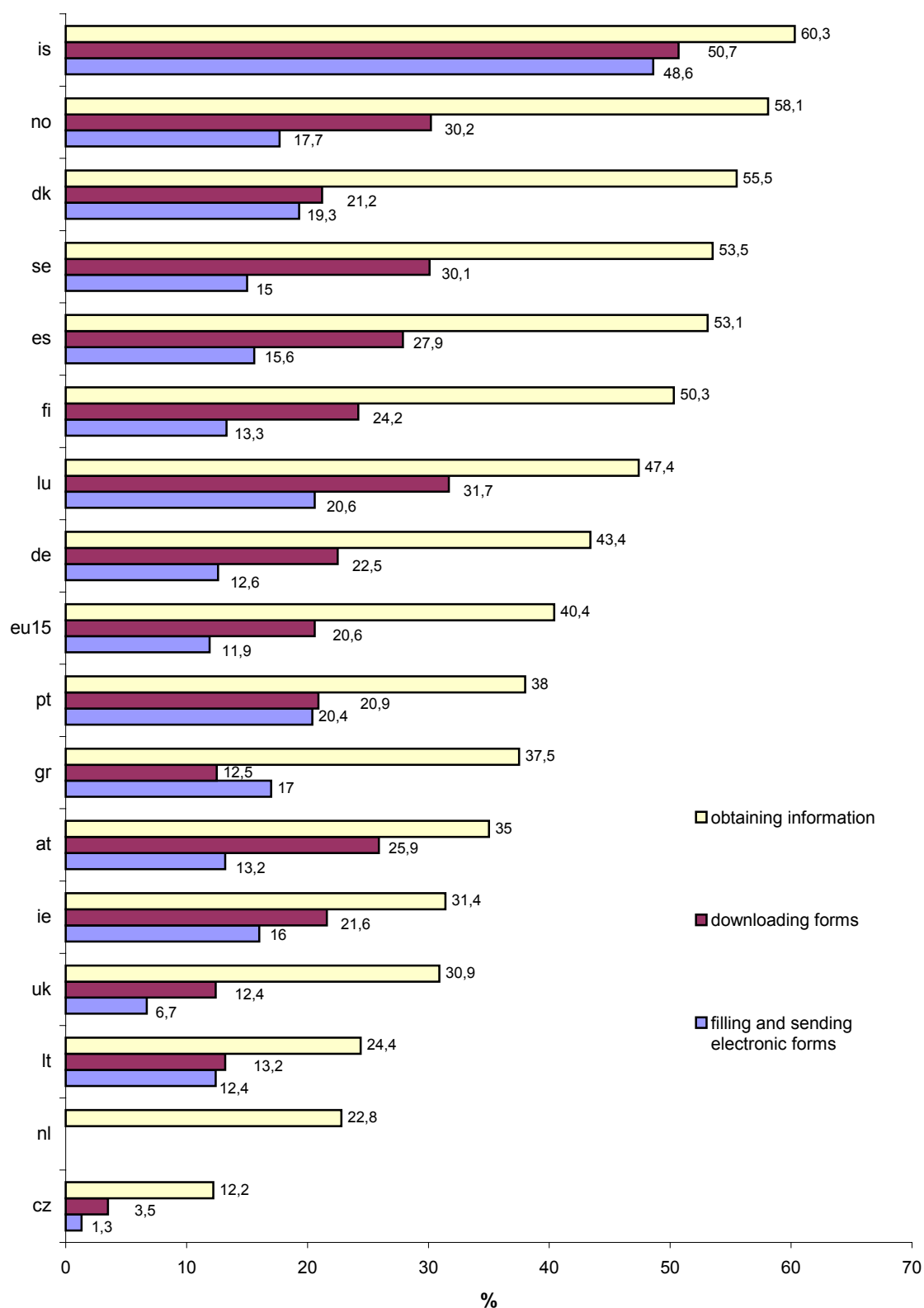
Chart 30: Percentage of enterprises using public administration web sites for selected activities by type of enterprise (in 2003)



Source: Enterprise survey on ICT usage and E-Commerce in 2003, CZSO

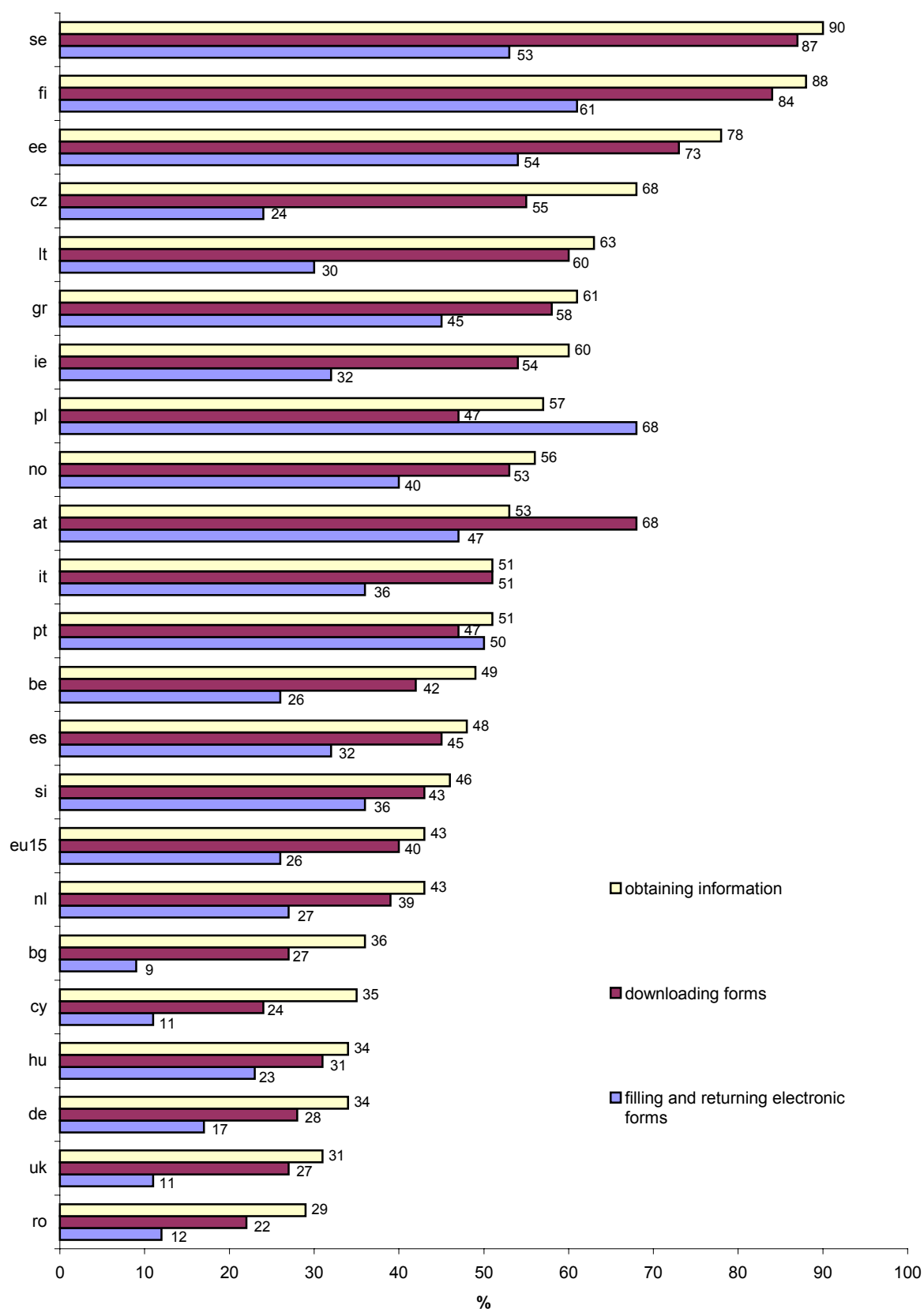
4.3. International comparison

Chart 31: Percentage of internet users who used internet for interaction with public authorities broken down by purpose (year 2003)



Source: Community Survey on ICT usage in households and by individuals 2003, Eurostat

Chart 32: Percentage of enterprises using the internet for interacting with public authorities broken down by purpose (year 2003)



Source: Community Survey on ICT usage and e-commerce in enterprises for 2003, Eurostat

