

## E Government and ICT

The Czech Statistical Office gathers data on number of contact points of the **Czech POINT** and their use (as the number of the system outputs), including the interfaces of **CzechPOINT@office** and **CzechPOINT@home**. The CZSO also gathers data on new established data boxes and on number of performed transactions by data boxes. Listed data come from the **Ministry of the Interior**.

The CZSO also gathers data on the number of **tax forms submitted electronically**. Submissions can be done via **web application EPO** (electronic tax forms, e-Tax) or through data boxes. Listed data come from open data of the **Financial Administration of the Czech Republic**.

Data on number of electronically submitted documents (available for selected services), so called e-Submission, to the **Czech Social Security Administration (CSSA)** are taken from open data of the CSSA.

A source of information on the internet use for communication with public administration is annual statistical survey named **Sample Survey on Use of ICT in Households and by Individuals** carried out by the CZSO. Detailed information on this survey is provided in Chapter C.

Inter alia, the survey collects data on internet use by **persons** when dealing with public administration over the internet. Data on following activities are collected: searching for information on public administration websites, downloading forms, and filling and submitting forms online. The **reference period** for these data is the last **12 months** prior the survey interviews, which take place every year in the second quarter of the year.

### Definitions

- **Czech POINT** is a system of an assisted platform of public administration where citizens can deal with, dispose off, or settle as many as possible matters related to public administration at a single point.
- **CzechPOINT@office** is a non-public interface of the Czech POINT system. It contains agendas performed by offices, authorities and bodies of public power in order to carry out their scope of authority.
- **CzechPOINT@home** is an interface of the Czech POINT system dedicated to citizens and enabling the data box holders a remote access (from a computer or mobile phone) to selected copies of documents without the need to pay a visit to a contact point of the Czech POINT system.
- A **data box** shall serve for secure electronic delivery of documents in between public administration bodies and a legal or natural person.
- An **electronic submission** (e-Submission) is a form of a submission delivered in the classic way, yet performed over the internet. Therefore, legal and/or natural persons are not obliged to pay visits to public administration authorities or offices in person anymore.
- A **downloadable form** shall mean a downloadable form, or a form to be downloaded, on a website, most often in doc and/or pdf formats, which citizens or businesses can download from an authority website, can fill in by hand or in computer, put their handwritten signature on, and deliver to the authority and/or office.
- **Public administration** shall mean authorities, offices, and other selected institutions of public administration (educational institutions, health care establishments, and libraries, first of all).
- **On-line filling and submitting forms** shall mean citizens fill in a form right on the web page while if the citizen has filled in the form in a correct way is computer checked. Subsequently, the forms filled this way are electronically submitted right from the webpage.

The data may be **internationally compared** solely in the case of the data on individuals using the internet for communication with public administration. Data for this comparison originate from the **Eurostat** database.

**More information on this theme can be found at:**

[https://www.czso.cz/csu/czso/verejna\\_sprava](https://www.czso.cz/csu/czso/verejna_sprava) (in the Czech language only).

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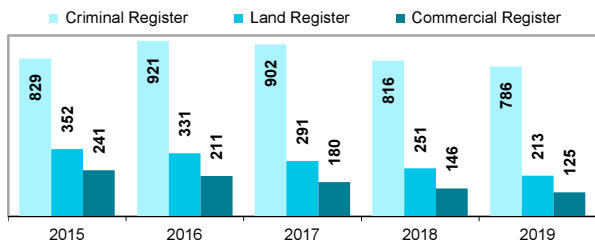
**Tab. E1 Czech POINT - number of public contact points**

	Number		
	2010	2015	2019
<b>Total</b>	<b>6 911</b>	<b>7 423</b>	<b>7 934</b>
at the municipal authority offices	5 571	5 926	6 398
at post offices	943	979	951
at notary offices	308	387	439
at others places	89	131	146

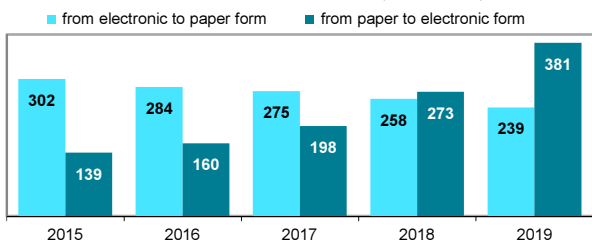
**Tab. E2 Number of outputs issued 'at the desk' of the Czech POINT**

	Thousands		
	2010	2015	2019
<b>Total</b>	<b>1 880</b>	<b>2 139</b>	<b>2 046</b>
<b>Verified copies (extracts), total</b>	<b>1 708</b>	<b>1 584</b>	<b>1 251</b>
from the Criminal Register	790	829	786
from the Land Register	442	352	213
from the Commercial Register	327	241	125
from the Driver Register	85	91	75
from the Trade Register	55	62	40
other verified extracts	8	9	12
<b>Authorized conversion of documents, total</b>	<b>91</b>	<b>441</b>	<b>620</b>
from electronic to paper form	83	302	239
from paper to electronic form	8	139	381
<b>Other issued documents, total</b>	<b>81</b>	<b>114</b>	<b>174</b>
Requests on the registration of data box	12	35	60

**Figure E1 Number of verified copies issued 'at the desk' of the Czech POINT for selected services (thousands)**



**Figure E2 Number of authorized conversions of documents issued 'at the desk' of the Czech POINT (thousands)**



Source: CZSO calculations based on Ministry of the Interior data ([www.czechpoint.cz](http://www.czechpoint.cz))

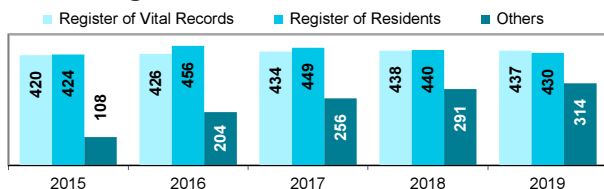
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**Tab. E3 Number of issued documents from the CzechPOINT@office\* interface**

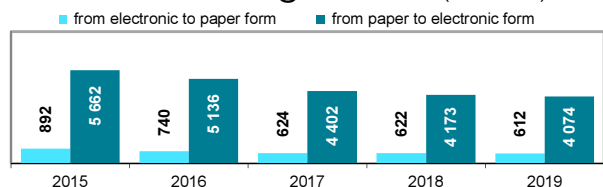
	Thousands		
	2015	2018	2019
<b>Total</b>	<b>7 795</b>	<b>6 245</b>	<b>6 094</b>
<b>Verified copies/extracts ex officio, total</b>	<b>952</b>	<b>1 169</b>	<b>1 181</b>
from the Register of Vital Records (e.g. certificates of birth, marriage or death)	420	438	437
from the Register of Residents/Citizens (e.g. certificates of permanent residence)	424	440	430
Others	108	291	314
<b>Verified extracts from Basic registers, total</b>	<b>289</b>	<b>282</b>	<b>226</b>
from the Register of Persons	17	15	13
<b>Authorized conversion of documents, total</b>	<b>6 554</b>	<b>4 795</b>	<b>4 687</b>
from electronic to paper form	892	622	612
from paper to electronic form	5 662	4 173	4 074

\* CzechPOINT@office - a non-public internet application designated for civil servants of public administration who must access the registers by law or perform the conversion of documents by virtue of office.

**Figure E3 Verified copies/extracts issued from the CzechPOINT@office interface for selected services (thousands)**



**Figure E4 Number of authorized conversions of documents issued from the CzechPOINT@office interface (thousands)**



**Tab. E4 Number of verified copies of extracts from the CzechPOINT@home\* interface**

	Number		
	2015	2018	2019
<b>Total</b>	<b>6 019</b>	<b>19 909</b>	<b>29 182</b>
from the Driver Register	3 711	8 912	14 027
from the Criminal Register		6 683	8 920
from the Trade Licensing Register	683	1 141	1 713
from the Commercial Register	930	1 204	1 593
from the Insolvency Register	234	414	640
Other verified extracts	461	1 555	2 289

\* CzechPOINT@home functioning as a contact point with a remote access (not only) from home for the holders of Data Boxes.

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Tab. E5 Newly activated Data Boxes in Czechia

	Thousands		
	2015	2018	2019
<b>Total</b>	<b>65,4</b>	<b>79,8</b>	<b>93,7</b>
Established by law	28,5	32,9	31,2
Established upon request	36,8	46,9	62,5
<b>By type of entity</b>			
Public authority	0,1	0,1	0,1
Enterprise	30,4	34,7	33,7
Self-employed person	17,7	17,5	21,3
Citizen (non-entrepreneur)	17,2	27,6	38,7

Figure E5 Number of newly activated Data Boxes (thousands)

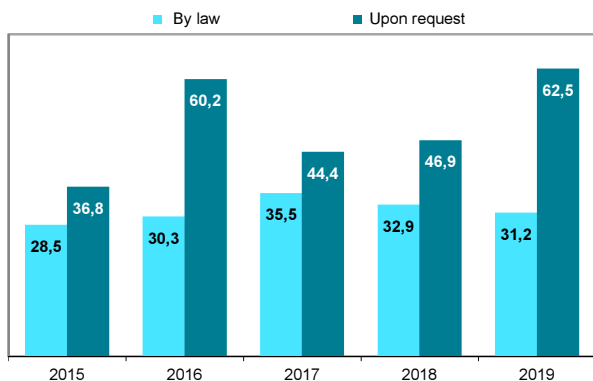
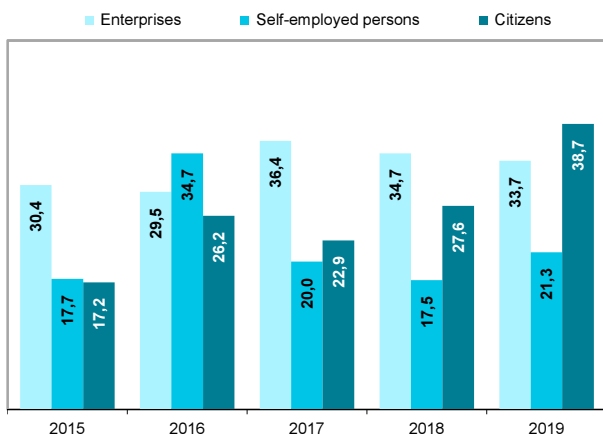


Figure E6 Number of newly activated Data Boxes by type of entity (thousands)



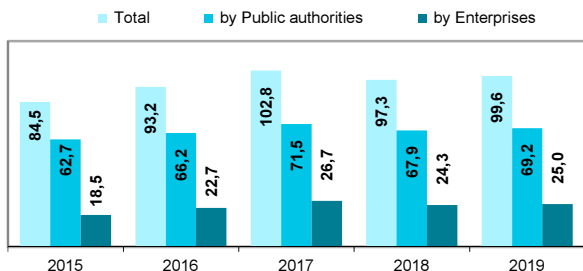
Source: Ministry of the Interior

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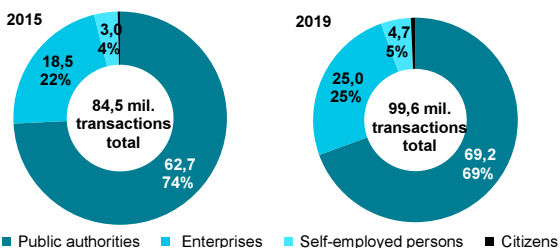
**Tab. E6 Number of e-transactions made via Data Boxes in Czechia**

	Thousands		
	2015	2018	2019
<b>Total</b>	<b>84 480</b>	<b>97 325</b>	<b>99 631</b>
<b>By type of entity</b>			
Public authority	62 664	67 878	69 209
Enterprise	18 511	24 323	24 959
Self-employed person	2 994	4 494	4 739
Citizen (non-entrepreneur)	311	630	724

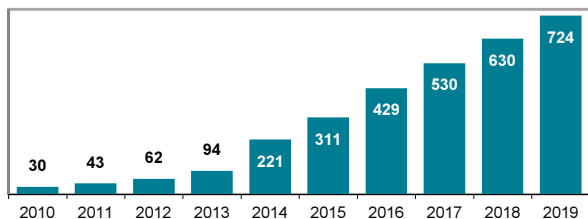
**Figure E7 Number of e-transactions made via Data Boxes in Czechia (millions)**



**Figure E8 Number of e-transactions made via Data Boxes by type of entities that conducted these transactions (millions and %)**



**Figure E9 Number of e-transactions made via Data Boxes by citizens (thousands)**



Source: Ministry of the Interior

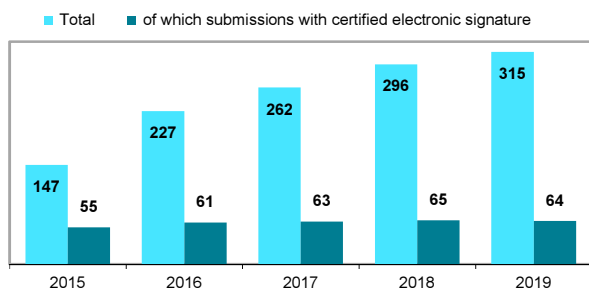
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**Tab. E7 Electronic Tax Returns sent to the Czech Financial Administration via EPO application\***

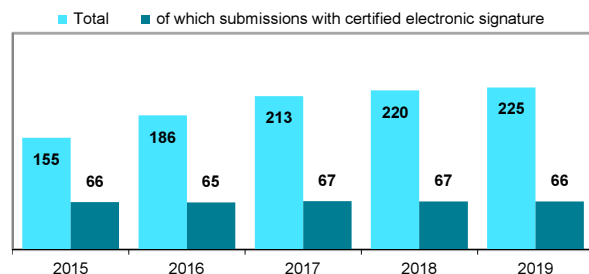
	Thousands		
	2015	2018	2019
Value Added Tax declaration	1 644,6	2 370,6	2 452,8
Personal Income Tax declaration	146,8	296,2	314,5
Corporate Income Tax declaration	154,7	220,5	224,8
Road Tax declaration	147,4	220,3	224,8
Real Estate Tax declaration	24,8	38,4	37,2

\* EPO is the client-oriented web application of the Financial Administration of the Czech Republic which allows electronic submissions of tax returns.

**Figure E10 Personal Income Tax forms sent electronically to the Czech Financial Administration via EPO application (thousands)**



**Figure E11 Corporate Income Tax forms sent electronically to the Czech Financial Administration via EPO application (thousands)**



**Tab. E8 Selected tax forms sent electronically to the Czech Financial Administration via Data Boxes**

	Thousands		
	2015	2018	2019
Value Added Tax declaration	1 665,7	2 124,8	2 271,2
Personal Income Tax declaration	131,6	185,8	201,3
Corporate Income Tax declaration	265,4	279,4	288,6
Road Tax declaration	150,0	168,3	175,2
Real Estate Tax declaration	19,4	20,8	19,9

Source: Czech Financial Administration

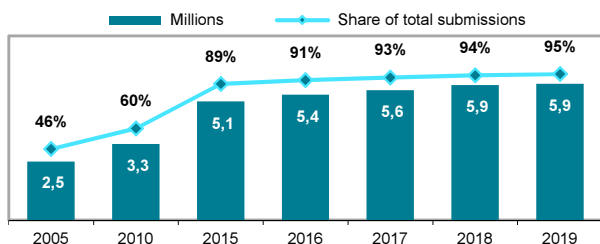
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**Tab. E9 Selected forms sent electronically to the Czech Social Security Administration via e-Submission\* application**

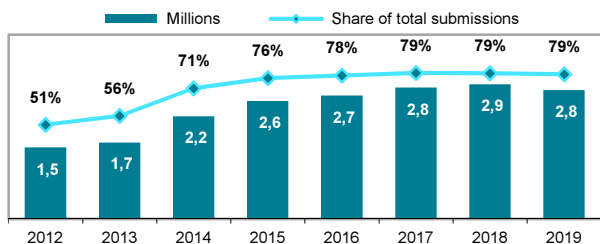
	Thousands		
	2015	2018	2019
Record for Pension Insurance	5 148,5	5 853,5	5 910,7
Announcement of the commencement of employment	2 560,0	2 920,3	2 792,1
Overview of insurance contribution amount	2 040,7	2 587,6	2 674,4
Survey of income and expenses of the self-employed person	44,7	105,9	136,6

\* e-Submission is a service (web application) which allows electronic submission of selected forms for the Czech Social Security Administration.

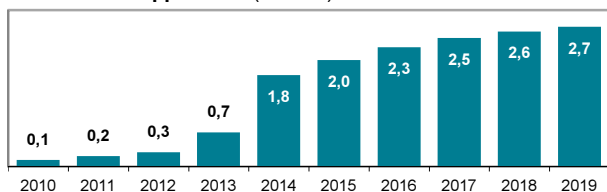
**Figure E12 Records for Pension Insurance sent electronically to the Czech Social Security Administration via e-Submission application**



**Figure E13 Announcements of the commencement of employment sent electronically to the Czech Social Security Administration via e-Submission application**



**Figure E14 Overviews of insurance contribution amount sent electronically to the Czech Social Security Administration via e-Submission application (millions)**



Source: Czech Social Security Administration

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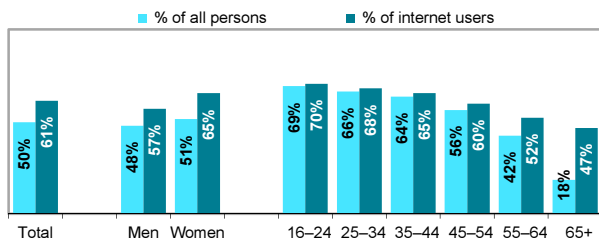
**Tab. E10 Persons in Czechia using the internet for interaction with government authorities or public institutions; 2019**

%

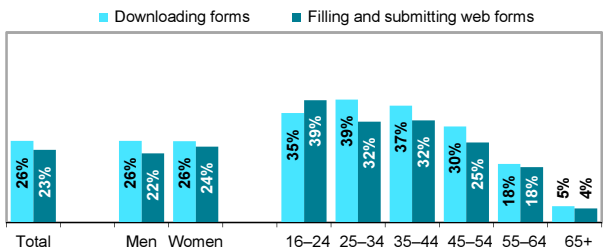
	Total	of which	
		obtaining information from website	downloading or filling web forms
<b>Total (aged 16+ years)</b>	<b>49,6</b>	<b>47,5</b>	<b>29,8</b>
Total (aged 16–74)	53,8	51,5	32,5
<b>Sex (aged 16+ years)</b>			
Men	47,8	45,5	28,6
Women	51,4	49,4	30,9
<b>Age group (years)</b>			
16–24	69,2	65,0	45,0
25–34	66,4	63,1	44,5
35–44	63,6	61,1	40,8
45–54	56,3	54,5	33,7
55–64	42,3	40,5	22,5
65+	18,4	18,0	6,2
<b>Education attainment (aged 25–64)</b>			
Primary	25,9	24,5	8,1
Secondary without A-level examination	38,0	35,7	18,8
Secondary with A-level examination	67,5	64,5	41,5
Tertiary	80,5	78,8	60,4

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

**Figure E15 Usage of the internet for interaction with government authorities/public institutions by sex and age; 2019**



**Figure E16 Downloading/filling forms on websites of government authorities/public institutions by sex and age; 2019**



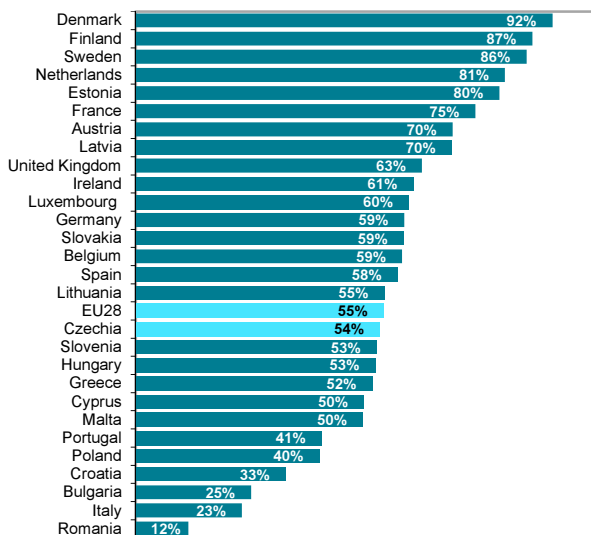
as a percentage of all persons in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

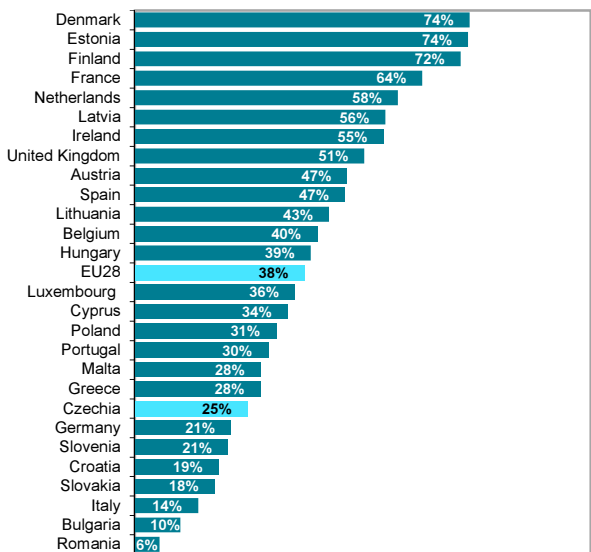


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**Figure E17 Persons in EU countries aged 16–74 years using the internet for interaction with government authorities or public institutions; 2019**



**Figure E18 Persons in EU countries aged 16–74 years who filled/submitted web forms on websites of government authorities or public institutions; 2019**



Source: Eurostat

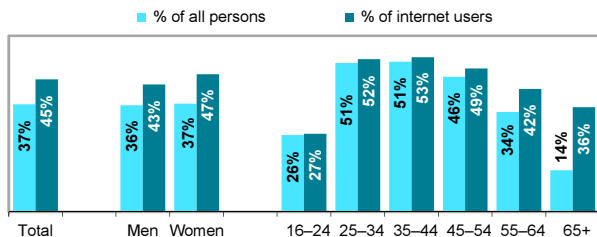
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**Tab. E11 Persons in Czechia conducting selected activities on websites of government authorities; 2019**

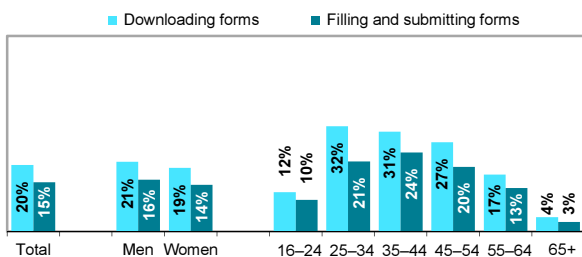
	%		
	Obtaining information	Download- ing forms	Filling and submitting web forms
<b>Total (aged 16+ years)</b>	<b>36,6</b>	<b>20,4</b>	<b>15,0</b>
Total (aged 16–74)	39,7	22,2	16,4
<b>Sex (aged 16+ years)</b>			
Men	36,4	21,3	15,8
Women	36,9	19,5	14,2
<b>Age group (years)</b>			
16–24	26,2	12,0	9,7
25–34	50,8	32,2	21,5
35–44	51,2	30,5	24,2
45–54	46,1	27,3	19,8
55–64	34,1	17,4	13,3
65+	14,2	4,3	2,9
<b>Education attainment (aged 25–64)</b>			
Primary	18,4	5,8	4,9
Secondary without A-level examination	29,2	14,2	10,3
Secondary with A-level examination	54,1	31,3	22,7
Tertiary	66,2	46,6	34,9

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

**Figure E19 Persons obtaining information on websites of government authorities by sex and age; 2019**



**Figure E20 Persons downloading/filling forms on websites of government authorities by sex and age; 2019**



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

Source: Czech Statistical Office, ICT use survey in households