

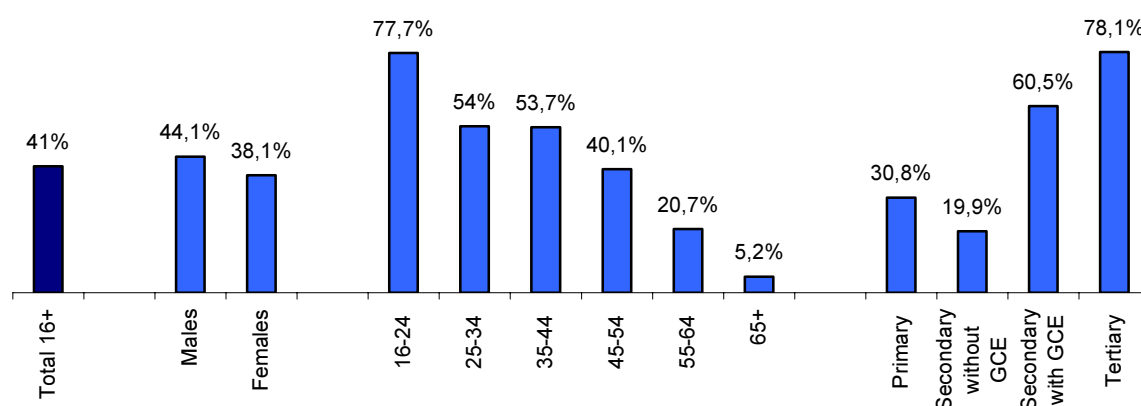
INTERNET ACTIVITIES RELATED TO PUBLIC ADMINISTRATION

9. INTERNET ACTIVITIES RELATED TO PUBLIC ADMINISTRATION – BY INDIVIDUALS

9.1. Internet usage by individuals

The results of the survey on ICT usage in households and by individuals (reference period 2nd quarter of 2006) show that 47% of the population (4,07 mil. individuals) aged 16 or more have used the internet at least once. Number of internet users between the years 2003 and 2006 increased by almost half. The increase in internet users was noticed in all socio-demographic groups. The survey noticed, there are more internet users who are men than women, and more younger people than older. The internet is used the most by students (93%), people between the ages of 16-24 (78%) and people with tertiary education (78%). As expected, the internet is least used by people aged 65 or more. 81% of internet users uses the internet at least once a week.

Graph 27: Percentage of individuals* using the internet, by gender, age and education, 2006



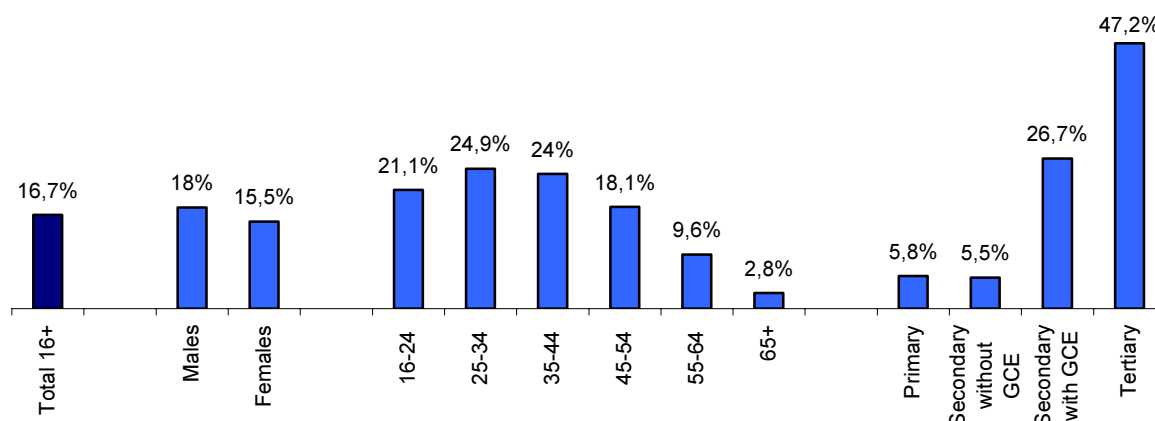
* From total number of individuals in given socio-demographic group

Source: Survey on ICT usage in households and by individuals, CZSO 2nd quarter of 2006

9.2. Individuals using internet in relation to public administration

Internet in relation to public administration used in last 3 months 41% of internet users (1,44 mil. individuals), which represents 17% of the population aged 16 or more.

Graph 28: Percentage of individuals** who used internet in relation to public administration in the last 3 months, by gender, age and education, 2006

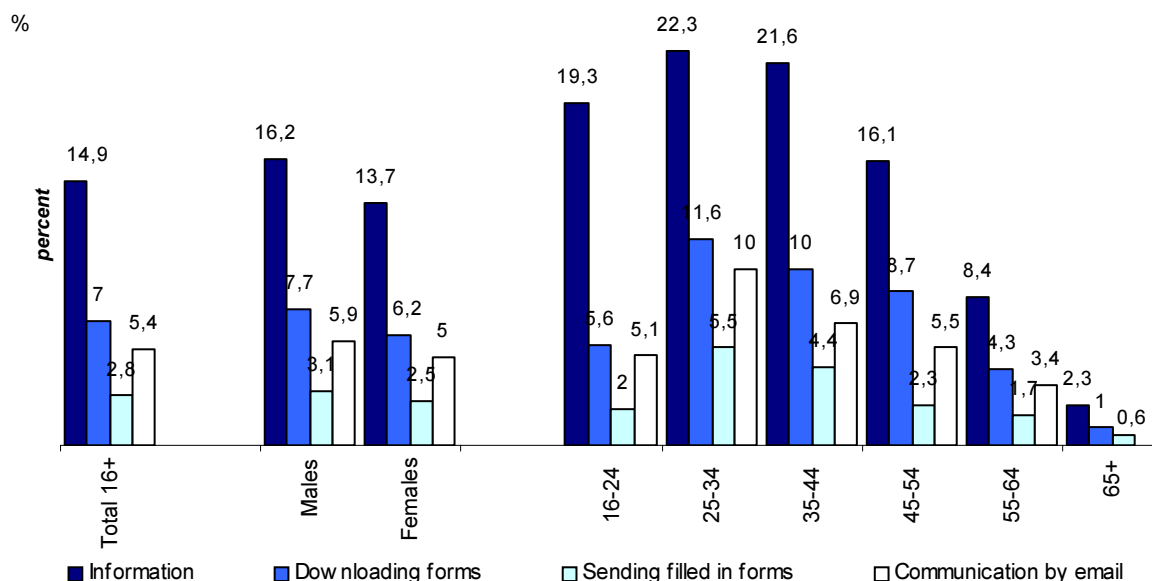


** From total number of individuals in given socio-demographic group

Source: Survey on ICT usage in households and by individuals, CZSO 2nd quarter of 2006

36% of internet users (1,28 mil. individuals) used the internet in the last 3 months to search for information on web sites, 13% (467 mil. individuals) to communicate with staff of the organization via e-mail, 17% (600 thous. individuals) to download form from web site and 7% (243 thous. individuals) to send a filled in form to a public administration web site.

Graph 29: Percentage of individuals* who used internet in relation to public administration, by degree of sophistication and by gender and age, 2006



* From total number of individuals in given socio-demographic group
 Source: Survey on ICT usage in households and by individuals, CZSO 2nd quarter of 2006

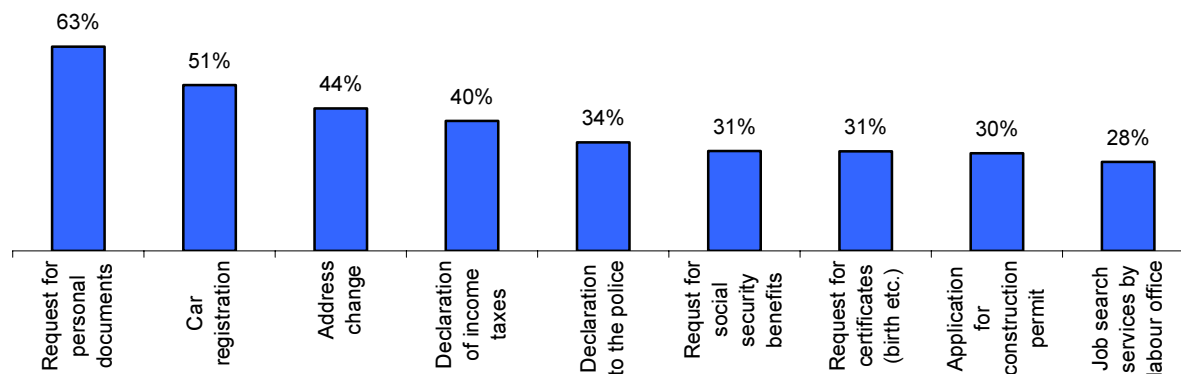
Based on comparison of absolute numbers between years 2003 and 2006, we can state, there was big increase in individuals using public administration web pages:

- searching for information (from 296,3 thous. in 2003 to 1 288,8 thous. in 2006)
- to download forms (from 84,7 thous. to 600,6 thous.)
- to send filled in forms (from 30,9 thous. to 243,2 thous.)
- to communicate by e-mail (from 47,8 thous. to 467 thous.)

9.3. Interest of individuals in specific services of e-government

45% of internet users are interested in e-government to help them solve personal matters. The biggest interest was noticed in the number of **requests for personal documents** (63%) and **car registrations** (51%). Other most requested on-line services were connected to **health, address change and tax declaration**. The least interest was noticed in **registering with labour offices** (28%).

Graph 30: Percentage of individuals* using the internet and having interest in specific e-government services, by problems they would like to solve via internet, 2006

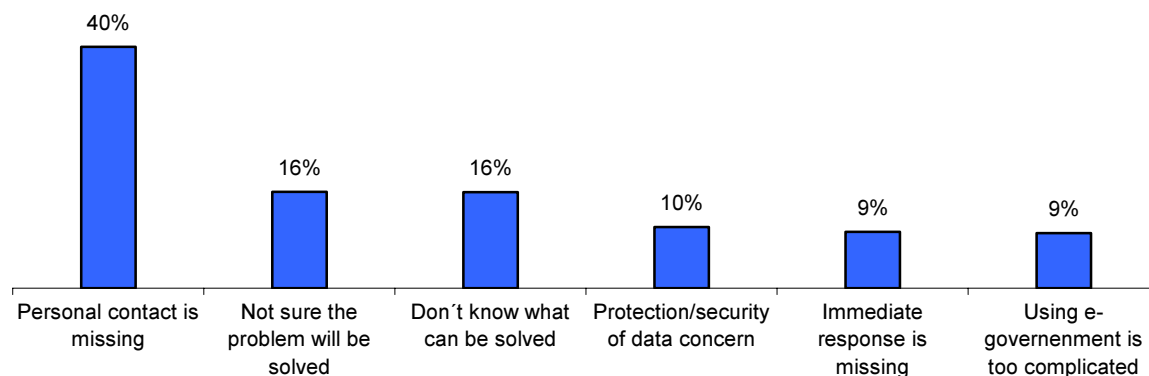


* From number of internet users who have interest in using e-government
 Source: Survey on ICT usage in households and by individuals, CZSO 2nd quarter of 2006

9.4. Reasons why individuals are not interested in e-government

The main reason given for a lack of interest in e-government was by individuals marking a **preference for face to face contact** with clerk (40%), which gives them a bigger **guarantee that their problem will be solved**. 16% of internet users don't have enough information on **which situations can be solved on-line**. On the other hand, the least often reason given for not using e-government proved out to be **internet access costs** (3%).

Graph 31: Percentage of individuals* using the internet who are not interested in e-government, by reason 2006



* From number of internet users who are not interested in using e-government

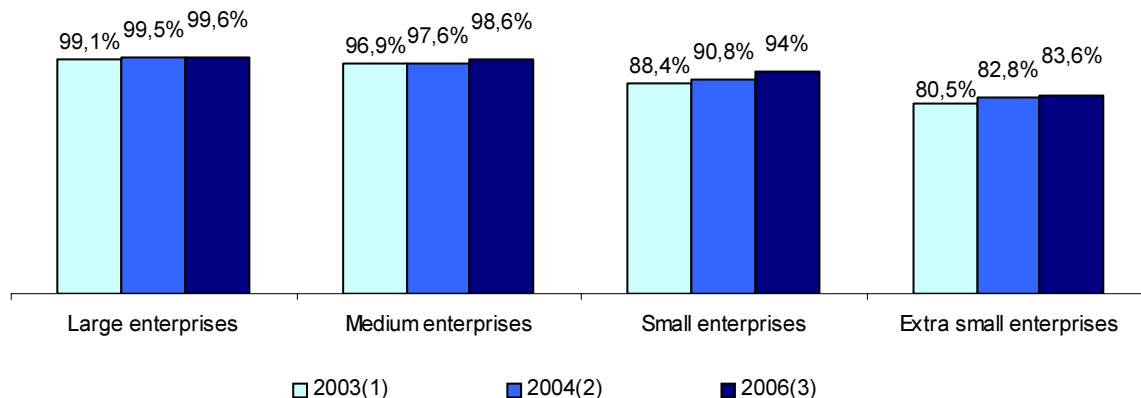
Source: Survey on ICT usage in households and by individuals, CZSO 2nd quarter of 2006

10. INTERNET ACTIVITIES RELATED TO PUBLIC ADMINISTRATION – BY ENTERPRISES

10.1. Internet usage by enterprises

In January 2006, 99,6% of large enterprises (250 or more employees) used the internet. Next came medium enterprises (50-249 employees) with a percentage of 98,6, followed by small enterprises (10-49 employees) at 94%. Extra small enterprises (5-9 employees) reported a usage rate of 83,6%.

Graph 32: Percentage of enterprises with internet access



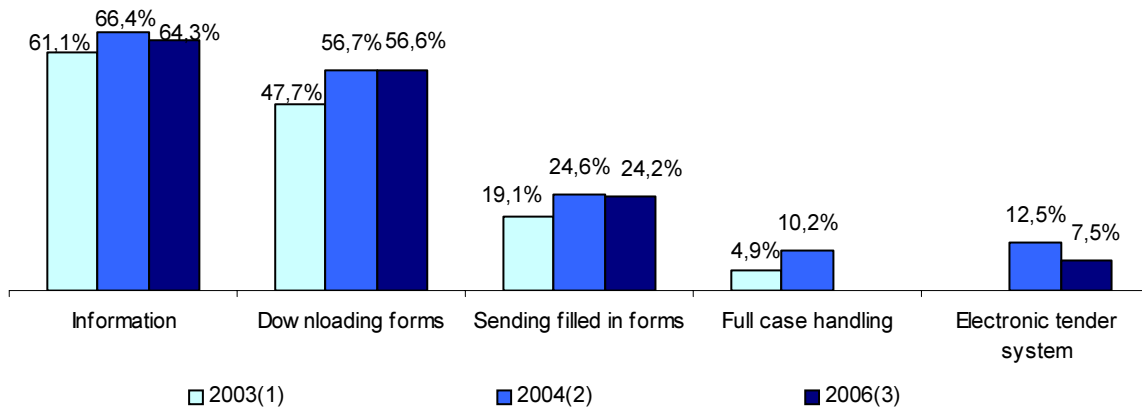
(1) 31.12. 2003, (2) 31.12.2004, (3) January 2006

Source: Survey on ICT usage in enterprises, CZSO 2006 (2003, 2004)

10.2. Enterprises using internet in relation to public administration

The most common way of using the internet in relation to public administration by enterprises in January 2006 was **searching for information** on public administration websites (64,3% enterprises with 5 or more employees). **Downloading forms** (56,6%) and **sending filled in forms** (24,2%) were the next most used types of interaction with public administration. Percentage of enterprises using internet to interact with public administration hasn't changed too much since 2003. Only percentage of enterprises using **electronic tender system** decreased to 7,5%.

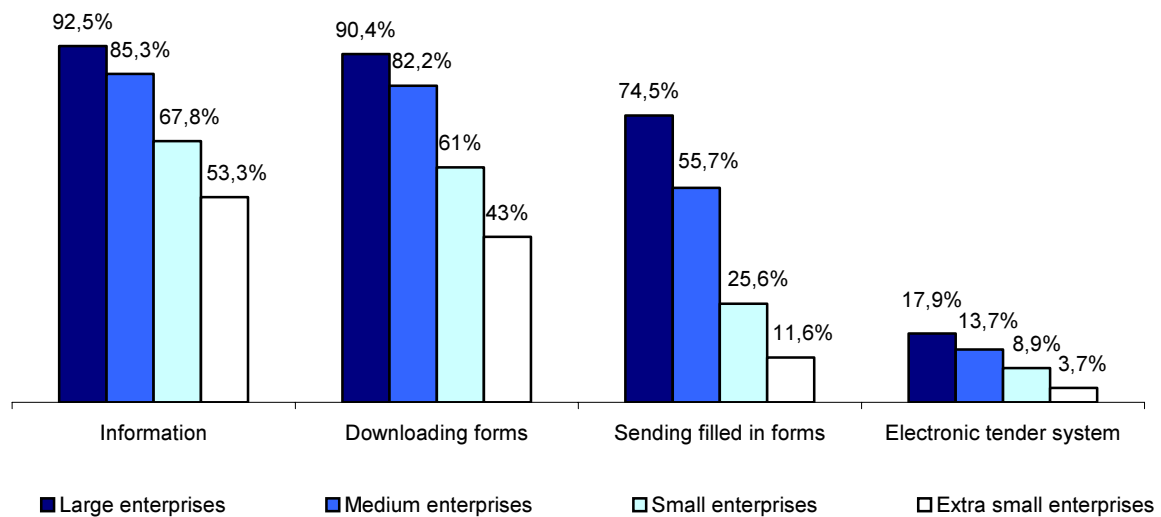
Graph 33: Percentage of enterprises (5+ employees) which used the internet in relation to public administration, by degree of sophistication



(1) 31.12. 2003, (2) 31.12.2004, (3) January 2006
 Source: Survey on ICT usage in enterprises, CZSO 2006 (2003, 2004)

Internet in relation to public administration was used the most by large enterprises and the least by extra small enterprises. Differences are obvious especially in sending filled in forms (graph 34).

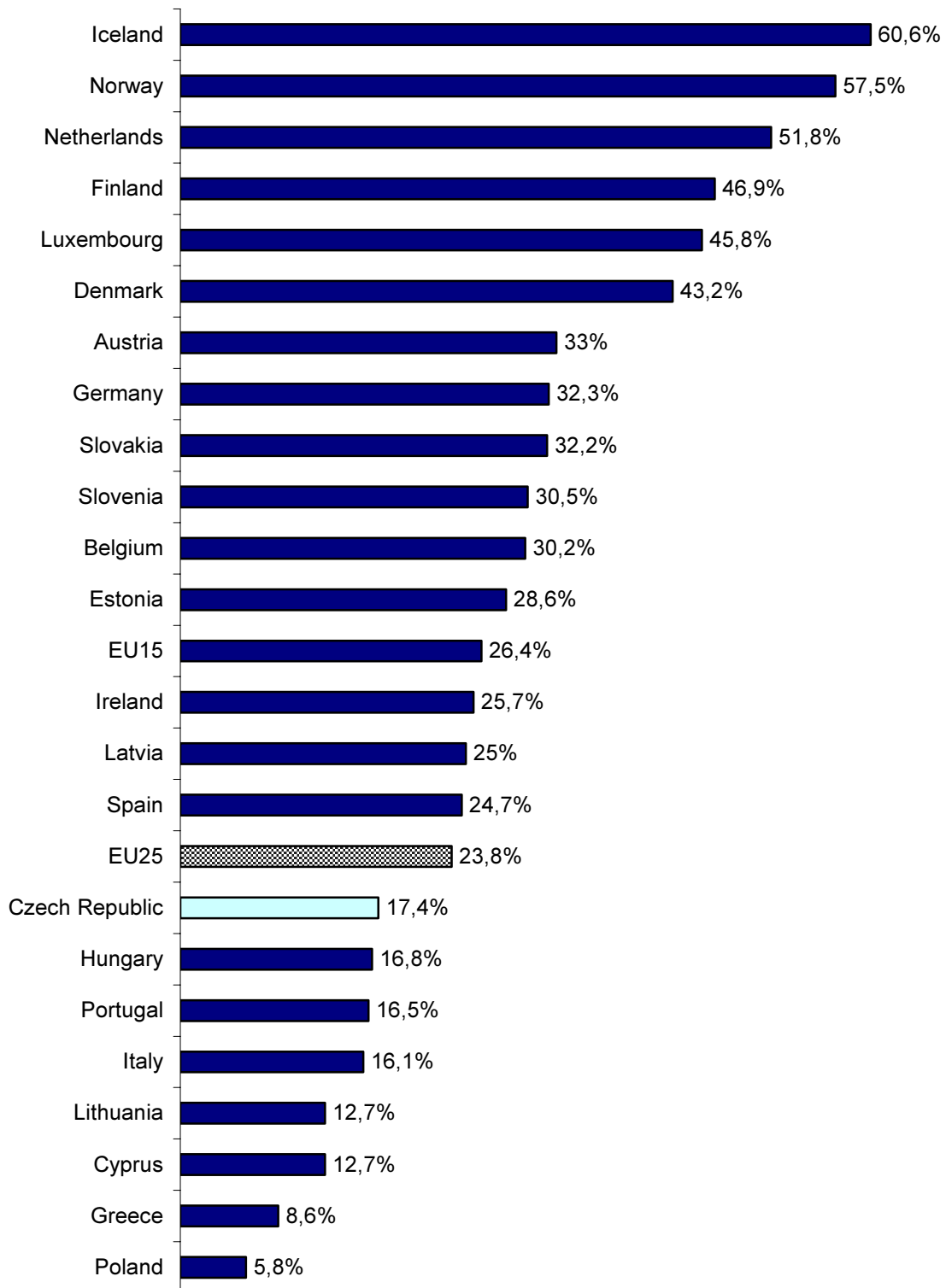
Graph 34: Percentage of enterprises which used the internet in relation to public administration, by size of enterprise and degree of sophistication (January 2006)



Source: Survey on ICT usage in enterprises, CZSO 2006

11. INTERNATIONAL COMPARISON

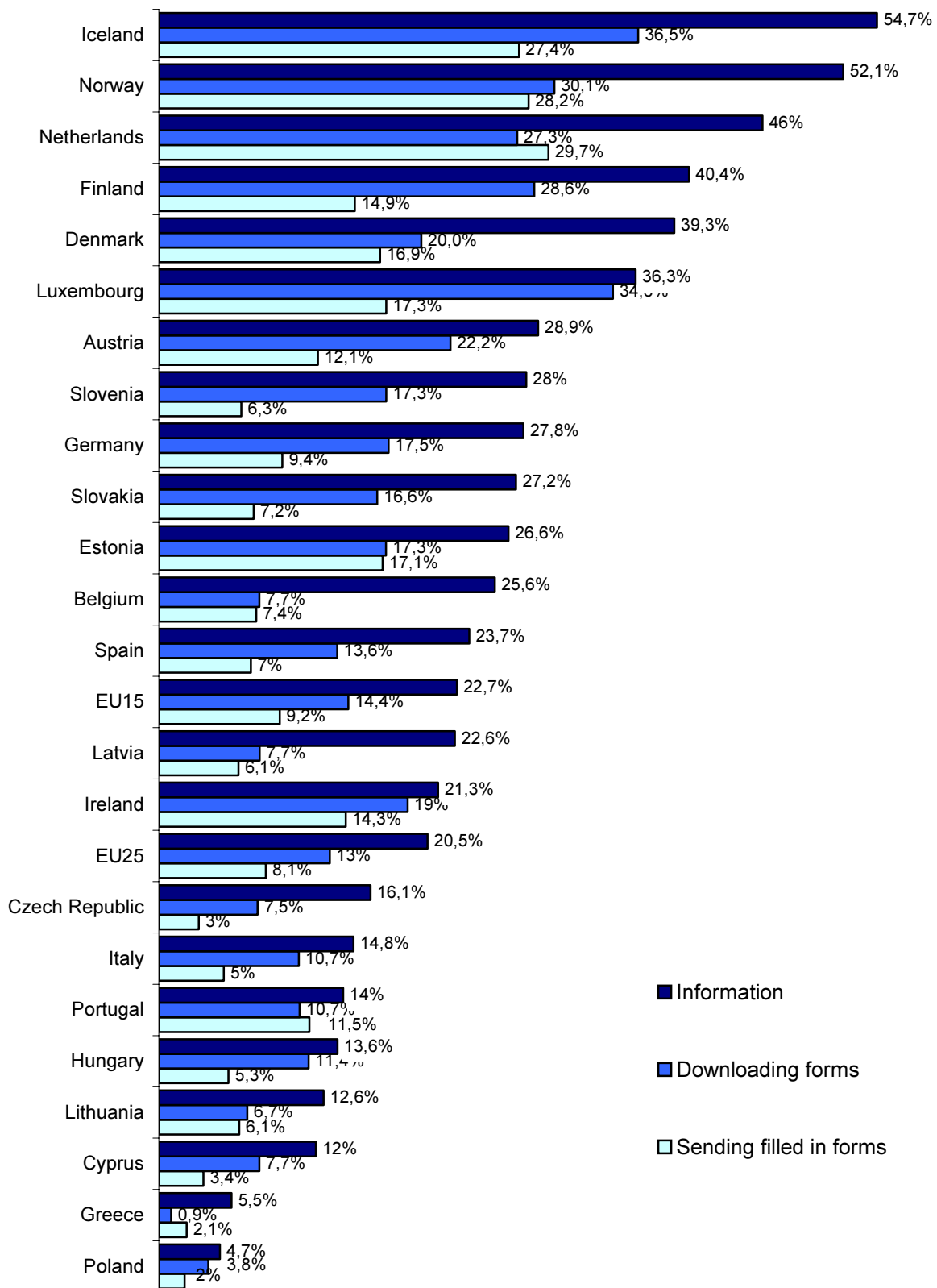
Graph 35: Percentage of individuals* aged 16 - 74 who used the internet in relation to public administration (in last 3 months), 2006



* from total number of individuals aged 16-74

Source: Community survey on ICT usage in households and by individuals, Eurostat 2006

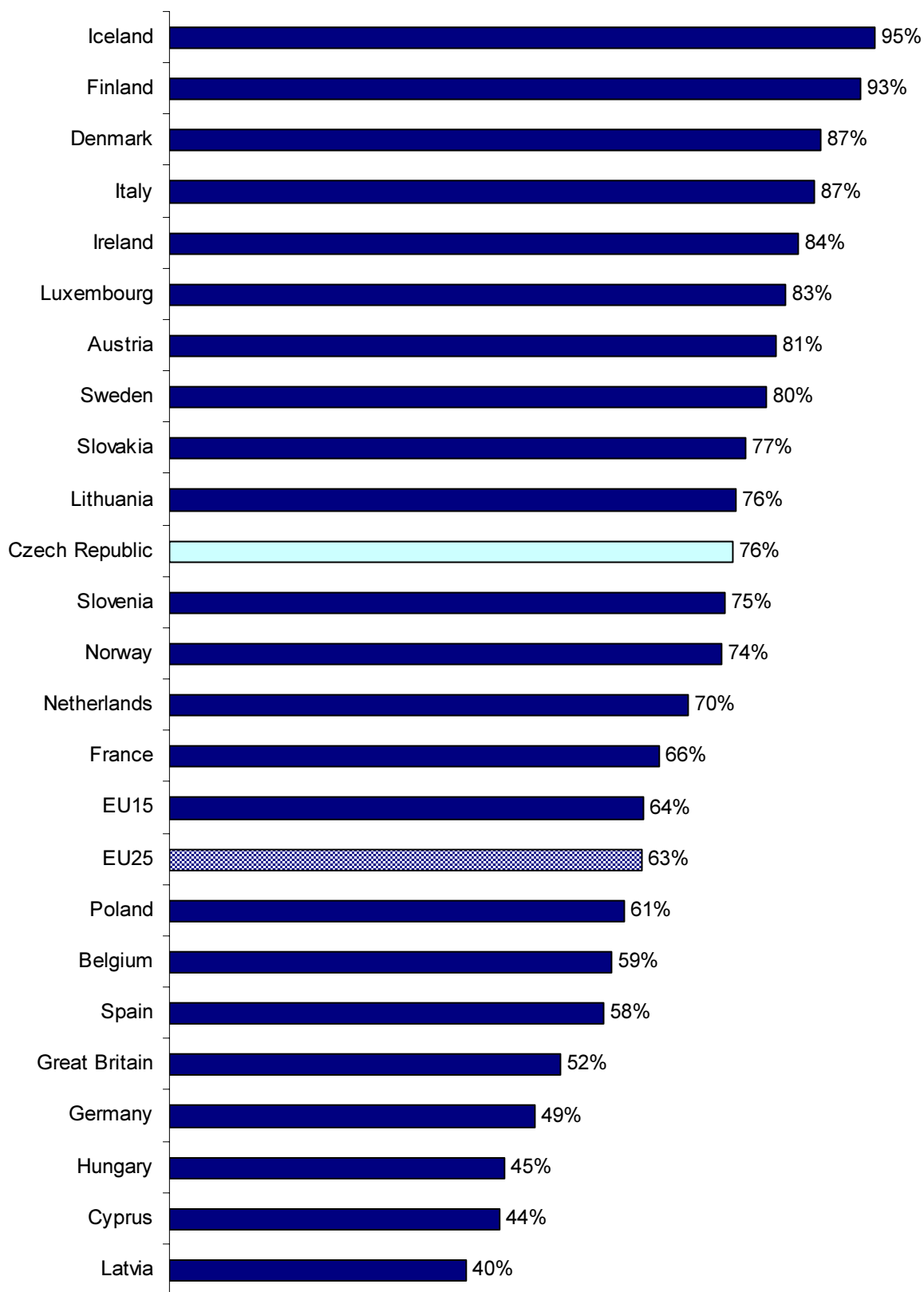
Graph 36: Percentage of individuals* aged 16-74 who used the internet in relation to public administration by degree of sophistication (in last 3 months), 2006



* from total number of individuals aged 16-74

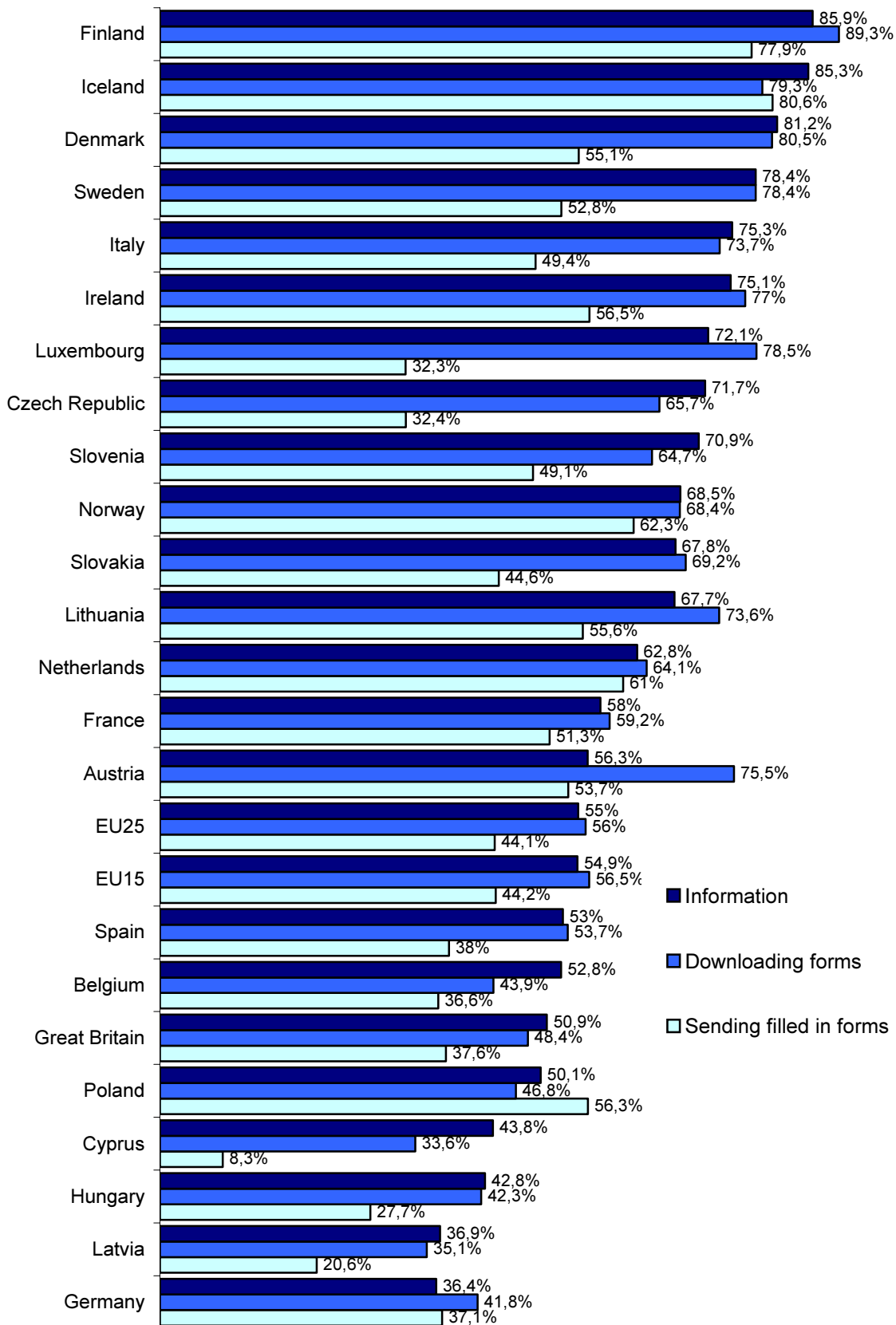
Source: Community survey on ICT usage in households and by individuals, Eurostat 2006

Graph 37: Percentage of enterprises* with 10 or more employees who used the internet in relation to public administration, 2006



* from total number of enterprises with 10 or more employees
 Source: Community enterprise survey on ICT usage, Eurostat 2006

Graph 38: Percentage of enterprises* with 10 or more employees who used the internet in relation to public administration, by degree of sophistication, 2006



* from total number of enterprises with 10 or more employees
 Source: Community enterprise survey on ICT usage, Eurostat 2006