

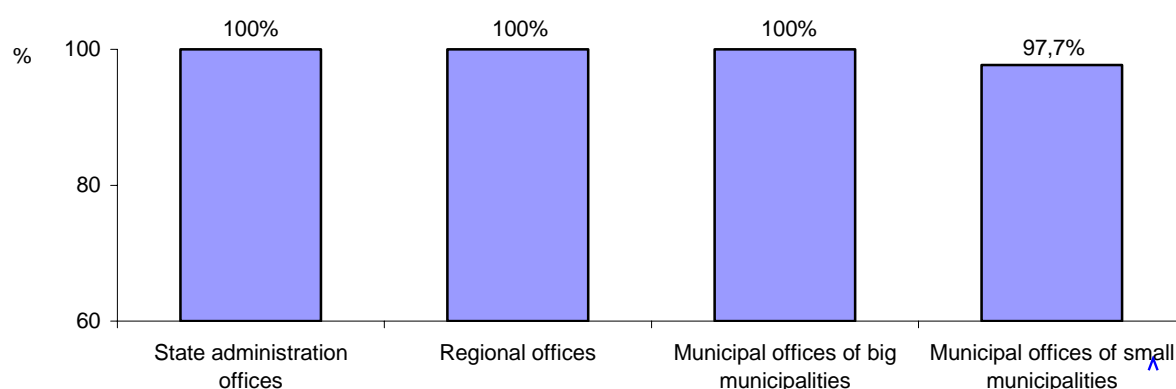
2. RESULTS OF THE SURVEY ON ICT USAGE IN PUBLIC ADMINISTRATION

2.1. Information and communication technologies in public administration

2.1.1. Personal computer

The most of public authorities have at least one personal computer. All of the state administration offices, regional offices and municipal offices of big municipalities (500 and more citizens) had a personal computer. From municipal offices of smaller municipalities (499 and less citizens) 97,7% had at least one personal computer.

Chart 1: Percentage of public authorities with at least one personal computer, by legal form of organization, 31.12.2004

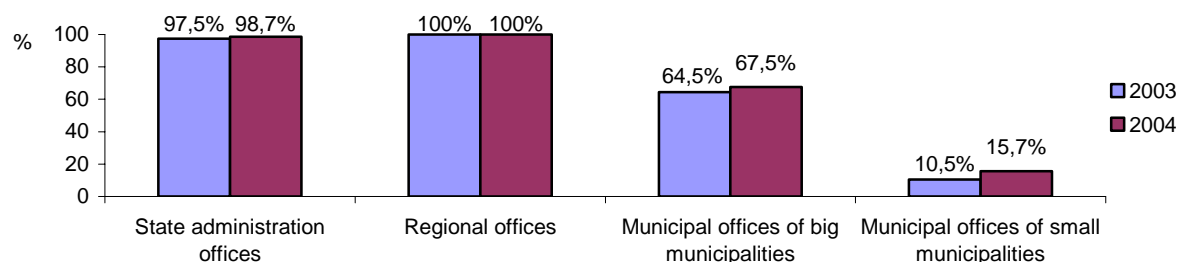


Source: Survey on ICT usage in public administration in 2004, CZSO

2.1.2. Local area network (LAN)

LAN used 98,9% of state administration offices, all regional office, 67,5% of municipal offices of big municipalities and 15,7% of municipal offices of small municipalities. State administration offices had 76,9% of personal computers in LAN, regional offices 95,2% of personal computers and municipal offices of big municipalities 87,8%.

Chart 2: Percentage of public authorities with local area network, by legal form of organization, 31.12.

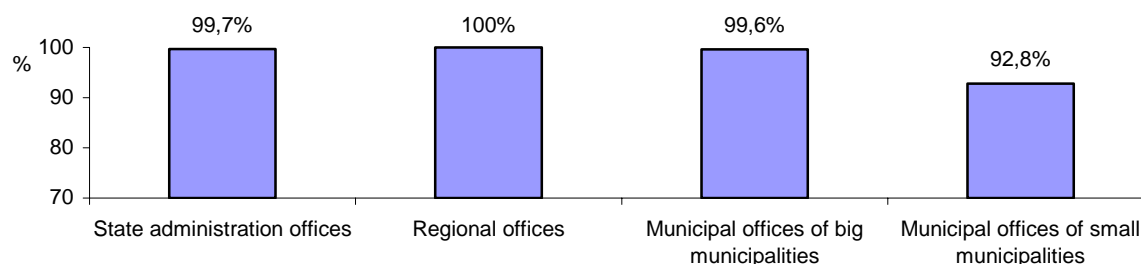


Source: Survey on ICT usage in public administration in 2004 (2003), CZSO

2.1.3. Internet access

99,7% of state administration offices had the internet access (31.12.2004). Internet access had all regional offices, 99,6% of municipal offices of big municipalities and 92,8% of municipal offices of small municipalities.

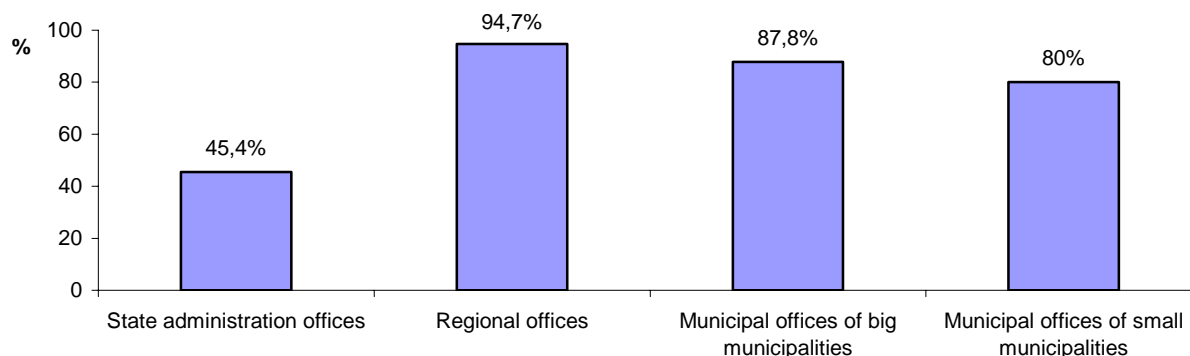
Chart 3: Percentage of public authorities with internet access, by legal form of organization, 31.12.2004



Source: Survey on ICT usage in public administration in 2004, CZSO

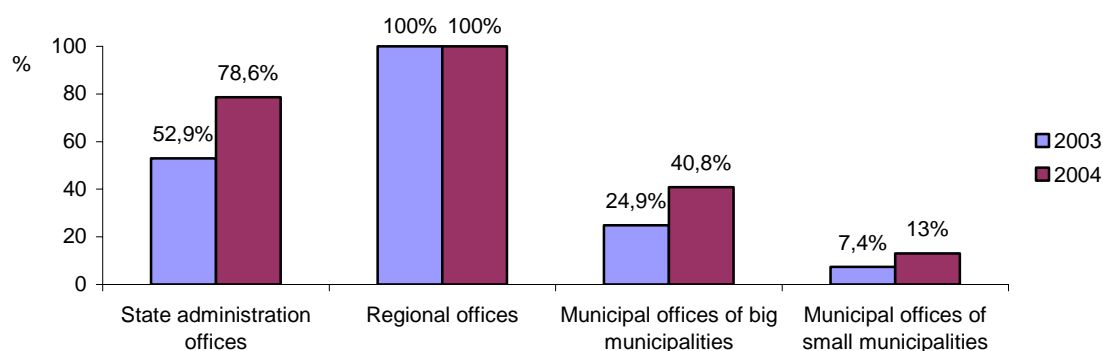
State administration offices had 45,4% of all computers connected to the internet. Regional offices 94,7% of computers, municipal offices of big municipalities 87,8% of computers and municipal offices of small municipalities 80% of computers.

Chart 4: Percentage of personal computers connected to the internet, by legal form of organization, 31.12.2004



Source: Survey on ICT usage in public administration in 2004, CZSO

Chart 5: Percentage of public authorities with broadband connection to the internet, by legal form of organization, 31.12.



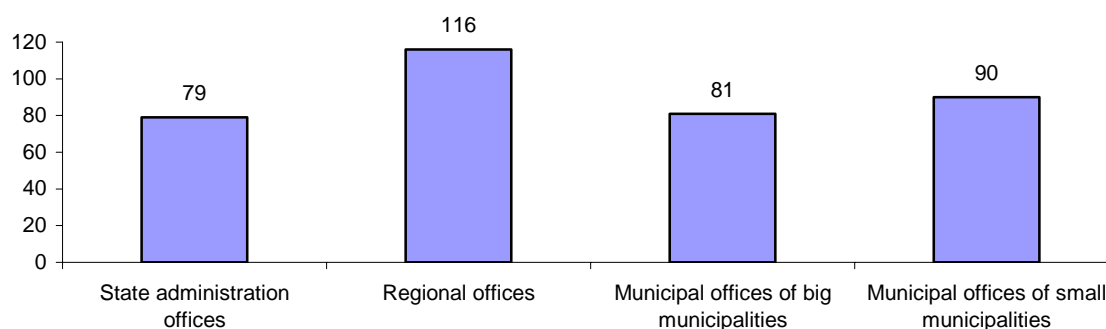
Source: Survey on ICT usage in public administration in 2004 (2003), CZSO

2.2. Human resources

2.2.1. Number of personal computers for 100 employees

State administration offices had 79 personal computers for 100 employees (31.12.2004), regional offices 116 personal computers, municipal offices of big municipalities 81 personal computers and municipal offices of small municipalities 90 personal computers for 100 employees.

Chart 6: Number of personal computers for 100 employees, by legal form of organization, 31.12.2004

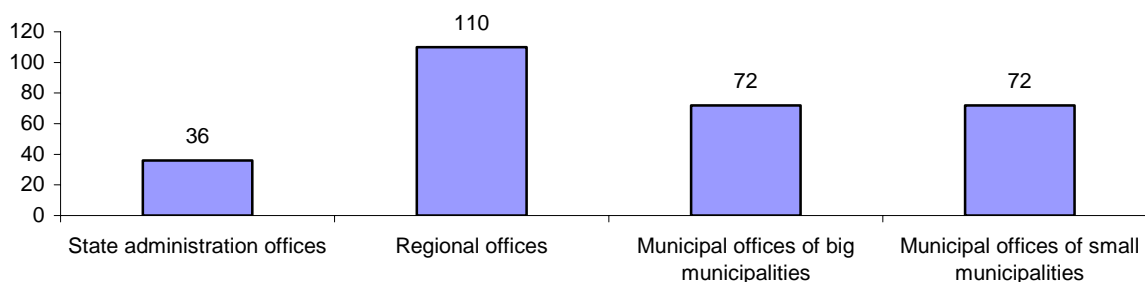


Source: Survey on ICT usage in public administration in 2004, CZSO

2.2.2. Number of personal computers with internet connection for 100 employees

State administration offices had 36 personal computers with internet connection for 100 employees (31.12.2004), regional offices 110, municipal offices of big municipalities 72 and municipal offices of small municipalities 72 personal computers with internet connection for 100 employees.

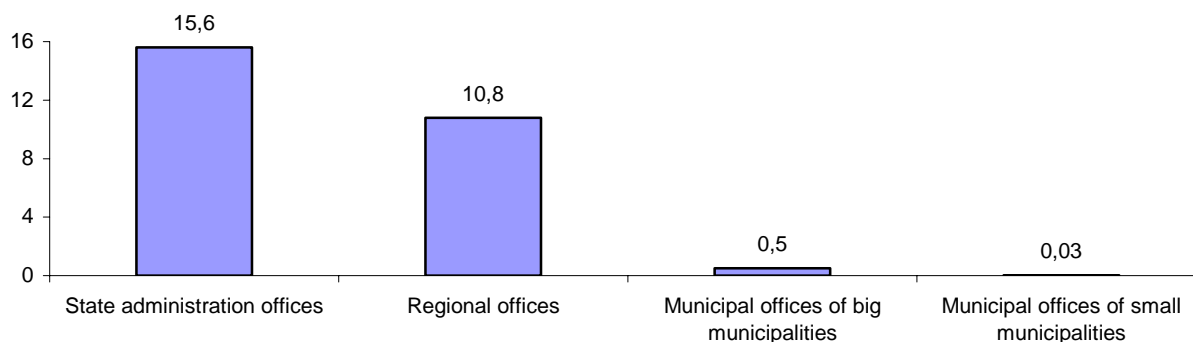
Chart 7: Number of personal computers with internet connection for 100 employees, by legal form of organization, 31.12.2004



Source: Survey on ICT usage in public administration in 2004, CZSO

2.2.3. Number of experts on information technologies

Chart 8: Average number of experts on information technologies per one organization, by legal form of organization, 31.12.2004



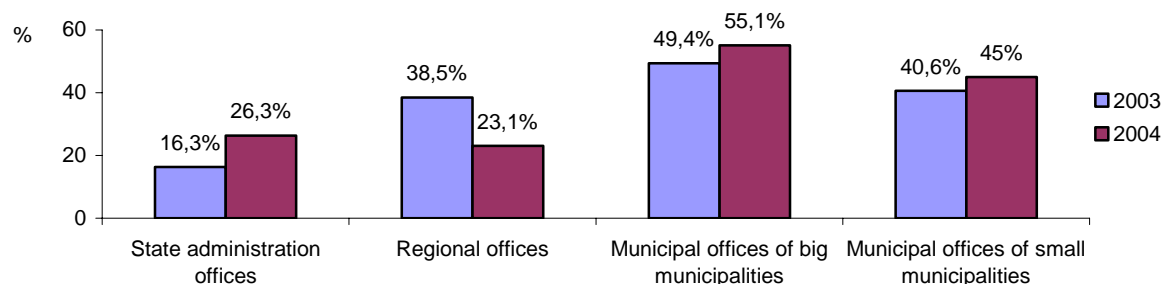
Source: Survey on ICT usage in public administration in 2004, CZSO

2.3. Access of citizens to information and communication technologies

2.3.1. Access of citizens to internet (PIAPs)

From State administration offices with the internet access 26,3% provided citizens with a Public Internet Access Point. From regional offices 23,1%, from municipal offices of big municipalities 55,1% and from municipal offices of small municipalities 45%.

Chart 9: Percentage of public authorities* providing citizens with Public Internet Access Points, by legal form of organization, 31.12.



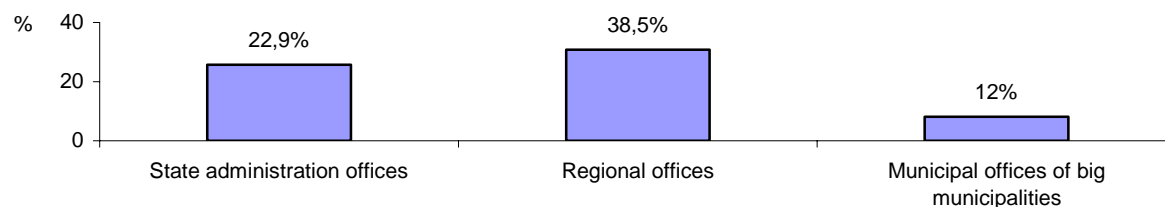
* from the authorities with the internet access

Source: Survey on ICT usage in public administration in 2004 (2003), CZSO

2.3.2. Information kiosk

25,7% of state administration offices provided citizens with information kiosk (31.12.2004), from regional offices 30,8% and from municipal offices of big municipalities 8,1%.

Chart 10: Percentage of public authorities providing citizens with information kiosk, by legal form of organization, 31.12.2003



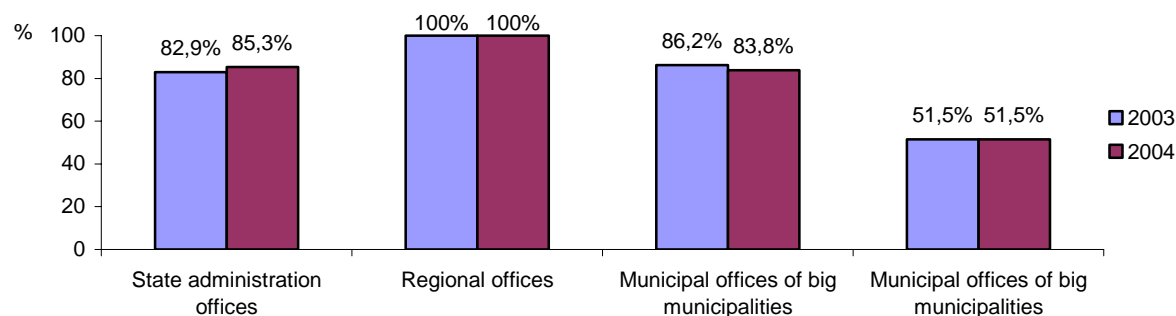
Source: Survey on ICT usage in public administration in 2004, CZSO

2.4. Web pages

2.4.1. Number of organizations with web page

Own web page had (31.12.2004) 85,3% of state administration offices, all regional offices, 83,8% of municipal offices of big municipalities and 51,5% of municipal offices of small municipalities.

Chart 11: Percentage of public authorities with own web page, by legal form of organization (31.12.)



Source: Survey on ICT usage in public administration in 2004 (2003), CZSO

2.4.2. On-line services available on web pages of public administration

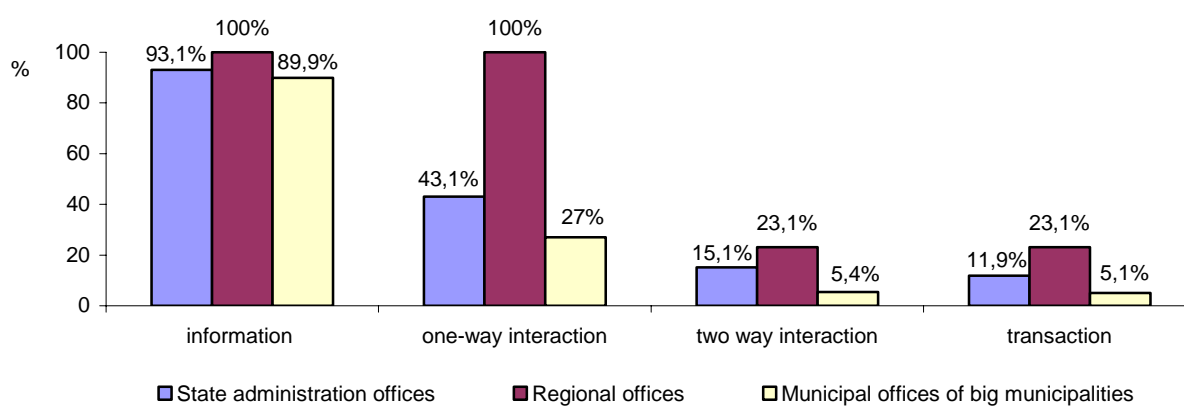
Information about situations in life offered* on own web page 93,1% of state administration offices, all regional offices and 89,9% of municipal offices of big municipalities.

One-way interaction offered* on own web page 43,1% of state administration offices, all regional offices and 27% of municipal offices of big municipalities.

Two –way interaction offered* on own web page 15,1% of state administration offices, 23,1% of regional offices and 5,4% of municipal offices of big municipalities.

* from institutions with own web page

Chart 12: Percentage of public authorities offering on-line services, by sophistication of the services and legal form of organization, 31.12.2004



Source: Survey on ICT usage in public administration in 2004, CZSO