E eGovernment

The Czech Statistical Office, in order to monitor the development of ICT usage by public authorities in the Czech Republic, used to collect data with a short module focused on **ICT usage in the public administration sector**. The latest survey on this issue was conducted in the first half of 2012 with **reference period of 31 December 2011**.

Since then the Czech Statistical Office has been focusing more on data on **e-government services** than on data on ICT equipment. Nowadays it gathers administrative data from several institutions, mainly from the Ministry of the Interior of the Czech Republic and from the General Financial Directorate of the Financial Administration. Data about the number of issued official documents by using **Czech Point services** and the number of **Electronic submissions** for the Financial Administration has been included in this publication for the first time.

Czech Point (an acronym which stands for Czech Filing Verification Information National Terminal in Czech) means a service provided by the Ministry of the Interior of the Czech Republic aiming at creation of universal contact or information points where citizens can manage tasks related to the public authorities. It includes certified extracts from a number of public administration information systems such as Criminal Register, Land Register or Commercial Register. It is also place where each citizen is able to fill any application to public authorities.

Electronic submission for the Financial Administration is an application which allows e-filing of tax returns **(e-Tax services)** such as personal or corporate income taxes returns, value added tax return and sending other documents electronically to the public authorities.

Information on **Internet use for interaction of individuals and enterprises with government** comes from two annual surveys of the CZSO on ICT use by individuals and by enterprises (for more information see Chapters C and D).

Use of internet for contact and interaction with public authorities by **individuals** includes: obtaining information from public authorities web sites, downloading official forms and submitting completed forms.

Use of internet for interaction with public authorities, in the last calendar year before the survey, includes for **enterprises**: obtaining information or forms from websites, returning filled in forms or following administrative procedures completely electronically.

Definitions:

- **Downloading officials forms** means possibility of downloading the form (mostly in the PDF format) on the webpage of the organisation. An individual/enterprise may download the form or print it out.
- **Submitting completed forms** (an electronic submission) means completed forms sent via internet (to public authorities' websites) only. What is important is that an individual does not need to visit the authority personally. Forms downloaded, printed, filled in and sent by post should not be included in this category.
- A **data box** is an instrument for secured transmission of messages and documents between public authorities and other entities. It is not intended for storing messages or performing other operations with it. Data boxes are meant to replace the ordinary paper contacts with electronic means. Electronic documents are recognised as equal to paper documents by law.
- **Electronic signature** is one of the main tools of identification of persons and verification of documents in the Internet environment.

The **Eurostat** online database for **Information society statistics** has been used for the international comparison. *Data from this database were extracted in March 2015.* For more information see:
http://ec.europa.eu/eurostat/web/information-society and
http://ec.europa.eu/eurostat/web/information-society/methodology

Tab. E1 Czech Point - issued documents

thous.

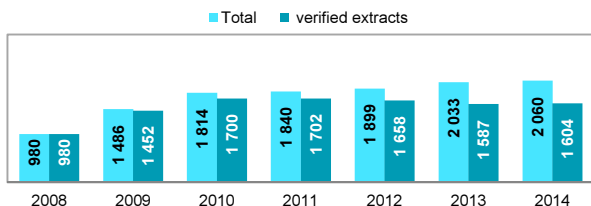|	2012	2013	2014
Total	**1 899**	**2 033**	**2 060**
Verified extracts from..., total	**1 658**	**1 587**	**1 604**
The Criminal Register	740	731	755
The Land / Real Estate Register	407	400	376
The Commercial Register	348	297	295
The Driver Register	84	82	99
The Trade License Register	77	77	78
Authorized conversion of documents, total	**216**	**397**	**406**
from electronic to paper form	165	303	310
from paper to electronic form	51	94	96
Other issued documents	**26**	**50**	**51**

Figure E1 Czech Point - issued documents (thous.)

Figure E2 Czech Point - issued verified extracts (thous.; %)
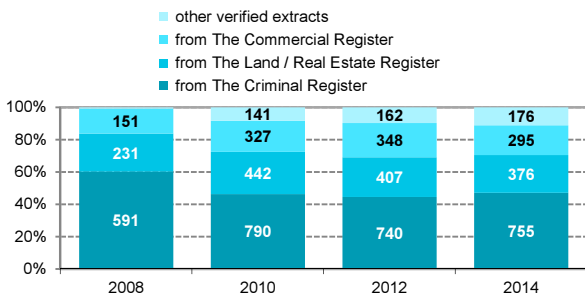
Figure E3 Czech Point - document conversions (thous.;%)

Source: Ministry of the Interior of the Czech Republic - www.czechpoint.cz
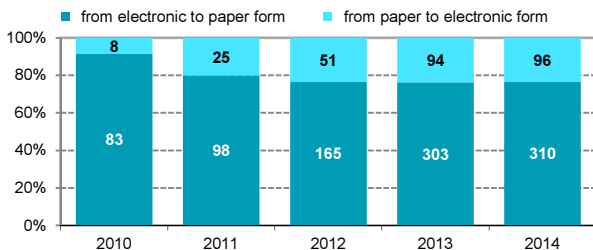
Tab. E2 E-Tax submissions - Electronic Submissions for the Financial Administration in the Czech Republic

thous.

	2012	2013	2014
Value Added Tax declaration	400	540	1 502
Road Tax declaration	35	50	86
Personal Income Tax declaration	32	43	72
Corporate Income Tax declaration	23	29	43
Real Estate Tax declaration	16	16	17

Figure E4 E-Tax submissions (thous.)

■ Total   ■ verified by electronic signature

	2006	2008	2010	2011	2012	2013	2014
Total	103	199	588	783	1 555	2 054	3 108
verified by electronic signature	91	180	463	576	829	1 089	1 435
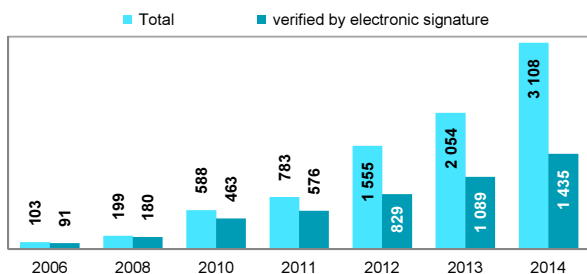
Figure E5 Electronic Personal Income Tax submissions

■ thous.
◆ as a percentage of all personal income tax returns

	2005	2007	2009	2011	2013
thous.		9	15	23	43
percentage	0,1%	0,4%	0,9%	1,2%	2,2%
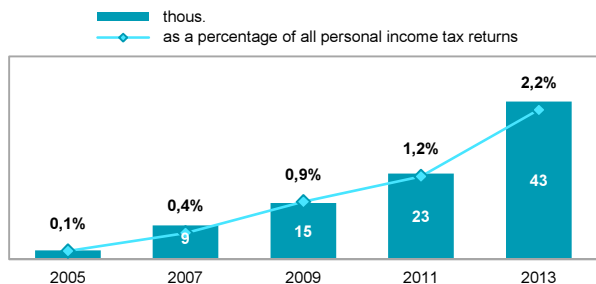
Figure E6 Electronic Corporate Income Tax submissions

■ thous.
◆ as a percentage of all corporate income tax returns

	2005	2007	2009	2011	2013
thous.		5	10	18	29
percentage	0,5%	1,5%	2,7%	4,8%	8,1%

Source: Financial Administration 2015
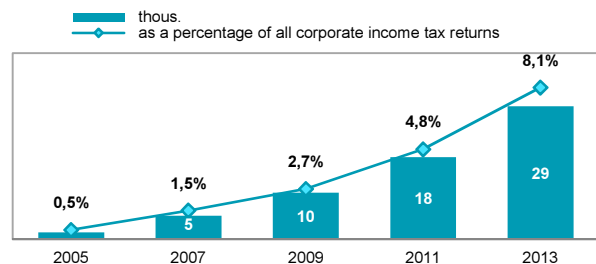
Tab. E3 Individuals in the Czech Republic using the Internet for interaction with public authorities; 2014

%

	Downloading forms	Submitting completed forms
Total (aged 16 and over)	**15,4**	**10,3**
Total 16–74	16,6	11,1
Gender:		
Males (aged 16 and over)	16,5	11,0
Females (aged 16 and over)	14,3	9,7
Age group:		
16-24 year-olds	12,4	9,1
25-34 year-olds	23,5	15,4
35-44 year-olds	20,2	14,0
45-54 year-olds	21,4	15,0
55-64 year-olds	11,8	7,0
65 year-olds and over	4,2	2,5
Education attainment level (aged 25+):		
Primary (ISCED 0, 1 or 2)	1,7	0,9
Lower secondary (ISCED 3C)	6,2	4,0
Upper secondary (ISCED 3A or 4)	19,9	13,7
Tertiary (ISCED 5 or 6)	37,6	24,6
Specific groups:		
Women on maternity leave	20,7	13,8
Students (aged 16 and over)	11,8	9,1
Pensioners	3,6	2,0

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

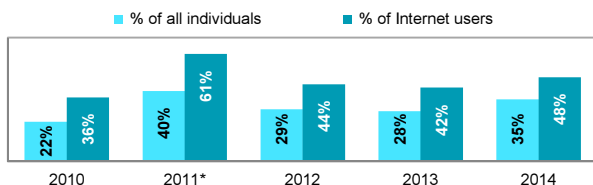**Figure E7 Individuals using the Internet for interaction with public authorities**

■ % of all individuals   ■ % of Internet users

	2010	2011*	2012	2013	2014
% of all individuals	22%	40%	29%	28%	35%
% of Internet users	36%	61%	44%	42%	48%

Figure E8 Individuals using the Internet in interaction with public authorities for selected activities

■ 2009   ■ 2011*   ■ 2013   ■ 2014

	2009	2011*	2013	2014
Obtaining information	25%	27%	26%	33%
Downloading forms	12%	18%	12%	15%
Submitting forms	6%	33%	7%	10%
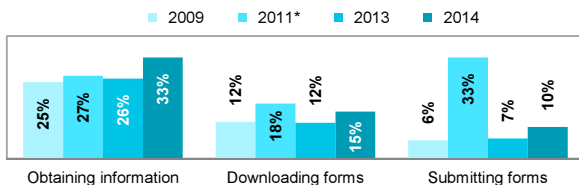
*2011 was a year when the Czech Republic held the census of population and housing. Citizens could have filled the Census form electronically.

as a percentage of all individuals aged 16 and over

Source: Czech Statistical Office, ICT use survey in households

Figure E9 Individuals using the Internet for interaction with public authorities; 2014

■ Total ■ for submitting completed forms over the Internet
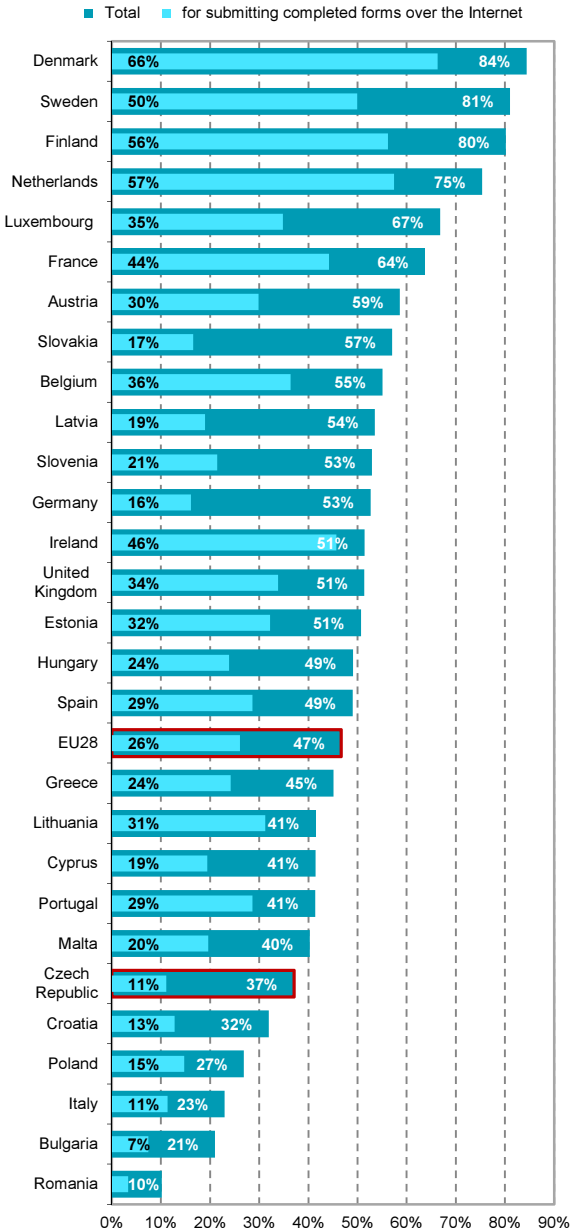
Country	for submitting completed forms	Total
Denmark	66%	84%
Sweden	50%	81%
Finland	56%	80%
Netherlands	57%	75%
Luxembourg	35%	67%
France	44%	64%
Austria	30%	59%
Slovakia	17%	57%
Belgium	36%	55%
Latvia	19%	54%
Slovenia	21%	53%
Germany	16%	53%
Ireland	46%	51%
United Kingdom	34%	51%
Estonia	32%	51%
Hungary	24%	49%
Spain	29%	49%
EU28	26%	47%
Greece	24%	45%
Lithuania	31%	41%
Cyprus	19%	41%
Portugal	29%	41%
Malta	20%	40%
Czech Republic	11%	37%
Croatia	13%	32%
Poland	15%	27%
Italy	11%	23%
Bulgaria	7%	21%
Romania		10%

as a percentage of all individuals aged 16-74

Source: Eurostat 2015

Tab. E4 Enterprises in the Czech Republic using selected IS for interaction with public authorities; 2013

%

	The Internet	Data mailboxes*	E-signature
Total (10 and more employees)	**85,6**	**71,3**	**42,4**
Small enterprises (10-49)	83,3	66,7	35,1
Medium enterprises (50-249)	93,8	88,4	66,9
Large enterprises (250 and over)	96,6	91,6	83,4
Industry (NACE category):			
Manufacturing	87,7	72,8	47,5
Electricity, gas and water supply	89,8	72,4	53,0
Construction	85,6	68,6	38,3
Sale and repair of motor vehicles	92,6	83,0	39,4
Wholesale trade	90,1	78,8	47,2
Retail trade	73,4	55,0	22,7
Transport and storage	83,0	65,8	39,7
Accommodation	83,2	74,7	44,3
Food and beverage services	70,1	47,4	16,1
Travel agency and related activities	87,4	75,0	25,5
Media industriy incl. publishing activities	94,2	85,4	38,3
Telecommunications	97,8	92,7	53,1
Computer programming, consultancy	93,6	85,5	55,7
Financial and insurance activities	92,0	86,4	64,2
Real estate activities	88,8	82,5	36,6
Professional and scientific activities	90,2	79,7	53,2
Administrative and support activities	77,6	64,6	41,6

as a percentage of all enterprises in a given group

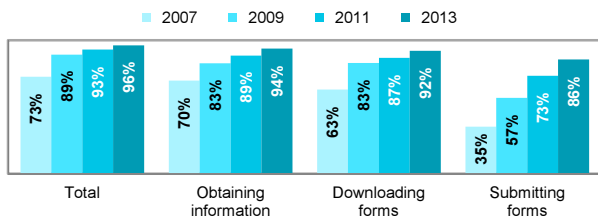**Figure E10 Enterprises interacting online with public authorities**

Legend: ■ 2007 ■ 2009 ■ 2011 ■ 2013

Total: 73%, 89%, 93%, 96%
Obtaining information: 70%, 83%, 89%, 94%
Downloading forms: 63%, 83%, 87%, 92%
Submitting forms: 35%, 57%, 73%, 86%

Figure E11 Enterprises using data mailboxes* for sending documents to public authorities

Legend: ■ 2011 ■ 2012 ■ 2013

Total: 54%, 64%, 71%
Small: 47%, 59%, 67%
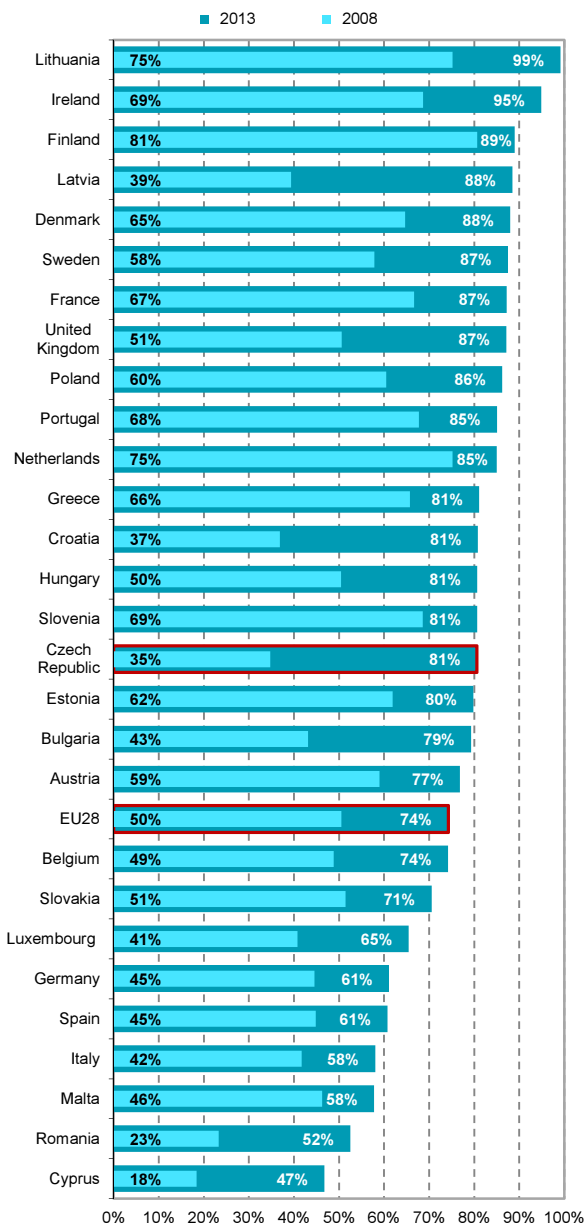Medium: 78%, 84%, 88%
Large: 81%, 90%, 92%
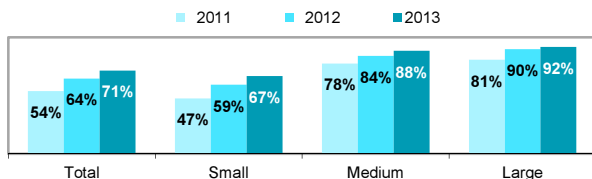
as a percentage of all enterprises in a given size class

* It is an electronic document delivery system used as the main communication channel of Czech authorities. Both central and local government organizations have to communicate through data boxes with each other, as well as with business enterprises. Citizens and enterprises can choose between data boxes and traditional paper mail.

Source: Czech Statistical Office, Survey on ICT use in enterprises

Figure E12 Enterprises returning filled in forms to public authorities over the Internet

■ 2013   ■ 2008

Country	2013	2008
Lithuania	75%	99%
Ireland	69%	95%
Finland	81%	89%
Latvia	39%	88%
Denmark	65%	88%
Sweden	58%	87%
France	67%	87%
United Kingdom	51%	87%
Poland	60%	86%
Portugal	68%	85%
Netherlands	75%	85%
Greece	66%	81%
Croatia	37%	81%
Hungary	50%	81%
Slovenia	69%	81%
Czech Republic	35%	81%
Estonia	62%	80%
Bulgaria	43%	79%
Austria	59%	77%
EU28	50%	74%
Belgium	49%	74%
Slovakia	51%	71%
Luxembourg	41%	65%
Germany	45%	61%
Spain	45%	61%
Italy	42%	58%
Malta	46%	58%
Romania	23%	52%
Cyprus	18%	47%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

as a percentage of all enterprises in a given country

Source: Eurostat 2015

Tab. E5 Enterprises in the Czech Republic using full electronic submissions to public administration

%

	2011	2012	2013
Total (10 and more employees)	**59,1**	**65,9**	**78,5**
Small enterprises (10-49)	53,5	61,2	75,2
Medium enterprises (50-249)	78,6	82,9	90,5
Large enterprises (250 and over)	90,6	91,4	94,6
Industry (NACE category):			
Manufacturing	70,2	71,8	80,9
Electricity, gas and water supply	74,2	74,8	84,1
Construction	44,6	70,4	76,5
Sale and repair of motor vehicles	62,3	64,7	80,9
Wholesale trade	72,4	66,1	84,0
Retail trade	41,3	52,3	69,5
Transport and storage	51,5	62,8	75,3
Accommodation	46,9	57,5	76,2
Food and beverage services	31,2	42,7	61,5
Travel agency and related activities	40,6	54,1	70,0
Media industriy incl. publishing activities	63,0	69,5	77,9
Telecommunications	67,1	79,8	84,1
Computer programming, consultancy	71,9	77,2	85,5
Financial and insurance activities	59,9	72,6	78,6
Real estate activities	52,5	66,4	80,4
Professional and scientific activities	40,6	54,1	70,0
Administrative and support activities	49,8	53,6	71,3

as a percentage of all enterprises in a given group

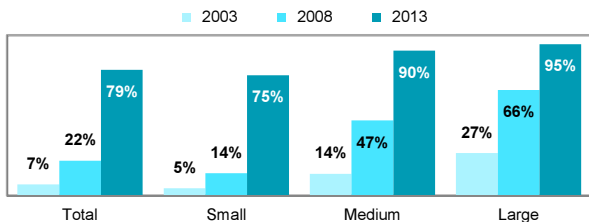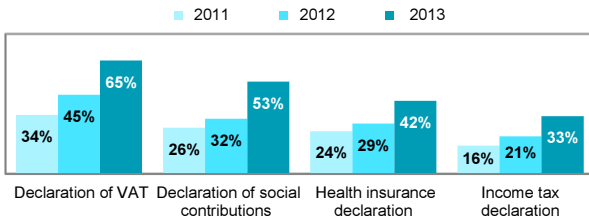**Figure E13 Enterprises using full electronic submissions to public authorities**

Figure E14 Enterprises treating the following administrative procedures completely electronically without the need for paper work

as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Survey on ICT use in enterprises