

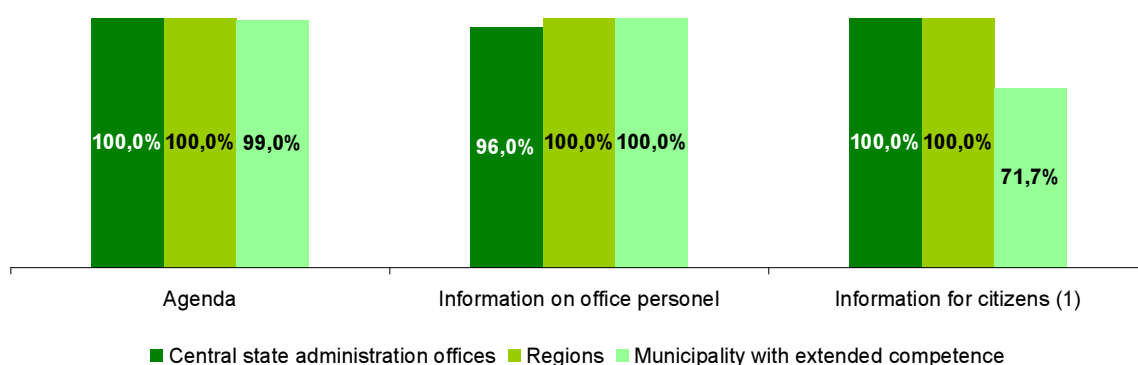
B. WEB SURVEY OF PUBLIC ADMINISTRATION

RESULTS

1. INFORMATION AVAILABLE ON PUBLIC ADMINISTRATION WEB SITES

All 244 public authorities who took part in the web survey had, as in year 2007, their own **web site** and **e-mail address**. Also posting of **office agenda** (announcements, resolutions, regulations etc.) and **information on office personnel** (minister, mayor, chairmain of the council etc.) was almost 100%. Agenda of the office was found on web sites of 242 organizations out of 244 (99%) and office personnel was found on web sites of 243 organizations out of 244 (99,6%). Web survey also focused on information on how and where to solve life or crisis situations. These were found on web sites of 186 organizations (76% web sites).

Graph 19: Selected information on public administration web sites, 2007

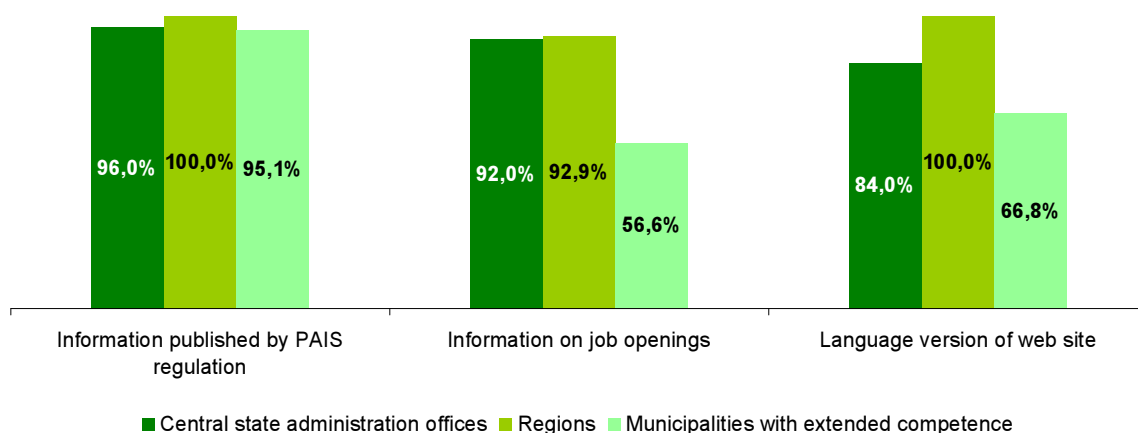


⁽¹⁾ Instructions how and where to solve life or crisis situations

Source: Web survey of public administration, CZSO 2007

Information published by PAIS regulation were found on the web sites of 233 organizations out of 244 (95%). In 2007 foreign language versions were found on 172 web sites (70%). A closer look at the language versions is available in graphs 21 and 22. Next monitored indicator was job openings, which were used by 152 organizations out of 244 (62%).

Graph 20: Selected information on public administration web sites, 2007

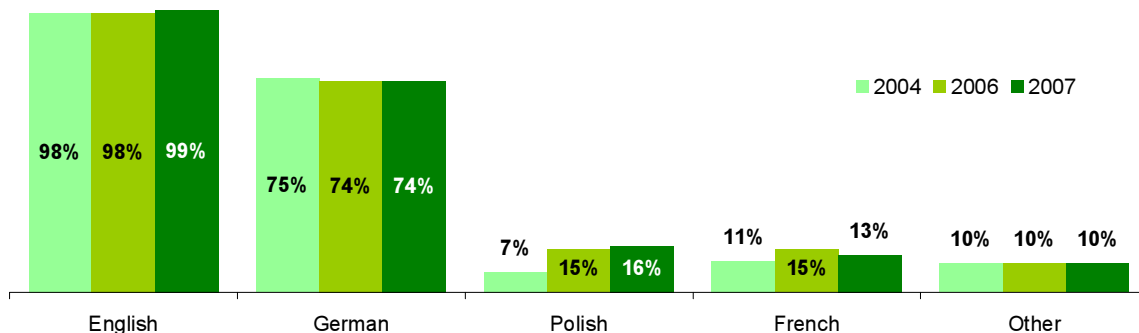


Source: Web survey of public administration, CZSO 2007

In 2007, the most used foreign language version was , as in 2006, the English version. English was found on 170 web sites (99%) out of 172 web sites offering an other language version than Czech. German was the second most used language version (74%). Other often used languages were Polish

(16%) and French(13%). Other languages appeared just rarely (from 1 to the most 10 web sites). In 2007, an interesting fact was that Esperanto version or one Swedish version of a web site were found. Relatively speaking, the best language equipped web sites were in the Liberec region (90% of municipalities) and the worst „language“ situation appeared to be in the Plzen region (34% of municipalities).

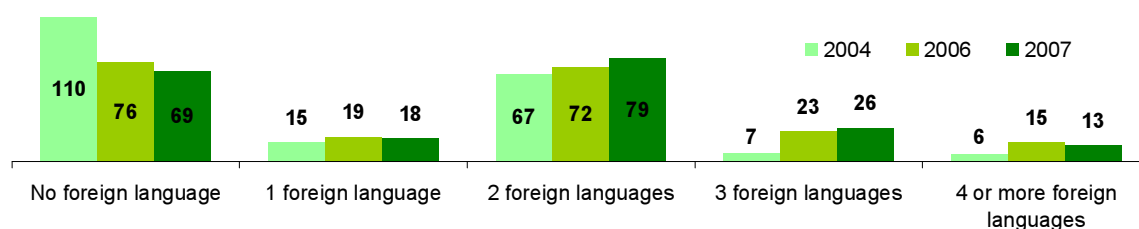
Graph 21: Foreign language versions of public administration web sites, by used foreign languages



Source: Web survey of public administration, CZSO 2007 (2004, 2006)

In graph 22 it is possible to see, that the number of organizations with only a Czech language version of the web site is decreasing and the number of web sites with more than 1 language version is increasing.

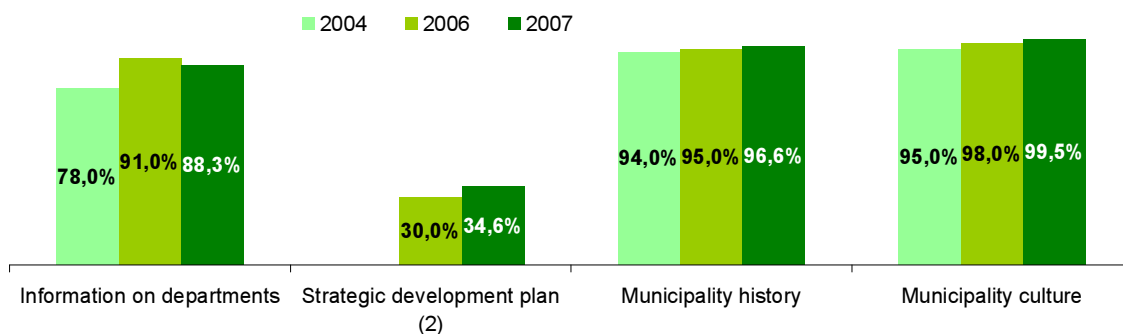
Graph 22: Number of municipalities with extended competence with number of foreign language versions of their web site



Source: Web survey of public administration, CZSO 2007 (2004, 2006)

In the case of *municipalities with extended competence*, the web survey also focused on indicators like: **information on departments** (88,3%), information on municipality **history** (96,6%), municipality **culture** (99,5%) or **strategic development plan** of municipality (34,6%).

Graph 23: Municipalities with extended competence offering selected information on their web site



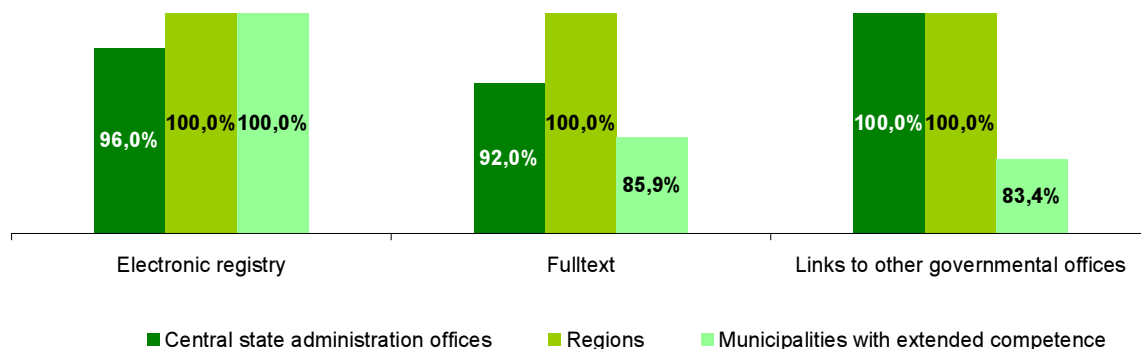
(2) This indicator was surveyed for the first time in 2006

Source: Web survey of public administration, CZSO 2007 (2004, 2006)

2. ON-LINE SERVICES AVAILABLE ON PUBLIC ADMINISTRATION WEB SITES

Public administration offers on its web sites on-line services such as: **electronic registry** (99,6%), **fulltext** (87%). An increase in web sites offering **links** to other governmental offices was noticed. While in 2006 links were available on web sites of 172 organizations, in 2007 it was 210 organizations (86%). On the other side, there was a surprising decrease in the number of web sites offering **on-line contact** (see terminology). It was only 21% (in 2007), as compared to 24% (in 2006) or 42% (in 2004).

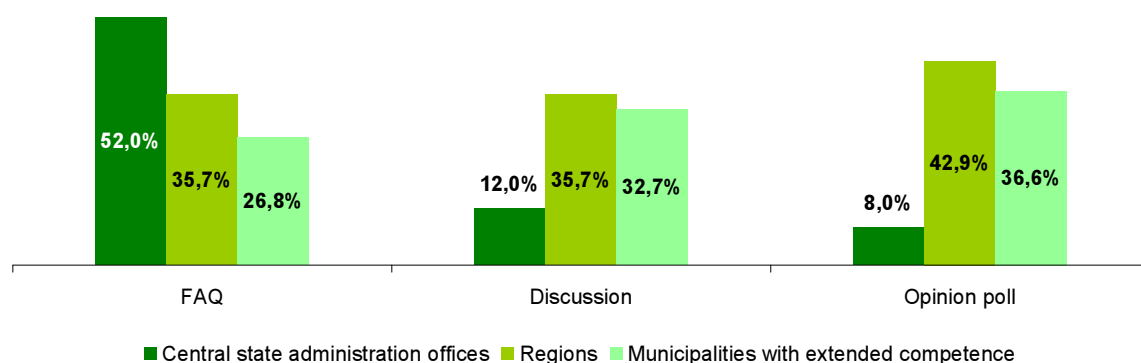
Graph 24: Selected on-line services on public administration web sites, 2007



Source: Web survey of public administration, CZSO 2007

In the case of *municipalities with extended competence*, the web survey also focused on these indicators: **FAQ** (30%), **on-line discussion** on topics related to the organization (31%) and **opinion polls** (34%).

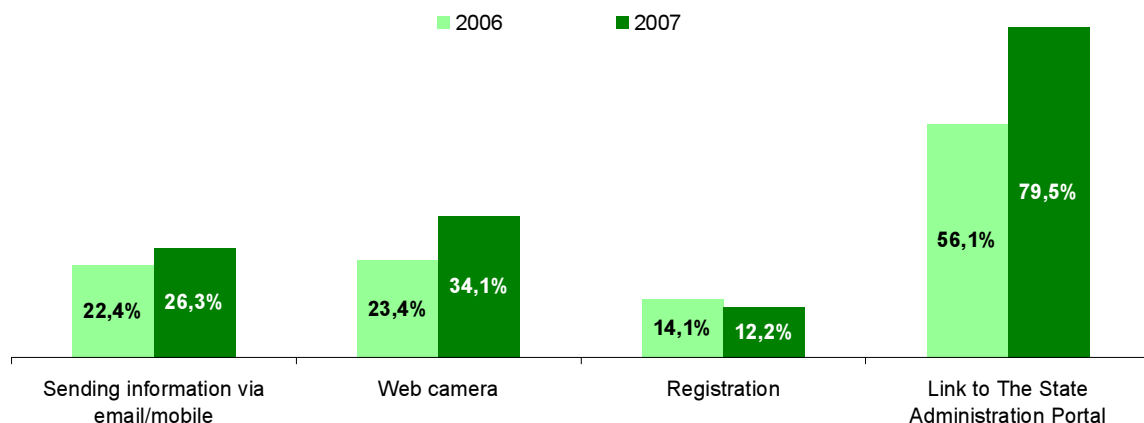
Graph 25: Municipalities with extended competence offering selected on-line services on their web site, 2007



Source: Web survey of public administration, CZSO 2007

From the point of view – usage of ICT – the web survey in 2007 also included usage of sending **information via e-mail** (22%), sending **information via mobile** (4%), usage of **web cameras** (34%) or **registration** (12%) on web sites of *municipalities with extended competence*. The web survey also focused on the presence of a **link to The State Administration Portal** (www.portal.gov.cz). It was present in 80% of cases in 2007, as compared to only 56% in 2006.

Graph 26: Municipalities with extended competence offering selected on-line services on their web site



Source: Web survey of public administration, CZSO 2007(2006)

Also, it is interesting to mention results collected for latterly monitored indicators:



In year 2007, the indicator **Blind Friendly** was found on the web sites of 11 organizations out of 244 (4,5%). In comparison, in year 2006, the same indicator was found on the web sites of 9 organizations out of 245 (3,7%).

Videoconferencing or audio broadcasting were found on 12% of central state administration offices web sites. Their main subjects were video records of press conferences and council meetings or seminars/discussions.

Municipalities with extended competence were also monitored for **offering on-line appointment systems**, which give citizens the possibility to make appointments through the municipality web site (11%). Some municipalities even offered the possibility to make appointments via sending sms or via mobile.

2.1. Basic on-line services available on public administration web sites

Web survey focused on selected basic on-line services: **personal documents and certificates, address change, business licenses, construction permits and social benefits**. Degree of their availability was measured by so called **degrees of interaction**:

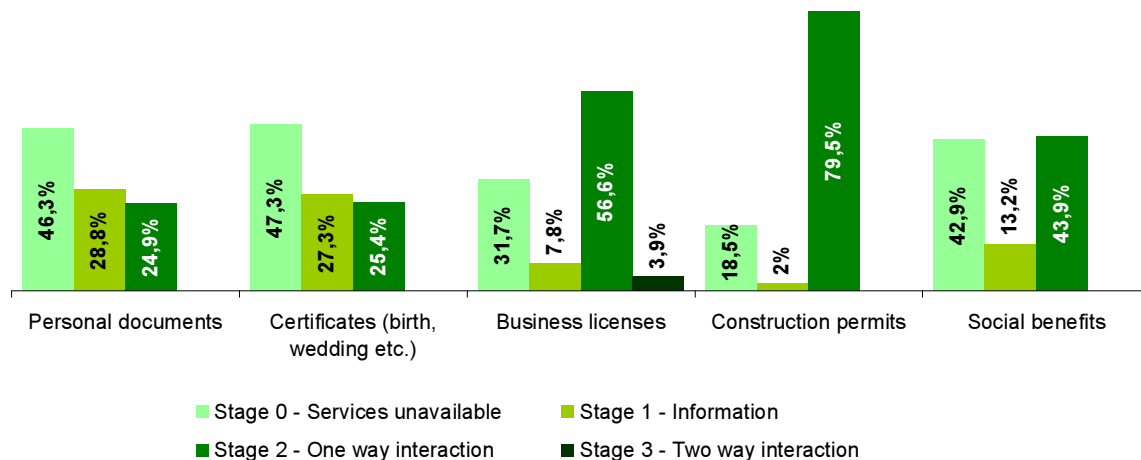
Stage 1 – Information was found for all selected basic on-line services, but the most used were in case of personal documents and certificates. The reason is, these applications have to be submitted in paper form only. If stage 2 appeared, the forms were meant just as an example.

Stage 2 – Downloading forms was the most used form of interaction. Especially in the case of construction permits (80%), business licenses (57%) and social benefits (44%). Percentages for social benefits and business licenses may be distorted according to change of code 214/2006, which put in effect „Unified registration form“.

Stage 3 – Sending filled in forms, was found on only 4% of web sites and was connected to handling business licenses.

Stage 4 – Full electronic case handling didn't appear during web survey at all. Although it is necessary to point out that part of on-line services is fully available on-line (e.g. tax declarations, social benefits).

Graph 27: Municipalities with extended competence offering selected basic on-line services* on their web site, by degree of sophistication, 2007



* In case the on-line service was posted as a link to another governmental office, degree of sophistication was noted as „Stage 0“ and given on-line service was considered a „link“.

Source: Web survey of public administration, CZSO 2007

3. FUTURE DEVELOPMENT OF PUBLIC ADMINISTRATION WEB SITES

The results of the web survey illustrate the positives of information and communication technologies usage. Public administration web sites are automatically informing citizens about office agenda, meetings, finances or resolutions. Thanks to the information on office personnel, on-line contacts and on-line discussions it is possible for public administration get quickly back to citizens. Today's web sites are mostly in the form of Portal, covering wide range of information and services for specific users. Web sites are also offering information about municipalities or regional history or culture.

The survey also gave us a hint on how the web sites might look in the future. A new on-line service, which has started to be used already, is „**on-line appointment system**“ for visiting a public authority. Also **video or sound broadcasting** of council meetings, **Call centres** (toll free phone lines) offering information how to solve some life situations, **free e-mail accounts** (name@city.cz) with the possibility of getting the newest information from the city, **MMS of failings**, information on **regional TV programs or internet TV** seems to be on the way also. Also information **on free city internet networks (WiFi)** starts to be seen. The only service which was found in the web survey in year 2006, but didn't appear in year 2007, was communication via **Skype/ICQ**. According to ICT specialists, this service was canceled for information systems security reasons.

Overall, it is possible to say, that the development of web sites is improving year by year.