

A. SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN PUBLIC ADMINISTRATION

RESULTS

1. INFORMATION AND COMMUNICATION TECHNOLOGIES IN PUBLIC ADMINISTRATION

Terms „**Municipality**“ and „**Region**“ in the text represent public authorities – see methodology and terminology, pgs. 113 – 115.

Term „**large municipality**“ stands for municipality with **500 or more citizens**

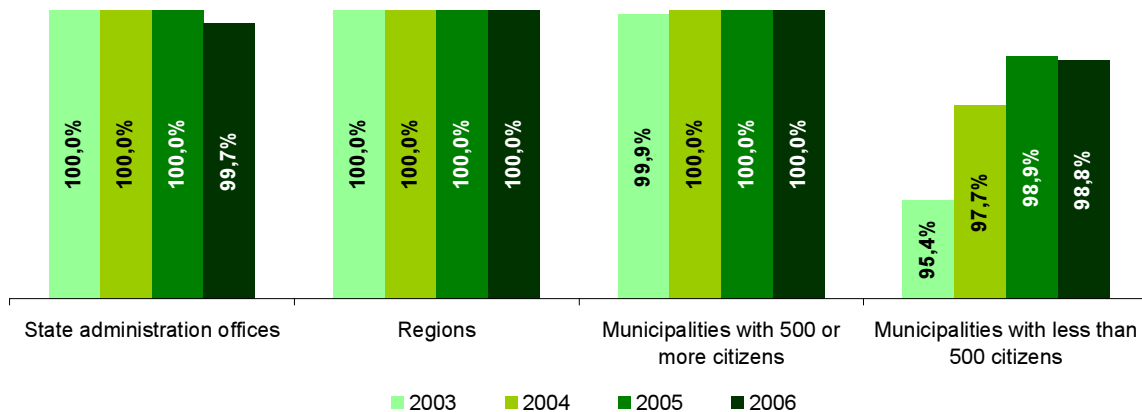
Term „**small municipality**“ stands for municipality with **less than 500 citizens**.

1.1. Personal computer

From total number of 6 317 organizations taking part in the survey, only 40 of them didn't possess even one personal computer (0,6%). Of this small group, 39 were small municipalities with less than 500 citizens. As of Dec. 31, 2006, all other organizations: e.g. **state administration offices** (except one), **regional offices** and **large municipalities** possessed at least one personal computer.

Yet, particular types of organizations differ from **number of personal computers they have available**. Average state administration office had 555 and regional office had 553 personal computers. Looking at municipalities, number of personal computers decreases with number of citizens. While municipalities with 20 000 or more citizens had 387 computers on average, municipalities with 5 000–19 999 citizens had 85 personal computers and municipalities under 500 citizens had only 2 personal computers on average.

Graph 1: Organizations with at least 1 personal computer, by legal form of organization (31.12.)



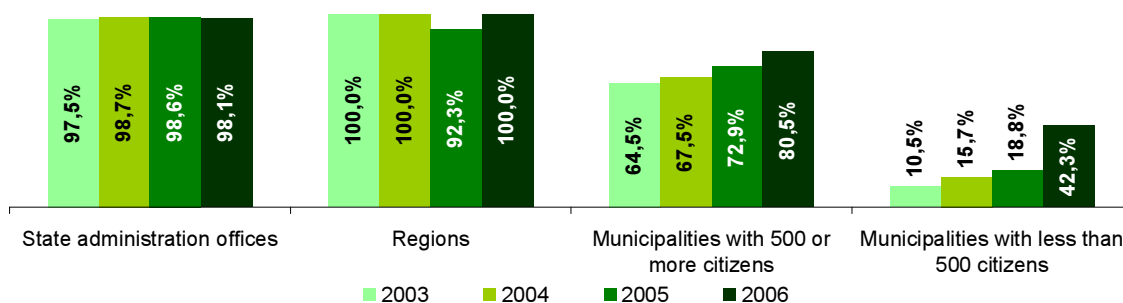
Source: Survey on ICT usage in public administration, CZSO 2006

1.2. Local area network

98,1% of state administration offices and 100% of regional offices provided local area network by Dec. 31, 2006. Difference was noted between large (80,5%) and small municipalities (42,3%).

The survey also monitored number of personal computers connected to LAN. State administration offices had 75,5% of computers connected to LAN. Regional offices had 91,5%, large municipalities had 88% and small municipalities had 40,9% computers connected to LAN.

Graph 2: Organizations with local area network, by legal form of organization (31.12.)

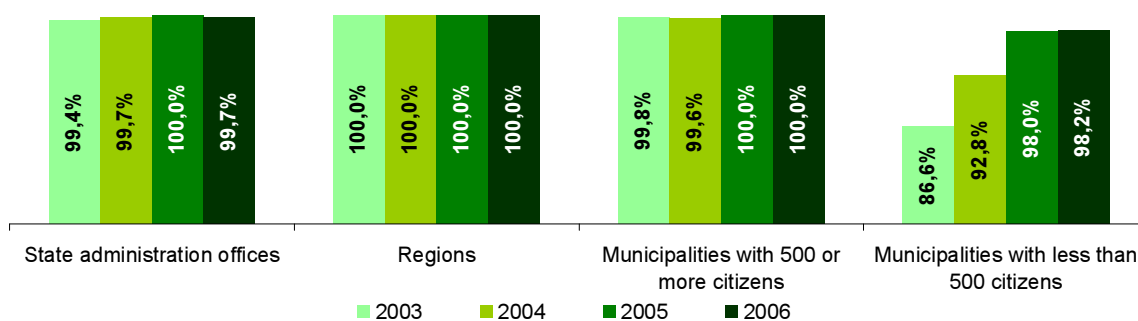


Source: Survey on ICT usage in public administration, CZSO 2006

1.3. Internet access

Almost all of the organizations had **at least one personal computer connected to the internet by Dec. 31, 2006**. Only exception were small municipalities with 98,2%, of which 61 of them didn't have a personal computer connected to the internet. In comparison with years 2003 and 2004 a bigger increase in percentage of small municipalities with internet access is noticeable (graph 3).

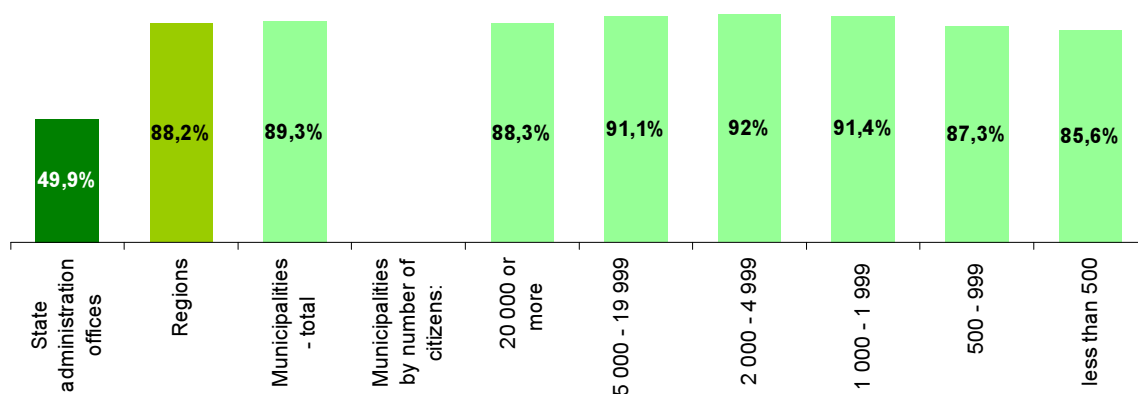
Graph 3: Organizations with access to the internet, by legal form of organization (31.12)



Source: Survey on ICT usage in public administration, CZSO 2006)

As of Dec. 31, 2006, the biggest percentage of personal computers with internet access was found in municipalities (89,3%), which, in comparison with year 2005, exceeded regional offices (88,2%). On the other hand, state administration offices had only 49,9% computers with internet access.

Graph 4: Personal computers connected to the internet, by legal form of organization (31.12.2006)

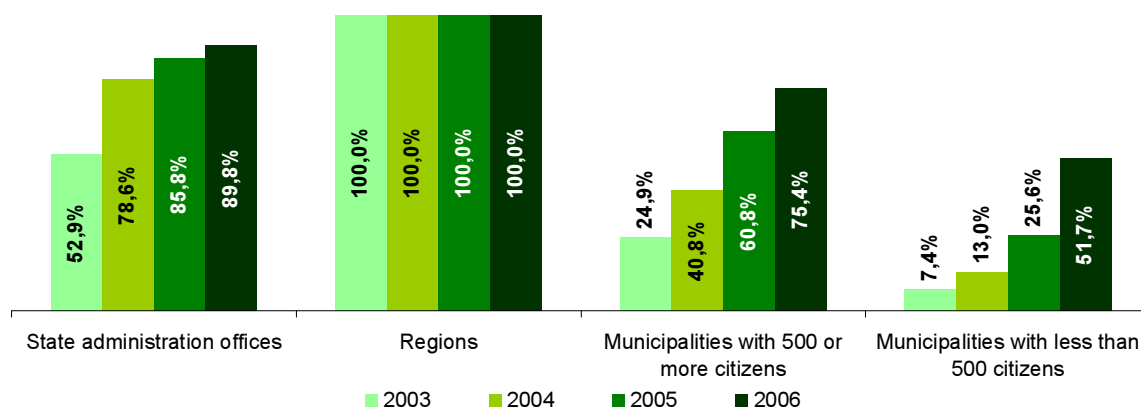


Source: Survey on ICT usage in public administration, CZSO 2006

1.3.1. Broadband connection

As of Dec. 31, 2006, at least one personal computer with broadband connection to the internet could be found in 89,8% of state administration offices, all regional offices and 75,4% of large municipalities. Number of municipalities having personal computers with broadband connection decreases with number of citizens. The most computers with broadband connection were in municipalities with 20 000 or more citizens (97,5%) and with 5 000–19 999 citizens (97,2%). On the other hand the least broadband connections were noticed in municipalities with less than 500 citizens (51,7%). Overall, there has been a big increase in broadband connection since 2003 (graph 5).

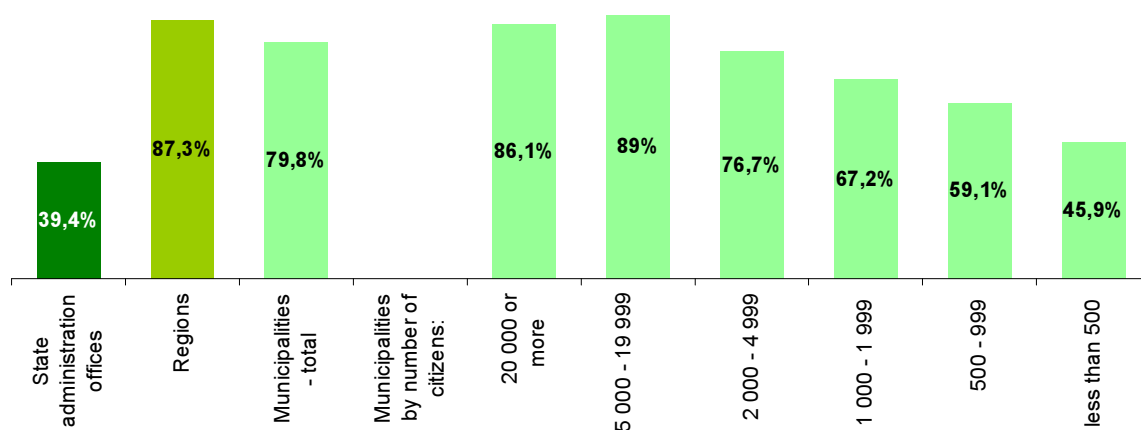
Graph 5: Organizations with broadband access to the internet, by legal form of organization (31.12)



Source: Survey on ICT usage in public administration, CZSO 2006

The biggest percentage of personal computers with broadband connection is in municipalities with 5 000 – 19 999 citizens, which had 89% of these computers. State administration offices had the smallest percentage (39,4%) of personal computers with broadband connection.

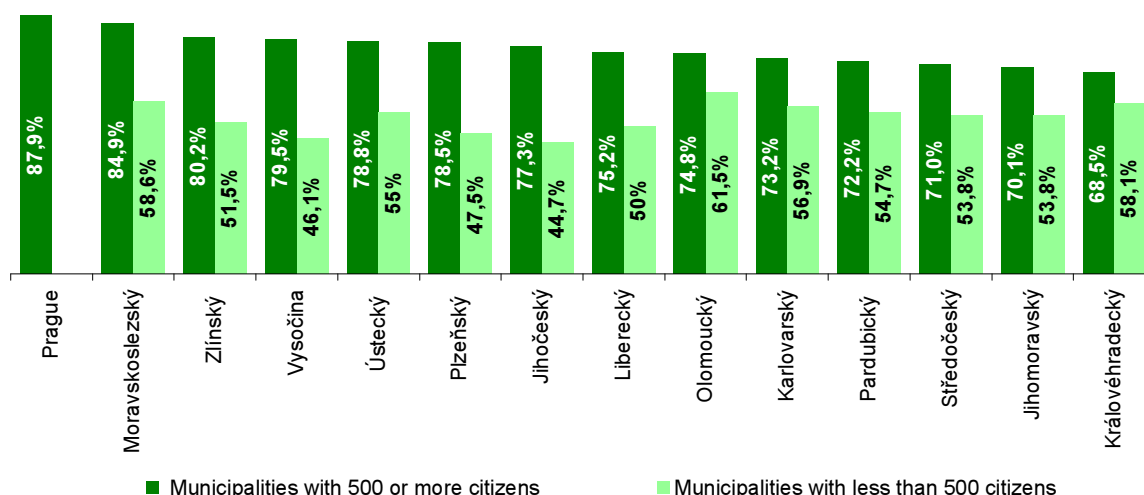
Graph 6: Personal computers with broadband connection to the internet, by legal form of organization (31.12.2006)



Source: Survey on ICT usage in public administration, CZSO 2006

Of special interest is the regional comparison (graph 7), where the difference between large and small municipalities is obvious.

Graph 7: Municipalities with broadband connection to the internet, by region (31.12.2006)



Source: Survey on ICT usage in public administration, CZSO 2006

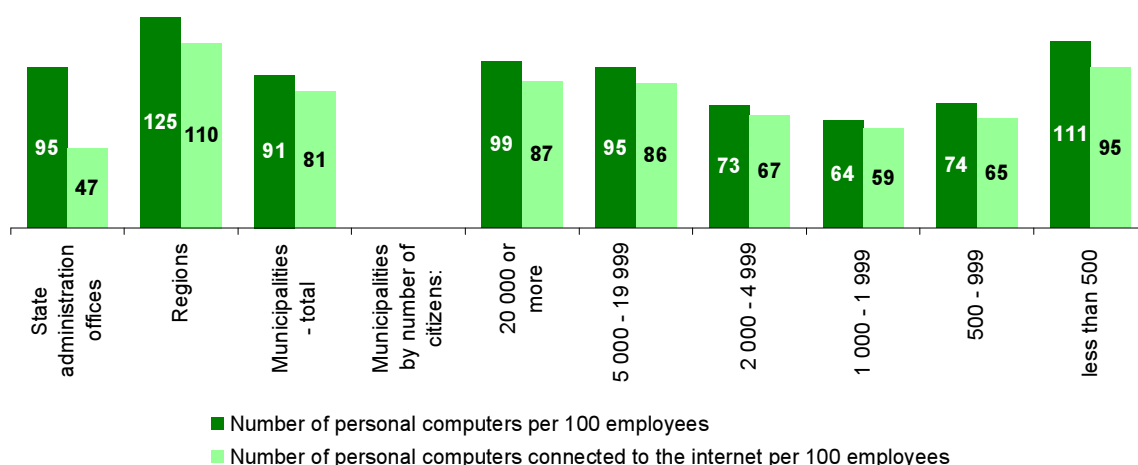
Comparison by regions (cartograms) can be found on pg. 98 and 100.

2. HUMAN RESOURCES

2.1. Number of personal computers and personal computers connected to the internet per 100 employees

Per each 100 employees there were: 95 personal computers and 47 personal computers connected to the internet in state administration offices, 125 PCs and 110 PCs with internet access in regional offices, 90 PCs and 80 PCs with internet access in large municipalities and 111 PCs and 95 PCs with internet access in small municipalities.

Graph 8: Personal computers and personal computers with internet access per 100 employees, by legal form of organization (31.12.2006)



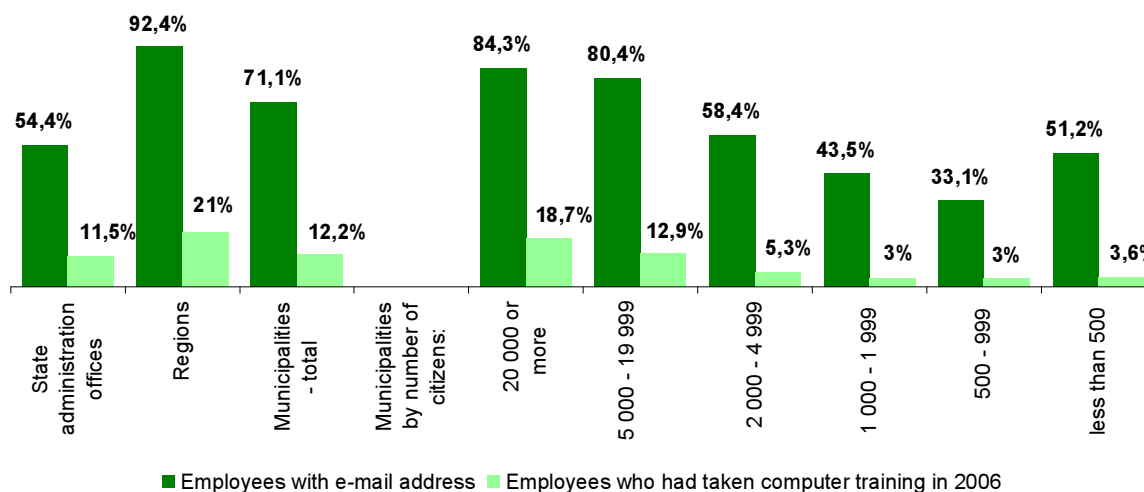
Source: Survey on ICT usage in public administration, CZSO 2006

2.2. Number of employees with access to selected technologies

In 2006, regional offices had 92,4% employees provided with e-mail address, while only 33,1% of municipalities with 500-999 citizens provided their employees with e-mail address. The same results were noticed in case of employees who had taken computer training in 2006. The most active were

employees of regional offices (21%) and the least active were employees of municipalities with 500-1 999 citizens (3%).

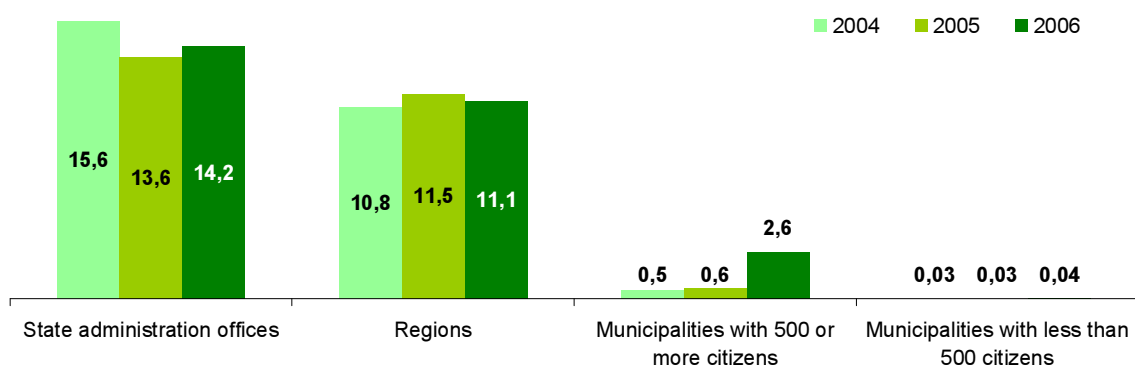
Graph 9: Employees with access to selected technologies at work, by legal form of organization (31.12.2006)



2.3. Number of experts on IC technologies

State administration offices were by Dec. 31,2006 employing 5 146 IT experts (in average 14 experts per organization). Regional offices had 144 IT experts (11 per organization), large municipalities had 1 833 IT experts (2,6 per organization) and small municipalities had 117 IT experts (0,04 per organization).

Graph 10: Average number of experts on IC technologies per organization, by legal form of organization (31.12.)



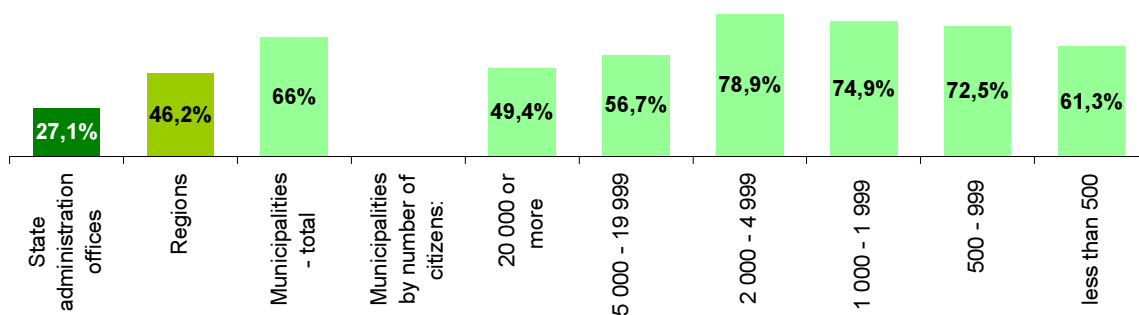
Source: Survey on ICT usage in public administration, CZSO 2006

3. CITIZENS' ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES MADE AVAILABLE TO THE PUBLIC

3.1. Public internet access points

27,1% of state administration offices provided a public internet access point for citizens. So did 46,2% of regional offices, 72% of large municipalities and 61,3% of small municipalities.

Graph 11: Organizations* providing Public Internet Access Point for citizens, by legal form of organization (31.12.2006)

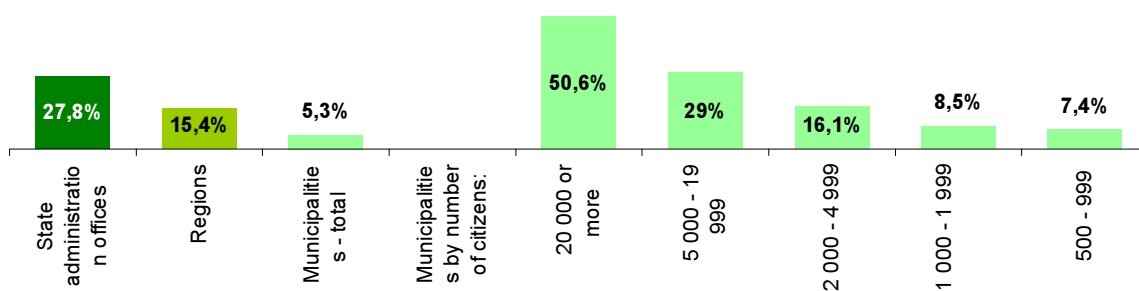


* From total number of organizations with internet access
 Source: Survey on ICT usage in public administration, CZSO 2006

3.2. Information kiosks

27,8% of state administration offices provided information kiosk by Dec. 31, 2006. So did 15,4% of regional offices and 5,3% of large municipalities.

Graph 12: Organizations providing citizens with information kiosk, by legal form of organization (31.12.2006)



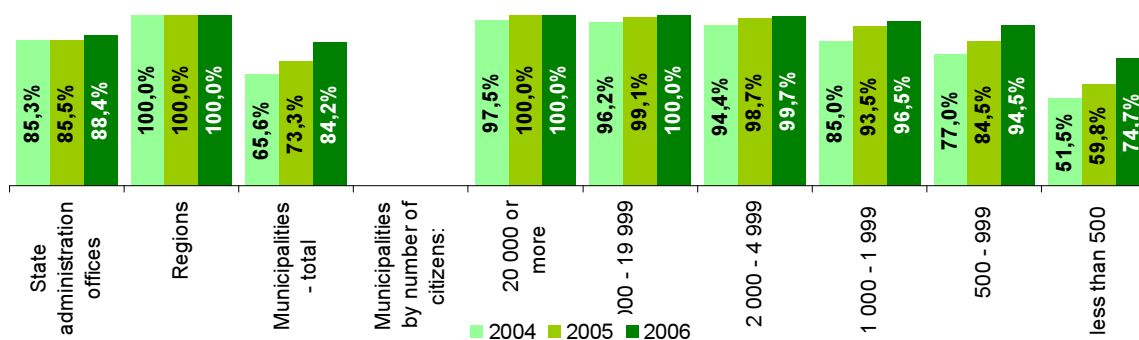
Source: Survey on ICT usage in public administration, CZSO 2006

4. WEB SITES OF PUBLIC ADMINISTRATION

4.1. Web sites

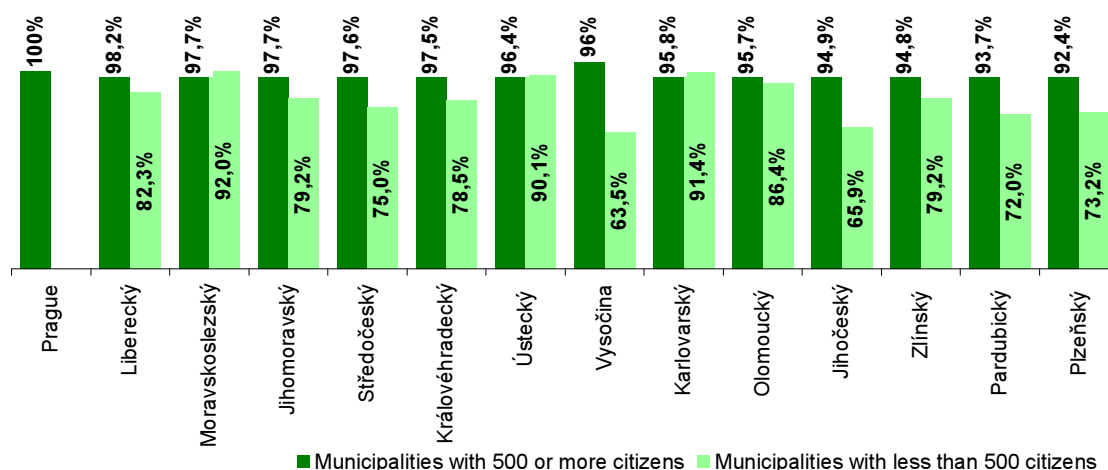
All regional offices and municipalities with 5 000 or more citizens had their own web site by Dec. 31, 2006. So did 88,4% of state administration offices, 96,4% of large municipalities and 74,7% of small municipalities.

Graph 13: Organizations with web site, by legal form of organization (31.12.)



Source: Survey on ICT usage in public administration, CZSO 2006

Graph 14: Municipalities with web site, by region (31.12.2006)



Source: Survey on ICT usage in public administration, CZSO 2006

Comparison of regions (cartograms) can be found on pg. 99 and 101.

4.2. On-line services available on web sites

Information was found* on 66,4% web sites of state administration offices, 92,3% of regional offices and on 49,4% of web sites of large municipalities.

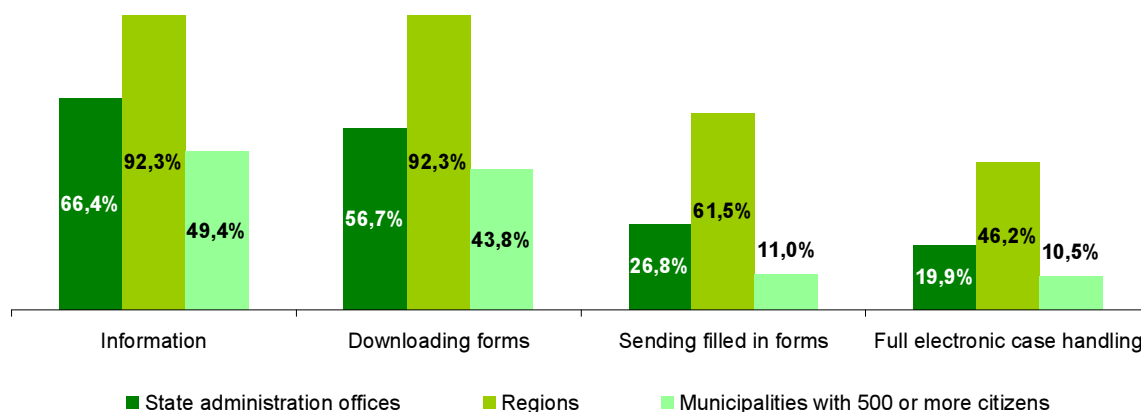
Downloading of forms from web site was offered* by 56,7% of state administration offices, 92,3% of regional offices and 43,8% of large municipalities.

Sending filled-in forms through web sites was offered* by 26,8% of state administration offices, 61,5% of regional offices and 11% of large municipalities.

The most sophisticated form of interaction, full electronic case handling was offered* by 19,9% of state administration offices, 46,2% of regional offices and 10,5% of large municipalities.

* from total number of organizations with web site

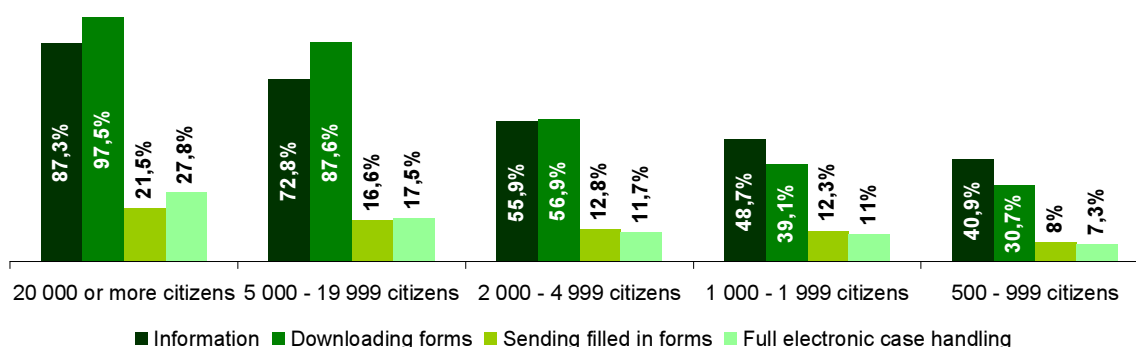
Graph 15: Organizations* by sophistication of on-line services and legal form of organization (31.12.2006)



* From total number of organizations with web site

Source: Survey on ICT usage in public administration, CZSO 2006

Graph 16: Municipalities with 500 or more citizens* by sophistication of on-line services and number of citizens (31.12.2006)



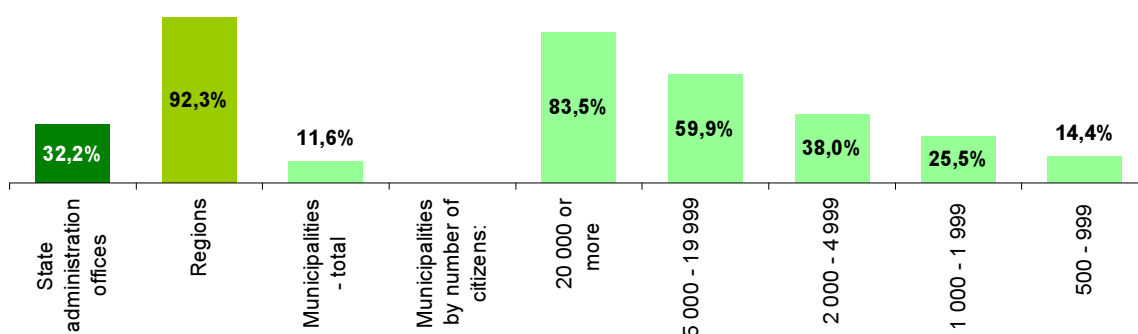
* From total number of municipalities with web site
 Source: Survey on ICT usage in public administration, CZSO 2006

5. INTERNET USAGE FOR PURCHASING OF GOODS AND SERVICES

5.1. E-procurement

Public tender published through web site www.centralni-adresa.cz 32,2% of state administration offices, 92,3% of regional offices and 11,6% of large municipalities.

Graph 17: Organizations* which used the page www.centralni-adresa.cz for e-procurement, by legal form of organization (in year 2006)

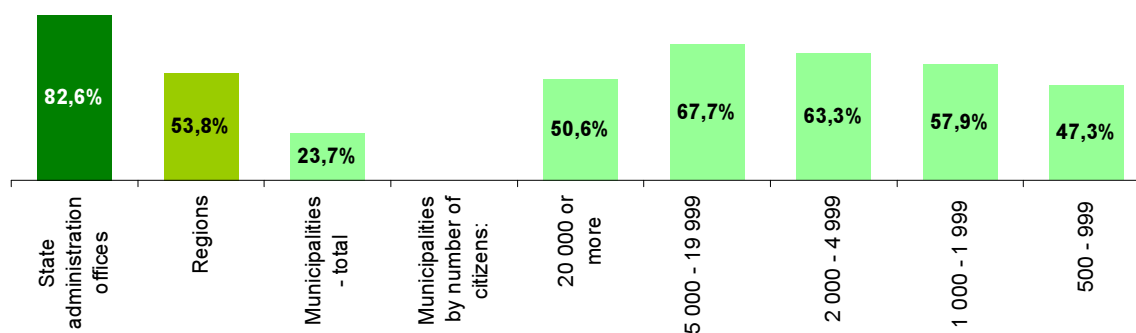


Source: Survey on ICT usage in public administration, CZSO 2006

5.2. Central purchasing of goods or services

In 2006, 82,6% of state administration offices used computers to make central purchases of office materials and other goods. So did 53,8% of regional offices and 23,7% of large municipalities.

Graph 18: Organizations* which used computer system for central purchasing of goods in 2006, by legal form of organization



Source: Survey on ICT usage in public administration, CZSO 2006