

E Public authorities

In order to monitor the development of e-government in the Czech Republic, the Czech Statistical Office (CZSO) developed a short module related to **ICT usage in the public administration sector**.

This module is a supplement to the annual questionnaire for organisational units of the state, territorial self-governing units, partially budget-funded organisations and similar government institutions which fully covers **all state administration offices, regional offices and municipalities**.

The main focus of this module is to monitor access to ICT by public administration (PC, internet, LAN, broadband, etc), usage of public authorities websites as an interaction tool with citizens and enterprises (on-line information and services) and citizens' access to ICT within organizations (PIAP, information kiosk).

The latest survey in regards to this issue was conducted in the first half of 2009 in respect of the reference period of 31 December 2008. A total of 364 of the state's organisational branches, 13 regional offices and 6,301 municipal offices were surveyed. Detailed methodical information in respect of this survey is also contained in the CZSO's special publication titled: **"Information and Communication Technologies in Public Administration for 2008, Code 9703"**, which is freely available on the CZSO's website.

Definitions:

- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)
- **FAQ** – frequently asked questions.
- **WIFI (free wireless Internet)** – access to the Internet via WiFi technology, within a municipality's territory. It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.

Making information and on-line services available on public administration websites plays one of the key roles in bringing public administration closer to the general public. For this reason, **the survey of websites of public administration organisations** that has been carried out by the CZSO since 2005 serves as a supplementary source of information to measure e-Government in the Czech Republic. The latest survey was conducted in August 2009 and all (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included.

Information on **the use of the Internet by individuals and enterprises for interaction with public authorities** (to search for information, download forms and to complete forms on-line) comes from the annual surveys of the CZSO on the use of ICT by individuals and enterprises (see chapters C and D).

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

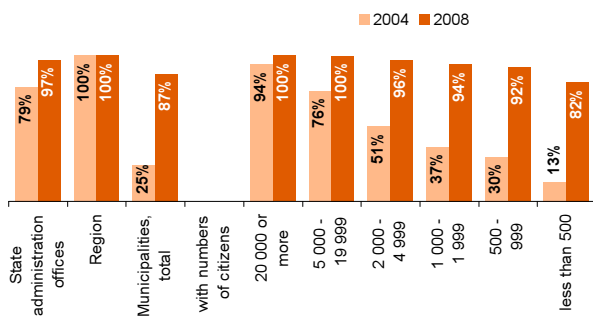
http://www.czso.cz/csu/redakce.nsf/i/verejna_sprava

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Tab. E1 Public authorities using a broadband connection in the Czech Republic

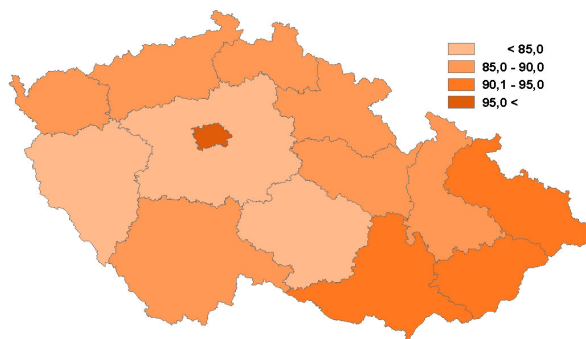
	%		
	2006	2007	2008
State administration offices	89,8	93,4	96,9
Regional offices	100,0	100,0	100,0
Municipalities, total	62,1	83,9	87,1
Size class of municipalities:			
20 000 or more citizens	97,5	100,0	100,0
5 000 - 19 999 citizens	97,2	98,2	99,5
2 000 - 4 999 citizens	81,3	94,5	96,5
1 000 - 1 999 citizens	74,5	92,9	94,0
500 - 999 citizens	69,0	89,0	91,9
less than 500 citizens	51,7	77,6	81,8

Figure E1 Public authorities using a broadband connection



as a percentage of all public offices in a given category

Figure E2 Municipalities using a broadband connection by regions (%); 2008



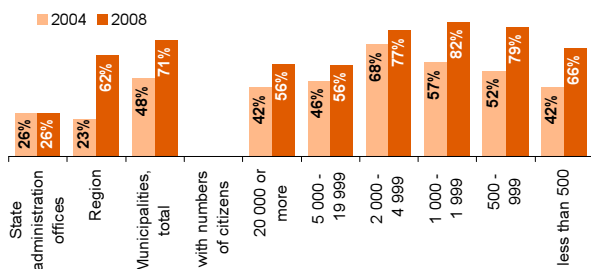
as a percentage of all public offices in each region

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Tab. E2 Public authorities offering free Internet access for their citizens in the Czech Republic; 2008

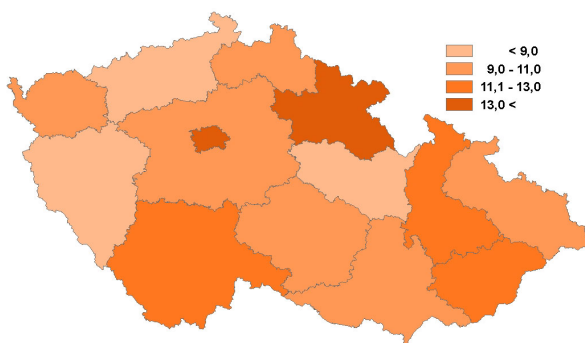
	Public Internet access points in offices	Free wireless Internet (WiFi)
State administration offices	26,5	
Regional offices	61,5	
Municipalities, total	70,7	10,5
Size class of municipalities:		
20 000 or more citizens	56,4	29,5
5 000 - 19 999 citizens	55,7	11,0
2 000 - 4 999 citizens	76,5	9,2
1 000 - 1 999 citizens	81,7	11,5
500 - 999 citizens	78,6	10,8
less than 500 citizens	66,2	9,8

Figure E3 Public authorities with public Internet access point



as a percentage of all public offices in a given category

Figure E4 Municipalities providing free wireless (WiFi) Internet access for their citizens on their territory by regions (%); 2008



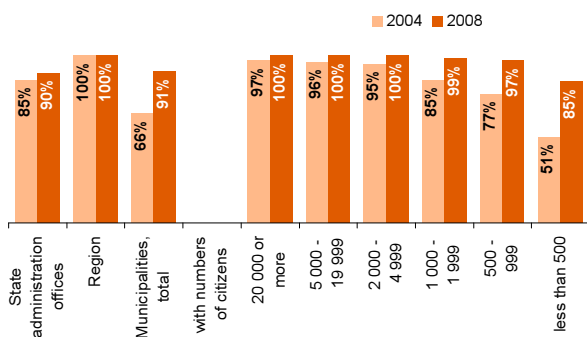
as a percentage of all public offices in each region

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Tab. E3 Public authorities with a Website in the Czech Republic

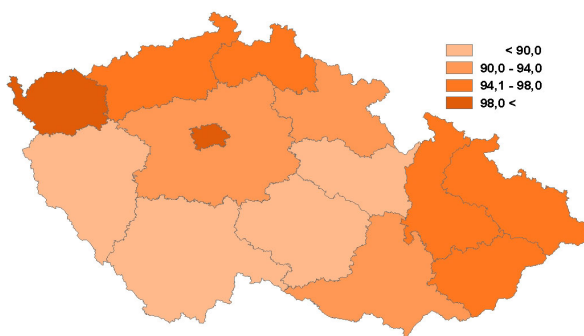
	%		
	2006	2007	2008
State administration offices	88,4	87,8	89,7
Regional offices	100,0	100,0	100,0
Municipalities, total	84,2	87,9	90,6
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	100,0	100,0	100,0
2 000 - 4 999 citizens	99,7	99,5	100,0
1 000 - 1 999 citizens	96,5	98,7	98,6
500 - 999 citizens	94,5	96,0	97,2
less than 500 citizens	74,7	80,2	84,6

Figure E5 Public authorities with a Website



as a percentage of all public offices in a given category

Figure E6 Municipalities with a Website by regions (%); 2008



as a percentage of all public offices in each region

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Tab. E4 Services available on public authorities' web sites in the Czech Republic; 2008

	Forms	Online applications	Full electronic case handling
State administration offices	64,0	38,2	48,1
Regional offices	100,0	76,9	69,2
Municipalities, total	41,8	10,4	9,0
Size class of municipalities:			
20 000 or more citizens	94,9	16,7	17,9
5 000 - 19 999 citizens	96,3	17,8	19,6
2 000 - 4 999 citizens	67,9	11,6	14,6
1 000 - 1 999 citizens	52,2	12,8	11,5
500 - 999 citizens	42,1	12,4	9,2
less than 500 citizens	30,3	8,1	6,7

Figure E7 Public authorities providing official forms for downloading on their websites

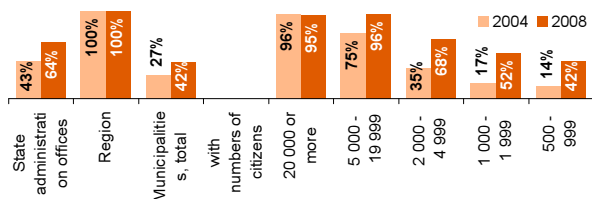


Figure E8 Public authorities with a web application for online filling-in forms

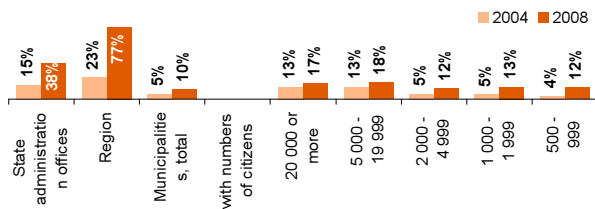
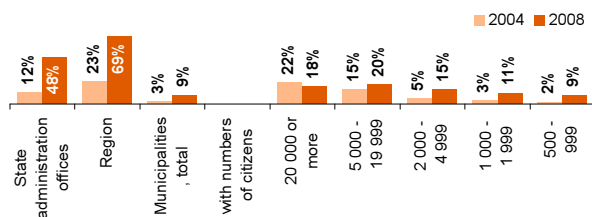


Figure E9 Public authorities with a web application for full electronic case handling



as a percentage of all public offices with a web site

Source: Czech Statistical Office, Government Survey on ICT Use

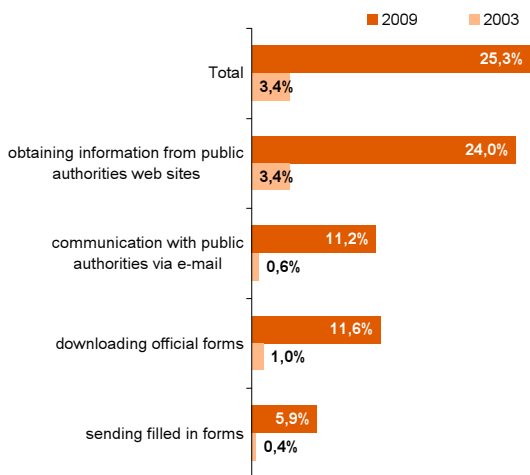
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Tab. E5 Individuals using the Internet for interaction with public authorities in the Czech Republic; 2009

	%		
	Information search	Downloading forms	Sending filled in forms
Total (aged 16+)	24,0	11,6	5,9
Total (aged 16-74)	25,9	12,6	6,3
Gender:			
males (aged 16+)	24,9	13,2	6,7
females (aged 16+)	23,1	10,2	5,1
Age group:			
16-24 years	21,5	9,3	4,4
25-34 years	35,4	18,5	9,0
35-44 years	35,8	17,5	8,8
45-54 years	28,6	12,9	7,2
55-64 years	17,5	9,0	4,7
65-74 let	5,9	2,5	0,9
Highest education level (aged 25+):			
primary (ISCED 0-2)	2,0		
lower secondary (ISCED 3C)	12,0	4,1	1,4
upper secondary (ISCED 3A, 4)	35,1	18,5	9,5
tertiary (ISCED 5-6)	56,1	31,1	17,6
Specific categories:			
students (aged 16+)	24,5	10,1	5,0
pensioners	4,8	1,8	0,9

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

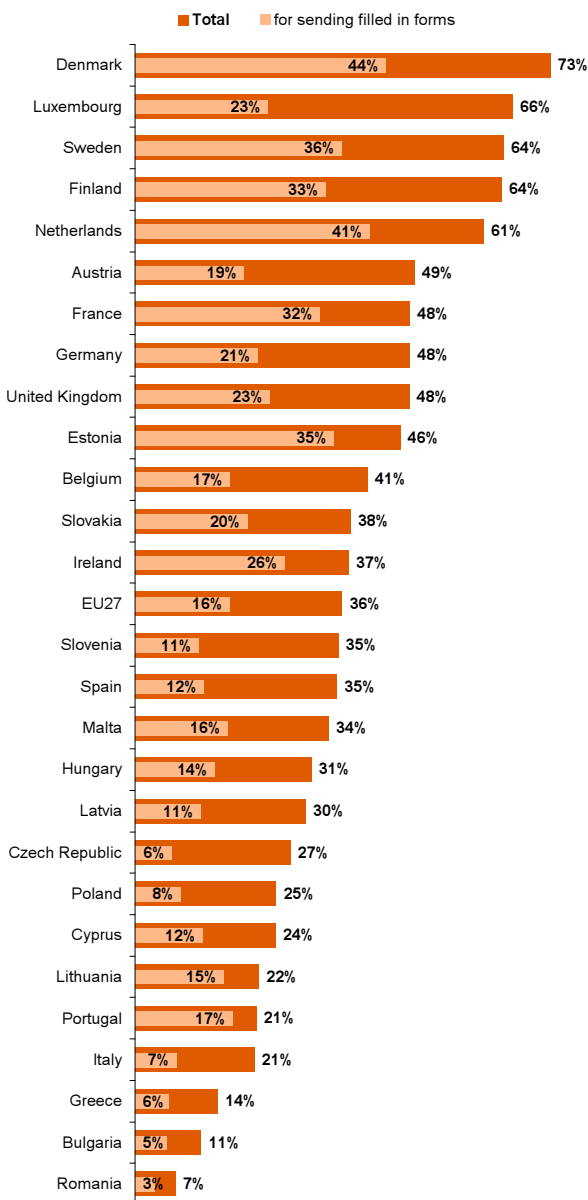
Figure E10 Individuals using the Internet for interaction with public authorities



as a percentage of all individuals aged 16 years and over

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Figure E11 Individuals using the Internet for interaction with public authorities; 2009



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2010

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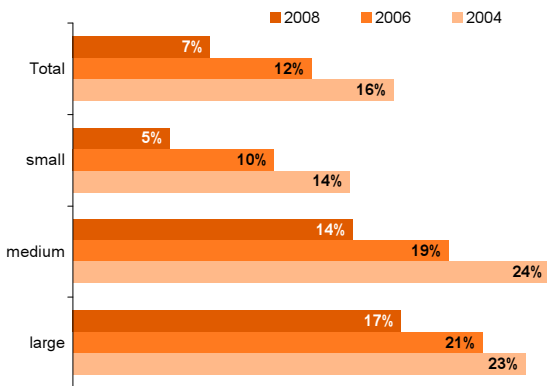
Tab. E6 Enterprises using the Internet for interaction with public authorities in the Czech Republic; 2008

	Information search	Downloading forms	Sending filled in forms
Total (10 and more employees)	62,5	60,4	35,6
Small enterprises (10-49)	56,2	53,6	27,3
Medium enterprises (50-249)	84,4	84,2	63,4
Large enterprises (250+)	93,5	92,5	82,4
NACE category:			
Manufacturing	65,3	63,4	40,9
Electricity, gas and water supply	78,8	78,7	63,8
Construction	58,7	57,5	27,1
Sale and repair of motor vehicles	69,3	65,4	31,9
Wholesale trade	64,9	62,8	36,2
Retail trade	47,3	45,1	24,0
Transport and storage	60,1	59,9	34,8
Accommodation	50,9	49,8	25,2
Food service activities	38,8	35,6	18,8
Tourist trade activities	70,4	65,2	28,6
Audio-visual and publishing activities	75,0	73,7	44,3
Telecommunications	91,4	87,6	66,0
IT services	80,6	76,4	50,2
Financial and insurance activities	87,7	82,5	59,9
Real estate activities	64,4	58,4	34,4
Professional, scientific activities (1)	77,9	74,0	43,3
Administrative and support activ. (2)	54,9	51,8	29,5

as a percentage of all enterprises in a given category

- 1) Legal, account., management, advert., archit., engineer., R&D, related activ.
 2) Rental and leas.; Employ., secur., office admin. and business support activ.

Figure E12 Enterprises using the Internet for submitting proposals in a public electronic tender system

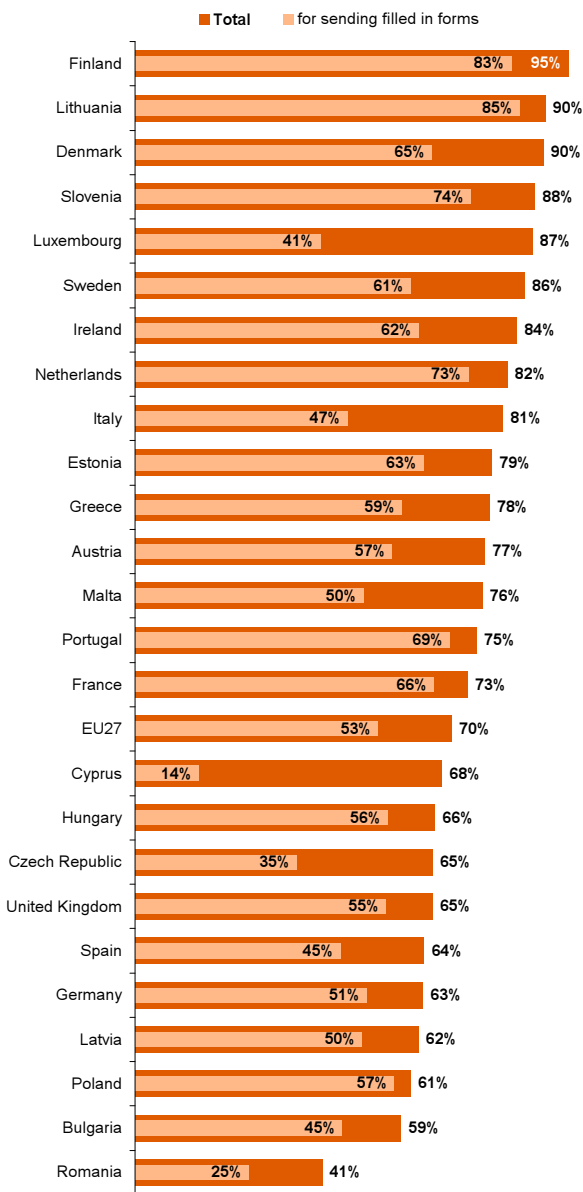


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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Figure E13 Enterprises using the Internet for interaction with public authorities; 2008



as a percentage of all enterprises

Source: Eurostat, 2010

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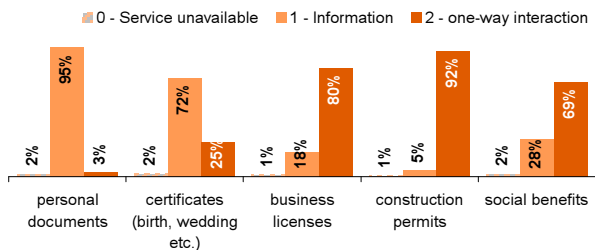
Tab. E7 Municipalities with an extended competence with a Website in the Czech Republic

	2007	2008	2009
Total	100,0	100,0	100,0
<i>language version of web site</i>	66,0	71,7	71,7
1 foreign language	9,0	5,9	9,3
2 foreign language	39,0	37,6	41,0
3 foreign language	13,0	20,0	14,6
4 and more foreign language	6,0	8,3	7,8
<i>applications on web sites</i>			
blind friendly	4,0	26,0	31,7
browser	86,0	98,0	99,5
attendance	46,0	32,2	33,2
access registration	12,0	47,3	49,3
on-line contact	25,0	38,0	41,5
FAQ	27,0	27,0	31,7
discussion	33,0	31,0	29,3
opinion poll	37,0	38,0	36,1
<i>Information</i>			
job openings	57,0	86,3	76,6
municipality development plan	35,0	95,6	98,5

Figure E14 Municipalities with an extended competence with the foreign language version of their websites; August 2009



Figure E15 Services available on websites of municipalities with an extended competence; August 2009



1 - Information: on-line information about public services

2 - One-way interaction: official forms available for downloading

as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities