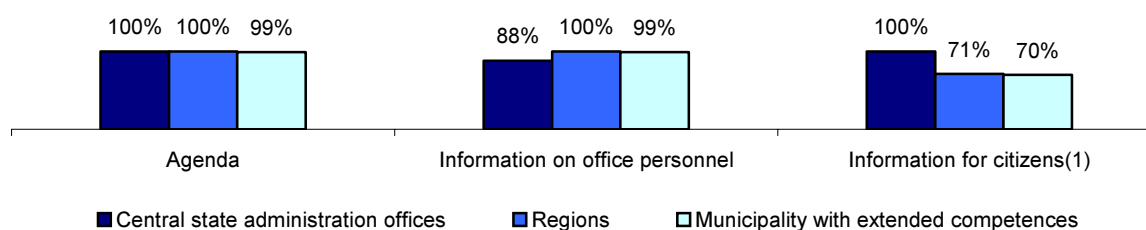


## RESULTS OF WEB SURVEY

### 6. INFORMATION AVAILABLE ON PUBLIC ADMINISTRATION WEB SITES

All 245 public authorities who took part in the web survey had, as in year 2004, 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 243 organizations out of 245 (99%) and office personnel was found on web sites of 241 organizations out of 245 (98%). Web survey also focused on information on how and where to solve life or crisis situations. These were found on web sites of 180 organizations ( 73% web sites).

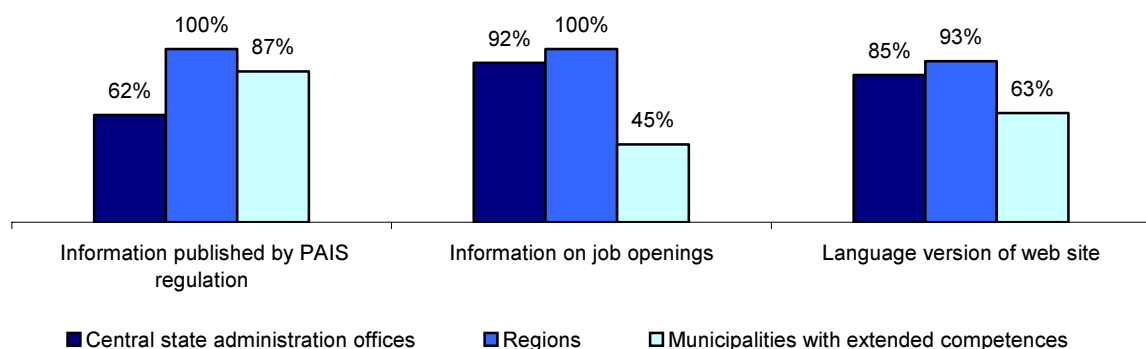
Graph 19: Percentage of organizations offering selected information on their web site, September 2006



<sup>(1)</sup> Instructions how and where to solve life or crisis situations  
Source: Web survey of public administration, CZSO 2006

Information published by PAIS regulation were found on the web sites of 208 organizations out of 245 (85%). In the case of this indicator, an increase of 57% was noticed compared to 2004. Also an increase of 26% of foreign language versions of web sites was noticed since 2004. In 2006 foreign language versions were found on 164 web sites (67%). A closer look at the language versions is available in graphs 21 and 22. Next monitored indicator was job openings, which were used by 131 organizations out of 245 (53%).

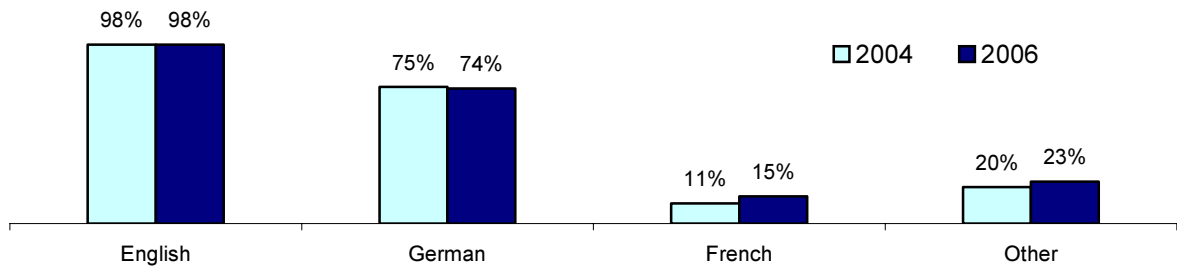
Graph 20: Percentage of organizations offering selected information on their web site, September 2006



Source: Web survey of public administration, CZSO 2006

In 2006, the most used foreign language version was , as in 2004, the English version. English was found on 161 web sites(98%) out of 164 web sites offering an other language version than Czech. German was the second most used language version (74%). Other often used languages were French (15%) and Polish (13%). Other languages appeared just rarely (from 1 to the most 4 web sites). In 2006, an interesting fact was that one Lithuanian and Swedish version of a web site were found. Relatively speaking, the best language equipped web sites were in the Liberec region (80% of municipalities) and the worst „language“ situation appeared to be in the Plzen region (33% of municipalities).

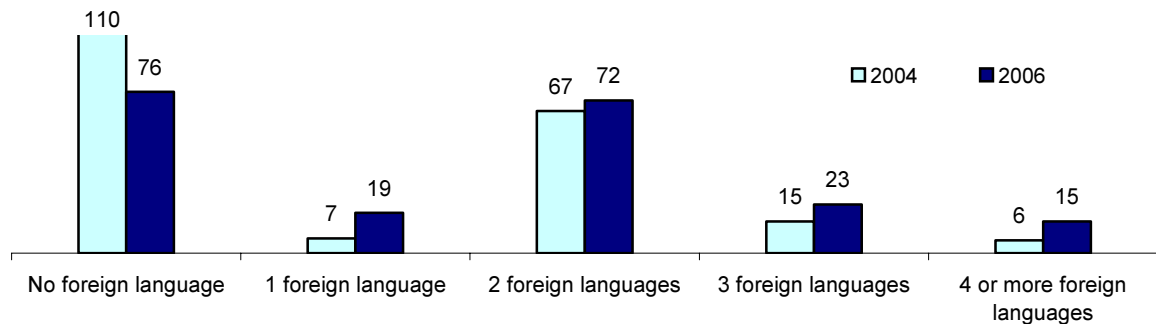
Graph 21: Percentage of foreign language versions of web site, by used foreign languages



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

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.

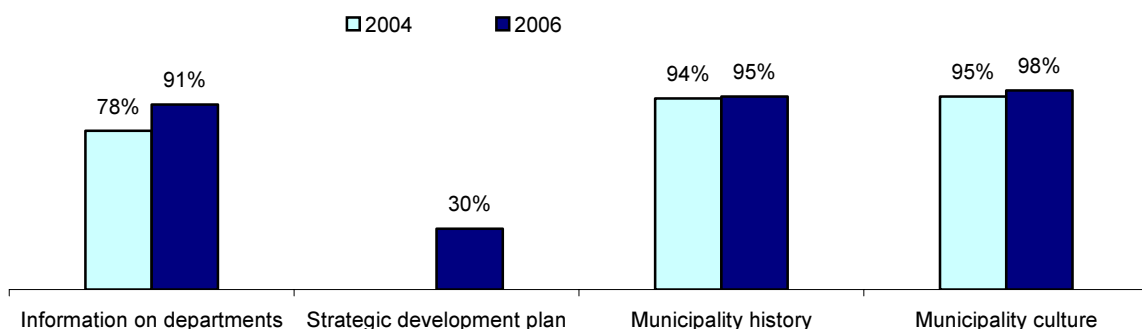
Graph 22: Number of municipalities with extended competence with number of foreign language versions of their web site



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

In the case of *municipalities with extended competence*, the web survey also focused on indicators like: **information on departments** (91%), information on municipality **history**(95%), municipality **culture** (98%) or **strategic development plan** of municipality (30%)

Graph 23: Percentage of municipalities with extended competence offering selected information on their web site



<sup>(1)</sup> This indicator was surveyed for the first time in 2006

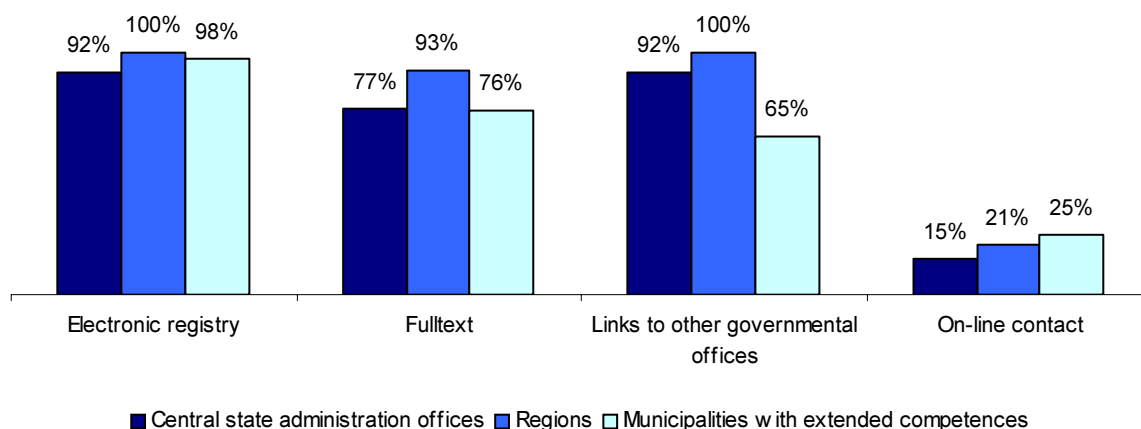
Source: Web survey of public administration, CZSO 2006 (2004)

In 2006, was also used a new indicator **Blind Friendly**, which was found on the web sites of 9 organizations out of 245 (3,7%).

## 7. ON-LINE SERVICES AVAILABLE ON PUBLIC ADMINISTRATION WEB SITES

Public administration offers on its web sites on-line services such as: **electronic registry** (98%), **fulltext** (77%). An increase in web sites offering **links** to other governmental offices was noticed. While in 2004 links were available on web sites of 113 organizations, in 2006 it was 172 organizations. On the other side, there was a surprising decrease in the number of web sites offering **on-line contact**. It was only 24% (in 2006), as compared to 42% (in 2004).

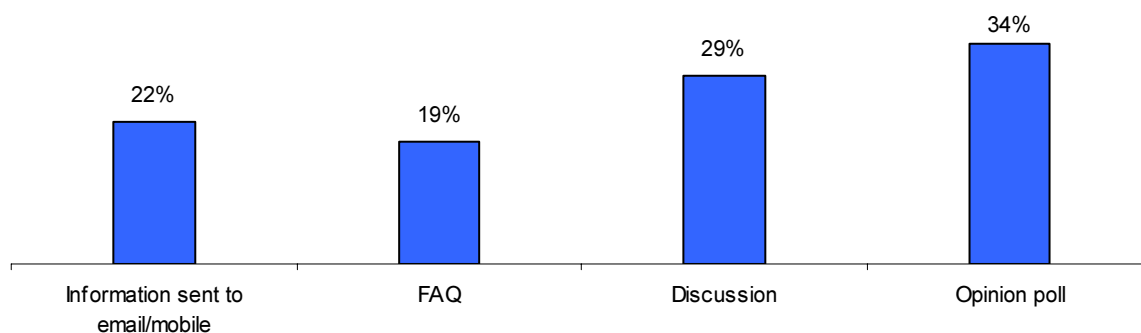
Graph 24: Percentage of organizations offering selected on-line services on their web site, September 2006



Source: Web survey of public administration, CZSO 2006

In the case of *municipalities with extended competence*, the web survey also focused on these indicators: sending **information via e-mail/mobile** (22%), **FAQ** (19%), **on-line discussion** on topics related to the organization (29%) and **opinion polls** (34%).

Graph 25: Percentage of municipalities with extended competence offering selected on-line services on their web site, September 2006



Source: Web survey of public administration, CZSO 2006

From the point of view – usage of ICT – the web survey in 2006 also included usage of **web cameras** (23%) on web sites of municipalities with extended competence.

### 7.1. 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**:

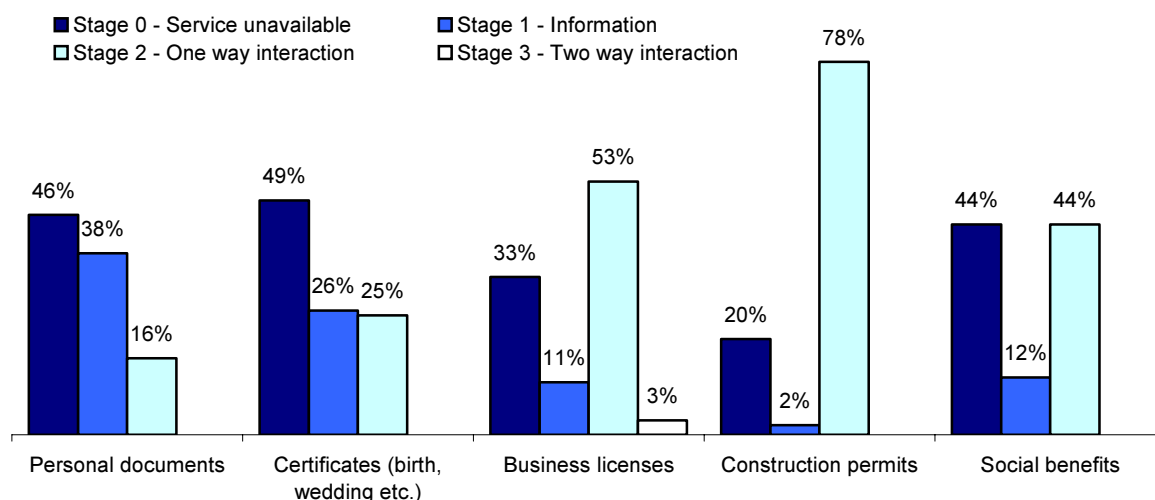
**Stage 1 – Information** was found for all selected basic on-line services, but the most used were in case of personal documents and certificates. The reason is, these applications have to be submitted in paper form only. If stage 2 appeared, the forms were meant just as an example.

**Stage 2 – Downloading forms** was the most used form of interaction. Especially in the case of construction permits (78%), business licenses (53%) 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 3% 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 26: Percentage of municipalities with extended competence offering selected basic on-line services\* on their web site, by degree of sophistication, September 2006



\* 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 2006

## 8. 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 first web sites using **ICQ or Skype** contact can be found. **Video or sound broadcasting** of council meetings seems to be on the way also. Overall, it is possible to say, that the development of web sites is improving year by year.