

RESULTS OF SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN PUBLIC ADMINISTRATION

1. INFORMATION AND COMMUNICATION TECHNOLOGIES IN PUBLIC ADMINISTRATION

Terms „Municipality“ and „Region“ in the text represent public authorities – see methodology and terminology, pgs. 19 and 21.

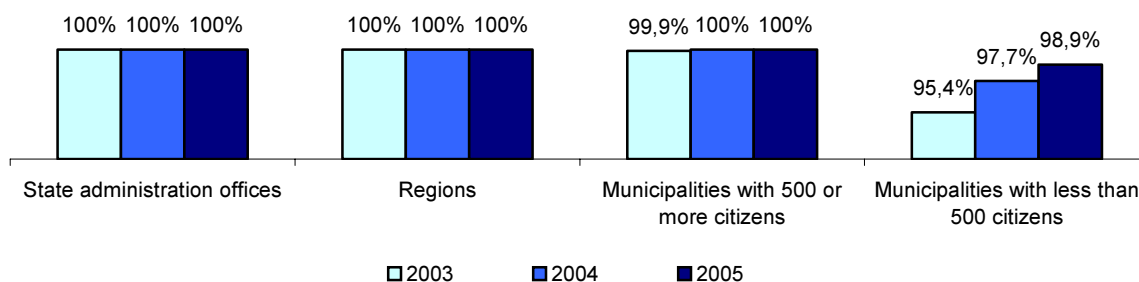
Term „large municipality“ stands for municipality with 500 or more citizens.
Term „small municipality“ stands for municipality with less than 500 citizens.

1.1. Personal computer

From total number of 6.314 organizations taking part in the survey, only 36 municipalities with less than 500 citizens didn't have even one personal computer (0,6%). All other organization: e.g. **state administration offices, regional offices and large municipalities had by Dec. 31, 2005 at least one personal computer.**

Yet, particular types of organizations differ from **number of personal computers they have available**. Average state administration office had 514 and regional office had 488 personal computers. Looking at municipalities, number of personal computers decreases with number of citizens. While municipalities with 20.000 or more citizens had 364 computers on average, municipalities with 5.000–19.999 citizens had 79 personal computers and municipalities under 500 citizens had only 2 personal computers on average.

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



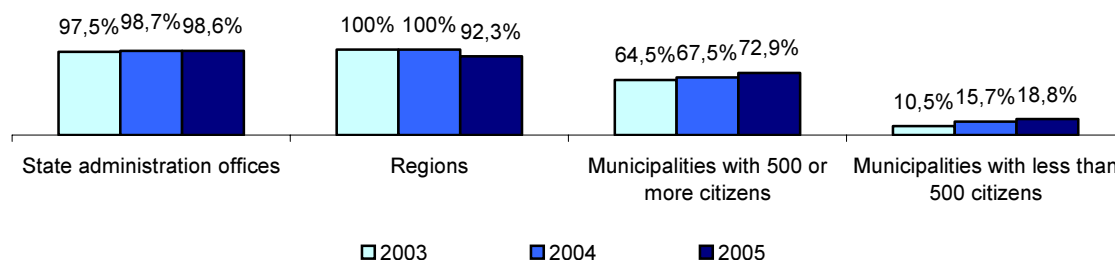
Source: Survey on ICT usage in public administration, ČZSO 2005 (2003, 2004)

1.2. Local area network

98,6% of state administration offices and 92,3% of regional offices provided local area network by Dec. 31, 2005. Difference was noted between large (72,9%) and small municipalities (18,8%).

The survey also monitored number of personal computers connected to LAN. State administration offices had 74,9% of computers connected to LAN. Regional offices had 88,7%, large municipalities had 87,7% and small municipalities had 37,4% computers connected to LAN.

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

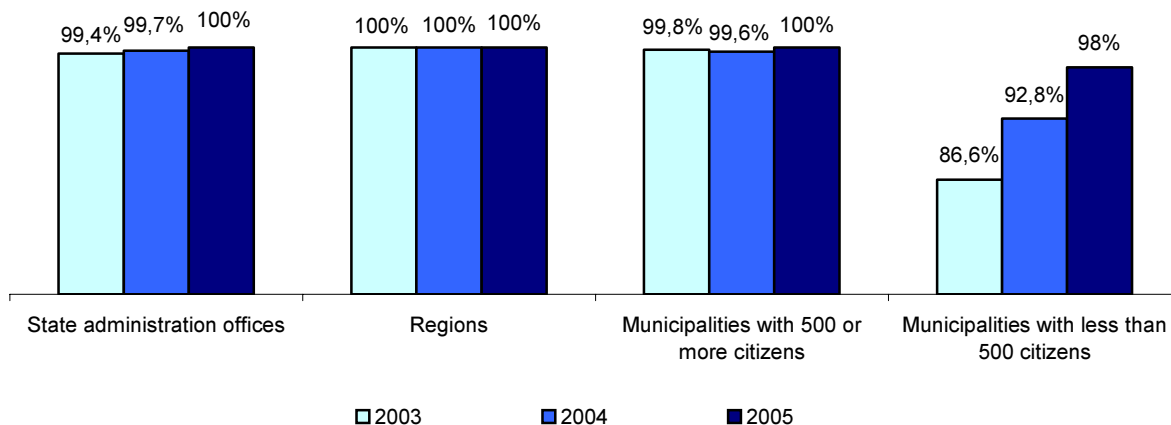


Source: Survey on ICT usage in public administration, CZSO 2005 (2003, 2004)

1.3. Internet access

Almost all of the organizations had **at least one personal computer connected to the internet by Dec. 31, 2005**. Only exception were small municipalities with 98%, of which 65 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).

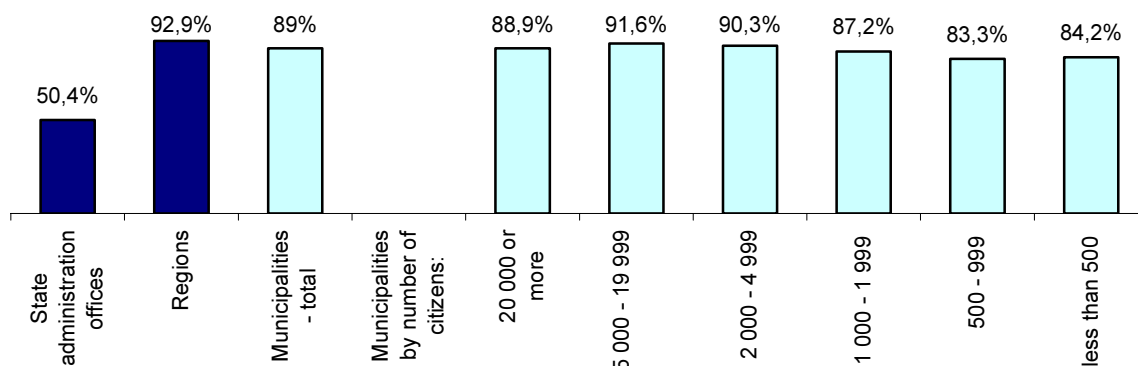
Graph 3: Percentage of organizations with access to the internet, by legal form of organization (31.12)



Source: Survey on ICT usage in public administration, CZSO 2005 (2003, 2004)

As of Dec. 31, 2005 the biggest percentage of personal computers with internet access was found in regional offices (92,9%). At the edge of 90% where also municipalities with 2.000 – 19.999 citizens. On the other side, state administration offices had only 50,4% computers with internet access.

Graph 4: Percentage of personal computers connected to the internet, by legal form of organization (31.12.2005)

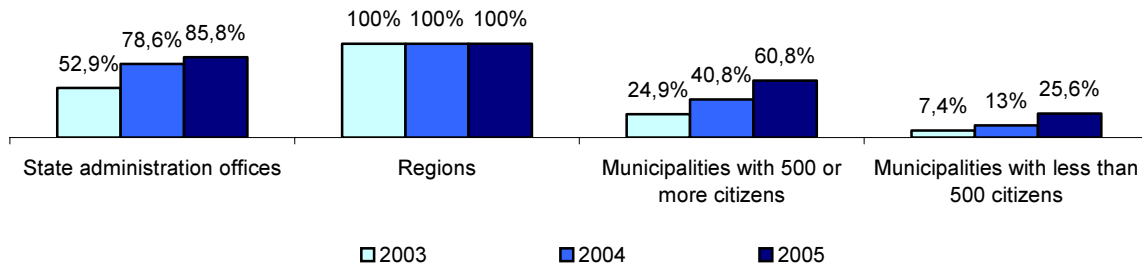


Source: Survey on ICT usage in public administration, CZSO 2005

1.3.1. Broadband connection

As of Dec. 31, 2005, **at least one personal computer with broadband connection to the internet** could be found in 85,8% of state administration offices, all regional offices and 60,8% 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 (96,2%) and with 5.000–19.999 citizens (90,7%). On the other hand the least broadband connections were noticed in municipalities with less than 500 citizens (25,6%). Overall, there has been a big increase in broadband connection since 2003 (graph 5).

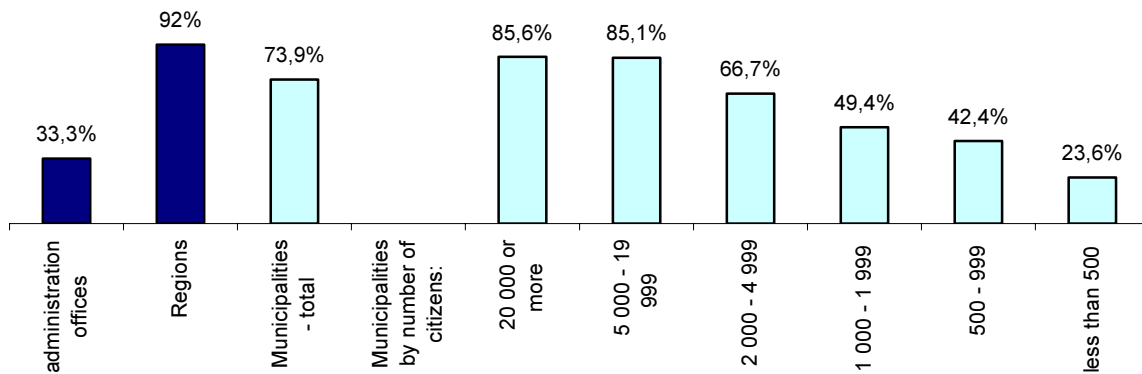
Graph 5: Percentage of organizations with broadband access to the internet, by legal form of organization (31.12)



Source: Survey on ICT usage in public administration, CZSO 2005 (2003, 2004)

The biggest **percentage of personal computers with broadband connection** is in regional offices, which had 92% of these computers. Municipalities with less than 500 citizens had the smallest percentage (23,6%) of personal computers with broadband connection.

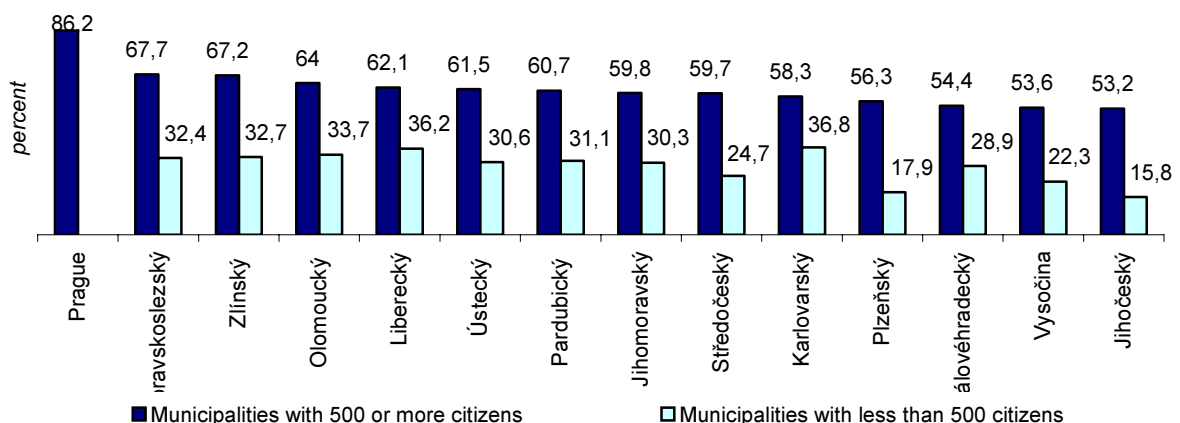
Graph 6: Percentage of personal computers with broadband connection to the internet, by legal form of organization (31.12.2005)



Source: Survey on ICT usage in public administration, CZSO 2005

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

Graph 7: Percentage of municipalities with broadband connection to the internet, by region (31.12.2005)



Source: Survey on ICT usage in public administration, CZSO 2005

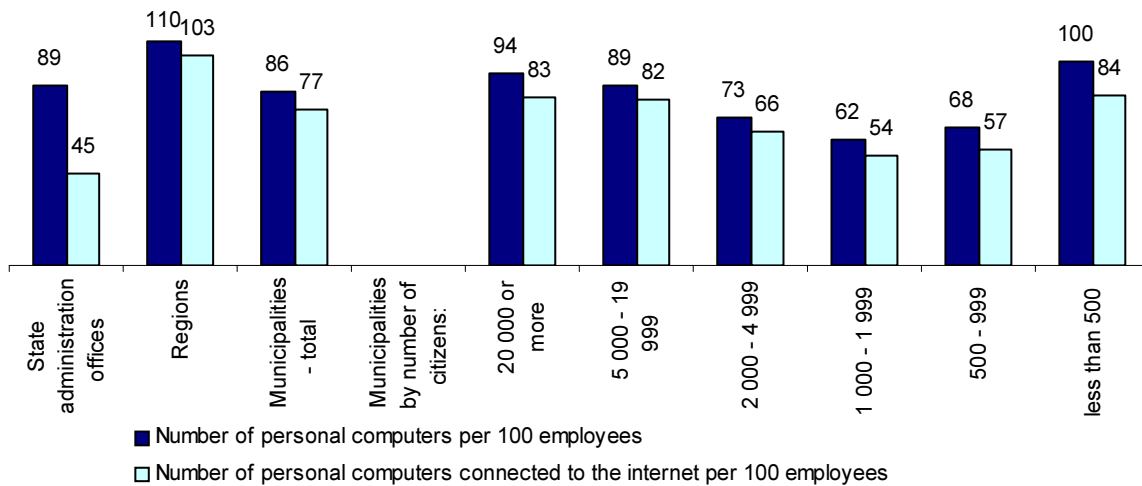
Comparison by regions and districts (cartograms) can be found on **pgs. 103 a 105**.

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: 89 personal computers and 45 personal computers connected to the internet in state administration offices, 110 PCs and 103 PCs with internet access in regional offices, 85 PCs and 76 PCs with internet access in large municipalities and 100 PCs and 84 PCs with internet access in small municipalities.

Graph 8: Number of personal computers and personal computers with internet access per 100 employees, by legal form of organization (31.12.2005)

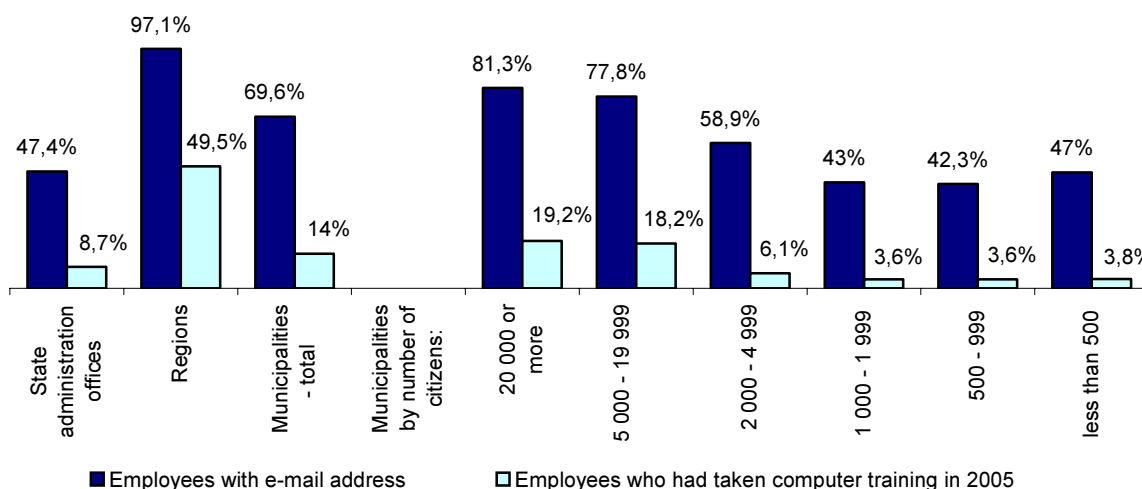


Source: Survey on ICT usage in public administration, CZSO 2005

2.2. Number of employees with access to selected technologies

In 2005, regional offices had 97,1% employees provided with e-mail address, while only 42,3% 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 2005. The most active were employees of regional offices (49,5%) and the least active were employees of municipalities with 500-2 000 citizens (3,6%).

Graph 9: Percentage of employees with access to selected technologies at work, by legal form of organization (31.12.2005)

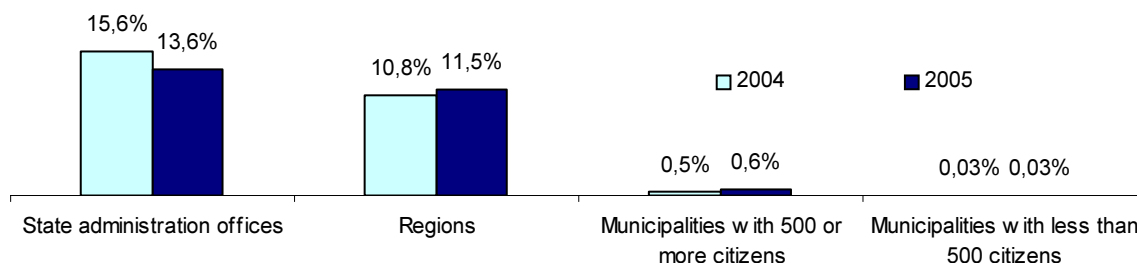


Source: Survey on ICT usage in public administration, CZSO 2005

2.3. Number of experts on IC technologies

State administration offices were by Dec. 31, 2005 employing 5.000 IT experts (in average 14 experts per organization). Regional offices had 149 IT experts (12 per organization), large municipalities had 1.732 IT experts (0,6 per organization) and small municipalities had 92 IT experts (0,03 per organization).

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



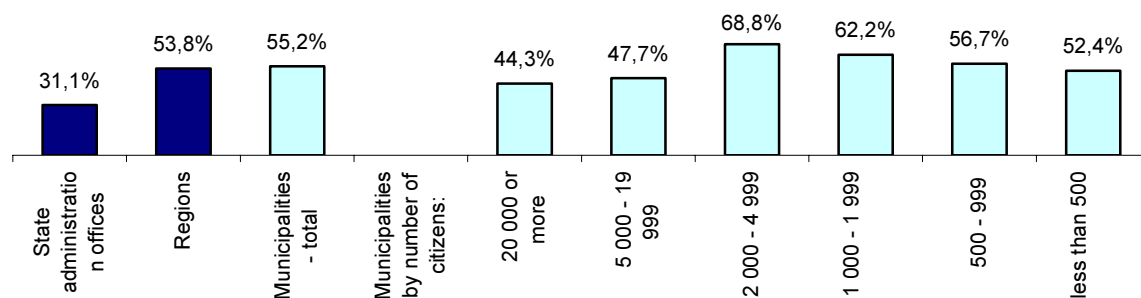
Source: Survey on ICT usage in public administration, CZSO 2005 (2003, 2004)

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

3.1. Public internet access points

31,1% of state administration offices provided a public internet access point for citizens. So did 53,8% of regional offices, 58,8% of large municipalities and 52,4% of small municipalities.

Graph 11: Percentage of organizations* providing Public Internet Access Point for citizens, by legal form of organization (31.12.2005)



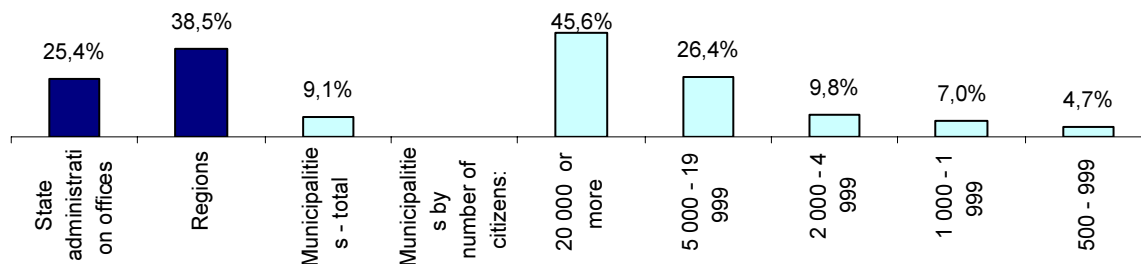
* From total number of organizations with internet access

Source: Survey on ICT usage in public administration, CZSO 2005

3.2. Information kiosks

25,4% of state administration offices provided information kiosk by Dec. 31, 2005. So did 38,5% of regional offices and 9,1% of large municipalities.

Graph 12: Percentage of organizations providing citizens with information kiosk, by legal form of organization (31.12.2005)



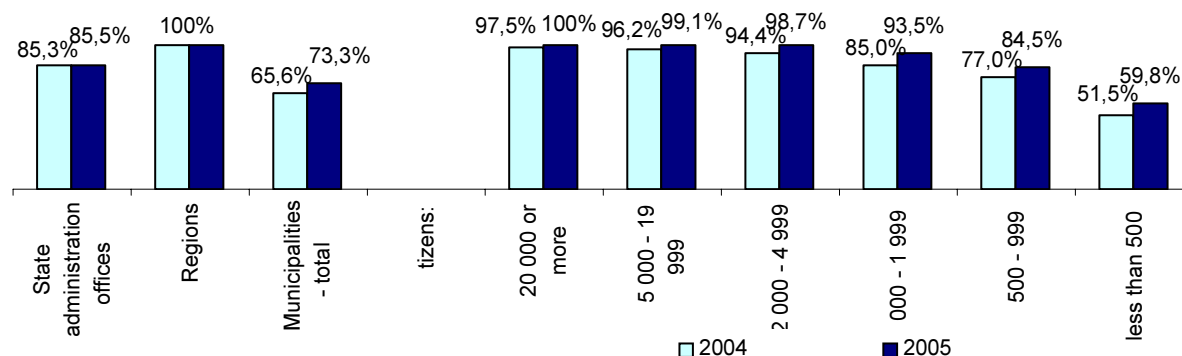
Source: Survey on ICT usage in public administration, CZSO 2005

4. WEB SITES OF PUBLIC ADMINISTRATION

4.1. Web sites

All regional offices and municipalities with 20.000 or more citizens had their own web site by Dec. 31, 2005. So did 85,5% of state administration offices, 90,5% of large municipalities and 59,8% of small municipalities.

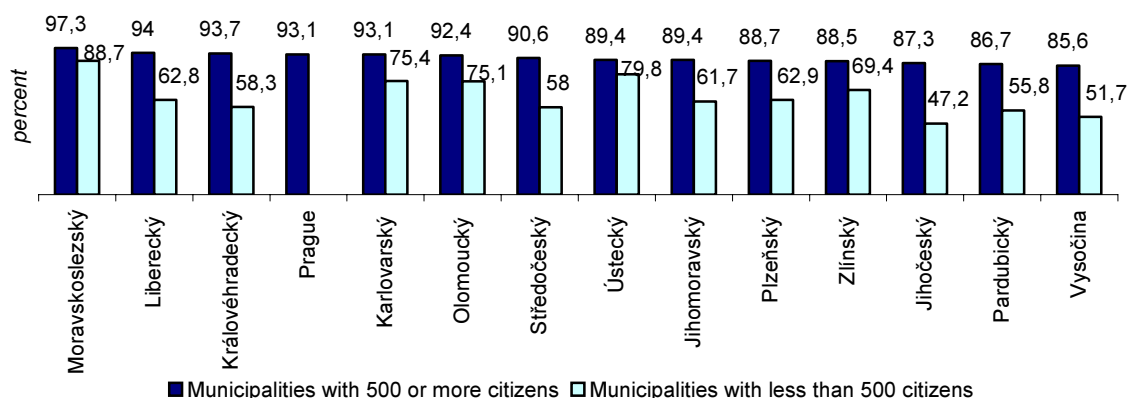
Graph 13: Percentage of organizations with web site, by legal form of organization (31.12.)



Source: Survey on ICT usage in public administration, CZSO 2005 (2004)

Bigger differences were found in **regional comparison** (graph 14).

Graph 14: Percentage of municipalities with web site, by region (31.12.2005)



Source: Survey on ICT usage in public administration, CZSO 2005

Comparison of regions and districts (cartograms) can be found on **pgs. 104 a 106**.

4.2. On-line services available on web sites

Information was found* on 91,7% web sites of state administration offices, all regional offices and on 89,3% of web sites of large municipalities.

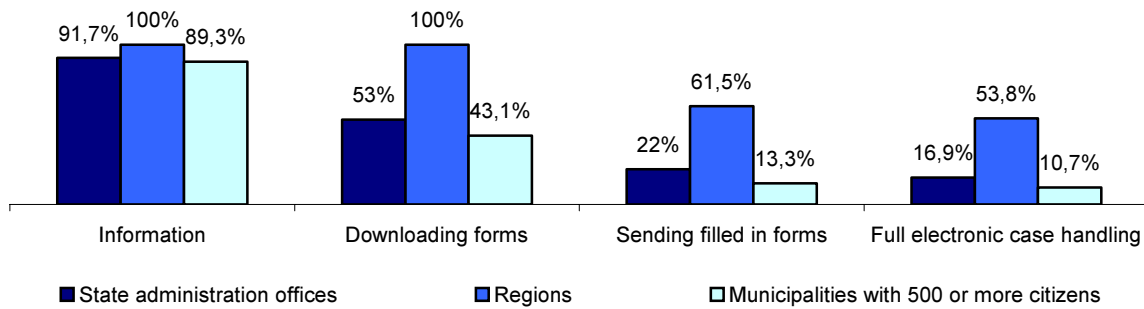
Downloading of forms from web site was offered* by 53% of state administration offices, all regional offices and 43,1% of large municipalities.

Sending filled-in forms through web sites was offered* by 22% of state administration offices, 61,5% of regional offices and 13,3% of large municipalities.

The most sophisticated form of interaction, **full electronic case handling** was offered* by 16,9% of state administration offices, 53,8% of regional offices and 10,7% of large municipalities.

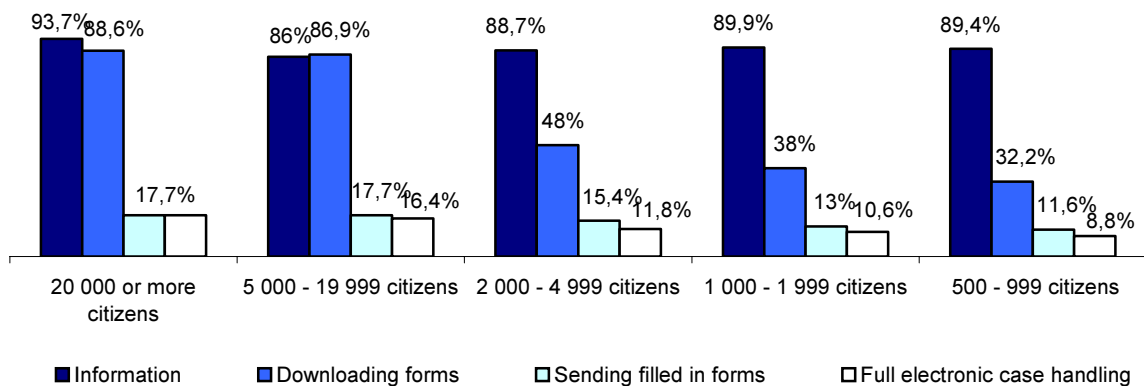
* from total number of organizations with web site

Graph 15: Percentage of organizations** by sophistication of on-line services and legal form of organization (31.12.2005)



** From total number of organizations with web site
Source: Survey on ICT usage in public administration, CZSO 2005

Graph 16: Percentage of municipalities with 500 or more citizens*** by sophistication of on-line services and number of citizens (31.12.2005)



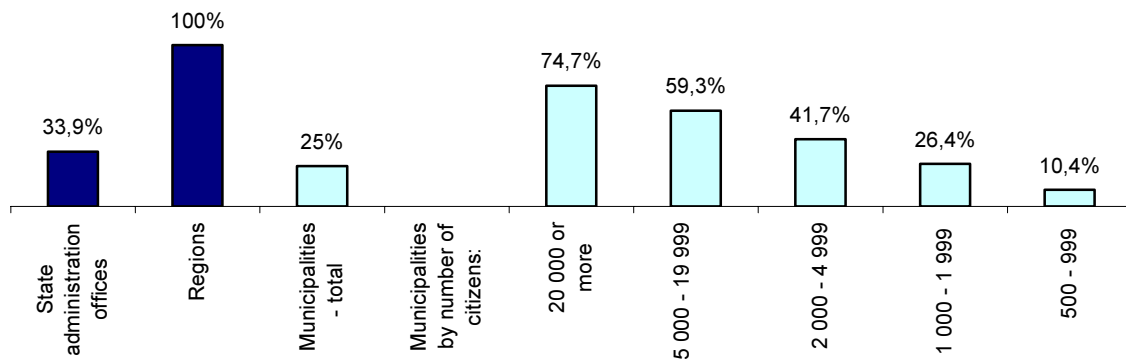
*** From total number of municipalities with web site
Source: Survey on ICT usage in public administration, CZSO 2005

5. INTERNET USAGE FOR PURCHASING OF GOODS AND SERVICES

5.1. E-procurement

Public tender published through web site www.centralni-adresa.cz 33,9% of state administration offices, all regional offices and 25% of large municipalities.

Graph 17: Percentage of organizations* which used the page www.centralni-adresa.cz for e-procurement, by legal form of organization (in year 2005)

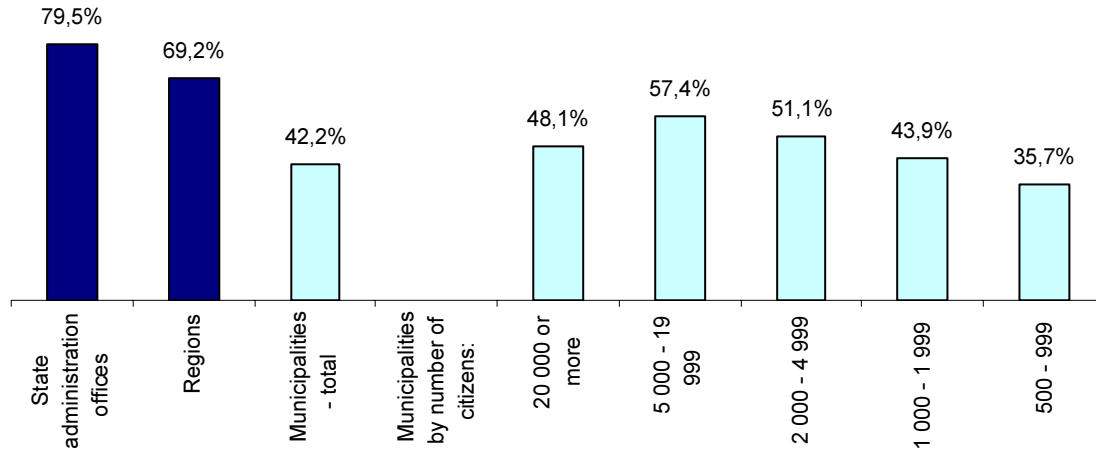


* From total number of organizations who took part in the survey
Source: Survey on ICT usage in public administration, CZSO 2005

5.2. Central purchasing of goods or services

In 2005, 79,5% of state administration offices used computers to make central purchases of office materials and other goods. So did 69,2% of regional offices and 42,2% of large municipalities.

Graph 18: Percentage of organizations** which used computer system for central purchasing of goods in 2005, by legal form of organization



** From total number of organizations who took part in the survey
Source: Survey on ICT usage in public administration, CZSO 2005