

## METHODOLOGY

### SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN PUBLIC ADMINISTRATION

The Czech Statistical Office realized in 2006 the third annual survey on ICT Usage in Public Administration in the Czech Republic. The pilot survey was carried out in 2003. The main focus of the survey was to monitor access to ICT by public administration, infrastructure and usage of ICT and internet activities of individuals and enterprises in relation to public administration.

- Reference period:** December 31, 2005
- Survey period :** 1<sup>st</sup> quarter of 2006
- Target population:** Survey fully covered all state administration offices, regional offices and municipalities.
- Survey technique:** Mail survey, which was also possible to fill out and submit electronically
- Sample:** Organizations by legal form:
1. State administration office
  2. Regional office
  3. Municipality (incl. parts of Prague)
    - a) Municipality (or part of Prague) with 500 or more citizens
    - b) Municipality with less than 500 citizens

Legal form „**State administration office**“ covers ministries, central state administration offices, labour offices, courts, regional veterinary offices etc.

Legal form „**Regional office**“ covers all regional offices.

Legal form „**Municipality or part of Prague**“ covers all municipal offices and offices of each part of Prague

#### Questionnaire structure:

Questionnaire designed for **state administration offices, regional offices and municipalities with 500 or more citizens** covered the following:

1. access to information and communication technologies
2. usage of information and communication technologies to cover needs of organization
3. citizens' access to information and communication technologies made available by public administration (public internet access point, information kiosk)
4. web sites and services available on-line for citizens and enterprises
5. electronic purchasing of goods and services

Questionnaire designed for **municipalities with less than 500 citizens** was shorter and covered only basic indicators, mainly focusing on infrastructure of ICT and citizens' access to ICT within organization.

Table: Target population

Legal form of organization		Target population	Sample population	Number of returned questionnaires	Response rate* (%)
<b>State administration office</b>		376	367	366	99,7
<b>Regional office</b>		13	13	13	100
<b>Municipalities or parts of Prague</b>	20 000 or more citizens	79	79	79	100
	5 000 - 19 999 citizens	216	216	216	100
	2 000 - 4 999 citizens	381	381	376	98,7
	1 000 - 1 999 citizens	680	680	667	98,1
	500 - 999 citizens	1302	1302	1264	97,1
	less than 500 citizens	3642	3642	3333	91,5

\* response rate: = (number of returned questionnaires / sample population) \*100

## WEB SURVEY OF PUBLIC ADMINISTRATION

Czech Statistical Office carried out the web survey as a follow-up survey to the annual survey on ICT Usage by Public Administration. The web survey was launched in 2003 and followed up in 2004. The newest data were gathered in 2006. The web survey monitors information and on-line services availability on Czech public administration web sites and helps identify the relationship between public administration and the general public.

**Survey technique:** Web survey collects data straight from given web sites. Positive approach is guaranteed by statistician who is surfing through given public administration web sites as regular citizen who is searching for specific information and services.

**Sample:** Total number of organizations: 245  
In which: central public administration offices: 26  
          regional offices incl. parts of Prague: 14  
          municipalities with extended competence: 205  
*Database of organizations taking part in the survey incl. links to their web pages was gathered in August 2006 from Portal of public administration [www.portal.gov.cz](http://www.portal.gov.cz)*

**Survey period:** 8-9/2006

### Main indicators:

Number of organizations providing following **information** on their web site:

- information on departments and office personnel
- information published by PAIS regulation
- information where and how to solve life and crisis situations
- posting important documents – office agenda
- information on job openings

Number of organizations providing following **services** on their web site:

- fulltext
- Blind Friendly
- language versions of web site
- electronic registry
- links to governmental web sites
- on-line contact, discussion, FAQ

In case of *municipalities with extended competences* the following indicators were also monitored: attendance of web site, web camera, municipality history and culture, municipality plan of development, sending information to e-mail/mobile, opinion poll, registration, link to Portal of public administration

*Municipalities with extended competences* were also monitored from point of availability of selected **basic on-line services:**

- personal documents (passport, drivers license)
- certificates (birth certificate, wedding certificate)
- business license
- construction permit
- announcement of moving (change of address)
- social contributions (unemployment, children, health)

Availability of particular on-line services was judged by **degree of sophistication:**

**Stage 1** – Information: on-line information about public services

**Stage 2** – One-way interaction: downloading of forms

**Stage 3** – Two-way interaction: processing of forms

**Stage 4** – Transaction: full electronic case handling

## TERMINOLOGY

**Agenda:** public notices, regulations, resolutions etc. Posted on a web site by organization

**Availability and sophistication of on-line services:**

**Information:** obtaining information from public authorities web sites

**One way interaction:** downloading official forms

**Two way interaction:** sending filled in forms

**Transaction:** full electronic case handling

**Blind Friendly:** access to a web site for handicapped citizens

**Broadband:** ADSL, Cable TV, wireless and other types of internet access with connection speed 256 kbps or more

**Cultural information:** municipality or regional culture (movies, theatres, sport events etc.)

**Central ordering of goods:** ordering goods by e-mail or on-line – from one place for whole organization

**Discussion:** open on-line discussion (possible after registration on the web site or without registration)

**Electronic registry:** point established by organization which is receiving and sending data messages (electronic message = electronic data) through public net (or other types of net) using electronic signature. **Electronic signature** is one of the main tools of identification of persons and authentication of documents in the Internet environment.

**Employment status:** status of individual on job market. Population is divided into groups: employed, unemployed or non-active ( individuals who were during reference period unemployed for reasons such as studies, retirement, long term sickness, disability etc.)

**ICT specialist:** employees – experts on hardware, software or other ICT services who are helping others to use ICT (e.g. programmer, network administrator, technician etc.)

**FAQ:** the most frequently asked questions and answers about organization activities posted on-line

**History information:** municipality or regional history

**Information about departments:** structure of the organization, describing functions of its departments

**Information for citizens:** on-line advices on how and where to solve life or crisis situations

**Information kiosk:** computer at public place (e.g. town hall) which allows citizens to view information on public administration, culture, health, education, public transportation, maps etc.

**Information published by PIAS regulation:** selected information on public administration which must be available on-line to the public

**Information sent to email/mobile phone:** organization offers to send actual information about its activities to email or mobile phone (registration of the email or mobile number is required)

**Internet:** world wide computer network

**Internet user** (individual): individual who has used internet in last 3 months

**LAN:** Local Area Network

**Legal form:**

**State administration office:** ministries, central state administration offices, regional offices, labour offices, courts, regional veterinary offices etc.

**Regional offices:** this legal form doesn't include Prague City Hall

**Municipality or part of Prague:** all municipalities or offices which are part of Prague

**Links:** links from municipality or regional web site to web sites of central public administration offices (e.g. Portal of public administration)

**Municipality (or municipality with extended competences):** basic self-governing community with clearly defined border. Municipality has its own properties and in legal matters appears under its own name.

**Office personnel:** names of organization employees (mainly members of municipality council – minister, mayor, chairman, directors, deputy directors, experts) and contacts

**On-line contact:** citizen can send message electronically to organization directly from web page without using e-mail

**Opinion poll:** visitor of a web site can vote on pre-defined topic

**Personal computer:** includes all types of personal computers: desktop computer, portable computer or handheld computer

**Size of enterprises:**

**Extra small enterprises:** 5-9 employees

**Small enterprises:** 10-49 employees

**Medium enterprises:** 50-249 employees

**Large enterprises:** 250 or more employees

**Type of location:**

**Densely populated area:** 500 or more citizens per km<sup>2</sup> and total number of citizens at least 50 000

**Intermediate area:** 100 or more citizens per km<sup>2</sup> and total number of citizens at least 50 000

**Thinly populated area:** location doesn't fit either densely populated area or intermediate area

**www.centralni-adresa.cz:** web site, information system about public orders, auctions and other offers. Organization can use this web site to place an order or join an auction.