

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**.

The latest survey in regards to this issue was conducted in the first half of 2012 in respect of the **reference period of 31 December 2011**. A total of 364 of the state's organisational branches, 13 regional offices and 6 301 municipal offices were surveyed.

In order to measure better how public administration uses their websites as one of the key tool in bringing public administration closer to the general public, the CZSO since 2005 annually carried out: **"Web site content survey of public authorities"** as a supplementary source of information for measuring e-Government in the Czech Republic.

The latest web site content survey was conducted in **August 2013**. All (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included in this survey.

Definitions:

- A **free wireless Internet connection** shall mean the Internet access free of charge by means of a WiFi technology on the territory of a municipality. *It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.*
- A **form for downloading** shall mean the form is available (most often in the PDF format) at a webpage of the organisation. A citizen/enterprise may download the form or print it out. *To be counted, the public authority shall have at least one downloadable or printable official form for provided public services (administrative procedures) available on its websites.*
- A **form for on-line completion** shall mean a web application where citizen/enterprise can fill in the form right at the webpage of an organisation. A rule accuracy of filling is often automatically included. *To be counted, the public authority should offer on its websites at least one public service (administrative procedure) for online completion.*
- A **form for full electronic case handling** shall mean that the public authority offer through their websites to treat at least one of the provided public services (administrative procedures) completely electronically without the need for paper work or personal visit of the authority.
- An **electronic submission (submitting completed forms)** shall mean there is a web application enabling that a form can be filled in and sent out directly on-line. What is important is that citizen/enterprise does not need to visit the authority personally.
- A **data mailbox** is by definition intended for secure transmission of messages and documents. It is not intended to store messages or for other operations with them. Data mailboxes allow communication with public administration and replace the use of ordinary paper contacts with electronic contacts. An important element of the law is the recognition of electronic documents as equals of paper documents and the ensuring of their security.

Regional data can be found in chapter 18 of each **Regional yearbook**.

<http://www.czso.cz/eng/edicniplan.nsf/aktual/ep-1#10>

Information on **Internet usage by individuals and enterprises for interaction with government** comes from annual surveys of the CZSO on ICT usage by individuals and enterprises (see Chapters C and D).

The **Eurostat** online database for **Information society statistics** was used to obtain international data on Internet use by individuals/enterprises in interaction with public authorities. *Data from this database were extracted in March 2014.*

Further information on eGovernment statistics can be found at:

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

E Public authorities

Tab. E1 Selected ICT used by Czech public authorities; 2011

	LAN	Internet	Websites
State administration offices	99,0	100,0	95,0
Regional offices	100,0	100,0	100,0
Municipalities, total	59,4	99,8	97,9
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	99,5	100,0	100,0
2 000 - 4 999 citizens	97,3	100,0	99,8
1 000 - 1 999 citizens	87,9	100,0	99,3
500 - 999 citizens	70,2	99,8	99,2
less than 500 citizens	40,8	99,6	96,7

LAN - local area network

Figure E1 Municipalities with a broadband and websites

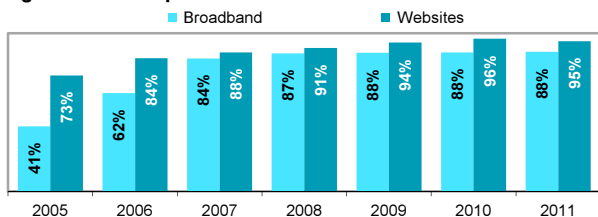


Figure E2 Internet use by municipalities; 2011

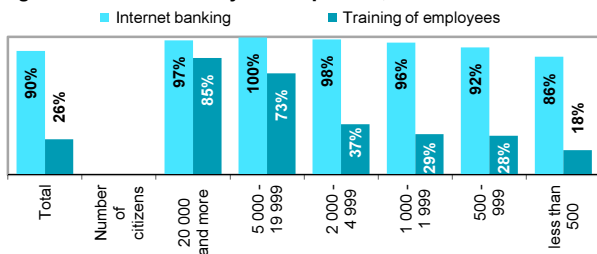
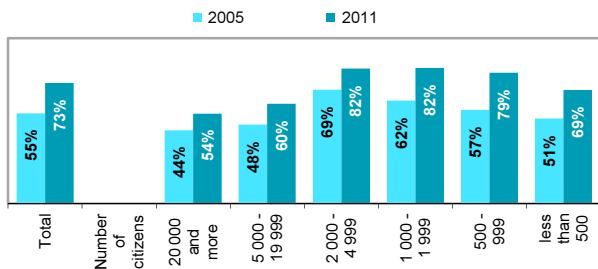


Figure E3 Municipalities with public Internet access point/centre (PIAC)



as a percentage of all public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E2 Applications on public authorities' websites in the Czech Republic; 2011

	Forms for downloading	Online completion of forms	Full electronic case
State administration offices	64,0	32,2	38,9
Regional offices	100,0	84,6	69,2
Municipalities, total	50,5	14,3	13,0
<i>Size class of municipalities:</i>			
20 000 or more citizens	97,5	34,2	20,3
5 000 - 19 999 citizens	98,1	18,6	19,5
2 000 - 4 999 citizens	82,1	19,9	21,9
1 000 - 1 999 citizens	62,3	16,3	15,4
500 - 999 citizens	50,2	14,8	12,0
less than 500 citizens	39,6	12,3	11,1

Figure E4 Municipalities providing on their websites forms for downloading

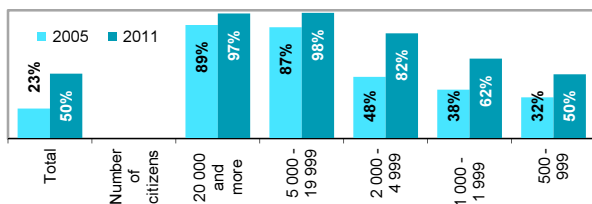
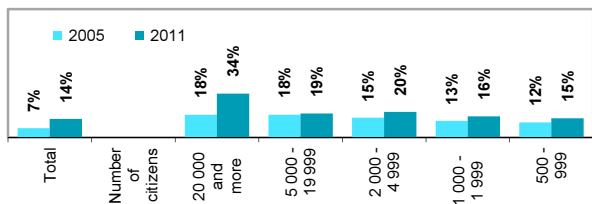
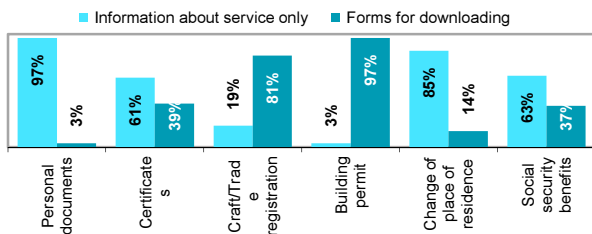


Figure E5 Municipalities with a web application for online filling-in forms



as a percentage of public offices with a Website

Figure E6 Services available on web sites of municipalities with an extended competence; 2013



as a percentage of all municipalities with an extended competence

Source: CZSO, Gov. survey on ICT Use and Website content survey of municip.

E Public authorities

Tab. E3 Individuals using the Internet for interaction with public authorities in the Czech Republic; 2013

	Searching for information	Downloading forms	Sending filled in forms
Total (aged 16+)	26,1	11,7	6,6
Total (aged 16–74)	27,6	12,3	6,9
Gender:			
Males (aged 16+)	26,9	12,9	7,6
Females (aged 16+)	25,3	10,5	5,6
Age group:			
16–24 years	23,2	8,5	3,9
25–34 years	37,7	15,8	9,4
35–44 years	41,6	21,3	12,2
45–54 years	30,1	15,3	7,9
55–64 years	19,7	7,7	4,5
65 and more years	6,7	1,5	1,0
Highest education level (aged 25+):			
Basic	3,9	1,4	0,8
Lower secondary (ISCED 3C)	14,6	5,1	2,4
Upper secondary (ISCED 3A and 4)	37,1	16,8	9,7
Tertiary (ISCED 5-6)	49,0	26,9	16,9
Specific categories:			
Students (aged 16+)	21,4	7,7	3,4
Pensioners	6,2	1,8	0,9

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

Figure E7 Individuals using the Internet for interaction with public authorities

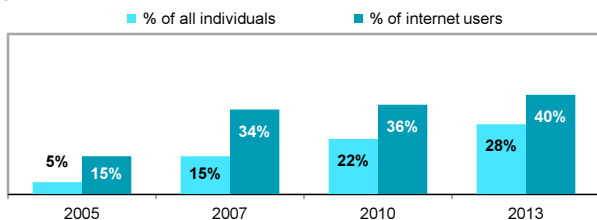
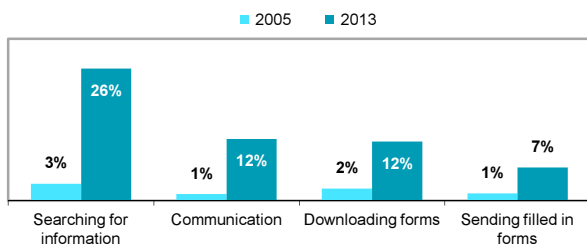


Figure E8 Individuals using the Internet for interaction with public authorities for selected activities

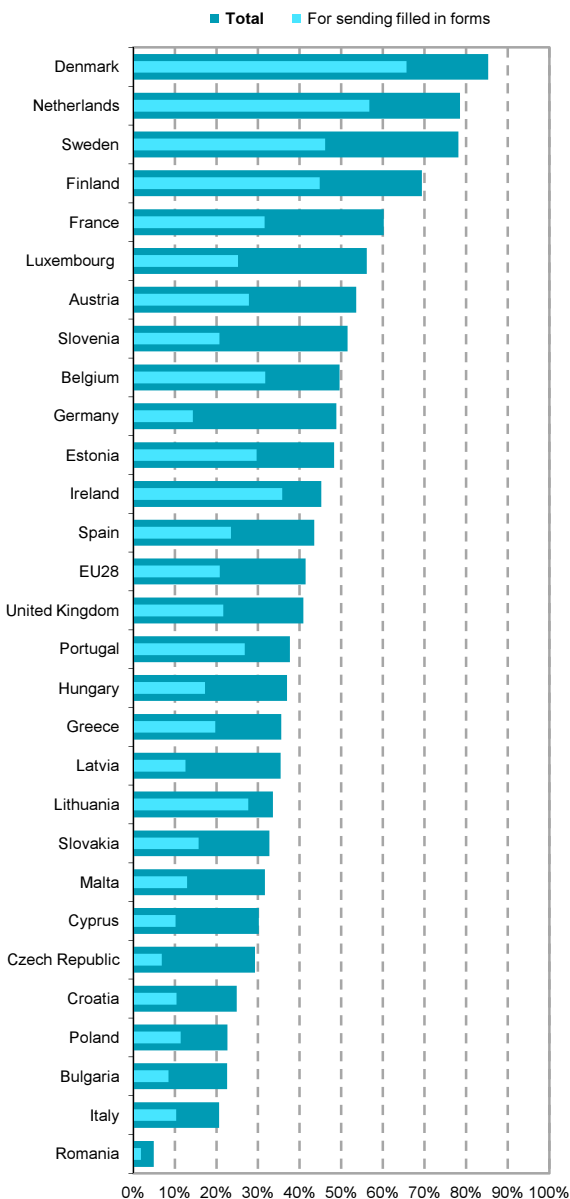


as a percentage of all individuals aged 16+

Source: Czech Statistical Office, Household Survey on ICT Use

E Public authorities

Figure E9 Individuals using Internet for interaction with public authorities; 2013



as a percentage of all individuals aged 16 to 74

Source: Eurostat 2014

E Public authorities

Tab. E4 Enterprises using the Internet for interaction with public authorities in the Czech Republic; 2012

%

	Searching for information	Downloading forms	Sending filled in forms
Total (10 and more employees)	92,1	89,9	80,7
Small enterprises (10-49)	90,6	88,0	77,7
Medium enterprises (50-249)	97,5	96,9	91,6
Large enterprises (250+)	99,5	99,1	95,7
NACE category:			
Manufacturing	94,4	92,1	82,8
Electricity, gas and water supply	93,0	92,3	86,3
Construction	93,9	92,2	84,0
Sale and repair of motor vehicles	93,7	91,9	87,4
Wholesale trade	94,0	92,2	84,0
Retail trade	79,0	76,1	69,0
Transport and storage	92,4	91,7	77,7
Accommodation	95,2	91,2	80,7
Food and beverage services	79,8	74,2	59,3
Travel agency and related activities	97,0	94,8	83,7
Media industries incl. publishi. activ.	97,4	94,0	87,7
Telecommunications	97,2	98,1	91,7
Computer progr. and related activ.	98,4	98,0	93,2
Financial and insurance activities	99,3	96,9	87,9
Real estate activities	97,1	94,9	88,7
Profes., scient. and technical activ.	94,6	93,1	83,1
Administrative and support activ.	88,0	85,1	72,3

Figure E10 Enterprises using the Internet for online filling of forms

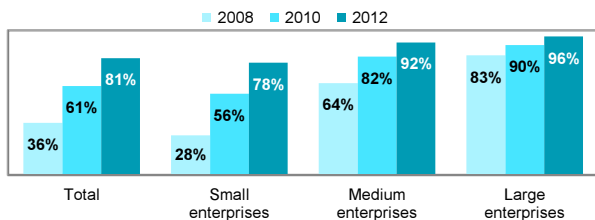
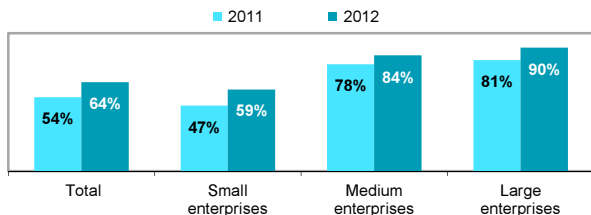


Figure E11 Enterprises using the data mailbox for sending documents to public authorities



as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

E Public authorities

Figure E12 Enterprises using the Internet for interaction with public authorities; 2012



as a percentage of all enterprises

Source: Eurostat 2014

E Public authorities

Tab. E5 Enterprises using the Internet for treating administrative procedure fully electronically

%

	2010	2011	2012
Total (10 and more employees)	48,2	59,1	65,9
Small enterprises (10-49)	41,0	53,5	61,2
Medium enterprises (50-249)	75,2	78,6	82,9
Large enterprises (250+)	87,7	90,6	91,4
NACE category:			
Manufacturing	58,5	70,2	71,8
Electricity, gas and water supply	56,3	74,2	74,8
Construction	33,2	44,6	70,4
Sale and repair of motor vehicles	50,2	62,3	64,7
Wholesale trade	64,2	72,4	66,1
Retail trade	33,7	41,3	52,3
Transport and storage	49,0	51,5	62,8
Accommodation	31,5	46,9	57,5
Food and beverage services	21,4	31,2	42,7
Travel agency and related activities	33,9	40,6	54,1
Media industries incl. publishi. activ.	49,5	63,0	69,5
Telecommunications	64,0	67,1	79,8
Computer progr. and related activ.	58,6	71,9	77,2
Financial and insurance activities	57,8	59,9	72,6
Real estate activities	42,3	52,5	66,4
Profes., scient. and technical activ.	33,9	40,6	54,1
Administrative and support activities	34,9	49,8	53,6

Figure E13 Enterprises using the Internet for treating administrative procedure fully electronically

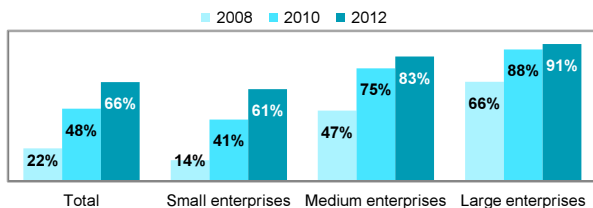
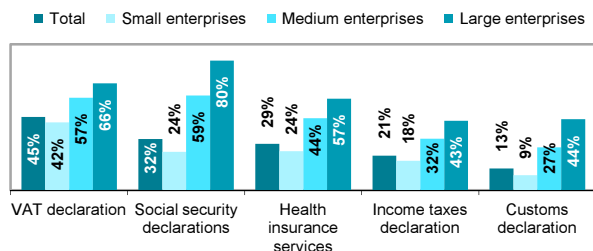


Figure E14 Enterprises using the Internet for treating chosen administrative procedure fully electronically; 2012



as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use