

## METHODOLOGY

In 2005 The Czech statistical office (CZSO) realized the second annual survey on ICT usage in the Czech public administration sector. The pilot survey was carried out in 2003.

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

**Aim of the survey:** The survey was focused on wide range of indicators on the infrastructure of information technologies and the degree of their usage in the Czech public administration sector.

**Reference period:** 31.12.2004

**Survey period :** January – April 2005

**Target population :** All state administration offices, all regional offices and all municipalities

**Sample:** All state administration offices, all regional offices and all municipalities

**Collection methodology:** mail survey

**Structure of the questionnaire:**

The questionnaire for State administration offices, regional offices and municipalities with 500 and more citizens had 5 parts:

1. access to information and communication technologies
2. usage of information and communication technologies for needs of organization
3. access of citizens to information and communication technologies (Public Internet Access Points)
4. web sites, information and services available on web sites
5. usage of the internet for public procurement

There were only basic questions used in the questionnaire for municipalities with less than 500 citizens.

Table: Target population

Type of institution		Target population	Number of filled and returned questionnaires	Response rate* (in %)
State administration offices		375	373	99,5
Regional offices		13	13	100
Municipalities	Municipality with 500 citizens and more	2628	2567	97,7
	Municipality with less than 500 citizens	3673	3328	90,6

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

Note: target population = sample population

## **1.2. USED TERMINOLOGY**

### **1.2.1. Survey on information and communication technologies usage in public administration**

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

**Information** – on-line information about public services

**One-way interaction** – downloading of forms

**Two-way interaction** – processing of forms

**Transaction** – full case handling

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

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

**Information kiosk** – computer at a public place (e.g. town hall), where citizens can find information about public administration, culture, health, education, public transport etc.

**Internet** – world wide computer network

**LAN** – Local Area Network

**Personal computer** – all types of personal computers (desktop computer, portable computer, handheld computer)

[www.centralni-adresa.cz](http://www.centralni-adresa.cz) - official site of public auctions and other offers

### **1.2.2. Usage of public administration web site by citizens and enterprises**

**Internet user** – person who used the internet in the last 3 months

**Extra small enterprise** - 5 – 9 employed persons

**Small enterprise** - 10 – 49 employed persons

**Medium enterprise** – 50 – 249 employed persons

**Large enterprise** – 250 and more employed persons