

B. WEB SURVEY OF PUBLIC ADMINISTRATION

METHODOLOGY

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, 2006, 2007 and 2008. The newest data were gathered in 2009. 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: 244
In which: central public administration offices: 25
 regional offices incl. City 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 2007 from Portal of Public Administration www.portal.gov.cz*

Survey period: 8/2009

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, opinion poll
- audio and video broadcasting

In case of *municipalities with extended competence* the following indicators were also monitored:

- web camera
- municipality history
- municipality plan of development
- municipality culture
- on-line monitoring of waiting status for particular agenda
- on-line appointment system
- sending information to e-mail/mobile
- registration
- link to Portal of public administration
- free citywide wireless network

Municipalities with extended competence 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 adress)
- 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