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INFORMATION SOCIETY

IN FIGURES

2011

CZECH REPUBLIC AND EU

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INTRODUCTION

This year the Czech Statistical Office (CZSO) prepared again updated issue of the annual brochure: "The Information Society in Figures ". Just as in previous years, this brochure is conceived in such a way as to provide, in an easy-to-read form, a sufficient amount of official statistical data on developments in the information society in the Czech Republic and enable a comparison to be made with individual EU states.

This brochure is divided into the following seven chapters:

- A. The **ICT Infrastructure** chapter contains basic data on the available telecommunication and Internet infrastructure and traffic.
- B. The **Households** chapter contains information on households' access to fixed telephone line, mobile telephone, personal computer, Internet and broadband at home.
- C. The **Individuals** chapter contains basic information on ICT uptake by adult population. This basic information is supplemented with data on the place and frequency of computer and Internet use. Data on selected Internet activities undertaken by individuals with a focus on Internet shopping are also included in this chapter. Information about children using Internet at home is newly included here.
- D. The **Enterprises** chapter contains an overview on ICT use by enterprises with a main focus on e-commerce activities. New information related to usage of ICT by employees (incl. use of ICT for doing homeworking) is added here.
- E. The **Public Authorities** chapter provides information on the spread and the use of Internet among public authorities, on the provision of services via websites of public authorities and on the use of the Internet for interaction with public authorities by individuals and enterprises.
- F. In the **Schools** chapter the reader learns about how well equipped schools are with computers and Internet or about the percentage of students using Internet at all and for selected activities.
- G. The **Health establishments** chapter gives an overview of how well equipped establishments are with information technologies. Data on the use of Internet by independent physicians, and information on the use of the Internet by individuals for seeking health-related information are also included here.

Data on ICT use by individuals are further classified according to the main socio-demographic characteristics such as gender, age and education. Data related to enterprises are classified according to the industry or the size of the enterprises. Data on ICT use in schools and health establishments are available according to the types of these institutions.

Besides the above-mentioned classifications, most of the data contained in the brochure is available also in the form of regional and international comparison (EU27).

If you have any questions not answered there, please contact us directly. Your suggestions will be an incentive for further improvement of future releases.

For further information, please visit our website titled **Information society**: http://www.czso.cz/eng/redakce.nsf/i/information_society

Prague, May 2011

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Department of Research, Development and Information Society Statistics

The statistical data on **the available telecommunication and Internet infrastructure** published in this chapter originate from the following sources:

- **Czech Telecommunication Office (CTO)** – data for the Czech Republic on the number of subscriptions in fixed (fixed telephone lines) and mobile (active SIM cards) telephone networks (incl. data about telephone traffic) and data on fixed broadband subscriptions
- **International Telecommunication Union (ITU)** – international data of the fixed and mobile telephone network subscriptions and fixed broadband subscriptions
- **The Organisation for Economic Co-operation and Development (OECD)** - international data on the fixed broadband subscriptions by used technology

Note: This data are mainly collected from providers of these services (Telecommunication operators, Internet service providers) and should be distinguished from data based on ICT users surveys (see chapters B to G).

Definitions:

- **Telephone/Internet subscriber** is a natural person or legal entity connected to these networks on the basis of a contract with the provider of access to these networks. *Subscribers should be distinguished from users.*
- **Fixed telephone line** refers to telephone line connecting a subscriber's terminal equipment to the public switched telephone network (PSTN) and which have a dedicated port on a telephone exchange. *This term is synonymous with the terms "main station" that is commonly used in telecommunication documents.*
- **Active (post-paid + prepaid) SIM card** refers to subscriptions of portable telephones to a public mobile telephone service using cellular technology, which provides access to the PSTN. Both post-paid and prepaid subscriptions are included. *Inactive subscriptions, that is, prepaid cards where a call has not been made or received within the last 3 months, are excluded.*

Note: One person can use more than one active SIM card, i.e. the number of mobile telephone subscribers may be higher than the total number of individuals.

- **Broadband subscriber** is a client (a natural person or legal entity) that uses a high speed Internet access service based on a contract signed with an Internet service provider (ISP).
- **Fixed broadband** includes one of the following Internet access services (technology) that enable a high-speed Internet connection (256 or more kbit/s, in one or both directions): xDSL (ADSL etc.) lines, Cable modem (CATV), Fibre (FTTx) and Fixed wireless connections (FWA) including Satellite broadband Internet, Ethernet LANs, Wireless Local Area Network and WiMAX.

Note: Usage of **3G mobile services** (CDMA or UMTS) usually via 3G modem and dedicated data subscriptions and **Wi-Fi** are included here only if these services are used as the transport mechanism of Internet service providers. This is often case in the Czech Republic

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

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

A ICT infrastructure

Tab. A1 Telecommunication infrastructure and traffic in the CR

	thousand/million		
	2007	2008	2009
Fixed telephone lines (thous.)	2 354	2 264	2 070
residential lines	1 395	1 273	1 161
business lines	935	969	889
others	24	22	20
Mobile phone subscriptions (thous. active SIM cards)	13 055	13 571	13 415
pre-paid	7 207	7 077	6 375
post-paid	5 849	6 493	7 040
Outgoing fixed telephone traffic (mil. minutes)	3 751	2 875	2 579
domestic	3 544	2 692	2 430
international	207	184	149
Outgoing mobile phone traffic (mil. minutes)	10 882	12 698	13 824
domestic	10 497	12 351	13 509
international	385	347	315

Figure A1 Telephone subscriptions per 100 inhabitants

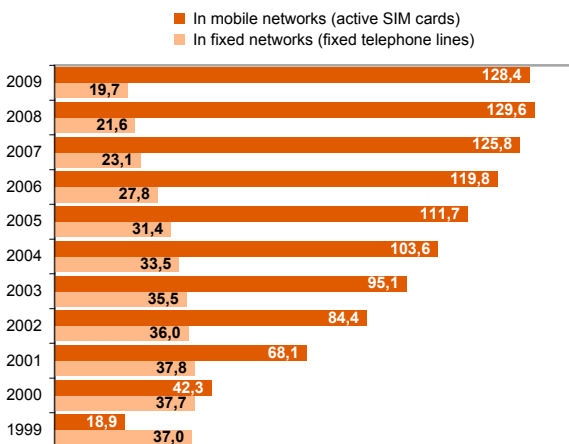
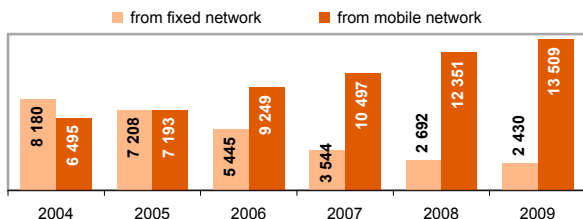


Figure A2 Domestic outgoing telephone traffic (mil. minutes)



Source: Czech Telecommunication Office

A ICT infrastructure

Figure A3 Fixed telephone lines per 100 inhabitants

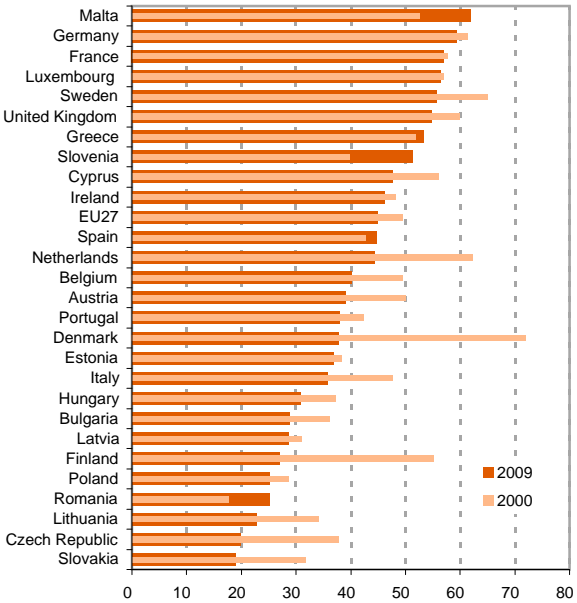
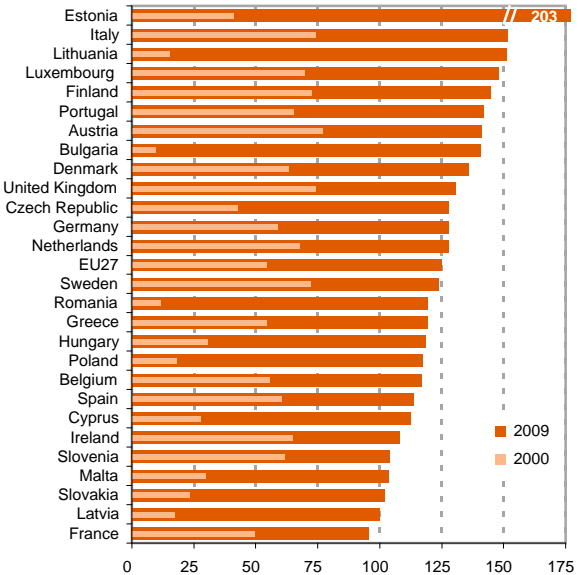


Figure A4 Mobile phone subscriptions (active SIM cards per 100 inhabitants)



Source: International Telecommunication Union, 2010

A ICT infrastructure

Tab. A2 Fixed broadband subscriptions by technology in the CR

	thousand		
	2007	2008	2009
Total	1 679	2 036	2 376
DSL (ADSL) lines	613	697	778
Fixed wireless access (FWA)	520	610	680
Cable modem (CATV)	309	383	442
Mobile networks (CDMA or UMTS)	182	277	371
Fibre (FTTx)	55	70	105

Figure A5 Fixed broadband subscriptions (thousand)

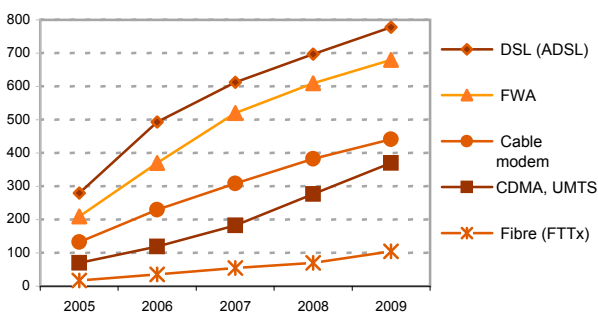


Figure A6 Fixed broadband subscriptions by technology; 2009

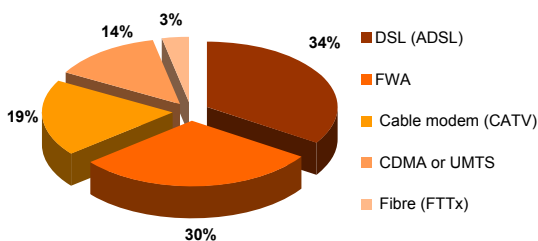
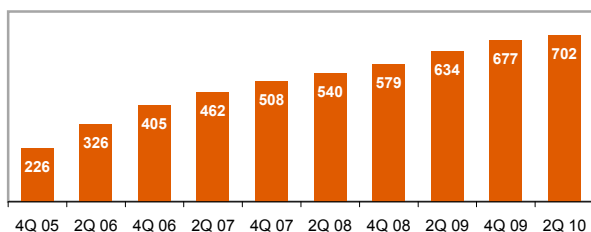


Figure A7 ADSL internet subscriptions from Telefonica O2 (thousand)

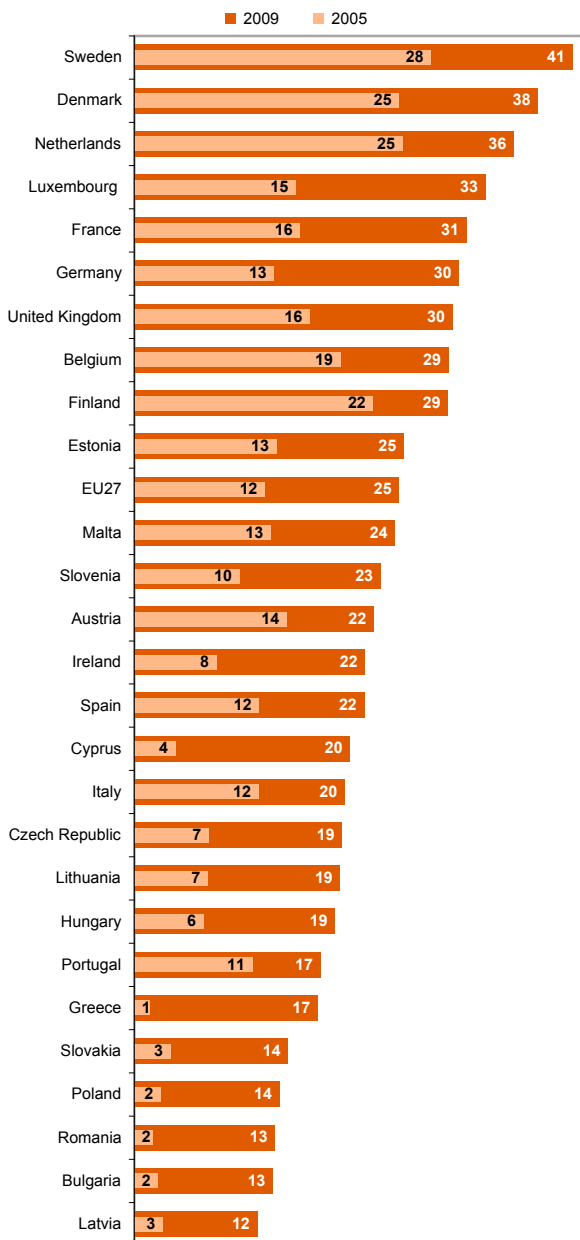


Source: TO2 - Telefónica O2 Czech Republic, Inc.

Source: Czech Telecommunication Office

A ICT infrastructure

Figure A8 Fixed broadband subscriptions per 100 inhabitants



Source: International Telecommunication Union, 2010

A ICT infrastructure

Figure A9 Fixed broadband subscriptions per 100 inhabitants by technology; June 2010

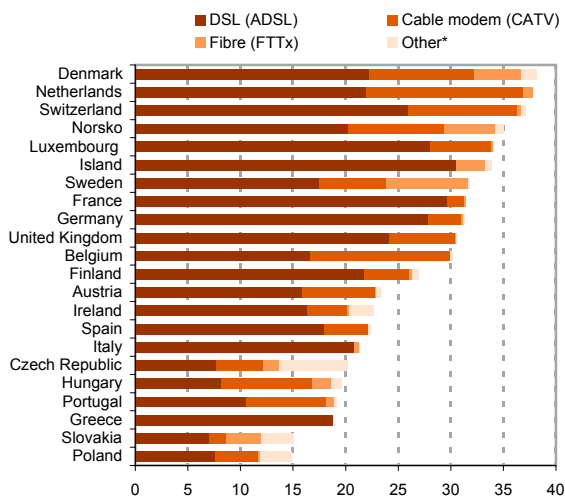
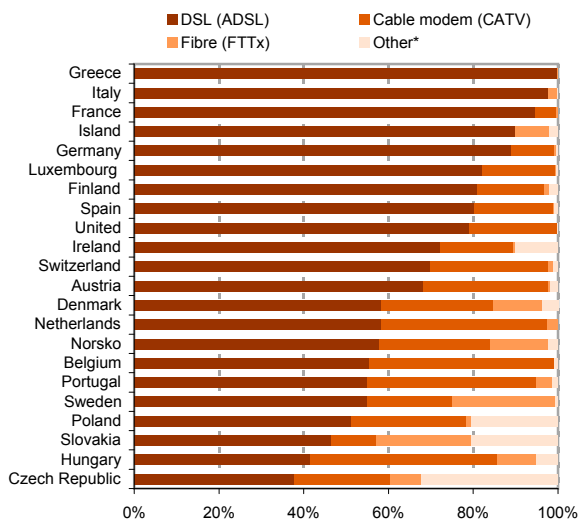


Figure A10 Fixed broadband subscriptions by technology (%); June 2010



* it includes fixed wireless technologies; BPL and Leased lines. It does not include 3G mobile technologies and Wi-Fi except in case that Wi-Fi/3G is the transport mechanism of a fixed-wireless provider (e.g. in rural UK, CZ)

Note: data for fibre and some other broadband technologies are not always available for all countries

Source: OECD, 2010

B Households

Since 2005, the Czech Statistical Office (CZSO) has been regularly monitoring the spread of selected information technologies in households in an independent annual statistical survey titled: "**Sample Survey on ICT Use in Households and by Individuals**"

In the Czech Republic, this survey is conducted as an annex to the Labour Force Survey (LFS) in the form of a Computer Assisted Personal Interviewing (CAPI). The target population consists of all households (4,3 million). In 2010 this survey was conducted in the second quarter, with the questions in the questionnaire being answered by approximately **8 700 individuals from 4 400 households**.

Since 2006, the survey has been conducted according to **Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society**, thereby allowing for the production of data comparable with individual EU27 states.

Notes:

Reference period: The data for households refer to the moment of the interview.

Comparability of data published by the CZSO and Eurostat: The data published by Eurostat for Czech households differ slightly from the data published by the CZSO. This difference is due to the fact that Eurostat includes, as part of the data it publishes, solely households with at least one person between 16 and 74 years of age. As standard, the CZSO provides data for all households. This is the reason why the detailed tables for the Czech Republic give dual values: total and total (16-74).

Definitions:

- **Households with a computer** - computer refers here to a desktop or portable (laptop, notebook, netbook or tablet) personal computer. A computer does not include here a smartphone, PDA or any other handheld computer or device with some embedded computing functions. Computers that are not owned by the household but can be at a member's disposal for personal use at home (e.g. notebook from work) are also included.
- **Households with Internet access** - the Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files. *Access may be by any device enabling Internet access (not only a computer) and via a fixed or mobile network.*
- **Broadband connection** includes one of the following Internet access services: xDSL (ADSL etc.) lines, Cable modem (CATV), Fixed wireless connections (FWA) incl. Wi-Fi, Fibre (FTTx) and other connections that enable a high speed internet connection (256 or more kbit/s, in one or both directions).

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: "**Use of ICT by Households and Individuals in 2010, Code 9701-10**", which is freely available on the CZSO's website.

The CZSO's **Household Budget Survey** acts as a supplementary source of information to this survey. From this source originate data on the equipping of households with **fixed and mobile telephones** and in the case of data prior to 2005 also with **computers and the Internet**.

More detailed information and data are available free of charge on the following dedicated website (tables available in English):

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

B Households

Tab. B1 Households with a fixed telephone line in the CR

	%		
	2007	2008	2009
Total	34,8	31,1	27,6
Household type:			
households without children	38,5	34,9	31,0
households with children	28,1	24,4	21,6
Economic status of the head of household:			
employee	29,6	24,8	21,5
self-employed	39,0	37,0	30,5
unemployed	15,0	15,9	18,5
pensioner	44,5	41,3	37,2
Age of the head of household:			
till 29 years	7,3	6,6	6,8
30 - 39 years	17,0	13,7	13,1
40 - 49 years	33,2	28,2	22,3
50 - 59 years	38,0	33,1	30,4
60 - 69 years	43,2	36,5	32,5
70 and more years	53,1	52,4	45,9

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

Figure B1 Households with a fixed telephone line

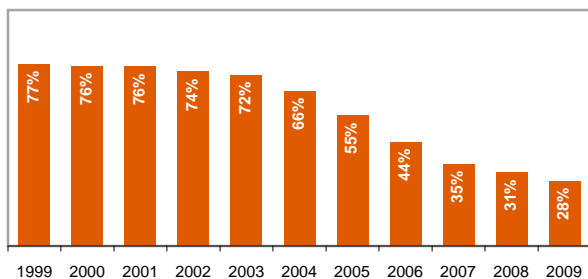
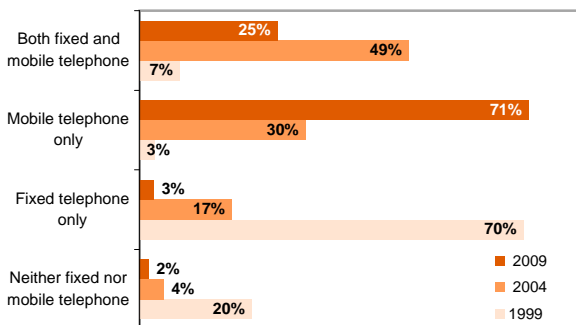


Figure B2 Households with a telephone



as a percentage of all households

Source: Czech Statistical Office, Household Budget Survey

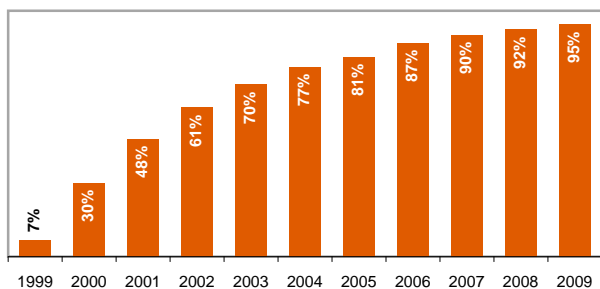
B Households

Tab. B2 Households with a mobile phone in the Czech Republic

	%		
	2007	2008	2009
Total	90,2	92,4	94,6
Household type:			
households without children	86,1	89,2	92,1
households with children	97,4	98,0	98,9
Economic status of the head of household:			
employee	95,3	95,9	97,7
self-employed	89,5	92,7	93,7
unemployed	91,1	92,8	94,5
pensioner	79,7	84,7	88,6
Age of the head of household:			
till 29 years	96,1	95,6	98,4
30 - 39 years	96,6	97,7	98,1
40 - 49 years	97,0	97,9	97,4
50 - 59 years	90,9	93,6	96,4
60 - 69 years	87,9	90,3	93,6
70 and more years	74,7	80,4	85,3

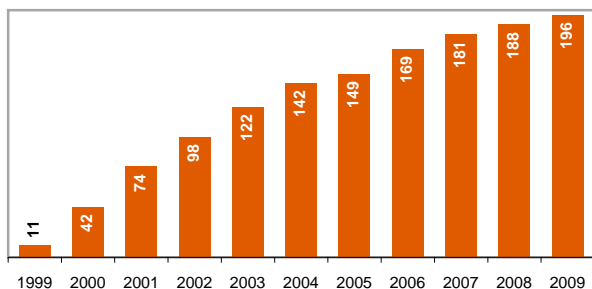
as a percentage of all households in a given socio-demographic group

Figure B3 Households with a mobile phone



as a percentage of all households

Figure B4 Number of mobile phones in households per 100 households



Source: Czech Statistical Office, Household Budget Survey

B Households

Tab. B3 Households with a computer in the Czech Republic

	%		
	2008	2009	2010
Total	47,7	54,2	59,3
Total (16–74 years)	52,4	59,6	64,1
Household type:			
households without children	31,7	43,1	49,9
households with children	76,3	82,5	84,8
Household income:			
the lowest income (first quartile)	.	16,5	21,2
second quartile	.	45,2	46,8
third quartile	.	77,4	75,1
the highest income (fourth quartile)	.	91,3	91,8

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

Figure B5 Households with a computer

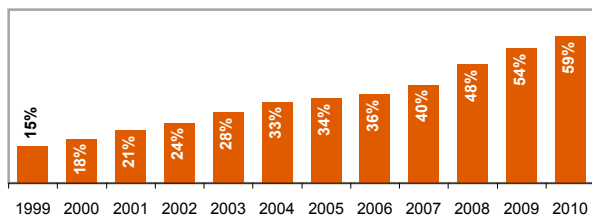
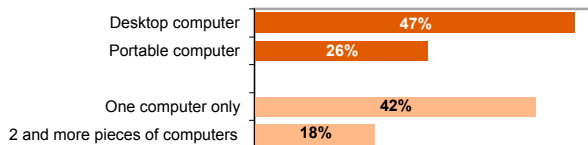
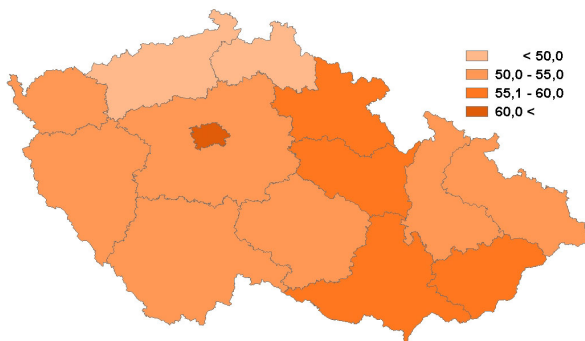


Figure B6 Households with a computer; 2010



as a percentage of all households

Figure B7 Households with a computer by regions; (%) 2010

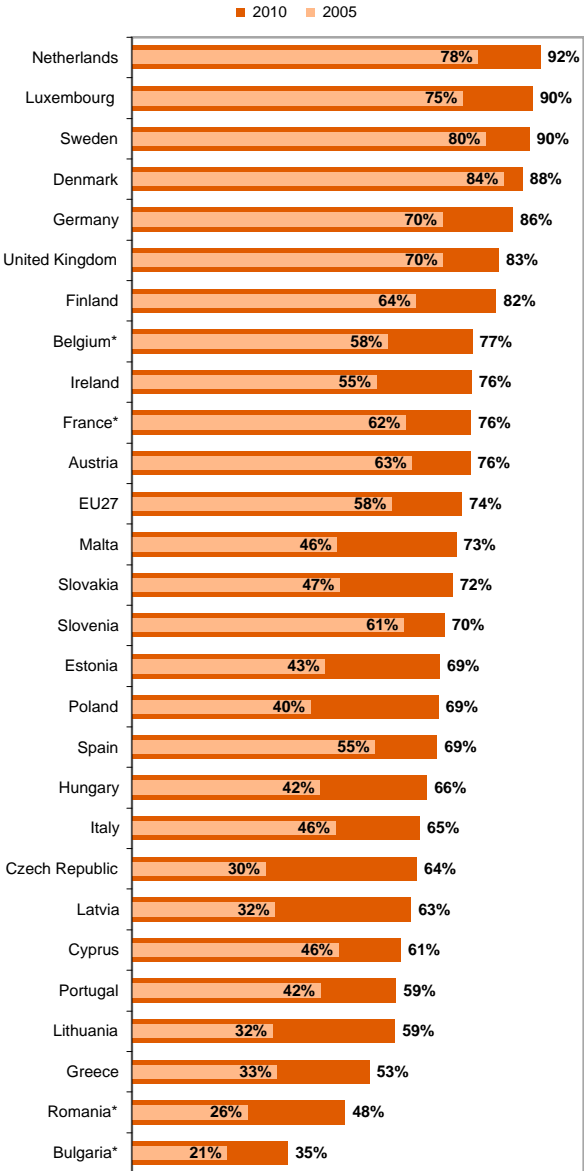


as a percentage of all households in each region

Source: Czech Statistical Office, Household Survey on ICT Use

B Households

Figure B8 Households with a computer



as a percentage of all households where at least 1 member is in age group 16-74 years

* 2006 instead of 2005

Source: Eurostat, 2011

B Households

Tab. B4 Households with Internet access in the Czech Republic

	%		
	2008	2009	2010
Total	41,7	49,2	56,0
Total (16–74 years)	45,9	54,2	60,5
Household type:			
households without children	27,3	38,8	47,2
households with children	67,3	76,0	79,8
Household income:			
the lowest income (first quartile)	.	12,6	18,8
second quartile	.	39,9	42,0
third quartile	.	72,3	71,7
the highest income (fourth quartile)	.	86,4	89,1

Figure B9 Households with Internet access

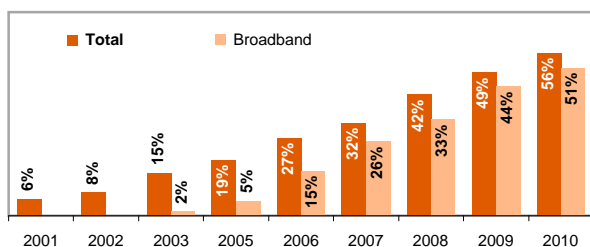
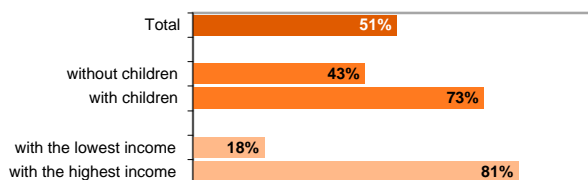
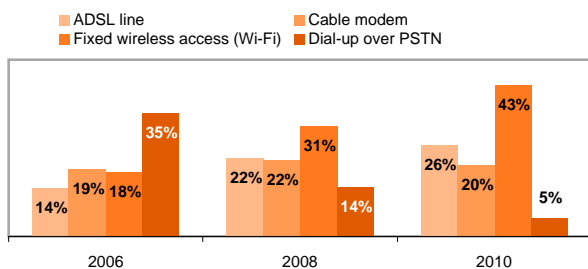


Figure B10 Households with broadband access; 2010



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

Figure B11 Type of internet connection used by households

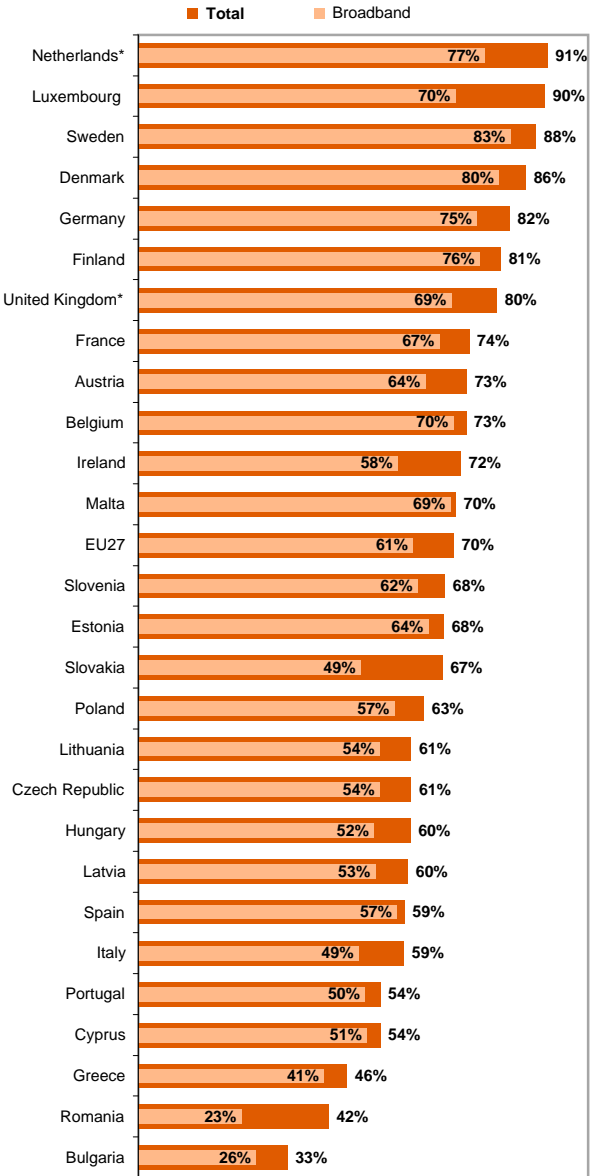


as a percentage of all households with internet access

Source: Czech Statistical Office, Household Survey on ICT Use

B Households

Figure B12 Households with Internet access; 2010



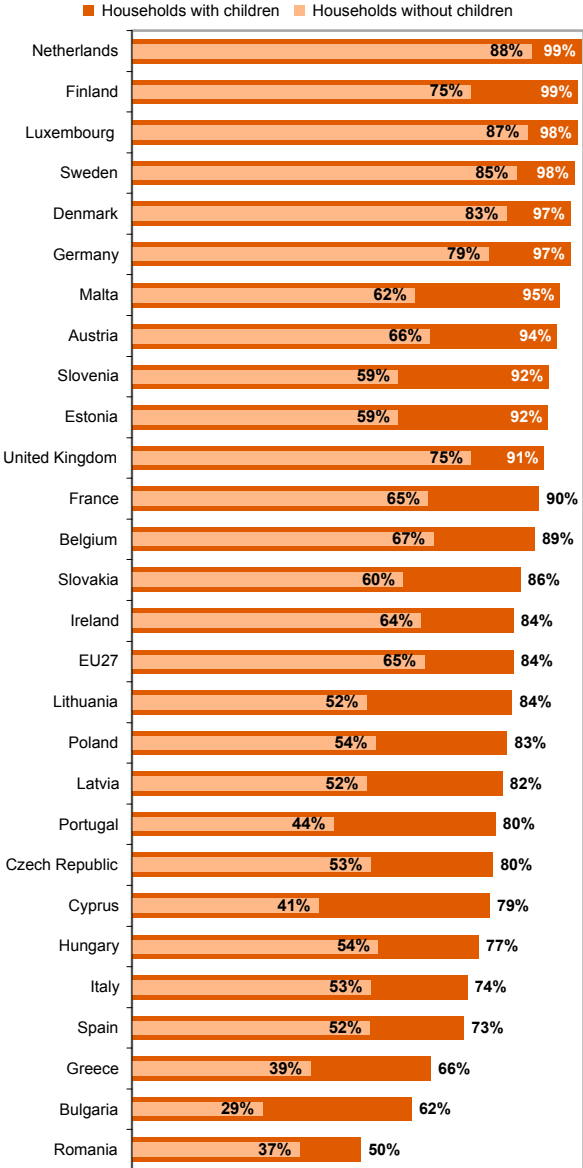
as a percentage of all households where at least 1 member is in age group 16-74 years

* broadband connection - 2009

Source: Eurostat, 2011

B Households

Figure B13 Households with Internet access by type of household; 2010



as a percentage of all households where at least 1 member is in age group 16-74 years

Source: Eurostat, 2011

C Individuals

Since 2005, the Czech Statistical Office (CZSO) has been regularly collecting detailed information on the users of mobile telephones, personal computers and the Internet by way of an independent annual statistical survey titled: **"Sample Survey on ICT Use in Households and by Individuals"**.

In the Czech Republic, this survey is conducted as an annex to the Labour Force Survey (LFS) in the form of a Computer Assisted Personal Interviewing (CAPI). The target population consists of all individuals aged 16+ (8,7 million) and all households (4,2 million). In 2010 this survey was conducted in the second quarter, with the questions in the questionnaire being answered by approximately **8 700 individuals**. Post stratification by gender, age, region and employment status was used and results were weighted on the whole population based on the LFS methodology.

Since 2006, the survey has been conducted according to **Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society**, thereby allowing for the production of data comparable with individual EU states.

Notes:

Reference period: The data for individuals pertain to the last three months from the moment of the survey (interview) for the given year, unless stipulated otherwise (e.g. Individuals purchasing over the Internet).

The education category is published for the 25 and over age group. In the age category 16-24, there are a lot of students with a low highest education level received that are using ICT very intensively. Excluding this age group allows for a more precise evaluation of the influence of education on the use of ICTs.

Comparability of data published by the CZSO and Eurostat: The data published by Eurostat for the Czech individuals differ slightly from the data published by the CZSO for the Czech Republic. This difference is due to the fact that Eurostat includes, as part of the data it publishes, solely individuals between 16 and 74 years of age. The CZSO provides as standard data for the whole adult population – individuals 16 years or older. So as to facilitate better international comparison, the start of the detailed tables for the Czech Republic give both data for the whole population aged 16 and over, as well as for the whole population aged between 16 and 74 years of age.

Definitions:

- **Computer/Internet user:** person who used a computer/ Internet at least once in the last 3 months preceding the interview from any location (home, work, school, etc.) and for any purpose (personal use, work related use, education, etc.). *Computer and internet is defined in chapter B*
- **Internet activities:** Includes various activities undertaken by individuals via Internet for personal non-business use in the last 3 months. *In case of purchasing over the Internet and usage of the Internet for interaction with public authorities in the last 12 months.*

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **"Use of ICT by Households and Individuals in 2010, Code 9701-10"**, which is freely available on the CZSO's website.

Data on ICT use by individuals classified by the gender of the respondents can be found in the publication titled: **"Focused on Men and Women"**.

<http://www.czso.cz/csu/2010edicniplan.nsf/engkapitola/1413-10--1890>

More detailed information and data are available free of charge on the following dedicated website (tables available in English):

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

C Individuals

Tab. C1 Individuals using a computer in the Czech Republic

	%		
	2008	2009	2010
Total (aged 16+)	58,7	59,2	64,1
Total (aged 16–74)	63,4	63,9	68,7
Gender:			
males (aged 16+)	62,8	62,5	67,8
females (aged 16+)	54,7	56,1	60,6
Age group:			
16–24 years	92,2	92,0	94,5
25–34 years	80,2	79,6	85,2
35–44 years	76,0	77,3	83,2
45–54 years	62,5	62,0	67,9
55–64 years	36,8	39,8	44,4
65–74 years	12,9	14,6	21,0
75 and more years	1,7	3,6	5,6
Highest education level (aged 25+):			
primary (ISCED 0-2)	13,7	10,9	17,0
lower secondary (ISCED 3C)	41,5	40,5	47,5
upper secondary (ISCED 3A and 4)	71,8	73,0	76,1
tertiary (ISCED 5-6)	87,7	89,3	89,1
Specific categories:			
students (aged 16+)	99,0	98,4	98,7
pensioners	9,8	10,9	18,2

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

Figure C1 Individuals using a computer at home

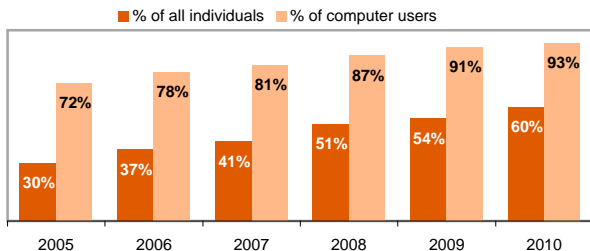
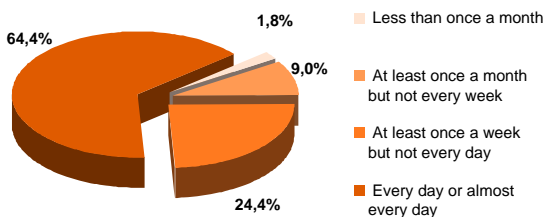


Figure C2 Frequency of computer use by individuals; 2010

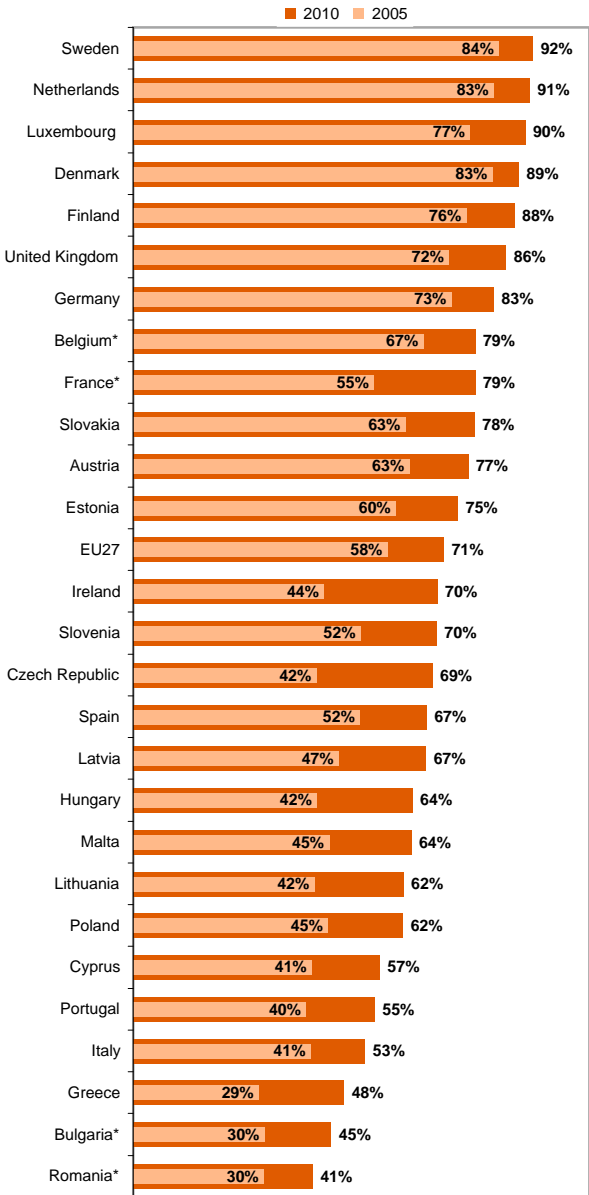


as a percentage of computer users aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C3 Individuals using a computer



as a percentage of all individuals aged 16 to 74 years
 * 2006 instead of 2005

Source: Eurostat, 2011

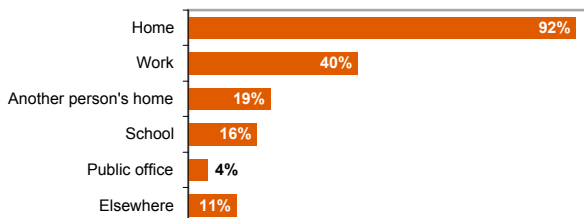
C Individuals

Tab. C2 Individuals using Internet in the Czech Republic

	%		
	2008	2009	2010
Total (aged 16+)	54,0	55,9	61,8
Total (aged 16–74)	58,4	60,4	66,4
Gender:			
males (aged 16+)	58,0	59,2	65,8
females (aged 16+)	50,3	52,9	58,1
Age group:			
16–24 years	90,3	90,3	92,3
25–34 years	73,9	76,9	83,1
35–44 years	69,4	72,7	79,7
45–54 years	56,2	56,9	65,8
55–64 years	32,6	36,0	42,1
65–74 years	9,7	12,0	19,1
75 and more years	1,6	3,3	5,1
Highest education level (aged 25+):			
primary (ISCED 0-2)	10,5	9,3	15,3
lower secondary (ISCED 3C)	35,6	36,3	44,9
upper secondary (ISCED 3A and 4)	65,8	69,1	73,5
tertiary (ISCED 5-6)	85,4	87,0	87,9
Specific categories:			
students (aged 16+)	97,4	97,3	97,5
pensioners	7,8	9,2	16,5

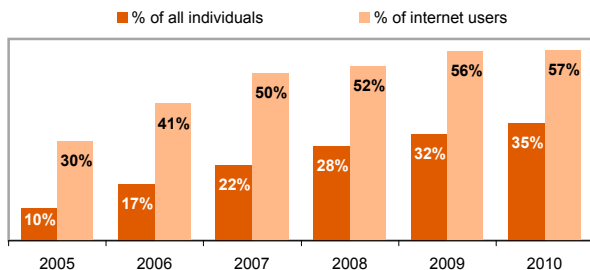
as a percentage of all individuals in a given socio-demographic group

Figure C4 Place of Internet use by individuals; 2010



as a percentage of Internet users aged 16 years and over

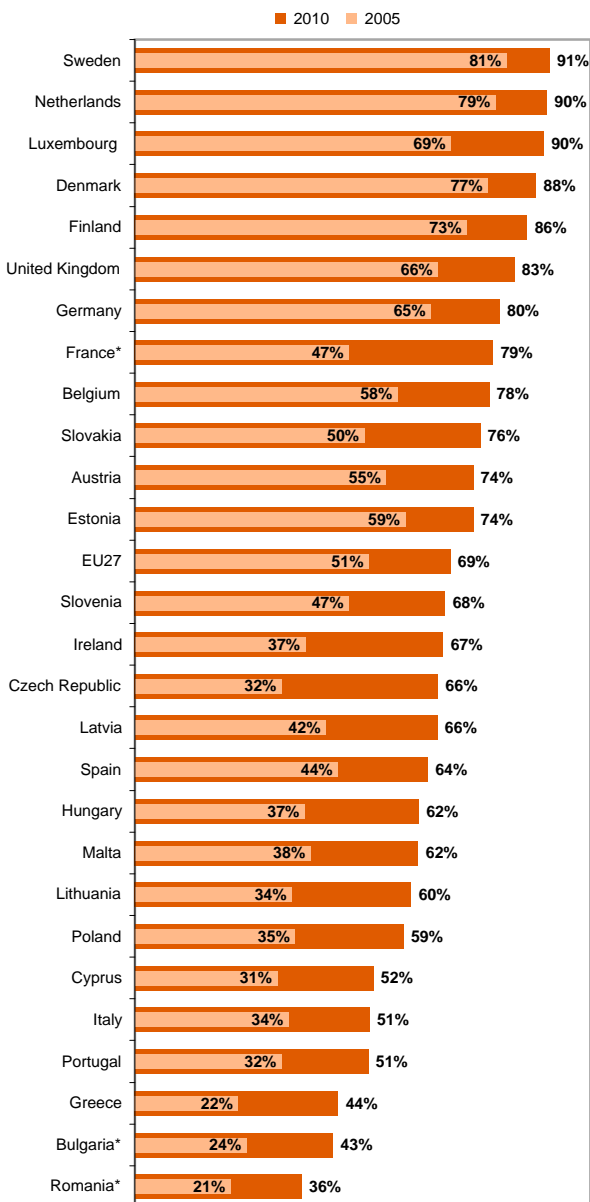
Figure C5 Individuals using Internet every day



Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C6 Individuals using Internet



as a percentage of all individuals aged 16 to 74 years

* 2006 instead of 2005

Source: Eurostat, 2011

C Individuals

Tab. C3 Internet activities undertaken by individuals in the CR

	%		
	2008	2009	2010
For communication:			
sending/receiving e-mails	47,6	50,7	55,3
telephoning over the Internet	20,0	23,3	25,4
chatting by using instant messaging	15,1	18,7	19,6
using webcam for video calls	5,7	9,3	8,6
participation in social networks	.	5,2	9,3
For getting information:			
about goods and services	41,6	46,5	49,8
related to travel and accommodation	23,9	25,0	24,9
related to health	13,1	18,7	19,2
reading on-line news, newspaper, magazines	30,3	39,4	41,1
for purpose of learning	23,1	24,1	19,1
job searching	4,4	7,3	7,2
Leisure activities:			
downloading computer software	7,8	12,9	11,2
playing/downloading games	8,7	9,1	12,5
listening to web radios	10,8	13,7	16,4
watching web TV	6,2	12,0	14,2
listening/downloading music	14,9	17,7	15,4
watching/downloading movies, images	11,8	14,9	20,1
Internet services:			
Internet banking	13,4	17,0	21,0
selling of goods or services	.	3,9	7,9
online shopping	21,0	22,0	25,4

as a percentage of individuals aged 16 years and over

Figure C7 Individuals posting messages to chat sites; 2010

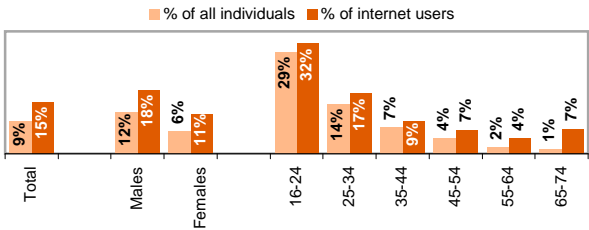
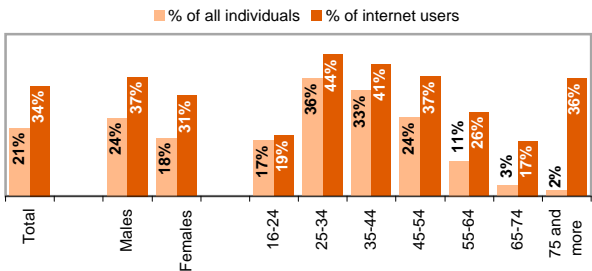


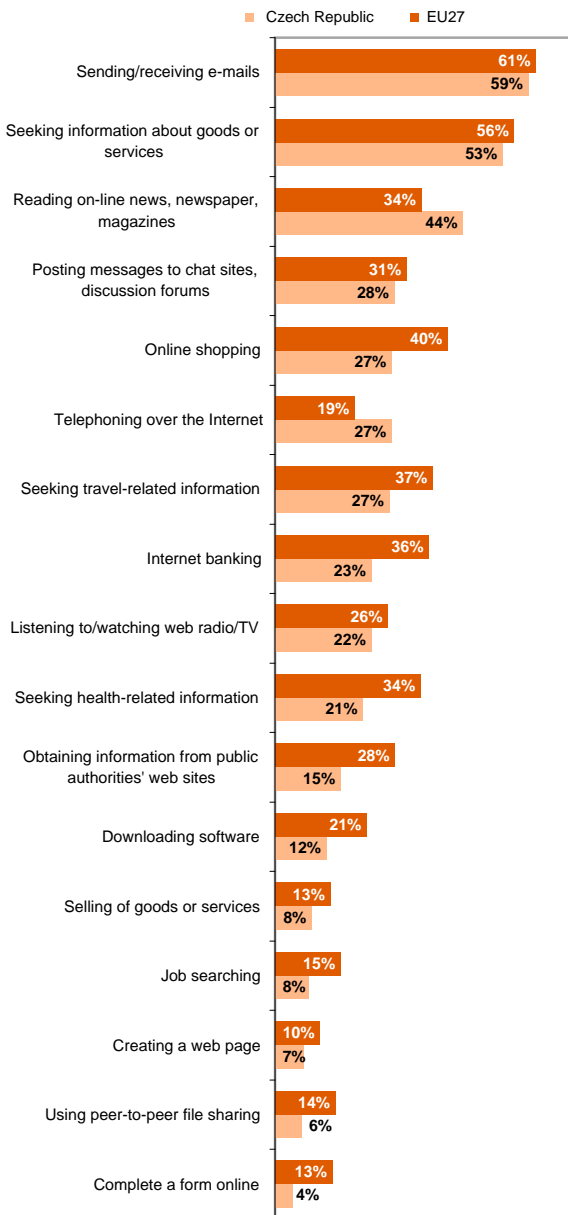
Figure C8 Individuals using Internet banking; 2010



Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C9 Internet activities undertaken by individuals; 2010



as a percentage of all individuals aged 16 to 74 years

Source: Czech Statistical Office and Eurostat, 2011

C Individuals

Tab. C4 Individuals purchasing over the Internet in the CR

	%		
	2008	2009	2010
Total (aged 16+)	21,0	22,0	25,4
Total (aged 16–74)	22,7	23,7	27,4
Gender:			
males (aged 16+)	24,5	25,3	28,0
females (aged 16+)	17,7	18,8	23,0
Age group:			
16–24 years	35,0	31,7	38,8
25–34 years	35,6	37,9	44,5
35–44 years	26,0	30,1	34,7
45–54 years	18,7	18,4	22,1
55–64 years	9,6	11,3	10,5
65–74 years	2,3	3,5	4,1
75 and more years	.	.	1,5
Highest education level (aged 25+):			
primary (ISCED 0-2)	2,9	2,1	4,2
lower secondary (ISCED 3C)	12,4	12,5	14,0
upper secondary (ISCED 3A and 4)	25,2	28,5	32,7
tertiary (ISCED 5-6)	40,3	41,5	43,8
Specific categories:			
students (aged 16+)	36,6	34,1	40,7
pensioners	2,3	2,8	3,7

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

Figure C10 Individuals purchasing over the Internet

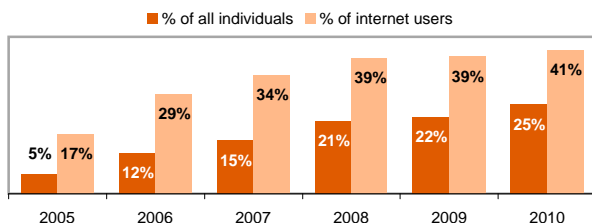
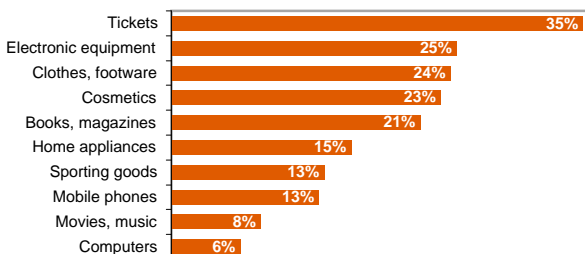


Figure C11 Products ordered over the Internet by individuals; 2010

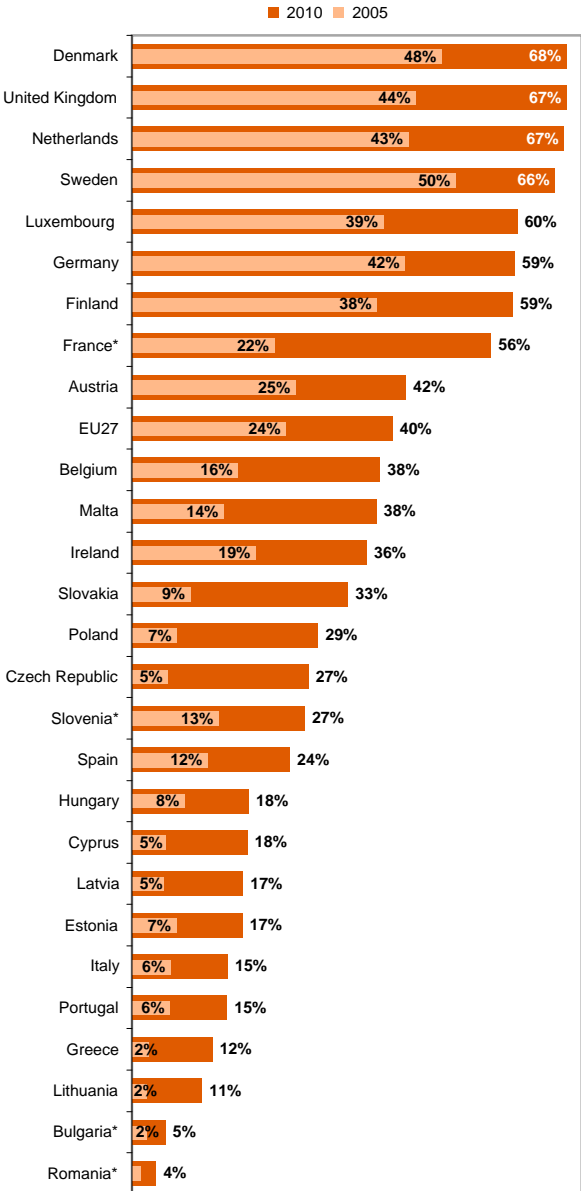


as a percentage of individuals aged 16 years and over, who bought any product online via Internet

Source: Czech Statistical Office, Household Survey on ICT Use

C Individuals

Figure C12 Individuals purchasing over the Internet



as a percentage of all individuals aged 16 to 74 years

* 2006 instead of 2005

Source: Eurostat, 2011

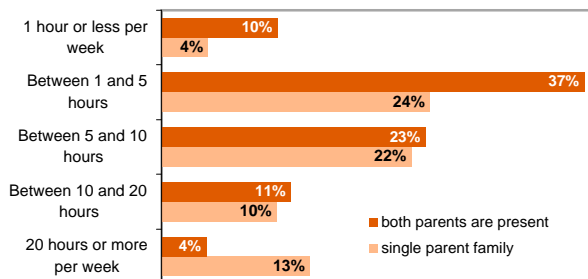
C Individuals

Tab. C5 Children aged 10–15 using Internet at home

	Total	frequency of internet use at home:	
		every day	at least once a week
Total (aged 10–15)	84,0	50,5	29,9
Gender:			
boys	86,6	54,5	29,0
girls	81,2	46,2	30,8
Family composition:			
both parents are present	86,4	51,4	30,6
single parent family	75,1	47,0	27,3
Household income:			
the lowest income (first quartile)	53,1	33,7	19,4
second quartile	76,1	40,1	34,6
third quartile	85,8	55,6	26,2
the highest income (fourth quartile)	92,4	53,8	32,6
Highest education level of parents:			
primary (ISCED 0-2)	67,1	45,7	.
lower secondary (ISCED 3C)	72,7	45,3	24,6
upper secondary (ISCED 3A and 4)	91,9	54,3	32,1
tertiary (ISCED 5-6)	88,6	52,0	34,7

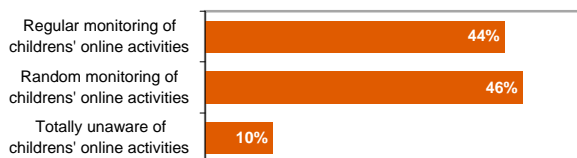
as a percentage of total number of children aged 10–15 living in a given type of household

Figure C13 Average number of hours spent on the Internet at home per week by children; 2010



as a percentage of total number of children aged 10–15 living in a given type of household

Figure C14 Awareness of parents about internet activities undertaken by their children; 2010



as a percentage of total number of households with child (children) aged 10–15 using Internet at home

Source: Czech Statistical Office, Household Survey on ICT Use

D Enterprises

Since 2002, the Czech Statistical Office (CZSO) has been regularly monitoring developments in and use of information technologies in the enterprises by way of an independent annual statistical survey titled: **"Survey on the Use of Information and Communication Technologies and E-Commerce in the Business Enterprise Sector - ICT 5-01"**

In 2010 this survey was conducted in the first quarter, with the response size of approximately 6 500 enterprises with ten or more employees. The resulting data was then extrapolated to the entire population of enterprises in the Czech Republic (46 thousands enterprises).

Since 2006, a survey are being conducted according to **Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society**, thereby allowing for the production of data comparable with individual EU states.

Notes:

Reference period: 31 December; for the years 2000 – 2004, since 2006 the reference period refers to January of the monitored year. In the case of electronic commerce and using the Internet for interaction with public authorities, the data pertains to the entire year.

Comparability of data:

- The data for January 2009 and 2010 are not fully comparable with data for previous years. This difference is due to implementation of new NACE classification.
- The data presented by Eurostat for the Czech Republic may differ slightly from data presented for the Czech Republic by the CZSO. This difference is due to the fact that Eurostat does not include, as part of the data it publishes, enterprises from the financial sector.

Definitions:

- **Broadband** – see definition in chapter A
- **Electronic commerce (e-commerce)** is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. E-commerce may be done via websites (Web e-commerce) or via electronic transmission (see EDI) allowing automatic processing methods (EDI e-commerce).
- **Electronic Data Interchange (EDI)** refers to the structured transmission of data or documents (messages) between organizations or enterprises by electronic means in an agreed format which allows its automatic processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed.
- **Extranet** is a closed network that uses Internet protocols to securely share enterprise's information with suppliers, vendors, customers or other businesses partners.
- **Intranet** is an internal company communications network using Internet protocol allowing communications within an organisation.
- **Wireless access (WLAN)** is the usage of wireless technologies for the last internal link between users devices (such as computers, printers, etc) and a LAN backbone line(s) within the enterprise's working premises. It includes mainly Wi-fi technologies.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: **" Use of ICT in the Business Sector in 2010, Code 9702-10"**, which is freely available on the CZSO's website.

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

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

D Enterprises

Tab. D1 Enterprises using an internal computer network and related technologies in the Czech Republic; 2010

	%		
	Total	WLAN	Intranet
Total (10 and more employees)	65,1	39,0	29,3
Small enterprises (10-49)	58,5	33,3	24,2
Medium enterprises (50-249)	88,9	57,5	44,2
Large enterprises (250+)	96,8	75,1	72,1
NACE category:			
Manufacturing	68,0	41,0	29,5
Electricity, gas and water supply	72,9	44,4	29,5
Construction	57,1	31,8	21,4
Sale and repair of motor vehicles	75,5	43,4	36,1
Wholesale trade	79,6	49,2	34,9
Retail trade	51,9	29,4	21,6
Transport and storage	57,5	33,9	25,1
Accommodation	62,0	47,5	25,2
Food and beverage services	37,5	20,6	20,5
Travel agency and related activities	79,9	44,4	38,6
Audio-visual and publishing activities	92,7	67,6	50,5
Telecommunications	98,1	67,4	71,9
IT services	93,9	76,1	81,2
Financial and insurance activities	91,3	48,3	65,5
Real estate activities	73,7	44,3	30,2
Professional, scientific activities	81,6	46,2	36,8
Administrative and support activities	36,7	20,4	20,6

as a percentage of all enterprises in a given group

WLAN - wireless access within the internal computer network

Figure D1 Enterprises using wireless access within their internal computer network (WLAN)

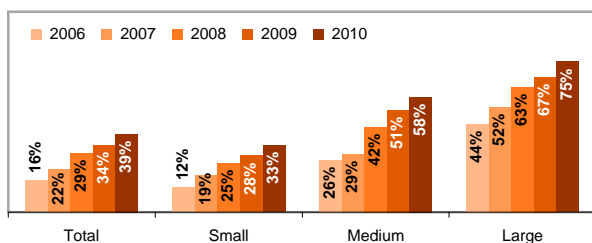
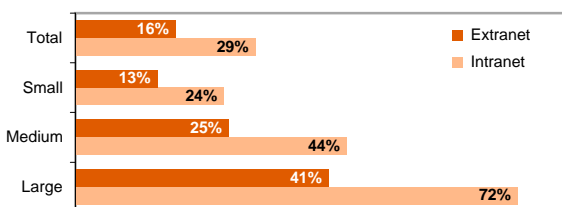


Figure D2 Enterprises with intranet and extranet; January 2010

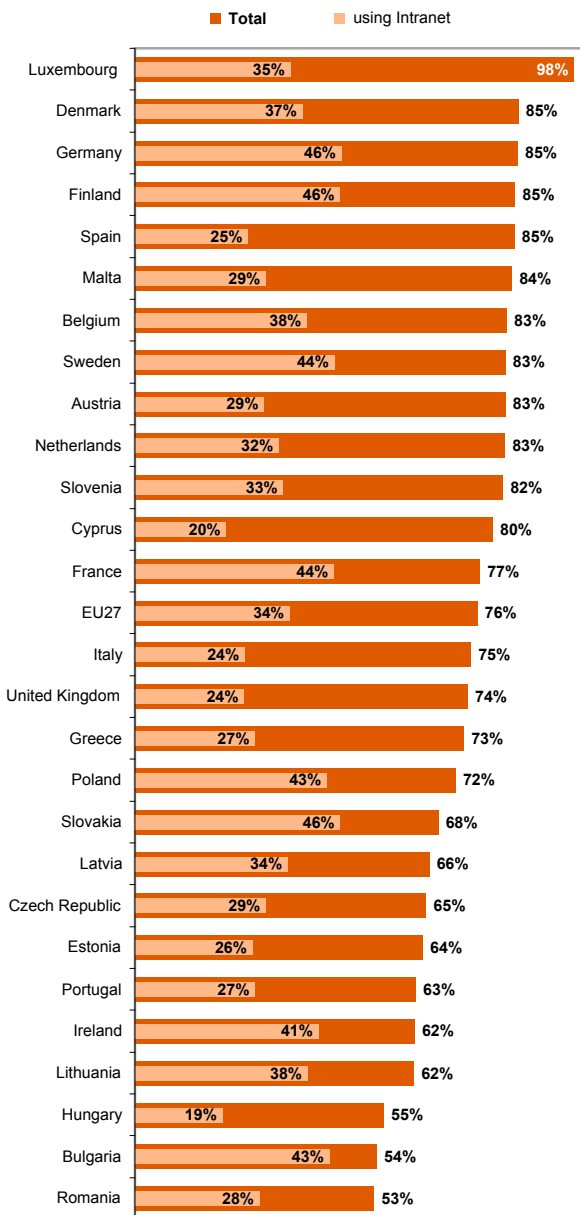


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D3 Enterprises using internal computer network;
January 2010



as a percentage of all enterprises

Source: Eurostat, 2011

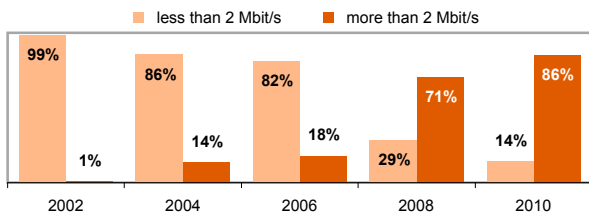
D Enterprises

Tab. D2 Enterprises with a broadband access in the CR; 2010

	Total	2 Mbit/s+*	20 Mbit/s+*
Total (10 and more employees)	85,5	81,3	9,1
Small enterprises (10-49)	83,0	78,9	8,5
Medium enterprises (50-249)	94,3	89,4	10,3
Large enterprises (250+)	98,7	95,0	15,0
NACE category:			
Manufacturing	86,8	81,9	7,4
Electricity, gas and water supply	90,3	86,4	6,2
Construction	81,9	77,9	8,5
Sale and repair of motor vehicles	91,5	85,3	7,7
Wholesale trade	88,4	83,9	8,1
Retail trade	79,4	75,8	6,5
Transport and storage	85,3	79,4	6,9
Accommodation	89,3	79,4	11,2
Food and beverage services	79,2	72,5	9,3
Travel agency and related activities	97,0	93,8	17,4
Audio-visual and publishing activities	96,6	92,8	19,7
Telecommunications	99,1	98,1	70,8
IT services	96,3	96,4	21,0
Financial and insurance activities	95,7	94,6	22,0
Real estate activities	87,3	84,2	9,5
Professional, scientific activities	91,1	90,4	14,3
Administrative and support activities	72,0	71,9	12,5

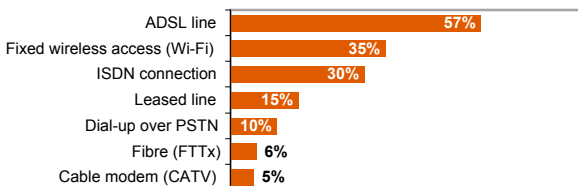
as a percentage of all enterprises in a given group

Figure D4 Speed of Internet connection used by enterprises*



* Maximum contracted download speed of the fastest Internet connection used by enterprise

Figure D5 Type of fixed internet connection used by enterprises; January 2010



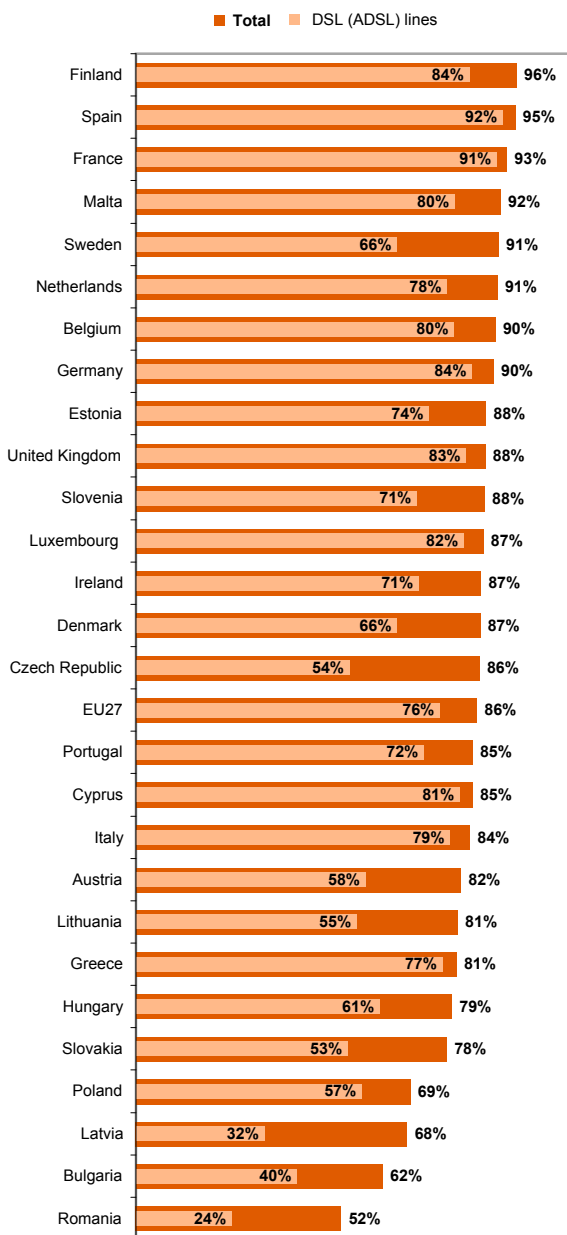
Note: Multiple responses allowed

as a percentage of all enterprises with internet access

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D6 Enterprises with a broadband access; January 2010



as a percentage of all enterprises

Zdroj: Eurostat, 2011

D Enterprises

Tab. D3 Internet use by enterprises in the CR; 2010

%

	Enterprises using Internet for:		
	Internet banking	Internet telephony (VoIP)	Training of employees
Total (10 and more employees)	86,6	20,5	14,8
Small enterprises (10-49)	84,8	18,5	12,2
Medium enterprises (50-249)	93,1	26,6	21,1
Large enterprises (250+)	94,4	36,0	40,3
NACE category:			
Manufacturing	88,4	21,5	12,3
Electricity, gas and water supply	89,9	18,3	21,6
Construction	85,0	12,2	12,6
Sale and repair of motor vehicles	89,7	20,3	34,6
Wholesale trade	93,8	28,5	14,6
Retail trade	80,1	13,9	10,1
Transport and storage	85,8	18,7	8,4
Accommodation	78,9	17,0	17,3
Food and beverage services	70,2	13,4	5,1
Travel agency and related activities	93,9	52,4	14,9
Audio-visual and publishing activities	95,4	42,9	25,8
Telecommunications	96,1	69,4	40,8
IT services	94,6	61,9	58,5
Financial and insurance activities	95,0	34,7	40,6
Real estate activities	89,4	18,2	10,8
Professional, scientific activities	92,1	24,2	25,0
Administrative and support activities	74,6	13,2	9,2

as a percentage of all enterprises in a given group

Figure D7 Enterprises using Internet banking

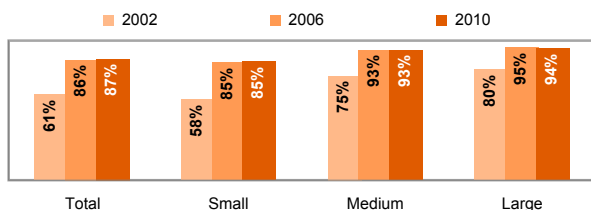
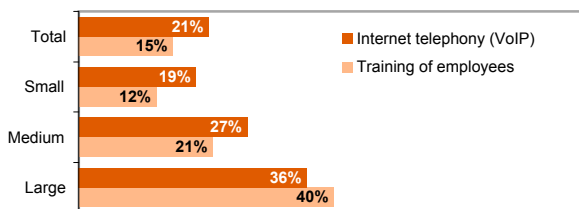


Figure D8 Internet use by enterprises; January 2010

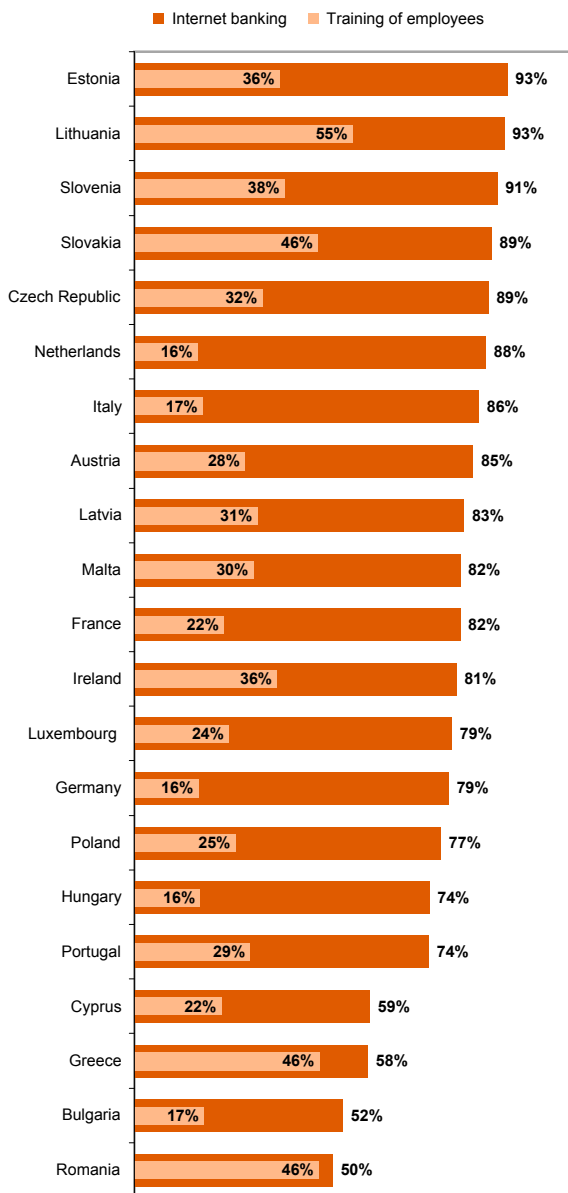


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D9 Enterprises using Internet for selected activities; January 2010



as a percentage of all enterprises

Source: Eurostat, 2011

D Enterprises

Tab. D4 Enterprises with a Web site in the CR; 2010

	Total	Available in foreign language	Created by external company
Total (10 and more employees)	74,0	29,9	59,1
Small enterprises (10-49)	70,2	23,7	56,0
Medium enterprises (50-249)	88,1	50,6	71,2
Large enterprises (250+)	92,2	69,4	70,2
NACE category:			
Manufacturing	76,9	39,5	60,8
Electricity, gas and water supply	73,3	24,2	62,2
Construction	72,0	11,4	60,3
Sale and repair of motor vehicles	84,8	20,8	72,5
Wholesale trade	83,3	30,5	68,0
Retail trade	53,5	11,0	44,8
Transport and storage	66,4	29,2	54,1
Accommodation	88,9	64,1	78,2
Food and beverage services	56,9	21,9	50,6
Travel agency and related activities	96,9	45,7	81,8
Audio-visual and publishing activities	96,3	37,2	65,8
Telecommunications	99,1	26,7	61,1
IT services	95,0	62,6	37,8
Financial and insurance activities	96,1	55,6	81,0
Real estate activities	71,6	28,6	58,8
Professional, scientific activities	85,3	46,9	63,4
Administrative and support activities	59,1	20,5	42,0

as a percentage of all enterprises in a given group

Figure D10 Enterprises with a Web site

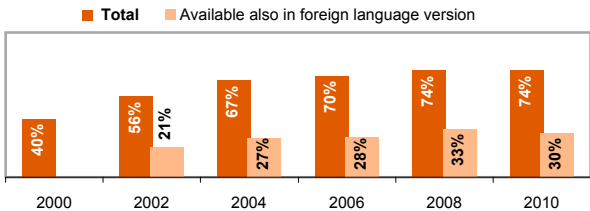
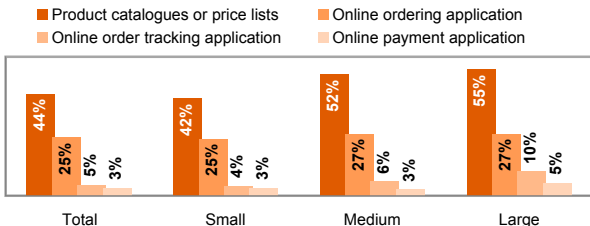


Figure D11 Sales related applications available on enterprises' web sites; January 2010

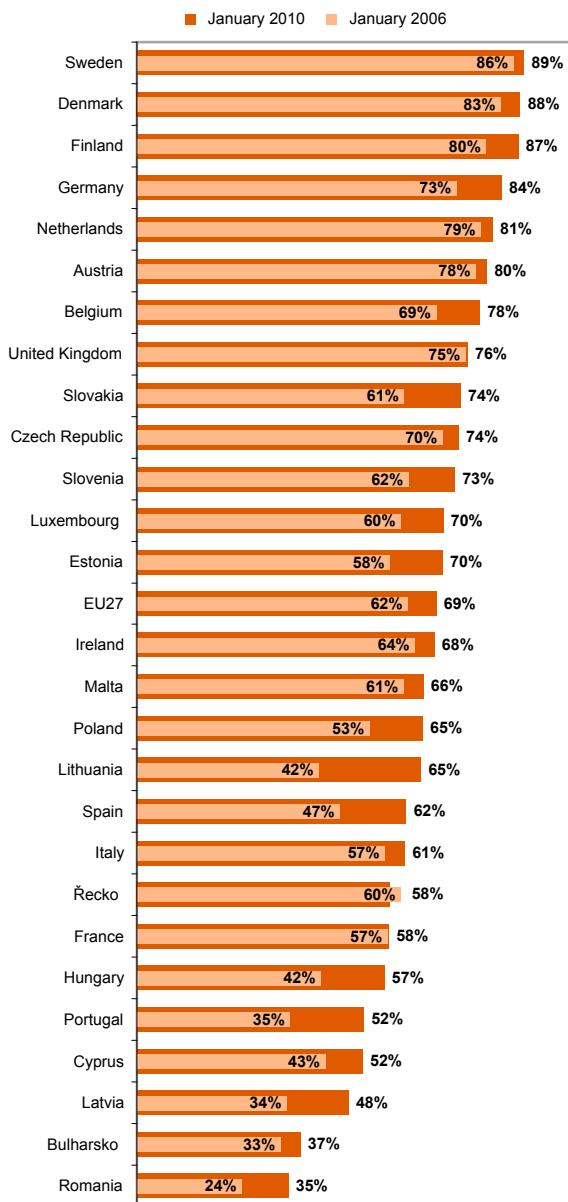


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D12 Enterprises with a Web site



as a percentage of all enterprises
 France, Malta: January 2007

Source: Eurostat, 2011

D Enterprises

Tab. D5 Enterprises placing orders over electronic networks in the Czech Republic; 2009

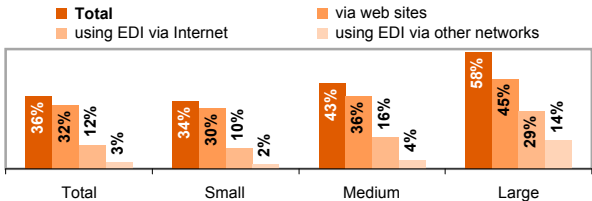
%

	Total	via web sites	using EDI
Total (10 and more employees)	36,2	31,6	12,5
Small enterprises (10-49)	33,8	30,1	10,6
Medium enterprises (50-249)	42,8	36,1	16,9
Large enterprises (250+)	58,3	45,1	33,6
NACE category:			
Manufacturing	35,3	30,2	12,1
Electricity, gas and water supply	38,1	33,5	16,6
Construction	29,6	25,0	10,0
Sale and repair of motor vehicles	55,0	43,5	30,3
Wholesale trade	46,5	42,9	14,7
Retail trade	30,1	26,0	11,7
Transport and storage	30,2	24,0	10,5
Accommodation	30,2	27,8	11,1
Food and beverage services	21,9	20,0	6,7
Travel agency and related activities	56,2	51,7	17,4
Audio-visual and publishing activities	52,9	50,7	14,4
Telecommunications	78,0	75,5	37,6
IT services	77,7	72,0	27,9
Real estate activities	31,9	29,0	8,6
Professional, scientific activities	46,3	43,3	11,3
Administrative and support activities	26,2	21,8	8,2

as a percentage of all enterprises in a given group

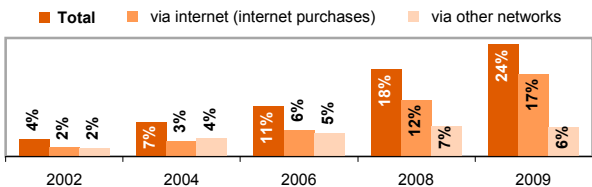
Note: Includes all enterprises that during the reference year placed at least one electronic order over the Internet or any other computer network to buy any good or service.

Figure D13 Enterprises placing orders via Internet and other electronic networks; 2009



as a percentage of all enterprises in a given size class

Figure D14 Value of enterprises' purchases via Internet and other electronic networks

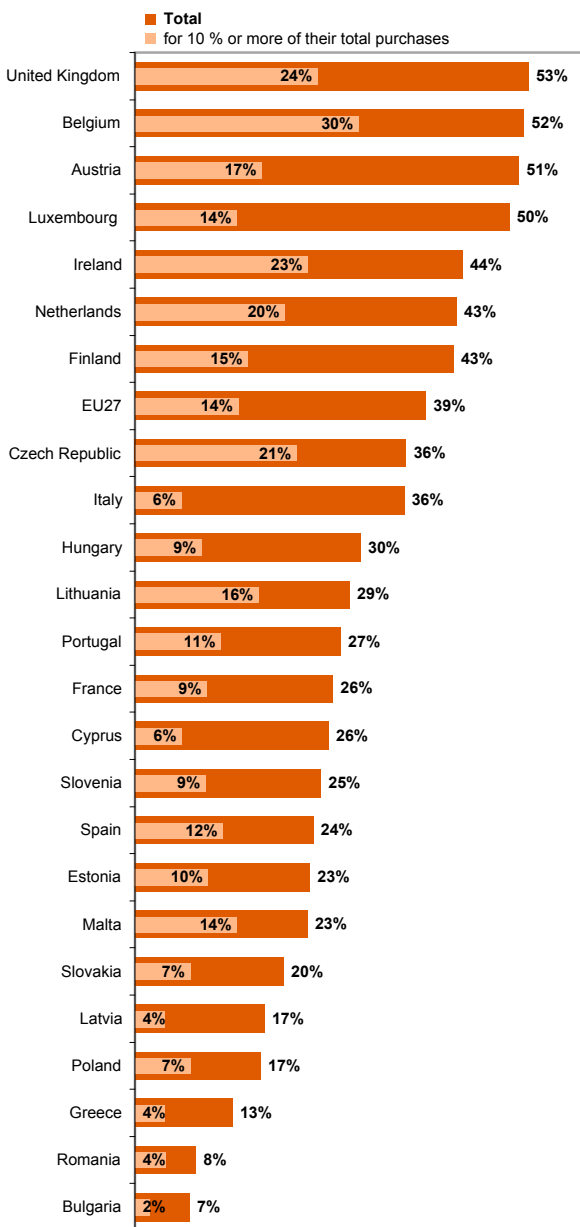


as a percentage of the total financial value of all enterprises' purchases

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D15 Enterprises placing orders via Internet and other electronic networks; 2009



as a percentage of all enterprises

Source: Eurostat, 2011

D Enterprises

Tab. D6 Enterprises receiving orders over electronic networks in the Czech Republic; 2009

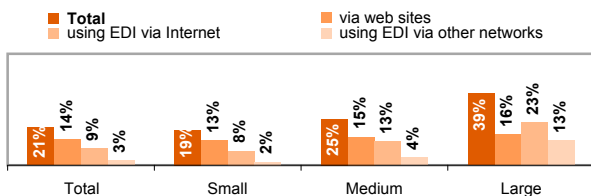
%

	Total	via web sites	using EDI
Total (10 and more employees)	20,5	13,8	9,8
Small enterprises (10-49)	18,8	13,4	10,6
Medium enterprises (50-249)	25,0	15,2	16,9
Large enterprises (250+)	38,7	16,4	33,6
NACE category:			
Manufacturing	22,2	12,6	11,9
Electricity, gas and water supply	16,0	5,2	11,4
Construction	12,0	7,2	5,6
Sale and repair of motor vehicles	23,9	18,3	12,7
Wholesale trade	34,9	25,8	14,2
Retail trade	13,2	11,5	5,1
Transport and storage	17,9	10,9	8,7
Accommodation	39,0	34,6	16,6
Food and beverage services	13,8	9,1	5,8
Travel agency and related activities	64,2	56,0	27,3
Audio-visual and publishing activities	41,2	38,0	14,0
Telecommunications	59,8	53,3	37,5
IT services	36,1	29,4	17,4
Real estate activities	9,1	7,2	4,3
Professional, scientific activities	17,6	12,3	7,0
Administrative and support activities	12,5	8,6	7,3

as a percentage of all enterprises in a given group

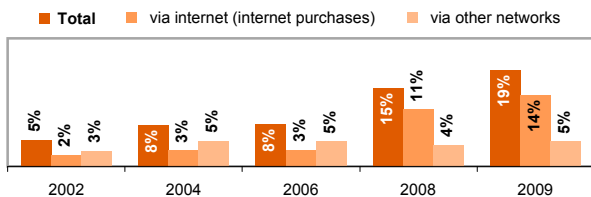
Note: Includes all enterprises that during the reference year received at least one electronic order over the Internet or any other computer network for selling any good or service.

Figure D16 Enterprises receiving orders via Internet and other electronic networks; 2009



as a percentage of all enterprises in a given size class

Figure D17 Enterprises' turnover from orders received via Internet and other electronic networks

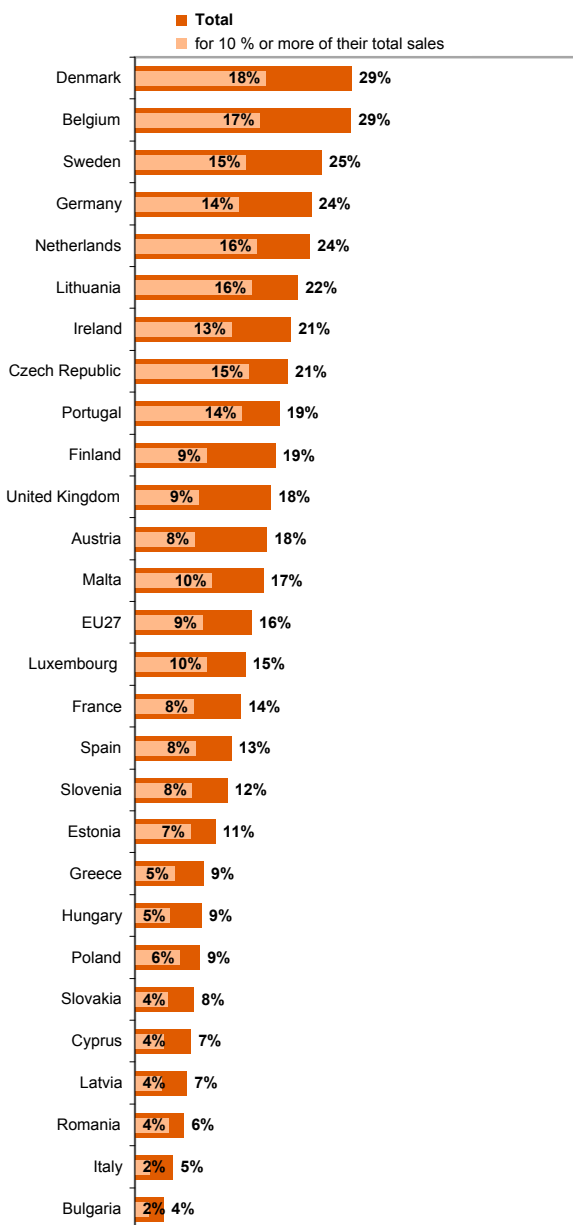


as a percentage of the financial value of all enterprises' sales (turnover)

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D18 Enterprises receiving orders via Internet and other electronic networks; 2009



as a percentage of all enterprises

Source: Eurostat, 2011

D Enterprises

Tab. D7 Employees of enterprises in the Czech Republic using a computer at work; 2010

	%	
	Total	with Internet access
Total (10 and more employees)	41,0	33,3
Small enterprises (10-49)	38,7	36,3
Medium enterprises (50-249)	38,5	34,0
Large enterprises (250+)	43,8	31,3
NACE category:		
Manufacturing	34,8	25,8
Electricity, gas and water supply	42,2	38,0
Construction	33,8	33,0
Sale and repair of motor vehicles	62,4	59,0
Wholesale trade	58,8	52,2
Retail trade	36,0	23,2
Transport and storage	41,7	22,7
Accommodation	36,2	31,9
Food and beverage services	22,4	16,9
Travel agency and related activities	62,0	61,6
Audio-visual and publishing activities	74,4	72,8
Telecommunications	92,0	77,1
IT services	90,6	90,0
Financial and insurance activities	82,7	81,7
Real estate activities	39,4	37,3
Professional, scientific activities	75,7	73,6
Administrative and support activities	15,8	14,3

Figure D19 Employees using a computer at work

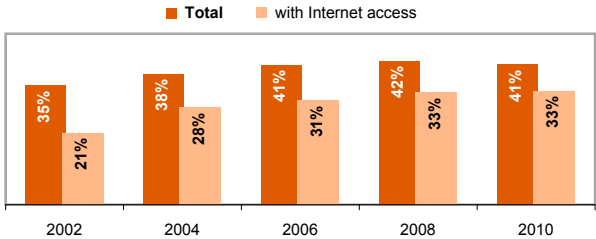
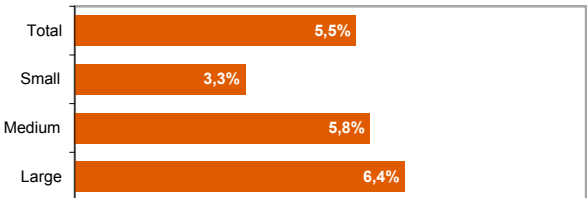


Figure D20 Employees taking part in any computer course provided by their employer; 2009

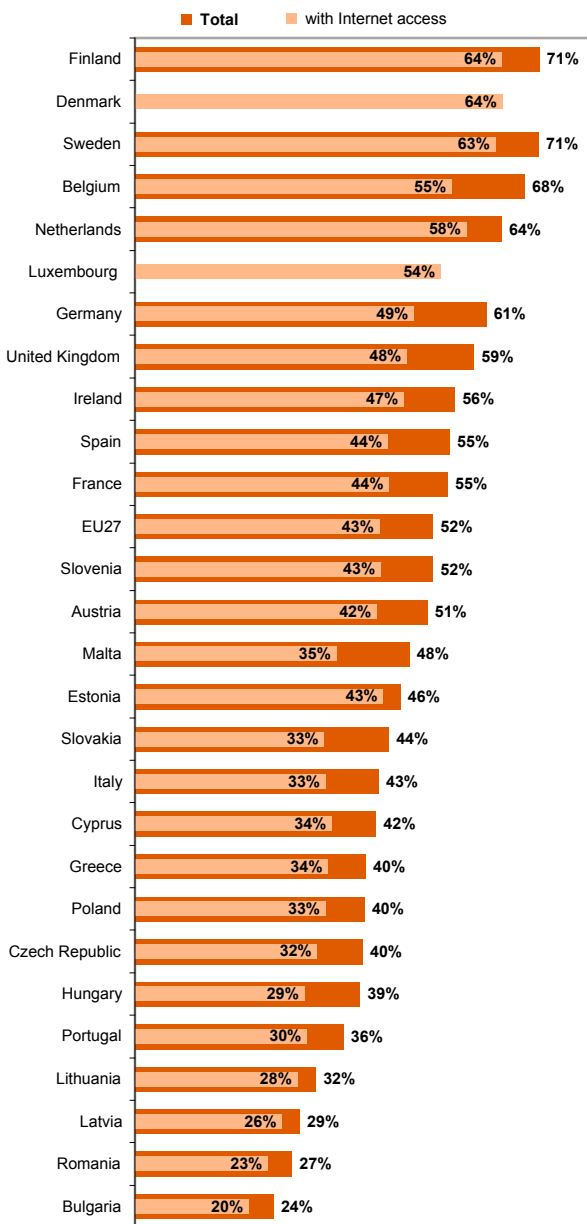


as a percentage of all employees in a given enterprise group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

D Enterprises

Figure D21 Employees using a computer at work;
January 2010



as a percentage of all employees in enterprises

Source: Eurostat, 2011

D Enterprises

Tab. D8 Enterprises in the Czech Republic providing/enabling employees:; 2010

	remote access to their working e-mail account	working from home by using ICT (homework.)
Total (10 and more employees)	44,6	26,6
Small enterprises (10-49)	37,1	21,9
Medium enterprises (50-249)	70,4	42,7
Large enterprises (250+)	86,9	56,5
NACE category:		
Manufacturing	45,3	25,1
Electricity, gas and water supply	46,7	25,3
Construction	36,2	18,7
Sale and repair of motor vehicles	45,9	28,9
Wholesale trade	60,8	40,3
Retail trade	29,3	23,3
Transport and storage	39,4	16,3
Accommodation	37,9	17,7
Food and beverage services	16,7	6,9
Travel agency and related activities	71,2	46,0
Audio-visual and publishing activities	85,6	64,9
Telecommunications	92,3	73,9
IT services	89,9	77,1
Financial and insurance activities	79,9	41,5
Real estate activities	42,5	22,8
Professional, scientific activities	63,3	39,7
Administrative and support activities	32,3	21,8

as a percentage of all enterprises in a given group

Figure D22 Homeworking in enterprises; January 2010

- % of enterprises enabling employees working from home by using ICT
- % of employees doing homeworking by using ICT at least once per week

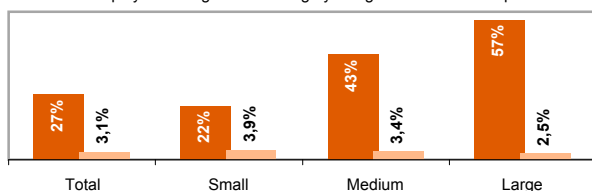
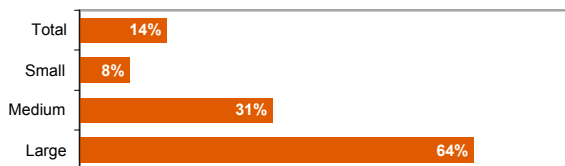


Figure D23 Enterprises restricting access to the internet for employees; January 2010



as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Enterprise Survey on ICT Use

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**. This module is since 2005 a supplement to the annual questionnaire for organisational units of the state, territorial self-governing units, partially budget-funded organisations and similar government institutions which fully covers **all state administration offices, regional offices and municipalities**.

The latest survey in regards to this issue was conducted in the first half of 2010 in respect of the **reference period of 31 December 2009**. A total of 364 of the state's organisational branches, 13 regional offices and 6,301 municipal offices were surveyed.

Besides this annual survey the CZSO is since 2005 annually carried out: **"Web site content survey of public authorities"** as a supplementary source of information to measure e-Government in the Czech Republic in order to measure better how public administration websites play one of the key roles in bringing public administration closer to the general public.

The latest web site content survey was conducted in August 2010. All (14) regional offices, all (25) offices of central state administration and all (205) municipalities with extended powers were included in this survey.

Definitions:

- **Broadband** – see definition in chapter A
- **Blind friendly** – website accessibility for users with serious vision impairment (the first page contains the Blind Friendly icon, or a "For Visually Impaired" link)
- **Forms for downloading** – the public authority has at least one downloadable or printable official form available on their websites for provided public services (administrative procedures). The downloaded form could be in formats such as PDF or MS Word.
- **Forms for filling in online** – the public authority offers the possibility (application) of an electronic intake with an official electronic form (online completion) on their websites at least for one from the provided public services (administrative procedures).
- **Full electronic case handling** – the public authority offer through their websites treat at least one from the provided public services (administrative procedures) completely electronically without the need for paper work.
- **WIFI (free wireless Internet)** – access to the Internet via WiFi technology, within a municipality's territory. It is intended primarily for sending e-mails and viewing websites, with access to select websites is blocked.

Information on **the use of the Internet by individuals and enterprises for interaction with public authorities** (to search for information, download forms, complete and send forms on-line) comes from the annual surveys of the CZSO on the use of ICT by individuals and enterprises (see chapters C and D).

Detailed methodical information about measurement eGovernment in the Czech Republic are available in the annual publication titled: **"Information and Communication Technologies in Public Administration in 2009, Code 9703-10"**, which is freely available on the CZSO's website.

Detailed regional breakdown data on ICT use by public authorities can be found in chapter 18 of each **Regional yearbook**.

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

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

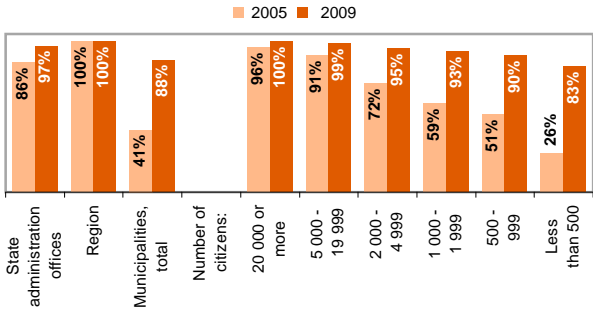
http://www.czso.cz/csu/redakce.nsf/i/verejna_sprava

E Public authorities

Tab. E1 Public authorities with a broadband access in the CR

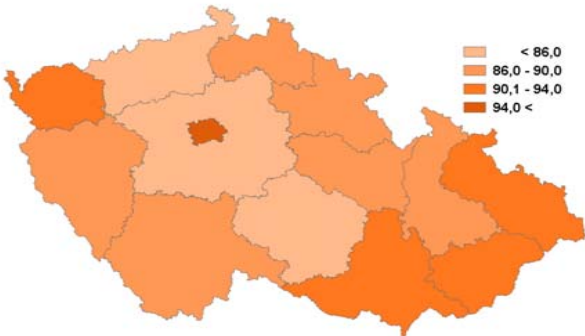
	%		
	2007	2008	2009
State administration offices	93,4	96,9	97,1
Regional offices	100,0	100,0	100,0
Municipalities, total	83,9	87,1	87,5
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	98,2	99,5	98,6
2 000 - 4 999 citizens	94,5	96,5	95,1
1 000 - 1 999 citizens	92,9	94,0	93,3
500 - 999 citizens	89,0	91,9	90,4
less than 500 citizens	77,6	81,8	83,2

Figure E1 Public authorities with a broadband access



as a percentage of all public offices in a given group

Figure E2 Municipalities with a broadband access by Czech regions (%); 2009



as a percentage of all municipalities in each region

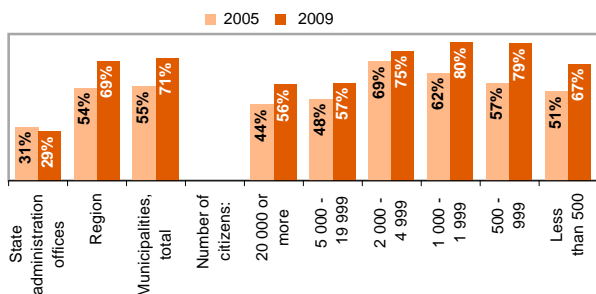
Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E2 Internet use by public authorities in the CR; 2009

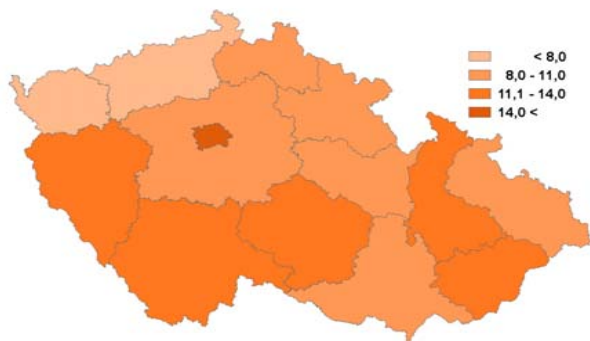
	Public authorities using Internet for:		
	Internet banking	Internet telephony (VoIP)	Training of employees
State administration offices	82,3	21,7	48,0
Regional offices	92,3	38,5	100,0
Municipalities, total	80,0	11,2	20,4
Size class of municipalities:			
20 000 or more citizens	98,7	24,1	79,7
5 000 - 19 999 citizens	98,2	22,5	62,4
2 000 - 4 999 citizens	95,1	21,4	31,3
1 000 - 1 999 citizens	90,9	13,3	25,2
500 - 999 citizens	85,3	10,4	23,2
less than 500 citizens	72,2	8,8	12,8

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



as a percentage of all public offices in a given group

Figure E4 Municipalities providing free wireless Internet access on their territory by Czech regions (%); 2009



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

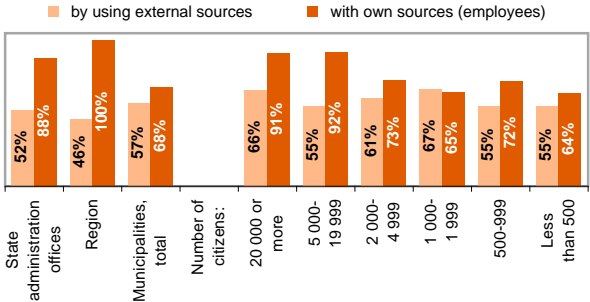
E Public authorities

Tab. E3 Public authorities with a Web site in the CR

	%		
	2007	2008	2009
State administration offices	87,8	89,7	91,2
Regional offices	100,0	100,0	100,0
Municipalities, total	87,9	90,6	94,0
Size class of municipalities:			
20 000 or more citizens	100,0	100,0	100,0
5 000 - 19 999 citizens	100,0	100,0	100,0
2 000 - 4 999 citizens	99,5	100,0	99,2
1 000 - 1 999 citizens	98,7	98,6	99,2
500 - 999 citizens	96,0	97,2	98,3
less than 500 citizens	80,2	84,6	90,0

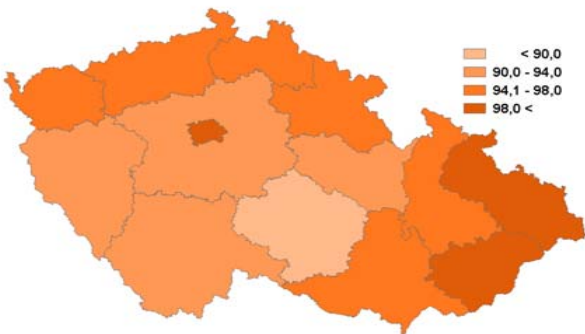
as a percentage of all public offices in a given group

Figure E5 Development and management of public authorities' web sites; 2009



Note: Multiple responses allowed
as a percentage of all public offices with a Website

Figure E6 Municipalities with a Web site by Czech regions (%); 2009



as a percentage of all municipalities in each region

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E4 Applications available on public authorities' web sites in the Czech Republic; 2009

	%		
	Forms for downloading	Forms for filling in online	Full electronic case handling
State administration offices	66,2	35,9	44,4
Regional offices	92,3	76,9	69,2
Municipalities, total	44,7	11,5	10,6
Size class of municipalities:			
20 000 or more citizens	98,7	27,8	22,8
5 000 - 19 999 citizens	97,2	18,3	18,8
2 000 - 4 999 citizens	75,6	13,4	19,4
1 000 - 1 999 citizens	55,4	12,2	11,1
500 - 999 citizens	43,3	11,9	10,3
less than 500 citizens	33,4	10,0	8,5

Figure E7 Public authorities providing on their web sites forms for downloading

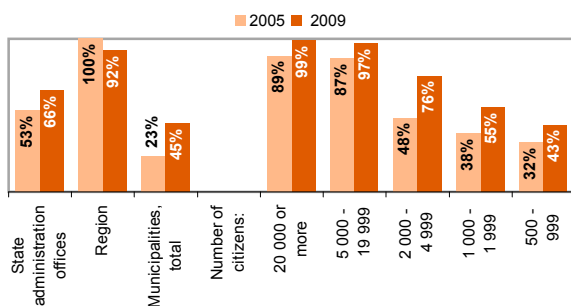
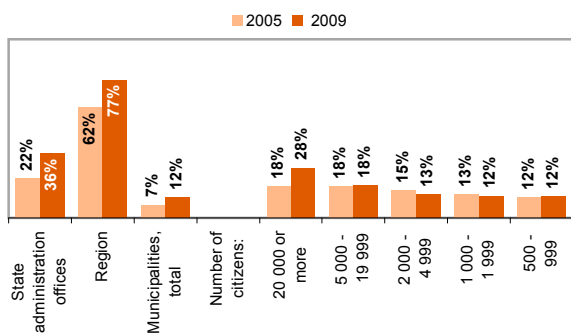


Figure E8 Public authorities with a web application for online filling-in forms



as a percentage of all public offices with a Website

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab E5 Public authorities in the Czech Republic providing/enabling employees; 2009

%

	remote access to their working e-mail account	working from home by using ICT (homeworking)
State administration offices	68,9	39,9
Regional offices	100,0	23,1
Municipalities, total	35,0	14,1
Size class of municipalities:		
20 000 or more citizens	83,5	38,0
5 000 - 19 999 citizens	60,1	26,1
2 000 - 4 999 citizens	31,5	11,2
1 000 - 1 999 citizens	23,0	8,9

Figure E9 Public authorities giving remote email account access for employees; 2009

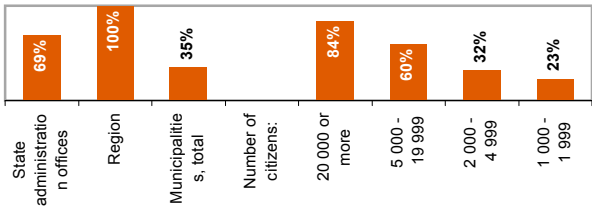


Figure E10 Public authorities enabling employees working from home (doing homeworking) by using ICT; 2009

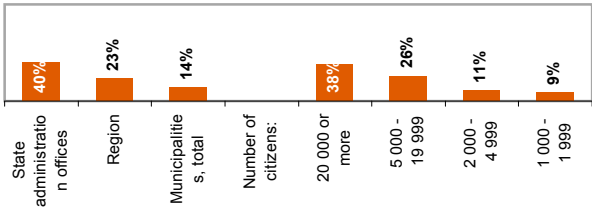
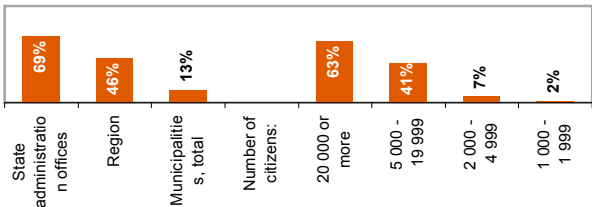


Figure E11 Public authorities restricting access to the internet for employees; 2009



as a percentage of all public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab E6 Employees of public authorities using at work; 2009

%

	Working e-mail account	Computer with Internet access
State administration offices	82,7	80,2
Regional offices	86,6	82,4
Municipalities, total	57,0	56,0
Size class of municipalities:		
20 000 or more citizens	63,5	60,9
5 000 - 19 999 citizens	64,8	65,0
2 000 - 4 999 citizens	41,4	41,9
1 000 - 1 999 citizens	31,2	31,4

Figure E12 Employees of public authorities taking part in any computer course provided by their employer; 2009

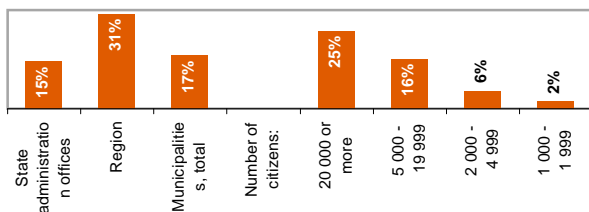


Figure E13 Employees of public authorities doing homeworking by using ICT; 2009

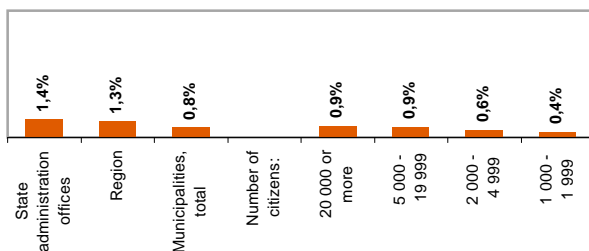
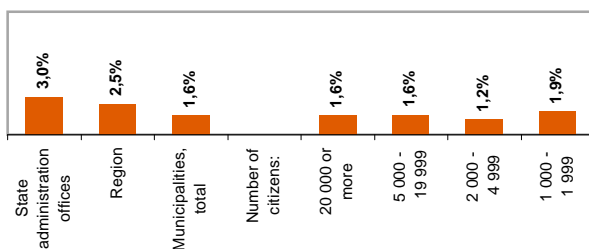


Figure E14 IT professionals employed in public organisations, 2009



as a percentage of all employees of public offices in a given group

Source: Czech Statistical Office, Government Survey on ICT Use

E Public authorities

Tab. E7 Individuals using Internet for interaction with public authorities in the Czech Republic; 2010

	For information search	For downloading forms	For sending filled in forms
Total (aged 16+)	19,1	9,4	5,3
Total (aged 16–74)	20,5	10,2	5,7
Gender:			
males (aged 16+)	21,0	10,6	6,6
females (aged 16+)	17,3	8,3	4,0
podle věku			
16–24 years	14,9	5,7	4,2
25–34 years	30,1	15,8	8,6
35–44 years	27,4	15,2	9,6
45–54 years	23,5	12,5	6,2
55–64 years	13,8	5,6	2,3
65–74 years	5,1	1,4	.
Highest education level (aged 25+):			
primary (ISCED 0-2)	2,5	0,9	.
lower secondary (ISCED 3C)	9,6	3,6	1,7
upper secondary (ISCED 3A and 3B)	27,6	14,9	7,4
tertiary (ISCED 5-6)	44,2	24,2	15,7
Specific categories:			
students (aged 16+)	11,6	4,7	3,3
pensioners	4,8	1,3	0,6

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

Figure E15 Individuals using Internet for interaction with public authorities

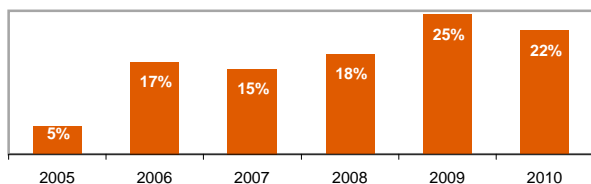
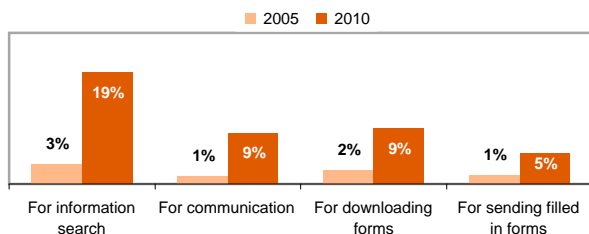


Figure E16 Individuals using Internet for interaction with public authorities

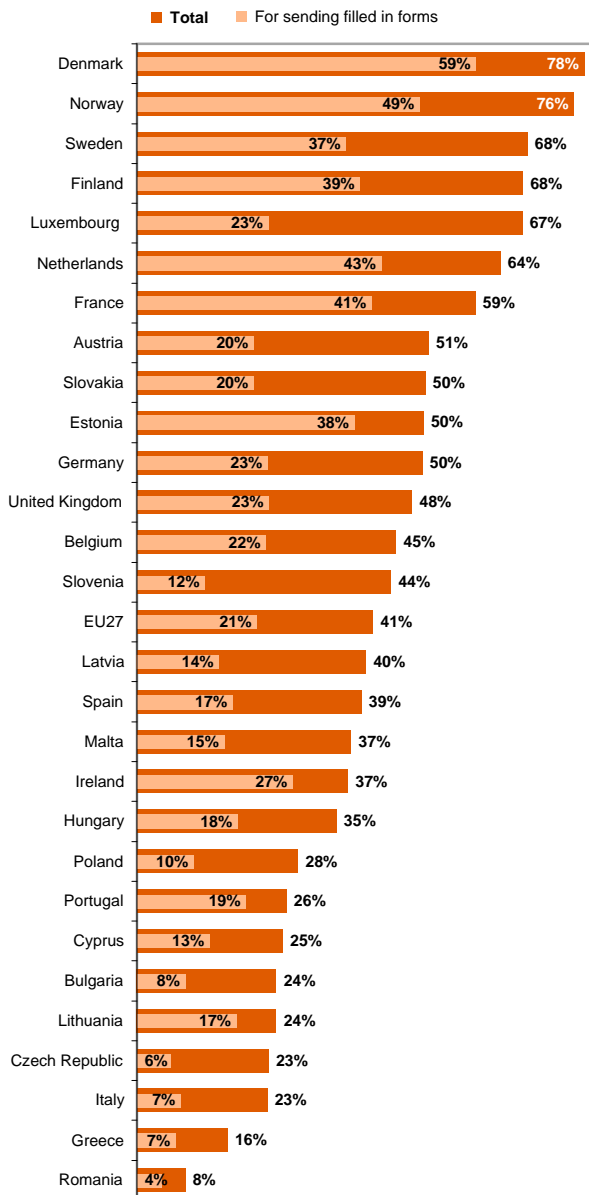


as a percentage of all individuals aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

E Public authorities

Figure E17 Individuals using Internet for interaction with public authorities; 2010



as a percentage of all individuals aged 16 to 74 years

Source: Eurostat, 2011

E Public authorities

Tab. E8 Enterprises using Internet for interaction with public authorities in the Czech Republic; 2009

	For information search	For downloading forms	For sending filled in forms
Total (10 and more employees)	82,6	82,9	56,8
Small enterprises (10-49)	79,5	79,6	50,5
Medium enterprises (50-249)	94,0	95,2	79,6
Large enterprises (250+)	98,2	97,5	88,8
NACE category:			
Manufacturing	84,2	84,6	59,6
Electricity, gas and water supply	94,0	92,0	72,7
Construction	84,7	85,7	54,2
Sale and repair of motor vehicles	83,6	85,2	59,1
Wholesale trade	89,1	88,4	59,9
Retail trade	69,3	71,3	42,2
Transport and storage	83,4	82,4	57,0
Accommodation	79,8	79,6	52,5
Food and beverage services	63,3	58,8	35,5
Travel agency and related activities	88,1	88,7	56,2
Audio-visual and publishing activities	94,0	92,2	73,6
Telecommunications	93,6	92,6	79,7
IT services	95,4	92,8	68,6
Financial and insurance activities	96,8	94,2	76,5
Real estate activities	88,7	87,8	63,4
Professional, scientific activities	86,1	88,9	67,7
Administrative and support activities	71,1	72,5	51,2

Figure E18 Enterprises using Internet for interaction with public authorities

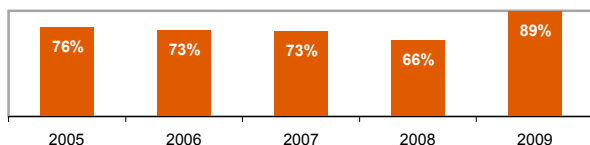
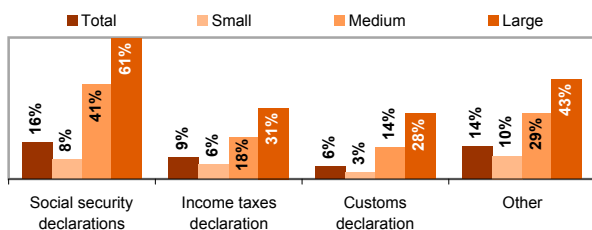


Figure E19 Enterprises using the Internet for treating chosen administrative procedures with public authorities completely electronically, 2009

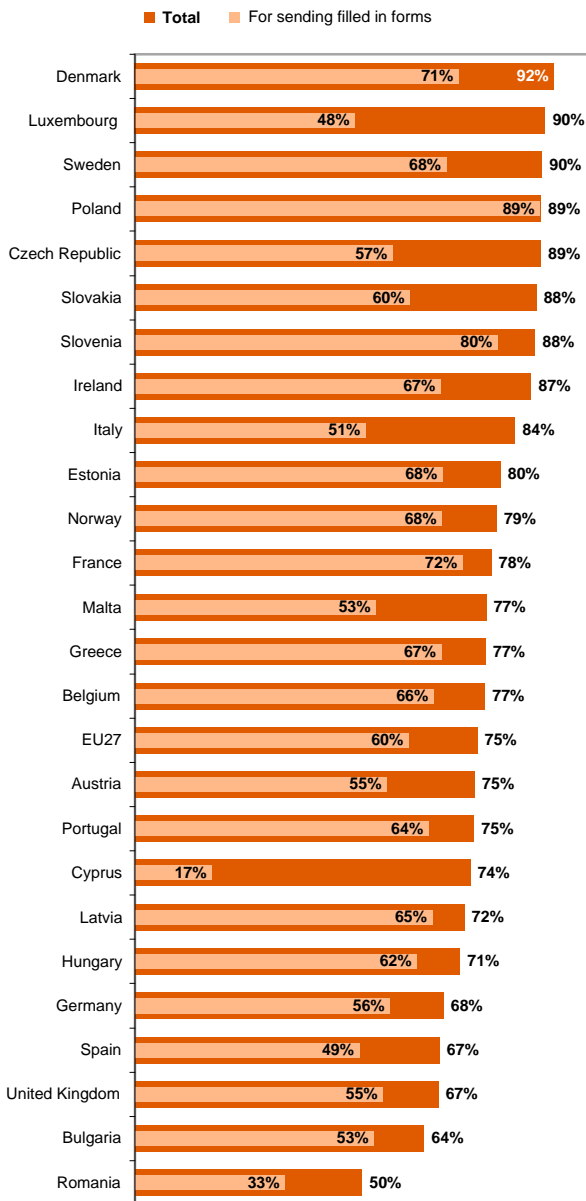


as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Enterprise Survey on ICT Use

E Public authorities

Figure E20 Enterprises using Internet for interaction with public authorities; 2009



as a percentage of all employees in enterprises

Source: Eurostat, 2011

E Public authorities

Tab. E9 Municipalities with an extended competence having a Web site in the Czech Republic

	2008	2009	2010
Total	100,0	100,0	100,0
Available in foreign language, total	71,7	71,7	71,7
1 foreign language	5,9	9,3	6,8
2 foreign languages	37,6	41,0	36,6
3 foreign languages	20,0	14,6	19,5
4 and more foreign languages	8,3	7,8	8,8
Web sites' applications available.			
blind friendly version	26,0	31,7	35,1
browser	98,0	99,5	99,0
attendance	32,2	33,2	25,4
access registration	47,3	49,3	40,5
on-line contact	38,0	41,5	48,3
FAQ	27,0	31,7	36,1
discussion forum	31,0	29,3	25,9
opinion poll	38,0	36,1	30,2
Information available:			
job opportunities	86,3	76,6	74,6
municipality development plan	95,6	98,5	99,0

Figure E21 Municipalities with an extended competence with the foreign language version of their web sites; August 2010

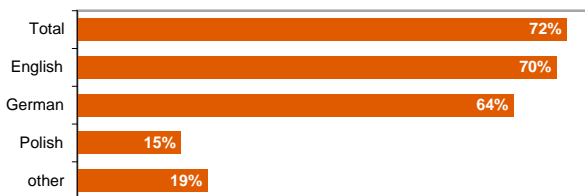
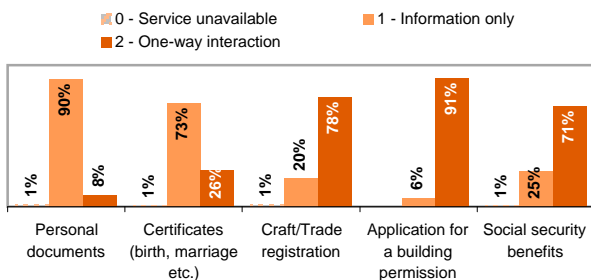


Figure E22 Services available on web sites of municipalities with an extended competence; August 2010



1 - Information: information about public services on web sites is available
 2 - One-way interaction: forms for downloading from web sites are available

as a percentage of all municipalities with an extended competence

Source: Czech Statistical Office, Website content survey of municipalities

F Schools

Data on the **equipping of schools in the Czech Republic with information technologies** (computers and Internet connections) originates from the Institute for Information in Education (IIE), which collects data via the Internet on the available IT infrastructure at most of the primary, secondary and advanced vocational schools since 2003.

Notes:

Reference period: 30.9. of the monitored year

Comparability of data: The total values on the number of computers for 100 students are lower than the values for the individual levels of schools. The reason for this is the fact that more than one school level is often being taught in a single school buildings, with one computer often being available and counted towards the students of several levels. But it is counted only once towards the average for all school levels.

Definitions:

- **Broadband** – see definition in chapter A
- **Blind friendly** – see definition in chapter E
- **First level of primary (basic) schools:** 1st – 5th year of primary schools; ISCED 1
- **Second level of primary (basic) schools:** 6th – 9th year of primary schools and lower years of 6 and 8-year grammar schools; ISCED 2
- **Secondary schools** – schools providing secondary vocational or completed general secondary education (ISCED 3) and schools providing post-graduation education (these are not tertiary or tertiary vocational schools) - ISCED 4
- **Post-secondary vocational schools:** ISCED 5B (also includes conservatories)

In 2010 the Czech Statistical Office carried out: "**Web site content survey of universities**" as a supplementary source of information to this survey in order to measure better what information and services are available on universities' web sites. This web site content survey was conducted in May 2010. Web sites of all public universities and their faculties (142 web sites) and private universities (52 web sites) were included in this survey.

Information on the **use ICT by students 16 years or older** is available from the regular annual statistical survey conducted by the CZSO titled: "**Sample Survey on ICT usage in Households and by Individuals**" – see chapter C. The international comparison originates from Eurostat's data sources.

Detailed **methodical information** in respect of this survey is contained in the annual publication titled: "**Use of ICT by Households and Individuals in 2010, Code 9701-10**", which is freely available on the CZSO's website.

Detailed regional breakdown data on the equipping of schools in the Czech Republic with information technologies can be found in chapter 18 of each **Regional yearbook**.

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

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

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

F Schools

Tab. F1 Number of computers in schools per 100 students in the Czech Republic

	2008	2009	2010
Total	11,6	12,5	13,5
Primary (basic schools - 1st stage)	15,1	16,0	16,8
Lower secondary (basic schools - 2nd stage)	18,2	21,0	22,8
Upper secondary schools	.	15,1	16,2
Higher professionals schools, non tertiary	31,0	33,8	34,2
With Internet access	10,8	11,8	12,8
Primary (basic schools - 1st stage)	13,5	14,6	15,6
Lower secondary (basic schools - 2nd stage)	17,3	20,1	22,0
Upper secondary schools	.	14,5	15,7
Higher professionals schools, non tertiary	29,2	31,7	31,8
With a broadband access	10,1	11,2	12,2
Primary (basic schools - 1st stage)	12,3	13,5	14,5
Lower secondary (basic schools - 2nd stage)	16,2	19,0	20,8
Upper secondary schools	.	14,2	15,3
Higher professionals schools, non tertiary	29,1	31,3	31,3

Note: The total number of computers per 100 students for all levels of primary schools is lower than for the individual level of primary school. The reason for this is the fact that more than one school level is often being taught in a single school building, with one computer often being available and counted towards the students of several levels. But it is counted only once towards the average for all school levels.

Figure F1 Number of computers with Internet access in schools per 100 students

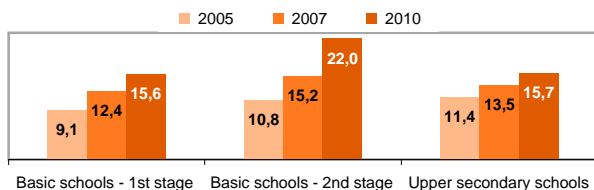
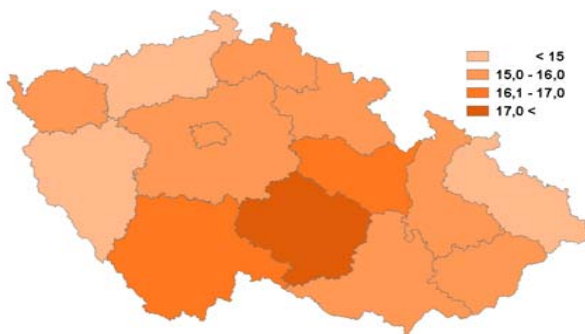


Figure F2 Number of computers with a broadband access in secondary schools per 100 students in Czech regions; 2010



Source: Institute for Information on Education of the Czech Republic

F Schools

Tab F2 Universities with a Web site in the CR; 2010

%

	Public Universities	Private Universities
Available in foreign language, total	91,1	75,0
English	91,1	73,1
German	3,4	11,5
Russian	0,7	21,2
French	0,7	1,9
other	0,7	5,8
web sites' applications available.		
blind friendly version	19,9	13,5
enrolment application	92,5	71,2
study confirmation form	42,5	7,7
browser	83,6	59,6
Information available:		
schedule of classes	93,8	61,5
information about entrance exams	99,3	100,0
news	100,0	92,3
university fees for foreign students	71,2	94,2
Socrates/Erasmus	94,5	44,2
scholarship	96,6	67,3

as a percentage of all universities in a given group

Figure F3 Information available on universities' web sites by field of provided studies; 2010

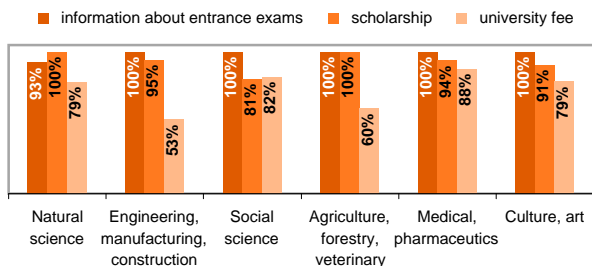
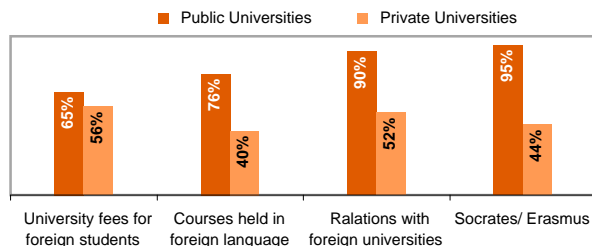


Figure F4 Universities providing online information on international cooperation; 2009



as a percentage of all universities in a given group

Source: Czech Statistical Office, Website content survey of universities

F Schools

Tab F3 Students using Internet in the Czech Republic

	%		
	2008	2009	2010
Total (aged 16+)	97,4	97,3	97,5
Males	97,5	96,9	97,4
Females	97,4	97,6	97,6
Students by level of attended schools:			
students of upper secondary schools	96,8	96,3	97,2
university students	99,1	99,0	99,5

as a percentage of all students aged 16 years and over in a given group

Figure F5 Place of Internet use by students

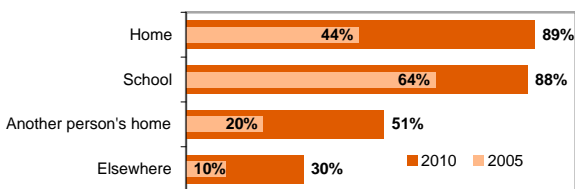


Figure F6 Students using Internet every day

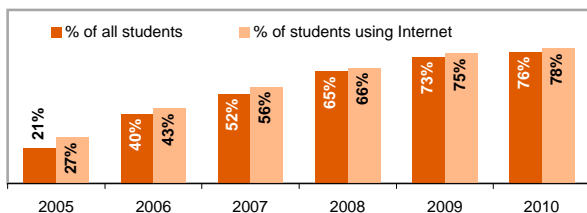
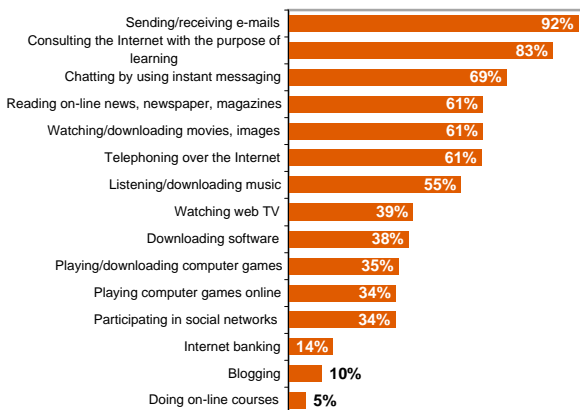


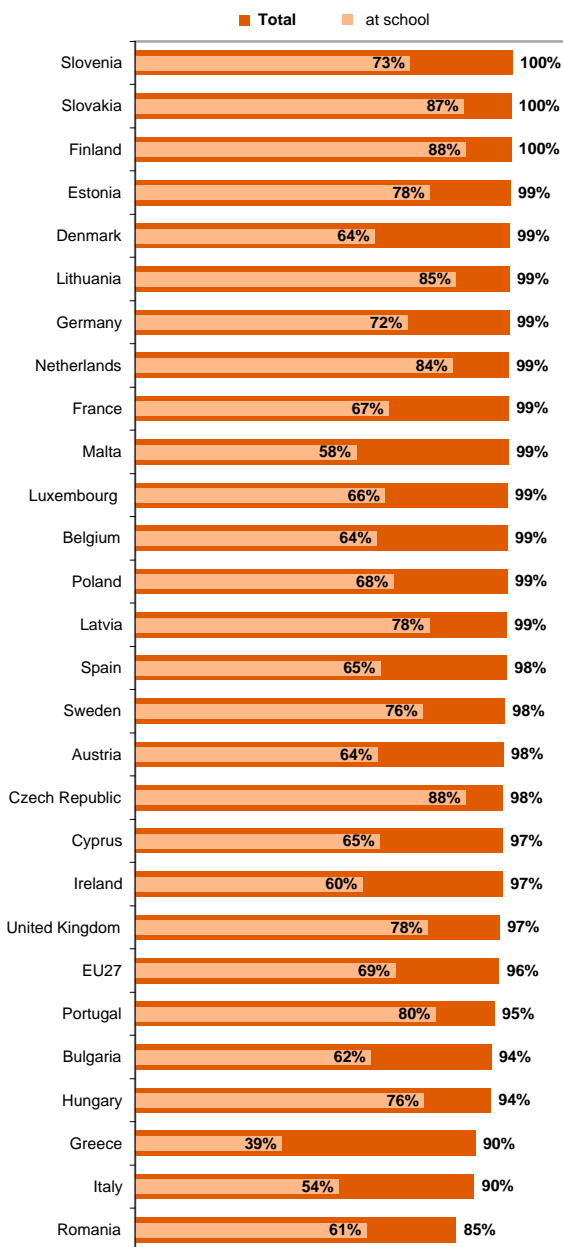
Figure F7 Internet activities undertaken by students; 2010



as a percentage of all students aged 16 years and over

Source: Czech Statistical Office, Household Survey on ICT Use

Figure F8 Students using Internet; 2010

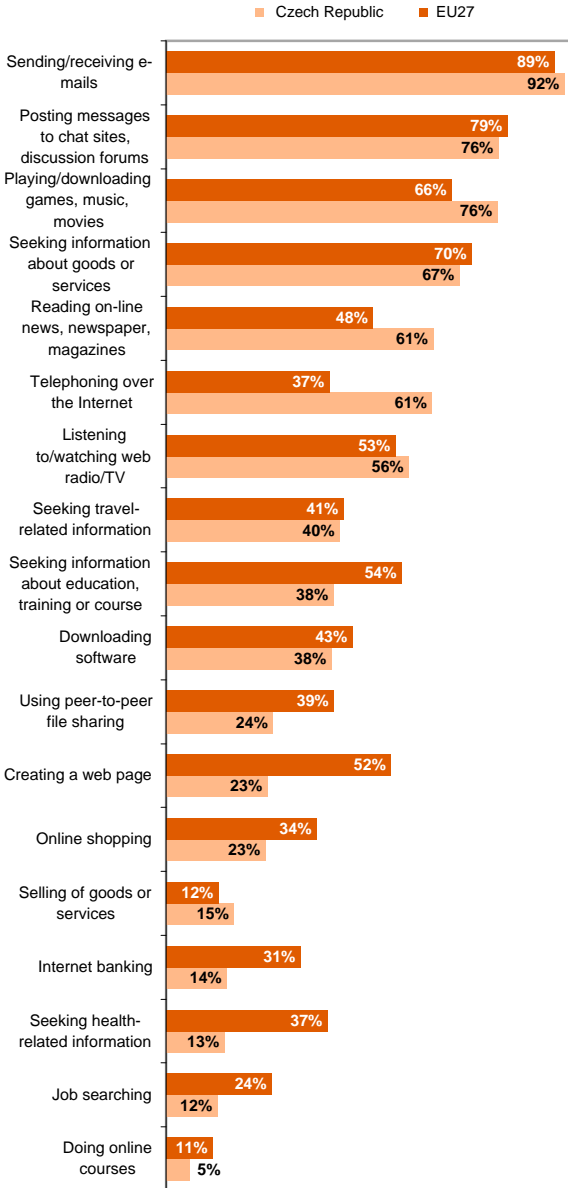


as a percentage of all students aged 16 years and over

Source: Eurostat, 2011

F Schools

Figure F9 Internet activities undertaken by students; 2010



as a percentage of all students aged 16 years and over

Source: Czech Statistical Office and Eurostat, 2011

G Health establishments

Since 2003 the Czech Statistical Office (CZSO) in cooperation with the Institute of Health Information and Statistics of the Czech Republic (IHIS) that is a state-subsidized organization administered by the Ministry of Healthcare of the Czech Republic developed a **short module (set of basic questions) related to ICT usage in the health-care facilities**. This module is a part of the questionnaire used for the census survey E (MZ) 4-01 carries out annually by the Ministry of Healthcare of the Czech Republic for health-care institutions.

Notes:

Reference period: 31.12. of the monitored year for ICT equipment of health establishments and entire reference year for internet activities undertaken by independent physicians.

Target population: All health care facilities (health institutions) in the Czech Republic. However in this chapter are data published only for offices (surgeries) of independent physicians and pharmacies. In 2009, the latest available year, a total of 19 823 offices (surgeries) of independent physicians and 2 320 pharmacies were surveyed. Response rate reached for offices (surgeries) of independent physicians 89 % and 98 % for pharmacies.

Available breakdowns: Data about use of Internet and web sites by independent physicians are available by their type of practice.

Definitions:

- **Broadband** – see definition in chapter A
- **Blind friendly** – see definition in chapter E
- **GPs** – general practitioner
- **Internet user** – see definition in chapter C
- **Seeking health related information** – seeking information about diseases, treatment, diagnostics, nutrition etc. on internet
- **Keeping health records on the Internet** is the use of health books via the Internet (e.g., the implementation of the IZIP project – Internet-based Access to Patient Health Information).
- **Making online appointments** is making appointments through the health establishment's website, using online form (e-mail is not included).
- **Online consultation** is a possibility to ask health-related questions, which the health establishment answers by e-mail or may publish the response on its website.

In 2010 the Czech Statistical Office carried out: "**Web site content survey of hospitals**" as a supplementary source of information to this survey in order to measure better what information and services are available on hospitals' web sites. This web site content survey was conducted in July 2010. Web sites of all 161 hospitals were included in this survey.

The data on use of the Internet by individuals **for seeking health related information** comes from an independent annual statistical survey titled: "Sample Survey on the Use of Information and Communication Technologies in Households and Among Individuals". For more information see Chapter C.

Detailed regional breakdown data on ICT use by independent physicians and pharmacies in the Czech Republic can be found in chapter 18 of each **Regional yearbook**: <http://www.czso.cz/eng/edicniplan.nsf/aktual/ep-1#10>

More detailed information and data are available free of charge at the following dedicated website (only in Czech):

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

G Health establishments

Tab. G1 Health establishments with access to selected ICT in the Czech Republic; 2009

	Computer	Internet	Broadband
Offices of independent physicians	97,0	76,4	46,6
GPs for adults	97,4	78,9	48,7
GPs for children	94,2	77,9	46,7
Stomatologist	97,0	72,7	40,7
Gynaecologist	97,7	83,2	58,2
Specialists	97,5	76,0	47,9
Pharmacies	99,8	98,6	75,7

as a percentage of all health establishments in a given group

Figure G1 Health establishments with Internet access

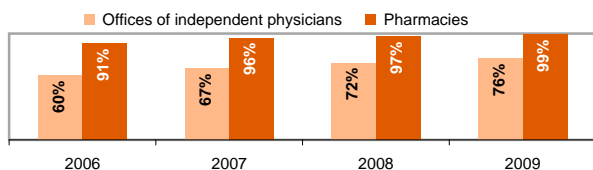
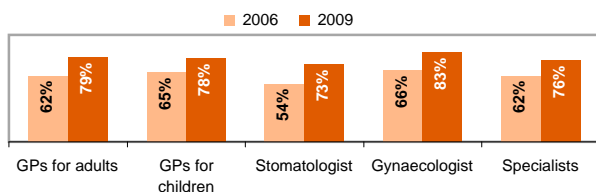


Figure G2 Independent physicians with Internet access in their office by type of practice



as a percentage of all independent physicians' offices in a given category

Figure G3 Independent physicians with a broadband access in their office by Czech regions (%); 2009



as a percentage of all independent physicians' offices in each region

Source: Institute of Health Information and Statistics of the Czech Republic

G Health establishments

Tab. G2 Independent physicians using Internet for selected activities in the Czech Republic

	%		
	2007	2008	2009
For information search about:			
practical medicine	61,1	62,5	64,9
theoretical medicine	55,4	57,8	59,9
pharmacology	53,7	57,0	60,1
For communication with:			
business partners	42,5	45,8	49,6
health insurance companies	41,7	48,2	55,8
other health establishments	34,2	37,9	42,5
patients	24,8	28,3	33,4
pharmacies	9,4	11,3	13,8
For keeping health records	9,5	8,1	8,3

* it includes both usage of Internet in the office or at home as a percentage of all independent physicians

Figure G4 Independent physicians using an e-mail communication with patients by type of practice

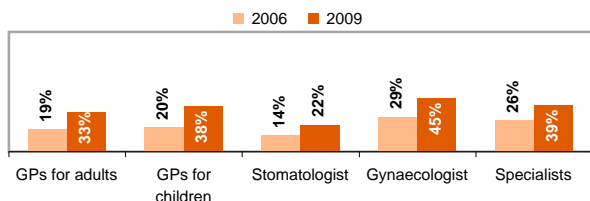


Figure G5 Independent physicians keeping health records on a computer by type of practice

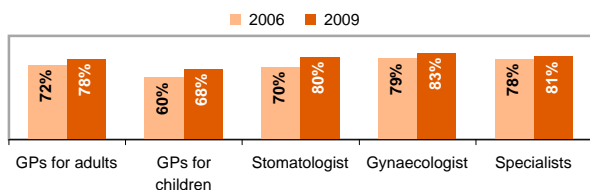
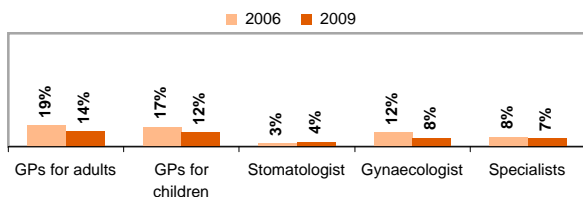


Figure G6 Independent physicians keeping health records on the Internet by type of practice



as a percentage of all independent physicians' offices in a given category

Source: Institute of Health Information and Statistics of the Czech Republic

G Health establishments

Tab. G3 Health establishments with a Web site in the CR

	%		
	2007	2008	2009
Offices of independent physicians	11,2	13,1	16,7
GPs for adults	8,1	9,0	12,8
GPs for children	14,5	16,9	22,4
Stomatologist	5,8	6,7	8,0
Gynaecologist	15,3	19,6	24,2
Specialists	15,9	18,5	23,1
Pharmacies	26,6	31,6	36,9

as a percentage of all health establishments in a given group

Figure G7 Health establishments with a Web site

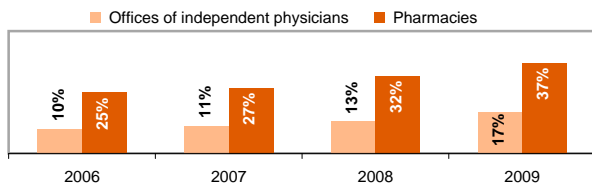
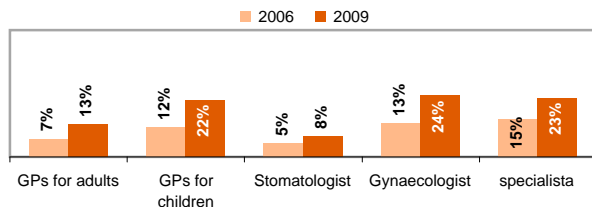
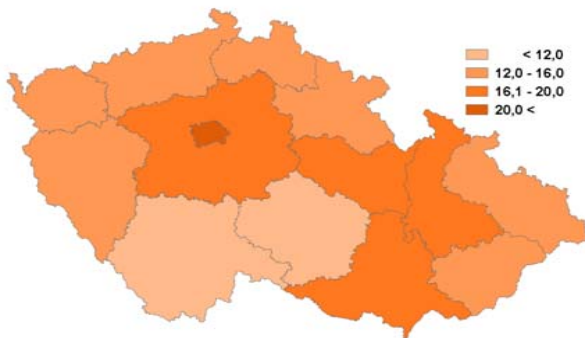


Figure G8 Independent physicians with a Web site by type of practice



as a percentage of all independent physicians' offices in a given category

Figure G9 Independent physicians with a Web site by Czech regions (%); 2009



as a percentage of all independent physicians' offices in each region

Source: Institute of Health Information and Statistics of the Czech Republic

G Health establishments

Tab. G4 Independent physicians using their web sites for selected activities in the Czech Republic

	%	
	Online appointment	Online consultation
Total	5,2	6,1
GPs for adults	4,6	3,8
GPs for children	7,1	9,1
Stomatologist	2,0	2,0
Gynaecologist	6,3	11,9
Specialists	7,6	8,9

as a percentage of all independent physicians in a given category

Figure G10 Independent physicians enabling online appointments via their web sites by type of practice

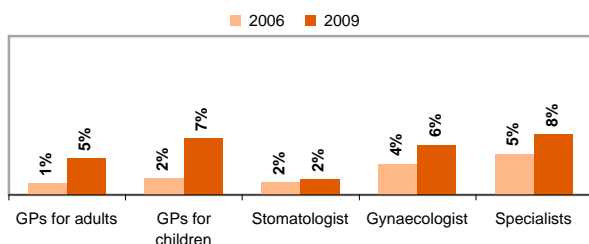
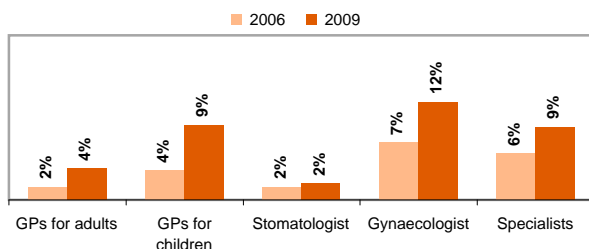
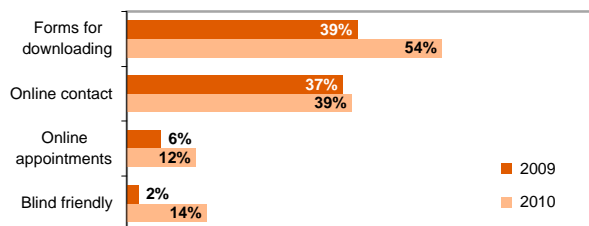


Figure G11 Independent physicians enabling online consultations via their web sites by type of practice



as a percentage of all independent physicians' offices in a given category

Figure G12 Services available on hospitals' web sites



as a percentage of all hospitals

Source: Institute of Health Information and Statistics of the Czech Republic

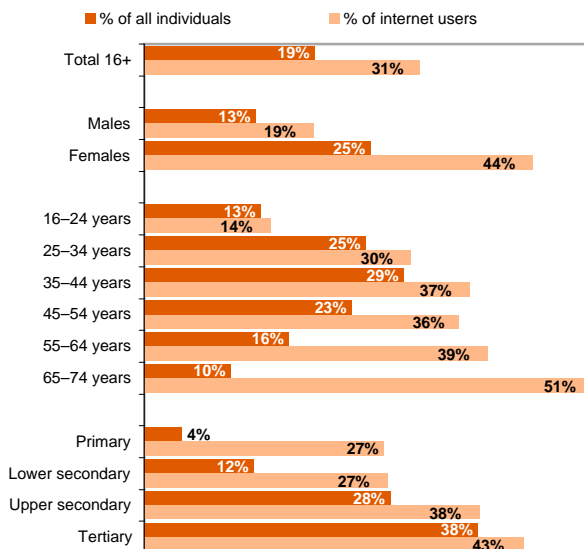
G Health establishments

Tab. G5 Individuals using Internet for seeking health-related information in the Czech Republic

	%		
	2008	2009	2010
Celkem 16+	13,1	18,7	19,2
Total (aged 16–74)	14,2	20,1	20,5
Gender:			
males (aged 16+)	8,1	11,6	12,6
females (aged 16+)	17,9	25,4	25,5
Age group:			
16–24 years	8,3	15,9	13,1
25–34 years	19,0	25,9	25,0
35–44 years	20,3	27,7	29,3
45–54 years	16,4	21,5	23,4
55–64 years	10,7	16,4	16,3
65–74 years	4,4	5,4	9,7
Highest education level (aged 25+):			
primary (ISCED 0-2)	2,6	2,0	4,1
lower secondary (ISCED 3C)	7,4	11,8	12,3
upper secondary (ISCED 3A and 4)	20,8	27,3	27,8
tertiary (ISCED 5-6)	29,6	37,3	37,7
Specific categories:			
students (aged 16+)	7,4	16,0	13,2
pensioners	3,5	5,6	8,2

as a percentage of individuals aged 16 years and over

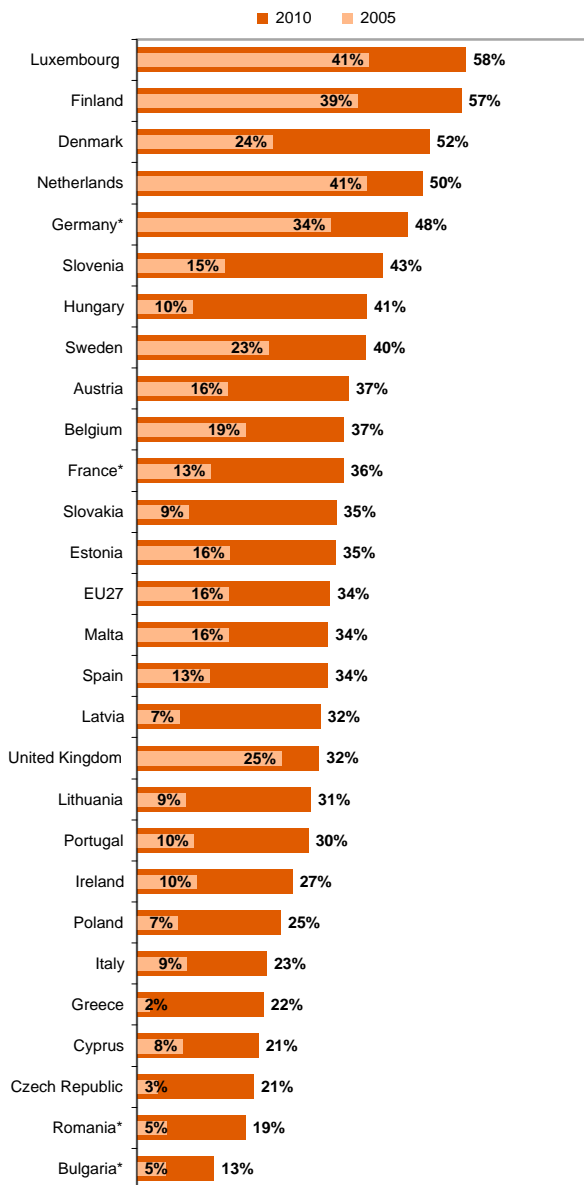
Figure G13 Individuals using Internet for seeking health-related information; 2010



Source: Czech Statistical Office, Household Survey on ICT Use

G Health establishments

Figure G14 Individuals using Internet for seeking health-related information

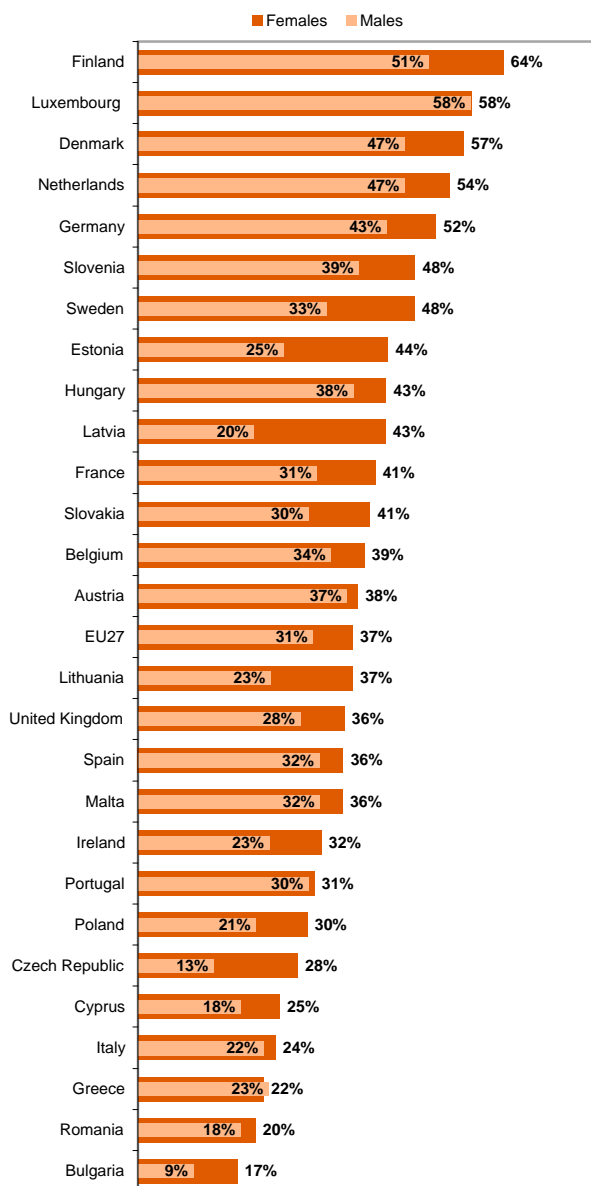


as a percentage of all individuals aged 16 to 74
* 2006 instead of 2005

Source: Eurostat, 2011

G Health establishments

Figure G15 Individuals using Internet for seeking health-related information by gender; 2010



as a percentage of all males/females aged 16 to 74 years
 * 2006 instead of 2005

Source: Eurostat, 2011