

# Czech Republic



## Country Profile

### Information Society Indicators

- Percentage of households having internet access to the Internet at home, 2 Q 2007: 32%
- Percentage of households with a broadband connection, 2 Q 2007: 26%
- Percentage of individuals (55-74 years old) using the Internet at least once a week, 2 Q 2007: 16%
- Percentage of individuals (55-74 years old) having ordered/bought goods and services for private use over the Internet in the last 3 months, 2 Q 2007: 3,8%
- Percentage of individuals (55-74 years old) using the internet for interacting with public authorities, 2006:  
Obtaining information 6,1% , downloading official forms 3,1%, returning filled forms 3,1%

(Source: Czech Statistical office, 2007)

## I. e-Inclusion History

2008

Czech Republic is involved in the e-Inclusion activities both at national and international level (for example projects to support computer literacy in Africa as a part of cooperation for development). In the area of e-Accessibility, an amendment to the Act no. 365/2000 is in force since January 1<sup>st</sup>, 2008 which sets obligation for all public institutions to have their websites conforming to the accessibility standards.

e-Inclusion is currently one of the main priorities of the Czech government

November 2007

In the Ministerial Meeting on e-Inclusion in Lisbon - In the TTE Council Meeting held on the November 28<sup>th</sup>, 2007, the conclusions of the ministers to the Action Plan on ICT and ageing were accepted.

December 2007

4-5 December 2007 a Conference "e-Government 2007 – Modern office – simple, functional and efficient" was held in Prague

December 2007

A European Commission initiative "e-Inclusion – be part of it!" was launched.

June 2006

The Ministerial Declaration Information Society for all has been adopted by the EU members, including the Czech Republic

April 2006

First Meeting of the i2010 High Level group. i2010 High Level Group adopted the Programme for 2006 and 2007 and created three new e-Government, e-Health and e-Inclusion subgroups

March 2006

i2010 High level Group has been established

August 2005

The National Plan for the Support and Integration of Persons with Disabilities 2006-2009 was adopted by the Czech Government.

January 2005

The Czech Government approved a National Broadband Strategy, which main goal is to ensure that approximately 50% of the population in the Czech Republic will be using broadband by 2010 at the latest.

October 2004

The Public Administration Portal Portal.gov.cz was officially launched after a pilot phase of one year.

March 2004

The Czech Government adopted the State Information and Communications Policy (e-Czech 2006), a strategic

document in the field of the Information Society for the period 2004-2006.

October 2003

Launch of the Public Administration Portal (Portal.gov.cz).

February 2003

The National Computer Literacy Programme was launched with a view to enable a wider public to learn the basic skills to use and work with computers and the Internet.

January 2003

Establishment of the Ministry of Informatics, with responsibility of coordination and development of e-Government, telecommunications, postal services and the promotion of the Information Society in general.

November 2002

The Internet radio broadcasting of the Ministry of Interior “Radio Interior” was initiated.

May 2002

The Czech Government approved The National Programme of Preparation for Ageing 2003 – 2007

March 2002

Adoption of an updated State Information Policy (SIP) Action Plan for 2003.

June 2001

The Czech Republic joined the eEurope+ Action Plan, aiming to foster the development of the Information Society in EU accession countries.

2000 and before

- The Government adopted the State Information Policy (SIP) Action Plan, which set the objectives and targets for the period 2000-2001 in three main areas: information literacy, electronic commerce and electronic public authorities.
- The State Information policy in Education was adopted with a view to support ICT in the Czech education system.
- The Czech Government adopted a strategy for the Information Society: State information policy (SIP) - The road to an Information Society. The basic objective of SIP is to foster and develop an information society and thereby to create the pre-requisites particularly for improving the quality of life of individual citizens, improving the effectiveness of the state administration and local government and improving the quality of support for the development of business. This strategy identifies eight priority areas for action, including e-Government and e-Democracy.
- In 1998, the Government Council for State Information Policy was appointed; a consultative body comprising representatives from government departments and agencies, and chaired by the Deputy Prime Minister for Economic Policies. The Council was tasked with advising the government on an Information Society strategy.

## **II. e-Inclusion Strategy**

- The Czech Republic does not have an integrated e-Inclusion policy. However particular areas of e-Inclusion are covered in separate documents and policies. The Czech Republic focuses on e-Government, bridging digital divide and ICT literacy and competences.
- The significant source for implementing e-Inclusion policies and projects are European funds. The Information Society was recognized as one of the most important horizontal priorities in all operational programmes. Specific measures on broadband and ICT deployment were contained in the Joint Regional Operational Programme (JROP) and Industry and Enterprise Operational Programme. Information literacy was supported by Human Resources Development Operational Programme.

### **Important policies in place**

- *The State Information and Communication Policy (eCzech 2006)*
- The fundamental strategy of the Czech Republic in the field of the Information Society and electronic communications was the “*State Information and Communications Policy: e-Czech 2006*” (SICP), until it

expired at the end of 2006. It identified priority areas, including information literacy, e-Learning, bridging digital divide and inclusive e-Government.

***The Broadband Strategy of the Czech Republic*** arising from eCzech

To speed up the broadband network development and stimulate its use mainly by households and individuals, the Government adopted the “***National Broadband Access Policy***” in January 2005. The Policy is based on the OECD Council recommendations on promoting broadband development. Its main goal for the CR is to achieve a level of about 50% of the population to use broadband by 2010 at the latest. Since 2005, high-speed broadband access measured by the number of active connections per 100 inhabitants has marked a substantial increase. From January 2005 till January 2007 the number of connections used in the business sector and in households had more than quadrupled. Penetration of high-speed broadband access had increased as well. However, as of January 2008, the Czech Republic with the penetration of 14,6% still had not reached the average of the 27 EU member countries (20%).

- ***The National Plan for the Support and Integration of Persons with Disabilities 2006-2009*** is a basis for legislative, managing, methodological and organisational activities related to the requirement of people with disabilities.
- ***The State Information Policy in Education (SITPE)***. The Policy sets out objectives relating to the information literacy of teachers, students, citizens, civil servants and employees in the healthcare sector and in libraries. Over the period of the SITPE implementation in 2001-2006 an extensive network of ICT training facilities and a number of information centres were set up for teachers and schools respectively, and numerous projects were successfully implemented in schools and school facilities in the Czech Republic. As of the 31<sup>st</sup> of December, 2006 the SITPE objectives were declared to have been fulfilled.

Nevertheless, the level of ICT facilities in schools is twice as low in the Czech Republic as compared to developed European countries.

- The Government Resolution No. 535 of 23 May 2007 approved *The Long-Term Plan for Education and the Development of the Education System in the CR*. One of its chapters deals with ICT. As regards ICT education, the Long-Term Plan aims to enhance basic skills of pupils and teachers in information literacy.
- At the beginning of 2008, a curricular reform was launched in the Czech Republic, which will significantly affect basic and secondary school curricula. The Framework Curriculum for ICT focuses on the pupils' acquisition and development of key competencies. Furthermore, it will make it possible for all pupils to achieve a basic level of information literacy – i.e. to acquire elementary skills in operating a PC and modern information technologies, to get their bearings in the world of information, to work with information in a creative manner, and to use it in order to pursue further education in day-to-day practice.
- ***The National Programme of Preparation for Ageing 2003 – 2007*** has become an instrument promoting policies of ageing, preparation for ageing and constitutes integration of seniors into society. Among its measures are the supports of senior oriented design, development of conditions facilitating social inclusion of elderly workers and seniors by means of modern technologies etc.

### **III. e-Inclusion Legal Framework**

#### **Law in Practice**

- By amendment of Act No. 365/2000 Coll. on public administration information systems, an obligation has been imposed on all central and local government institutions to ensure accessible (barrier-free) web in line with WAI (Web Accessibility Initiative). A regulation will lay down conditions for the publications of information in a way enabling remote access in compliance with the rules of WAI.
- Act No. 127/2005 on Electronic Communications defines providing and financing a universal service. Under this law disabled people have access to the publicly available telephone service at the same level of quality as the access enjoyed by all other end-users, based on, in particular, specially provided terminal equipment; or additional services. Such additional services are (1) phased payment of the price for the establishment of connection to the public telephone network for consumers; (2) free selective barring of outgoing calls for the subscribers; and (3) free itemised billing of the price for consumers.
- According to the regulation of the Ministry of Labour and Social Affairs of the Czech Republic, No. 182/1991, which implements the Act on Social Security, severely disabled people are entitled to one-off allowances for acquisition of special aids intended for to remedy, reduce or overcome the consequences of their disability. Allowances are provided for computers or special devices for [disabled handicapped](#) people.
- The government has been preparing further legislative changes relating to the field of the [informatisation](#)

[electronising](#) of public administration procedures which would lead to the simplification of communication between citizens and authorities as well as communication among the authorities themselves. These will involve inter alia a possibility to use electronic documents even in situations where a paper form has been required so far. Another major theme is establishing, management and use of central registers in public administration which are necessary for effective functioning of the authorities' and making it possible for the authorities to share data.

## IV. Research in Practice

Multimodal human sign language and speech processing for man-machine communication

- The aim of the project is to support audio speech recognition systems with visual recognition and apply information retrieval method on the recognition results. Multimodal audio-visual recognition will be employed in the task of sign language recognition and used to support information retrieval from video and audio recordings. The language is Czech. Three tasks will be solved during recognition: audio continuous speech recognition, visual speech recognition, and audio-visual methods (classifiers) merging or combination. In case of sign language, the objective is also a sign language synthesis. We suppose that we will be able to implement a sign-language-to-speech translation. High quality speech synthesis already developed at UWB will be used. Recognition techniques will be followed with information retrieval to enable talk content identification even from non-perfectly recognized word sequences. Computational linguistics will be used for translation

Information technologies for development of continuous shared health care

- The project will deal with the development of methods and technologies providing continuity of health care in the information society. It will be based on the development of methods and techniques of remote access to information in the form of data and knowledge in connection to electronic health documentation. In the framework of the project methods and techniques supporting creation of a unified system of electronic documentation for the field of healthcare with utilization of personal identifying chip-cards will be developed. It is very important for an applied research that its results can be verified in cooperation with physicians, from who have expertise in healthcare issues.

Processes research of gaining, transmission, storing and exploitation of electronic resources, unified system of government sources documentation

- The project concentrates on processes research of gaining, transmission, storing and exploitation of electronic sources and unified system of government sources documentation. Proposed project solution will enable compatibility with standard of information sources of the project "Government portal". It will provide compatibility of government sources repositories with other public sector repositories. The significant aim of the project is cooperation with information sources repository of the Czech statistical office (CSU) and including project results in the planed process of integration of the CSU repository into central government sources repository of the Government portal project. The main project benefit will be the immediate prime data sources accessibility in Czech through Government portal and CSU portal. Exploitation of the project results in development of repositories of "Government portal" and CSU portal will provide project results to 350-450 users monthly.

Influence of the computerization on the educational processes and on the human's personality in the information society

- The goal of the project is to bring the understanding of the influence of new information and communication technologies on the educational processes in different segments of the educational system and on the changes of the human in the information society. Impacts on human's personality, life style and field of life will be analysed.

Environment for the distant learning and on-line multimedia education

- This project concentrates on research of the new advancements of using multimedia and Internet to support distant learning, research of interaction between teacher and student on real courses based on a pilot portal, visualisation of the relationships, research of format for describing virtual courses, research of protocols for communication between educational institutes, usage of multimedia and remotely controlled models, research of storing teaching materials on distributed file systems, collection of data about needs and behaviour of users of distant learning.

Elimination of the language barriers faced by the [disabled-handicapped](#) watchers of the Czech Television

- The project strives to eliminate the language barriers faced by the two different groups of [disabled-handicapped](#)-TV watchers. The first group consists of the hearing-impaired people who use the closed captions when watching TV programs. The submitted project aims to allow the provider of the nationwide broadcasting (Czech Television) to provide closed captioning especially for the "live" broadcasts so that it can reach the 70% coverage of all programs. This goal is be achieved by employing the newly developed and specially tailored systems for automatic speech recognition. The second group of [disabled TV the-handicapped](#)-watchers

comprises the elderly or mentally handicapped who are not able to apprehend the accompanying sound, they are bothered by the degraded comprehensibility of the dialogues and sometimes also by the music background and the sound effects. The elimination of this barrier will be achieved by using specially tailored computer speech synthesis technology.

## V. e-Inclusion Actors

- Ministry of Education, Youth and Sports
- Ministry of Labor and Social Affairs
- Ministry of Culture
- Government Board for People with Disabilities
- Ministry of Interior

## VI. e-Inclusion Who is Who

- Mr. Ivan Langer: Minister of Interior
- Mrs. Lenka Ptáčková Melicharová: Deputy Minister for European Affairs, Ministry of Interior
- Mr. Ondřej Liška: Minister of Education, Youth and Sports
- Mr. Petr Nečas: Minister of Labour and Social Affairs
- Mr. Václav Jehlička: Minister of Culture
- e-Inclusion Sub Group contacts:
  - ⇒ Mr. Jiří Průša, policy officer, jiri.prusa@mvcv.cz , Nám. Hrdinů 3, CZ-140 21 Praha 4
  - ⇒ Filip Šváb, Permanent representation of the Czech Republic to the EU, Information Society, Telecommunications, Postal Services, Galileo 15, rue Caroly, 1050 Bruxelles, Belgium

## VII. e.Inclusion Progress by Riga Areas

### ICT & Ageing

- **Status in ICT & Ageing**

Percentage of individuals regularly using the Internet (Czech Statistical Office; year 2007)

<b>All Individuals 16+</b>	<b>45.0%</b>
Individuals, 16 to 24 years old	82.0%
Individuals, 25 to 34 years old	60.0%
Individuals, 35 to 44 years old	56.0%
Individuals, 45 to 54 years old	47.0%
Individuals, 55 to 64 years old	25.0%
Individuals, 65 to 74 years old	7.0%
Students aged 16 and over	93.0%
<b>Education</b>	
Primary	34.0%
Lower Secondary	25.0%
Upper Secondary	64.0%
Tertiary	80.0%
<b>Employment</b>	
Employed	56.0%
Unemployed	27.0%
Inactive	31.0%

- There are quite big differences in the Internet use by age and education. Internet is popular especially among individuals with a university degree (79,7%) and in the age group 16-24 (82%). On the other hand, there is only 4, 4% of the Internet users among individuals aged 65-74.

**Percentage of individuals using computer  
(Czech Statistical Office; year 2007)**

<b>All individuals aged 16 and over</b>	<b>50,9%</b>
All Individuals, 16 to 24 years old	87,9%
All Individuals, 25 to 34 years old	67,1%
All Individuals, 35 to 44 years old	65,8%
All Individuals, 45 to 54 years old	54,5%
All Individuals, 55 to 64 years old	29,3%
All Individuals, 65 to 74 years old	5,0%
Individuals, 75 years old and more	5,4%

- 50,9% of the population in the age group over 16 is PC users (persons who used a personal computer in 2007 are considered as a personal computer users). Usage of PCs is popular especially among persons in the age group 16 to 24 years. 87,9% of users regularly use PC (they use PC at least once a week). Only 5% in the age 65 to 74 use PC regularly.

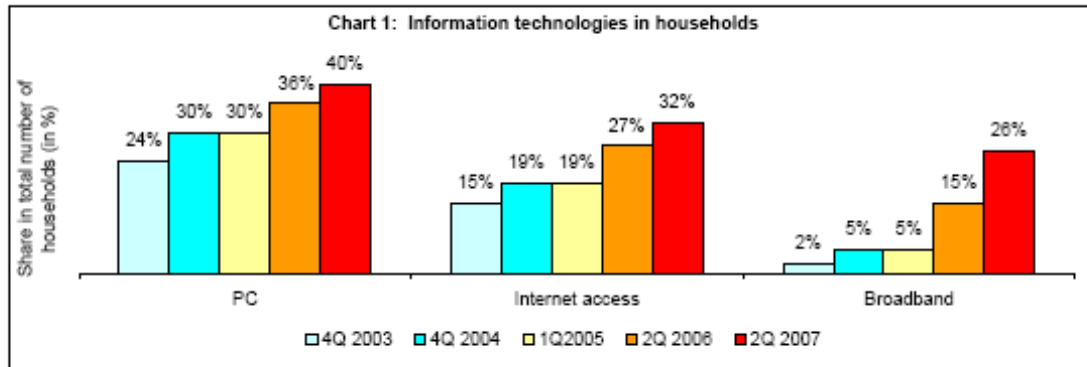
**• Actions to support ICT& Ageing**

- ICT courses for seniors are offered by Czech universities in the framework of life-long learning. As part of the University of 3<sup>rd</sup> age, the Department of Computer science and Engineering at the Faculty Electrical Engineering of the Czech Technical University in Prague realises projects in Seniors online (Portal for Seniors) and WWW publication History of Computer Technology in Czechoslovakia and the Czech Republic. The Department also participates in two European projects: EuCoNet (European Computer Network – IT utilization by seniors) and Town Stories.
- The National Program for Computer Literacy (NPCL) was implemented by the Ministry of Informatics in the years 2003-2006 with the goal to make it possible for the broad public to learn the basics of the work on the computer and the Internet and help them to overcome fear of new technologies. The broad public were offered basic PC education courses for a symbolic amount of 100 crowns (3,5 €), which removed a financial barrier even for the applicants who were in low- income brackets. 101 856 trainees took part in the NPCL program and they attended a total of 254 146 courses.
- (see Actions towards stimulating Digital Literacy and Competences)

**Geographic digital divide**

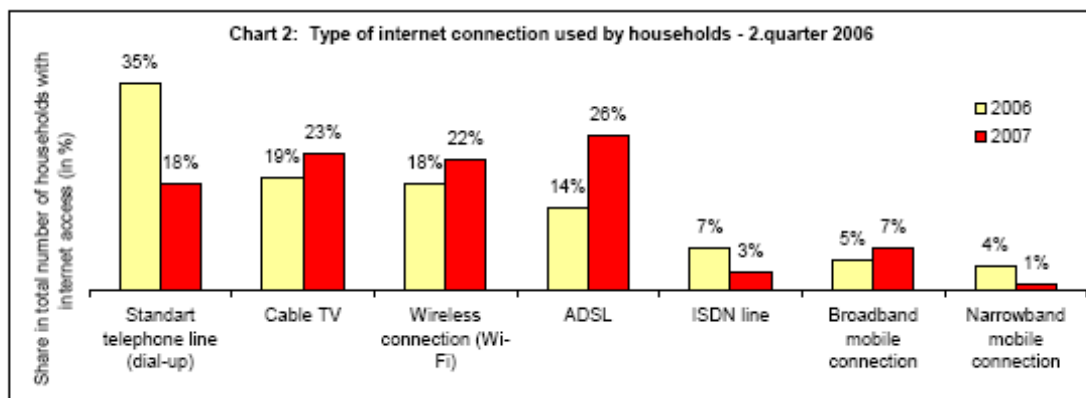
- **Status of Common access to electronic content and services**

**Individuals' access to personal computer and the Internet at home  
(Czech Statistical Office; 1 Q year 2007)**



Source: CZSO, 2007

### Type of the Internet Connection Used by Households (Czech Statistical Office; 1 Q year 2007)



Source: CZSO, 2007

- 26% of the Czech households have broadband connection. The second important factor for PC equipment and Internet access is location, after a households' income.

#### Table 7 Main reasons why households have no access to the internet - in the 2nd quarter 2007 (multiple choice)

Number of households with internet but no broadband	Reasons why households have no broadband									
	too expensive	no need	not available in my area	can access broadband somewhere else						
in thous.	in thous.	%*	in thous.	%*	in thous.	%*	in thous.			
%*	in thous.	%*								
<b>Total CR 268,2</b>	<b>48,3</b>	<b>18,0%</b>	<b>112,1</b>	<b>41,8%</b>	<b>31,1</b>	<b>11,6%</b>	<b>39,7</b>	<b>14,8%</b>	<b>37,6</b>	<b>14,0%</b>

\* As a % of households which have internet but do not have broadband  
Source: CZSO, 2 Q 2007

- An important reason why households are not interested in having in the Internet access is a possibility to have access to the Internet elsewhere (e.g. work, school etc.).
- The Czech Republic supports the development of new providers and developers of content, while supporting the development of infrastructure by various kinds of projects achieved by special financial means.
- The Government regards direct support to new network constructions as suitable only in special cases, and only

in areas where standard market mechanisms have not yet created suitable conditions and do not provide sufficient resources for building a new network (local distribution network, particularly in less densely populated and less developed regions in the Czech Republic).

- Programme IT infrastructure within the State Information Policy in Education (see Important policies in place) intends to increase the accessibility of ICT, namely the infrastructure for schools and for the general public, in particular for target citizen groups

### • **Actions to support Common access to electronic content and services**

- One of the government's main priorities in the field of e-Government is a maximum simplification of citizens' communication with authorities that would enable them to attend to all their matters which are connected with public administration at one universal contact point. This should be provided by the network of the so-called Czech Points, i.e. places where the citizen can obtain filed (stored) data in central records and registers. This network should be formed by municipal authorities and other entities.

The project "Public Internet access points"

- It was launched in order to collect data on public access points and to present them to public via websites [www.verejnyinternet.cz](http://www.verejnyinternet.cz), [www.publicinternet.cz](http://www.publicinternet.cz) or the Portal of Public Administration.
- The database currently contains 1573 records and shows that the public access points are available in more than 80 % of municipalities with the extend competencies, more than 350 access points are barrier-free and more than 650 provide basic courses on Internet. All these public access points are easy to find thanks to distinct labels.

Community wi-fi spots

- The Czech Republic's particularity is the high share of wi-fi in broadband penetration. In 5 412 municipalities out of 6 248 is available wi-fi connection. Some of them provide this connection free of charge

## **e-Accessibility**

### • **Status of e-Accessibility**

- According to the Czech Statistical office, only 9% of public offices (9 of 245) have their web sites accessible for blind and visually impaired citizens.
- Under the auspices of the Ministry of Interior, a competition is annually held with the view to highlight efforts of Czech local administration in using ICT to improve the quality and accessibility of their public services. One of the criteria is the accessibility.
- Act No. 365/2000 Coll. on public administration information systems (see: Law in Practice)

### • **Actions towards e-Accessibility**

- The National Plan for the Support and Integration of Persons with Disabilities 2006-2009 contains among others following measures in the field of the access of people with disabilities to information and cultural heritage:
  - ⇒ Set up and run an Internet portal making information accessible on services provided and other forms of support for people with disabilities.
  - ⇒ Depending on the level of development in broadcasting, in particular the digitization thereof, propose an amendment to Act No 231/2001 on the operation of radio and television broadcasting, as amended, resting in an increase in the share of programmes that television broadcasting operators are obliged to transmit with open or closed captioning for the hearing impaired.
  - ⇒ Support the conversion from analogue broadcasting to digital broadcasting with the aim of facilitating and expanding the possibilities of access by persons with disabilities to information from the mass media.
  - ⇒ Support the accessibility of public library and information services of libraries via grant proceedings to organize a range of audio books and implement technical equipment enabling visually impaired citizens to have access to library resources and electronic information sources.
- Methodological guidance for designing an accessible web was developed along the lines of similar available document (WCAG, US section 508, BFW) and regard was given to result obtained by the Disability Rights Commission. This guidance is not obligatory for public bodies now.

- Within the context of the amendment Act No. 365/2000 on Public Administration System (see Law in Practice), a research project is carried out, which aim is:
  - ⇒to compare the current Czech rules on e-Accessibility with WCAG 1.0 methodology and with a current proposal of WCAG 2.0 methodology
  - ⇒to find out the number of people with disabilities in the Czech Republic and classify them into groups, as well found out the scope of internet use by people with disabilities.
  - ⇒to set up new national rules on accessibility according to WCAG 2.0 an to define their possible application for websites of the Czech public administration
  - ⇒to make an analysis of the financial costs
- People with disabilities are addressed by the Citizen – Health section of the portal which, in the links to online information resources for people with disabilities, contains advice on the legislation and health issues and practical information on services for people with disabilities – including e-shops, libraries, magazine articles, job vacancies, events, etc.
- Czech Blind United is a civil association, which provides many highly professional services in various blindness-related fields, established regional centres of social services for blind and visually impaired citizens. The scope of centres' activities lies among others in consultant services on assistive aids, including assistive technologies and PC courses.

## Digital Literacy and Competences

### • Status on Digital Literacy and Competences

Information and Computer Literacy Survey was published in February 2005

- Its goal was to map the current situation regarding computer literacy in the Czech Republic as there has been no reliable and summary information on the issue so far.
- The project concentrated on:
  - ⇒ Defining the term information/computer literacy, establishing its level among the population of the Czech Republic and creating a robust model suitable for geographical and time comparison.
  - ⇒ Segmentation of the population in terms of information literacy and use of ICT.
  - ⇒ Verification of the model's information value (its accuracy) and self-assessment of the respondents through practical applications: the solution of real computer problems by selected participants.
- The extensive survey was done in three waves, with a total of 15,000 respondents taking part. Moreover, the knowledge of 1,000 of them was verified in a practical test. The survey has shown that over 27% of Czechs over 15 have basic computer skills. The survey classified those participants as computer literate who demonstrated their knowledge of basic IT terms, the ability to operate a computer and work with a word processor, spreadsheet program, graphics and the Internet.
- The survey results showed that those who work best with computers were younger people under the age of 35, people with higher education (at least a completed high school examination), inhabitants of municipalities with a population over 20,000 and men.
- Less than 1 % of the Czech populations are universal computer experts. The lowest computer literacy – about 4% – is in the group of people with elementary education and unskilled jobs. On the contrary, above average are specialised professions such as lawyers (67%), university teachers (57%), policemen, firemen and soldiers (52%) or government officials (45%).
- According to the survey, 58% of the population has access to a computer and 50% of adult population has access to the Internet or e-mail. About 84% of people have access to a mobile telephone and 13% to a laptop computer.

Most often people use computers to search for information on the Internet (76%), for self-education (63%), playing music or movies (61%) or at work (53%). 31% of respondents do their shopping over the Internet and 26% used electronic banking.

### • Actions towards stimulating Digital Literacy and Competences

National Computer Literacy Programme (NPPG) :

- Czech citizens, regardless of their profession and PC experience, had a chance to get and develop ICT skills in the National Computer Literacy Programme (NPPG).

- The courses were provided by private sector and funded by grants from the state budget. Experienced trainers teach participants step by step, basic computer skills, Internet use and the use of e-mail.
- The National Computer Literacy Program was launched in 2003. Most graduates from the National Programme of Computer Literacy are older than 40 years; the majority is in the 51-60 age groups. The courses are attended mainly by women (62 %).
- Particular courses were designed for people with disabilities (NPPG Handicap)

#### Retraining courses

- A wide range of retraining courses focus on IT. The most common courses include: working with PC, programming and computer networking administration, AutoCad, Cisco Networking Academy Program and computer graphics.

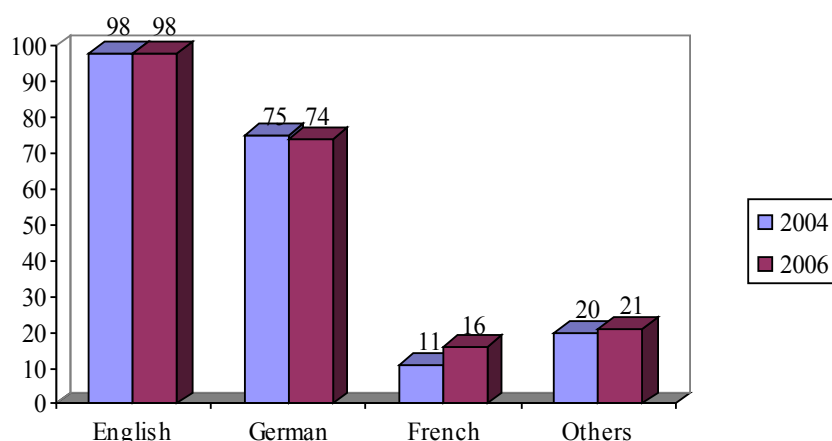
Tasks in the framework of The State Information Policy in Education (see Important policies in place) are:

- develop information literacy, motivation and confidence in electronic communication with Government and local government authorities
- as a part of increasing information literacy, to create and intensify confidence in electronic contents and services

## e-Inclusion and Cultural Diversity

### • Status on e-Inclusion and Cultural Diversity

Percentage of English, German and French language version from all web sites with foreign language version, 2004 and 2006 (Czech Statistical Office)



- Nowadays, the Czech Republic does not have an official public web site providing comprehensive information on living aspects in the Czech Republic nor a site aimed at foreigners. There is a special section on Portal of the Public Administration which is especially oriented to foreigners.

### • Actions towards e-Inclusion and Cultural Diversity

Two of the 59 projects that were approved as a part of the Community Initiative EQUAL focus on the problems of refugees and to the issues of long-term foreign residents.

- The common aim of the projects is to suggest and test a concept of systematic support for employment of refugees and foreigners permanently living in the Czech Republic.
- The concept contains the following parts that should achieve the target group's chance on the labour market: (1) individual social work with the target group, (2) a range of integration courses (job integration, IT, motivation) and Czech language courses.
- One of the projects addresses refugees and foreigners living in Prague and seeks for foreigners' position on the labour market in Prague.
- The Ministry of Labour and Social Affairs has launched a MoLSA portal <http://portal.mpsv.cz/>. Statistics about the labour market evolution are available in this site. The portal offers information about the Employment

Services' activities, including relevant legislation, a vacancy search, information on the employment of foreigners and about the possibilities to use Active Employment Policy tools, etc. Job seekers can post their CV on the Internet thus enabling employers to choose among prospective employees directly from the MoLSA portal. Furthermore, the job seekers can also publish their job search advertisements.

- An EURES portal on the national level can be found at <http://portal.mpsv.cz/eures>. It has been developed to strengthen the IT tools targeted to clients in the Czech Republic. Apart from it, each of the 77 Labour Offices (or 220 including remote offices) uses an integrated system "OKPráce".

#### Web Sites Home at the Czech Republic

- Web Sites Home at the Czech Republic were established in 2003 within the "Pilot Project Integration of Foreigners and Support to Organizations and Associations of Foreign Communities in the Czech Republic" and it is financed by the Ministry of Labour and Social Affairs.
  - The aim of the web site is to increase availability of information among foreign nationals (especially from the third countries), who have a legal status to stay in the Czech Republic and to serve as a practical assistant for integration of foreigners in the Czech Republic. Web Sites are available for individuals and for the associations of foreigners in the Czech Republic.
- ⇒ Web Site has presently six language versions. Besides Czech version, the site is available in English and Russian Web Sites for the whole public. Ukrainian, Vietnamese and Armenian Web Sites are available for individuals, as well as for the associations of foreigners in the Czech Republic.
- ⇒ The database Advice for Living in the Czech Republic contains structured information, advice and procedures for various life situations of foreign nationals in the Czech Republic.
- ⇒ The news section provides information on amendments on legal regulations and community life. The calendar of events reflects cultural events. Community magazines in electronic form can be downloaded from the section "Magazines on-line".

## Inclusive eGovernment

### • Status on inclusive eGovernment

#### Internet users using the Internet for activities related to public administration (Czech Statistical Office; 2007)

formulářů Podle věku	Vyhledávání		%
	informací formulářů	Stahování On-line vyplnění	
16-24 let	12,4	5,4	2,6
25-34 let	16,9	10,3	4,4
35-44 let	19,3	10,0	4,4
45-54 let	17,6	9,7	5,0
55-64 let	9,6	6,1	2,5
65-74 let	2,3	0	0

Source: CZSO, 2 Q 2007

- In the 3 last months, 41% of Internet users used the Internet for activities related to public administration. 36% obtained information from public authorities' web sites, 13% communicated with public authorities by e-mail. 17% downloaded forms posted on public authorities' web sites and 7% filled out and sent of on-line forms to public authorities.
- 45% Internet users are interested in usage of e-Government. The biggest interest is on request for personal documents, car registration, health related services, announcement of moving (changing of address) and declaration of income taxes.
- The most common reasons why Internet users are not interested in e-Government are the lack of personal contact, doubts that a problem will be solved and a lack of knowledge that problems can be dealt through the Internet.

## • Actions towards inclusive eGovernment

### Portal of the Public Administration (PVS)

- The gateway to the Czech e-Government services is the Portal of the Public Administration (PVS). The Czech Government regards the Public Administration Portal as the main information source for all e-government services.
- The Portal consists of two main sections. The first one is informative and has several sub-sections: an address book, laws and life events, maps, on-line newspapers and public administration. The second one is transactional facilitating users' (citizens, firms) interaction with public administration (individual offices).
- The Portal of the Public Administration eliminates information barriers and thus helps, in some aspects, people with disabilities in coping with their disability. People with disabilities are addressed by the Citizen – Health section of the Portal which, in the links to online information resources for people with disabilities, contains, in addition to advice on the legislation and health issues, also practical information on services for people with disabilities – including e-shops, libraries, magazine articles, job vacancies, events, etc.

### Public administration contact points

- To simplify the contact of citizens with the public administration will be developed further. The role of the public administration is to be a one-stop shop providing citizens with information on public administration and business related and everyday life issues.

### Internet radio broadcasting of the Ministry of Interior “Radio Interior”

- The objectives of the project are: the improvement of the dissemination of the portfolio of the Ministry of Interior on mass media, information availability for the blind and the enlargement of the access possibilities to information on the Ministry of Interior portfolio for public.
- The “Radio Interior” is an Internet radio broadcasting transmitted in Windows Media Audio format in 32 kbps quality.
- Listeners may contact the newsroom via telephone.

Both lower Chamber of Deputies and upper chamber of the Czech Parliament provide information on their websites how every member of the parliament has voted on every issue, which draft he or she has submitted, transcription of the speeches in the plenary sessions as well as interpellations.

The Prague Municipality broadcasts and archives the plenary sessions of the municipal assembly on its website.

## VIII. Challenges

- Ageing - the Czech Republic has one EU populations ageing most rapidly.
- To finalize further legislative changes relating to the field of ~~informatisation~~ ~~electromisation~~ of public administration procedures, that would lead to easier communication between citizens and authorities and between authorities themselves.
- Lack of co-ordinated approach among governmental bodies and intuitions
- Strategies are not fully implemented.
- Expensive technologies for disadvantaged groups
- E-Inclusion is one of the CZ Presidency Priorities