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Program **Éta**

Barriers Influencing the Development of e-Government Services in the Czech Republic from the Perspective of Municipal Authorities

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Structure of presentation:

- Introduction to eGovernment (definition, services)
- Methodology of research
- Presentation of research results
- Conclusion

The main aim of the paper:

Identification of barriers that limit the development of e-Government in the Czech Republic

Introduction to e-Government: Definition

- proper application of e-Government initiatives leads to upgrade the governmental services provided to citizens and the private sector and enhance the effectiveness of government work internally, in addition to broadening the participation of citizens in the decision-making process (Singh & Sahu, 2018)
- Digital services increase openness and transparency of government and subsequently, deliver smart services to everyone needing information. (Milić & Veljković & Stoimenov, 2018)
- The electronic communication can be provided online 24/7 (Al-Fakhri, 2008) and share information between all its participants.
- The fully developed e-Government ensures public administration to be more efficient, faster, and cheaper while also being more comfortable (Ølnes & Jansen, 2017)



Introduction to eGovernment services

- increase the communication between municipal authorities and citizens / companies
- increase openness and transparency of services provided by municipal authorities
- Efficient, smarter and cheaper public administration
- DESI index (2019):
 - ranking of the Czech Republic: 18th of 28 EU countries

Methodology of research:

- CAWI method; 7 November to 11 November 2019
- Questionnaire survey: 24 questions (qualitative / quantitative data)
 - Preferences of eGovernment services provided by municipal authorities
 - Municipality Administration
- respondents: municipal authorities with extended powers
- **cooperation with the Union of Towns and Municipalities of the Czech Republic**



Research results:

Tab. 1: The number of completed questionnaires

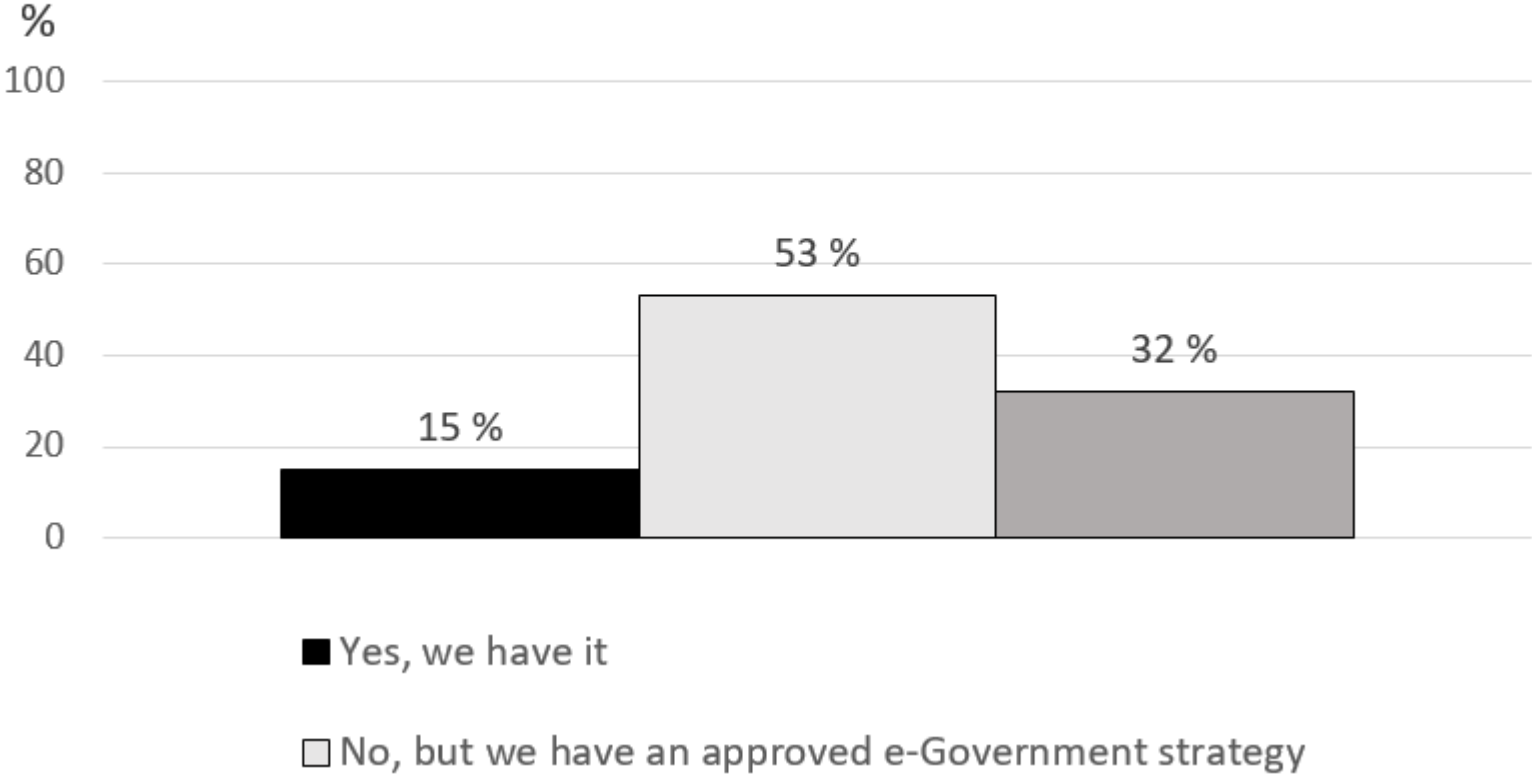
	Received	Distributed	Percentage
Prague region	17	28	61 %
Central Bohemia region	16	26	62 %
South Bohemia region	13	16	81 %
Pilsen region	9	15	60 %
Carlsbad region	3	7	43 %
Usti region	13	16	81 %
Liberec region	7	10	70 %
Hradec Kralove region	13	15	87 %
Pardubice region	8	15	53 %
Vysocina region	10	15	67 %
South Moravian region	12	21	57 %
Olomouc region	7	13	54 %
Zlin region	7	13	54 %
South Moravian region	15	22	68 %
Total	150	232	65 %

Research results:

Tab. 2: Completed questionnaires according to the size of the municipality

	Number	Share [%]
Municipality to 4,999 citizens	10	6.67
Town up 5,000 to 19,999 citizens	80	53.33
Town up 20,000 to 49,999 citizens	37	24.67
Town up 50,000 to 90,000 citizens	10	6.67
City over 90,000 citizens	13	8.67

Fig. 1: Do you currently have a plan for the e-Government of your municipality?



Barriers to digitalization of public administration

66 % of respondents of the research survey answered the level of state administration is at a bad or very bad level.

(opinion of 66 % of respondents of the research survey)

Why?

- Decentralized structure of e-Gov in the Czech Republic
- Financial resources
- Citizens are not interested in digital public services
- insufficient assistance and help of government provided to the municipal authorities
- Lack of qualified IT employees

Barriers to digitalization of public administration

Tab. 3: Number of IT employees employed in the municipal authorities with extended powers

Number of IT employees	Share
no employee	4 %
up 1 to 2 employees	27 %
up 3 to 5 employees	43 %
up 6 to 10 employees	14 %
11 and more employees	12 %

0 20 40 60 80

There is a lack of help and support from the state

76 %

58 %

Insufficient financial resources

61 %

58 %

We know how or what to digitize, but we have technical obstacles

23 %

18 %

We do not know how or what to digitize

18 %

8 %

e)

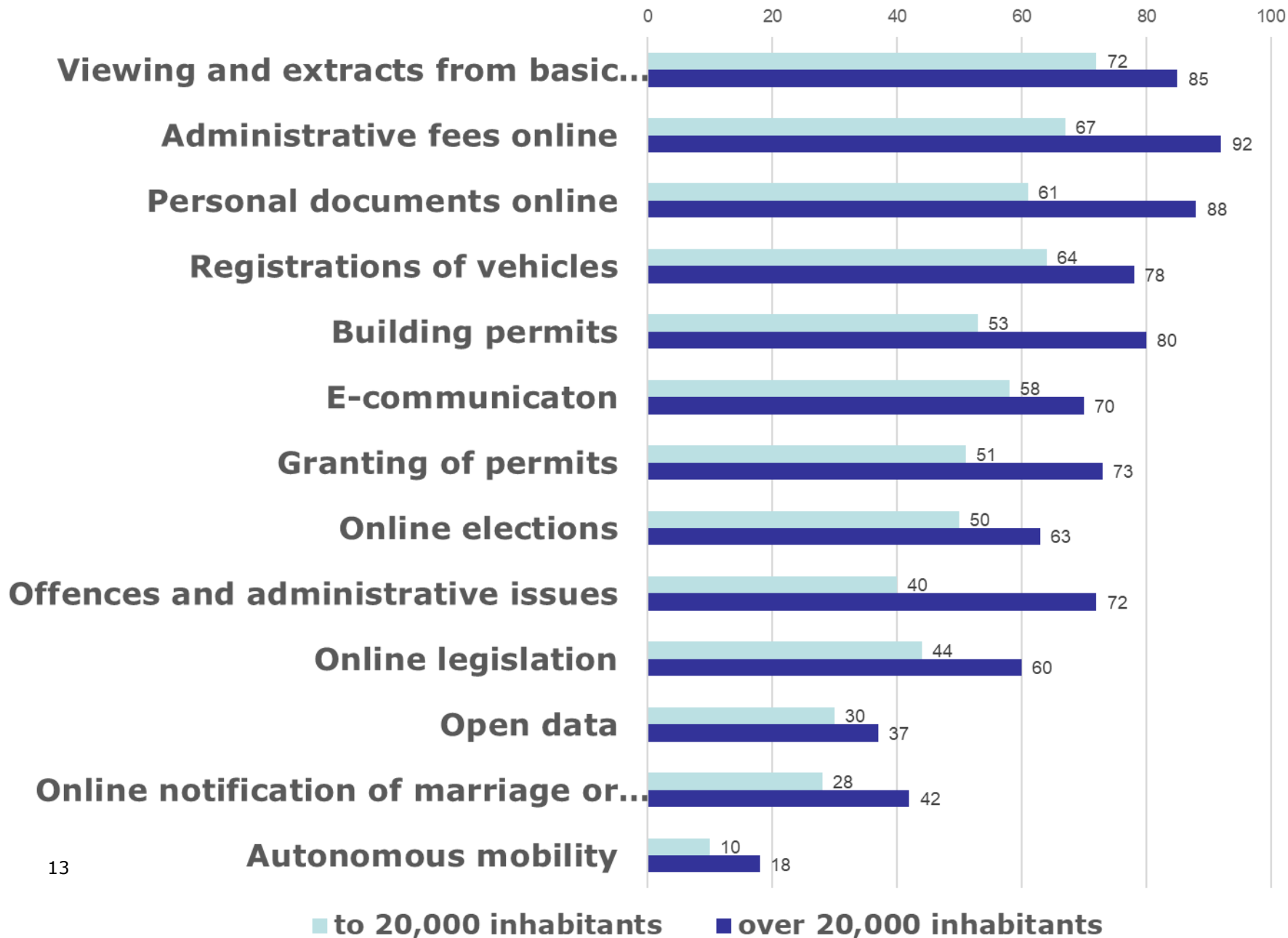
The citizens are not interested in e-Government

18 %

7 %

■ Population less than 20,000 citizens ■ Population over 20,000 citizens

Most wanted and useful services for citizens



Conclusion

- Digitalization of public services is important
- Low level of eGovernment services
- Insufficient financial resources
- Difficult to find requested eGov services by citizens
- Lower processing costs of eGov services

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Thank you for your attention!