

Final report

Period covered: May – December 2004

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A. Background information

This year (2004) the Czech Statistical Office carried out the first annual questionnaire survey on the ICT usage by public administration. Results of the survey will be available for the public in December 2004. The main objective of the questionnaire survey is to find out basic information about the ICT usage by public administration and provide valuable information about on-line government services for citizens and enterprises.

Besides the questionnaire survey we carried out also a web site survey: "2004 Web site content survey". The content outlines the recent development towards provision of new services through communication networks, primarily via the Internet (web sites). An important aspect is the availability of public access points and the involvement of all stakeholders in the process of building info-structures and provision of high-quality services and content to the general public.

The web site content survey supplements the questionnaire survey to get more specific and in-depth information about the Internet diffusion in society. In the web site content survey we used several new indicators that have never been used in the questionnaire survey, so we got information that we could not get from the questionnaire survey.

B. Project

I. Objectives of the web site content survey

1. To find out what is the general extent of the web site usage within the public administration, universities, secondary schools, hospitals, museums, and others from the supply side and content provision (information and services available on-line for public) on these web sites = on-line information capital (see further set of indicators).
2. To describe and analyse a web site survey as a method of data collection.

II. Methodology

Survey technique: Web site content survey

Reference period : June and July 2004

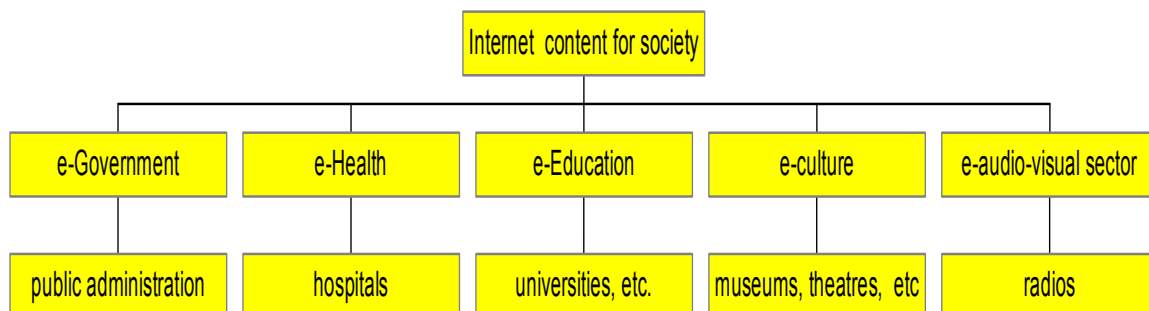
Survey period : June and July 2004

Target population :

- **E-Government** : all central state administration offices - 26 offices
self-government administration offices:
 - all 14 regions
 - all 205 municipalities with extended competence
- **E-Education** : all universities (51)
all secondary schools (1.463)
all elementary school (3.845)
- **E-Health** : all hospitals – 175
- **E-Culture*** : museums – 331
galleries (art museums) – 53
theatres - 159
historical buildings – 223
national monuments – 69
* only institutions with an entrance fee for visitors
- **Audiovisual sector**
broadcasting companies (radio) – 62

Sample Size : The survey covered the whole target population with differences in used indicators.

Chart: Basic structure of the 2004 Web Site Content Survey



System of the survey :

First step of the survey – to find out how many institutions have own web site.

Second step of the survey – **to collect data focused on the content of web sites and make analysis**

To be able to analyze web sites, we needed database of all government institutions, health institutions, education institutions and culture institutions that we wanted to include to the survey. When we got the database, we were interested, how many of them had own and web site.

Information about the number of health, education and culture institutions with a web site we got from questionnaire surveys realized by other public institutions. (*National information and consulting center for culture - NIPOS, Institute of health information and statistics of the Czech Republic - UZIS, Institute for information on education - IIE*) From the questionnaire surveys we also had database of URL addresses. All the questionnaire surveys were realized in 2003, with reference period – December 2003.

Information about the number of government institutions with own web site we found out by browsing official government portal.

The first step of the survey provided us with **background information** needed for later analysis.

The second step of the survey was real web site content survey.

Used indicators :

- **E-government:**

Indicators used for all government institutions: number of institutions with own web site, number of institution with e-mail address, number of institutions with a foreign language web site version, number of institutions with job information on web site, number of institutions with information how to ask for information, number of institutions with electronic registry, number of institutions with links to central state administration web sites, number of institutions with information about staff on web site, number of institutions with agenda on web site, number of institutions with on-line contact

Indicators used only for self-government institutions: number of institutions with information about departments on web site, number of institutions with information about culture

Indicators used only for municipalities with extended competences: number of municipalities with information about history of municipality

- **E-education*:** number of institutions with own web site, number of institution with e-mail address

** only the first step of the survey was realized (see the system of the survey at the page 4)*

- **E-health:** number of institutions with own web site, number of institution with e-mail address, number of institutions with a foreign language web site version, number of institutions with contact on web site, number of institutions with information about departments on web site, number of institutions with information about staff on web site, number of institutions with information about opening hours, number of institutions with map of hospital on web site, number of institutions with job information on web site, number of institutions with a possibility to make an appointment on-line with a practitioner or to seek a medical advice on-line from a practitioner

- **E-culture:**

Indicators used for theatres: number of institutions with own web site, number of institutions with a telephone ticket reservation system, number of institutions with an on-line ticket reservation system, number of institutions with a fax ticket reservation system, number of institutions with performance available on-line on web site, number of institutions with web/audio presentation available on-line on web site, number of institutions with a chat room on web site, number of institutions monitoring attendance of web sites, number of institutions with links to web sites of other theatres, number of institutions with fulltext

Indicator used for museums: number of institutions with – own web site, links to web sites of other museums on web site, bookcase of museum on web site, job information, adverts on web site, fulltext on web site, photo gallery on web site, virtual exposition on web site, phonographic records on web site, web camera on web site, video presentation on web site, public opinion pool on web site, number of institutions with a telephone ticket reservation system, number of institutions with an on-line ticket reservation system, number of institutions with a fax ticket reservation system.

Indicators used for galleries: number of institution with – own web site, program of gallery on web site, links to web sites of other galleries, bookcase of gallery on web site, number of visits on web site, on-line photo gallery, on-line catalogue

Indicators used for historical buildings: number of institutions with – own web site, bookcase on web site, number of visits on web site, links to web sites of other historical buildings, job information on web site, adverts on web site, photo gallery on web site, virtual sightseeing, digitised collections, web camera, fulltext on web site, public opinion pool on web site, number of institutions with a telephone ticket reservation system, number of institutions with an on-line ticket reservation system, number of institutions with a fax ticket reservation system.

Indicators used for national monuments: number of institutions with – own web site, number of visits on web site, bookcase on web site, links to web sites of other monuments, adverts on web site, photo gallery on web site.

Indicators used for radios: number of institutions with – own web site, number of visits on web site, links to web sites of other radios, fulltext on web site, on-line broadcast, chat room on web site, web camera on web site

Pre - testing: A special pre-testing was done. The aim of the pre-testing was to verify the selection of indicators.

Sample of the pre-testing :

e-government: 20 municipalities, 2 regions, 2 ministries and 2 central state administration bodies.

e-Culture: 20 museums, 10 theatres, 5 galleries, 20 historical buildings, 4 national monuments

Audiovisual sector : 10 radios

Results of the pre-testing : Some of the proposed indicators had to be modified.
Some of the proposed indicators had to be thrown away.
The most of the proposed indicators were used.

Timetable

Start of the project : May 2004

Project preparation : May 2004

Data collection : June and July 2004

Data processing, outputs : July and August 2004

Preparation of the intermediate report : October 2004

Analysis: November and December 2004

Preparation of the final report : December 2004

End of the project : December 2004

Definitions

Web site content survey – method of data collection. Data are collected from web sites.

Agenda published on web site – decisions, statements, concepts

Public Administration Information System regulation – regulation of the Ministry of Informatics about data mandatory published on web sites of public administration

Information about departments – names of departments and responsibility of departments

Electronic registry – only electronic registry able to process electronically signed documents

On-line contact – contact from web site. A citizen can fill in a web site form and send the filled form from the web site. Important is that there is a form available on-line on a web site.

Job information – information about free jobs in given institutions

Information about staff – name of persons (at least the most important persons – managers, specialists) working for given institution and contacts for them

Contact information – could be at least one of the following : official telephone number, official e-mail address, official fax number, official post address

On-line appointment with a practitioner – possibility to make an on-line appointment with a practitioner from web site of hospital

Seek a medical advice on-line from a practitioner – possibility to seek a medical advice on-line on a web site of hospital. Patient can write his or her health problem on a web site of a hospital to get an advice how to resolve the problem

On-line reservation system – a citizen can make a reservation of a ticket on-line from a web site

Video (audio) web presentation – video (audio) of a part of a theatre performance available on web site

Number of visits – information about the number of visitors of web site

On-line photo gallery – photo gallery available on web site of given institution

Public administration offices in the survey- central state administration offices (ministries and central state administration bodies) and self-government administration offices (regional offices and municipalities with extended competences)

Results of the survey

Text part

E-GOVERNMENT

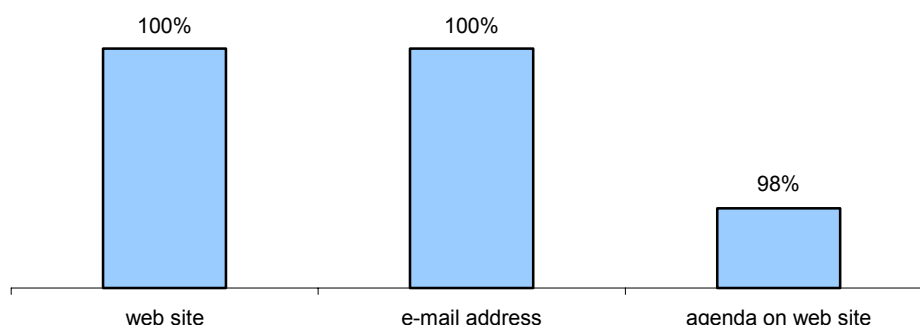
Background information

All central state administration offices and all self-government administration offices had their own web site and e-mail address.

Information on web sites

The most of the public administration offices publish agenda of the office on their web sites. (see the chart 1)

Chart 1: Percentage of the public administration offices with web site, e-mail address and agenda on web site

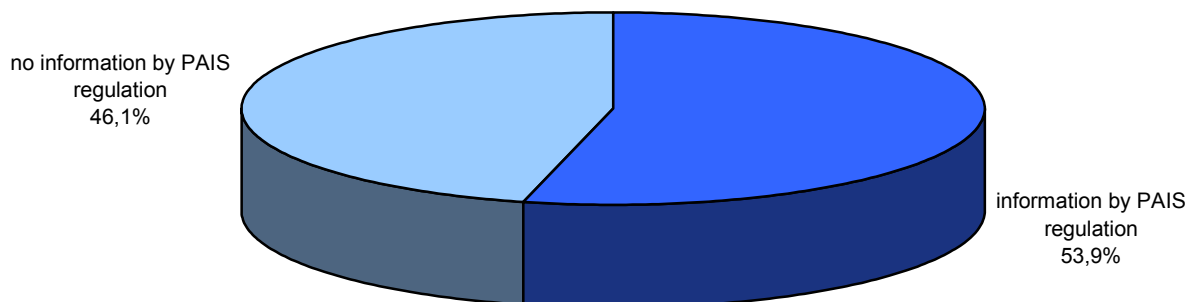


Source: Web site content survey, CZSO, 2004

Most public administration offices (97,6%) have published also information about staff of the office.

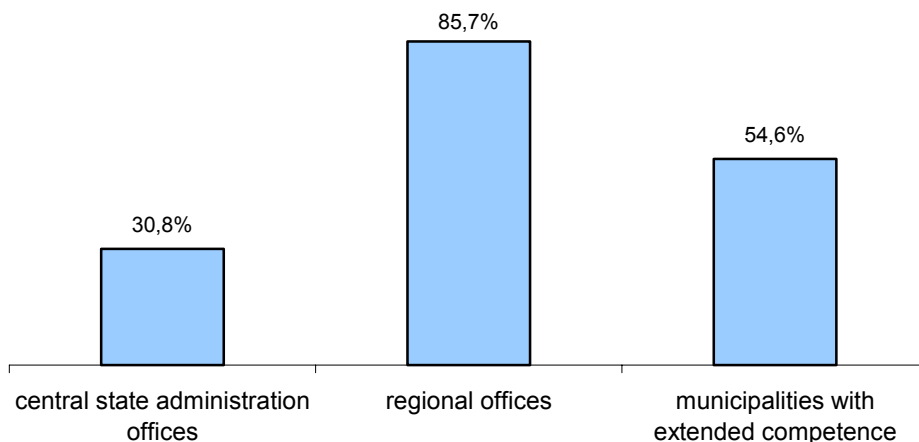
Surprisingly, only 53,9% of public administration offices have published information on web site by Public Administration Information System regulation. From central state administration offices 30,8%, from regional offices 85,7% and from municipalities with extended competences 54,6%. (see the charts 2 and 3)

Chart 2: Percentage of the public administration offices with information by PAIS regulation on web site



Source: Web site content survey, CZSO, 2004

Chart 3: Percentage of the public administration offices with information by PAIS regulation by type of the administration office



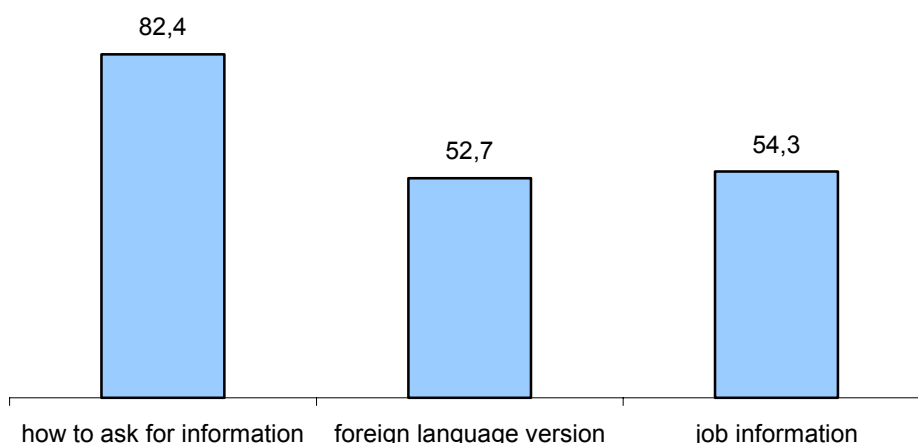
Source: Web site content survey, CZSO, 2004

Information - how to ask for information were available on 82,4% of public administration offices web sites. From central state administration offices 96,2%, from regional offices 92,9% and from municipalities with extended competences 80%.

Foreign language web site version had 52,7% of public administration offices. The most popular foreign language version was English version. Then German, French and Polish.

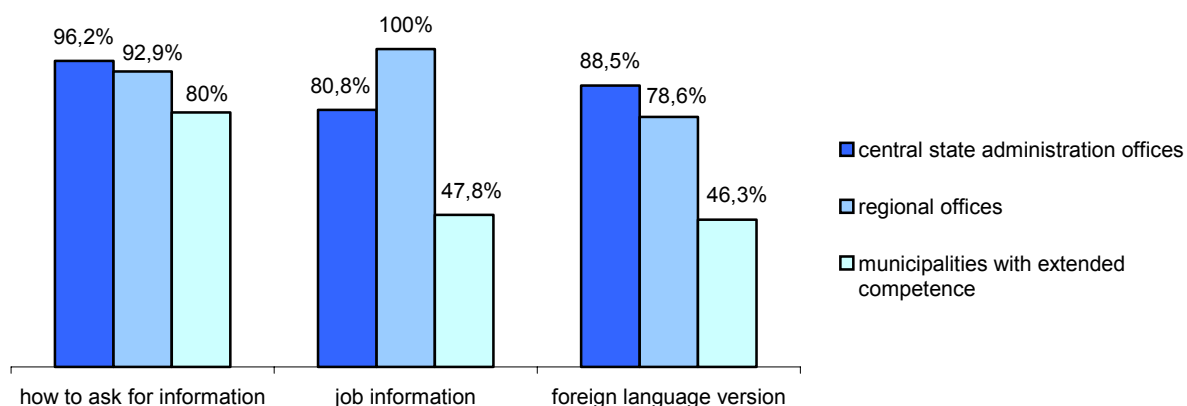
Job information on web site had 54,3% of the public administration offices. (see the charts 4 and 5)

Chart 4: Percentage of the public administration offices with information - how to ask for information, foreign language web site version and job information on web site



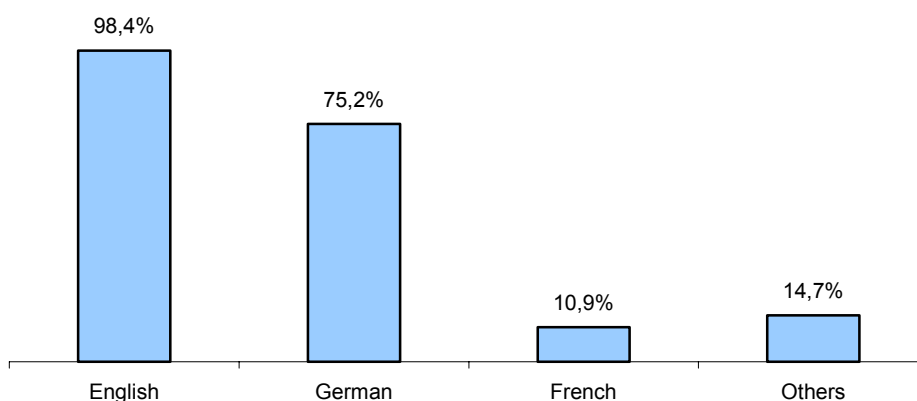
Source: Web site content survey, CZSO, 2004

Chart 5: Percentage of the public administration offices with information - how to ask for information, foreign language web site version and job information on web site by type of the administration office



Source: Web site content survey, CZSO, 2004

Chart 6: Percentage of English, German and French language version from all web sites with foreign language web site version



Source: Web site content survey, CZSO, 2004

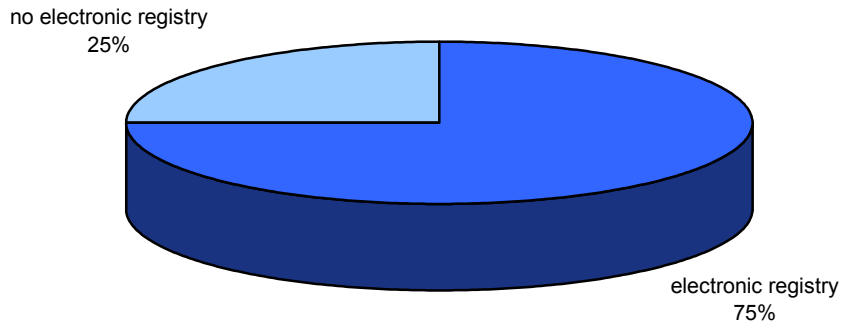
Information about departments of office published 78,1% of municipalities with extended competences and 92,9% of regional offices. Information about culture published 85,7% of regional offices and 95,1% of municipalities with extended competences.

Information about the history of municipality published on web site 93,7% of municipalities with extended competences.

On-line services on web sites

Electronic registry had 75,1% of public administration offices. From central state administration offices 84,6%, all regional offices and 72,2% of municipalities with extended competences. (see the charts 7 and 9)

Chart 7: Percentage of the public administration offices with electronic registry

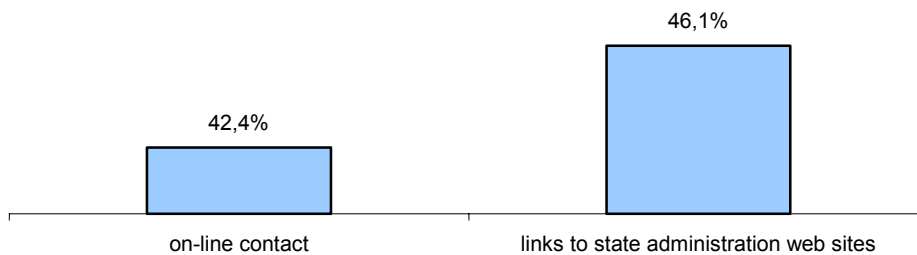


Source: Web site content survey, CZSO, 2004

42,4% of public administration web sites provided citizens with a possibility to make a contact with their office on-line.

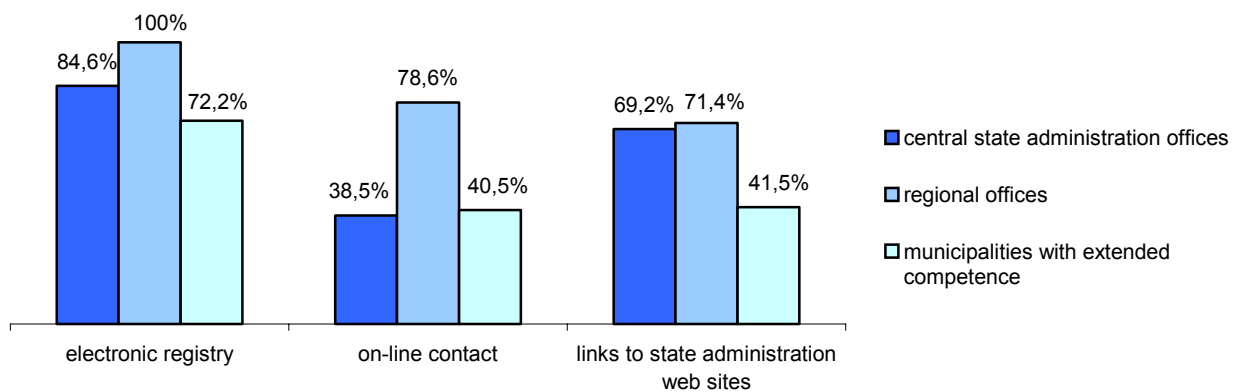
46,1% of public administration offices had web site with links to web sites of state administration (ministries and central state administration bodies) (see the charts 8 and 9)

Chart 8: Percentage of the public administration offices with on-line contact and links to web sites of state administration



Source: Web site content survey, CZSO, 2004

Chart 9: Percentage of the public administration offices with electronic registry, on-line contact and links to web sites of state administration on web site by type of the administration office



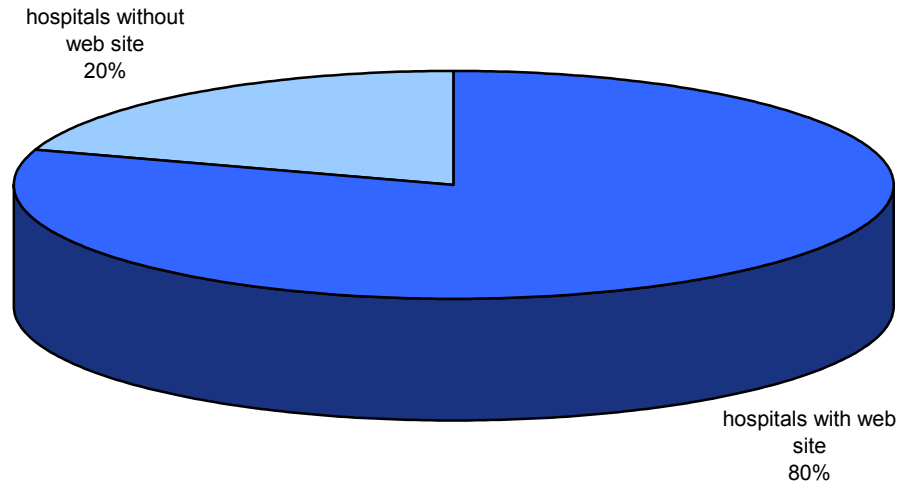
Source: Web site content survey, CZSO, 2004

E-HEALTH

Background information

The most of hospitals have own e-mail address (97,7%) and web site (80%).
(see the chart 10)

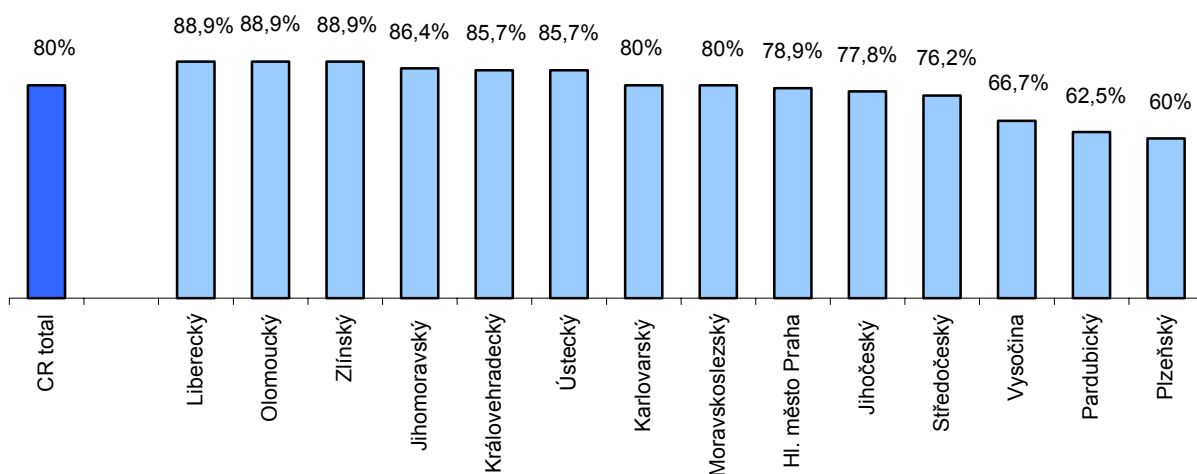
Chart 10: Percentage of hospitals with web site



Source: UZIS, 2004

There were some regional differences. The best situation was in Liberec region, Olomouc region and Zlín region, where 88,9% of hospitals have own web site. On the other hand, the worst situation was in Plzeň region (60%), Pardubice region (62,5%) and Vysočina region (66,7%). (see chart 11)

Chart 11: Percentage of hospitals with a web site by regions



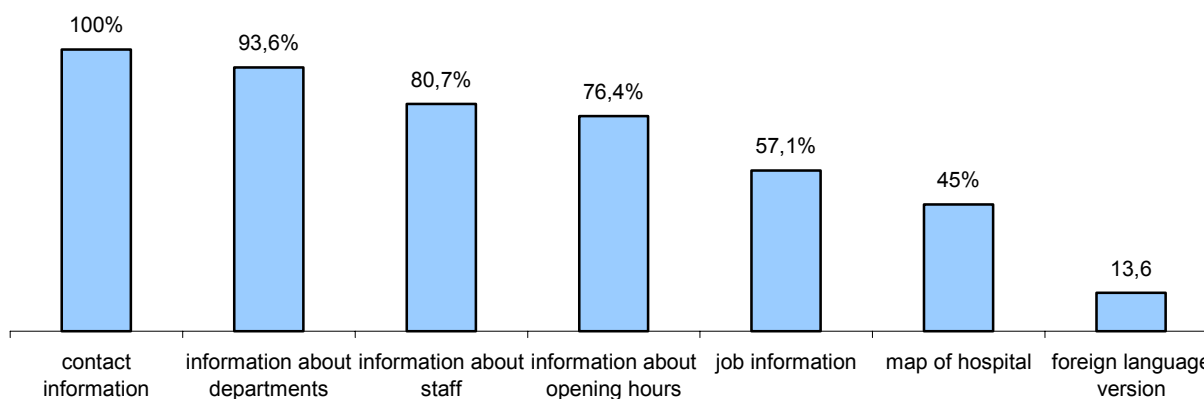
Source: UZIS, 2004

Information on web sites

The most of hospital web sites provided patients with basic information about the hospital. All hospitals with a web site published contact information on web site, 93,6% information about departments, 80,7% information about staff, 76,4% opening hours, 57,1% job information and 45% map of the hospital.

Foreign language web site version had 13,6% of hospitals. The most popular foreign language version was English version (95% of hospitals with foreign language version). (see the chart 12)

Chart 12: Percentage of hospitals with specific information on web site (from all hospitals with a web site)

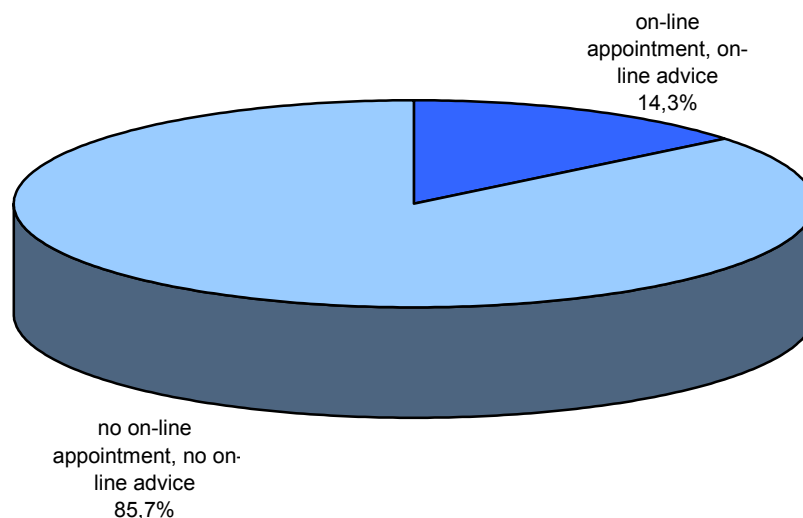


Source: Web site content survey, CZSO, 2004

On-line services on web sites

14,3% of hospitals with a web site provided patients with a possibility to make an appointment on-line with a practitioner or to seek a medical advice on-line from a practitioner. (see the chart 13)

Chart 13: Percentage of hospitals provided patients with a possibility to make an appointment on-line with a practitioner or to seek a medical advice on-line (from all hospitals with a web site)



Source: Web site content survey, CZSO, 2004

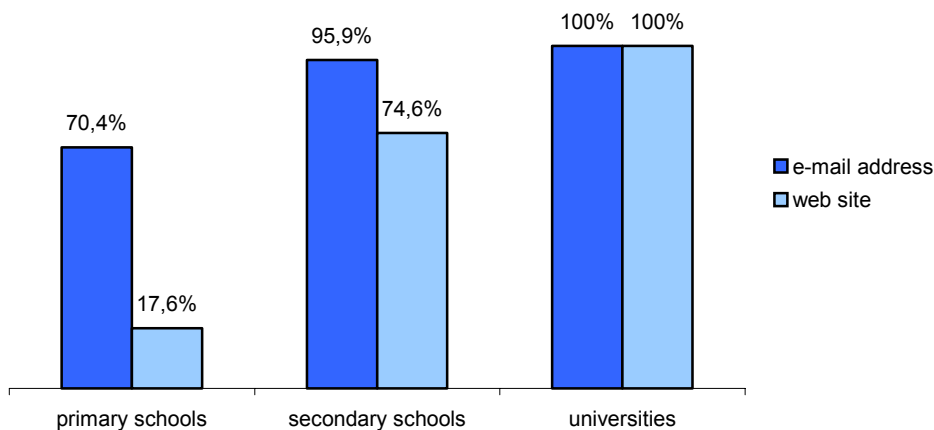
E-EDUCATION

Background information

All universities had own e-mail address and web site. From secondary schools, 95,9% had an e-mail address and 74,6% a web site. Much worse situation was in primary schools. Only 17,6% of primary schools had own web site. (see the chart 14)

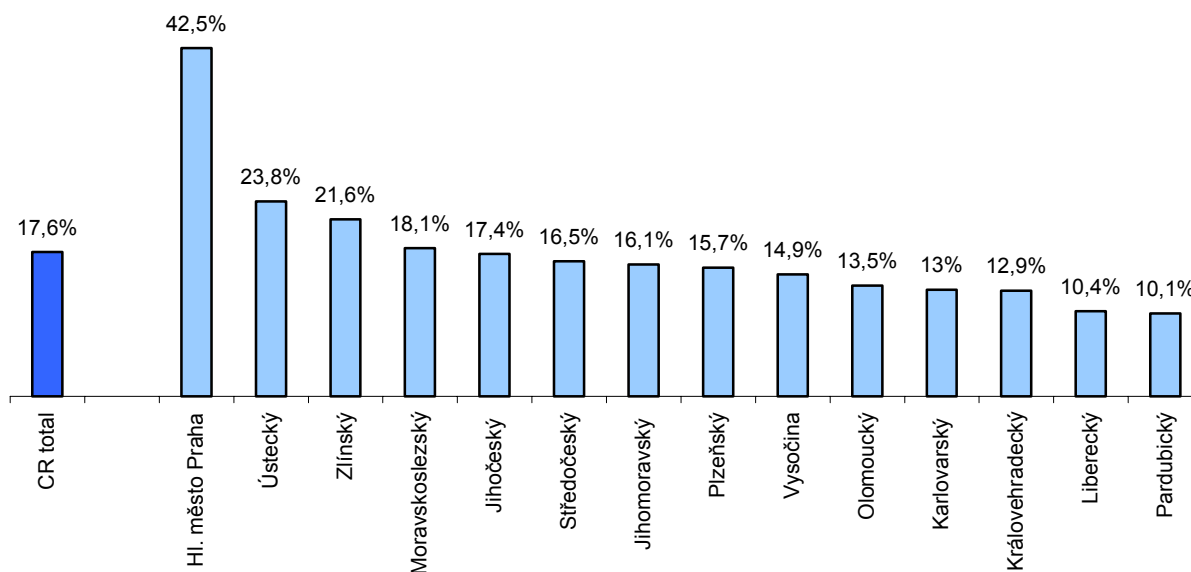
There were quite big regional differences among primary schools. (see the chart 15)

Chart 14: Percentage of schools with own e-mail address and web site by type of school



Source: UIV, 2004

Chart 15: Percentage of primary schools with own web site by regions



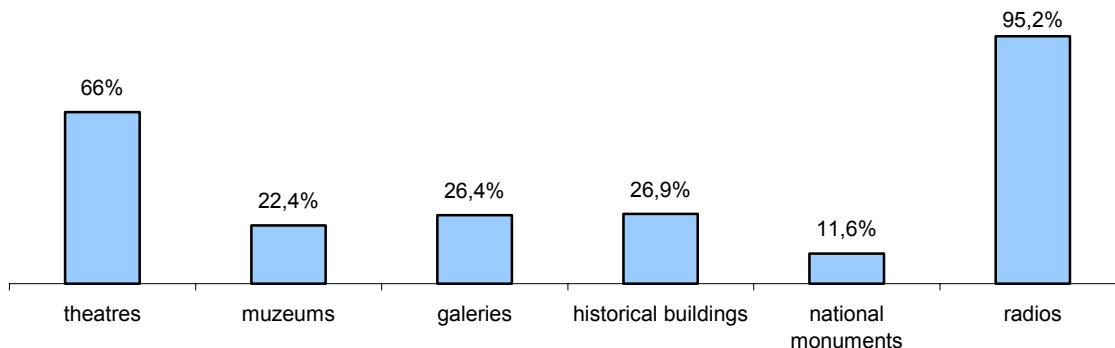
Source: UIV, 2004

E-CULTURE AND E-AUDIOVISUAL SECTOR

Background information

From 897 of culture and audiovisual institutions, included in web site content survey, 320 had own web site (35,7%).

Chart 16 : Percentage of culture institutions with own web site by type of institution



Source: NIPOS, 2004

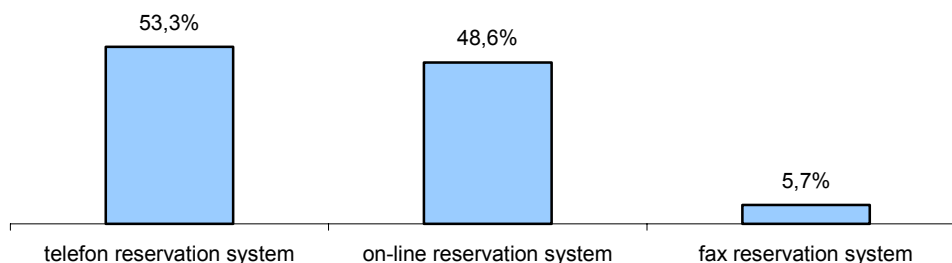
Theatres

One of the most important indicator in the survey of theatres web sites was – number of institutions allowing on-line reservation system.

48,6 % of theatres with own web site provided citizens with an on-line reservation of tickets.

(see the chart 17)

Chart 17: Percentage of theatres with telephone, on-line and fax reservation system (from theatres with a web site)

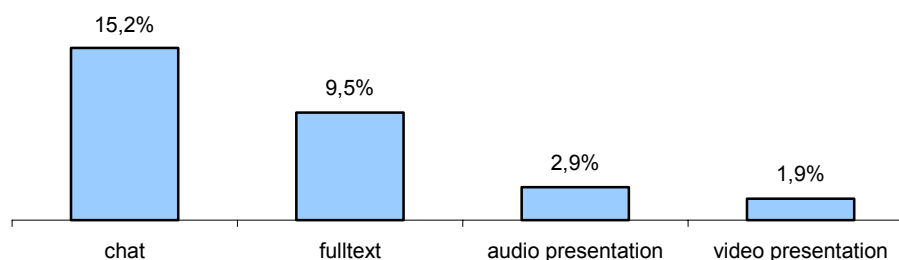


Source: Web site content survey, CZSO, 2004

From all theatres with a web site, 2,9 % used audio web presentations of their performance and 1,9% video web presentations. 15,2% offered a chat and 9,5 % fulltext. One of 159 theatres provided citizens with possibility to watch a performance on-line on the internet.

(see the chart 18)

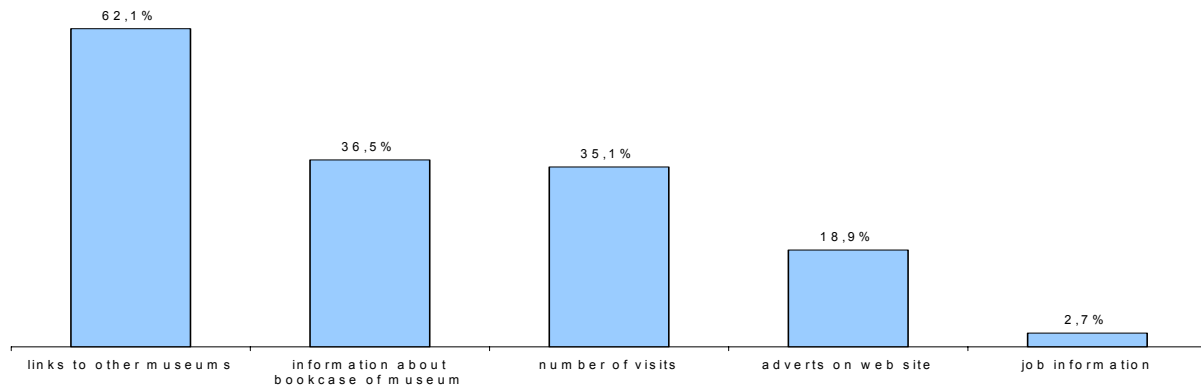
Chart 18: Percentage of theatres with specific on-line services (from all theatres with a web site)



Source: Web site content survey, CZSO, 2004

Museums

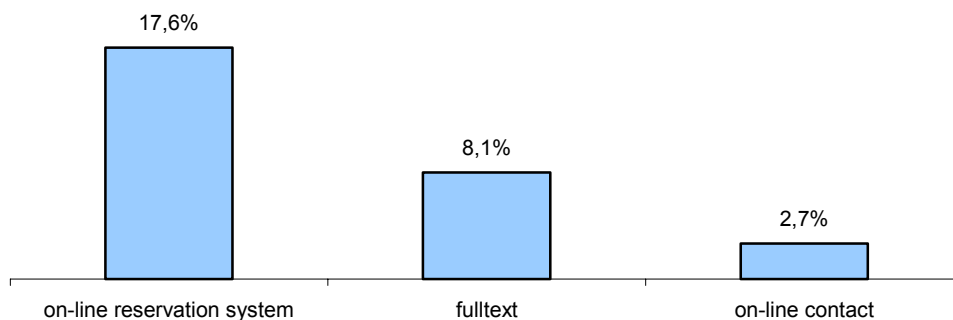
Chart 19: Percentage of museums with specific information on their web site (from museums with a web site)



Source: Web site content survey, CZSO, 2004

31,1% of museums with own web site offered a possibility of phone, fax or on-line ticket reservation. 27% of museums with own web site allowed phone, 17,6% on-line and 2,7% fax reservations. 8,1% offered fulltext and 2,7% opportunity for visitors to write short comments (fill in a web form) and send them to museum on-line. (see the chart 20)

Chart 20: Percentage of museums with on-line ticket reservation system, fulltext and opportunity for visitors to write a short on-line comment



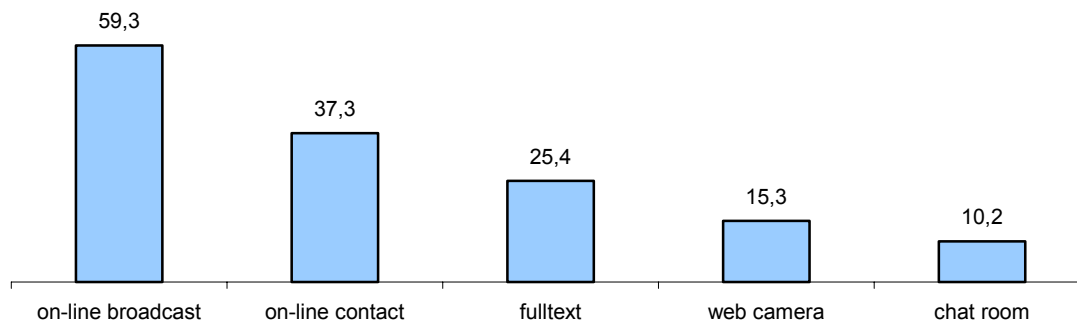
Source: Web site content survey, CZSO, 2004

Small number of museums offered also other on-line services. An on-line fotogallery was offered by 5,4% of museums with a web site, virtual exposition also by 5,4%, video available on web site by 1,4% and web camera by 1,4%.

Radios:

Usage of information and communication technologies in the audiovisual sector was much better than in the culture sector. From radios with own web site, nearly 60 % offered on-line broadcast, 37,3 % provided visitors with an on-line form on their web site to write a short comment, 15,3 % had a web camera and 10,2% a chat room on their web site. (see the chart 21)

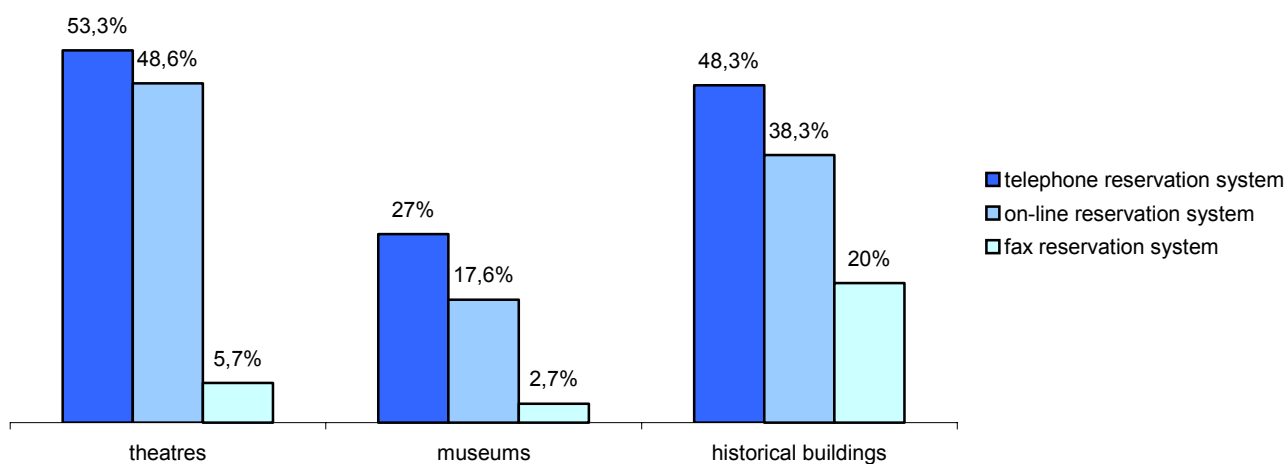
Chart 21: Percentage of radios with specific on-line services (from radios with a web site)



Source: Web site content survey, CZSO, 2004

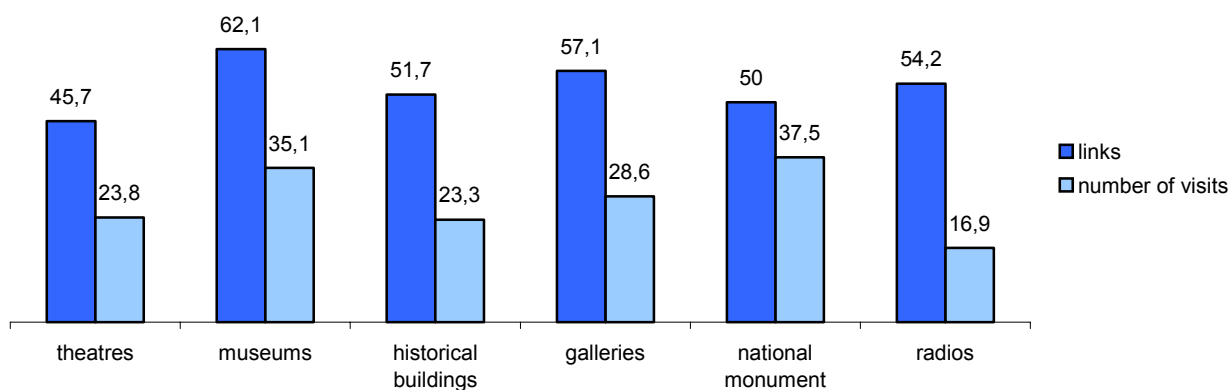
Culture and audio-visual institutions - comparison

Chart 22: Percentage of selected institutions by types of ticket reservation system



Source: Web site content survey, CZSO, 2004

Chart 23: Percentage of selected institutions with links and number of visits on web site



Source: Web site content survey, CZSO, 2004

DESCRIPTION AND ANALYSIS OF METHODOLOGICAL APPROACH

Web site content survey was quite new data collection method for us.

This data collection method gave us new experience from preparation of this specific type of survey and data collection from web sites.

1. **Preparation of the survey** - this part of the survey was very important for web site content survey.

The most important for us was to choose the best indicators .

Choosing the right indicators was the most difficult problem of the survey. We were not able to use the same indicators for all types of institutions. We tried to use at least basic indicators for each institution. In the survey, there were several types of institutions – government institutions, health institutions, education institutions, culture institutions and audio-visual institutions. For each type of institution we were focused on finding out :

1. **information published on web site**
2. **on-line services available on web site**

Information published on web site – there are different indicators for different types of institutions. We wanted to use only the right indicators for each type of institution.

Services of different types of institutions to citizens are different. For example – culture institutions will not provide citizens with the same services as government institutions or health institutions.

We had to ask a question – what type of services does this type of institution offer to citizens ? And then – what type of information and on-line services could be there on a web site of this institution?

After answering those questions we developed several indicators for each type of institution.

2. **Sample of the survey** – Another quite big problem.

First we wanted to survey approximately 12.000 institutions. In the preparation phase of the survey we realized, that it was not possible.

There were 6.676 institutions in the first phase of the survey (to get background information about the number of institutions with a web site).

In the second phase of the survey (real content survey) – there were only 1.317 institutions. (see methodology)

Reason for including only 1.317 institutions – we chose the most important types of institutions. Only institutions that provide citizens with the most important types of services – for example – municipalities with extended competences are administrative centres for citizens.

We wanted to realize in-depth analysis of the content of those institutions.

Better to have in-depth information about the most important types of institutions than only few information about each single institution.

Another reason - no time to survey all 12.000 institutions.

If we had included all institutions, it would have taken too much time to open each web page and analyze its content.

3. **Database sources** - When we had chosen population and sample we had to find out, how many of them had own web site. We used also database sources.

4. **Pre-testing** – pre-testing was another important step in the survey. The aim of the pre-testing was to test proposed indicators. We tested all proposed indicators. Some of the indicators had to be modified and some thrown away. The most of the proposed indicators were accepted and used in the survey.

5. **Data collection** – the most routine part of the survey. 3 persons were collecting all required data. It took nearly 2 months. Data collection took a bit longer than we thought in the beginning of the survey.
6. **Data analysis** – after the data collection we analysed the data and wrote reports.

ADVANTAGES AND DISADVANTAGES OF THE METHOD

Advantages of the web site content survey:

- low time demand
- low costs
- up-to-date and reliable data
- no burden on respondents
- all information are available on web sites

Disadvantage of the web site content survey

- longer data collection can be routine,

The biggest problem of the method

The biggest problem of the method is to choose the right indicators. The same information can be presented by different ways on different web sites.

WEB SITE CONTENT SURVEY - LESSONS TO BE LEARNT

1. The Web Site Content Survey as a method of data collection can provide us with information about web site usage. The method is good to get information about the content of web sites – especially information published on web sites and on-line services available on web sites. The method can supplement the questionnaire surveys to get more specific and in-depth information about the Internet diffusion in society.
2. It is important to choose a population and sample from the population. The sample should not be too big. There is no reason to survey web sites of all institutions – e.g. all municipalities, all primary and secondary schools, etc. It is good if researchers can choose the most important institutions and use survey to get more in-depth information about the information and on-line services available on web sites. It is impossible to have a huge sample (e.g. 10.000 institutions) and try to get deep information about the content of their web sites.
3. In preparation phase of the survey it is necessary to get information about the number of institutions with a web site. To get these information researchers can use a database from a questionnaire survey or administrative sources (e.g. ministries). These background information are used for later analysis of the web site content survey results. In some cases these information can be a source of URL addresses of institutions.
4. Before developing the indicators, it is good to think of the services that institution offers to citizens.

5. It is absolutely necessary to realize pre-testing to chose appropriate indicators and thrown away the unappropriate ones.
6. Data collection could take a bit longer than planned. There are a lot of information on web sites and researchers could be quite tired of browsing the sites and looking for specific data. In a data collection preparation phase it is good to think of several extra days to finish the collection.

FUTURE DIRECTIONS

We would like to do this survey again in 2005. The next survey will be a bit different than the survey realized in 2004.

There is no reason to survey if an institution with a web site put basic information on the site. From the 2004 survey we know that almost each institution with a web site use the site to provide citizens with basic information.

In the future we would like to be more focused on on-line services provided on web sites.

Table part

Table 1: Sample of the survey

Type of institutions	Number of institutions in the survey
Government institutions	245
in which:	
-central state administration offices	26
<i>ministries</i>	16
<i>central state administration bodies</i>	10
-self-government administration offices	219
<i>regional offices</i>	14
<i>municipalities with extended competences</i>	205
Education institutions	5359
In which:	
- universities	51
- secondary schools	1463
- primary schools	3845
Health institutions - hospitals	175
Culture institutions	835
in which :	
- museums	331
- galleries	53
- theatres	159
- historical buildings	223
- national monuments	69
Audio-visual institutions - radios	62
Total number of institutions in the survey	6676

Table 2 : Number of institutions with a web site

	Total number of institutions	Institutions with web site	
		total	%*
Government institutions	245	245	100
in which:			
-central state administration offices	26	26	100
<i>ministries</i>	16	16	100
<i>central state administration bodies</i>	10	10	100
-self-government administration offices	219	219	100
<i>regional offices</i>	14	14	100
<i>municipalitie with extended competences</i>	205	205	100
Education institutions	5359	1818	33,9
In which:			
- universities	51	51	100
- secondary schools	1463	1091	74,6
- primary schools	3845	676	17,6
Health institutions – hospitals	175	140	80
Culture institutions	835	261	31,3
in which :			
- museums	331	74	22,4
- galleries	53	14	26,4
- theatres	159	105	66,0
- historical buildings	223	60	26,9
- national monuments	69	8	11,6
Audio-visual institutions – radios	62	59	95,2

* from total number of institutions

Table 3: Number of central state administration offices with specific information and on-line services available on web site

	Central state administration		Only ministries		Only central state administration bodies	
	total	%*	total	%*	total	%*
information - how to ask for information	25	96,2	16	100	9	90
information by PAIS regulation	8	30,8	5	31,3	3	30
agenda	26	100	16	100	10	100
information about staff	25	96,2	16	100	9	90
job information	21	80,8	14	87,5	7	70
foreign language version	23	88,5	14	87,5	9	90
links to state administration web sites	18	69,2	14	87,5	4	40
fulltext	20	76,9	14	87,5	6	60
electronic registry	22	84,6	14	87,5	8	80
on-line contact	10	38,5	7	43,8	3	30

* from institutions with a web site

Table 4: Number of self government institutions with specific information and on-line services available on web site

	Self government institutions		Only regional institutions		Only municipalities with extended competences	
	total	%*	total	%*	total	%*
information - how to ask for information	177	80,8	13	92,9	164	80
information by PAIS regulation	124	56,6	12	85,7	112	54,6
agenda	214	97,7	14	100	200	97,6
information about staff	214	97,7	14	100	200	97,6
information about departments	173	79,0	13	92,9	160	78,1
job information	112	51,1	14	100	98	47,8
information about culture	207	94,5	12	85,7	195	95,1
information about history	-	-	-	-	192	93,7
foreign language version	106	48,4	11	78,6	95	46,3
links to state administration web sites	95	43,4	10	71,4	85	41,5
fulltext	116	53,0	9	64,3	107	52,2
electronic registry	162	74,0	14	100	148	72,2
on-line contact	94	42,9	11	78,6	83	40,5

* from institutions with a web site

Table 5: Number of hospitals with specific information and on-line services available on web site

	Number of hospitals	
	total	%**
contact information	140	100
information about departments	131	93,6
information about staff	113	80,7
information about opening hours	107	76,4
job information	80	57,1
map of hospital	63	45
foreign language version	19	13,6
on-line services*	20	14,3

*make an appointment on-line with a practitioner or to seek a medical advice on-line

** from hospitals with a web site

Table 6: Number of theatres with specific information and on-line services available on web site

	Number of theatres	
	total	%*
telephone reservation system	56	53,3
on-line reservation system	51	48,6
fax reservation system	6	5,7
on-line performance	1	0,95
video presentation	2	1,9
audio presentation	3	2,9
fulltext	10	9,5
sending information by e-mail	16	15,2
chat room	16	15,2
number of visits	25	23,8
links to web site of other theatres	48	45,7

*from theatres with a web site

Table 7: Number of museums with specific information and on-line services available on web site

	Number of museums	
	total	%*
links to web sites of other museums	46	62,1
bookcase of museum	27	36,5
number of visits	26	35,1
sending information by e-mail	2	2,7
job information	2	2,7
adverts	14	18,9
telephone reservation system	20	27
on-line reservation system	13	17,6
fax reservation system	2	2,7
fulltext	6	8,1
photo gallery	4	5,4
virtual exposition	4	5,4
phonographic records	1	1,4
web camera	1	1,4
video presentation	1	1,4
on-line contact	2	2,7

*from museums with a web site

Table 8: Number of galleries with specific information and on-line services available on web site

	Number of galleries	
	total	%*
program of gallery	11	78,6
links to web site of other galleries	8	57,1
bookcase of gallery	6	42,9
number of visits	4	28,6
on-line photo gallery	1	7,1
on-line catalogue	3	21,4

* from galleries with a web site

Table 9: Number of historical buildings with specific information and on-line services available on web site

	Number of historical buildings	
	total	%*
bookcase	5	8,3
number of visits	14	23,3
links to web site of other historical buildings	31	51,7
job information	2	3,3
adverts	12	20
photo gallery	13	21,7
virtual sightseeing	6	10
digitized collections	1	1,7
web camera	1	1,7
telephone ticket reservation	29	48,3
on-line ticket reservation	23	38,3
fax ticket reservation	12	20
on-line contact	2	3,3
fulltext	6	10

* from historical buildings with a web site

Table 10: Number of national monuments with specific information and on-line services available on web site

	Number of national monuments	
	total	%
number of visits	3	37,5
bookcase	4	50
links to web sites of other monuments	4	50
adverts	2	25
photo gallery	1	12,5

* from national monuments with a web site

Table 11: Number of radios with specific information and on-line services available on web site

	Number of radios	
	total	%*
number of visits	10	16,9
links to web sites of other radios	32	54,2
fulltext	15	25,4
on-line broadcast	35	59,3
on-line contact	22	37,3
chat room	6	10,2
web camera	9	15,3

* from radios with a web site