

ICT usage by public administration units in 2024

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89.9%

of public administration units equipped employees with portable devices that allow mobile Internet connection for business purposes

In 2024, 49.2% of government administration employees and 23.8% of self-government administration employees were equipped with portable devices enabling mobile access to the Internet for business purposes. 33.7% of employees had access to such devices across the entire public administration.

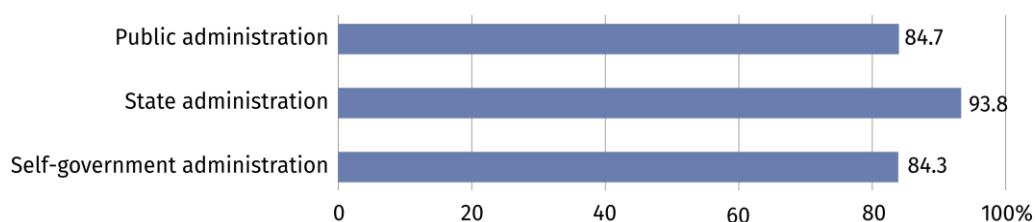
The percentage of government administration units equipping employees with portable devices that allow mobile access to the Internet for business purposes amounted to 99.1% while self-government – 89.5%.

Electronic Document Management System (EDMS)

Electronic Document Management System enables efficient transmission, processing, and verification of documents between various institutions and administrative authorities. In 2024, 84.7% of public administration units declared using EDMS. It was more frequently used by government administration units than self-government administration units (93.8% units) compared to (84.3%).

In 2024, non-commercial EDMS was used by 30.1% of public administration units, while commercial – 75.1%^a

Chart 1. Public administration units using Electronic Document Management System in 2024 by unit type

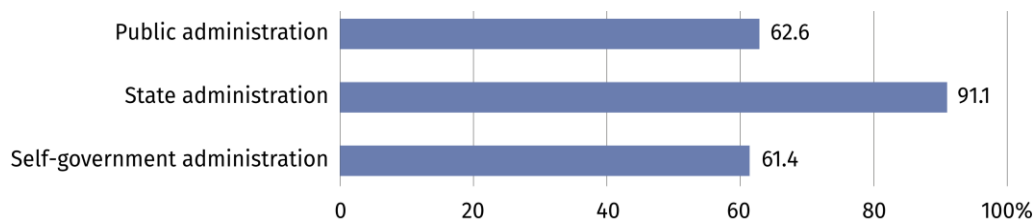


Training for employees in the field of information and communication technologies

The dynamic development of information and communication technologies makes it necessary to improve the competences of persons employed in public administration units. In 2024, appropriate training for employees was provided by 62.6% units.

^a Public administration units were able to use commercial and non-commercial Electronic Document Management System at the same time during the year.

Chart 2. Public administration units providing training for employees in the field of information and communication technologies in 2024 by unit type



E-Delivery system

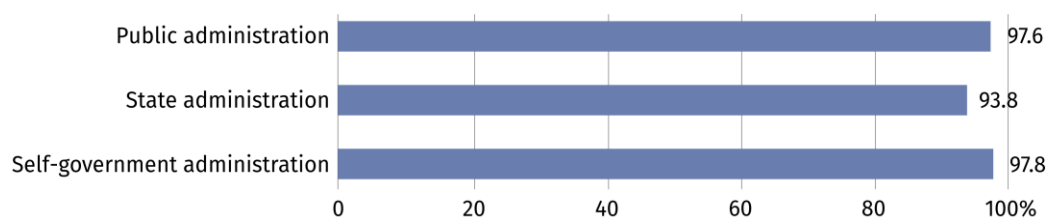
The registered electronic delivery service offers the benefits of digitising correspondence. It enables convenient and secure delivery of documents. 35.9% of public administration units used this system in 2024.

In 2024, the e-Delivery system was used by eight out of sixteen marshal offices

E-Procurement platform

E-Procurement is a method of electronic communication and information exchange in public procurement procedures. The platform supports the public procurement process and enhances access to information for contractors about ongoing national and EU procedures. In 2024, 97.6% of public administration units used this platform.

Chart 3. Public administration units using e-Procurement platform in 2024 by unit type



Artificial Intelligence

The potential of artificial intelligence (AI) makes it a technology that is increasingly being applied in public administration, changing the way it operates. Process optimisation, as well as the automation of time-consuming tasks performed by employees, is just one of the many advantages for which public administration units are increasingly turning to this technology. In 2024, 6.8% of public administration units declared implementation of artificial intelligence – it was used more frequently by government administration units (24.1%) than self-government administration units (6.1%).

E-services

Public administration is constantly building new e-services and improving existing ones in order to enable citizens to handle official matters from anywhere and at any time. In 2024, 97.4% of public administration units declared that their websites were compatible with mobile devices. Applications offering e-services, which can be downloaded to mobile devices, were provided by 34.2% of public administration units while the ability to participate in voting or social consultations online was provided by 25.3%.

In 2024, 39.9% of public administration units declared adapting websites for foreigners







Chart 4. Public administration units providing application for mobile devices offering e-services in 2024 by unit type



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