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ICT usage by public administration units in 2025

90.4%

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

In 2025, 51.8% of government administration employees (2.6 pp. more than in previous year) and 23.4% of self-government administration employees (0.4 pp. less) were equipped with portable devices enabling mobile access to the Internet for business purposes. 34.4% of employees had access to such devices across the entire public administration (0.3 pp. more than in 2024).

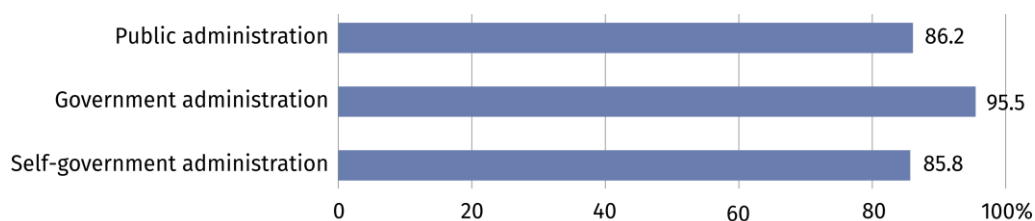
The percentage of government administration units equipping employees with portable devices that allow mobile access to the Internet for business purposes amounted to 99.1% while self-government – 90.0%.

Electronic Document Management System (EDMS)

Electronic Document Management System enables efficient transmission, processing, and verification of documents between various institutions and administrative authorities. In 2025, 86.2% of public administration units declared using EDMS. It was more frequently used by government administration units than self-government administration units (95.5% units) compared to (85.8%).

Non-commercial EDMS was used by 30.5% of public administration units, while commercial – 76.2%^a

Chart 1. Public administration units using Electronic Document Management System in 2025 by unit type

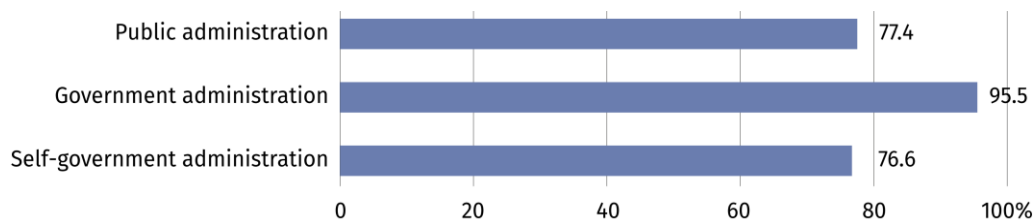


Training for employees in the field of information and communication technologies

Dynamic digital development is associated with the need to constantly improve competences of persons employed in public administration units. In 2025, appropriate training for employees was provided by 77.4% of administration units.

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

Chart 2. Public administration units providing training for employees in the field of information and communication technologies in 2025 by unit type

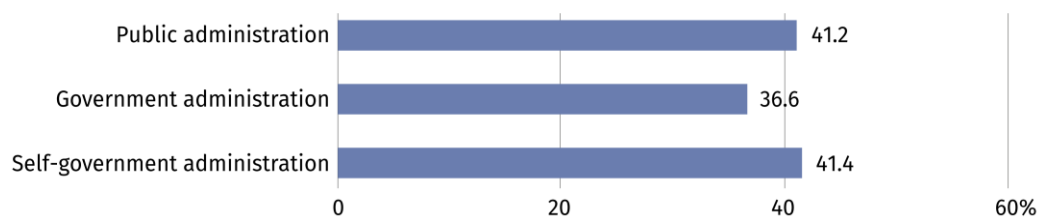


Digital skills support

Actively supporting the development of digital skills among citizens is a task undertaken by the public sector. In 2025, 41.2% of public administration entities declared such initiatives.

Development of digital skills of citizens was supported by 10 out of 16 marshal offices

Chart 3. Public administration units that supported the development of digital skills among citizens in 2025



E-Procurement platform

In 2025, 99.2% of public administration units used this platform.

E-Procurement is a system made for 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.

Artificial Intelligence

The use of artificial intelligence (AI) creates opportunities to improve the functioning of public administration. AI solutions can bring many benefits, such as process optimization and automation of time-consuming tasks. In 2025, 17.7% of public administration units declared implementation of artificial intelligence – it was used more frequently by government administration units (50.9%) than self-government administration units (16.4%).

E-services

Public administration is constantly developing and improving e-services and introducing new solutions that will enable citizens to deal with official matters from anywhere and at any time. In 2025, 97.5% 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 35.7% of public administration units while the ability to participate in voting or social consultations online was provided by 31.4%.

Adaptation of public administrations websites to foreigners was declared by 41.0% of units

Chart 4. Public administration units providing application for mobile devices offering e-services in 2025 by unit type



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