Name of the indicator	**16.4 Percentage of individuals using the Internet for contacts with public authorities or public services for submitting completed forms**
Sustainable Development Goal	Goal 16. Peace, justice and strong institutions
Target	-
Definition	Percentage of individuals aged 16-74 using the Internet for private contacts with public authorities or public services for submitting completed forms online (in the last 12 months).
Unit	percent [%]
Available dimensions	total
Methodological explanations	Data come from the survey *Information society indicators*, which is a questionnaire-based sample survey carried out in a voluntary face-to face interview. The survey is conducted in April every year. In accordance with the requirements set up in the Commission regulations, the survey covers all households in the country (with at least one person aged 16-74) and all persons aged 16-74 living in those households. The survey excludes persons living in collective accommodation establishments such as student dormitories, employee hostels, social welfare homes, convents, hospitals, barracks, prisons etc.) Foreigners may participate in the survey as long as they are able to speak Polish.

The term of 'public authorities' refers to authorities providing public services, as well as conducting typical administrative activities. This includes, for example, the tax authorities, customs authorities, registration authorities, social security institutions, public health authorities (eg. NFZ, hospitals), institutions of environmental protection, and other authorities providing public activities. There are local, regional, and national public authorities.

Contact with the public authorities via the Internet includes for example: search for information on web pages, downloading official forms, sending filled-in forms (excluding self-written e-mails). |
Source of data	Statistics Poland
Data availability	Annual data; since 2010.
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