

Statistics for the SDGs - indicators for national priorities



Name of the indicator	16.4.a 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'
Priority	Wider use of ICT for state governance and communication with its citizens (including entrepreneurs)
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	<p>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.</p> <p>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.</p> <p>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).</p>
Data source	Statistics Poland
Data availability	Annual data; since 2010
Notes	Due to significant random errors, some data for 2010-2014 are less accurate than others. The indicator is no longer calculated, with the last value available for 2021.
Data updated on	28-01-2022
Metadata updated on	29-04-2025