

Report on CZSO information services in 2024

In summary, it can be stated that in 2024, not only the planned activities, but also a number of other works were successfully carried out in the area of information services.

Main results of 2024

- In 2024, the main attention of information services workers was paid to the completion and publication of the Dissemination Portal, which replaced the current web presentation of the office with a new information architecture, graphics and on the new domain csu.gov.cz. Great effort was also devoted to the DataStat application, which is gradually replacing the Public Database.
- Work continued on improving the functions and design of the CZSO mobile application, which provides users with up-to-date data from individual statistics.
In 2024, the publication of detailed results of the 2021 Population and Housing Census continued on the website, in the Public Database, and also in open data format.
- In 2024, 8,619 more extensive requests and simple customer inquiries were handled, which was almost a fifth fewer inquiries than in the previous year; 65% of inquiries were handled by information services employees at headquarters and 35% at regional offices. Almost 95% of customer requests were handled on the same or next day.
- Requests for information were most often made by citizens themselves, but also by employees of business entities or state and local government bodies or students of various types of schools. They mainly used e-mail (49%) or telephone (40%) to make their requests. The inquiries were most often focused on issues related to the Register of Economic Entities (20.7%), the results of price statistics and inflation data (15.2%), population statistics (12.4%), and the census of population and housing (7.7%).
- 83 questionnaires from international institutions were processed and 143 queries on European data within the framework of ESDS (European Statistical Data Support) were answered.
- The Central Statistical Library at the Czech Statistical Office was visited by 461 users during the year, who borrowed a total of 980 publications, including 411 books and 569 periodicals. As of 31 December 2024, a total of 59,690 volumes with a total value of approximately CZK 28.0 million were processed and stored in the Central Statistical Library's collection.
- According to the accounting records of EIS JASU, revenues from the information services provided reached CZK 474,944 in 2024, which represented a 44% decrease in the volume of income achieved for these activities compared to the previous year.
- The CZSO Product Catalogue for 2024 included a total of 318 products at the time of its approval. During the year, it was supplemented by another 28 products, mainly irregularly published analyses and outputs based on the results of the 2021 SLDB; 157 press releases and announcements were also published. A total of 1,144 outputs were published (including periodic outputs and press releases).
- The CZSO website in its new form and with the new domain csu.gov.cz recorded almost 1.5 million visits and over 11 million views in 2024. In addition to the office's homepage, the most visited pages included the following pages: Product Catalogue, Inflation, Consumer Prices; Press Releases; Quick Information; Reports, Data Collection; Online Filing of Reports (DANTE WEB); Elections 2024. The most common types of devices that users use to access the CZSO website include desktops (approx. 65%), smartphones (30%) and tablets (5%).
- Compared to the previous year, the number of visitors to the VDB increased by 28.3% to 0.666 million, while the number of views also increased by 13.8%, reaching 5.4 million. Users made more than 203 thousand exports from the VDB in xlsx format.
- In the National Catalogue of Open Data, in which the CZSO had registered 1,006 datasets containing statistical data (283), election results (348), code lists including links between them (367) and others – official records, Register of Economic Entities (RES), Collective Accommodation Facilities (HUZ), etc., at the end of 2024.