

Report on information services of the CZSO in 2019

In January 2019, in relation to a change to the organisation structure of the Czech Statistical Office (CZSO), the Information Services Department of the CZSO was restored. It newly consists of 4 units as follows: the Information Services Unit (it mainly takes care of “traditional” providing information services, outputs from the (Statistical) Business Register (RES), from the Register of Census Districts and Buildings (RSO), and from the Population and Housing Census (SLDB)), the User Support Unit (it mainly takes care of providing confidential statistical data, operation of the SafeCentre of the CZSO, operation of the Central Statistical Library of the CZSO and of the shop, providing ESDS services, and last but not least it takes care of administration of the Catalogue of Products and preparation of publications including the Statistical Yearbook of the Czech Republic), the Internet Unit, and the Output Databases Unit.

Main results for the year 2019

- In the beginning of 2019, an important change occurred in the area of providing microdata. Besides the already traditional providing data by means of secured data warehouse, the CZSO extended its offer by providing data in the secured SafeCentre in a building at the headquarters of the CZSO (in 2019 in a pilot operation). Both the scientific community and academics very much welcomed the new service; the number of the interested in work in the SafeCentre is not very high, however, it is gradually increasing.
- In 2019, over 9.7 thousand requests of a wider scope as well as simple inquiries of customers were dealt with, 51% of them at the headquarters of the CZSO and 49% at Regional Offices of the CSZO.
- 95% requests of customers were settled the same day (or the day after).
- Requests for statistical information were made most often by employees of businesses, bodies of the state administration and self-administration, but also by citizens themselves.
- To make their request, they mainly used e-mail (47%) or phone (40%).
- In 2019, inquiries were mainly focused on population statistics (13.9%), development of consumer prices and inflation (13.4%), on issues related to the (Statistical) Business Register (RES; 13.3%), and on data from the Population and Housing Census (4.8%).
- 135 questionnaires from international institutions were processed and 166 inquiries concerning European data within the ESDS (European Statistical Data Support) were answered.
- The Central Statistical Library of the CZSO was visited by 732 users during the year who borrowed 2 168 publications in total. As at 31 December 2019, 58 126 volumes in total, in the total value of about CZK 27.5 million, were processed and deposited in the library collection of the Central Statistical Library of the CZSO.
- Despite the fact that in the beginning of 2019 a price list of the CZSO has been modified – prices of some provided products (mainly prices of databases and extracts from databases, etc.) and services were reduced, 2019 sales for provided services amounted to CZK 1 239 765 (according to accounting records in an economic information system called EIS JASU), which compared to the year 2018 was a reduction of the volume of actually realised income for these activities by over a half.
- In the Catalogue of Products – 2019, there were 321 products in total when it was approved. During the year, 17 products were added to it; in total, 338 products were issued; moreover, 115 press releases and announcements were published. In total, 1 326 outputs were published (including periodical ones).
- Web pages of the CZSO recorded in total 2.8 million visits, 1.4 million users, and 8.8 million displays of web pages.

- In the Public database, 321 thousand visits were recorded in 2019, 157 thousand users viewed 2.8 million web pages. In 2019, 17 million new pieces of data were added to the Public database, which means that at the end of the year, 537 million pieces of data in total were prepared for external users, which are offered, for example, in 2 086 prepared tables; however, users can make their own tables while making inquiries into the database. From data in the Public database, 138 new distributions of data sets in open formats were generated last year.