

Report on information services of the CZSO in 2015

Brief summary

A report, which is submitted yearly, on results of the activity of Information Services Units¹. The report describes main activities of the units – in a text, tables, as well as charts. Data are given in a time series where possible.

Main results for the year 2015

- In 2015, we have dealt with 15 678 inquiries and requests of customers in total, of which about 56% were settled at the headquarters of the CZSO and 44% at Regional Offices of the CZSO.
- To send their request, users mainly use e-mail (43%) and phone (48%).
- 96% requests were settled the same day or the next one.
- Inquiries most often concern the (Statistical) Business Register (RES; 23% inquiries), development of consumer prices and inflation (12%), population statistics (11%), results of the 2011 Population and Housing Census (8%), results of labour and wage statistics (6%), and regional statistics (7%).
- 211 questionnaires from international institutions were processed and 229 inquiries concerning European data within the ESDS (European Statistical Data Support) were answered
- The Central Statistical Library of the CZSO was visited by 1 687 users who borrowed 10 288 publications in total. 51 744 volumes in total were deposited in the library collection as at 31 December 2015. Their total value was CZK 23.3 million.
- Sales for provided services reached CZK 3 181 312 (according to accounting records in an economic information system called EIS JASU), which is by CZK 47 907 more compared to the previous year.
- There were 276 products in total in the Catalogue of Products – 2015 when it was approved. During the year, 34 products were added to it; thus, 310 products were issued in total.
- Web pages of the CZSO registered in total 2.3 million visits of 1.1 million users and 9.7 million displays of web pages.
- At the end of the year, almost 600 million pieces of data were stored in a public database of the CZSO (*abbreviated VDB2 in Czech*). They are offered by means of 1 284 ready-made objects or tables compiled by users themselves. The database recorded last year 286 thousand visits and 162 thousand users who viewed (displayed) 2.4 million pages.

¹ More detailed information on the activity of regional workplaces of information services is given in the "Report on the activity in the area of information services at Regional Offices of the CZSO in 2015," which will be submitted subsequently.