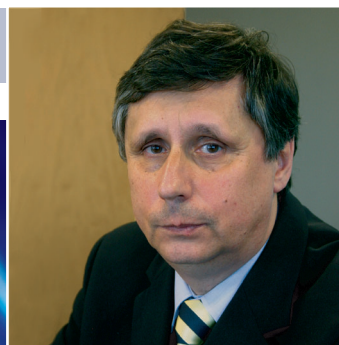


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Jan Fischer
President of the CZSO



1. Foreword of the President

In 2007 the Czech Statistical Office continued to perform the tasks set by the Act on the State Statistical Service and by other norms. At first sight, it looks like a trivial statement. However, what is important is all that is behind that - demanding everyday work of hundreds of people, top professionals, who make the team of the Statistical Office, its Prague headquarters, regional offices, network of respondents and processing units.

It is also made possible by the indispensable work done by hundreds and thousands reporting units, which ensure the reliable and high quality data we need. I am aware of the fact that this work is not easy.

Our objective is to make this work less difficult by gradual replacing information from other databases. In 2007 the Czech Statistical Office concluded a General Agreement with the Ministry of Finance of the Czech Republic, which allows statisticians an access to administrative data sources, primarily via tax registers. For the respondents it brings simplification of statistical reports, which will no longer contain questions that have been already answered elsewhere.

Last year the Czech Statistical Office was also active in the legislation area. Let me point out the preparation of the draft of the 2011 Population and Housing Census Act 2011, which has been successfully approved by the government. It is a complicated norm, both from legal and professional aspects, which will be based on nation-wide activities of unprecedented scale. These activities will form part of the world-wide programme of the population and housing census co-ordinated by UNO. In the European Union framework, adoption of an obligatory directive is to be expected. It was no coincidence that the draft of the Population and Housing Census 2011 Act was integrated in the pilot project of the Czech government, which is designed to test the methodology for engaging the public in the preparation of legislative documents.

The quality and reliability of statistical outputs is one of the most important things we strive for continuously. This is why the CZSO has applied Total Quality Management (TQM) methods for the fifth year. This covers formulation, implementation and monitoring of quality assurance policies, coordination of methodology audits of separate statistical branches and also self-assessment in the Model Excellence EFQM (European Foundation for Quality Management). Last year for the first time the CZSO took part in the competition of quality products with this system in the category "public administration" and was among the five winners. Another appreciation for the quality of products and services of the CZSO came from the Ministry of Interior, which awarded a prize to us as the "Organization improving the quality of public services" in 2007.

I am proud, that the regular representative surveys done by the Public Opinion Research Centre at the Academy of Sciences of the Czech Republic show that the Czech Statistical Office has high credit among the public. Most people (73%) consider the CZSO and its work as useful.

In conclusion, allow me to mention one important international issue. Some time ago the Czech Statistical Office stopped being a recipient of foreign aid in the field of developing its own statistical systems, and became an active "exporter" instead. In order to help transforming countries, the CZSO took part in international activities to develop statistics world-wide. In 2007 the CZSO participated in assistance projects in Bulgaria, Macedonia, Hungary, Lithuania, Russia, Turkey, Kyrgyzstan and Uzbekistan.

A handwritten signature in black ink, which appears to read 'Fischer'. The signature is fluid and cursive, written on a white background.

Jan Fischer
President of CZSO



2. Position of the Czech Statistical Office in the society

2.1 From the Statutes of the CZSO

The mission, tasks and organizational structure, rights and duties of the Czech Statistical Office as a central authority of state administration are defined by Act No. 89/1995 Sb., on State Statistical Service, as amended.

The primary mission of the Czech Statistical Office is to create an objective and complete mapping of the economical, social, demographic and ecological development of the Czech Republic and its parts. The obtained statistical data are analysed and compared with international development. It ensures their comparability on both domestic and international level. It provides complex statistical data and ensures full harmonisation of systematic tools, principles and regulations valid for the entire statistical service of the Czech Republic with the EU regulations.

The CZSO co-ordinates the State Statistical Service in the Czech Republic.

In compliance with valid laws, it ensures an independent processing and publishing of the results of elections and nation-wide referendums.

The CZSO publishes the results of its activities on the Internet, in the form of printed documents and on electronic data storage media.

The CZSO ensures reporting duties for the Czech Republic towards international governmental organizations in the field of official statistics.

When performing its activities, the CZSO is governed by legal norms, international treaties binding for the Czech Republic which were published in the Collection of Acts or in the Collection of International Treaties, as well as by government statutes and decrees.



The CZSO provides an independent and unbiased statistical service. It follows consistently the principle of confidentiality of all individual data obtained within the scope of its statistical data survey, from surveys performed by other branches of the State Statistical Service and from administrative sources. All acquired data are protected and used solely for statistical purposes. When creating statistical information, the CZSO proceeds so as not to violate the objectivity of the data. It ensures that all the implemented principles, methods and tools are clearly defined, transparent and accessible for checking the objectivity of the generated information. During its work, it fully respects the fundamental principles of official statistics adopted by the Statistical Commission of the United Nations.

The CZSO is a professional guarantor of all methodology of State Statistical Service in the Czech Republic.

The CZSO co-operates with universities, scientific and research institutions, experts and representatives of reporting units and creates conditions for co-operation with them. It co-ordinates the provision of data and information from the State Statistical Service to international institutions and statements of the Czech Republic concerning the State Statistical Service on international level. It co-operates with international organizations and other institutions.

When performing statistical surveys, the CZSO in relation to actual persons and legal entities follows the aspect of necessity and economy of these findings. It primarily pays attention to the time and cost required by the reporting units for surveys which should not exceed absolutely necessary and reasonably justifiable levels.

It provides information to the public according to Act no. 106/1999 Sb., on free access to information, as amended.



Property used by the CZSO is owned by the state. According to Act no. 219/2000 Sb., on the Property of the Czech Republic and its performance in legal relations, as amended, the CZSO is an organizational unit of the state with an independent chapter in the state budget.

The CZSO is headed by the president (chairman) appointed by the President of the republic according to the proposal of the government. Consultative body of the CZSO is the Czech Statistical Council headed by the President of the CZSO. Consultative bodies to the President are: Top Management Meeting, the President's Board and other. The terms of reference and structure of consultative bodies are regulated by the rules of procedure.

Czech Statistical Council

The Czech Statistical Council is headed by the President of the CZSO. The members are selected from statistical experts in theory and practice. The Council has a minimum of 11 and a maximum of 25 members.

The Council discusses and issues statements on:

- proposed rules and contents of statistical surveys;
- proposed generally binding legal norms on State Statistical Service, prepared by the CZSO;
- conceptual issues of development of the State Statistical Service.

Membership in the Council is personal and honourable, not paid. Members of the Council must maintain discretion about state, economic and occupational secrets that they have learned of in the course of their work in the Council.

In 2007 the Czech Statistical Council was composed of the following members.

Jan Fischer, President of the CZSO, Chairman of the Czech Statistical Council

Jan Seger, Dean of the Faculty of Informatics and Statistics, The University of Economics Prague, Vice-President of the Czech Statistical Council.

Jaroslav Dostal, Representative of the Czech Association of Insurance Companies

Richard Hindls, President of the University of Economics

Václav Henych, Chief Director of a department of the Ministry of Interior of the Czech Republic

Ivo Hering, Ministry of Industry and Trade of the Czech Republic

Michal Illner, Institute of Sociology of the Academy of Sciences of the Czech Republic

Stanislava Janáčková, Advisor to the President of the Czech Republic

Jana Jurečková, Professor at the Department of Probability and Mathematical Statistics, Faculty of Mathematics and Physics of Charles University in Prague

Jiří Kohoutek, Member of the Board of the Chamber of Commerce of the Czech Republic


Josef Kraus, Research Institute of Agricultural Engineering Prague

Zdeněk Liška, Director General of the Union of Industry and Transportation of the Czech Republic

Václav Matyáš, President of the Union of Businessmen in the Building Industry in the Czech Republic

Vlasta Mazánková, Director of the Institute of Health Information and Statistics of the Czech Republic

Bedřich Moldan, Senator, Director of the Environmental Research Centre at the Charles University



Bedřich Myšička, Manager of the Economic Department of the Ministry of Labour and Social Affairs of the Czech Republic

Edvard Outrata

Zdeněk Pavlík, Dean of the Social Economic Faculty, J. E. Purkyně University

Eduard Souček

Michal Ševera, Association of Trade and Tourism

Pavel Štěpánek, Deputy Managing Director, Czech Banking Association

Vladimír Tomšík, Director of Branch and Member of the Bank Council, Czech National Bank

Daniel Toušek, Deputy Minister for Local Development of the Czech Republic

Tomáš Zídek, Deputy Minister of Finance of the Czech Republic

The Secretary of the Council was Jana Zdráhalová, Director, Office of President of the CZSO

Top Management Meeting

The Top Management Meeting primarily deals with the operative management of the CZSO, securing and fulfilling current tasks and other duties, which require the approval of the President of the CZSO. It records and approves important decisions accepted on other management levels within the CZSO.

In 2007 the Top Management Meeting was composed of the following members:

Jan Fischer, President of the CZSO

Jiří Křovák, First Vice-President of the CZSO

Stanislav Drápal, Vice-President of the CZSO

Jan Matějček, Chief Director of the General Methodology and Registers Branch

Ivo Makalouš, Chief Director of the Statistical Processing Branch

Marek Rojíček, Chief Director of the Macroeconomic Statistics Branch

Josef Vlášek, Chief Director of the Production Statistics Branch

Jan Srb, Chief Director of the Demography and Social Statistics Branch

Petra Kuncová, Chief Director of the Analyses and Dissemination Branch

Ladislava Schwarzová, Chief Director of the Economic and Administration Branch

Jana Zdráhalová, Director, Office of President of the CZSO

Marcela Provazníková, Director of Human Resources and Wages Department

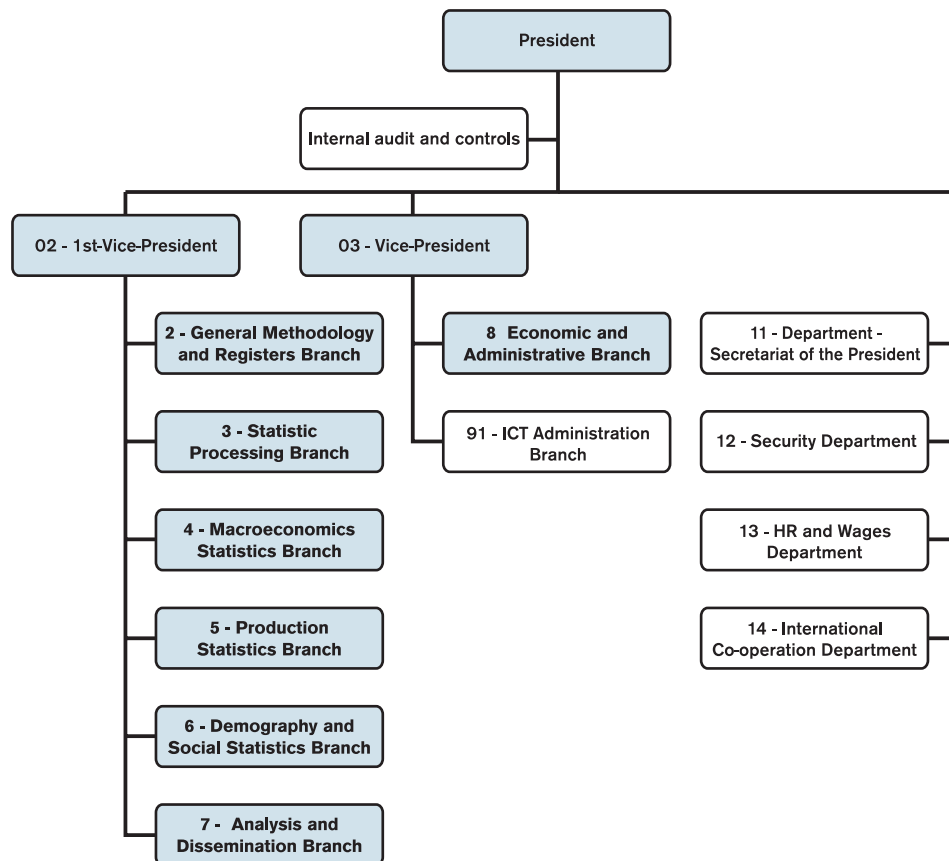
Hana Šlégrová, Director of the International Cooperation Department

Roman Prorok, Press Agent of President of the CZSO

The President's Board

The President's Board primarily deals with conceptual materials from the State Statistical Service area arising from the functions and mission of the Czech Statistical Office, programme of statistical surveys and other tasks, which are decided by the President by the CZSO. Members of the Board are all members of the Top Management Meeting and the directors of some departments.directors/managers of some departments.

2.2 Organisational structure



2.3 Photograph of the Top Management Meeting members





3. Main 2007 results

3.1 Quality control systems

TQM activities of the CZSO in 2007

The year 2007 was the fifth year of systematic application of the TQM methods and principles. The experience of the past five years is encouraging and the TQM principles and methods have become part of everyday practice of the Czech Statistical Office. Most of the staff do not approach them as something "in addition" to the routine statistical work or something which is not of much use. TQM has definitely contributed to the total improvement of the Office management and also to the quality of statistics, statistical outputs and dissemination. Since 2003 activities related to total quality management in the CZSO have been supervised and coordinated by the TQM Committee.

These activities are numerous: encompassing the formulation of the CZSO strategies in quality management, implementation of the CZSO self-assessment by the EFQM Excellence Model, coordination of methodological audits of individual segments of statistics and conducting most different surveys. In 2007, a regular staff opinion survey was conducted as well as the user satisfaction survey. Some TQM activities are performed on constant basis, i.e. regularly, some are of single character. This document encompasses activities related to 2007.

Like in 2006, in 2007 the CZSO received some important public awards which undoubtedly reflect its systematic attention paid to the improvement of total quality of its products and services. By the end of 2007 the Office was awarded the Prize of the Ministry of Interior as an "Organisation improving quality of public service in 2007". In the same year 2007 the CZSO for the first time in its history took part in the contest for the Czech Republic National Quality Prize with its self-assessment by the EFQM Excellence Model. In the Public Administration category - assessment by the EFQM Excellence Model - the Office ranked among 5 best organisations and was awarded the Prize for Organisation Engagement. For details see chapter 4.

In representative public opinion survey on the CZSO perception by the Czech public (for details see chapter 1) conducted for the second time by the Public Opinion Research Centre, the Institute of Sociology of the Academy of Science, the CZSO (in relation to other organisations assessment) was qualified as an institution enjoying the highest confidence in the country.

As a recognition of the CZSO contribution to the improvement of quality in statistics in international context three members of the Office management staff were invited to participate in the expert group of Eurostat who in 2007 contributed to peer reviews on the European Statistics Code (for details see chapter 5). These experts conduct missions - assessment in situ - for the implementation of the Code in individual member countries. Our experts took part in missions held in Bulgaria, Denmark, Finland, Island and Malta.


All these important appraisals we perceive as recognition of past and present activities of the CZSO in the area of improvement of product and service quality. On the other hand, they represent a great challenge and commitment for the future.

Perception of the CZSO by the Czech public

Public Opinion Research Centre of the Institute of Sociology of the Academy of Sciences of the CR conducted for the second time the public opinion research "Perception of the CZSO by the Czech public". Results did not differ markedly from those of the previous year. Should

1) TQM = Total Quality Management

2) EFQM = European Foundation for Quality Management



any deterioration be recorded then especially due to respondent's reluctance. The research brought the following important results:

- The CZSO enjoys a prevailing confidence by the Czech public since 60% of the population confirmed their confidence and only 19% is lacking confidence.
- In the public consciousness the CZSO activity is associated with the population and housing census and population size surveys. A great majority of the population associate the CZSO with processing the election results and the economic development monitoring.
- Majority of the Czech population does not have a clear idea on the CZSO status in the system of state administration of the CR.
- Prevailing majority of population (73%) considers the CZSO itself and its activity useful.
- The information produced by the CZSO comes to the Czech public from the mass media. Only a quarter of respondents search for this information actively and mostly via the Internet.
- Most of respondents consider the information provided by the CZSO interesting (64%), trustworthy (71%) and politically unbiased (60%). In response to the question whether the information produced by the CZSO is under the government control a considerable disunity prevails.
- The CZSO is undoubtedly perceived as a professional institution.
- Perception of the CZSO by the Czech public has not changed much since 2006 and the Office maintains its high social ranking.

User satisfaction survey


In the period from 18 December 2006 until 10 February 2007 a traditional user survey on satisfaction with statistical outputs was conducted. To secure the comparison of results in time series the questionnaire did not differ much from that in 2006. It should be noted that this refers to an opinion survey and not representative survey which fact has to be considered in the interpretation of results and their comparison in individual years.

Generally, it can be noted that the user satisfaction survey for 2006 has not brought either any surprising findings, or unexpected criticism. It is encouraging that none of the attached notes was of pejorative character, critical observations of users were more or less constructive and many may contribute to further improvement of quality of the CZSO products and services.

The main results of the survey are the following:

- Number of responses increased from 359 in 2006 to 401 in 2007.
- Total quality assessment of provided statistical information and services slightly deteriorated from 2.04 in 2006 to 2.217 in 2007; on the other hand, the assessment of individual services improved; broken by user groups full satisfaction is reported by representatives of mass media and entrepreneurs, state administration and local governments, less satisfied are analysts, academicians and students.
- 88% of users can be considered regular with big proportion of state administration and local government staff; number of users from among students has doubled.
- The more regular the user is and the longer he uses the CZSO outputs the better assessment he assigns to the data availability.
- Users find the CZSO staff flexible and competent.
- Among possibilities to obtain information is, in the first place e-mail, best rating is assigned to personal visit, assessment was generally better compared to the previous year; users practically do not use the info-line.
- What users miss most is comprehensive information on certain area, territory and analytical studies.

In response to the results a fundamental change of the CZSO web site layout was made in mid 2007. User satisfaction survey results in respect to the web site conducted by the end of



November were awaited impatiently. Within three days we received **1 735 responses** thanks to the "jumping" window.

- Also this year the biggest proportion of users were students (55.5 %).
- Over 50% of users visit the CZSO web site monthly and yearly (altogether 56%), weekly visits are registered for 14.9% and daily for 5.2% of respondents.
- More than a quarter of users found the design of the web site clear, three fifths gave an average assessment and only 13.7% found it difficult while more regular and experienced users find the lay-out clear. Encouraging is the high proportion of users visiting the web site for the first time and reporting an easy orientation which means that the structure of the web site and the navigation are clear and understandable even to the beginners.
- Important for us were opinions on graphic layout which changed in the middle of the year - almost a half of users (46.1%) found it good, a slightly higher percentage (49.3%) gave average assessment and only 4.6% classified the design as bad.
- To the most frequently used products or services belong the Public Database, statistical topics and News Releases - Latest Data.
- The question whether users of our web site have found what they wanted was newly included into this year survey. In total, only 3.7% of all users have not been searching for any specific information on the CZSO web site, 58.7% have found all or almost all data they needed, 36.1% only part or little and 1.4% have failed to find any of the required data.

Regular meetings of the CZSO management with representatives of the main user groups

The CZSO management in 2007 followed the tradition of meetings with users recruited from bank analysts and representatives of the media and press agencies dealing with economic publications. On 3 December an informal discussion attended by the CZSO President, Jan Fischer, and the First Vice-President, Jiří Křovák, and some key managers of the Office who are responsible for price and production statistics, national accounts statistics and dissemination, was held. Among analysts were representatives of banks and economic institutions belonging to important "opinion makers". Present were also representatives of the leading press agencies such as Reuters or CTK (Czech Press Agency).

The main topic of the meeting was the preparation of publishing routine of the expected GDP flash estimates to be released the next year. Details were provided by Jan Heller, Director of the Quarterly National Account Department. The first flash estimate is to be published by the Czech Statistical Office on 15 February 2008 showing data for Q4 2007. The discussion on this topic should be useful since users from among analysts and journalists will be able to draw the information on the manner of the flash estimate construction, its methodology and comparison with foreign expertise well in advance which should enable them to make qualified comments on the GDP preliminary estimates.

With respect to current economic situation in the Czech Republic and expected data on the consumer price development the following debate was focused on the inflation measurement and ability of statistics to truly record price wobbles at the start of a new year. Valuable information on this topic was provided by Jiří Mrázek, Director of the Price Statistics Department.

The first meeting with representatives of the main user groups was scheduled by the CZSO management for spring in relation to the planned revision of the balance of payment data for the period 2004-2006. This regulation was considered also during the regular data update in the national accounts area. With regard to the fact that the topic discussed was of utmost importance belonging primarily to the Czech National Bank competence, the Office management upon an agreement with this partner institution decided to hold common seminar in the CZSO on 7 June attracting interest of users. The subsequent release of revised GDP data was free from any crisis communication.

Self-assessment of the CZSO by EFQM Excellence Model

In the long-term project of the CZSO self-assessment by the EFQM Excellence Model the Office recorded success and received two awards for its product and service quality.

On 1 February an application was filed to the Czech Republic National Quality Prize contest launched annually by the Association of the Czech Republic National Quality Prize in the category of state administration. Under the contest rules the report on the CZSO for the past period, i.e. 2006 which was submitted in written form to the contest in April, was assessed.

From 8 to 9 August assessment of the Office was held in compliance with the contest rules. Two external assessors from the Association of the Czech Republic National Quality Prize reviewed in discussions with the heads of assessing teams all statements given in the Report on the CZSO self-assessment by the Excellence Model in 2006 (hereinafter only the Report for 2006).

The CZSO then received a written review of weak and strong points in relation to individual EFQM criteria and reached the total of 250 points and was awarded the **"Prize for Organisation Engagement"** preceding the Czech Republic National Quality Prize. In November Jiří Křovák, First Vice-President of the Office, and Jana Zdráhalová, Director of the President's Office, took over the prize.

Another important success was the Prize of the Ministry of Interior of the Czech Republic **"Organization improving the public service quality"** in the contest for quality and innovations in public administration which was awarded to the CZSO on the basis of verified facts as described in the Report 2006. The prize was handed over at the 4th National Conference on Quality held in January 2008 in Karlovy Vary.

The self-assessment project which is to be described in the Report on the CZSO self-assessment by the Excellence Model in 2007 (hereinafter Report 2007) continued in 2007 in traditional way, with the same number and the same members of assessing teams. The time schedule was set up so that the Report 2007 could record also important events in Q1 2008 which contribute to higher number of points - results of the user survey 2007, results of the staff survey 2007, results of public opinion survey, completed and detailed values of the performance indicators system of the CZSO and their development trends (for details see chapters 1, 2, 9 and 14).


The Report 2007 upon having been completed by important data and formally adjusted shall be submitted in March 2008 to the Meeting of the Office management for approval, thereafter to the Czech Statistical Council and by the end of April it shall be sent to the contest launched by the Association of the Czech Republic National Quality Prize for the Czech Republic National Quality Prize.

Assessment of the CZSO from the aspect of the European Code of Statistics implementation

On the basis of the CZSO assessment from the aspect of the European Statistics Code implementation accomplished by the end of March 2006 in the CZSO by a three-member commission of the Eurostat experts and statistical institutions in Sweden and the United Kingdom the CZSO has adopted a set of measures to fully implement the Code in our statistical practice. These measures with a specific time-schedule of their fulfilment refer to all fifteen principles of the Code and make the monitoring process of the full implementation of the Code easier.

Assessment was based on the self-assessment questionnaire and other source materials in central statistical institutions of all EU member (plus four non-member) countries.

In 2007, the assessment included also other producers of data for the European Statistical System. In the Czech Republic the respective commission of the CZSO accomplished similar assessment of nine departmental statistical units even if not in full scope. Results are now being processed.



In December 2007, a control was made to find out the progress in fulfilment of measures adopted by the CZSO. The control shows that major part has been implemented and the rest is being realized in compliances with specific time-schedules.

In the institutional area the Parliament of the CR adopted two amendments to the Act on State Statistical Service contributing markedly to easier access of the CZSO to the administrative data sources. In 2007, two important agreements on cooperation between the CZSO and the CNB and the Ministry of Finance of the CR were signed which, among other things, provide solutions for this scope of issues including mutual exchange of data files which will positively affect the reduction of duplicate data collection.

The project of the statistical survey system reform which ranks among the most important in the set of measures has recorded a significant progress. Its full implementation will, however, depend on the allocation of extraordinary out-of-budget means within the EU operation programme designed for the state administration.

An important progress was recorded for the statistical metainformation system development which should be fully functional in 2009.

Measures adopted in the area of the quality of statistics are performed on a regular basis. Internal methodological audits play an irreplaceable role here.

Positive changes took place in the area of relations to users and respondents owed primarily to closer contact and dialogues having different forms, mainly via Internet, electronic data collection development, development of the CZSO public databases, providing of data for scientific and research purposes, etc.

The CZSO management shall discuss the summary report on the progress of the European Statistics Code implementation within the Czech statistical service in February 2008 and thereafter the report shall be sent to Eurostat.

The progress report on the Code implementation shall be submitted by Eurostat to the European Parliament in the latter half of 2008.

Internal communication policy

In compliance with the CZSO priority tasks in 2007, task no. 15, the top management meeting approved the document Internal Communication Policy on 5 June 2007. Its individual principles and contents were discussed at various management levels with members of the middle and top management staff.

On the basis of the decision adopted by the top management meeting a Project team for internal communication was set up with the aim to secure the implementation of principles as specified in the Internal Communication Policy. The team is hence composed of the CZSO managerial staff to secure prompt introduction of adopted conclusions into current practice.

Relatively wide area of internal communication was divided into two spheres: **Global architecture of internal information system and Increased effectiveness of information flows reached without any system changes**. The second sphere is broken by topics into: Informal communication, System of information availability within organizations units, Intranet, and more effective use of the staff at dislocated work places.

In the sphere of **Global architecture of internal information system** the goals were outlined and framework processes how to implement them were designed. The paper will be discussed at the extended meeting of the TQM Committee in December, attended by directors of branches. It has been agreed that it will be used for the fulfilment of Priority task of the CZSO no. 13, in 2008 - Inter-Office integrated information system.

With the aim to reach **Improved effectiveness of information flows without introduction of structural changes** the following events took place before the year-end:

- Informal communication: Sudoku contest, Blood donation, Contest for the best Christmas sweets.
- The information availability system within organisational units, proposals on future design and utility of web presentations of individual departments were presented.
- The Intranet: Analysis on the information search and information structure was prepared and in the next period a new structure of web site will be designed.
- GroupWise (e-mail client of Novell): members of the group prepared and published a manual for GW Messenger and provide a regular training for advanced GroupWise operations.
- More effective use of the staff potential at dislocated work places: works on the project manager manual were commenced and the document Technical problems related to the effective use of work performed at home was prepared.

Revision of the Strategic Planning System in the CZSO - 1st year of application


In January the top management meeting approved a new Strategic Planning System designed in compliance with the TQM principles (i.e. "bottom-up"). The previous system of strategic planning whose implementation started on 1 January 2005 has not proved successful due to administrative burden placed on persons in leading positions and also due to ambiguous perception of principles and concepts coming from the fact that within the system tasks of different contents were planned at one level.

The new System is based on hierarchical structure of three basic documents: Mission, Vision Strategic Goals, Medium-term Programme and Priorities of the CZSO for a respective calendar year. The solution was based on a standard terminology, system of strategic and planning documents, system of task planning and assessment in individual departments and revision of the time-schedule for planning adopted in December 2004.

Mission, Vision, Strategic Goals is a proclamation document of the Office containing a pyramid of strategic goals and objectives. Each strategic goal has its own coordinator. Strategic goal (objective) is a statement of a standard type whose contents is understood as future desired (ideal) state which the Office wishes to attain. Six strategic objectives are identified as priorities (selected by the method of gradual steps in a two-round vote - see chapter 8). Medium-term programme covers a 3-5 year period updated on a yearly basis. It consists of main tasks of branches, cross-sectional tasks, tasks of a routine character and other tasks. It is primarily aimed in compliance with subject matter of the branch and, secondarily, it is related to the document Mission, Vision, Strategic Goals.

Main tasks of a branch or department are selected tasks from the Medium-term Programme. They are aimed at the subject matter of statistics, related mostly to a set of strategic goals (objectives). Cross-sectional tasks are important development projects with their own time-schedule of implementation and in terms of statistics they are of long-term character. Priority tasks of the CZSO represent a set of selected and approved main tasks of branches with precise situation in each quarter and regular progress reports submitted to the Top Management Meeting.

In compliance with the approved time-schedule department directors and heads of departments proposed within the Medium-term Program five main tasks (at maximum) and submitted them for approval to the respective branch director. For each branch three tasks were identified as main tasks. Upon discussion in the branch, department directors and heads of departments prepared brief annotation to each main task and put them in the main task database. From the set of main (cross-sectional) tasks of all branches the TQM Committee selected those which were recommended for discussion at the Top Management Meeting as the CZSO priority tasks for the next calendar year. By the end of the calendar year at the occasion of annual performance reviews the managerial staff discussed with their sub-ordinates the progress of the main task implementation.



At the beginning of the next calendar year the coordinators shall assess the progress of strategic goals (objectives) implementation. Secretary of the TQM Committee shall prepare a general report on implementation of all tasks based on documents supplied by coordinators. The report will be submitted for discussion to the TQM Committee and then to the Top Management Meeting for approval. To this end, once in three years (in 2010 for the first time) an update of the document Mission, Vision, Strategic Goals will take place.

The year 2007 was the first year of the new System application. In its first stage main (cross-sectional) tasks of all departments were planned for 2008 (up to 2010). Their assessment will take place by the end of 2008. In compliance with the TQM principles a set of Priority tasks of the CZSO for 2008 was approved at the end of 2007.

Revision of selection and rank order of priority strategic objectives

The debate on the new Strategic Planning System provoked an idea to make a new selection of priority strategic objectives of the CZSO for the near future. The aim was to find whether their rank order by importance changed over the three years after the selection in May 2004 (in connection with the then Phare project "Strategic Planning and Management of Statistical Activities"). On 28 March 2007 the TQM Committee adopted a recommendation on making a new selection through a similar voting procedure that was used in 2004 and determining a new rank order in participation of wider management of CZSO (from the level of department directors and regional official representatives upwards).

The selection of priority strategic objectives was made on 28 May 2007 in two rounds. In total 37 managers took the voting. In the first round each participant could select up to five strategic objectives (according to the importance attached to them from the point of view of the entire CZSO and the participant's department/branch/sector). The first 15 strategic objectives which received the most nominations advanced to the second round. In the second round each participants had available 10 points of which at most three could award to any of the strategic objectives that reached the second round.

Both periods (2004, 2007) proved the importance of objectives relating to quality of statistical information, optimisation of respondent burden, use of administrative data sources and innovation of the statistical system. The following new strategic objectives were selected in 2007: optimisation of CZSO staff qualifications structure and enhancement of the CZSO's prestige in the Czech Republic and abroad.


On grounds of the voting the top management meeting No. 18 of 5 June 2007 endorsed the above six strategic objectives designated as priority ones and recommended to the TQM Committee and branch directors that they should take them into account in selecting proposals for specific priority tasks in the next period.

The CZSO performance indicators

At the end of 2006 an open set of indicators was adopted in the CZSO usable for measuring total performance of the Office approved by the top management meetings No. 14 of 24 April 2007 and No. 30 of 9 October 2007.

Performance indicators were split into seven thematic areas: CZSO's Prestige, CZSO's Products and Services on Offer, Demand of Users, Quality Properties of CZSO Outputs, Respondent Burden, Assessment (internal, external) of the CZSO, Financial Indicators.

The systematic measurement of CZSO performance indicators was started in Q2 2007. Where possible the values were reconstructed back to 2004-2006 to produce at least a three-year time series to assess development trends of the indicators. Up to the end of 2007 values from 2004 (2005) onwards were determined (reconstructed) for 15 out of 22 performance indicators. Values measured/determined for five performance indicators were available only from 2006 onwards. Two of the performance indicators started to be measured as late as 2007.



Indicator owners observe how close values of performance indicators are to target values - the target value refers to the ideal situation (expressed as the maximum/minimum reference value; 0; 1; 0%; 100%, etc.) that a performance indicator may reach. The assessment of development trends of performance indicators were used in the framework of Self-assessment 2007 using the EFQM Model.

The adopted set of indicators will continue to be planned, observed and assessed in 2008. It should be enlarged by 2-4 Cost Controlling indicators after cost controlling has been implemented.

Process management and cost controlling

One of the most important and long-term strategic goals of the CZSO is to create an environment for effective process-oriented management of CZSO activities. The mission of the CZSO is to create and mediate a trustworthy and consistent picture of the state and development of society in relation to changing needs of users of the state statistical service in the conditions of changing environment. Users' needs and requirements are on the increase year by year but meeting them is limited by budget appropriated to the CZSO as to a central authority of the Czech Republic. Besides internal economic effectiveness it is necessary to seek equilibrium between demands of users and available statistical capacity, i.e. financial resources; hence cost controlling.

This project has been a part of CZSO priority tasks since the year 2006 when the tender "Implementation study and pilot project in process management and financial charges" was put out and dealt with. A team of CZSO employees cooperated in this project with external consulting organisation Deloitte Advisory, s.r.o., the successful bidder.

In 2007 the project continued by the implementation of cost controlling in the CZSO, i.e. by monitoring and assessment of costs of individual controlling objects as part of the process of CZSO activity planning and management. In the first half of the year the project activities were negligible because we were not able to find an appropriate member of staff to develop the project further. In the second half of 2007 the costs controlling section was established. The output was a draft implementation project of cost controlling in the CZSO. The study was discussed and adopted by the top management meeting on 29 November 2007. Work commenced on completion of the list of controlling objects and nomenclature updates. The resulting lists of orders, centres, processes and sub-processes together with nomenclatures will be part of the core data stored and used in the CZSO information system.

Cost controlling in the CZSO will be implemented in two stages.


Stage I:

In 2008 the basic, i.e. lower level will be implemented, which implies the creation of a cost and calculation system aimed at determining actual financial intensiveness of the controlling objects. Controlling objects are:

- orders (projects, grants, technical assistance, statistical tasks, dissemination outputs, etc.),
- centres (departments of the CZSO),
- processes and sub-processes (activity groups).

Cost controlling will in the first place be focused on the most important group of CZSO costs (expenditures). These are payroll costs and other personnel expenses incl. insurance, contributions to the state employment policy (incl. severance pay), which in 2006 made up 65% of current expenditures and approx. 61% of all expenditures (incl. capital ones); in 2005 73% of current expenditures and 57% of total expenditures.

The basic condition for figuring out actual payroll costs and other personnel expenses on controlling objects is the record of hours worked by the CZSO staff.



To this end will be used an already prepared and tested methodology for registration of time spent on selected orders - projects/grants and other specially observed tasks, using application "Order monitoring" in the attendance registration program.

The monitoring of other current expenditures on controlling objects will be started in the second half of 2008.

Stage II:

In 2009 the higher controlling level will be implemented. It will allow, using data obtained in the first year of application, the planning and modelling of costs of controlling objects, in particular statistical tasks, identification and interpretation of discrepancies from real development.

The CZSO system of analytical activities

Analytical activity of the CZSO took place according to the document "System of Analyses after 2006" approved by the CZSO President's Board at the end of 2006. The analysis "Tendencies and Factors of Macroeconomic Development 2006" was a pivotal output containing identification of causes and effects of development in 2006 in the context of long-term trends.

This publication was related to partial analyses published in accordance with the Catalogue of Publications 2007. Their focus was on the issues of external trade, foreigners in the Czech Republic, gender information, sustainable development and convergence of the ten new EU member states. Besides, main attention was given to short thematic analyses devoted to current issues. The short thematic analyses were prepared in close cooperation with subject matter departments and peer reviews have become a standard. Analysts got involved in internal analyses and examined discrepancies between individual statistics. On top of data produced in the CZSO, data from other sources were used including Eurostat data, which served especially the purposes of international comparison.


Regional analyses became an integral part of the analytical activity. The quality of cooperation between analysts gradually improved; analysts from headquarters participated in the working groups and seminars on selected subjects were organised, which mainly assessed selected issues of sustainable development and regional development. Mutual contacts further improved the quality of regional analyses. This cooperation will continue in 2008.

Internal annual best quarterly analysis survey was taken for the fourth time in 2007, aimed at motivating the authors. The analysis "External Trade" was found the best; the second and third places were taken by the analyses "Employment and Unemployment LFSS" and "Wages". The choice is made by an expert group whose members review the analyses.

Methodological audits

Methodological audits in the CZSO represent an important activity which is permanently supported by the management of the Office. Their aim is to verify whether and to what extent international methodological standards and best practice are observed in individual segments of statistics.

In 2007 the groups of auditors dealt with next four segments of the Czech statistical service. The first auditor's final report discussed by the management of the Office in 2007 was the report of the group of auditors for agricultural statistics which worked in CZSO in the fourth quarter of 2006. The group, headed by Josef Kraus, secretary for science of the Research Institute of Agricultural Economics, mentioned as an important finding, for example, unstable definitions of the set of reporting units in existing structural agricultural surveys as a result of the threshold adjustments. As a finding of narrower importance was mentioned the fact that the classification system provides for classifying groups of agricultural holdings at EU25 level to homogeneous comparable groups and for effective analysing of observed statistical



phenomena. In comparison to EU institutions, this system is still under-used in the Czech Republic.

In Q1 2007 the methodological audit Public Database (PDB) was carried out. The head of the group of auditors was Bohumil Miniberger from the Banking Institute/College of Banking Prague. Among important findings belongs, for example, the necessity to make the data more updated; as a finding of narrower importance, e.g., recommendation that development should be focused on a new PDB functionality to yield effect to other statistical departments and sections.

In Q2 2007 the group of auditors for demographic statistics headed by Jitka Rychtaříková from the Faculty of Science, Charles University, worked in the CZSO. The detailed audit brought seven findings, of which auditors mentioned as important, for example, recommendations that the possibilities of demographic analysis should be extended through sample surveys incl. panel surveys and that we should participate especially in internationally comparable surveys. As a finding of a narrower importance was given the recommendation of preparing dynamic (defined by the user) tables of demographic data from current registers and from the sample surveys.

In Q3 2007 the audit of sickness and accident rate statistics was carried out in the CZSO. The group of auditors headed by Vlasta Mazánková, Director of the Institute of Health Information and Statistics, did not find a single important finding; among findings of narrower importance it is the recommendation of substituting the present printed publication by a file. Before the end of the year the methodological audit of the monthly survey on services takes place in the CZSO. The group of auditors headed by Ladislav Šípek from the Czech Confederation of Commerce and Tourism will submit the report in January 2008.

There were four groups of 20 auditors in total working in the CZSO, of which 12 were external auditors. Although each of the 20 auditors worked in groups for the first time, all methodological audits were completed in good quality and on schedule.

At the end of 2007 the methodological audit of information society statistics for Q1 2008 was being prepared.

Annual performance reviews


Annual performance reviews make a part of the system of human resources management as from 2004. These regular reviews are also used to discuss future tasks and personal, professional and carrier development of an employee. The adopted document "CZSO Employee Career Development System" was applied for the first time in 2007 to plan professional careers.

The commitment of managers, good motivation of employees and quality preparation are important preconditions for successful reviews. For the sake of better quality and elimination of stress of time pressure at annual performance reviews, the period of time for conducting performance reviews was extended in 2007. This resulted from measures taken concerning the staff satisfaction survey.

The performance reviews were focused on the four basic areas:

- review of the past period,
- setting goals for the future period,
- programme development of education needs,
- career development.

The conclusions of performance reviews provide the basis not only for setting education needs of individual employees, but also for determining education priorities of the entire Office. They are the basis for selection of employees who will receive, starting from 2008, specialised training in the principles of career development adopted by the CZSO. They served



also salary adjustments. Traditionally, the conclusions became an important argument for annual remuneration by form of premium pay at the end of the year.

Annual performance reviews took place from 17 September to 30 November 2007. A Manual for Conducting Performance Reviews, which in 2007 reflected the CZSO Career Training System, was the work aid.

Staff satisfaction survey

Staff satisfaction survey is an important source of information which gives feedback to the management of the CZSO. It provides an important tool for self-assessment of the Office. Basic results of the fourth staff satisfaction survey, which was taken on 27 November - 15 December 2006, were presented on the Intranet in January 2007. The response rate was down from 53.8% a year earlier to 47.5%, i.e. roughly the level of 2004. The CZSO top management meeting discussed the results of the survey in February 2007 and subsequent measures at the start of April 2007. Approved measures were seen, for example, in the CZSO Staff Career Development System published in September 2007; longer period of time for conducting performance reviews; establishing closer relations between performance and remuneration; discussion forum on the staff satisfaction survey was launched; the headquarters building received more first-aid kit boxes (1-2 on each floor).

In compliance with measures concerning the Staff Satisfaction Survey 2006, preparation of the new Staff Satisfaction Survey 2007 included a decision to distribute the staff an abridged version of the questionnaire instead of full version. We anticipate using the abridged version once in two years. The reason is to achieve higher response rates. Left out were questions which are no longer relevant or one-off questions. Important questions relevant to self-assessment of the CZSO by EFQM Excellence Model remain included, e.g. assessment of staff satisfaction with the professional ambience in the Office, equal treatment, satisfaction with internal communication, or questions relating to immediate superiors. In view of the massive changes in organisation as at 1 January 2007 it was necessary to reconsider the groups of organisation for which the survey results are processed. Nine new groups were made out of the former 17 ones. Essential criterion for making new groups was that answers to the questions must be anonymous. Following a wide discussion, the line variant respecting the present high level of centralisation of performed activities was given preference to the territorial variant. Opinions giving information on the situation in a specific territory could be given anonymously in writing on a separate sheet of paper as before.

The Staff Satisfaction Survey 2007 was taken from 27 November to 12 December 2007. Basic results were published on 7 January 2008, response rate moderately increased to 48.14%. Analysis of the results incl. draft measures will be available by the end of February 2008.

Training and seminars for managerial staff

Training of the management and other staff followed in 2007 the strategic goals of the Office. In compliance with CZSO priority tasks for 2007, courses were organised in redesign of the statistical survey system, statistical meta-information system, public database, etc. In accordance with the priority task "Internal communication policy", attention was given to development of communication and other managerial skills. The courses were held in CZSO headquarters or the staff attended external courses. Among the latter were especially courses given by the Institute of State Administration or other renowned teaching organisations in the Czech Republic (e.g. Studio W, Pragoeduca, BOVA) or abroad (European Institute of Public Administration, College of Europe - Bruges). Courses in the CZSO were given by quality teaching institutions or well-established top lecturers.

The following courses of managerial skills and courses concerning CZSO priority tasks were held in the Czech Statistical Office in 2007:

Course title	Participation	Course length (days)
Positive communication	11	1
Communication skills	41	2
Time management	29	2
Conducting performance reviews	22	1
Team leading 'middle management'	30	2
Stress and stress management	29	2
Conflict resolution and stress management	16	2
Communication with the media and crisis communication	19	2
Managerial skills	39	2
Social communication skills	9	1
Presentation skills, effective presentation	21	3
Redesign of the statistical survey system – principles of global architecture	118	1
Public database	107	1
Career development system	46	1
SMS – VAR	13	1
SMS – VAR – description of SP Population and Housing Census	17	1
Description of applications VAR and conversion of METIS-CLASS	10	1
The state and development of SMS CZSO	45	1
Workshop on CZSO data warehouse *)	58	1
Basic rules of the new Labour Code	75	1


*) Incl. 8 from other organisation

Stress was put also on staff preparation for the Czech Presidency of the EU Council. To this end courses were organised in the CZSO for managerial staff, national representatives and representatives of the Departmental Coordination Group. They were especially courses on EU legislative processes (54 participants), involvement of the CZSO and other workplaces of the State Statistical Service in the preparation of EU legislation (23) and Presidency seminar (55). Lecturers were the staff members of the International Cooperation Department of CZSO. Representatives of the Departmental Coordination Group appreciated the possibility to participate in these training events.

Courses offered by the Institute of State Administration in 2007 were focused predominantly on the preparation for Presidency and the CZSO used them extensively. Managerial skills were taught less. CZSO staff participated, for example, in the rhetoric course for managerial staff (4) or courses in communication skills (4).

CZSO staff attended also managerial courses abroad, for example:

Course title	Participation
Committees and Comitology in the Policy Process of the European Community	2
Making of Environmental Policies in Brussels, working groups, negotiations and current agendas	1
Presidency Challenge	1
EU Communication in a regional and local context, Planning, Structuring and Transmitting European Information	2
Implementing EU Legislation Comitology and Transposition	1
EU Negotiations I.	5
EU Negotiations in Practice	3
Conference Keep Ahead with European Information in the Enlarged Europe	2



CZSO managerial staff participated also in statistics courses, computer courses and other specialist courses not included above.

Other TQM activities

The international conference Quality in Official Statistics is due to be held in Rome in July 2008. The CZSO will present projects and activities which significantly contributed to quality improvement of CZSO products and services, satisfaction of users and optimisation of respondent burden.

The project Self-assessment of the CZSO by EFQM Excellence Model is going to continue in 2008. The Office will contest for the "CR National Quality Award 2008".

The year 2008 will be the first year of the new strategic planning system, and analysis will be made to know the level the CZSO strategic goals and objectives have been achieved after five years of their announcement. The application Systems of CZSO Indicators will be completed - analogically, discussed with the owners and implemented will be the remaining indicators (by a tier lower) linking strategic goals and objectives with the EFQM criteria.


3.2 Important projects of the CZSO

Reform of the statistical survey system

The CZSO is aware of the significant burden on respondents which is why in 2007 it continued in the preparation of the Statistical Survey System Reform, that started in 2005. Based on the methodical material MODEL 2008 stating the fundamental principles of the statistical survey system (created in 2006), Global Architecture of the Statistic Information System was established and approved in 2007 at the CZSO President's Board and it was presented to the Czech Statistical Council. Implementation of the new architecture of the Statistical Information System is planned to start in early 2009.

The new architecture of the Statistical Information System covers the entire statistical information generation process. It enables necessary data to be acquired effectively and to be complemented with meta-information as well. The main requirements for the Statistical Information System are: to lower the burden of work done by the respondents, to optimise the creation of statistical information within the CZSO and to improve their quality. The new as well as the existing requirements for statistical data are systematically assessed. The basic elements of the system are statistical indicators, info about them and qualitative characteristics. The new Statistical Information System is solved on a content, meta-information and information-technological level and is characterised by the integration of procedures and tools with a focus on optimising financial costs. Transparency and availability of the statistical information will be ensured by storage in the Central Data Bank. The key objectives of the proposals are continuously implemented in strategic documents of the Office.

In 2007, lowering the work burden for respondents was solved primarily on the level of contents, using the method of item review and analysis, where the importance and necessity of the individual items in the statistical records are assessed according to the directives of the European Union, laws and decrees of the Czech Republic, or requirements of other important user groups in view of detail, periodicity and quality. The discussed conclusions were implemented in the characteristics of annual surveys in the Statistical Survey Programme for 2008, including co-ordination and definition of the reporting duties, preparation of forms and processing methodology. In the field of company structural surveys, the work load for the respondents for 2008 data, i.e. collected in 2009, will be reduced by approximately 23%. In response to the change of contents of survey forms, a new survey system SBS 2008 was prepared, taking into account the negative co-ordination of the respondents, which will lower the unit workload for the respondents.



Another result of the analyses was the grouping of content-related statistical variables into one unit, based on which work was started on the unification of terminology of statistical variables. These methodical activities form a basis for the work within the scope of implementing the SMS statistical metainformation system. Based on our experience, a methodology for the review of items and analysis of statistical surveys at the specialised offices of the State Statistical Service was proposed, which will be realised in 2008.

With the approval of the global architecture of the Statistical Information System, work was commenced on preparing detailed schedules of implementation, budget proposals and sources to cover the budget. The tempo and coverage of realisation depends mainly on the acquisition of necessary finance, especially from extra-budgetary sources. Implementation studies were processed on the use of financial assets from EU structural funds with the objective to minimise the need to finance integration and development projects from the state budget of the Czech Republic.

Statistical metainformation system

In the statistical metainformation system (SMS), content specification of individual SMS subsystems and control of development of the programming apparatus of the solved subsystems have been prepared. In 2007 the subsystems KLAS - Statistic Classifications and Nomenclatures and UKAZ - Statistic Indicators were developed. Within the project Transition Facility 2006, which started in March 2007, the external supplier solves the programming apparatus of the subsystem ULOHY - content and technological specifications of statistical tasks, proposals and verification of data storage for the central storage of statistical data. At the end of the year, testing commenced on both subsystems and preparation for filling the subsystems with real data for the purpose of testing the subsystem ULOHY, its integration with subsystems KLAS and UKAZ and for the development and testing of data storage.

Preparations for the population and housing census 2011

The Czech Statistical Office continues in the tradition of population census in the Czech Republic. The basic time sequence goes back to 1869, when the first census using scientific statistical methods took place in this country. According to recommendations of the UNO and according to the prepared directive of the European Parliament and the EU Council for EU member countries, the next population and housing census in the Czech Republic is planned for 2011.

The key date for this important event (important both for the Czech Republic and internationally), was the 12 September 2007, when the government approved a draft of plan of the 2011 Population and Housing Census Act according to the recommendation of the government's Legislation Council. The government asked the President of the CZSO to present a proposal in paragraphed wording of this act by mid 2008. By the end of 2007, work on all ten projects of the census preparation advanced significantly, including the preparation of the act itself. The preparations involved - above all in the form of consultations and work meetings - not only ministries and government offices, but also non-government organizations. The progress of work in 2007 established favourable conditions for fulfilling tasks within the scope of preparing the population census project 2011 and in years to come.

Elections

As far as elections are concerned, 2007 was one of the quieter ones, because only supplementary elections for municipal councils were held. So the attention was focused on two areas. The first one was thorough preparation for 2008, when elections for regional councils and one third of the Senate will take place. The second area was processing factual overviews for various types of elections and various periods. Also work has reached its final phase on the preparation of a unique publication with election results presented since the formation of independent Czechoslovakia up to the present. More specifically, elections in 1920-2006.



This project is also supported by our colleagues from the Statistical Office of the Slovak Republic, who are preparing the same publication focusing on the elections in the territory of present day Slovakia. The book will be published in both countries in October 2008 to mark the 90th anniversary of birth of an independent Czechoslovakia.

Apart from the main projects described above, many other activities also took place in 2007, such as preparations for Czech presidency in the EU Council or cost controlling, as described in the following chapters.

3.3 Macro-economical statistics

In the set deadlines, a complete definitive system of **national accounts** for 2004, a semi-definitive system for 2005 (as of 30 June) and a preliminary system for year 2006 (as of 30 September) were established. The preliminary system of national accounts was extended to also include financial accounts and balance sheets for the first time. We modified standard procedures of annual national account composition from initial data to final outputs so that they comply with the recommendations of the Gross National Income Committee. We continued in the process of improving commodity flow balancing procedures within the tables of supply and use, including transformation of the annual national account indicators to fixed prices.

In the area of quarterly estimates of GDP (gross domestic product) and related indicators, we completed the methodology of flash estimate of GDP development. This estimate is now always published 45 days after the referential quarter of the year and provides the users with more timely info on economic changes. The standard estimate of GDP and its components, which is always published 70 days after the reference period, was extended with more detailed segmentation of certain indicators in accordance with user needs. Thereby we essentially achieved full harmonisation with the requirements of the reviewed transmission programme set by the relevant EU directive.


The regional segmentation of GDP and other selected items from national accounts was published within planned deadlines. The range of published indicators fully complies with the requirements set by relevant international standards.

The system of outputs in the field of quarterly national accounts was extended by a system of quarterly sector accounts, which provide a detailed overview of the level and development of the economy, segmented into non-financial enterprises, financial institutions, government institutions, households and non-profit organizations.

Within the set deadlines, to 1 April and 1 October we sent tables to Eurostat and EU that are required in connection with notifications of government deficit and government institution sector debts. Detailed segmentation of data on income and expenses in this sector was published quarterly as usual.

Within the European programme for comparing expenses on GDP we provided the necessary documents to EU authorities in the required deadlines, based on which Eurostat calculated the selected indicators in purchase power parities, that form the basis for the decisions on spending from EU structural funds. We provided the Ministry of Finance with detailed data needed to calculate the average VAT rate, which is the base for calculating contributions to EU sources.

In addition to regular routine production of price indices, that form the backbone of price statistics, in 2007 we completed the general review and assessment of almost all price indices. The purpose of the review was to update the price monitoring system. The previous review was done in 1999-2001 (including preparations, up to their assessment), the next is planned for 2010-2012. The present one concerned the consumer price index, index of industrial pro-



ducers, building work and buildings, prices of services for entrepreneurs, agricultural prices and foreign trade prices. In relation to harmonising with the related domestic and international statistics, all price indices adopt 2005 as the new basis.

The review included the introduction of new methodical procedures in the calculation of price indices in conformance with all-European statistical harmonisation, as well as the gradual extension of price monitoring. This even continued, due to the never-ending need for updates, following the end of the review during 2007. We were also preparing for other important changes, like the launch of the new NACE classification or gradual introduction of chain indices of consumer prices and an index of foreign trade.

An other important task in working on price statistics was the survey of prices for the routine international comparison project ECP (European Comparison Programme) that must be performed by the CZSO according to European legislation. Last but not least work was done on improving real estate price monitoring with the intent to provide more timely price indices and to extend the range of monitored prices. The latest outcome is a book of the conjectural quarterly index of apartment offer prices, introduced from the onset of 2008.

In the **statistics of foreign trade** of goods, documents were prepared for review of the payment balance, that was realised in connection with CNB (Czech National Bank) and NA (national accounts) in June 2007. Then we introduced regular handover of new detailed outputs for the needs of CNB and NA (national accounts) including the publication of total import data in FOB methodology.

The quality of Intrastat statistics was positively influenced by a number of technical and organizational measures done in co-operation with the General Customs Directorate to intensify the control of data performed by the staff of customs offices ensuring their collection, as well as by the CZSO. At the same time we updated tools for better use of administrative data from tax returns to control Intrastat statistics and for additional calculations for units, that do not present statements or are not required to present statements.


While the Intrastat data collection is basically just performed electronically by means of the IDES system, the Public Administration Portal and a web application, the collection of Extrastat data is realised through two channels. The data on import of goods is still collected in paper form, but the data on export is already collected exclusively in electronic form. In relation to this, technical measures have been implemented to modify the transfer of this data between the General Customs Directorate and the CZSO.

In the statistics of export and import of services, preparations have been made for regular quarterly publication of results of the data collected by the CZSO, starting with the data for the 1st quarter of 2008, including additional calculations and their adjustment. We also extended the number of monitored services to include insurance and guarantees within insurance companies.

3.4 Production statistics

During 2007 the Production Statistics Branch followed the strategic objectives of the branch and the Office set for this period. Selected employees took part in the performance of priority tasks of the CZSO. Within the reform of the statistical survey system, review and analysis of items was made, based on which we modified statistical surveys in the individual areas of statistics. In addition, work on implementing the new classification of economic activities (NACE Rev. 2) in national conditions continued. Within the task of Realisation of individual approaches to key respondents, we started close co-operation with selected reporting units.

In the **statistics of industry** the statistical survey Prům (Industry) 3 - 01 was newly introduced for the 2008 referential period, in which we will monitor six-months production of products and services. We also started preparations on the national version of the list of products Prodcom for 2008, which will be based on coding CPA (Classification of Products by Activity) 2008.



In the department of **statistics of civil engineering and housing development** we continued to work on changing the methodology of calculating the index of building production. In this relation, we modified the monthly questionnaire. In the field of **statistics of energy**, the transformation process continued and the modification of energetic reporting was completed. The purpose of this work was to ensure updated national requirements in this area and to lower the administrative work load for the respondents. Preparations were completed on setting the energetic balance according to international methodology. The CZSO also concluded a new agreement with the National Administration of Material Reserves on co-operation in processing statistical data in the event of an oil crisis.

In the **statistics of trade, accommodation, catering, transportation** in 2007 we focused on financial analysis of these areas. For the first time we issued publications with time sequences of the most important indicators in segmentation according to recommended size categories and with the assessment of various rentabilities, liquidities etc. We also executed an audit of monthly surveys of revenues in these areas, which confirmed compliance with the directive 1165/98 EC and implemented procedures for selection and additional calculations. The audit recommended only some formal amendments in the manual, respectively the technical project.


In the area of **statistics of tourism** we continued to fill further tables of the Satellite Account of the Czech Republic (TSA - Tourist Satellite Account), i.e. the module of employment in the Czech Republic. A representative of the CZSO took part in the Eurostat TF (Task Force) and UNWTO (United Nations World Tourism Organisation) to review directive 95/57 and the TSA manuals. Co-operation with Technical University in Jihlava in the field of domestic tourism developed promisingly.

In relation to the amendment of the directive on annual structural statistics, the area of **sales services** suggested modification of the annual reports so as to meet the new requirements set in the new requirements of Eurostat. Also, co-operation continued with the Ministry of Industry and Trade within the inter-departmental group for the implementation of the Free Movement of Services Directive, which was adopted in late 2006. Its objective is to gradually remove the administrative barriers for entrepreneurs, who want to do business in other EU member countries. The work of the group primarily focused on assessing the existing Czech legal norms with the objective to remove unreasonable barriers and to simplify the process of launching enterprises.

In the field of **financial mediation**, we continued to co-operate with the CNB in the area of data fund sharing. We extended the range of data, which is accepted by the CZSO from the data sources of the CNB. This allowed us to modify and reduce the contents of quarterly reporting, to minimise duplicities in the data requested from the CNB and the CZSO. Also, co-operation with the Czech Association of Insurance Companies continued and it primarily focused on closer specification of the methodology of indicators provided to international institutions and consultation on the proposal of newly designed annual reports in the field of insurance. Consultations with important respondents from the financial mediation area also took place.

In 2007 we organised and launched the collection of data from the **Farm structural survey** (FSS 2007). Our task was to ensure at least 30 thousand reporting units. By the end of the year we successfully completed a two-year pilot project of Eurostat on building and updating the farmer's registry with the help of administrative sources (TAPAS 2005 - Technical Action Plan for Agricultural Statistics). Eurostat accepted the final report for TAPAS 2005 without reservations or amendments. In 2007 the first review was completed on the availability of the administrative data on vineyards as needed for the vineyard census planned for 2009.

In the field of **forestry statistics**, in 2007 we continued to develop the concept of unified environmental and economic accounting for woods and mainly concerning the part of ensuring and meeting technical parameters in the area of the environment.



In the **statistics of environment** we signed an inter-ministerial agreement in 2007 on co-operation between the CZSO and the Ministry of the Environment. The amended Waste Disposal Act created an opportunity for the CZSO to take over data from administrative reports. Microdata on waste management of the reporting units for 2007 will be taken by the CZSO from municipalities with extended powers and then compared with statistical reports on waste. In 2007 the development of environmental statistical satellite accounts continued, primarily concerning the cost of environmental protection, material flows and air pollution. A common statistical bulletin was published within our close co-operation.

In 2007 the statistics of agriculture, forestry and environment met all the tasks set by the programme of statistical surveys and by the publishing plan and developed further forms of co-operation with relevant associations of employees (SOVAK, Agrarian Chamber of the Czech Republic, Farming Association) and other professional institutions (CENIA, VÚZE, VÚRV, ÚKZÚZ etc.)

3.5 Demographic and social statistics

In the field of **social surveys in households**, the CZSO managed to successfully transfer to a practically routine regime in the implementation of two main surveys (EU-SILLC and Family Accounts), in spite of the ongoing changes in the control and organization of the regional CZSO offices. In autumn we also successfully tested the CAPI method in pilot form, and it was prepared to be directly loaded into part of the documents (1st visit) in 2008. From the data of the first survey, we prepared a large and graphically well presented brochure, which was supplied to all households, that were interested in participating in the survey.


In the field of **labour market statistics**, we completed and published an analysis from ad hoc data in the module Work Force Sample (WFSS) for 2006 "Retirement" and we prepared an ad hoc module 2008 "Migrants". From the data of the WFSS, company statistics and administrative sources we prepared a summary Labour Market Analysis 2000-2006 focused on the competitiveness of the Czech Republic within the EU. The publication offered a complex overview of the Czech and European labour market. It also contained a description of the main methodological differences among various sources of statistics and the resulting inconsistencies in the final data.

We started preparations for the survey of **Complete Cost of Work 2008**, which is a pilot task within the reform of statistical surveys.

In 2007 the CZSO realised (for the second time) a **survey of continuing vocational training of employees** in companies (CVTS 3) in the referential period 2005. The very survey in companies took place in 2006, while in 2007 the survey results were processed. On this basis we composed a mono-thematic analysis evaluating the achieved findings including comparison with the results of CVTS 2 (for the referential period 1999) and an international comparison with EU countries.

In co-operation with the Institute of Health Information and Statistics, IHIS, the Czech Republic has performed the first **selective statistical survey of persons with a health handicap**. The respondents enquired in the survey were general practitioners of children and youth. The survey is based on the task set to the CZSO by a decree of the government of the Czech Republic and it was prepared for a long time in co-operation with the Ministry of Foreign Affairs, Ministry of Labour and Social Affairs, the Ministry of Education, Youth and Physical Education and associations of people with a health handicap. At the end of 2007 the final results of the survey were available and we started processing their analysis. The results will be published in April 2008.

As a part of a grant from Eurostat received in 2007, intensive preparations were made for an **adult education survey** (AES) performed in households. The very survey in households will be completed by the end of February 2008.



The project TOSHA (Software tool for **health accounts**) was completed in co-operation with ÚZIS for the solvers selected by Eurostat (companies IRDES and BASYS). The objective of the project was to find a software product, which could simplify the implementation and composition of health accounts in EU countries. The importance of our participation in this international project and high quality of the system of health accounts (SHA) in the Czech Republic is clear from the fact that the tool was also tested here in our conditions.

In co-operation with Research Institute of Occupational Safety and the State Public Health Institute work was done on grants devoted to the problem of **work injuries** (ESAW - European Statistics on Accidents at Work), **occupational diseases** (EODS - European Occupational Disease Survey) and social and individual costs related to work injuries. The respective surveys were done in compliance with the orders of Eurostat and a unique survey of social and individual costs of work injuries was also analytically assessed.

In the area of **statistics of research, development and information society**, in relation to the relevant directives of the European Parliament and the Council (ES), relatively new fields of statistics were developed: statistics of innovations, statistics of information society (use of ICT, Information and Communication Technology, in companies, public administration, in households and among individuals), government budget expenses and subsidies for research and development (GBAORD - Government Budget Appropriations of Outlays on Research and Development), statistics of licenses, human resources in science and technologies.

In 2007 we continued in preparations of one of the priority tasks - **the population and housing census**. More info in chapter 3.2.


Demographic statistics underwent a methodical audit. Based on its results we adopted partial measures to improve the quality in demographic statistics.

3.6 Methodology and registers

In 2007 the General Methodology and Registers Branch focused its work on the priority tasks of the Office - reform of the system of statistical surveys, the statistical metainformation system, the operation of NACE 2007, the system of statistical registers and the use of administrative data. More detailed info on the reform of the system of statistical surveys and the statistical metainformation system is provided in chapter 3.2.

Work in the field of **statistical classifications and nomenclatures** was based primarily on changes in international standards and the need to implement them in statistical activities. During the year the national version of the classification of economic activities (CZ-NACE) was approved. We created a converter between OKEČ (Branch Classification of Economic Activities) and CZ-NACE (General Industrial Classification of Economic Activities), we created classification of production (CZ-CPA) and CZSO launched the international classification of education (ISCED 97). An important part was also the co-operation in preparing the classification of statistical themes and preparing the reviewed classification of occupations (CZ-ISCO). Other updates took place in the classification of education course groups (KKOV) and classification of territorial statistics units (CZ-NUTS - Nomenclature Unit of Territorial Statistics). On a national and international level, changes in combined nomenclature (KN) were discussed. Due to the use of statistics classifications also outside the department, the latest info was published on the CZSO website. Classifications are incorporated in the system of metainformation SMS due to their frequent use.

In 2007, in the area of **statistical registers**, the work focused on further development of individual registers administered by the CZSO and their interconnection and content unification. The Register of Economic Subjects implemented the new classification of economic activities CZ-NACE, which is used for defining the subject of business or the field of activity of economic entities. The information about economic subjects is available to the public on the website of the CZSO. The register was extended to include another statistics unit - group of companies - and also large groups of companies operating in the Czech Republic were incorporated



in the register with the aim to interconnect it with the international register of groups of companies that is being prepared in the EU. Work continued on interconnection with another statistical register - the register of census districts and buildings in the area of addresses and territorial identification. An important source of data for improving the quality of the content of the registry was the data from the list of citizens kept by the Ministry of Interior of the Czech Republic. Also work commenced on direct interconnection of the system of classifications and code lists kept within the metainformation system SMS - KLAS with statistical registers..

In the area of creating selective groups, a universal methodology was developed that technologically co-ordinates selections from all company surveys. The methodology allows negative and positive co-ordination of company surveys. The purpose of **co-ordination of surveys** is to minimise the individual work load of respondents while maintaining the representation of the selection group. The most significant benefit should come for small and medium-sized economic entities.

There was a significant advance in the approach to the **administrative sources of data** on income tax and value added tax payers. These sources will be analysed and then methods of their use will be developed with the goal to lower the number of addressed respondents and to lower the range of statistics reports and to improve the consistency and coherence of varying statistical tasks both among type and time. What significantly contributes to the improvement of statistics output is the newly available administrative source of monthly summary reports on the basis of assessment in companies. Their were initially implemented in 2007 and more extensive use is expected within the scope of the prepared redesigned statistical system.

Within the activities focussed on creating metainformation on the **quality of statistical data**, tasks were approved and pilot implementation is now underway for the selected tasks. At the same time, an overall assessment was performed of selected indicators of quality, covering most of the tasks done by the CZSO from 2004 to 2006. The relevant outputs are included in the self-assessment EFQM and they are expected to become and inseparable part of routine central processing.


In the area of **statistical reliability protection**, a directive was adopted on providing statistical information from the CZSO to external users. We established a Committee for granting information, we implemented a data confidentiality charter in the structural business statistics domain and in the statistics of industrial products in accordance with the classification PRODCOM and we established partial security policies of the CZSO for the subsystem "protection of statistical data" and "control of data leak risks".

3.7 Statistical processing

The field of statistical processing is divided according to two main methods of acquisition of data - field survey, which is used to acquire information from the population, and correspondence surveys, which are used to get info from economic entities.

Czech **households** in 2007 were investigated through standard survey methods, i.e. the statistics of family accounts, selective survey of work force, selective survey of tourism, selective survey of information technologies and survey of income and living conditions (EU- SILC). Interviews took place with individual household members in the selected 54 thousand flats (in the case of continuous surveys recurrent interviews are included). Since household surveys are voluntary for respondents of the Czech Republic, the volume of replies is considered as sufficiently reliable.

Only in the area of **agricultural statistics**, the CZSO contacted respondents with two extraordinary surveys (Agrocensus 2007 and Sady 2007). The surveys involved 53 thousand reporting units. 33 thousand reports from the respondents were processed and we acquired info from administrative sources for 1 thousand units.



The economic entities active in the Czech Republic were contacted by the CZSO to fill in reports according to the **statistical survey system** that established a reporting requirement in the form of 124 CZSO reports. These reports cover the need for input of individual statistics users and differ not only in contents, but also respect the different economic activity types and financial sector of the respondent. From the almost 91 thousand units, 297 thousand reports were processed, which also include regular monthly and quarterly reports.

In order to make orientation in the statistic forms easier for the respondents and to make the contact, systematic and organizational info and the system of electronic data collection (EPV) more transparent, we unified the websites of the Statistical Processing Branches. To further simplify communication with the respondents, we prepared a **gateway for the respondents** (with links), that will be launched in 2008 in a separate Internet domain.

As the needs and requirements of users are increasing year on year, while resources are limited by the volume of the CZSO budget as the state's organizational unit, it is necessary to find tools for further optimisation of the internal processes and for balancing the requirements of the users and the available statistical capacities and financial sources. That is why in 2007, "cost controlling" was established as one of the priority tasks of the CZSO. It is described in more detail as a TQM activity.

The staff of the Statistical Processing Branch took an important part in the reform of the statistical survey system, as described in chapter 3.2.

3.8 Informing the public

An inseparable part of the activities of the Czech Statistical Office is informing the public about the social and economic situation in the Czech Republic. The main channel to get the info to users is the Internet. Apart from that, the data can also be obtained from publications, the press and users can also request info from the statistical offices in Prague and in the regions.

The **Internet website** of the CZSO has become the major gateway to statistical information lately. According to user comments, the website www.czso.cz was reconstructed in July 2007. During 2007 we double tested the functionality of the website of the CZSO, which supplemented the information from user satisfaction questionnaires and helped prepare and assess the new look of the website in further modifications. The objective of the change was to make the look of the main page more clear, which was managed successfully.

During all of 2007, more than 1 438 thousand users visited the website (20 thousand more than in 2006). They displayed the main page 3 038 thousand times. The average number of visitors of the main page in this year was 3 942 (in 2006 it was 3 883). The upward trend of visitor interest in the CZSO website is continuing, although at a slower rate.

Most users were interested in the inflation rate, statistics of regions, towns and villages, population and the data of population and housing census and the CZSO websites of individual regions.

An important part of the web presentation of the CZSO is the public database (PDB). It was launched for the public in early 2006. The number of stored values grew by 60 percent during 2007, yet not all statistical areas have been covered so far. The number of visitors using VDB increased over the year, from 11 thousand per month at the beginning of the year to 18 thousand at the end of the year. The number of displayed tables grew seven times during the year. PDB's attractiveness also grew due to the links to statistical tables of PDB from other websites. At the end of the year we managed to prepare a new method of data display in PDB, so the user can switch the data display mode from table, graph and map mode. The public database raised an interest internationally, when its principles and functionality were introduced at the annual conference "International Marketing and Output Database" in Cork, Ireland.



An indispensable role in providing information to users is played by the **information services of the CZSO**. One of the assessment indicators is monitoring sales. Although more and more information is available free of charge on the website of the Office and though the number of published publications is decreasing, the sales of the products sold by the CZSO reached CZK 5 913 thousand in 2007, that is CZK 99 thousand more than in 2006. The growth of sales in 2007 is connected with the sale of the pivotal publication of SLDB 2001 "Historical Lexicon of the Municipalities of the Czech Republic 1869-2005".

Apart from the rise of sales in publications, the sales of the register of economic subjects (RES) also rose, customers are still interested in the whole RES database as well as its individual outputs. The share of sales for the RES products in the HQ of the CZSO reached almost 60% in recent years. Also interest in non-standard outputs is stable and it contributes to the CZSO sales by twenty percent.

In 2007 the CZSO received and answered 32 882 enquiries and requirements. The employees at the HQ and in the regions have been trying to react to the requirements as fast as possible. In the HQ the reply is ensured immediately. In almost 90% of cases it is replied to by the second day, in the regions even in 95% of cases.

Majority of the CZSO customers are companies. In the regions they form 26.6% of all clients, in the HQ even 41.2%. Other important group are citizens, i.e. natural persons. The HQ has many customers from among the students and schools, state administration and even from abroad. The regional offices closely cooperate with local administration and with non-profit organizations.


In 2007, a total of 159 clients extended their contracts with the CZSO from previous years for regular RES update. Also 8 new contracts were concluded. Based on agreement, 22 new contracts for individual use of RES were concluded. Apart from the aforesaid RES contracts, 11 new contracts for RSO (register of census departments), regional and demographic statistics and one new agreement for SCP mailboxes were also concluded in 2007 (35 contracts for the SCP mailboxes were recorded in total for 2007). 7 contracts were concluded for further dissemination of statistical products.

In this connection, we must mention the provision of confidential information (micro-data) for the purpose of scientific research, which is provided within bilateral contracts to research institutions and universities according to Act no. 89/1995 Sb., as amended. Conclusion of these contracts includes essential procedures, by which the CZSO ensures, that the contract party protects the individual and confidential data. In total, 18 such agreements were concluded in 2007. In this mode we provided data for instance from the selective survey of work force, SILC, selective survey of households and from demography.

An important part of the information service is the **co-operation with international organizations**. The department of international information service handled 227 questionnaires for international organizations during 2007. Their number dropped by 11% compared with 2006, which was mainly due to the merger of several questionnaires or "shared questionnaires" were done for several organizations at once. One of the most demanding tasks are the requirements of OECD, questionnaires called Globalisation and FATS. Most questionnaires were handed over to the European Commission, OECD, International Monetary Fund, Eurostat, UNO and ILO.

For the third year the CZSO has been providing the service **ESDS (European Statistical Data Support)**, that was partially financed by Eurostat until the third quarter of 2007. In 2007 it responded to 710 enquiries, just like in 2006. The following topics were most required: work and social statistics, macro economy, prices, industry and civil engineering, which represents over 60% of all enquiries. Those interested in international information were students, entrepreneurs, private persons and national statistic offices (almost 78% of all enquiries).

Just like in previous years also in 2007 a number of important **statistical publications** was published. Apart from the regularly published "Statistical Yearbook of the Czech Republic"



and yearbooks of all regions, we also published the aforesaid "Historic Lexicon of Municipalities of the Czech Republic 1869-2005". The offices of the CZSO in the regions published several analytical publications, such as the "Regional differences in demographic, social and economic development of the region in years 2000 through 2005". From the publications published by HQ of the CZSO let us mention; "Ecological Agriculture in 2005" or the booklet "As years go by..." From the surveys of SILC 2005 and 2006 we published "Income and Living conditions of Households in the Czech Republic"; in relation to the previous year we published the Czech-English version of "Czech Republic in International Comparison."

In 2007 **regional analysts** of the CZSO responded to the increased interest of public administration institutions and institutions of higher education for data and methodology support for preparing regional concepts, development programmes and assessment criteria. Co-operation is very strong primarily with the Ministry of Local Development. For the needs of the Building Act we prepared a offset of indicators for territorial analytical documents and made them available on the CZSO website. Publication activities focused on traditional titles ("Small Dictionary of Municipalities", "Districts of the Czech Republic"). For the first time we published "Towns and Townships of the Czech Republic." The "Analysis of Regional Differences" aroused great attention which led to a successful press conference.

Promotion and popularisation of statistics for the laic public in 2007, was mainly focused on educational facilities (materials for schools - time schedules, bookmarks - we started close co-operation with the UK in Jínonice regarding participation in regular lectures; lectures for students who visit the CZSO) and on the respondents of the statistical surveys (calendars and leaflets on the Electronic Report Administration).

We continued in the activities focused on co-operation with our partners - universities and other institutions, associations etc. In the regions we continued in our co-operation with regional administration - we concluded an agreement on co-operation with regional administration in Hradec Králové, Pardubice, the Technical University in Liberec and the university in Hradec Králové.

184 readers newly registered in the **Central Statistical Library**, thus as of 31. 12. 2007 the library had 1 336 users. During the year the library of the CZSO was visited by 2 088 users, who borrowed a total of 10 480 publications, mostly for actual reading, out of which 8 950 were books and 1 530 were newspapers and magazines. There were 3 186 Xerox-copies made for them from the publications - the quantity of Xerox-copies is falling as users use IT and digital cameras.

In 2007, in the **reprography centre**, a total of 3.1 mil. black-and-white pages, 276 thousand colour pages, 36 thousand book covers were printed. In comparison with 2006 the volume of black-and-white printing expressed as a number of A4 pages increased by 20% and the quantity of colour printing, defined the same way, increased by 75%. All that was done without increasing budget demands.

3.9 Legislative activities

The activity of the Czech Statistical Office in legislative area was focused on its own legislation in 2007.

The proposal of the general scheme of the **2011 Housing and Population Census Act** underwent dynamic changes. The CZSO presented this proposal in accordance with government directive No. 500 of 16 May 2007, on the plan of government legislative work for the rest of 2007 and on the outlook of government legislative work in 2008 through 2010. Within the commenting procedure, the proposal was discussed in the first half of the year with 66 points commented. The purpose of the material was to prepare a concept of the housing and population census, which will take place in 2011 in the Czech Republic, in order to acquire a description by means of statistical data of the situation in the development of the population, its structure and living conditions, primarily housing, both in mutual relation and in a nation-

wide overview even in the smallest territorial detail. This professionally and legally difficult legal norm was approved by government decree No. 1032 of 12 September 2007 as a part of the world-wide programme of population and housing censuses co-ordinated by the UNO.

During 2007, a draft of **directive No. 279/2007 Sb., about the programme of statistical surveys in 2008**, was also prepared and discussed as the implementing section of the State Statistical Service Act. It covers the statistical surveys performed by the bodies of State Statistical Service under the terms and in the scope as established by the law, to acquire statistical data necessary for overall statistical information required by the ministries, local administrations, European Union and other international organizations, based on the decree of the government of the Czech Republic.

Apart from the aforesaid legislative activities, we presented material to the Czech government on updating the **CZSO Statute** approved by government decree No. 1160 of 7 November 2001. The purpose of the material was to update the CZSO Statute in correspondence with the amendments to the State Statistical Act and with changes in the organizational structure of the CZSO, which affected Organizational Rules of the CZSO and other internal regulations of the CZSO. The presented proposal of changes did not affect the concept and structure of the CZSO Statute and the material was approved by government directive No. 682 of 18 June 2007.

In the Collection of Acts, five **CZSO Announcements** there were published in 2007 on the update of the classification of the territorial statistics units (CZ-NUTS), introduction of economic activity classifications (CZ-NACE), update of classification of core educational courses (KKOV), update of hospitalised patient classification (IR-DRG) and launch of the international classification of education - ISCED 97.

Regarding external legislation, i.e. assessment and commenting on the proposals of legal norms presented by ministries and other authorities of state administration, the CZSO presented 329 statements in total.

3.10 Human resources management

For 2007 the budget of the Czech Statistical Office counted with 1 821 employees. The real annual average number of employees was 1 764. As at 31 December 2007, 1 784 natural persons were employed at the CZSO.

Employees by gender

to 31. 12. 2007

	Number of employees	%
Total	1 784	100.0
Females	1 339	75.1
Males	445	24.9

The average age of the employees was 47.4 years.

Employees by age

to 31. 12. 2007

Age groups					Total
up to 30 years	31-40 years	41-50 years	51-60 years	61 and more years	
185	291	468	699	141	1 784

The assessment of the qualification structure confirmed the trend of an increase in the number of employees with university education. The cause of the changing qualification structure is the increasing demand of activities performed.

Employees by education to 31. 12. 2007

Education			Total
elementary, secondary, vocational	secondary with leaving exam (maturita), higher vocational	university	
119	930	735	1 784

In 2007, Employment contracts with 209 employees were terminated. The fluctuation rate was 11.6%. The average wage of the CZSO employees in 2007 was CZK 24 192.

The number of participants in trainings organised by the CZSO.

Type of course	Number of participants
short term professional courses *)	3 008
long term courses	21
language courses	581
Total	3 610


*) courses shorter than 5 days

One of the priorities in human resources management is increasing employee qualification. Education is performed by internal and external lecturers. The participation of the CZSO in international professional training courses organised within the European programme of education of statisticians is rising. In 2007 there were 43 employees, who completed professional courses abroad.

3.11 International co-operation

In 2007 the Czech Statistical Office intensified its activities within the EU in order to provide more relevant and comparable statistical data to a wide range of users of European statistics and in order to further develop the effective co-operation within the European Statistical System (ESS). Due to the extensive European agenda, which is given by the range and variability of the statistics, a great number of employees of the CZSO took part in collecting, processing and disseminating the statistical data in European context, primarily according to valid European legislation. When preparing the new European legislation, emphasis was placed on active protection of the interests of the Czech Republic during meetings within the European Statistical System (including the prepared review of the basic legal framework of the ESS or statistical programmes).

Significant participation of the experts and managers of the CZSO in the development activities of the ESS including the preparation of new and revised legal norms of the EU in the field of statistics, is not only documented by the activity within the work group for the statistics of the EU Council, but also in forty expert teams (Task Forces) and representation in the work bodies of Eurostat and in the committees of the European Commission. This representation also includes the participation of the CZSO President in the meetings of the Statistical Programmes Committee (SPC) of the European Commission. The main task of the SPC is to discuss the legislative proposals on EU statistics and other strategic plans in the ESS as well as five-year and annual Community statistical programmes. In 2007, four meetings of the SPC took place, that dealt with, among others, the formation of a new framework for statistics and solving the decrease in administrative workload. Active participation in the work of the Task




Forces of the EU Council - task force for statistics and the group of lawyers-linguists - and the overall improvement of our participation in the EU legislative processes creates a solid foundation for preparing our role as the presidential country in the EU Council in the first half of 2009.

As a part of the effort of the European statistical system to strengthen the independence, objectivity and reliability of the European statistics, the trustworthiness of information and confidentiality information and adequateness of workload, the Czech Statistical Office primarily focused on the implementation of the European Statistical Code of Conduct in the conditions of the CZSO and the State Statistical Service of the Czech Republic. Representatives of the CZSO were also contributing members of the teams that evaluated the work of statistical institutions abroad within "peer reviews", where they actively assessed the performance of the Code of Conduct and processed the assessment reports on implementation in 5 other countries of the EU, respectively EEA/EFTA.

As a part of the **preparations of the Czech presidency of the EU Council** in the first half of 2009, the CZSO participated in co-ordinated activities within the inter-departmental Committee for the EU on a working level, of which it is an associated member, and it developed other activities important for ensuring this significant task, such as specific courses of internal education focused on the preparation and performance of the presidency in the area of statistics. Representatives of the CZSO regularly take part in meetings of the Committee for the EU and the work groups that were established for preparations of Czech presidency - the Central Organization Group and the Round Table of Communications, which is a platform for co-operation between the Secretariat of the Czech Government as the organiser of the preparations, and the press and communication departments of individual ministries, the Office of the Spokesman of the "Permanent Representation of the Czech Republic to the European Union", Brussels, and other bodies.

During the preparations of the Czech presidency of the EU Council, the focus was on the preparation of the staff of the Office (professional and language training in internal courses, courses of the Institute of State Administration and courses abroad, practical preparation, mainly in the form of participating in meetings of the Task Force of the Statistics Council, receiving experience from other countries) and on co-operation within the Ministerial Statistics Co-ordination Group. The preparatory work (such as preparation of the text of the common 18-month programme of three presidencies, national sector priorities etc.) took place in close co-operation with other players: the Secretariat of the Czech Government, "Permanent Representation of the Czech Republic to the European Union" and representatives of other statistical offices, mainly from France and Sweden. In December 2007, the CZSO hosted the first common meeting of representatives of the three statistical authorities (Czech Republic, France and Sweden), where the main point of the agenda was the discussion on the text summarising the objectives of the 18-month programme of presidency in the area of statistics. The meeting also included sharing experience and know-how, which was important for the CZSO especially since it has not had any experience with organising the presidency so far. The CZSO is in continuous contact with partners from France and Sweden in order to co-ordinate the organization of the presidency of the so-called threesome (three presidencies of three countries in succession). In order to improve awareness of the presidency in general and on the specifics of statistics, articles were published in the CZSO Bulletin and info was published on the CZSO website and intranet.

In 2007 we continued to implement projects co-financed by the EU (within the programmes Transition Facility and grants controlled by Eurostat or other directorates of the European Commission), that are primarily intended for financing newly introduced statistics, development and application of new procedures and statistical methods contributing to improving the quality of statistical data. Nine projects within the multilateral programme Transition Facility 2004 were completed and final reports of all projects were sent to Eurostat. Six new projects from various fields of statistics (statistics of research, foreign affiliation, demographic statistics etc.) realised within the Transition Facility 2005 programme were launched in 2007. In 2007 Eurostat provided 12 new grants to the CZSO, among others for the promotion of projects in



the area of adult education, use of information and communication technologies in surveys of income and living conditions. In March 2007 we also commenced the realisation phase of the project Statistical Metainformation System within the national programme Transition Facility 2006. The project is solved by the company NESS Czech s. r. o., with which the experts of the CZSO closely collaborate.

International organizations


In 2007 the CZSO participated in the activities of the Statistic Commission of UNO. The CZSO is also a member of the Conference of European Statisticians Conference (CES) within the European Economic Commission, where it participates in the preparations and progress of the meetings of the Conference and also participates in the work of expert work groups and common activities organised by the EHK in co-operation with other international institutions (such as Eurostat, OECD, FAO). In June 2007 the CZSO President took part in the 5th conference of European statisticians, which was mainly focused on the effectiveness of work of statistical offices, measurement of capital, statistics of migrations, medical statistics and implementation of the SNA strategy. The Statistical Office of the Czech Republic and the Statistical Office of Canada chaired the organizational board, which within the CES, prepares the forum on human resources and education statistics for September 2008 in Macedonia.

The meeting of the Statistical Committee of OECD in Geneva focused on dissemination of OECD statistics, using microdata for international research, assessment of quality, measurement of progress and preparation of the second world forum of OECD Statistics - Knowledge - Politics in Istanbul devoted to measuring and supporting the progress of societies from an aspect wider than the traditional economical point of view. The topic of the forum project was very extensive, from the issue of progress indicators to the issue of assessing groups of indicators and the definition of basic terms such as progress, happiness and satisfaction. At the forum, 220 lectures were heard in 10 plenary and 39 parallel sections, such as Sustainable Growth, Measurement of Happiness and Politics, How Migration Affects Progress on a National Level, Use and Abuse of Indicators of Progress, Competition Innovation and Economic Growth, National Development and Effectiveness of International Aid, Social Responsibility of Corporations etc. The objective of the forum was to contribute to improving statistics that describe the results of economic and social and environmental politics, thus to improve the horizontal indicators that are necessary in complex political decisions. The meeting of the Statistical Committee of OECD and this forum was also attended by the delegation led by the CZSO President.

In August 2007 a delegation from the CZSO took part in the 56th congress of the International Statistical Institute (ISI) in Lisbon. There were ca 3000 representatives of statistical institutes and offices from 126 countries around the world. This meeting of members and fans of this institution - statisticians, mathematicians, teachers and other people from all over the world takes place every two years. Due to the variability of the participants, it is a great opportunity for an informal exchange of experience from various areas of academic environments, official statistics and research. The scope of the topics of discussion is extensive and reaches almost every field of statistics (statistical education and literacy, quality, use of statistical software and its limitations, co-operation in statistics, standardisation tools, national accounts, dissemination, methods of measurement and analysis of time sequences, public opinion surveys etc.). The Czech Republic was represented by many people. There were delegates from the CZSO, University of Economics, CNB etc. The CZSO President chaired the section "Internal Standards and Quality Control in Official Statistics", which was prepared in co-operation with representatives of statistical authorities of the Czech Republic and Portugal and participants evaluated it highly.

Technical assistance

In 2007 the Czech Statistical Office continued in providing assistance abroad to help with the development of statistical systems in less developed and transforming countries and to take



part in the international statistical community, which strives to develop statistics world-wide. The reason is the willingness and readiness to share acquired knowledge and the generally understood necessity to have internationally comparable statistical data in as wide a scope as possible.

In 2007 the CZSO took part in assistance projects oriented on the development of statistics in selected areas in eight countries (Bulgaria, Macedonia, Hungary, Lithuania, Russia, Turkey, Kyrgyzstan and Uzbekistan) within the projects financed by the EU and co-ordinated by foreign partners. In total, 13 expert missions of Czech statisticians abroad took place and 9 consultations of Turkish, Lithuanian, Russian, Uzbekistan and Kyrgyzstan statisticians in the CZSO. Expert aid was primarily realised in the statistics of national accounts (annual and regional accounts, I/O tables, grey economics), in registers, price statistics, demography and population census, environmental statistics, respondent workload decrease, user service improvement, Code of Practice, strategic planning and human resources, co-operation with ministries.

In 2007 the CZSO entered into the consortium of two big projects of technical assistance. In the first project "Strengthening the National Statistical System of Tajikistan" financed by the World Bank, the participation of Czech experts is focused on national accounts (grey economy), price statistics, classification, statistics of education and health care and energy statistics. The consortium is led by the Statistical Office of Germany and its partners are the CZSO and the statistical authorities of Denmark, Sweden and Slovakia. The CZSO is also a member of the consortium for the second phase of the project "Improving the Statistical System of Turkey" led by the ICON Institute. Other partners include the statistical authorities of Germany, Denmark, Sweden, Finland, Netherlands, Lithuania and four other institutions. Czech participation focused on the statistics of tourism, national accounts, registers and improving the administrative structure.


Bilateral and multilateral co-operation

Bilateral co-operation with statistical authorities, mainly from EU countries, contributes to exchange and effective use of disposable knowledge and experience, it also continued in 2007.

The long and successful co-operation with the Statistical Office of Slovakia affects many fields of statistics. In 2007 it primarily focused on the issues of statistics of foreign trade, social statistics, preparation of SLBD 2011, statistics of industry, civil-engineering and energy, conjec-tural surveys, security policy of authorities, election statistics and the programme of statistic surveys and processing of election results. The regular meetings of the chief representatives of both statistical authorities in 2007 focused on the problem of using information and communication technologies in statistics, Population and Building Census 2011, preparation of publication of the common annual publication on elections and the issue of statistics records.

We continued in our co-operation with the Statistical Office of Ireland (human resources management and education). The trilateral co-operation of the Czech Republic, Germany and Poland focused on regional statistics (regional border-zone database, statistical publications of the Euroregion NISA). As part of intensifying the contact with the Statistical Office of Austria, we visited the Director General Peter Hackel. The visit was dedicated to the problem of coordination of the State Statistical Service, the current issues of the European statistical system and co-operation of neighbouring countries. During the visit, a meeting was also held with representatives from academic spheres.

In 2007, multilateral co-operation of the statistical offices of the Czech Republic, Hungary, Austria, Slovakia and Slovenia also continued (which started in 2005). Their representatives exchanged their experience, information and data and discussed the latest problems and needs of the national statistics and the European statistical system. In 2007 the employees of the CZSO organised the 2nd common seminar on the statistics of migrations and actively took part in two seminars on foreign trade and use of administrative sources of data. On



the occasion of the meeting of the Chairmen of the statistical offices, the development was assessed, and organization and prospective focus of this collaboration was discussed.

Summarising data

In 2007, 47 foreign visits to the CZSO took place which included 259 foreign experts. 474 employees were sent to business trips abroad and took part in 349 events abroad.

3.12 Information and communication technologies

In the field of communication and information technologies, the beginning of 2007 was dominated mainly by the completion of a large operation from 2006 - the complete replacement of personal computers in the entire office. The other half of the year primarily dealt with the preparation and launch of a project of thorough replacement of the central computer centre, which is expected to take place in mid 2008. The CZSO used the method of competition dialogue as one of the very first offices of state administration.

During 2007, basic strategic documents were presented on the proposed architecture of ICT within the CZSO and the security policy in the field of ICT of the Office.



4. Providing information according to Act No.106/1999 Sb. on Free Access to Information.

In 2007, updates were made to the directive on ensuring the tasks set by Act No. 106/1999 Sb., on free access to information, as amended.

The CZSO receives dozens of thousands of requests for statistical information - from this aspect, the provision of information according to **Act No. 106/99 Sb.**, on free access to information, belongs among "marginal" issues only. In 2004 only two requests for information according to this act were placed and neither of them was denied. In 2005 and 2006 no such request for information was placed. In 2007 the CZSO handled two requests in accordance with this act, both concerned personnel ensuring the office's activities in a specific department. In the previous four years no complaints were submitted on the accessibility of services of the CZSO.

Annual Report Provision of information according to Act No. 106/1999 Sb., on free access to information in 2007

Provision of information according to the act No. 106/1999 Sb., is defined by the internal directive No. 24/2007 about ensuring the tasks set by the act No. 106/1999

A) Information provided in 2007 according to a request

In 2007 there were received and replied 2 requests for information according to the act No. 106/1999 Sb.


	HQ of CZSO	RAISS*)
Number of requests for information	2	0
Number of appeals against decisions	0	0
Copies of substantial parts of each court verdict	x	x
Results of proceedings about sanctions for violation of this act without stating personal data	x	x
Other information related to performance of this act	x	x

*) Regional Analyses and Information Services Section

B) Information provided by means of publication

The following information was published at the public notice board at the HQ and in the regional office and on the internet

1. Complete official name of the office
2. Purpose and method of its archiving including comments and principles, upon which it operates
3. Description of the organizational structure
4. Contact mail and e-mail address
5. Bank connection
6. Company registration number (IČO)
7. Tax identification number (DIČ) - not VAT payer
8. Data about approved and adjusted budget and its performance in the last year

- 
9. Requests for information - contact addresses and contacts to the offices of info services in the HQ and regional offices
 10. Receipt of requests and other applications
 11. Amendatory resources
 12. Forms
 13. Instructions for handling life situations
 - allocation of company registration number (IČO)
 - request for statistical information
 - completion and sending of statistical information from respondents to the CZSO
 14. The most important norms and regulations
 15. Price list of fees for provision of information
 16. Annual report according to Act No. 106/1999 Sb.
 17. List of organizations

5. Economy of the CZSO in 2007

Total claims and liabilities as at 31. 12. 2007

Total claims as at 31. 12. 2007 are	CZK	7 803.82 thousand
of which:		
Provided operational advance payments (power supply, subscription...)	CZK	5 365.23 thousand
Claims for budgetary revenues	CZK	698.04 thousand
Claims against employees (loans from Cultural and Social Needs Fund)	CZK	1 037.87 thousand
Other claims	CZK	702.68 thousand

Overdue claims are CZK 151.11 thousand. Unpaid claims are regularly reminded and then handed over to lawyers.

Total claims as at 31. 12. 2007 are CZK 74 021.26 thousand
of which CZK 796.69 thousand are invoices received in December 2007, however their payment is an expense for 2008.

A significant part of the remaining obligations are wages including insurance and income tax for December 2007, which are paid in January of the following year.

Data on the budget of revenues and expenses

Performance of mandatory state budget indicators

Period: January - December 2007

Chapter:: 345 Czech Statistic Office

in thousands of Czech crowns

Indicators	Line	Approved budget	Adjusted budget	Results since the beginning of year	Performance in %
		1	2	3	3 : 2
Aggregate indicators					
Total income	0010	39 801	39 801.00	116 084.33	291.66
Total expenses	0020	970 772	973 793.00	1 062 306.34	109.09
Specific indicators - income					
Non-tax income, capital income and received transfers in total of which:	4501	39 801	39 801.00	116 084.30	291.66
income from EU without the CAP - programming period 2004 - 2006 total	4502	7 337	7 337.00	16 940.69	230.89
income from EU without the CAP - programming period 2007 - 2013 total	4503	28 464	28 464.00	22 797.80	80.09
other non-tax income, capital income and received transfers in total	4504	4 000	4 000.00	76 345.81	1 908.65
Specific indicators - expenses					
Expenses on the CZSO task performance of which:	4505	970 772	973 793.00	1 062 306.07	109.09
expenses connected with Czech presidency of the EU Council	4506		5 843.00	5 842.03	99.98
expenses on elections and referendums	4507		9 186.00	8 762.05	95.38
expenses on population and housing censuses	4508				
other expenses on the CZSO task	4509	970 772	958 764.00	1 047 701.99	109.28
Cross-sectional indicators					
Employee wages and other payments for work of which:	4510		551 610.00	568 003.62	102.97
employee wages	4511	496 072	513 668.00	518 992.53	101.04
other payments for work done	4512	41 837	37 942.00	49 011.09	129.17
Mandatory insurance paid by the employer ¹⁾	4513	187 369	184 686.00	186 844.06	101.17
Transfer of the fund for cultural and social needs	4514	9 922	10 271.00	10 378.78	101.05
Wages of civil servants	4515	496 072	513 668.00	518 992.47	101.04
Expenses for programmes co-financed by EU without the CAP - programming period 2004 - 2006 in total of which:	4519	8 133	8 444.00	19 375.93	229.46
from state budget	4520	796	1 250.00	2 697.06	215.76
covered by finances from the EU	4521	7 337	7 194.00	16 678.87	231.84
Expenses for programmes co-financed by the EU without the SZP - programming period 2007 - 2013 in total of which:	4522	40 407	39 867.00	55 072.69	138.14
from state budget	4523	11 943	11 403.00	12 774.32	112.03
covered by finances from the EU	4524	28 464	28 464.00	42 298.37	148.60

¹⁾ mandatory insurance for social security and state unemployment policy and for public health insurance



6. Basic indicators for the Czech Republic 2007

Area	78 867 km ²
Population as at 31. 12. 2007	10 381 130 people
out of that women	5 298 196 people
Population density per 1 km ² k 31. 12. 2007	131.6 people
Average age as of 1. 1. 2007	40.2 years
Max. life expectancy	
males	73.7 years
females	79.9 years
Natural increase /decrease per 1 000 people	1.0 ‰
Unemployed people in the national economy (LFSS)	4 922.0 thousand people
Average gross monthly wage of employees in national economy	CZK 21 692
Index of real wages in the national economy	104.4 %
Inflation rate	2.8 %
General unemployment rate (LFSS)	5.3 %
Gross domestic product	CZK 3 557 653 m (current prices)
Year-on-year rate of growth of the real GDP	6.5 %
Share of private sector on GDP creation	81.4 %
Gross domestic revenue	CZK 3 311 579 m (current prices)
CZK: EUR rate	CZK 27.762
GDP according to the exchange rate CZK : EUR	EUR 128 148 mil.
CZK: USD rate	CZK 20.308
GDP according to the exchange rate CZK : USD	USD 175 185 m
GDP per one person	
current prices	CZK 344 644
according to the exchange rate CZK : EUR	EUR 12 413
according to the exchange rate CZK : USD	USD 16 969



7. Contacts

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Basic information on economic indicators of the Czech Republic
(inflation rate, GDP, wages, unemployment, most important demographic data)

Publication-Shop, Cash Desk

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