Report on information services of the CZSO in 2018

Brief summary

The submitted report includes providing information services both at the headquarters of the CSZO and at Regional Offices of the CZSO. As for the level of Regional Offices of the CZSO, these activities are described in more detail in a separate report.

Main results for the year 2018

- In 2018, over 10 thousand requests of a wider scope as well as simple inquiries of customers were dealt with, 54% of them at the headquarters of the CZSO and 46% at Regional Offices of the CSZO.

- Over 95% requests were settled the very same day (or, as the case may be, the next day).

- To make their request, users mainly use phone (46%) and e-mail (43%).

- Inquiries most often concern the (Statistical) Business Register (RES; 13.5%), development of consumer prices and inflation (12.9%), population statistics (11.0%), election results (4.9%), results of wage statistics and labour costs (4.2%).

- 126 questionnaires from international institutions were processed and 167 inquiries regarding European data within the ESDS (European Statistical Data Support) were answered.

- The Central Statistical Library of the CZSO was visited by 720 users during the year who borrowed 2 382 publications in total. As at 31 December 2018, 56 641 volumes in total, in the total value of about CZK 26.7 million, were processed and deposited in the library collection of the Central Statistical Library of the CZSO.

- Sales for provided services amounted to CZK 2 652 815 (according to accounting records in an economic information system called EIS JASU), which is by CZK 41 349 (1.5%) less compared to the previous year.

- There were 290 products in total in the Catalogue of Products – 2018 when it was approved. 22 products were added to it during the year; in total, 312 products were issued; moreover, 128 press releases were published.

- Web pages of the CZSO recorded in total 3 million visits, 1.6 million users, and 9.9 million displays of web pages.

- In the Public database, 323 thousand visits were recorded last year, 157 thousand users viewed 2.8 million web pages. In 2018, 24.4 million new pieces of data were added to the Public database, i.e. at the end of the year, 520 million pieces of data in total were prepared for external users; they are offered, for example, in 1 900 prepared tables. However, users can make their own tables by making inquiries into the database. 75 new distributions of data sets in open formats were generated from data in the Public database last year.