Report on CZSO Information Services in 2023

It can be stated in brief that in the area of information services also in 2023 not only planned activities but also many other works were successfully ensured.

Main results for 2023

- In 2023, the main attention of the information services staff was devoted to the preparation of the Dissemination Portal, which will replace the current web presentation of the office, as well as the DataStat application, which will replace the Public database.

- One of the main tasks was also cooperation on the gradual publication of the results of the Census of population, houses and dwelling 2021 on the web, in the Public Database and also in open data format.

- Work continued on improving the functions of the CZSO mobile application, which provides users with current data from individual statistics. In the course of the year, additional groups of statistics were added, as well as data on individual regions in selected groups of statistics. The user's ability to obtain basic statistical information about the municipality (administrative district or city part) in which he is currently located, or about any selected area of this type, has been expanded.

- In 2023, 10,650 more extensive requests and simple customer queries were handled, which was almost 1.5 thousand more inquiries compared to the previous year; 65% of inquiries were settled by workers of information services in the headquarters of the CZSO and 35% at Regional Offices of the CZSO. 95% of customer requests were settled the same day or the next day.

- Requests for information were made most frequently by citizens themselves, but also by employees of business entities or state and local government bodies. They mainly used e-mail (48%) or telephone (43%) to make their request. The questions were most often focused on questions related to the Register of Economic Subjects (22.3%), on the results of price statistics and inflation data (15.5%), population statistics (12.0%), on the Census of the population, houses and dwellings (10.5%).

- 98 questionnaires from international institutions were processed and 133 questions about European data within ESDS (European Statistical Data Support) were answered.

- During the year, 411 users visited the Central Statistical Library of the CZSO, who borrowed a total of 926 publications, including 465 books and 461 periodicals. As of 31 December 2023, a total of 59,500 volumes of book with a total value of approximately 28.0 million CZK were processed and stored in the Central Statistical Library.

- According to the accounting records of the JASU EIS, revenue from information services provided in 2023 amounted to 847,390 CZK, which represented a 22% increase in the volume of income achieved for these activities compared to the previous year

- The CZSO Product Catalogue for 2023 included a total of 300 products at the time of its approval. During the year, a further 17 products issued at headquarters and 14 publications with the basic results of the Census of the population, houses and dwelling produced at the various regional administrations were added to the list; 137 press releases and announcements were also published. A total of 1,214 outputs (including periodicals and press releases) were published.

- The CZSO website recorded almost 4 million visits and over 10.8 million views in 2023. In addition to the office's home page, the most visited pages included: Inflation, consumer prices; Press Releases; Quick information; Reports, data collection; Prices, inflation; Inflation - types, definitions, tables; On-line filling in of statements (DANTE WEB); Election 2023; Population. The most searched terms in 2023 were: inflation, elections, population, unemployment, average wage. Desktop (3,048,565) and smartphone (856,030) were the most represented device types used by users to access the web presentation. The most common resolutions users had on their devices were 1920 x 1080 (912,032) and 1280 x 1024 (637,667). In browsers, Chrome led by a large margin (2,055,713), followed by Microsoft Edge, Chrome Mobile, Mobile Safari and Firefox. The web analytics tool MATOMO was used for the first time to obtain traffic data.

- At the end of the year, 834 million values were already offered in VDB. During 2023, their stock was increased by 136 million new values, mostly from the 2021 Census. Traffic decreased slightly compared to the previous year, but on the contrary, the number of page views rose from last year's 4.4 million to 4.8 million pages. From VDB, users made more than 155,000 exports in xlsx format. In the National Catalog of Open Data, in which the CZSO had registered 946 data sets containing statistical data (266), election results (311), related codes including links between them (361) and others - the official board, Register of Economic Subjects (RES), Collective accommodation establishment, etc. (8).