

## Report on information services of the CZSO in 2016

### Brief summary for the top management

A report, which is submitted yearly, on results of the activity of Information Services Units<sup>1</sup>. The report describes main activities of the units – in a text, tables, and charts. Data are given in a time series where it is possible.

### Main results for the year 2016

- In 2016, we have dealt with 13 961 inquiries and requests of customers in total, of which about 58% were settled at the headquarters of the CZSO and 42% at Regional Offices of the CZSO.
- To send their request, users mainly use e-mail (45%) and phone (44%).
- 95% requests were settled the same day or the next one.
- Inquiries are most often focused on the (Statistical) Business Register (RES; 18%), population statistics (11%), development of consumer prices and inflation (10%), results of the 2011 Population and Housing Census (6%), results of labour and wage statistics (5%), and regional statistics (4%).
- 172 questionnaires from international institutions were processed and 185 inquiries regarding European data within the ESDS (European Statistical Data Support) were answered.
- The Central Statistical Library of the CZSO was visited by 1 045 users who borrowed 5 549 publications in total. 53 695 volumes in total were deposited in the library collection as at 31 December 2016; their total value was CZK 24.5 million.
- Sales for provided services amounted to CZK 3 330 645 (according to accounting records in an economic information system called EIS JASU), which is by CZK 149 333 (4.7%) more compared to the previous year.
- There were 265 products in total in the Catalogue of Products – 2016 when it was approved. 10 products were added to it during the year; thus, 275 products were published in total.
- Web pages of the CZSO recorded in total 2.6 million visits, 1.2 million users, and 9.3 million displays of web pages.
- At the end of the year, 483 million pieces of data were prepared for external users in the Public database. They are offered by means of 1 500 ready-made tables or inquiries made by a user. 284 thousand visits to the Public database were identified last year, 131 thousand users viewed 2.8 million web pages.

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<sup>1</sup> More detailed information on the activity of Information Services Units at Regional Offices of the CZSO is given in the “Report on the activity of Regional Offices of the CZSO in 2016” (the area of information services), which is concurrently submitted to be negotiated.