

## Report on information services of the CZSO in 2020

This report is a summary on providing information services both at the headquarters of the CZSO and at Regional Offices of the CZSO. In 2020, activities of providing information services were significantly influenced by several factors as follows:

- due to the epidemic situation, it was necessary from half of March 2020 through almost the whole year to significantly change the system and methods of work at workplaces of information services; most of the employees were working from their homes, it was necessary to equip them with the necessary technology (notebooks, transfer of work stations from the CZSO to their operation from homes), to transfer phone calls from fixed phone lines to mobile phones, to ensure connection to the network of the CZSO;
- office hours were reduced for a major part of 2020; however, personal presence of employees was always ensured during the office hours, even during the period, when reconstruction of premises of information services including the Central Statistical Library took place (in the first half of 2020);
- despite the reduction of office hours and presence of the employees at the CZSO, the number of requests of customers did not decrease, only their communication fully transferred to take place over the phones and e-mails;
- in the second half of the year, workers of information services were involved in an important extent in information support to a pilot census – they prepared contact points of the CZSO and served them while solving there many requests of citizens for information;
- the scope of inquiries was also rather wide – they resulted from requests for data necessary for applications for compensations of impacts of the epidemic, mainly from operators of collective accommodation establishments (it was solved in close co-operation with subject-matter departments of the CZSO) but also from some municipalities.

Despite that, it can be stated, in summary terms, that also in 2020, planned activities in the area of information services were successfully ensured. The scope and quality of fulfilment of requirements were not influenced by the epidemic situation.

### Main results for the year 2020

- Preparation of the 2021 Population and Housing Census was one of main tasks of information services. Workers of the Information Services Department not only participated in work in various teams – e.g. the Dissemination Steering Team, the Communication Steering Team, the Chatbot Steering Team, but they also participated in launching and organising a Virtual telephone exchange. Part of their work was, among other things, also testing of both the paper and electronic forms of the census statistical forms/questionnaires and of smaller partial applications; a major part of works consisted in preparation of frequently asked questions (FAQs) and creation of a Knowledge base for the Census. They played a key role in preparation of online data collection or of the Census website.
- Another task was to establish and completely organise work at Contact points of the CZSO both at the headquarters and at Regional Offices of the CZSO, which tested the operation in the framework of the pilot census. Part of the works was also testing applications of the Czech Post company (in Czech it reads *Česká pošta*), which are to serve both the Contact points and the public. The aim is to maximally support the public during the Census both during an in-person contact and while contacting over the phone or by e-mail, in order to acquire as much high-quality data from the Census as possible.
- In 2020, over 11.7 thousand requests of a wider scope as well as simple inquiries of customers were dealt with, which was by 2 thousand more inquiries compared to the

previous year; 56% of inquiries were settled in the headquarters of the CZSO and 44% at Regional Offices of the CZSO.

- 95% of requests of customers were settled the same day or the next day.
- Requests for statistical information were made most frequently by employees of businesses, bodies of the state administration and self-administration, as well as by citizens themselves.
- To make their request, they mainly used phone (48%) or e-mail (42%).
- In 2020, inquiries mainly focused on tourism statistics (14.3%), on issues related to the (Statistical) Business Register (RES; 13.3%), population statistics (11.8%), the Population and Housing Census (10.6%), and results of consumer price statistics (9.8%).
- 146 questionnaires from international institutions were processed and 135 inquiries related to European data within the ESDS (European Statistical Data Support) were answered.
- The Central Statistical Library of the CZSO was visited by 172 users during the year; they borrowed 361 publications in total. As at 31 December 2020, 58 368 volumes in total, in the total value of about CZK 27.7 million, were processed and deposited in the library collection of the Central Statistical Library of the CZSO.
- Sales for provided information services in 2020 (according to accounts in an economic information system called EIS JASU) amounted to CZK 1 119 910; it was a decrease in the volume of actually realized income for these activities by about a tenth when compared to the year 2019, which was expected as a consequence of a modification to the price list of products and services of the CZSO.
- In the Catalogue of Products – 2020, there were 313 products in total when it was approved. During the year, 12 products were added to it; moreover, 117 press releases and announcements were published. In total, 1 305 outputs were published (including periodical outputs and press releases).
- In total, web pages of the CZSO recorded 3.6 million visits, 2.0 million users, and 10.2 million displays of web pages, which was more than in 2019.
- In the Public database, 395.9 thousand visits were recorded last year, 197 thousand users viewed 3.2 million web pages. In 2020, 20 million new pieces of data were added to the Public database, which means that at the end of the year, 557 million pieces of data in total were prepared for external users, which are offered, for example, in over 2 000 prepared tables; however, users can make their own tables using inquiries into the database. In the National Catalogue of Open Data, 701 data sets of the CZSO in open formats were registered in the end of 2020; they are updated on an ongoing basis by data exports from the Public database.