

## Report on information services of the CZSO in 2021

This report summarises providing information services both at the headquarters of the CZSO and at Regional Offices of the CZSO. In 2021, activities of providing information services were significantly influenced by several factors as follows:

- in the first half of 2021, workers of information services participated in a significant way in the progress of the 2021 Population and Housing Census; they prepared Contact points of the CZSO and worked at them – they were solving there many requests of citizens for information;
- at workplaces of information services, it was necessary to react operatively to the current epidemic situation;
- office hours were reduced during part of the year; however, personal presence of employees was always ensured during the office hours;
- despite that, the number of requests of customers did not decrease, the communication only changed to take place completely over the phone and by e-mails.

It can be stated in brief that in the area of information services also in 2021 not only planned activities but also many other works were successfully ensured. Both the scope and quality of fulfilment of requirements were not influenced by the epidemic situation.

### Main results for the year 2021

- Participation in the 2021 Population and Housing Census was one of main tasks of information services:
  - workers of the Information Services Department played a key role in online data collection, in creation and updating the Census web pages, and in creation and administration of a Chatbot;
  - they participated in work of various teams – for example, the Dissemination Steering Team, the Communication Steering Team, the Chatbot Steering Team;
  - they participated in launching and operating a virtual telephone exchange and in smaller partial applications;
  - a major part of works also consisted in preparation of frequently asked questions (FAQs) and in updating a Knowledge base for the Census;
  - they ensured establishing of and managed works at Contact points of the CZSO both at the headquarters and at Regional Offices of the CZSO. Part of the works was work with an application of the Czech Post company (the company called *Česká pošta* in Czech), which served both the Contact points and the public. The aim was 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 the end of 2021, preparation of the contents and technology for a chatbot web application started; it will answer inquiries of users automatically, namely as for results of statistical surveys and also questions related to filling in statistical forms (questionnaires/reports). In the end of the year, a trial version of the chatbot was published on the web.
- Preparation of a mobile application of the CZSO started, too; it will provide users with current data from individual statistics (including links to the Public database, long-term development in charts, and a brief methodology), news published on the website, and articles from the *Statistika&My* journal. The application was published in January 2022.
- In 2021, almost 16.4 thousand requests of a wider scope as well as simple inquiries of customers were dealt with, which was by 4.7 thousand more inquiries compared to the previous year; 56% of inquiries were settled by workers of information services in the headquarters of the CZSO and 44% at Regional Offices of the CZSO.

- 91% of requests of customers were settled the same day or the next day.
- Requests for information were made most frequently by citizens themselves (which was mainly influenced by inquiries related to the 2021 Population and Housing Census), but also by employees of businesses or bodies of the state administration and self-administration.
- To make their request, they mainly used phone (46%) or e-mail (34%).
- Inquiries mainly focused on the Population and Housing Census (43.7%), on issues related to the (Statistical) Business Register (*in Czech abbreviated as RES*; 15.0%), on the population statistics (12.7%), and on results of prices statistics (10.3%). There was a big interest especially in the statistics on deaths; with regards to the epidemic situation and based on requests of users we have introduced a new product – weekly numbers of deaths. On the website, data from the Public database were published with a weekly periodicity.
- 149 questionnaires from international institutions were processed and 102 inquiries related to European data within the ESDS (European Statistical Data Support) were answered.
- The Central Statistical Library of the CZSO was visited by 287 users during the year; they borrowed 614 publications in total. As at 31 December 2021, 58 642 volumes in total, in the total value of approximately CZK 27.7 million, were processed and deposited in the library collection of the Central Statistical Library of the CZSO.
- Sales for information services provided in 2021 amounted to CZK 1 137 955 (according to accounts in an economic information system called EIS JASU); it was an increase in the volume of actually realised income for these activities by 1.6% compared to the year 2020.
- The Catalogue of Products of the CZSO for the year 2021 contained 317 products in total when it was approved. During the year, 12 products were added to it; moreover, 194 press releases and announcements were published. In total, 1 423 outputs were published (including periodical outputs and press releases).
- Web pages of the CZSO recorded from the first through the third quarter of 2021 the total of 3 088 thousand visits and 7 975 thousand displays. It was 1 815 thousand users who displayed 2.6 web pages on average. One visit lasted 2.14 minutes on average. Data on visits are only given for the Q1 to Q3 2021, because as at 1 October 2021, using Google Analytics finished (from Google Analytics, the CZSO was acquiring these statistics for many years).
- In the Public database, over 950 thousand visits were recorded last year (including repeated visits), users viewed 4.2 million web pages. They made over 100 thousand exports from the Public database, most of them in the xlsx format. In 2021, 236 new sets with statistical data in open formats were generated from the Public database. During the year, users downloaded over 35 thousand of these data sets. As usually, the biggest interest was in tables on the population (Population change, Deaths by week) and also in tables on the Number of employees and the Consumer price indices.