



Statistics Sweden

Statistiska centralbyrån

STATISTICS SERVICE

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User contacts

	2007	2008	2009	2010	2011	2012	2013
telephone enquiries	12 100	14 000	14 500	18 900	17 900	16 800	14 500
enquiries by e-mail	8 700	10 400	7 600	8 000	6 900	7 400	6 500



What do Statistics Service do?

- Answer questions
- Help users to find statistics
- We offer assignments (several subjects)



Tools:

- Website
- Printed material
- Knowledge database
- Electronic phonebook
- Telephone
- User database
- Standardized e-mails



We have:

- Backups
- Cooperation with the subject matter departments
- Coaching
- Meetings

We:

- Are academics
- Are men and women – mostly women
- Have different ages
- Have different experiences





User type

Share	User type
14 %	General public
4 %	Teacher/Researcher
3 %	NGO
8 %	Journalist
28 %	Business enterprises
14 %	Governmental organization
10 %	Student
19 %	Other/Unknown





Popular inquiries

Percent of total inquiries	Subject area
18 %	Population
15 %	Labour market
9 %	Other
8 %	Prices and consumption
6 %	Housing, construction and building



Popular inquiries - business enterprises

Percent of total inquiries within business enterprises	Subject area
17 %	Labour market
12 %	Prices and consumption
11 %	Data collection
10 %	Business activities
9 %	Housing, construction and building



Common inquiries

- business enterprises

- **Index**

CPI

Labour cost index (LCI)

E84 (Byggnadsindex)

Service Producer Price Index (SPPI)

How to use a index?

- **Market data**

How much does Sweden import / export of commodity X

How big is the market in Sweden? Sales?

- **Forecasts**

How will the market develop in the near future?

CPI / Inflation

GDP



What other statistics can be used from SCB?

- **Statistical Business Register**
Addresses
Number of companies in different sectors
- **Structural business statistics**
Different key-figures about companies in Sweden
Turnover / Investments / Employees
- **Population**
The ability to understand the market in different regions
Population by sex / age / county of birth etcetera
- **Living Conditions Surveys (ULF/SILC)**
The understanding of the living conditions among different groups in Swedish society.





What about the rest?

Percent	How the inquiry was solved
58 %	Answered by Statistics Service
35 %	Connected to expert at SCB

Business enterprises order commissioned statistics.
Most of the orders are smaller ones.

