

**TWINNING CONTRACT**

**Support to the State and Entity Statistical  
Institutions, phase V**

**Bosnia-Herzegovina**



**MISSION REPORT**

**on**

**Tourism Statistics**

**Component no. 1.5.4 activity**

Mission carried out by:  
Juha-Pekka Konttinen, Statistics Finland  
Mascia Di Torrice, ISTAT

November 11<sup>th</sup> – November 15th 2013

Version: Final

**Author's name, address, e-mail**

*Juha-Pekka Konttinen  
Statistics Finland  
Työpajankatu 13  
FI-00022 Tilastokeskus  
Finland  
Tel. +358 50 314 2330  
juha-pekka.konttinen@stat.fi*

*Mascia Di Torrice  
Italian National Statistical Institute (ISTAT)  
Viale Oceano Pacifico 171  
00144 Roma  
Tel. +39 06 4673 4655  
madorr@istat.it*

## Table of contents

Executive Summary .....	3
1. General comments.....	4
2. Assessment and results.....	5
3. Conclusions and recommendations.....	14
Annex 1. Terms of Reference .....	16
Annex 2. Participants .....	17
Annex 3. Agenda.....	18

## List of Abbreviations

BiH	Bosnia-Herzegovina
BHAS	Agency for Statistics of Bosnia and Herzegovina
FIS	Institute for Statistics of Federation of Bosnia and Herzegovina
KAU	Kind of Activity Unit
LKAU	Local Kind of Activity Unit
RS	Republika Srpska
RSIS	Institute for Statistics of Republika Srpska
SBR	Statistical Business Register
ToR	Terms of Reference

## Executive Summary

One of the main topics of this mission was to give further recommendations and clarifications for final version of questionnaire for pilot survey on tourism as well as to perform all necessary preparations (tools) for continuing of conducting the pilot survey including draft methodology.

Another purpose of this mission was to give suggestions about further improvement of the production of supply side tourism statistics. This implies drafting methodology as well.

The following was discussed and elaborated on during the mission:

### Supply side:

- The detailed plan for supply side statistics were discussed and adopted.
- The contents of the methodological document were discussed and agreed on.
- The Finnish supply side statistics and the experiences utilizing the accommodation establishment register were discussed. The emphasis was on the methodological and practical issues. Topics were such as the background of the statistics, sample frame and design, quality management, unit and item non-response, editing, logical and imputation rules, dealing with non-response, current monthly and yearly data collection and IT application.

### Demand side:

- The current situation of the demand side pilot survey was discussed. It was determined that the pilot survey will be done during 26<sup>th</sup> November – 2<sup>nd</sup> December 2013. The final questionnaire and instructions for interviewers, built up according to the agreements of the previous missions, was discussed with the goal to fine-tune them before the pilot survey. Minor changes to the pilot survey questionnaire were done. In addition, experts gave further suggestions about the questionnaire (discussed in chapter 2.1) during the mission. It is possible to revise the questionnaire during the possible regular survey.
- The revised detailed plan for demand side pilot survey were discussed and adopted.
- The methodological issues related to the pilot survey were discussed. It was noted that main objective of the pilot survey is to test all stages of the survey in order to introduce the regular survey. The estimates of the pilot survey are not to be used in any circumstances.
- The contents of the methodological document were discussed.
- It was decided that the methodology and the instructions for interviewers and controllers should constitute two different documents.
- The production process of ISTAT's demand side survey was presented and discussed. The emphasis was on the methodological and practical issues. Topics were such as the tourism statistics system in Italy, historical notes on the survey, main features, choice of the CATI technique, sampling design, strategies facilitating relationship between ISTAT and citizens (the notice letter and the paper reminder), training of the interviewers, monitoring the quality, structure of the interview, the questionnaire, focus on the principle of prevalence and on the expenditure, methods of imputation of missing values, aspects of calibration procedures, dissemination of the results at national level and transmission to Eurostat.

The last mission will take place in 09 - 13 December 2013.

## 1. General comments

This mission report was prepared within the Twinning Project „Support to the State and Entity Statistical Institutions, phase V”. It was the sixth mission within the Project subcomponent 1.5 on tourism statistics. This mission was aimed at adopting the final version of the revised questionnaire and instructions related to the pilot survey of the demand side of tourism. In addition, the mission had the purpose of adopting draft versions of methodological documents for both supply and demand side surveys.

The expected activities of the mission were:

- Discussion on current activities regarding development on supply side statistics
- Discussion on methodological document of the accommodation survey
- Discussion on current activities regarding development of the pilot survey on the demand side statistics

- Preparation of the final version of the questionnaire and instructions on demand side of tourism for the pilot survey based on proposal “Draft Questionnaire – Ver.3”, sent to the MS experts
- Discussion on the methodological and supporting documents for the demand side statistics
- Presentation of the Statistics Finland’s accommodation establishment register
- Presentation of the Italian demand side survey for national and international purposes as regards to all phases of the production process
- Discussion of the activities to be done before the next mission
- Preparing the list of topics for the next mission

The MS experts would like to express thanks to all officials and individuals met for the kind support and valuable information which was received during the stay in Bosnia-Herzegovina, and which highly facilitated the work of the MS experts.

The views and observations stated in this report are those of the MS experts and do not necessarily correspond to the views of EU, BHAS/FIS/RSIS, ISTAT or Statistics Finland.

## **2. Assessment and results**

The main focus of this mission was to adopt a revised questionnaire and instruction manual for pilot survey on demand side. Furthermore, the contents of the methodological documents for both demand and supply side survey were discussed and agreed on.

The following achievements were reached during the sixth mission:

- An evaluation of the current situation concerning demand side pilot survey was done.
- A final version of the revised questionnaire and instruction manual for pilot survey on demand side was adopted.
- The contents of the methodological documents for both demand and supply side were discussed and agreed on. The methodological issues for both demand and supply side were discussed.
- The Italian example of demand side statistics were presented and discussed.
- The Finnish example of accommodation establishment register were presented and discussed

### **2.1. Pilot survey on the demand side of tourism**

During the mission, a number of issues were further clarified in relation to the previous missions. The current situation of the demand side pilot survey was discussed. It was determined that the pilot survey will be done during 26<sup>th</sup> November – 2<sup>nd</sup> December 2013. The final questionnaire and instructions for interviewers, built up according to the agreements of the previous missions, were discussed with the goal to fine-tune them before the pilot survey. Minor changes to the pilot survey questionnaire were done. It is possible to revise the questionnaire during the possible regular survey. In addition, during the discussion, the following suggestions were given by the experts:

- In case of a trip made together by some components of the household, the choice to describe the trip only once is very performing, as it allows to simplify the check procedures and also to reduce the statistical burden to the respondents. It was stressed by the experts the needing to give to the interviewer appropriate instructions to define what is a trip "made together" in order to avoid the lack of information on the number of trips. The trip can be defined as "made together" if the following characteristics of this trip occur: same destination, same duration, same means of transport, same accommodation, same organization. If even one of these features varies, this will be a different trip and will be described separately during the data collection. For the trips made together, then, the questions 1 (start of trip) , 2 (duration), 3 (destination), 6 (participation of children), 7 (type of destination), 8 (means of transport), 9 (accommodation) , 10-15 (organization) will be stated once and then "extended " to the trips of all participants listed in Question 5 .
- As regards question 4 (main purpose of the trip) the experts have pointed out that it must be asked for each participant (the reason of each person for the trip may vary, even if the trip has been made together). This could be a problem in the current version of the questionnaire, that doesn't foresee this. A suggestion was given to ask this specific question to the participants, leaving blank the other information on the trip made together, as these information will be taken from the person who has already described the same trip.
- As concerns the questions on expenditure (16 to 19.a ) the choice can be to ask for the total cost of the trip (for each type of expense) only to the first respondent that describes the trip, or ask all individual expenditure. Asking for the total can be easier for the respondent.
- The issue of expenditure was further discussed in relation to the timing of the expenditure, to evaluate the opportunity to exclude the expenses made before the departure. It was clarified by the experts that according to the International Recommendations on Tourism Statistics (IRTS 2008) all services and goods acquired before the trip but related to the trip should be included in the tourism expenditure (see par. 4.11 of the IRTS). As for the scope on National Accounts is relevant to know where (in which country) this expenditure have been made, a solution could be to ask which part of the amount was paid on the national territory and which part abroad. Consequently, the correct questions on expenditure shouldn't ask for expenses occurring during the trip, but for the trip. This approach is different from what proposed during the previous mission, so further reflections on this are needed for the regular survey.
- Question no. 3 should be reformulated to let households understand to report also outbound trips (the wording "in BiH" could be confusing) ; furthermore it can be misleading to ask for the "final" destination, the correct wording should be "the main" destination.
- As regard the means of transport (Question no. 8 ) it was clarified that the question refers to the main one (that covered the longest distance in the trip)

- The issue of "income" was raised, the expert suggested to move the question at the end of the questionnaire, as it can help to overcome the refusals of the entire interview and can reduce the missing response on this issue.

The Italian demand side survey "Trips and holidays" was presented in detail, with reference to the following topics: the tourism statistics system in Italy, historical notes on the survey, main features, choice of the CATI technique, sampling design, strategies facilitating relationship between ISTAT and citizens (the notice letter and the paper reminder), training of the interviewers, monitoring the quality, structure of the interview, the questionnaire, focus on the principle of prevalence and on the expenditure, methods of imputation of missing values, aspects of calibration procedures, dissemination of the results at national level and transmission to Eurostat. Based on the presentation the methodological issues were discussed.

The draft of methodological manual was discussed and it was agreed to split it into two different manuals: a methodological one (describing the objectives, the sample, the process, etc.. of the pilot survey ) and a manual of instructions to the interviewers.

An index of the methodological manual from Italian demand side survey was presented, which can constitute a basis for a future manual describing the regular survey. According to this, an electronic copy of the manual will be provided and translated.

- The part related to the instructions for the interviewers for the pilot survey has been discussed point by point and several suggestions were given to improve it:
- The importance of giving adequate instructions to the interviewers was stressed, especially in relation to the approach with the household in order to contain refusals. This is particular important, as the households involved in the pilot survey won't receive any notice letter before the survey as it instead happens for HBS. Some strategies to convince household were already written in the manual and it was suggested to stress them to the interviewers, telling them how to manage with the usual exceptions raised by the households (e.g. why and how was my household selected? Can we be sure about the anonymity of my information?)
- The explanations about some particular questions as written in the draft manual were analyzed. The experts gave the following comments in detail:
  - Column 3 of Chapter "A" was supposed to be simplified asking if the member has lived in BiH in the last 12 months. This has to be referred to the date of the interview.
  - Question 1: It was suggested to complete the definition on trip stated on the manual, adding that trips to be considered are also those made for professional reasons. For regular survey the question will be reformulated in this sense.
  - Question 2: as some interviewed could answer in terms of days, it is recommended to give instructions to the interviewers to stress that the number of night is requested, asking a confirmation (in nights) of the answer given.
  - The instructions written in the manual for the compilation of Question5, 8 and 9 were read and their clarity has been well evaluated;
  - The sequence of questions was discusses, in relation to the way of organizing the trip; the experts evaluated positively the flow of the questionnaire as it

permits to understand that the organization has to be referred to the main type of accommodation and to the main type of transport.

It was pointed out the importance of feedback from interviewers during the pilot survey, as their impressions, notes and contributions can be a great help to improve the wording of the questions or other aspects of the interview.

It was also discussed the look of the questionnaire and the opportunity to print the Chapter C (on trips) in a separate paper form. Concerning the first issue, a questionnaire of the face-to-face Italian survey "Aspects of daily life" was showed, explaining its graphical characteristics. As for the second issue, the experts gave suggestions to have a unique paper questionnaire, due to the possibly problems that could occur managing different paper questionnaires by the interviewers (e.g. the paper form on trips of an household should be wrongly attached to the main questionnaire of another household). Auxiliary forms for trips shall be provided to the interviewer in the case of exceeding the maximum number of trips (which possibly will be 3).

The following revised detailed plan for demand side survey was discussed and agreed upon during the mission.

#### **DETAILED PLAN - DEMAND SIDE SURVEY**

Every statistical institution has supplied a tourism subject matter-expert in order to form a tourism-group.

##### **1) Re-design of questionnaire**

- The revised questionnaire is ready (BHAS, FIS, RSIS)
- The testing and final version is adopted by 13<sup>th</sup> of November (BHAS, FIS, RSIS)
- Instructions for interviewers has been done (BHAS, FIS, RSIS)

##### **2) Printing materials**

- Translation of materials is to be finalized by the 18<sup>th</sup> of November (BHAS)
- Preparation for printing (final design of all methodological documents) has to be done by 19<sup>th</sup> of November (BHAS, FIS, RSIS)
- Printing the methodological documents (questionnaire, instructions, other material) by 20<sup>th</sup> of November (BHAS)
- Preparing and documenting the findings of the pilot by the 7<sup>th</sup> December (BHAS, FIS, RSIS)

##### **3) Budget for pilot survey**

- Entity statistical institutes are responsible for fitting the expenses in accordance with the adopted budget for the pilot survey.
- Entity statistical institutes will prepare a breakdown of expenses for each interviewer and controller separately and submitted to the IPA project.
- Payment of interviewers and controllers is going to be provided by the IPA project latest by 20<sup>th</sup> December.

##### **4) Sample frame and design**

- Every statistical institution has supplied a method-expert in order to form a Method-group
- The methodology on sample selection (coverage, criteria for sample selection and other methodological issues) for the pilot survey (Tourist and Method group) has been done.



- Drawing the sample for the pilot survey has been done.
- The sample design will be stratified as is the default method in other household surveys carried out in BiH.
- Preparing the sample for field work has been done
- BHAS and the entities will co-ordinate this internally
- All respondents in the household (15+ years, resident of BiH) will be interviewed.
- The sample size for the pilot survey will be 848 households.
- The interviewing method is face-to-face-interviews.
- The interviewers will be visiting the households and asking the individuals they encounter in the household.
- The age limit is 15 years or older. This means that individuals below the age of 15 years will be excluded from the survey.
- The sampling is stratified into 6 strata and based on a Master Frame from 2009 (HBS).
- The sample is chosen on an annual basis.

**5) Interviewers**

- It is necessary to have one day for training. The training will have to take place one week prior to the pilot survey.
- There is a required minimum of 3 completed interviews per day per interviewer.
- There is a risk of bias among the interviewers to get the interviews that pay the most. Supervisors will control that the interviewers do their job properly.
- Engagement of interviewers and controllers has been done.
- Preparing records for interviewers and controllers has been partially done and will be done before the training.
- Pilot Survey fieldwork will be conducted in one week period between 26<sup>th</sup> November and 2<sup>nd</sup> December.
- Collating records of interviewers and controllers by 4<sup>th</sup> December.

**6) IT-support**

- A group of IT-people from the statistical institutions has been formed.
- IT application for data entry and error checks will be postponed until the first half of 2014 due to population census. The application will be a common one for all institutions.
- Collating of data in database after the application has been tested and developed.

**7) Data editing and processing**

- Defining logical controls have to be made by the end of 2013.
- Preparation of output tables by the end of January 2014.
- Proposal of imputation methods by the end of February 2014.
- Data control and data coding by the end of 2013.
- Data entry including editing and error checks by the end of June 2014 (incl. cleaning data).
- Validation and controls have to be made by July 2014 (IT).

**8) Analysis of the results**

- Grossing-up procedures will be made by method-group by July 2014

- Weighting and analysis of weight data after by July 2014 .
- Evaluation of data quality by July 2014.
- RSIS, FIS and BHAS will analyze the results by September 2014.

**9) Preparation of the regular survey**

- Plan for a regular survey has to be done after the pilot and the analysis of the results should be used to improve the regular survey. It needs to be done in July 2014 (BHAS, RSIS, FIS).

**10) Documentation of the stages of the pilot survey and methodology**

- Has to be done before 6<sup>th</sup> of December (Subject matter method, IT, sample).

**11) Dissemination and reporting**

- Compiling an internal report of the pilot will be made in October 2014 (BHAS, RSIS, FIS).

## **2.2. Supply side statistics**

The Finnish supply side statistics and its experience in collecting data and utilizing accommodation establishment register were presented and discussed. The emphasis was on the methodological and practical issues. Topics were such as the background of the statistics, sample frame, quality management, unit and item non-response, dealing with non-response, current monthly and yearly data collection and IT application.

The experts gave the following suggestions and examples of the logical validations concerning the supply side statistics concerning monthly data collection:

- The list of data which has been manually edited
- The list of data which has missing values
- The list of establishment that have send the data but do not have any nights spent
- The list of data which has been modified after the dissemination of the preliminary data
- The list of establishments whose data is imputed
- The number of establishments by municipality and by status of data (received from the respondent, imputed, estimated manually)

Logical validations:

- All changes concerning arrivals and nights spent which have too high/low value (depends on the level of aggregate)
- Major changes in average prices by region and by type
- Major changes in utilization rates by region and by type
- Monthly use  $\leq$  rooms x days open
- Number of overnight stays = leisure overnight stays + professional overnight stays + other overnight stays
- Number of overnight stays = room overnight stays + caravan overnight stays + tent or other overnight stays

- Overnight stays  $\geq$  arrivals
- Days open  $\leq$  the number of days
- Active days  $\leq$  days open
- The country code is missing
- The country code must be according to ISO 3166-1 alpha 3 regulation
- Overnight stays  $\geq$  arrivals during the reference period
- Overnight stays from the 2nd to the 31st = overnight stays from the previous day + the guests that have arrived - the departures
- If there are occupied rooms on a particular day then there must be occupied beds on this day and vice versa
- The number of rooms on a particular day must be less than or equal to the number of occupied beds on that day
- If the number of day to day in overnight stays is the same as the day to day number of occupied rooms (this implies that the rooms are either all single or are occupied for single use), there cannot be double rooms occupied for double use.
- The number of beds occupied on a particular day cannot be greater than the number of available beds plus the supplementary beds
- The occupied rooms each day of the month of reference must be less than or equal to the hotel's number of rooms

The methodological issues were discussed during the mission. The experts emphasized that the methodological manual should contain all phases of producing statistics.

In the methodological document the main tasks, possible sub tasks, responsibilities, processes and outputs should be defined.

The experts also gave the following recommendations for the structure of the methodological document.

#### **THE CONTENTS OF THE METHODOLOGICAL MANUAL:**

1. Basic concepts
2. The data needs and statistics
  - 2.1. International and national legal framework
  - 2.2. Other needs
  - 2.3. Co-operating with the interest groups and stakeholders
  - 2.4. Defining the data needs
  - 2.5. Defining basic methodological issues
3. Defining the survey
  - 3.1. Type of survey
  - 3.2. Scope of observation
  - 3.3. Sample frame
  - 3.4. Variables for capacity and occupancy
  - 3.5. Timetable
  - 3.6. Reference period
  - 3.7. Statistical unit

- 3.8.Threshold used
- 3.9.Handling non-response
- 3.10. Grossing-up procedures
- 3.11. Metadata
- 4. Producing the questionnaire
  - 4.1.Designing the questionnaire
  - 4.2.Programming the questionnaire
  - 4.3.Testing the questionnaire
- 5. IT applications and databases
  - 5.1.Designing and updating the IT applications
  - 5.2.Designing and updating databases
- 6. Defining the output tables and programming
  - 6.1.Designing the variables and possible changes
  - 6.2.Programming variables to the database
  - 6.3.Producing the testing programs of variables
  - 6.4.Testing the variables in statistics
- 7. Defining the production system
  - 7.1.Planning of classifications
  - 7.2.Planning of using other registers
  - 7.3.Planning and maintaining the databases
  - 7.4.Planning and updating the software
- 8. Data collection
  - 8.1.Defining guidelines to interviewers and planning of materials/instructions
  - 8.2.Sending the notifications, questionnaires and the remainders
  - 8.3.Interviewing
  - 8.4.Aggregating interview data
- 9. Editing the data
  - 9.1.Classifications
  - 9.2Automatic editing
  - 9.3.Manual editing
  - 9.4.Updating the register
- 10. Compiling outputs, publications and dissemination
  - 10.1. Monthly / yearly publication
  - 10.2. Other publications / tables / information service etc.
  - 10.3. Ad hoc services
  - 10.4. Contracts
- 11. Quality management and monitoring
  - 11.1. Analyzing non-response
  - 11.2. Quality reports and reporting
  - 11.3. Handling possible changes
  - 11.4. Monitoring the quality of interviewers work
  - 11.5. Collecting and handling of feedback from the interviewers
  - 11.6. Collecting the feedback from the respondents

The following detailed plan was discussed and agreed upon during the mission.

## **DETAILED PLAN – ACCOMMODATION STATISTICS**

### **1) Needs for improvement**

- Lack of coherence between star/category-classifications (only national matter). Classifications need to be harmonized (long term issue)
- There is a need for a NUTS 2-classification. This will be examined further in the next mission.

### **2) Development of methodology**

- Documentation of the redesign of the monthly survey
- Best practice examples
- Development of national methodology based on experience and best practices in order to ensure harmonization between the statistical institutions

### **3) Sample frame**

- Full coverage (census of accommodation establishments) based on the Statistical Business Register and additional information about accommodation establishments currently available in statistical institutions. Based on experts' proposal the importance of creating an Accommodation Establishment Register was recognized as an important source for developing more comprehensive data collection and establishing the framework for the integration of all business related statistics. Moreover, such a register would improve the quality regarding e.g. stratification and imputation. Furthermore, it needs to be established how many small establishments there are and whether to cover all registered businesses or use the threshold. For the time-being it is also impossible to determine the share of the establishments with 1 to 9 bed places (the threshold in EU regulation is 10 bed places).

### **4) IT**

- The importance of the development of the common IT application in same manner as for other business statistics
- Development of application for Brcko District that may later be used as a standard application for all of the statistical institutions
- Editing checks and validation rules needs to be defined
- Basic validation in database before the data is sent to BHAS
- Data dissemination/transmission under the work plan for current year and under the agreement (Agreement for data exchange within the statistical system of BiH) from the entities to BHAS

### **5) Co-operation with stakeholders**

- The emphasis is placed on further co-operation with the stakeholders as an important source of information for Accommodation Establishment Register and the improvement of the accommodation statistics.

**6) Legal framework**

- In the current statistics law there are 3 legal articles regarding the obligation of the accommodation establishment for providing data to the statistical institutions
- The existing sanctions in case of non-response are not being applied in practice.

**3. Conclusions and recommendations**

During the mission, a number of issues were further clarified in relation to the previous missions.

*Actions needed for preparing and conducting the next mission:*

Action	Deadline	Responsible person/institution
Translation of materials into local languages	18 <sup>th</sup> of November 2013	BHAS
Preparation for printing (final design of all methodological documents)	19 <sup>th</sup> of November 2013	BHAS, FIS, RSIS
Printing of questionnaires, instructions for interviewers and controllers and other material	20 <sup>th</sup> of November 2013	BHAS
Training of interviewers and controllers	22 <sup>nd</sup> of November 2013	BHAS, FIS, RSIS
Pilot survey fieldwork will be conducted in one week period	26 <sup>th</sup> November – 2 <sup>nd</sup> December 2013	BHAS, FIS, RSIS
Draft version of the supply and demand side methodology to be sent to the project for translation	2 <sup>nd</sup> of December 2013	BHAS, FIS, RSIS
Draft version of the supply and demand side methodology in English sent to MS experts	4 <sup>th</sup> of December 2013	Project
Collating records of interviewers and controllers	4 <sup>th</sup> of December 2013	BHAS, FIS, RSIS
Feedback on the methodology from MS experts	6 <sup>th</sup> of December 2013	MS Experts

Preparing and documenting the findings of the pilot	6 <sup>th</sup> of December 2013	BHAS, FIS, RSIS
Translation of feedback on the methodology into local language	7 <sup>th</sup> of December 2013	Project

*Future activities:*

Translation of final materials into English	by the end of the project	Project
Translation of the methodological documents into local languages	by the end of the project	BHAS
Data control and data coding	end of 2013	BHAS, FIS, RSIS
Defining controls	end of 2013	BHAS, FIS, RSIS
Preparation of output tables	end of January 2014	BHAS, FIS, RSIS
Proposal of imputation methods	end of February 2014	BHAS, FIS, RSIS
IT application for data entry and error checks developed and tested	first half of 2014	BHAS, FIS, RSIS
Collating of data in database	after the application is ready	BHAS, FIS, RSIS
Data entry including editing and error checks	after the application is ready	BHAS, FIS, RSIS
Grossing-up procedures	July 2014	BHAS, FIS, RSIS
Weighting and analysis of weight data	July 2014	BHAS, FIS, RSIS
Evaluation of data quality	July 2014	BHAS, FIS, RSIS

**Topics for the next meeting, action 1.5.5**

1. The demand side pilot survey
  - a. Evaluation of the demand side pilot survey
  - b. Discussion of the methodology
  - c. Draft development plan for the future demand surveys according to EU standards prepared
2. The supply side statistics
  - a. Discussion of the methodology
3. Specification of future work plan

## Annex 1. Terms of Reference

**Tourism Statistics**  
**11<sup>th</sup> - 15<sup>th</sup> November 2013**  
**Terms of Reference - Activity 1.5.4.**  
**EU Twinning Project BA 08-IB-FI-03**  
**Institute for Statistics of Republika Srpska**  
**Veljka Mladenovića 12d, Banja Luka**

Component 1 Business Statistics

- 1.1. Statistical Business Register
- 1.2. Structural Business Statistics
- 1.3. Construction Statistics
- 1.4. Retail Trade Statistics

**1.5. Tourism Statistics**

Component 2 Extended Household Budget Survey

Component 3 Institutional Capacity

- 3.1. Long term strategy
- 3.2. Metadata and classification system development
- 3.3. Promotion of dissemination

<b>Benchmarks</b>
A) Plan for pilot survey on tourism statistics developed by the 2nd project quarter (March 2012). (Achieved)
B) Plan for modification of existing survey on tourism statistics developed by the 3rd project quarter (October 2012). (Achieved)
C) Detailed plan and preparation for regular production of tourism statistics by 4th project quarter (September 2012). (Achieved)
D) Pilot survey on tourism statistics conducted and existing surveys on tourism statistics modified by the 6th project quarter (March 2013). (Not achieved). <i>Note: This benchmark refers to the demand side.</i>
E) Relevant results analyzed and plan for regular surveys in force by 8th project quarter (September 2013). (Not achieved)
F) Methodologies developed and documented by 8th project quarter (September 2013). (In process)



<b>1.5.4 Activity</b> <b>Follow up of pilot for new tourism survey</b>
---



The expected activities are:

- Supply side statistics :
  - Discussion on current activities regarding development on supply side statistics.
  - Presentation of the of Accommodation Establishment Register
  - Discussion on methodological document for accommodation survey.
- Demand side statistics :
  - Discussion on current activities regarding development of pilot survey on demand side statistics.
  - Presentation of the of Italian demand side survey for national and international purposes for all phases of production process .
  - Preparation of the final version of questionnaire and instruction on demand side of tourism for pilot survey based on proposal “Draft Questionnaire – Ver.3”, sent by expert.
  - Discussion on methodological and supporting document for demand side statistics.
- Preparation for the next mission
  - Preparation of the list of topics for the next mission
  - Preparation of the list of activities to be done before the next mission

<b>Expected output</b>
------------------------

- A) Final version of revised Questionnaire and instruction manual for pilot survey on demand side adopted.
- B) Draft version of methodological document for demand side survey adopted.
- C) Draft version of methodological document for supply side survey adopted.

Explanation of the Expected output

In the field of demand tourism statistics it is expected that experts give a recommendation for final version of questionnaire for pilot survey on tourism as well as to perform all necessary preparations (tools) for continuing of conducting the pilot including draft methodology.

In the field of supply tourism statistics it is expected that experts give suggestions about further improvement of production those data and proposals for draft version of methodological document.

## Annex 2. Participants

Experts

Juha-Pekka Konttinen, Statistics Finland  
Mascia Di Torrice, ISTAT

**Agency for Statistics of BiH**

Jasmina Omić, Senior Adviser in the Service Statistics

**Institute for Statistics of Federation of BiH (FIS)**

Sanja Ambrožić, Head of Department for Services and External Trade Statistics

Arijana Amina Muhić, Head of Department for Statistical Methodologies

**Institute for Statistics of Republika Srpska (RSIS)**

Jelena Glamočika, Head of the Service Statistics Department

Miroslav Ilić, Senior statistician, Hotels and Restaurants statistics

**Twinning Project Administration 00 (387) 33/911-992**

Bente Dyrberg, RTA

Djemka Sahinasic, RTA Assistant

Haris Imamovic, Interpreter

**Annex 3. Agenda**

**11 November (Monday) – 15 November (Friday)**

<b>Time</b>	<b>Event</b>	<b>Purpose / detail</b>
11 November, 12:00-15:30	Discussion about demand side statistics	<b>a) Evaluation of the demand side pilot survey</b> Analysis of the implementation of the plan adopted at the last mission: (questionnaire, supporting documents, sample selection, analysis, methods, variables, indicators ...) (MS Experts, Participants)
12-13 November, 09:00 -15:30	Discussion about demand side statistics	<b>b) Discussion of the methodology (e.g. imputation methods, grossing up procedures)</b> Timetable, reference period, population frame, sampling design (including grossing – up procedure: imputed data auxiliary variables treatment of outliers), type of survey, data collection tools, quality control, data processing (MS Experts, Participants )

	<p><b>c) Experts' presentations of the methods used in Statistics Finland</b> Presentation of methods used (Experts, Participants)</p> <p><b>d) Presentation of Italian demand side survey</b> (methodological and practical issues): Organisational structure, responsible units involved in the process of production, number of waves of data collection, timing, use of administrative data, list of variables, indicators produced, questionnaire design, sample design, coverage and sampling design, data collection, data editing and processing, estimation and grossing up procedures, input data, output results, quality indicators, IT support, data dissemination (including transmission to Eurostat), methodological documents. (Experts)</p>
<p>14 November, 09:00 -15:30 Discussion about supply side statistics</p>	<p><b>4. Evaluation of the results on the supply side statistics</b> Presentation of surveys (Experts, Participants)</p> <p><b>5. Discussion on feedback from the respondents of the standardized questionnaire</b> in the scope of number of variables, instructions and other issues (Experts, Participants)</p> <p><b>6. Preparation of the methodological document</b> Timetable, reference period, population frame, type of survey, statistical unit, threshold used, on-response rate, grossing – up procedure, metadata and quality report. (Experts, Participants)</p> <p><b>7. The Finnish experience of the Accommodation Establishment Register</b> In the scope of items it contains, a way of making and method of use and other issues (Experts, Participants)</p>

Preparation for the next mission	Preparation of the list of topics for the next mission  Preparation of the list of activities to be done before the next mission (Experts, Participants )
15 November, Debriefing 09:00 -12:00	Other issues and evaluation of the mission (Experts, Participants )