



Mission Report

on Tourism statistics in Mozambique

25 October 2004 – 8 November 2004

**TA for the Scandinavian Support Program to Strengthen the Institutional
Capacity of the National Statistics, Mozambique**

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Table of contents

1	EXECUTIVE SUMMARY.....	5
2	INTRODUCTION.....	6
3	ACTIVITIES DURING THE MISSION	7
4	RECOMMENDATIONS	8
	APPENDIX 1. Persons met.....	9
	APPENDIX 2. Programme for the Mission.....	9
	APPENDIX 3. Terms of Reference	10

List of abbreviations

CO	Scanstat Coordination Office in Statistics Denmark
Danida	Danish International Development Assistance
DKK	Danish Kroner
DSt	Statistics Denmark
EUR	European Euro
INE	Instituto Nacional de Estatística, Mozambique
INE-P	Instituto Nacional de Estatística, Portugal
MZM	Mozambique Meticaís
NOK	Norwegian Kroner
Scanstat	Consortium between Statistics Denmark, Statistics Norway and Statistics Sweden
SCB	Statistics Sweden
SEK	Swedish Kronor
SSB	Statistics Norway
USD	US Dollars
ZAR	South African Rand

1 EXECUTIVE SUMMARY

The main reason for the mission was to help filling the gaps in the existing tourism statistics, particularly concerning data on tourists' expenses in Mozambique.

The mission has been divided into two parts, of which this is the second: in the first part the emphasis was on the improvement of the contents and collection of data on tourists, while in this part the focus is on enhancing the existing data collection at INE (e.g. lodging capacity, investments, and employees in the tourism sector).

During the first part of the mission, a revision of the (compulsory) questionnaire (run by Migração) was made, including the drafting of three additional questions to be filled in by foreign visitors when leaving Mozambique:

In the second part of the mission, it was decided to choose another method, i.e. that of making a (voluntary) border-post survey, which is a common method in many countries. The task of running the surveys would be carried out by INE. The main reason for this change was the reluctance from Migração to change a well functioning method, designed for their needs.

A test with the new approach was carried out at two border-posts: one at Ressano Garcia, on the border to South Africa, and the other at the Mavalane airport at Maputo. A group consisting of staff from INE and MITUR ran the tests. The results of the tests were generally satisfactory.

Hence it was recommended to start operations with the border-post survey, based on the instructions of the consultant and a written description of the method. Initially, the operations would be run on a test basis in order to gain experience from the new method. Based on this experience, changes could be introduced both as regards the form and the data collection procedure.

2 INTRODUCTION

The consultant has been Rolf Svensson, Statistics Sweden. His counterparts have been Dr Azarias Nhanzimo and Dr Cirilo Tembe from INE, and Dr Albino Mahumane and Dr Tomé Mululana from MITUR.

One earlier mission on tourism has been made within the framework of the project.

The consultant would like to express his thanks to all officials and individuals met for the support and information which he received during his stay in Mozambique, and which facilitated the work considerably.

This report contains the views of the consultant, which do not necessarily correspond to the views of Danida or INE.

3 ACTIVITIES DURING THE MISSION

TOR fulfilled or amended

As the TOR was supposed to cover two three-weeks missions, approximately half of the tasks should have been fulfilled during the first half, and in this second half the remaining tasks were carried out.

Description of situation

Tourism statistics are today being retrieved via mandatory forms filled in by all travellers, irrespective of nationality, and collected by Migração at border posts. The same form is used for both inbound and outbound travellers (which makes it difficult to fill in). The information collected is to a great deal of purely administrative character – name of visitor, passport number, period of validity, etc. But there are also questions regarding the duration of the visit, destination, address of stay, purpose of visit and mode of travel (to and from Mozambique). The form was elaborated in collaboration between MITUR, INE and Migração.

But the information collected does not satisfy all the needs of the tourism industry and there is not sufficient information to satisfy the recommendations of WTO and the UN. For example, the tourism industry asks for more information on type of accommodation, number of nights spent at different types of accommodation, amount of money spent by foreign tourists, etc. In addition, not all travellers fill up the form.

Furthermore, there are no TSA (Tourism Satellite Accounts) being made, which i.a. means that there are no specific data on investments in the tourism sector or on number of employees.

The original proposal to continue with the existing border-control form, with some additional questions, was primarily dictated by the lack of resources to carry out a full sample survey at the most important border posts. Such a survey, recommended by WTO, gives more precise data of probably higher quality and it is easier to supervise.

The concerned parties had, however, changed their minds in front of the second part of the mission and opted for a border sample survey.

Conducted training or consultations

This second two-and-a-half week part of the mission was devoted to the elaboration of the border-post survey form and to counselling the staff at INE and MITUR, including the interviewer staff, in the methodology of the survey and how to run it.

Shortcomings/risks (personnel situation, financial situation)

In order to run a border post survey, one needs a more or less permanent group of interviewers at each border post who have to be trained and supervised. The forms have to be stored, processed, analysed and presented. So, the main obstacle might turn out to be the cost that will not be negligible, considering the cost of interviewer teams and their transportation to border posts. Processing costs will probably be lower than today.

4 RECOMMENDATIONS

Form and pilot test

The new form, elaborated in collaboration between MITUR, INE and Migração, should be used henceforth at major border-posts, including international airports. The only way to capture the data is by means of interviews.

Only foreign visitors leaving Mozambique would be interviewed. The sampling method would be pps-sampling, which means that every n:th person would be asked if he/she is a resident in Moçambique or in another country; in the latter case the person would be asked for an interview.

To see how the new form and method works, tests should be run during a period at some important border posts – both at land-border posts and airports.

As the existing computerized system is not adapted for the new questionnaire, storing and processing of the data must be done in another way. The SPSS statistical software is proposed as suitable software. The result has to be analysed carefully and a common assessment of the outcome of the test be done by the involved bodies. If the overall result turns out to be satisfactory, a decision would be taken to embark on this new method. Probably there would be need of some corrections in both the way of carrying out the survey and in the formulation of the questions. Such corrections should be made until the involved parties are satisfied. After that period, changes should be rare for the sake of comparability over time.

IT system

It is proposed that the filled in forms are stored in an SPSS database, which is a suitable tool for both storing and retrieving data. Besides it is fairly simple to use which means that practically all concerned staff of the involved parties after only a short training can use the database for data retrieval, etc.

Monitoring

Tomé Mululana (MITUR) will be project leader and each team of interviewers must have a supervisor. Cirilo Tembe (INE) will check the data quality, continually.

Urgent tasks

Summary of tasks to be carried out by Migração, MITUR and INE during December 2004 – January 2005

- Running a pilot with the new form at some border posts for some weeks
- Storing and processing of the data
- Analysing the data, making an assessment
- Taking a decision on running the survey or not, after due consideration of feasibility, costs, etc.

Outstanding issues

- Employment and investments in the tourism sector
- Lodging capacity by categories
- Processing, analysis and presentation of the result from the survey
- (Tourist Satellite Accounts)

APPENDIX 1. Persons met

MITUR: Dr. Albino Mahumane, National director, Planning and Cooperation
Dr. Tomé Mululana, Inspector

INE: Dr. Azarias Nhanzimo, National director, DESE
Dr. Cirilo Tembe, Chefe de Departamento

APPENDIX 2. Programme for the Mission

DIA E DATA	ACTIVIDADE	INTERVENIENTES
Segunda-feira 25/10/04	Encontro de recepção do consultor. Definição da agenda para a missão Instalação do consultor no MITUR	Dr Atvall, Consultor Svenson, Directores Azarias e Mahumane, Cirilo e Tomé
Terça-feira 26/10/04	Trabalhos no gabinete. Desenho de questionário	Consultor Svenson, Cirilo e Tomé
Quarta-feira 27/10/04	Avaliação da proposta do . Trabalhos no gabinete	Director Mahumane, Consultores Altvall e Svenson, Cirilo e Tomé
Quinta-feira 28/10/04	Trabalhos no gabinete	Consultor Svenson, Cirilo e Tomé
Sexta-feira 29/10/04	Trabalhos no gabinete. Discussão e refinamento do formulário	Directores Azarias e Mahumane, Consultores Altvall e Svenson, Cirilo e Tomé
Segunda-feira 01/11/04	Elaboração do programa para o ensaio piloto Refinamentos do formulário	Consultor Svenson, Cirilo e Tomé
Terça-feira 02/11/04	Trabalhos no gabinete Reunião de planificação para o ensaio piloto	Directores Azarias e Mahumane, Consultores Altvall e Svenson, Cirilo e Tomé
Quarta-feira 03/11/04	Trabalhos no gabinete	Consultor Svenson, Cirilo e Tomé
Quinta-feira 04/11/04	Trabalhos no gabinete Preparação do ensaio piloto com os inquiridores	Consultor Svenson, Cirilo, Tomé, Siteo e cinco inquiridores
Sexta-feira 05/11/04	Realização do inquérito piloto na fronteira do Aeroporto de Mavalane	Director Azarias, Cirilo, Tomé, Siteo, Consultor Svenson e cinco inquiridores
Sábado 06/11/04	Realização do inquérito piloto na fronteira do Aeroporto de Mavalane	Director Azarias, Cirilo, Tomé, Siteo, Consultor Svenson e cinco inquiridores
Domingo 07/11/04	Realização do inquérito piloto na fronteira de Ressano Garcia	Director Azarias, Cirilo, Tomé, Siteo, Consultor Svenson e cinco inquiridores

Nota: Os inquiridores envolvidos nesta operação foram seleccionados do grupo de digitadores do cupão de embarque e desembarque (Hermínia, Palmira, Rosa, Valério e Nelson)

APPENDIX 3. Terms of Reference

Terms of Reference for a short-term mission on Tourism Statistics

25 October – 8 November, 2004 within the Scandinavian Assistance to Strengthen the Institutional Capacity of INE/Mozambique, 2003 – 2007

1. Background

Tourism constitutes one of the priority sectors in the Government's 5-year program. Recently, the Politics of the Tourism paper was approved and elaboration of the Strategic Plan and the revision of the legislation of the tourism is underway.

In the context of implementing the politics, the Government has taken steps to facilitate the access of tourists to the Country; the opening in 1996 of the airports in Vilanculos and in Pemba to international traffic, and the introduction of border visa by the regulation 35/2000 of November which allows visitors that do not have visa of obtaining it at the frontier at arrival.

It is desirable that regular inquiries at the frontier positions are established with the objective to collect data on tourist expenses in a form so that the revenues of tourism can be processed.

This information constitutes a fundamental element in the process of making decisions. The effectiveness, efficiency and consistence of these decisions depend heavily on the amount and quality of the information that support the process of taking decisions.

2. Objective

One of the main tasks of the Ministry of the Tourism is to give timely information about the economic development in the sector of tourism in the Country.

The main objective of the mission is to:

- Assist to create technical conditions in the institution for treatment of statistical data related to tourism.
- Assist to create technical conditions for collection and processing of data on tourists' expenses in the Country.

3. Benefactors of the mission

The mission will benefit the Ministry of the Tourism and the National Institute of Statistics (INE) through the direct participation of the Directory of Sector statistics and Business register (DESE) at INE.

4. Expected Results

- Development of a methodology for the collection, handling and processing of the information on foreign visitors to Moçambique.
- Development of a system for producing statistical information on international arrivals, guests and guest nights, today processed by INE, highlighting
 - Statistics on lodging capacity by categories, processed by the Directory of Planning and Cooperation
 - Statistics on revenues of international tourism. Start production with the consultant's support
- Elaboration of questionnaires on regular inquiries on the tourists' expenses

- A proposal to an organisation for supervising expenditure surveys, taking into account such as existing law
- A proposal on routines for processing, analysis and timely presentation of the results, in accordance with international recommendations, harmonised with the existing conditions in the country

5. Consultant and Counterparts

Consultant: Rolf Svensson, Statistics Sweden

Counterparts: Dr Azarias Nhanzimo, INE, and Dr Albino Mahumane Mitur.

Other counterparts will be and Dr Tomé Mululana and Dr Cirilo Tembe, MITUR and INE, respectively.

The consultant will work at the Ministry of Tourism, in the directory of Planning and Cooperation. The consultant will report to the Director of the Planning and Cooperation.

6. Timing of the mission

The mission will take place 25/10 – 8/11, 2004

7. Finalization of the report

The consultant will prepare a draft report to be discussed with the Ministry of Tourism and INE before leaving Maputo. He will submit a final draft to INE for final comments within one week of the end of the mission. Statistics Denmark as Lead Party will print the final version within 3 weeks of the end of the mission. The structure of the report should be according to Danida-format.

The Counterpart at INE has to ensure that the final printed report has at least a summary in Portuguese if the main report is in English – or vice versa.