

TWINNING CONTRACT

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

Bosnia-Herzegovina



MISSION REPORT

on

Tourism Statistics


Component no. 1.5.6 activity

Mission carried out by

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		 STATISTICS DENMARK

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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

The purpose of this mission was to adopt and finalize the questionnaires on the accommodation statistics and the demand side pilot survey. Furthermore, the purpose of this mission was to make a detailed plan on the revision of accommodation statistics as well as a detailed plan on the demand side pilot survey.

Currently, FIS, RSIS and Brcko collect monthly data on tourism establishments and disseminate the aggregated data to BHAS. A standardized questionnaire was drafted prior to this mission in order to secure a national standardized form. The questionnaire was discussed and agreed upon during this mission, and the questionnaire complies with the NACE Rev. 2-classification and the EU-Regulation regarding variables and threshold.

There is currently no collection of demand side data. In order to comply with the EU-regulation a detailed plan for a pilot survey on demand side tourism data was initiated. Furthermore, a revised draft questionnaire was elaborated and agreed upon in this mission.

The mission also entailed a meeting with important stakeholders: The Central Bank, The Federal Ministry of Environment and Tourism, The Federal Tourism Organization and The Ministry of Foreign Trade and Economic Relations. The meeting was initiated with the purpose of clarifying the needs of the stakeholders and furthermore to ensure a more intensified co-operation in the future between the stakeholders and the statistical agencies.

The following was discussed and elaborated on during the mission:

- SUPPLY SIDE:

- The draft standardized questionnaire made prior to the mission was discussed. There were some minor changes in regards to simplifying and making the questionnaire as concrete and understandable as possible. The objective is to cover the legal requirements from the EU-Regulation but at the same time to have a questionnaire that is simple, minimizes the response burden for the accommodation enterprises and also covers the national needs and the needs of the internal users. The substance of the drafted questionnaire for the accommodation statistics was adopted and agreed upon during the mission.
- The statistical agencies agreed upon a detailed plan for revision of the accommodation statistics. However, certain important issues such as threshold and full coverage are yet to be agreed upon by the end of the year.
- The statistical agencies still need to agree upon whether to have a threshold of 10 or more bed places as required in the EU-regulation or a full coverage of all registered accommodation establishments in the accommodation statistics. The BHAS has expressed a need for a full coverage of the population of the accommodation establishments since there is no possibility for the time-being to determine the share of the establishments with 1 to 9 bed places. This discussion will take place after this mission and an agreement has to be reached by the end of October.
- There is a lack of coherence between the star-classifications in the entities. This discrepancy needs to be discussed further at a national level.
- We met with the stakeholders from The Central Bank, The Ministry of Foreign Trade and Economic Relations of BiH, The Federal Ministry of Environment and Tourism, The Federal Tourism Organization in order to discuss the draft questionnaires.

- DEMAND SIDE:

- Savings from the IPA-project can finance some of the pilot survey; i.e. field work, travel costs, paying interviewers. BHAS can pay for printing, logistics etc. (material costs). The price of the pilot survey depends on the sample size which is to be approx. 1000 respondents. The price per 45 minute interview is approx. 13 KM. It costs approx. 1.5 KM for transport in city areas and approx. 3 KM for transport in rural areas. The RTA and BHAS will sit down after the mission and draft a budget for the pilot survey. The draft budget will be ready by 31st of October, if possible.
- The sample design and estimation procedures will be similar to already existing procedures in the statistical units.
- The interview method for the pilot survey will be face-to-face interviews based on the drafted questionnaire.
- The content of a draft questionnaire for the pilot survey was adopted in this mission. The questionnaire will be translated by 31st of October. Afterwards, it will be

distributed among the statistical institutions and they will carry out the layout and the BHAS will print the questionnaire before the pilot survey in May 2013.

- The participating stakeholders were invited to elaborate and suggest alterations to the draft questionnaire for the demand side pilot survey. The stakeholders had comments and suggestions that were taken into consideration. Among them were suggestions to increase the number of categories under the question of the purpose of the trip as well as the question of the destination of the trip.
- The definition of expenditure on valuables and durables will be discussed with National Accounts and The Central Bank.
- An inquiry into the division of tasks will be made by BHAS. Every entity has to supply a method-expert in order to form a Method-group and a tourism subject matter-expert in order to form a tourism-group. BHAS and the entities will co-ordinate this internally before the end of 2012.
- The original benchmark for conducting the pilot by March 2013 has to be moved to May 2013.

Stakeholders from The Central Bank, The Federal Ministry of Environment and Tourism, The Federal Tourism Organization and The Ministry of Foreign Trade and Economic Relations participated in the mission. They expressed a need for co-operation with the statistical agencies and a need for a harmonization of the tourism statistics. Consequently, the stakeholders were invited to comment on the revised draft questionnaires for the accommodation statistics and the demands side pilot survey. It is not yet decided whether to invite stakeholders again for the 5th mission in February.

It was suggested that the next mission takes place in the end of February. The date still needs to be verified. It was agreed that the RTA contacts Istat in Italy in order to get an Italian expert on tourism statistics to participate in the next mission as foreseen by the project. RTA will approach the Italians as soon as possible.

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 fourth mission within subcomponent 1.5 on tourism statistics of the project. This mission was aimed at finalizing the questionnaires for the accommodation statistics and a pilot survey for the demand side statistics. Furthermore, the mission had the purpose of drafting and agreeing upon detailed plans for the further work with the accommodation statistics and the demand side statistics.

The concrete objectives of the mission were:

- Discussing and agreeing upon the drafted questionnaire for a pilot survey on the demand side statistics
- Discussing and agreeing upon a revision and standardization of the questionnaire for the accommodation statistics
- Drafting detailed activity plans for the accommodation statistics and the pilot survey on the demand side statistics
- Meeting with stakeholders; i.e. The Federal Tourism Organization and the Federal Ministry of Environment and Tourism in order to discuss changes needed and furthermore in order to establish a more formalized co-operation between the statistical agencies and the stakeholders
- Discussing the sample design for the pilot survey on the demand side statistics
- Preparation of activities to be done before next mission(s)
- List of activities for next mission

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

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

2. Assessment and results

The main focus of this mission was to draft detailed activity plans for the accommodation statistics and the pilot survey for the demand statistics. Furthermore, the main focus was on discussing and agreeing upon a final version of the questionnaire for the pilot survey as well as a final version of the standardized questionnaire for the accommodation statistics.

The following things were achieved in the fourth mission:

- A final version of the standardized questionnaire for the accommodation statistics
- A final version of the questionnaire for the pilot survey on the demand side statistics
- The form and content of the demand side statistics was discussed as well as possible financing and methodology
- Detailed activity plans for both statistics were discussed and drafted.

2.1. Pilot survey on the demand side of tourism

The EU-regulation on tourism statistics consists of two pillars which are specified in the two annexes of this legal act. Annex I deals with “Internal Tourism”. The data specified there are usually collected in the framework of accommodation statistics. The situation of this statistics in BiH has been described above.

The second pillar is data on the demand side of tourism as specified in annex II. They provide information on the participation in tourism for personal purposes (section 1), on tourism trips and visitors making these trips (section 2) as well as on same-day visits (section 3). These

data are usually collected on the basis of a household survey. As far as cross-border trips are concerned information can also be obtained from a border survey.

For the time being information on the demand side of tourism is not provided in BiH. Thus, it was concluded that the pilot survey which was foreseen in subcomponent 1.5 on tourism statistics should be devoted to the data collection on the travel behaviour of the BiH population describing the demand side of the national tourism. The specific questions in the questionnaire were discussed in detail before agreeing upon the following pilot questionnaire:

Final draft questionnaire for the demand side survey

1) Gender? (Retrieved from Population List)

0=Male

1=Female

2) Age? (Retrieved from Population List)

Date of birth (MMDDYY)_____

3) What is your Country of Residence?

Instruction:

NOT nationality, but the country the respondent is residing in. Use country list from Eurostat Manual. If the respondent has resided in a country for more than 12 months he/she is considered a resident in the country in question.

4) Did you make any trips with at least 1 overnight stay in the last 12 months?

0=Yes

1=No

5) If YES to question 4, how many trips with at least 1 overnight stay did you make in the last 12 months?

Numeric variable_____

6) If YES to question 4, how many trips with at least 1 overnight stay did you make in the last 3 months?

Numeric variable_____

Instruction:

Ask about the specific trips made – a maximum of trips to ask about will be established when the pilot has been conducted. The most frequent number of trips will be the maximum. Due to representativity it is equally important to obtain interview/answers from respondents that have made no trips during the period as respondents that have made trips.

Note!

The pilot survey will cover whether 12 months is too long a time span. The risk of memory loss of the respondents plus respondent burden is high. Perhaps the outcome will be 3 months + a 12 months question as in the Danish Case. The ideal solution would be to ask respondents on a monthly basis. However, perhaps a quarterly data collection via the HBS is more

plausible. This has to be decided based on experiences from the pilot survey and the budgetary concerns.

It still needs to be clarified whether the interviewers will ask one respondent per household or more respondents per household – bias and representativity versus budget? This has to be clarified with regards the sample frame in the HBS.

FOR EACH TRIP (BOTH DOMESTIC AND OUTBOUND) THE FOLLOWING NEEDS TO BE ASKED (Columns for each trip – a maximum of 5 trips)

7) What was the month of departure?

MM (Character variable)_____

8) How many nights did you spend?

Numeric variable_____

9) What was the main country of destination?

Instruction:

Use country list from the Eurostat manual. The answer can be as well domestic as outbound. If the respondent has made a roundtrip then ask for the country where most of the nights were spent.

9a) If it was a DOMESTIC trip, what was the main city (and entity) of destination?

City: _____ **Entity:** _____ (NUTS 2)

Instruction:

ONLY relevant for domestic trips. Use list of main cities and entities in BiH. If the respondent has made a roundtrip and visited several cities during the trip list the city where most time was spent.

10) What was the main purpose with the trip?

1=Professional/business: Conference/congress

2=Professional/business: Other_____

3=Personal: Leisure, recreation and holidays

4=Personal: Visiting family and friends

5=Personal: Pilgrimage

6=Personal: Spa, health treatment

7=Personal: Other _____

Instruction:

The respondent can only choose one category.

11) If the main purpose (question 10) was PERSONAL, what was the type of destination?

1=City: _____

2=Seaside: _____

3=Countryside: _____

4=Lakes, rivers: _____

5=Cruise ship: _____

6=Mountains: _____

7=Other: _____

Instruction:

Ask the respondent to answer which city, seaside and etc. The respondent can only choose one category.

12) If the main purpose (question 10) was PERSONAL, did any children participate?

0=Yes

1=No

Instruction:

Note that the survey only covers respondents aged 15 or older. Children are defined as age 0 to 14 years.

13) What was your main means of transport?

1=Air

2=Waterway

3=Railway

4=Bus, coach

5=Motor vehicle (private or rented)

6=Other, e.g. bicycle

Instruction:

The respondent can only choose one category.

14) What was your main means of accommodation?

1=Rented: Hotels or similar

2=Rented: Camp sites or similar

3=Rented: Spas

4=Youth hostels

5=Rented: Other, e.g. marinas etc.

6=Non-rented: Own holiday home

7=Non-rented: Family and friends

8=Other non-rented

Instruction:

The respondent can only choose one category.

15) Did you book the main means of transport for the trip via a tour operator/travel agent?

0=Yes

1=No

Instruction:

If the respondent was on business trip and had someone in the company do the booking for him/her ask the respondent for an estimate.

16) Did you book the main means of accommodation for the trip via tour operator/travel agent?

0=Yes

1=No

Instruction:

If the respondent was on business trip and had someone in the company do the booking for him/her ask the respondent for an estimate.

17) If you answered NO to question 15 or 16: How did you book the trip?

0=Services booked directly with the service provider, e.g. hotel or airline

1=No booking was needed

18) Was the trip a package trip?

0=Yes

1=No

Instruction:

A package trip is comprised by prepaid hotel, transport and sometimes combined with all-inclusive.

19) Did you book the main means of transport via the Internet?

0=Yes

1=No

20) Did you book the main means of accommodation via the Internet? 0=Yes

1=No

21) What was your individual expenditure on transport DURING the trip?

Numeric variable: _____

Instruction:

If the respondent is in doubt, ask for an estimated expenditure. The expenditure does NOT include prepaid plane tickets etc., but instead taxi and sightseeing costs in the destination country.

22) What was your individual expenditure on accommodation DURING the trip?

Numeric variable: _____

Instruction:

If the respondent is in doubt, ask for an estimated expenditure. Hotel expenses are to be mentioned if the respondent paid them upon check-in or check-out. If the expense was prepaid it has to be left out – this is often the case with package trips.

23) What was your individual expenditure on food and drinks DURING the trip?

Numeric variable: _____

Instruction:

If the respondent is in doubt, ask for an estimated expenditure.

24) What was your other individual expenditure DURING the trip?

Numeric variable: _____

Instruction:

If the respondent is in doubt, ask for an estimated expenditure. Other expenditure is usually entrance fees to attractions, souvenirs etc.

24a) What was your individual expenditure on valuables and durable goods?

Numeric variable: _____

Instruction:

If the respondent is in doubt, ask for an estimated expenditure. Valuables and durable goods are often goods such as art work, fur coats, jewelry, computers etc. (Recommendation from The Central Bank. This issue has to be clarified with the Central Bank).

DETAILED PLAN - DEMAND SIDE SURVEY

1) Re-design of questionnaire

- The revised questionnaire will be sent to RTA by 19th of October (EMR)
- The revised questionnaire will be translated by 31st of October (Djemka/RTA)
- The layout (format) of questionnaire has to be ready for the end of November (BHAS, FIS, RS, Brcko District)
- Printing of the questionnaire will take place one month prior to the pilot
- The definition of expenditure on durable and valuable goods has to be clarified with the Central Bank and National Accounts in BHAS (BHAS)
- BHAS mentions hunting and eco-tourism for inclusion in the questionnaire under purpose of trip (definitions)

2) Budget for pilot survey

- The RTA and BHAS will sit down after the mission and draft a budget for the pilot survey. Deadline for a draft budget is 31st of October (RA and BHAS)

3) Plan for carrying out the pilot

- The pilot will be carried out in May 2013 (BHAS, RS, FIS and Brcko District). March 2013 was the original benchmark regarding conducting the pilot survey. Due to a vast workload caused by the upcoming pilot Census and a need for hearing additional experiences from another expert it will be necessary to delay the pilot survey until May 2013. The time plan has to be cleared with Edin (BHAS, RS, FIS and Brcko District)
- The pilot will be carried out during a period of 15 consecutive days
- BHAS will make an inquiry into the division of tasks prior to Steering Committee Meeting in November (BHAS)

4) Sample frame and design

- Every entity has to supply a method-expert in order to form a Method-group and a tourism subject matter-expert in order to form a tourism-group. BHAS and the entities will co-ordinate this internally before the end of 2012.
- In one half of the sample all respondents in the household will be asked. In the other half of sample only one respondent in the household will be asked.
- The sample design will be stratified as is the default method in other surveys carried out in BiH.
- The sample size for the pilot survey will be approx. 1000 respondents.
- The interviewing method is face-to-face-interviews.
- The interviewers will be visiting the households and asking the individual/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 a quarterly basis.
- There is a risk of bias among the interviewers to get the interviews that pay the most. Supervisors will have to control that the interviewers do their job properly.

5) Interviewers

- It is necessary to have one or two days for instruction. The instruction 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.

6) IT-support

- A database programme will be utilized. It is necessary to form a group of IT-people from the statistical institutions. This has to be done before the pilot survey (BHAS).
- The database and the statistical programming have to be ready prior to May 2013 where the pilot survey will be executed.

7) Data editing and processing

- Validation and controls have to be made by May 2013 (IT)
- Grossing-up procedures will be made by method-group by May 2013 (METHOD).

8) Analysis of the results

- RS, FIS and BHAS will analyze the results before September 2013 where the project term concludes.
-

9) Regular survey

- Plan for a regular survey has to be done after the pilot and the analysis of the results. It needs to be done before September 2013 (BHAS, RS and FIS).
- Plan for making output tables for national use and for Eurostat (BHAS, RS and FIS).
- It needs to be decided whether the demand side survey will become a module connected to the HBS (BHAS, RS and FIS).

10) Development and documentation of method:

- Has to be done before September 2013 (Subject matter method, IT, sample).

11) Dissemination and reporting

- Internal publication of results from pilot will be made before September 2013 (BHAS, RS and FIS).

2.2. Accommodation statistics

The following detailed plan was discussed and agreed upon during the mission. Furthermore, an agreement was reached regarding a standardized questionnaire for the accommodation statistics.

DETAILED PLAN – ACCOMMODATION STATISTICS

1) Re-design of questionnaire

- Lack of coherence between star/category-classifications (only national matter). Classifications need to be harmonized (long term issue)
- NACE rev. 2-classification is ready
- There is a need for a NUTS 2-classification. This will be examined further in the next mission.
- Clarity about the definition of capacity (see EU-manual)
- The revised questionnaire will be send to RA 19th of October (EMR)
- The questionnaire needs to be translated before 31st of October. The EU-manual also has to be translated. A prioritized list of important chapters from the manual will be sent to the RTA. Djemka will find translator and inform entities about deadline for translation of these chapters from the manual
- An agreement on substance of the questionnaire was reached during the 4th mission. The statistical institutions will layout the questionnaire after the 4th mission and prior to the printing of the questionnaires
- It has to be very clear in the instruction to the accommodation establishments that they should ask for the country of residence, not the nationality. A note has been inserted directly above the questions of residence.
- A standardized instruction needs to be made prior to printing of the questionnaires (EMR)

- Printing and dissemination of questionnaires before end of 2012 (questionnaires for a whole year are sent at the same time).
- Printing and layout will be planned internally by the entities

2) Development of methodology

- Documentation
- 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

- A 10+-threshold fulfills the requirements from the EU-regulation.
- As a supplement a survey that covers the establishments with 1 to 9 bed places can be initiated
in order to be able to estimate full population and obtain full coverage. The BHAS has expressed a need for a full coverage of the population of the accommodation establishments since there is no possibility for the time-being to determine the share of the establishments with 1 to 9 bed places. The time schedule and method still needs to be clarified. BHAS and the statistical institutions will discuss this subject further and reach an agreement by the end of October.
- Furthermore, it needs to be established how many small establishments there are and whether to cover all registered businesses when to collecting the data. BHAS and the entities are responsible for this decision.

4) IT

- Modification of entity applications
- BHAS will define the form of the output tables from the entities to BHAS
- Validation of data needs to be defined
- Basic validation in database before the data is sent to BHAS
- Development of application for Brcko District that may later be used as a standard application for all of the statistical institutions
- 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 Federal Tourism Organization collects its own data. It would perhaps be a good idea to examine whether they obtain the same variables. If that is the case, they could get the data from the agency instead of collecting it themselves in order to decrease the burden for the respondents.
- Data collection by the Federal Tourist Organization is voluntary and not based on legislation as is the case with the entities and the BHAS.

- Written agreement (FIS) has been drafted and disseminated among stakeholders. Now FIS is awaiting feed-back from the stakeholders. RS already has a draft agreement that needs to be disseminated.
- A meeting/increased communication with the stakeholders
- Perhaps connect the Technical Assistance Project in the ministry with this twinning project. BHAS will examine what the project entails by contacting the ministry

6) Legal framework

- There is a lack of implementation of legal sanctions when collecting data (national matter)
- 3 legal articles regarding the obligation of the accommodation establishment for providing data to the statistical institutions

3. Conclusions and recommendations

The statistical agencies will have to examine whether the Balance of Payments can finance a module on same-day visits in the demand side statistics. Furthermore, it needs to be clarified how the pilot survey on the demand side statistics will be financed. Hence, the statistical agencies will have to agree upon a budget for the pilot survey after the 4th mission. On the more long-term scale, the statistical agencies need to agree upon whether the Demand side survey should be integrated into the Household Budget Survey as a module or be carried out as an independent survey. Regarding the accommodation statistics, it needs to be clarified what threshold is to be used in the statistics. This also has to be done before the end of October 2012.

It was reported that in 2013 a National Census is planned. The grossing up-procedures for the demand side statistics require clear information on the size of the full population in BiH. This issue still has to be clarified further in the future missions.

Actions needed for preparing and conducting the next mission or future missions

Action	Deadline	Responsible person/institution
The revised accommodation and pilot survey questionnaires will be send to RA	19 th of October 2012	EMR
An instruction for the questionnaire has to be finalized	Before November 2012	EMR
The revised accommodation and pilot survey questionnaires needs to be translated	Before 31 st of October 2012	RTA
Printing and dissemination of accommodation questionnaires to the establishments	Before end of 2012	FIS, RS, BHAS
Translation of EU-manual	End of November 2012	RTA

Discussion and an agreement on the threshold of the accommodation statistics	By end of October 2012	BHAS, FIS, RS
Modification of entity applications/output tables and discussion of transmission agreement for accommodation statistics	Before 5 th mission	BHAS, FIS, RS
Layout and format of the pilot survey questionnaire will be ready	End of November 2012	BHAS, FIS, RS
The definition of expenditure on durable and valuable goods has to be clarified with the Central Bank and National Accounts	Before November 2012	BHAS
A draft budget for the pilot survey will be agreed upon	31 st of October	RTA, BHAS
An inquiry into the division of tasks for the pilot survey	Prior to Steering Committee Meeting in November	BHAS
Every statistical institution has to supply a method-expert in order to form a subject matter Method-group and a tourism-expert in order to form a subject matter tourism-group.	Before the end of 2012	BHAS, FIS, RS

Topics for the next meeting, action 1.5.5

1. The demand side pilot survey
 - a. An evaluation of the detailed plan for the demand side pilot survey
 - b. The methodology and grossing-up procedures
 - c. A discussion on a plan for a regular survey
 - d. The Italian experience
2. The supply side statistics
 - a. An evaluation of the detailed plan on the supply side statistics
 - b. Discussion on feed-back from the respondents of the standardized questionnaire
 - c. Discussion on methodological document
 - d. The Italian experience
3. Specification of future work plan
4. Planning of a future mission

Annex 1. Terms of Reference

Tourism Statistics
15th - 19th October 2012
Terms of Reference - Activity 1.5.6.
EU Twinning Project BA 08-IB-FI-03
BHAS, Ferhadija 11, Sarajevo

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

Benchmarks
A) Plan for pilot survey on tourism statistics developed by the 2nd project quarter (March 2012). (Not completed as a final)
B) Plan for modification of existing survey on tourism statistics developed by the 2nd project quarter (March 2012). (Not completed on time)
C) Detailed plan and preparation for regular production of tourism statistics by 4th project quarter (September 2012). (Not completed yet)
D) Pilot survey on tourism statistics conducted and existing surveys on tourism statistics modified by the 6th project quarter (March 2013).
E) Relevant results analyzed and plan for regular surveys in force by 8th project quarter (September 2013).
F) Methodologies developed and documented by 8th project quarter (September 2013).

1.5.6. Activity
Preparation of pilot for new survey on tourism and improve existing tourism survey (modified)

The expected activities are:

- Discussion on needs for information by the stakeholders
- Discussion on demand side survey in scope of content, sample frame, sample design, frequency of data gathering, etc.
- Preparation of the questionnaire on demand side of tourism for pilot survey based on proposal “Draft Questionnaire – Ver.1”, sent by expert.
- Preparation of detail plan of activity for conducting pilot survey for all phases of production process including testing of questionnaire in households, sampling, coverage, collection of data, processing of data, dissemination, time of realization, responsible units involved in the process of production, etc.
- Preparation of the final design of the modified questionnaire for supply side of tourism
- Preparation of detail plan of activity for regular production improved accommodation statistics survey for all phases of production process (frame of survey, sampling, coverage, and IT support), date of realization, responsible units in the process of improvement and production, etc.
- Presentation of the dissemination tables on Danish tourism statistics for national and international purposes and transmission tables to EUROSTAT.
- Specification of future project activities including content of activities for additional missions
- 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

Expected output

- A) Draft Questionnaire – Ver.2 for pilot survey on demand side adopted
- Detailed Plan activity for conducting pilot survey completed
 - Final version of modified questionnaires and other material in use for monthly accommodation statistics adopted
 - Detailed Plan of activities for regular production of improved accommodation statistics completed

Explanation of the Expected output

In the field of Internal tourism statistics it is expected that participants, based on the proposals of expert and feedback of stakeholders, adopt version of questionnaire for pilot survey on tourism as well as detailed plan and preparation for production of pilot survey.

In the field of domestic tourism statistics it is expected that participants, based on the proposal given by expert and feedback from stakeholders, adopt final version of standardized questionnaire for the accommodation statistics and all other material needed. It is also expected adaption of detailed plan for modified survey on tourism accommodation statistics.

Annex 2. Participants

Agency for Statistics of BiH

Jasmina Omić, Senior Adviser in the Service Statistics

Edin Šabanović, Assistant Director, Sector for Statistical Methodology and Standards

Alen Bajramović, Head of the Service Statistics Department

Azur Đapo, Senior Officer for services, District Brčko

Nataša Lučić, Assistant Director, Head of STS

Institute for Statistics of Federation of BiH (FIS)

Sanja Ambrožić, Head of the Service Statistics and Foreign Trade Unit

Dževahira Bušatlija, Senior Adviser for Tourism Statistics

Fatima Demirović, Senior Officer for Technical Work and Data entry

Institute for Statistics of Republika Srpska (RSIS)

Jelena Glamočika, Head of the Service Statistics Department

Miroslav Ilić, Senior statistician, Hotels and Restaurants statistics

Stakeholders

Danica Lucic, CBBH

Krunoslav Šetka, Federal Ministry of Environment and Tourism

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Svjetlana Pavicic, Interpreter

Annex 3. Agenda

15th of October (Monday) – 19th of October (Friday)

Time	Event	Purpose / detail
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15 October, 12:00	Meeting with stakeholders	<ul style="list-style-type: none"> a. Current situation of tourism statistics in BiH b. Information needs as expressed by the stakeholders c. Feed-back on the standardized draft questionnaire from the stakeholders involved d. Discussion of draft co-operation written agreement between stakeholders and statistical agencies which cover both the supply and the demand side (Stakeholders ,Else-Marie Rasmussen, Participants)
	Discussion about demand side statistics	<ul style="list-style-type: none"> a. Discussion on the feed-back on the revised and standardized questionnaire among their colleagues in statistical institutes b. Agreeing upon a final revised version of the pilot questionnaire. c. Agreeing upon a budget for the pilot survey. d. Agreeing upon sample frame and design. e. Presentation of Danish dissemination output tables for the national publications and transmission tables for EUROSTAT f. Defining main components of the detailed plan for the demand side survey (Else-Marie Rasmussen, Participants)
	Discussion about supply side statistics	<ul style="list-style-type: none"> a. Discussion on the feed-back on the revised and standardized questionnaire among a few hotels and other accommodation facilities b. Agreeing upon a final revised version of the questionnaire for the accommodation statistics based on the draft standardized version of the questionnaire made by expert. c. Presentation of Danish dissemination output tables for the national publications and transmission tables for EUROSTAT g. Defining main components of the detailed plan for the supply side survey (Else-Marie Rasmussen, Participants)
	Specification of future projects activities	– (Else-Marie Rasmussen, Participants)
	Preparation for the next mission	<ul style="list-style-type: none"> – Preparation of the list of topics for the next mission – Preparation of the list of activities to be done before the next mission (Else-Marie Rasmussen, Participants)
19 October, 12:00	Debriefing	Other issues and evaluation of the Mission (Else-Marie Rasmussen, Participants)