

TWINNING CONTRACT

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

Bosnia-Herzegovina



MISSION REPORT

on


Tourism Statistics

Component no. 1.5.7 activity

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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

One of the main topics of this mission was to give further recommendations and clarifications for planning and conducting a demand side pilot survey. In order to comply with the EU regulation a detailed plan and timetable for carrying out the pilot survey was adopted. Furthermore, recommendations for revising the draft questionnaire was discussed and agreed upon during this mission.

Another purpose of this mission was to give suggestions about further improvement of the production of accommodation statistics. Moreover, the detailed work plan of the accommodation statistics was revised and adopted.

The following was discussed and elaborated on during the mission:

Supply side:

- The production process of Statistics Finland's accommodation statistics was presented and discussed. This was used as a starting point for discussion on methodological issues such as statistical unit used, scope of observation, handling of non-response, imputation methods, data collection modes and dissemination.
- The expert of FI explained the importance of the Accommodation Establishment Register as a basis of the data collection in Finnish case. Based on experts' proposal the importance of establishing 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.

- The population frame selected for the survey was discussed. It was noted that the population frame should consist of all establishment in order to ensure the quality and coverage of the accommodation statistics.
- Handling of non-response was considered to be challenging and the Finnish expert explained their solution of imputing the missing values by using the stratification by the size variable at the first stage of the imputation process.
- Other methodological issues were discussed in order to give proposals for drafting the methodological document. The need of the detailed documentation was recognized.

Demand side:

- The production process of Statistics Finland's The Finnish Travel Survey was presented and discussed. The emphasis was on the methodological and practical issues such as the organization and responsible units, definitions, classifications, list of variables, sampling design, questionnaire design, grossing up procedures and data dissemination.
- 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 interview method for the pilot survey will be face-to-face interviews based on the revised questionnaire. It was agreed that the observation unit will be household and that all the members of the household (15+ years) will be interviewed. The interviewers and statistical authorities have been using this approach in other household surveys and it is beyond this pilot study's framework to test interviewing both the entire household and a random selection of one of the household members.
- The pilot survey will be carried out in May 2013 and reference period will be the last 12 months. Due to the date of the survey (before summer period) there will most likely be a significant underreporting of both number of trips and costs due to the memory loss. Bias due to the long target period will also affect the results of the future regular survey. The Danish expert estimated that the imbalance of the annual survey could be significant (up to 40 per cent) compared to when the survey is conducted quarterly. It has to noted that while conducting a survey you have to always balance between resources, user needs, response burden and the quality of statistics.
- The questionnaire needs to be revised due to the methodological changes. The questionnaire should be built up by using three components. The first component is related to the members of a household. The structure should be similar to the current one in Labor Force Survey and Household Budget Survey in BiH but with the fewer questions corresponding to the needs of pilot survey. The second component consists of the basic questions related to the travelling of the household members over 15 years. The third component should consist of the more detailed questions of the e.g. five trips.
- The need for very detailed instructions, such as practical and clear examples and best practices, to interviewers were recognized. The experiences of other household

surveys should be utilized both in training and setting up the questionnaire and interviews.

- The regular survey will be most likely to be done in an annual basis and carried out in same time each year. This has to be decided after the pilot survey. The timetable is also highly dependent on the finalization of the Population Census. Moreover, the size of the sample will be dependent on the available budget and human resources. In Finland, the survey is conducted monthly and in Denmark quarterly in accordance with the national needs.
- It was reported that a Population Census is planned in October 2013. The grossing up procedures for the demand side statistics requires precise information on the size of the full population in BiH. The results of the census will provide a new and highly improved population frame for the regular survey.

It was suggested that the next mission will take place in the second half of June. The date still needs to be verified.

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 fifth mission within subcomponent 1.5 on tourism statistics of the project. This mission was aimed at preparing the final version of the questionnaire and instructions related to the pilot survey of the demand side of tourism. In addition, the mission had the purpose of elaborating 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 on current activities regarding development on supply side statistics
- Presenting of the Finnish accommodation statistics’ survey for national and international purposes as regards to all phases of the production process
- Discussing on the methodological document of the accommodation survey
- Discussing on current activities regarding development of the pilot survey on the demand side statistics
- Presenting of the Finnish demand side survey for national and international purposes as regards to all phases of the production process
- Preparing the final version of the questionnaire and instructions on demand side of tourism for the pilot survey
- Discussing on the methodological and supporting documents for the demand side statistics
- Discussing the detailed plan for a pilot survey
- Preparing of activities to be done before the next mission
- Preparing the list of activities for the next mission

The consultants 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 consultants.

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, Statistics Denmark or Statistics Finland.

2. Assessment and results

The main focus of this mission was to revise and adopt a draft version of the detailed timetable and the activity plan of the demand side pilot. Furthermore, a detailed activity plan for the supply side statistics was elaborated and adopted.

The following things were achieved during the fifth mission:

- A final version of the detailed timetable and the activity plan of the demand side pilot survey were adopted.
- A detailed activity plan for the supply side statistics were discussed and revised.
- The methodological issues for both statistics were discussed.
- The suggestions for further development for both demand and supply side statistics were discussed
- The Finnish examples of both demand and supply side statistics 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. During this discussion, the following suggestions were given by the experts.

Coverage

It is not the purpose of the pilot survey to conduct a fully representative survey, which can be used for a provisional estimate for BiH, but to test all stages of the regular survey. Stratification of the geographical areas will be performed in order to make the best use of the budget available for the pilot survey.

Population and sampling

At present, the Master Frame from 2009 constitutes the sample population in BiH. The frame population is going to be used for the pilot study, which will be conducted in May 2013. The Population Census will provide a new and highly improved sample population. The sample population is currently based on the households/dwellings, which are stationary and the persons living in them at the time of registration. Consequently, the observation unit is the households for the pilot survey in 2013. The Labour Force Survey and the Household Budget Survey in BiH are household surveys, where questions are posed to the whole household. To test both an inquirer of the whole household and a random selection of one of the household members with two different questionnaires is beyond the bounds of the framework of the pilot survey. Subsequently, a survey is conducted of the whole household with which experience has already been gained. A random selection of one member of the household will also result in a variance increase due to one weight for the number of members in the household.

Design

The pilot survey will ask questions concerning trips within the last year. The survey will be conducted in May 2013 and will contain questions relating to the last 12 months. Subsequently, the summer of 2012 is far from the reporting period and therefore a significant underreporting are to be expected with regard to the number of trips and costs, due to the long period of time and memory loss. Bias due to the long time period of one year will also have an effect on the principal survey. The bias may be considerable – up to 40 per cent, compared to asking questions only 3 months back in time. This concerns a weighing of the available resources in relation to the requirements of the user needs with regard to the overall statistical needs. Whether the principal survey is split up into 4 quarterly surveys, each asking questions 3 or 12 months back in time or as one annual survey will be clarified after the pilot survey. In Denmark, the survey is conducted quarterly and in Finland on a monthly basis in accordance with national needs.

Questionnaire

The questionnaire is to be built up, comprising 3 components. In the first component, questions are asked to all members of the household. The set-up will be similar to the present one in the Labour Force Survey and Household Budget Survey in BiH, but will include fewer questions, corresponding to the requirement in the demand survey.

The second component includes questions concerning trips made by the household members who are over 15 years old. Questions are first asked with regard to a person's trip, and thereafter to each of the other members of the household, but there will also be interviews where the household members are posed questions as an entire household. As the questionnaire is a paper questionnaire, it is flexibly possible to construct the questionnaire for both interview situations. Guidance and training of the interviewers must outline this situation. When the first component has been clarified, our proposal is that the name and number of each individual household member is written on the list of the number of trips in the horizontal lines of component 2. The trips are described in the vertical rows.

The second component starts off in the following way:

We will ask questions concerning the trips made over the last 12 months where at least one overnight accommodation was made. The overnight accommodation could be with family, in a hotel or in another place in BiH or abroad.

When were your last trips involving overnight accommodation abroad?

With this introductory question, attention is focused on trips outside the home in connection with a trip and that this may involve both family, hotels, domestic or abroad.

In asking to the latter, this must be elaborated and thereafter open up gradually questions to the other respondents' knowledge. The introductory question can, of course, be formulated in a different way with the same content. When the respondent has confirmed a trip with accommodation, the following questions can be instrumental in elaborating on this.

- Which household member participated (re-formulation of former question 9). A marking is inserted next to the household members who participated.
- In which month was the trip made (former question 7).
- How many overnight stays (former question 8)
- Which one was the final destination (former question 10 and 10a)
- What was the purpose of the trip (former question 11)

When this information about the trip has been laid down, the following question is asked.

When was your next trip made over the last 12 months? In the list, space is made for, e.g. the last 5 trips and if there are more trips, collect data of different type of trips (at most 10 trips). If a household member has made more than 5 trips, it must be examined whether other members of the household have also made any trips, which have not been stated during the same period. If this is the case, elaborate questions are asked to these trips. A relevant possibility with respect to each trip is to be able to mark for the number of trips of the same type and the number of overnight stays, similar to Finland.

The following questions are used in conclusion for each individual person:

You have stated xx trips in which you have participated? Are they all the trips with overnight stays outside the home in which you have participated during the last 12 months? If this is confirmed, the number of trips is written down. Otherwise, the additional number of trips and thereafter the total number of trips during the last 12 months are written down.

When the second component has been clarified, not more than 5 trips are, e.g. selected in component 3 for which elaborate questions are asked. How many and the criteria must be clarified for those that are subsequently to be imputed for any remaining trips. Costs for each trip can be estimated for all household members and then divided by number of members of a household which participated in a specific trip.

For the trips selected the following questions 12-25 in the draft questionnaire are subsequently asked. The questions concerning costs cover the costs of all member of the household (15+ years) who participated in the trip, which were incurred during the trip and at the destination. Pre-paid costs before the trip are excluded. The reason for this is to be explained to the interviewers, and they must be aware that during the interview this may seem to be a strange thing for the respondent.

It was discussed during the mission whether a basic payment should be made on the basis of the questions completed, which covered 95 pct. of the situations, and a fixed additional payment if there were many persons in the household with a great number of trips.

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

DETAILED PLAN - DEMAND SIDE SURVEY

Every statistical institution has to supply a tourism subject matter-expert in order to form a tourism-group by 17th February.

1) Re-design of questionnaire

- The revised questionnaire has to be ready by end of February (BHAS, FIS, RSIS)
- The testing and final version has to be adopted by 10th of March (BHAS, FIS, RSIS)
- Instructions for interviewers has to be prepared by 17th March (BHAS, FIS, RSIS)

2) Printing materials

- Preparation for printing (final design of all methodological documents) has to be done by 24th March (BHAS, FIS, RSIS)
- Printing the methodological documents (questionnaire, instructions, other material) by 7th April (BHAS)
- Printing of final report by September 30th (BHAS,)

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 no later than 16th June.

4) Sample frame and design

- Every statistical institution has to supply a method-expert in order to form a Method-group by 24th February
- Defining the methodology on sample selection (coverage, criteria for sample selection and other methodological issues) for the pilot survey (Tourist and Method group) by 24th February.
- Drawing the sample for the pilot survey by 10th March.
- 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 by 17th March,
- 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 approx. 1000 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 by 24th March.
- Preparing records for interviewers and controllers by 21st April
- Pilot Survey fieldwork will be conducted in two weeks period between 13th and 26th May.
- Collating records of interviewers and controllers by 2nd June.

6) IT-support

- It is necessary to form a group of IT-people from the statistical institutions before 17th March.

- IT application for data entry and error checks developed and tested before 21st April.
- Collating of data in database by 16th June.

7) Data editing and processin

- Defining controls have to be made by 31st March.
- Preparation of output tables by 14th April.
- Proposal of imputation methods by 28th April.
- Data control and data coding by 2nd June.
- Data entry including editing and error checks by 2nd June (Cleaning data by 9th June).

8) Analysis of the results

- Grossing-up procedures will be made by method-group by 28th April
- Weighting and analysis of weight data by 30th June.
- Evaluation of data quality by 30th June.
- RSIS, FIS and BHAS will analyze the results till September 2013.

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 September 2013 (BHAS, RSIS, FIS).

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

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

11) Dissemination and reporting

- Compiling an internal report of the pilot will be made in September 2013 (BHAS, RSIS, FIS).

Description of Activity	Responsibility	wk6	wk7	wk8	wk9	wk10	wk11	wk12	wk13	wk14	wk15	wk16	wk17	wk18	wk19	wk20	wk21	wk22	wk23	wk24	wk25	wk26	wk27	wk28	wk29
		11.02-17.02	18.02-24.02	25.02-03.03	04.03-10.03	11.03-17.03	18.03-24.03	25.03-31.03	01.04-07.04	08.04-14.04	15.04-21.04	22.04-28.04	29.04-05.05	06.05-12.05	13.05-19.05	20.05-26.05	27.05-02.06	03.06-09.06	10.06-16.06	17.06-23.06	24.06-30.06	01.07-07.07	08.06-14.07	15.07-21.07	22.07-28.07
Drafting the questionnaire																									
Testing and finalizing the questionnaire																									
Interviewer instructions																									
Defining controls																									
Preparation of output tables																									
Proposal of imputation methods																									
Preparation for printing																									
Printing the questionnaires and instructions																									
Defining the methodology on sample selection (sample frame)																									
Sample selection																									
Grossing up procedures																									
Preparing the sample for fieldwork																									
Data entry programme development and testing																									
Engagement of interviewers, controllers																									
Preparing records for interviewers, controllers																									
Interviewer and controllers trainings																									
Survey fieldwork																									
Fieldwork controls																									
Receipt of materials from interviewers, controllers																									
Data coding and data controls																									
Data entry																									
Cleaning data																									
Collating records of interviewers and controllers																									
Payment of interviewers and controllers																									
Analysis and collating of data																									
Weighting and analysis of weight data																									
Evaluating data quality																									
Documentation of the stages of the pilot survey and methodology (before September)																									
Compiling an internal report (September)																									

2.2. Accommodation statistics

The production process and methodological issues of the Statistics Finland's accommodation statistics were presented and discussed. Moreover, the Danish questionnaire was being presented and discussed. Based on the presentations the following issues were being discussed in a more detailed level:

- The structure of the questionnaire: It was emphasized that the questionnaire should be as simple as possible and therefore user friendly. Moreover, the instructions should be clear and precise and the most important questions should be put at the beginning of the questionnaire.
- The imputation methods: treatment on non-response should be based on the most reliable and important variables. In Finnish case those are the size (bed places), type of the establishment, region and month. In BiH case the most convenient one might also be the size (number of rooms).
- Quality issues: Limited resources should be used in a way that the most important issues, such as the biggest hotels or the most important variables, will be covered.
- The co-operation between different stakeholders and respondents: Statistical authorities need to notice the challenge between response burden and user needs. The co-operation between NSI's and respondents is important in order to receive high-quality data and to minimize the non-response.
- Documentation: The importance of the methodological documents and practical working instructions were recognized.

The experts also gave the following recommendations for the data collection:

- Accommodation establishment register: Establishing such register would help to develop more comprehensive data collection and establishing the framework for the integration of all business related statistics.
- Population frame and threshold: The population frame is updated in 2013. In 2012, it consisted of approx. 450 units and in 2013 approx. 700 units. All 450 units can be identified in the 2013 population. There are no information of rooms and bed places from all new accommodation establishments and there are challenges with quality. There might also be hotels in the new population that are actually satellite hotels or such in the 2012 population. Therefore, all accommodation establishments in 2013 population are selected to the survey without the threshold. The quality will improve greatly when collecting data of all establishments.
- It was proposed that the communication with the users should be open and honest regarding the consequences of the above problem. Users want to have the best possible estimates but also the information how to use the estimates. Without this information the estimates do not have great value for users. The share of the new population should also be published e.g. in the annex to maintain the comparability between years 2012 and 2013. Because of this, there need to be clear lists of the units that are new.
- Type of survey: The paper questionnaire will remain as a survey vehicle in the near future. Accommodation establishment will expect the opportunity to answer by using a web questionnaire in the future but for coming years this is hardly a relevant issue. It costs to build a unit for designing and operating web questionnaires and it takes specialized knowledge to develop such questionnaires and techniques. The most important item of information is the number of nights spent and if this information can be collected, the next important ones are the breakdown by country and the purpose of the trip. It can be a great burden to collect this information and the purpose of the trip may be difficult to split-up. If these two variables are not available they must be imputed on the basis of the breakdown by country and the purpose of the trip from comparable data from overnight stays.
- If it is not possible to collect information on the number of nights spent by guests, it must be estimated on the basis of the number of guests and the number of rooms that has been rented out. And if these two items of information are not available in connection with a ratio estimate on the basis of the number of rooms or bed places. It should be possible to obtain, at least, information about the number of rooms as this information will frequently be available by phoning the hotel, the local tourist agency or calling personally at the hotel.
- Threshold used: There should be no threshold for the 2013 survey as every unit in the population should be contacted. The EU requirement will be 10 bed places. However, national requirements may justify a lower threshold. If a threshold is used, it is essential that there is a method for adjusting those that are below the threshold. In order to ensure that this grossing up is representative, a full completion of the questionnaire must be achieved for all the selected accommodation establishments above the threshold, even if that turns out in connection with contact that they are,

in reality, below the threshold. All accommodations establishments, which do not have estimated information about the number of bed places, should be included in the survey.

- Non-response: The item non-response and the unit non-response are expected to pose a great challenge. The best way is to make adjustment for this by using imputation instead of a weighting. In order to ensure that this imputation works, there must, at least, be information about the number of rooms or bed places.
- Grossing up procedures: As mentioned, the imputation will result in better estimates than a weighting for non-response. In a number of areas, it is, in fact, the same thing that takes place, when imputation will open up a better possibility of making use of all information, especially if there is non-response. Subsequently, if information for all accommodations establishments is collected, at least, with respect to the number of rooms or bed places, all grossing-ups will be imputations. Conducting a weighting can be considered for the remaining accommodations establishments, if there is not information about the number of rooms or bed places. However, another approach could be to completely exclude them from the statistics, as they are presumable small and there are already accommodations establishments that are active, but which are not known in the 2013 population.
- The following principles are applied in connection with the imputation: If the number of nights spent by guest is known, but not distributed by nationality or type of overnight accommodation, this is multiplied by the average distribution for comparable accommodations establishments. If information on the number of nights spent by guests is not stated, but the number of guests and rooms rented out is estimated by the number of nights spent by means of a regression analysis applying these two variables on the basis of comparable overnight accommodations. Selection of the final model is decisive with regard to obtaining the best possible degree of explanation of the most robust estimates, including positive signs. If there is no information on the number of guests and rooms rented out, they must be estimated by means of a ratio estimate of the number of rooms or bed places on the basis of comparable accommodation establishments.
- The scale of the step-by-step imputation is documented by means of central key figures. This is, preferably, conducted for each region and each area in order to disclose the quality and to encourage local efforts. It is possible to simulate the uncertainty and the robustness of simulations by means of, e.g. jack-knife imputations based on sub-sets of the sample or the importance of other definitions of comparable overnight accommodations in the imputation. Imputation methods provide better results than the weighting for non-response. Imputing can be utilized if we know the number of rooms or bed places of the establishment. Otherwise, weighting can be considered for remaining accommodation establishments.

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. A detailed action plan and timetable for the demand side pilot survey were adopted.

Regarding the accommodation statistics, it is recommended that the setting up of the Accommodation Establishment Register should be considered as a priority in the field of future development and work.

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

Action	Deadline	Responsible person/institution
Statistical institutions has to supply a tourism subject matter-expert in order to form a Tourism-group	17 th of February 2013	BHAS, FIS, RSIS
The revised final questionnaire has to be ready	28 th of February 2013	BHAS, FIS, RSIS
The testing and final version has to be adopted	10 th of March 2013	BHAS, FIS, RSIS
Instructions for interviewers has to be prepared	17 th of March 2013	BHAS, FIS, RSIS
Preparation for printing (final design of all methodological documents)	17 th of March 2013	BHAS, FIS, RSIS
Printing the methodological documents (questionnaire, instructions, other material)	7 th of April 2013	BHAS
Every statistical institution has to supply a method-expert in order to form a Method-group	24 th of February 2013	BHAS, FIS, RSIS
Drawing the sample for the pilot survey	10 th of March 2013	BHAS, FIS, RSIS
Preparing the sample for field work	17 th of March 2013	BHAS, FIS, RSIS
Training of interviewers	12 th of May 2013	BHAS, FIS, RSIS
Engagement of interviewers and controllers	24 th of March 2013	BHAS, FIS, RSIS
Preparing records for interviewers and controllers	21 st of April 2013	BHAS, FIS, RSIS

Pilot Survey fieldwork will be conducted in two weeks period	13 th - 26 th of May 2013	BHAS, FIS, RSIS
Collating records of interviewers and controllers	2 nd of June 2013	BHAS, FIS, RSIS
It is necessary to form a IT-group of IT-people from the statistical institutions	17 th March 2013	BHAS, FIS, RSIS
IT application for data entry and error checks developed and tested	21 st April 2013	BHAS, FIS, RSIS
Collating of data in database	16 th June 2013	BHAS, FIS, RSIS
Defining controls	31 st March 2013	BHAS, FIS, RSIS
Preparation of output tables	14 th April 2013	BHAS, FIS, RSIS
Proposal of imputation methods	28 th April 2013	BHAS, FIS, RSIS
Data control and data coding	2 nd June 2013	BHAS, FIS, RSIS
Data entry including editing and error checks	9 th June 2013	BHAS, FIS, RSIS
Grossing-up procedures	28 th April 2013	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 (e.g. imputation methods, grossing up procedures)
 - c. Experts' presentations of the methods used in Statistics Finland and Statistics Denmark
 - d. Discussion on a plan for a regular survey
2. The supply side statistics
 - a. Evaluation of the results on the supply side statistics
 - b. Discussion on feedback from the respondents of the standardized questionnaire
 - c. Preparation of the methodological document
 - d. The Finnish experience of the Accommodation Establishment Register
3. Specification of future work plan
4. Planning of the next mission

Annex 1. Terms of Reference

Tourism Statistics
4th - 8th February 2013
Terms of Reference - Activity 1.5.7.
EU Twinning Project BA 08-IB-FI-03
FIS, Zelenih beretki 26, 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). (Achieved)
B) Plan for modification of existing survey on tourism statistics developed by the 2nd project quarter (October 2012). (in process)
C) Detailed plan and preparation for regular production of tourism statistics by 4th project quarter (September 2012). (in process)
D) Pilot survey on tourism statistics conducted and existing surveys on tourism statistics modified by the 6th project quarter (March 2013). (Not achieved). Note: This benchmark refers to the demand side.
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)

1.5.7. Activity

Preparation of pilot for demand side survey and improvement of supply side survey on tourism statistics (modified)

The expected activities are:

Supply side statistics:

- Discussion on current activities regarding development on supply side statistics.
- Presentation of the Finnish accommodation survey for national and international purposes for all phases of production process.
- 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 Finnish 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.2”, sent by expert.
- Discussion on methodological and supporting document for demand side statistics.
- Discussion on detailed plan for a pilot survey.

Preparation for 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) Final version of Questionnaire and instruction manual for pilot survey on demand side adopted.
- B) Final version of Detailed plan for a pilot study on the tourism demand side adopted.
- C) Draft version of methodological document for demand side survey adopted.
- D) Draft version of methodological document for supply side survey adopted.

Explanation of the Expected output

In the field 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 conducting the pilot including detailed plan and 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

Agency for Statistics of BiH

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

Jasna Hadzic, Head of the Sampling Survey and Methodology Division

Alen Bajramović, Head of the Service Statistics Department

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Annex 3. Agenda

4 February (Monday) – 8 February (Friday)

Time	Event	Purpose / detail
4 February, 12:00 -16:00	Discussion about supply	- An evaluation of the detailed plan on the supply side statistics (Experts, Participants)
5 February, 09:00-16:00	side statistics	- Discussion on feed-back from the respondents of the standardized questionnaire in the scope of number of variables, instructions and other issues (Experts, Participants)
		- Discussion on methodological document Timetable, reference period, population frame, type of survey, statistical unit, treshold used, on-response rate, grossing –up

		<p>procedure, metadata and quality report . (Experts, Participants)</p> <p>- Presentation of Finnish supply side survey (methodological and practical issues): Statistical unit used, scope of observation, use of administrative data, variables for capacity and occupancy, questionnaire, occupancy rate of bedrooms and bed places, breakdowns, data collecting , processing, dissemination output tables for the national publications and transmission tables for EUROSTAT, methodological document, (Experts)</p>
6-7 February, 09:00 -16:00	Discussion about demand side statistics	<p>a. An evaluation of the detailed plan for the demand side pilot survey (Experts, Participants)</p> <p>b. Discussion on methodology and grossing-up procedures 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 (Experts, Participants)</p> <p>c. A discussion on a plan for a regular survey (Experts, Participants)</p> <p>l. Presentation of Finnish demand side survey (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>
	Specification of future projects activities	(Experts, Participants)
	Preparation for the next mission	<p>- Preparation of the list of topics for the next mission</p> <p>- Preparation of the list of activities to be done before the next mission (Experts, Participants)</p>
8 February, 12:00	Debriefing	Other issues and evaluation of the Mission (Experts, Participants)