

TWINNING CONTRACT

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

Bosnia-Herzegovina



MISSION REPORT

on


Assessment of Tourism Statistics

Component no. 1.5, Activity 1.5.1

Mission carried out by Ulrich Spörel, Destatis
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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 topic of this mission was an assessment of the current situation of tourism statistics with the additional intention of drafting of a plan for a pilot survey on tourism statistics and to develop recommendations for modifications of the existing supply side statistics.

Currently, monthly accommodation statistics are published on entity and state level. FIS, RSIS and Brcko collect monthly data on tourism establishments and disseminate the aggregated data to the state level BHAS. There is a need for a harmonization of the accommodation statistics with the NUTS 2-standard and the NACE Rev. 2-classification and some amendments of the data collection programme in order to ensure compliance with the EU-regulation on tourism statistics. There is currently no collection of demand side data. In order to comply with the EU-regulation a plan for a pilot survey on demand side tourism data needs to be made.

Relating to the EU-regulation, the main findings regarding the existing monthly and annual surveys were:

SUPPLY SIDE

- The entities FIS, RS and Brcko all cover in principle the full population of tourism establishments, without limitation of the scope by any threshold. However, it was reported that in some regions the response rate of the establishments is not yet satisfying.

- The practical data collection is conducted by the Statistical Institutes of the two entities and the Brcko District. It is supported by the use of business register and administrative register.
- A comparison between the national categorization and NACE Rev. 2 is needed.
- Currently, figures on the net occupancy rate of both, bed places and bedrooms are not collected as required in the EU-regulation. On the basis of the information on working days which is already available in FIS and RSIS it should be possible in the future to calculate the net occupancy rate of bed places. This as well as methods to compile the occupancy rate of bedrooms will be discussed on the next mission.
- Data on the countries of residence of the tourists are collected according to a detailed list of countries. The compatibility of this list with the list in annex I, section 3 E of the EU-regulation has to be checked.
- There is a need for an application of the NUTS-classification in order to be able to implement the variables “Degree of urbanization” and “Coastal/non-coastal localities”.
- Timeliness of the accommodation statistics publications has been reported as being within 8 weeks. Thus, the implementation of the rapid key indicators as required by the EU-regulation should be possible.
- For some regions, in particular in FBiH, a significant reluctance from the side of the respondents to provide the required information was reported. A stronger support from the side of tourism policy and administration would be helpful.
- In this context as well as for a comprehensive preparation of the pilot survey on tourism a meeting with the main stakeholders on the occasion of the next mission was suggested by the experts.
- There needs to be a further discussion on the concept of residency and its implementation in the data collection.

DEMAND SIDE

- Currently, no survey on the demand side of tourism does exist in BiH. This is one of the two pillars of the EU-regulation. It was reported that some data are collected at the border by the State Border Service. However, there is no information available on the quality of these surveys whose results are currently not disseminated to the statistical agencies. BHAS and the entities need to examine the current data validity and availability before the next mission in order to assess whether the border surveys could be used as an additional data source for the demand side statistics of tourism.
- It also needs to be examined whether a pilot survey on the demand side of tourism could be integrated into the Household Budget Survey. This survey is currently conducted triennially in BiH.
- The data collection is delegated to the entities and Brcko District.
- The sample design, estimation procedures and interview method need to be specified in a future mission
- It was concluded that in this first pilot survey only a selection of the most relevant variables should be included. A first draft with a list of selected variables as listed in section 2 of Annex II of the tourism statistics regulation was drawn up.
- The inclusion of outbound same-day visits depends on the resources available and needs to be further discussed.
- It needs to be clarified how a pilot survey can be financed.

It was suggested to include stakeholders from tourism policy and administration for a common meeting during the next mission in order to discuss the selection of variables to be

introduced in the pilot survey on tourism demand. Furthermore, the problems the statistical agencies/institutes are faced with due to the reluctance of the some of the respondents should be discussed with the stakeholders.

BHAS will invite the relevant stakeholders for a meeting during the 2nd mission.

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 has to be clarified further in the future missions.

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 first mission within subcomponent 1.5 on tourism statistics of the project. This mission was aimed at assessing the current situation of tourism statistics in BiH as well as drafting a plan for a pilot survey for the demand side statistics. In the area of tourism the only statistical survey in BiH currently is the accommodation statistics. For the time being neither a demand side survey nor information from a boarder statistics are available. Concerning the accommodation statistics there are minor adjustments needed in order to make the statistics compliant with the legal requirements from the EU-regulation. As regards statistical information on national tourism (participation in tourism or information on tourism trips and visitors making these trips) there is currently no statistical source available in BiH. The intention here is therefore to draft a plan for a pilot survey that is able to fulfill the legal requirements from the EU-regulation.

The concrete objectives of the mission were:

- Presentation of an overview of the EU-regulation regarding tourism statistics
- Assessment of the current situation of tourism statistics in BiH
- Identification of actions needed to be in compliance with regulation
- Initial discussions on the possibility of using other sources in the demand side statistics
- Preparation for general work plan for this subcomponent
- Preparation of activities to be done before next mission(s)
- List of activities for next mission

Both consultants would like to express thanks to all officials and individuals met for the kind support and valuable information which we 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 or Destatis/Statistics Denmark.

2. Assessment and results

2.1 Introduction

The main focus of this mission was to make an assessment of the current situation of tourism statistics in BiH and furthermore to have a first discussion on a plan for a pilot survey covering the demand side of tourism.

As a starting point for the further work, an overview of the EU-regulation concerning Tourism Statistics was presented by Ulrich Spörel and Else-Marie Rasmussen. The two annexes of the EU-regulation describe the data provision requirements that have to be fulfilled. The respective variables and their breakdowns were discussed in detail.

Annex 1 refers to the supply side of tourism. Here those variables are listed that have to be collected from the accommodation establishments. The annex is divided into two sections; the former dealing with the capacity of the accommodation establishments and the latter with the occupancy.

The variables to be collected are:

- Capacity:
 - Number of accommodation establishments
 - Number of bed places
 - Number of bed rooms
 - by three types of accommodation (NACE 55.1, 55.2 and 55.3, the number of bedrooms only for NACE 55.1)
 - Number of establishments accessible for persons with reduced mobility (only to be collected for NACE 55.1 and only triennially)

These data (except the last one) have to be transmitted annually. They have to be broken down by two types of locality:

 - a) The degree of urbanisation of the municipality where the tourist accommodation establishments are located:
 - densely populated area
 - intermediate area
 - thinly populated area
 - b) Location close to the sea
 - coastal
 - non-coastal
- Occupancy:
 - Number of nights spent and arrivals by residents and non-residents at accommodation establishments broken down by
 - type of accommodation (NACE 55.1, 55.2 and 55.3)
 - type of locality (a and b)
 - country or geographical area of residence of the guest
 - Net occupancy rate of bed places (only for NACE 55.1)
 - Net occupancy rate for bed rooms (only for NACE 55.1)

For both capacity and occupancy data the regulation allows for a limitation of the scope of data collection to be limited to accommodation establishments having at least 10 or more bed places or for NACE 55.3 having at least 10 or more pitches.

The data have to be transmitted annually (within 6 months) and a smaller selection monthly (within 3 months). A set of six rapid key indicators has to be transmitted monthly (within 8 weeks).

Annex II of the regulation deals with data collected from the demand side on participation in tourism, characteristics of tourism trips and visitors making these trips and on same-day visits.

The variables to be collected are:

- National Tourism/Participation in tourism for personal purposes:
 - Trips (long, short, domestic, outbound) made by residents aged 15 or more
 - Socio-demographic breakdowns into gender and age group
 - Main reasons for not participating in tourism
- Tourism trips and visitors making the trips:
 - Month of departure
 - Duration of trip in number of nights spent
 - Main country of destination
 - Main purpose of trip
 - Main purpose of trips for personal purposes
 - Participation of children on trips for personal purposes
 - Main means of transport
 - Main means of accommodation
 - Booking of trip
 - Expenditure on transport during the trip
 - Expenditure on accommodation during the trip
 - Other expenditure during the trip
 - Gender of the visitor
 - Age of the visitor
 - Country of residence of the visitor
- Same-day visits
 - Number of outbound same-day visits for personal purposes
 - Number of outbound same-day visits for professional purposes
 - Country of destination
 - Gender
 - Age group
 - Number of domestic same-day visits for personal purposes
 - Number of domestic same-day visits for professional purposes

2.2 Current situation of tourism statistics in BiH

The provision of tourism related data of BHAS as well as of the statistical agencies of the entities is currently limited to data derived from the accommodation statistics. Information on the travel behavior of the resident population collected from the demand side of tourism for the time being is not available. Hence, the assessment of the current situation of tourism statistics was constricted to the accommodation statistics in BiH.

2.2.1 The accommodation statistics

The practical work of data collection for the accommodation statistics in BiH lies with the statistical agencies in the two entities and the district of Brcko. They collect the data from the accommodation establishments, process them and compile the results for their areas of responsibility. BHAS receive aggregated data from the entities and compile these data to a state-level monthly publication.

Scope

The statistical agencies in principle cover the full population of accommodation establishments. Any threshold related to the number of bed places or bedrooms is not applied. Thus, the discussion of a scope of ten or more bed places or camping pitches was not elaborated on further in the first mission.

To support the data collection the statistical agencies make use of business and administrative registers but these seem to be of rather low quality.

However, the effective response rate was discussed and in some areas found to be insufficient. In particular, the region of Medjugorje - a region with a lot of tourists due to religious pilgrimage – was deemed to be problematic in terms of data collection and needs to be discussed further.

Variables

Within the framework of accommodation statistics results on the following variables are currently published by BHAS:

Capacity of tourist accommodation establishments

- Number of establishments
- Number of bed places
- Number of bedrooms

Occupancy of tourist accommodation establishments

- Number of nights spent by residents
- Number of nights spent by non-residents
- Number of nights spent by non-residents broken down by country or geographical area
- Number of arrivals of residents

- Number of arrivals of non-residents
- Number of arrivals of non-residents broken down by country or geographical area

In addition to these variables the EU-regulation also requires data on the net occupancy rate of bed places as well as on bedrooms (only for NACE 55.1). Both rates are currently not provided by BHAS. For the compilation of the net occupancy rate of bed places it would be sufficient to have the information on the working days of the accommodation establishment during the reporting month, or in other words: was it seasonally closed or not. This information is already available in FIS and should not be difficult to collect in RS and Brcko as well.

To collect data on the net occupancy rate of bedrooms is slightly more difficult and will be discussed on the second mission.

As from 2015 the number of establishments having one or more bedrooms accessible for persons with reduced mobility, including wheelchair users has also to be transmitted to Eurostat (triennially). This information is currently not collected either.

Breakdowns

The data are currently broken down by type of accommodation according to a national categorization which is more detailed than the three NACE-groups defined in the EU-regulation (NACE 55.1, 55.2 and 55.3). The compatibility of the national classification with NACE has to be checked before the next mission.

The list of countries of residence applied in BiH is more detailed than the requirements of the EU tourism statistics regulation. Nevertheless, its compatibility with the list laid down in the regulation has to be checked as well in preparation of the next mission.

Capacity as well as occupancy data are required by the EU regulation in a breakdown by two types of localities

- a) the degree of urbanisation and
- b) the location to the sea (coastal and non-coastal)

Both breakdowns are currently not provided by the tourism statistics in BiH. These two classifications are provided (for the EU Member States) by Eurostat. It was concluded that BHAS will contact Eurostat before the second mission to find out whether the classification by the two types of localities is already provided by Eurostat for BiH.

Sampling

The sampling on the accommodation statistics is the full population; this means that all the establishments providing short term accommodation services are included. The categorization of accommodation establishments applied in BiH and its entities is more detailed than the required NACE-classification in the EU-regulation. Nevertheless, it is necessary to check the compatibility of the national classification with the NACE classification as laid down in the annex of the EU regulation. BHAS will do that before the next mission.

Data collection

The data collection for the accommodation statistics is conducted in RSIS, FIS and Brcko with questionnaires which are similar but slightly different in the entities. The legal basis for data collection is the relevant law on statistics on state and entity level.

No electronic forms are as of yet available and the matter has not been discussed further during the first mission.

Calculations

No grossing-up procedures are applied for the accommodation statistics as it is a full population statistics and therefore in no need of grossing-up. The matter of imputation has not yet been discussed. The response rate in Brcko is 100 per cent. The response rate in RS is high as well. The response rate in FIS is relatively low (50-60 per cent) due to the lack of data from important tourist attractions as well as a certain reluctance among the respondents. This issue will be discussed further during the coming missions.

Periodicity and timeliness

Timeliness of the accommodation statistics publications has been reported as being within 8 weeks. This is faster than required by the EU-regulation and would enable BiH to fulfill as well the default deadline of 8 weeks for the six rapid key indicators.

2.2.2 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.

It was also concluded that this first pilot survey should not yet cover all variables specified in annex II. Variables on participation in tourism for personal purposes as listed in section 1 should be excluded in the first round. The variables related to tourism trips and the visitors making these trips were discussed intensively with the aim to select those which deemed to be the most important for the national use. As a result of the discussion the following preliminary list of variables was agreed upon:

- Month of departure	+
- Duration of the trip in number of nights	+
- Number of nights spent on the domestic territory	-
- Main country of destination	+
- Main purpose of the trip	+
- Type of destination, with multiple answer possibilities	(+)
- Participation of children in the travel party	(+)
- Main means of transport	+
- Main means of accommodation	+
- 5 different variables on the mode of booking	-
- Expenditure of the individual tourist during the trip on transport	+
- Expenditure of the individual tourist during the trip on accommodation	+
- Expenditure of the individual tourist during the trip on food and drinks in cafés and restaurants	+
- Other expenditure of the individual tourist during the trip; to be reported separately: durables and valuable goods	+
- Gender	+
- Age, in completed years	+
- Visitor's country of residence	+
- Educational level of the visitor	(-)
- Employment situation of the visitor	(-)
- Visitor's household income	(-)

Variables to which a “+” is attributed should be included in the pilot survey, those with a “-“ should not be included in the first pilot. The decision on variables with (+) and (-) should be reviewed once again.

All the variables listed above are part of section 2 of annex II of the EU-regulation. The representative of the Central Bank strongly recommended also including information on same-day visits into this pilot survey. Due to the fact that data collection on same-day visits is the most difficult from a methodological point of view the final decision on this issue was left open.

3. Conclusions and recommendations

It was suggested to include stakeholders from tourism policy and administration for a common meeting during the next mission in order to discuss the selection of variables to be introduced in the pilot survey on tourism demand. Furthermore, the problems the statistical agencies/institutes are faced with due to the reluctance of the some of the respondents should be discussed with the stakeholders. BHAS will invite the relevant stakeholders for a meeting during the 2nd mission.

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 has also 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
Provide the experts with translations in English of all questionnaires in use for monthly surveys on tourism. Any other material in use (such as informational letters to respondents) should be provided as well.	March 31 st 2012	BHAS (BD), FIS, RSIS RTA
Provide the experts with a list of establishments with breakdown to the 3 relevant NACE Rev. 2-classes. The existing establishments need to be categorized into NACE 55.1 (Hotels and similar accommodation), 55.2 (Holiday and other short-stay accommodation) and NACE 55.3 (Camping grounds, recreational vehicle parks and trailer parks).	March 31 st 2012	BHAS (BD), FIS, RSIS
A more intensified co-operation with stakeholders in tourism needs to be established. BHAS arranges a meeting with relevant stakeholders for the next mission.	Before 2 nd mission	BHAS RTA
It needs to be clarified how the pilot survey can be financed.	Before 2 nd mission	BHAS RTA
The BHAS will contact Eurostat to find out whether BiH is already included in the NUTS-classification. This is relevant for the implementation of the two "type of locality"-breakdowns in the EU-regulation.	Before 2 nd mission	BHAS
BHAS will check the compatibility of the currently applied list of countries of origin with the list in Annex I, section 3 E of the EU-regulation.	Before the 2 nd mission	BHAS
Examine the possible appropriateness of the Household Budget Survey as source for the demand side statistics. BHAS will forward the tourism-relevant parts of the documentation and questionnaire on the Household Budget Survey in English to the experts by March 15 th .	March 15 th 2012	BHAS
BHAS and the entities will examine the availability of technical assistance for the statistical design of the sample survey on demand side.	Before 2 nd mission	BHAS (BD), FIS, RSIS
Documentation on the methodology of Danish and German tourism supply side statistics will be transmitted to RTA for translation.	March 15 th 2012	Experts
Analysis of the designs of the accommodation statistics questionnaires.	Before 2 nd mission	Experts

Topics for the next meeting, action 1.5.2

1. Training on the conceptual framework of tourism statistics
 - a. Forms and concepts of tourism
 - b. The visitor concept
 - c. The usual environment
 - d. The definition of tourism
 - e. Sources of information on tourism
 - f. Main variables and their content of information
2. Meeting with stakeholders
 - a. Current situation of tourism statistics in BiH
 - b. Information needs as expressed by the stakeholders
 - c. Preparation of the demand side survey, discussion of the variables
3. Supply side issues
 - a. Presentation of the Italian accommodation statistics
 - b. Presentation of the German accommodation statistics
 - c. Data collection on occupancy rate of bed places

- d. Data collection on occupancy rate of bedrooms
 - e. Classification issues (NACE, NUTS)
 - f. Other issues (i.a. list of countries of origin and the issue of residency)
- 4. Preparation of the demand side survey
 - a. The Italian experience
 - b. The German experience
 - c. Discussion of the organizational framework (HBS, other surveys, separate survey)
 - d. Discussion of the data collection programme (variables)
 - e. Other issues
- 5. Specification of future work plan
- 6. Planning of future missions

Annex 1. Terms of Reference

<p style="text-align: center;">Tourism Statistics 30th January 2012 to 3th of February 2012 Terms of Reference - Activity 1.5.1 EU Twinning Project BA 08-IB-FI-03</p>
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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.
B) Plan for modification of existing survey on tourism statistics developed by the 2nd project quarter.
C) Detailed plan and preparation for regular production of tourism statistics by 4th project quarter
D) Pilot survey on tourism statistics conducted and existing surveys on tourism statistics modified by the 6th project quarter
E) Relevant results analysed and plans for regular surveys in force by 8th project quarter
F) Methodologies developed and documented by 8th project quarter

<p>1.5.1. Activity</p>

Assessment of the current situation of tourism statistics

The expected activities are:

- Presentations and discussions on the current status of the tourism statistics
 - Analysis of organization capacity

- Survey contents, coverage and collection of data
- Statistical unit used
- Variables and indicators produced and published (level of published data)
- Types of classifications used
- Survey design inclusive sampling, coverage and questionnaires
- Data processing and analyzing methods
- Data dissemination
- Existing legislation relating to the tourism activity, particularly in relation to the categorization of accommodation statistics
- Discussions and comparison of tourism statistics in BiH with EU regulations, recommendation and best practices,
 - Analysis of the legal and practical possibilities to collect data on tourism statistics
 - Overview of new EU regulations and methodology
 - Overview of EU Tables for transmission of tourism statistical data
 - Evaluation of the existing data and available resources and detection of the missing data
 - General recommendation for redesign and improvement of existing accommodation statistics
 - General recommendation for developing of a new / the pilot survey for missing data
- Preparation of general work plan for developing tourism statistics
- Preparation for the next mission
 - Preparation of the list of activities to be done before the next mission
 - Preparation of the list of topics for the next mission

Expected output

- Clarified current status of the BiH Tourism statistics and analyzed according to the EU regulations
- Proposals for modification of existing survey in accommodation statistics (capacity, occupancy)
- Proposals for introduction a new pilot survey for certain missing data
- Draft of the general plan for the future prepared
- Mission report – summarized and detailed version completed
- Detailed plan of the activities before the next mission and draft ToR for the next mission prepared and agreed by all partners (BHAS / FIS/ RSIS participants, experts and RTA)

Explanation of the Expected output

Until now, tourism statistics was not included within the projects of the development , so the statistical institutes in BiH expected from experts to give assessment of existing situation and detection of missing indicators through the analysis of the current production of

tourism statistics (regarding number of variables , indicators, coverage and methodology) and to identify necessary adoptions and changes .

Also it is expected to give proposals for improvements of existing survey of accommodation statistics capacity and occupancy of tourist accommodation) based on different surveys and methodologies as well as to recommend pilot survey for missing tourism statistics .

Annex 2. Programme for the mission

Agenda		
30 January (Monday) – 3 February (Friday) 2012		
Time	Event	Purpose / detail
30 January, 13:00	Welcome	Introduction by experts on the EU Twinning Project, Component 1 (Business Statistics), subcomponent 1.5. Tourism statistics and program of the week (Ulrich Spörel (DE), Else-Marie Rasmussen (DK))
	EU Regulations in Tourism statistics Danish tourism statistics	Short presentation of EU Regulations and Danish Tourism statistics (Else-Marie Rasmussen (DK))
	Current state in BiH Tourism statistics	Organization of Tourism statistics work including sharing of data between entities (BHAS) Current situation in Tourism statistics (BHAS) data: collecting , processing and dissemination of data (Participants from BHAS and District Brcko)
	Discussions	Participants and (Ulrich Spörel (DE), Else-Marie Rasmussen (DK))
	Current state in RS Tourism statistics	Current situation regarding Tourism statistics data: organizations collecting , processing and dissemination of data Participants from RZZS RS)
	Discussions	Participants and Ulrich Spörel (DE), Else-Marie Rasmussen (DK)
	Current state in FZS Tourism statistics	Current situation regarding Tourism statistics data, data: organizations collecting , processing and dissemination of data Participants from FZS FBiH
	Discussions	Participants and Ulrich Spörel (DE), Else-Marie Rasmussen (DK)
	EU requirement and international best practices	Overview of new EU regulations and methodology , Tables for transmission of tourism statistical , data supply and demand related indicators Participants and (Ulrich Spörel (DE), Else-Marie Rasmussen (DK))
	Preparation the frame for Draft of the general plan for the future prepared	Discussions/conclusions about BiH Tourism statistics and discussions about the activities for general recommendation for redesign and improvement of existing accommodation statistics and for developing of a new / the pilot survey for missing data

		(Ulrich Spörel (DE), Else-Marie Rasmussen (DK)) and participants)
	Next mission-Which topics? What to do for the next mission?	Possible suggestions (Ulrich Spörel (DE), Else-Marie Rasmussen (DK))
3 February 12:00	Debriefing	Other issues and evaluation of the Mission (Ulrich Spörel (DE), Else-Marie Rasmussen (DK))

Annex 3. Persons met

BHAS

Naraša Lučić, Assistant Director in the Sector of Business Statistics

Jasmina Omić, Senior Adviser for Service Statistics

Alen Bajramović, Senior Adviser for Service Statistics

Azur Đapo, Senior Officer for services

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.

Central Bank of Bosnia and Herzegovina

Vedran Milisav, Coordinator of the section for Balance of Payments Statistics

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