TWINNING CONTRACT

BA 15 IPA SR 01 17

Support to the reform of the statistics system in Bosnia and Herzegovina

MISSION REPORT

Activity 2.5.7:
Final results of regular survey on tourism statistics

Component 2: Business Statistics
Sub-component 2.5: Tourism Statistics

Mission carried out by
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List of Abbreviations

BHAS	Agency for Statistics of Bosnia and Herzegovina
BiH	Bosnia and Herzegovina
CBBH	Central Bank of Bosnia and Herzegovina
EC	European Commission
EU	European Union
FBiH	Federation of Bosnia and Herzegovina
FIS	Institute for Statistics of Federation of Bosnia and Herzegovina
MS	EU Member State
RSIS	Institute for Statistics of Republika Srpska
RTA	Resident Twinning Adviser
ToR	Terms of Reference

Executive Summary

The overall conclusion from this mission is that the sample data shows a high level of response and consistency and with relatively few missing variables for a survey of this kind.

The results for 2018 are however not ready yet. Consequently, the MS experts recommend focusing on producing results for 2018 in a short and preliminary publication with only the most important variables in the output tables in order to meet the project deadline in March 2020. The results for 2018 are the basis for the mandatory result for the component 2.5: Tourism Statistics and should therefore be prioritized above everything else. After the project deadline, a more detailed publication with more output tables can be produced.

1. General comments

This mission report was prepared within the EU Twinning Project "Support to the reform of the statistics system in Bosnia and Herzegovina". It was the seventh mission to be devoted to 2.5: *Tourism Statistics* within Component 2: *Business Statistics* of the project.

The purposes of the mission were:
- Follow-up from the previous mission prepared by the MS experts:
  - Consult the Sample Departments on the use of adjusting factors to the weights
- Follow-up from the previous mission prepared by the BC experts:
  - Consult Polish colleague on how to deal with missing answers from several household members
  - Merge data from the two data collection waves into one data set
  - Outlier detection followed by imputation on merged data
  - Grossing-up procedure
  - Calculation of first results for 2018
  - Data quality analysis on merged data
  - Development of draft methodology
  - Preparation of draft quality report
  - Presentation on quality indicators
  - Presentation on metadata
- Presentation of final results from regular survey
- Calculation of set of quality indicators
- Presentation of on data dissemination (including transmission to Eurostat)
- Preparation of output tables (publication forms, transmission formats, etc.)
- Development of draft publication
- Finalization of methodology
- Preparation of final quality report

The consultants would like to express their thanks to all officials and individuals met for the kind support and valuable information which they 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 with the views of EU, BHAS, FIS, RSIS, CBBH, Statistics Denmark, INSEE, Statistics Finland and Croatian Bureau of Statistics.

2. Assessment and results

The mission began with a follow-up on the results achieved since the previous mission followed by work to be done during this mission. Below are the assessments and results listed according to the agenda.

Consult the Sample Departments on the use of adjusting factors to the weights
The MS experts had promised to consult their sample departments on the use of adjusting factors (also referred to as proxy factors) to the respondent weights. As you only ask for a maximum of 3 trips in detail, respondents with more than 3 trips need to have their weights adjusted with a proxy factor.

The MS experts consulted their sample departments in October and November 2019 regarding the use of proxy factors to the weights and the procedure discussed in the previous mission was recommended. The procedure to calculate the proxy factor is to divide the total number of trips with the number of trips in detail. This has to be done separately for private trips, business trips, private same-day visits and business same-day visits. More advanced methods can be used, but they require more time than currently available in this project. The MS experts finished this discussion by presenting an example on how to calculate the number of trips using the proxy factor.

Consult Polish colleague on how to deal with missing answers from several household members
The BC experts contacted the Polish and Italian colleagues on how to deal with missing answers from household members. There were no clear answers on how to handle missing answers from several household members and whether they should be categorized as item non-response or unit non-response. Poland uses the CAPI method and therefore does not have this problem with unit non-response in their household survey. In Italy, they also use the CAPI method and do not experience the issue of missing answers from several household members. The advice from Italy was to treat this as item non-response and impute if only a subset of answers is missing. On the other side, if all answers from the other household members are missing, they should be treated as unit non-response and be handled by calibrating the weights. However, if no calibration is possible, then it is best to treat the missing answers as item non-response and impute them by using a deductive method.

Merge data from the two data collection waves into one data set
The data for 2018 has been merged in January. There were still some errors in the merged data set after the initial validation process. For future reference, the BC experts would like to introduce hard validation controls in the data entry application in order to avoid these anomalies.

Outlier detection followed by imputation on merged data
The outlier detection for expenditure data has been carried out, but no imputation has been done yet on item non-response in the expenditure data. The BC experts have made an analysis on the item non-response and presented this analysis and the deductive rules made on the basis of that during this mission. The cleaning of the data has delayed the process of the imputation, the grossing up-procedure and subsequently the calculation of the final results for 2018.

Grossing-up procedure
The grossing-up procedure has not been done. The BC experts would like to finish the imputation before the grossing-up procedure takes place. This delay has implications for the remaining deadlines. However, basic weights have already been calculated. The weights cannot be calibrated.

Calculation of first results for 2018

The calculation for the first results for 2018 has not been done yet due to a lack of time. The goal is to finish this before the final mission in March. There will be an internal meeting in order to agree on allocation of time to this subject. The BC experts have made some tentative output tables without data. The following output tables were presented:

- Table 1: Number of persons participating in tourism for private reasons in 2018 by age groups and gender and destination (domestic/abroad)
- Table 2: Number of persons participating in tourism for business reasons in 2018 by age groups and gender and destination (domestic/abroad)
- Table 3: Number of trips by duration, purpose and destination
- Table 4: Number of same-day visits by gender, purpose and destination
- Table 5: Number of trips and expenditure in total and expenditure per trip by purpose and destination **(will only be in the final version)**
- Graph 1: Participation in tourism by purpose and gender
- Graph 2: Main reasons for not participating in tourism by gender
- Graph 3: Purpose of private trips by destination
- Graph 4: Number of private trips and nights spent by the most popular destinations
- Graph 5: Number of private trips and same-day visits by mode of transport

The tables mentioned above - with the exception of table 5 - will be published in a preliminary version (probably a maximum of 5-10 pages). The publication will have the tables and graphs followed by a short explanatory text and a short methodological section in the end. A more final and extensive version can be released at a later stage.

Data quality analysis on merged data
An initial data quality analysis has been done on the sample data, but not on the grossed-up data, and it is therefore difficult to draw any final conclusions on the data quality. However, the high response rates indicate a relatively high level of reliability.

Development and finalization of draft methodology
A draft methodology was made during this mission. The BC experts will have to revise it after the final results have been produced. The methodology can be found in Annex 4. Due to time constraints, the first draft for 2018 will be a shorter version. The methodology for 2019 and onwards will be more extensive.

Preparation of quality report
The MS experts presented the Croatian quality report for Eurostat and it was decided to use this as a starting point for the quality report for Bosnia and Herzegovina. The BC experts will have to fill in the report with some basic quality measures such as response rates and this will be done before the next mission. Furthermore, the text has to be revised before the next mission. When the quality report is finished, it can be disseminated to Eurostat via an online data entry application.

Presentation of final results from regular survey
The final results have not yet been produced, but initial results on the sample data were presented and discussed on the second day of the mission.

Calculation of set of quality indicators
Due to the lack of time before the final deadline, only basic quality indicators such as the response rate and the over-coverage rate will be utilized for the preliminary publication. When the final publication

is ready, the quality indicators will include imputation rates on expenditure and coefficient of variation on the estimates as stated by Eurostat in the quality report.

Presentation of on data dissemination (including transmission to Eurostat)
This was already done in the previous mission and therefore not repeated in this mission.

Preparation of output tables (publication forms, transmission formats, etc.)
Some templates for output tables for a publication were made by BHAS, and these were discussed and agreed upon for the preliminary publication. What remains is filling data in the tables. The output tables can be seen in the draft publication in Annex 2. The output tables for Eurostat will be produced, when the merged data set has been validated and grossed-up. The MS experts presented the Excel templates used for dissemination to Eurostat, and the BC experts will receive this template.

Development of draft publication
Tuesday was primarily dedicated to developing a draft publication. A first release from Croatia was presented and used as inspiration for a first release draft. The BC experts will consult their colleagues and find some examples also, so the draft publication can be adjusted. The draft publication template was made integrating the already prepared output tables and graphs. The draft publication for a first release can be found in Annex 2.

Short discussion on understanding of trips and tourism
The BC experts have noticed many same-day visits where the purpose was a visit to a doctor. There are doubts whether to see this as a same-day visit or exclude it from the tourism scope. The MS experts recommended deciding this by looking at the frequency of these visits. In the EU manual it is not recommended to include same-day visits if they occur at least once a week. Several visits can indicate that it is a part of the usual environment and therefore not within the scope of tourism. There is no clear recipe on this. The most important is to declare in the methodology with concrete examples on what is included in the understanding of tourism in the Bosnian case. A way of minimizing this issue is to train the interviewers more in distinguishing what is tourism and what is not, and perhaps add more concrete examples in the interview guide regarding visits to the doctor, funerals and similar.

Discussion on the data for 2018
The remainder of Tuesday was used discussing some issues regarding the data for 2018.

First, we discussed 70 cases with full missing values in the characteristics, even though they answered, that they had trips in 2018. There is no clear recipe on how to treat this, but if no calibration will be done on the weights, the missing cases should be treated as item non-response and imputed using a deductive method.

Another issue that was discussed, was how to treat the modalities "don't know" and "refuse to answer" under the question on reasons not to participate in a tourism trip for private purposes. According to the EU manual on page 173, item non-response (the respondent refused to answer, did not know how to answer or could not recall the requested information) should be dealt with by imputation.

Thirdly, there was a presentation and discussion on the expenditure on transport and accommodation. The data has been applied with filters and imputation rules. The number of observations (usually a minimum of 5 observations) for the mean calculation for imputation decides whether the value for the separate country can be imputed, or if they should aggregate more countries. MS experts recommended to calculate the mean expenditure by transport type, accommodation type and by destination (country, region or continent). If there are less than 5 observations, then first

aggregate the destination and secondly the type of transport or accommodation. 0 is a number that should be included when calculating the mean. The only exceptions are if the accommodation is 0 and they answered that the accommodation was paid and not part of a package arrangement.

Finally, unbundling of package trip data has to be done also. The recommendation is to follow the manual on this. The MS experts recommended not to impute additional costs, if the respondent has answered that the package only had accommodation and transport and answered 0 under costs for food. If the respondent does not agree with the total cost of the separate expenditure categories, then the alternative total cost should be used and divided into categories by using shares.

3. Conclusions and recommendations

Overall, the quality of the sample data for 2018 seems high. The biggest challenge is the delay in getting some results ready for 2018 due to a lack of time because of other projects.

Consequently, the MS experts recommend focusing on making a first release with only the most important variables such as number of trips by purpose and destination and the participation rate. A short draft publication with only the most important variables was made during this mission on the basis of the Croatian example and the output table templates delivered by the BC experts. The draft publication is in Annex 2 in the detailed report. The first release can be viewed as preliminary and will be approx. 5-10 pages, whereas the final version can be published after the project deadline and describe the survey in more detail. The priority should be on finishing the project with the required benchmarks and especially the first results for 2018.

During this mission, it was clarified that basic weights already are available. The MS experts therefore recommend merging these basic weights as soon as possible with the sample data in order to be able to produce some first results for 2018. In general, it is always recommended to calibrate weights in order to adjust for non-response by significant socio-demographics, but this is not possible.

The imputation and data cleaning process has proven more time-consuming than initially anticipated, and it is therefore recommended by the MS experts to limit the time used on this and focus on the output for the first release. Hence, the number of quality indicators in the first release can also be minimized. The MS experts recommend including a few basic quality measures such as response rate in the preliminary version and include all the remaining quality measures such as imputation rate on expenditure and the coefficient of variation on the grossed-up number of trips in total as required by Eurostat in the final version.

There was also a short discussion on how to determine the scope of same-day visits. A substantial number of respondents have included visits to the doctor as same-day visits, and the BC experts were not sure whether to treat this as tourism or not. The MS experts recommend using the frequency of the visits as a criterion. The EU manual states that same-day visits which occur more than once a week should be excluded from the scope of tourism. The MS experts also recommend adding more specific examples like visits to the doctor and going for job purposes in the interview guide for future surveys.

What to do before the next mission for the BC Counterpart

Action	Deadline	Responsible person
Merge the basic weights with the sample data	March 2020	BC experts
Aggregate the merged data set and produce output tables for the draft publication	March 2020	BC experts
Calculate quality indicators and put them in the publication and the quality report	March 2020	BC experts
Finalize the quality report	March 2020	BC experts
Finalize methodology	March 2020	BC experts

Annex 1. Terms of Reference

Terms of Reference

EU Twinning Project BA 15 IPA ST 01 17

Component 2: Business Statistics
Sub-component 2.5: Tourism Statistics
17 - 20 February 2020
Hosting institution: RSIS, Veljka Mladjenovica 12d, Banja Luka

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Activity 2.5.7: Final results of regular survey on tourism statistics

1. Mandatory result and benchmarks for the component

Mandatory result:
- New indicators on demand-side tourism statistics, in accordance with EU Regulation 692/2011 (Annex II – National tourism) produced and made available to users by 8th project quarter

Benchmarks:
- Plan for development of demand-side tourism statistics produced by 2nd project quarter
- Questionnaire for a regular survey prepared by 2nd project quarter
- Criteria for an IT application defined by 5th project quarter
- First results of survey analyzed by 6th project quarter
- Indicators on demand-side tourism statistics compiled by 7th project quarter
- Indicators on demand-side tourism statistics made available to users by 8th project quarter
- Methodological document on demand-side tourism statistics developed by 8th project quarter
- Quality report for tourism statistics developed by 8th project quarter

2. Purpose of the activity
- Follow up from the previous mission
- Prepared by the MS experts
  - Consult the Sample Departments on the use of adjusting factors to the weights
-
- Prepared by the BC experts
  - Consult Polish colleague on how to deal with missing answers from several household members
  - Merge data from the two data collection waves into one data set
  - Outlier detection followed by imputation on merged data
  - Grossing-up procedure
  - Calculation of first results for 2018

- o Data quality analysis on merged data
- o Development of draft methodology
- o Preparation of draft quality report
- o Presentation on quality indicators
- o Presentation on metadata
- Presentation of final results from regular survey
- Calculation of set of quality indicators
- Presentation of on data dissemination (including transmission to Eurostat)
- Preparation of output tables (publication forms, transmission formats, etc.)
- Development of draft publication
- Finalization of methodology
- Preparation of final quality report

3. Expected output of the activity
- Final results from regular survey prepared
- Quality indicators produced
- EU presentation on data dissemination and output tables presented
- Draft publication prepared
- Methodology for tourism statistics finalised and adopted
- Final quality report prepared
- Input provided to the ToR of next activity

4. Participants
Agency for Statistics of BiH (BHAS)
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Jasna Isaković

Institute for Statistics of Federation of BiH (FIS)
Edina Mehidić

Institute for Statistics of Republika Srpska (RSIS)
Jelena Glamočika
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MS Experts
Else Marie Rasmussen, Statistics Denmark
Ivana Brozović, Croatian Bureau of Statistics

Twinning Project Administration
Katja Møller Hjelvang, RTA
Đemka Šahinpašić, RTA Assistant
Adisa Okerić-Zaid, Interpreter

Annex 2. Draft publication for the demand side survey 2018

The Annex is left out due to confidential information before publication of the data at a later stage

Annex 3. Quality report for the demand side survey 2018

<table>
<tr><td>eurostat</td><td>
Annual data on trips of EU residents
(tour_dem)
National Reference Metadata in Euro SDMX

Metadata Structure (ESMS)

Compiling agency: BHAS
Time Dimension: 2018-A0
Data Provider: BIH
Data Flow: TOUR_ESMSDM_A
</td></tr>
</table>

Eurostat metadata

Reference metadata

1. Contact
2. Metadata update
3. Statistical presentation
4. Unit of measure
5. Reference Period
6. Institutional Mandate
7. Confidentiality
8. Release policy
9. Frequency of dissemination
10. Accessibility and clarity
11. Quality management
12. Relevance
13. Accuracy
14. Timeliness and punctuality
15. Coherence and comparability
16. Cost and Burden
17. Data revision
18. Statistical processing
19. Comment
Related Metadata
Annexes (including footnotes)

For any question on data and metadata, please contact: EUROPEAN STATISTICAL DATA SUPPORT

Download

1. Contact   Top

1.1. Contact organisation	BHAS
1.2. Contact organisation unit	Service Statistics Department
1.5. Contact mail address	

2. Metadata update   Top

2.1. Metadata last certified	

2.2. Metadata last posted	
2.3. Metadata last update	

3. Statistical presentation

3.1. Data description

The aim of the **Survey on Private and Business Trips in 2018** is to collect information on national tourism, i.e. information about trips outside the usual environment of the citizens (15+) of Bosnia and Hercegovina during 2018. The survey has been conducted since 2018. The survey encompasses private and business trips, overnights trips and same-day visits as well as trips within Bosnia and Hercegovina and abroad. The main indicators are participation in trips, number of trips, number of nights spent on trips, purpose of trip, mode of transportation, accommodation used and expenditure on the trips. All of the indicators are given by type of the trip. The survey also gives the main reasons why some people do not go on private trips outside usual environment during the year.

3.2. Classification system

Not applicable.

3.3. Coverage – sector

National tourism: domestic tourism and outbound tourism (trips made by residents of the reporting country).

3.4. Statistical concepts and definitions

3.4.1 Statistical concepts and definitions	See Regulation 692/2011 and Methodological Manual for Tourism Statistics
3.4.2 Additional comments	Additional variables: Number of persons living in the households (including children); Number of children aged<15 living in the households. County of residence.

3.5. Statistical unit

3.5.1 Statistical unit	Participation in tourism: the individual. Tourism trips: the tourism trip with at least one overnight stay made by the individual. Same-day visits: the SDV made by the individual.
3.5.2 Reporting unit	All persons in the selected household (within the age scope)
3.5.3 If other or additional comments, please specify	

3.6. Statistical population

3.6.1 Statistical population	Participation in tourism: All residents aged 15 or over. Tourism trips: All tourism trips of at least one overnight stay made outside the usual environment by the residents aged 15 or over Same-day visits: All SDV made outside the usual environment by the residents aged 15 or over

3.6.2 Additional comments (e.g. deviating coverage in terms of age groups, multiple surveys with different subpopulation, inclusion of domestic same-day visits in years where this is not compulsory)	

3.7. Reference area

The whole country is covered.

3.8. Coverage – Time

Coverage - Time [data comparable since (YYYY)]

3.8.1 Participation in tourism (Year)	2018
3.8.2 Tourism trips (Year)	2018
3.8.3 Same-day visits (outbound) (Year)	2018
3.8.4 Same-day visits (domestic) (Year)	2018
3.8.5 Additional comments (e.g. longer series for subgroups)	

3.9. Base period

Not applicable.

4. Unit of measure

All the data values are expressed in numbers, expenditure in national currency (BAM).

5. Reference Period

2018

6. Institutional Mandate

6.1. Institutional Mandate - legal acts and other agreements

6.1.1 European level	Regulation 692/2011 Regulation 1051/2011
6.1.2 National level	Legal frame for BiH

6.2. Institutional Mandate - data sharing

Not applicable.

7. Confidentiality

7.1. Confidentiality – policy

Official Statistics Act (NN, Nos 103/03, 75/09, 59/12, 12/13).
Under the Official Statistics Act (NN No. 103/03, 75/09, 59/12 and 12/13), the CBS cannot publish, or otherwise make available to any individual or organization, statistics that would enable the identification of data for any individual person or legal entity. Individual data are strictly confidential and must not be published or reported.

7.2. Confidentiality - data treatment

All professional staff involved in the data collection and data analysis process of the individual

statistical data is trained to respect the principle of confidentiality. Personal identification data (telephone number only due to the CATI based on random sampling of landline and mobile telephone numbers) are not merged with the other data collected by the interview and are not further transmitted to data analysis process. Process of data protection is carried out according to the Ordinance of protection of statistical data.

Micro-data are not released nationally. In order to protect individual's privacy only the aggregated data are published.

8. Release policy   Top

8.1. Release calendar

6 month after ending of data collection - preliminary release.

10 month after ending of data collection - final release.

Other releases may follow depending on interest.

8.2. Release calendar access

Release calendar from website link

8.3. Release policy - user access

Users are informed that the data are being released by publishing the Calendar of Statistical Data Issues and the Publishing Programme. According to the Release Date announced in the Publishing Programme and in the Calendar of Statistical Data issues, publications of the Croatian Bureau of Statistics are released at 11:00 a.m. precisely, both in electronic format and hard copy, thus abiding by the Principle of Timeliness of the European Statistics Code of Practice, i.e. standard daily time set for the release. Data is published on the web site of CBS.

9. Frequency of dissemination   Top

Data is published on the web site of Statistical Agency since 2020.

10. Accessibility and clarity   Top

10.1. Dissemination format - News release

Tourist Activity of Croatian Population in 2017 - Preliminary
Release: https://www.dzs.hr/Hrv_Eng/kalendar/2018/Kalendar2018.pdf
Tourist Activity of Croatian Population in 2017 : Final results will be pubished on 26 October 2018, available in English and Croatian:
https://www.dzs.hr/Hrv_Eng/kalendar/2018/Kalendar2018.pdf

10.2. Dissemination format – Publications

Statistical Yearbook: Tourist Activity of Croatian Population in 2017. Available in Croatian and in English.
Statistical Yearbook 2017 will be published in December 2018.

10.3. Dissemination format - online database

The statistical databases for tourism can be accessed under link here

10.4. Dissemination format - microdata access

Micro-data are not disseminated to other partners, only to Eurostat.

10.5. Dissemination format – other

The main additional national indicators outside the scope of the Regulation for tourism trips and same-day visits: coverage of age groups; county of permanent residence, number of household members, activities during the visit.

10.6. Documentation on methodology
Survey methods, data collection procedure and weighting procedures is published in the first release Private and Business Trips in 2018.
10.7. Quality management – documentation
In order to establish a comprehensive system of quality, the Croatian Bureau of Statistics applies the model of Total Quality Management, which also contains the Code of Practice of European Statistics. This model offers a possibility of continuous improvement for each business process. It focuses not only on products and services, but also to users and their satisfaction, the active participation of employees, long-term business success and social benefit. The communication is recognized as a key element of all statistical processes that affect the business success. https://www.dzs.hr/Eng/international/Quality_Report/Quality_Report_Documents/Quality_Report_Statistical_TQM.pdf

11. Quality management

11.1. Quality assurance	
The quality of statistical information and its producion is ensured by the provision of the European Statistic Code of Practice. Definitions laid in the methodological manual are respected.	
11.2. Quality management – assessment	
11.2.1 Main strengths	Relatively large sample.
11.2.2 Main weaknesses	There is an issue of under and over coverage, unit non-response and item non-response.
11.2.3 Quality improvements compared with previous reference year	Not applicable.

12. Relevance

12.1. Relevance - User Needs	
12.1.1 European level	See: Regulation 692/2011
12.1.2 Main users on a national level	There is a high national relevance of the survey since it is one of the main data sources for TSA compilation. The survey mostly satisfies needs of our users. Survey data are often used for estimation of domestic tourism demand on regional level (users are public authorities, academics etc.). Regional relevance depends on sample size available and, consequently, accuracy of estimates on regional level.
12.2. Relevance - User Satisfaction	
12.3. Completeness	
12.3.1 Completeness	Compliant with the requirements of Regulation on tourism statistics 692/2011 as well as recommendations laid down in the Methodological Manual for tourism statistics.
12.3.2 If not, please specify why and list deviations from Reg.	

13. Accuracy

13.1. Accuracy – overall

In the analysis of the accuracy of estimates, the sum estimate, coefficient of variation expressed in percentage and a 95% reliability interval used in the sum estimate are presented.

13.2. Sampling error

13.2.1 Sampling errors – indicators

Information on Sampling errors may also be provided in the attached file.	Estimated value	Coefficient of variation
13.2.1.1 Participation in tourism: number of residents, aged 15 or over, having made at least 1 trip of at least 1 overnight stay (all age groups)	1,564,984	2,3
13.2.1.2 Age group 65 or over	164,490	3,4
13.2.1.3 Tourism trips - Total number of trips	4,898,866	1,7
13.2.1.4 Domestic trips	2,976,421	2,3
13.2.1.5 Outbound trips	1,922,445	2,6
13.2.1.6 Private/Personal trips	4,056,838	1,7
13.2.1.7 Professional/business trips	842,028	5,7
13.2.1.8 Domestic trips spent at rented accommodation	2,539,243	2,6
13.2.1.9 Domestic trips spent at non-rented accommodation	2,359,623	2,3
13.2.1.10 Tourism trips - Total expenditure	11,734,890,799	3,7
13.2.1.11 Expenditure on accommodation	3,612,066,761	5,4

13.2.2 Additional comments on sampling error

Coefficient of variation are calculated by R procedure SURVEY

13.3. Non-sampling error

13.3.1 Coverage errors

13.3.1.1 Over-coverage	Overcoverage in landline phone frame is about 12% (overcoverage: foreign citizenship, craft, enterprise, institutional household, duplicate household, phone number is not used). Overcoverage in mobile phone frame is about 23% (overcoverage: foreign citizenship, craft, enterprise, person in institutional household, duplicate unit, selected person is younger than 15, phone number is not used). Households with more than one telephone line were included in the sample as well as those not eligible for the survey (e.g. still registered as permanent residents in Croatia, but living abroad etc.). In addition, the telephone directory also covers non-nationals living in Croatia.
13.3.1.2 Under-coverage	Mention Master Frame from 2009 here.

13.3.2 Unit non-response for TRIPS dataset

	Unit non-response
13.3.2.1 Number of ineligible units/ elements	3,493
13.3.2.2 Number of eligible units/elements	18,509
13.3.2.3 Number of non-contacts	2,623
13.3.2.4 Number of refusals	3,038
13.3.2.5 Number of rejected questionnaires	0
13.3.2.6 Number of other types of non-response	493
13.3.2.7 Total non-response (= sum of 13.3.2.3 to 13.3.2.6)	6,164

13.3.3 Unit non-response rate

13.3.3.1 Unit non-response rate for TRIPS dataset (= 13.3.2.7 divided by 13.3.2.2)	33,3%
13.3.3.2 Unit non-response rate for PARTIC dataset	33,3%
13.3.3.3 Unit non-response rate for SDVOUT dataset	33,3%
13.3.3.4 Methods used for dealing with/minimising unit non-response	Precise instructions to interviewers (written and oral). Often controls of data collection process. Non-response weights at the level of stratum were used.

13.3.4 Item non-response

13.3.4.1 Item non-response	Expenditure items are the most affected by item non-response.
13.3.4.2 Methods used for dealing with/minimising item non-response	For dealing with item non-response, mean and mode imputation methods are applied. When there is information about total expenditure, missing expenditure values are imputed in proportion equal to proportion of expenditure values of units with full response. In order to minimize item non-response precise instructions are given to interviewers (written and oral).

13.3.5 Additional comments on non-sampling error (in case of second survey please briefly describe 13.3.1-13.3.4 here)

Non-response
The unit non-response rate was 33,3%. The refusal rate was 16,4% of all eligible units. Other non-response was because we could not contact selected person, selected person was not able to participate etc.

The **imputation rates** are as follows:
- expenditure on transport 18,2%,
- expenditure on accommodation 17,4%,

- expenditure on food and drinks 17,5%,
- other expenditure 12,6%.

Measurement errors:
- by interviewers: not understanding or misinterpreting the respondents answers, typing errors;
- by respondents: not understanding the questions, not knowing the answers, recall bias, not interested in the survey.

14. Timeliness and punctuality   Top

14.1. Timeliness

Timeliness [first results available days after the end of the reference year]

14.1.1 Participation in tourism	180
14.1.2 Tourism trips	180
14.1.3 Same-day visits (outbound)	180

14.2. Punctuality

Punctuality [data transmitted to Eurostat days before (-) or after (+) the deadline]

14.2.1 Participation in tourism	0
14.2.2 Tourism trips	0
14.2.3 Same-day visits (outbound)	0

15. Coherence and comparability   Top

15.1. Comparability – geographical

See 3.7 (in case of deviations for geographical coverage)
There has been no problem detected. The sample is stratified by entities and the data are collected uniformly at national level.

15.2. Comparability - over time

15.2.1 Participation in tourism	Not applicable
15.2.2 Tourism trips	Not applicable
15.2.3 Same-day visits (outbound)	Not applicable

15.3. Coherence - cross domain

Survey estimates are compared with administrative data on overnights realised in collective and oher types of accommodaion (monthly survey on accommodation occupancy).
Survey estimates are slightly overestimating hotel overnights realised by domestic tourists (in monthly accommodation occupancy survey).
Survey estimates on number of overnights in households (private accommodation - houses, apartments and rooms) are significantly higher than those collected by adminisrative sources (monthly acommodation occupancy survey).

15.4. Coherence – internal

Not applicable.

16. Cost and Burden

XXX Man years

17. Data revision

17.1. Data revision – policy

Since only annual results are published and considered as final, there is no additional revision.

17.2. Data revision – practice

No revisions occurred, as only final estimates were published.

18. Statistical processing

18.1. Source dana

18.1.1. Source dana

18.1.1.1 Source dana	Survey
18.1.1.2 Name of data collection in national language	Turistička aktivnost stanovništva Hrvatske u 2017.godini
18.1.1.3 Name of data collection in English	Private and Business Trips in 2018
18.1.1.4 Survey vehicle	Stand-alone survey
18.1.1.5 If "Embedded in another survey", please indicate which other survey. In case both options were ticked, please describe here separately the approach for PARTIC, TRIPS, SDVOUT	

18.1.2. Population frame

18.1.2.1 Population frame	Master Frame 2009
18.1.2.2 Update of population frame	Other frequency
18.1.2.3 If other frequency or additional comments, please specify	Continuously
18.1.2.4 Coverage errors of population frame	Population frame consists of landline and mobile phone numbers listed in the phone book. Non-private users, users living abroad and duplicate phone numbers were removed from the phone book. In 2017 the sampling frame is the publicly available phone book with landline and mobile phone numbers. There are over 80% households in Croatia with landline phones. Over 73% of landline phone numbers which cover over 63% of survey population are listed in landline phone frame. Overcoverage in landline phone frame is about 11%(overcoverage: foreign citizenship, craft, enterprise, institutional household, duplicate household, phone number is not used).

	Over 31% of mobile phone numbers are listed in mobile phone frame. Overcoverage in mobile phone frame is about 30% (overcoverage: foreign citizenship, craft, enterprise, person in institutional household, duplicate unit, selected person is younger than 15, phone number is not used). The problem of coverage errors is relieved by appropriate weighting and calibration (the weights are adjusted so that they reproduce the totals of external variables).

18.1.3. Gross sample size (year, individuals)

18.1.3.1 Gross sample size for trips (= 13.3.2.1 + 13.3.2.2)	22,000 households
18.1.3.2 Gross sample size for participation in tourism	22,000 households
18.1.3.3 Gross sample size for (outbound) same-day visits	22,000 households
18.1.3.4 Additional comments	Problem with individuals in households who do not answer. Mention that it is an estimate and that the reporting unit is all members of the households, not individuals. Look at the Italian version.

18.1.4. Net sample size (year, individuals)

18.1.4.1 Net sample size for trips (= 13.3.2.2 – 13.3.2.7)	12,345 households
18.1.4.2 Net sample size for participation in tourism	12,345 households
18.1.4.3 Net sample size for (outbound) same-day visits	12,345 households
18.1.4.4 Additional comments	

18.1.5. Sampling design

18.1.5.1 Sampling design	Stratified sampling Random sampling
18.1.5.2 If other or additional comments (also when more than one options is chosen in 18.1.5.1), please specify. Links to national methodology documentation can also be inserted here.	The sample was a stratified random sample with stratification of sampling frame according to phone type and county where phone user lives. Sample allocation was proportional. In the case of landline phone in sample, the interviewed person at age 15+ in sampled household was selected using last-birthday selection method. In the case of mobile phone, the interviewed person is phone user.

18.1.6. Second survey or source

18.2. Frequency of data collection

18.2.1 Frequency of data collection	First and second collection wave (January-October and November to December 2018)

18.2.2 Other frequency or additional comments	

18.3. Data collection

18.3.1. Type of survey

Household survey

18.3.2. Data collection methods

18.3.2.1 Data collection methods	PAPI
18.3.2.2 If other or additional comments, please specify. In case a combination of data collection methods is used, please give an indication of the importance of the different methods (in terms of number of respondents)	
18.3.2.3 Questionnaire in national language (Annex/Link)	Restricted from publication
18.3.2.4 Questionnaire in English (Annex/Link)	Not available
18.3.2.5 Interviewer instructions in English (Annex/Link)	Not available

18.3.3. Proxy interviews

18.3.3.1 Proxy interviews	Allowed
18.3.3.2 If "Allowed" or "Only in exceptional cases", please indicate for which variables in particular proxy interviews were used (it not all questions); If 4. "Not applicable", please explain why.	All questions

18.3.4. Average interview time (The average interview time is X minutes.)

18.3.4.1 Average interview time	5
18.3.4.2 Average interview time for respondents that reported trips	8

18.3.5. Second survey or source

Annexes:
Questionnaire in naional language

18.4. Data validation

18.4.1 Data validation	Eurostat validation rules are used. Comparison with data on registered overnights in commercial accommodation (collective and private households).
18.4.2 Second survey or source (In case a second survey or source is used for collecting data on participation, trips or same-day visits, please briefly describe 18.4.1 here in relation to those surveys/sources)	

18.5. Data compilation	
18.5.1 Data compilation	Data range and consistency control (logical control) were performed, followed by simple imputation procedures such as mean and mode imputation. **Weighting and grossing-up procedures:** Weights of interviewed persons who have only landline phone number or only mobile phone number listed in phone book, are product of design weights, non-response weights, the poststratification weights (mobile phones), weights related to selection of interviewed person in selected households (landline phone). Composite weights are joined to interviewed persons who have both landline phone number and mobile phone number listed in phone book, Weights at the level of individuals are adjusted using calibration procedure so that they reproduce the totals of external variables. The new weights were calibrated on the number of persons aged 15+ by counties, gender and age groups, according to level of education, by age groups in one-person households. External data was taken from the 2011 Census data. For data processing and analysis we used SAS System® on Windows platform.
18.5.2 Second survey or source (In case a second survey or source is used for collecting data on participation, trips or same-day visits, please briefly describe 18.5.1 here in relation to those surveys/sources)	
18.6. Adjustment	
Not applicable.	

19. Comment   Top

[Optional]

Related metadata   Top

Annexes   Top

Annex 4. Methodology for the demand side survey 2018

METODOLOŠKA OBJAŠNJENJA

Anketa o privatnim i poslovnim putovanjima

Sadržaj:

1. Svrha statističkog istraživanja
2. Pravna i metodološka osnova
3. Povjerljivost
4. Jedinice posmatranja
5. Obuhvat
6. Izvori i metode prikupljanja podataka
7. Stopa odgovora
8. Definicije
9. Ostali metodološki materijali (npr. upitnik, upute za anketare)

Svrha statističkog istraživanja

Svrha statističkog istraživanja Anketa o privatnim i poslovnim putovanjima jest prikupiti podatke o nacionalnom turizmu, tj. podatke o broju i obilježima putovanja stanovništva Bosne i Hercegovine izvan uobičajene sredine. Cilj je procijeniti koliko putuju stanovnici Bosne i Hercegovine, zašto odlaze na putovanja, kamo i kada odlaze na putovanja, koliko traju putovanja te koliki su izdaci na putovanjima. Za ispitanike koji nisu odlazili na privatna višednevna putovanja prikupljaju se podaci o glavnim razlozima neodlaska na putovanja.

Pravna i metodološka osnova

Anketa o privatnim i poslovnim putovanjima provodi se u skladu s regulativom i preporukama EU: Regulativa EU br. 692/2011. Europskog parlamenta i Vijeća o europskoj statistici turizma, kao i metodološkim uputstvima Evropske statističke kancelarije EUROSTAT.

Povjerljivost

Prema Zakonu o statistici Bosne i Hercegovine (Službeni glasnik, br. 26/04., 42/04.) te prema Regulativi EU br. 223/2009. o europskim statistikama zajamčena je tajnost svih podataka koje ispitanici daju o sebi i članovima svoga kućanstva. Prikupljeni podaci upotrebljavaju se isključivo za statističke svrhe i objavljuju u agregiranom obliku.

Jedinice posmatranja

Jedinica posmatranja u anketi je domaćinstvo koje živi u stambenoj jedinici izabranoj u uzorak. Podaci su se prikupljali za sve osobe, članove domaćinstva, koje su zadnjih 12 mjeseci pretežno boravile u BiH. Jedinica anketiranja je član izabranog kućanstva, osoba starosti 15 i više godina, koja je zatečena

u domaćinstvu u vrijeme anketiranja, a ima najviše informacija o putovanjima svih članova domaćinstva.

Domaćinstvo (višečlano ili jednočlano) je svaka porodična ili druga zajednica lica koja žive zajedno I dijele prostor, hranu i ostalo potrebno za život. Obično udužuju svoje prihode, zajedno planiraju I troše. Samačko ili jednočlano domaćinstvo ima samo jednog člana, koji živi sam u stambenoj jedinici.

Kućanstvom se smatra svaka obiteljska ili druga zajednica osoba koje se izjasne da zajedno stanuju i zajednički troše svoje prihode za podmirivanje osnovnih životnih potreba, bez obzira jesu li svi članovi stalno u mjestu gdje je nastanjeno kućanstvo ili neki od njih borave određeno vrijeme u drugom naselju, odnosno stranoj državi zbog rada, školovanja ili iz drugih razloga. Kućanstvo može biti: (a) dvije ili više osoba, bez obzira na njihovu srodnost, koje dijele isti stambeni prostor i koje obično zajednički nabavljaju i troše hranu (višečlano kućanstvo), (b) jedna osoba, koja u stambenom prostoru živi sama ili živi sa drugim osobama, ali ne sudjeluje u zajedničkom nabavljanju i trošenju hrane (jednočlano kućanstvo).

Obuhvat

U 2018. okvir za izbor uzorka bio je Master Frame 2009. Izvještajna jedinica jest domaćinstvo. Ciljna populacija su stanovnici Bosne i Hercegvoine u dobi od 15 godina i više. Veličina uzorka za prvi val istraživanja iznosi oko 5 550 domaćinstava approx. 3 300 domaćinstava za Federaciju BiH, 1 700 za Republiku Srpsku i 550 za Brčko. Veličina uzorka za drugi val istraživanja iznosi oko 4 050 domaćinstava approx. 1 700 domaćinstava za FIS, 1 700 za RSIS i 650 za Brčko distrikt BiH.

Iz Proširenog master-uzorka za prvi val istraživanja 2018. izvršen je izbor 5 550 kućanstava za BiH, a od toga: 3 300 za Federaciju BiH, 1 700 za Republiku Srpsku i 550 za Brčko distrikt BiH. Iz Proširenog master-uzorka za drugi val istraživanja 2018. izvršen je izbor 4 050 kućanstava za BiH, a od toga: 1 700 za Federaciju BiH, 1 700 za Republiku Srpsku i 650 za Brčko distrikt BiH.

Uzorak je dizajniran kao stratificiran slučajni uzorak, a stratifikacija je napravljena s obzirom na entitete, urbani i ruralni.

Uzorkom nisu obuhvaćena kolektivna kućanstva (studentski i đački domovi, domovi za djecu i mladež ometenu u razvoju, domovi za socijalno ugroženu djecu, domovi za umirovljenike, stare i iznemogle, domovi za odrasle invalide, manastiri, samostani i slično).

Izvori i metode prikupljanja podataka

Podaci o privatnim i poslovnim putovanjima stanovnika Bosne i Hercegovine prikupljeni su metodom direktnog intervjua (licem u lice) uz korištenje papira za upisivanje odgovora tkz. PAPI metoda. Popunjava se jedan upitnik za jedno domaćinstvo. Na jednoj adresi stanovanja se anketira samo jedno domaćinstvo. Odgovori se baziraju na izjavi ispitanika.

Anketu o privatnim i poslovnim putovanjima je provela Agencija za statistiku Bosne i Hercegovine u suradnji sa Republičkim zavodom za statistiku Republike Srpske i Federalnim zavodom za statistiku Federacije Bosne i Hercegovine.

Podaci su prikupljeni provođenjem dva vala istraživanja. Prvi val prikupljanja podataka proveden je u novembru 2018. za referentno razdoblje od 1. januara do 31. oktobra 2018. Drugi val prikupljanja podatka proveden je tijekom marta I aprila 2019. za referentno razdoblje od 1. novembra do 31. decembra 2018. Putovanje mora završiti u referentnom razdoblju.

U prvom valu prikupljanja podataka obilježja putovanja pratila su se na razini najviše pet višednevnih i najviše pet jednodnevnih putovanja. U drugom valu prikupljanja podataka obilježja putovanja pratila su se na razini najviše tri višednevnih i najviše tri jednodnevnih putovanja. Za pojedino putovanje prikupljaju se sljedeći podaci: vrsta putovanja (privatno ili poslovno putovanje), glavna svrha odlaska na putovanje, mjesec odlaska na putovanje, trajanje putovanja za višednevna putovanja (broj noćenja), zemlja odredišta za putovanja u inozemstvo, grad kao odredište za putovaja u BiH, tip odredišta (grad, more, unutrašnjost, planine, kružno putovanje, ostalo), organizacija putovanja (samostalno, posredstvom agencije), korištenje interneta za rezervaciju prijevoza i smještaja, glavno prijevozno sredstvo, vrsta smještaja na višednevnim putovanjima, broj osoba za koju se iskazuju izdaci, izdaci na putovanju, struktura izdataka na višednevnim putovanjima.

Osim navedenih obilježja putovanja, prikupljaju se i podaci o sociodemografskom profilu populacije (spol, dob, stupanj obrazovanja, broj članova kućanstva, status zaposlenosti, entitet).

 S obzirom na to da se podaci o privatnim i poslovnim putovanjima stanovnika Bosne i Hercegovine odnose na svako pojedino referentno razdoblje, spajanjem rezultata dva vala istraživanja nije moguće procijeniti broj/udio osoba koje su u promatranoj godini bile, ili nisu bile, na putovanju. Procjena broja osoba koje su putovale izračunana je na osnovi ispitanika anketiranih u drugom valu anketiranja u kojem su obuhvaćena i putovanja tijekom cijele 2018. godine.

Stopa odgovora

Stopa odgovora je xx% svih prihvatljivih jedinica.

Najviše neodgovora prisutno je na pitanjima o izdacima za putovanje. Ovaj problem neodgovora ublažen je *sekvencijalnom metodom imputacije hot-deck*.

Stope imputacije: ………

Definicije

Turizam su aktivnosti osoba koje putuju i borave u mjestima izvan svoje uobičajene sredine, ne dulje od jedne godine, zbog odmora, posla ili drugih osobnih razloga, osim zapošljavanja kod poslovnog subjekta sa sjedištem u mjestu posjeta.

Putovanje se odnosi na aktivnost osoba koje putuju izvan svog uobičajenog okruženja, u privatne ili poslovne svrhe, osim u svrhe zapošljavanja kod privrednog subjekta – rezdenta u zemlji/mjestu koje se posjećuje. Putovanje obuhvata period od vremena odlaska iz uobičajnog okruženja do povratka u isto.

Uobičajenu sredinu (okružnje) neke osobe čini neposredna blizina mjesta stanovanja i mjesta rada ili školovanja te ostala često posjećivana mjesta. Postoji samo jedna uobičajena sredina neke osobe. Uobičajenu sredinu određuju četiri kriterija: prelazak administrativne granice prebivališta, trajanje putovanja, učestalost odlaska na putovanja i svrha odlaska na putovanje.

Nacionalni turizam zemlje obuhvaća domaći turizam, tj. aktivnost stanovnika zemlje koji putuju i borave na mjestima unutar zemlje, ali izvan svog uobičajenog okruženja, i izlazni turizam, tj. aktivnost stanovnika zemlje koji putuju i borave na mjestima izvan granica zemlje i izvan svoga uobičajenog okruženja.

Resident je stanovnik neke zemlje ili područja (mjesto, grad), koji tu boravi ili ima namjeru boravka u trajanju dužem od 12 mjeseci.

Posjetitelj je svaka osoba koja putuje u mjesto različito od svoga uobičajenog okruženja na vrijeme kraće od 12 mjeseci neprekidno i čija je glavna svrha putovanja različita od obavljanja određene aktivnosti koja se financira iz posjećenog mjesta, pri čemu postaje turist ako provede barem jednu noć u smještajnom objektu. Posjetitelje čine turisti i jednodnevni posjetitelji.

Turist je svaka osoba koja u mjestu izvan svojeg prebivališta provede najmanje jednu noć u ugostiteljskome ili drugom objektu za smještaj turista radi odmora ili rekreacije, zdravlja, studija, sporta, religije, porodice, poslova, javnih misija ili skupova. U turiste se ne uključuju migranti, pogranični radnici, diplomati, članovi vojnih snaga na redovitim zadacima, prognanici i nomadi.

Jednodnevni posjetitelj je svaka osoba koja putuje u mjesto različito od svoga uobičajenog okruženja i ne provede noć u ugostiteljskome ili drugom objektu za smještaj i čija je glavna svrha putovanja različita od obavljanja određene aktivnosti koja se financira iz posjećenog mjesta.

Prema kriteriju trajanja, putovanja mogu biti jednodnevna i višednevna.

Jednodnevno putovanje je posjeta na kojoj nije ostvareno noćenje, gdje osobe odlaze iz svog uobičajenog okruženja u private I poslovne svrhei vraćaju se istoga dana. Pod jednodnevnim putovanjem se smatra posjeta odredišta na kojem je provedeno određeno vrijeme, najmanje tri sata na odredištu, što ne uključuje vrijeme potrebno da se dođe/vrati sa odredišta. Posjetilac koji ne ostvari noćenje na putovanju se smatra jednodnevnim posjetiocem (izletnikom).

Višednevno putovanje je putovanje s jednim ili više noćpenja, u ukupnom trajanju manje od godinu dana.

S obzirom na svrhu, putovanja mogu biti privatna i poslovna.

Privatno putovanje jest putovanje čija je svrha odmor, razgledanje, kupovina, liječenje i wellness, sport i rekreacija, kulturni i sportski događaji, religija, posjet porodici i prijateljima i slično. Privatna putovanja nisu: tjedne migracije ili odlazak na posao ili školovanje, sezonski rad, boravak u bolnicama ili lječilištima koji je plaćen preko socijalnog osiguranja, boravak u izbjeglištvu i azilu.

Poslovno putovanje jest putovanje čija je svrha posao ili profesionalni razlozi, ali ne i svakodnevna lokalna putovanja i poslovno motivirana putovanja u uobičajenoj sredini. U poslovna putovanja ulaze putovanja na kongrese, konferencije, poslovne sastanke, sajmove, izložbe, učenje jezika i ostala obrazovna putovanja, kulturna, sportska i slična putovanja, ali ne i poslovna putovanja koja su plaćena iz posjećenog mjesta.

Duljina boravka za višednevno putovanje određuje se brojem provedenih noći u mjestu boravka. Razlikujemo kraća i dulja putovanja. Kraća putovanja su putovanja na kojima turisti ostvare 1 – 3 noćenja.

Dulja putovanja su putovanja na kojima turisti ostvare 4 i više noćenja.

Troškovi putovanja obuhvaćaju sve izdatke koje je posjetilac imao za putovanje, a nastali su prije samog početka putovanja i za vrijeme putovanja. Navedene izdatke može načiniti i druga osoba u ime posjetitelja i na njegov trošak.