



REPUBLIC OF CROATIA  
CROATIAN BUREAU OF STATISTICS



**QUALITY REPORT FOR STATISTICAL SURVEY**  
**Accessibility of Tourist Accommodation Establishments to  
Persons with Limited Mobility for 2015**

Organisational unit: Tourism Statistics Department

Prepared by: Ivana Brozović and Gordana Šiklić

December 2023

## 0. Basic information

- Purpose and subject matter

The purpose of this statistical survey is to monitor the number of accommodation establishments in the group 55.1 Hotels and similar accommodation equipped with one or several accommodation units (rooms and suites) for persons with disabilities and limited mobility and to produce internationally comparable data in line with European standards for tourism statistics.

- Reference period

Year

- Legal acts and other agreements

– At the European level: Regulation (EU) No 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism and repealing Council Directive 95/57/EC

– At the national level: Official Statistics Act (OG, Nos 103/03, 75/09, 59/12 and 12/13) and Annual Implementation Plan of Statistical Activities of the Republic of Croatia for 2015 (OG, No. 21/15)

- Classification system

The following classifications/code lists are applied in the survey:

– Code List of Accessibility Elements

– Code List of Settlements by Municipalities and Counties

– Types of Accommodation Establishments

– Categories of Accommodation Establishments

- Concepts and definitions

Person with limited mobility is a person with temporary or permanent mobility limitations due to disability, age, pregnancy or other causes.

Person with disability is a person with permanent or temporary bodily, mental, intellectual and/or sensory difficulties, which, through an interplay with various spatial obstacles, might prevent that person from performing his/her role in society on an equal basis.

Accessibility is the result of the application of technical solutions in construction projects and in construction of buildings through which persons with disabilities and limited mobility are provided with unlimited access, movement, staying and working in those buildings, to equal extent as everyone else.

Accessible building is a building, a part of a building or equipment which enables the fulfilment of accessibility elements.

- Statistical units

Observation units in this survey are accommodation establishments classified legal entities and parts thereof classified in group "hotels" according to the Ordinance on Classification, Categorisation and Special Standards of Accommodation Establishments in the group Hotels (OG, Nos 58/08, 62/09, 63/13, 33/14 and 92/14) as hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, special-standard hotels, spa-type accommodation, tourist resorts, tourist apartments, boarding houses and guest houses.

- Statistical population

Statistical population in the survey are all business entities (enterprises/companies, tradesmen, institutions, associations, etc.) and parts thereof engaged in the activity of providing accommodation services to tourists classified in the group 55.1 Hotels and similar accommodation.

## **1. Relevance**

### **1.1. Data users**

National users: Ministry of Tourism and Sports, Institute for Tourism, economic analysts, scientists, the media and general public

International users: EUROSTAT

#### 1.1.1. User needs

The survey satisfies our users' needs.

#### 1.1.2. User satisfaction

The first user satisfaction survey was carried out in 2013 and the second one in 2015. The results of the survey are available on the website of the Croatian Bureau of Statistics <https://dzs.gov.hr/highlighted-themes/quality/user-satisfaction-surveys/686>.

### **1.2. Completeness**

The survey is conducted in line to the Regulation (EU) No 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism and recommendations provided in the Methodological Guidelines for Tourism Statistics and encompasses all obligatory variables.

#### 1.2.1. Data completeness rate

The survey is based on full coverage. Data are collected directly from reporting units which fill in the Excel form. Data completeness rate is 100%.

## **2. Accuracy and reliability**

### **2.1. Sampling error**

The indicator for this survey is not applicable.

#### 2.1.1. Sampling error indicators

The indicator is not applicable.

### **2.2. Non-sampling error**

Non-sampling error occurs in the form of measurement error, processing error and non-response error.

#### 2.2.1. Coverage error

The survey is based on full coverage. Data are collected directly from reporting units which fill in the Excel form and therefore only incorrectly filled in forms can affect the quality.

#### 2.2.2. Over-coverage rate

The indicator for this survey is not applicable.

### 2.2.3. Measurement errors

During the statistical analysis of received filled-in forms, data validation is implemented according to the established algorithms for particular types of errors. Potential errors during data entry and calculation are checked and corrected by running data validation according to the established algorithms for particular types of errors.

### 2.2.4. Non-response errors

As a result of data validation as well as of data comparison and analyses, non-response errors are reduced to the minimum due to the fact that every statistical unit is directly contacted to check the missing data.

### 2.2.5. Unit non-response rate

The indicator for this survey is not applicable.

### 2.2.6. Item non-response rate

The indicator for this survey is not applicable.

### 2.2.7. Processing errors

During the statistical analysis of data received by reporting units, data validation is implemented according to the established algorithms for particular types of errors. Potential processing errors are checked by comparing data to previous periods.

### 2.2.8. Imputation rate

The indicator for this survey is not applicable.

### 2.2.9. Model assumption error

The indicator for this survey is not computed.

## 2.3. Data revision

### 2.3.1. Data revision – policy

Provisional figures are not published in this survey and therefore regular revisions are not planned. The users of statistical data are informed about revisions on the website of the Croatian Bureau of Statistics, on the link

<https://dzs.gov.hr/UserDocImages/dokumenti/Dokumenti/General%20Revision%20Policy%20of%20the%20CBS.pdf> .

### 2.3.2. Data revision – practice

Provisional figures are not published in this survey and therefore regular revisions are not planned. As a rule, unplanned revisions caused by events that could not be foreseen and prevented (later changes in data sources or errors in already submitted data that were detected only later) are disseminated as soon as possible.

### 2.3.3. Data revision – average size

The indicator is not applicable.

## 2.4. Seasonal adjustment

Not applicable.

### 3. Timeliness and punctuality

#### 3.1. Timeliness

##### 3.1.1. Timeliness – first results

The indicator for this survey is not applicable.

Year	Release date	Timeliness – final results
2015	18 March 2016	T + 3 months

#### 3.2. Punctuality

##### 3.2.1. Punctuality – delivery and publication

Data are released on the exact date as announced in the Calendar of Statistical Data Issues.

### 4. Accessibility and clarity

#### 4.1. News release

First Release entitled Accessibility of Tourist Accommodation Establishments to Persons with Limited Mobility

#### 4.2. Online database

Data are not available in databases.

#### 4.3. Microdata access

Conditions under which certain users can have access to microdata are regulated by the Ordinance on the Conditions and Manner of Use of Statistical Data for Scientific Purposes (OG, No. 137/13). Microdata are not released.

#### 4.4. Documentation on methodology

The First Releases include notes on methodology that contain information on the survey purpose, legal and methodological bases, observation units, coverage, sources and methods of data collection, response rates and definitions. Basic notes on methodology are included in every First Release.

### 5. Coherence and comparability

#### 5.1. Asymmetry for mirror flows statistics

Not applicable for this survey.

#### 5.2. Comparability over time

The survey was carried out for the first time in 2015 and, therefore, it is not comparable with the previous period.

#### 5.3. Coherence – short-term and structural data

The indicator is not applicable.

#### **5.4. Coherence – national accounts**

The indicator is not applicable.

#### **5.5. Coherence – administrative sources**

The indicator is not applicable.

### **6. Cost and burden**

#### **6.1. Cost**

The indicator for this survey is not computed. Data are collected via e-mail on an Excel form and processed in the Survey Processor application. Costs of production and processing are minimal compared to the quantity of processed data.

#### **6.2. Burden**

Data are collected via e-mail on Excel forms filled in by reporting units. On average, a reporting unit took five minutes to fill in the form, which indicates that the burden is minimal.