

QUALITY REPORT FOR STATISTICAL SURVEY
Tourist Activity of the Population of the Republic of Croatia
For 2022

Organisational unit: Tourism Statistics Department
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0. Basic information

- Purpose, goal, and subject of the survey

The purpose of the statistical survey Tourist Activity of the Population of the Republic of Croatia is to collect data on national tourism, that is, the data on the number and characteristics of travels of the Croatian population outside their usual environment. The goal is to assess to what extent does the Croatian population travel, their reasons for going on a trip, where and when they travel, how long do the trips last and what the trip expenditure amount to. For the surveyed persons who did not go on a private trip with overnight stays, the data on the main reasons for not going on a trip were collected.

The survey has been conducted continuously since 2007 and includes private and business/professional trips, trips with overnight stays, same-day visits, as well as trips within Croatia and trips abroad.

- Reference period

Calendar year

- Legal acts and other agreements

At the European level: Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism

At the national level: Official Statistics Act (NN, No. 25/20)

- Classification system

Classification of Spatial Units for Statistics

Code List of Countries

Currencies

- Statistical concepts and definitions

Same-day visitor is every person who travels to a place outside his/her usual environment, who does not spend a night in a hotel or some other tourist accommodation establishment and whose main purpose of travelling differs from performing a particular activity financed by a resident entity in the place visited. The duration of same-day visits is measured in hours. A person who travels in another place for work or education on a daily basis is not considered a visitor.

Tourist is every person who, outside his/her place of usual environment, spends at least one night in a commercial or non-commercial accommodation establishment (but less than 12 months continuously) for reasons of rest, recreation, entertainment, visit to family or friends, preservation and improvement of health, business, religious and other reasons, other than performing a particular activity financed by a resident entity in the place visited. All tourists are travellers, but not every traveller is a tourist. Migrants, cross-border workers, diplomats, military members at regular missions, refugees and nomads are not considered tourists.

Usual environment of a person is immediate vicinity of the person's home and place of work or schooling, as well as other places that the person regularly visits. Each person has only one usual environment. The following criteria define the usual environment: crossing of the administrative border of the place of usual residence, duration of a trip, the frequency of going on a trip and the reason for going on a trip.

For example, in Croatia, the usual environment can be the area of a municipality.

Purpose of the trip is the main reason for going on a trip, that is, without which a given destination would not be visited. Depending on the purpose, tourist trips may be: private (rest, recreation or entertainment, including visits to relatives and friends) and business/professional (trips to congresses, conferences, business meetings, fairs, exhibitions, language learning and other educational trips, cultural, sports and similar trips).

Private trip is a tourist trip with the purpose of rest, recreation, shopping, health, pilgrimage, religious event, visit to relatives and friends, etc. Private trips do not include weekly migrations or departure for work or schooling, seasonal work, staying in hospitals or spas financed by social insurance contributions, staying in refugee camps and asylum.

Business/professional trip is a trip aiming at business or professional reasons excluding daily local trips or business-motivated trips in usual environment. Business/professional trips include trips to congresses, conferences, business meetings, fairs, exhibitions, language learning and other educational trips, cultural, sports and similar trips. Trips financed by a resident entity in the place visited are excluded.

Duration of a tourist trip is the time spent on the trip, which can last a maximum of 365 days continuously.

Duration of a trip with overnight stays is measured by the number of nights spent at destination.

Expenditures on tourism trips include all travelling expenses that occurred before the beginning of the trip and during the trip. These expenditures may also be made by another person on behalf of the visitor or at the visitor's expense.

- Statistical units

Observation units for the number of persons who went on a trip are Croatian citizens aged 15 and over (a reporting unit is equal to a statistical unit). The observation unit for data on the number of overnights stays and same-day visits and their characteristics is a trip of a Croatian citizen aged 15 and over.

The statistical unit for tourist trips is a trip, and the reporting unit is a Croatian citizen aged 15 and over.

- Statistical population

The target population for the survey are citizens of the Republic of Croatia aged 15 and over who live in private households, excluding population living in institutional households (homes for the elderly, prisons and the like), citizens of the Republic of Croatia living abroad and foreign citizens living in the Republic of Croatia.

1. Relevance

1.1. Data users

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

International users: UNWTO, OECD

Internal users: National Accounts Directorate

1.1.1. User needs

The survey is nationally relevant because it is one of the data sources for compiling the tourism satellite account. The survey meets the needs of our users.

1.1.2. User satisfaction

The first user satisfaction survey was carried out in 2013, and the second one in 2015. The survey results can be found on the website of the Croatian Bureau of Statistics at www.dzs.hr.

1.2. Completeness

The survey is carried out in accordance with Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism and recommendations in the Methodological Manual for Tourism Statistics and it covers all mandatory variables.

1.2.1. Data completeness rate

The indicator is not computed.

2. Accuracy and reliability

2.1. Sampling error

The sampling error shows the accuracy of estimating population parameters based on the sample. As it is a random sample, the assessment of the accuracy of estimate is given in the form of coefficients of variation, standard errors and confidence intervals for the most important variables.

The basis for the sampling frame is a directory of fixed and mobile telephone lines in the Republic of Croatia. A random sample stratified according to the county and type of telephone line (fixed or mobile) was used in the survey. The target population for the survey are Croatian citizens aged 15 and over who live in private households, excluding the population living in institutional households (homes for the elderly, prisons and the like), Croatian citizens living abroad and foreign citizens living in Croatia.

In case of a fixed telephone line, a respondent was selected from the randomly chosen household according to the birthday key method.

2.1.1. Sampling error indicators

Estimates and accuracy measurements of the most important indicators of tourist activity of the population of the Republic of Croatia in 2022

| | Estimated value | Coefficient of variation, % | 95% confidence interval | |
|--|---|-----------------------------|-------------------------|---------------|
| | | | Lower limit | Upper limit |
| | Number of persons on trips with overnight stays | | | |
| Number of persons on private trips | 1 647 954 | 2,6 | 1 564 628 | 1 731 280 |
| Only in Croatia | 1 063 316 | 3,3 | 995 062 | 1 131 570 |
| Only abroad | 213 326 | 6,9 | 184 367 | 242 285 |
| In Croatia and abroad | 371 312 | 5,4 | 332 228 | 410 395 |
| On trips with 1 – 3 nights | 838 700 | 3,3 | 784 861 | 892 538 |
| On trips with 4 and more nights | 1 289 266 | 3,0 | 1 212 978 | 1 365 555 |
| Number of persons on business/professional trips | 237 182 | 4,8 | 214 924 | 259 440 |
| | Number of trips with overnight stays | | | |
| Private trips | 4 042 207 | 2,0 | 3 880 732 | 4 203 682 |
| In Croatia | 2 896 372 | 2,4 | 2 758 557 | 3 034 186 |
| Abroad | 1 145 835 | 3,7 | 1 062 415 | 1 229 256 |
| Business/professional trips | 457 360 | 6,1 | 402 438 | 512 283 |
| In Croatia | 251 867 | 9,5 | 204 710 | 299 024 |
| Abroad | 205 493 | 4,8 | 185 785 | 225 202 |
| | Number of nights on trips with overnight stays | | | |
| Nights on private trips | 24 585 284 | 4,3 | 22 491 307 | 26 679 262 |
| In Croatia | 18 665 492 | 5,3 | 16 723 204 | 20 607 780 |
| Abroad | 5 919 792 | 6,4 | 5 181 568 | 6 658 017 |
| Nights on business/professional trips | 1 991 627 | 11,1 | 1 557 044 | 2 426 209 |
| In Croatia | 798 926 | 17,8 | 516 844 | 1 081 008 |
| Abroad | 1 192 701 | 12,9 | 887 687 | 1 497 715 |
| | Expenditure on trips with overnight stays, kuna | | | |
| Expenditure on private trips | 9 110 729 423 | 4,0 | 8 404 724 786 | 9 816 734 061 |
| In Croatia | 5 461 801 568 | 5,0 | 4 921 177 279 | 6 002 425 856 |
| Abroad | 3 648 927 856 | 6,2 | 3 206 637 702 | 4 091 218 009 |
| Expenditure on business/professional trips | 2 258 543 851 | 12,1 | 1 721 895 149 | 2 795 192 554 |
| In Croatia | 1 000 359 197 | 24,7 | 510 654 990 | 1 490 963 403 |
| Abroad | 1 258 184 655 | 9,0 | 1 033 415 530 | 1 482 953 780 |

| | Estimated value | Coefficient of variation, % | 95% confidence interval | |
|--|---------------------------------------|-----------------------------|-------------------------|---------------|
| | | | Lower limit | Upper limit |
| | Number of same-day visits | | | |
| Private trips | 4 275 718 | 2,2 | 4 089 246 | 4 462 191 |
| In Croatia | 3 654 969 | 2,2 | 3 495 909 | 3 814 030 |
| Abroad | 620 749 | 6,3 | 543 521 | 697 977 |
| Business/professional trips | 351 830 | 9,4 | 286 365 | 417 294 |
| In Croatia | 319 187 | 10,1 | 255 541 | 382 833 |
| Abroad | 32 642 | 3,6 | 29 639 | 35 646 |
| | Expenditures on same-day visits, kuna | | | |
| Expenditure on private trips | 1 569 147 161 | 5,4 | 1 404 119 951 | 1 734 174 371 |
| In Croatia | 1 117 943 057 | 4,1 | 1 029 062 560 | 1 206 823 553 |
| Abroad | 451 204 104 | 12,0 | 344 697 023 | 557 711 186 |
| Expenditure on business/professional trips | 190 296 858 | 11,7 | 146 202 062 | 234 391 655 |
| In Croatia | 167 221 774 | 13,1 | 123 888 542 | 210 555 006 |
| Abroad | 23 075 085 | 8,9 | 17 807 870 | 28 342 300 |

2.2. Non-sampling error

Non-sampling errors include all other errors not related to the sample selection, such as the coverage error, the measurement error, the data processing error and the non-response error.

2.2.1. Coverage error

Coverage errors occur due to deviation from the sample selection frame. The sample selection frame is a publicly available telephone directory for 2022. The rate of valid units for the survey Tourist Activity of the Population of the Republic of Croatia, 2022, amounted to 85.63%. Deviation from the sample selection frame causes coverage errors to occur, namely the under-coverage error and the over-coverage error.

Under-coverage: the sample frame is a publicly available telephone directory for 2022 and the sample frame does not include the population (households) that do not have a publicly available telephone number. Over-coverage: households with more than one telephone line were included in the sample, as well as households that do not meet the conditions for conducting the survey (e.g. citizens of the Republic of Croatia living abroad and foreign citizens living in the Republic of Croatia).

2.2.2. Over-coverage rate

The over-coverage rate is the share of units that do not belong to the target population. The over-coverage of the sample of fixed telephone lines amounted to 13,5% (over-coverage: foreign citizens living in the Republic of Croatia, crafts, enterprises and institutions, such as homes for the elderly, prisons, etc. and numbers that are not in use). The over-coverage of the sample of mobile telephone lines amounted to 15.4% (over-coverage: foreign citizens living in the Republic of Croatia, crafts, enterprises and institutions, such as homes for the elderly, prisons, etc. and numbers that are not in use, the selected unit is under 15 years of age).

Households with more than one telephone line were included in the sample, as well as households that do not meet the conditions for conducting the survey (e.g. citizens of the Republic of Croatia living abroad and foreign citizens living in the Republic of Croatia).

Over-coverage rate is 14.37%.

2.2.3. Measurement error

Measurement errors include all errors that may occur during a telephone interview and when entering data into the software application of the questionnaire. Such errors are minimised as much as possible by properly defining the survey questionnaire, implementing controls into the data entry programme during interviewing (e.g. setting logical connections between certain questions, etc.), regular training of interviewers and applying appropriate data collection methods. The control of the collected survey data includes detailed data editing, control of values according to defined ranges, control of the lowest and the highest values, control of possible answers, logical connections between individual answers, etc.

2.2.4. Non-response errors

Non-response errors show the number of statistical units that did not respond to the questionnaire, that is, data on the number of persons who did not accept participation in the survey.

2.2.5. Unit non-response rate

In 2022, the unweighted non-response rate amounted to 45.1%.

2.2.6. Item non-response rate

The highest non-response rate was recorded for questions regarding trip expenditure. The non-response issue was mitigated by the sequential hot-deck imputation method.

The indicator is not computed.

2.2.7. Processing errors

During data processing, detailed data editing is conducted, e.g. control of the values entered according to ranges and control of possible answers. These controls are carried out on the survey questionnaire.

2.2.8. Imputation rate

Unweighted imputation rate for certain variables:

- transportation expenditure: 12.86%
- accommodation expenditure: 15.30%
- expenditure on food and drinks in hotel and restaurant establishments: 10.48%
- other expenditure: 3.86%

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 data are not published in the survey; therefore, there are no planned data revisions. The users of statistical data are informed about revisions on the website of the Croatian Bureau of Statistics <https://dzs.gov.hr/en>.

2.3.2. Data revision – practice

Provisional data are not published in the survey; therefore, there are no planned data revisions. Unplanned revisions that are caused by events that could not be predicted and could not be influenced in advance (subsequent changes in data sources or subsequently identified errors in previously submitted data) are disseminated as soon as possible.

2.3.3. Data revision – average size

The indicator for this survey is not applicable.

2.4. Seasonal adjustment

Not applicable.

3. Timeliness and punctuality

3.1. Timeliness

3.1.1. Time lag – first results

The indicator for this survey is not applicable.

3.1.2. Time lag – final results

Time lag – final results is six months after the reference period (T + 6).

3.2. Punctuality

3.2.1. Punctuality – delivery and publication

Data are published on the date specified in the Calendar of Statistical Data Issues. There is no time lag between the date when the data were sent to Eurostat and the time when they should have been submitted, that is, the data were sent within the set deadlines.

4. Accessibility and clarity

4.1. News releases

First Release Tourist Activity of the Population of the Republic of Croatia, 2022

4.2. Online database

Online databases for the survey Tourist Activity of the Population of the Republic of Croatia are published on the website of the Croatian Bureau of Statistics www.dzs.hr in the section Databases, Tourism.

Online databases are available on the website of Eurostat

<https://ec.europa.eu/eurostat/web/tourism/data/database>.

4.3. Micro-data access

The conditions under which certain users can access microdata are regulated by the Ordinance on the Conditions and Manner of Using Confidential Statistical Data for Scientific Purposes (NN, No. 137/13). Microdata are not published but delivered to Eurostat.

4.4. Documentation on methodology

The survey methodology is defined in Eurostat's Methodological Manual for Tourism Statistics. Notes on methodology, which include the purpose of the survey, legal and methodological basis, observation units, coverage, sources and methods of data collection, response rates and definitions, are published in First Releases and on the website of the Croatian Bureau of Statistics www.dzs.hr. The basic notes on methodology are a part every First Release. Eurostat's methodological documentation is available at

<http://ec.europa.eu/eurostat/web/products-manuals-and-guidelines/-/KS-GQ-14-013>.

5. Coherence and comparability

5.1. Asymmetry for mirror flows statistics

Not applicable.

5.2. Comparability over time

The survey was introduced in 2007 and the data are available from 2007 to 2022.

The data from 2012 are not fully comparable with data from previous years due to the implementation of Regulation (EU) No. 692/2011 of the European Parliament and of the Council, while the data from 2016 are not fully comparable due to a change in the sample frame.

The survey has been improved in accordance with Regulation (EU) No. 692/2011 by collecting detailed information on trips.

5.3. Coherence – subannual and annual statistics

The indicator for this survey is not applicable.

5.4. Coherence – national accounts

The indicator for this survey is not applicable.

5.5. Coherence – administrative sources

The indicator for this survey is not applicable.

6. Cost and burden

6.1. Cost

The costs of interviewers in the CATI centre of the Croatian Bureau of Statistics amounted to about 159 000 kuna. This amount did not include the costs of methodological and technical preparation of the survey, data processing and publication of results.

6.2. Burden

The data were collected by computer-assisted telephone interviewing (CATI method). In order to reduce the burden on respondents who travel a lot, they were asked about a maximum of four trips with overnights stays and four same-day visits. The interview lasted an average of four minutes per household.