

QUALITY REPORT FOR STATISTICAL SURVEY

Accessibility of Tourist Accommodation Establishments to Persons with Limited Mobility for 2024

Organisational unit: Tourism Statistics Department

Prepared by: Ivana Brozović and Gordana Šiklić

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0. Basic information

- **Purpose and subject matter**

The purpose of this statistical survey is to monitor the number of accommodation establishments in the group Hotels and similar accommodation (group 55.1 of the NKD 2007) 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 the 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 national level: The Official Statistics Act (NN, Nos 25/20 and 155/23)

- **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 long-term bodily, mental, intellectual or sensory impairment, which, in interaction with various obstacles, might prevent the full and effective participation of that person in society on an equal basis with others.

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

Accessible building or designed area is a building, a part of a building or a designed area which enables the fulfilment of mandatory elements of accessibility.

- **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 (NN, Nos 56/16 and 120/19) 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. The coverage includes all statistical units that were active within group 55.1 Hotels and similar accommodation at least in one period during the observation year.

- **Statistical population**

Statistical population in the survey consists of all business entities (enterprises/companies, tradesmen, institutions, associations, etc.) and parts thereof that were engaged, during the observed year, at least in one period, in the activity of providing short-stay accommodation services to tourists, and are classified in the group 55.1 Hotels and similar accommodation.

1. Relevance

1.1. Data users

National users: Ministry of Tourism and Sport, economic analysts, scientists, the media, and the 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 of the Croatian Bureau of Statistics was conducted in 2013, the second one in 2015, and the last one at the end of 2022. The results of the survey are available on the website of the Croatian Bureau of Statistics – [User satisfaction surveys](#).

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 conducted using web application and therefore the coverage is complete. 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, data 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 form in the web application 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 – [General Revision Policy of the CBS.](#)

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. Time lag – first results

The indicator for this survey is not applicable.

3.1.2. Time lag – final results

Year	Date of publication	Time lag – final results
2024	14 April 2025	T + 4 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

The First Release: “Accessibility of Tourist Accommodation Establishments to Persons with Limited Mobility in 2024“, link: [TUR-2024-1-4 Accessibility of tourist accommodation establishments to persons with limited mobility, 2024 | Croatian Bureau of Statistics](#)

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 Conditions and Terms of Access and Use of Confidential Statistical Data of the Croatian Bureau of Statistics for Scientific Purposes](#) (NN, No. 5/23).

4.4. Documentation on methodology

Methodological explanations were published as part of First Releases, containing the purpose of the survey, legal and methodological bases, observation units, coverage, sources and data collection methods and definitions. Basic methodological explanations form part of every First Release.

5. Coherence and comparability

5.1. Asymmetry for mirror flows statistics

Not applicable for this survey.

5.2. Comparability over time

Data series is available starting with 2015 when the survey was carried out for the first time. Since the survey is carried out every third year, four years are comparable.

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 on the web application forms filled in by reporting units. Costs of production and processing are minimal compared to the quantity of processed data.

6.2. Burden

Data are collected on the web application 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.