

QUALITY REPORT FOR STATISTICAL SURVEY

**Monthly Report on Tourist Arrivals and Nights in Commercial
Accommodation Establishments (TU-11)
for 2024**

Organisational unit: Tourism Statistics Department

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0. Basic information

- Purpose, goal, and subject of the survey

The purpose of this statistical survey is to monitor the tourist activity in commercial accommodation establishments and to provide internationally comparable data in line with European standards for tourism statistics. The results of this survey provide the basic indicators necessary for tourism analysis in the Republic of Croatia. The subject of the survey are all legal entities and natural persons that provide overnight accommodation services as well as natural persons who provide hospitality services in households and on private family farms. Data do not include non-commercial tourist traffic (the stay of owners, their family members, relatives and friends in villas and summer houses as well as the stay of tourists in other establishments where accommodation service is not charged, e.g., when they are accommodated by citizens of a tourist town/municipality), which is covered by a separate statistical survey (TU-11v form).

- Reference period

Month

- Legal acts and other agreements

At the national level:

Official Statistics Act (NN, Nos 25/20 and 155/23)

Annual Implementation Plan of Statistical Activities of the Republic of Croatia in 2024 (NN, No. 29/25)

Act on the Territories of Counties, Towns and Municipalities in the Republic of Croatia (NN, Nos 86/06, 125/06, 16/07, 95/08, 46/10, 145/10, 37/13, 44/13, 45/13 and 110/15)

Ordinance on Classification, Categorisation and Special Standards of Accommodation Establishments in the Group Hotels (NN, Nos 56/16 and 120/19)

Ordinance on Classification and Categorisation of Accommodation Establishments in the Group Camping Sites (NN, Nos 75/08, 54/16, 68/19 and 120/19)

Ordinance on Classification and Categorisation of Accommodation Establishments in the Group Other Accommodation Establishments (NN, Nos 54/16 and 69/17)

Ordinance on Classification and Categorisation of Establishments Providing Hospitality Services in Households (NN, Nos 9/16, 54/16, 61/16, 69/17 and 120/19)

Ordinance on Classification and Categorisation of Establishments Providing Hospitality Services on Private Family Farms (NN, Nos 54/16, 69/17 and 120/19)

Hotel and Restaurant Activity Act (NN, Nos 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21 and 152/24)

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](#)

- Classification system

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

National Classification of Activities, 2007 version

Code List of Countries

Code List of Types and Categories of Accommodation Establishments

Code List of Modes of Tourist Arrival

Code List of Tourist Age Groups

- Statistical concepts and definitions

Tourism means the activity of visitors taking a trip to or staying in a main destination outside their usual environment for less than a year, for the purposes of leisure, business or other personal purposes other than to be employed by a resident entity in the place visited.

Tourist is any person who, outside his/her place of usual residence, spends at least one night in a hotel or some other tourist accommodation establishment for reasons of rest, recreation, health, study, sport, religion, family, business, public missions or meetings. Excluded are persons residing at a place for longer than 12 consecutive months, persons whose main reason for visiting is an activity that is financed from the place of visit, persons who travel to their work place or an education institution on a daily or weekly basis, persons coming into or going out of the country as migrants, frontier workers, diplomats, consular representatives and military force members on their regular duties, displaced persons, nomads and persons in transit.

Residence is the place where a person settles with the intention of a permanent stay.

Domestic tourist is any person permanently residing in the Republic of Croatia who spends at least one night in a hotel or some other tourist accommodation establishment outside his/her place of permanent residence.

Foreign tourist is any person permanently residing outside the Republic of Croatia who temporarily resides in the Republic of Croatia and who spends at least one night in a hotel or some other tourist accommodation establishment.

Tourist arrival is the number of persons (tourists) who were registered and stayed overnight in an accommodation establishment. Consequently, in case tourists change the accommodation establishment they stay in, they are re-registered, which results in data ambiguity. Statistics thus registers the number of tourist arrivals and not the number of tourists.

Tourist nights refer to every registered overnight stay of a person (tourist) in an accommodation establishment.

Tourist age group is expressed according to the years of age reached at the time of stay in a tourist accommodation establishment.

Accommodation capacities are presented as the number of rooms, apartments and camping sites, and the number of permanent beds. The application of the Regulation (EU) No 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism means that the capacity of an accommodation establishment presented is taken over from the month when it reached its maximum.

Permanent beds are those that are regularly available to guests.

Occupancy rate of permanent beds (gross) in the reference period is obtained by dividing the total number of realised nights by the number of beds and the number of days in a month. The data are expressed as a percentage.

Occupancy rate of permanent beds (net) in the reference period is obtained by dividing the total number of nights realised in the reference period by the number of beds on offer and the number of days when the beds were actually available for use during the reference period. The data are expressed as a percentage.

Occupancy rate of bedrooms (net) in the reference period is obtained by dividing the total number of bedrooms used during the reference period by the number of bedrooms available for use during the reference period. The data are expressed as a percentage.

Division 55 of the NKD 2007 includes short-stay accommodation service activities to tourists. Particular units may only provide accommodation services, while others may combine the services of accommodation, catering and/or recreation equipment. Tourist accommodation establishments listed in this division are broken down into four groups.

Group 55.1 Hotels and similar accommodation includes the following types of accommodation establishments: hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, spa-type accommodation, special-standard hotels, tourist resorts, tourist apartments, boarding houses, and guest houses.

Group 55.2 Holiday and other short-stay accommodation includes the following types of accommodation establishments: rooms, apartments, studio-type suites and summer houses, hostels, spas, overnight accommodation, vacation establishments for children, inns offering accommodation services, mountain lodges, hunting lodges and pupils' homes or students' homes or akademis and Robinson-type accommodation establishments.

Group 55.3 Camping sites and camping grounds includes the following types of accommodation establishments: camping sites, glamping, small camps, quickstop camping, quickstop camping in households – Robinson-type accommodation, quickstop camping in private family farms – Robinson-type accommodation and organised off-site camping sites.

Group 55.9 Other accommodation includes uncategorised establishments.

- **Statistical units**

Statistical units are all active commercial accommodation establishments that provide overnight accommodation services to tourists (accommodation service is charged). Accommodation establishments are the following: hotels, heritage hotels, all-suite hotels, integral hotels, diffuse hotels, special-standard hotels, spa-type accommodation, tourist resorts, tourist apartments, boarding houses, guest houses, rooms, apartments, studio-type suites, summer houses, hostels, spas, overnight accommodation, vacation establishments for children, inns offering accommodation services, mountain lodges, hunting lodges, pupils' homes or students' homes or akademis, camping sites, small camps, quickstop camping, organised off-site camping sites, Robinson-type accommodation establishments, and uncategorised establishments.

- **Statistical population**

Statistical population includes all business entities (enterprises/trade companies, tradesmen, institutions, associations, etc.) and parts thereof engaged in the activity of providing overnight services in accommodation establishments; health institutions for their establishments in which persons stay for medical rehabilitation (paid by users); business entities that founded, or take care of, mountain lodges; business entities that, during school holidays, use schools, boarding homes and similar establishments as temporary accommodation capacities.

1. Relevance

1.1. Data users

National users: Ministry of Tourism and Sport, Croatian National Tourist Board, local tourist boards, Statistics Department of the City of Zagreb, Institute for Tourism, Croatian Camping Association, county chambers of economy, travel agencies, economic analysts, scientists, the media and broad public.

International users: Eurostat, UNWTO, OECD, IMF

Internal users: Macroeconomic Statistics Directorate, Business Statistics Directorate

1.1.1. User needs

The survey is carried out according to standards prescribed by Eurostat in order to satisfy the needs of both international and national users. Eurostat uses survey data for a systematic and user-oriented presentation of internationally comparable indicators of the survey on national tourism.

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 survey results can be checked on the website of the Croatian Bureau of Statistics [User satisfaction surveys](#).

1.2. Completeness

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

1.2.1. Data completeness rate

The indicator is not computed for this survey.

2. Accuracy and reliability

2.1. Sampling error

The indicator is not applicable for this survey.

2.1.1. Sampling error indicators

The indicator is not applicable for this survey.

2.2. Non-sampling error

The indicator is not applicable for this survey.

2.2.1. Coverage error

The indicator is not applicable for this survey.

2.2.2. Over-coverage rate

The indicator is not applicable for this survey.

2.2.3. Measurement errors

The indicator is not applicable for this survey.

2.2.4. Non-response errors

The indicator is not computed for this survey.

2.2.5. Unit non-response rate

The indicator is not applicable for this survey.

2.2.6. Item non-response rate

The indicator is not computed for this survey.

2.2.7. Processing errors

During the statistical analysis, data validation is implemented according to the established algorithms for particular types of errors. There is a matrix with conditions for checking and control of data set within data validation. The aforementioned validation is run in an internal application where the data are processed.

2.2.8. Imputation rate

The indicator is not applicable for this survey.

2.2.9. Model assumption error

The indicator is not applicable for this survey.

2.3. Data revision

2.3.1. Data revision – policy

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

Final data are released in the First Release. 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 for this survey.

2.4. Seasonal adjustment

The indicator is not computed for this survey.

3. Timeliness and punctuality

3.1. Timeliness

3.1.1. Timeliness – first results

The indicator is not applicable for this survey.

3.1.2. Timeliness – final results

The timeliness of final results is 40 days after the end of the reference period (T + 40).

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

The data and Notes on Methodology are available in statistical publications in electronic format on the website of the Croatian Bureau of Statistics, while information/data are provided by phone or e-mail. Users can find data and publications on the website of the Croatian Bureau of Statistics or write to ask for particular data or Notes on Methodology. Dissemination methods and deadlines are specified in the Calendar of Statistical Data Issues and the Publishing Programme.

4.1. News release

Tourist arrivals and nights in commercial accommodation, monthly, link: [Tourist Arrivals and Nights in Commercial Accommodation, 2024](#)

Tourist arrivals and nights in commercial accommodation - cumulative data, in cumulative dynamics, link: [Tourist Arrivals and Nights, 2024](#)

4.2. Online database

Online databases available for the survey on tourist arrivals and nights in commercial accommodation are issued on the website of the Croatian Bureau of Statistics within Databases, Tourism. The databases are available for data on tourist arrivals and nights in total and by counties for domestic and foreign tourists, for data on tourist arrivals and nights by country of residence by counties, for data on tourist arrivals and nights by organisation of tourist arrivals in total and for domestic and foreign tourists, for data on tourist arrivals and nights by age groups and sex in total and for domestic and foreign tourists, for data on tourist arrivals and nights according to division 55 of NKD 2007, and by types of tourist accommodation establishments in total and for domestic and foreign tourists and data on accommodation capacities and tourist arrivals and nights according to HR_NUTS 2021 – HR NUTS 2, counties, towns and municipalities in total and for domestic and foreign tourists, by months (tables 1.1, 1.2, 1.3, 1.4, 1.5, 1.7, and 1.8.), link: [PX-Web - Select table \(dzs.hr\)](#)

Online databases are available on the website of Eurostat [Database - Eurostat \(europa.eu\)](#)

4.3. Microdata access

The conditions under which certain users can access 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). Microdata are not released.

4.4. Documentation on methodology

The survey methodology is defined in the Eurostat's Methodological manual for tourism statistics. Notes on Methodology are available in the First Release and on the website of the Croatian Bureau of Statistics. Basic notes on methodology are included in every First Release. Eurostat's publications on methodology are 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

The indicator is not applicable for this survey.

5.2. Comparability over time

Data according to the Regulation (EU) No 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism have been available since 2012.

According to the Ordinance on Classification, Minimum Requirements and Categorisation of Hotel and Restaurant Facilities (NN, Nos 57/95, 110/96, 24/97, 61/98, 137/98, 19/99, 39/99, 52/99, 43/00, 52/00, 57/00, 63/00, 18/01 and 33/01), a new categorisation of hotel and restaurant establishments took place in 2002, which resulted in the creation of new types and categories.

Starting with 1991, this survey included tourist arrivals and nights as well as accommodation capacities in nautical ports. Since 2010, nautical ports have no longer been considered either as reporting units or as a type of accommodation establishment. The reason lies in the implementation of the new Tourist Tax Act (NN, Nos 152/08 and 59/09), which prescribes the method of registration of tourists' sojourn on vessels. Due to the aforementioned change in methodology conditioned by the application of new legal acts in monitoring tourists, data from January 1998 to December 2009 have been revised in order to make data series comparable (excluding nautical ports).

Since 2017, business entities: sleeping cars and couchettes; business entities in river and sea water traffic (only scheduled lines) have no longer been considered either as reporting units or as a type of accommodation establishment in the Monthly Survey on Tourist Arrivals and Nights. Due to the aforementioned change in coverage, monthly data for the period from 2010 to 2016 have been revised (business entities sleeping cars and couchettes as well as business entities engaged in river and sea water traffic were excluded) in order to make data series comparable.

Since 2013, the way of presenting the capacity at the annual level has been changed according to the Regulation (EU) No 692/2011 of the European Parliament and of the Council of 6 July 2011 concerning European statistics on tourism. The capacity of an accommodation establishment is presented for the month in a year when it was the greatest. Until 2013, accommodation capacities at the annual level were presented with the situation as on 31 August.

In the PC-Axis database, section Tourist arrivals and nights in commercial accommodation, table 1.6, data on accommodation capacities and tourist arrivals and nights were published at the level of the Republic of Croatia, NUTS 2 level, counties, cities and municipalities. The National Classification of Territorial Units for Statistics 2012 (NUTS) (NN, Nos 96/12 and 102/12) has ceased to be valid since the day of application of the National Classification of Statistical Regions 2021 (HR NUTS 2021), i.e., since 1 January 2020 (NN, No. 125/19). Pursuant to Article 4 of the National Classification of Statistical Regions 2021, for statistical and analytical purposes of the official statistics of the Republic of Croatia, the National Classification of Territorial Units for Statistics 2012 (NUTS) was used simultaneously in the transitional period until 31 December 2020. Due to the above-mentioned changes, monthly data from 2020 onwards on accommodation capacities and arrivals and overnight stays presented in table 1.8. are published at the level of the Republic of Croatia, HR NUTS 2021 – level 2, counties, cities and municipalities.

Comparability of data over time is conditioned by the adoption of new acts and ordinances (new categorisation in 2002, excluding of nautical ports and business entities sleeping cars and couchettes as well as business entities engaged in river and sea water traffic after entering into force of the new acts).

5.2.1. Length of comparable time series

Comparability of data on tourist arrivals and nights as well as accommodation capacities by all types and categories of accommodation establishments since 2002.

5.2.2. Reasons for break in time series

The indicator is not applicable for this survey.

5.3. Coherence – short-term and structural data

The indicator is not computed for this survey.

5.4. Coherence – national accounts

The indicator is not applicable for this survey.

5.5. Coherence – administrative sources

The indicator is not applicable for this survey.

6. Cost and burden

6.1. Cost

The indicator is not computed for this survey.

Considering that the data are extracted from the administrative source, i.e., the eVisitor system, which is under the jurisdiction of the Croatian National Tourist Board, and that, in cooperation with the Croatian National Tourist Board, certain controls are implemented into the system, production and processing costs are minimal in comparison with the amount of data being processed.

6.2 Burden

The indicator is not computed for this survey.

Administrative data source is the eVisitor system, which is the central electronic system for checking in and checking out tourists that serves to link all tourist boards in the Republic of Croatia. It is available via the internet with no need for any additional software installations. Establishing and running the eVisitor system is the responsibility of the Croatian National Tourist Board. Based on the Agreement on Cooperation in the Field of Tourism Statistics and the Catalogue of Data Requests from the eVisitor System of the Croatian National Tourist Board, the Croatian Bureau of Statistics extracts the defined data sets from the system and further processes them statistically. Reporting units are contacted only to clarify and resolve the errors which the Croatian Bureau of Statistics cannot solve on its own.