

QUALITY REPORT FOR STATISTICAL SURVEY
Tourist Activity of the Population of the Republic of Croatia
For 2021

Organisational unit: Tourism Statistics Department
Prepared by: Ivana Brozović and Suzana Nujć

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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.

Since the population frame consists of fixed and mobile telephones, there is an error of non-coverage of the population for persons whose telephone numbers are not in the telephone directory. It is estimated that 86% of households in the Republic of Croatia have a fixed telephone. It is assumed that the absence of a fixed telephone is correlated with the sociodemographic variables collected by the survey. This under-coverage was offset by the post-stratification process (according to the demographic structure of the entire population).

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 2021

	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	1 354 229	2.4	1 290 372	1 418 086
Only in Croatia	1 051 036	2.8	992 990	1 109 083
Only abroad	140 076	7.0	120 557	159 594
In Croatia and abroad	163 117	5.7	144 782	181 451
On trips with 1 – 3 nights	596 485	3.5	555 881	637 089
On trips with 4 and more nights	1 059 120	2.7	1 002 169	1 116 071
Number of persons on business/professional trips	134 216	5.4	119 767	148 666
	Number of trips with overnight stays			
Private trips	3 553 325	2.1	3 408 990	3 697 661
In Croatia	3 020 049	2.4	2 880 581	3 159 518
Abroad	533 276	3.5	496 810	569 742
Business/professional trips	363 663	7.6	309 483	417 844
In Croatia	258 021	9.8	208 249	307 793
Abroad	105 642	10.1	84 330	126 954
	Number of nights on trips with overnight stays			
Nights on private trips	22 994 788	4.0	21 203 145	24 786 432
In Croatia	18 163 977	4.0	16 756 781	19 571 173
Abroad	4 830 811	11.7	3 721 485	5 940 138
Nights on business/professional trips	1 907 832	19.2	1 186 269	2 629 395
In Croatia	1 035 609	30.7	406 538	1 664 680
Abroad	872 223	20.7	512 872	1 231 574
	Expenditure on trips with overnight stays, kuna			
Expenditure on private trips	6 657 278 200	3.6	6 193 623 856	7 120 932 544
In Croatia	5 061 404 238	3.7	4 691 107 344	5 431 701 132
Abroad	1 595 873 962	8.8	1 319 291 584	1 872 456 339
Expenditure on business/professional trips	1 426 958 558	14.5	1 018 706 392	1 835 210 723
In Croatia	655 365 328	21.0	383 725 492	927 005 164
Abroad	771 593 230	19.5	471 185 205	1 072 001 254

	Estimated value	Coefficient of variation, %	95% confidence interval	
			Lower limit	Upper limit
Number of same-day visits				
Private trips	3 636 797	2.4	3 465 519	3 808 076
In Croatia	3 388 502	2.5	3 223 258	3 553 746
Abroad	248 296	7.2	212 722	283 869
Business/professional trips	327 463	12.2	248 147	406 779
In Croatia	307 638	13.1	228 018	387 257
Abroad	19 826	13.7	14 068	25 583
Expenditure on same-day visits, kuna				
Expenditure on private trips	1 291 793 691	6.1	1 138 020 512	1 445 566 870
In Croatia	1 178 281 666	6.5	1 029 083 437	1 327 479 895
Abroad	113 512 025	15.7	78 241 467	148 782 584
Expenditure on business/professional trips	170 574 985	10.7	134 370 708	206 779 263
In Croatia	153 484 794	11.7	117 950 466	189 019 122
Abroad	17 090 191	22.2	7 340 442	26 839 940

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 2021. The rate of valid units for the survey Tourist Activity of the Population of the Republic of Croatia, 2021, amounted to 85.1%. 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 2021 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 15.1% (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 14.7% (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 14.9%.

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 2021, the unweighted non-response rate amounted to 35.1%.

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: 10.0%
- accommodation expenditure: 10.4%
- expenditure on food and drinks in hotel and restaurant establishments: 10.1%
- other expenditure: 7.4%

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

Fist Release Tourist Activity of the Population of the Republic of Croatia, 2021

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 2021.

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 158 000 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.