REPUBLIC OF CROATIA
CROATIAN BUREAU OF STATISTICS

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QUALITY REPORT FOR STATISTICAL SURVEY

Volume Indices of Turnover of Service Activities (ISP) for 2025

Organisational unit: Business Statistics Directorate / Service Statistics Department

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October 2026

0. Basic information

- Purpose and subject matter

  Volume turnover indices of service activities measure the dynamics of monthly changes in the turnover of service activities. It is calculated by deflating the monthly nominal turnover data with the corresponding deflator (most often by price index). It includes service activities classified according to the National Classification of Activities (NKD 2007) into sections G, H, I, J, L, M (excluding divisions 72 and 75 as well as group 701) and N. Monthly data on turnover are obtained from the survey Monthly Report on Service Activities (USL-M form) in combination with administrative data sources (VAT form).

- Reference period

  Month

- Legal acts and other agreements

  The survey methodology is based on Regulation (EU) 2019/2152 of the European Parliament and of the Council of 27 November 2019 on European business statistics, repealing 10 legal acts in the field of business statistics and Commission Implementing Regulation (EU) 2020/1197 of 30 July 2020 laying down technical specifications and arrangements pursuant to Regulation (EU) 2019/2152 of the European Parliament and of the Council on European business statistics repealing 10 legal acts in the field of business statistics.

  The survey is carried out pursuant to the Official Statistics Act (NN, Nos 25/20, 155/23, 124/25 – corr. and 69/26).

- Classification system

  National Classification of Activities, 2007 version (NKD 2007)

  The Decision on the National Classification of Activities, 2007 version – NKD 2007, will be applied in the Survey until 31 December 2027 in line with the transitional provision from Article 6 of the Decision on the National Classification of Activities, 2025 version – NKD 2025 (NN, No. 47/24): "For statistical and analytical purposes of official statistics of the Republic of Croatia, in the transitional period until 31 December 2027, the Decision on the National Classification of Activities, 2007 version – NKD 2007 (NN, Nos 58/07 and 72/07 – correction) shall be concurrently applied" and Regulation (EU) 2019/2152 of the European Parliament and of the Council of 27 November 2019 on European business statistics, repealing 10 legal acts in the field of business statistics.

- Concepts and definitions

  Volume turnover index of service activities measures the volume of sales in service and trade activities, which is derived from turnover in current prices and then recalculated to constant prices by deftlation method applying a corresponding deflator. Since they are aimed at achieving changes in gross production volume, data on value added from the survey on structural business statistics are used as weights in the calculation of volume indices of service activities.

  The turnover encompasses total amounts invoiced by the observed unit in the reference period, which corresponds with market sales of goods or services delivered to third parties. The turnover also includes all other costs related to the buyer, even if these costs are listed separately on the invoice. The turnover excludes VAT and other similar deductible taxes directly related to the turnover as well as all customs and taxes on goods or services invoiced by the unit.

- Statistical unit

  The statistical unit is a kind-of-activity unit (KAU).

- Statistical population

  Target population for turnover data are business entities (legal entities, tradesmen and freelances) whose prevailing activity is one of activities required according to the Regulation (EU) 2019/2152, irrespective of their size.

1. Relevance

1.1. Data users

Main data users are the CBS National Accounts Directorate and Eurostat.

1.1.1. User needs

The National Accounts Directorate use these data in BDP calculations, which is the key indicator of economic activity and development status of a country. Eurostat publishes data in a database and they are comparable with other countries' data. Eurostat also use these data for calculating indices of a total market production.

1.1.2. User satisfaction

Regular direct contact with the National Accounts Directorate in order to determine data volume and delivery deadlines. Moreover, Eurostat sends inquiries if additional explanation of certain data is needed.

The first user satisfaction survey of the Croatian Bureau of Statistics was carried out in 2013, and since 2024, the survey has been conducted annually. The survey results are available on the Croatian Bureau of Statistics website under User satisfaction surveys.

1.2. Completeness

Results are publised 60 days after the end of a reference period in STS database. Data are submitted to Eurostat at that same day. Data are complete and consistent with methodological concepts and definitions.

1.2.1. Data completeness rate

The indicator is not computed.

2. Accuracy and reliability

2.1. Sampling error

The volume index of service activities is not based on a sample and therefore a sampling error cannot be calculated.

2.1.1. Sampling error indicators

The indicator is not applicable.

2.2. Non-sampling error

Having in mind the survey's characteristics, response, nonresponse and overcoverage rates are not calculated. These rates are calculated in the Monthly Survey on Turnover of Service Activities, which is used as one of the inputs for calculating the volume index of service activities.

2.2.1. Coverage error

A gap between target population and the framework occurs mainly because the Statistical Business Register is not updated regularly. Eligibility of units can be determined only on the selected sample. Framework units not included in the sample are not contacted and it is impossible to determine actual status of their business operation.

2.2.2. Overcoverage rate

The indicator is not applicable.

2.2.3. Measurement error

Having in mind the survey's characteristics, measurement errors are not calculated. These rates are calculated in the monthly survey on turnover of service activities, which is used as one of the inputs for calculating the volume index of service activities.

2.2.4. Nonresponse error

Having in mind the survey's characteristics, nonresponse errors are not calculated. These rates are calculated in the Monthly survey on turnover of service activities, which is used as one of the inputs for calculating the volume index of service activities.

2.2.5. Unit nonresponse rate

The indicator is not applicable.

2.2.6. Item nonresponse rate

The indicator is not applicable.

2.2.7. Processing error

Having in mind the survey's characteristics, processing errors are not calculated. These errors are calculated in the Monthly Survey on Turnover of Service Activities, which is used as one of the inputs for calculating the volume index of service activities.

2.2.8. Imputation rate

The indicator is not applicable.

2.2.9. Model assumption error

Not available.

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

Provisional figures are not published in this survey and therefore regular revisions are not planned.

2.3.3. Data revision – average size

The indicator is not computed.

2.4. Seasonal adjustment

In the process of seasonal adjustment, the software package JDemetra+ and X13-ARIMA method is used. This process identifies and assesses seasonal and workingday effects in time series using statistical models and procedures.

3. Timeliness and punctuality

3.1. Timeliness

Results are publised 60 days after the end of a reference period in STS database. Data are submitted to Eurostat at that same day.

3.1.1. Timeliness – first results

The indicator is not computed.

3.1.2. Timeliness – final results

The indicator is not computed.

3.2. Punctuality

Data are submitted according to the pre-announced Calendar of statistical Data Issues. There is no time lag between the actual data submission date and the date they were planned to be submitted.

3.2.1. Punctuality − delivery and publication

The indicator is not computed.

4. Accessibility and clarity

The data are available in the STS database, which are available on the website of the Croatian Bureau of Statistics. Data are released in the Eurostat database.

4.1. News release

Data are regularly released in the STS database and this is the only medium of data release. There are no *ad hoc* news releases related to these data.

4.2. Online database

Data series for the volume indices of service activities are available in the STS database on the website of the Croatian Bureau of Statistics: STS database.

4.3. Microdata access

Conditions under which certain users can have access to microdata are regulated by the Ordinance on the 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

Notes on Methodology for the volume index of service activities are available within the STS database on the website of the Croatian Bureau of Statistics.

The entire survey is based in methodological publications released in the document Compilation Manual for an Index of Services Production, OECD, 2007.

5. Coherence and comparability

5.1. Asymmetry for mirror flows statistics

Not applicable.

5.2. Comparability over time

Data for all activities have been available since January 2010. By the end of 2025, the length of a time series is 192 months.

5.2.1. Length of comparable time series

The indicator is not computed.

5.2.2. Reasons for break in time series

Not applicable.

5.3. Coherence – short-term and structural data

The indicator is not applicable.

5.4. Coherence – national accounts

The indicator is not computed.

5.5. Coherence – administrative sources

The indicator is not applicable.

6. Cost and burden

6.1. Cost

Costs of the Croatian Bureau of Statistics amount to approximately 650 working hours a year.

A burden of collecting input data, calculation of indices and analyses of results of this indicator is solely on the staff of the Croatian Bureau of Statistics.

6.2. Burden

There is no burden on reporting units related to the calculation of volume index of service activities due to the fact that data are taken over from other surveys.