

TWINNING CONTRACT

2023/447-234



EU for Further Development of Statistics System in BiH



MISSION REPORT

Activity 2B: Tourism Satellite Accounts (TSA)

Component 2 - Tourism Statistics

Mission carried out by:

Janja Kalin, Statistical Office of the Republic of Slovenia
Mascia Di Torrice, Italian Institute of Statistics
Maria Teresa Santoro, Italian Institute of Statistics

15-17 October 2024

Version: final

EU FOR FURTHER DEVELOPMENT OF STATISTICS SYSTEM IN BIH



Funded by
the European Union



STATISTICS
DENMARK



REPUBLIC OF SLOVENIA
STATISTICAL OFFICE

Statistics Finland

European Union Member State Expert (consultants) Contact Information

Janja Kalin,
Statistical Office of the Republic of Slovenia (SURS)
janja.kalin@gov.si

Mascia Di Torrice
Italian Institute of Statistics (ISTAT)
maditorr@istat.it

Maria Teresa Santoro
Italian Institute of Statistics (ISTAT)
mailto:masantor@istat.it

Table of contents

Executive Summary	4
1. General comments	4
2. Assessment and results	4
3. Conclusions and recommendations	7
4. What to do before the next mission	8
Annex 1. Terms of Reference for the current mission	9
Annex 2. (input for the) Terms of Reference for the next mission	11
Annex 3. Persons met	12



List of Abbreviations

BC	Beneficiary Country (Bosnia and Herzegovina)
BHAS	Agency for Statistics of Bosnia and Herzegovina
BiH	Bosnia and Herzegovina
CBBH	Central Bank of Bosnia and Herzegovina
EU	European Union
EUD	European Union Delegation to Bosnia and Herzegovina
FIS	Institute for Statistics of the Federation of Bosnia and Herzegovina
LA	Language Assistant
MS	EU Member State
RSIS	Institute for Statistics of Republika Srpska
RTA	Resident Twinning Advisor
RTAA	Resident Twinning Advisor Assistant
ToR	Terms of Reference

Executive Summary

First theme of the mission was presentation and discussion of supply-side tourism survey in BiH, followed by detailed presentation of supply-side tourism surveys in Italy, comprising the Capacity survey and Occupancy survey. Within the discussion, questions concerning the issues with these surveys in BiH were raised and discussed. Second theme of the mission was detailed presentation of demand-side tourism surveys in Italy, followed by the discussion of experiences and issues with this survey in BiH. Issues for both surveys and recommendations from the experts are described in the continuation of the report. Third theme of the mission was detailed presentation of the TSA compilation in Slovenia, comprising methodological issues, scope of individual tables and aggregates and discussion of individual data sources. Reflection on necessary data sources in BiH was discussed, focusing on national accounts data and foreign visitors data. The latter are necessary as well for the compilation of Balance of Payments statistics, therefore it is advisable to use synergies, which can be investigated in future work. The cooperation of institutions in this domain is recommended.

1. General comments

This mission report was prepared within the EU Twinning Project "Further Development of the Statistics System in Bosnia and Herzegovina". It was the 2nd mission to be devoted to the Tourism Statistics Component of the Project.

The purposes of the mission were:

- Presentation and discussion of BiH supply side data in tourism statistics and in national accounts
- Detailed presentation of Slovenia TSA compilation,
- Presentation of surveys used for TSA in Italy
- Preparation of ToR for next activity

The consultants would like to express their thanks to all officials and individuals from Bosnia and Herzegovina met for the kind support and valuable information, and which highly facilitated the work of the consultant.

This views and observations stated in this report are those of the consultant(s) and the RTA and do not necessarily correspond to the views of EU, BHAS, FIS, RSIS, CBBH, Statistics Denmark, Statistics Finland, Statistical Office of the Republic of Slovenia and The Italian National Institute of Statistics.

2. Assessment and results

- A presentation and a following discussion of BiH supply-side tourism survey was made. Arrivals and nights spent by domestic and foreign tourists are collected by questionnaire sent to the identified units from Business Registers. The most recent results of the survey were presented, together with estimations on tourists provided by the demand side survey. The latter was started in 2018 and it was carried out on annual basis with the only break during the pandemic period.
- A detailed presentation of official statistics on tourism carried out in Italy was made by the consultant from the Italian National Statistical Institute (ISTAT) in charge of the supply-side

statistics. After an introduction on the statistical system on tourism existing in Italy, the survey on Capacity of tourist accommodation establishment was presented. The main topics covered:

- Accommodation capacity variables
- Accommodation breakdown in Italy and the division in Nace rev. 2 groups in the scope of the EU Regulation n. 692/2011 on tourism statistics
- Characteristics of the Italian survey, data collection, and the form
- Regulation requests
- Data dissemination
- Contribution of data from the survey for TSA.

Moreover, Istat specified that the Capacity survey collects and then disseminates more information and further breakdowns than the ones requested by the Regulation for national purposes. Data is collected through intermediate bodies who collect data directly from tourism establishment units. Several topics were discussed in-depth, following the questions by BiH statisticians. They regarded mainly the concept of gross capacity as requested by the EU Regulation 692/2011; the accommodation units to be included in the Annex 1 with reference to those ones with more than one economic activity, e.g. the healthy institutes that make also accommodation activity as secondary. It was discussed the difficulty for BiH to survey the accommodations included in the NACE group 55.2 (holidays and other short stays accommodation) that, indeed, are under covered in tourism occupancy figures.

- A detailed presentation on the Italian Occupancy of tourism accommodation establishments followed. The main topics covered:
 - Variables and indicators
 - Characteristics of the Italian survey, data collection, the form
 - Regulation requests
 - Data dissemination
 - Contribution of data from the survey for TSA.

Also in this case, Istat collects and disseminates further information and more breakdowns compared to those requested by the EU Regulation. Also these data is collected through intermediate bodies who collect data directly from tourism establishment units. The expert was asked to clarify more about the checks, in particular at what level they are made and if Istat makes a recall activity to the intermediate bodies involved in the survey to correct the data. It was stressed that all the process, starting from the data collection made by the intermediate bodies, is completely automatized and, consequently, it's not necessary any activity of data-entry by the Statistical Institute. The topic of revisions has been discussed as well as the need of using the concept of LKAU (local Kind of Activity Unit) to identify better the enterprises offering accommodations as secondary activity.

- On the second day, a detailed presentation of demand-side survey on tourism carried out in Italy was made by the expert from the Italian National Statistical Institute (ISTAT) in charge of demand-side statistics. The main topics covered:
 - Main features of the «Trips and Holidays» survey
 - Monitoring the quality
 - The interview
 - The questionnaire
 - Aspects of calibration procedures
 - Dissemination of the results
 - contribution of data from the survey for TSA.

The Italian expert explained that a change of technique occurred in 2013 (from CATI to CAPI), so since 2014 the survey is embedded as a focus into the Household Budget Survey.

The following discussion was related to: the sample and the substitutions of households, evaluations of cost/benefits of the CATI and CAPI technique, the strategies to involve the respondents, with particular attention to the letters sent to the households by Istat. The topic of how quality is monitored was widely discussed. Further questions were related to the response rate and how to improve it. Moreover, some clarifications were asked about the imputations methods on expenses. The training of interviewers and the need to have expert interviewers were discussed more in-depth.

Finally, a presentation of the Tourism International Survey carried out by Bank of Italy, including its contribution to the TSA, was made by the Italian experts.

The assessment of the situation regarding the tourism statistics produced by BiH highlighted the following critical aspects/needs:

1. With reference to the supply-side surveys, the transmission of accommodation data on occupancy is not yet automatized (email, paper);
2. It was stressed that data of Nace group 55.2 are under covered, as these accommodation are not present in the Business Register and there is no obligations for them to send data;
3. It was stressed that the EU Regulation considers accommodation establishments at level of local-KAU;
4. In particular, for supply-side statistics, there is a difficulty for BiH to set-up eventually a coordinated activity of data collection together with other institutions that collect data on tourism for their specific purposes (taxes, public safety) in order to optimize the methods, the process and the information collected and, thus, reduce the burden on the respondents.
5. With reference to the demand-side statistics, the major problem regards the composition of the sample, because the households sampled to be interviewed in CATI technique are not representative of the entire population, being composed mainly of elderly people;
6. The data collection is actually carried out by a net of non-professional interviewers (students, for example) and it makes difficult the success of approaching the households. Furthermore, their training seems to be too short (just one day).
7. In general, the surveys producing data for tourism and TSA are affected by the problem of lack of human resources that can innovate/automatize them.
8. In general, there is a lack of coordination between all the institutions involved in the production of statistics.

During the mission, the experts provided some suggestions/information to face the above mentioned critical points.

The expert from the Statistical Office of the Republic of Slovenia (SURS) had a detailed presentation of Slovenia TSA compilation. The main topics covered:

- Description of main methodological demands for the TSA system
- Main definitions and categories
- The scope of tourism products and tourism industries
- Detailed presentation of individual TSA tables and main economic aggregates
- Detailed presentation of data sources used (SURS statistical surveys from the field of tourism and from other fields, other data sources)
- Detailed presentation of tourism statistical surveys at SURS
- Dissemination of TSA data

TSA tables are compiled within national accounts unit at SURS. For the supply side, main data source are detailed supply and use tables of national accounts. In the discussion, there was a reflection on the situation of national accounts data sources for TSA in BiH. The representatives of BiH national accounts unit, that were present at the meeting, explained the data situation regarding the supply side national accounts data. Presently, the supply and use tables for BiH are not yet available. In recent years, a project for their compilation was carried on, but it has not been completely successful, so the final results have not been achieved. Due to the lack of human resources, it is currently also not planned that this work will continue in the very near future, so most probably the results are not to be expected before the 3-5 years period. As regards production account data by activities, it was explained that there are presently available at the 2-digit NACE level. Also for this data, national account unit presently do not have capacities to produce them at a more detailed NACE level which would be necessary for the TSA compilation.

The other domain, which is presently not carried out at the Statistical office of BiH, but it would be necessary for the TSA compilation, are surveys on foreign visitors and their expenditures. They can serve both needs of the Statistical office and of the Central bank of BiH for the Balance of Payments (BOP) compilation. Within the discussion, the expert pointed out the necessity of get in contact and acquiring information on the data sources that are being currently used for the BOP compilation, since they can be of use also for TSA.

2. Conclusions and recommendations

The Italian experts report, that Italian experience in the compilation of TSA was successful because there was a strong cooperation between the several Institutions involved in the project (Istat National Accounts, Istat supply-side, Istat demand-side, Bank of Italy, and others). An inter-institutional Task Force was set up since the beginning to study the international methodology, to identify all the available sources and to choose the best ones, in order to disseminate the first release of the TSA. The collaboration still continues, and this allows improvements of the following releases of the TSA. Also in Slovenia, there is a strong cooperation between national accounts, which are responsible for the TSA compilation, and the tourism statistics unit of SURS (responsible for supply and demand side tourism surveys), as well as with Bank of Slovenia (responsible for Balance of Payments) and other tourism institutions. So, the recommendation is to work in this direction and to build a national roadmap. The task for the compilation of TSA is to be assigned to the national accounts due to its close connection to core national accounts, but there must exist strong cooperation with other mentioned domains.

With regards to the surveys providing source data for the TSA, in particular the ones carried out under the framework of the Regulation 692/2011, in general it is recommended to strengthen them by improving automation of the processes and by increasing the allocated human resources. In particular, for improving the quality of supply-side statistics, the suggestion is exploring the possibility of using also data collected by other institutions for non-statistical purposes (e.g. public safety – moving of persons, taxation), also reducing the burden on the respondents.

The undercoverage of data in Nace group 55.2 (Holiday and other short-stay accommodation) and the concept of local KAU are topics that must be faced with further reflections as it could be necessary to explore the availability of other sources besides the Business Register or finding other *ad hoc* solutions.

With reference to the demand-side statistics, there is the need of looking for solutions that can improve the representativeness of the sample, but it seems not feasible in the short-term. There is also the need to elevate the frequency of the survey from yearly to quarterly in order to have better quality data. A

suggestion to implement a system of e-learning training for the interviewers was given by the expert, in order to overcome the shortness of the training module provided until now.

4. What to do before the next mission

Action	Deadline	Responsible person
Acquiring information of eventual surveys/source data for BOP compilation of travel item	Next mission	Statistical institutions in BiH
Reflection on recommendations, determination on provisional timings, priorities	Next mission	Tourism (service) statistics units in BiH, National accounts units in BiH (Statistical institutions in BiH)

Annex 1. Terms of Reference for the current mission

Terms of Reference

EU Twinning Project BA 19 IPA ST 01 23

Component 2 - Tourism Statistics: Tourism Satellite Accounts

**Timing: Tuesday 15 (starting at 10 a.m.) – Thursday 17 (ending at noon)
October**

**Venue:
Institute for Statistics of the FBiH, Zelenih beretki 26, Sarajevo
Bosnia and Herzegovina**

Activity 2B: Tourism Satellite Accounts (TSA)

1. Mandatory result

The TSA is an extension, or satellite, of the System of National Accounts (SNA). As a result, TSA compiles information on both the supply side and the demand side of tourism. This means that it highlights economic activity in tourism-related industries and portrays tourism in the context of the overall economy and alongside other sectors. Putting tourism in an economic context is a key reason for compiling TSA.

As TSA is currently not being produced in BiH, the result of the project is to produce a report on available data sources and a road map for the way forward producing TSA in BiH

2. Purpose of the activity

- Presentation and discussion of BiH supply side data in tourism statistics and in national accounts
- Detailed presentation of Slovenia TSA compilation,
- Presentation of surveys used for TSA in Italy
- Preparation of ToR for next activity

3. Expected output of the activity:

- Assessment of available data for TSA in BiH made
- Mission report
- ToR (including time (frame)) for next activity



Annex 2. (input for the) Terms of Reference for the next mission

Activity 2C	TSA Road Map
Budget section	III. Components Mandatory Results – Component II
Subject	<ul style="list-style-type: none"> • Roadmap /masterplan for TSA • Preparation of ToR for next activity
Methods	Onsite, STE mission in BiH
Resources	MS: Janja Kalin (SI), Mascia Di Torrice (IT), Maria Teresa Santoro (IT) RTA, RTAA and LA BC: Relevant staff expected to be involved in the component
Duration	3 STEs x 2,5 or 2 STEs x 3,5 working days for MS staff
Output	<ul style="list-style-type: none"> • Road map input drafted • Mission report • ToR (including time (frame)) for next activity
Time schedule	May/June 2025

Annex 3. Persons met

BHAS:

Azra Bander Demirović, Senior Advisor
Mirza Agić, Senior Advisor

BHAS National Accounts Unit

Ivana Tavra, Assistant Director
Aida Mehić, Senior Advisor
Srdjan Vitković, Senior Advisor
Vanja Erak, Senior Advisor
Gorčin Stojanović, Junior Advisor
Saša Stanić
Vanja Andzelic

FIS:

Nikola Radović, Senior Statistician

RSIS:

Jelena Glamočika, Head of Department for Services Statistics
Jelena Kljajić, Senior Statistician

RTA Team:

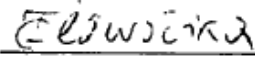
Niels Madsen, RTA (excused)
Larisa Muslimovic, RTA Assistant
Senka Ahmetovic-Palic, RTA Language Assistant (excused)

Signatures


For the approval of the contents of this report, representatives from BHAS, FIS and RSIS as well as MS experts and the RTA sign here:



Component leader, BHAS



Component leader, RSIS



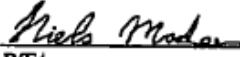
MS Expert

Maria Teresa Santoro

MS Expert



Component leader, FIS



RTA



MS Expert