

# TWINNING CONTRACT

BA 15 IPA SR 01 17

## Support to the reform of the statistics system in Bosnia and Herzegovina



## MISSION REPORT

**Activity 2.5.1:**  
**Assessment on the current situation and plan for development of  
regular survey on tourism statistics**

**Component 2: Business Statistics**  
**Sub-component 2.5: Tourism Statistics**

Mission carried out by  
**Else Marie Rasmussen, Statistics Denmark**  
**Ivana Brozović, Croatian Bureau of Statistics**

**10-13 April 2018**

Version: Final

## **Expert contact information**

***Else Marie Rasmussen***

*Statistics Denmark*

*Copenhagen, Denmark*

*Tel: +45 39 17 33 62*

*Email: [emr@dst.dk](mailto:emr@dst.dk)*

***Ivana Brozović***

*Croatian Bureau of Statistics*

*Zagreb, Croatia*

*Tel: +358 014806272*

*Email: [brozovici@dzs.hr](mailto:brozovici@dzs.hr)*

## Table of contents

Executive Summary .....	4
1. General comments .....	4
2. Assessment and results .....	4
2.1. Survey on the demand side of tourism statistics .....	5
2.1.1. Evaluation of the previous project and the current situation .....	5
2.1.2. EU regulation and possibilities to collect data on the demand side of tourism statistics .....	5
2.1.3. Development of draft questionnaire .....	5
2.1.4. Development of draft activity plan for a regular survey .....	13
3. Conclusions and recommendations .....	14
Annex 1. Terms of Reference .....	17
Annex 2. Persons met .....	19

## List of Abbreviations

BHAS	Agency for Statistics of Bosnia and Herzegovina
BiH	Bosnia and Herzegovina
CBBH	Central Bank of Bosnia and Herzegovina
EC	European Commission
EU	European Union
FBiH	Federation of Bosnia and Herzegovina
FIS	Institute for Statistics of Federation of Bosnia and Herzegovina
MS	EU Member State
RSIS	Institute for Statistics of Republika Srpska
RTA	Resident Twinning Adviser
ToR	Terms of Reference

## Executive Summary

The purpose of this mission was to assess the current situation in BiH regarding the demand side of tourism statistics followed by a discussion on experiences and possibilities for the use of different data collection methods. Furthermore, the purpose was to make a draft activity plan and a draft questionnaire for a regular demand side survey. Finally, some practical aspects such as IT equipment and interviewers were examined.

Regarding the demand side of tourism statistics, it is overall recommended that BHAS, FIS and RSIS focus primarily on the mandatory questions according to the EU regulation in order to get a higher response rate and reduce response burden. Furthermore, it is recommended to use a questionnaire similar to the model questionnaire in the methodological manual from Eurostat in order to align as much as possible with the EU regulation.

### 1. General comments

This mission report was prepared within the EU Twinning Project *Support to the reform of the statistics system in Bosnia and Herzegovina*. It was the first mission to be devoted to sub-component 2.5: *Tourism Statistics* within Component 2: *Business Statistics* of the project. The overall purpose of the mission was to assess the current situation regarding the demand side of tourism statistics and develop a regular survey for this area.

The specific objectives of the first mission were:

- Evaluation of the previous project and current situation related to the demand side of tourism statistics
- To have an overview of the relevant EU regulation
- Presentation of EU Member States experience in this field
- Analysis of the legal and practical possibilities to collect data on the demand side of tourism
- Development of draft activity plan for a regular survey
- Development of a draft questionnaire
- Analysis of practical aspects when conducting a survey

The consultants would like to express their thanks to all officials and individuals met for the kind support and valuable information which they received during the stay in Bosnia-Herzegovina and which highly facilitated the work of the consultants.

The views and observations stated in this report are those of the consultants and do not necessarily correspond to the views of EU, BHAS, FIS, RSIS, CBBH, Statistics Denmark, INSEE, Statistics Finland and Croatian Bureau of Statistics.

### 2. Assessment and results

The focus of this mission was to assess the current situation related to the demand side of tourism statistics and develop a draft activity plan and a draft questionnaire for a regular survey on demand side of tourism statistics.

The following things were achieved during the first mission:

- Current status of tourism statistics in BiH assessed
- EU experiences in production of tourism statistics presented
- Possibilities for use of different data collection methods discussed
- Draft activity plan prepared
- Draft questionnaire for regular survey developed
- Practical aspects of conducting the survey examined
- Input provided to the ToR of next activity

## **2.1. Survey on the demand side of tourism statistics**

During the mission, a number of issues were discussed and further clarified and suggestions were given by the experts.

### **2.1.1. Evaluation of the previous project and the current situation**

BiH conducted a pilot survey in 2013 with a sample of 848 households. The interviews were conducted face-to-face and it was a stand-alone pilot survey. The purpose was to test the questionnaire and develop a methodological document for future use, not to have a representative survey done the first time. The response rate ranged from 62 to 83 per cent, depending on the entity. Respondents were asked for trips made the last 12 months. In general, there was satisfaction with the data collection method of face-to-face interviews and the work of the interviewers. Some of the more predominant issues with the pilot survey were the existence of memory effect and non-response. The respondents refused to answer questions concerning income and many respondents were not at home when the interviewer arrived. The issue of non-response was especially the case in urban areas such as Sarajevo, Brcko and Banja Luka.

The current situation is that there is no regular survey for the demand side of the tourism statistics. BHAS, FIS and RSIS plan to do a regular survey that covers the whole reference year 2018 and the following reference years to come.

### **2.1.2. EU regulation and possibilities to collect data on the demand side of tourism statistics**

During the mission, the experts made presentations regarding the EU regulation, the methodological manual from Eurostat and told about experiences in Croatia and Denmark. This was followed by a discussion on the legal and practical possibilities to collect data in BiH on the demand side of tourism statistics.

### **2.1.3. Development of draft questionnaire**

#### **Sample population**

At present, the Master Frame 2009 constitutes the sample population in BiH from which a sample will be derived. The Master Frame 2009 is going to be used for the regular survey until the updated results of the Census are going to be available for creation of a new sample population later in 2018. BHAS, FIS and RSIS are going to use the new sample population when it is ready. This might mean using the current Master Frame 2009 as sample population for the first data collection wave covering the reference period January-September 2018 and the new sample population for the second data collection wave covering the reference period October-December 2018. The MS experts recommend using the same sample population for both data collection waves concerning the reference year 2018 as two different sample populations in the same reference year may decrease data comparability.

When the Census has been updated, it will be more reliable as sample population for the regular survey than the Master Frame 2009. The main issue with the Master Frame 2009 is that it does not take into account building of new houses, dwellings and similar. Furthermore, it only has fixed landline numbers, not mobile phone numbers. This probably makes the Master Frame 2009 outdated and not very representative of the current population.

However, it is recommended and agreed that the Master Frame 2009 is used as the sample population for the reference year 2018 despite the probable lack of representativeness. This is due to the lack of any alternative population sources before the end of 2018.

### **Sample**

The demand side survey will be a separate stand-alone survey, which is also what the majority of the EU member states use when conducting the demand side survey. The sample for the demand side survey will be derived from the sample population, which is the Master Frame 2009 or the updated results of the Census. Several issues concerning the sample need to be clarified.

Firstly, BHAS, FIS and RSIS need to decide on the sample design and calculate the sample size in order to receive estimates with sufficient quality and within the budgetary funds allocated to the survey. This has to be agreed upon before the second mission.

Secondly, the sample department in BHAS, FIS and RSIS can do a sample for the reference year 2018 before September. They however need a clear and detailed activity plan and a specification of the sample criteria for stratification purposes. The MS experts will ask their methodological departments for information regarding the recommended sample size calculation methods (coefficient of variation of the estimates) as well as information about random simple stratification methods. The MS experts will forward this information to BHAS, FIS and RSIS before May 2018. BHAS, FIS and RSIS afterwards need to prepare a plan and a specification of the sample design by the end of May 2018. Furthermore, the budget needs to be agreed upon before specifying the sample design and thus before the end of May 2018.

### **Reporting unit**

The reporting unit in the demand side survey is always the individual respondent. It is possible to use households or individuals as sampling units.

Some countries have households registered and use household addresses as the sample unit, other countries use a census or a register with information on individuals as the sample unit. It is recommended by Eurostat to use the individual as the sampling unit, but each member state should design its sample selection according to what is the most efficient to that country. It is therefore possible for BHAS, FIS and RSIS to use both as sampling units.

It is agreed that the sample unit in BiH is the household/address, and the reporting unit is one member of the household. It needs to be clarified how this member from the household is selected. MS experts have consulted Eurostat regarding this issue and will forward the conclusion to BHAS, FIS and RSIS as soon as it is obtained. It is recommended to use a fixed criterion when selecting a member of the household aged 15 years or older. CBS uses a selection criterion called the Birthday Key Method which means selecting the member of the household with the last birthday. If the selected member of the household is not at home, a proxy respondent can be used, although it is not recommended in the Eurostat manual (page 111). If the proxy approach is utilized it is recommended to register the number of proxy interviews for analytical purposes and for assessing the data reliability.

### Reference period

There was a discussion on the budget and a possible reference period. A presentation of the different approaches used by the EU member states showed that an annual reference period, except for the questions regarding participation, is very seldom due to the memory effect.

The most common reference period when asking about trips is 3 months and the maximum period recommended by Eurostat. This means that the questionnaire is only about trips that ended during the last 3 months. Only when asked about participation in tourism, the reference period is the last 12 months. All other questions have a reference period of 3 months.

The MS experts recommend in alignment with the recommendation in the Eurostat manual (page 163) that a reference period of maximum 3 months is used when asking about trips. Furthermore, it is recommended only to ask for details on the last 3 trips made in the reference period. The memory effect when using long reference periods and a high number of trips is too significant, especially regarding same-day visits.

The MS experts suggest a demand side survey that for 2018 only covers the 3rd quarter and then for 2019 and onwards is collected on a quarterly basis. This is however not the point of view by BHAS, FIS and RSIS and it was agreed to instead use two waves of data collection for the reference year 2018, one wave for the first three quarters in 2018 and another wave for the fourth quarter in 2018. This will probably cause lack of representativeness and comparability and therefore needs to be made clear in the methodology.

The main objective is to produce numbers for a whole year rather than making a test survey for only one quarter in 2018. For the reference year 2019 and onwards, the recommendation concerning a quarterly data reference period will be followed. This issue will be assessed and discussed further in upcoming missions. The data collection wave for the first three quarters of 2018 is planned to be in October 2018, and the second data collection wave for the fourth quarter and the whole of 2018 regarding participation will be in January 2019. It needs to be clarified what the sample size will be for the two data collection waves.

### Data collection method

There was a discussion on different data collection methods. Face-to-face interviews, telephone interviews, postal surveys and web surveys are all possible techniques of collecting data. Face-to-face interviews are recommended, especially where telephone penetration is low as is the case in BiH. Interviews done face-to-face or by telephone are preferred to postal surveys because the interaction between the respondent and the interviewer can be important for the understanding of questions and answers. It is possible to use different data collection methods in combination, as is the case for several of the EU member states. A multiple data collection approach has the advantage of ensuring a larger coverage where you may reach for instance an older generation using face-to-face interviews or postal questionnaires and a younger generation using web surveys. On the other hand, multiple data collection methods can be more costly and time-consuming for the statistical agencies.

There may be a problem with a lack of IT equipment and therefore a combined approach of CAPI (Computer-Assisted-Personal-Interview) and PAPI (Paper-Assisted-Personal-Interview) can be a possibility. The combined approach is used by several countries such as Denmark, Latvia, Belgium and Spain. BHAS, FIS and RSIS have agreed to prioritize CAPI as data collection method, but PAPI can be a possibility in case of lack of IT equipment. A plan for printing paper questionnaires for PAPI needs to be made before the 2<sup>nd</sup> mission.

It was also discussed whether to perhaps use CATI at a later stage. There was a short discussion on the Croatian experiences on using CATI and a telephone roster with mobile phone numbers. This method can be relevant for the demand side survey in BiH and can

perhaps be combined with the updated Census. In the future, BHAS, FIS and RSIS have expressed a wish to have both CATI and CAPI. There is an updated list of mobile phone numbers for the LFS and ICT that might be useful for a telephone list for CATI. However, the issue of burdening the same respondents with too many surveys (LFS, ICT and demand side survey) has to be taken into account. The possibilities for CATI need to be examined further.

It is recommended to use postal notifications letting the household know that an interviewer will come by.

### **Draft questionnaire**

A draft questionnaire was made during this first mission based on the existing questionnaire from the pilot survey in 2013 combined with the recommendations from the methodological manual from Eurostat. The draft questionnaire is comprised by the following modules and in accordance with the requirements in the EU regulation:

<b>Module</b>	<b>Subject</b>
<i>1</i>	<i>Information on the interview and the respondent</i>
<i>2 (only in 4<sup>th</sup> quarter)</i>	<i>Participation in tourism the last 12 months</i>
<i>3</i>	<i>Number of trips with overnight stays and same-day visits in general</i>
<i>4</i>	<i>Tourism trips, visitors and same-day visits in detail</i>

### **Module 1**

#### **Information on the interview**

It is recommended to add a mobile phone number category and otherwise keep the questions and categories that are on the already existing pilot questionnaire. The mobile phone number can be used for validation purposes. It is possible to ask for a mobile phone number of the respondent in the beginning or at the end of the questionnaire. This has to be decided before the final questionnaire is made.

#### **Information on the respondent**

There was a discussion regarding the socio-demographic questions in the questionnaire. The main issue is whether to keep the optional socio-demographic questions educational level, employment situation and household income in the questionnaire.

It was recommended by the MS experts to omit the optional questions on education, employment and income, as many respondents do not like to answer sensitive and personal questions. The experience from the pilot survey conducted showed that the response rate was lower due the question on household income. Furthermore, this is even more the case when using face-to-face interviews. Finally, the issue of response burden has to be taken into account when keeping questions that are optional in the EU regulation.

BHAS, FIS and RSIS agreed to keep all the socio-demographic questions in the questionnaire for the reference year 2018 and then evaluate afterwards. This will increase the response burden and perhaps lower the response rate and therefore it is recommended to add an extra category called *Don't want to answer/Don't know* under the income question and furthermore make it clear that it is optional. BHAS, FIS and RSIS would like to have the question on income at the end of the questionnaire. This needs to be clarified before the 2<sup>nd</sup> mission.



## Module 2

### Participation in tourism

Data on participation is mandatory according to the EU regulation and is covered in Annex II, Section 1 in the EU regulation. It is recommended to add a short separate module with the questions on participation with a reference period of the last 12 months.

Definitions will follow in the final questionnaire.

***During the reference year YYYY, have you made for personal purpose:***

- *Any domestic trip with at least 1 overnight stay? (Yes/No)*
- *Domestic trip of 4+ overnight stays? (Yes/No)*
- *Any outbound trip with at least 1 overnight stay? (Yes/No)*
- *Outbound trip of 4+ overnight stays? (Yes/No)*
- *Any short trips with 1-3 overnight stays (regardless of destination)? (Yes/No)*

***OPTIONAL: During the reference year YYYY, have you made for professional purpose:***

- *Any domestic trip with at least 1 overnight stay? (Yes/No)*
- *Any outbound trip with at least 1 overnight stay? (Yes/No)*

***If you did not make trips for personal purpose in YYYY, what were the main reasons for this? (Multiple answers are possible):***

1. *Financial reasons*
2. *Lack of free time due to family commitments*
3. *Lack of free time due to work/study commitments*
4. *Health reasons or reduced mobility*
5. *Prefer to stay at home, no motivation to travel*
6. *Safety*
7. *Other reasons*

BHAS, FIS and RSIS would like to add questions about participation in business trips. The MS experts recommend only including the mandatory questions as stipulated in the EU regulation due to an increase in response burden and subsequently possible decrease in response rate. BHAS, FIS and RSIS will add the questions on business participation and test the questionnaire for feedback. The inclusion of business participation needs to be decided on before the final questionnaire.

## Module 3

### Number of trips with overnight stays and same-day visits in general

Number of trips and same-day visits in general covers Annex II, Section 2 and Section 3 in the EU regulation. Only trips with overnight stays that ended the last 3 months are to be included according to the recommendation from Eurostat. However, for the first data collection wave, the reference period will be the last 9 months of 2018 in order to get some data on the whole reference year of 2018. After that, a reference period of 3 months will be used.

*If no trips were made, then answer 0.*

***Trips with overnight stays***

- *How many personal trips did you make in Bosnia-Herzegovina?*
- *How many personal trips did you make abroad?*
- *How many business trips did you make in Bosnia-Herzegovina?*
- *How many business trips did you make abroad?*

***Same-day visits***

- *Number of personal same-day visits in Bosnia-Herzegovina?*
- *Number of personal same-day visits abroad?*
- *Number of business same-day visits in Bosnia-Herzegovina?*
- *Number of business same-day visits abroad?*

## **Module 4**

### **Tourism trips, visitors and same-day visits in detail**

If more than zero trips were, then ask the questions in module 4. This module covers the Annex II, Section 2 and Section 3 in the EU regulation regarding characteristics of the trips. It is recommended to ask for a maximum of 3 trips the last 3 months due to the memory effect and response burden. With the first data collection wave an exception will be made and thus a maximum of 5 trips the last 9 months will be used. In the second data collection wave and for future data collection waves a maximum of 3 trips that ended the last 3 months will be used.

### ***Characteristics on overnights trips***

***Main purpose of trip:***

1. *Personal leisure: Holiday*
2. *Personal leisure: Visiting relatives and friends*
3. *Personal other: Spa, health treatment, pilgrimage and similar*
4. *Professional/business*

Further answer categories are possible and they can be aggregated afterwards like in the Croatian case. BHAS, FIS and RSIS would like to have more answer categories than the above listed categories and will use categories similar to the Croatian categories. This will be included in the final questionnaire.

***Main destination:***

- *What was the main country of destination?*
- *If the destination was Bosnia-Herzegovina, which municipality?*

It is not recommended by the MS experts to include an additional question of domestic municipality as it is not mandatory in the EU regulation. Furthermore, data will often be more unreliable due to a smaller sample size when going into detail.

- *If it was a personal trip, what features of the destination attracted you to go there?*
  1. *City*
  2. *Seaside*
  3. *Countryside, including lakeside, river, etc.*
  4. *Cruise ship*
  5. *Mountains (highlands, hills, etc.)*
  6. *Other*

Multiple answers possible (triannual, mandatory in 2019)

***Duration:***

- *What was the month of departure of the trip – when did you leave? (only trips that **ENDED** during the reference period/realized trips)*
- *How many nights did you spend away from home on this trip?*
- *If outbound destination: How many nights did you spend away from home on domestic territory before leaving country? (triannual, mandatory in 2019)*

***Participation of children:***

- *If personal purpose: Did the travel party include children under 15 years? (Y/N) (triannual)*

***Transport:***

- *What was the main means of transport?*
  1. *Air*
  2. *Ship*
  3. *Train*
  4. *Bus, coach*
  5. *Motor vehicle (private or rented, e.g. car)*
  6. *Other (e.g. bicycle)*
- *Did you book the main means of transport via a tour operator or travel agency? (triannual)*
  1. *Yes*
  2. *No*
  3. *Don't know*
- *Did you book the main means of transport online?*
  1. *Yes*
  2. *No*
  3. *Don't know*

***Accommodation:***

- *What was the main means of accommodation?*
  1. *Hotels and similar accommodation*
  2. *Camping, caravan or trailer park*
  3. *Other rented accommodation (youth hostels, holiday homes, marinas, health establishments, etc.)*
  4. *Own holiday home, second home*
  5. *Accommodation provided free of charge by relatives or friends*
  6. *Other non-rented accommodation*

- *Did you book the main means of accommodation via a tour operator or travel agency? (triannual)*
  - 1. *Yes*
  - 2. *No*
  - 3. *Don't know*
- *Did you book the main means of accommodation online?*
  - 1. *Yes*
  - 2. *No*
  - 3. *Don't know*
- *If no to use of tour operator or travel agency: Was the trip arranged independently because:*
  - 1. *Transport and/or accommodation services were booked directly with the service provider; or*
  - 2. *No booking was needed for transport and accommodation (e.g. own transport, non-rented accommodation)*

***Expenditure:***

- *Expenditure: Do you want to answer on behalf of yourself only or on the behalf of the whole household? → Two ways of answering the question.*
- *If on behalf of the whole household, how many members in the travel party including you?*
- *How many members of the travel party were younger than 15 years?*
- *Was part or all of the expenditure for the trip paid to a travel agency or tour operator in the context of a package trip? (Y/N)*
- *How much did you pay for the package trip to the travel agency or tour operator? (National currency)*
- *What components did the package fully or partially cover? Tick all that apply.*
  - 1) *Transport*
  - 2) *Accommodation*
  - 3) *Food and drinks*
  - 4) *Other goods and services*

*Please indicate what you spent in addition to the package on the different components (answer zero if the component was completely covered by the amount paid for the package)*

- *How much did you spend on transport? (both during and pre-paid)*
- *How much did you spend on accommodation? (both during and pre-paid)*
- *How much did you spend on food and drinks in cafés and restaurants? (optional)*

- *How much did you spend on other services and goods? (definition here)*
- *If more than or same as 300 EUR (recalculate to national currency), how much of the amount relates to durable and valuable goods?*
- *Can we conclude, that you in full spent \_\_\_\_\_ (National currency) on this trip? (validation tool) (Y/N)*

***Characteristics on same-day visits:***

- *If yes to same-day visit abroad, what was the main country of destination?*
- *If yes to same-day visit in Bosnia-Herzegovina, which municipality?*

***Expenditure on same-day visits:***

- *If yes to outbound same-day visit for professional purpose, how much did you spend?*
- *If yes to domestic same-day visit for professional purpose, how much did you spend?*
- *If yes to outbound same-day visit for personal purpose, how much did you spend?*
- *If yes to domestic same-day visit for personal purpose, how much did you spend?*

Definitions that are more detailed and an interview guide will follow when finalizing the questionnaire.

#### **2.1.4. Development of draft activity plan for a regular survey**

There are discrepancies between the project plan and their own annual statistical publication plan. Thus, preparation of an activity plan is important.

##### **Draft activity plan**

- MS experts will consult Eurostat on the issue of household versus individuals as the response unit as well as the selection criterion and return with the clarifications as soon as possible
- BHAS, FIS and RSIS are to define filters, validation controls and over-all validation for the questionnaire before May 2018
- Feedback and finalizing questionnaire in May 2018.
- The methodological departments in BHAS, FIS and RSIS will receive a questionnaire from the MS experts in May 2018
- It needs to be clarified what the sample size will be for the two data collection waves before June
- Sample department will make a sample ready by end of August 2018 at the latest. The sample department needs a detailed plan and a clear specification for sampling by the end of May 2018.
-

- MS experts will provide information from their methodological departments regarding sample size calculation (coefficient of variation of the estimates) and information about random simple stratification before May.
- Calculating quality measures (coverage, non-response etc.) to be planned
- The budget needs to be agreed upon by the end of May in order to know the sample size
- Make plan for printing in case of using PAPI
- Prepare Master Frame 2009 and produce a sample before 2<sup>nd</sup> mission
- The IT department will work on a Blaise-database in June 2018
- BHAS will present the need for laptops at the Steering Committee Meeting
- The amount of IT equipment needs to be clarified before October 2018
- Laptops to be procured before the data collection
- Interview guide for the interviewers ready and revised at end of September 2018
- Interviewers to be hired and instructed before October 2018
- Training of interviewers in the beginning of October 2018
- A tentative plan for the remaining missions needs to be done before 2<sup>nd</sup> mission
- First data collection wave in October for the first 9 months of 2018, second data collection wave in January 2019 for the last 3 months of 2018
- Data collection
- Control of data collection
- Validation of data
- Imputation frame and grossing-up procedures
- Quality measures
- Documentation of methodology (draft methodology)
- Calculation and aggregation
- Preparation of output tables
- Data dissemination for Eurostat
- Publication

### 3. Conclusions and recommendations

During the mission, a number of issues were further clarified. A draft activity plan was prepared and a draft questionnaire was developed.

Regarding the demand side tourism statistics, it is recommended that BHAS, FIS and RSIS focus primarily on the mandatory questions according to the EU regulation in order to get a higher response rate and reduce response burden. Furthermore, it is recommended to use a questionnaire similar to the model questionnaire in the methodological manual from Eurostat.

A draft questionnaire based on the recommendations from Eurostat combined with the statistical wishes from BHAS, FIS and RSIS has been developed and will be tested and finalized before the 2<sup>nd</sup> mission. Furthermore, a draft activity plan has been prepared with actions needed to move forward as well as the different steps in the data collection process.

**What to do before the next mission for the MS experts**

<b>Action</b>	<b>Deadline</b>	<b>Responsible person</b>
Consulting Eurostat on the issue of households versus individuals as the sample unit and the selection criterion used when using households. MS experts return with clarifications	End of April 2018	MS experts
Providing information from their methodological departments regarding sample size calculation (coefficient of variation of the estimates) and random simple stratification	End of April 2018	MS experts
Forwarding a questionnaire to the methodological departments in BHAS, FIS and RSIS	May 2018	MS experts

**What to do before the next mission for the BC Counterpart**

<b>Action</b>	<b>Deadline</b>	<b>Responsible person</b>
Defining filters, validation controls and over-all validation for the questionnaire	End of April 2018	BHAS, FIS and RSIS
Testing and finalizing questionnaire	End of May 2018	BHAS, FIS and RSIS
Making a detailed plan and clear specification for the sample departments	End of May 2018	BHAS, FIS and RSIS
The budget needs to be agreed upon in order to know the sample size	End of May 2018	BHAS, FIS and RSIS
The IT department will work on a Blaise-database	June 2018	BHAS, FIS and RSIS
Sample department will make a sample	End of August 2018	BHAS, FIS and RSIS
Interview guide for the interviewers ready and revised	End of September 2018	BHAS, FIS and RSIS
Print planning for PAPI	End of September 2018	BHAS, FIS and RSIS
Notification letter and perhaps leaflet to be made and sent	End of September 2018	BHAS, FIS and RSIS
Interviewers to be hired and instructed	End of September 2018	BHAS, FIS and RSIS
The amount of IT equipment needs to be clarified	End of September 2018	BHAS, FIS and RSIS

**Topics for the next mission, action 2.5.2**

The overall subject is preparation of the demand side survey.

- Adoption of a general plan for a regular demand side survey with timetable of activities
- EU member states presentations on survey design and phases of implementation
- Agreement on the data collection method
- Defining the criteria for a regular demand side survey (sample frame and sample selection)
- Finalizing the questionnaire, interview guide and methodology
- Identifying and specifying needs for Blaise



**Annex 1. Terms of Reference****Terms of Reference****EU Twinning Project BA 15 IPA ST 01 17****Component 2: Business Statistics****Sub-component 2.5: Tourism Statistics****10-13 April 2018****Hosting institution: BHAS – Zelenih beretki 26, Sarajevo****Activity 2.5.1: Assessment on the current situation and plan for development of regular survey on tourism statistics****1. Mandatory result and benchmarks for the component****Mandatory result:**

- New indicators on demand-side tourism statistics, in accordance with EU Regulation 692/2011 (Annex II – National tourism) produced and made available to users by 8th project quarter

**Benchmarks:**

- Plan for development of demand-side tourism statistics produced by 2nd project quarter
- Questionnaire for a regular survey prepared by 2nd project quarter
- Criteria for an IT application defined by 5th project quarter
- First results of survey analysed by 6th project quarter
- Indicators on demand-side tourism statistics compiled by 7th project quarter
- Indicators on demand-side tourism statistics made available to users by 8th project quarter
- Methodological document on demand-side tourism statistics developed by 8th project quarter
- Quality report for tourism statistics developed by 8th project quarter

**2. Purpose of the activity**

- Evaluation of previous project and current situation related to tourism statistics
- Overview of relevant EU regulation
- Presentation of EU Member States experience in this field

- Analysis of the legal and practical possibilities to collect data on demand side of tourism
- Development of draft activity plan for a regular survey
- Draft questionnaire
- Analysis of practical aspects of conducting a survey

### **3. Expected output of the activity**

- Current status of tourism statistics in BiH assessed
- EU experiences in production of tourism statistics presented
- Possibilities for use of different data collection methods discussed
- Draft activity plan prepared
- Draft questionnaire for regular survey developed
- Practical aspects of conducting the survey examined
- Input provided to the ToR of next activity

**Annex 2. Persons met****Agency for Statistics of BiH (BHAS)**

Alen Bajramović, BHAS

Azra Bander Demirović, BHAS

**Institute for Statistics of Federation of BiH (FIS)**

Sanja Ambrožić, FIS

Dženana Vreto, FIS

Fatimu Demirović, FIS

**Institute for Statistics of Republika Srpska (RSIS)**

Jelena Glamočika, RSIS

Sladana Nikić, RSIS

**MS Experts**

Else Marie Rasmussen, Statistics Denmark

Ivana Brozović, Croatian Bureau of Statistics

**Twinning Project Administration**

Katja Møller Hjeltvang, RTA

Đemka Šahinpašić, RTA Assistant

Haris Imamović, Interpreter