

DRŽAVNI ZAVOD ZA STATISTIKU
CROATIAN BUREAU OF STATISTICS

ADMINISTRATIVE DATA SOURCE FOR ACCOMMODATION STATISTICS IN CROATIA

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Content and Aim

- Data source and methods of data collection in accommodation statistics
 - Yesterday
 - Today
 - Tomorrow
- Conclusion

One of the main activities of CBS on improving statistical system is strengthening the role of administrative data sources for statistical purposes. Presentation provides an overview of new data source on capacity and occupancy of tourist accommodation establishments in Croatia.

Data source and methods of data collection until 2016

- Data source : regular Monthly Report on Tourist Arrivals and Tourist Nights (Form TU-11)
- Reporting units - all business entities and parts thereof as engaged in providing accommodation services in tourism
- Since 2011, reporting units can send Form TU-11 to CBS
 - by post
 - by e-mail (Excel or txt file)

Variables collected by Form TU-11

- name and address of accommodation establishment
- type and category of accommodation establishment
- number of rooms, apartments and camping sites
- number of beds (permanent and temporarily)
- number of occupied rooms in hotels and the similar accommodation during the reference month
- number of operating days of that facility for the reference month
- number of tourist arrivals and tourist nights by country of residence
- mode of tourist arrivals (individual or organised arrangement)

Types of tourist accommodation establishments

- hotels, heritage hotels, all-suite hotels, diffuse hotels, integral hotels, spa hotels, special-standards hotels, tourist resorts, tourist apartments, boarding houses, guest houses
- overnight accommodations, vacation facilities, hostels, mounting lodges, hunting lodges, pupil or student homes and the like, facilities used in Robinson tourism, inns offering accommodation services
- camping sites, small camps, quick stop camping
- Rooms to let, apartments, studio-type suites, summer houses, camping sites in households



A monthly report were done
by **tourist boards**
based on records of guest check-in and
check-outs



A monthly report were done **by accommodation establishments** based on the records
in the Guest book

Data source and methods of data collection in 2016

- eVisitor system - central system for checking in and checking out tourists in Croatia
- **tourist boards** are no longer reporting units for households, crafts and enterprises whose accommodation establishments are classified as **rooms to let, apartments, studio-type suites, summer houses and camping sites in households**
- for those types of accommodation establishments CBS **from the eVisitor system** receives monthly data on the capacity and occupancy of tourist accommodation establishments
- for all other types of accommodation establishments, the CBS still gathers data through the Form TU-11

Data on rooms to let, apartments, studio-types suites and summer houses, 2015

- very important type of accommodation establishments in Croatia
- 177,822 accommodation units (rooms and apartments) with the total of 505,176 permanent beds
- 51.1% of all accommodation units and 53.6% of all permanent beds are located in accommodation establishments classified as rooms to let, apartments, studio-types suites and summer houses
- the most tourist nights (30,733,938 or 42.9%) were realized in rooms to let, apartments, studio-types suites and summer houses

Cooperation of public authorities

- During 2014 and 2015, CBS intensively worked with the Croatian Tourist Board and Ministry of the Tourism on the project “Information system for checking in and checking out tourist in the Croatian Tourist Board”
- Croatian Tourist Board formed a working group for this project
- through working group meetings, CBS negotiated with the other participants about the official tourism statistics needs

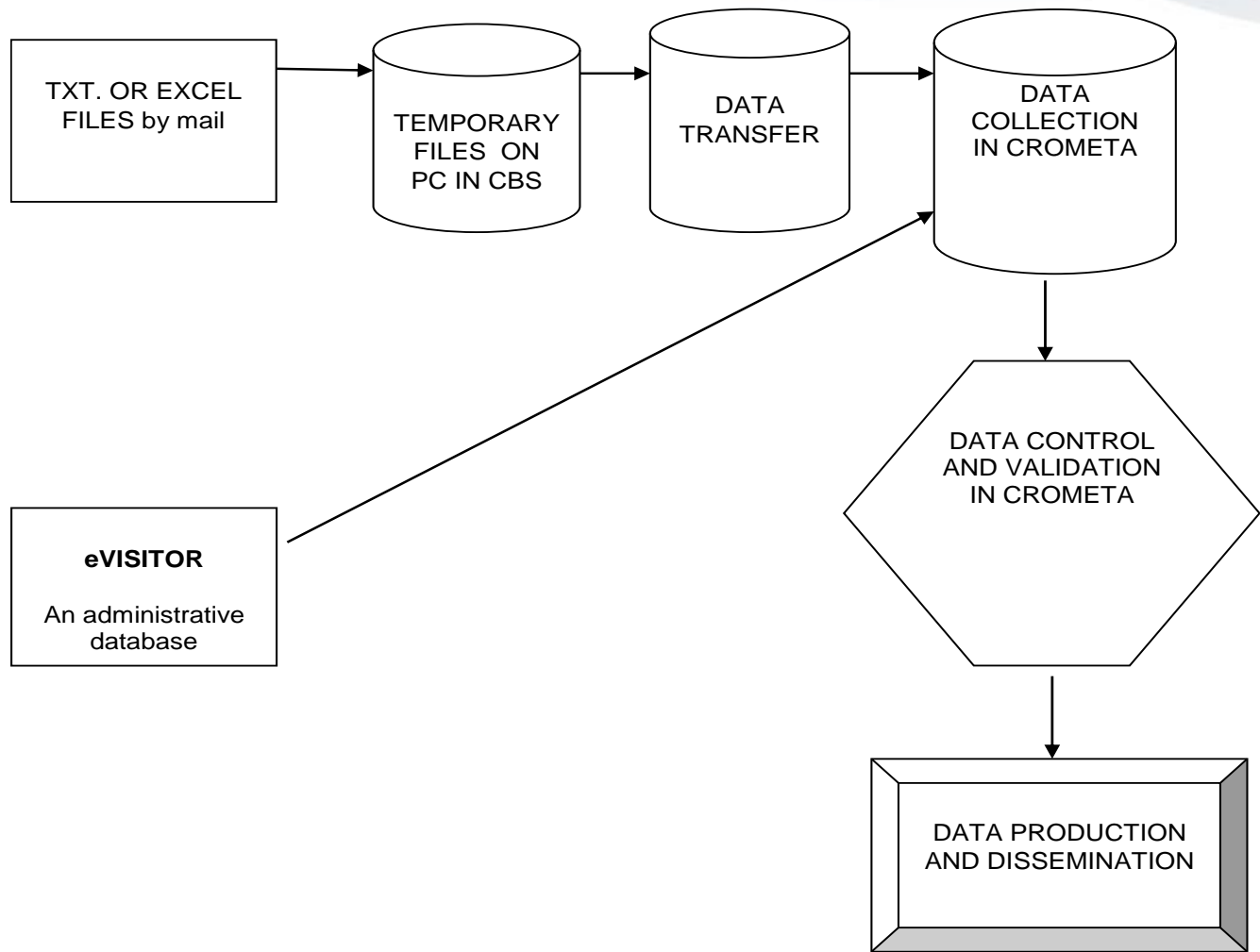
List of variables for the Address book

- identification and name of tourist board
- identification, type and name of accommodation providers
- the unique code of the accommodation establishments
- name, type and category of the accommodation establishment
- capacities of the accommodation establishment
- name and code for county, town/municipality and settlement
- name of the street and house number, phone and e-mail
- kind of change
- the period of work
- status of reporting unit

List of variables for accommodation capacities and their occupancy

- Accommodation Capacities
- Tourist Arrivals and Nights by country of residence
- Mode o Tourist Arrivals and Nights
- Tourist Arrivals and Nights by gender and age group

Figure 1. Data collection/Transfer scheme in the Croatian Bureau of Statistics



eVisitor system



- a unique online information system that connects all tourist boards in the Croatia and provides daily insight on tourist traffic, updates in database for accommodation establishments and accommodation providers, reporting for statistical and marketing purposes in real time and provides a better control on tourist tax collection
- has a variety of user of about 300 tourist offices, 70 000 various accommodation providers, Croatian Tourist Board, Ministry of Tourism, Ministry of Public Administration, Ministry of Interior Affairs, Customs Administration, Tourism Inspection and Croatian Bureau of Statistics
- institutions can use data from eVisitor system for the realization of its legally set tasks, without additional administrative requirements or barriers
- eVisitor system is a free Internet application

eVisitor system

- The Croatian Tourist Board - responsible for establishment and maintenance of eVisitor system
- Ordinance on Managing Tourist Records and Form and Content of the Check-in Form for checking in tourists in tourist boards sets the method of keeping:
 - List of tourists applying to tourist board
 - form and content of the electronic application form
 - checking in and checking out at the tourist board
- List of tourists shall be separately recorded for each natural or legal person that provides:
 - overnight stay in an accommodation establishment
 - service of overnight stay on nautical tourism vessel (charter, cruiser)
 - accommodation in the household and rural household

List of tourists in eVisitor system

Data on accommodation providers:

- Tax code-OIB,
- Property Code for legal and natural persons
- First and last name
- Details on accommodation establishment (name, type and category, capacity, address)

Data on tourists:

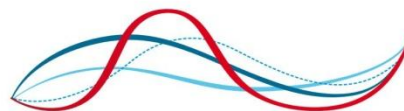
- First and last name,
- Place, country and date of birth
- Citizenship
- Type and number of identification document
- Residence and address
- Date and time of arrival
- Planned date of departure
- Actual date and time of departure from accommodation establishment

Main objectives of the eVisitor system

- Collecting and processing data on accommodation providers and their accommodation capacities in the Republic of Croatia
- Allow accommodation providers to check-in and check-out tourist over the Internet
- Tourist tax calculation and collection control
- Processing, data analysis and reporting for statistical purposes
- Cooperation of public authorities in carrying out legal tasks

Conclusion

- In 2016, two data sources, the first being tourist accommodation establishments and second eVisitor system for survey on the accommodation capacities and their occupancy
- Data on accommodation providers and establishment from eVisitor system are useful for updating a Statistical Business Register
- CBS together with Croatian Tourist Board, local tourist boards and Ministry of Tourism will work intensively on improving data quality in eVisitor system
- data quality will be improved by introducing basic checks on data entry by tourist boards
- from 2017 CBS will receive data on the capacity and occupancy for all types of tourist accommodation establishments from eVisitor system
- Benefits of using data from eVisitor system for statistical purposes are multiple



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Thank you for your attention!

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