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QUALITY REPORT 2019

Tourist arrivals and overnight stays in collective accommodation

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Content:

1. Introduction – Basic information about the survey

1.1 Purpose, goal and subject of the survey

The survey provides data on touristic traffic in collective accommodation facilities in Montenegro as well as on the capacities of these facilities. This leads to the main indicators of tourism development in Montenegro, which are further used for analysis and development of tourism development policy. Data collected: monthly data on the number of arrivals and nights of domestic and foreign tourists, the capacity of accommodation facilities and their structure, structure of foreign tourists by country of residence. The source of data is a guestbook obliged by all the accommodation facilities involved in providing tourists accommodation and the data is collected through the TU-11 questionnaire.

1.2 Legal basics

The Law on Official Statistics and Official Statistical System ([Official Gazette of Montenegro No 18/12) defines provisions for collection, processing, and dissemination of data. The Law provides to the Statistical Office clear and wide legal powers to collect and access the data necessary for the implementation of Programme and Annual Plan. The Law gives a priority to the use of administrative data and right of access to individual data that are a result of survey of other official statistical producers. As an annex to legal provisions, Statistical Office has signed several memoranda on cooperation with administrative data providers.

1.3 Statistical units

Local unit by type of activity (LKAU).

1.4 Coverage and scope of survey

1.4.1 Sectors

The survey includes all facilities providing accommodation services in collective tourism accommodation facilities on the basis of a license to conduct catering activities according to the Tourism Act no. 61/10. Accommodation facilities are classified into four groups according to the Classification of Activities (CA 2010):
• 55.1 (hotels and similar accommodation);
• 55.2 (resorts and other accommodations);
• 55.3 (activities of camps, car camps and tourist trailer camps).

1.4.2 Statistical population

Companies, legal entities or entrepreneurs who engaged in providing services to accommodate tourists in collective tourist accommodation. Accommodation facilities that are classified according to the Regulations on types, minimum technical conditions and categorization of catering facilities are: Hotel & Resort, wild beauty resort hotels group (hotel, small hotel, boutique hotels, hotel garni, aparthotel, Condohotel, hostel, guest house and motel), a tourist resort, ethno village, eco lodge, villas, inns, mountain lodge, resort, camping and the like. Apart from these catering establishments there are also spas, unclassified objects and the like

1.5 Referent geographical area

Montenegro, municipalities.

1.6 Concepts and definitions

"Tourism is the activity of persons traveling and staying in places outside their normal environment, not longer than one year, for rest, work or other personal reasons, other than employment with a business entity with headquarters in the place of visit. A tourist is any person who, outside his usual environment, spend at least one night at a hospital or other accommodation facility for accommodation but not longer than 12 months, and the reason for his travel may be rest, recreation, health, sport, religion, family, other reasons. Children are considered tourists and should include this report, regardless of their age. Tourists are not considered to be persons who visit the site for more than 12 consecutive months, persons who carry out an activity funded from a visit, persons who regularly or daily travel to the place where they work or study, migrants, frontier workers, diplomatic and consular representatives, refugees, displaced persons, persons in transit who are not formally entering the country, permanent residents traveling to another place with the intent to stay there permanently, persons who are on temporary work in Montenegro and receive salary for their work. Residence is the place where a person lived to intend to live there permanently. A tourist is registered in every place or facility where he is staying. Therefore, in the event of a change of place or object, its re-registration occurs and thus duplication of the data. Accordingly, the statistics record the number of tourist arrivals, not the number of tourists. Domestic tourists are any persons resident in Montenegro who spend at least one night in a hotel or other accommodation facility in a place in Montenegro outside their place of residence in a place in Montenegro. Foreign tourists are any person residing outside Montenegro who is temporarily resident in Montenegro and spend at least one night in a hotel or other tourist accommodation facility. Accommodation capacities are expressed through the number of accommodation facilities, the number of rooms and other accommodation units and the number of beds available to tourists. Beds are permanent and auxiliary. Permanent beds are those who are constantly available for renting tourists. Extra beds are beds intended for the comfort of guests (sofas, sofas, etc.) and spare beds with which the accommodation capacity increases during the season.

1.7 Classifications

Rules on types, minimum technical conditions, types of facilities are, Article 72, of the Law on Tourism and Catering (""Official Gazette of Montenegro"", number 013/18 from 28 February 2018). Classification of activities Nace Rev.2.

1.8 Frequency of data collection

Monthly.

1.9 Frequency of data dissemination

Monthly.

1.10 Methodology

The methodology is available at the following link:
http://monstat.org/userfiles/file/turizam/dolasci%20i%20nocenja%202017/Metodologija%20za%20kolektivn i-predlog%20(TU-11).pdf

1.11 Base period

The base period is the period of the previous year (month, year).

1.12 Unit of measure

The number of tourist arrivals and nights, as well as accommodation capacities, are expressed in absolute values. Changes compared to the previous period - percent (%).

1.13 Source of data

The survey is carried out by the reporting method at full coverage. There are about 500 reporting units. The statistical register of accommodation units is used, which is supplemented by different sources: business register, register of the Ministry of Sustainable Development and Tourism and information from the field.

1.14 Method of collection data

Data collection is conducted through a questionnaire TU-11 that the reporting units are delivered to the 5 th of the month by mail, email or fax. From May 2016, reports are also collected by electronic questionnaire.

2. Relevance – Data users

2.1 User needs

International users:
- Eurostat - World Bank,
- UN organizations,
- International Monetary Fund

National users:
- Ministries and other public administration bodies,
- Local government and
- Other local government bodies.
- Central bank,
- Non-governmental organizations,
- Students,
- Researchers,
- Media.

2.2 User satisfaction

The Statistical Office has adopted the Quality Management Strategy, the Guidebook to the Implementation of the Quality Management Strategy, as well as the Plan for the Implementation of the Quality Policy. In order to measure the degree to which fulfills obligations towards users and within the new quality policy, the Statistical Office conducted User satisfaction survey. Data collection was carried out through a web survey, in the period from 1 September to 20 October, 2017. The results of the survey are available on the Statistical Office website, link: http://www.monstat.org/userfiles/file/KVALITET/Izvjestaj%20o%20zadovoljstvu%20korisnika%20eng.pdf

3. Accuracy and reliability

3.1 Accuracy – Overall remark

The survey of tourist arrivals and overnight stays in collective accommodation is done on a full coverage and the data is obtained by a reporting method, and are subject to common types of errors (processing error and non-response).

3.2 Sampling error

The survey is conducted on full coverage, so there is no error in sampling.

Indicators of sampling error (A1)

Not relevant.

3.3 Non-sampling error

Not relevant.

3.3.1 Coverage error

Not relevant.

Indicators of coverage error (A2)

Not relevant.

3.3.2 Error of measurement

Measurement errors occur with data on the number of occupied rooms. Indirect analysis, on the basis of entry, is corrected.

3.3.3 Non response error

"Non-response error occur when missing respond to one or all of the questions of the questionnaire. The non-response errors include: 1. Non-response errors of at the level of the field, ie. Variable; 2.Non-response errors at the level of observation unit (questionnaire)."

Unresponsive unit rate (A3)

In the monthly survey on arrivals and overnight stays of tourists, the rate of non-response in 2019 was about 6% on average.

Non response rate

The rate of non-response at the level of the field is the ratio of the surveyed units, which did not respond to a given question and the total number of surveyed units. In the monthly survey of tourist arrivals and overnights in collective accommodation, the rate at field level was approximately 9% on average in 2019.

3.3.4 Error processing the data

Data collected goes through a number of processes before the final evaluation, namely: encryption, input, editing, imputation, tabulation, etc. The errors made in these phases are referred to as processing errors.

Imputation rate

Not available.

3.4 Seasonal adjustment

Not relevant.

3.5 Data revision

3.5.1 Data revision policy

Statistical Office has adopted the revision policy and it is available on the website
http://www.monstat.org/userfiles/file/o%20nama/2017/Revision%20policy.pdf

3.5.2 Data revision practice

When disseminating statistics, it is indicated when the preliminary and the final statistics are published. The preliminary information contains the symbol "p". Statistics are considered preliminary as long as they are subject to regular revisions.

3.5.3 Data revision - average size (A6)

Not available.

4. Timeliness and punctuality

4.1 Timeliness

Questionnaires are sent to the reporting units. The deadline for submission of data is 5 days after the end of the reference month. The data collection ends 15 days after the end of the reference month, while the preliminary data are published 30/31 day after the end of the reference month.

Time lag of the first results

Timeliness indicator of the publication of preliminary data represents the time between the date of the last day of the reference period and the date of publication of the first data. It can be represented by the formula:

T1 = dfrst - dref, T1 = 30 days; dfrst - date of first results; dref - the last day (date) of the reference period. The deadlines for publishing survey data in 2019 are met in accordance with the Statistical Release Calendar.

Time lag of the final results

The timeliness indicator of the publication of the final data represents the time between the date of the last day of the reference period and the date of publication of the final data. The final data is published 120 days after the end of the reference period in accordance with the Statistical Release Calendar.

4.2 Punctuality

Indicator punctuality represents the time difference between the actual publication of the data and the planned publication Concerning this survey, accuracy = 0, meaning that the data was published in accordance with the Statistical Release Calendar.

5. Availability and clarity

5.1 Statistical Release Calendar

The Law on Official Statistics and Official Statistical System (Official Gazette of Montenegro No 18/12) stipulates that official statistical producers prepare, update, and publish Statistical Release Calendar. It is published on the website of Statistical Office not later than 20 December for the next year, for all official statistical producers that includes date of releasing statistical data. Any change in date of releasing in the Calendar is published in advance in accordance with the Procedure on Unplanned Revisions.

5.2 Access the data Release Calendar

http://monstat.org/userfiles/file/o%20nama/2018/Kalendar%20objavljivanja%20statistickih%20podataka %20Zavoda%20za%20statistiku%20-%20ENGg.pdf

5.3 Releases

Monthly releases are available at the following link: http://monstat.org/cg/page.php?id=1566&pageid=44

5.4 Publication

Statistical Office publishes the following regular publications:
1. Monthly Statistical Review,
2. Statistical Yearbook,
3. Montenegro in Numbers,

In addition to the above regular ones, Statistical Office publishes also additionally publications. Some of the most important additional publications are as it follows:
1. Women and Men in Montenegro,
2. Children in Montenegro,
3. The most often used statistical data.

All publication published by Statistical Office are available at the following link: http://monstat.org/eng/publikacije.php

5.5 On-line databases
Data are available at the following link: http://monstat.org/cg/page.php?id=1567&pageid=1567

5.6 Access to micro data

The Law on Official Statistics and Official Statistical System (Official Gazette of Montenegro No 18/12) regulates rules under which external users can obtain an access to individual data for needs of research. Article 58 defines types of scientific and research organizations that can obtain such data. Providing individual data without identifier is possible only upon a written request of scientific and research institutions, with purpose of performing scientific and research activities as well as international statistical organizations and statistical producers from other countries. Research entity signs the agreement with Statistical Office, and it signs the statement on respecting the confidentiality principle. Official statistical producers keeps a separate records on users and purpose of using the statistical data given to these users.

5.7 Metadata occupancy
The ratio of the number of metadata elements provided to the total number of metadata elements applicable. For this survey, the metadata fill rate is 100%.

6. Comparability

6.1 Comparability - geographical
Methodology of services survey is the same as in other European countries that is the reason why our data are comparable geographically with data of other EU countries.

6.2 Time comparability
The survey methodology is in line with the EU regulations applied by all EU countries, and are therefore geographically comparable with the data of other EU countries.

Data for total arrivals and overnight stays in electronic form are available from 2010.
 Time comparability indicator
Data for total arrivals and overnight stays in electronic form are available from 2010.