



REPUBLIC OF CROATIA



CROATIAN BUREAU OF STATISTICS

**QUALITY REPORT FOR STATISTICAL SURVEY**  
**Non-Commercial Tourism Activity**  
**For 2017**

Organisational unit: Tourism Statistics Department  
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## 0. Basic information

- Purpose, goal, and subject of the survey

The statistical survey is aimed at monitoring the tourist activity in non-commercial accommodation establishments in the Republic of Croatia. The survey results give basic indicators necessary for the analysis of tourism in the Republic of Croatia.

According to the recommendations of the World Tourism Organisation (WTO) concerning tourism statistics, tourist is every person who, outside his or her place of usual residence, spends at least one night in an accommodation establishment or in another establishment intended for accommodating tourists for rest or recreation, health, studying, sports, religion, family, business, public missions, gatherings or other reasons. Tourists are not only persons who spend a night in a commercial accommodation establishment (that is, in an establishment engaged in the activity of providing accommodation services), but, in a broad sense, tourists are also persons who spend a night outside the place of their residence in a non-commercial accommodation establishment, that is, in an establishment that is not engaged in the activity of providing accommodation services.

The subject of this survey are owners of apartments and summer houses, members of their families, other relatives and friends who stay in apartments and summer houses, specifically in the parts of these establishments that are not intended for providing accommodation services.

- Reference period

Calendar year

- Legal acts and other agreements

National level:

Official Statistics Act (NN, Nos. 103/03, 75/09, 59/12 and 12/13 – consolidated text)

Annual Implementation Plan of Statistical Activities of the Republic of Croatia

Act on Tourist Boards and Promotion of Croatian Tourism (NN, Nos. 30/94 and 152/08)

Sojourn Tax Act (NN, Nos. 152/08 and 52/09)

Ordinance on the Manner of Keeping Records on Tourists and the Form and Content of the Questionnaire for Checking-in at Tourist Boards (NN, No. 126/15)

Ordinance on the Periods of the Main Season, Pre-Season, Post-Season and Off-Season in Tourist Municipalities and Cities (NN, Nos 92/09 and 146/13)

Register of Spatial Units – RPJ (codes of cities/municipalities, settlements)

Ordinance on the Register of Statistical Spatial Units (NN, No. 37/08)

European level:

Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism

- Classification system

Code List of Countries

Code List of Categories of Establishments

Code List of Age Groups

- Concepts and definitions

The sojourn tax is the income of tourist boards. Sojourn tax in non-commercial accommodation establishments is paid by every realised night or, exceptionally, as a package deal (sojourn tax decreased by 70%). Paying the sojourn tax as a package deal is applied to the owners of summer houses and apartments and immediate family members who are the citizens of the Republic of Croatia or the countries who signed the Agreement on the European Economic Area.

eVisitor is the central electronic system for checking in and checking out tourists that serves to link all tourist boards in the Republic of Croatia.

It is available via the internet with no need for any additional software installations. The tourist registry in the eVisitor system is kept separately for every legal entity and natural person offering accommodation services as part of the hotel and restaurant activity (boarding houses, hotels, hostels, etc.), or on a sea vessel as part of the nautical tourism (charter, cruising), as well as accommodation services in households and rural households. Also, the tourist registry in the eVisitor system is kept for the owners of summer houses and apartments, for all persons spending nights in that house or apartment, as well as for the citizens of a tourist town/municipality who have an obligation of checking in persons staying in their house or apartment. Establishing and running the eVisitor system is the responsibility of the Croatian National Tourist Board.

Croatian National Tourist Board (CNTB) is a national tourist organisation founded in order to create and promote the identity and reputation of the Croatian tourism, to plan and implement a common strategy and conception of its promotion, to propose and perform the promotional activities of mutual interest for all entities in tourism in the country and abroad, as well as to raise the overall quality of the entire tourist offer in the Republic of Croatia. The seat of the Croatian National Tourist Board is situated in Zagreb. The president of the Croatian National Tourist Board is the minister of tourism.

Apartment or summer house is every building or apartment that is used seasonally or temporarily, but which is not an accommodation facility in which accommodation services are rendered by legal entities and natural persons engaged in the hotel and restaurant activity.

Tourist nights in the observed period are calculated by the eVisitor system as the difference between the date and time of actual departure (check-out) and the date and time of arrival (check-in).

Tourist is every person who, outside his/her place of permanent residence, spends at least one night in a commercial or non-commercial accommodation establishment. Excluded are persons staying at their place of usual residence for longer than 12 months in succession, persons whose main reason for visiting is an activity that is financed from the place of visit, persons that travel to their work place or an education institution on a daily or weekly basis, persons coming into or going out of the country as migrants, border-line workers, diplomats, consuls and military force members on their regular duties, displaced persons and nomads.

Tourist board is a legal entity that is established for the promotion and improvement of tourism of the Republic of Croatia as well as of the economic interests of legal entities and natural persons providing hotel and restaurant services or performing other tourism-related activities by managing the tourist destination at the level at which it has been established. A tourist board is established for the area of a settlement, municipality or town, county areas and the Republic of Croatia on the basis of the Act on Tourist Boards and Promotion of Croatian Tourism (NN, No. 152/08).

- Statistical units

Statistical units are owners of apartments and summer houses, members of their families, other relatives and friends who stay in apartments and summer houses, specifically in the parts of these establishments that are not intended for providing accommodation services.

Since 2014, this survey has also included tourists who stay in other establishments that are not intended for renting (e.g. with citizens of a particular tourist town/municipality), irrespective of the season, who are bound, according to the Sojourn Tax Act (NN, Nos 152/08 and 59/09) to check in and check out the tourists at a tourist board.

- Statistical population

The Sojourn Tax Act (NN, Nos. 152/08 and 59/09) prescribes the obligation to check in and check out tourists at a tourist board. The Act does not refer to the members of immediate family of citizens of a tourist town/municipality who provide them with accommodation in the house or apartment of their residence. The coverage of this survey is complete because data from eVisitor are extracted from all tourist boards in the Republic of Croatia.

## **1. Relevance**

### **1.1. Data users**

National users: Ministry of Tourism, Croatian Tourist Board, local tourist boards, scientists, the media and the public.

#### 1.1.1. User needs

The survey is conducted according to the standards prescribed by Eurostat; therefore, it meets the needs of both international and national users.

#### 1.1.2. User satisfaction

The first user satisfaction survey was carried out in 2013, and the second one in 2015. The survey results can be found on the website of the Croatian Bureau of Statistics at [www.dzs.hr](http://www.dzs.hr). No user satisfaction survey is carried out for this survey.

### **1.2. Completeness**

The survey is carried out in accordance with Regulation (EU) No 692/2011 of the European Parliament and of the Council concerning European statistics on tourism and recommendations in the Methodological Manual for Tourism Statistics and it covers all mandatory variables.

#### 1.2.1 Data completeness rate

The indicator for this survey is not computed.

## **2. Accuracy and reliability**

### **2.1. Sampling error**

The indicator for this survey is not applicable.

#### 2.1.1. Sampling error indicators

The indicator for this survey is not applicable.

#### 2.1.2. Bias in sample selection process

The indicator for this survey is not applicable.

### **2.2. Non-sampling error**

The indicator for this survey is not applicable.

#### 2.2.1. Coverage error

The indicator for this survey is not applicable.

#### 2.2.2. Over-coverage rate

The indicator for this survey is not applicable.

#### 2.2.3. Measurement errors

The indicator for this survey is not applicable.

#### 2.2.4. Non-response errors

The indicator for this survey is not applicable.

#### 2.2.5. Unit non-response rate

The indicator for this survey is not applicable.

#### 2.2.6. Item non-response rate

The indicator for this survey is not applicable.

#### 2.2.7. Processing errors

During the statistical analysis of administrative data source, data verification according to algorithms for particular types of errors is conducted. For verification purposes, a matrix containing 39 conditions for checking and controlling data has been set. Out of the total number of conditions, 29 are related to the errors that cannot be tolerated and 10 are warnings that are checked and tolerated. Visual control and data verification reduce processing errors to a minimum.

#### 2.2.8. Imputation rate

The indicator for this survey is not applicable.

#### 2.2.9. Editing rate

The indicator for this survey is not computed.

#### 2.2.10. Hit rate

The indicator for this survey is not computed.

#### 2.2.11. Model assumption error

The indicator for this survey is not applicable.

### **2.3. Data revision**

#### 2.3.1. Data revision – policy

The users of statistical data are informed about revisions (provisional, final data) on the website of the Croatian Bureau of Statistics.

#### 2.3.2. Data revision – practice

Provisional data are not published in the survey; therefore, there are no regular data revisions. Unplanned revisions that are caused by events that could not be predicted and could not be influenced in advance (subsequent changes in data sources or subsequently identified errors in previously submitted data) are disseminated as soon as possible.

#### 2.3.3. Data revision – average size

The indicator for this survey is not applicable.

### **2.4. Seasonal adjustment**

The indicator for this survey is not applicable.

## **3. Timeliness and punctuality**

### **3.1. Timeliness**

#### 3.1.1. Time lag – first results

The indicator for this survey is not applicable.

#### 3.1.2. Time lag – final results

Time lag – final results is two months after the reference period (T + 2).

### **3.2. Punctuality**

#### 3.2.1 Punctuality – delivery and publication

Data are published on the date specified in the Calendar of Statistical Data Issues.

## **4. Accessibility and clarity**

Data and notes on methodology are available in statistical publications in electronic and printed form, on the website of the Croatian Bureau of Statistics, and information/data are also provided by telephone and e-mail. Users can find these data and publications on the website of the Croatian Bureau of Statistics or request certain data and methodological explanations in writing. Publishing forms and deadlines are specified in the Calendar of Statistical Data Issues and the Publishing Programme of the Croatian Bureau of Statistics.

### **4.1. News release**

First Release: Non-Commercial Tourism Activity, 2017

### **4.2. Other publications**

The survey results are regularly presented in the Statistical Yearbook.

### **4.3. Online database**

Data are not available in online databases.

### **4.4. Micro-data access**

The conditions under which certain users can access microdata are regulated by the Ordinance on the Conditions and Manner of Using Confidential Statistical Data for Scientific Purposes.

### **4.5. Documentation on methodology**

The survey methodology is defined in Eurostat's Methodological Manual for Tourism Statistics. Notes on methodology can be found in First Releases and on the website of the Croatian Bureau of Statistics.

## **5. Comparability**

### **5.1. Asymmetry for mirror flows statistics**

The indicator for this survey is not applicable.

### **5.2. Comparability over time**

#### **5.2.1. Length of comparable time series**

Length of comparable time series is 4 years.

### 5.2.2. Reasons for break in time series

Since 1996, the survey Non-Commercial Turnover of Tourists in Apartments and Summer Houses (TU-11v form) is based on the records of sojourn tax payments kept by tourist board of a town/municipality or a settlement. According to the Sojourn Tax Act (NN, Nos. 152/08 and 59/09), the owners of apartments and summer houses as well as all persons who reside in these apartments or summer houses (except those defined in the law) are obliged to record their stay in a tourist settlement with a tourist board and to pay sojourn tax on the basis of their residence in a tourist settlement. The owners of apartments or summer houses as well as other persons who spend a night in those apartments or summer houses must pay the sojourn tax when they stay in the apartment or summer house in a tourist municipality or in town outside their place of usual residence in the peak season. Pursuant to Article 15, paragraph 4 of the Sojourn Tax Act (NN, Nos. 152/08 and 52/09), the Minister of Tourism, at the proposal from the Croatian National Tourist Board, adopted the Ordinance on the Periods of the Main Season, Pre-Season, Post-Season and Off-Season in Tourist Municipalities and Cities (NN, No. 92/09). The Ordinance entered into force on 1 January 2010.

Since 2014, this survey has also included tourists who stay in other establishments that are not intended for renting (e.g. with citizens of a particular tourist town/municipality), irrespective of the season, who are bound, according to the Sojourn Tax Act (NN, Nos 152/08 and 59/09) to check in and check out the tourists at a tourist board.

## 6. Coherence

### 6.1. Coherence – short-term and structural data

The indicator for this survey is not applicable.

### 6.2. Coherence – national accounts

The indicator for this survey is not applicable.

### 6.3. Coherence – administrative sources

The indicator for this survey is not computed.

## 7. Cost and burden

### 7.1. Cost

Considering that the data are extracted from the administrative source, i.e. the eVisitor system, which is under the jurisdiction of the Croatian National Tourist Board, and that in cooperation with the Croatian National Tourist Board certain controls are implemented into the system, production and processing costs are minimal in comparison with the amount of data being processed.



## **7.2. Burden**

The indicator for this survey is not computed.

Administrative data source is the eVisitor system, which is the central electronic system for checking in and checking out tourists that serves to link all tourist boards in the Republic of Croatia. It is available via the internet with no need for any additional software installations. The tourist registry in the eVisitor system is kept separately for every legal entity and natural person offering accommodation services as part of the hotel and restaurant activity (boarding houses, hotels, hostels, etc.), or on a sea vessel as part of the nautical tourism (charter, cruising), as well as accommodation services in households and rural households. Also, the tourist registry in the eVisitor system is kept for the owners of summer houses and apartments, for all persons spending nights in that house or apartment, as well as for the citizens of a tourist town/municipality who have an obligation of checking in persons staying in their house or apartment. Establishing and running the eVisitor system is the responsibility of the Croatian National Tourist Board. Information from the eVisitor system, in addition to the Croatian National Tourist Board, county tourist boards and other tourist boards, is used by the Ministry of Tourism and Sports, the Ministry of Administration, the Ministry of the Interior, the Customs Administration, the Tourist Inspectorate, the Croatian Bureau of Statistics and other institutions. Based on the Agreement on Cooperation in the Field of Tourism Statistics and the Catalogue of Data Requests from the eVisitor System of the Croatian National Tourist Board, the Croatian Bureau of Statistics extracts the defined data sets from the system and further processes them statistically.