

# Organised tourism

<b>1 Contact</b>	
<b>1.1 Organization</b>	The Statistical Office of the Slovak Republic
<b>1.2 Address</b>	Lamačská cesta 3/C, 840 05 Bratislava
<b>1.3 Contact name</b>	Zuzana Sečánska
<b>1.4 Organization unit</b>	Department of Methodology and Synthesis of Business Statistics
<b>1.5 Phone number</b>	+421 2 50236 341; +421 2 50236 339
<b>1.6 Email address</b>	info@statistics.sk
<b>2 Metadata update</b>	
<b>2.1 Date of last update</b>	21.11.2022
<b>3 Statistical presentation</b>	
<b>3.1 Data description</b>	
<p>The survey on <b>Organized tourism</b> is being realized by the Statistical Office of the Slovak Republic. The purpose of this survey is to provide basic information about the supply side of tourism in terms of international methodological rules. This survey is census survey. The reporting duty is stated in relation to all touroperators (TO), travel agencies (TA) and other suppliers of services in tourism with main activity classified in code 79 by NACE Rev. 2.</p> <p>In the statistical form „Annual questionnaire on selected services in tourism (CR 6-01)“ we collect data on <b>number of visitors (same-day and tourists) and stays</b> <u>by type of tourism</u> (inbound, outbound and domestic) and <u>by type of destination</u> (main destination of Slovak citizen's travelling abroad and country of origin of foreign visitors travelling to Slovakia), <b>turnover of travel agencies, touroperators and other subjects</b> <u>by type of tourism</u> (inbound, outbound and domestic) and <u>by type of turnover</u> (turnover from own package travel and linked travel arrangements, revenues of TO/TA from the sale of their own packages and link travel arrangements, comissions of TO/TA from the sale of package tours organized by other TO on comission,), <b>Comission sales of outbound TO/TA products, data on employees and their wages.</b></p> <p>The results of the survey will be used to ensure meeting the needs of the information system of the Statistical Office of the Slovak Republic, the requirements of the European Statistical System and international and national organizations.</p>	
<b>3.2 Classification system</b>	
<a href="#">Statistical Classification of Economic Activities, (SK NACERev. 2 )</a> <a href="#">Classification of statistical territorial units - NUTS2010-Decree no. 438/2004 Coll</a>	
<b>3.3 Sector coverage</b>	

Organized tourism in Slovak republic — inbound, outbound and domestic tourism realised by travel agencies, touroperator and other subjects with main activity classified in code 79 by NACE Rev. 2. listed in trade register, who provide services in the field of tourism by the residence of responding unit.

### 3.4 Statistical concepts and definitions

**Tourism**- the activity of visitors taking a trip to the main destination outside their usual environment, for less than a year, for any main purpose, including business, leisure or other personal purposes, other than to be employed by a resident entity in the place visited.

*Traveling* refers to the activities of travelers.

*Tourism* refers to the activities of visitors (same-day visitors, tourists).

*Tourism* is a subset of traveling and visitors are a subset of travelers

The statistical terms and definitions are in line with [Regulation 692/2011](#) on European statistics on tourism, its Commission Delegated [Regulation \(EU\) 2019/1681](#) and [Methodological manual for tourism statistics - Version 3.1 - 2014 edition](#)

### 3.5 Statistical unit

The reporting duty is stated in relation to **all tour operators, travel agencies and other suppliers of services in tourism with main activity classified in code 79 by NACE Rev. 2.** listed in trade register, who provide services in the field of tourism by the residence of responding unit.

### 3.6 Statistical population

Organized tourism statistics provide information on the activities of travel agencies, touroperstors and other subjects, which we address by the statistical form CR 1-12.

The set of **reporting units** that we address in a yearly report are **all touroperators, travel agencies and other subjects** listed in trade register and business register regardless of the number of employees, which are part of Register and identifier of legal entities, entrepreneurs and public authorities (RLE) by SO SR **with main activity classified in code 79 by NACE Rev.2 - Travel agency, tour operator and other reservation service and related activities.**

**Register of organizations kept by the Statistical Office of the Slovak Republic** according to the Act of the National Council of the Slovak Republic no. 540/2001 Coll. on state statistics, as amended, is a source of information on the subjects of the population addressed by the statistical survey. Legal entities and natural persons - entrepreneurs are entered in the register of organizations on the basis of data obtained by the Statistical Office of the Slovak Republic pursuant to the Act on State Statistics and other special acts. The register is used for statistical purposes and the data registered in it are updated daily from various sources, e.g. with information from statistical surveys, data from the Commercial Register, social insurance, etc.

### 3.7 Reference area

The statistical survey covers **all regions of the territory of the Slovak Republic** broken down by NUTS4 classification (districts).

### 3.8 Time coverage

Since 2000 data are available in the database of the Statistical Office of the Slovak Republic.

### 3.9 Base period

Not applicable

## 4 Unit of measure

Turnover – *in EUR*,

Number of visitors , stays – *in absolute value*

## 5 Reference period

year 2020

## 6 Institutional mandate

### 6.1 Legal acts and other agreements

Right to collect data in general is governed by the **Slovak National Council law [No 540/2001\(Digest\)](#) on the state statistics as amended and supplemented by further regulations (§ 18 ods. 3)**. The obligation to provide data is stated in the Statistical Law and its provisions (Programme of State Statistical Surveys), which is fixed for a 3-year period.

[Regulation \(EU\) No. 692/2011](#) concerning European statistics on tourism — link Commission Delegated

[Regulation \(EU\) 2019/1681](#) — Commission Implementing Regulation (EU) No 1051/2011 — link [Commission Implementing Regulation \(EU\) No 1051/2011](#)

Methodological manual for tourism statistics

[170/2018 Z. z. Zákon o zájazdoch, spojených službách cestovného ruchu](#), niektorých podmienkach podnikania v cestovnom ruchu a o zmene a doplnení niektorých zákonov

[DIRECTIVE \(EU\) 2015/2302](#) OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC

### 6.2 Data sharing

Statistical information from the survey is a source of information for fulfilling the obligations of the Slovak Republic arising from the requirements of the European Statistical System, the requirements of international institutions and to ensure the needs of the information system of the Statistical Office of the Slovak Republic.

Statistical outputs are provided on a regular basis to international and national organizations, namely the **OECD, the UN, the National Bank of Slovakia, main state administration bodies, professional and trade unions in tourism**

## 7 Confidentiality

### 7.1 Confidentiality - policy

Confidentiality of statistical data is laid down in Act No. 540/2001 Coll. on State Statistics, as amended, § 30. In accordance with the Act on State Statistics no. 540/2001 Coll. §2g and §30,

the Statistical Office of the Slovak Republic may not publish confidential statistical data, but only information that has been created by summarizing confidential statistical data, which does not allow direct or indirect identification of the reporting unit.

The Directive on the Protection of Confidential Statistical Data regulates the method of management and implementation of activities related to ensuring the protection of confidential statistical data in the Statistical Office of the Slovak Republic.

Instructions and guidelines are provided in internal directive MET-4/2019 - Directive on confidentiality data protection SME-1/2015 complemented by Methodological guideline. The directive contains general issues related to confidentiality, while the methodological guideline is focused on concrete methods and parameter values used in the phase of confidentiality treatment of particular statistical surveys results and data files.

## 7.2 Confidentiality - data treatment

Confidential statistical data are not published. When ensuring the protection of confidential statistical data in tables with aggregated data, the Statistical Office of the Slovak Republic applies in all cases the rule of the minimum frequency for  $n = 3$ . Values in sensitive cells are marked ("D"), as are other values in other non-sensitive cells that are chosen to replace as few cells as possible while avoiding sufficiently accurate calculation of sensitive cell values. It is not clear from the shape and format of the published table which of the covered cells are sensitive and which are not.

## 8 Release policy

### 8.1 Release calendar

First Release Calendar contains the first release dates of selected variables for upcoming months. First Release Calendar is monthly updated. In the First Release Calendar compilation release dates defined by Eurostat are taken into consideration. The "Catalogue of publications" is released every year. It contains information on particular publications, periodicity, and dates of release.

### 8.2 Release calendar access

First Release Calendar is publicly accessible. It is disseminated on the office's website. Users are also informed about the availability of the release calendar in a notice published in the relevant activity's publication.

[Release calendar](#)

### 8.3 User access

The Act 540 of November 29, 2001, on state statistics, Part 5 Dissemination of statistical information in Articles 29 and 30, institutes obligation to maintain confidentiality and confidentiality data protection. It is available also on the website in Slovak and in English, free of charge. The information service of the SOSR also provides users with this information on request, free of charge.

#### **Users are consulted:**

- in accordance with internal directives on Value adding processes, part Communication with users;
- via Survey on satisfaction of users with products and services of the SO SR, in two-year periodicity;
- via conduct of activities focusing on learning about expectations of key users and on supporting better interpretation and better use of statistical products (action program defined by the development strategy of the SOSR and reflected in the Marketing Plan for respective year); the activities are evaluated in annual Evaluation of Marketing plan; document Overview of activities focusing on

learning about the expectation of key users and on supporting better interpretation and better use of statistical products

- via meetings with users conducted in accordance with the action program defined by the development strategy of the SOSR and reflected in the Marketing Plan for the respective year: to carry out activities focusing on learning about expectations of key users and on supporting better interpretation and better use of statistical data.

The first release is performed in the form of an information report or a press conference. There is a standing rule, that all users have the right to be provided with information at the same time. Outputs (information reports) are released at the standard daily time (at 9.00 o'clock) at the Internet portal of the SOSR in accordance with Principles of Release and Provision of Statistical Information.

## 9 Frequency of dissemination

Yearly  
[DATACUBE.](#)

## 10 Accessibility and clarity

### 10.1 News release

The first release is performed in the form of an [Information report.](#)

### 10.2 Publications

The last publication on Organized tourism was published in 2017. Since 2018 the first release is performed as Information report and data are available in online database DATACUBE  
[DATACUBE.](#)

### 10.3 On-line database

[DATACUBE.](#)

### 10.4 Micro-data access

Only aggregated data are published, microdata are not available for users

### 10.5 Other

International and national organizations have their own specific outputs defined, which are provided mainly for the OECD and the UN

### 10.6 Documentation on methodology

On the website of the SOSR there is available:

- information on tourism in [Methodological notes](#)
- [statistical questionnaires forms in a national version.](#)
- [concept dictionary \(descriptions of statistical indicators in detail\)](#)

## 10.7 Quality documentation

Internal documentation of the Statistical Office of the SR on ensuring the quality of statistical outputs:

- Internal Methodological directive for application of mathematical-statistical methods for statistical surveys MET-3/2012,
- Internal methodological directive - Quality indicators of statistical outputs and statistical processes MET-2/2012.

Quality reports according to the ESS Handbook for Quality Reports (EQHQR) are prepared in the ESS Metadata Handler environment on yearly basis, based on Eurostat requirements. Quality reports are an integrated part of the IŠIS and updated according to internal guidelines.

## 11 Quality management

### 11.1 Quality assurance

The Quality declaration expresses the basic concept and commitments of the President and senior management of the Statistical Office of the Slovak Republic for Quality Policy Office of the SR, as well as improving the efficiency and effectiveness of the integrated management system Statistical Office.

#### [Quality declaration](#)

The quality policy is based on the mission of the Statistical Office of the Slovak Republic: to provide high quality and objective statistical products and services by keeping the confidentiality of statistical data and by minimizing burden on interested parties using effectively existing resources with the aim to support the improvement of the information and intellectual capital of our customers. In this way, we want to contribute to reduce risks and improve effectiveness in their decision-making processes and so to support the sustainable development of the Slovak Republic as part of the EU. The mission is stated in the development strategy of the Statistical Office of the Slovak Republic.

#### [Quality policy](#)

The Statistical Office of the SR has established the system of quality management. The quality manual contains a description of the system of quality management and fulfillment of requirements of standard ISO 9001. The application of the manual in practice ensures that all activities with an impact on the quality of statistical products are planned, managed, examined, evaluated, and meet the requirements accepted in the customer order.

#### [Code of Practice](#)

The basis of the whole quality management system is the Code of Practice for European Statistics.

### 11.2 Quality assessment

The Statistical Office of the Slovak Republic creates technical projects describing data collection and its evaluation, including a description of statistical controls and algorithms within the integrated IŠIS. The data collection process is provided by the Statistical Office of the Slovak Republic in Prešov, which, within the framework of electronic data collection, ensures the data collection process itself using statistical controls and algorithms. Data control is performed in the context of the process of data collection, processing and validation of data by relevant coordinator. A comparison is made with developments in previous periods. The rate of return is measured continuously during data collection. The Statistical Office of the Slovak Republic also performs internal methodological audits.

## 12 Relevance

### 12.1 User needs

The requirement to consult user needs is stated in Act No. 540/2001, Coll. of the Law on Official Statistics. Within the preparation of the Program of State Statistical Surveys, the user needs are consulted.

The Programme of State Statistical Surveys is a generally binding legal act compiled by the Statistical Office of the Slovak Republic in cooperation with ministries, other government authorities, and state organizations. It contains a list of statistical surveys that are organized and executed by the Statistical Office of the Slovak Republic, ministries, other government authorities, and state organizations. The Statistical Office of the Slovak Republic issues the Programme of State Statistical Surveys in the form of a decree published in the Collection of Legal Acts of the Slovak Republic.

The SO SR has established the Statistical Council as a permanent professional consultative body whose main task is to prepare and submit proposals and recommendations for the concepts of statistical surveys, to consult the Programme of State Statistical Surveys. In practice, based on bilateral agreements and activities covered by the Action Program, national users are consulted. In terms of tourism statistics, SOSR has rich communication and cooperation with the Tourism section of the Ministry of Transport and Construction of the SR and NBS. Tourism data meet the needs of national users. The main users are the Slovak government, ministries, the media, and students.

## 12.2 User satisfaction

Since 2009, the Statistical Office of the Slovak Republic has carried out at two-year intervals of customer satisfaction surveys. The purpose of the survey is to obtain information on users' interests and opinions regarding the provision and quality of statistical products and services.

The result of the survey in 2017 is published on the website of the Statistical Office of the SR. Fulfillment of the goals is monitored by the credibility indicators of SOSR and by the level of data usage provided for the public. The Statistical Office of the Slovak Republic has carried out at two-year intervals customer satisfaction surveys via the external organization.

The purpose of the survey is to obtain objective and reliable results for the public. One of the goals of the Strategy of the Statistical Office of the Slovak Republic 2022 is customer orientation. The strategic goal is to provide statistical products and services that meet existing and new customer needs and will contribute to the creation and monitoring of the implementation of various policies and decision-making processes. Building partnerships with key customers and data suppliers, compliant with the coordination role with partners contribute to the creation of these products. This goal is fulfilled by the Statistical Office of the Slovak Republic through the implementation of the objectives that will ensure providing statistical information which represents the satisfaction of user needs according to the strategy of differentiation - differentiation from other institutions providing partial statistical data.

[Credibility survey](#)

[Satisfaction survey](#)

[Strategy 2022](#)

## 12.3 Completeness

Compliant with the requirements of Regulation on tourism statistics 692/2011, Commission Delegated Regulation (EU) 2019/1681, as well as recommendations laid down in the Methodological manual for tourism statistics.

# 13 Accuracy and reliability

## 13.1 Overall accuracy

The survey is conducted as **census** for all relevant reporting units. The Statistical Office of the Slovak Republic performs thorough verification of data to detect errors. Most of the errors are directly

consulted with the reporting units at the workplace of the Statistical Office of the Slovak Republic in Prešov.

### 13.2 Sampling error

Not relevant

### 13.3 Non-sampling error

The technical project of data processing is a part of IŠIS. This project contains a description of all logical data controls at the microdata level performed during electronic data collection. The electronic questionnaire itself and the IŠIS information system provide many arithmetic and logical checks between the variables, which we distinguish between serious and informative. In the case of serious errors in the form, it is not accepted and with the help of experts from the workplace, its accuracy is achieved so that it enters processing. Validation checks of an automatic nature during the collection and informative checks are included in order to capture logical controls and linkage, reduce the rate of partial non-responses, anomalies and outliers. The purpose of these tools is to minimize errors in the collection itself and subsequently during data processing. In case of non-response or partial non-response, the data are imputed by data from previous periods or by donor selection.

## 14 Timeliness and punctuality

### 14.1 Timeliness

Organized tourism data we published by 30.may in accordance with the deadlines specified in the Calendar of the first publication.

[The Calendar of first publication](#)

### 14.2 Punctuality

Release dates have been respected.

## 15 Coherence and comparability

### 15.1 Comparability - geographical

Indicators from the survey on Organized tourism are compiled for the entire territory of the Slovak Republic.. Travel agencies, touroperators and other subjects data classified by regions are related to main registered place of the subjects in region (not the place of subsidiaries, where is product sold).

### 15.2 Comparability - over time

Comparable time series: 2000-2018, 2019-2020

### 15.3 Coherence - cross domain

Yearly consultation with experts from professional organization SACKA are realised to ensure quality and comprehensive data collection of data referred to organized tourism ( SACKA is voluntary association of tour operators, travel agents, and other entities operating in tourism and related



activities and services, and its mission is to represent and protect the economic and other legitimate interests of its members and to contribute to the development of tourism).

#### 15.4 Coherence - internal

No deviations are recorded.

### 16 Cost and burden

Cost and burden of respondents are estimated by number of reporting units, average interview time and average wages per hour in the national economy

### 17 Data revision

#### 17.1 Data revision - policy

Revisions are in conformity with standards, time-tested and transparent. They are described in decision SME-2/2021 Revision Policy of the SO SR. According to Revision Policy of the SO SR the revised data are accompanied by all necessary explanations (reasons, character, etc.), they are accessible via the SO SR Portal. The Revision Policy and Calendar of Revisions of the SO SR as well as all necessary explanations are accessible via the SO SR Portal.

- The Revision Policy of the SO SR
- Revision calendar

We distinguish:

- **Routine revisions** – regular revisions of data not influenced by change of methodology. These are usually major data corrections, including changes due to the obtaining new data sources. The publication of the revised data is done periodically in line with Calendar of revisions
- **Annual revisions** - when all monthly, quarterly data are available and more detailed results from annual surveys are already available.
- **Extra-ordinary and major revisions** –revisions of definitive data due to changes of methodology, changes of classifications, change of base year, changes of mathematical/ statistical methods of data calculation. Those revisions may result in a break in time series of data.

#### 17.2 Data revision - practice

The data are considered definitive at the time of first publication and are not usually subject to revision.

The policy and calendar of revisions is available on the website of the Statistical Office of the Slovak Republic at: <https://slovak.statistics.sk/wps/portal/ext/products/revisions>

### 18 Statistical processing

#### 18.1 Source data

Statistical Office of the Slovak Republic (SOSR) has been realized yearly survey on organized tourism by statistical form „Annual questionnaire on selected services in tourism (CR 6-01)“ The purpose of this survey is to provide basic information about tourism organized by touroperators, travel agencies and other subjects in accordance with the international methodological definitions.

This survey is census survey. The reporting duty is stated in relation to **all tour operators, travel agencies and other suppliers of services in tourism with main activity classified in code 79 by NACE Rev. 2.** listed in trade register, who provide services in the field of tourism by the residence of responding unit.

## 18.2 Frequency of data collection

Yearly

## 18.3 Data collection

Data collection is provided by the regional office in Prešov. We use electronic data collection enabling reporting units to fill in statistical forms online in the integrated statistical information system of the Statistical Office of the Slovak Republic. As of 1.1.2016, reporting units (legal entities, natural persons - entrepreneurs) were obliged to submit statistical reports electronically in accordance with the amendment to Act no. 540/2001 Coll. on state statistics as amended by Act no. 326/2014 Coll., which contains new rules for submitting statistical reports. The deadline for the providing of statistical data by subjects is 10.april, in accordance with the Program of State Statistical Surveys.

Main indicators:

**Number of visitors** (same-day/overnight visitors) **in inbound, outbound and domestic tourism**

**Number of stays**

**Turnover – in EUR,**

- turnover in total,
- turnover from own package travel and linked travel arrangements,
- revenues of TO/TA from the sale of their own packages and link travel arrangements,
- commissions of TO/TA from the sale of package tours organized by other TO on commission)

**Commission sales of foreign TO/TA products by domestic TO/TA,**

- Number of visitors, number of stays (same-day/overnight visitors)
- Value of the foreign TO/TA products ( including commissions from the sale) sold by domestic TO/TA

**Employment and wages**

## 18.4 Data validation

Regional Office of the SO SR in Prešov is responsible for ensuring data collection in terms of the completeness of the collected data with the help of statistical data controls.

We distinguish the following checks:

- 1-Formal checks performed automatically in the data collection process
- 2- Informal checks, the purpose of which is to check the complexity and relationships between variables From the point of view of the severity of errors,

we distinguish between errors:

- I-informative errors - provide additional information that is needed for the process of checking and correcting data. They provide information on possible exceedances of specified limits, partial non[1]response, etc.
- Z-major errors - indicating specific errors that must be corrected or justified by the reporting unit A substantial part of these errors is directly consulted by the staff of the relevant SO SR workplace in the region.

The IŠIS system also defines controls and algorithms for creating outputs that ensure their required quality

## 18.5 Data compilation

In the statistical form „Annual questionnaire on selected services in tourism (CR 6-01)“ we collect data on **number of visitors and stays** by type of tourism (inbound, outbound and domestic) and by type of destination of Slovak citizen's travelling abroad and country of origin of foreign visitors travelling to Slovakia, **turnover of travel agencies, touroperators and other subjects** by type of tourism (inbound, outbound and domestic) and type of turnover (turnover from package tours, comissions from sale of package tours, turnover from own transport services, other turnover), **Comission sales of foreign TO/TA products by domestic TO/TA, data on employees and their wages**. The results of the survey will be used to ensure meeting the needs of the information system of the Statistical Office of the Slovak Republic, the requirements of the European Statistical System and international and national organizations.

Microdata collected by Regional Office of the SO SR in Prešov are analysed, compared and validated. After data validation we prepare different aggregated tables and data outputs.

## 18.6 Adjustment

Organized tourism data are published in aggregate tables

## 19 Comment