



ORGANISATION MONDIALE DU TOURISME
WORLD TOURISM ORGANIZATION
ORGANIZACIÓN MUNDIAL DEL TURISMO
ВСЕМИРНАЯ ТУРИСТСКАЯ ОРГАНИЗАЦИЯ
منظمة السياحة العالمية

TOURISM AS AN INTERNATIONAL TRADED SERVICE
**A GUIDE FOR MEASURING ARRIVALS AND ASSOCIATED EXPENDITURES OF
NON-RESIDENTS**

**WTO Department of Statistics and
Economic Measurement of Tourism**

Madrid, September 2005

Table of contents

	<u>Pages</u>
Presentation	1-4
Acronyms Used	5
1. Why this <i>Guide</i> ?	7-27
1.A The growing need for better tourism statistics	7-11
1.B Expanding tourism statistics and improving tourism analysis: the catalyst role of the TSA.....	12-15
1.C Technical background of WTO's proposals	15-17
1.D Integrating the observation of flows of visitors and tourism expenditure with other statistical frameworks	17-20
1.E Reader's <i>Guide</i>	20-27
2. International flow of travellers at national borders	28-65
2.A Overview.....	28
2.B Measuring the number of travellers at national borders and deriving tourism statistics: National practices.....	29-34
2.C On characterizing international traveller flows: WTO's proposals of Entry/Departure cards in perspective (1981-1997)	34-39
2.D Designing tourism statistics in a context of free movement of natural persons: 2005 WTO's proposal for a new entry/departure (E/D) card	39-48
2.E Guidelines for the creation of the statistical universe of non-resident visitors	49-65
3. Characterizing international visitors: the basic core	66-100
3.A Overview.....	66-70
3.B The role of border surveys in tourism statistics.....	70-71
3.C WTO's model border survey proposal	71-79
3.D Guidelines for its implementation.....	79-100
4. Characterizing international visitors: using modules for expanding analysis	101-107
4.A Overview.....	101
4.B The possibility of using an expenditure module for non-resident visitors	102-107

ANNEXES

1.	Developing the System of Tourism Statistics (STS): filling the information gaps	109-110
2.	GATS negotiations and WTO's TSA project	111-112
3.	Responses to and Comments on the <i>"Comparative study of international experiences in the measurement of traveller flows at national borders" /2003-2004</i>	113-193
4.	Preparatory workshop to the II Forum on the tourism satellite account project for Central America	195-201
5.	Mirror statistics in the European Union	203
6.	Questionnaire used in WTO's <i>"Comparative study of international experiences in the measurement of traveller flows at national borders" /2003-2004</i>	205-230
7.	Comparative analysis of methodologies	231-245
8.	General framework of reference	247-261
9.	Recalling previous trips and the expenditures associated with them	263-266
10.	The travel group as a new analysis unit	267
11.	Dealing with Unknown Reference Populations in Border Surveys on Inbound Tourism	269-274
12.	Adapting WTO's model border proposals questionnaire	275-276
13.	Review of core tourism statistics -New Zealand Tourism Research Council	277-278

Presentation

Ever since the United Nations Statistical Commission approved the Recommendations on Tourism Statistics, promoted by WTO, at its 27th period of sessions in 1993, the volume of transnational tourist flows has not stopped growing.

In most countries, tourism has not, until now, gained proper recognition, nor the political and popular support it merits partly because the analysis of tourism has for a long time focused on the characteristics of visitors, the conditions in which they travelled and stayed, the purpose of visit, etc., and did not provide an easily recognizable link with the rest of the economy. Now, thanks to the existence of the Tourism Satellite Account (TSA), it is possible to foster increasing awareness of the role that tourism plays and can play directly, indirectly or through induced effects, in an economy in terms of generation of value added, employment, government income, etc.

The TSA, a statistical instrument whose design was approved by the United Nations Statistical Commission in 2000, is a “satellite” to the concepts, definitions and aggregates of the System of National Accounts (SNA93) allowing for valid comparisons of tourism with other industries, from country to country and between groups of countries, as well as an analysis of tourism integrated with that of other economic activities.

The TSA is not only a framework for the integration of economic information on tourism, but also an instrument that may be used to monitor statistical development and to indicate, for instance, which sources should be improved and which should be developed further in order to supplement the statistical data already available.

The aim of this *Guide* is to address the need to improve the statistical base relating to tourism, but instead of referring to an entire set of initiatives needed to articulate a System of Tourism Statistics (http://www.world-tourism.org/statistics/tsa_project/STS.pdf), it limits itself to the following four specific aspects of such a system, which are relevant regardless of whether or not a country decides to move towards the implementation of a TSA:

- the measurement, mainly by migration authorities, of the total number of travellers entering a country and their relevant characteristics, and their statistical use for tourism analysis, the estimation of the balance of payments, and GATS (free movements of individuals);
- the structuring of a statistical universe of non-resident visitors, whether using information obtained from entry/departure(E/D) cards, or combining information of an administrative nature with statistical surveys;

- the design and implementation of a border survey with the objective of identifying different characteristics of the trip and of the traveller, which, aside from addressing the specific needs of NTAs, makes it possible to generate statistical data for other fields of analysis, as already mentioned;
- lastly, the use of modules in such a border survey to identify specific aspects of traveller behaviour that, in order to be properly estimated, require a set of interlinked questions, a case in point being the estimation of tourism expenditure.

This *Guide* is the result of an ambitious international cooperation project, initiated in 2001 by the Department of Statistics and Economic Measurement of Tourism of WTO and revolving around two essential subject areas in the System of Tourism Statistics (STS): international tourist arrivals and tourism expenditure associated with such arrivals.¹

It fits into the framework of the overall guidelines for action that, in WTO's view, should direct the future work of National Tourism Administrations (NTAs) in statistical matters, as set out in the document "*General Guidelines for National Tourism Administrations (NTAs) relative to the development of the Tourism Satellite Account (TSA)*", published in February 2002.

Among the priority tasks it describes, there are two that are especially noteworthy in the present context:

- *"obtaining, on a regular basis, comprehensive data on foreign visitor arrivals through the various points of access to the country, and which can be associated with, at least, the following visitor characteristics: point of entry, visitor typology, country of residence, purpose of trip, duration of stay, type of accommodation used and main destination";* and
- *"to boost cooperation with the authorities responsible for border controls and, if necessary, with the various traffic regulation bodies, with a view to disposing of data relative to entry/departure flows that can be used to meet the respective information requirements".*

This is a task in progress within WTO's general project of development of the TSA and other specific initiatives seeking the integration of the measurement of tourism within the general framework of international traded services. ***This Guide will be periodically updated, and a first revision is envisaged for around June 2008.***

Lastly, as general coordinator of the project, WTO's Statistics Department wishes to acknowledge, with thanks, all those institutions and persons that have made it possible:

¹ This project was co-financed by Canada (Canada Tourism Commission), Spain (Instituto de Estudios Turísticos), Sweden (Swedish Tourist Authority) and WTO and executed over the period 2001-2004. The firm Araldi was responsible for the successive phases of this project.

- the co-financing institutions and their directors during the years of execution of the project: Mr. Dennis Bederoff (Swedish Tourist Authority), Mr. Scott Meis (Canadian Tourism Commission) and Ms. Natalia Rodríguez-Salmones (Instituto de Estudios Turísticos de España);
- the countries that provided us with the E/D cards used to record cross-border flows: Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Bahamas, Barbados, Belize, Bolivia, Botswana, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Costa Rica, Cuba, Curaçao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Hong Kong – China, India, Indonesia, Israel, Jamaica, Jordan, Kenya, Lao People's Democratic Republic, Lebanon, Malaysia, Malta, Martinique, Mauritius, Mexico, Mongolia, Morocco, Mozambique, New Zealand, Nicaragua, Pakistan, Panama, Paraguay, Peru, Philippines, Saint Eustatius, Saint Maarten, Saint Vincent and the Grenadines, Seychelles, Spain, Suriname, Syrian Arab Republic, Thailand, Trinidad and Tobago, Turks and Caicos Islands, United Kingdom, United States, Venezuela and Viet Nam;
- the countries that replied to the questionnaire we sent out, and our colleagues who took the time to add their personal comments in order to identify different aspects of the estimation of arrival figures and national border survey implementation issues:
 - Argentina: Ms. Felisa Bermamán de Nessi
 - Australia: Mr. Joseph Flor, Mr. Patrick Corr and Mr. Stand Fleetwood
 - Austria: Ms. Renate Penitz
 - Botswana: Mrs. Bose Joyce Morontshe
 - Canada: Mr. Nick Strizzi and Mr. Franklin Chow
 - Chile: Mr. Humberto Rivas Ortega and Ms. Cecilia Arias
 - Costa Rica: Mr. Luis Madrigal Calvo
 - Denmark: Mr. Hansen Gitte Kjoler; Mr. Robin Rich and Mr. Christian Brandt
 - Ecuador: Ms. Rita Alexandra Betancourt and Mr. Salvador Marconi
 - Egypt: Mr. Mohamed Fathi Sakr
 - Finland: Ms. Ritva Marin and Mr. Tom Ylkänen
 - France: Mr. Philippe Lhuillier and Ms. Françoise Chevriss
 - Germany: Mr. Ulrich Spöerel
 - Hong Kong, China: Mr. Denis Law and Mr. Danny Ho
 - Hungary: Mr. Ákos Probáld
 - India: Mr. S.P. Basra and Mr. J. Dash
 - Indonesia: Mr. Budi Purwadi and Mr. Adi Lumaksono
 - Italy: Mr. Giovanni Giuseppe Ortolani
 - Jamaica: Ms. Antoinette Lyn
 - Korea, Republic of: Mr. Kyun-sang Kwon
 - Malta: Mrs. Marie-Louise Mangion and Mrs. Tania Sultana
 - Mexico: Mr. Alejandro Nava Alatorre and Mr. Andrés Zetina Gutiérrez

- Morocco: Mr. Aniss Cherkaoui and Mr. Hassane El Hamdouni
 - New Zealand: Mr. Mike Chan
 - Norway: Mr. Pedes Naes, Mr. Asbjorn Wethal and Mr. Tom Granseth
 - Peru: Ms. María del Pilar Cerrón
 - Philippines: Ms. Milagros Yanos Say
 - Portugal: Ms. Maria José Silva
 - South Africa: Mrs. Rina du Plessis and Mr. Michael Nkosi
 - Spain: Mr. Carlos Romero
 - Sweden: Mr. Martin Lageström
 - Switzerland: Mrs. Barbara Jeanneret
 - Thailand: Ms. Walailak Noypayak
 - Trinidad and Tobago: Mr. Dave Clement
 - United States: Mr. Ron Erdmann
- the Statistics Department of the International Monetary Fund (Mr. Neil Patterson and Ms. Margaret Fitzgibbon)
 - all the WTO consultants who directly collaborated in the drafting of this and previous documents: firstly, Mr. Carlos Romero (as principal consultant of the project) and also Mrs. Marion Libreros, Mrs. Anna Ansmits, Mr. Augusto Huéscar Lerena and Mr. José Quevedo;
 - last, but definitely not least, the firm Araldi and its experts who directed the successive phases of this project throughout the period 2001-2004: Mr. Alfredo García Ramos, Mr. Joaquin García and Mr. Manuel Fábregas.

Acronyms Used

CSO	Central Statistical Office
E/D card	Entry/Departure card
NTA	National Tourism Administration
BOP	Balance of Payments
TSA	Tourism Satellite Account
Eurostat	Statistical Office of the European Communities
GATS	General Agreement on Trade in Services
IACG on TS	Inter-Agency Coordination Group on Tourism Statistics
IOM	International Organization for Migration
SIEMCA	Statistical Information System on Migration in Central America Project
SNA93	System of National Accounts 1993
SITA	Sociedad Internacional para las Telecomunicaciones Aeronáuticas
STS	System of Tourism Statistics
TC	Tourist Card
TF on ITSS	Task Force on International Trade in Service Statistics
WTO	World Tourism Organization
UN	United Nations
UNSD	United Nations Statistics Division

1. Why this *Guide*?

1.A The growing need for better tourism statistics

- 1.1. Tourism is an activity that has grown substantially over the past twenty-five years as an economic and social phenomenon. Nevertheless, until the 1990s, in most countries (and still in many of them nowadays), the description of tourism focused on the characteristics of international visitors, on the conditions in which they travelled and stayed, the purpose of their visit etc. and on the description of those activities considered as essentially of a tourism nature and interest, such as accommodation, food serving activities, travel agencies, and some recreational or cultural activities.
- 1.2. Comparability with other economic activities was inadequate, because of the lack of a common language: when other activities were speaking of output, value added and employment, tourism specialists were using non-monetary indicators and sophisticated presentations of flows of persons to characterize the activity.
- 1.3. Tourism comparability between countries has also been hindered, not only because of the type of variables that characterized the activity, but also because of a lack of homogeneity in concepts, definitions, scope and methodology.
- 1.4. With the 1993 Recommendations on Tourism Statistics, WTO set the principles on which to build comparability: the scope of tourism was defined as encompassing "... the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited"; tourism was related not only to the activities of tourists (over-night visitors) but also to that of "same-day visitors"; the scope of the different forms of tourism (domestic, inbound and outbound) were established, and in particular the classification of visitors according to their country of residence was set as a basic principle.
- 1.5. Finally, some advances were made towards the economic measurement of tourism consumption through the definition of its coverage in terms of goods and services and the location of the expenditure, and the relationship between tourism demand and tourism supply was established as one of the basic issues to be discussed in the future.
- 1.6. However, nowadays the comparability of information on the nature, progress and consequences of tourism is still mainly based on statistics on arrivals and overnight stays, as well as Balance of Payments information, which do not encompass the whole economic phenomenon of tourism. International tourism is still considered the core of tourism and used in international comparisons. Hence, the importance of improving its measurement.

- 1.7. In spite of the progress made over the past decade in the availability of statistics on international visitor arrivals, it is still difficult to obtain detailed information on the exact coverage of the figures published by the various official bodies, illustrating the fact that the efforts made until now still fall short of ensuring the rigorous international comparability of this type of data.
- 1.8. The following table (referring to the period 1999-2001) summarizes the basic set of country indicators that at present support the international comparability of tourism activity.

Table 1. International comparability of tourism activity

	TOTAL COUNTRIES (*)	EU	OECD	U.N. REGIONAL COMMISSIONS (**)				
				ECLAC 35 MS + 11 AM	ESCWA 13 MS	UNECA 52 MS	UNECE 48 MS	UNESCAP 43 MS + 9 AM
Basic Indicators (27)	211	25 MS	30 MS					
INBOUND TOURISM								
Arrivals								
>Visitors	124	17	18	37	8	22	30	27
>Tourists (overnight visitors)	192	24	27	45	12	45	46	44
>Same-day visitors	106 (1)	14	16	36	5	16	24	25
>Arrivals by country of origin	198 (2)	25	30	45	13	45	47	48
>Arrivals by mode of transport	170	21	25	45	6	40	37	42
Arrivals by purpose of visit								
>Leisure, recreation and holidays	148	15	18	34	7	35	28	44
>Business and professional	142	15	18	34	6	34	28	40
>Other purposes	136	14	17	31	7	32	25	41
Accommodation								
>Overnight stays in hotels and similar establishments	121	24	24	21	10	27	42	21
>Guests in hotels and similar establishments	93	25	25	17	8	17	38	13
>Overnight stays in all types of accommodation establishments	78	24	25	15	3	15	39	6
>Average length of stay of non-resident tourists in all accommodation establishments	118	17	18	30	9	21	30	28
Tourism expenditure in the country	156	23	26	32	9	41	40	34
>"Travel" (a)	156	25	30	37	7	35	44	33
>"Passenger transport" (a)	124	23	26	25	5	29	40	25
DOMESTIC TOURISM								
Accommodation								
>Overnight stays in hotels and similar establishments	87	23	26	9	6	20	38	14
>Guests in hotels and similar establishments	57	24	25	5	3	6	37	6
>Overnight stays in all types of accommodation establishments	52	23	25	4	1	7	37	3
>Average length of stay of resident tourists in all accommodation establishments	20	8	6	2	2	2	12	2
OUTBOUND TOURISM								
>Departures	105	23	27	22	5	13	36	29
Tourism expenditure in other countries	141	23	26	30	8	38	40	25
>"Travel" (b)	156	25	30	36	8	39	43	30
>"Passenger transport" (b)	130	23	26	28	6	33	40	23
TOURISM INDUSTRIES								
Hotels and similar establishments								
>Number of rooms	176	23	29	44	12	37	42	41
>Number of bed-places	148	23	23	27	11	36	44	30
>Occupancy rate	154	24	29	31	9	37	44	33
>Average length of stay (residents + non residents)	110	18	19	23	5	23	36	23

(*) Only 6 of them have the whole set of the Basic Indicators.

(1) Of which, 42 correspond to cruise passenger.

(2) Of which:

88: by country of nationality

103: by country of residence

8: both, by nationality and by residence

MS: Member States

AM: Associates members

(a) Corresponds to the Credit side of Balance of Payments items and imply receipts for the country

(b) Corresponds to the Dedit side of Balance of Payments items and imply expenditure for the country

(**) ECLAC: Economic Commission for Latin America and the Caribbean

ESCWA: Economic and Social Commission for Western Asia

UNECA: Economic Commission for Africa

UNECE: Economic Commission for Europe

UNESCAP: Economic and Social Commission for Asia and the Pacific

- 1.9. It must be recognized that important transformations have taken place over the past twenty years in the measurement of cross-border flows. Indeed, as a result of three initiatives undertaken by WTO in past years,² it is possible to identify - from a common sample of these - certain prominent features with respect to the data on international visitor arrivals and the corresponding tourism expenditure:
- it can be observed how the methods used tend to vary: while the number of countries using entry or exit cards has remained stable (entry cards) or has gone down slightly (exit cards), it is notable that the number of countries using border surveys has practically tripled over the past twenty years;
 - there has been a strong tendency for Tourism Administrations to take control of the observation of visitor flows, to the detriment of security forces or migration authorities;
 - the use of internationally accepted definitions is evidently growing, and there is increased coverage in the identification of "other types of travellers" (such as immigrants, seasonal and border workers, long-term students, etc.) which, when added to the set of all visitors, covers the entire group of travellers. On the other hand, there has been a reduction in the number of countries that record the sub-group of same-day travellers.
- 1.10. A growing number of countries are using surveys of non-resident travellers to observe their tourism behaviour and to estimate the corresponding expenditure. Table 2 "Countries that measure inbound tourism expenditure through surveys to non-resident travellers" (as of December 2005) identifies eighty countries that are using surveys of this kind.³
- 1.11. Because of this situation, and because of its leadership in the international comparability of data, WTO is responsible for generating guidelines for promoting the improvement of the data and their increased comparability.

² The three publications in which such initiatives have been published are as follows:

- *"Methodological supplement to world travel and tourism statistics"*. WTO. Madrid. 1985.
- *"Methodological supplement to world tourism statistics"*. WTO. Nice. 1999
- *"Comparative study of international experiences in the measurement of travellers flows at national borders"* WTO. Madrid. 2004.

³ The sources used would allow to increase the examples provided (just eighty countries) but the available metadata (basically IMF countries notes) do not always have the necessary precision to identify the existence of this type of survey. WTO also under estimates other potential examples due to the following reasons:

- countries that use mirror statistics have not been considered;
- also not included are countries that carried out a survey more than five years ago and that state that they still use the results obtained at the time, adjusted in accordance with the Consumer Price Index;
- lastly, surveys targeting hotel establishments have not been considered.

Table 2. COUNTRIES THAT MEASURE INBOUND TOURISM EXPENDITURE THROUGH SURVEYS TO NON-RESIDENT TRAVELLERS

Countries (80)	UN's Compendium of Tourism Statistics country notes	IMF country notes	UN Metadata project	UN Survey 1999	UN Comparative research 2004	UNSTAT Technical Group Travel
Albania						
Argentina						
Aruba						
Australia						
Bahamas						
Barbados						
Belize						
Bolivia						
Botswana						
Brazil						
Canada						
Chile						
China						
Colombia						
Costa Rica						
Croatia						
Cuba						
Cyprus						
Denmark						
Dominican Republic						
Ecuador						
Egypt						
El Salvador						
Estonia						
Fiji						
Finland						
France						
French Polynesia						
Gambia						
Germany						
Guatemala						
Honduras						
Hong Kong, China						
Hungary						
Indonesia						
Ireland						
Israel						
Italy						
Jamaica						
Japan						
Jordan						
Kenya						
Korea, Republic of						
Lao PDR						
Latvia						
Lithuania						
Macao, China						
Malaysia						
Malta						
Mexico						
Morocco						
Namibia						
New Zealand						
Nicaragua						
Norway						
Oman						
Panama						
Paraguay						
Peru						
Philippines						
Poland						
Portugal						
Russian Federation						
Seychelles						
Singapore						
Slovakia						
South Africa						
Spain						
Sweden						
Syrian Arab Republic						
Thailand						
Trinidad and Tobago						
Turkey						
Uganda						
United Kingdom						
United Republic of Tanzania						
United States						
Uruguay						
Venezuela						
Yemen						

1.B Expanding tourism statistics and improving tourism analysis: the catalyst role of the TSA

- 1.12. In addition to quantitative information on the flow of visitors, such as the number of arrivals and nights and their characteristics, and descriptive information on the conditions in which visitors are received and served, countries now need reliable information and indicators to enhance the credibility of the measurements of tourism's economic importance. These should have the following characteristics:
- they should be statistical in character and be produced on a regular basis, that is to say, not only as one-time estimations but also as ongoing statistical processes, combining the compilation of benchmark estimations with more flexible uses of indicators to enhance the value of the results;
 - estimates must be based on reliable statistical sources, where both visitors and producers of services are observed, possibly by means of independent procedures;
 - data should be comparable over time within the same country, comparable among countries, and comparable with other fields of economic activity;
 - data should be internally consistent and presented within macroeconomic frameworks recognized internationally.
- 1.13. This increased demand for statistics and information prompted the design of the TSA as a new statistical tool that makes it possible to evaluate the economic impact of tourism on an equal footing with other sectors of the economy. It is also one of the reasons for the efforts being made by many countries not just to increase the number and scope of the data provided, but also to enhance the quality of the estimates that they have produced so far.
- 1.14. Naturally, physical indicators associated with visitor flows (as in the case of international visitor arrivals and overnights) continue to be basic, but it is no less true that countries now need additional information and indicators to improve the measurement of the economic contribution of tourism. Without doubt, the estimation of the expenditure associated with the different forms of tourism is the main priority, and of all these the expenditure associated with inbound tourism has the greatest economic significance for a large number of countries, because of its considerable capacity to generate foreign earnings.
- 1.15. We are therefore dealing with a radical change of focus from non-monetary indicators to the estimation of values. The approval of the conceptual framework of the Tourism Satellite Account (TSA) by the United Nations Statistical Commission in 2000 is a response to this situation. The TSA is a statistical instrument, a "satellite" to the concepts, definitions and aggregates

of the System of National Accounts allowing for valid comparisons of economic data with those of other industries, from country to country and between groups of countries.

- 1.16. The tables recommended in the official document ⁴ serve to underline the fact that the estimation in the first table (Inbound tourism consumption, by products and categories of visitors) relies on two sets of data:
- the number of non-resident visitors (a term that is equivalent to "international visitors", which is more usual in the terminology used in tourism statistics sources) and
 - their detailed expenditure during their visit.
- 1.17. The estimation of the total expenditure of non-resident visitors needs to identify the number of arrivals, broken down according to the relevant characteristics of visitors, and to determine the detailed average expenditure by product associated with these characteristics.
- 1.18. The development of a TSA corresponds to the setting up of a dataset suitable for analysing and evaluating the performance of tourism in an economy. The existence of such a dataset is a prerequisite for informed, rational policy- and decision-making. That is to say, the economic analyses that a TSA makes possible are not restricted to the tables that present the aggregate results. On the contrary, the enormous amount of elementary data (or micro-data) used in preparing the TSA tables allow for other types of analysis that may be of special interest, for instance because they provide links between monetary values and physical values at different levels of aggregation. ⁵
- 1.19. With regard to the data on arrivals and tourism expenditure associated with inbound tourism, which constitute the scope of this *Guide*, there are various examples of the usefulness of these micro-data for National Tourism Administrations themselves (probably the main users of such databases), as well as Central Banks (more specifically, Balance of Payments compilers).
- 1.20. The following are a few examples of their usefulness for NTAs:
- the detailed information for the TSA derived from certain statistical sources enables it to develop specific analyses of particular generating markets (because a large proportion of the information required is based on the use of data on visitor arrivals, which are associated with a

⁴ "Tourism Satellite Account: Recommended Methodological Framework". Commission of the European Communities, Organisation for Economic Co-operation and Development, United Nations and World Tourism Organization, 2000.

⁵ In this context, it should be mentioned that not all initiatives regarding the development of a national System of Tourism Statistics (STS) should have the development of the TSA as the primary and unique objective. That is the case of WTO's model border survey proposal presented in Chapter 3 of this document. Nevertheless, as the TSA is an international standard whose purpose is the integration of most statistical data on tourism, its needs should be taken into account when designing or updating a national border survey.

whole range of characteristics, such as country of residence, length of stay, purpose of trip, etc.) and can also be used to formulate proposals to assist large companies and local and/or regional administrations in the efficient management of their resources;

- an analysis of the net economic impacts of tourism may be of interest in connection with the efficient use of resources for which there may be alternative destinations, especially marketing campaigns or decision-making at company and industry level. The concept of opportunity cost can be applied to any of these areas and is especially suitable for specific decisions where many alternatives are possible;
 - studies of the contribution of tourism to the local economy (either general studies based on a specific cultural or sporting event, or studies of a specific type of tourism product, such as trade fairs and conventions), as well as impacts of other kinds linked to pressure on a territory (the concept of load capacity used in territorial management may find a point of connection for assessment in arrivals figures).
- 1.21. In the case of the estimation of the travel item in the Balance of Payments, traveller consumption, which is the statistical object to be observed, occurs when individuals take international trips. The expenditure associated with inbound tourism accounts for the lion's share of the item on the credit side (the same applies to expenditure associated with outbound tourism and the debit side), and may be approached from two different angles depending on the type of data used.
- 1.22. The first of these focuses on the use of surveys or border migration/traffic control data. In these cases, the statistical unit to be observed is the trip or the traveller (estimated using arrival/departure figures) depending on the kind of statistical source used:
- for outbound tourism figures, countries rely either on household surveys (the statistical unit being the trip) or on border control data (the statistical unit being the departing traveller);⁶
 - for inbound tourism figures, the statistical unit is always the traveller, because the data are provided either by border control mechanisms or by surveys at national borders.

The average expenditure associated, either globally or in a more refined way, with these travellers is based on their characteristics and on those of the trips.

⁶ Although this *Guide* focuses on inbound tourism, no mention is made of outbound tourism figures. Whether or not various parts of it could be adapted for estimating departures of residents and the corresponding expenditure data, no reference is made to using border surveys or, alternatively, household surveys of the resident population for that purpose.

- 1.23. The second approach consists of identifying the acquisition of goods and services by international travellers through their financial counterparts. In this case, the statistical unit will be each individual transaction involving a financial counterpart. This, historically, has been the approach used by most Central Banks. Completeness of means of payment used in international transactions is a relevant issue, in particular when, as is the case in most countries, exchange controls are fading out and use is increasingly made of different financial instruments that do not go through the local banking system in a way that makes them identifiable.

1.C. Technical background of WTO's proposal

- 1.24. International comparability is a long-term objective, which can be secured by means of two procedures that complement and reinforce each other: the standardization of concepts, classifications and methods of compilation used among reporting countries; and the dissemination of information using a formalized, uniform standard.
- 1.25. This *Guide* is the result of cooperation among four entities: WTO, Canada (Canadian Tourism Commission), Spain (Instituto de Estudios Turísticos), and Sweden (Swedish Tourist Authority) initiated in 2001 and revolving around two essential subject areas: international tourist arrivals and the expenditure associated with such arrivals.
- 1.26. Work began in 2001 and was structured in two phases (2001-2003 and 2003 – first half of 2004). Two documents reporting on the work done have been released.
- 1.27. The first of them, published in February 2003 under the title *“Measuring visitor expenditure for inbound tourism international experiences and model border survey: WTO proposal”*,⁷ was aimed at defining general guidelines for estimating this type of expenditure. The approach used focused on both the System of Tourism Statistics and the Tourism Satellite Account (TSA), identifying, first of all, the different types of travellers and, in the case of visitors, establishing a relationship between the estimated expenditure (that is, the average expenditure per visitor) and various characteristics of the visitor (such as country of residence, country of nationality and age) and of the trip (type of accommodation used, purpose of the visit, length of stay, etc.).
- 1.28. As a result, it was possible to design a model border survey. The model survey included a proposed questionnaire designed to take into account the measurement of the impact of tourism from a macro-economic perspective: this is of interest to Central Statistical Offices for the estimation of household final consumption expenditure in the National Accounts, to Central Banks for the estimation of the travel item of the Balance of Payments, as well to

⁷ Previous versions were distributed as internal documents: the last of these, *“Research on international experiences in measuring visitor expenditure associated with inbound tourism”*, in October 2002.

National Tourism Administrations (NTAs) for marketing and analytical purposes. This proposal was complemented by a whole set of general guidelines relating to the statistical operation itself: sample design, data collection, data quality evaluation, pilot study, etc.

- 1.29. In the second document (*“Comparative study of international experiences in the measurement of travellers flows at national borders”*, distributed as an internal document in October 2004), attention focused on the estimate of the number of arrivals of non-resident visitors: description of the methodological means (surveys, administrative records or a combination of the two) and the practices and conventions applied by the various countries in estimating these flows.
- 1.30. The two documents are closely linked, as the model border survey is usually based on a random sample, and the determination of the universe of reference plays a central role in the quality of the estimation. Therefore, the general guidelines for conducting this survey need to be supplemented by guidelines for generating the statistical universe of non-resident visitor arrivals (also referred to as international visitors in tourism statistics).
- 1.31. The research carried out during these four years and the evaluation made by the team that participated in the management of the project and the drafting of the various documents, led to four WTO proposals or initiatives, the discussion of which is the purpose of this *Guide*.
- 1.32. **The first proposal** has to do with the need to improve accuracy in the measurement of the total number of travellers entering a country and in the identification of their relevant characteristics. The vast majority of countries perform a continuous exercise of monitoring and recording these travellers in order to control migratory flows. This control is associated with various types of document, such as passports, visas, and E/D cards. Reference will be made to the latter throughout this *Guide*, except where passports and visas are explicitly mentioned as instruments that are complementary to E/D cards.
- 1.33. There are areas within which the free movement of persons among countries belonging to the area (this is the case of many European countries) is guaranteed. Migration information cannot be used in such cases. In fact, in European countries the development of information on tourism relies increasingly on sample surveys and the administrative records of traffic control and transport authorities. This special situation creates the need to develop specific instruments for monitoring traveller flows.
- 1.34. **The second proposal** is that it is essential to have a statistical universe of non-resident visitors, that is to say, international travellers who stay outside their usual environment for less than twelve months, and whose main purpose of trip is tourism. This universe makes it possible to design the sample to be used in border surveys and to estimate the total expenditure of international visitors, as well as having other applications in various types of survey carried out at tourism destinations.

- 1.35. At this point, emphasis is placed on something that does not always receive the necessary attention, namely the fact that once the flow of travellers arriving in the country has been quantified (proposal 1), it is necessary to estimate which travellers can be considered as visitors (whether overnight or same-day visitors). To do this, it is essential to determine their place of residence, purpose of visit and length of stay.
- 1.36. Ideally, all these traveller characteristics should appear on the E/D card itself, but if this is not possible, WTO suggests that NTAs take the appropriate steps to obtain these data by means of a basic survey (with a very small number of questions): it is proposed that its application begin at airports (see 2.76-2.89) using a self-report questionnaire (the so-called Tourist Card) to be completed when the visitor is returning to his country of residence (see 2.70-2.75).
- 1.37. **The third proposal** considers the possibility that this survey may evolve into a fully-fledged border survey. It is what WTO has in mind for countries that, owing to limited resources, consider that they can only conduct such a procedure every x number of years or, alternatively, each year but only during some significant months.
- 1.38. A border survey is an especially powerful tool for identifying various characteristics of the trip and of the traveller, which, besides addressing the specific needs of NTAs, makes it possible to generate statistical data for other fields of analysis.
- 1.39. A **fourth and final proposal** is the possibility of using modules in the border survey in order to observe specific aspects of traveller behaviour. A module to estimate the detailed expenditure of non-resident visitors is undoubtedly the most important one for the NTA's statistics, for BOP compilers and GATS mode 2 negotiations.

1.D. Integrating the observation of flows of visitors and tourism expenditure with other statistical frameworks

- 1.40. Being an SNA93 satellite structure, the TSA shares its multi-purpose system design, irrespective of a country's tourism structure or stage of economic development. The basic concepts and definitions of the TSA depend upon economic reasoning and principles that are universally valid and invariant to the particular economic circumstances in which they are applied. Similarly, its classifications and accounting rules are meant to be universally applicable.
- 1.41. Data needs and priorities, as well as statistical capabilities, may vary considerably from country to country, but this does not justify the construction of different systems with different concepts, definitions, classifications or accounting rules.

- 1.42. The preparation of a TSA should be regarded as both a permanent and ongoing process geared towards enabling a country to properly understand and evaluate the tourism phenomenon, and as a building process to *Guide* it in the development of its own System of Tourism Statistics (STS).⁸ Measurement of the economic contribution of tourism is viewed in the TSA framework as an interlinked set of economic (monetary) flows that can be traced from the tourism consumption units (both resident and non-resident visitors) to the productive units, where the various industries produce and/or import the goods and services purchased by visitors.
- 1.43. With respect to expenditure associated with international flows of non-resident visitors (inbound and outbound tourism), the TSA is linked to the Balance of Payments. The consumption of these visitors is reflected in the estimation of the travel item and of international passenger transport in BOP.
- 1.44. Differences between the focus of tourism statistics and that of Balance of Payments statistics give rise to differences in the analysis of external transactions of goods and services related to tourism activity: while the analysis of tourism focuses on specific individuals (those that are *visitors* as these movements take them outside their usual environment and for *specific* purposes), and on consumption related to those movements, Balance of Payments statistics include in the *travel* item the consumption associated with all individuals outside their country of residence, whether for tourism purposes or not, while their expenditure on international transport is classified in another entry of international passenger transport.⁹
- 1.45. But the true interest of this *Guide* lies not in the discussion of conceptual relationships between tourism statistics and other conceptual frameworks, but rather in aspects of a more practical nature related to the measurement of movements and expenditure of individuals as they move between countries.
- 1.46. In any case, it is necessary to establish whether these movements are measured adequately at the present time and whether there are instruments of observation at national borders that enable a typology of travellers to be established, which may be useful for different types of analysis.
- 1.47. In the case of international movements, current systems of statistical observation at national borders¹⁰ record entries and departures of persons (who are mainly visitors, but who may also correspond to other groups of travellers) by means of administrative mechanisms, although an increasing number of countries also carry out surveys of this population or use as an approximation the guest registers maintained by the various types of

⁸ See Annex 1 “*Developing the System of Tourism Statistics (STS): filling the information gaps*”.

⁹ With some minor exceptions concerning diplomats and military personnel on duty and their dependants.

¹⁰ At national borders what can be observed, currently, is the movement of individuals between countries, while other types of change (like changes in residence of existing households, the setting up of new ones by former non-residents or temporary residents or the split of residences owing to the fact that some of its members leave their original home for a year or more but reside in two or more economies spending less than a year in each) can be observed only by means of other instruments, such as census surveys or administrative records associated with population registers.

collective establishment covered by statistics on accommodation services. The quantification of those flows presents two characteristics that are not always sufficiently underlined:

- first of all, the trips do not necessarily correspond to different people, as individuals may travel to a particular destination more than once during the period of reference. This is particularly true of same-day visits, where the statistical measurement refers to entries/departures that are identified and may be characterized as such but do not necessarily relate to different persons;
- second, the only way to distinguish visitors from other travellers is by using specific questions in the entry/departure forms at national borders, or in the questionnaires of the surveys applied to this population, concerning the intended length of stay in the country visited, the purpose of the visit and other characteristics of their stay.

- 1.48. It has been observed that when BOP compilers take into account the measurement of the physical flows of inbound non-resident travellers and of outbound resident travellers, as well as the arrivals of nationals residing abroad in making an estimation of the expenditure associated with these movements (monetary data), in most cases the data they receive from the corresponding border control authorities do not differentiate between the various categories of traveller, which would coincide with the classification needed for BOP purposes.
- 1.49. In many countries, the Central Banks estimate the expenditure included as *travel* on the basis of general administrative records (Bank Reporting Systems, credit card information, etc.). As a consequence, the estimated value corresponds to the total, as a credit or debit entry. This means that, in general, BOP compilers have no access to observations that serve to differentiate estimations of expenditure corresponding to the various categories of traveller.
- 1.50. In countries where surveys and administrative control systems exist side by side, as these two instruments apply very different methods, unsurprisingly they yield very different results. This is not only a theoretical statement, because in a number of countries it is borne out by the considerable differences between published data produced by BOP statistics (*travel* and *passenger transport receipts* – credit -) and those produced by NTAs (tourism expenditure associated with inbound tourism).
- 1.51. Nevertheless, a congruence of interests may be envisaged between these two categories of compilers, i.e. those of the *travel* item of Balance of Payments statistics, and those in charge of the TSA compilation. Both estimates refer to the consumption of certain categories of individuals: all travellers¹¹ in the first case, and visitors only in the second case, which can be observed at the national border. There is no reason that common general

¹¹ With the exception of diplomats and military personnel and their dependants.

guidelines should not be established for the measurement at national borders of flows of travellers and their expenditure, which could be applied not only to visitors but also to all travellers and enable the different universe of travellers and their associated consumption expenditure to be determined

- 1.52. This cooperation is exactly what WTO is proposing and the method of operation that it is eager to promote, namely inter-institutional cooperation on all topics of common or similar concern.¹²
- 1.53. For NTAs, it is essential to have accurate data on non-resident visitor arrivals and their associated expenditure, and they should therefore make the necessary effort to give such data as much legitimacy as possible. For this reason, over the past few years WTO has constantly emphasized at the various workshops that have been held, as well as in its relations with IMF (the natural interlocutor for Central Banks) and the Regional Commissions of the UN (the natural interlocutor of Central Statistical Offices), that access to credible data on these variables is also crucial for Central Statistical Offices and Central Banks, albeit for different reasons.
- 1.54. Central Banks would have at their disposal an alternative source of information to Bank Reporting Systems, which are used in virtually all countries, for estimating the “travel” item of the Balance of Payments. They also would be able to compare the data generated by these two sources, with the additional advantage of gaining access to estimates of expenditure associated with different categories of traveller (tourists and same-day visitors) and the corresponding countries of residence.
- 1.55. Central Statistical Offices would be able to determine the structure of expenditure in terms of purpose of trip, identifying business trips, with a view to calculating how much of this expenditure really corresponds to final consumption (e.g. in the case of tourism analyses) or to the intermediate consumption of industries (as per National Accounts requirements). They would also be able to estimate a value attributable to second homes used mainly for tourism purposes.

1.E Reader’s Guide

- 1.56 As designed by WTO, the TSA project entails a number of varied initiatives that may be grouped within four courses of action and that seek to:
 - advance the development of the System of Tourism Statistics (STS) with a view to obtaining the basic information to be incorporated in the various tables that make up the TSA, as well as other information of interest to the various institutional bodies involved in the tourism sector;

¹² See: http://www.world-tourism.org/statistics/tsa_project/TSA_Guidelines_for_NTAs_V1.pdf

- promote the macroeconomic analysis of tourism, with a view to measuring the indirect and induced effects of tourism activity, its relation with the environment, etc. beyond the confines of what is permitted by the TSA (description of the direct effects of visitor expenditure on all the industries producing the goods and services they require);
- launch various initiatives for the medium and longer terms as a process in which the NTA and the CSO share a leadership role (from both the institutional and technical standpoint); the creation of an interagency platform and the technical training of professionals in the various institutions responsible for the tourism statistics used in developing the STS of the TSA itself are some initiatives that highlight the need to achieve results that combine legitimacy and credibility and to ensure the sustainability of the financial and human inputs required;
- implement the TSA which will obviously be the linchpin of the project.

1.57 The new general guidelines proposed by WTO in this document are aimed at promoting the development and formulation of a System of Tourism Statistics with respect to these two subject areas (international tourist arrivals and expenditure) with a view to:

- enabling countries to identify the gaps in their knowledge of international visitor arrivals (non-residents); and also
- guiding the development of statistics in order to obtain a set of data that are sufficiently accurate to allow for stricter international comparability and for the more efficient design and follow-up of policies of a strictly tourism-related nature (especially in the area of marketing).

1.58 This *Guide* reflects WTO's conviction that the improvement and standardization of statistical data collection and measurement instruments in the field of tourism are conducive to increasingly reliable and comparable figures in a worldwide context. This conviction has also led WTO to develop general Guidelines for the measurement of domestic tourism and the use of household surveys: insofar as both concern the definition of visitor characteristics and operational Guidelines for implementing the various stages of the corresponding surveys and modules, etc. this initiative is in line with the proposals in this *Guide*. The reason for this is simple: the proposals relating to the measurement of expenditure associated with both inbound and domestic tourism should be consistent with each other to ensure that the basic operations for the measurement of inbound and outbound tourism share the same conceptual framework and that the variables or characteristics are estimated in the same way (in order to develop equivalent or "mirror statistics datasets" for inbound and domestic tourism).

- 1.59 The *Guide* consists of a set of four interlinked proposals that each country needs to adapt to its own tourism situation and experience in the management and monitoring of international flows of visitors. Such adaptation is not an obstacle but rather a necessity for the progress of the international comparability of tourism statistics.
- 1.60 Although it may be obvious, it is worth repeating that not all countries have the same level of development with regard to their statistical infrastructure. But in the area of tourism statistics there is no obvious correlation between the degree of development of a country and the quality of its statistical information associated with the measurement of international visitor arrivals. For this reason, different Chapters of this *Guide* address those proposals, which it is hoped countries of all categories will find useful.
- 1.61. Chapter 2 *International flow of travellers at national borders* discusses the first two proposals identified in 1.34:
- the total number of travellers entering a country and their relevant characteristics for monitoring by migration authorities and for their statistical use for tourism, the balance of payments and GATS;¹³
 - how to structure a statistical universe of non-resident visitors, whether using information obtained from entry/departure (E/D) cards (in countries that use this form of border control, and so long as the information gathered is in line with the specific needs for analysis mentioned in the previous paragraph), or combining information of an administrative nature with statistical surveys (this would be the case, in general terms, of countries--such as those of the European Union--that have implemented the free movement of persons across their respective borders).
- 1.62 Of the various kinds of administrative tool that exist, the *Guide* refers almost exclusively to E/D cards, because their use is widespread in most countries for recording and characterizing international travellers.
- 1.63. This does not rule out the need for drawing attention to the deficiencies most frequently found in this type of information, which detract from its completeness: certain traveller flows sometimes elude border controls, and they are not always measured in the same way at all border crossings, especially in the case of road traffic. WTO nevertheless considers it highly desirable for National Tourism Administrations to carry out an evaluation of the system of observation and control of migrant flows at borders and to identify the process followed in obtaining the corresponding data.
- 1.64. This insistence on the fact that there is abundant information of an administrative nature (whether derived from migration controls or from vehicle traffic and other modes of transport) that can be used advantageously for the development of tourism statistics, does not make it

¹³ See Annex 2 “GATS negotiations and WTO’s TSA project”.

unnecessary to point out that there are obviously not only advantages but also limitations. Specifically, the second study included a questionnaire whose purpose was to identify aspects that are also related with the estimation of arrival figures such as: additional information sources used, existing complementary statistical operations, filtering of or corrections to the figures received from the police or other control authorities, etc. Thirty-four countries responded, and their replies highlight the need to improve the process of obtaining arrivals data. WTO is firmly convinced of the need to promote the use of administrative sources, among other reasons because it is impossible for the development of the System of Tourism Statistics and the TSA to be based on strictly statistical operations. And there are three areas on which attention should be focused: the information generated by traffic regulation authorities, fiscal sources and the “electronic fingerprints” that tourists leave behind (toll roads, bank cards, mobile telephones, use of the Internet to consult tourism websites, etc.).

“A statistical agency should not automatically initiate a new survey in response to every demand for information. Rather, it should systematically attempt to react to new demands by exploring how they might be satisfied using regularly collected data or, failing that, by examining whether the administrative records already in the hands of government can address the new request, at least to some degree. Whether or not, or rather to what extent administrative records can be used to replace or to supplement statistical survey information, is a very complex issue and the answer also depends very much on specific national situations. Statisticians tend to be wary of the quality of administrative information, in terms of concept and coverage.

Nevertheless, the attractive features of administrative records are that they are to be collected or have been collected anyway. It is probably true in many countries that some administrative records, e.g. tax records, have a very good coverage of parts of the population, and that the rate of response is substantially better than that achieved by a statistical agency. Moreover, there is always the possibility of improving on the information yielded by those records by supplementing them with data obtained from a much smaller sample of respondents.”

Handbook of Statistical Organization, Third Edition: The Operation and Organization of a Statistical Agency, United Nations, Department of Economic and Social Affairs - Statistic Division, Studies in Methods, Series F No. 88, (New York, 2003)

- 1.65. Chapter 3, *Characterizing international visitors: the basic core*, concerns the proposal for the design and implementation of a border survey with the aim of identifying the various characteristics of the trip and of the traveller, which, aside from addressing the specific needs of NTAs (for the design of marketing policies in the main generating countries, for analysis of the different ways of organizing trips--with regard to the duration of the trip, means of accommodation used, the use of package tours, etc.--) makes it possible to generate statistical data for other fields of analysis, mainly international trade in services and the Balance of Payments.
- 1.66 Since a growing number of countries are using border surveys (see Table 2 of this *Guide*), WTO decided to promote the comparability of findings by proposing a model border survey which, once tailored to the tourism conditions of each country and to available resources, could guarantee a measure of methodological harmonization. Co-financed by Canada (Canadian Tourism Commission), Spain (Instituto de Estudios Turísticos), Sweden (Swedish Tourism Authority) and WTO, a first version of the proposal was published by WTO in February 2003 and differs in some respects from the version included in this *Guide*.

1.67. The main changes concern the following:

- the questionnaire structure: the scope of visitor characterization has been reduced by leaving out a whole set of questions on the pattern of tourism expenditure (transformed into a module in the general questionnaire);
- the link with the gathering of data by means of border controls: the proposed E/D card has served to define more precisely which fields of information should be common to both instruments;
- general guidelines for implementation: on the one hand, a special effort has been made to identify specific experiences highlighting the aspects that are valuable as contributions to tourism statistics, which can be shared among countries and, on the other hand, their presentation is consistent with the standard framework of the Common Vocabulary of the Statistical Data and Metadata Exchange Project (SDMX). SDMX is a joint project of the Bank of International Settlements (BIS), European Central Bank (ECB), European Community, IBRD, International Monetary Fund (IMF) and Organisation for Economic Co-operation and Development (OECD).

1.68. It is worth mentioning that WTO's proposal is associated with the proposal for the creation of a statistical universe of non-resident visitors (described in Chapter 2) and the recommendation that the sample design should be the responsibility of the National Institutes of Statistics.

Scope, Purpose and Principles

Sampling is the selection of a set of units from a target population. This set of units is referred to as the *sample*. The choice of sampling method has a direct impact on data quality. It is influenced by many factors, including the desired level of precision of the information to be produced, the availability of appropriate sampling frames, the availability of suitable stratification variables, the estimation methods that will be used and the available budgets.

Probability sampling is used to select a representative sample of the target population. The intention is to gather useful information from the sampled units to allow inferences about the target population. Probability sampling implies a probabilistic selection from the frame in such a way that all target population units have known and positive *inclusion probabilities*. Sample size is determined in relation to the required precision and available budget for observing the selected units. The probability distribution that governs the sample selection is called a *sampling design*. A combination of sampling design and estimation method is chosen so that the resulting estimates attain the best possible precision under the given budget, or so as to get lowest possible cost for a fixed precision. Information collected for sampled units may be supplemented, at the estimation stage, with information (called *auxiliary information*) from other sources than the survey itself, such as administrative records and census projections. The choice of sampling design will take into account the availability of auxiliary information.

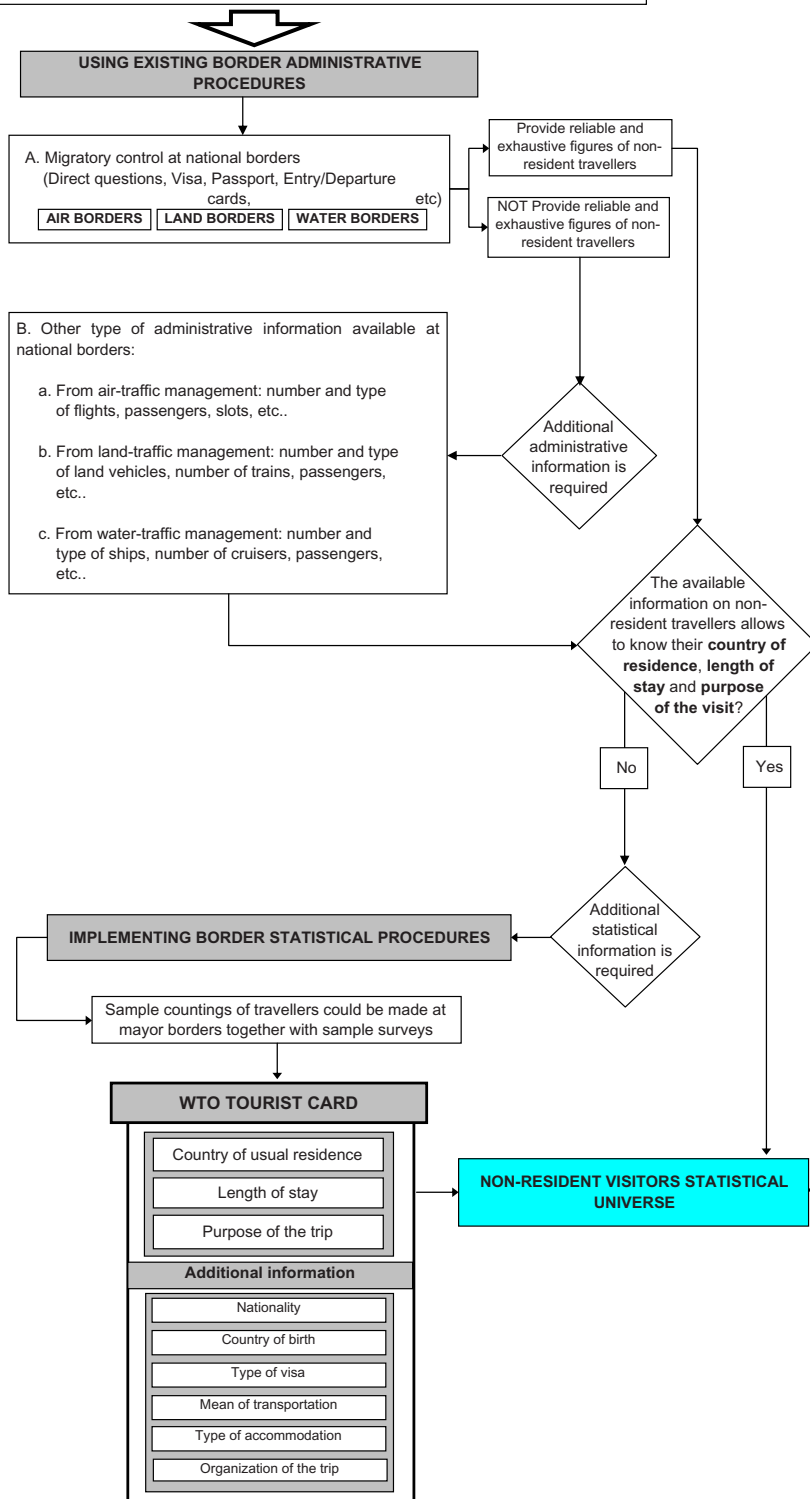
Statistics Canada Quality Guidelines, Third Edition – October 1998, Statistics Canada

1.69. Chapter 4 *Characterizing international visitors: using modules for expanding analysis*, concerns the proposed use of modules in such a border survey to cover specific aspects of traveller behaviour that require, for proper evaluation, a set of interconnected questions: this is also the case of the estimation of tourism expenditure.

- 1.70. WTO has observed that, broadly speaking, the recording of expenditure in border surveys is confined to a single question which is, moreover, usually placed at the end of the questionnaire. Priority should be given to increasing the number of respondents providing full data as a prerequisite for obtaining credible information on tourist expenditure.
- 1.71. The available evidence also shows that the consistency of a tourist's replies on expenditure during his trip increases if, in addition to his total expenditure, he is asked to say how much he spent on certain items, such as the airline ticket, car hire or accommodation.
- 1.72. Therefore, in the specific case of tourist expenditure the use of modules (which are extensions to the general questionnaire and whose periodicity may differ from that of the general questionnaire) may serve to estimate more precisely this characteristic of traveller behaviour and be extremely useful not only to the National Tourism Administration and for the design of the Tourism Satellite Account, but also for Balance of Payment compilers.
- 1.73. All Chapters have one or more annexes. These typically elaborate on an aspect or treatment specific to the Chapter.
- 1.74. The attached diagram provides a visual image of the various types of issue covered by each of the Chapters, as well as the cross references considered particularly important.

GUIDELINES FOR THE CREATION OF NON-RESIDENT VISITORS STATISTICAL UNIVERSE

INSTRUMENTS FOR THE COLLECTION OF BORDER INFORMATION



Clarification Issues



The **WTO 2005 Entry/Departure Card Proposal** provides the NTA with the ideal instrument to obtain a rigorous estimation of the incoming visitors by using the existing migratory control system.

The **migratory border control system** not always presents the same effectiveness when checking traveller flows (i.e. land borders present more deficiencies in comparison with air ones; in Europe as a consequence of country agreements checks of persons at national borders for certain nationalities have been removed and there is a lack of information).

Regarding tourism statistics and analysis of inbound tourism flows, arrivals figures provided in most cases by migration authorities, should normally be complemented with other data.

The setting up of a **Non-resident Visitor Statistical Universe** should be an outcome of complementing Entry / exit cards data with available border administrative information with additional statistical information.

Some countries use a stratified sampling method to select just a sample of the Entry cards collected by the migratory control. This sample of entry cards are processed and analysed for tourism purposes (see the case of Australia with short-term movements).

According to the definition a traveller is qualified as a visitors by the three characteristics: country of residence, purpose of the visit, and length of stay.

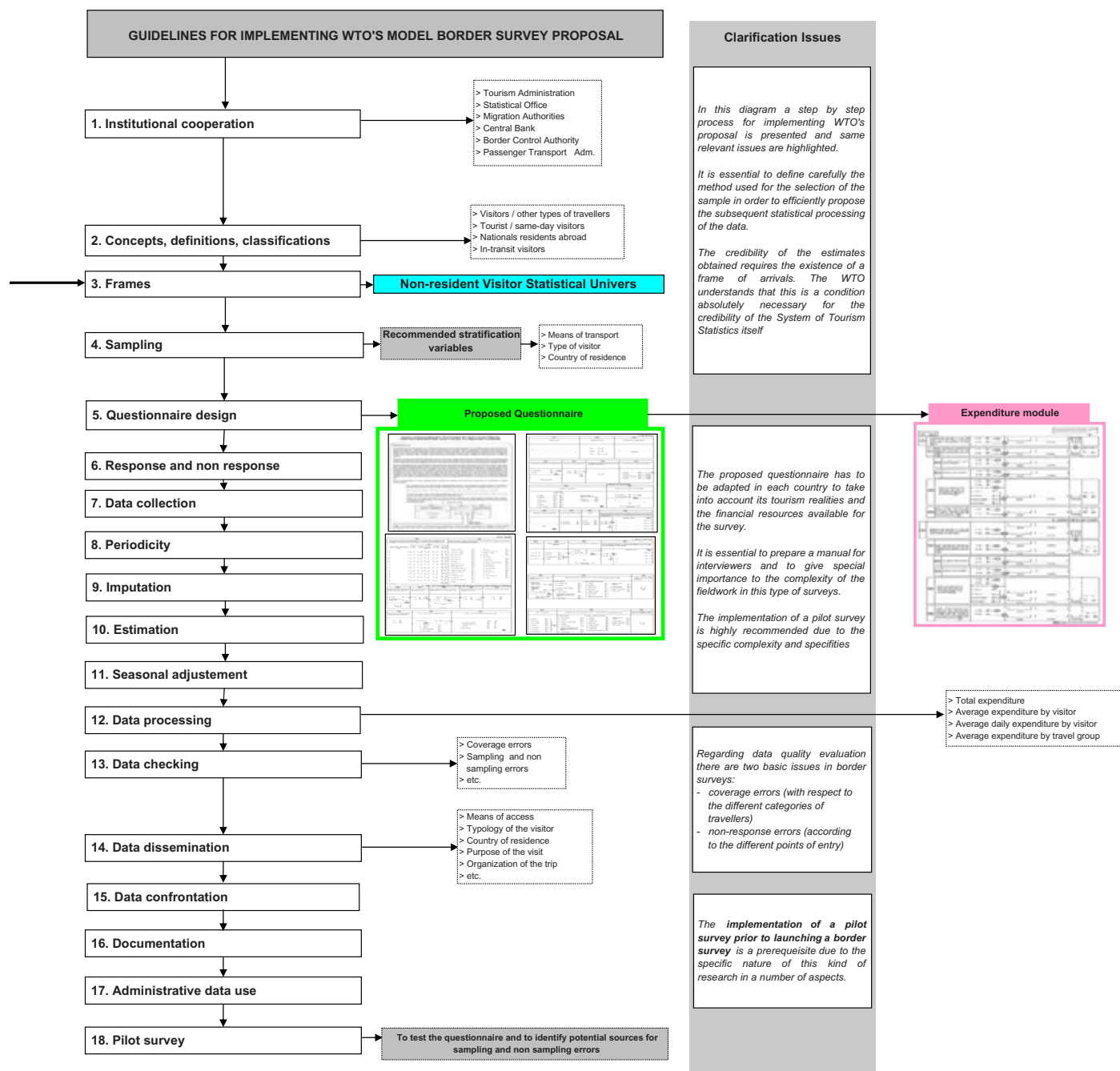
International visitor
"any person who travels to a country other than that in which s/he has his/her usual residence but outside his/her usual environment for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited". (Recommendations on Tourism Statistics).



In those cases where the information provided by the Migratory control is not enough to characterize the flow of travellers the **WTO Tourist Card** (WTO-TC) could be a good alternative source of information.

The WTO-TC applied to a sample of travellers (preferably at the airports before leaving the country) allows the NTA to obtain from total figures of travellers provided by migration an estimation of total figures of visitors.

Either from a statistical or analytical perspective **further characterization** of the Non-resident Visitor Statistical Universes may be envisaged. The Tourism Card or the Migratory entry / exit cards could be good sources of information to expand core tourism characteristics with additional ones.



2. International flow of travellers at national borders

2.A Overview

- 2.1. Over the past ten years, WTO has identified important advances in the recording of international arrivals in practically all countries. In fact, most countries have modified their E/D cards in the past few years, a situation that reflects the growing involvement of NTAs and CSOs in the recording and processing of these data.
- 2.2. These modifications are mentioned in the document “*Comparative study of international experiences in the measurement of traveller flows at national borders*” already mentioned (see 1.29), in which attention was focused on describing the methodologies, practices and conventions used by countries to obtain the number of incoming non-resident travellers, by means of either surveys, administrative records or a combination of the two.¹⁴
- 2.3. Throughout this Chapter, two aspects that may give rise to some confusion should be borne in mind:
- although measurement may sometimes take place on departure, WTO’s guidelines focus on the estimation of the flow of arrivals of non-resident travellers and the identification of the corresponding sub-group of visitors;
 - departures in the E/D card should be understood exclusively as a control mechanism to cross-check the departure of a non-resident traveller against the corresponding record of arrival. This practice is not widespread, and in many countries no additional information is sought from the traveller upon departure from the country visited (see box 2.45 where the experience of Australia is a good example of the potential of cross-checking both for migration control and for estimating visitors’ actual length of stay).
- 2.4. As part of this discussion, in paragraph 2.71 WTO presents a proposal for a Tourist Card (TC) that includes a set of 10 questions considered basic. This is a hinge proposal between the E/D card and the model border survey presented in Chapter 3 below.
- 2.5. The Tourist Card presented in paragraphs 2.71-2.89 could be understood as a self-report questionnaire applied at the border to a sample of travellers leaving by air, which could allow:
- for the design of the statistical universe of non-resident visitors using air transport as their means of access to the country;
 - for the identification of a basic set of characteristics of those visitors at airports.

¹⁴ It should be expressly noted that this Chapter shows only a small part of the information provided by the 34 countries that responded to the questionnaire designed for this second phase of the Project. Interested readers will find all the responses in Annex 3 to this *Guide*.

2.B Measuring the number of travellers at national borders and deriving tourism statistics: national practices

- 2.6. As already mentioned, during the second phase of the project WTO asked a sample of forty-eight countries,¹⁵ which because of their experience or circumstances were considered highly representative of a much wider group of countries, to complete a comprehensive questionnaire. It received thirty-four answers. The purpose of the questionnaire was to identify aspects that are also related to the estimation of arrival figures such as: additional sources used, existence of complementary statistical operations, the characteristics of such operations, filtering of or corrections made to the figures received from the police, identification of groups of travellers and visitors, etc.

Typology of the methods used

	Frequency (*) (%)
Indicate which of the following method(s) is (are) used in your country to obtain the data on arrivals of non-resident travellers?	
National borders with:	62%
Entry cards	62%
Departure cards	47%
Surveys	76%
Inbound surveys	44%
Outbound surveys	50%
Other administrative procedures	56%
Road traffic records	29%
Passenger manifests	21%
Optical scanning of passport	21%
Bar code in visas	6%
OTR	50%
.....	53%

(*) Frequency of these characteristics in the thirty-four countries analysed. The same applies to the other tables presented in this sub-Chapter.

- 2.7. Many of these countries belong to the European Union, where the movement of persons within the Union is not subject to migration controls. E/D cards are not generally used in those countries, as the majority of flows occur within Europe. This explains why E/D cards are not currently used as widely as could be expected.

¹⁵ Argentina, Aruba, Australia, Austria, Barbados, Belize, Bolivia, Botswana, Brazil, Canada, Chile, Colombia, Costa Rica, Czech Republic, Denmark, Ecuador, Egypt, Finland, France, Germany, Hong Kong - China, Hungary, India, Indonesia, Italy, Jamaica, Korea – Republic of, Malaysia, Malta, Mexico, Morocco, Namibia, New Zealand, Norway, Peru, Philippines, Poland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, Thailand, Trinidad/Tobago, United Kingdom, United States, Venezuela.

- 2.8. In places where they are generally used for monitoring non-resident travellers entering the country, E/D cards constitute the most common mechanism for estimating arrivals. However, the responses obtained from twenty-one of these thirty-four countries reveal that they combine the above-mentioned source with other administrative records (controls on entry by non-residents, using passports, visas, etc., as well as traffic records of the main modes of transport used, including passenger manifests).
- 2.9. Furthermore, border surveys (which allow for the inclusion of expenditure made during the trip as one of the characteristics of tourist behaviour) are increasingly used, motivated in a growing number of countries by efforts to compile a TSA. In countries of the European Union (where there is free movement of persons) their development reflects the progressive liberalization of travel flows.
- 2.10. The combination of sources occurs mostly where the measurement of visitor flows is associated with that of their expenditure. Border surveys supplement the information contained in the E/D cards (which alone do not suffice to characterize traveller behaviour) and often use as a universe the information obtained from E/D cards or from administrative sources concerned with passenger traffic. In some cases, the border survey itself provides the universe of reference owing to its statistical design.

Determination of the statistical universe of visitors

	Frequency (%)
Indicate the information used to estimate the length of stay of the travellers (¶)	
Planned length of stay	43%
Actual length of stay	19%
Other	43%
Indicate the information used to estimate the country of origin of non-resident travellers (¶)	
Nationality	43%
Country of residence	14%
Other	43%

- 2.11. Besides determining the number of people crossing national borders, the use of various sources of information should also make it possible to carry out an initial segmentation of arrival flows according to travellers and visitors. First and foremost this requires the inclusion of three questions to characterize visitors: country of residence, length of stay and purpose of visit.

The differentiation between “travellers” and “visitors” is absolutely essential for ensuring the credibility of tourism statistics. In principle, the E/D card may be considered adequate for identifying visitors, but that is not always so.

- 2.12. A lack of such information constitutes a significant limitation for the National System of Tourism Statistics itself, as there is then no way of distinguishing visitors from travellers.

Segmentation of the statistical universe of travellers

	Frequency (%)
Indicate whether your observation system at national borders allows you to identify any of these groups:	
Long-term students (over 1 year)	50%
Long-term sick people (over 1 year)	21%
Seasonal workers	32%
Border workers	32%
Short-term immigrants (¶)	38%
Diplomats and other embassy or consulate personnel (including dependants)	53%
Foreign military personnel based in your country	32%
Transport crew (ships or planes)	56%
Long-term immigrants	59%

- 2.13. The combination of administrative sources and surveys may make it possible to estimate groups of travellers that are not visitors.¹⁶
- 2.14. This is not only important for the international comparability of international visitor flows; the identification of these sub-groups of travellers is also of particular interest to BOP compilers, as the travel item includes their expenditure.
- 2.15. Although it has been pointed out that the passenger entry card system is a useful means of collecting data on travellers, it is also true that there are other kinds of limitation (beyond those relating to the actual content of the information) that affect the quality of information in terms of coverage:
- those stemming from its being a self-report vehicle (which may detract from the comprehensiveness of the replies and affect their legibility);
 - normally there are no instructions to help travellers fill in the card correctly;
 - they are not always electronically recorded;
 - not all countries require all passengers to fill it in (same-day visitors being a case in point) ;

¹⁶ Although today the countries that grant visas incorporating a bar code are in the minority, there is no doubt that in future this system (which incorporates a set of personal data on the traveller that can be recuperated by means of optical scanning) will be used by most countries.

- NTAs are not always familiar with the practices used in their own country by the Migration authorities;
- neither is it common for NTAs to promote the creation of stable mechanisms of cooperation with Migration authorities;
- etc.

2.16. In any case, it is not necessary to wait until this source achieves improved coverage in order to attempt the statistical exploitation of its records, while at the same time seeking to enhance the quality of the data gathered. In fact, the application of sampling techniques can be coordinated with the Migration authorities in order to target certain flights or time periods on selected days, with a view to supplementing the data entered on the E/D cards used, thereby permitting expansion to the universe of arrivals of the information fields considered essential. Three such fields, among others, have already been mentioned, i.e. country of residence, length of stay, and purpose of visit.

Integrating tourism and migration data

- National Tourism Offices should apply in their statistics departments or divisions the general guidelines provided by the World Tourism Organization (WTO). Furthermore, Migration Directorates should be acquainted with such regulations, in order to understand and apply the definitions of visitor, tourist, excursionist, visitor in transit, and so on.
- Each country's Migration Directorate is and will officially remain as the primary source of information on visitors' entries.
- The Statistics division within each country's National Tourism Office should request Migration Directorates for information on visitor entries and departures based on quantitative and qualitative variables of interest from the point of view of tourism statistics.
- Prior to the official publication of tourist statistics, such numbers should be jointly sorted, reviewed, and approved by National Tourism Offices and Migration Directorates.
- Migration Directorate personnel working in border posts, statistics and computing divisions must be trained on the definitions and concepts used in the tourist industry.
- It is necessary to improve –both in National Tourism Offices and in Migration Directorates– the systems for collecting, recording, and processing information by using currently available technology, with a view to a timely production of information.
- The International Entries and Departures Card currently in place does not meet the tourist industry's information needs.
- Migration Directorates are capable of generating the inputs required for the tourism information system proposed by SIEMCA.
- National Tourism Offices consider it important for information on tourism statistics to be shared, while also feeding other information systems that are already in place or in the process of being created. This is the case with the system proposed by SIEMCA in this opportunity. With regard to this point, National Tourism Offices need to thoroughly review and endorse the proposal submitted by SIEMCA, so it may be ultimately approved by the competent authorities.

Initiatives taken by Tourist and migration authorities in Central America. More information on the institutional framework of cooperation can be found in Annex 4 "International Organization for Migration/Statistical Information System on Migration in Central America Project (OIM/SIEMCA)"

- 2.17. It was observed in the second phase of the project that in countries that generally use E/D cards, airports (at least the principal ones in each country) have the best coverage. Furthermore, it is a fact that administrative information at airports (concerning the flow, origin and destination of flights, the number of passengers disembarking, etc.) is complete and is usually--with very few exceptions--available in electronic format. Considering its lower cost as well as the feasibility of obtaining this information associated with air traffic, border tourism statistics should prioritize this type of access so far as non-resident arrivals are concerned. This would at least enable joint efforts to be made to supplement administrative information with strictly statistical operations in order to obtain a statistical universe of travellers and visitors (see 2.76-2.89).
- 2.18. It would be especially helpful to reach agreement with the Migration authorities on access to their entry/departure databases so that their records may be reviewed for consistency and subjected to statistical debugging so as to obtain an estimate of the average length of stay of the various groups, broken down by country of residence or nationality. This is a basic characteristic in the analysis of tourist behaviour and a much more precise estimate can be achieved by using migration records (since they represent the actual population) than by carrying out surveys (except in countries that use sufficiently large samples for their border surveys covering each month of the year). The Migration authorities stand to benefit greatly from such cooperation provided that they ask the NTA in return to cooperate with them on some technical aspects of the databases, viz.:
- the comprehensiveness of the records disaggregated according to each country/border post and means of transport over a twenty-four hour period;
 - the process of recording and validating the records;
 - the identification of blank and/or duplicate records;
 - the existence of numerous gaps in the variables required (place of residence, nationality, purpose of the trip, etc.);
 - invalid codes in some fields;
 - supplementing the records with data collected at the beginning and end of the trip, which will enable the actual length of stay to be determined;
 - assessing the officers' workload at each border post.
- 2.19. The above-mentioned cooperation relates to key aspects of the migration control process as reflected in the corresponding databases. It is essential that the records be anonymous and statistically debugged if they are to be exchanged with those of neighbouring countries (something that will, it seems, shortly become the common practice in various parts of the world, basically for security reasons).

- 2.20. The use of databases for statistical analysis from a tourism standpoint may be extended, in the case of visitors arriving by air and sea (cruises), to the passenger manifests of airlines and cruise ship companies, with which institutional agreements may be reached on access to their passenger manifests as excellent sources of data. Another way of obtaining this information is through the companies responsible for transmitting it. One such company is SITA, from whose Information Networking and Computing section records may be sourced by means of financial-legal agreements (confidentiality) with the countries concerned, the cost diminishing as the number of countries subscribing to this process increases.

2.C On characterizing international traveller flows: WTO's proposed entry/departure cards in perspective (1981-1997)

- 2.21. The introduction of E/D cards dates back to the period immediately after the Second World War. The first proposal was made at the International Civil Aviation Conference of Chicago in 1944, where the International Civil Aviation Convention was also adopted and the International Civil Aviation Organization (ICAO) was created. The main concern of the States at the time was to provide civil aviation with a legal framework that would make orderly development possible.
- 2.22. This initial approach was continued by the Facilitation Division of ICAO as early as 1946. From the outset, there was an effort to impose the following criteria on the design of the cards:
- limitation of the number of questions to the minimum necessary (to meet traffic control objectives);
 - worldwide standardization using a single format;
 - eliminating the need to have to duplicate the card with other documents; and
 - allowing the passengers themselves to fill in the cards during the flight.
- 2.23. The ICAO card, approved in 1979 at the seventh session of the Facilitation Division, included 10 questions. This form constituted the basis of other card proposals designed for the purpose of recording and controlling cross-border flows.
- 2.24. One of the main advantages of this card was that it made standardization possible in the collection of information on border controls. It was designed in such a way that it could be physically inserted into passports and only contained questions whose answers could be found in the passports themselves. But they also presented various drawbacks for the compilation of tourism statistics:

- the ambiguity of the question regarding the address of the subject. At the time, WTO recommended the inclusion of the question regarding country of residence;
 - the lack of information regarding the purpose of travel of non-residents;
 - the impossibility of calculating the length of stay;
 - the difficulty of distinguishing between visitors and other types of traveller.
- 2.25. Furthermore, it was considered useful to include instructions on the reverse of the card or in footnotes on how to fill the card in.
- 2.26. From the outset, WTO considered that this opened up an opportunity to obtain a set of data on travellers serving to identify those considered to be visitors. Between 1981 and 1997 WTO proposed four versions, all aimed at helping NTAs to identify the most useful questions and the most appropriate wording to improve the international comparability of non-resident flows.

Table 3. Questions included in the proposed Entry/Departure Card between 1979 and 2005 (*)

	1979 ICAO	1981 WTO	1988 WTO	1989 WTO	1997 WTO	2005 WTO
NAME OF THE IMMIGRATION DEPARTMENT		x	x	x	x	x
CARD NUMBER		x	x		x	x
SURNAME	x	x	x	x	x	x
NAME	x	x	x	x	x	x
NAME (line 2)		x				
SEX		x	x	x	x	x
CIVIL STATUS				x		
DATE OF BIRTH	x	x	x	x	x	x
PLACE OF BIRTH	x	x		x		x
NATIONALITY	x	x	x	x	x	x
OCCUPATION	x	x	x	x	x	
ADDRESS	x					
COUNTRY OF USUAL RESIDENCE		x	x	x	x	x
ADDRESS IN VISITED COUNTRY			x	x	x	x
PRIOR RESIDENCE IN VISITED COUNTRY				x		
PASSPORT NUMBER	x	x	x	x	x	x
PLACE OF ISSUE OF PASSPORT		x	x	x	x	x
DATE OF ISSUE OF PASSPORT		x	x	x	x	
TYPE OF PASSPORT						x
TYPE OF VISA						x
PORT OF ENTRY	x	x				
LAST PORT OF ENTRY			x	x	x	
PORT OF DEPARTURE	x	x				
NEXT PORT OF DEPARTURE			x	x	x	
MODE OF TRANSPORT				x		
FLIGHT NUMBER OR NAME OF SHIP						x
AIRLINE				x		
INTENDED LENGTH OF STAY						x
NUMBER OF NIGHTS						x
ACCOMMODATION						x
PURPOSE OF TRAVEL		x	x	x	x	x
Returning resident		x	x		x	
Immigration (including employment)		x	x		x	
Assuming an official post		x		x		
Holidays (rest, recreation)		x	x	x	x	x
Business		x	x	x	x	
Official mission		x	x	x		
Meetings, congresses, conferences		x	x	x		x
Trade shows						x
In transit		x	x	x		x
Visiting friends and family			x	x	x	x
Study			x			
Students with temporary contract				x		
Nomad				x		
Refugee				x		
Non-resident border workers				x		
Remunerated occupation in visited country				x		x
Health treatment					x	
Religion					x	
Others (specify)		x	x	x		x
IMMIGRATION STATUS			x		x	

Source: WTO

(*) This proposal is discussed in the next subchapter 2.D

- 2.27. For almost twenty-five years now, WTO has been trying to maintain interest in the use of the information entered on this card as the basis of one of the most important tourism statistics: arrivals to and departures from a country by non-resident travellers. To this end, WTO has not only made proposals, but has also carried out seminars and produced implementation manuals.
- 2.28. In the first proposal (1981) ¹⁷ the most significant difference with respect to the ICAO card was the inclusion of purpose of travel, so as to be able to differentiate between different groups of travellers: residents of the country, visitors, and immigrants. This card was to include a carbon copy of the answers given by the traveller. The copy was attached to the passport and handed in by the traveller upon departure, thus making it possible to obtain precise information on the length of stay in the country. Depending on the needs of each country interested in the information in the cards and on the level of technical means available, copies were distributed to these administrations to be used in the most efficient way possible.
- 2.29. In 1988 ¹⁸ a second proposal was presented. The main change with respect to the first one was the breakdown of purpose of travel. Disappearing from the response choices was “assuming an official post”, while two new possibilities were added: “visiting friends and family” (retained in subsequent proposals) and travel for “study” purposes. Also with a view to improving the identification of the type of traveller, a new question, “immigration status”, was added.
- 2.30. Other changes concerned “place of birth”, which disappeared from the card in 1988, and the way in which travellers were asked about their itinerary. While the 1981 card asked for “port of entry”—or departure, as applicable—the 1988 card and all subsequent proposals ask for “next port of departure” or “last port of entry”.
- 2.31. A year later, in 1989, in a manual on the automated processing of the information on the cards, ¹⁹ WTO proposed a different E/D card model. Of all the cards that have been proposed by WTO, this included the largest number of questions. It contained 33 questions to be answered by the traveller, and 6 others for official use. With respect to the 1988 card, the following changes were made:
- (a) disappearance of the “card number” field, a control field that allows cross-checking between the entry card and the exit card upon submission of the latter;
 - (b) it asks about “civil status”. This is the first and only time this field appeared in the E/D cards;

¹⁷ 1981. WTO. *Technical handbook on the collection and the presentation of domestic and international tourism statistics*.

¹⁸ WTO Regional Conference on Tourism Statistics. E/D cards as a source of tourism statistics. Suva 1988.

¹⁹ WTO. Tratamiento informatizado de la tarjeta de E/D y de la Encuesta Hotelera. Madrid, 1989.

- (c) the card asks for “place of birth”, which was also in the 1981 version but had been dropped from that of 1988 ;
- (d) it asks about prior residence in the destination country (“Have you ever lived in the visited country?”) and its duration. This question does not appear in any other proposal;
- (e) it asks about “mode of transport”, which indicates that this card was designed for all modes of transport;
- (f) the most substantial amendments are to be found in the breakdown of the question regarding purpose of travel. On the one hand, the following categories are omitted: “Returning resident”, “Immigrant” and “Study”. On the other hand, new categories are included, all aimed at facilitating the characterization of travellers, distinguishing visitors from the rest. Thus the following categories are included: “assuming an official post” (which had been left out in the previous version), “Nomads”, “Refugees”, “Non-resident border workers”, “Remunerated occupation in the visited country”, and “students with temporary contract”;
- (g) immigration status is not requested, although it is considered feasible to derive it from the various possible values for “purpose of travel”.

2.32. The 1990s saw the consolidation of the reference framework of tourism statistics, with the approval of the Recommendations on Tourism Statistics and the Manual for the Implementation of the Tourism Satellite Account, in which, for the first time, a conceptual framework with sufficient consensus at the international level was established. Since then, there have been clear and comparable definitions of the various groups of travellers, visitors and others .

2.33. In 1997, four years after the approval of the first set of recommendations on tourism statistics, WTO put forward yet another E/D card proposal,²⁰ which to a large extent followed the format and content of the first two proposals. This fourth proposal reduced the number of questions to 24, and made numerous amendments with respect to the 1989 version:

- (a) the card number, the advantages of which have already been mentioned, was again included;
- (b) the following questions were deleted: “civil status”, “place of birth” and “prior residence in the country visited”;
- (c) this card does not include a question on mode of transport or the transport company;

²⁰ WTO Seminar on Statistics and the measurement of the economic importance of Tourism. E/D cards as a source of tourism statistics. Madrid 1997.

- (d) once again, it is in purpose of travel that the biggest differences are seen. From a breakdown into 12 purposes, as proposed in 1989, this card offers just 7. In the 1997 version, the detailed breakdown of types of immigrant (nomad, refugee, border worker, etc) was dropped, along with “assuming an official post”, “official mission” and “in transit”, which do not appear in this proposal either; by contrast, others used before are included again, such as “returning resident”, “immigrant (including employment)”. Appearing for the first time are “health treatment” and “religion”, two of the travel purposes included in the Recommendations on Tourism Statistics.

- 2.34. Just as the updating of the conceptual framework represented by the approval of the first set of recommendations on tourism statistics in 1993 led to the 1997 proposal, the design of the Tourism Satellite Account project has obliged WTO to present a new proposal that shares the same objective as the previous ones (namely, to be able to distinguish from a set of travellers those that can be classified as visitors and those that can be described as “other types of traveller”). However, this latest proposal reflects a clearer intention to negotiate its application with the migration authorities.
- 2.35. As the following section reveals, it is designed not only to collect the information needed for monitoring cross-border flows, but also to make the tourism-relevant information useful to the compilers of the Balance of Payments and for the identification of potential or regulated migratory flows.

2.D Designing tourism statistics in a context of free movement of natural persons: 2005 WTO’s proposal for a new entry/departure (E/D) card

- 2.36. As already mentioned, in the second part of the project, carried out throughout 2003 and during the first half of 2004, attention was focused on the methodological means, practices and conventions used by various countries to determine the number of non-resident visitors they receive, either by means of surveys, or from administrative records or a combination of the two. To this end, a large group of countries was asked to provide the various types of Entry / Departure card that non-resident travellers crossing national borders are requested to fill in. A total of 68 countries provided this information.²¹

²¹ Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Bahamas, Barbados, Belize, Bolivia, Botswana, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Costa Rica, Cuba, Curaçao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Hong Kong – China, India, Indonesia, Israel, Jamaica, Jordan, Kenya, Lao People’s Democratic Republic, Lebanon, Malaysia, Malta, Martinique, Mauritius, Mexico, Mongolia, Morocco, Mozambique, New Zealand, Nicaragua, Pakistan, Panama, Paraguay, Peru, Philippines, Saint Eustatius, Saint Maarten, Saint Vincent and the Grenadines, Seychelles, Spain, Suriname, Syrian Arab Republic, Thailand, Trinidad and Tobago, Turks and Caicos Islands, United Kingdom, United States, Venezuela, Viet Nam.

**Table 4. Information on "inbound travellers"
provided by a sample of Entry/Departure cards of
68 countries (*) - Frequency (%)**

Information included in the forms	%
Name	100.0%
Nationality	97.0%
Others	97.0%
Date of Birth	95.5%
Passport Number	93.9%
Address at destination	81.8%
Profession/ socioeconomic category	77.3%
Purpose of the Visit	77.3%
Sex	68.2%
Company and/or flight number	65.2%
Post of Entry	63.6%
Country of residence	56.1%
Place of Birth	48.5%
Permanent Address	47.0%
Length of stay	43.9%
Place of expedition of passport	42.4%
Date of expedition of passport	42.4%
Country of birth	33.3%
Accommodation	25.8%
Accompanist	19.7%
Prior Visits	19.7%
Type of Passport	18.2%
Destination in the country	15.2%
Country of final destination	12.1%
Civil Status	10.6%
Type of Visa	9.1%
Organization of the trip	9.1%
Place of usual residence	7.6%
Age	6.1%
Prior visited countries	4.5%
Last address	3.0%
Race	1.5%

2.37. Table 4 formed the basis for the design of this new proposal, with which WTO seeks the following aims:

- to obtain a meticulous estimation of visitors. This can only be done by first identifying certain traveller characteristics. These characteristics are: country of residence, purpose of travel and length of stay in the country visited. The first of these data serves to distinguish non-resident travellers from among all travellers; the second serves to exclude travellers that are employed direct by a business located in the country visited; and the third makes it possible to exclude those who intend to stay more than 365 days in the country visited;
- to generate a statistical universe of non-resident visitors that considers three basic characteristics: country of residence, purpose of visit and characterization of the visitor as an overnight or same-day visitor (characteristics associated with length of stay);
- to differentiate these "visitors" from other non-resident travellers, who would be identified as "other types of traveller";
- to provide compilers of the Balance of Payments not only with an estimate of this subset of "other travellers" (which includes seasonal and border workers), but also with an identification of the purpose of trip as Business/ professional or Personal (which includes all other tourism purposes, such as holidays or visiting friends), as required;
- to provide potentially useful information for the analysis of migratory flows by recording the types of visa and to identify characteristics of potential immigrants by recording country of birth, of nationality and of residence.

2.38. In order to achieve these aims, the E/D cards must be coded and the data stored in electronic format. To do this, it is necessary first to select the information that should appear on them.

2.39. With these requirements in mind, WTO has selected a set of information fields, concerning both the traveller, the documents accredited at border control, and the trip itself. Table 5 is a reordering of table 4, but it also includes the details given by the 68 countries. Besides being of tourism value, the selected information (shaded in grey) is of interest to the authorities responsible for border controls: all these characteristics are included in the E/D card proposal (Table 6).

Table 5. INFORMATION AND COMPLEMENTARY DATA ON "INFORMATION ON "INBOUND TRAVELLERS" PROVIDED BY A SAMPLE OF ENTRY/DEPARTURE CARDS OF 68 COUNTRIES" - GROUPED BY TYPE (*)

IDENTIFICATION OF THE TRAVELLER															
NAME	DATE OF BIRTH	COUNTRY OF BIRTH	PLACE OF BIRTH	COUNTRY OF RESIDENCE	PLACE OF USUAL RESIDENCE	NATIONALITY	AGE	SEX	RACE	CIVIL STATUS	PROFFESIONAL / SOCIOECONOMIC CATEGHORY	PERMANENT ADDRESS	LAST ADDRESS	PASSENGER SIGNATURE	COUNTRY WHERE YOU SPENT MOST TIME ABROAD
1. Maiden name					1.City of residence	1. Country of citizenship					1. Professional, Management				
2. Family name					2. Coming from						2. Administration, Sales				
3. Surname											3. Clerical				
4. Father's name											4. Technical, Student, Housewife, Military, Gov. Official, Executive, Service trade worker, Travel industry, Clerical worker, Not employed, Retired, Others				
5. Given name															
6. Initials															
7. Mr.-Miss-Mrs.-Dr. Er-Other															

IDENTIFICATION OF THE PASSPORT / VISA											
PASSPORT NUMBER	TYPE OF PASSPORT	PLACE OF EXPEDITION OF PASSPORT	DATE OF EXPEDITION OF PASSPORT	PASSPORT EXPIRE DATE	TYPE OF VISA	VISA NUMBER	PLACE OF EXPEDITION OF VISA	DATE OF EXPEDITION OF VISA	VALIDITY OF VISA	ACCOMPANIST	
	1. ORD, OFIC, DIPL 2. OTRO - CA-4- OTRO			1. Day 2. Month 3. Year			1. Country 2. City		1. Up to 30 days 2. Up to 90 days 3. More than 90 days	1. Accompane of 2. Name of other family members 3. Children travelling on same passport	

IDENTIFICATION OF THE TRIP													
DESTINATION IN THE COUNTRY	ADDRESS AT DESTINATION	PRIOR VISITS	POST OF ENTRY	PRIOR VISITED COUNTRIES	COUNTRY OF FINAL DESTINATION	ORGANIZATION OF THE TRIP	DATE OF ENTRY	MEANS OF TRANSPORT	COMPANY AND/OR FLIGHT NUMBER	PURPOSE OF THE TRIP	ACCOMODATION	LENGHT OF STAY	
				1. Countries visited during last six weeks		1. On a package tour 2. Not on a package tour 3. Other forms: a. Touroperator b. Travel agent		1. Air 2. Rail 3. Sea 4. Road 5. Others	1. Charter flight 2. Regular flight 3. Other a. Arriving from b. Name of ship c. By air flight number d. Vehicle Reg number	1. Leisure, recreation and holiday 2. Establish 3. Work/ business 4. Congress, convention b. Mission, meeting 4. Visiting friends or relatives 5. Studies 6. Health treatment 7. Religion 8. Sports 9. In transit c. Return / returning resident d. Exhibition e. Official / Diplomatic f. Wedding / Honeymoon g. Artist h. Investment i. New immigrant j. Prospective resident k. Employment l. Culture m. Training n. Personal / ecotourism o. Migrating permanently P. Other (specify)	1. Hotels or similars establishments 2. Owned dwelling 3. Rent house 4. Friend's or relative residence 5. Private yatch 6. Others a. Not Required b. Furnished appt. c. Touristic Center d. Apartment e. Cruise ship f. Guest house/ Bed&Breakfast g. Apartment/Villa h. Dive lodge/Eco lodge i. Other (specify)	1. Exit/entry date 2. Planned length of stay a. Actual length of stay abroad (Resident only) b. How Many times have you visited us? c. How long have you been abstent from...? d. Date of arrival e. How long are you intend to stay in ...? (permanently or year/month/days) f. Do you intend to live in For the next 12 months? g. Your intended length of stay in ...? (years/months/days)	

2.40. Certain decisions had to be made in carrying out the selection, and these should be noted:

- the questions selected are not necessarily the ones most commonly asked, but rather those that are most relevant to the above-mentioned objectives (see 2.37);
- the profession of the traveller (which is requested by 77.3 per cent of the 68 countries analysed) has been excluded, because its statistical use requires the entry of the responses obtained and the subsequent assignment of a code based on socio-demographic classifications (which can only be undertaken by automated means);
- it was decided not to identify the purposes of trip according to the typology used in tourism statistics as well as the itinerary of the trip; this information should be collected by survey.

2.41. Table 6 shows the characteristics of tourism interest among the 15 characteristics included in the proposal. The table shows whether the proposed questions are new with respect to previous WTO initiatives, as well as their relative importance in the sample of 68 countries analysed.

Table 6. WTO 2005 Entry/Departure card proposal - Information included

	New fields with respect to previous WTO proposals	Characteristics of interest for tourism (*)		Pro memoria Coverage of these characteristics in the 68 E/D cards analysed (%) (see Table 4)
		Core	Additional	
1. First and last name				100.0
2. Date of birth				96.0
3. Sex				68.2
4. Nationality			*	97.0
5. Passport number				93.4
6. Country of birth	*		*	33.3
7. Country of usual residence		*		56.1
8. Accommodation			*	24.3
9. Address at destination				81.8
10. Length of stay	*	*		44.0
11. Purpose of the trip		*		77.3
12. Type of passport (*)	*			30.0
13. Airline and flight no. (**)	*		*	65.6
14. Official's signature	*			25.0
15. Type of visa (*)	*		*	20.9

(*) Requires adaptation to each country.

(**) Name of ship (in the case of entry by sea). If the traveller is bringing in a car, its licence number should also be recorded.

2.42. Regarding the format of the new WTO proposal:

- the shaded fields indicate that they should be given special attention by the officials responsible for recording the corresponding information;
- the card should be sized to allow its insertion in a passport;

- ideally, it should also include any clarifications considered necessary to ensure the desired level of quality of the requested information. This would be the case, for example, of “Country of usual residence” (where the person has lived for six months or more in the past year), “Type of accommodation used” (where the person plans to spend most nights during the stay), and main “purpose of the trip”;
- in countries where it is relevant to identify the entry of certain groups for which there is no specific type of visa, it may be advisable to add the information required to identify them.

WTO 2005 Entry/ Departure card proposal: format

NAME OF AGENCY		Card no. 000111222333	
First and last name			Traveller's signature
Date of birth _/_/____ dd mm yyyy	Sex Male <input type="checkbox"/> Female <input type="checkbox"/>		
Passport: Nationality	Number		
Type (*) <input type="checkbox"/> Ordinary <input type="checkbox"/> Diplomatic <input type="checkbox"/> Other			
Country of Birth /____/		Flight number or name of ship: (**)	
Usual residence /____/			
Intended length of stay	Returning on same day	YES <input type="checkbox"/> no. of nights /____/	Hotel or similar <input type="checkbox"/>
		NO <input type="checkbox"/> no. of hours /____/	Accommodation Other <input type="checkbox"/>
Intended address at destination: _____			
Main reason for this trip			
Exhibition <input type="checkbox"/>		Visiting friends and relatives <input type="checkbox"/>	
Convention/conference <input type="checkbox"/>		Holiday <input type="checkbox"/>	
Be employed by a local business <input type="checkbox"/>		Other <input type="checkbox"/>	
		Are you in transit to another country? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Visa number /_____/		Expiration date _/_/____	
Type of visa (*) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For official use	Post of entry (***)	PRE-PRINTED	Official's signature
	Date of entry _/_/____ dd mm yyyy		
For official use	Post of departure (***)	PRE-PRINTED	Official's signature
	Date of departure _/_/____ dd mm yyyy		
		Card no. 000111222333	

Notes:

(*) Requires adaptation to each country.

(**) If the traveller is bringing in a car, its licence number should also be recorded.

(***) This should serve to determine the traveller's means of access (airport, road, ship, rail)

2.43. As mentioned in the Overview of this Chapter, this *Guide* is limited to the estimation of the arrivals of non-resident travellers and the identification of the corresponding subgroup of visitors. It was also pointed out that the term “exit” in relation to the E/D card proposed by WTO should be understood exclusively as a control mechanism to cross-check the departure of a non-

resident traveller against the corresponding entry record. This is the widespread practice in many countries, and it means that no additional information is requested at the time of departure from the country visited. Officials are only required to check the number of the card against the record of entry.

- 2.44. The responses to the questionnaire already mentioned have also made it possible to identify certain aspects of interest with regard to the processing of the data obtained by means of the E/D cards (see table 7). Judging by the 21 replies received to this part of the questionnaire, not all the questions asked are subsequently recorded, coded and/or validated.
- 2.45. It may come as a surprise that the question whether or not the traveller is a tourist is not included. The reason for this is simple: it makes more statistical sense to classify a traveller as a tourist in the light of his or her replies with respect to the three characteristics that identify a tourist (country of reference, purpose of the visit and length of stay). It is therefore inadvisable to make this determination by direct observation.²²

The mechanization of the E/D card makes it possible to generate “derived” characteristics: this is the case of visitors, nationals residing abroad, length of stay and potential immigrants.²³

- **Visitors.** This category corresponds to travellers, non-residents of the country visited, who plan to stay for a period of less than twelve months to carry out an activity not remunerated from within the country visited.

Estimation procedure	
<i>(Country of residence of respondent) = Not this country</i>	<i>(Intended length of stay) = Less than 12 months</i>
<i>(Is your main reason for this trip to be employed by a local business?) = No</i>	
Visitors	

- 1.75. **Nationals of the country residing abroad.** This category corresponds to visitors who live abroad (and therefore considered non-resident visitors for tourism purposes) but who have retained the nationality of the reference country. These visitors are specifically identified in the WTO E/D card, as both characteristics are stated – the respondent’s country of residence and his nationality. Respondents whose country of residence does not tally with the country conducting the survey, but whose nationality does, shall be considered “Nationals of the country residing abroad”.

²² A similar case is the consideration of a trip as a tourist trip: rather than asking the visitor whether or not he has left his usual environment, National Institutes of Statistics tend to “derive” his quality as a tourist by asking questions associated with the trip (such as length of trip, place of destination, number of kilometres travelled, etc.).

²³ In the absence of a migration visa, potential immigrants could be identified by combining the country of birth, nationality and residence.

Estimation procedure	
<i>(Country of residence of respondent) = This country</i>	<i>(Nationality of respondent) = Nationality of survey country</i>
Nationals of the country residing abroad	

For many countries, this category represents a particularly interesting unit of analysis, not only on account of its specific attributes and the high level of homogeneity that exists in terms of the characteristics of the trips taken and the behaviour patterns of these types of visitor, but also because of the extent to which this category can affect the performance of a country's main Tourist indicators (either physical – number of arrivals – or monetary – visitor expenditure).

- **In-transit visitors.** The WTO E/D card identifies a subgroup of in-transit visitors made up of people arriving at a location or the territory of a country en route to another destination. In-transit visitors could be either same-day or overnight visitors. The identification of in-transit visitors or subcategories may be of interest in some circumstances, in terms of both their numbers and their expenditure while in transit in a given country.

Measuring the flows of travellers in transit: pilot study carried out by Spain

During the summer season in Spain thousands of people of North African (Maghrebi) origin resident in Western European countries (first or second generation) traverse Spain en route to their countries of primary origin and again to return to their countries of residence .

Between the months of June and September 2004 more than 2.5 million people in 600,000 vehicles crossed the Straits of Gibraltar between Spain and Africa from the ports of Algeciras, Alicante, Almería and Málaga.

In 1997 Spain's Instituto de Estudios Turísticos (IET) (Tourism Research Institute), in cooperation with WTO, applied the existing procedure for estimating tourist flows to Spain, i.e. the statistics of FRONTUR (tourist movements at borders), to determine the characteristics of the enormous numbers of transit travellers crossing Spain by road at the same season every year.

The study served to distinguish these travellers from those usually classified as tourists and same-day visitors and to establish a specific methodology for measuring these flows using an existing statistical source.

The findings of this study were presented by IET at the Seminar on Border Statistics in European countries held by WTO in March 1998 in association with France, Portugal, Italy and the United Kingdom.

More information available in the "Report on the pilot study of transnational transit-traveller flows conducted under the auspices of the World Tourism Organization (WTO)", March 1998.

- **Length of stay:** the estimation of actual length of stay by a comparison of the E/D cards is especially useful for estimating visitor expenditure (although few countries at present do so). In the case of inbound tourism the length of stay may be estimated on the basis of the average daily expenditure of international (non-resident) visitors in the country visited and the total number of arrivals of this subset of travellers. (This would also apply in the case of outbound tourism.)

It should come as no surprise that in any given month a balance between entries and departures is virtually never achieved; the issue is usually sidestepped by asserting that a balance is achieved over the

year. But for a proper analysis of the tourism situation (especially for the tourist seasons in a given country), it is important for those flows, if substantial, to be estimated precisely. In point of fact, to estimate the net balance in a given period (n), the following must be taken into account:

- persons departing from the country and who have entered (n-1)
- persons departing from the country and have entered (n)
- persons who will depart from the country at a later time

Estimating actual length of stay from migrant cards: the case of Australia

Australia provides a good example of the use of migrant cards on both entry into and departure from the country, as it serves to determine with a great deal of accuracy the actual length of stay of travellers in the country.

The cards include a central core of common questions which all travellers are obliged to answer and other specific questions on either entry or departure, which vary according to the category of traveller concerned. Three categories of traveller are identified:

- Permanent emigrants: residents abroad planning to set up home in Australia, or Australian residents planning to set up home abroad
- Visitors or temporary travellers: residents abroad travelling to Australia temporarily for tourism or other purposes but intending to return to their countries of residence
- Residents in Australia returning from or travelling to another country.

The fields common to both cards include:

- First name and surname
- Passport number
- Flight number or name of ship on which traveller arrived in or will depart from the country
- Country of embarkation and intended country of disembarkation
- Occupation
- Nationality
- Date of birth
- Date
- Signature

With these common fields, and by means of the passport number in particular, it is possible to cross-check the date of entry against that of departure and so make an extremely reliable estimate of the traveller's length of stay in Australia and determine whether he is a visitor or resident.

Australian Incoming and Outgoing passenger Cards

Table 7. Information included in Entry Cards filled by non-resident travellers at airports

		INFORMATION			
		Requested	Recorded	Coded	Validated
SUBSECTION A2: ENTRY CARDS	Q.12	Information or characteristics included in the cards requested from non-residents in airports			
		21	21	15	18
	1. Name	21	15	5	10
	2. Date of birth	20	16	6	11
	3. Place of birth	10	7	6	7
	4. Country of birth	12	9	6	6
	5. Country of residence	15	13	12	10
	6. Place of usual residence	7	3	2	3
	7. Nationality	21	20	14	13
	8. Passport number	20	14	7	9
	9. Place of expedition of passport	10	5	3	3
	10. Date of expedition of passport	9	5	3	3
	11. Type of visa	8	5	3	2
	12. Age	8	6	5	6
	13. Sex	15	12	10	8
	14. Race				
	15. Profession/ socioeconomic category	15	12	9	7
	16. Civil status	4	3	2	1
	17. Permanent address	9	6	5	6
	18. Last address	1	1	1	1
	19. Address at destination	13	11	7	6
	20. Main purpose of the trip	16	15	12	10
	21. Leisure, recreation and holidays	14	13	10	8
	22. Business and professional	15	14	11	10
	23. Congress/ convention	13	12	10	8
	24. Mission/ meeting	7	6	6	6
	25. Visiting friends or relatives	12	11	9	8
	26. Studies	15	14	12	9
	27. Health treatment	10	8	8	7
	28. Religion	5	5	5	4
	29. Sports	6	6	4	4
	30. In transit	9	7	5	5
	31. Others	12	11	10	8
	32. Accommodation	10	7	6	6
	33. Hotels or similar establishments	10	7	6	7
	34. Owned dwelling	6	5	5	5
	35. Friend's relative's residence	7	6	5	5
	36. Others	8	8	6	6
	37. Prior visits	4	3	3	3
	38. Organization of the trip	2	2	2	2
	39. On a package tour	3	3	3	3
	40. Not on a package tour	3	3	3	3
	41. Length of stay	11	10	7	8
	42. Date of entry	17	12	7	9
	43. Planned length of stay	7	7	5	6
	44. Company and/or flight number	20	18	11	11
	45. Charter flight	9	8	6	6
	46. Regular flight	11	10	7	6
	47. Post of entry	15	13	7	8
	48. Prior visited countries	5	3	2	
	49. Country of final destination of the trip	7	6	5	5
	50. Others	8	6	4	4
				

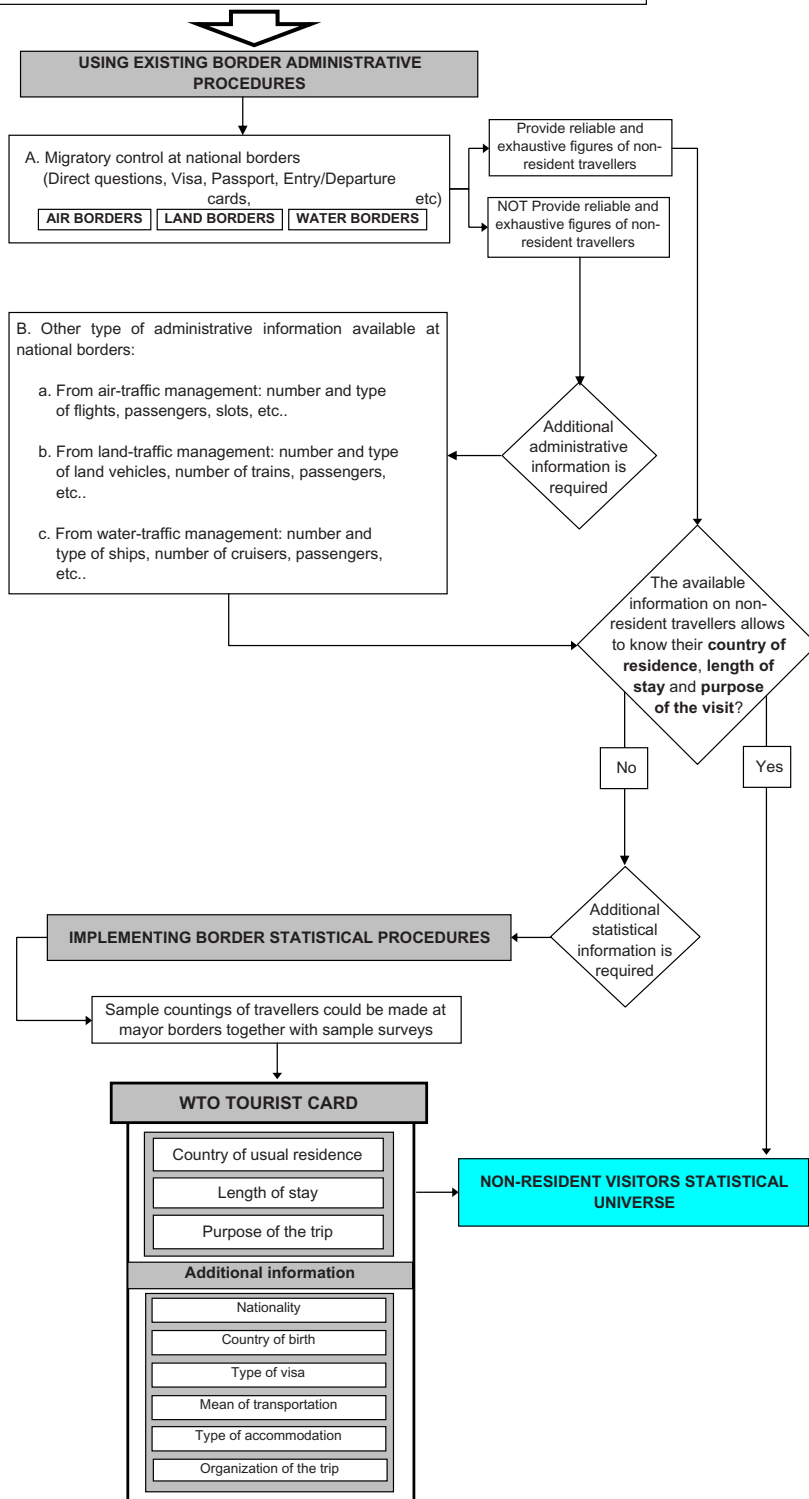
2.E Guidelines for the creation of the statistical universe of non-resident visitors

- 2.46. The objectives sought by WTO in its new E/D card proposal have already been mentioned (see 2.37.), and the last of them, the creation of a statistical universe of international visitor arrivals, in a way embodies all of them. WTO understands that this is a condition that is absolutely necessary for the improvement of the System of Tourism Statistics itself, for which data of this kind are essential for estimating the importance of tourism and for helping to improve the estimation of the tourism item in national Balances of Payments.
- 2.47. The following diagram makes it possible to set out the necessary steps for explaining the process of creating such a universe, taking as a starting point the administrative processes whereby the authorities of most countries in the world carry out border controls of vehicles, merchandise and persons.²⁴

²⁴ From a tourism perspective, consideration should be given to whether or not such a universe should exclude arrivals associated with persons that have not yet finished compulsory schooling, usually at the age of 15 years. (This criterion should be consistent with the one used in labour force type surveys to include a person in the working population.).

GUIDELINES FOR THE CREATION OF NON-RESIDENT VISITORS STATISTICAL UNIVERSE

INSTRUMENTS FOR THE COLLECTION OF BORDER INFORMATION



Clarification Issues



The **WTO 2005 Entry/Departure Card Proposal** provides the NTA with the ideal instrument to obtain a rigorous estimation of the incoming visitors by using the existing migratory control system.

The **migratory border control system** not always presents the same effectiveness when checking traveller flows (i.e. land borders present more deficiencies in comparison with air ones; in Europe as a consequence of country agreements checks of persons at national borders for certain nationalities have been removed and there is a lack of information).

Regarding tourism statistics and analysis of inbound tourism flows, arrivals figures provided in most cases by migration authorities, should normally be complemented with other data.

The setting up of a **Non-resident Visitor Statistical Universe** should be an outcome of complementing Entry / exit cards data with available border administrative information with additional statistical information.

Some countries use a stratified sampling method to select just a sample of the Entry cards collected by the migratory control. This sample of entry cards are processed and analysed for tourism purposes (see the case of Australia with short-term movements).

According to the definition a traveller is qualified as a visitors by the three characteristics: country of residence, purpose of the visit, and length of stay.

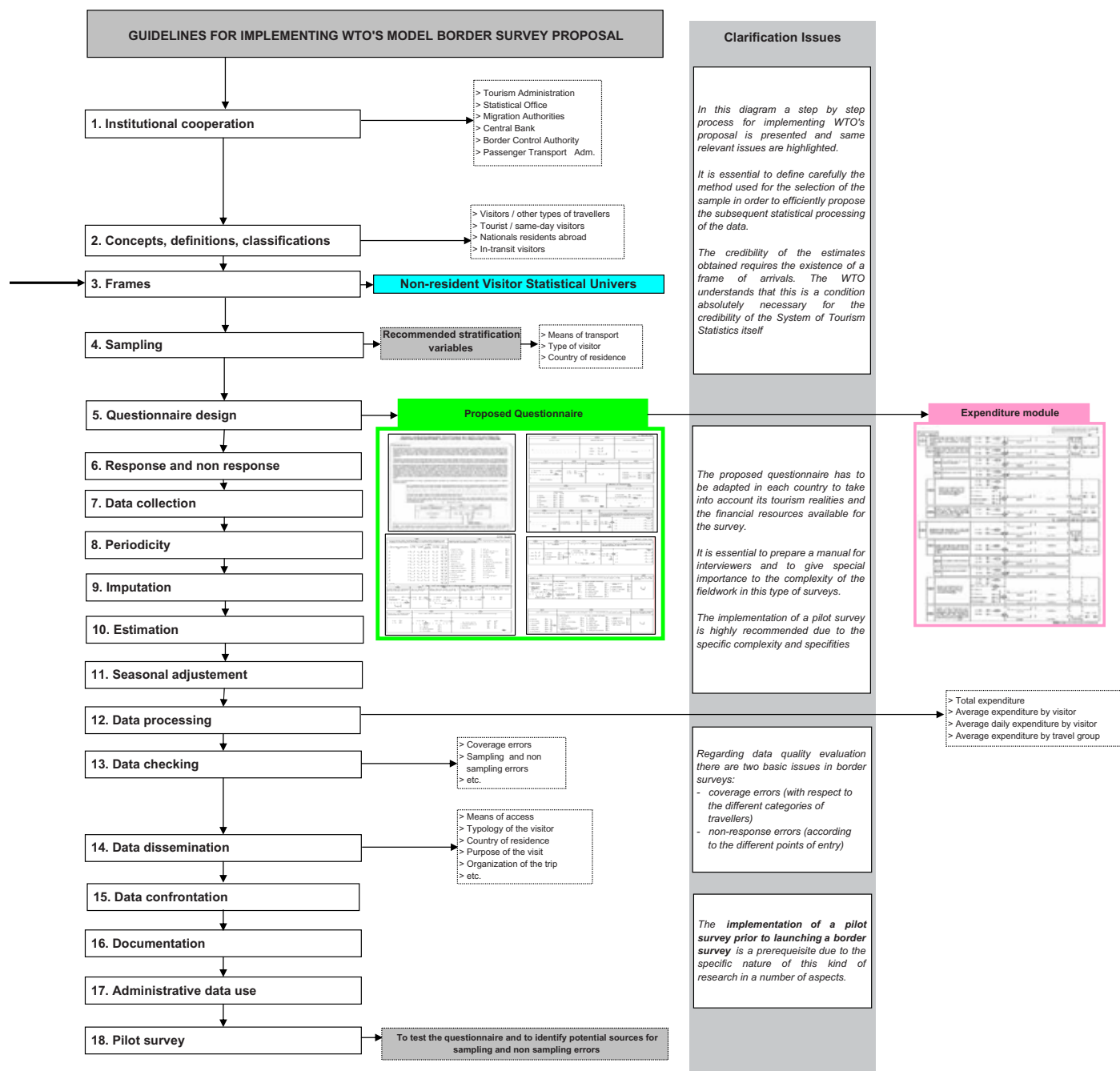
International visitor
"any person who travels to a country other than that in which s/he has his/her usual residence but outside his/her usual environment for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited". (Recommendations on Tourism Statistics).



In those cases where the information provided by the Migratory control is not enough to characterize the flow of travellers the **WTO Tourist Card** (WTO-TC) could be a good alternative source of information.

The WTO-TC applied to a sample of travellers (preferably at the airports before leaving the country) allows the NTA to obtain from total figures of travellers provided by migration an estimation of total figures of visitors.

Either from a statistical or analytical perspective **further characterization** of the Non-resident Visitor Statistical Universes may be envisaged. The Tourism Card or the Migratory entry / exit cards could be good sources of information to expand core tourism characteristics with additional ones.



2.48. Using these and other procedures for the administrative recording of transnational traveller flows, it is possible to typify various situations:

- the ideal situation is that of countries whose system of migratory control using E/D cards makes it possible to obtain reliable figures for arrivals of non-resident travellers in the country via all border crossings, as well as to determine the traveller's basic characteristics for the purpose of their characterization as international visitors (country of residence, purpose of the trip, and length of stay);
- the most common case is that of countries whose system of migratory controls at borders (using the E/D card system) has deficiencies in the estimation of the statistical universe of visitors arriving in the country in terms of both coverage and characterization. Paragraphs 2.62-2.64 refer to the coverage and quality of the data obtained in this case;
- lastly, there is the case of countries where migratory control at borders is limited to certain entry points (normally by air) and certain nationalities. An example would be the European countries that are parties to the Schengen Treaty, where border controls on merchandise and persons have been eliminated. In these cases the number of international visitor arrivals is estimated by NTAs and the Central Banks by means of surveys (normally carried out at borders and hotel establishments). This case will also be discussed (see 2.57-2.67), with particular reference to countries that use sources (administrative and/or statistical) other than E/D cards, as either alternative or complementary sources.

2.49. As we just mentioned, the majority of the world's countries have the personnel and observation instruments at their national borders to monitor--with varying degrees of efficiency--the traffic of goods and travellers using various modes of land, air or water transport. Most of the world's NTAs use the information on traveller arrivals at borders obtained from these observation instruments as the statistical universe of international visitor arrivals.

2.50. These systems of migration control at borders continuously produce administrative information regarding the number and identity of persons crossing the borders of a country. The most commonly used method of obtaining information of this kind is the E/D card which travellers are obliged to fill in and submit to the immigration officer before entering the country, and sometimes also before leaving it. Along with the cards, information is also obtained from the passport or visa, or by direct questioning of the traveller. Such information has proved particularly useful for the measurement and analysis of certain groups of travellers.

2.51. Crucial to the process of obtaining the statistical universe of visitors that arrive in a country is information from immigration control, but is not without its drawbacks, which can considerably limit its scope as a statistical universe of reference.

2.52. When using information of an administrative nature obtained by means of an instrument of observation and border controls not specifically designed to collect statistical information for tourism use, the main limitations faced by NTAs and CSOs are the following:

- coverage by border controls at different crossings and for various modes of transport within the same country is sometimes uneven. Normally, the reliability is much greater at airports than at road crossings, where all too often the controls are not carried out with the same diligence;
- there are certain traveller groups that, owing to their nature (nationality, passport, status, occupation, etc.) may be exempt from border controls. These include diplomats, border workers, seamen, aircraft crews, journalists, travelling salesmen and travellers with work or study permits. Nationality as grounds for exemption from migratory control is especially prevalent in countries among which there are agreements for the free movement of persons, such as the European countries in the Schengen zone;
- there are limitations to this information in terms of the types of traveller that can be quantified, identified and differentiated, a case in point being travellers in transit;
- from the standpoint of tourism, the absence of key information from the E/D cards distributed to travellers at border crossings, such as country of residence or length of stay, data that are not so important for migratory control as they are for tourism;
- the differing degrees of exhaustiveness with which the variables and categories gathered by means of the E/D cards are recorded, processed and finally transmitted to the NTA or CSO, as applicable;
- delays in the transmission of information owing to inadequate coordination between the authority in charge of migration control at borders and the NTA.

2.53. From WTO's perspective, and as a step to be taken before estimating the statistical universe of visitors arriving in the country, it is advisable for the NTA or the CSO, depending on which is in charge of processing and disseminating the aggregate data from records of this kind, to first evaluate the system of observation and control of migratory flows at borders, paying special attention to their degree of exhaustiveness for the various modes of transport and to the variables included in the E/D cards filled in by travellers.

2.54. Broadly speaking, the two most common situations are as follows:

- border controls are capable of providing reliable and exhaustive figures for non-resident visitor arrivals only at certain border crossings (usually all or some airports receiving international visitors);

- at all border crossings, border controls provide only partial figures, which are insufficient for a reliable measurement of non-resident visitor flows arriving in the country.
- 2.55. Besides the total or partial completeness of arrival figures, NTA's are also interested in the credibility of these data according to the principal tourism characteristics of the visitors. These variables are included in the above-mentioned WTO proposal for the E/D card as a supporting instrument for NTAs in their negotiations with the migration authorities.
- 2.56. It should be pointed out that even in countries where the system of border migration control using E/D cards not only can be relied upon to yield total arrivals figures, but is also adapted to the information needs of tourism, only a monthly systematic random sample of the cards completed by travellers should be processed for tourism purposes, there being no obvious need to process them all.

Collecting statistical information at Australia's borders

Australia Overseas Arrivals and Departures statistics are compiled from information entered on incoming and outgoing passenger cards, visa and other information available to the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA).

Overseas Arrivals and Departures statistics are derived from a combination of full enumeration and sampling. All permanent movements and all movements with a duration of stay of one year or more are fully enumerated (i.e. every movement within the category is recorded); those movements with a duration of stay of less than one year (tourist movements) are sampled (i.e. only a specific proportion of movements within the category is recorded). Statistics relating to these movements are therefore estimates which may differ from statistics which would have been obtained if details of all these movements had been processed.

Statistics on Overseas Arrivals and Departures relate to the number of movements of travellers rather than the number of travellers (i.e. the multiple movements of individual persons during a given reference period are all counted).

SAMPLING METHODS

The Australian Bureau of Statistics (ABS) supplies the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) with the skips required to select an appropriate sample.

The proportion sampled is based on the traveller's country of citizenship and reflects the number of movements for each citizenship group. Statistics relating to these movements are therefore estimates which may differ from statistics that would have been obtained if the movements had been fully enumerated. Estimates which are subject to high sampling variability are annotated.

Since January 1997 variable sample skips have been used in the selection of records to be sampled (3.5% of all short-term movements are selected for sampling). Separate skips are applied for each country of citizenship, and the skips may vary for each processing month.

CORRECTIONS AND IMPUTATIONS

The imprecision due to sampling errors should not be confused with errors arising from imperfections in reporting, which may occur in any data collection, whether sampled or not. Every effort is made to minimise such errors, both through careful design of the passenger cards and through checks on the information once it is received.

During the edit process some items are corrected where they conflict with other known information. Non-response and missing replies to certain items such as age, state and country of stay/residence are also imputed by reference to other related items. Information on non-response rates and data imputation appears in the Appendix linked to the Main Features of this issue.

Errors of this kind differ from discrepancies arising from the fact that certain information reflects the travellers' intentions at the time the passenger cards were completed. These intentions are, of course, subject to change. Particularly affected is the distinction between permanent and temporary movement and, in the latter case, length of intended stay, country in which most time will be spent and main reason for journey.

DATA VALIDATION

DIMIA has a visa processing system which is linked to its movements (border crossings) processing system. The passenger card data is matched to the movement record which includes visa information for all visaed movements (i.e. non-residents).

The data validation takes place at the matching stage where the passenger card data may be edited in cases where it conflicts with visa information. The variables affected are box type and duration of stay.

(I.e. A non-resident departing Australia ticks on the passenger card box A: "visitor or temporary entrant departing", for these people, "duration of stay" is taken not from the passenger card, but from the actual duration implied from the previous border crossing by the movements system)

More information on the data source and sampling methodology used by Australia for overseas arrivals and departures statistics is available in the ABS publication 'Overseas Arrivals and Departures', Catalogue No. 3401.0.

2.57. The second case includes countries that have border controls but whose observation and control system is neither complete nor totally reliable, such as countries that have decided to limit migration controls of this kind. (A clear example is the that of European countries parties to the Schengen Treaty, where controls are limited to citizens from non-Schengen countries.) In both cases, it will be necessary to look to other sources of information, whether of an administrative nature or statistical surveys, to measure the flow of non-resident travellers arriving in the country.

2.58. Most of these information sources may be described as follows:

- Statistical:
 - use of surveys of collective accommodation establishments;
 - use of so-called "mirror statistics";
 - border surveys.
- Administrative, i.e. collected from the management of international passenger traffic at various border crossings:
 - from air traffic management (number and type of aircraft, number of passengers, number of slots, etc.);
 - from road traffic management (number and type of vehicle, number of trains, passengers, etc.);
 - from port traffic management (number and type of ship, number of cruises, number of passengers, etc.).

Estimating the number of international visitors within the Schengen area of free movement of people: the case of Spain

The practice in Spain may be considered a good example of the use of a combination of information sources for estimating the number of non-resident travellers arriving in a country. In Spain which, in common with many other countries of the European Union, dismantled a sizeable part of its border police controls in 1994, the result was the immediate disappearance of information, historically gathered by the security forces at national borders, on the number of travellers arriving from countries of the Schengen area. This obliged Spain to design and introduce a new system of measuring and characterizing traveller flows at borders in the light of administrative data from the various bodies responsible for the traffic on access roads, airports, ports and trains, and of the information yielded by direct surveys at all points of entry.

Spain has many methods of gathering information at borders, which is put to several uses:

- Border surveys: the NTA carries out two kinds of border survey, one on entry and the other on departure. The former uses a short questionnaire which serves to classify travel flows according to seven basic characteristics (country of residence, purpose of the trip, type of accommodation, length of stay, organization of the trip, age and sex); surveys carried out on departure use a much broader questionnaire which, besides the same questions used on entry, include a set of additional data on the trip (expenditure, frequency of visits, activities, satisfaction, etc.)
- Manual counts on roads: the NTA is also responsible for carrying out manual counts at the principal road borders so as to determine the number of vehicles crossing, the vehicle registration number and the number of occupants.
- Automatic traffic counts on roads: the road traffic authorities in Spain (Dirección General de Tráfico) provide the NTA every month with a record of vehicles entering Spain, as determined by the automatic counting positions that the NTA has at all road borders.
- Administrative record of passengers on international flights: the Spanish airports authority (AENA) provides the NTA with monthly records of passengers arriving at Spain's airports on international flights, according to country of origin and airport of destination.
- Administrative record of passengers arriving at ports: the authority responsible for passenger and goods traffic at national ports (Puertos de Estado) provides the NTA with a monthly record of passengers that have disembarked.
- Administrative record of passengers arriving on trains from abroad: the authority responsible for passenger traffic on national trains (RENFE) provides the NTA with monthly records of passengers arriving in Spain on trains with international connections.

Based on these official figures, the NTA makes a month-by-month estimate of the number of non-resident travellers arriving in Spain and identifies some basic characteristics, such as the type of visitor, country of residence, purpose of travel, type of accommodation and length of stay. Since 1995 it has used a sophisticated system, known as FRONTUR, which for each point of access makes it possible to combine the information from the administrative records, in some cases vehicles and in others passengers, with the data yielded by entry surveys.

More information on the data source and methodology used by Spain for overseas arrivals is available at www.iet.tourspain.es

- 2.59. As for **surveys of collective accommodation establishments**, their coverage is often limited, not only because of scarce budgetary resources or a lack of guest registers at certain types of establishment but also because of visitors accommodated in the homes of friends or relatives, in private homes or in other means of accommodation that are not officially registered. In a good many European countries, a process has been developed that achieves virtually total coverage and serves as an alternative source to the border controls that have been eliminated.

- 2.60. In certain European countries where this type of survey (aimed at the supply side) exists simultaneously with border surveys (aimed at the demand side), the reconciliation of data makes it necessary to highlight certain circumstances that affect the degree of exhaustiveness of surveys of establishments:
- at least some of those who come to visit friends and relatives stay overnight at their homes;
 - these surveys do not take account of those who stay overnight at private establishments offered for rent during the high tourist season and that are not always officially registered;
 - the direct use of records at tourist accommodation establishments may lead to a duplication of arrivals if the same traveller stays at various establishments and is registered in each;
 - it provides no information on same-day visitors arriving in the country.
- 2.61. All these limitations can be offset considerably by using some form of exogenous information, for instance by including "tourism modules" in household surveys (to estimate the number of households that have received visits from non-resident relatives and friends), specific questions in surveys of non-resident visitors regarding their overnight stays at different establishments during their stay in the country (as advocated by WTO in its proposed model border survey in Chapter 4 of this *Guide*), etc.
- 2.62. As for so-called "**mirror statistics**",²⁵ Eurostat has repeatedly emphasized their usefulness for the countries of the European Union, because they make it possible to estimate the number of international visitors arriving in an EU country in the light of the data on outbound tourism provided by the other EU countries. In other words, it is a procedure that serves to determine the number of arrivals of European visitors in a given EU country by aggregating the residents of the other EU countries who have stated that they have travelled to that country.

Exchange of information between countries with common borders: the case of Canada and the United States

Owing to the intensity of traffic between Canada and the United States, this is a perfect example of the exchange of information on border crossings. Flows from the United States to Canada are of such magnitude that for more than fifteen years the Canadian authorities prepared statistics enabling them to distinguish and measure arrivals of travellers from countries other than the USA. This was known as the Official Canadian Government Travel Survey.

Canada's border authorities have been providing information on entries and re-entries into the country ever since 1920. Wide-ranging information is gathered on the number of international travellers, broken down by category and means of transport, and on the number of vehicles of all kinds crossing the borders. The categories in question are: (a) residents of Canada returning from the USA; (b) residents of the USA travelling to Canada; (c) residents of other countries travelling to Canada; and (d) other travellers (crew members, diplomats, military personnel, immigrants and former residents).

²⁵ See Annex 5 "*Mirror statistics*" in the European Union.

These findings, besides being used in various statistics and by a number of Canadian institutions for such purposes as the Tourism Satellite Account and the Balance of Payments and by the Canada Travel Commission and the Canadian immigration authorities, and besides being sent to various international bodies such as the World Tourism Organization, are made available to the Department of Commerce of the United States of America.

U.S. - Canada Smart Border/30 Point Action Plan Update

In December 2001, Governor Tom Ridge and Deputy Prime Minister John Manley Signed the Smart Border Declaration and Associated 30-Point Action Plan to Enhance the Security of Our Shared Border While Facilitating the Legitimate Flow of People and Goods. The Action Plan Has Four Pillars: the Secure Flow of People, the Secure Flow Of Goods, Secure Infrastructure, and Information Sharing and coordination in the enforcement of these objectives.

#1 BIOMETRIC IDENTIFIERS

The United States and Canada have agreed to develop common standards for the biometrics that we use and have also agreed to adopt interoperable and compatible technology to read these biometrics. In the interest of having cards that could be used across different modes of travel, we have agreed to use cards that are capable of storing multiple biometrics.

Our countries have begun to integrate biometric capabilities into new programs being deployed. For example, the NEXUS-Air pilot program will evaluate iris scanning technology and the new Canadian Permanent Resident Card is biometric-ready.

#13 INTERNATIONAL COOPERATION

The United States and Canada have worked together to provide technical assistance to developing countries to deal with threats to our shared security. These cooperative efforts will continue. Joint interdiction exercises and joint training programs will assist other countries to combat document fraud and irregular migration. Such assistance includes improving document integrity, providing expertise on border controls, and joint training.

In addition, the United States and Canada conducted a joint presentation to the European Community CIREFI (Immigration Centre of the Council of the European Union) meeting in June, regarding the immigration items in the Smart Border Action Plan.

More information on the data sources and methodology used by Canada and the United States is available at:

<http://www.whitehouse.gov/news/releases/2002/12/20021206-1.html>

<http://www.statcan.ca/english/sdds/5005.htm#Section1>

- 2.63. As for **border surveys**, these are carried out upon the visitor's arrival in and/or departure from the country. These surveys are designed to characterize traveller flows arriving in the country (length of stay, purpose of the trip, type of accommodation used, degree of satisfaction) and to estimate the associated expenditure.
- 2.64. One noteworthy aspect, which has already been mentioned, is that the countries that carry out this type of survey usually also draw on administrative data from official sources or carriers such as airlines, shipping lines and scheduled bus lines, as well as vehicle counts at road border crossings, etc. This combination of administrative records and the data yielded by visitor surveys deserves to be highlighted.
- 2.65. In island countries (and others that cannot be geographically described as such, for example Australia and Republic of Korea) where the majority of arrivals are by air or scheduled shipping lines, this administrative information assumes considerable importance.
- 2.66. **Information of an administrative nature** is normally produced monthly by the authorities responsible for traffic in the various modes of transport. They provide data on passengers on international flights arriving at national

airports, the total number of passengers on trains run by rail companies with international connections, the number of vehicles crossing road borders, the total number of passengers transported by scheduled bus lines with international connections, and the number of passengers or vehicles transported by scheduled shipping lines with international connections.

The new technologies and their application to the monitoring of traveller flows

For security reasons, some countries are interested in raising the level of confidence in the identification of travellers arriving at the various points of access to their countries. This has boosted the development and application of high-technology methods, although they have not so far been applied in the monitoring of international travel flows.

The rapid development of digital technology, specifically in photography, has given rise to a highly sophisticated method of quantifying travellers arriving in a country. This has led to the expansion of **biometric controls** at border points, which entail taking a portrait photograph of each traveller, as well as his fingerprints, on arrival (so far as can be ascertained, only applied at airports). These physical attributes are entered into databases, together with the other administrative characteristics commonly used for identification purposes, for checking the identity of the traveller on any repeat visits to the country.

The characterization of each traveller according to his physical attributes, together with the administrative factors, enables the authorities of countries like Australia, United States, Iceland and Republic of Korea (planned for 2005) to check the identity of a passenger arriving in their countries with absolute accuracy and very little risk of error.

Other procedures serving the same purpose are **electronic visas** or e-visas (used in such countries as Australia, United States, Armenia, Israel and Singapore, as well as in some countries of the Schengen area) and **bar codes** in passports. These two methods are valuable both for facilitating the accurate identification of the traveller and for speeding up border formalities.

One last way of quantifying travellers from abroad, which also benefits from technological advances, is by monitoring users of the so-called **Roaming** service on mobile telephones, which applies GSM technology. This is a service that enables a subscriber from country A to make phone calls from a country B, but who needs to use the telephone network of country B and, in so doing, leaves a "trace" that serves to determine, among other things, the country in which the user is a mobile telephone subscriber. This system demands that both countries be technologically advanced in this field, meaning that initiatives of this kind have only been identified in countries like France and the Nordic countries, although it would not be difficult, technically speaking, to operate such a system between, for example, Japan and the United States.

A Machine Readable Travel Document (MRTD) is an international travel document (e.g. a passport or visa) containing eye- and machine-readable data.

Each type of MRTD contains, in a standard format, the holder's identification details, including a photograph or digital image, with mandatory identity elements reflected in a two-line machine readable zone (MRZ) printed in Optical Character Recognition-B (OCR-B) style. Standardization of elements in the travel document allows all participating countries using properly configured readers to read the MRZs of the MRTDs of all other countries issuing the same type of document.

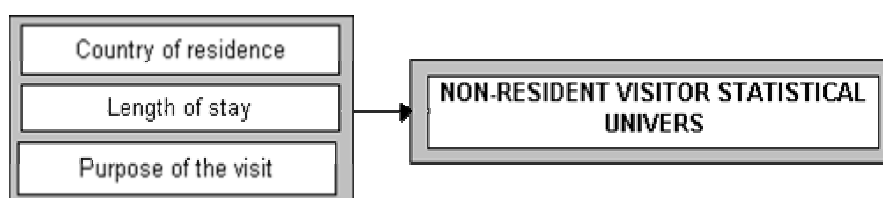
This "global inter-operability" of MRTDs promotes facilitation in international travel and generally enhances security, especially [aviation security](#).

MRTDs currently in existence include Machine Readable Passports (MRPs), Machine Readable Visas (MRVs) and Machine Readable Official Travel Documents (TDs). Over 110 States presently issue - or have plans to issue - MRTDs, primarily MRPs.

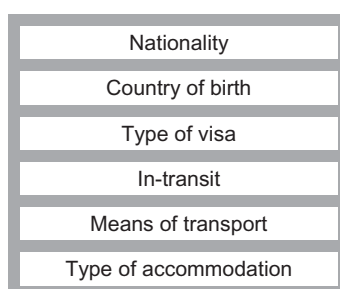
More information on the data sources and methodology used is available at:

- www.eta.immi.gov.au,
- www.armeniaforeignministry.am/eVisa/,
- www.gemplus.com/solutions/id_security/applications/electronic_visa/,
- <http://evisaforms.state.gov/>,
- www.um.dk/upload/schengen_visa_appl.pdf
- <http://home.hkstar.com/~alanchan/papers/smartPassport>
- <http://www.icao.int/mrtd/Home/Index.cfm>

- 2.67. As for their use (by the NTA or the CSO), cooperation agreements with the authorities in charge of traffic in each mode of transport do not always exist. Where such agreements are lacking, there are, unsurprisingly, delays in the transmission of information, which can be excessive for the statistical or tourism authorities; the temptation to make provisional estimates of certain traveller flows may then be inevitable.
- 2.68. It was mentioned that the combination of border surveys and administrative records coming from the management of international traveller traffic could have a twofold application:
- as a partial alternative to E/D cards;
 - as a complementary source in cases where, even when there is no migration control at all points of entry, the migration authority expressly rejects the inclusion in the E/D cards of the minimum set of characteristics (3) that make it possible to identify, from among all travellers, those that qualify as visitors.
- 2.69. This reference is important: once the flow of travellers arriving in a country has been quantified, it is necessary to proceed with its characterization according to the definition of international visitor established by WTO, which involves place of residence, length of stay and purpose of the visit. Based on these characteristics, it will be possible to identify within the set of all travellers the subset considered visitors.



Additionally, WTO recommends the inclusion of other variables that are important for tourism analysis.



- 2.70. NTAs should make every effort to ensure that E/D cards cover all these characteristics, which obviously calls for cooperation between the NTA and the corresponding migration authority. If this is not possible, at least within a reasonable period, WTO proposes that NTAs take the alternative step of introducing the Tourist Card (TC).

- 2.71. The TC can take the form of a self-report questionnaire for application to a sample of flights at airports with international traffic. This survey method is more economical than border surveys at airports, as the questionnaire used in such surveys requires the presence of interviewers (whereas the submission of the self-report questionnaire does not require professional interviewers).
- 2.72. It should be noted that "Organization of the trip" is the only characteristic that is added to WTO's E/D card proposal. Others included for the exclusive use of migration authorities have been excluded from the TC proposal.

WTO TOURIST CARD	
Country of:	birth <input type="checkbox"/> nationality <input type="checkbox"/> usual residence <input type="checkbox"/>
Length of stay:	no. of nights /___/
Main reason for this trip:	
Exhibition <input type="checkbox"/> Convention/conference <input type="checkbox"/> Be employed by a local business <input type="checkbox"/>	Visiting friends and relatives <input type="checkbox"/> Holiday <input type="checkbox"/> Others <input type="checkbox"/>
Are you in transit to another country?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Type of visa:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Means of transport:	
airport <input type="checkbox"/> road <input type="checkbox"/> railway <input type="checkbox"/> port <input type="checkbox"/>	flight number or name of ship /_____/
Type of accommodation:	Hotel or similar <input type="checkbox"/> Other <input type="checkbox"/>
Organization of the trip	package tour <input type="checkbox"/> other <input type="checkbox"/>

- 2.73. All the questions included were designed to meet the need for characterizing traveller flows for purposes of tourism analysis and for defining a basic statistical universe of reference, as well as for other uses (for Balance of Payments compilers and the analysis of migratory flows).
- 2.74. As already emphasized, the TC is nothing more than:
- an alternative for NTAs that have been unable to reach agreement with the migration authority on use of the E/D card to establish a statistical enumeration of non-resident visitors. That is to say, the TC can serve as an alternative if the questions (country of residence, length of stay and purpose of the visit) set out in the WTO proposal are not included in the E/D card;

- a supplementary measure (only in the case of visitors arriving by air) if, although the E/D card does include these three questions, it omits others that are particularly valuable for characterizing those international visitors.
- 2.75. In both instances, WTO's proposal reflects the need to improve the measurement and credibility of entry data, with arrivals by air as the first priority. With this in mind, the following paragraphs contain a set of general guidelines that should be taken into account.
- 2.76. It is important to note that, before introducing the TC, it is vital for the National Tourism Administration to establish contacts with the authority responsible for managing airport traffic, the immigration authority responsible for border controls and the principal airlines, with a view to familiarizing the various public and private stakeholders with the project, while seeking their cooperation in those phases of the project where it is needed.
- 2.77. It will be also necessary to analyse the country's existing administrative information obtained from the management of airport traffic, immigration control and the airlines themselves, in order to evaluate its suitability as the population framework of reference to which the sample of TCs to be collected by the National Tourism Administration is to be expanded.
- 2.78. Once this information has been analysed, one of the following situations will arise, depending on the country:
- (a) **Countries whose immigration control system at airports provides comprehensive and reliable data** on all international traveller arrivals by air
- In such countries the information yielded by the TC could be extrapolated to all the arrivals recorded by immigration control for each of the reference months. For this purpose, the variables linking the information in the cards and the information from immigration control will be the characteristics appearing in the TCs (such as country of residence, nationality and country of birth) that are also recorded with sufficient reliability by immigration control.
- In this way, the information obtained from the TC will serve to improve the classification and characterization of tourist flows based on the records of total international traveller arrivals provided by immigration control.
- (b) **Countries whose immigration control system at airports does not provide comprehensive and reliable data** on all international traveller arrivals by air
- It will not be possible to extrapolate the information obtained from the TC to the total arrivals recorded by immigration, if the records are considered incomplete or unreliable. It will therefore be necessary in

such cases to extrapolate the information to the total number of passengers from abroad disembarking at the airport on the basis of the information provided direct by the airport authority or, failing that, by the principal air carriers operating international routes. In this case, ideally the extrapolation would be carried out at the level of national airport-destination country air links. That is to say, an attempt should be made to collect a minimum number each month for each of the major international air links.

In this way, the information collected by the TC will serve not only to improve the classification and characterization of tourist flows, but also to ascertain the total number of international arrivals, wherever immigration control is unable to provide this information with sufficient reliability.

- 2.79. The information yielded by the TC, together with the information of an administrative nature obtained from immigration control or from the airport itself, will make it possible to obtain the population framework of visitor arrivals, segmented by tourism-relevant variables.
- 2.80. Ideally, the TC would be distributed in an exhaustive and uninterrupted manner to all international travellers arriving in the country by air as just another element of immigration control. However, as in most countries the NTA has limited resources for this type of operation, it is necessary to work with a sample of TCs that, if properly distributed throughout the year, will represent the totality of international travellers arriving by air.
- 2.81. This is why before introducing the TC it is recommended that the NTA ask the National Statistical Office for the sample design of the entire operation, including the establishment of minimum sizes and the sample distribution according to the following variables: type of flight (charter/scheduled, low-cost/conventional), time period (day and night), days of the week (working days, holidays, weekends), months of the year (including low season and high season) and countries of origin of flights.
- 2.82. The cooperation of the National Statistical Office should be sought for the subsequent processing of the data collected using the TC, their entry, filtering, validation and tabulation, all of which are processes applied in traditional surveys in which the NSO has greater expertise than the NTA.
- 2.83. One of the most delicate phases in the process of introducing the TC has to do with establishing the sample size or the minimum number of TCs to be collected to ensure that they are representative of the entire set of travellers arriving at each airport, as well as of their distribution over time, with the aim of minimizing variance with the overall estimator.
- 2.84. In this process, the National Statistical Office should use the available historical administrative information on the flow of arrivals and departures of international travellers at the various airports, as well as a minimum characterization of such flows.

- 2.85. In the light of this information, it will be possible to establish a priori those air links that are most representative at each moment of the year, whether because of their volume, the more heterogeneous composition of their passengers, or the greater probability associated with them when the sample includes travellers of the same minority origin.
- 2.86. It should be borne in mind that, unlike other phenomena where a given stratification and sampling assignation remains virtually stable year after year, in the case of travel flows, because of their considerable volatility in response to various factors, it will be necessary to ask the NSO to carry out an annual revision of the initial sample design.²⁶
- 2.87. Other aspects to bear in mind with regard to the procedure for collecting the TCs are:
- (a) *the vehicle used*: for the collection of the information requested in WTO's TC proposal, any method considered to be the most suitable may be used. The most desirable methods are computer-assisted survey interviewing (which provides a high degree of reliability in the information collected, albeit at greater cost) or printed questionnaires filled in by the subjects (with a lower degree of reliability, a higher incidence of non-response, but at much lower cost);²⁷
 - (b) *the target subjects*: once the flight is selected, all the passengers on that flight should be given the TC or asked for the pertinent information. An effort should be made to ensure the entire flight is covered, with one card per person;
 - (c) *place of sampling*: preferably prior to the departure of the flight at the boarding gate waiting area. However, if airline collaboration is obtained, the cards can be distributed in-flight. It is also possible to distribute them on arrival in the country instead of on departure (although, for length of stay, this would only indicate the planned length and not the actual length of stay);
 - (d) *person conducting the sample*: preferably, the sampling should be carried out by personnel specially trained for this purpose by the NTA. The cooperation of the airlines and of their in-flight staff in distributing and collecting the cards would help to reduce costs considerably.
- 2.88. It is also necessary to mention briefly the possibility of non-response for various reasons and to varying degrees. Non-response inevitably leads to a systematic reduction of the sample size initially established and contributes to the generation of biases in the sample, which are difficult to control. For

²⁶ For more information regarding sampling at airports see sub operation for airports on page 87.

²⁷ Computer-assisted survey interviewing (CASI), electronic data reporting (EDR), data capture (DC2, CASES), automated data entry (ADE), and automated coding by text recognition (ACTR) are examples of new approaches that take advantage of available technologies.

these reasons, non-response has a direct effect on the quality of the information collected and consequently impairs the quality of the estimates finally obtained.

- 2.89. Among the concerns that, in general terms, need to be addressed with a view to avoiding high levels of non-response are: the place where the TCs are distributed or the questions are asked, the method used to collect the information, the degree of experience of the survey team, the language used to address the travellers, the country of residence of the subject (it has been observed that there are nationalities that are more reticent than others to answer an interviewer), legal requirements (whether or not it is compulsory to answer the survey), etc. By optimizing the conditions in this way, it will undoubtedly be possible to achieve higher response rates from travellers.

3. Characterizing international visitors: the basic core

3.A Overview

3.1. This new Chapter is linked to Chapter 2 in two specific regards:

- in the use of the statistical universe of arrivals;
- in the comprehensive extension of the TC.

3.2. As mentioned earlier, the Department of Statistics and Economic Measurement of Tourism of WTO began an ambitious international cooperation project focused on inbound tourism and revolving around the two essential variables in the System of Tourism Statistics: international tourist arrivals and tourism expenditure associated with such arrivals.²⁸ Work began in 2001 and was structured in two phases (2001-2003 and 2003-first half of 2004). Two documents reporting on the work done have been released.

3.3. The first of them, published in February 2003 under the title “*Measuring visitor expenditure for inbound tourism: international experiences and model border survey: WTO proposal*”,²⁹ was aimed at defining general guidelines for estimating this type of expenditure. The approach used focused on both the System of Tourism Statistics and the Tourism Satellite Account (TSA), identifying first of all the various types of traveller and, in the case of visitors, establishing a relationship between the estimated expenditure (that is, the average expenditure per visitor) and the various characteristics of the visitor (country of residence, country of nationality, age, etc.) and of the trip (type of accommodation used, purpose of the visit, length of stay, etc.).³⁰

3.4. Its execution made it possible to design a model border survey. The model survey includes a proposed questionnaire designed to take into account the measurement of inbound tourism from a macro-economic perspective (of interest to Central Statistical Offices for estimating Household final consumption expenditure in the National Accounts and to Central Banks for estimating the travel item of the Balance of Payments), as well as the needs of NTAs for marketing and analytical purposes. This proposal was supplemented by a set of general guidelines relating to the statistical operation itself: sample design, data collection, data quality evaluation, pilot survey, etc.

²⁸ This project was co-financed by Canada (Canada Tourism Commission), Spain (Instituto de Estudios Turísticos), Sweden (Swedish Tourist Authority) and WTO and was executed over the period 2001-2004.

²⁹ Previous versions were distributed as internal documents, the last of these, “*Research on international experiences in measuring visitor expenditure associated with inbound tourism*”, in October 2002.

³⁰ For the purposes of the TSA, it would be necessary to carry out an additional survey in order to identify the expenditure items with the necessary detail. In other words, the breakdown under three headings, the maximum possible with the WTO proposed questionnaire, would not suffice for the TSA. It would, in fact, be necessary to consider carrying out a supplementary survey in the main destinations, in which visitors would be asked to record their expenditure the day before the interview (or during the week before) and indicate how it was distributed among various goods and services. This type of survey would have to be updated for multi-annual periods.

- 3.5. As already mentioned in the presentation, this *Guide* represents work in progress under WTO's general project for development of the TSA, and there are plans to update it for June 2008. For the same reasons, this Chapter is an update of the version published in February 2003, which reflects two sets of circumstances in particular:
- first, the conclusion of the second phase of the project (*Comparative study of international experiences in the measurement of traveller flows at national borders*, distributed as an internal document in October 2004), where attention was focused on the methodological means, practices and conventions used by various countries to ascertain the number of non-resident visitors they receive, by means of surveys, administrative records or a combination of the two; and
 - second, the progress made in the past two years within the UN System in forging a closer link between the conceptual framework of the TSA and other related frameworks (i.e. SNA93, BPM5 and Household/Migration Statistics). The work carried out by the Task Force on ITSS and the formation in September 2004 of the new Inter-Agency Coordination Group on Tourism Statistics have been decisive in this regard.
- 3.6. This new proposal establishes a more intricate relationship between the estimated expenditure of visitors (that is, the average daily expenditure per visitor) and various characteristics of the trip (country of residence and nationality, type of accommodation used, purpose of the visit, etc.).
- 3.7. As already mentioned, this project reflects the belief, shared by the four sponsors of the research, that the nature of the tourism data required by both the public and private sectors has changed. Besides quantitative information on the flow of visitors, such as arrivals and overnight stays, and information describing the conditions in which visitors are received and served, countries now need more robust information and new monetary indicators to enhance the credibility of the measurements of tourism's economic importance.
- 3.8. Consequently, the model border survey proposed by OMT and presented in this Chapter is aimed at furthering the development of the System of Tourism Statistics (http://www.world-tourism.org/statistics/tsa_project/STS.pdf). It should be noted that, in designing the questionnaire, close attention was paid to the need to ensure that the variables and characteristics included (so far as their definition, their measurement and the classifications are concerned) are consistent with those of other proposals of the TSA project designed by WTO (specifically, the proposal for measuring domestic tourism).³¹ The reason for this is quite simple: tourism characteristics in both inbound and domestic surveys should be estimated in the same way, because both should share the same conceptual framework. In so doing, it would be possible to develop national equivalent data or "mirror statistics datasets" for inbound and domestic tourism.

³¹ "Measuring Domestic Tourism and the Use of Household Surveys. A working paper", Madrid, September 2005.

- 3.9. All were agreed on the value of offering a point of departure to countries willing to undertake a survey on the expenditure of non-resident visitors, or to update/revise the existing one, in the conviction that this would encourage the adoption of a common questionnaire by a group of countries using similar methods of implementation and that, as a result, the data obtained would, to a great extent, be comparable and reliable.³²
- 3.10. But it is also true that the benefits of the international comparability of data on international arrivals and the corresponding expenditure may lead to breaks with historical series. The experience so far in this field is confined to the revision of the first of these.

Policy for the revision of official figures on international tourist arrivals

There are times when the process of improving and debugging the published data entails breaks with the statistical series published up to that point. So far as international visitor arrivals are concerned, various countries have revised their series as a result of methodological improvements to the process of estimating those figures.

Such revisions are carried out for various reasons, e.g. the adoption of new concepts and definitions, as occurred in 1993 when countries began to apply the new *UN-WTO Recommendations on Tourism Statistics*; changes in the procedures for monitoring tourist flows, as occurred in many European countries as a result of the Schengen Treaty providing for the free movement of people between signatory countries; technological improvements in instruments of measurement, such as the replacement of manual counts at borders by automatic counters; and the incorporation of new data sources, such as manual counts or border surveys, in the estimation process.

In Spain, one of the consequences of introducing a new method of estimating traveller flows at borders was a break with the series of international visitor arrivals hitherto published by the NTA. Inevitably, the new method, and its fine-tuning over the years, led to successive revisions of the published figures until the optimum method was achieved for each means of access. The first such revision resulted in lowering the figures on international visitor arrivals by some 5 million out of a total of 57 million.

From WTO's point of view, the increasingly frequent need for countries to carry out a revision of their official figures on international visitor arrivals is positive proof of the advances made in tourism statistics worldwide in the past decade.

More information in *"Revisions in the Spanish International Visitor Arrivals Statistics"*, Enzo Paci Papers on Measuring the Economic Significance of Tourism, volume 4

- 3.11. A growing number of countries are using surveys of non-residents to characterize their tourism behaviour and to estimate the corresponding expenditure. As previously mentioned (see 1.10), more than seventy countries have been using this type of survey for the past five years.
- 3.12. In spite of this progress, however, it is necessary to emphasize the complexity of such surveys which are subject to weaknesses in three specific areas:
- the existence or non-existence of a statistical frame (number of arrivals of non-resident visitors);

³² WTO will encourage other international organizations to consider this proposal as a starting point for developing some common initiatives among their member States. In fact, the more homogeneous these levels of statistical infrastructure are among their Members, the more sense it would make for these organizations to consider this suggestion.

- the procedure for estimating visitor expenditure;
- the carrying out of road surveys.

Some of these complexities are discussed in the following paragraphs.

- 3.13. Unlike traditional socio-demographic surveys in which there is an easily identifiable universe and a clear reference population comprising individuals and households in the country, in the case of border surveys, this universe is not known. It is a question not only of counting each type of traveller that enters the country but also of establishing a minimum number of characteristics in order to be able to classify them according to the accepted international definitions and recommendations in the field of tourism.³³
- 3.14. An additional complication is the marked seasonality of tourism and its hypersensitivity to any change of conditions in a destination country (such as political, economic or climatic conditions).
- 3.15. At times the difficulty of carrying out a survey of specific visitors from small countries or from countries that generate few arrivals makes it impossible to meet the quotas predetermined in the survey design for some means of access. An effective way of overcoming this difficulty, which affects the estimation process and the reporting of replies received, would be to supplement the records using a sample of visitors from other countries of residence with similar traveller behaviour and tourism expenditure patterns.
- 3.16. A special case is that of Central Banks which usually express their need for data on a wide-range of countries as a result of the commitments they enter into with international organizations under agreements of supranational cooperation. One such example is the obligation of the Central Banks in the countries of the European Economic and Monetary Union (EMU) to provide the European Central Bank with monthly information on the "Services" item of the balance of payments (of which "Travel" is a component) with a split between transactions with EMU and with non-EMU countries.
- 3.17. In the case of road surveys, in order to strengthen the data on vehicles from small countries or countries generating few travellers to the reference country, lists of priority countries may be drawn up, which survey officers may consult when selecting a specific vehicle according to its number plate.
- 3.18. Even though the survey is conducted when travellers are leaving the reference country, the statistical framework could be arrivals of non-residents, basically because whereas all countries have mechanisms for measuring arrivals, only a few have mechanisms for quantifying departures (see Annex 6).

³³ A visitor is considered as "any person travelling to a place other than that of his/her usual environment, for a period not exceeding 12 months, and whose main purpose of trip is other than the exercise of an activity remunerated from within the place visited" Recommendations on Tourism Statistics, WTO/UN 1994.

- 3.19. For all these reasons, WTO's proposals include both a questionnaire (to be used as a point of departure and adapted to the tourism situation of a given country and to the technical means and financial resources earmarked for the survey) and guidelines for its design and implementation. These guidelines are not intended to be exhaustive; they simply focus on technical matters that should not be overlooked by countries with no experience of such an operation.
- 3.20. The foregoing paragraphs merely give some indication of what WTO has gleaned from the replies provided by the seven countries that responded to the questionnaire on the methodologies applied in their national border surveys in the initial part of the research,³⁴ as well as from the experiences described to the team of consultants of the Department of Statistics during the fifteen or more workshops carried out since the presentation of our proposal in October 2002.

3.B The role of border surveys in tourism statistics

- 3.21. One aspect of border surveys specifically designed for tourism purposes that does not always receive the attention it deserves is that it must necessarily be linked to administrative records of arrivals or of passenger traffic control depending on the means of access. This common link is part of the complexity of border surveys, but it does at the same time show how an improvement in the procedure of measuring and characterizing visitor flows at border points contributes to the development of a country's general system of statistics, inasmuch as the estimation of these flows is not confined to the tourism sphere alone but is also included in the country's Balance of Payments and System of National Accounts.
- 3.22. A number of countries conduct inbound surveys, on behalf of the NTA, by means of interviews of departing non-resident visitors at national border points. The aim is to collect information on the travel activities and attitudes of departing visitors to facilitate tourism analysis and policy-making. In some countries, besides serving this primary purpose, the survey is also used to measure tourism expenditure.
- 3.23. Tourism expenditure may be broken down into a number of categories, including expenditure at hotels and restaurants and on transport, entertainment, shopping and other services. Additionally, travel expenditure may be classified according to the form of payment used (e.g. package tour, credit card or traveller cheques).
- 3.24. The information on such expenditure could be extremely useful not only for designing the TSA, but also for the compilation of certain BOP items and the estimation of certain aggregates of the National Accounts.

³⁴ See Annex 7 "*Comparative analysis of methodologies*" (Canada, France, Italy, Mexico, Spain, Sweden and USA).

3.25. Once the implementation of the survey has begun, work should also start on comparing the information provided at some basic levels:

- a comparison of the information available on the population of reference (arrival figures) with that yielded by the survey at a sample level in order to detect any deviations or biases occurring between the internal structure of the universe and the sample measured, in terms of the proportion of business travel to holiday travel, the proportion of organized to individual travel, the proportion of tourists to same-day visitors, etc.
- a comparison of the findings of the survey with those from other sources, the main one being that used by the Central Bank to estimate the travel item in the Balance of Payments, in cases where bank records are used;
- an internal comparison of the sample information with a view to detecting any anomalous data in a validation check of the answers and of the consistency of the answers within the questionnaire;
- data on the expenditure of non-resident travellers in host countries and of resident travellers who go abroad and use credit and debit cards are typically available from card-issuing enterprises. Staff of these enterprises can readily distinguish foreign payments and receipts from domestic payments and receipts. Additionally, tax refund information, income taxes collected from non-residents, airport departure tax collected from non-residents, etc. may also be useful sources.

3.26. The comparison of data from the various sources is beginning to form part of a new culture for the producers of tourism statistics and their principal users. Because of the variability of the activity being measured and characterized by means of such surveys and the complexity of the procedure, it is desirable to carry out a regular comparison of the data so gathered with those of other sources in the country, as well as with the information collected by neighbouring countries and by the main tourist-generating countries for the country of reference.

3.C WTO's proposal for a model border survey

3.27. One of the objectives of the research project already mentioned was to obtain a unified general framework (incorporating aspects common to the different countries while maintaining, so far as possible, aspects specific to them) with a view to designing specific questionnaires suitable for general application by various countries (relating, for example, to different forms of tourism, the various institutions interested, etc.).

- 3.28. It was an ambitious objective since, in the beginning, it was difficult to guarantee its technical feasibility and it was not clear whether, owing to their complexity, the questionnaires used by the participating countries could provide a common and solid background for initiating the research.
- 3.29. Once the general framework was obtained,³⁵ WTO started on the design of a general questionnaire, making allowances for the various types of experience that had been analysed. The final approach considers the following scenario:
- a country where inbound tourism is important (in terms not only of the volume of arrivals but also of the associated expenditure) and, more specifically, where international/non-resident tourists make up the relevant subset of visitors (in other words, where non-resident same-day visitors are not so important); and
 - a survey to be carried out at national borders (that is, at the various points of access by air, rail, road or sea) when the visitor leaves the country.
- 3.30. Throughout this Chapter, it should be borne in mind that:
- the proposed questionnaire should be used as a point of departure, adapted to the actual tourism situation in a given country and brought into line with the resources (technical and financial) earmarked for the future survey; and
 - neither the questionnaire nor the guidelines should be considered applicable to domestic surveys, although most of the questions would in fact also be relevant to domestic surveys (see 3.8).
- 3.31. Some characteristics of the questionnaire should be pointed out at the outset to ensure the proper interpretation:
- it should be used when the visitor leaves the country: this will be easier when visitors leave the country in other than a road vehicle;
 - the questionnaire is administered by an interviewer at a large sample of points of entry into and departure from the country, the survey accordingly being designed as a border survey;
 - the visitors selected will fill in the questionnaires on a voluntary basis, and their answers will be confidential;

³⁵ This general framework is referred to in Annex 8, which is of special interest because it contains WTO's proposed questionnaire.

- to avoid any confusion, the following example illustrates how to proceed through the questionnaire.

A. TRAVELLERS

1	2	3
COUNTRY OF RESIDENCE AND NATIONALITY OF RESPONDENT	ARE YOU TRAVELLING ALONE?	HOW MANY PEOPLE ARE YOU TRAVELLING WITH?
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> Country of residence </div> <div style="border: 1px solid black; padding: 5px;"> Nationality </div>	A. No.... <input type="checkbox"/> 6 B. Yes.... <input type="checkbox"/> 1	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> 3 </div> <div style="border: 1px solid black; padding: 5px;"> 21 </div>

POINTERS:

- If no go to question 3
- If yes go to question 21.
- if there is no pointer (such as in question 1 & 3) go to the next question

Digits at the right-hand-side of the check boxes are the codes to be used when recording the answers to the questionnaire.

- 3.32. As already mentioned, the questionnaire proposed by WTO is an abridged version of a more general one (see Annex 8). Apart from the question of the inadvisability of using a questionnaire that is excessively long, there is one aspect that should be taken into account when deciding whether or not to adapt the proposed model to national circumstances, namely, that it is reasonable to identify the basic features of tourism in the country. For example, in many countries the number of same-day visitors or excursionists is not significant or, if it is, the cost of researching it would be disproportionate. Another example is that all the means of access may not be equally relevant for identifying inbound tourism, so some of them could be excluded.
- 3.33. The proposed questionnaire is divided into four blocks, each covering a specific objective of the operation. As mentioned earlier, whether or not they should all be used and whether all the questions should be included will depend on the priorities of each country, on their significance for the measurement of tourism in that country, on the available resources and on the degree of accuracy required for the estimates. The blocks are as follows:
- Travellers
 - Means of transport
 - About your stay
 - Trip/visit organization and total expenditure

A. TRAVELLERS

<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">1</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">2</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">3</div>
SURVEY POINT _____ _____	DEPARTURE DATE 1.Day..... __ 2.Month..... __ 3.Year..... __ __	NATIONALITY OF RESPONDENT AS IN THE PASSPORT _____ Nationality

<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">4</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">5</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">6</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">7</div>
COUNTRY OF USUAL RESIDENCE OF RESPONDENT A. This country..... <input type="checkbox"/> 4 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">END</div> B. Other..... <input type="checkbox"/> 9 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">8</div> _____ Country of residence	ARE YOU TRAVELLING ALONE? A. No..... <input type="checkbox"/> 1 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">6</div> B. Yes..... <input type="checkbox"/> 6 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">7</div>	HOW MANY PEOPLE INCLUDING YOURSELF ARE YOU TRAVELLING WITH? _____	ARE YOU GOING TO LEAVE THIS COUNTRY BY? A. Land..... <input type="checkbox"/> 01 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">8</div> B. Plane..... <input type="checkbox"/> 02 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">9</div> C. Ship / ferry / boat..... <input type="checkbox"/> 03 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">11</div> D. Train..... <input type="checkbox"/> 04 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">12</div>

B. MEANS OF TRANSPORT

<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">8</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">9</div>
MEANS OF TRANSPORT Rented vehicle A. Yes B. No A. Bicycle..... <input type="checkbox"/> 02 <input type="checkbox"/> 07 B. Motorbike..... <input type="checkbox"/> 03 <input type="checkbox"/> 08 C. Car..... <input type="checkbox"/> 04 <input type="checkbox"/> 09 D. Monovolume..... <input type="checkbox"/> 11 <input type="checkbox"/> 16 E. Van..... <input type="checkbox"/> 12 <input type="checkbox"/> 17 F. Caravan..... <input type="checkbox"/> 13 <input type="checkbox"/> 18 G. Car + Caravan..... <input type="checkbox"/> 14 <input type="checkbox"/> 19 H. Lorries and other vehicles of commercial use..... <input type="checkbox"/> 21 I. Regular Bus..... <input type="checkbox"/> 22 J. Chartered Bus..... <input type="checkbox"/> 23 <div style="text-align: right;"> <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">13</div> </div>	DETAILS OF THE FLIGHT YOU ARE TAKING A. Private flight..... <input type="checkbox"/> 1 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">10</div> B. Commercial flight.. <input type="checkbox"/> 6 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">8</div> _____ Airline _____ Flight number

<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">10</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">11</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">12</div>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">13</div>															
AIRPORT AND COUNTRY OF THE ULTIMATE DESTINATION OF THIS TRIP _____ _____ Airport <div style="text-align: right;"> <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">12</div> </div>	TYPE OF SHIP / FERRY / BOAT A. Conventional..... <input type="checkbox"/> 2 B. Tourist cruise..... <input type="checkbox"/> 7 _____ name of the ship	CLASS A. First..... <input type="checkbox"/> 4 B. Business..... <input type="checkbox"/> 5 C. Economy..... <input type="checkbox"/> 6	ARE YOU LEAVING OUR COUNTRY IN ORDER TO GO BACK TO YOUR COUNTRY OF RESIDENCE? IF NOT, INDICATE THE DESTINATION COUNTRIES, AS WELL AS THE NIGHTS SPENT IN EACH OF THEM BEFORE REACHING YOUR COUNTRY OF RESIDENCE <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;">Destination country</th> <th style="width: 20%; text-align: center;">Number of nights</th> </tr> </thead> <tbody> <tr> <td>1. _____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>2. _____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>3. _____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>4. _____</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table> A. No... <input type="checkbox"/> 3 ——— <div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">14</div> B. Yes. <input type="checkbox"/> 8		Destination country	Number of nights	1. _____	_____	_____	2. _____	_____	_____	3. _____	_____	_____	4. _____	_____	_____
	Destination country	Number of nights																
1. _____	_____	_____																
2. _____	_____	_____																
3. _____	_____	_____																
4. _____	_____	_____																

C. ABOUT YOUR STAY

14	15	16	17
DATE OF ARRIVAL	HOW DID YOU ARRIVE IN THIS COUNTRY? BY...	DETAILS OF THE FLIGHT YOU ARRIVED IN	DID YOU ARRIVE FROM YOUR ORIGINATING COUNTRY (COUNTRY OF RESIDENCE)? IF NOT INDICATE THE IN TRANSIT COUNTRIES, AS WELL AS THE NIGHTS SPENT IN EACH OF THEM
1. Day 2. Month 3. Year	A. Plane..... <input type="checkbox"/> 41 B. Road..... <input type="checkbox"/> 42 C. Ship/ferry/boat... <input type="checkbox"/> 43 D. Train..... <input type="checkbox"/> 44	A. Private flight..... <input type="checkbox"/> 1 B. Commercial flight. <input type="checkbox"/> 6 _____ _____ _____ Airline _____ Flight number	In transit countries Number of nights 1. 2. 3. 4.

18	19	20
NUMBER OF NIGHTS SPENT IN THIS COUNTRY	PURPOSE OF YOUR ONE-DAY VISIT TO THIS COUNTRY (Several answers are possible).	MAIN PURPOSE OF FOR YOUR ONE DAY VISIT
A. None..... <input type="checkbox"/> 02 B. One or more nights..... <input type="checkbox"/> 03 _____ Number of nights 	A. Leisure, recreation and holidays..... <input type="checkbox"/> 04 B. Visit to owned second home and condo..... <input type="checkbox"/> 05 C. Visit to friends and relatives..... <input type="checkbox"/> 06 D. Business / Professionals D.1 Business..... <input type="checkbox"/> 07 D.2 Attending congresses, fairs and exhibitions.... <input type="checkbox"/> 08 D.3 Government mission..... <input type="checkbox"/> 09 D.4 Crew members..... <input type="checkbox"/> 10 D.5 Other reasons..... <input type="checkbox"/> 11 E. Education and training..... <input type="checkbox"/> 12 F. Health treatment..... <input type="checkbox"/> 13 G. Religion and Pilgrimages..... <input type="checkbox"/> 14 H. Shopping..... <input type="checkbox"/> 15 I. Transit..... <input type="checkbox"/> 16 J. Other <input type="checkbox"/> 17	 Code number as in question 19

21	22	23
FREQUENCY OF VISITS TO THIS COUNTRY?	PURPOSE OF YOUR OVERNIGHT VISIT (ONE OR MORE NIGHTS) TO THIS COUNTRY (Several answers are possible).	MAIN PURPOSE OF YOUR OVERNIGHT VISIT
A. Everyday..... <input type="checkbox"/> 41 B. Once a week..... <input type="checkbox"/> 42 C. Once a month..... <input type="checkbox"/> 43 D. Quarterly..... <input type="checkbox"/> 44 E. Twice a year..... <input type="checkbox"/> 45 F. Once a year..... <input type="checkbox"/> 46 G. Less frequently..... <input type="checkbox"/> 47	A. Leisure, recreation and holidays..... <input type="checkbox"/> 04 B. Visit to owned second home and condo..... <input type="checkbox"/> 05 C. Visit to friends and relatives..... <input type="checkbox"/> 06 D. Business / Professionals D.1 Business..... <input type="checkbox"/> 07 D.2 Attending congresses, fairs and exhibitions.... <input type="checkbox"/> 08 D.3 Government mission..... <input type="checkbox"/> 09 D.4 Crew members..... <input type="checkbox"/> 10 D.5 Other reasons..... <input type="checkbox"/> 11 E. Education and training..... <input type="checkbox"/> 12 F. Health treatment..... <input type="checkbox"/> 13 G. Religion and Pilgrimages..... <input type="checkbox"/> 14 H. Shopping..... <input type="checkbox"/> 15 I. Transit..... <input type="checkbox"/> 16 J. Other <input type="checkbox"/> 17	 Code number as in question 22

24	25																																																																										
<p>CITY (LOCATION / AREA / REGION) IN WHICH YOU HAVE STAYED OVERNIGHT AND NUMBER OF NIGHTS IN EACH ACCORDING TO THE TYPES OF ACCOMMODATION</p> <p style="text-align: center;">2. Nights</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 15%;">1. Cities / locations / areas or regions in which you have spent at least one night</th> <th style="width: 10%;">2.1. Hotels and similar</th> <th style="width: 10%;">2.2. Tourist campsites</th> <th style="width: 10%;">2.3. Other commercial establishments</th> <th style="width: 10%;">2.4. Private accommodation</th> <th style="width: 10%;">2.9. Total nights spent at this place</th> </tr> <tr> <td>1.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>2.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>3.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>4.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>5.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>6.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>7.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>8.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>9.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>10.</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>11. TOTAL.....</td> <td colspan="5"></td> </tr> </table>	1. Cities / locations / areas or regions in which you have spent at least one night	2.1. Hotels and similar	2.2. Tourist campsites	2.3. Other commercial establishments	2.4. Private accommodation	2.9. Total nights spent at this place	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11. TOTAL.....						<p>WHICH OF THE FOLLOWING ACTIVITIES HAVE YOU TAKEN PART IN OR SPENT TIME DOING IN THIS COUNTRY? (Several answers possible).</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"> 1. Professional activities..... <input type="checkbox"/> 01 2. Visiting friends / relatives..... <input type="checkbox"/> 02 3. Learning our language..... <input type="checkbox"/> 03 4. Attend cultural event..... <input type="checkbox"/> 04 5. Attend festival / fair..... <input type="checkbox"/> 05 6. Attend sport event..... <input type="checkbox"/> 06 7. Sightseeing..... <input type="checkbox"/> 07 8. Visiting museums <input type="checkbox"/> 08 9. Visiting ancient monument <input type="checkbox"/> 09 10. Visiting castle / church..... <input type="checkbox"/> 10 11. Visiting modern architecture..... <input type="checkbox"/> 11 12. Visiting small towns / villages..... <input type="checkbox"/> 12 13. Visiting amusement park..... <input type="checkbox"/> 13 14. Visiting zoo..... <input type="checkbox"/> 14 15. Visiting heritage sights..... <input type="checkbox"/> 15 16. Visiting market..... <input type="checkbox"/> 16 17. Visiting casinos / gambling..... <input type="checkbox"/> 17 18. Visiting shopping centers / Shopping malls..... <input type="checkbox"/> 18 19. Shopping <input type="checkbox"/> 19 </td> <td style="width: 50%;"> 20. Water cure..... <input type="checkbox"/> 20 21. Dine high quality restaurants..... <input type="checkbox"/> 21 22. Participate in nightlife..... <input type="checkbox"/> 22 23. Pilgrimage..... <input type="checkbox"/> 23 24. Other activities 24.1. Swimming..... <input type="checkbox"/> 24 24.2. Go to the beach..... <input type="checkbox"/> 25 24.3. Boating / Sailing / Windsurfing..... <input type="checkbox"/> 26 24.4. Hunting / Fishing..... <input type="checkbox"/> 27 24.5. Hiking / Trekking..... <input type="checkbox"/> 28 24.6. Canoeing / Rafting..... <input type="checkbox"/> 29 24.7. Golf / Tennis..... <input type="checkbox"/> 30 24.8. Horseback riding..... <input type="checkbox"/> 31 24.9. Skiing..... <input type="checkbox"/> 32 24.10. Visiting national park..... <input type="checkbox"/> 33 24.11. Other..... <input type="checkbox"/> 34 </td> </tr> </table>	1. Professional activities..... <input type="checkbox"/> 01 2. Visiting friends / relatives..... <input type="checkbox"/> 02 3. Learning our language..... <input type="checkbox"/> 03 4. Attend cultural event..... <input type="checkbox"/> 04 5. Attend festival / fair..... <input type="checkbox"/> 05 6. Attend sport event..... <input type="checkbox"/> 06 7. Sightseeing..... <input type="checkbox"/> 07 8. Visiting museums <input type="checkbox"/> 08 9. Visiting ancient monument <input type="checkbox"/> 09 10. Visiting castle / church..... <input type="checkbox"/> 10 11. Visiting modern architecture..... <input type="checkbox"/> 11 12. Visiting small towns / villages..... <input type="checkbox"/> 12 13. Visiting amusement park..... <input type="checkbox"/> 13 14. Visiting zoo..... <input type="checkbox"/> 14 15. Visiting heritage sights..... <input type="checkbox"/> 15 16. Visiting market..... <input type="checkbox"/> 16 17. Visiting casinos / gambling..... <input type="checkbox"/> 17 18. Visiting shopping centers / Shopping malls..... <input type="checkbox"/> 18 19. Shopping <input type="checkbox"/> 19	20. Water cure..... <input type="checkbox"/> 20 21. Dine high quality restaurants..... <input type="checkbox"/> 21 22. Participate in nightlife..... <input type="checkbox"/> 22 23. Pilgrimage..... <input type="checkbox"/> 23 24. Other activities 24.1. Swimming..... <input type="checkbox"/> 24 24.2. Go to the beach..... <input type="checkbox"/> 25 24.3. Boating / Sailing / Windsurfing..... <input type="checkbox"/> 26 24.4. Hunting / Fishing..... <input type="checkbox"/> 27 24.5. Hiking / Trekking..... <input type="checkbox"/> 28 24.6. Canoeing / Rafting..... <input type="checkbox"/> 29 24.7. Golf / Tennis..... <input type="checkbox"/> 30 24.8. Horseback riding..... <input type="checkbox"/> 31 24.9. Skiing..... <input type="checkbox"/> 32 24.10. Visiting national park..... <input type="checkbox"/> 33 24.11. Other..... <input type="checkbox"/> 34
1. Cities / locations / areas or regions in which you have spent at least one night	2.1. Hotels and similar	2.2. Tourist campsites	2.3. Other commercial establishments	2.4. Private accommodation	2.9. Total nights spent at this place																																																																						
1.																																																																						
2.																																																																						
3.																																																																						
4.																																																																						
5.																																																																						
6.																																																																						
7.																																																																						
8.																																																																						
9.																																																																						
10.																																																																						
11. TOTAL.....																																																																											
1. Professional activities..... <input type="checkbox"/> 01 2. Visiting friends / relatives..... <input type="checkbox"/> 02 3. Learning our language..... <input type="checkbox"/> 03 4. Attend cultural event..... <input type="checkbox"/> 04 5. Attend festival / fair..... <input type="checkbox"/> 05 6. Attend sport event..... <input type="checkbox"/> 06 7. Sightseeing..... <input type="checkbox"/> 07 8. Visiting museums <input type="checkbox"/> 08 9. Visiting ancient monument <input type="checkbox"/> 09 10. Visiting castle / church..... <input type="checkbox"/> 10 11. Visiting modern architecture..... <input type="checkbox"/> 11 12. Visiting small towns / villages..... <input type="checkbox"/> 12 13. Visiting amusement park..... <input type="checkbox"/> 13 14. Visiting zoo..... <input type="checkbox"/> 14 15. Visiting heritage sights..... <input type="checkbox"/> 15 16. Visiting market..... <input type="checkbox"/> 16 17. Visiting casinos / gambling..... <input type="checkbox"/> 17 18. Visiting shopping centers / Shopping malls..... <input type="checkbox"/> 18 19. Shopping <input type="checkbox"/> 19	20. Water cure..... <input type="checkbox"/> 20 21. Dine high quality restaurants..... <input type="checkbox"/> 21 22. Participate in nightlife..... <input type="checkbox"/> 22 23. Pilgrimage..... <input type="checkbox"/> 23 24. Other activities 24.1. Swimming..... <input type="checkbox"/> 24 24.2. Go to the beach..... <input type="checkbox"/> 25 24.3. Boating / Sailing / Windsurfing..... <input type="checkbox"/> 26 24.4. Hunting / Fishing..... <input type="checkbox"/> 27 24.5. Hiking / Trekking..... <input type="checkbox"/> 28 24.6. Canoeing / Rafting..... <input type="checkbox"/> 29 24.7. Golf / Tennis..... <input type="checkbox"/> 30 24.8. Horseback riding..... <input type="checkbox"/> 31 24.9. Skiing..... <input type="checkbox"/> 32 24.10. Visiting national park..... <input type="checkbox"/> 33 24.11. Other..... <input type="checkbox"/> 34																																																																										

D. TRIP / VISIT ORGANIZATION & TOTAL EXPENDITURE BEFORE LEAVING YOUR COUNTRY OF RESIDENCE

26	27	28	29	30
<p>THE INFORMATION CONCERNING EXPENDITURES WILL REFER TO...</p> <p>A. You alone..... <input type="checkbox"/> 2 — 27</p> <p>B. The group you are travelling with..... <input type="checkbox"/> 7</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Group size</p>	<p>ARE YOU TRAVELLING ON A PACKAGE TOUR?</p> <p>A. No..... <input type="checkbox"/> 3 — 34</p> <p>B. Yes..... <input type="checkbox"/> 8</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Name of tour operator</p>	<p>PRICE PAID IN YOUR COUNTRY OF RESIDENCE FOR THE PACKAGE TOUR.</p> <p>A. Unknown..... <input type="checkbox"/> 4 — 29</p> <p>B. Known..... <input type="checkbox"/> 9</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Amount</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Currency</p>	<p>DOES THE PRICE OF THE PACKAGE TOUR INCLUDE ROUND TRIP TRANSPORTATION?</p> <p>A. No..... <input type="checkbox"/> 1 — 30</p> <p>B. Yes..... <input type="checkbox"/> 6 — 31</p>	<p>DOES IT INCLUDE ONE - WAY TRAVEL?</p> <p>A. No..... <input type="checkbox"/> 2</p> <p>B. Yes..... <input type="checkbox"/> 7</p>

31	32	33	34		
<p>DOES IT INCLUDE TRANSPORTATION WITHIN THIS COUNTRY?</p> <p>A. No..... <input type="checkbox"/> 3</p> <p>B. Yes..... <input type="checkbox"/> 8</p>	<p>DOES IT INCLUDE ACCOMMODATION WITHIN THIS COUNTRY?</p> <p>A. Yes.. <input type="checkbox"/> 4 — 33</p> <p>B. No.... <input type="checkbox"/> 9</p> <p style="text-align: center;">.....</p> <p>A.1. Fullboard..... <input type="checkbox"/> 51</p> <p>A.2. Halfboard..... <input type="checkbox"/> 52</p> <p>A.3. Bed and breakfast..... <input type="checkbox"/> 53</p> <p>A.4. Only lodging..... <input type="checkbox"/> 54</p>	<p>DOES IT INCLUDE OTHER SERVICES SUCH AS:?</p> <table style="width: 100%;"> <tr> <td style="width: 50%;"> A. Yes B. No 1. Tourescort for entire trip..... <input type="checkbox"/> 9 <input type="checkbox"/> 4 2. Commercial guided tours..... <input type="checkbox"/> 6 <input type="checkbox"/> 1 3. Car rental..... <input type="checkbox"/> 7 <input type="checkbox"/> 2 4. Other services..... <input type="checkbox"/> 8 <input type="checkbox"/> 3 </td> <td style="width: 50%; text-align: right;"> 36 </td> </tr> </table>	A. Yes B. No 1. Tourescort for entire trip..... <input type="checkbox"/> 9 <input type="checkbox"/> 4 2. Commercial guided tours..... <input type="checkbox"/> 6 <input type="checkbox"/> 1 3. Car rental..... <input type="checkbox"/> 7 <input type="checkbox"/> 2 4. Other services..... <input type="checkbox"/> 8 <input type="checkbox"/> 3	36	<p>AMOUNT OF EXPENDITURE RELATED TO THIS TRIP?</p> <p>A. Unknown..... <input type="checkbox"/> 4 — 35</p> <p>B. Known..... <input type="checkbox"/> 9</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Amount</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Currency</p>
A. Yes B. No 1. Tourescort for entire trip..... <input type="checkbox"/> 9 <input type="checkbox"/> 4 2. Commercial guided tours..... <input type="checkbox"/> 6 <input type="checkbox"/> 1 3. Car rental..... <input type="checkbox"/> 7 <input type="checkbox"/> 2 4. Other services..... <input type="checkbox"/> 8 <input type="checkbox"/> 3	36				

3.34. Each country should adapt the questionnaire to its own tourism situation and the financial resources available for the survey. In adapting the questionnaire the main focus should be on the following:

- on the one hand, the option of increasing the number of questions. For this purpose, WTO suggests applying the experience of this research (see Annex 8);³⁶
- on the other hand, the option of reducing the number of questions. For example, question 25 (relating to the activities carried out) and the breakdowns included in questions 33 and 36 (relating to the payments made), may be considered too complex for some countries;³⁷
- the special case of question 24 (City (location/area/region) in which you have stayed overnight and number of nights in each according to the type of accommodation), which some countries may consider inadequate. Nevertheless, knowledge of the respondent's itinerary is a prerequisite for subnational estimates of international visitors;
- finally, the option of enhancing the precision of the questions proposed, even if, by doing so, it may prove more difficult to obtain the corresponding answers. For example:
 - question 26 seeks to identify whether the respondent is answering just for himself/herself, or whether the expenditure relates to more than one person. (It is quite likely that one person meets part of the expenditure of another: it may therefore be desirable to add some words to identify such partial expenditure.);
 - in the case of package tours, it is possible for one tour to take in more than one country. Thus, question 28 on total package tour expenditure should seek to determine which proportion of that expenditure relates to the country of reference;
 - in question 33, it may be found useful to add some details, such as air, rail or bus.

3.35. This document does not contain any indication of what the interviewer's manual should contain, since it would first be necessary to have access to the final questionnaire and, so far as we are concerned, this is just a proposal. As statisticians well know, the interviewer's manual is essential to all statistical operations and should provide not only operational/logistical

³⁶ In this respect, Annex 8 should ideally be regarded as an ambitious questionnaire to be applied in a selected number of means of transport (e.g. planes and cruise ships).

³⁷ Even if the proposed questionnaire contains 36 questions, it must be stated that not all of them have to be answered by the respondent: some may be completed by the interviewer (in particular, questions 2, 3 and 4), and other questions preclude specific answers depending on the sequence of the answers given by the respondent.

advice (for example, how to approach a potential respondent, which are the key questions of the questionnaire, etc.), but also detailed explanations on the contents of some questions, for example:

- the recall problem
- the travel group
- length of stay
- travel itinerary

- 3.36. With reference to the first of these examples, one problem with expenditure surveys is memory recall. This problem can be overcome in interview surveys by encouraging the respondent to consult his records and/or providing suitable prompts. In the case of border surveys, there are two specific aspects to the recall problem: on the one hand, the respondent cannot be interviewed again (or it would be too costly and complicated to attempt this once the respondent is back home); and, on the other, the interviewer needs to address him in his own language (or in a language in more general use). (Annex 9 provides more details, although in most cases the examples mentioned relate to the household survey.)
- 3.37. Although tourist flows are estimated on the basis of the record of individuals, it is no less certain that the travel group is a valuable unit of observation for carrying out specific analyses (for instance, in the case of marketing). The travel group, mainly associated with families, requires particular attention in surveys on inbound tourism expenditure. It is therefore important to determine whether or not the traveller is a member of a group travelling together (see Annex 10).
- 3.38. In estimating the length of stay, there is the particular case of visitors on organized tours that also take in other countries. Such visitors probably only know the total cost of the package paid for in the country of origin. It is therefore necessary to assign part of this cost to the country of reference, which may be done by calculating the number of overnight stays in the country in various ways (one of them being to ask the respondent to state the total number of days covered by the entire tour and the number of days allotted to the country of reference, so that the relevant percentage may be established).³⁸
- 3.39. So far as non-resident visitors are concerned, the travel itinerary may reflect various situations:
- once in the country of reference, some trips take in several destinations, for instance trips with overnight stays in various places (multi-stop tours), where the main destination may be identified as the place in which most nights are spent. The respondent should always be asked to state the main destination of the trip;

³⁸ It should be recalled that the actual length of stay may be estimated or obtained by a cross-check of entry and departure cards

- trips taking in other countries before or after the stay in the country of reference, relating in particular to international visitors travelling under package tour arrangements.
- 3.40. The information sought by the questionnaire should be obtained from visitors returning to their countries of origin. In airports, the ideal place for the survey is the departure lounge for international flights and also Frequent Flier Lounges (in some countries use of these lounges is becoming ever-more common, and their exclusion will create an increasing bias). The questionnaire drawn up by WTO may be filled in by the visitor himself/herself, but a personal interview is always preferable, especially if a handheld computer is used, as this enables the information to be transmitted more quickly and precludes the need for subsequent recording of the content. In addition, the answers given *in situ* can be validated as soon as the respondent provides them.³⁹ The collection of information is a critical phase of the operation, because it is impossible to contact the respondent at a later stage in order to compare and check the answers. It is therefore vital for the survey officers to be properly trained for the job.

3.D Guidelines for its implementation

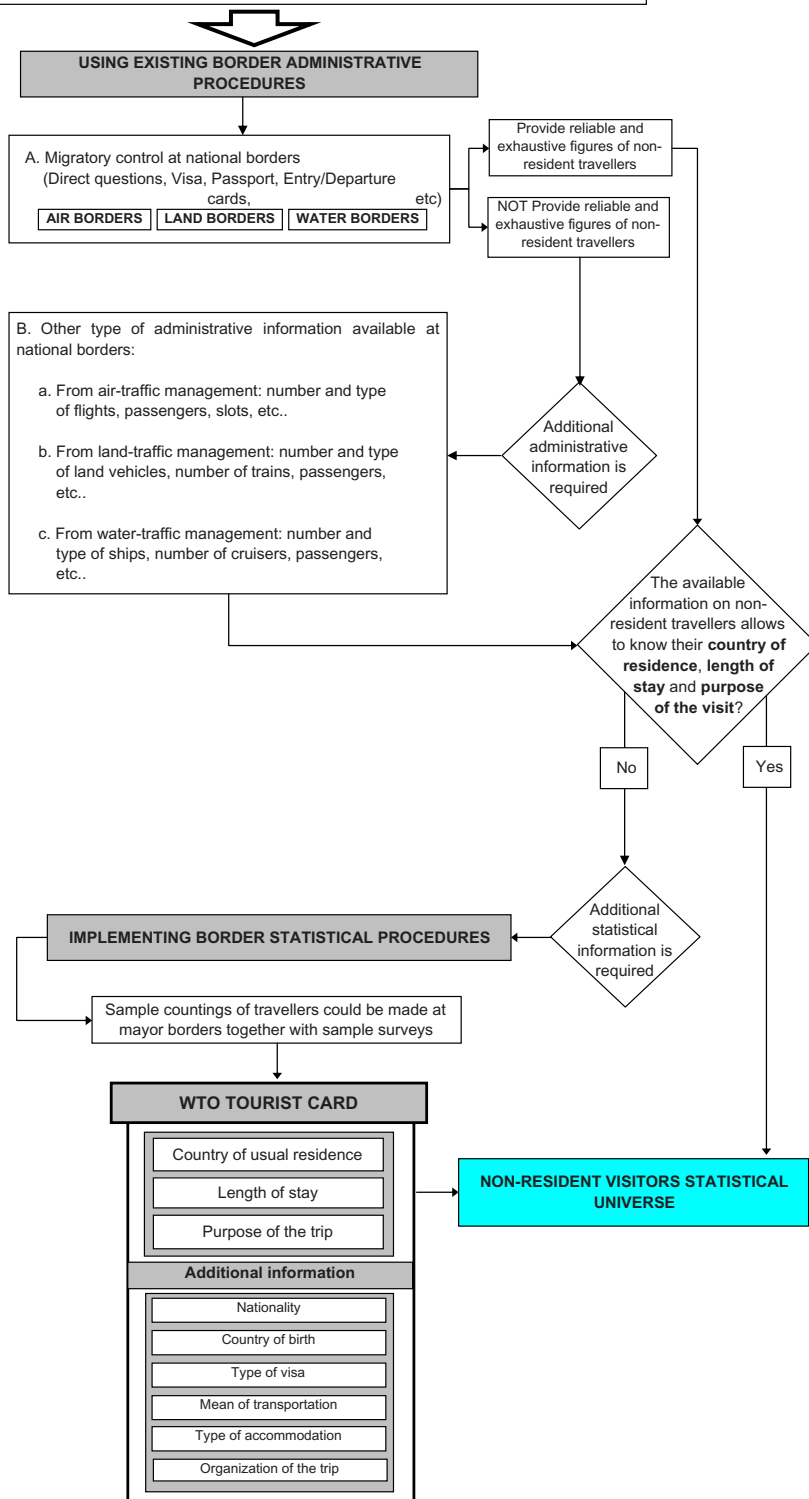
- 3.41. This subchapter refers to the basic stages of a survey development process.⁴⁰ Apart from seeking to raise the awareness of NTA officials about the complexity of border surveys, the aim is also to identify some of the experiences of countries using household surveys for analysing the tourism activity. The following diagram highlights those stages and the link with Chapters 2 and 4 of this *Guide*.

³⁹ The proposed questionnaire has, in fact, been designed to be administered by an interviewer.

⁴⁰ References in italics correspond to the Statistical Data and Metadata Exchange (SDMX) Common Vocabulary (April 2004 version). SDMX is a joint project of the Bank of International Settlements (BIS), the European Central Bank (ECB), European Community, IBRD, International Monetary Fund (IMF) and Organisation for Economic Co-operation and Development (OECD).
For information on SDMX: www.sdmx.org or www.sdmx.info

GUIDELINES FOR THE CREATION OF NON-RESIDENT VISITORS STATISTICAL UNIVERSE

INSTRUMENTS FOR THE COLLECTION OF BORDER INFORMATION



Clarification Issues



The **WTO 2005 Entry/Departure Card Proposal** provides the NTA with the ideal instrument to obtain a rigorous estimation of the incoming visitors by using the existing migratory control system.

The **migratory border control system** not always presents the same effectiveness when checking traveller flows (i.e. land borders present more deficiencies in comparison with air ones; in Europe as a consequence of country agreements checks of persons at national borders for certain nationalities have been removed and there is a lack of information).

Regarding tourism statistics and analysis of inbound tourism flows, arrivals figures provided in most cases by migration authorities, should normally be complemented with other data.

The setting up of a **Non-resident Visitor Statistical Universe** should be an outcome of complementing Entry / exit cards data with available border administrative information with additional statistical information.

Some countries use a stratified sampling method to select just a sample of the Entry cards collected by the migratory control. This sample of entry cards are processed and analysed for tourism purposes (see the case of Australia with short-term movements).

According to the definition a traveller is qualified as a visitors by the three characteristics: country of residence, purpose of the visit, and length of stay.

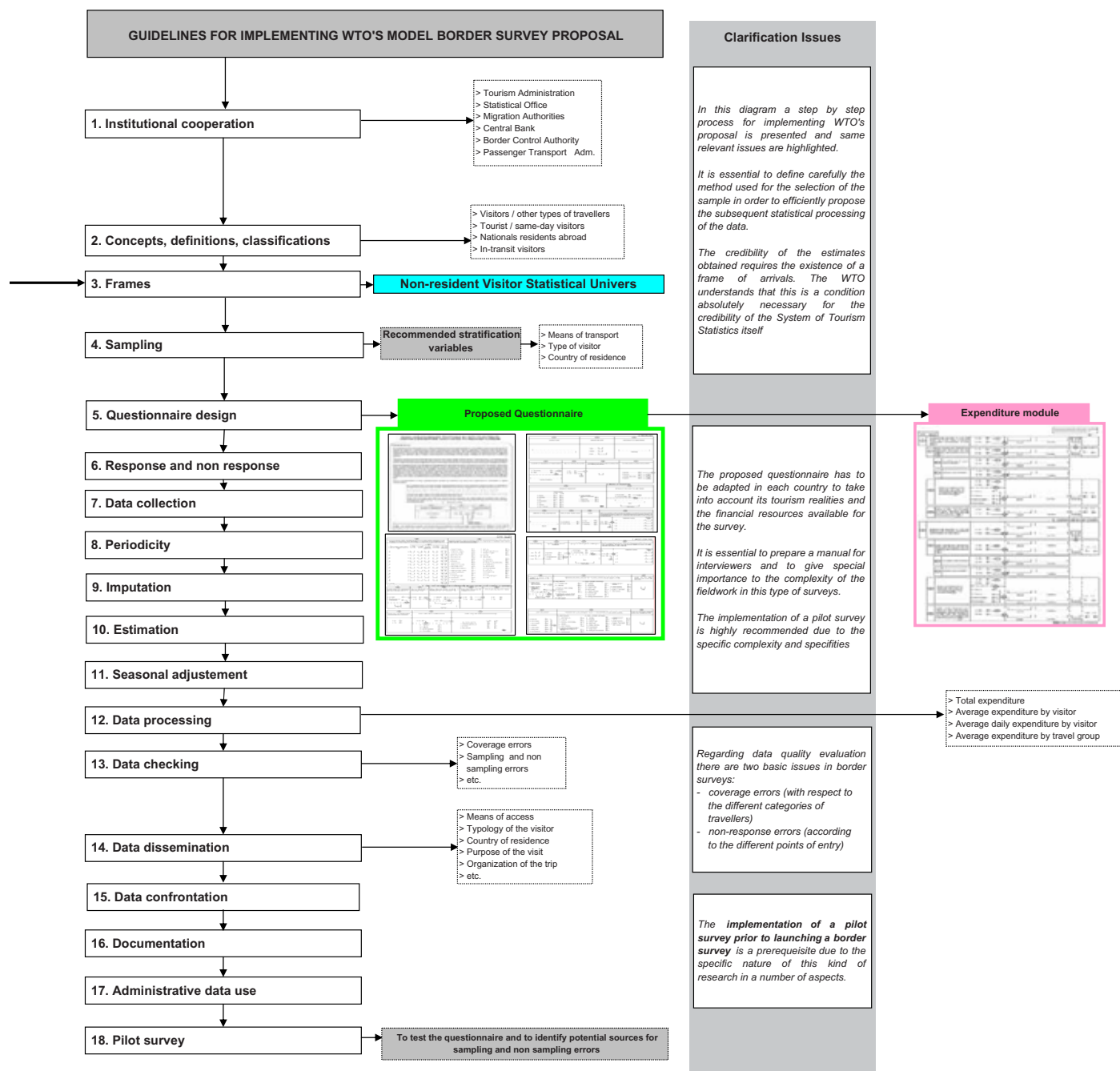
International visitor
"any person who travels to a country other than that in which s/he has his/her usual residence but outside his/her usual environment for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited". (Recommendations on Tourism Statistics).



In those cases where the information provided by the Migratory control is not enough to characterize the flow of travellers the **WTO Tourist Card** (WTO-TC) could be a good alternative source of information.

The WTO-TC applied to a sample of travellers (preferably at the airports before leaving the country) allows the NTA to obtain from total figures of travellers provided by migration an estimation of total figures of visitors.

Either from a statistical or analytical perspective **further characterization** of the Non-resident Visitor Statistical Universes may be envisaged. The Tourism Card or the Migratory entry / exit cards could be good sources of information to expand core tourism characteristics with additional ones.



1. Institutional cooperation

- 3.42. The launch of a border survey on inbound tourism inevitably requires the cooperation of various bodies and institutions. These include the migration authority responsible for border traffic, the State security forces and the authorities responsible for the traffic of passengers in the various means of access to the country, all of which should provide support in the design of the border survey and act as sources of information that can be checked against the survey findings.
- 3.43. The cooperation of the private sector, in particular companies connected with the transport of passengers by land, air, sea and river, may also be needed,
- 3.44. The first point to be stressed when setting up a border survey is that institutional cooperation is essential if the survey is to be successful, from the standpoint not only of its operational design but also of its future sustainability.
- 3.45. The most effective way of establishing permanent cooperation is by setting up a working group drawn from the various institutions. This working group would discuss aspects of the questionnaire design, the sample design, the comparison and use of results, etc. and could also provide support for aspects of its viability and start-up (such as funding and logistics).
- 3.46. The advantages of this institutional cooperation are as follows:
- the project takes on the nature of a “State operation”;
 - it facilitates access to the necessary funding from within the country or outside;
 - the institutional support of the findings lends them legitimacy and credibility;
 - finally, it offers greater guarantees of consolidation over time.
- 3.47. One aspect of this cooperation that needs to be stressed is that the information gathered by the survey may not only be extremely valuable to the National Tourism Administration (for policy design purposes) but it may also help the Central Bank to improve its estimations of the “Travel” and “Transport-Passenger” items in the Balance of Payments. It may also be used in drawing up the Tourism Satellite Account.
- 3.48. Consequently, it is recommended that, before starting to implement the survey, discussions be held with the working group on the contents of the questionnaire and its subsequent use in order to ensure that the institutions concerned derive the maximum benefit from the findings.

3.49. In general terms, the value, for each of the institutions involved, of the information yielded by this new statistical survey may be summarized as follows:

1. For the National Tourism Administration:

- it would be able to meet the traditional demand from the sector for reliable statistics on the expenditure of visitors from different places of origin, travelling to various regional destinations or engaged in various tourism activities;
- it would be able to develop new indicators for monitoring short-term trends ⁴¹ with regard to total tourism expenditure in the country, per capita expenditure and expenditure per trip, the importance of package tours and much more besides, all serving to supplement and expand the knowledge currently available on tourism activity.

2. For the Central Bank / Balance of Payments compiler:

- as an alternative source of information to bank records which are currently used by many countries for estimating the figures on "Travel" in the Balance of Payments;
- it would allow for comparisons between the two sources, with the added advantage of providing estimates for the expenditure of various categories of traveller.

3. For the Central Statistical Office / National Accounts Compiler:

- estimates of the total expenditure of non-resident visitors, as well as its breakdown into business and personal expenditure;
- determination of the proportion of visitors arriving on package tours and the structure of associated services. For this purpose, the tourism expenditure survey should be supplemented by a survey of the main national and foreign tour operators in order to obtain a breakdown of the services included in the package and so estimate their net value. ⁴²

2. *Concepts, definitions and classifications*

3.50. *A concept is a unit of knowledge created by a unique combination of characteristics. Concepts are abstract summaries, general notions, knowledge, etc., of a whole set of behaviours, attitudes or characteristics that are seen as having something in common. Concepts need to be defined, that*

⁴¹ The proposed questionnaire has been designed for application at different times, e.g. every month, at one period of the year (for example, during the months considered peak or low seasons for tourism), every year, or only every X years.

⁴² For a full discussion of the net treatment of the package tour and its application in the TSA, see "Clarifying the treatment of travel agency, tour operator, travel agency services and package tours in SNA, Balance of Payments and TSA and their mutual relationship", Madrid, May 2004.

is to say, they must provide a statement of the precise meaning of something. Definitions must be associated with a potential set of observations: these need to be structured in a given order (either hierarchical or flat). Hierarchical classifications range from the broadest level (e.g. division) to the detailed level (e.g. class). Flat classifications (e.g. sex classification) are not hierarchical.

- 3.51. One aspect of tourism statistics that should be emphasized is that various key concepts (such as those of visitor and nationals residing abroad) cannot be determined directly by survey but only estimated indirectly from the replies to a questionnaire (see 2.45).

3. *Frame*

- 3.52. *A list, map or other specification of the units that define a population to be sampled.*
- 3.53. The aim of a border survey is to characterize the tourism behaviour of non-resident visitors: this entails, in the main, estimating the number of overnight stays that they make, segmented according to the type of visitor, the country of residence (for the main generating markets and geographical regions of the world), the means of access, the type of accommodation used, the purpose of the trip, how the trip was organized and the expenditure associated with their stay in the country visited.
- 3.54. The existence of a frame of arrivals is essential for ensuring the credibility of the estimates obtained. As mentioned earlier, WTO insists that this is absolutely vital for improving the recording and analysis of arrivals data and, because such data are essential for measuring inbound tourism, for improving the System of Tourism Statistics itself. The experience of the Ufficio Italiano dei Cambi (Italy) with its border survey, applied since 1996, provides an excellent best practice example of how to enhance the credibility of data in view of the progressive dismantling of border controls in Europe.

Dealing with Unknown Reference Populations in Border Surveys on Inbound Tourism

Since 1996, the Ufficio Italiano dei Cambi (UIC) has been carrying out an extensive inbound-outbound border survey on Italy's international tourism. The survey is run on a continuous basis through a representative sample of some 130,000 face-to-face interviews per year, allowing the observation of several qualitative and quantitative attributes (Ufficio Italiano dei Cambi, 1997). The data from this survey serve both the compilation of the *Travel* item of the balance of payments and the satisfaction of the information needs of tourism operators and analysts.

One of the most problematic aspects of the Italian inbound tourism survey is the lack of a set of consistent administrative records of inbound tourism flows with adequate coverage, timeliness and detail. Despite some recent progress that will be mentioned subsequently, it can be therefore assumed that a sampling frame is not available. The absence of a frame means that an essential element for estimating the total expenditure and the dimension of the total population of foreign travellers is unknown.

As a consequence of this situation so far as sampling errors and, hence, the quality of the data are concerned, the Italian operation relies on administrative records of physical inbound flows (outcome of border controls, databases of airport and road authorities, etc.) as precious sources.

Positive results have recently been achieved in the Italian survey by using external administrative sources as a supplement to counting operations at some border points. Although the administrative records may require some adjustment, in order to correctly target the reference population (visitors) and meet the requirements of tourism statistics for timeliness and detail, they are usually accurate and relatively inexpensive.

The cooperation between statistical agencies and transport authorities should therefore be strengthened at both national and international level, so as to maximize the usability of the information generated as a by-product of administrative processes. (see Annex 6).

For more information see Annex 11 "Dealing with Unknown Reference Populations in Border Surveys on Inbound Tourism"

4. Sampling

- 3.55. *Sampling is the process of selecting a number of cases from all the cases in a particular group or universe.*
- 3.56. When setting up a statistical survey, irrespective of the subject to be studied and its complexity, it is essential to define carefully the sample selection method to be used in order to be able to effectively prepare the subsequent statistical processing of the data.
- 3.57. The design, besides reflecting the required balance between the sample size and the accuracy of estimates, should address the need for making direct estimates of the total values of the main variables, as well as a breakdown of their components.
- 3.58. In the case of a border survey, the sample design should consider all the country's border posts, stratifying them according to the volume of entries that they record each year and at the same time seek to ensure that the greatest possible variety of posts is included so as to cover all the visitor categories targeted.⁴³
- 3.59. It stands to reason that not all the airports in a country have the same volume of international passenger traffic. Normally traffic is concentrated in one or two airports that act as hubs for the flow of passengers within the national territory. In the case of road access, most of the traffic is usually concentrated at a few border posts, the others receiving far less.⁴⁴
- 3.60. The extent to which the sample should be stratified will depend on the actual structure of visitor flows and the degree of information on their characteristics available prior to selection.

⁴³ Stratification consists of dividing the population into subsets (called strata) before the selection of a sample within each of these subsets, each stratum comprising homogeneous units.

⁴⁴ Most of these flows normally occur during the day. The design may however also take night-time traffic into account so that travellers arriving at night by bus, aeroplane or train, whose profiles are likely to differ from those of daytime travellers, are also represented.

- 3.61. The number of surveys to be carried out and their distribution by border posts and strata should be determined in proportion to the total flow of passengers for each means of access, with a view to minimizing the variance of the overall estimator and, at the same time, achieving equal degrees of accuracy for each means of transport considered.
- 3.62. The desire to achieve a proportionate distribution of the sample among the various strata should not make it impossible to establish a minimum stratum size to guarantee a basic threshold of representativeness, while giving more relative weight to strata in which there is greater heterogeneity (for instance, in terms of distribution among countries of residence, traveller type or any other variable considered relevant).
- 3.63. Airports or road border posts that are sufficiently important, with a relatively large volume of traffic and a high degree of heterogeneity (of vehicle types), could form individual strata. For designs aimed at monthly data collection, it will be necessary to guarantee the minimum representation of each of them every month.
- 3.64. In border surveys it is necessary to review regularly the stratification criteria and the distribution of the sample among the various means of access and border posts because of the enormous variability of tourist flows, not only overall but also at each border post.
- 3.65. Other factors that can considerably affect tourist flows to the country (as to their volume and composition, as well as their distribution among the various border posts) include international economic trends, insecurity, weather, traffic regulations in the various means of access, the emergence of new international sea or air links between one country and another, the enormous influx of low-cost companies in some destinations and airports with a smaller volume of traffic, the building of new infrastructure (a new tunnel or viaduct between two countries can considerably change the volume of traffic between them, a new international airport or a new cross-border rail link), the introduction by companies of new international sea, river or air links, and so on.
- 3.66. Besides these considerations, in contrast to other research operations, such as socio-demographic or company surveys, where the frame of reference remains relatively stable over the years (population censuses are normally updated every ten years, and statistical lists of companies and establishments, though updated periodically, do not experience large variations), in the case of cross-border tourist movements, the fluctuations due to their mere seasonality, coupled with the variations caused by the circumstances mentioned above, can alter the frame of reference considerably, not only from year to year but also between months of the same year.
- 3.67. As a general rule, the Central Statistical Office should take responsibility for the sample design. In the event that the CSO is not directly responsible for the overall operation or has not designed the sample, it should nevertheless

give its opinion on the general design of the survey proposed by the pertinent body (the National Tourism Administration, Central Bank or other body) in order to guarantee the required technical quality of the survey and the potential application of the data by interested bodies, such as the National Tourism Administration, the Central Statistical Office, the Central Bank and the migration authority.

- 3.68. Beyond all the various complications that arise in respect of border surveys, it should be borne in mind that the sample for the sub-operation for roads is substantially different. This is not just because of the quantity and quality of the administrative information available, but also because the sample design and the methods of approaching a potential respondent when actually carrying out the survey will necessarily be different. However, the methodology used in organizing the collection of information and in its processing, management and control, as well as the actual contents of the questionnaires, may be considered comparable for each means of access.

Sub-operation for roads

- 3.69. The basic criterion for distributing the size of the sample among the various road border posts should be their volume of traffic over the year. This information may be provided by the traffic authorities or border control procedures. This means that before drawing up the sample design, it will be necessary to have access to the available information on road traffic at the various border posts so as to ascertain its quality, topicality, level of detail, etc.
- 3.70. Once this information is available, it will be possible to start designing the sample for the sub-operation for roads. One possible approach is to classify days at road borders according to volume of traffic in order to have a quantitative criterion for organizing the fieldwork as efficiently as possible.
- 3.71. The idea behind this classification is to form homogeneous groups of days as a precondition for selecting time units (i.e. hours) as the sampling units. Its usefulness will depend on the way information is collected at each of the border posts.⁴⁵ In some countries, this is done by automatic counters that record vehicle flows throughout the day.
- 3.72. When distributing the sample among the days of the year and the border posts, it may be helpful to remember the following basic principles:
- take account of traveller flows when selecting the survey months for each border post;
 - reinforce the most important points, especially during the main holiday season or other periods of heavy traffic;

⁴⁵ In many countries this information is provided by administrative bodies in charge of various types of border controls (passport, migration, etc.), and in others the data come from automatic counters that record vehicle flows during the day and are provided by Road Regulation Authorities.

- select morning and evening periods at each border post, or at least the periods with the highest traffic intensity;
 - consider bus and coach traffic separately. For this type of vehicle, it may be necessary to establish survey quotas to ensure adequate coverage. For purposes of this exercise, it may be extremely helpful to have details of the bus and coach routes and usual stopping places.
- 3.73. In the case of roads, especially when there is no possibility of selecting and stopping vehicles at the border itself, the main sample biases may occur as a result of the places in which the survey is carried out, usually the rest and service areas of motorways or petrol stations or restaurants close to the border. In this way, travellers are selected only from among those who have decided to stop at motorway service areas or to fill up with petrol, resulting in an obvious bias against specific groups of travellers, such as same-day visitors crossing the border for leisure or work purposes or for personal reasons. Nor does a sample of this kind ensure that the buses and coaches that stop at service areas represent the totality of such vehicles, regular and private alike, travelling between two countries.
- 3.74. In a border operation of this kind it is important to avoid such biases, but if that is impossible, then they must be identified and quantified for subsequent correction during the process of extrapolating and presenting the findings.
- 3.75. For coaches and buses using this means of access it is desirable to perform an additional stratification related to the country of destination, so that it is possible to obtain a minimum sample that is representative of each of the countries with which there are international bus connections.

Sub-operation for airports

- 3.76. For this operation, the sample distribution of flights should take into account at least three factors – seasonality, type of trip or visit, not only for each airport but also for the type of flight (charter or scheduled), and the different passenger flows in each airport –.
- 3.77. Seasonal variations in international air passenger traffic (which is the reference to be taken into account for the purpose of estimating tourism expenditure associated with inbound tourism) are extremely important, and airport authorities usually establish two clearly distinguishable seasons (summer and winter) when programming flights.
- 3.78. These seasons vary from airport to airport and may also be associated with specific tourist destinations to which there are virtually no flights during the low season.

- 3.79. Another factor to be taken into account is the flight category. Usually in airports with high volumes of traffic comprising mainly scheduled flights, there is a wide range of links (and therefore of passengers) necessitating a large number of surveys.
- 3.80. In such airports, it is also necessary to bear in mind that for a single link between two cities, passenger distribution by nationality, type of flight (scheduled or charter) and purpose of visit may vary depending on the period of the year. In destinations that are relatively less important but have a greater specific weight of tourism or charter flights, however, passenger variables may be very homogeneous, facilitating the task of data collection.
- 3.81. In addition to the stratification variables already mentioned, owing to the characteristics of this means of access it is possible to establish a supplementary sample selection applying the criterion of an air link between a specific national airport and the country of destination of the flight to be targeted.
- 3.82. In the light of a prior study of the administrative information available at the airport itself, it will be possible to determine which air links are of most value to the estimation, either because of their volume, their more heterogeneous mix of passengers or the greater probability attached to them when it comes to targeting visitors from certain countries.
- 3.83. This will enable the work of the survey officers to be guided more effectively at the airport where, as a rule, there are dedicated waiting areas or lounges for one air link or another. In such cases the sampling of passengers waiting at the departure gate to board their flights will be carried out direct in the dedicated waiting area.
- 3.84. Besides the air link, in some countries it may be desirable, in order to preclude possible biases in the sample, to take it down to the level of the airline itself. Indeed, within Europe, as a result of the tremendous influx of low-cost airlines, some countries are beginning to establish separate samples for passengers flying on low-cost airlines and for those flying on conventional airlines. In some cases, significant differences have been observed between passengers from a given country choosing a low-cost airline over a conventional one, or the difference may not go beyond the savings they make by using these services.
- 3.85. With regard to the sample design for airports, reference must be made in these general guidelines to the information usually provided by the airport authorities,⁴⁶ which serves to determine not only the size of the universe to be studied but also the number of passengers that have arrived in a country, region or geographical area on international flights and to identify some of their characteristics, e.g. their airports of origin and destination, the flight type and the nationality of the airline.

⁴⁶ “General Guidelines for using data on international air-passenger traffic for tourism analysis”, WTO 2002.

- 3.86. In the light of this information, it may be possible to select in advance the flights for interviews according to the various markets, the quotas established for each of them, the flight type (scheduled or charter) and time periods, thereby guaranteeing the widest possible distribution.
- 3.87. Sometimes it is impossible to carry out enough interviews to ensure a certain degree of coverage for all the airports in a given country. In such cases, it is necessary to have recourse to the information contained in administrative records so that, by detecting possible similarities between travellers and flight types at different airports, homogeneous groups of airports can be established, each with its specific characteristics.
- 3.88. The information provided by the airport authority may serve to classify airports according to passenger flows, flight type and places of origin, with a consequent saving of resources, because instead of carrying out the survey in every airport every month, it will only be necessary to survey one (or more) of each type.
- 3.89. By classifying airports it is possible to optimize survey efforts and resources in the course of a year and at the various airports by focusing on airports whose flight types and passenger flows distinguish them from others.⁴⁷
- 3.90. The starting point should be established in the light of the administrative information provided by the air traffic authorities in each country or the airports themselves. As the fieldwork progresses, it should be possible to use the data gathered by means of statistical surveys and to analyse the two sets of data with a view to refining (and, where necessary, adjusting) the initial classification.

Sub-operation for ports

- 3.91. As in the case of sub-operations for roads or airports, the basic criterion for distributing the sample among the various ports serving international routes should be the volume of passenger traffic from abroad month by month. This will entail obtaining the necessary information from the authorities responsible for passenger traffic at national ports.
- 3.92. Before designing the sample for the sub-operation at ports, it will be necessary to make a careful study of the available information on international passenger traffic at national ports, the links existing with other countries, the stopovers made by passenger ships calling at those ports, etc.
- 3.93. As with all other means of access, attention should be paid to such factors as the marked seasonality of tourist flows. Certain ports have an uneven distribution of traffic over the year, and at major ports where passenger flows

⁴⁷ It has already been mentioned that the idea of such classifications is simple. It entails dividing into groups all airports that are similar according a certain criterion and that differ from airports in other groups. Clearly, the value of these divisions will depend on the range of information used for describing each of the airports.

may remain above certain levels all year round it is essential to bear in mind that the composition of passengers from the point of view of their characteristics as visitors may vary considerably from one season to another.

- 3.94. At certain times of the year some ports are affected by an exceptional influx of travellers from abroad en route to third countries.
- 3.95. As in the case of the sub-operation at airports, in addition to the stratification variables already mentioned in general terms, because of the specific characteristics of this means of access, it is possible to establish a criterion for selecting a supplementary sample, namely the link between a specific national port and the country of destination of the ship whose passengers are to be targeted.
- 3.96. In the light of a prior study of the administrative information available at the port itself, it will be possible to determine which sea links are of most value to the estimation, either because of their importance in terms of volume, their more heterogeneous mix of passengers or the greater probability attached to them when it comes to targeting visitors from certain countries
- 3.97. In this way, it will be possible to guide more effectively the work of the survey officers at the port, which will involve the direct sampling of passengers waiting in the embarkation lounge to board their ship .
- 3.98. For some countries, one particularly important feature of this means of access is the traffic of cruise passengers, which is in general more difficult to record than that of passengers on regular liners or ferries. This difficulty is partly due to the stops that a single cruise ship may make at various ports of call within the same country, which means that the same passengers are recorded as new visitors every time they disembark.
- 3.99. It is advisable to establish a specific stratification for these travellers distinct from the one designed for passengers on regular liners so that it is possible to obtain a minimum representative sample for each country with which there are existing international cruise links.

Sub-operation for trains

- 3.100. As in the case of sub-operations for roads, airports or sea ports, the basic criterion for distributing the sample among the various international train services should be the monthly volume of passenger traffic from abroad. This will entail obtaining the necessary information from the authorities responsible for passenger traffic on international train services.
- 3.101. Before preparing the sample design for this sub-operation, it is essential to make a thorough study of the information available in the country on the passengers carried on these international train services, the stations at which

they call, sales of tickets for destinations abroad, the national stations handling the greatest volume of traffic, not only as terminus stations but also as intermediate stations at which the trains call.

- 3.102. As in the case of the other means of access, allowance must be made for the marked seasonality of tourist flows, because not all international train services carry the same number of passengers every month of the year.
- 3.103. In some countries, one particularly important consideration is the traffic of travellers that habitually use long-distance trains simply to cross the border on what could be considered short journeys from one side of the border to the other. These flows are in general difficult to compute, inasmuch as the authorities responsible for the control of passenger on international trains are sometimes more lax in recording them than in recording international passengers travelling long distances.
- 3.104. As in the case of the sub-operations at airports and sea ports, in addition to the stratification variables already mentioned in general terms, because of the specific characteristics of this means of access, it is possible to establish a criterion for selecting a supplementary sample, namely the link between a specific national station and the country of destination of the train whose passengers are the target respondents.
- 3.105. In the light of a prior study of the administrative information available at the station itself, it will be possible to determine which international rail links are of most value to the estimation, either because of their importance in terms of volume, their more heterogeneous mix of passengers or the greater probability attached to them when it comes to targeting visitors from certain countries.
- 3.106. In this way, it will be possible to guide more effectively the work of the survey officers at the station, who will select a sample of passengers waiting on the platform for the train to leave.

5. Questionnaire design

- 3.107. *Questionnaire design refers to the design (text, order, and conditions for skipping) of the questions used to obtain the data needed for the survey.*
- 3.108. In order to guide and assist countries with the process of designing a border questionnaire or of improving an existing one, the questionnaire designed for the proposed model border survey includes questions that, in the view of WTO, could form the core of a border survey on inbound tourism and that are essential for achieving an adequate characterization of inbound travel flows. Whether or not all the questions should be included will depend on the priorities of each country, on their significance for the measurement of tourism in the country of reference, on the resources available and on the degree of accuracy required in the estimation of visitor expenditure.⁴⁸

⁴⁸ It has already been mentioned (3.31) that the questionnaire proposed by WTO is an abridged version of a more general one (see Annex 8).

3.109. Besides what has already been said in paragraphs 3.34 and 3.35 about adapting the questionnaire proposed by WTO and the importance of preparing an interviewer's manual,⁴⁹ there are other important practical considerations, viz.:

- the questionnaire drawn up by WTO may be filled in by the visitor himself/herself, but a personal interview is always preferable, especially if a handheld computer is used, as this enables the information to be transmitted more quickly and precludes the need for subsequent recording of the content. In addition, the answers given *in situ* can be validated as soon as the respondent provides them;⁵⁰
- it is important for the questions to be translated into the languages of the main generating countries of the tourist flows, special care being taken in the translation of specifically tourism terms (for instance, the terms describing categories of accommodation).

6. Response and non-response

3.110. *Response and non-response to various elements of a survey entail potential errors:*

- *Response errors may be defined as those arising from the interviewing process. Such errors may be due to a number of circumstances, such as the following:*
 - *Inadequate concepts or questions;*
 - *Inadequate training;*
 - *Interviewer failures;*
 - *Respondent failures.*
- *Non-response errors occur when the survey elicits no response to one, or possibly all, of the questions.*

3.111. There is increasing evidence that in border surveys non-sampling errors are numerous and significant.

From a national and regional perspective the review identified the following technical concerns about the United Kingdom Tourism Survey (UKTS).

- The basis of the sampling
- Response rates
- The length of the recall period
- For some regions, the size of the sample

On the issue of response rate, while it has been reported that respondents are remarkably patient with the length of the interview, the response rate (successful interviews as a percentage of valid (e.g. not business) numbers included in the sample) is about 30%.

The use of an incomplete, and unrepresentative, sampling frame and achievement of a very low response rate represent fundamental challenges to the quality of the statistics. These would not be lessened by increasing the sample size.

⁴⁹ See Annex 12 in which other measures are suggested for adapting the WTO questionnaire.

⁵⁰ The proposed questionnaire has in fact been designed to be administered by an interviewer.

Those interviewed are asked how many trips they took in the previous calendar month and in the month before that, and are asked for details of the three most recent trips in that two-month period. On average for any given month those responding to interviews during the following month recall more than 20% more trips in the reference month than do those interviewed in the second month after the reference month. Furthermore different patterns of trips by type are estimated from one and two month recall; for example an analysis of the data for March and June 2003 shows that with a one-month recall 27% of estimated trips were to outside UK while with a two-month recall 33% of trips were of this type.

UKTS has a sample size of about 55,000 interviews and 24,000 trips (for which detailed information is provided). The resultant sampling errors (quoted from the report on the 2000 survey) are shown in the following table. However it is important to note that these confidence limits do not include other type of effects due to response rates, sampling frames, length of the recall period, etc: these effects, or biases, are almost certainly larger than the sampling errors and would not be reduced by increasing the sample size.

Percentage Confidence Limits at 95%

	Trips	Nights	Spending
UK destinations	1.9	2.5	3.0
England	2.2	2.8	3.2
Scotland	5.8	7.4	10.3
Wales	7.1	8.9	9.7

(These may be interpreted as meaning that the impact of sampling errors is that there is a 95% chance that the true value is within this percentage of the value found by the survey; thus if the survey found 175.4 million trips in the UK there is 95% confidence that the true value is between 172.0 and 178.8 million; i.e. within 1.9% of 175.4. The errors introduced by the problems with the sampling frame, recall errors, and non-response described in the previous three paragraphs are additional to this, almost certainly larger, not symmetrical, and would not be reduced by simply increasing the sample size. As the samples in different years are independent, the confidence range on the estimate of change between two years is roughly 1.4 times as wide as the range on the estimate for one year; thus if the estimated number of trips increased from 170 million in one year to 180 million in the next there is 95% confidence that the true change was between 5 and 15 million; to the extent that the factors described in 5.1.9 – 13 have a constant effect over time they will have less effect on the quality of estimates of change than of level.)

For more information see in <http://www.culture.gov.uk/NR/rdonlyres/9F162FBA-22D7-4ED5-89DB-E5A5C6D3DA2D/0/ReviewofTourismStatistics.pdf>

7. Data collection

3.112. *Data collection is the process of gathering data. Data may be observed, measured or collected by means of questionnaires, as in a survey or census response.*

3.113. The information should be collected when visitors are returning to their countries of origin. In airports, the ideal place for the survey is the departure lounge for international flights and, if possible, the Frequent Flier Lounges as well.

3.114. Broadly speaking, the following points should be taken into account so as to avoid a high incidence of non-response:

- the ease with which contact can be established with a potential respondent (it may, for instance, be difficult to attract the attention of a person collecting his luggage);
- the place chosen for the interview (a good example being the flight departure lounge);

- the ease with which the target respondents can be located (sometimes it is difficult to determine specific countries of residence);
 - the language in which the survey is carried out (for border surveys aimed at non-residents not only is the translation of the questionnaire particularly important but also the language in which the interview is conducted);
 - the use of incentives (some countries take the extreme step of paying respondents who return completed questionnaires);
 - the extent of cooperation from officers responsible for border traffic (their involvement in the survey may be decisive for achieving specific response levels).
- 3.115. The use of technical data-gathering tools, such as an electronic questionnaire administered on a hand-held computer, may improve the quality of the data gathered and enable them to be processed more quickly.
- 3.116. In the case of border surveys, where it is not possible to make subsequent contact with a respondent passing through a specific border post, it is particularly important to check the replies for consistency during the actual data-gathering process, i.e. during the interview itself. In contrast to household or company surveys, where the information initially collected may subsequently, once validated, be confirmed and even corrected by the respondent in case of doubt, in border surveys this is not an option.
- 3.117. From the standpoint of the speed, degree of automation and efficiency with which the survey information is gathered and transmitted from the border posts, which may at times be very remote, the technological means is also important.
- 3.118. Computer-assisted survey interviewing (CASI), electronic data reporting (EDR), data capture (DC2, CASES), automated data entry (ADE), and automated coding by text recognition (ACTR) are examples of new approaches that take advantage of available technologies.
- 3.119. In some countries the cooperation of airlines in distributing and collecting the questionnaires has contributed greatly to improving data collection and cutting costs, although the same purpose could have been served by the inclusion in the questionnaire of a specific module containing questions relating to the quality of service provided by the company operating the target flight.
- 3.120. The questionnaire drawn up by WTO can be filled in by the visitor himself/herself, but a personal interview is always preferable, especially if a handheld computer is used, as this enables the information to be transmitted more quickly and precludes the need for subsequent recording of the content. In addition, the answers given *in situ* can be validated as soon the respondent provides them.⁵¹

⁵¹ The proposed questionnaire has, in fact, been designed to be administered by an interviewer.

8. *Periodicity*

- 3.121. *Periodicity refers to the frequency of compilation of the data.*
- 3.122. *Ideally, border surveys should be continuous and carried out monthly at selected border posts. If this is not possible, the various seasons of the year for inbound tourism should be analysed and, resources permitting, a decision taken on the months that are most likely to generate data on which to base statistically sound annual estimates*

9. *Imputation*

- 3.123. *Imputation is a procedure for entering a value for a specific data item where the response is missing or unusable.*

10. *Estimation*

- 3.124. *Estimation is concerned with inference about the numerical value of unknown population values from incomplete data such as a sample. If a single figure is calculated for each unknown parameter the process is called “point estimation”. If an interval is calculated within which the parameter is likely, in some sense, to lie, the process is called “interval estimation”.*

11. *Seasonal adjustment*

- 3.125. *Seasonal adjustment is a statistical technique to remove the effects of seasonal calendar influences on a series. Seasonal effects usually reflect the influence of the seasons themselves, either directly or through production series related to them, or social conventions. Other types of calendar variation occur as a result of influences such as number of days in the calendar period, the accounting or recording practices adopted or the incidence of moving holidays (such as Easter).*
- 3.126. *The seasonal adjustment or deseasonalization of a series is the process whereby the seasonal variations of a series are estimated and eliminated. The variations reflect short-term seasonal fluctuations occurring with certain regularity (seasonality) that have a direct effect on most travel movements at certain periods every year, owing to such fundamental factors as holiday periods and weather patterns.*
- 3.127. *The seasonal component of a tourism series is extremely important, because time plays a more prominent role here than does any other component*
- 3.128. *The advantage of a deseasonalized series is that it reveals the underlying trend-cycle movements, thereby facilitating data analysis.*

- 3.129. The possibility of removing the seasonal component of a series may prove fundamental for analysing the trend in, for example, tourist arrivals throughout the year, irrespective of moveable feasts such as Easter or the enormous importance traditionally attached to the summer months compared to those of the low season.
- 3.130. Because tourism series covering periods of less than a year usually display a clear seasonal trend, their analysis yields information that is seriously affected by seasonality, and it is consequently advisable to smooth the series by making a seasonal adjustment.
- 3.131. In any case, whenever seasonally adjusted visitor arrival series are published together with trend-cycle series it is important to ensure that the estimations of both are consistent with each other.
- 3.132. One of the statistical tools most commonly used for calculating the seasonal components of a series are the ARIMA models. Some programs automatically incorporate specific treatments for certain effects, for instance the one known as the “Easter factor”, owing to the impact, mentioned earlier, of the moveable feast of Easter on a country’s visitor arrival series from year to year.
- 3.133. One factor to be borne in mind when seeking to deseasonalize a series is the effect on that series of incorporating additional data, because each new piece of information added at the end of the series changes the previous estimation. It is therefore advisable to try to confine any revisions to those that will considerably improve on the previous estimations so as to keep them to a minimum.

12. Data processing

- 3.134. *Data processing is the operation performed on data by the organization, institute, agency, etc, responsible for undertaking the collection, tabulation, manipulation and preparation of data and metadata output.*
- 3.135. As with surveys of other types, when publishing the findings of a border survey it would be desirable for them to be accompanied by:
- a set of sample counters, as would be the case of the number of questionnaires used and how many of them provide full information for estimating tourist expenditure (this would serve to determine whether the response rate is reasonable or if it could be increased by a different kind of initiative in respect of the interview);
 - the values corresponding to visitors and expenditure according to the associated characteristics (organization of the trip, country of residence, length of stay, purpose of the visit, type of accommodation used, etc.);
 - a basic set of indicators (average length of stay, extent to which private accommodation is used, etc.).

- 3.136. Special care should be taken to select the most appropriate reference period for the various types of characteristic researched. It does not always make sense to publish all the available data for each and every reference period of the survey, owing to either the small number of observations available, the inherent seasonality of tourism, or other considerations.

13. *Data checking*

- 3.137. *Activity whereby the correctness conditions of the data are verified. It also includes the specification of the type of error or of the condition not met, and the qualification of the data and their division into “error-free data” and “erroneous data”.*
- 3.138. Data quality evaluation or data checking refers to the process of evaluating the final product, in the light of the original objectives of the statistical activity, as to the data’s accuracy or reliability. In the case of border surveys there are two aspects that need to be borne in mind:
- errors of coverage (of the various groups of traveller)
 - errors of non-response (according to the various means of access)

14. *Data dissemination*

- 3.139. *Dissemination is the release to users of information obtained through a statistical activity.*

15. *Data confrontation*

- 3.140. *Data confrontation is the process of comparing data that have generally been derived from different surveys or other sources, especially those of different frequencies, in order to assess their coherency, and the reasons for any differences identified. Data confrontation may also take place between statistics produced in different countries. Such processes may or may not attempt to quantify the impact of any differences identified*

16. *Documentation*

- 3.141. Processes and procedures for imputation, weighting, confidentiality and suppression rules, outlier treatment and data capture should be fully documented by the survey provider. Such documentation should be made available to at least the body financing the survey.
- 3.142. Because tourism statistics include a wide range of data produced by different types of institution (at both national and international levels), there is a need for standards to be observed in the presentation of *metadata* (the term used for documentation of the coverage, temporal reference, distribution and a whole series of other technical characteristics of the data collection methodology applied).

- 3.143. “The goal of documentation is to provide a complete, unambiguous and multi-purpose record of the survey, including the data produced from the survey.” (We use the term *survey* generically to cover any activity that collects or acquires statistical data.) Providing “documentation that is up to date, well organized, easily retrievable, concise and precise” should be one of the objectives of any type of initiative in this regard.⁵²
- 3.144. WTO's project (www.world-tourism.org/statistics/WTO_Metadata_project/metadata.html) is part of the effort of the international community to develop the requisite documentation to meet users' needs. Our project is an adaptation to tourism statistics of the available standards developed by the International Monetary Fund with its General / Special Data Dissemination Standards initiatives (GDDS and SDDS, respectively) and the SDMX Metadata Common Vocabulary project, from which many of the definitions presented here have been extracted, and which has been used to enter more detail in the inventory. Together with the efforts of IMF, those of other international organizations (notably OECD and Eurostat) have also helped to place initiatives and projects of this type among the greatest advances made by the international community in the area of statistics in recent years.

17. *Administrative data use*

- 3.145. Administrative records are data collected for the purpose of carrying out various programs, for example, income tax collection. As such, the records are collected with a specific decision-taking purpose in mind, and so the identity of the unit corresponding to a given record is crucial. In contrast, in the case of statistical records, on the basis of which no action concerning an individual is intended or even allowed, the identity of individuals is of no interest once the database has been created.
- 3.146. Administrative records present a number of advantages to a statistical agency or to analysts. Since these records already exist, costs of direct data collection and a further burden on respondents are avoided. They are usually available for the complete universe and, hence, for the most part unconstrained by sampling error considerations. Most importantly, they can be used in numerous ways in the production of statistical outputs. Examples of their uses include:
- the creation and maintenance of frames;
 - the complete or partial (via record linkage) replacement of statistical collection;
 - the editing, imputation and weighting of data from statistical collection; and
 - the evaluation of statistical outputs.

⁵² *Quality Guidelines*, Statistics Canada, October 1998, Third edition.

- 3.147. Administrative datasets are not designed nor are the data collected with any specific statistical purposes in mind. The use of such data sources may require some compromises to be made with respect to population definition and coverage.
- 3.148. WTO is firmly convinced of the need to promote the use of administrative sources, among other reasons because it is impossible to base the development of the System of Tourism Statistics and the TSA on strictly statistical operations. And there are three areas on which attention should be focused: the information generated by traffic regulation authorities, fiscal sources and the “electronic fingerprints” left by tourists (toll motorways, bank cards, mobile telephones, use of the Internet to consult tourism websites, etc.).

18. *Pilot survey*

- 3.149. The aim of a pilot survey is to test the questionnaire (pertinence of the questions, understanding of questions by those being interviewed, duration of the interview) and to check various potential sources for sampling and non- sampling errors: for instance, the place in which the surveys are carried out and the method used, the identification of any omitted answers and the reason for the omission, problems of communicating in various languages, translation, the mechanics of data collection, the organization of field work, etc.
- 3.150. It is highly recommended that a pilot survey be carried out prior to launching a border survey geared to gauging visitor expenditure owing to the complexity and specific nature of certain aspects of research, including attracting the attention of potential respondents (particularly tricky in the case of road travel) and selecting them according to the sample design, choosing the best survey areas, organizing fieldwork at points that are geographically remote, and coping with problems arising on account of the type of entry point and means of transport used, securing the cooperation and permission of the authorities responsible for border traffic at the various points of entry into a given country, and coordinating their cooperation with the work carried out by those conducting the survey, determining the data collection mechanisms to be used (questionnaire completed by the respondents themselves as opposed to one-to-one interviews) and, finally, coping with the difficulties inherent in the collection of data whose quantitative nature presents an additional problem (e.g. main items of expenditure).

4. Characterizing international visitors: using modules for expanding analysis

4.A Overview

- 4.1. Throughout Chapter 3 of this *Guide* emphasis has been placed on the need for each country to adapt the questionnaire proposed by WTO to its tourism situation and to the resources available for carrying out the corresponding border survey. This would entail, on the one hand, eliminating those questions that are not relevant or appropriate and, on the other, including others (of both a quantitative and qualitative nature) that the NTA considers useful. Possible examples would be the number of times the respondent has visited the country (loyalty), the tourist sites visited, “value-for-money” questions (such as quality of treatment and services received, facilities used, etc.).
- 4.2. Lastly, the questionnaire should serve to identify visitors and characterize their tourism behaviour with reference to the purposes and organization of their visit and to their stay (in a broad sense, including information on the activities engaged in, expenditure, etc.). It is obviously possible to expand some parts of the questionnaire: the term “module”, in fact, refers to a set of interconnected questions serving to elaborate on certain characteristics of tourist behaviour as they appear in the questionnaire. Modules are therefore specific “extensions” that may be incorporated in the questionnaire occasionally or more or less regularly.
- 4.3. This new Chapter focuses on the advantages of extending the questionnaire in relation to question 35 on the level of expenditure. The module in question will contain another 12 questions, which will serve to enhance the accuracy of the estimation and to break it down into a number of categories, such as expenditure at hotels and restaurants, transport, other services (car hire, food and beverages, tourist guide, recreation, etc.) and goods (gifts and souvenirs).
- 4.4. As mentioned throughout this *Guide*, it is just as important to produce a sound estimation of the number of travellers that may be considered visitors as it is to have a faithful record of average daily expenditure per visitor. As explained later, there is reason to believe that this module can help to achieve this aim without necessarily having to be included for each and every survey period.
- 4.5. The information provided could be extremely useful, not only for designing national Tourism Satellite Account projects, but also for Balance of Payment compilers and the National Accounts’ estimate of non-resident consumption. A more detailed breakdown could be envisaged for developing TSA tables, but that purpose would probably be better served by using a visitor survey at tourist destinations (at least for visitors staying at hotels) which could be carried out every few years.

4.B. The possibility of using an expenditure module for non-resident visitors

4.6. Chapters 2 and 3 of this *Guide*, as well as other initiatives developed by WTO, attempt to fill the information gaps of various kinds occurring in tourism statistics⁵³ in order to:

- make joint use of administrative data and the survey data gathered at national borders for the development of the statistical universe of non-resident visitors;
- measure the arrivals and associated expenditure of non-residents by developing a model border survey;
- measure domestic tourism by incorporating a tourism module in Household Income / Expenditure Surveys.

The proposed expenditure module presented here is a new contribution to this endeavour.

4.7. Modules are used in a specific statistical operation primarily for purposes of analysis. The aim is to elaborate on the information obtained periodically on some aspect of tourist behaviour. For instance, a module may serve to identify certain groups (e.g. young people and students) or a travel segment (professional and business), to describe in greater detail some of the activities engaged in during the stay (e.g. day trips), to obtain more details about the organization of the trip (with a view to enhancing the effectiveness of tourism promotion in the main generating countries), to ascertain the degree of satisfaction with the trip, etc.

4.8. In these and other cases it is likely that the sample will need to be expanded so as to be able to interview a significant number of people from the target population. These partial sub-samples will not always be entirely probabilistic, but this does not mean that the findings will not be of value. It is however clear that the findings would not be reliable enough for international comparison.

4.9. A second use of modules is to enable some of the characteristics identified in the general questionnaire to be measure more accurately. This is true of the tourism expenditure module proposed by WTO as an extension to the questionnaire presented in the previous Chapter, which, together with the estimated average length of trip and average size of the travel group, serves to derive other key parameters of tourism statistics, i.e. average daily expenditure per visitor and average expenditure per trip/ per travel group.

⁵³ See Annex 1 “*Developing the System of Tourism Statistics (STS): filling the information gaps*”.

- 4.10. WTO has observed that priority is not always given in tourism surveys to recording expenditure :
- in many cases there is only one question on expenditure, and that is often consigned to the end of the questionnaire. It should be a priority aim to increase the number of records containing full information as a prerequisite to acquiring credible information on tourist expenditure;
 - it is by no means evident that the expenditure associated with domestic, inbound and outbound tourism in countries that carry out the relevant surveys or devise specific modules for identifying the corresponding traveller behaviour is estimated in a similar way.⁵⁴
- 4.11. The available evidence suggests that a tourist's replies regarding his expenditure during the trip are more consistent if, in addition to being asked to state the total amount, he is asked to reveal what he spent on certain items, for instance the air ticket, car hire or accommodation.
- 4.12. Among the main factors having a positive effect on the reliability of travel expenditure data and their breakdown, mention may be made of the following:
- better memory recall: a review with the respondent of the services (transport, accommodation, maintenance, etc.) consumed during his trip will usually help him to recall what he spent on each and, by aggregation, his total expenditure;
 - the avoidance of memory lapses about smaller items consumed that may have been overlooked in calculating the total ;
 - for the tourist who has difficulty in estimating his total expenditure, the option of providing partial information for subsequent aggregation;
 - an additional verification of the figures by comparing the total amount initially declared with the sum of the items of expenditure according to concepts.
- 4.13. All these factors show how the incorporation of a specific expenditure module with an item-by-item breakdown serves to improve estimates of total tourist expenditure.
- 4.14. It has been remarked (see 4.5) that the disaggregation proposed is clearly inadequate if, in preparing the TSA, the intention is to comply with the level of disaggregation recommended in the official document (and, for this purpose, it has been suggested that surveys of visitors should be carried out in their respective tourist destinations). That should not however preclude the use of the proposed module as a means of cross-checking the data obtained against the information available from the supply side (e.g. the invoicing

⁵⁴ See Annex 13 *“Review of core tourism statistics, New Zealand Tourism Research Council”*.

figures of the tourism sectors that produce the goods and services identified in the module). This kind of analysis of the consistency of demand and supply data is, in itself, particularly useful in helping to decide whether or not it would be worthwhile carrying out surveys at destinations.⁵⁵

4.15. Certain aspects of the questions included in the module will give a better understanding of the reasoning behind the WTO proposal:

- the module contains a minimum set of questions divided into two blocks, the first relating to pre-travel expenditure (in the country of origin) and the second to expenditure in the country of destination. The aim is to achieve an estimation of these two sets of data that is as accurate as possible;
- it will be noted that, as numbered, the questions follow on from those of the general questionnaire, indicating that the module is a continuation of the general questionnaire;
- in order to prompt the respondent's memory and because of the difficulty of classifying the expenditure item by item, it was considered advisable to ask for an aggregate monetary value with a breakdown into percentages for a limited number of items;
- its design also reflects the fact that this new proposal of WTO sets out not only to promote the international comparability of the figures for expenditure associated with inbound tourism, but also to provide useful and sound information to the compilers of the Balance of Payments. In this respect, the proposal has the scope of a "model module";
- as it is intended to serve as a model, the proposed module excludes questions that, though possibly of great interest, have a different focus and are not aimed at achieving the international comparability of total expenditure associated with inbound tourism (for instance, questions about the rent paid for holiday homes, the expenditure incurred by respondents in their capacity as hosts of visiting relatives and friends, etc.);
- it is therefore suggested that, with the regularity considered appropriate, the module be applied to the entire sample. There is another reason for this: the NTA's tabulation plan for the survey data should include, so far as the estimation of tourist expenditure is concerned, a cross-check of the main variables (total and average expenditure) according to basic behavioural characteristics (country of residence, purpose of the visit, type of accommodation used, organization of the trip, etc.).

⁵⁵ It should be borne in mind that, in performing the data-comparison exercise, use should be made on the demand side not only of the respective levels of expenditure associated with the three forms of tourism (obtained by survey or some other estimation procedure), but also of the corresponding physical indicators (arrivals, departures and overnight stays, as the case may be).

EXPENDITURE MODULE

Indicate if the payment was made directly (D) or through an intermediary-travel agency, tour operator... (I)

PAGE

A D

E. EXPENDITURES BEFORE LEAVING

35	AMOUNT OF EXPENDITURES RELATED TO THIS TRIP MADE IN YOUR OWN COUNTRY? (Transportation, accommodation, car rental, others..)	A. No..... <input type="checkbox"/> 1 — (36)	Amount	Currency	Percentage	1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 6 —				
35.1	WERE PASSENGER TRANSPORT SERVICES INCLUDED IN THE EXPENDITURES REPORTED IN QUESTION 35 ?	A. No..... <input type="checkbox"/> 1 — (35.2)	Amount	Currency	Percentage	1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 6 —				<input type="checkbox"/> 3 <input type="checkbox"/> 8
35.1.1	TO ENTER OR TO LEAVE THIS COUNTRY?	A. No..... <input type="checkbox"/> 1 — (35.1.2)	Amount	Currency		
		B. Yes..... <input type="checkbox"/> 6 —				
35.1.2	WITHIN OUR COUNTRY?	A. No..... <input type="checkbox"/> 1 — (35.2)	Amount	Currency		
		B. Yes..... <input type="checkbox"/> 6 —				
35.2	WERE ACCOMMODATION SERVICES INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION 35 ?	A. No..... <input type="checkbox"/> 2 — (35.3)				1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 7 —				
		B.1. Fullboard..... <input type="checkbox"/> 11				
		B.2. Halfboard..... <input type="checkbox"/> 12				
		B.3. Bed & breakfast..... <input type="checkbox"/> 13	Amount	Currency	Percentage	<input type="checkbox"/> 3 <input type="checkbox"/> 8
		B.4. Only lodging..... <input type="checkbox"/> 14				
35.3	WERE OTHER SERVICES (For example car rental, food & beverage, tourist guide, recreation services) INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION 35 ?	A. No..... <input type="checkbox"/> 4 — (36)	Amount	Currency	Percentage	1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 9 —				<input type="checkbox"/> 3 <input type="checkbox"/> 8

F. EXPENDITURES IN THIS COUNTRY

36	EXPENDITURES RELATED TO THIS TRIP MADE IN THIS COUNTRY (Transportation, accommodation, car rental, others..)	A. No..... <input type="checkbox"/> 1 — (END)	Amount	Currency	Percentage	1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 6 —				
36.1	WERE PASSENGER TRANSPORT SERVICES INCLUDED IN THE EXPENDITURES REPORTED IN QUESTION 36 ?	A. No..... <input type="checkbox"/> 1 — (36.2)	Amount	Currency	Percentage	1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 6 —				<input type="checkbox"/> 3 <input type="checkbox"/> 8
36.1.1	TO LEAVE THIS COUNTRY?	A. No..... <input type="checkbox"/> 1 — (36.1.2)	Amount	Currency		
		B. Yes..... <input type="checkbox"/> 6 —				
36.1.2	WITHIN THIS COUNTRY?	A. No..... <input type="checkbox"/> 1 — (36.2)	Amount	Currency		
		B. Yes..... <input type="checkbox"/> 6 —				
36.2	WERE ACCOMMODATION SERVICES INCLUDED IN THE EXPENDITURES REPORTED IN QUESTION 36 ?	A. No..... <input type="checkbox"/> 2 — (36.3)				1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 7 —				
		B.1. Fullboard..... <input type="checkbox"/> 11				
		B.2. Halfboard..... <input type="checkbox"/> 12	Amount	Currency		
		B.3. Bed & breakfast..... <input type="checkbox"/> 13	Amount	Currency	Percentage	<input type="checkbox"/> 3 <input type="checkbox"/> 8
		B.4. Only lodging..... <input type="checkbox"/> 14				
36.3	WERE OTHER SERVICES (For example car rental, food & beverage, tourist guide, recreation services) OR GOODS (gifts and souvenirs) INCLUDED IN THE EXPENDITURES REPORTED IN QUESTION 36 ?	A. No..... <input type="checkbox"/> 4 — (END)	Amount	Currency	Percentage	1. (D) 2. (I)
		B. Yes..... <input type="checkbox"/> 9 —				<input type="checkbox"/> 3 <input type="checkbox"/> 8

(END) THANK YOU FOR YOUR COOPERATION

- 4.16. As an extension to the questionnaire of the model border survey proposed, the guidelines in section 3D are, with some logical exceptions, also applicable to the expenditure module. Some additional guidelines are however given below in relation to:
- concepts, definitions and classifications;
 - data processing.
- 4.17. So far as the first group is concerned, it should be emphasized that over the past five years, various countries have undertaken a revision of their System of Tourism Statistics (Canada, United Kingdom and New Zealand have been the most complex, but also most European countries - such as the Netherlands and Italy - have been obliged to do likewise owing to the outcome of their TSA feasibility studies or experimental exercises); all of them have highlighted inconsistencies in the definitions and classifications of their basic tourism surveys. The consequent use of standard concepts, definitions and classifications will ensure that there is greater consistency between core tourism datasets.
- 4.18. In the specific case of expenditure, inbound tourism consumption comprises the consumption of non-resident visitors within the economic territory of the country of reference, based on data provided by residents. In this instance, the term “visitor expenditure” may be equated to visitor consumption, because that expenditure (or, more precisely, visitor final consumption in cash, in the terminology of SNA93) would be the sole component of that consumption.
(www.world-tourism.org/statistics/tsa_project/basic_references/ingles/X.7.htm)
- 4.19. In the additional guidelines on data processing, attention has been drawn to some of the “main variables” or “expenditure aggregates/indicators” that should be obtained, as well as to cross-references or behaviour variables that are supplied in the questionnaire and that may be used either as a filter, in rows or as headings, depending on the purpose of the analysis.
- 4.20. As an illustration of the value of the type of data gathered by these surveys, the following behaviour variables could be linked to each of the three main variables (all of them relating to expenditure in the country of destination). The corresponding tables would form part of a tabulation plan:

Main variables	Behaviour variables
1. Total expenditure 2. Average expenditure by visitor 3. Average daily expenditure by visitor 4. Average expenditure by travel group	<ul style="list-style-type: none"> - Kind of visitor - Means of transport - Country of residence - Purpose of the visit - Type of accommodation used - Organization of the trip

4.21. In designing the above-mentioned tabulation plan, the two following points should be borne in mind:

- exchange rates must be taken into account when amounts are declared in currencies different from that of the country of reference. This rate of exchange will not necessarily be the same for pre-travel expenditure (purchase of tickets, package tour, etc.) and expenditure during the trip, because the expenditure takes place at different times, and significant exchange rate fluctuations may have occurred in the intervening period;
- the information obtained does not necessarily have to be equally significant for each and every reference period of the survey. The user should be advised accordingly, and the findings disseminated should reflect that fact.

Annex 1

Developing the System of Tourism Statistics (STS): filling the information gaps ^(*)

Information gaps may be met by updating or conducting new surveys, adding questions to an existing survey, using administrative data, or using data modelling techniques.

As part of the TSA development project, WTO has developed some initiatives to fill different type of information gaps in tourism statistics providing general guidelines in order to:

- measure arrivals and associated expenditures of non-residents by developing a model border surveys;
- measure domestic tourism comparable data by implementing a tourism module in Household Income/Expenditure Surveys;
- using administrative data jointly with survey data at national borders, create a statistical universe of non-resident visitor.

All these initiatives both complement and supplement the System of Tourism Statistics as developed in most countries both at the national as well as subnational level. Special Attention in the first two initiatives has been placed in order that the measurement of some key characteristics of activity of visitors both in inbound and domestic tourism generate equivalent data.

This Annex place the focus on filling the information gaps by adding questions to an existing surveys, using administrative data, or using data modelling techniques:

Modules or supplementary surveys: are questions added to an existing survey to provide information on particular aspects of tourism or particular topics of interest (like WTO's tourism module proposals for domestic tourism (<http://www.ilo.org/>). The results from supplementary questions can then be analysed in conjunction with data already collected in the base survey.

For effective implementation of supplementary surveys a framework for developing and implementing supplementary surveys needs to be in place. This framework should include:

- a requirement for evaluation of alternative data sources, including administrative records. If the information is already available, a supplementary survey would not be required;
- criteria for assessing proposals for supplementary survey (for example, the supplementary survey shall not undermine the goodwill and value of the base survey);

^(*) This Annex is a partial reproduction of the document of Tourism Research Council, New Zealand (December 2002) "Review of Core Tourism Statistics, Full Report", pp 109-111.
(<http://www.tourism.govt.nz/research/res-reports/res-core-stats-review/full/full.pdf>)

- guidelines for signing the supplementary questions;
- checklists for assessing impact, including effect on respondent burden;
- restrictions (for example, maximum length of survey);
- guidelines for outputs.

Administrative data: presents a number of advantages:

- since they already exist, costs of direct data collection and further burden on respondents are avoided;
- they are usually available for the complete universe, and hence, they are most of the time not constrained by sampling error limitations;
- they can be used in numerous ways in the production of statistical outputs, such as the creation and maintenance of frames and the replacement of statistical collection.

As well as direct production of statistics from the data, a number of options exist whereby administrative datasets could be extended through integration with each other or with survey data.

However, the use of administrative records may raise concerns about the privacy of the information in the public domain. these concerns are even more important when the administrative records are linked to other sources of data. What the administrative data is used for needs to be carefully considered.

Data modelling techniques: are used extensively to derive synthetic estimates when the cost of obtaining small area statistics from a survey is too great. Synthetic estimates are achieved through the development and use of sophisticated statistical modelling and estimation techniques which integrate data from two or more sources. Each data source brings both strengths and weaknesses to the modelling process. Survey data are often restricted in their capacity to produce reliable estimates due to the restrictions of sample size whereas administrative data may bring good geographic coverage but may exclude certain groups of people from the population. Subtle changes within the population of a region may not always be recognized by the assumptions made in the modelling process, therefore synthetic estimates should always be used with care and movements over time should be used rather than absolute values generated by any modelling process.

Annex 2

GATS negotiations and WTOs TSA project

The approval in 2002 by the UN Statistical Commission of the *Manual on Statistics of International Trade in Service* is an important first step in addressing a growing demand from Governments, businesses and analysts for more relevant, detailed and internationally comparable statistics on such trade.

Following the *General Agreement on Trade in Services* (GATS) and in order to clarify how international trade in services takes place, the *Manual* describes four modes through which services may be traded internationally. It does so by considering the location of both the supplier and consumer of the traded service. The first of these modes, mode 1 or *cross-border* supply, applies when suppliers of services in one country supply services to consumers in another country without either supplier or consumer moving into the territory of the other. Mode 2, *consumption abroad*, describes the process by which a consumer resident in one country moves to another country to obtain a service. Further, enterprises in an economy may supply services internationally through the activities of their foreign affiliates abroad. This mode of supply, mode 3, is called *commercial presence*. The last of these modes of supply, mode 4 or *presence of natural persons*, describes the process by which an individual moves to the country of the consumer in order to provide a service, whether on his or her own behalf or on behalf of his or her employer..

As stated in the *Manual* (1.13) “Measurement of trade in services is inherently more difficult than measurement of trade in goods. Services are more difficult to define. Some services are defined through abstract concepts rather than by any physical attribute or physical function. Unlike trade in goods, for trade in services there is no package crossing the customs frontier with an internationally recognised commodity code; a description of the contents; information on quantity, origin, and destination; an invoice; and an administrative system based on customs duty collection that is practised at assembling these data. The required information on services trade, once defined, is dependent on reaching a common understanding of concepts with data providers. It depends on information that may be reported either from business accounting and record keeping systems or by individuals, and on a variety of data sources, including administrative sources, surveys, and estimation techniques”.

The aim of the *Manual* is to provide a coherent conceptual framework within which countries can structure the statistics they collect and disseminate on international services trade. It recommends a number of core and additional data items to be implemented over time, and in so doing recognizes the constraints under which statistical compilers operate and the need not to burden data providers unduly. In order to facilitate countries’ adoption of this framework, it builds on existing standards for compilation, in particular the fifth edition of the International Monetary Fund’s *Balance of Payments Manual* (BPM5) and the *System of National Accounts*, 1993 (1993 SNA).

Tourism statistics (and more specifically, the TSA project) has a twofold relationship with the four modes of the GATS negotiations:

- on the one hand, with mode 2, given that tourism has to do with visitors moving from among countries and being provided with services in the country visited; visitors represent usually a relatively important fraction of travellers.
- on the other hand, with mode 4, given that the proposals for the improvement of non-resident arrivals data (discussed in Chapter 2 of this *Guide*), as well as the model border survey proposed by WTO (explained in Chapter 3) can be used for the identification of certain group(s) of specific interest in relation with the movement of *natural persons*;

Annex 3
Responses and Comments to the “*Comparative study of international experiences in the measurement of traveller flows at national borders*”/2003-2004

T7. Collection and processing of data on arrivals of non-resident travellers. Typology of the methods used, by countries (Q.1 - Q.7)

This table contains the answers to Sub-section A1 of the questionnaire relating to the typology of the methods used for collecting information about arrivals of non-resident travellers existent in the country, specifically the answers to questions Q1 to Q7 of the questionnaire.

In the tabulations, a symbol like this "¶" is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

T7. Collection and processing of data on arrivals of non-resident travellers. Typology of the methods used, by countries (Q.1 - Q.7)

			TOTAL											
			Number	% Horizontal	ARG	AUS	AUT	BRB	BWA	CAN	CHL	CRI	DNK	ECU
Number of countries which have answered SUBSECTION A1			34	100.00%										
SUBSECTION A1: TIPOLOGY OF THE METHODS USED	Q.1	Indicate which of the following method(s) is (are) used in your country to obtain the data on arrivals of non-resident travellers?	32	94.12%										
		National borders with:	21	61.76%										
		Entry cards	21	61.76%										
		Departure cards	15	46.88%										
		Surveys	26	76.47%										
		Inbound surveys	15	44.12%										
		Outbound surveys	16	50.00%										
		Other administrative procedures	19	55.88%										
		Road traffic records	10	29.41%										
		Passenger manifest	7	20.59%										
		Optic regarding of passport	7	20.59%										
		Bar code in visas	2	5.88%										
		Other	17	50.00%										
		17	53.13%										
	Q.2	Indicate whether your observation system at national borders allows you to identify any of these collectives	29	85.29%										
		Long term students (over 1 year)	17	50.00%										
		Long term sick people (over 1 year)	7	20.59%										
		Seasonal workers	11	32.35%										
		Border workers	11	32.35%										
		Short term immigrants (¶)	13	38.24%										
		Diplomats and other embassy or consulate personnel (including dependants)	17	52.94%										
		Foreign military personnel based in your country	10	32.35%										
		Transport crew (ships or planes)	19	55.88%										
		Long term immigrants	19	58.82%										
	Q.3	Main difficulties or limitations of the current method(s)	34	100.00%										
		Yes	34	100.00%										
		No												
	Q.4	Indicate whether the possibility of using any other alternative method(s) is being considered in your country in the near future (¶)	34	100.00%										
		Yes	33	100.00%										
		No	1											
	Q.5	If in Q.1 you have pointed out several methods, could you describe briefly how the different information is combined? (¶)	34	100.00%										
		Yes	29	85.29%										
		No	5	14.71%										
	Q.6	Do you collaborate or do you have any kind of agreement with neighbouring countries for the exchange of information or observations on movements at national borders? (¶)	34	100.00%										
		Yes	12	35.29%										
		No	22	64.71%										
	Q.7	Do you have a visa system? (¶)	34	100.00%										
		Yes	28	82.35%										
		No	6	17.65%										

T7. Collection and processing of data on arrivals of non-resident travellers. Typology of the methods used, by countries (Q.1 - Q.7)

		EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR	MLT	MEX	MAR	NZL	NOR	PER
Number of countries which have answered SUBSECTION A1																		
SUBSECTION A1: TIPOLOGY OF THE METHODS USED	Q.1	Indicate which of the following method(s) is (are) used in your country to obtain the data on arrivals of non-resident travellers?																
		National borders with:																
		Entry cards																
		Departure cards																
		Surveys																
		Inbound surveys																
		Outbound surveys																
		Other administrative procedures																
		Road traffic records																
		Passenger manifest																
		Optic regarding of passport																
		Bar code in visas																
		Other																
																	
	Q.2	Indicate whether your observation system at national borders allows you to identify any of these collectives:																
		Long term students (over 1 year)																
		Long term sick people (over 1 year)																
		Seasonal workers																
		Border workers																
		Short term immigrants (¶)																
		Diplomats and other embassy or consulate personnel (including dependants)																
		Foreign military personnel based in your country																
		Transport crew (ships or planes)																
		Long term immigrants																
	Q.3	Main difficulties or limitations of the current method(s)																
		Yes																
	Q.4	Indicate whether the possibility of using any other alternative method(s) is being considered in your country in the near future (¶)																
		Yes																
	Q.5	If in Q.1 you have pointed out several methods, could you describe briefly how the different information is combined? (¶)																
		Yes																
	Q.6	Do you collaborate or do you have any kind of agreement with neighbouring countries for the exchange of information or observations on movements at national borders? (¶)																
		Yes																
	Q.7	Do you have a visa system? (¶)																
		Yes																

T7. Collection and processing of data on arrivals of non-resident travellers. Typology of the methods used, by countries (Q.1 - Q.7)

			PHL	PRT	ZAF	ESP	SWE	CHE	TTO
Number of countries which have answered SUBSECTION A1									
SUBSECTION A1: TYPOLOGY OF THE METHODS USED	Q.1	Indicate which of the following method(s) is (are) used in your country to obtain the data on arrivals of non-resident travellers?							
		National borders with:							
		Entry cards							
		Departure cards							
		Surveys							
		Inbound surveys							
		Outbound surveys							
		Other administrative procedures							
		Road traffic records							
		Passenger manifest							
		Optic regarding of passport							
		Bar code in visas							
		Other							
								
	Q.2	Indicate whether your observation system at national borders allows you to identify any of these collectives:							
		Long term students (over 1 year)							
		Long term sick people (over 1 year)							
		Seasonal workers							
		Border workers							
		Short term immigrants (¶)							
		Diplomats and other embassy or consulate personnel (including dependants)							
		Foreign military personnel based in your country							
	Q.3	Main difficulties or limitations of the current method(s)							
		Yes							
	Q.4	Indicate whether the possibility of using any other alternative method(s) is being considered in your country in the near future (¶)							
		Yes							
	Q.5	If in Q.1 you have pointed out several methods, could you describe briefly how the different information is combined? (¶)							
		Yes							
	Q.6	Do you collaborate or do you have any kind of agreement with neighbouring countries for the exchange of information or observations on movements at national borders? (¶)							
		Yes							
	Q.7	Do you have a visa system? (¶)							
		Yes							

Q.1 Indicate which of the following method(s) is (are) used in your country to obtain the data on arrivals of non-resident travellers

Number: 7

CAN	Another administrative procedure to obtain data on arrivals of non-resident travellers is the use of Commercial and Private Craft/Passenger and Crew records.
DEU	Data on inbound tourism are received from the accommodation statistics.
MLT	Malta International Airport- Passenger movements. Air malta estimates.
NZL	Key entry of passport details by NZ Customs Officers.
PER	Border passes, for border with Chile only
PRT	The information about international landed passengers is provided by the aeronautical, railway and marine authorities.
ESP	Manual counts.

Q.2.5 Maximum period of time allowed for short term immigrants.

Number: 15

AUT	3 months.
BRB	6 months.
BWA	6 months.
CAN	No information.
CHL	Up to 2 years, according to visa subject to work contract or temporary Points 6 and 7 cannot be differentiated Points 5 and 9 remain as foreign residents
HKG	No information.
IND	In case of USA 6 years and UK 5 years.
IDN	No information.
ITA	12 months.
JAM	6 months.
KOR	1 year -> E8 -> 3 years.
MEX	There are only three types of visitor: NON-IMMIGRANTS, for periods of less than one year; IMMIGRANTS, who enter and leave the country; and MIGRANTS who only enter the country.
NOR	365 days.
PER	Subparagraph 5: up to.....
TTO	3 months.

Q.3 Main difficulties or limitations of the current method(s)

Number: 34

ARG	Information lacking on: - Country of residence - Origin/destinations - Length of stay - Purpose of travel
AUS	Short-term movements are sampled and are subject to sampling error. The primary advantage of the sample is that it enables more thorough data quality checks. A stratified sampling method based on country of citizenship is applied. Separate skips are applied for each country of citizenship and the skips may vary for each processing month. The Australian Bureau of Statistics (ABS) supplies the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) with the skips required to select an appropriate sample. In practice however, there are limitations associated with the implementation of the sample skips. Passenger cards are a self-report vehicle. Travellers often miss questions or put answers in wrong places. The cards are completed by hand and problems can occur while attempting to scan certain handwriting types. Different shades of pen also impact on scanning and readability. Unscannable cards are left to data entry operators to decipher. There are also coding rules and validation program applied to compensate for the incorrectly filled cards. However, this non-response is a significant data quality problem. There are no instructions attached to the passenger card to assist travellers to fill in the card correctly. Consequently, travellers fill in the cards using their own understanding. Take the example of two individuals travelling for the same business meeting, one may indicate that their main reason for journey was business another may indicate that their main reason for journey was employment.

Q.3 Main difficulties or limitations of the current method(s) (Cont.)	
Number: 34	
AUT	No information.
BRB	Some double counting can arise as some visitors travel to other Caribbean destinations for short stays or day trips. When they return back into Barbados are counted again as tourists as there is no way to differentiate them.
BWA	Slow processes due to non-computerised systems.
CAN	<p>One of the challenges is receiving, extracting and combining the information received monthly in different forms and releasing it within six weeks after the end of the reference period. All Canada Customs and Revenue Agency (CCRA) entry ports participate and send us their forms used to record travellers arriving by car, truck, ferry, private plane or boat, commercial plane or boat, train and other modes. Around 15 million paper documents are received each year in different forms. We also receive electronic files from 32 mayor land ports.</p> <p>However, the entry forms and the associated processing system are not designed to allow full implementation of the methodological definitions on tourism approved by the WTO/UN in 1993. For instance, the information obtained from the entry forms does not permit the identification of students, sick people, seasonal workers and border workers entering Canada. Because of that, these categories of non-resident travellers are included in the monthly counts of non-resident visitors to Canada.</p> <p>In the case of immigrants, former residents (i.e. Canadian citizens returning to Canada to re-establish permanent residence after residing outside Canada for more than one year), refugees, diplomats and military personnel, our processing system allocates them all to one traveller type category. This means that there is no possibility with the current system to identify separately these categories of non-resident travellers or to obtain separate counts for each one of these categories. Furthermore, the information collected by the entry forms on these categories is limited to those entering Canada by commercial air and, in the case of immigrants and former residents, to those also entering by car. However, these categories of non-resident travellers are excluded from our monthly counts of non-resident visitors to Canada.</p>
CHL	No difficulties according to International Police.
CRI	The aim of surveys, besides measuring flows, is to produce a visitor profile. Land and cruise ship surveys are the most problematic (queues, surveys carried out in the open air and on foot, allowing little time for visitor interviews, etc.).
DNK	No data is collected in order to measure flows of non-resident travellers at borders. Flows of traffic (vehicles) across borders to Germany and Sweden is registered but is not used systematically as a measure of travellers flows.
ECU	A count is made using the TAM (Andean Migration Card). Not everyone produces the card, especially returning residents and non-residents leaving the country.
EGY	<ul style="list-style-type: none"> - Visitors are classified by nationality not country of residence. - Distinction between students/sick persons included as visitors (less than a year) and those staying more than a year is only realized at points of departure. <p>This means that all students and sick persons are included in tourism inflows regardless of their duration of stay.</p>
FIN	Expensive data collection, complicated sampling framework, limitations in the country break-down, heavy organisation, the conditions under which the interviews are done, sometimes difficulties in communication etc. (these concern only the survey).
FRA	The same method is used for air, sea and rail transport, and data collection at motorway services, wherever there are tourists, is not based on a proven methodology, raising the question whether the tourists that stop there are representative of the tourist population crossing the borders.
DEU	In Germany no border statistics is applied any more. Data on inbound tourism are received from the accommodation statistics. Long Term Immigrants information is derived from administrative registers not from a border statistics.
HKG	<p>Privacy law prevents direct access to E/D cards by non- Immigration staff.</p> <p>Difficulties in enriching the information collected in the E/D cards due to legislation concern.</p> <p>Possibility of removing the E/D card to streamline the immigration process.</p> <p>Only a sample of 1/6 of E/D card being processed. Statistics inference required.</p>
HUN	The system used for collecting information on non-resident travellers at national borders could be more reliable by using other administrative procedures, e.g. passenger manifest. The current method can not be used for deeper characterisation, only nationality available; neither nationality and type of vehicle, nor number of travellers and type of vehicle can not be combined.
IND	<p>The following category of travellers are not included in the data series on foreign tourist:</p> <ul style="list-style-type: none"> a- Non-resident Indians who are staying in other countries. b- Crew members. c- Nationals of Nepal entering India through land routes along Indo-Nepal border. d- All foreigners entering India from Bhutan by land. e- Children aged less than three years computerization of all check posts are not complete.
IDN	No information.
ITA	<p>A- Since 1998, problems arose in surveying at road borders with the bordering countries implementing the Schengen agreement (France and Austria). The abolition of passport controls caused the impossibility to approach the potential interviewees. It was therefore necessary to move the location of interviewing to areas close to the actual border points (e.g. gas stations). The resulting bias is corrected by means of estimates on the basis of historical data.</p> <p>B- Until a few years ago, in Italy there was a substantial lack of administrative sources (e.g. originated from road and airport authorities) with the required accuracy and timeliness.</p>
JAM	Interpretation of entry card due to illegibility.
KOR	Not applicable to Korea because it is not bordered with any country.
MLT	No information. It depends of NSO to answer this question.

Q.3 Main difficulties or limitations of the current method(s) (Cont.)
Number: 34

MEX	Data are recorded on cards mainly for purposes of control, security and statistics, and there are no entries allowing for a more detailed visitor profile. The nationality is recorded, and the country of origin is, for instance, inferred from the permanent home address entered. By contrast, border visitors (i.e. visitors from an area of not more than 25 miles from the border) are not registered and are therefore only subject to a count. It should be pointed out that there are no electronic records of these movements, which is why these data appear in the survey as estimates.
MAR	The current card has the following limitations: - It does not serve to assess the flow of same-day visitors - It does not serve to establish such visitor characteristics as country of residence, purpose of travel and length of stay
NZL	Cards available in English language only. Classification of travellers dependent on answers given on the arrival card-information may be inconsistent or incomplete.
NOR	1- Borders surveys at road borders at a limited scale: relatively few observations. 2- limited knowledge of country of origin for international air passengers.
PER	The quality and timeliness of the information processed by the Migrations Department. Non-processing of 100 per cent of visitors entering with border passes or identification documents.
PHL	The time lag being encountered from the retrieval of data to the processing of statistics which constrained the real time analysis of statistics vis-a-vis current situation which requires immediate analysis. No matching of E/D cards are done to facilitate computation of average length of stay.
PRT	The difficulties are the same as Spain.
ZAF	Details of the traveller's visa is captured and therefore the data on actual length of stay is not available.
ESP	Spain uses a three-tier approach: data from surveys carried out at the various road borders on entry and departure for each access road; manual counts of vehicles on the roads; and a combination of these data with information from administrative records derived from various sources – the Traffic Department (responsible for highway traffic), AENA (responsible for airport traffic), Puertos del Estado (responsible for traffic at seaports), RENFE (responsible for rail traffic). The greatest drawback of the method is the way the various sources of such a disparate nature are combined to provide a sufficiently stratified monthly estimate for the various means of access.
SWE	* Short questionnaire-no detailed information on expenditures and activities. * Problems covering long borders with small borderpoints. * Different types of borderpoints - different sample methods. * Cost! The survey ended at June 30, 2003, because of the costs.
CHE	5 yearly sample. Traffic through non guarded posts is not measured at all. There is no indication on the number of occupants per vehicle. Only cars are counted (no buses...) Manual countings only 10 days a year.
TTO	The immigration officers interface with the traveller stamp the cards and make them available to the CSO where the data required is recorded on a special software MIST- Management Information System for Tourism. Tables required are automatically generated when needed. Timeliness suffers due to bureaucratic measures at the Immigration Dept.

Q. 4 Indicate whether the possibility of using any other alternative method(s) is being considered in your country in the near future

Number: 34

ARG	(1) Improve and process the data drawn from entry/departure cards at points of migration and computerization of border posts (2) Border survey on international tourism 2004
AUS	There are no alternative methods being considered. However, there is on-going collaborative effort between the ABS and DIMIA to improve data quality. There are a series of regular meetings at the operational, senior executive and industry levels aimed at improving passenger card design, estimation, dissemination and general data quality.
AUT	No information.
BRB	Include a question in the cards to indicate this.
BWA	The computerisation of system is at an advanced stage.
CAN	No.
CHL	Optical reading of passports introduced at Santiago Airport in January 2004 as a supplement to the entry/departure card.
CRI	No, but consideration is being given to increasing the survey frequency at land borders from six-monthly to quarterly. Air passenger surveys are quarterly, but one airport is not being considered.
DNK	No information for this question.
ECU	No.
EGY	No.
FIN	No, if the funding for border survey is assured, it is regarded as the best means to have comprehensive data on inbound tourism to Finland (This concerns only the survey).
FRA	There are plans to introduce methods of the "Asturias survey" type at sites frequented by tourists. These methods entail surveys of guest numbers at collective means of accommodation.
DEU	No.
HKG	Possibility of removing the E/D card streamline the immigration process.
HUN	Since Hungary is going to join the European Union and in several years to sign the Schengen Agreement a new method of data collection is being considered but no specified system yet.
IND	No.
IDN	No other alternative methods is being considered in the near future.
ITA	Letters refer to the problems mentioned in previous question, a) Co-operation with Police authorities is envisaged. A national law provides for the collaboration of Police in the carrying out of surveys on traffic. b) The availability of administrative data is now improved. Contacts with several bodies has been started to arrange regular information supply.
JAM	Redesigning of Card for Script Writing into boxes and check boxes for answers.
KOR	As part of the plan to transform Incheon International Airport into a hub in Asia, a biometric passport system will be implemented from 2005.
MLT	Not for the moment. The card system will cease next march 2004; As Malta becomes member of the EU, border controls will be shed. That is the reason why a survey has been developed.
MEX	Under a pilot scheme consular pre-registration or advance documentation is used in order to be able to apply a smart card. At present most charter flights are handled in this way to speed up immigration procedures.
MAR	Under the Med-Migr programme initiated by the European Union, a project is under way that aims to improve border statistics and residence permits. A new entry card making allowances for the above limitations has been developed and tested.
NZL	Under investigation is the feasibility of electronic records being completed by travel agents or by passengers when booking flights on-line. Data would be transferred to NZ Customs and then Statistics New Zealand for processing statistics.
NOR	No alternative methods considered.
PER	For the time being support is being given to the Migrations Department to upgrade its procedures for the collection and automatic processing of data. At the same time alternative methods of measuring flows at land border posts are being looked into.
PHL	Enhancement of E/D cards for data scanning.

Q. 4 Indicate whether the possibility of using any other alternative method(s) is being considered in your country in the near future

Number: 34

PRT	In the future, it will perhaps be necessary to proceed to some readjustments on the typology of the methods used, regarding the experience achieved since 1994 (year of the changing of collecting information methods after the Schengen agreement).
ZAF	Yes. The rewrite of the computer system is envisaged to include on-line data and the use of biometric recognition.
ESP	No.
SWE	No, not since the survey no longer is running.
CHE	No.
TTO	No.

Q.5 If in Q.1 you have pointed out several methods, could you describe briefly how the different information is combined?

Number: 29

AUS	The other method implied in question 1 is the DIMIA Travel and Immigration Processing System (TRIPS). More information about TRIPS can be found in Question 27. TRIPS records are matched against passenger card records initially by passport number. If this fails, matching is attempted on other common variables (family name, given name, citizenship and date of birth). There is an approximate match rate of 98.5%. The process results in a unique identifier being assigned to each movement.
AUT	No information.
BWA	They don't use several methods.
CAN	Different completed forms are submitted continuously by CCRA to Statistics Canada (STC). E311 Customs Declaration Cards are used to record on a census basis travellers entering Canada by commercial plane at the 18 major international airports. All cards received at STC are scanned and data capture is done from the images, using optical mark recognition and manual entry to extract the relevant information from several fields. The images used for data capture are selected on a sampling or census basis, depending on the traveller type and airport size. In addition to Overseas Visitors Summary Reports, E-62 Entry Tallies used to record daily travellers at land and ferry entry ports are sent to STC as paper documents and electronic files. E-63 Commercial and Private Craft/Passenger Crew Arrivals, which are paper documents used to record travellers and crews on boat and some commercial flights, are also received. Relevant information is extracted manually from all Overseas Visitors Summary Reports as well as all E-62 and E-63 paper forms using DC2, a system developed at STC to capture, edit and store the data extracted from these forms. Approximately four weeks after the end of the reference month, all captured data from the E-311 cards, Overseas Visitors Summary Reports, E-62 and E-63 paper forms and E-62 electronic files are weighted and combined to produce frontier counts for the reference month by type of traveller, type of transportation, duration of stay, country of residence and port of entry.
CHL	At ports the entry card is used in addition to the passenger manifest.
CRI	The Migrations Department uses entry/departure cards to build the database, which the Tourism Board processes for the measurement of visitor flows. Border surveys are used to obtain visitor profiles (expenditure, length of stay, places visited, etc.)
DNK	No information for this question.
ECU	Border controls are used as the sampling frame for surveys so as to make better use of their findings. Customs records are not used.

Q.5 If in Q.1 you have pointed out several methods, could you describe briefly how the different information is combined? (Cont.)

Number: 29

EGY	Borders surveys are conducted by the tourist administration and Central Agency for Public Mobilization and Statistics (CAPMAS) every two years starting from 1990. Departing visitors are requested to fill in a long questionnaire allowing the characterization of flows according to main purpose of the trip, accommodation used, length of stay, age, sex, and the trip characteristics (expenditure, frequency of the visit to the country, activities, degree of satisfaction... etc). The findings are disseminated to concerned parties (Central Bank of Egypt, Ministry of Planning, Federation of Tourism Chambers).
FIN	Register based administrative data are used only as total passenger flows for sample weighting.
FRA	Three sources are used: 1. questionnaires collected from non-residents 2. data drawn from counting sessions 3. air, rail, sea and road traffic data
DEU	No information available.
HKG	Departing Visitor Survey data are weighted to reflect true proportion of visitor profile collected through immigration record and E/D cards.
HUN	Currently the method used for collecting information on non-resident travellers can not be combined with any other source of information. These entry and departure data show only nationality, the entry / exit border point and the number of travellers.
IND	Not Applicable.
ITA	See Q.20 - Q.22.
JAM	The entry cards and outbound surveys are combined to compliment each other. The entry cards allows the characterization of visitors (Country of residence, Age, Sex, Length of Stay, Purpose of Visit, etc) The survey garners the characterization of the visitors trip (Expenditure, Activities, Satisfaction, etc.).
MLT	The information from cards is used to calculate the share of passengers by nationality in AIR MALTA estimates. Malta Airport passenger movements is used for the grossing up of surveys.
MEX	The records of the Migrations Department enable us to establish the total universe of visitors and serve as a basis for expanding the survey sample so as to obtain a more detailed profile of the traveller. There are three kinds of survey for measuring and profiling visitors arriving at land borders, by sea and by air.
MAR	- Border statistics obtained from entry cards serve to evaluate visitor flows by nationality and by border post. - Sample surveys (at borders or places of stay) are used to establish visitor profiles (country of residence, purpose of travel, type of accommodation, expenditure, degree of satisfaction, etc.).
NZL	Information recorded by NZ Customs, whether by optical reading of passport or key input, is transferred to Statistics NZ. Data from the cards is added by Statistics NZ to the information from Customs. See also response to Question 11 included in previous questionnaire (Annex 1).
NOR	Automatic counts at road borders are combined with manual counts of the nationality of the cars.
PER	The only information used is that provided by the TAM.
PHL	The main source of arrival/departure information is the E/D card, while the VSS survey is used to supplement the data obtained from the E/D cards and to cover data that are not available in the E/D card. Passenger manifests are used to obtain data for those arriving/departing visitors by sea. Moreover, the combined data from the E/D cards, passenger manifests and the VSS (variables from these source data) are used to estimate visitor receipts.
PRT	The information is combined like the case of Spain.
ZAF	The two methods complement each other.

Q.5 If in Q.1 you have pointed out several methods, could you describe briefly how the different information is combined? (Cont.)

Number: 29

SPA	<p>The Survey of Tourist Movements at Frontiers (FRONTUR) is carried out monthly. It uses a combination of methods to obtain data: administrative records (for all means of transport used); counts of entries at road border posts; and sample surveys (roads and airports).</p> <p>For the first method, the various administrative departments or bodies responsible for each means of access (Road Traffic Department of the Ministry of the Interior, the State Ports Authority, AENA, under the Ministry of Environment, and RENFE for rail transport) provide the Tourism Research Institute with the relevant administrative data under cooperation agreements with the Secretariat of State.</p> <p>Counts are carried out both on highways and at airports in order to arrive at an estimate of the average occupancy and nationality of the various types of vehicle entering the country by road and the actual number of passengers carried on a previously selected sample of flights. For these operations the statistical criteria used are based on a study of vehicles arriving at road border posts and on the volume of passengers arriving on international flights at the various airports.</p> <p>At the 23 border posts and the 17 airports researched, 2,100 time bands were defined (1,246 for roads and 854 for airports, spread throughout the year) in which research is supplemented by a survey.</p> <p>For entries by road and air, a brief questionnaire is used, the one for airports consisting of a card containing six questions to be filled in by the passenger.</p> <p>For entries by road the questionnaire is longer and the questions differ depending on whether the visitor is a tourist foreign resident intending to spend more than 24 hours in Spain, a same-day visitor intending to spend less than 24 hours in the country, or a Spanish resident returning from a foreign country. For airport arrivals, the questions are the same for all visitors, and although the survey is described as an entry survey, it is actually carried out in the departure lounge among all the passengers on a selected flight.</p> <p>For the departures survey, carried out at both roads and airports, the questionnaire is broader in scope because, in addition to questions of a quantitative nature, it contains questions seeking personal opinions in order to be able to profile the visitor and discover how his trip to and stay in the country was organized.</p> <p>For arrivals by rail and sea, FRONTUR has confined its research in the first few years of operation to the administrative information provided by RENFE and Puertos del Estado without subjecting the figures to any kind of editing or processing. In 1999 work began on a survey of international rail services to gauge the capacity of selected trains entering throughout the year, similar to the operation for aircraft, enabling the passengers on trains to be classified. A similar operation is planned for ports once the design phase is concluded.</p>
SWE	Administrative records are used for estimating the universe.
TTO	Average visitor expenditure computed from the Survey data is applied to total arrivals from the ED cards to arrive at total expenditure of visitors in Trinidad and Tobago.

Q.6 Do you collaborate or do you have any kind of agreement with neighbouring countries for the exchange of information or observations on movements at national borders?

Number: 12

AUT	Within the Schenger agreement.
BWA	The agreements derived from various bilateral Security organs on border control operations. The countries concerned are South Africa, Namibia, Zambia and Zimbabwe.
IDN	Yes, ASEAN country.
ITA	Non systematic exchange of information on the item "Travel" of the balance of payments with other European Union partners.
KOR	Not applicable to Korea because it is not bordered with any country. It has been confirmed by the Ministry of Justice that there is no agreement with neighboring countries like Japan and China on exchange of information on movements at national borders.
MLT	Eurostat (MEDTOUR).
MEX	With the USA, through WTO, in order to update OTTI (ITA) data.
PER	At present consideration is being given to the operation of Bilateral Border Control Centres (CEBAF), which hope to exchange information on passengers registering on entering the countries concerned. Progress has been made in coordinating information at Peru's borders with Ecuador (area of Zarumilla) and, in particular, with Bolivia, action that is promoted by the Andean Community.
PHL	ASEAN Agreement on Exchange of Statistics which involves all ASEAN countries.
PRT	A study has been accomplished jointly between Portugal and Spain in order to establish the methodology applied in the inquiry about borders movements.
ESP	Sporadic cooperation is maintained with France and Portugal with a periodic exchange of information, chiefly in connection with arrivals at land borders.
SWE	If a new border study will start, we will consider cooperation with Finland, Norway and Denmark.

Q.7 Do you have a visa system?	
Number: 26	
ARG	Types of visa: 1. Tourist visa; 2. Business visa; 3. Temporary resident visa; 4. Special cases resulting from international agreements. Tourist visas are required from various types of country, in some cases subject to diplomatic reciprocity.
AUS	People wishing to migrate to, or visit Australia, must apply for a visa to enter the country. The exception is New Zealand citizens, who under the Trans-Tasman Travel Agreement, may enter Australia to visit, live and work without the need to apply for authority to enter the country. Visa Classes are as follows: Family: Partner, Child, Parent, and 'Other Family'. Skill: Australian Sponsored, Employer Nomination Scheme, Distinguished Talents, Independent, Business. Special Eligibility: Former Citizen, Former Resident, Family of NZ citizen. Humanitarian: Refugee, Special Humanitarian Programs, Special Assistance. Other: Emergency (Permanent Visa Applicant). Temporary Entry: Temporary Residents, Visitors, Students, Other. Non-Program Migration: New Zealand Citizen, Other. Detailed information on visas is available from the DIMIA web site www.immi.gov.au .
BWA	We have three types of Visa: 1- Continuous Visa- unlimited number of entries within 12 months 2- Ordinary Visa- allows single or multiple entries as shall be specified within 3 months 3- Transit Visa- Allows for transiting through the Country Visas are concerned with non-commonwealth citizens and those haven't reached visa abolition agreement with Botswana.
CAN	Persons from designated countries who wish to visit or transit Canada for a temporary purpose, such as tourism, visiting family or friends, or business trips, or who wish to enter Canada to Study or work need a Temporary Resident Visa. The list of designated countries includes almost 150 countries. Non-residents wishing to work temporarily or study for six months or more in Canada will probably need a work or study permit.
CHL	Official visa: diplomatic and official residents Temporary visa: foreign nationals with family or other ties in the country Student visa: foreign nationals registered in State or State-recognized educational establishments Visa subject to contract: foreign nationals travelling to Chile to fulfil a work contract Visa for refugees or asylum seekers: foreign nationals who for reasons of personal safety request protection from the State. Tourist visa: foreign nationals from countries with which Chile has no diplomatic relations and who must accordingly seek permission to enter Residence permit: permit granted to a foreign national to reside in Chile indefinitely
DNK	No information for this question.
ECU	The following considerations apply: IMMIGRANTS: The term "immigrant" applies to any foreign national who enters the country legally and conditionally for the purpose of residing there and carrying out authorized activities which are determined in each category as follows: 10.I To live on his own bank deposits, from the returns on those deposits or on any permanent income transferred from his country 10.II To invest his capital in real estate, in Government securities or in bonds issued by national lending institutions. 10.III To invest his capital in any branch of industry or agriculture, in livestock or in the export trade in a steady manner 10.IV To perform, on an indefinite basis, administrative, technical or specialist functions in companies or institutions or for individuals established in the country. 10.V To exercise a liberal or technical profession in accordance with the standards laid down by the Law of Further Education. 10.VI To live as an economic dependant of a spouse or blood relative 10.VII Residents or former immigrant earners Ecuadorians without a visa Visa 100: residents without migratory status Visa 200: considered residents only NON-IMMIGRANTS The term "non-immigrant" applies to any foreign national resident in another State who enters the country legally and conditionally without intending to establish himself in the country and whose purpose of visit falls within one of the following categories: 12X. Non-residents included in the following subcategories: T1. Persons who disembark from ships or aircraft in direct transit areas for a stopover and who intend to continue their journey in the same ship or aircraft or in another provided by the same company; T2. Persons who enter the national territory en route to another country in order to board a ship or aircraft that will take them abroad or who enter to carry out their duties as drivers of national land transport vehicles. T3. Temporary visitors for the purposes set forth in number IX for a period of not more than three months in any year. T4. Persons resident in foreign towns adjacent to Ecuador's borders and who need to commute daily to national border towns. Additionally, persons with the following visas: 400: Ecuadorians with dual nationality Visa 500: Manta Airbase

Q.7 Do you have a visa system? (Cont.)	
Number: 26	
EGY	Two types of Visas: Tourism Visa Work Visa
FIN	Finland follows the common rules of the Schengen-countries on visa system.
DEU	Short term visa up to 3 months. Long term visa up to maximum 5 years.
HKG	Entry visas are granted by HK Immigration Department or at Chinese Embassy of country with varying length of visit. For details, please refer to the following web site Http://www.immd.gov.hk/ehtml/topical.html
IND	Type of Visa; I- Tourist Visa: It is valid for six months. II- Collective Visa: Tourist visa granted to a group of 4 persons. III- Transit Visa: Transit visas are granted by Indian Missions abroad for a maximum period of 15 days. IV- Business Visa: A foreigner can obtain one from Indian Embassy abroad. A multiple-entry visa is valid for five years provided. One wants to come for business. V- Student Visa: This can be obtained from Indian Embassy on the production of proof of admission and means of sustenance while in India. VI- Conference Visa: Delegates coming to attend international conferences in India can be granted conference visas to cover the conference as well as as tourism purposes. VII- Employment Visa: Foreigners wanting to come to India for employment should apply for an employment visa issued by Indian Missions abroad.
ITA	Residents from the following third countries are subject to visa obligations to enter Italy: Afghanistan, Albania, Algeria, Angola, Antigua and Barbuda, Armenia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bhutan, Bosnia and Herzegovina, Botswana, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central Africa, Chad, China, Colombia, Comoro Islands, Congo, Congo (Democratic Republic), Cuba, Djibouti, Dominica, Dominican (Republic), Egypt, Equatorial Guinea, Eritrea, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Granada, Guinea, Guinea Bissau, Guyana, Haiti, India, Indonesia, Iran, Iraq, Ivory Coast, Jamaica, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Kiribati, Kuwait, Laos, Lebanon, Lesotho, Liberia, Libya, Macedonia (the Former Yugoslav Republic of), Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Micronesia, Moldova, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Niger, Nigeria, North Korea, Oman, Pakistan, Palau, Papua-New Guinea, Peru, the Philippines, Qatar, Romania, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Solomon, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Tajikistan, Taiwan, (non-recognized territorial entity), Tanzania, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Vanuatu, Vietnam, Western Samoa, Yemen, Federal Republic of Yugoslavia (Serbia-Montenegro), Zambia, Zimbabwe. For further information see the Web site of the Ministry of Foreign Affairs: http://www.esteri.it/eng/foreignpol/italstra/index.htm
JAM	Visa requirements for Business only.
KOR	The categorization of entry of foreigners is divided into 35 types ranging from A (Diplomat) to M (Military Personnel).
MLT	Please refer to attached documents. As from May 2004, Schengen agreement will apply for Malta. The countries for which a visa is required are: http://www.mic.org.mt/EUINFO/sector/sections/fse_tourism.htm http://www.legal-malta.com/immigration/visa-reqs.htm
MEX	Although there are visa elimination agreements with some countries, concluded by the Ministry for Foreign Affairs, Mexican consulates abroad issue visas for the following: tourists, persons in transit, business people, professionals, artists, sportsmen and women, political refugees and similar, scientists, correspondents, students, foreign nationals with official or diplomatic visas, family members, immigrants, ministers, ministers of religion, ship crew members, distinguished visitors and local visitors arriving by land and sea. All in all, and with some variants, thirty-four types of visa are issued according to the main activity to be carried out, length of stay and means of access to the country.
MAR	- Transit visa (three days) - Visitor visa (more than three days) for purposes such as tourism, conference, business, work). This visa is valid for a maximum of three months, beyond which period it is necessary to seek permission to stay in the country, generally granted for up to one year renewable.

Q.7 Do you have a visa system? (Cont.)	
Number: 26	
NZL	<p>There are four main types of Visa: Visitor - work- student- resident</p> <p>Some travellers do not require a visa to travel to New Zealand. These include New Zealand citizens and Australian citizens, and citizens of countries that have visa waiver agreements with New Zealand (citizens from these countries do not have to apply for a Visitor Visa if they are planning to visit New Zealand for 3 months or less.)</p>
PER	<p>Permission to stay in the country is granted by the Department of Migrations and Naturalization (DIGEMEN), for stays of up to ninety days for visitors with passports or identity documents and up to seven days for holders of border passes (border with Chile only). For Asians and nationals of former East European countries, only visitors on package tours for up to seven days may stay in the country without a visa, one being required thereafter.</p>
PHL	<p>1. Special Investor's Resident's Visa - Executive order No 226 can be availed of an alien who is able and willing and inwardly remit into the country at least \$75,000 and actually invest the said amount in any business entity in the Philippines and not otherwise reserved to citizens of the Philippines; - Executive order N° 63 can be applied by an alien who is willing and able to inwardly remit into the country at least US \$50,000 and actually invest the said amount in any tourism-related or tourism-oriented project;</p> <p>2. Special Non-immigrant Visa Visa issued to an applicant who is coming for temporary period - In cases where public interested so warrants (Section 47 (a)(2) - For humanitarian reasons (Section 47(b)).</p> <p>3. Temporary Resident's Visa - Issued to a foreigner who, despite the absence of a reciprocity agreement between his country and the Philippines, contracts a valid marriage with a Philippine citizen.</p> <p>4. Special Retiree's Residence Visa - Aliens who wish to stay in the Philippines who are at least fifty years of age and who deposit the minimum amount of</p> <p>5. Executive Order N°408 (EO 408) - Non-Restricted nationals are allowed to enter the Philippines without visas for a stay not exceeding twenty-one (21) days</p> <p>6. Letter of instructions N° 911 (LOI 911) - Holders of Hong Kong British passport who are travelling individually or in tour groups shall be allowed a no-visa entry for seven (7) days.</p> <p>7. Executive Order N° 191 (EO 191) - Chinese nationals who are holders of Macau-Portuguese passports travelling individually or in groups shall be allowed no-visa entry for an initial stay of seven (7) days. a. Holders of Hong Kong Special Administrative Region (SAR) passports b. Holders of British National overseas (BNO) passports c. Holders of Portuguese-Macau passports d. Holders of Macau Special Administrative Region (SAR) passports</p> <p>8. Republic Act N° 6768 (RA 6768) - Former Filipino citizens or Filipino citizens who are holders of foreign passport with the exception of restricted nationals, visa-free entry to the Philippines for a period of one (1) year.</p> <p>9. Republic Act N° 7919 (RA 7919)</p>
PRT	No information for this question
ZAF	<p>Yes. The visa system accommodates the following electronically: Visitors visa, Transit visa, Study permit, Medical permit, Diplomatic permit, Treaty permit, Business permit, Relatives permit, Retired persons permit, Corporate permit, Exchange permit, Exchange programme permit and Work permit (including general work permit, general quota permit, extraordinary quota permit, exceptional skills permit, intra-company transfer permit and corporate permit).</p>
ESP	<p>Although this information is not used or analysed for tourism purposes on a regular basis, there is a visa system in Spain with the following categories:</p> <ul style="list-style-type: none"> - SHORT-TERM VISA (TOURISM, BUSINESS, etc.). Visas for stays of less than ninety days. Conditions linked to visas of this kind: - Argentine nationals do not need a visa to enter Spain as tourists provided they stay for less than ninety days. - The same rule applies to nationals of Bolivia, Brazil, Chile, Paraguay, Uruguay and other Latin American States. - To enter Spain for stays of less than ninety days for purposes of tourism, family visits, business, etc. Argentine nationals must be in possession of a passport valid for a minimum of ninety days and sufficient funds for their stay equal to 30 euros per person/day and a minimum of some 300 euros. <p>third country to which admission is assured by a return passage.</p> <ul style="list-style-type: none"> - It should be borne in mind that entry into the Schengen area is permitted for a maximum of THREE MONTHS IN A SIX-MONTH PERIOD. After the three-month period has elapsed, there is therefore a three-month wait before permission can be granted to re-enter the Schengen area. - The Schengen area comprises Austria, Belgium, Denmark, Finland, France Germany, Greece, Iceland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain and Sweden. <p>II. Long-term visas for persons that are not citizens of European Union countries:</p> <p>(a) Residence visas - To join a family member with EU citizenship resident in Spain - To join a family member that is a citizen of a non-EU country</p> <p>(b) Employment visas To work for a third party</p> <p>(c) Student, training and research visas</p> <p>LONG-TERM VISAS. Inquiries to Ministry for Foreign Affairs (http://www.mae.es)</p>
SWE	Please, visit the site www.utrikes.regeringen.se/konsularinfo/visering_tillsverige.htm
TTO	Certain countries must have visas (visitor visas & business visas & diplomatic & official visas).

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

This table contains the answers to Sub-section A2 of the questionnaire relating to the use of entry cards for collecting information about arrivals of non-resident travellers existent in the country, specifically the answers to questions Q8 to Q16 of the questionnaire.

In the tabulations, a symbol like this "¶" is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

			TOTAL		ARG	AUS	BRB	BWA	CAN	CHL	CRI	ECU
			Number	% Horizontal								
Number of countries which have answered SUBSECTION A2			21	100.00%								
SUBSECTION A2: ENTRY CARDS	Q.8	Indicate whether the entry cards included in Annex 2 are still valid	21	100.00%								
		Yes	8	38.10%								
		No	13	61.90%								
	Q.9	Indicate which collectives are required to fill in the entry cards	19	90.48%								
		Travellers with overnights	19	90.48%								
		Residents in your country	17	80.95%								
		Non-residents in your country	19	90.48%								
		Nationals residing abroad	16	76.19%								
		Non-nationals	19	90.48%								
		Travellers without overnights	15	71.43%								
		Residents in your country	12	57.14%								
		Non-residents in your country	14	66.67%								
		Nationals residing abroad	11	52.38%								
		Non-nationals	13	61.90%								
	Q.10	In which means of access is the entry cards system used? (¶)	21	100.00%								
		Road	11	52.38%								
		Airport	21	100.00%								
		Port	15	71.43%								
		Railway	6	28.57%								
		Others	3	14.29%								
	Q.11	Describe briefly how entry cards are distributed and filled in (¶)	21	100.00%								
		Yes	21	100.00%								
		No										

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

			TOTAL		ARG	AUS	BRB	BWA	CAN	CHL	CRI	ECU
			Number	% Horizontal								
SUBSECTION A2: ENTRY CARDS	Q.12	Information or characteristics included in the cards requested from non-residents in airports	21	100.00%								
		1. Name	21	100.00%								
		2. Date of birth	20	95.24%								
		3. Place of birth	10	47.62%								
		4. Country of birth	12	57.14%								
		5. Country of residence	15	71.43%								
		6. Place of usual residence	7	33.33%								
		7. Nationality	21	100.00%								
		8. Passport number	20	95.24%								
		9. Place of expedition of passport	10	47.62%								
		10. Date of expedition of passport	9	42.86%								
		11. Type of visa	8	38.10%								
		12. Age	8	38.10%								
		13. Sex	15	71.43%								
		14. Race										
		15. Profession/ socioeconomic category	15	71.43%								
		16. Civil status	4	19.05%								
		17. Permanent address	9	42.86%								
		18. Last address	1	4.76%								
		19. Address at destination	13	61.90%								
		20. Main purpose of the trip	16	76.19%								
		21. Leisure, recreation and holidays	14	66.67%								
		22. Business and professional	15	71.43%								
		23. Congress/ convention	13	61.90%								
		24. Mission/ meeting	7	33.33%								
		25. Visiting friends or relatives	12	57.14%								
		26. Studies	15	71.43%								
		27. Health treatment	10	47.62%								
		28. Religion	5	23.81%								
		29. Sports	6	28.57%								
		30. In transit	9	42.86%								
		31. Others	12	57.14%								
		32. Accommodation	10	47.62%								
		33. Hotels or similar establishments	10	47.62%								
		34. Owned dwelling	6	28.57%								
		35. Friend's relative's residence	7	33.33%								
		36. Others	8	38.10%								
		37. Prior visits	4	19.05%								
		38. Organization of the trip	2	9.52%								
		39. On a package tour	3	14.29%								
		40. Not on a package tour	3	14.29%								
		41. Length of stay	11	52.38%								
		42. Date of entry	17	80.95%								
		43. Planned length of stay	7	33.33%								
		44. Company and/or flight number	20	95.24%								
		45. Charter flight	9	42.86%								
		46. Regular flight	11	52.38%								
		47. Post of entry	15	71.43%								
		48. Prior visited countries	5	23.81%								
		49. Country of final destination of the trip	7	33.33%								
		50. Others	8	38.10%								
											

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

		TOTAL		ARG	AUS	BRB	BWA	CAN	CHL	CRI	ECU
		Number	% Horizontal								
SUBSECTION A2: ENTRY CARDS	Q.12	Information recorded	21	100.00%							
		1. Name	15	71.43%							
		2. Date of birth	16	76.19%							
		3. Place of birth	7	33.33%							
		4. Country of birth	9	42.86%							
		5. Country of residence	13	61.90%							
		6. Place of usual residence	3	14.29%							
		7. Nationality	20	95.24%							
		8. Passport number	14	66.67%							
		9. Place of expedition of passport	5	23.81%							
		10. Date of expedition of passport	5	23.81%							
		11. Type of visa	5	23.81%							
		12. Age	6	28.57%							
		13. Sex	12	57.14%							
		14. Race									
		15. Profession/ socioeconomic category	12	57.14%							
		16. Civil status	3	14.29%							
		17. Permanent address	6	28.57%							
		18. Last address	1	4.76%							
		19. Address at destination	11	52.38%							
		20. Main purpose of the trip	15	71.43%							
		21. Leisure, recreation and holidays	13	61.90%							
		22. Business and professional	14	66.67%							
		23. Congress/ convention	12	57.14%							
		24. Mission/ meeting	6	28.57%							
		25. Visiting friends or relatives	11	52.38%							
		26. Studies	14	66.67%							
		27. Health treatment	8	38.10%							
		28. Religion	5	23.81%							
		29. Sports	6	28.57%							
		30. In transit	7	33.33%							
		31. Others	11	52.38%							
		32. Accommodation	7	33.33%							
		33. Hotels or similar establishments	7	33.33%							
		34. Owned dwelling	5	23.81%							
		35. Friend's relative's residence	6	28.57%							
		36. Others	8	38.10%							
		37. Prior visits	3	14.29%							
		38. Organization of the trip	2	9.52%							
		39. On a package tour	3	14.29%							
		40. Not on a package tour	3	14.29%							
		41. Length of stay	10	47.62%							
		42. Date of entry	12	57.14%							
		43. Planned length of stay	7	33.33%							
		44. Company and/or flight number	18	85.71%							
		45. Charter flight	8	38.10%							
		46. Regular flight	10	47.62%							
		47. Post of entry	13	61.90%							
		48. Prior visited countries	3	14.29%							
		49. Country of final destination of the trip	6	28.57%							
		50. Others	6	28.57%							
										

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

			TOTAL		ARG	AUS	BRB	BWA	CAN	CHL	CRI	ECU
			Number	% Horizontal								
SUBSECTION A2: ENTRY CARDS	Q.12	Information coded	15	71.43%								
		1. Name	5	23.81%								
		2. Date of birth	6	28.57%								
		3. Place of birth	6	28.57%								
		4. Country of birth	6	28.57%								
		5. Country of residence	12	57.14%								
		6. Place of usual residence	2	9.52%								
		7. Nationality	14	66.67%								
		8. Passport number	7	33.33%								
		9. Place of expedition of passport	3	14.29%								
		10. Date of expedition of passport	3	14.29%								
		11. Type of visa	3	14.29%								
		12. Age	5	23.81%								
		13. Sex	10	47.62%								
		14. Race										
		15. Profession/ socioeconomic category	9	42.86%								
		16. Civil status	2	9.52%								
		17. Permanent address	5	23.81%								
		18. Last address	1	4.76%								
		19. Address at destination	7	33.33%								
		20. Main purpose of the trip	12	57.14%								
		21. Leisure, recreation and holidays	10	47.62%								
		22. Business and professional	11	52.38%								
		23. Congress/ convention	10	47.62%								
		24. Mission/ meeting	6	28.57%								
		25. Visiting friends or relatives	9	42.86%								
		26. Studies	12	57.14%								
		27. Health treatment	8	38.10%								
		28. Religion	5	23.81%								
		29. Sports	4	19.05%								
		30. In transit	5	23.81%								
		31. Others	10	47.62%								
		32. Accommodation	6	28.57%								
		33. Hotels or similar establishments	6	28.57%								
		34. Owned dwelling	5	23.81%								
		35. Friend's relative's residence	5	23.81%								
		36. Others	6	28.57%								
		37. Prior visits	3	14.29%								
		38. Organization of the trip	2	9.52%								
		39. On a package tour	3	14.29%								
		40. Not on a package tour	3	14.29%								
		41. Length of stay	7	33.33%								
		42. Date of entry	7	33.33%								
		43. Planned length of stay	5	23.81%								
		44. Company and/or flight number	11	52.38%								
		45. Charter flight	6	28.57%								
		46. Regular flight	7	33.33%								
		47. Post of entry	7	33.33%								
		48. Prior visited countries	2	9.52%								
		49. Country of final destination of the trip	5	23.81%								
		50. Others	4	19.05%								
											

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

		TOTAL		ARG	AUS	BRB	BWA	CAN	CHL	CRI	ECU
		Number	% Horizontal								
SUBSECTION A2: ENTRY CARDS	Q.12	Information validated	18	85.71%							
		1. Name	10	47.62%							
		2. Date of birth	11	52.38%							
		3. Place of birth	7	33.33%							
		4. Country of birth	6	28.57%							
		5. Country of residence	10	47.62%							
		6. Place of usual residence	3	14.29%							
		7. Nationality	13	61.90%							
		8. Passport number	9	42.86%							
		9. Place of expedition of passport	3	14.29%							
		10. Date of expedition of passport	3	14.29%							
		11. Type of visa	2	9.52%							
		12. Age	6	28.57%							
		13. Sex	8	38.10%							
		14. Race									
		15. Profession/ socioeconomic category	7	33.33%							
		16. Civil status	1	4.76%							
		17. Permanent address	6	28.57%							
		18. Last address	1	4.76%							
		19. Address at destination	6	28.57%							
		20. Main purpose of the trip	10	47.62%							
		21. Leisure, recreation and holidays	8	38.10%							
		22. Business and professional	10	47.62%							
		23. Congress/ convention	8	38.10%							
		24. Mission/ meeting	6	28.57%							
		25. Visiting friends or relatives	8	38.10%							
		26. Studies	9	42.86%							
		27. Health treatment	7	33.33%							
		28. Religion	4	19.05%							
		29. Sports	4	19.05%							
		30. In transit	5	23.81%							
		31. Others	8	38.10%							
		32. Accommodation	6	28.57%							
		33. Hotels or similar establishments	7	33.33%							
		34. Owned dwelling	5	23.81%							
		35. Friend's relative's residence	5	23.81%							
		36. Others	6	28.57%							
		37. Prior visits	3	14.29%							
		38. Organization of the trip	2	9.52%							
		39. On a package tour	3	14.29%							
		40. Not on a package tour	3	14.29%							
		41. Length of stay	8	38.10%							
		42. Date of entry	9	42.86%							
		43. Planned length of stay	6	28.57%							
		44. Company and/or flight number	11	52.38%							
		45. Charter flight	6	28.57%							
		46. Regular flight	6	28.57%							
		47. Post of entry	8	38.10%							
		48. Prior visited countries									
		49. Country of final destination of the trip	5	23.81%							
		50. Others	4	19.05%							
										

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

		TOTAL		ARG	AUS	BRB	BWA	CAN	CHL	CRI	ECU
		Number	% Horizontal								
SUBSECTION A2: ENTRY CARDS	Q.13	Indicate the information used to estimate the length of stay of the travellers (¶)	21	100.00%							
		Planned length of stay	9	42.86%							
		Real length of stay	4	19.05%							
		Others	9	42.86%							
		Indicate the information used to estimate the country of origin of non-resident travellers (¶)	21	100.00%							
		Nationality	9	42.86%							
		Country of residence	3	14.29%							
		Others	9	42.86%							
	Q.14	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders with entry cards (¶)	21	100.00%	5	7	9	8	9	9	8
	Q.15	Which body is responsible for the collection of the information on arrivals of travellers using entry cards?	21	100.00%							
		Migration Authority	13	61.90%							
		Tourism Authority	2	9.52%							
		Statistical Office	2	9.52%							
		Central Bank									
		Others	8	38.10%							
	Q. 16	Which body is responsible for the recording of the information on arrivals of travellers using entry cards?	20	95.24%							
		Migration Authority	11	52.38%							
		Tourism Authority	2	9.52%							
		Statistical Office	6	28.57%							
		Central Bank									
		Others	3	14.29%							
		Which body is responsible for the coding of the information on arrivals of travellers using entry cards?	18	85.71%							
		Migration Authority	10	47.62%							
		Tourism Authority	2	9.52%							
		Statistical Office	7	33.33%							
		Central Bank	2	9.52%							
		Others									
		Which body is responsible for the validating of the information on arrivals of travellers using entry cards?	18	85.71%							
		Migration Authority	10	47.62%							
		Tourism Authority	3	14.29%							
		Statistical Office	6	28.57%							
		Central Bank									
		Others	2	9.52%							

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

			EGY	HKG	IND	IDN	JAM	KOR	MLT	MEX	MAR	NZL	PER	PHL	TTO
Number of countries which have answered SUBSECTION A2															
SUBSECTION A2: ENTRY CARDS	Q.8	Indicate whether the entry cards included in Annex 2 are still valid													
		Yes													
		No													
	Q.9	Indicate which collectives are required to fill in the entry cards													
		Travellers with overnights													
		Residents in your country													
		Non-residents in your country													
		Nationals residing abroad													
		Non-nationals													
		Travellers without overnights													
		Residents in your country													
		Non-residents in your country													
		Nationals residing abroad													
		Non-nationals													
	Q.10	In which means of access is the entry cards system used? (¶)													
		Road													
		Airport													
		Port													
		Railway													
		Others													
	Q.11	Describe briefly how entry cards are distributed and filled in (¶)													
		Yes													
		No													

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

			EGY	HKG	IND	IDN	JAM	KOR	MLT	MEX	MAR	NZL	PER	PHL	TTO
SUBSECTION A2: ENTRY CARDS	Q.12	Information or characteristics included in the cards requested from non-residents in airports													
		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Permanent address													
		18. Last address													
		19. Address at destination													
		20. Main purpose of the trip													
		21. Leisure, recreation and holidays													
		22. Business and professional													
		23. Congress/ convention													
		24. Mission/ meeting													
		25. Visiting friends or relatives													
		26. Studies													
		27. Health treatment													
		28. Religion													
		29. Sports													
		30. In transit													
		31. Others													
		32. Accommodation													
		33. Hotels or similar establishments													
		34. Owned dwelling													
		35. Friend's relative's residence													
		36. Others													
		37. Prior visits													
		38. Organization of the trip													
		39. On a package tour													
		40. Not on a package tour													
		41. Length of stay													
		42. Date of entry													
		43. Planned length of stay													
		44. Company and/or flight number													
		45. Charter flight													
		46. Regular flight													
		47. Post of entry													
		48. Prior visited countries													
		49. Country of final destination of the trip													
		50. Others													
														

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

	Q.12	Information recorded	EGY	HKG	IND	IDN	JAM	KOR	MLT	MEX	MAR	NZL	PER	PHL	TTO
SUBSECTION A2: ENTRY CARDS		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Permanent address													
		18. Last address													
		19. Address at destination													
		20. Main purpose of the trip													
		21. Leisure, recreation and holidays													
		22. Business and professional													
		23. Congress/ convention													
		24. Mission/ meeting													
		25. Visiting friends or relatives													
		26. Studies													
		27. Health treatment													
		28. Religion													
		29. Sports													
		30. In transit													
		31. Others													
		32. Accommodation													
		33. Hotels or similar establishments													
		34. Owned dwelling													
		35. Friend's relative's residence													
		36. Others													
		37. Prior visits													
		38. Organization of the trip													
		39. On a package tour													
		40. Not on a package tour													
		41. Length of stay													
		42. Date of entry													
		43. Planned length of stay													
		44. Company and/or flight number													
		45. Charter flight													
		46. Regular flight													
		47. Port of entry													
		48. Prior visited countries													
		49. Country of final destination of the trip													
		50. Others													
														

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

	Q.12	Information coded	EGY	HKG	IND	IDN	JAM	KOR	MLT	MEX	MAR	NZL	PER	PHL	TTO
		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Permanent address													
		18. Last address													
		19. Address at destination													
		20. Main purpose of the trip													
		21. Leisure, recreation and holidays													
		22. Business and professional													
		23. Congress/ convention													
		24. Mission/ meeting													
		25. Visiting friends or relatives													
		26. Studies													
		27. Health treatment													
		28. Religion													
		29. Sports													
		30. In transit													
		31. Others													
		32. Accommodation													
		33. Hotels or similar establishments													
		34. Owned dwelling													
		35. Friend's relative's residence													
		36. Others													
		37. Prior visits													
		38. Organization of the trip													
		39. On a package tour													
		40. Not on a package tour													
		41. Length of stay													
		42. Date of entry													
		43. Planned length of stay													
		44. Company and/or flight number													
		45. Charter flight													
		46. Regular flight													
		47. Port of entry													
		48. Prior visited countries													
		49. Country of final destination of the trip													
		50. Others													
														

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

	Q.12	Information validated	EGY	HKG	IND	IDN	JAM	KOR	MLT	MEX	MAR	NZL	PER	PHL	TTO
SUBSECTION A2: ENTRY CARDS		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Permanent address													
		18. Last address													
		19. Address at destination													
		20. Main purpose of the trip													
		21. Leisure, recreation and holidays													
		22. Business and professional													
		23. Congress/ convention													
		24. Mission/ meeting													
		25. Visiting friends or relatives													
		26. Studies													
		27. Health treatment													
		28. Religion													
		29. Sports													
		30. In transit													
		31. Others													
		32. Accommodation													
		33. Hotels or similar establishments													
		34. Owned dwelling													
		35. Friend's relative's residence													
		36. Others													
		37. Prior visits													
		38. Organization of the trip													
		39. On a package tour													
		40. Not on a package tour													
		41. Length of stay													
		42. Date of entry													
		43. Planned length of stay													
		44. Company and/or flight number													
		45. Charter flight													
		46. Regular flight													
		47. Port of entry													
		48. Prior visited countries													
		49. Country of final destination of the trip													
		50. Others													
														

T8. Collection and processing of data on arrivals of non-resident travellers. Entry cards by countries (Q.8 - Q.16)

		EGY	HKG	IND	IDN	JAM	KOR	MLT	MEX	MAR	NZL	PER	PHL	TTO	
SUBSECTION A2: ENTRY CARDS	Q.13	Indicate the information used to estimate the length of stay of the travellers (¶)													
		Planned length of stay													
		Real length of stay													
		Others													
	Q.13	Indicate the information used to estimate the country of origin of non-resident travellers (¶)													
		Nationality													
		Country of residence													
		Others													
	Q.14	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders with entry cards (¶)													
	Q.15	Which body is responsible for the collection of the information on arrivals of travellers using entry cards?													
		Migration Authority													
		Tourism Authority													
		Statistical Office													
	Q. 16	Which body is responsible for the recording of the information on arrivals of travellers using entry cards?													
		Migration Authority													
		Tourism Authority													
Statistical Office															
Central Bank															
Others															
Which body is responsible for the coding of the information on arrivals of travellers using entry cards?															
Migration Authority															
Tourism Authority															
Statistical Office															
Central Bank															
Others															
Q. 16	Which body is responsible for the validating of the information on arrivals of travellers using entry cards?														
	Migration Authority														
	Tourism Authority														
	Statistical Office														
Central Bank															
Others															

Q.10 In which means of access is the entry cards system used?**Number: 14**

ARG	The Ezeiza Airport card contains more variables.
AUS	The same passenger cards are used at airports and ports (taken to mean sea ports). See attachment 2 for incoming passenger cards.
CAN	The E-311 Customs Declaration Card is used primarily in airports, although it is used occasionally to record travellers arriving by rail and boat. However, the cards filled by rail and boat travellers are not used (or processed) to obtain the number of non-residents arriving to Canada by these two modes of transport.
CHI	The card used at Santiago Airport is the one recommended by ICAO, whereas the card used for other means of access cover such information as purpose of travel, marital status, nationality and length of stay.
ECU	None; the same card is used.
EGY	Same cards at all entry points.
HKG	Harbour control. Same card used for all ports of entry except staying on board of conventional cruises whereby transit visa is granted at time of boarding.
IND	Not applicable. The card currently in use is different from the one given at annex 2. A copy of the currently used card is enclosed. A proposal to switch over to card at Annex 2 is on.
IDN	We use the same card in airport, road and port.
MLT	Not applicable.
MEX	The entry forms filled in by foreign tourists and national tourists resident abroad differ as to the data sought from persons wishing to enter the country fully documented in advance of their arrival, in accordance with the established criteria of authorized length of stay and the lawful activities to be carried out in the country in accordance with the General Population Law . It should be pointed out that the methodology used for classifying and recording entry/departure forms is based on the criteria laid down by the General Population Law, which is why the data differ from those of the methodology proposed by WTO.
NZL	No differences.
PER	The TAM (Andean Migration Card) is the only card in use at all entry/departure points. In the case of the border with Chile, since November 2002 it has been applied to all Chilean nationals (including same-day visitors). The same-day visitor segment is however excluded from the official tourism statistics pending the possibility of measuring it accurately, i.e. until the Migrations Department applies it to all same-day visitors at all land border posts.
TTO	Same card used.

Q.11 Describe how entry cards are distributed and filled in	
Number: 21	
ARG	Generally speaking, at Ezeiza and Metropolitan Airports the card is distributed by the airline or the travel agency and is filled in by the passenger. No distinction is made between residents and non-residents.
AUS	Entry cards (in-bound) are distributed to both residents and non-residents by crew and travel agents. They are filled in by the traveller.
BRB	See card attached but no real difference.
BWA	Entry cards are provided at all immigration offices and are filled in by each and every person entering except citizens.
CAN	E311 Customs Declaration Cards are distributed by airlines attendants to all passengers on board transborder or international airline carriers en route to Canada. An announcement is made over the aircraft's public address system advising travellers to complete their declaration cards in advance and give them to customs officers on arrival in Canada. When a resident or non- resident traveller presents a completed E311 declaration card at the Primary Inspection Line, the customs inspector reviews the information entered on the card and, if necessary, questions the traveller for clarification.
CHL	Residents abroad visiting Chile: card distributed by the carrier or at the border post. Returning national residents: same procedure, or the passenger may have retained the copy on leaving the country.
CRI	Airline passengers: distributed in flight Overland passengers: passengers have to get out of their cars or tour buses and queue at the immigration desk Passengers arriving by sea: cards distributed at migration posts
ECU	The card is obtained by the traveller himself.
EGY	Entry cards filled by visitors are submitted to the Passport and Immigration Authority officials at entry points. Information on visitors, tourist nights and average length of stay is compiled from embarkation and debarkation cards. Tourist arrivals are classified by nationality (not by place of residence), by mode of transport, and recently by purpose of visit. Tourist nights are computed for departing visitors based on actual length of stay. Data are tabulated monthly and sent to the Central Agency for Public Mobilization and Statistics (CAPMAS) and to the Information Center of the Ministry of Tourism (MOT). Entry cards information is used for tourism movement and trends analysis and projections, as well as estimation of international receipts. In the case of residents, information on occupation is requested, in addition to purpose of visit (temporary visit versus home final return).
HKG	Cards are distributed in advance on various international transportation vehicles before arriving HK. Cards are also available at all Exit-Entry ports. Cards are filled in by visitors and collected by immigration officers.
IND	Disembarkation cards are distributed by the respective airlines to the passengers undertaking the journey and in turn passengers submit the same after completing the requisite information to the immigration authority at the airports.
IDN	The arrival/departure cards are distributed to the travellers at the airport before they are boarding the aircraft. They hand the filled-out cards to immigration officer in at airports in Indonesia.
JAM	All passengers are given Entry Cards distributed by the airlines prior to landing at airports. The Cards are then collected by the Immigration Officers, Sorted, Data Processed by the Jamaica Tourist Board and returned to Immigration each month.
KOR	The entrant has to complete an entry card before/after arriving at an airport or port. It must be submitted at the immigration desk. There is no difference between residents and non-residents.
MTA	The cards are distributed to non-nationals on board (the plane) by stewards/hostesses.
MEX	Foreign nationals who cross the border area into or enter the country through any of its airports are recorded on the form corresponding to the type of visa, the main activity and/or the duration of stay. The form is passed to the Migrations Department (INM) which records the data in formats specifically designed for statistical control and counting.
MAR	The cards are distributed by the staff of the airlines or ships bound for Morocco, or they may be obtained at the reception desks at border posts. Everyone crossing the borders is required to fill in the card, with the exception of children using the same travel documents as their parents; the information on this category of visitor is entered on the back of the parent's card by the migrations officer on duty.
NZL	Flights - generally by airlines during the flight before arrival. Occasionally by travel agents overseas. Also available in Customs Hall if required. Shipping - From Customs staff on arrival. Cruise Ships - Provided by customs or shipping agents prior to arrival.
PER	The Andean Migration Card (TAM) is designed to distinguish between residents (blue) and non-residents (black). Non-residents hand in their cards on entry and residents do so on departure. The TAM is stamped at the start of the journey and the counterfoil (bottom part) is detached and returned to the traveller who is required to hand it in on return. The difference between the two TAMs is that non-residents are asked to enter the amount spent during their stay in the country. The TAM is distributed by the carriers, the visitor fills it in and the migrations authority collects, records and processes it. At present the colour difference of the cards is not strictly observed, and either colour is used for all travellers.
PHL	Same as Annex 1.
TTO	Distributed by airlines. Non residents complete sections 2,3,5. Residents complete sections 2,4,5. (See E/D card enclosed).

Q.13.1 Indicate the information used to estimate the length of stay of the travellers**Number: 16**

ARG	There is no question on length of stay, nor are the registers cross-checked (defined on the basis of the 1996 survey)
AUS	Planned (or intended) length of stay is captured for visitor arrivals by the question, "Your Intended length of stay in Australia (Years, Months or Days)".
BWA	Travellers indicate their intended length of stay and are granted a period of stay on the basis of what they requested.
CAN	Information on the length of stay in Canada is primarily derived from the information collected by the questionnaire surveys. When completing the questionnaires, non-resident travellers are asked to provide the entry and departure dates of their visits to Canada. These dates are used to produce estimates on the length of stay of non-resident travellers in Canada. However, for certain categories of non-resident air travellers, estimates on the planned length of stay in Canada are derived from a sample of Customs declaration cards (E-311 cards) filled by these travellers. These estimates are then used to benchmark the results compiled from the questionnaires completed by these travellers. The adjustments made to the weights of the questionnaires are such that the estimates on the length of stay compiled from these questionnaires correspond to those obtained from the E-311 cards. The categories of non-resident air travellers to which this procedure is applied are all U.S. travellers who came through the international airports of Vancouver, Toronto and Montréal, as well as all overseas travellers from the United Kingdom, Germany, France and Japan.
CHL	At the airport the entry card does not include a question on length of stay. The entry card at other border posts does cover length of stay, but no cross-checking is done against the exit card.
CRI	A question on actual length of stay is included in the surveys.
EGY	Based on Entry/Departure Cards Information, the average length of stay is computed by dividing the total nights of departing visitors by the number of departing visitors. This computation is done on monthly and annual basis.
HKG	Real Length of Stay - by matching of E/D Card by Immigration Department.
IDN	The average length of stay calculation is based on Passenger Exit Survey.
KOR	A. The number of entering travelers based on the type of visa. B. Entry and departure date is used for calculation.
MLT	Date of entry - date of departure - information not recorded.
MEX	Neither. The average length of stay is calculated on the basis of the survey of the Bank of Mexico. Survey form attached.
MAR	Length of stay is calculated on the basis of overnight stays in relation to arrivals at borders. Nights spent in classified establishments are regularly reported to the Ministry of Tourism and those spent in other types of accommodation are estimated by means of sample surveys.
NZL	Planned length of stay is captured (sample records only). Real length of stay could be analysed by matching data from arrival card (100%) with data from matched departure card.
PER	The Migrations Officer enters the authorized length of stay in the TAM, but the date of entry and/or departure is digitized. The length of stay requested by the passenger is not recorded.
PHL	We do not obtain data on length of stay from the E/ D cards. Data on the average length of stay is obtained from the results of the Visitor Sample Survey. The PDOT utilize the statistical package for Social Sciences (SPSS) for the processing of the average length of stay with the "mean" as the statistical computation used in getting the average length of stay.

Q.13.2 Indicate the information used to estimate the country of origin of non-resident travellers

Number: 13

AUS	<p>Description:</p> <p>Nationality is captured for visitor arrivals by the question, "Nationality as shown on passport".</p> <p>Country of residence is captured for visitor arrivals by the question, "Your country of residence".</p> <p>Note: This question is also relevant to Section A3 Surveys</p> <p>Estimates of the average length of stay are derived from the International Visitor Survey conducted by Tourism Research Australia.</p> <p>Estimates of visitors and nights in Australia are derived for each country of residence and purpose of visit category and average length of stay calculated by dividing nights by visitors in each case.</p> <p>Regarding the country of origin of non-resident visitors entering/leaving the country the information is based on Country of usual residence of the visitor.</p>
BWA	Travellers furnish their nationalities and they provide addresses in the countries of their permanent residence.
CAN	<p>The main information used to estimate the country of origin of non-resident travellers is the country of residence reported by these travellers on their Customs declaration cards (E-311 cards). The procedure to determine and verify the country of residence of non-resident travellers can be summarized as follows. Firstly, using the information entered in the country of residence field, all E-311 cards obtained from non-resident travellers are sorted manually, separating the cards completed by U.S. travellers from those completed by Overseas travellers (i.e. travellers from countries other than the United States). Secondly, each card is assigned a Traveller Type code, identifying whether the card was sorted as a U.S. traveller card or an Overseas traveller card. Thirdly, information entered in the Arriving From field, the Duration of Stay in Canada field and the Date Left Canada field is extracted electronically from each card. Fourthly, a computer program verifies that the information stored in the Arriving From variable is consistent with the code stored in the Traveller Type variable</p> <p>(for example, if the code in the Traveller Type variable identifies a U.S. traveller, the information stored in the Arriving From variable must refer to "U.S. only"). Also, the computer program verifies that the Duration of Stay in Canada variable is not empty (only non-resident travellers are asked to provide this information) and that the Date Left Canada variable is empty (only resident travellers are asked to provide this information). Any card that has inconsistent information in one of these variables is flagged and a series of edits are used to correct the information (this may result in changing the Traveller Type code initially assigned to the card). Fifthly, for cards with a Traveller Type code identifying a U.S. traveller, a four-digit code representing the United States is automatically assigned to the Country of Residence variable. In the case of cards with a Traveller Type code identifying an Overseas traveller, the card is sent to an operator to capture the name entered in the Country of Residence field and a corresponding four-digit code is assigned to the Country of Residence variable.</p> <p>Lastly, a quality control process is in place to monitor the accuracy of this procedure. Any abnormal error rate is investigated and, if required, corrective measures are taken to insure a high level of quality in the output generated by this procedure.</p>
CHL	<p>The airport entry card includes a question on date of birth and nationality.</p> <p>At other border points the card asks for the nationality and country of birth.</p>
CRI	No other relevant variable is used. The findings of our surveys reveal a 90 per cent match between nationality and country of residence.
ECU	Travellers may be classified as resident or non-resident depending on the type of visa. The country of residence has recently been included in the TAM.
EGY	No information for this question.
HKG	Country of residence-defined by home address record in E/D card.
IDN	The information are obtained from the E/D cards.
KOR	Nationality is affirmed through the passport issuance country but the country of residence cannot be confirmed.
MLT	Please give your nationality- (Q5).
NZL	B- sample only.
PER	There are relevant questions in the TAM, but gaps are often left because the Migrations Officer, not realizing the importance of the information sought, does not insist that passengers provide it.

Q.14 Include your suggestions on the reliability of the procedure used for collecting information at national borders with entry cards

Number: 16

ARG	It is necessary to improve the collection of basic data with suitable staff and computerized border posts.
AUS	<p>A. Score: Note: To clarify the context of this score: This score is base on 'reliability' of the entry card system as a means for collecting statistical information about travellers. The cards are also used for as a means of border control and for the purpose of border control, information is checked more rigorously and hence the reliability of the cards for border control purposes would be rater higher than 7.</p> <p>B. Suggestions: The entry passenger card system is a useful means of collecting data about travellers. Given the limitations and difficulties highlighted in question 3, improvements in the system would occur if cards were; -completed electronically. -accompanied by explanatory notes -checked by a government official for completeness directly after the traveller had completed the card -completely enumerated and validation could be conducted on each of them. However, such initiatives would incur a substantial cost.</p>
BRB	Better validations of information by immigration Officials. Should try to be more vigilant.
BWA	To the extent that the entry/departure card covers all the information that one would like to capture it is a fairly accurate and reliable procedure.
CAN	<p>The entry cards are completed by the travellers, making it difficult to read or capture the hand-written information on many of these cards. The entry cards are not scanner friendly, in that they are not designed to facilitate the electronic capture of the information directly from the card. The entry cards are used by several departments to control the entry of specific goods or travellers. Consequently, cards are often marked with several stamps or codes by government officials, making it difficult to read or capture the hand-written information covered by them.</p> <p>Improvements in the processing of these cards would occur if these cards would be completed electronically, if the card would be redesigned to facilitate the electronic capture of the information by a scanner, and if the marking of the cards with stamps and codes would be limited to an area that does not contain information supplied by the travellers.</p> <p>Lastly, up to four family members living at the same address are allowed to register on the same entry card. However, a significant reduction in processing costs would occur if only one person could register on an entry card. There would be no need to count the number of visitors registered on each card, as the number of cards would give the number of visitors who entered the country.</p>
CHL	The National Tourism Department is interested in information on country of residence and would like International Police to provide information on purpose of travel (not recorded at land borders), occupation or profession and length of stay.
CRI	The greatest problems arise at the digitization stage because at times handwriting is illegible. The Migrations Department has insufficient staff for this job and there are considerable backlogs.
ECU	<p>Standardize such variables as purpose of travel and accommodation</p> <p>Include place of usual residence</p> <p>Check digitized information</p> <p>Facilitate access to the data</p>
EGY	No suggestions.
HKG	Totally reliable data as all visitors are captured at the time of Immigration formalities clearance.
KOR	The reliability of the procedure used for collecting information at national borders through entry cards is significantly high, but compared to other countries, it does not have a wide range of information.
MEX	Expand the process of automating immigrant registration. At present this is done at the three main ports of entry and information is recorded on at least 70 per cent of arrivals, since the remainder enter the country fully documented in advance.
MAR	The use of bar codes on visas would, with simple optical reading, provide more reliable data more quickly.
NZL	No suggestions.
PER	Develop the appropriate data collection software which would include primary consistency and the cross-checking of information. Implement the proposed procedure so that the TAM may be digitized by the officers when checking passenger data, with a minimum of five fields of identification for subsequent integral digitization. When the new procedure is implemented and applied to all passengers, it will be 100 per cent reliable.
PHL	No suggestions.

**T9. Collection and processing of data on arrivals of non-resident travellers.
Surveys (Q.17 - Q.25)**

This table contains the answer to Sub-section A3 of the questionnaire relating to the use of entry surveys to collect information about arrivals of non-resident travellers existent in the country, specifically the answers to questions Q17 to Q25 of the questionnaire.

In the tabulations, a symbol like this "¶" is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

T9. Collection and processing of data on arrivals of non-resident travellers. Surveys (Q.17 - Q.25)

			TOTAL																		
			Number	% Horizontal	AUS	BRB	CAN	CRI	DNK	ECU	EGY	FIN	FRA	HKG	HUN	ITA	JAM	KOR	MLT	MEX	
Number of countries which have answered SUBSECTION A3			26	100.00%																	
SUBSECTION A3: SURVEYS	Q.17	Indicate if more than one survey on non-resident travellers at national borders is carried out in your country	26	100.00%																	
		Yes	15	57.69%																	
		No	11	42.31%																	
	Q.18	Indicate which of the following collective(s) is (are) surveyed	26	100.00%																	
		Travellers with overnights	25	96.15%																	
		Residents in your country	10	38.46%																	
		Non-residents in your country	25	96.15%																	
		Nationals residing abroad	22	84.62%																	
		Non-nationals	25	96.15%																	
		Travellers without overnights	20	76.92%																	
		Residents in your country	10	38.46%																	
		Non-residents in your country	20	76.92%																	
		Nationals residing abroad	18	69.23%																	
		Non-nationals	19	73.08%																	
		Q.19	In which means of access is the surveys carried out? (¶)	26	100.00%																
	Road		19	73.08%																	
	Airport		25	96.15%																	
	Port		17	65.38%																	
	Railway		9	34.62%																	
	Others		1	3.85%																	
	Q.20	What is the statistical universe or extension framework used and which are the main variables included in it? (¶)	26	100.00%																	
		Yes	26	100.00%																	
		No																			
	Q.21	Where does the information used as statistical universe come from? (¶)	25	96.15%																	
		Border control	10	38.46%																	
		Other administrative records	13	50.00%																	
		Others	3	11.54%																	
	Q.22	What is the method used in your country to collect the information in the surveys? (¶)	24	92.31%																	
		Personal interview	18	69.23%																	
		Telephone interview	8	30.77%																	
		Self made interview	3	11.54%																	
		By mail																			
		Others	3	11.54%																	
	Q.23	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using surveys (¶)	26	100.00%	9	6	5	9	1	9	8	8	8	7	6	9	10	3	9	8	
	Q.24	Which body is responsible for these surveys?	26	100.00%																	
		Migration Authority																			
		Tourism Authority	13	50.00%																	
		Statistical Office	11	42.31%																	
		Central Bank	5	19.23%																	
		Others	2	7.69%																	
	Q.25	Which body is responsible for financing these surveys?	25	96.15%																	
		Migration Authority																			
		Tourism Authority	13	50.00%																	
		Statistical Office	8	30.77%																	
		Central Bank	2	7.69%																	
		Others	3	11.54%																	

**T9. Collection and processing of data on arrivals of non-resident travellers.
Surveys (Q.17 - Q.25)**

			MAR	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
Number of countries which have answered SUBSECTION A3												
SUBSECTION A3: SURVEYS	Q.17	Indicate if more than one survey on non-resident travellers at national borders is Yes No										
	Q.18	Indicate which of the following collective(s) is (are) surveyed Travellers with overnights Residents in your country Non-residents in your country Nationals residing abroad Non-nationals Travellers without overnights Residents in your country Non-residents in your country Nationals residing abroad Non-nationals										
	Q.19	In which means of access is the surveys carried out? (¶) Road Airport Port Railway Others										
	Q.20	What is the statistical universe or extension framework used and which are the main variables included in it? (¶) Yes No										
	Q.21	Where does the information used as statistical universe come from? (¶) Border control Other administrative records Others										
	Q.22	What is the method used in your country to collect the information in the surveys? (¶) Personal interview Telephone interview Self made interview By mail Others										
	Q.23	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using surveys (¶)	8	7	8	8	8	8	8	8	8	8
	Q.24	Which body is responsible for these surveys? Migration Authority Tourism Authority Statistical Office Central Bank Others										
	Q.25	Which body is responsible for financing these surveys? Migration Authority Tourism Authority Statistical Office Central Bank Others										

Q.19 In which means of access is the survey system carried out?	
Number: 16	
AUS	The survey is carried out in the departure lounges of the seven major international airports in Australia.
BRB	Quality of destination products. Expenditure.
CAN	Overall, five different questionnaires are used in the collection process. Three different questionnaires are used in airports, land ports and sea ports. They are very similar in content but target different travelling populations: United States residents visiting Canada for at least 24 hours or entering Canada by mode other than automobile, residents of countries other than the United States visiting Canada and Canadian residents returning after a trip of at least 24 hours outside Canada or returning to Canada by mode other than automobile. Two other questionnaires are used in land ports and target Canadian residents leaving and returning to Canada by auto on the same day and United States residents visiting Canada by auto on the same day. These questionnaires are very short and collect basic information on place of residence, Canadian border crossing, travelling party size, main destination of trip, total spending and main reason of trip. However, this information is also collected by the other three questionnaires used in Airports, land ports and sea ports.
CRI	Much broader in scope, the airport survey includes various questions on expenditure and its breakdown, activities, places visited, etc. The survey questionnaire for land borders is short.
ECU	At land borders, besides applying the survey questionnaire, a count is made of vehicles and passengers.
FRA	Common questionnaire for arrivals by air, sea, rail and road. Two-tier questionnaire for tour buses: - driver or courier - passengers
HKG	Same departing visitor survey questionnaire used.
HUN	The questionnaires used in airports are the very same like in other (road) means of access.
ITA	Road borders: type of vehicle. International trains: class of ticket fare.
MLT	Not applicable. The survey still needs to be launched at seaports.
MEX	At airports the survey is mainly carried out among international visitors who are likely to stay longer and spend more. For this reason, the road border survey seeks more detailed information on length of stay and expenditure, as well as means of transport and purpose of visit. There is a third questionnaire for visitors arriving by sea, whose responses depend on the length of time the ship remains in Mexican ports.
PER	- Central Reserve Bank of Peru - PROMPERU These two institutions carry out surveys at Jorge Chávez International Airport, the Tacna border and the Puno border (Kasani and Yunguyo), which handle the greatest volume of visitors. PROMPERU carries out surveys to determine the profile of the foreign tourist at three points of departure, two of them at land borders.
PRT	Questionnaires attached.
ZAF	None.
ESP	The questionnaires used for surveys at airports, sea ports and railways are identical and are filled in by the traveller, whereas the questionnaires used in road surveys are filled in by the interviewer and contain more questions. There are two road survey models – one for light vehicles and one for tour buses.
CHE	The only information available from airports is the number of passengers on each flight.

Q.20 What is the statistical universe or extension framework used and which are the main variables included in it?

Number: 26

AUS	The "statistical universe" or population for the survey is all on-resident departures aged 15 years and over. The main information collected is country of residence, purpose of visit, length of stay, type of accommodation used, type of transport used, places visited, activities undertaken, and itemised expenditure.
BRB	Total of Visitor Arrivals.
CAN	The target population for the quarterly questionnaire surveys consists of Canadian residents who are returning from trips abroad, and Americans and overseas travellers who travel to Canada within the calendar quarter that the surveys take place. The questionnaire surveys are actively aimed at travellers who enter Canada by one of the following methods: automobile, commercial plane, commercial bus or commercial boat (cruise ship). Nearly 98% of all international travellers enter Canada using any one of these types of transportation. All types of travellers are included, except for the following categories: transportation crews, immigrants, diplomats and military personnel and former residents returning to Canada to re-establish permanent residence. The main variables collected by the quarterly questionnaire surveys are country of residence, ports of entry and exit, purpose of trip, dates of entry and departure, types of transport used, locations visited, types of accommodation used, activities undertaken and itemized expenditures.
CRI	The framework used is total arrivals. The variables included are nationality and means of access to the country (air, land).
DNK	Means of transportation. Country of residence. Purpose of trip.
ECU	The Andean Migration Card (TAM) records, classified by country of residence, age and sex.
EGY	The statistical universe is the total number of visitor and nights classified by nationality, means of transport, as provided by the Ministry of Tourism (MOT).
FIN	The total of non-resident departures, by place and time of departure, by means of transport, and by visitors profile (age, sex, country of residence), and by characteristics of trip (length of stay, accommodation, etc).
FRA	Population: non-resident visitors, stratified according to nationality, means of transport and type of day (holiday, weekend or ordinary weekday)
HKG	All visitors departing HK by air/sea/land with control variables such as country of residence, same-day/overnight, sex, age, travel arrangement and purpose of visit.
HUN	The survey population is provided by the administrative information is available for the number and nationality of travellers, number of vehicles at the entry and departure border points as well as the nationality.
ITA	The statistical universe is the total of non-resident travellers (International Monetary Fund definition), roughly corresponding to the WTO concept of inbound visitor. The main breakdown variables are: country of residence, means of transport, sex. See also Q21-22.
JAM	Non-resident Departures.
KOR	The statistical universe of 2001 is the people of twelve countries that have a local office of the KNTA among the countries of people that entered and exited Korea
MLT	The survey is based on the council directive 97/57/EC. Malta International Airport passenger movements.

Q.20 What is the statistical universe or extension framework used and which are the main variables included in it? (Cont.)

Number: 26

MEX	<p>road border posts (same-day visitors and tourists) are calculated by means of a selective count proper to the sampling method of the survey.</p> <p>The chief variables recorded are country of residence, nationality and, for visitors from the United States, the state of departure.</p> <p>Purposes of travel</p> <p>Annual income of respondent</p> <p>Expenditure during the visit, divided into tourist expenditure (broken down into accommodation, meals, entertainment, etc.) and transport expenditure.</p> <p>Form of travel (tour or own account)</p> <p>Size of group</p> <p>Number of days spent in the country</p> <p>Means of transport on entry</p> <p>Number of visits made by respondent</p> <p>Main destinations visited</p> <p>This survey covers three types of visitor, as follows:</p> <p>1. Tourists: those who spend at least one night away from their usual residence</p> <p>1.1 International: those who cross the border area (25 miles) or who enter the country through any national airport</p> <p>1.2 Border visitors: those who spend at least one night in the country without leaving the border area</p> <p>2. Same-day visitors: those who do not stay one night in the destination</p> <p>2.1 Border visitors: those who cross the border both ways on the same day</p> <p>2.2 Cruise ship visitors: those who visit any sea port without leaving the port area or the destination itself.</p>
MAR	Total arrivals of non-residents at national borders, broken down by nationality, means of transport, type of journey, etc.
NOR	The total of non-resident arrivals/departures, except border workers. Variables: country of residence, purpose of the trip, means of transport, number of people in the vehicle, duration of the stay, type of accommodation.
PER	Foreign tourists who leave Peru after visiting it for any purpose other than to exercise an activity remunerated from within the place visited. Aim: to identify visitor characteristics.
PHL	Number of visitor arrivals.
POR	In Portugal, the survey population is provided by the administrative information available for the number of vehicles crossing the borders, the nationality of the plate and the number of occupants of each vehicle. For the road arrivals, and the number of passengers on international flights, for the air arrivals.
ZAF	Total arrivals into South Africa by country of residence and mode of travel, i.e. air and land.
ESP	<p>Frontur's extension framework is provided by the administrative sources used monthly for every means of access.</p> <ul style="list-style-type: none"> - For movements at airports the frame of reference is the number of passengers disembarking from international flights according to the nationality of the airport of departure, the type of flight (scheduled/charter) and the airport; this information is provided by the survey of entries at airports, which serves to determine the precise distribution of passengers according to their country of residence and other basic characteristics, such as length of stay, purpose of visit, type of accommodation and age and sex of the traveller. - For travellers arriving by rail or sea, the number of passengers from abroad using these means of access to Spain is determined month by month. As in the case of airports, using as a basis the total number of visitors, a survey is carried out in trains arriving from other countries and at ports to determine visitor characteristics. - For access by road, the statistical universe is provided by the automatic count of vehicles carried out by the Dirección General de Tráfico (DGT) (Road Traffic Department) backed up by manual counts to eradicate any inconsistencies and supplement the information provided by the DGT. As in the two previous cases, the estimate is completed by means of an entry survey. - The main stratification variables included in the extension framework are: the category of traveller, purpose of visit, country of residence, type of accommodation, length of stay and organization of trip.
SWE	Country of residence- Purpose of trip- Expenditures.
CHE	Roads: 10 days per year car manual countings. No further variables are considered.
TTO	<p>Total visitor arrivals by:</p> <ol style="list-style-type: none"> 1. Air/sea 2. Country of residence 3. Purpose of visit 4. Category of visitor 5. Length of stay

Q.21 Where does the information used as statistical universe come from?	
Number: 27	
AUS	The survey data is weighted using Overseas Arrivals and Departures data.
BRB	Administrative records of arrivals to the Island.
CAN	The information comes from the number of border crossings, that is, all persons who enter through Canadian ports and all land vehicles (except buses) that transport these persons into Canada.
CRI	The information comes direct from the database maintained by the Migrations Department
DNK	<ul style="list-style-type: none"> · Electronic registration of cars crossing border from Germany. · Number of vehicles crossing border bridge from Sweden. · Number of passengers crossing border by train. · Passenger statistics from ferries and airports.
ECU	The information comes direct from the border data recorded by the Immigration Police.
EGY	The information comes from the border crossing data arising from Police records which are collected and forwarded to CAPMAS and MOT.
FIN	Finnish Civil Aviation Administration. Finnish Maritime Administration. Ministry of the Interior, Frontier Guard Dept. Finnish Railway Company, Finnish Road Administration.
FRA	Traffic flows recorded for all means of transport.
HKG	HK Immigration control data supported by exits points travel pattern survey whereby 360,000 interviews are conducted each year by random sample selection method throughout the year.
HUN	The information used as statistical universe is given by the border police from their border crossing data collection.
ITA	The information used as statical universe comes from the sub-operation "counting" of the survey (see Q.22).
JAM	Passengers on international flights.
KOR	People of the twelve countries that have KNTD offices among the passengers on the international flights.
MLT	EU Council. Administrative records of passenger movements.
MEX	The information used as the statistical universe comes from the records and counts prepared by the Migrations Department, backed up by estimates provided by the selective count used as the sampling method for the survey of border visitors and the statistical record of border crossings. In the case of international tourism, the information is taken from the entry card records and for visitors arriving by sea from passenger manifests.
MAR	<ul style="list-style-type: none"> - The volume of non-resident arrivals and their breakdown by nationality and mode of transport are derived from the border statistics collected by the DGSN. - Their breakdown according to certain variables, such as the type of travel, is based on the findings of previous surveys.
NOR	Estimations of records of passengers in international flights and international rail, bus and boat trips. Automatic counts of vehicles at road borders.
PER	The information is provided by the Department of Migrations and Naturalization of Peru.
PHL	Arrival/Departure (A/D) Cards.
PRT	From properly treated administrative records on vehicle transit on passengers on international flights.
ZAF	Statistics SA.
ESP	Frontur's extension framework is provided by the administrative sources used monthly for every means of access. <ul style="list-style-type: none"> - For movements at airports the frame of reference is the number of passengers disembarking from international flights according to the nationality of the airport of departure, the type of flight (scheduled/charter) and the airport; this information is provided by the survey of entries at airports, which serves to determine the precise distribution of passengers according to their country of residence and other basic characteristics such as length of stay, purpose of visit, type of accommodation and age and sex of the traveller - For arrivals by rail or sea, the number of passengers from abroad using these means of access to Spain is determined month by month. As in the case of airports, using as a basis the total number of visitors, a survey is carried out in trains arriving from other countries and at ports to establish visitor characteristics. - For access by road, the statistical universe is provided by the automatic count of vehicles carried out by the Dirección General de Tráfico (DGT) (Road Traffic Department) backed up by manual counts to eradicate any inconsistencies and supplement the information gathered by the DGT. As in the two previous cases, the estimate is completed by means of an entry survey. - The main stratification variables included in the extension framework are: the category of traveller, purpose of visit, country of residence, type of accommodation, length of stay and organization of trip.
SWE	Airport statistics. Shipping statistics. Road statistics from customs. The proportion non-residents based on estimations on the sample.
CHE	See above.
TTO	Entry cards.

Q.22 What is the method used in your country to collect the information in the surveys?

Number: 25

AUS	<ul style="list-style-type: none"> Name of Survey: International Visitor Survey. Survey method used: Direct interview computer assisted personal interviewing (CAPI). Interviewers enter responses directly on lap-top computer. Population of the survey: Short-term international visitors to Australia aged 15 years and over. Statistical unit: Individual. Type and method of drawing the sample: Departing flights are grouped according to port of departure and destination. Quotas are specified by country of residence and sex for each flight group each month. Sample size: 20,000 per annum. Response rate: 85% Frequency and period of data collection: Continuous.
CAN	<p>Mail-back questionnaires are handed out each quarter to the travel party on entry (non residents) or re-entry (residents of Canada) by CCRA officials at all border ports sampled according to pre-arranged schedules or stints. Five different questionnaires are used in the collection process. The questionnaires are self-completed and returned to Statistics Canada by mail. In the case of overseas travellers returning directly to selected overseas countries, additional questionnaires are obtained via the Air Exit Survey of Overseas Visitors. At the international airports in Vancouver, Calgary, Toronto, Montréal and Halifax, Statistics Canada's interviewers conduct personal interviews with a sample of overseas travellers as they await their return flights to targeted overseas countries. The countries targeted are those from where we attract the most overseas visitors. These interviews are usually conducted each month and the collection period lasts 3-5 days. The interviewing team at each airport consists of interviewers of different language skills, enabling interviews to be conducted in the native language of the visitors where possible.</p> <p>The questionnaire used is also available in 10 languages. Interviewers enter responses directly on the questionnaires. Since 2000, this collection method has achieved a response rate of over 90%</p>
CRI	Airport surveys (in the country's main airport) are carried out quarterly with a sample size of 1,500 passengers divided proportionally by country and/or area of residence. Face-to-face interviews by survey officer. Passengers are selected from all airlines and destinations.
DNK	<ul style="list-style-type: none"> Personal interviews with persons entering or leaving Denmark. Interviews at locations near border, on trains/ferries and airports.
ECU	Probability sample; face-to-face interview.
EGY	<ul style="list-style-type: none"> * Survey method used = questionnaire filled in by the interviewer. * Population of the survey = international visitors. * Statistical unit = individual person. * Type and method of drawing the sample = stratified * Sample size = 50000. * Response rate = only interviewed persons are recorded. * Frequency and period of data collection = surveys are conducted every two years. Data are collected for one year on monthly base.
FIN	<p>A stratified sample survey (2-3 stage sampling method) with direct (personnel) interviews, person as statistical unit.</p> <p>Reference population: all passenger departures from Finland, of which non-residents visitors compose the sample population. The total number of persons picked from passengers flow amounts to some 60 000 annually of which 20 000-25 000 non-residents are interviewed.</p>
FRA	Questionnaire (in eight to ten languages) distributed to visitors (one questionnaire for each family group), who fill it in themselves.
HKG	All by face-to-face personal interview method at 6 major departure control points.
HUN	The method used for collecting information is personal interview (paper and pencil), which is carried out by the border police. Travellers are stopped and asked before or right after the passport control.
ITA	<p>The survey is carried out by the Ufficio Italiano dei Cambi, continuously since 1996, at the main (around 50) country's border entry points and collects information on both inbound and outbound tourism. Since the main objective of the survey is the compilation of the item "Travel" of the Balance of Payments, the conceptual reference mainly comes from the International Monetary Fund. At each field location two sub-operations are carried out at the same time; counting and interviewing. Basically, the first sub-operation (1,400,000 counting operations each year) aims at the definition of the universe and consists in the systematic counting of passengers crossing the borders and (as regards the inbound side) the detection of the country of residence of non resident's visitors. The second sub-operation (130,000 interviews each year) aims at gathering detailed information on visitors' characteristics and behaviour and it consists in face-to-face interviewing with a structured questionnaire.</p> <p>Non-resident visitors are interviewed when they are leaving Italy, i.e. at the end of the journey, in order to collect correct ex-post information on their stay in Italy (this is the reason why the survey has been considered as "outbound" in question Q.2).</p>

Q.22 What is the method used in your country to collect the information in the surveys? (Cont.)

JAM	Interviews are conducted among departing travellers at both airports and cruise ship terminals. Interviewers are instructed to approach as many travellers as possible, who had apparently finished their business and who might be willing to complete the questionnaires. The questionnaires were completed on a one-per-family basis. Individuals travelling together could each complete a questionnaire.
KOR	Surveyed method used: Structured Questionnaire filled by interior population of the survey. Quota sampling of acquire over 300 valid minimum samples among the twelve countries. Unit: individual person. Sample size: 5,026 (2001). Method of sample selection: Quota Sampling. Rate of response: 100%. Cycle of research: annually. Term of research: quarterly.
MLT	Systematic Sampling technique every 15th person/passenger. This task is based on a day/night shift basis.
MEX	The method used is the face-to-face interview for departure surveys and direct counts at border posts. The minimum unit for each travel group is the adult or person over 14 years of age. Primary statistical unit is the individual The sample is stratified according to means of access to the country Random survey carried out daily
MAR	. Sampling method: stratification . Survey method: face-to-face interview at border posts . Statistical unit: the main tourist (consumption unit representing the respondent and all accompanying persons)
NOR	Questionnaire filled in by the respondents when leaving the country, in the ports, at the road border crossing, at the airport, on the train, etc.
PER	. Stratified probability sampling is used, with systematic selection of respondents. . The surveys are carried out twice a year, viz. in May (low season) and August (high season).
PHL	Personals interview of outgoing visitors.
PRT	Surveys method used: direct interview. Population of the survey: 15 and over. Statistical unit: individual person. Type and method: stratified sample. Sample size: +/- 12,000. Response rate: 95 % . Frequency: monthly.
ZAF	Face to face interviews.
ESP	For road surveys, the method used is the computer-assisted personal interview. For surveys at airports, ports and on trains the questionnaires are filled in by the respondent.
SWE	Interviews with departing passengers.
CHE	97,000 personal interviews on the road and 28,000 on the rail.
TTO	Interview as many departing visitors in the Departure Lounge of the Airport. Six surveys are conducted annually for a period of 6-10 days both in Trinidad and in Tobago. After a period of 2 years, a survey would have been conducted for each month of the year.

Q.23 Include your suggestions on the reliability of the procedure used for collecting information at national borders using surveys

Number: 21

AUS	The Bureau of Tourism Research considers the collection of statistical information at Australia's borders to be world leading.
CAN	<p>Return rates obtained for the mail-back questionnaires have been declining over time (averaging 6% in 2002). This is partly due to the fact that the distribution of these questionnaires at border points depends on the full cooperation of Canada Customs and Revenue Agency (CCRA). Since border security is CCRA's main objective, questionnaire distribution is not always fully done by Customs officials. Many of them feel unduly burdened by this additional responsibility. In response to these declines, Statistics Canada (STC) has investigated the possibility of taking over this activity. Based on the results of a pilot test that was conducted several years ago, the distribution of mail-back questionnaires by STC employees in major ports would increase the return rate to about 16%. Combining the distribution with a short entry interview would further increase the return rate to about 23%. However, the undertaking of this activity would result in a substantial increase of survey costs, which cannot presently be absorbed by Statistics Canada. External funding would be required to implement this activity.</p> <p>However, even if Statistics Canada would take over the distribution of the mail-back questionnaires, the procedure would still generate relatively low return rates. Hence, the take over of questionnaire distribution should only be viewed as a short term solution. In fact, Canada's medium/long term objective is to implement alternative data collection strategies for collecting information on international travellers. To that effect, a document called "An Integrated Survey Design for Collecting Characteristic Data for the International Travel Survey" was produced in 1999. For each major traveller flow, this document proposes a survey method that would generate high quality estimates on travellers' characteristics. One such proposed survey method, called the air-exit survey of overseas travellers, was implemented in 2000. The implementation of the remaining survey methods proposed in the document is subject to the availability of funding.</p>
CRI	Greater supervision; shorten questionnaire
DNK	The survey is implemented by the Danish Institute of Border Region Studies. An Institute with long experience in border statistics.
ECU	Institutionalize the methodology.
EGY	<p>1- Better representation of different nationalities and departure points and in accordance with their relative significance in terms of flows.</p> <p>2- Improving data collection and information on package tour visitors.</p>
FIN	The fitness border survey depends on the geographical position of the country. Difficulties in data collection, length of interviews (short) limits the questions, but memory effect, probably, better controlled.
FRA	Introduce thematic surveys to improve the representativeness of the population leaving France by road.
HKG	Reliability depends very much on being able to identify target respondents at all fieldwork locations.
HUN	The procedure used for collecting information would be more reliable if data on travellers flow were combined with type of vehicles and with nationality of vehicles.
ITA	It is assumed that the survey provides high quality information, taking account factors like the relevant sample size, the soundness of the underlying methodology, the significant experience gained in several years.
KOR	Many errors in methodology (Number of samples, method of research, study group).
MEX	No suggestions.
NOR	<p>Depends on transport means:</p> <p>Road 5</p> <p>Ferry, boat 9</p> <p>By air 4-9</p> <p>Train 8</p>
PER	Carry out more than two measurements during the year (ideally four) to counter the effect of seasonality.
PHL	Incorporate suggestions of the WTO in measuring visitor expenditure which are applicable to the Philippine situation as discussed during the TSA Seminar in Manila last June 2003.
PRT	No suggestions.
ZAF	Statistics South Africa and South African Tourism have started a process, working together, to ensure improved quality of future surveys done by South African Tourism.
ESP	One suggestion for improving the survey would be to increase the sample size, especially at those airports where flights and passengers are more heterogeneous.
CHE	Better access to the data of the foreign rail companies.
TTO	Interviewers must probe tactfully on expenditures (training).

**T10. Collection and processing of data on arrivals of non-resident travellers.
Others (Q.26 - Q.30)**

This table contains the answer to Sub-section A4 of the questionnaire relating to the use of administrative procedures for collecting information about arrivals of non-resident travellers existent in the country, specifically the answers to questions Q26 to Q30 of the questionnaire.

In the tabulations, a symbol like this "¶" is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

**T10. Collection and processing of data on arrivals of non-resident travellers.
Others (Q.26 - Q.30)**

			TOTAL		ARG	AUS	CAN	CHL
			Number	% Horizontal				
Number of countries which have answered SUBSECTION A4			19	100.00%				
SUBSECTION A4: OTHER ADMINISTRATIVE PROCEDURES	Q.26	Which collectives do the other administrative procedures used in airports give information on?	12	63.16%				
		Travellers with overnights	12	63.16%				
		Residents in your country	9	47.37%				
		Non-residents in your country	12	63.16%				
		Nationals residing abroad	9	47.37%				
		Non-nationals	12	63.16%				
		Travellers without overnights	11	57.89%				
		Residents in your country	9	47.37%				
		Non-residents in your country	11	57.89%				
		Nationals residing abroad	9	47.37%				
		Non-nationals	10	52.63%				
	Q.27	Describe briefly the method used and the type of information collected in airports (¶)	19	100.00%				
		Yes	12	63.16%				
		No	7	36.84%				
	Q.28	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using these other methods (¶)	11	63.16%		9	8	
	Q.29	Which body is responsible for collecting this information based on administrative procedures?	11	57.89%				
		Migration Authority	4	21.05%				
		Tourism Authority	1	5.26%				
		Statistical Office	2	10.53%				
		Central Bank						
		Others	6	31.58%				
	Q.30	Which body is responsible for financing the collection of this information?	10	47.37%				
		Migration Authority	3	15.79%				
		Tourism Authority	1	5.26%				
		Statistical Office						
		Central Bank						
		Others	7	36.84%				

**T10. Collection and processing of data on arrivals of non-resident travellers.
Others (Q.26 - Q.30)**

			CRI	ECU	FIN	FRA	HKG	HUN	KOR	MLT	MEX	NZL
Number of countries which have answered SUBSECTION A4												
SUBSECTION A4: OTHER ADMINISTRATIVE PROCEDURES	Q.26	Which collectives do the other administrative procedures used in airports give information on?										
		Travellers with overnights										
		Residents in your country										
		Non-residents in your country										
		Nationals residing abroad										
		Non-nationals										
		Travellers without overnights										
		Residents in your country										
		Non-residents in your country										
		Nationals residing abroad										
		Non-nationals										
	Q.27	Describe briefly the method used and the type of information collected in airports (¶)										
		Yes										
	Q.28	No										
		Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using these other methods (¶)		6	10	9	10		7	8		9
	Q.29	Which body is responsible for collecting this information based on administrative procedures?										
		Migration Authority										
		Tourism Authority										
		Statistical Office										
		Central Bank										
	Q.30	Others										
		Which body is responsible for financing the collection of this information?										
		Migration Authority										
		Tourism Authority										
		Statistical Office										
		Central Bank										
		Others										

T10. Collection and processing of data on arrivals of non-resident travellers. Others (Q.26 - Q.30)

			NOR	PER	PRT	ZAF	ESP
Number of countries which have answered SUBSECTION A4							
SUBSECTION A4: OTHER ADMINISTRATIVE PROCEDURES	Q.26	Which collectives do the other administrative procedures used in airports give information on?					
		Travellers with overnights					
		Residents in your country					
		Non-residents in your country					
		Nationals residing abroad					
		Non-nationals					
		Travellers without overnights					
		Residents in your country					
		Non-residents in your country					
		Nationals residing abroad					
		Non-nationals					
	Q.27	Describe briefly the method used and the type of information collected in airports (¶)					
		Yes					
		No					
	Q.28	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using these other methods (¶)					
	Q.29	Which body is responsible for collecting this information based on administrative procedures?					
		Migration Authority					
		Tourism Authority					
		Statistical Office					
		Central Bank					
		Others					
	Q.30	Which body is responsible for financing the collection of this information?					
		Migration Authority					
		Tourism Authority					
		Statistical Office					
		Central Bank					
		Others					

Q.27 Describe briefly the method used and the type of information collected in airports**Number: 11**

AUS	The other administrative procedure indicated in Question 1 is the DIMIA Travel and Immigration Processing System (TRIPS). Most people who visit Australia require a visa. DIMIA processes a person's application for a visa, and if it is approved, loads the information onto the TRIPS database. When that person arrives in Australia and goes through customs, a movement date is assigned to their record on the TRIPS database. When a visitor from New Zealand passes through customs, a special record is added to the TRIPS database. A visa is not required for visitors who hold a New Zealand passport. TRIPS captures passport number, country of citizenship, port, date, direction, person ID (a unique identifier for each particular traveller as defined by name and passport number), visa details and movement details for visited persons (non-resident travellers), computed period of absence for returning Australian citizens, Australian residents and New Zealand citizens who have a prior movement history, computed periods of computed periods of stay for departing visitors and temporary entrants.
CAN	Other than the entry cards used in major airports to record travellers entering by commercial plane, we also use other forms (E-63) to record travellers who enter Canada by private plane and some commercial air flights. The CANPASS telephone reporting system also records the number of travellers entering Canada by private plane. The information collected on these forms include the number of passengers, the country of residence, the length of stay in the case of US residents and the type of entry (from the United States or from other countries) in the case of Canadian residents.
ECU	Administrative records of the entry or departure of vehicles and goods
FIN	Administrative data collected by Finnish Civil Aviation Administration on the total number of departing air passengers by country of destination.
FRA	Resident/non-resident traveller flows by destination
HKG	Same E/D cards used at all exit/entry points.
KOR	Submission of entry card, Inspection of passport, Nationality, occupation, purpose of travel, destination, etc.
MLT	The information collected gives information on the number of passengers in airports.
NZL	Optic reading of passport or manual entry of passport data by Customs Officer - data transferred to SNZ and NZ Immigration service. Information captured includes nationality, birthdate, sex and passport number.
ZAF	Airports have computer terminals and the information is captured electronically. The type of information captured is contained in Annexure Q12. Data from airports is also captured from departure forms.
ESP	Information comes from the administrative control of international passenger traffic through Spanish airports supplied by the body responsible for airport traffic (AENA).

Q.28 Include your suggestions on the reliability of the procedure used for collecting information at national borders using these other methods**Number: 10**

AUS	The data that is required to be captured by TRIPS in border processing is highly reliable with a referral rate for contention of less than 1%.
CAN	The CANPASS system allows travellers to cross the border at ports of entry that are not under Customs surveillance. Reporting, which is done by phone to another port of entry, is based solely on travellers' statements.
FIN	Register based total data collection (census). Resident and non-resident passengers not separated, which limits the use of these data for inbound tourism purposes.
FRA	No suggestions
HKG	Totally reliable.
KOR	Because Korea is a Peninsula and is not share a border with any country, total census is possible but diverse information to confirm the characteristics of travelers is not provided.
NZL	High reliability.
PRT	No suggestions.
ZAF	The reliability of the method is guaranteed because data capturing is done electronically.
ESP	It would be very helpful to know the nationalities of the passengers on each flight from abroad or of at least a sample of them.

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

This table contains the answer to Section B of the questionnaire relating to the collection and processing of information about departures of travellers not resident in the country, specifically the answers to questions Q31 to Q40 of the questionnaire.

In the tabulations, a symbol like this "¶" is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			TOTAL		ARG	AUS	AUT	BRB	BWA	CAN	CHI
			Number	% Horizontal							
Number of countries which have answered SECTION B			34	100.00%							
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.31	Does your country have any system at national borders using departure cards in order to measure and characterize the departure flows of non-resident travellers?	34	100.00%							
		Yes	17	50.00%							
		No	17	50.00%							
	Q.32	Indicate whether the card included in Annex2 is still valid	17	50.00%							
		Yes	8	23.53%							
		No	9	26.47%							
	Q.33	Indicate the collectives to which the departure cards are handed out	16	47.06%							
		Non-residents in your country	16	47.06%							
		Nationals residing abroad	14	41.18%							
		Non-nationals	16	47.06%							
	Q.34	In which means of access is the departure cards system used? (¶)	17	50.00%							
		Road	10	29.41%							
		Airport	17	50.00%							
		Port	13	38.24%							
		Railway	5	14.71%							
		Others	3	8.82%							
	Q.35	Describe briefly how departure cards are hand out in airports (¶)	34	100.00%							
		Yes	17	50.00%							
		No	17	50.00%							

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			TOTAL								
			Number	% Horizontal	ARG	AUS	AUT	BRB	BWA	CAN	CHI
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information or characteristics included in the cards requested from non-residents in airports	12	35.29%							
		1. Name	17	50.00%							
		2. Date of birth	15	44.12%							
		3. Place of birth	6	17.65%							
		4. Country of birth	9	26.47%							
		5. Country of residence	10	29.41%							
		6. Place of usual residence	2	5.88%							
		7. Nationality	15	44.12%							
		8. Passport number	15	44.12%							
		9. Place of expedition of passport	7	20.59%							
		10. Date of expedition of passport	6	17.65%							
		11. Type of visa	5	14.71%							
		12. Age	3	8.82%							
		13. Sex	10	29.41%							
		14. Race	1	2.94%							
		15. Profession/ socioeconomic category	8	23.53%							
		16. Civil status	2	5.88%							
		17. Main purpose of the trip	6	17.65%							
		18. Leisure, recreation and holidays	4	11.76%							
		19. Business and professional	4	11.76%							
		20. Congress / convention	4	11.76%							
		21. Mission / meeting	3	8.82%							
		22. Visiting friends or relatives	4	11.76%							
		23. Studies	4	11.76%							
		24. Health treatment	3	8.82%							
		25. Religion	4	11.76%							
		26. Sports	3	8.82%							
		27. Sales / marketing	3	8.82%							
		28. In transit	3	8.82%							
		29. Others	6	17.65%							
		30. Company and / or flight number	14	41.18%							
		31. Charter flight	4	11.76%							
		32. Regular flight	8	23.53%							
		33. Post departure	8	23.53%							
		34. Prior visited countries	1	2.94%							
		35. Country of final destination of the trip	4	11.76%							
		36. Others	5	14.71%							
										

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			TOTAL								
			Number	% Horizontal	ARG	AUS	AUT	BRB	BWA	CAN	CHI
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information recorded	11	32.35%							
		1. Name	12	35.29%							
		2. Date of birth	12	35.29%							
		3. Place of birth	3	8.82%							
		4. Country of birth	7	20.59%							
		5. Country of residence	7	20.59%							
		6. Place of usual residence	2	5.88%							
		7. Nationality	12	35.29%							
		8. Passport number	12	35.29%							
		9. Place of expedition of passport	5	14.71%							
		10. Date of expedition of passport	4	11.76%							
		11. Type of visa	5	14.71%							
		12. Age	2	5.88%							
		13. Sex	7	20.59%							
		14. Race									
		15. Profession/ socioeconomic category	6	17.65%							
		16. Civil status	1	2.94%							
		17. Main purpose of the trip	5	14.71%							
		18. Leisure, recreation and holidays	4	11.76%							
		19. Business and professional	4	11.76%							
		20. Congress / convention	4	11.76%							
		21. Mission / meeting	3	8.82%							
		22. Visiting friends or relatives	4	11.76%							
		23. Studies	4	11.76%							
		24. Health treatment	3	8.82%							
		25. Religion	4	11.76%							
		26. Sports	3	8.82%							
		27. Sales / marketing	3	8.82%							
		28. In transit	3	8.82%							
		29. Others	5	14.71%							
		30. Company and / or flight number	13	38.24%							
		31. Charter flight	4	11.76%							
		32. Regular flight	7	20.59%							
		33. Post departure	9	26.47%							
		34. Prior visited countries	1	2.94%							
		35. Country of final destination of the trip	5	14.71%							
		36. Others	5	14.71%							
										

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			TOTAL		ARG	AUS	AUT	BRB	BWA	CAN	CHI
			Number	% Horizontal							
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information coded	9	26.47%							
		1. Name	6	17.65%							
		2. Date of birth	5	14.71%							
		3. Place of birth	2	5.88%							
		4. Country of birth	4	11.76%							
		5. Country of residence	7	20.59%							
		6. Place of usual residence	2	5.88%							
		7. Nationality	8	23.53%							
		8. Passport number	6	17.65%							
		9. Place of expedition of passport	3	8.82%							
		10. Date of expedition of passport	1	2.94%							
		11. Type of visa	4	11.76%							
		12. Age	2	5.88%							
		13. Sex	6	17.65%							
		14. Race									
		15. Profession/ socioeconomic category	5	14.71%							
		16. Civil status	1	2.94%							
		17. Main purpose of the trip	6	17.65%							
		18. Leisure, recreation and holidays	4	11.76%							
		19. Business and professional	4	11.76%							
		20. Congress / convention	4	11.76%							
		21. Mission / meeting	3	8.82%							
		22. Visiting friends or relatives	4	11.76%							
		23. Studies	4	11.76%							
		24. Health treatment	3	8.82%							
		25. Religion	4	11.76%							
		26. Sports	3	8.82%							
		27. Sales / marketing	3	8.82%							
		28. In transit	3	8.82%							
		29. Others	6	17.65%							
		30. Company and / or flight number	7	20.59%							
		31. Charter flight	3	8.82%							
		32. Regular flight	6	17.65%							
		33. Post departure	5	14.71%							
		34. Prior visited countries	1	2.94%							
		35. Country of final destination of the trip	2	5.88%							
		36. Others	4	11.76%							
										

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			TOTAL		ARG	AUS	AUT	BRB	BWA	CAN	CHI
			Number	% Horizontal							
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information validated	7	20.59%							
		1. Name	8	23.53%							
		2. Date of birth	6	17.65%							
		3. Place of birth	3	8.82%							
		4. Country of birth	5	14.71%							
		5. Country of residence	6	17.65%							
		6. Place of usual residence	2	5.88%							
		7. Nationality	8	23.53%							
		8. Passport number	9	26.47%							
		9. Place of expedition of passport	4	11.76%							
		10. Date of expedition of passport	2	5.88%							
		11. Type of visa	3	8.82%							
		12. Age	2	5.88%							
		13. Sex	5	14.71%							
		14. Race									
		15. Profession/ socioeconomic category	5	14.71%							
		16. Civil status									
		17. Main purpose of the trip	5	14.71%							
		18. Leisure, recreation and holidays	3	8.82%							
		19. Business and professional	3	8.82%							
		20. Congress / convention	3	8.82%							
		21. Mission / meeting	3	8.82%							
		22. Visiting friends or relatives	3	8.82%							
		23. Studies	3	8.82%							
		24. Health treatment	3	8.82%							
		25. Religion	3	8.82%							
		26. Sports	3	8.82%							
		27. Sales / marketing	3	8.82%							
		28. In transit	3	8.82%							
		29. Others	5	14.71%							
		30. Company and / or flight number	8	23.53%							
		31. Charter flight	3	8.82%							
		32. Regular flight	5	14.71%							
		33. Post departure	5	14.71%							
		34. Prior visited countries									
		35. Country of final destination of the trip	2	5.88%							
		36. Others	4	11.76%							
										

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			TOTAL		ARG	AUS	AUT	BRB	BWA	CAN	CHI
			Number	% Horizontal							
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.37	Indicate whether some kind of contrast or validation is carried out between the information arising from entry and departure cards of non-residents at the airports	17	50.00%							
		Yes	5	14.71%							
		No	12	35.29%							
	Q.38	Describe briefly what kind of contrast is made and which variables are affected by it (¶)	34	100.00%							
		Yes	5	14.71%							
		No	29	85.29%							
	Q.39	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of this procedure of confrontation of data from entry and departure cards handed out to non-residents in airports (¶)	6	35.29%		7					
	Q.40	Which body is responsible for this contrast?	4	8.82%							
		Migration Authority	3	5.88%							
		Tourism Authority									
		Statistical Office	1	2.94%							
		Central Bank									
		Others									

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR
Number of countries which have answered SECTION B																
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.31	Does your country have any system at national borders using departure cards in order to measure and characterize the departure flows of non-resident travellers?														
		Yes														
		No														
	Q.32	Indicate whether the card included in Annex 2 is still valid														
		Yes														
		No														
	Q.33	Indicate the collectives to which the departure cards are handed out														
		Non-residents in your country														
		Nationals residing abroad														
		Non-nationals														
	Q.34	In which means of access is the departure cards system used? (¶)														
		Road														
		Airport														
		Port														
		Railway														
		Others														
	Q.35	Describe briefly how departure cards are hand out in airports (¶)														
		Yes														
		No														

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information or characteristics included in the cards requested from non-residents in airports	CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR
		1. Name														
		2. Date of birth														
		3. Place of birth														
		4. Country of birth														
		5. Country of residence														
		6. Place of usual residence														
		7. Nationality														
		8. Passport number														
		9. Place of expedition of passport														
		10. Date of expedition of passport														
		11. Type of visa														
		12. Age														
		13. Sex														
		14. Race														
		15. Profession/ socioeconomic category														
		16. Civil status														
		17. Main purpose of the trip														
		18. Leisure, recreation and holidays														
		19. Business and professional														
		20. Congress / convention														
		21. Mission / meeting														
		22. Visiting friends or relatives														
		23. Studies														
		24. Health treatment														
		25. Religion														
		26. Sports														
		27. Sales / marketing														
		28. In transit														
		29. Others														
		30. Company and / or flight number														
		31. Charter flight														
		32. Regular flight														
		33. Post departure														
		34. Prior visited countries														
		35. Country of final destination of the trip														
		36. Others														
															

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information recorded	CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR
		1. Name														
		2. Date of birth														
		3. Place of birth														
		4. Country of birth														
		5. Country of residence														
		6. Place of usual residence														
		7. Nationality														
		8. Passport number														
		9. Place of expedition of passport														
		10. Date of expedition of passport														
		11. Type of visa														
		12. Age														
		13. Sex														
		14. Race														
		15. Profession/ socioeconomic category														
		16. Civil status														
		17. Main purpose of the trip														
		18. Leisure, recreation and holidays														
		19. Business and professional														
		20. Congress / convention														
		21. Mission / meeting														
		22. Visiting friends or relatives														
		23. Studies														
		24. Health treatment														
		25. Religion														
		26. Sports														
		27. Sales / marketing														
		28. In transit														
		29. Others														
		30. Company and / or flight number														
		31. Charter flight														
		32. Regular flight														
		33. Post departure														
		34. Prior visited countries														
		35. Country of final destination of the trip														
		36. Others														
															

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information coded														
		1. Name														
		2. Date of birth														
		3. Place of birth														
		4. Country of birth														
		5. Country of residence														
		6. Place of usual residence														
		7. Nationality														
		8. Passport number														
		9. Place of expedition of passport														
		10. Date of expedition of passport														
		11. Type of visa														
		12. Age														
		13. Sex														
		14. Race														
		15. Profession/ socioeconomic category														
		16. Civil status														
		17. Main purpose of the trip														
		18. Leisure, recreation and holidays														
		19. Business and professional														
		20. Congress / convention														
		21. Mission / meeting														
		22. Visiting friends or relatives														
		23. Studies														
		24. Health treatment														
		25. Religion														
		26. Sports														
		27. Sales / marketing														
		28. In transit														
		29. Others														
		30. Company and / or flight number														
		31. Charter flight														
		32. Regular flight														
		33. Post departure														
		34. Prior visited countries														
		35. Country of final destination of the trip														
		36. Others														
															

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information validated	CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR
		1. Name														
		2. Date of birth														
		3. Place of birth														
		4. Country of birth														
		5. Country of residence														
		6. Place of usual residence														
		7. Nationality														
		8. Passport number														
		9. Place of expedition of passport														
		10. Date of expedition of passport														
		11. Type of visa														
		12. Age														
		13. Sex														
		14. Race														
		15. Profession/ socioeconomic category														
		16. Civil status														
		17. Main purpose of the trip														
		18. Leisure, recreation and holidays														
		19. Business and professional														
		20. Congress / convention														
		21. Mission / meeting														
		22. Visiting friends or relatives														
		23. Studies														
		24. Health treatment														
		25. Religion														
		26. Sports														
		27. Sales / marketing														
		28. In transit														
		29. Others														
		30. Company and / or flight number														
		31. Charter flight														
		32. Regular flight														
		33. Post departure														
		34. Prior visited countries														
		35. Country of final destination of the trip														
		36. Others														
															

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

		CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.37	Indicate whether some kind of contrast or validation is carried out between the information arising from entry and departure cards of non-residents at the airports													
		<div>Yes</div> <div>No</div>													
	Q.38	Describe briefly what kind of contrast is made and which variables are affected by it(¶)													
		<div>Yes</div> <div>No</div>													
	Q.39	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of this procedure of confrontation of data from entry and departure cards handed out to non-residents in airports (¶)													
	Q.40	Which body is responsible for this contrast?													
		<div>Migration Authority</div> <div>Tourism Authority</div> <div>Statistical Office</div> <div>Central Bank</div> <div>Others</div>													

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
Number of countries which have answered SECTION B															
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.31	Does your country have any system at national borders using departure cards in order to measure and characterize the departure flows of non-resident travellers?													
		Yes													
		No													
	Q.32	Indicate whether the card included in Annex2 is still valid													
		Yes													
		No													
	Q.33	Indicate the collectives to which the departure cards are handed out													
		Non-residents in your country													
		Nationals residing abroad													
		Non-nationals													
	Q.34	In which means of access is the departure cards system used? (¶)													
		Road													
		Airport													
	Q.35	Describe briefly how departure cards are hand out in airports (¶)													
		Yes													
		No													

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information or characteristics included in the cards requested from non-residents in airports	MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Main purpose of the trip													
		18. Leisure, recreation and holidays													
		19. Business and professional													
		20. Congress / convention													
		21. Mission / meeting													
		22. Visiting friends or relatives													
		23. Studies													
		24. Health treatment													
		25. Religion													
		26. Sports													
		27. Sales / marketing													
		28. In transit													
		29. Others													
		30. Company and / or flight number													
		31. Charter flight													
		32. Regular flight													
		33. Post departure													
		34. Prior visited countries													
		35. Country of final destination of the trip													
		36. Others													
														

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information recorded	MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Main purpose of the trip													
		18. Leisure, recreation and holidays													
		19. Business and professional													
		20. Congress / convention													
		21. Mission / meeting													
		22. Visiting friends or relatives													
		23. Studies													
		24. Health treatment													
		25. Religion													
		26. Sports													
		27. Sales / marketing													
		28. In transit													
		29. Others													
		30. Company and / or flight number													
		31. Charter flight													
		32. Regular flight													
		33. Post departure													
		34. Prior visited countries													
		35. Country of final destination of the trip													
		36. Others													
														

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information coded													
		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Main purpose of the trip													
		18. Leisure, recreation and holidays													
		19. Business and professional													
		20. Congress / convention													
		21. Mission / meeting													
		22. Visiting friends or relatives													
		23. Studies													
		24. Health treatment													
		25. Religion													
		26. Sports													
		27. Sales / marketing													
		28. In transit													
		29. Others													
		30. Company and / or flight number													
		31. Charter flight													
		32. Regular flight													
		33. Post departure													
		34. Prior visited countries													
		35. Country of final destination of the trip													
		36. Others													
														

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

			MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.36	Information validated													
		1. Name													
		2. Date of birth													
		3. Place of birth													
		4. Country of birth													
		5. Country of residence													
		6. Place of usual residence													
		7. Nationality													
		8. Passport number													
		9. Place of expedition of passport													
		10. Date of expedition of passport													
		11. Type of visa													
		12. Age													
		13. Sex													
		14. Race													
		15. Profession/ socioeconomic category													
		16. Civil status													
		17. Main purpose of the trip													
		18. Leisure, recreation and holidays													
		19. Business and professional													
		20. Congress / convention													
		21. Mission / meeting													
		22. Visiting friends or relatives													
		23. Studies													
		24. Health treatment													
		25. Religion													
		26. Sports													
		27. Sales / marketing													
		28. In transit													
		29. Others													
		30. Company and / or flight number													
		31. Charter flight													
		32. Regular flight													
		33. Post departure													
		34. Prior visited countries													
		35. Country of final destination of the trip													
		36. Others													
														

T11. Collection and processing of data on departures of non-resident travellers (Q.31 - Q.40)

		MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	TTO
SECTION B: COLLECTION AND PROCESSING OF DATA ON DEPARTURES OF NON-RESIDENT TRAVELLERS	Q.37	Indicate whether some kind of contrast or validation is carried out between the information arising from entry and departure cards of non-residents at the airports												
		Yes												
		No												
	Q.38	Describe briefly what kind of contrast is made and which variables are affected by it(¶)												
		Yes												
		No												
	Q.39	Include your score (from 1, bad, to 10, good) and suggestions on the reliability of this procedure of confrontation of data from entry and departure cards handed out to non-residents in airports (¶)												
		7 8												
		9												
	Q.40	Which body is responsible for this contrast?												
		Migration Authority												
		Tourism Authority												
		Statistical Office												
		Central Bank												
		Others												

Q.34 In which means of access is the exit cards system used?	
Number: 9	
ARG	The airline and flight number
AUS	The same passenger cards are used at airports and ports (taken to mean sea ports). See attachment 3 for outgoing passenger cards.
CHI	The card used at Santiago Airport is the one recommended by ICAO, whereas the one used for other means of access gathers such information as purpose of travel, marital status, nationality and length of stay.
CRI	The same card
ECU	None.
EGY	Same cards at all exit points.
HKG	Same E/D card used.
NZL	No differences.
PER	Carried out by the Migrations Department on receipt of the detachable portion of the TAM handed in on entry. Only one type of card is used (the TAM) at all control points and departmental headquarters.

Q.35 Describe briefly how exit cards are distributed and filled in	
Number: 17	
ARG	Distributed to non-residents on entry.
AUS	Departure cards are handed out at the airline check-in counter or travellers can obtain them through travel agents beforehand. Departure cards are completed by travellers and collected by Customs and Immigration Officers as the traveller passes through the Customs and Immigration barriers.
BRB	All cards are collected by immigration officials on departure ie entering departure area before scanning. Cards must be completed by everyone departing.
BWA	Cards are displayed in the counters so travellers, fill them in and hand them over to officials for processing.
CHL	Distributed at the airline company's desk at the airport or by the travel agency when the travel ticket is purchased.
CRI	Distributed at the airline check-in desk where the staff ensure that the card is filled in properly. Each airline has its own desk.
ECU	The Immigration Police.
EGY	Cards are completed by travellers and collected by customs and Immigration officers as the travellers pass through the customs and Immigration barriers. Initial processing is carried out by the Department of Immigration and Passports of the Ministry of Interior. The data collected are handed over to CAPMAS and MOT on a monthly basis.
HKG	Arrival/Departure cards are in duplicate and handed to visitors at time of entering and departure cards are returned to HK Immigration at time departure.
IND	Filled in embarkation cards are submitted at the airport to the immigration authority at the time of their departure.
IDN	The arrival/departure cards are distributed to the travellers at the airport before they are boarding the aircraft. They hand the filled- out cards to immigration officer in at airports in Indonesia.
KOR	The entrant completes the form before/after arrival and submits it at the immigration desk.
MAR	Made available to travellers at the airline check-in desk.
NZL	Passengers uplift from displays around departure hall, airlines ask and distribute on check-in, Customs check and provide if necessary. Note: Passengers may have been provided cards by travel agents at the time of booking flights.

Q.35 Describe briefly how exit cards are distributed and filled in (Cont.)**Number: 17**

PER	<p>1. TAMs are handed to all Peruvians travelling abroad when they purchase their tickets or at the check-in desk of the means of transport they are using</p> <p>2. At the departure control point the officer requests the TAM, which is date-stamped, the officer checks the contents and detaches the lower portion which he returns to the passenger (this will be handed to Migrations on return).</p> <p>3. The TAM is initially digitized (minimum data), passed to the provincial authorities and sent from there to central office in Lima for full digitization.</p> <p>4. The database, without the passenger's names or identity document number, is forwarded to the Vice-Ministry of Tourism for extraction and use of the data.</p>
PHL	<p>The E/ D cards are administered by the Bureau of Immigration (BI). These cards are being filled up by incoming and outgoing passengers passing through the different ports of entry of the Philippines and are collected at the immigration counter of these ports. The cards are then sorted by flight and date and then forwarded to the Arrival/ Departure Cards Processing Centre (ADCPC). The ADCPC is jointly being undertaken and supervised by the PDOT and BI:</p> <p>Data from the E/ D cards are encoded in the ADCPC and after completion of one month's transactions, these data are turned over to both the PDOT and BI for each agency's separate processing and generation of reports. All data contained in the E/ D cards are being collected and archived by the BI while PDOT captures and processes data which are needed for tourism statistical purposes.</p>
TTO	Airline Ticketing Staff, distribute and collect.

Q.38 Describe briefly what kind of contrast is made and which variables are affected by it**Number: 5**

AUS	<p>DIMIA has a visa processing system which is linked to its movements (border crossings) processing system. The passenger card data is matched to the movement record which includes visa information for all visaed movements (ie non-residents).</p> <p>The data validation takes place at the matching stage where the passenger card data may be edited in cases where it conflicts with visa information. The variables affected are box type and duration of stay.</p> <p>A non-resident arriving in Australia ticks either box A: 'Migrating permanently to Australia' or box B: 'Visitor or temporary entrant' on their incoming passenger card. This dichotomy must be consistent with the visa category information on the system. Box type will be edited to ensure this.</p> <p>A non-resident departing Australia ticks box A: 'Visitor or temporary entrant departing'. For these people, 'duration of stay' is taken not from the passenger card, but from the actual duration implied from the previous border crossing by the movements system.</p>
EGY	Some visitors may stay a period longer than specified in the visa. Some visitors would register as tourists while the purpose of visit is work
PER	They are classified at the processing stage according to immigration status, but there is no follow-up of those who exceed the authorized length of stay.
PHL	There is no contrast.
TTO	Immigration checks to ensure that visitros do not overstay their visit.

Q.39 Suggestions on the reliability of the procedure of confrontation of data from entry and departure cards handed out to non-residents in airports.**Number: 4**

AUS	<p>ABS believes that a small but significant percentage of passengers are confused by what is being asked of them and fill out their passenger card incorrectly. Better supporting information would assist passengers understand the cards and improve the quality of the card information so that it would require less editing.</p>
EGY	No suggestions.
PER	A new data collection procedure has been suggested, the Migrations officers being responsible for digitizing the initial data of each entering or departing passenger, for carrying out a cross-check of the primary and secondary data and for proper control of the digitized TAMs.
PHL	Matching of arrival and departure cards to get the actual length of stay. Inclusion of country/city of final destination of the traveller.

T12. Implementation of international recommendations on international travellers (Q.41 - Q.44)

This table contains the answers to Section C of the questionnaire relating to the degree of implementation in the country of the international recommendations on flows of international travellers, specifically the answers to questions Q1 to Q4 of the questionnaire.

In the tabulations, a symbol like this ¶ is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

T12. Implementation of international recommendations on international travellers (Q.41 - Q.44)

			TOTAL		ARG	AUS	AUT	BRB	BWA	CAN
			Number	% Horizontal						
Number of countries which have answered SECTION C			34	100.00%						
SECTION C: IMPLEMENTATION OF INTERNATIONAL RECOMMENDATIONS ON INTERNATIONAL TRAVELLERS FLOWS	Q.41	Indicate the definitions officially used in your country (¶)	34	100.00%						
		Yes	33	97.06%						
		No	1	2.94%						
	Q.42	What kind of difficulties have you undergone in the implementation of the methodological definitions on tourism approved by the UN (¶)	34	100.00%						
		Yes	33	97.06%						
		No	1	2.94%						
	Q.43	Is there any kind of divergence between the legal definitions used in your country and the methodological definitions recommended by the WTO (¶)	33	97.06%						
		Yes	5	14.71%						
		No	28	82.35%						
		Is there any kind of initiative currently in place to solve them? (¶)	5	14.71%						
		Yes	2	5.88%						
		No	3	8.82%						
	Q.44	Do you consider in-transit visitors to be relevant in the total tourism flows at national borders in your country?	34	100.00%						
		Yes	13	38.24%						
		Could you indicate whether you have figures regarding this flow?	13	38.24%						
		Yes	11	32.35%						
		No	2	5.88%						
		No	21	61.76%						
		Could you indicate if you plan to measure this variable in the future?	21	61.76%						
		Yes	1	2.94%						
		No	20	58.82%						

**T12. Implementation of interantional recommendations on international travellers
(Q.41 - Q.44)**

			CHL	CRI	DNK	ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN
Number of countries which have answered SECTION C														
SECTION C: IMPLEMENTATION OF INTERNATIONAL RECOMMENDATIONS ON INTERNATIONAL TRAVELLERS FLOWS	Q.41	Indicate the definitions officially used in your country (¶)												
		Yes												
		No												
	Q.42	What kind of difficulties have you undergone in the implementation of the methodological definitions on tourism approved by the UN (¶)												
		Yes												
		No												
	Q.43	Is there any kind of divergence between the legal definitions used in your country and the methodological definitions recommended by the WTO(¶)												
		Yes												
		No												
		Is there any kind of initiative currently in place to solve them? (¶)												
	Q.44	Do you consider in-transit visitors to be relevant in the total tourism flows at national borders in your country?												
		Yes												
		Could you indicate whether you have figures regarding this flow?												
		Yes												
		No												
		Could you indicate if you plan to measure this variable in the future?												
		Yes												
		No												

**T12. Implementation of international recommendations on international travellers
(Q.41 - Q.44)**

			ITA	JAM	KOR	MLT	MEX	MAR	NZL	NOR	PER	PHL	PRT	ZAF
Number of countries which have answered SECTION C														
SECTION C: IMPLEMENTATION OF INTERNATIONAL RECOMMENDATIONS ON INTERANTIONAL TRAVELLERS FLOWS	Q.41	Indicate the definitions officially used in your country (¶)												
		Yes												
		No												
	Q.42	What kind of difficulties have you undergone in the implementation of the methodological definitions on tourism approved by the UN												
		Yes												
		No												
	Q.43	Is there any kind of divergence between the legal definitions used in your country and the methodological definitions												
		Yes												
		No												
		Is there any kind of initiative currently in place to solve them? (¶)												
		Yes												
		No												
	Q.44	Do you consider in-transit visitors to be relevant in the total tourism flows at national borders in your country?												
		Yes												
		Could you indicate whether you have figures regarding this flow?												
		Yes												
		No												
		Could you indicate if you plan to measure this variable in the future?												
		Yes												
		No												

T12. Implementation of interantional recommendations on international travellers (Q.41 - Q.44)

			ESP	SWE	CHE	TTO
Number of countries which have answered SECTION C						
SECTION C: IMPLEMENTATION OF INTERNATIONAL RECOMMENDATIONS ON INTERANTIONAL TRAVELLERS FLOWS	Q.41	Indicate the definitions officially used in your country (¶)				
		Yes				
		No				
	Q.42	What kind of difficulties have you undergone in the implementation of the methodological definitions on tourism approved by the UN (¶)				
		Yes				
		No				
	Q.43	Is there any kind of divergence between the legal definitions used in your country and the methodological definitions recommended by the WTO(¶)				
		Yes				
		No				
		Is there any kind of initiative currently in place to solve them? (¶)				
		Yes				
	Q.44	Do you consider in-transit visitors to be relevant in the total tourism flows at national borders in your country?				
		Yes				
		Could you indicate whether you have figures regarding this flow?				
		Yes				
		No				
		Could you indicate if you plan to measure this variable in the future?				
		Yes				
		No				

Q.41.1 Indicate the definitions officially used in your country	
Number: 34	
ARG	Those of WTO.
AUS	This category as defined by WTO is not applied in Australia. However 'Traveller' is defined in the ABS Balance of Payments Concepts, Sources and Methods publication as 'an individual who stays for less than one year in a country where he or she is not a resident'. There are three exceptions: 1. foreign government officials (and accompanying dependants) employed abroad 2. persons who are employed in another economy for less than one year 3. the one-year rule does not apply to students and medical patients. (This is actually the WTO 'visitor' definition rather than 'traveller'.) The Framework for Australian Tourism Statistics uses the WTO definitions.
AUT	Same as above.
BRB	Wto standards.
BWA	Same definition as above.
CAN	The term "international traveller" applies to all persons arriving in Canada who are cleared through CCRA points of entry. Any person may cross into Canada more than once in the same period. The method of collection counts each crossing made. The numbers, therefore, represent number of crossing (entries or re-entries), and include multiple counting of travellers crossing the border more than once over the same period. The term "international traveller" is divided into three groups: non-resident traveller, resident traveller and other traveller.
CHL	International Police use the following terms: Chileans and foreign nationals, and the latter include tourists and residents (the latter in their various categories). WTO's definitions are not worked with, but they are at present being incorporated.
CRI	There are no legal texts or references.
DNK	The Danish Tourism Statistics comply with the guidelines in "Community Methodology on Tourism Statistics" Eurostat 1998.
ECU	No information.
EGY	Same WTO definition.
FIN	We comply with the definitions of WTO, as much as it is possible in practice.
FRA	Definition consistent with that of UN/WTO.
DEU	This category is not used in our statistical system.
HKG	As defined above.
HUN	Neither official references nor texts exist. We use the above definitions to identify the categories mentioned.
IND	A foreign tourist is a person visiting India on a foreign passport, staying at least twenty four hours in the country the purpose of whose journey can be classified under one of the following headings: I- Leisure (recreation, holiday, health, study, religion and sports); II- Business, family, mission, meeting. The following are not regarded as "foreign tourists" I- Persons arriving with or without a contract, to take up an occupation or engage in activities remunerated from within the country; II- Persons coming to establish residence in the country; III- "Same day visitors" i.e temporary visitors staying less than twenty four hours in the country (including travellers on cruises).
IDN	No information.
ITA	The UIC survey is mainly devoted to balance of payments compilation. Consequently, the main conceptual reference is the "Balance of Payments Manual 5th edition". Nonetheless, the UN/WTO (1993) definitions are used as a reference and implemented to the maximum extent possible for the supply of data to the "tourism statistics" community (including the WTO).
JAM	Any person on a trip outside his/her own country of residence, irrespective of the purpose of travel and means of transport used, and even though s/he may be travelling on foot.
KOR	Comply with the WTO recommendation. There is no particular criteria currently.
MLT	EC Directive 95/97.
MEX	No information.
MAR	The definitions recommended by the United Nations Statistical Commission.
NZL	It is the only official definition. "International Travellers" is taken synonymous as "International Visitor".
NOR	The definitions of travellers and visitors are according to WTO's Recommendations on Tourism Statistics.
PER	WTO's definitions are used.
PHL	The official definitions are consistent with the WTO definitions.
PRT	In Portugal the official definitions used are the same of the annex 1-Q41 (UN/WTO 1993).
ZAF	Refers to any person on a trip between two or more localities in different countries.
ESP	All WTO's definitions are applied meticulously.
SWE	WTO definitions.
CHE	No information.
TTO	WTO definitions, as above.

Q.41.2 Indicate the definitions officially used in your country II	
Number: 34	
ARG	Those of WTO
AUS	A person who resides in another country and travels to Australia for a period not exceeding twelve months and whose main purpose of visit is other than the exercise of an activity remunerated from within Australia. This definition is consistent with WTO definition.
AUT	Modification: a period not exceeding 2 months.
BRB	Wto standards.
BWA	Same definition as above.
CAN	A non-resident traveller is an international traveller resident of a country other than Canada who passes through Canada Customs on a visit for a period of less than 12 months. Canadian citizens residing in other countries coming to Canada on leave or for other reasons are included. This category comprises persons entering Canada for the following reasons: business, business meeting, commuting to work, seasonal or temporary employment; attending a convention, a conference or a trade show; study, summer resident; visiting friends or relatives; pleasure, holiday, attend events, sightseeing, shopping; personal (health, wedding, etc); persons travelling in transit who clear Canada Customs.
CHL	International Police use the following terms: Chileans and foreign nationals, and the latter include tourists and residents (the latter in their various categories). WTO's definitions are not worked with, but they are at present being incorporated.
CRI	This definition is used, although there is no indication on the card whether the visitor intends to exercise an activity remunerated from within the country.
DNK	The Danish Tourism Statistics comply with the guidelines in "Community Methodology on Tourism Statistics" Eurostat 1998.
ECU	No information.
EGY	Same WTO definition.
FIN	We comply with the definitions of WTO, as much as it is possible in practice.
FRA	Definition consistent with that of UN/WTO.
DEU	This category is used implicitly in the German accommodation statistics.
HKG	As defined above.
HUN	Neither official references nor texts exist. We use the above definitions to identify the categories mentioned.
IND	An international visitor is any person visiting the country on a foreign passport and the main purpose of visit is other than the exercise of an activity remunerated from within the country or establishment of residence in the country. This definition covers two segments of visitors: "Tourists" and "Same Day Visitors".
IDN	No information.
ITA	Same as Q41-1.
JAM	Any person who travels to a country other than that in which s/he has his/her residence but outside his/her usual environment for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited.
KOR	Comply with the WTO recommendation. There is no particular criteria currently.
MLT	EC Directive 95/97.
MEX	No information.
MAR	The definitions recommended by the United Nations Statistical Commission.
NZL	It is the only official definition. "International Travellers" is taken synonymous as "International Visitor". Short-term visitor - Person usually residing overseas, arriving in New Zealand for an intended length of stay of less than 12 months. Includes tourists and same-day visitors.
NOR	The definitions of travellers and visitors are according to WTO's Recommendations on Tourism Statistics.
PER	WTO's definitions are used.
PHL	The official definitions are consistent with the WTO definitions.
PRT	In Portugal the official definitions used are the same of the annex 1-Q41 (UN/WTO 1993).
ZAF	Is any person travelling to a place other than the one in which s/he has his/her usual residence, but outside his/her usual environment for less than 12 consecutive months and whose main purpose of trip is other than the exercise of an activity remunerated from within the place visited.
ESP	All WTO's definitions are applied meticulously.
SWE	WTO definitions.
CHE	No information.
TTO	WTO definitions, as above.

Q.41.3 Indicate the definitions officially used in your country III	
Number: 34	
ARG	Those of WTO.
AUA	A visitor who stays at least one night in a collective or private accommodation in the country visited.
AUS	Same.
BRB	Wto standards.
BWA	Same definition as above.
CAN	Includes travellers staying at least 24 hours in a country other than that in which he/she resides.
CHL	The term "tourist" is applied to foreign nationals entering the country for the following purposes: recreation, sport, health, study, business or religion, or for family reasons or similar, without intending to take up permanent residence or to carry out remunerated activities. Tourists may stay in Chile for a period of up to ninety days.
CRI	This definition is used with the above-mentioned limitation.
DNK	The Danish Tourism Statistics comply with the guidelines in "Community Methodology on Tourism Statistics" Eurostat 1998.
ECU	No information.
EGY	Same WTO definition.
FIN	We comply with the definitions of WTO, as much as it is possible in practice.
FRA	Definition consistent with that of UN/WTO.
DEU	This category is used implicitly in the German accommodation statistics.
HKG	As defined above.
HUN	Neither official references nor texts exist. We use the above definitions to identify the categories mentioned.
IND	An international visitor is any person visiting the country on a foreign passport and the main purpose of visit is other than the exercise of an activity remunerated from within the country or establishment of residence in the country. This definition covers two segments of visitors: "Tourists" and "Same Day Visitors".
IDN	No information.
ITA	Same as Q41-1.
JAM	Visitor who stays at least one night in a collective or private accommodation in the country visited.
KOR	Comply with the WTO recommendation. There is no particular criteria currently.
MLT	EC Directive 95/97.
MEX	No information.
MAR	The definitions recommended by the United Nations Statistical Commission.
NZL	Overnight and same-day visitors are not specifically defined but data can be obtained.
NOR	The definitions of travellers and visitors are according to WTO's Recommendations on Tourism Statistics.
PER	WTO's definitions are used.
PHL	The official definitions are consistent with the WTO definitions.
PRT	In Portugal the official definitions used are the same of the annex 1-Q41 (UN/WTO 1993).
ZAF	All foreign arrivals less those who stayed less than one day and more than 365 days and excludes workers and contract workers.
ESP	All WTO's definitions are applied meticulously.
SWE	WTO definitions.
CHE	No information.
TTO	WTO definitions, as above.

Q.41.4 Indicate the definitions officially used in your country IV	
Number: 34	
ARG	Those of WTO.
AUS	A visitor who does not spend the night in a collective or private accommodation in the country visited.
AUT	Same.
BRB	Wto standards.
BWA	Same definition as above.
CAN	Encompasses travellers who enter and leave a country in less than 24 hours. This category includes persons resident in one country and commuting daily to and from work in another country.
CHL	International Police use the following terms: Chileans and foreign nationals, and the latter include tourists and residents (the latter in their various categories). WTO's definitions are not worked with, but they are at present being incorporated.
CRI	In Costa Rica this category corresponds to cruise visitors, who are easily identifiable.
DNK	The Danish Tourism Statistics comply with the guidelines in "Community Methodology on Tourism Statistics" Eurostat 1998.
ECU	No information.
EGY	Same WTO definition.
FIN	We comply with the definitions of WTO, as much as it is possible in practice.
FRA	Definition consistent with that of UN/WTO.
DEU	Data on same-day visitors are not collected.
HKG	Comprosong of same-day in-town visitors & Cruise-in/Cruise-out passengers.
HUN	Neither official references nor texts exist. We use the above definitions to identify the categories mentioned.
IND	An international visitor is any person visiting the country on a foreign passport and the main purpose of visit is other than the exercise of an activity remunerated from within the country or establishment of residence in the country. This definition covers two segments of visitors: "Tourists" and "Same Day Visitors".
IDN	No information.
ITA	Same as Q41-1.
JAM	Visitor who does not spend the night in a collective or private accommodation in the country visited.
KOR	Comply with the WTO recommendation. There is no particular criteria currently.
MLT	EC Directive 95/97.
MEX	No information.
MAR	The definitions recommended by the United Nations Statistical Commission.
NZL	There are very few same-day visitors to New Zealand and are not normally disseminated separately.
NOR	The definitions of travellers and visitors are according to WTO's Recommendations on Tourism Statistics.
PER	WTO's definitions are used.
PHL	The official definitions are consistent with the WTO definitions.
PRT	In Portugal the officially definitions used are the same of the annex 1-Q41 (UN/WTO 1993).
ZAF	No information.
ESP	All WTO's definitions are applied meticulously.
SWE	WTO definitions.
CHE	No information.
TTO	WTO definitions, as above.

Q.42 What kind of difficulties have you undergone in the implementation of the methodological definitions on tourism approved by the UN	
Number: 34	
ARG	Underestimation of the number of travellers who exercise an activity remunerated from within the country.
AUS	A variety of agencies in both Federal and State jurisdictions are responsible for the collection and dissemination of tourism statistics in Australia. It is difficult to achieve consistent application of tourism standards in such circumstances. However, as part of the ABS corporate objective of an expanded and improved national statistical service, the ABS is continuously working with other statistical agencies to ensure international and national standards are implemented. The ABS has also produced a Framework for Australian Tourism Statistics (available for free on the ABS web site). The first edition was produced in June 1991. There have been several updates. This Framework aims to provide guidelines which will encourage consistency and compatibility in the collection and publication of tourism statistics in Australia. As such, it is intended to provide a "common language" for all users and collectors of tourism statistics. It is based on the WTO standards ratified by the United Nations Statistical Commission in 1993.
AUT	Difficulties with Austrian Immigration Law (Meldegesetz).
BRB	No information.
BWA	None.

Q.42 What kind of difficulties have you undergone in the implementation of the methodological definitions on tourism approved by the UN (Cont.)

Number: 34

CAN	In order to implement the United Nations approved definitions, there would be a need to modify: a/ the administrative forms and computer systems used by CCRA to record all border crossing b/ the surveys questionnaires and associated processing systems. In both cases, the modifications will require substantial funding, which is not currently available. In addition, the modifications to CCRA forms will result in increasing travellers' response burden, a direction that goes against CCRA's main goal of facilitating traffic flows at the border.
CHL	They are not applied.
CRI	A fundamental problem arises with visitors from Nicaragua who come to work and who enter overland. The card gives no indication of this. In actual fact, most of these visitors give tourism as their purpose of travel.
DNK	No information for this question.
ECU	None.
EGY	<ul style="list-style-type: none"> · Need to carry out surveys on domestic and outbound tourism to ensure reliable and accurate data. · International visitors are still classified by nationality rather than country of residence. · Dearth of data on private tourism accommodation. · Need for clearer understanding and assesment of tourism and tourism-related activities using TSA frameworks.
FIN	The definition of usual environment sometimes difficult to adapt in practice. Transport crew omitted for practical reasons. Difficult to conduct on land borders with heavy and dense traffic.
FRA	No information.
DEU	In the practice of accommodation statistics it is not possible - and in our opinion not reasonable to exclude lecturers and performing artists.
HKG	Nil.
HUN	We will have data on different collectives from 2004.
IND	The international tourism statistics is a by-product of the administrative action of the Bureau of Immigration under the Ministry of Home Affairs. The statistical information is called out from disembarkation cards designed by the Ministry of Home Affairs to send their requirement. It is often difficult to include items in this card require on the tourism statistics point of view.
IDN	No information.
ITA	None relevant.
JAM	None.
KOR	<p>The definition of the concept "usual environment" is insufficient.</p> <p>It is difficult to apply it to domestic tourism.</p> <p>It is also difficult to apply it to the situation of Korea.</p>
MLT	NSO information that we couldn't obtain.
MEX	None; the definitions have been applied ever since.
MAR	The present entry card does not identify same-day visitors who are included as tourists. It should however be noted that this problem does not detract from the reliability of the data since the number of same-day visitors to Morocco is negligible.
NZL	The sole criterion used for defining "international visitors" is the intended length of stay being less than 12 months. There is no qualification of purpose being "other than the exercise of an activity remunerated from within the country visited". The difficulty lies in what to exclude at the point of entry as many involved casual work, some with permits under the Working Holiday Scheme. The work may only be a small part of their visit which is essentially on holiday. Some visitors who may wish to do casual work would not state their intention on arrival as that would require them to acquire visa before arrival and would rather apply for the work permit when they find a job. Also, Australian visitors to New Zealand do not require work permits and they may decide to work anytime while in New Zealand. The exclusion of casual foreign workers is a concept difficult to administer accurately.
NOR	No problems.
PER	The person whose main purpose of travel is to exercise an activity remunerated from within the place visited is not easily identifiable.
PHL	<p>The financial constraint being experienced by the PDOT in the implementation of systems recommended by the WTO/UN.</p> <p>The lack of data and available materials to be utilized as well as the needed surveys and researches to be done to support the system to be implemented.</p> <p>Identification and design of a framework, specifically on satellite accounting in accordance with the country's requirements and available data and statistics.</p>
PRT	The greatest difficulties founded are connected to the Portuguese legislation regarding the touristic lodgement, which is very detailed.
ZAF	There has been great difficulty in defining the "usual environment" and tourism as a concept.
ESP	One of the main difficulties encountered stems from application of the concept of "usual environment" in the case of regular cross-border movements; it is also difficult to determine precisely when a person ceases to be a visitor and starts to be a resident of the country.
SWE	None.
CHE	No information.
TTO	None.

Q.43.2 Is there any kind of divergence between the legal definitions used in your country and the methodological definitions recommended by the WTO

Number: 5

CAN	In Canada, the definition of same-day visitors and tourists is based on the number of hours (less than 24 hours for the former and 24 hours or more for the latter) spent in Canada and is not a question of "night spent in a private or collective accommodation". In Canada, international visitors include those who commute to work or have temporary or seasonal employment. This is contrary to UN/WTO recommendations that international visitors include those "whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited". In Canada, contrary to UN/WTO recommendations, international visitors exclude transportation crew members.
CHL	International Police specify a maximum of ninety days.
CRI	We do not know whether the visitor will carry out paid work in the country; nor do we know whether he will spend more than a year in the country.
KOR	The categorization system of KNTD and the categorization of the purpose of the inbound traveler of the Ministry of Justice differ in legal standards.
NZL	The key difference in the New Zealand's definition of "International Visitor" is that there is no qualification of purpose being "other than the exercise of an activity remunerated from within the country visited".

Q.43.4 Is there any kind of initiative currently in place to solve them?

Number: 2

CRI	The Migrations Department should be persuaded to make changes to the card, but this would be difficult because the same card is used throughout the entire Central American region.
KOR	No information.

T13- Qualitative information on the data of arrivals of non-resident visitors periodically sent to WTO (Q45- 48)

This table contains the answers to Section D of the questionnaire which sets out some methodological precisions made by the countries in relation to the figures of arrivals of non-resident visitors sent periodically to WTO, specifically the answers to questions Q45 to Q48 of the questionnaire.

In the tabulations, a symbol like this "¶" is used to indicate that comments could have been provided by the countries in their responses to the WTO questionnaire. All those comments will be listed on additional tabulations.

T13. Additional methodological information on international figures of non-resident visitors (Q45 - Q48)

			TOTAL		ARG	AUS	AUT	BRB	BWA	CAN	CHL	CRI	DNK
			Number	% Horizontal									
Number of countries which have answered SECTION D			33	100.00%									
SECTION D: METHODOLOGICAL ATTACHMENT CONCERNING THE DATA ON ARRIVALS OF NON-RESIDENT VISITORS	Q.45	Could you confirm whether the following six categories are included within the information remitted to WTO?	32	96.97%									
		Visitors (both tourists and same-day visitors)	24	72.73%									
		Tourists (overnight visitors)	27	81.82%									
		Same-day visitors	21	63.64%									
		Cruise passengers	19	57.58%									
		Returning residents	10	30.30%									
		Other travellers not considered as visitors	12	36.36%									
	Q.46	Could you confirm whether the data sent to WTO include nationals of your own country residing abroad?	33	100.00%									
		Yes	23	69.70%									
		No	10	30.30%									
		Do you have separate data for each collective?	33	100.00%									
		Yes	13	39.39%									
		If requested, could you send them periodically?	13	39.39%									
		Yes	13	39.39%									
		No	20	60.61%									
		Would you be able to obtain them separately?	20	60.61%									
		Yes	4	12.12%									
		No	16	48.48%									
	Q.47	Have you had any break since 1990 in the official series of arrivals of visitors remitted to WTO? (¶)	8	24.24%									
		Yes	8	24.24%									
		Is there any kind of linkage of the series?	8	24.24%									
		Yes	3	9.09%									
		No	5	15.15%									
		What was it due to?	8	24.24%									
		Inclusion of new collectives in new definitions	2	6.06%									
		Exclusion of collectives included so far	1	3.03%									
		New sources of information needed	1	3.03%									
		Changes in the estimation method	2	6.06%									
		Others	5	15.15%									
	Q.48	Is there a second provisional estimation of the results for the year 2002? (¶)	32	96.97%									
		Yes	16	45.45%									
		No	17	51.52%									

T13. Additional methodological information on international figures of non-resident visitors (Q45 - Q48)

			ECU	EGY	FIN	FRA	DEU	HKG	HUN	IND	IDN	ITA	JAM	KOR	MLT	MEX	MAR
Number of countries which have answered SECTION D																	
SECTION D: METHODOLOGICAL ATTACHMENT CONCERNING THE DATA ON ARRIVALS OF NON-RESIDENT VISITORS	Q.45	Could you confirm whether the following six categories are included within the information remitted to WTO?															
		Visitors (both tourists and same-day visitors)															
		Tourists (overnight visitors)															
		Same-day visitors															
		Cruise passengers															
		Returning residents															
		Other travellers not considered as visitors															
	Q.46	Could you confirm whether the data sent to WTO include nationals of your own country residing abroad?															
		Yes															
		No															
		Do you have separate data for each collective?															
		Yes															
		If requested, could you send them periodically?															
		Yes															
		No															
		Would you be able to obtain them separately?															
		Yes															
		No															
	Q.47	Have you had any break since 1990 in the official series of arrivals of visitors remitted to WTO? (¶)															
		Yes															
		Is there any kind of linkage of the series?															
		Yes															
		No															
		What was it due to?															
		Inclusion of new collectives in new definitions															
		Exclusion of collectives included so far															
	Q.48	Is there a second provisional estimation of the results for the year 2002? (¶)															
		Yes															
		No															

T13. Additional methodological information on international figures of non-resident visitors (Q45 - Q48)

			NZL	NOR	PER	PHL	PRT	ZAF	ESP	SWE	CHE	ITO
Number of countries which have answered SECTION D												
SECTION D: METHODOLOGICAL ATTACHMENT CONCERNING THE DATA ON ARRIVALS OF NON-RESIDENT VISITORS	Q.45	Could you confirm whether the following six categories are included within the information remitted to WTO?										
		Visitors (both tourists and same-day visitors)										
		Tourists (overnight visitors)										
		Same-day visitors										
		Cruise passengers										
		Returning residents										
		Other travellers not considered as visitors										
	Q.46	Could you confirm whether the data sent to WTO include nationals of your own country residing abroad?										
		Yes										
		No										
		Do you have separate data for each collective?										
		Yes										
		If requested, could you send them periodically?										
		Yes										
		No										
		Would you be able to obtain them separately?										
		Yes										
		No										
	Q.47	Have you had any break since 1990 in the official series of arrivals of visitors remitted to WTO? (¶)										
		Yes										
		Is there any kind of linkage of the series?										
		Yes										
		No										
		What was it due to?										
		Inclusion of new collectives in new definitions										
		Exclusion of collectives included so far										
	Q.48	Is there a second provisional estimation of the results for the year 2002? (¶)										
		Yes										
		No										

Q.47 Have you had any break since 1990 in the official series of arrivals of visitors remitted to WTO?

Number: 8

AUS	<p>Date of the break: January 1997. What was it due to? D. Changes in the estimation method. Additional comments: Since January 1997 variable sample skips have been used in the selection of records to be sampled. Prior to January 1997, fixed sampling fractions based on country of citizenship where used.</p> <p>Date of the break: July 1998. What was it due to? E. Major change to passenger cards. Additional comments: DIMIA revised incoming and outgoing passenger cards and associated procedures as well as computer systems. Following these changes, some questions on the passenger cards were not compulsory and answers to questions were not checked by Customs officers. The question on marital status was deleted. Data on marital status is now derived from visa applications (only for certain visa classes) and is therefore not available for Australian or New Zealand citizens. The changes also affect data for 'previous country of residence' which is imputed for Australian and New Zealand citizens. Since July 1998, there have additional minor changes to both incoming and outgoing passenger cards.</p> <p>Date of the break: July 2001. What was it due to? E. Major change to processing system. DIMIA adopted a new passenger card processing system which involved electronic imaging of passenger cards and intelligent character recognition of the data stored in the images. This process has yielded several improvements to the processing of passenger card data, most notably, the detailed information about missing values. There have also been several changes to data quality.</p> <p>More information on these series breaks can be found in attachment 4.</p>
FRA	Weighty surveys of this kind require sizeable methodological investment and, if carried out annually, would exceed the budgetary resources available to the Secretariat of State for Tourism.
DEU	No.
HKG	Inclusion of arrivals via Macau since the opening of Macau International Airport.
ITA	In 1996 the UIC border survey was started. The survey replaced the information on inbound flows previously produced by the national statistical institute (ISTAT) through border police records.
PER	A new visitor segment was included to cover arrivals by road using approximate values based on a correlation between travellers entering through Jorge Chávez Airport and those entering at each road border. (This correlation does not in fact exist as the two segments are dissimilar).
ESP	The break in the visitor series in Spain came about with the entry into force in Spain of the Schengen Treaty (1993) which provides for the free movement of people between the contracting countries. From that moment the figures on arrivals from abroad recorded by Customs became considerably less reliable. The first estimates of the volume of arrivals at borders applying the new method of measurement based on a border survey became available in 1995.
TTO	A new method of processing the cards- A software called Management of Information Statistics for Tourism MIST designed by CTO was employed.

Q.48 Additional Information about second provisional estimation of the results for the year 2002 (Cont.)

Number: 30

ARG	Late reporting by border posts.
AUS	Not applicable. There is no provisional data. Final estimates are released approximately 6 weeks after the reference month.
AUT	Includes detailed results from local and enterprise level.
BRB	No information.
BWA	Statistics figures originate from Central Statistics Office then Department of Tourism processes them to align them with the WTO definitions of tourism.
CAN	The first provisional estimates provide number of non-resident travellers by type of transportation, trip duration, country of residence and port of entry and are based on administrative records only. The second provisional estimates provide information on additional characteristics of these travellers and their trips, such as expenditures, purpose of trip, activities, age, etc. and are based on questionnaire surveys. The final data provide revised estimates for the same characteristics. However, these estimates are based on a larger number of questionnaires.
CHL	Additional figures according to border posts and nationality Checking of figures.
CRI	All the monthly bases are processed, especially those corresponding to NON-AIRPORT arrivals, because there are generally delays in digitizing them.
DNK	No information.
ECU	No information.
EGY	No estimation, but actual figures.
FIN	For final data only same checkings are procedured compared to the provisional data.
FRA	No additional information.
DEU	A deeper breakdown of all results.
HKG	No information.
HUN	No additional comments.
IND	No additional information.
IDN	No information.
ITA	More precise allocation of expenditure and nights to the month in which stays actually occurred.
JAM	Nothing additional.
KOR	Accumulation of monthly statistics. Reflection on the tourism market condition. Reflection on the irregular variables (for example SARS Terror).
MEX	No additional information.
MAR	Generally speaking, the results for each year are available at the end of the following January, but sometimes the forms relating to some border posts arrive late. In such cases a first estimate is made. The final results are published once all the forms are received.
NZL	No additional comments.
PER	Does not contain any additional information. Only the data provided by DIGEMIN are used to validate the figures.
PHL	None.
PRT	No additional information.
ZAF	South Africa does not issue provisional data. We issue actual data with a two month lag.
ESP	Final data from RENFE and the port authorities are included (together accounting for 5 per cent of the total).
TTO	The first data estimated, depends on the accessibility of E/D cards from the Immigration Department of the CSO gets the cards on a timely basis there will be a time lag of only month.

Annex 4

**INTERNATIONAL ORGANIZATION FOR MIGRATION –IOM-
STATISTICAL INFORMATION SYSTEM ON MIGRATION IN CENTRAL AMERICA
PROJECT -SIEMCA-**

**PREPARATORY WORKSHOP TO THE II FORUM ON THE TOURISM SATELLITE
ACCOUNT PROJECT FOR CENTRAL AMERICA**

REPORT

**El Salvador
September 2004**

1. INTRODUCTION

A Preparatory Workshop on the Standardization of Tourism Statistics and Central America TSA project was held 20-21 September 2004 at Hotel Bahía del Sol in El Salvador.

By carrying out this workshop, the countries' National Tourism Offices and Migration Directorates seek to standardize data on international tourist movements throughout the region, by means of a coordinated work between the two agencies.

Representatives from National Tourism Offices, Migration Directorates, the Executive Council, the Central American Council of Tourism's Technical Secretariat and the SIEMCA Project took part in the workshop.

2. THE INSTITUTIONAL FRAMEWORK OF RELATIONS BETWEEN TOURISM AND MIGRATION AUTHORITIES.

Central American Council of Tourism (CCT)

The Central American Council of Tourism (CCT), is a subsidiary body of the Central American Integration System (SICA). It is made up by the Ministers of Tourism from Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama.

The Council's primary objective is to facilitate and promote the development of tourism throughout the Central American region. To this end, it promotes the integration of tourism as a strategic sector in every country's economy, in order to contribute towards attaining a sustainable development of the tourist industry in the region.

The permanent office of the Council is the Technical Secretariat/Tourism Office (DITUR), and is based on the General Secretariat of the Central American Integration System (SICA) in El Salvador. DITUR provides management and technical support for implementing the Council's agreements and programs in the areas of integration, competitiveness, development and sustainability of regional tourism.

Among other activities, the Central American Council of Tourism (CCT) promotes the improvement of statistics of the Tourism Satellite Account. This account establishes a number of rules and definitions for worldwide use, aimed at assessing the actual contribution of the tourist industry to national economies in terms of the GDP, jobs, capital investments, taxes, and the role of tourism in terms of the balance of payments.

On 8-10 October 2003 the Central American Council of Tourism (CCT), with the support of the World Tourism Organization (WTO), the Economic Commission for Latin America and the Caribbean (ECLAC), and the Inter-American Development Bank (IADB) held the I Central American Forum on the Satellite Account, in El Salvador. The Second Regional Forum on the Tourism Satellite Account was held on 25-28 October 2004.

International Organization for Migration (IOM)

With half a century of operating experience throughout the world, the International Organization for Migration (IOM) has become the main international organization working with migrants and governments to provide human responses to the challenges posed by migrations.

Established in 1951 as an inter-governmental organization aimed at resettling European displaced persons, refugees, and migrants, the International Organization for Migration (IOM) has gradually developed until comprising a broad variety of activities in the area of migration management throughout the world.

With offices and operations in every continent, the International Organization for Migration (IOM) assists governments and civil society by means of:

- fast relief responses to sudden migratory flows,
- post-emergency return and repatriation programs,
- assistance and orientation to migrants en route to their new countries,
- opportunities for labor migration,
- voluntary assisted return of irregular migrants,
- contracting of highly qualified nationals so they may return to their countries of origin,
- assistance to vulnerable migrants,
- training and capacity-building for officials,
- measures to fight trafficking in persons,
- programs in the areas of health, and public health and migration,
- information and education on migration,
- research on migration management and other services for migrants

Statistical Information System on Migrations in Central America Project (SIEMCA)

IOM, in close collaboration with the Central American and Caribbean Center for Demography, (CELADE) – the Population Division of the Economic Commission for Latin America and the Caribbean (CELADE), began implementation of the Project Statistical Information System on Migrations in Central America (SIEMCA) in January 2001.

The aim of the SIEMCA Project has been to set up an Information System on Migrations in Central America which, by synchronizing and making the data generated by the various sources of statistical information in the countries compatible, will facilitate understanding the magnitude and characteristics of international movements taking place in the region. Thus, based on rigorous assessments as to the characteristics and evolution of international population movements, it is intended to facilitate the adoption of migration-related policies and interventions and consensus actions amongst Central American countries.

SIEMCA's web site (www.siemca.iom.int) was launched in June 2003. The site contains information from the Records of International Entries and Departures, Household Surveys, and National Population Censuses. The site is constantly updated and to this date it has incorporated some 750 products including statistical

tables and charts for all countries of the region. The recent inclusion of nearly 50 statistical tables on remittances received by Costa Ricans during 2002, and Salvadorans in 2002-2003 deserves special mention.

Central American Commission of Migration Directors (OCAM)

The Central American Commission of Migration Directors (OCAM) was created in October 1990 in San Jose, Costa Rica, with the aim of providing for a regional mechanism for coordination, harmonization, and consultation in dealing with the migration phenomenon.

In January 1999, the International Organization for Migration (IOM) took on the Technical Secretariat of the Central American Commission of Migration Directors (OCAM), within the framework of an agreement signed with the General Secretariat of the Central American Integration System, with the aim of supporting regional activities in the area of migration undertaken by the Commission.

The Technical Secretariat of the Central American Commission of Migration Directors (OCAM) was created, within the Central American Integration System (SICA), as a forum for continuing regional coordination and consultation with competence in the area of migrations, in order to address issues relating to the improvement of migratory systems in the region, and to facilitate the passing of nationals across the various Central American countries, thereby contributing to the regional integration process.

The Central American Commission of Migration Directors (OCAM) is made up by a Board of Directors consisting of the region's Migration Directors, in their capacity as Permanent Representatives.

Regional Commission of Migratory Facilitation for Tourism in Central America (COFAMIT)

The Regional Commission of Migratory Facilitation for Tourism in Central America (COFAMIT), is made up by the Central Tourism Council (CCT), the Central American Commission of Migration Directors (OCAM), the International Organization for Migration (IOM), Central America's Federation of Tourism Chambers (FEDECATUR), and the Secretariat for Central America's Tourist Integration (SITCA). This Commission's primary aim is to follow up on the agreements stated in the San Jose Declaration in the area of migratory facilitation, including the system for a single regional border crossing, tourist windows, an identification document to replace visas, improvements in infrastructure and services, and so on. All of these issues are included in the Migratory Facilitation Plan approved by the Regional Commission for Migratory Facilitation of Tourism in Central America (COFAMIT).

It is worth emphasizing that COFAMIT has approved a plan of action whose general objective is to support and continue with the progress made in terms of facilitating a free passing of tourists in terms of migration-related, customs, as well as air, maritime, and land transportation policies. Because of its importance, the Plan of Action is partially reproduced in Annex 1.

3. WORKSHOP OBJECTIVES

The following objectives were proposed for the Workshop:

- a) To determine the information needs of the countries' National Tourism Offices with a view to setting up the Tourism Satellite Account and generating tourism statistics, which are to be based on Migration Directorates' Records of International Entries and Departures.
- b) To know the information recorded by Migration Directorates, and to determine the likelihood of suiting such information to the needs of the countries' National Tourism Offices.
- c) To draft work proposals at a country level, with a view to devising a national and regional coordination scheme to facilitate the information required to set up the Tourism Satellite Account.
- d) To present the proposal on tourism statistics drafted by SIEMCA/SIEMMES, and incorporate the observations made, based on information already available.
- e) To draft a basic proposal of action for work development in each country, regarding the standardization of tourism statistics in the region, by coordinating efforts between National Tourism Offices and Migration Directorates.

4. MAJOR WORKSHOP RESULTS AND ACHIEVEMENTS

The Workshop produced the following results:

- a. Officials in charge of managing statistics at National Tourism Offices and their counterparts in Migration Directorates reached several agreements and were able to express their concerns on the management of statistical information required by the tourist industry.
- b. Migration Directorate officials were able to become acquainted with the criteria used by National Tourism Offices when defining tourist statistics, as well as on the use given to the data processed.
- c. Migration Directorate representatives agreed that it is possible to process data on tourists based on their country of residence, and agreed to deliver this information to National Tourism Offices. Up until now, this variable was not processed because its usefulness was ignored, and because it had not been requested by Migration Directorates.
- d. As a result of the workshop, a number of recommendations were also made by both Migration Directorates and National Tourism Offices, namely:

1. National Tourism Offices should apply in their statistics departments or divisions the general guidelines provided by the World Tourism Organization (WTO). Furthermore, Migration Directorates should be acquainted with such regulations, in order to understand and apply the definitions of visitor, tourist, excursionist, visitor in transit, and so on.
 2. Each country's Migration Directorate is and will officially remain as the primary source of information on visitors' entries.
 3. The Statistics division within each country's National Tourism Office should request Migration Directorates for information on visitor entries and departures based on quantitative and qualitative variables of interest from the point of view of tourism statistics.
 4. Prior to the official publication of tourist statistics, such numbers should be jointly sorted, reviewed, and approved by National Tourism Offices and Migration Directorates.
 5. Migration Directorate personnel working in border posts, statistics and computing divisions must be trained on the definitions and concepts used in the tourist industry.
 6. It is necessary to improve –both in National Tourism Offices and in Migration Directorates– the systems for collecting, recording, and processing information by using currently available technology, with a view to a timely production of information.
 7. The International Entries and Departures Card currently in place does not meet the tourist industry's information needs.
 8. Migration Directorates are capable of generating the inputs required for the tourism information system proposed by SIEMCA.
 9. National Tourism Offices consider it important for information on tourism statistics to be shared, while also feeding other information systems that are already in place or in the process of being created. This is the case with the system proposed by SIEMCA in this opportunity. With regard to this point, National Tourism Offices need to thoroughly review and endorse the proposal submitted by SIEMCA, so it may be ultimately approved by the competent authorities.
- e. The following points were raised as Workshop *conclusions*:
1. To request National Tourism Offices to support training activities aimed at Migration Directorate officials on the regulations concerning statistical management established by the World Tourism Organization (WTO), by supplying the corresponding materials and handbooks.

2. To request Migration Directorates to deliver the information to National Tourism Offices on a monthly basis, i.e. ten days after the end of the month.
 3. To strengthen statistics divisions at Migration Directorates through training activities, and with any additional staff and equipment necessary to address this demand for information.
 4. The information concerning visitors and tourists visiting a country should be requested directly to each country's National Tourism Offices.
 5. For the purposes of the management and treatment of tourism statistical information, visitors recorded as being in transit and residents will be eliminated from the total number of visitors. At the same time, information recorded in the other boxes – tourism, business, official, and other – will be added as part of the total number of tourists which, to the information on excursionists, will provide the total number of visitors.
 6. To request the Central American Commission of Migration Directors (OCAM) to review the variables contained in the International Entries and Departures Card, so as to modify and include the variables of interest for the tourist industry. This will require the involvement of National Tourism Offices.
 7. National Tourism Offices have been asked to send their recommendations/observations concerning SIEMCA's proposal within 15 days after the end of this Workshop.
- f. The above recommendations were submitted to Migration Directors during the XXIII Regular Meeting of the Central American Commission of Migration Directors (OCAM). The Directors confirmed that a training activity on WTO's regulations on statistics management will be conducted by National Tourism Offices and addressed at Migration Directorate officials. They also agreed that Migration Directorates will deliver the information to National Tourism Offices on a monthly basis, and will send any recommendations or observations regarding the proposal within 15 days after the Workshop. In the case of recommendations 4.3–4.6, the Central American Commission of Migration Directors (OCAM) recommended that their content and scope be clarified through SIEMCA/SIEMMES.
- g. Furthermore, the recommendations arising from this Workshop will be discussed by the Regional Commission of Tourism, so that for the next meeting of the Regional Commission of Migratory Facilitation for Tourism in Central America (COFAMIT) both sectors will have a joint position.

Annex 5

“Mirror statistics” in the European Union

Although the procedure seems simple and attractive, it involves a lot of difficulties, and initiatives have still been very scarce. In effect, it requires a complete shift in the work process of the agencies in charge of producing statistical information, and a sharing of information, not only within the agencies of a given country, but with agencies of different countries, with different statistical culture and commitments, and relationship with different national statistical systems.

This procedure can indeed be applied to the area of tourism, but with the condition that it is possible to assume the consistency of the physical indicators par excellence: arrival and departure figures for international visitors, and by extension, also the figures for the corresponding tourism expenditure obtained by multiplying the total number of arrivals by the corresponding average expenditure per arrival.

For a more detailed analysis of this information system, please refer to the statistical exercise prepared by T. Ciller and M. Libreros “Measuring European Intra-Regional Tourism Flows” (www.world-tourism.org/cgi-bin/infoshop.storefront/EN/product/1368-1) on the available data by European country in relation with outbound and inbound tourism. It points out that “by contrast with the statement of an harmonization of survey methodologies, tourism statistics data are far from being comparable being an urgent need to progress towards a genuine reconciliation process of tourism data among EU countries. The available data confirm that there are important differences in data concerning numbers of outbound and inbound visitors, and obviously also of all the variables which are attached to these basic variables, which, for the time being, does not provide the appropriate conditions for speaking consistently of tourism in Europe.”



INSTRUCTIONS TO FILL IN THE QUESTIONNAIRE PROPERLY

> This questionnaire has several purposes: firstly, to obtain information on the methods used in your country for collecting, processing and publishing data on travellers flows at national borders (both arrivals and departures); secondly, to know the degree of observance in your country of the Recommendations on Tourism Statistics approved by the United Nations Statistical Commission in 1993 regarding the arrivals flows. The last of the purposes is to design general guidelines to promote the international comparability of this type of flows making use of your answers and those of 47 other countries to which cooperation has been requested for this research.

For these purposes, the following questionnaire has been designed, consisting of four sections:

A. Collection and processing of data on arrivals of non-resident travellers.

- A1. Typology of the methods used.*
- A2. Entry cards.*
- A3. Surveys.*
- A4. Other administrative procedures.*

B. Collection and processing of data on departures of non-resident travellers.

C. Implementation of international recommendations on international travellers flows.

D. Methodological attachment concerning the data on arrivals of non-resident visitors.

> Should any of the requested information (or part of it) be available from a different Department or Ministry, we would appreciate your assistance in handing over this questionnaire to them. More precisely, it is possible that in order to fill in Sections A and B, you will require the collaboration of other administrative bodies (Migrations Office, National Statistical Office and / or Central Bank).

> In some of the questions you may be referred to **Annex 1** where you will find the information that is presently available at WTO, as sent nearly four years ago. These references were included in order to make it easier to fill in the questionnaire and, also, to update that information, whenever possible.

> The notes to the respondent are clearly marked with this icon:

!!

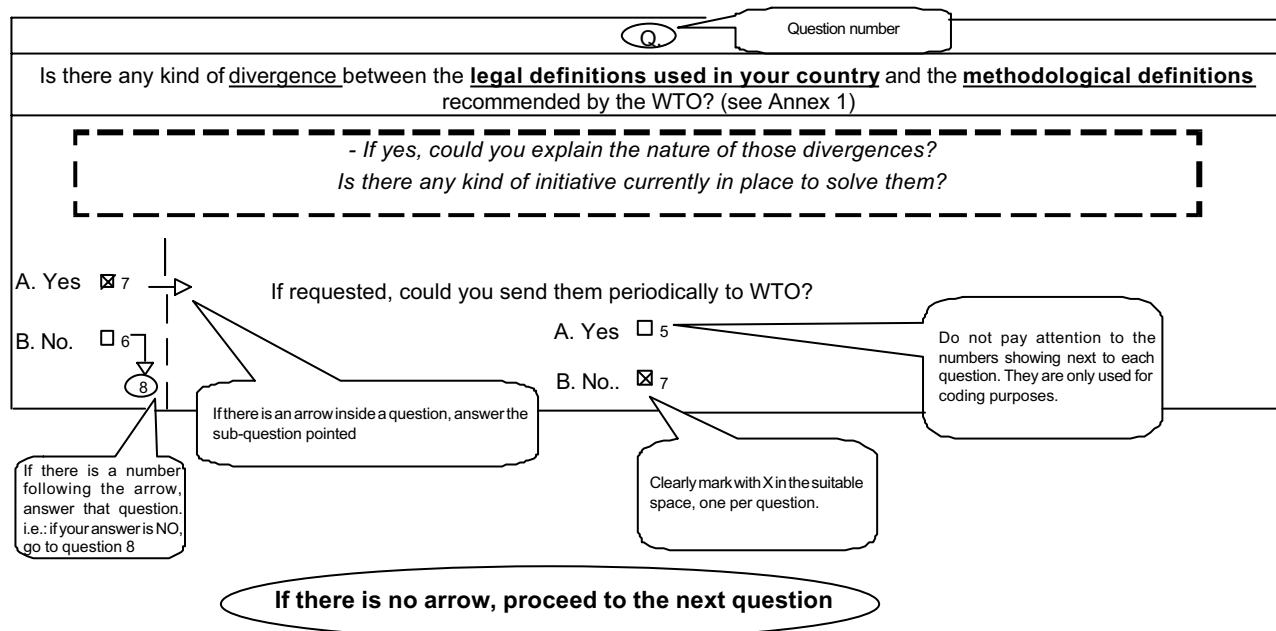
> Please note that all questions with answers considering multiple choice will be clearly marked with this icon:

 **Multiple choice**

INSTRUCTIONS TO FILL IN THE QUESTIONNAIRE PROPERLY (Cont.)

> The answers should be typewritten, computer-filled or directly filled on the PDF document in order to facilitate their comprehension.

> Finally, be aware that you should not answer all questions but just those that apply to your country. Pay attention to the symbols ○ and → . The following example illustrates how to go through the questionnaire:



> Once the answers are processed, may we have any doubt about the information supplied, we shall get in touch with you within a month.

> Please submit the present questionnaire to:

Mr. Antonio Massieu

Chief, Statistics and Economic Measurement of Tourism

WORLD TOURISM ORGANIZATION

Capitán Haya, 42

28020 MADRID (Spain)

Telephone: (34) 91- 567 8202/03

Fax: (34) 91 - 567 8217

E-mail: amassieu@world-tourism.org

> No later than: **October 15th 2003**

> Thank you for your cooperation in this project.

SECTION A



SUBSECTION A1: Typology of the methods used.


The purpose of this subsection is to know the methods used in your country at national borders for collecting information to measure the flows of non-resident travellers.

Q.1

Please indicate which of the following method(s) is (are) used in your country to obtain the data on arrivals of non-resident travellers? (see Annex 1)

 **Multiple choice**

	<u>A. Yes</u>	<u>B. No</u>
1. National borders with:		
1.1. Entry cards.....	<input type="checkbox"/> 2	<input type="checkbox"/> 7
1.2. Departure cards.....	<input type="checkbox"/> 3	<input type="checkbox"/> 8
2. Surveys: 		
2.1 Inbound surveys.....	<input type="checkbox"/> 4	<input type="checkbox"/> 9
2.2 Outbound surveys.....	<input type="checkbox"/> 3	<input type="checkbox"/> 8
3. Other administrative procedures:		
3.1. Road traffic records.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
3.2. Passenger manifest.....	<input type="checkbox"/> 2	<input type="checkbox"/> 7
3.3. Optic reading of passport.....	<input type="checkbox"/> 3	<input type="checkbox"/> 8
3.4. Bar code in visas.....	<input type="checkbox"/> 4	<input type="checkbox"/> 9
3.5. Other (specify) 	<input type="checkbox"/> 1	<input type="checkbox"/> 6
..... 		

 In some countries the information obtained with outbound surveys is used to characterize the arrivals flows of international visitors (that is, inbound tourism flows).

Q.2

In addition to the visitor collective, relevant to tourism statistics, there is a set of travellers' categories whose interest goes beyond tourism and are relevant to the Balance of Payments estimations or international migrations statistics.

Please indicate whether your observation system at national borders allows you to identify any of these collectives:

	<u>A. Yes</u>	<u>B. No</u>		<u>A. Yes</u>	<u>B. No</u>
1. Long term students (over 1 year).....	<input type="checkbox"/> 2	<input type="checkbox"/> 7	6. Diplomats and other embassy or consulate personnel (including dependants).....	<input type="checkbox"/> 3	<input type="checkbox"/> 8
2. Long term sick people (over 1 year).....	<input type="checkbox"/> 3	<input type="checkbox"/> 8	7. Foreign military personnel based in your country.....	<input type="checkbox"/> 4	<input type="checkbox"/> 9
3. Seasonal workers.....	<input type="checkbox"/> 4	<input type="checkbox"/> 9	8. Transport crew (ships or planes).....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
4. Border workers.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6	9. Long term immigrants.....	<input type="checkbox"/> 2	<input type="checkbox"/> 7
5. Short term immigrants.....	<input type="checkbox"/> 2	<input type="checkbox"/> 7			

How long is the maximum period of time allowed?

| |

SECTION A

SUBSECTION A1: Typology of the methods used. (Cont.)

The purpose of this subsection is to know the methods used in your country at national borders for collecting information to measure the flows of non-resident travellers.

Q.3

Please indicate the main difficulties or limitations of the current method(s). (See Annex 1)

.....
.....
.....
.....
.....
.....
.....
.....

Q.4

Please indicate whether the possibility of using any other alternative method(s) is being considered in your country in the near future (specify).

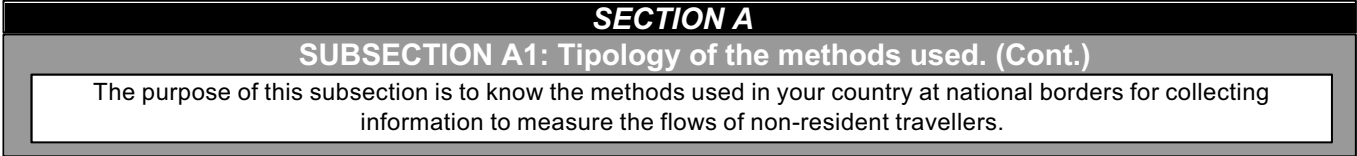
.....
.....
.....
.....
.....
.....
.....

Q.5

If in Q.1 you have pointed out several methods, could you please describe briefly how the different information is combined?

(See Annex 1)

.....
.....
.....
.....
.....

[illegible]

SECTION A

SUBSECTION A2: Entry cards.

This subsection should be filled in if in Q.1 the answer was "1.1 National borders with entry cards"

Q.8

Please indicate whether the entry cards included in Annex 2 are still valid. (See Annex 2)

A. Yes.. ☐ 4 → ☐ 9

B. No.... ☐ 9 ↘

!!! In case your card is not in Annex 2 or the one there is no longer valid, please send a copy of the valid one either attached to your questionnaire or by separate mail.

Q.9

Please indicate which collectives are required to fill in the entry cards.

☐ Multiple choice

**1. Travellers
with overnights**

**2. Travellers
without overnights**

A. Yes B. No

A. Yes B. No

1. Residents in your country..... ☐ 1 ☐ 6

☐ 4 ☐ 9

2. Non-residents in your country:

2.1. Nationals residing abroad..... ☐ 2 ☐ 7

☐ 1 ☐ 6

2.2. Non-nationals ☐ 3 ☐ 8

☐ 2 ☐ 7

Q.10

In which means of access is the entry cards system used? (see Annex 1)

☐ Multiple choice

A. Yes

B. No

1. Road..... ☐ 4 ☐ 9

2. Airport..... ☐ 1 ☐ 6

3. Port..... ☐ 2 ☐ 7

4. Railway..... ☐ 3 ☐ 8

5. Others (river, lake)..... ☐ 4 ☐ 9

!!! If this system is used in more than one means of access, and/or different cards are handed out

Please describe the topics that are different from the card used in airports.

.....

.....

.....

SECTION A

SUBSECTION A2: Entry cards. (Cont.)

This subsection should be filled in if in Q.1 the answer was "1.1 National borders with entry cards"

Q.11

Describe briefly how entry cards are distributed and filled in. If there is a difference between residents and non-residents, please describe. **(See Annex 1)**

.....

.....

.....

.....

Q.12

Please indicate the information or characteristics included in the cards requested **from non-residents in airports**, and also point out which of them are recorded, coded and validated. **(See Annex 1)**

ii!! Regarding the requested information in columns:

(1). Please indicate whether the characteristics are included or not in the entry cards used for non-residents arriving in your country by air.

(2). Please indicate which of them are recorded or not.

(3). Please indicate which of them are coded or not.

(4). Please indicate which of them are subject or not to an error detecting process.

Multiple choice		Description of the data processing							
Information included in cards (1)		Recording (2)		Coding (3)		Validation (4)			
B. No	A. Yes	A. Yes	B. No	A. Yes	B. No	A. Yes	B. No		
1. Name..... <input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		
2. Date of birth..... <input type="checkbox"/> 2 ↕	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↕		
3. Place of birth..... <input type="checkbox"/> 3 ↕	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↕		
4. Country of birth..... <input type="checkbox"/> 4 ↕	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↕		
5. Country of residence..... <input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		
6. Place of usual residence..... <input type="checkbox"/> 2 ↕	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↕		
7. Nationality..... <input type="checkbox"/> 3 ↕	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↕		
8. Passport number..... <input type="checkbox"/> 4 ↕	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↕		
9. Place of expedition of passport..... <input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		

SECTION A

SUBSECTION A2: Entry cards. (Cont.)

This subsection should be filled in if in Q.1 the answer was "1.1 National borders with entry cards"

Q.12 Cont.									
Please indicate the information or characteristics included in the cards requested from non-residents in airports, and also point out which of them are recorded, coded and validated. (See Annex 1)									
Multiple choice	Information included in cards (1)		Description of the data processing						
			Recording (2)		Coding (3)		Validation (4)		
	B. No	A. Yes	A. Yes	B. No	A. Yes	B. No	A. Yes	B. No	
10. Date of expedition of passport	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗	
11. Type of visa.....	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗	
12. Age.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗	
13. Sex.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗	
14. Race.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗	
15. Profession/ socioeconomic category.....	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗	
16. Civil status.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗	
17. Permanent address.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗	
18. Last address.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗	
13. Address at destination.....	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗	
20. Main purpose of the trip.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗	
21. Leisure, recreation and holidays.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗	
22. Business and professional....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗	
23. Congress/ convention.....	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗	
24. Mission/ meeting.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗	
25. Visiting friends or relatives.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗	
26. Studies.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗	
27. Health treatment.....	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗	
28. Religion.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗	

Cont. →

SECTION A

SUBSECTION A2: Entry cards. (Cont.)

This subsection should be filled in if in Q.1 the answer was "1.1 National borders with entry cards"

Q.12 Cont.

Please indicate the information or characteristics included in the cards requested **from non-residents in airports**, and also point out which of them are recorded, coded and validated. (See Annex 1)

Multiple choice	Information included in cards (1)		Description of the data processing							
	B. No	A. Yes	Recording (2)		Coding (3)		Validation (4)			
			A. Yes	B. No	A. Yes	B. No	A. Yes	B. No		
29. Sports.....	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6 ↗	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗		
30. In transit	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7 ↗	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗		
31. Others	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8 ↗	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗		
32. Accomodation.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9 ↗	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗		
33. Hotels or similar establishments..	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6 ↗	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗		
34. Owned dwelling.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7 ↗	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗		
35. Friend's relative's residence	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8 ↗	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗		
36. Others.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9 ↗	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗		
37. Prior visits	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6 ↗	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗		
38. Organization of the trip.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7 ↗	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗		
39. On a package tour.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8 ↗	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗		
40. Not on a package tour.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9 ↗	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗		
41. Length of stay	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6 ↗	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗		
42. Date of entry.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7 ↗	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗		
43. Planned length of stay.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8 ↗	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗		
44. Company and/or flight number.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9 ↗	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗		
45. Charter flight	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6 ↗	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗		
46. Regular flight	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7 ↗	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗		
47. Post of entry.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8 ↗	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗		
48. Prior visited countries.....	<input type="checkbox"/> 4 ↗	<input type="checkbox"/> 9 ↗	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↗		
49. Country of final destination of the trip	<input type="checkbox"/> 1 ↗	<input type="checkbox"/> 6 ↗	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↗		
50. Others:										
.....	<input type="checkbox"/> 2 ↗	<input type="checkbox"/> 7 ↗	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↗		
.....	<input type="checkbox"/> 3 ↗	<input type="checkbox"/> 8 ↗	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↗		
.....	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8		

SECTION A

SUBSECTION A2: Entry cards. (Cont.)

This subsection should be filled in if in Q.1 the answer was "1.1 National borders with entry cards"

Q.13

Please indicate the information used to estimate the following characteristics of the travellers and describe the procedure used. (See Annex 1)

1) Length of stay:

A. Planned length of stay..... ☐ 2

B. Real length of stay..... ☐ 7 |

C. Others (especific):..... ☐ 3 →

Description:

.....
.....
.....

2) Country of origin of non-resident travellers:

A. Nationality..... ☐ 8

B. Country of residence..... ☐ 4 |

C. Others (especific):..... ☐ 9 →

Description:

.....
.....
.....

Q.14

Please include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders with entry cards.

A. Score: | _ _ |

B. Suggestions:

.....
.....
.....
.....
.....

SECTION A

SUBSECTION A2: Entry cards. (Cont.)

This subsection should be filled in if in Q.1 the answer was "1.1 National borders with entry cards"

Q.15

Which body is responsible for the collection of the information on arrivals of travellers using entry cards?
(See Annex 1)

Body responsible: |

Section: |

Q.16

Which body is responsible for the data processing mentioned in Q.12 for the entry cards?

Recording:

Body responsible: |

Section: |

Coding:

Body responsible: |

Section: |

Validating:

Body responsible: |

Section: |

SECTION A

SUBSECTION A3: Surveys.

This subsection should be filled in if in Q.1 the answer was "2. Surveys"

ii!! Please send a copy of the questionnaire used in your country either attached to your questionnaire or by separate mail.

Q.17

Please indicate if more than one survey on non-resident travellers at national borders is carried out in your country.

A. Yes.. ☐ 1 → ii!! In this case, please fill in as many Subsections A3 as surveys your country may have.

B. No.... ☐ 6 18

Q.18

Please indicate which of the following collective(s) is (are) surveyed.

☒ Multiple choice

**1. Travellers
with overnights**

**2. Travellers
without overnights**

A. Yes B. No

A. Yes B. No

1. Residents in your country.....

☐ 1 ☐ 6

☐ 4 ☐ 9

2. Non-residents in your country:

2.1. Nationals residing abroad.....

☐ 2 ☐ 7

☐ 1 ☐ 6

2.2. Non nationals

☐ 3 ☐ 8

☐ 2 ☐ 7

Q.19

In which means of access is the survey system carried out?

☒ Multiple choice

A. Yes

B. No

1. Road.....

☐ 1

☐ 6

2. Airport.....

☐ 2

☐ 7

3. Port.....

☐ 3

☐ 8

4. Railway.....

☐ 4

☐ 9

5. Others (river, lake).....

☐ 1

☐ 6

ii!! If this system is used in more than one means of access, and / or different questionnaires are handed out

Please describe the topics that are different from the questionnaire used in airports

.....

.....

.....

.....

SECTION A

SUBSECTION A3: Surveys. (Cont.)

This subsection should be filled in if in Q.1 the answer was "2. Surveys"

Q.20

What is the statistical universe or extension framework used and which are the main variables included in it?
(See Annex 1)

Statistical universe or extension framework: <the total of non-resident arrivals/departures, sorted out according to several variables or characteristics of the travellers; ideally, these variables should include means of transport, type of traveller, country of residence and purpose of the trip>

.....

.....

.....

.....

Q.21

Where does the information used as statistical universe come from?

The information may come from the border crossing data arising from Police records, from properly treated administrative records on vehicle transit or passengers on international flights, or from statistical estimations based on those records or any other source used in your country

.....

.....

.....

.....

Q.22

What is the method used in your country to collect the information in the surveys? (See Annex 1)

.....

.....

.....

.....

.....

.....

SECTION A

SUBSECTION A3: Surveys. (Cont.)

This subsection should be filled in if in Q.1 the answer was "2. Surveys"

Q.23

Please include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using surveys.

A. Score: | _ _ |

B. Suggestions:

|

 |

Q.24

Which body is responsible for these surveys in your country? (see Annex 1)

Body responsible: | |

Section: | |

Q.25

Which body is responsible for financing these surveys in your country? (see Annex 1)

Body responsible: | |

Section: | |

SECTION A

SUBSECTION A4: Other administrative procedures.

This subsection should be filled in if in Q.1 the answer was "3. Other administrative procedures"

Q.26

Which collectives do the **other administrative procedures used in airports** give information on?

☐ Multiple choice

**1. Travellers
with overnights**

**2. Travellers
without overnights**

A. Yes B. No

A. Yes B. No

- | | | | | |
|-------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. Residents in your country..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 | <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| 2. Non-residents in your country: | | | | |
| 2.1. Nationals residing abroad..... | <input type="checkbox"/> 2 | <input type="checkbox"/> 7 | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| 2.2. Non nationals | <input type="checkbox"/> 3 | <input type="checkbox"/> 8 | <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |

Q.27

Please describe briefly the method used and the type of information collected **in airports**. (see Annex 1)

.....

.....

.....

.....

Q.28

Please include your score (from 1, bad, to 10, good) and suggestions on the reliability of the procedure used for collecting information at national borders using these other methods.

A. Score:

B. Suggestions:

.....

.....

.....

.....

.....

SECTION A

SUBSECTION A4: Other administrative procedures. (Cont.)

This subsection should be filled in if in Q.1 the answer was "3. Other administrative procedures"

Q.29

Which body is responsible for collecting this information based on administrative procedures?

Body responsible: | |

Section: | |

Q.30

Which body is responsible for financing the collection of this information?

Body responsible: | |

Section: | |

SECTION B

Collection and processing of data on departures of non-resident travellers.

The main purpose of this section is to know what type of information is collected at national borders on non-resident travellers leaving your country and if there is any kind of contrast or validation between this information and the one collected at the entrance.

Q.31

Does your country have any system at national borders using departure cards in order to measure and characterize the departure flows of non-resident travellers?

A. Yes..... ☐ 3 32

B. No..... ☐ 8 41

Q.32

Please indicate whether the card included in Annex 2 is still valid. (see Annex 2)

A. Yes.. ☐ 4 → 33

B. No.... ☐ 9 ↓

If your country's card is not in Annex 2 or may it have been modified, please send a copy either attached to this questionnaire or by separate mail.

Q.33

Please indicate the collectives to which the departure cards are handed out. (see Annex 1)

☒ **Multiple choice**

	<u>A. Yes</u>	<u>B. No</u>
1. Non-residents in your country :		
1.1. Nationals residing abroad.....	<input type="checkbox"/> 2	<input type="checkbox"/> 7
1.2. Non-nationals.....	<input type="checkbox"/> 3	<input type="checkbox"/> 8

SECTION B

Collection and processing of data on departures of non-resident travellers. (Cont.)

The main purpose of this section is to know what type of information is collected at national borders on non-resident travellers leaving your country and if there is any kind of contrast or validation between this information and the one collected at the entrance.

Q.34

In which means of access is the departure cards system used? (See Annex 1)

 **Multiple choice**

A. Yes

B. No

- | | | |
|------------------------------|----------------------------|----------------------------|
| 1. Road..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| 2. Airport..... | <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| 3. Port..... | <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| 4. Railway..... | <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| 5. Others (river, lake)..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

!!! If this system is used in more than one means of access, and / or different cards are handed out.

Please describe the topics that are different **from the card used in airports.**

.....

.....

.....

.....

Q.35

Please describe briefly how **departure cards** are handed out in airports. (See Annex 1)

.....

.....

.....

SECTION B

Collection and processing of data on departures of non-resident travellers. (Cont.)

The main purpose of this section is to know what type of information is collected at national borders on non-resident travellers leaving your country and if there is any kind of contrast or validation between this information and the one collected at the entrance.

Q.36

Please indicate the information or characteristics included in the cards requested **from non-residents in airports**, and also point out which of them are recorded, coded and validated. (See Annex 1)

!! Regarding the requested information in columns:

(1). Please indicate whether the characteristics are included or not in the entry cards used for non-residents arriving in your country by air

(2). Please indicate which of them are recorded or not.

(3). Please indicate which of them are coded or not.

(4). Please indicate which of them are subject or not to an error detecting process.

	Multiple choice		Information included in cards (1)	Description of the data processing							
	B. No	A. Yes		Recording (2)		Coding (3)		Validation (4)			
				A. Yes	B. No	A. Yes	B. No	A. Yes	B. No		
1. Name.....	<input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	→	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		
2. Date of birth.....	<input type="checkbox"/> 2 ↕	<input type="checkbox"/> 7	→	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↕		
3. Place of birth.....	<input type="checkbox"/> 3 ↕	<input type="checkbox"/> 8	→	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↕		
4. Country of birth.....	<input type="checkbox"/> 4 ↕	<input type="checkbox"/> 9	→	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↕		
5. Country of residence.....	<input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	→	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		
6. Place of usual residence.....	<input type="checkbox"/> 2 ↕	<input type="checkbox"/> 7	→	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↕		
7. Nationality.....	<input type="checkbox"/> 3 ↕	<input type="checkbox"/> 8	→	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↕		
8. Passport number.....	<input type="checkbox"/> 4 ↕	<input type="checkbox"/> 9	→	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↕		
9. Place of expedition of passport.....	<input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	→	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		
10. Date of expedition of passport	<input type="checkbox"/> 2 ↕	<input type="checkbox"/> 7	→	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↕		
11. Type of visa.....	<input type="checkbox"/> 3 ↕	<input type="checkbox"/> 8	→	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↕		
12. Age.....	<input type="checkbox"/> 4 ↕	<input type="checkbox"/> 9	→	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↕		
13. Sex.....	<input type="checkbox"/> 1 ↕	<input type="checkbox"/> 6	→	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↕		

Cont. →

SECTION B

Collection and processing of data on departures of non-resident travellers. (Cont.)

The main purpose of this section is to know what type of information is collected at national borders on non-resident travellers leaving your country and if there is any kind of contrast or validation between this information and the one collected at the entrance.

Q.36 Cont.

Please indicate the information or characteristics included in the cards requested **from non-residents in airports**, and also point out which of them are recorded, coded and validated. (See Annex 1)

Multiple choice	Information included in cards (1)		Description of the data processing					
			Recording (2)		Coding (3)		Validation (4)	
	B. No	A. Yes	A. Yes	B. No	A. Yes	B. No	A. Yes	B. No
14. Race.....	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
15. Profession/ socioeconomic category.....	<input type="checkbox"/> 3 ↘	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↘
16. Civil status.....	<input type="checkbox"/> 4 ↘	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↘
17. Main purpose of the trip.....	<input type="checkbox"/> 1 ↘	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↘
18. Leisure, recreation and holidays.....	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
19. Business and professional.....	<input type="checkbox"/> 3 ↘	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↘
20. Congress/ convention.....	<input type="checkbox"/> 4 ↘	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↘
21. Mission/ meeting.....	<input type="checkbox"/> 1 ↘	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↘
22. Visiting friends or relatives.....	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
23. Studies.....	<input type="checkbox"/> 3 ↘	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↘
24. Health treatment.....	<input type="checkbox"/> 4 ↘	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↘
25. Religion.....	<input type="checkbox"/> 1 ↘	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↘
26. Sports.....	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
27. Sales / marketing.....	<input type="checkbox"/> 3 ↘	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↘
28. In transit.....	<input type="checkbox"/> 4 ↘	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↘
29. Others	<input type="checkbox"/> 1 ↘	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↘
30. Company and/ or flight number	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
31. Charter flight.....	<input type="checkbox"/> 3 ↘	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↘
32. Regular flight.....	<input type="checkbox"/> 4 ↘	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↘

Cont. →

SECTION B

Collection and processing of data on departures of non-resident travellers. (Cont.)

The main purpose of this section is to know what type of information is collected at national borders on non-resident travellers leaving your country and if there is any kind of contrast or validation between this information and the one collected at the entrance.

Q.36 Cont.

Please indicate the information or characteristics included in the cards requested **from non-residents in airports**, and also point out which of them are recorded, coded and validated. (See Annex 1)

Multiple choice			Description of the data processing					
	Information included in cards (1)		Recording (2)		Coding (3)		Validation (4)	
	B. No	A. Yes	A. Yes	B. No	A. Yes	B. No	A. Yes	B. No
33. Post departure.....	<input type="checkbox"/> 1 ↘	<input type="checkbox"/> 6 →	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↘
34. Prior visited countries.....	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7 →	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
35. Country of final destination of the trip.....	<input type="checkbox"/> 3 ↘	<input type="checkbox"/> 8 →	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7 ↘
36. Others:								
.....	<input type="checkbox"/> 4 ↘	<input type="checkbox"/> 9 →	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8 ↘
.....	<input type="checkbox"/> 1 ↘	<input type="checkbox"/> 6 →	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9 ↘
.....	<input type="checkbox"/> 2 ↘	<input type="checkbox"/> 7 →	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6 ↘
.....	<input type="checkbox"/> 3	<input type="checkbox"/> 8 →	<input type="checkbox"/> 4	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 7

Q.37

Please indicate whether some kind of contrast or validation is carried out between the information arising from entry and departure cards of non-residents **at the airports**

A. Yes.. ☐ 1 — (38)

B. No.... ☐ 6 — (41)

SECTION B

Collection and processing of data on departures of non-resident travellers. (Cont.)

The main purpose of this section is to know what type of information is collected at national borders on non-resident travellers leaving your country and if there is any kind of contrast or validation between this information and the one collected at the entrance.

Q.38

Please describe briefly what kind of contrast is made and which variables are affected by it

The comparison between entry and departure information offers the possibility of a more accurate estimation of the average length of stay of international visitors, crucial variable in order to distinguish collectives who may have been classified as visitors at their entry but, since they have, for instance, stayed in the country for a period longer than a year, should be excluded from this collective.

.....

.....

.....

Q.39

Please include your score (from 1, bad, to 10, good) and suggestions on the reliability of this procedure of confrontation of data from entry and departure cards handed out to non-residents in airports and include suggestions for its improvement.

A. Score

__

B. Suggestions:

.....

.....

.....

.....

.....

Q.40

Which body is responsible for this contrast?

Body responsible:

Section:

SECTION C

Implementation of international recommendations on international travellers flows.

The purpose of this section is to know the degree of implementation of the Recommendations on Tourism Statistics of the United Nations Statistical Commission (UN/WTO 1993) for the collectives mentioned

International traveller: "any person on a trip outside his/her own country of residence, irrespective of the purpose of travel and means of transport used, and even though s/he may be travelling on foot".

International visitor: "any person who travels to a country other than that in which s/he has his/her residence but outside his/her usual environment for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited"

· **Tourists (overnight visitor):** "visitor who stays at least one night in a collective or private accommodation in the country visited"

· **Same day visitor:** "visitor who does not spend the night in a collective or private accommodation in the country visited"

!!! If they exist, please attach or send by separate mail a copy of the official references or texts stating the definitions officially used in your country to identify the categories mentioned.

Q.41

Please indicate, if they exist, the **definitions officially used** in your country to identify the following categories. (See Annex 1)

- International traveller: |
.....
.....

- International visitor: |
.....
.....

· Tourist (overnight visitor): |
.....
.....

· Same-day visitor:
.....
.....

SECTION C

Implementation of international recommendations on international travellers flows. (Cont.)

The purpose of this section is to know the degree of implementation of the Recommendations on Tourism Statistics of the United Nations Statistical Commission (UN/WTO 1993) for the collectives mentioned

Q.42

What kind of difficulties have you undergone in the implementation of the **methodological definitions** on tourism approved by the United Nations in 1993 for each of the categories?

.....

.....

.....

.....

.....

Q.43

Is there any kind of **divergence** between the **legal definitions used in your country** and the **methodological definitions** recommended by the WTO?

A. Yes. ☐ 1 → **1** If yes, could you explain the nature of those divergences?

B. No.. ☐ 6 — **44**

.....

.....

Is there any kind of initiative currently in place to solve them?

2

A. No.... ☐ 2 — **44**

B. Yes.. ☐ 7 → (What kind of initiative?) ↓

.....

.....

Q.44

Since the approval of the «Tourism Satellite Account: Recommended Methodological Framework» in 2000, a new sub-category has been established: **in-transit visitors**

«Corresponds to visitors crossing a location or the territory of a country, heading to a different destination (the most relevant cases refer to those travelling by road or rail). The identification of in-transit visitors, or their subcategories, might be of interest both in numerical terms and for their economic impact»

Do you consider this group to be relevant in the total tourism flows at national borders in your country?

		A. Yes	B. No
A. Yes.. <input type="checkbox"/> 1 →	If yes, could you indicate whether you have figures regarding this flow?	→ <input type="checkbox"/> 2	<input type="checkbox"/> 7
B. No... <input type="checkbox"/> 6 →	If not, could you indicate if you plan to measure this variable in the future?	→ <input type="checkbox"/> 3	<input type="checkbox"/> 8

SECTION D

Methodological attachment concerning the data on arrivals of non-resident visitors

The purpose of this section is to collect qualitative information on the data on arrivals of non-resident visitors periodically sent to WTO.

Information sent to WTO:

Arrivals of non-resident visitors at national borders (thousands)

Year	Total visitors	Tourists (overnight visitors)			Cruise passengers
		Total	Air	Sea	
1995	912	619	612	7	293
1996	957	641	637	4	316
1997	947	650	650	..	297
1998	906	647	644	3	259
1999	972	683	683	..	289
2000	1.211	721	721	..	490
2001	1.178	691	691	..	487
2002

.. Data not available

Source: World Tourism Organization (WTO/OMT) - Database January 2003

Q.45

Please confirm whether the WTO information is correct regarding the inclusion of the following six categories

Information remitted to WTO	Multiple choice	Your confirmation
A. Yes. B. No.		A. Yes. B. No.
<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 6	1. Visitors (both tourists and same-day visitors).....	<input type="checkbox"/> 4 <input type="checkbox"/> 9
<input checked="" type="checkbox"/> 2 <input type="checkbox"/> 7	2. Tourists (overnight visitors).....	<input type="checkbox"/> 1 <input type="checkbox"/> 6
<input type="checkbox"/> 3 <input checked="" type="checkbox"/> 8	3. Same-day visitors.....	<input type="checkbox"/> 2 <input type="checkbox"/> 7
<input checked="" type="checkbox"/> 4 <input type="checkbox"/> 9	4. Cruise passengers.....	<input type="checkbox"/> 3 <input type="checkbox"/> 8
<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 6	5. Returning residents.....	<input type="checkbox"/> 4 <input type="checkbox"/> 9
<input type="checkbox"/> 2 <input checked="" type="checkbox"/> 7	6. Other travellers not considered as visitors (seasonal workers, border workers, immigrants, etc.) (see Q2).....	<input type="checkbox"/> 1 <input type="checkbox"/> 6

Q.46

Please confirm whether the data sent to WTO include nationals of your own country residing abroad.
(see Annex 1)

- Nationals residing abroad: "This category corresponds to visitors who keep the nationality of the country of reference but reside abroad (and should therefore be considered as non-resident visitors for tourism purposes)"

1. Included A. Yes. <input type="checkbox"/> 2 B. No. <input type="checkbox"/> 7	2. Do you have separate data for each collective? A. Yes. <input type="checkbox"/> 4 — 46.3 B. No. <input type="checkbox"/> 9 — 46.4
3. If requested, could you send them periodically to WTO? A. Yes. <input type="checkbox"/> 1 B. No. <input type="checkbox"/> 6	4. Would you be able to obtain them separately? A. Yes. <input type="checkbox"/> 2 B. No. <input type="checkbox"/> 7

SECTION D

Methodological attachment concerning the data on arrivals of non-resident visitors (Cont.)

The purpose of this section is to collect qualitative information on the data on arrivals of non-resident visitors periodically sent to WTO.

Q.47			
Have you had any break since 1990 in the official series of arrivals of visitors remitted to WTO? (See Annex 1)			
1. A. Yes... <input type="checkbox"/> 3 B. No... <input type="checkbox"/> 8	2. Date of the break: <input style="width: 50px;" type="text"/> / <input style="width: 50px;" type="text"/> / <input style="width: 50px;" type="text"/>	3. Is there any kind of linkage of the series? A. Si... <input type="checkbox"/> 1 B. No.. <input type="checkbox"/> 6	4. Since what year? <input style="width: 50px;" type="text"/>
5. What was it due to? <div style="display: flex; justify-content: space-between;"> A. No B. Yes </div>			
A. Inclusion of new collectives in new definitions..... <input type="checkbox"/> 2 <input type="checkbox"/> 7			
B. Exclusion of collectives included so far..... <input type="checkbox"/> 3 <input type="checkbox"/> 8			
C. New sources of information needed because of the lack of reliability of previous data..... <input type="checkbox"/> 4 <input type="checkbox"/> 9			
D. Changes in the estimation method..... <input type="checkbox"/> 1 <input type="checkbox"/> 6			
E. Other: (Specify)..... <input type="checkbox"/> 2 <input type="checkbox"/> 7 → <input style="width: 150px;" type="text"/>			
F. Additional comments: <input style="width: 800px;" type="text"/>			

Q.48		
Considering, for instance, the results of non-resident visitors in 2002:		
	<u>Month</u>	<u>Year</u>
① When are the first provisional estimated data available?.....	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
② Is there a second provisional estimation of the results?		
A. Yes..... <input type="checkbox"/> 4		
B. No..... <input type="checkbox"/> 9		
③ When are the final data concerning the whole year disseminated?.....	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
④ What additional information does the revision from provisional to final data incorporate?		
<input style="width: 800px;" type="text"/> <input style="width: 800px;" type="text"/> <input style="width: 800px;" type="text"/> <input style="width: 800px;" type="text"/> <input style="width: 800px;" type="text"/>		

Annex 7

Comparative analysis of methodologies ¹

Background

This section examines the results that were obtained when comparing the different methodologies used for conducting surveys of inbound tourism on the basis of the data compiled by the seven countries that responded to the questionnaire, ² namely Canada, Spain, France, Italy, Mexico, Sweden and the United States. The methodology used for analysing and presenting these data is similar to the methodology described in the previous section for comparing the contents of the questionnaires.

The inclusion of a section that is specifically dedicated to a comparative analysis of these methodologies represents a tacit recognition by WTO and the countries that co-funded this project, of the importance that should be ascribed, right from the outset, to purely methodological aspects, not only on account of the huge extent to which they influence the final results but also in terms of the international comparability of these results.

Indeed, increasingly more emphasis is being placed on promoting metadata projects that focus on analysing methodological aspects rather than results, essentially in response to the need to guarantee the international comparability of the results obtained by the different countries, either on the basis of surveys of inbound tourism or tourism expenditure such as those analysed in this document, or on the basis of synthetic operations such as the Tourism Satellite Account, which are underpinned by the indicators generated by such surveys. ³

With regard to the work that has been undertaken, the results of which are presented in this, attention should first be drawn to the huge efforts made by the research team in terms of generalization and synthesis in the process of identifying all the relevant methodological aspects of a statistical operation prior to actual data collection. The results of these efforts have taken the form of a detailed Manual consisting of eight modules, identified in Annex 2 of this publication, and which, besides enabling countries to collect the required methodological information, is a highly valuable tool in itself.

Beyond highlighting the significance of the results obtained, attention should also be drawn to the importance of the work that has been undertaken in order to develop an innovative technique of analysis for comparing surveys and their methodological aspects, in the broadest possible sense, before getting down to the job of analysing results. This new technique is in fact an adaptation of the one used for comparing questionnaires. The starting point for both techniques lies in the transformation of data – compiled on the basis of a questionnaire or on the basis of

¹ This Annex is included in the Chapter II of “*Measuring Visitor Expenditure for Inbound Tourism*”, WTO/OMT 2003.

² Of the eight countries that took part in the study, Finland did not submit the methodological information required for analysis in this section, and in consequence does not appear in the comparative chart.

³ “*WTO Metadata Project: General Guidelines for documenting tourism statistics*”, May 2005.

the various phases of a statistical operation – into homogenous units that will facilitate their processing and subsequently their presentation in matrix form with different colour cells identifying each country, as shown in this section.

With regard to the results obtained, attention should first and foremost be drawn to the fact that the analysis underlines the huge diversity of the replies obtained irrespective of the module in question at the level of sub-entity and characteristic. These differences are apparent not only in terms of the scopes of the different variables – countries considered, classifications used, types of activities, expenditure items, etc. – included in the first module, but also in terms of aspects linked with the various statistical sources involved and the use of administrative records – module 2 – and other organizational aspects such as the survey areas, sample sizes, data collection methods, etc. – modules 3 to 7.

It was possible to identify a whole set of aspects that are indeed common to the methodologies of the various countries at the level of entity or sub-entity and which should provide a springboard for obtaining more in-depth knowledge of such aspects as the generation of variables, error detection and correction systems, imputation and purging methods, extrapolation mechanisms, etc. It should be noted that when it comes to launching a statistical operation, these are all key aspects with which we must be familiar if the aim is to provide countries with methodological guidance on the basis of the experience that has already been acquired at this stage, and thus guarantee the international comparability of the results obtained from the statistical operation in question.

Last but not least, such exchanges of methodological information among countries should be promoted. The experience accumulated during the course of this project will doubtlessly be extremely valuable. Along parallel lines, more detailed knowledge should be gathered on some of the aspects that were already dealt with in this analysis with a view to enabling to formulate methodological guidelines geared to guaranteeing the required levels of comparability, beyond the internationally established definitions.

Collecting metadata on border surveys

A Manual was designed with eight modules (each of them including an explanatory note, the corresponding questionnaire and a brief description of the aims of the questions included in it). The content of each module is described below:

Module 1: Subject of research on expenditure. In order to gauge the diversity of situations existing in the various countries, a brief questionnaire was prepared for the purpose of ascertaining:

- whether estimates of visitor flows on the one hand and tourism expenditure on the other were the result of two independent statistical operations;
- whether both resident visitor flows and non-resident visitor flows were studied;

- whether, in order to estimate expenditure, some type of particularization of visitor flows was used (by entry points, country of residence, purpose of trip, type of accommodation, number of nights, etc.);
- whether, irrespective of the level of disaggregation used in relation to the flow of visitors whose average expenditure was the aim of the statistical operation, steps were also taken to ascertain the breakdown of expenditure by items (transport, accommodation, food and beverage, etc.) and in terms of the organization of the trip (all-inclusive package tours, travel agency, independent). Obviously, the greater the disaggregation level, the greater the capacity for analysis, although this might require a bigger sample;
- whether, in addition to specific questions on expenditure, questions were also included concerning the activities carried out by visitors in their countries of destination and satisfaction levels in relation to a series of aspects associated to their trip.

Module 2: Statistical operations involved in tourism expenditure research. The complexity of the phenomenon to be investigated will determine the requirements in terms of sources and types of statistical operations. The estimation of tourism expenditure usually requires more than one statistical operation (surveys geared to estimating visitor entries and/or departures, manual counts at border posts, visitor surveys at entry points, departure points and in accommodation establishments) in addition to the mobilization of administrative records (foreign currency exchanges monitored by the central banks in each country, automatic vehicle counts made by the traffic authorities, databases of scheduled flights and/or compiled by air traffic authorities, etc.).

Module 3: Organizational aspects of each statistical operation. For each statistical operation, module 3 refers to its organizational aspects. In addition to identification data, they consist of the following features: types of research (counts or surveys), technical characteristics (type of sampling, sample size, data collection system, data recording system, error detection and correction system, imputation system, purging system, extrapolation system, data storage and publication system) and periodicity.

Module 4: Statistical data generated on each statistical operation. Statistical data is taken to mean any set of clearly differentiated data that it is deemed important to save as it represents the result of a significant phase of the work process. This way of considering statistical data is very useful, despite its generic nature. Indeed, it is this high level of general applicability of the definition that opens such a wide range of new possibilities. The aim is to do away with the old tradition whereby statistics were assimilated with statistical data tables published in the form of books or leaflets. The development of information technology obviously means that the contents of magnetic files and relational databases also consist of statistical data. The new approach nonetheless goes one step further. Other data that can be utilized for statistical purposes include:

- computerized files stemming from the process of recording forms;

- files resulting from the correction of errors detected with the systematic application of validation criteria;
- files containing end data, questionnaire by questionnaire, prepared for extrapolation to the universe of reference, after the corresponding corrections and imputations have been made.

A wide range of possibilities exists with regard to the ways in which end data can be presented:

- statistical tables with a certain level of disaggregation in their double-entry variables can be entered into databases, thus leaving it to the final user to decide which levels of aggregation to use. These can be called aggregate databases;
- this option is nonetheless limited, hence the advisability of generating pre-tabulated databases. This involves putting on databases, instead of statistical tables, records of data that are representative of the number of cases that meet a series of requirements. These requirements are determined by the Cartesian product of the Domains of a series of attributes. For example, number of non-residents, tourists, who have entered via airport, from a certain country, for the purpose of working, who stay in hotels, who stay less than “X” nights and who are on their way to a specific destination;
- in order to make estimation possible, files containing end data can be placed in the database, questionnaire-by-questionnaire, ready for extrapolation to the universe of reference as the corresponding corrections and imputations will already have been made. However, to limit the access of potential users to all the pertinent data and preserve confidentiality, it is sometimes deemed necessary to take steps to create partial databases from primary end data.

Module 5: Computer resources used for each statistical operation.

The growing technical refinement of work processes makes it increasingly important to ascertain what computerized techniques are used both by the statistical institutions themselves and by the enterprises that might be hired to conduct at least the cumbersome fieldwork.

Irrespective of the organizational framework, the use of handheld computers for data collection will become increasingly frequent, either for making counts at border posts or for conducting actual surveys. Obviously the use of such tools requires an understanding of their programming languages and means that the recording phase will become a residual procedure, although this does not necessarily obviate the need to prepare traditional recording systems in the event that survey systems using handheld computers fail.

While the data-recording phase is inevitable, there is an increasing tendency for this process to be intricately linked to fieldwork rather than being deferred over time and postponed until the conclusion of the survey phase. This is a significant step forward and one that makes it possible for the validation

phase to take place parallel to fieldwork and data recording. Clearly, the detection of errors during the course of fieldwork allows for immediate contact with the interviewers and even, in some cases, with the respondents.

Module 6: Work team for each statistical operation. The scope and diversity of the institutions and people who generally take part in the various statistical tasks is huge. This module has been designed for the purpose of obtaining indicators of the complexity of these teams to which end the aim is simply to identify the institutions involved, both public and private, indicating their main field of activity, their involvement in the statistical work process, and the persons responsible for carrying out the most important tasks.

Module 7: Administrative documents for each statistical operation. Although this is a key aspect of the work process, it frequently tends to be overlooked once the task has been performed. In addition to the advisability of documenting each phase of the statistical work carried out, it is also important for other countries to familiarize themselves with the practical methods used by others to tackle and resolve the least known, albeit essential, administrative aspects. The aim is NOT to collect all the pertinent administrative documentation but simply to ascertain what it consists of and whether it would be available should the need arise. Since the casuistry can be very varied, in principle, an open system can be used for the response fields. It stands to reason; however, no marked differences between the administrative systems of countries have been observed.

Module 8: Observation and perspectives of research on tourism expenditure. Although the accent is on defining a generally applicable statistical work process model that will enable each country to select the structure that best reflects its situation, it is inevitable that they will contain vague aspects and several gaps. Hence the need to provide a place to collect all complementary and explanatory description of the aspects that these countries feel they have not had the opportunity to present suitably in the previous modules.

Explanations to this Module

Is the resident visitor flow researched in your country?

Is the non-resident visitor flow researched in your country?

Visitor classification characteristics according to means of access

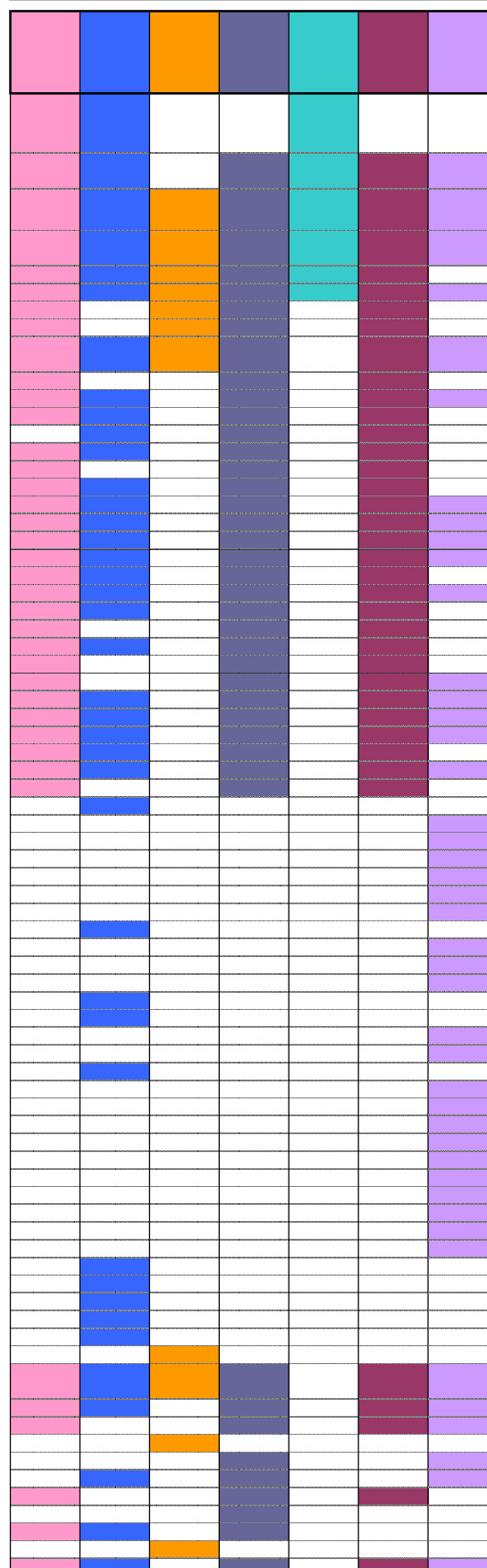
Road
Airport
Railway station
Port

Visitor classification characteristics according to country of residence for non-residents

residence for non-residents	
Australia	
Austria	
Belgium	
Canada	
Denmark	
Estonia	
Finland	
France	
Germany	
Italy	
Japan	
Mexico	
Netherlands	
Norway	
Poland	
Portugal	
Russian Federation	
Spain	
Switzerland	
Sweden	
United Kingdom	
USA	
Other (Specify)	
	All the countries of the world
	Andorra
	Argentina
	Belgium and Luxemborg
	Bermuda
	Brazil
	China
	Chile
	Greece
	Hong-Kong, China
	India
	Indonesia
	Ireland
	Iceland
	Israel
	Korea
	Luxembourg
	Malaysia
	New Zealand
	Philippines
	Saudi Arabia
	Singapore
	South Africa
	Thailand
	Taiwan (Prov of China)
	Venezuela
	Several regions breakouts
	Rest of Europe
	Rest of the Americas
	Rest of Asia
	Africa
	Oceania
	Grouping of countries

Visitor classification characteristics according to purpose of the visit

visit
Leisure, recreation and holiday
Visiting friends and relatives
Business
Health treatment
Religion, pilgrimages
Shopping
Conferences
Personal reasons
Private
Study



[illegible]

	Ranch vacations
	River tourism
	Sightseeing in Cities
	Small towns an villages
	Ski
	Touring the country side
	Thalassotherapy
	Water cure
	Water sport / sunbathing
	<i>Aspects on which satisfaction level is sought</i>
	Overall stay
	Tourist information
	The city and works of art
	Transport
	Knowledge of language
	Prices and cost of living
	Quality and variety of goods in shops
	Hotels and other accommodation
	Services
	Friendliness of people
	Food and restaurants
	Security
	Environment
	Activities carried out
	Other (specify)
	Airline
	Aspects of the flight experience
	Aspects of the departure airport
	INS and Customs experience
	Variety of Things to See and Do
	Value for Your Money

[illegible]

Explanations to this Module

ROAD

ATOMATIC VEHICLE ENTRY COUNT

AUTOMATIC VEHICLE EXIT COUNT

AIRPORTS

SCHEDULED AND/OR ACTUAL FLIGHTS
 Dates recorded by civil aviation administration
 Survey research of travelers as they depart the USA
 An Immigration and Naturalization Service (INS) entry card I-94 form
 An INS form for all arrival and departure flights - I-92 form

RAIL PASSAGES

Railway timetable

Rail passengers influx and outflux

Data recorded by the national railways company (SNCF)

SEAPORTS

Scheduled and actual ship departures/arrivals
Ship / ferries (questionnaire of sweden) passengers influx and outflux
Data recorded by seaport authorities

OTHER

FOREIGN CURRENCY INFLUX AND OUTFLOW

BORDER ENTRY/EXIT VEHICLE / VISITORS COUNT

<p>TRAVEL EXPENDITURE SURVEY AND COUNTRY VISITOR SURVEY AT BORDER ENTRY VISITOR EXPENDITURE SURVEY AT BORDER EXIT SURVEY OF EXPENDITURE ON ACCOMMODATION AND/OR RECREATION, PETROL STATIONS... OTHER STATISTICAL OPERATION (1) (SPECIFY)</p> <p>Balance of payments</p> <p>Personal Interviews at selected airports</p> <p>Border Inspection Offices distribute questionnaires and mailed back at all land and air ports.</p>
INS Form for all arrival and departure flights - I-92 data base

pink	blue	orange	grey	teal	maroon	lavender
pink	blue	orange	grey	teal	maroon	lavender
pink	blue	orange	white	white	maroon	white
pink	blue	orange	grey	teal	maroon	lavender
white	white	white	white	white	white	lavender
pink	blue	orange	grey	white	white	lavender
white	white	white	white	white	white	white
pink	blue	orange	grey	white	white	white
pink	blue	orange	grey	white	maroon	white
white	blue	orange	white	white	maroon	white
white	white	white	white	teal	maroon	white
white	white	white	white	white	maroon	white
pink	blue	orange	grey	teal	maroon	lavender
pink	blue	orange	grey	teal	maroon	lavender
pink	blue	orange	grey	white	maroon	lavender
pink	white	white	white	white	maroon	lavender
pink	white	white	white	white	white	lavender

SURVEY OF EXPENDITURE ON ACCOMMODATION AND/OR RECREATION, ...	USA
	SUE
	SPA
	MEX
	ITA
	FRA
	CAN

VISITOR EXPENDITURE SURVEY AT BORDER EXIT	USA
	SUE
	SPA
	MEX
	ITA
	FRA
	CAN

VISITOR SURVEY AT BORDER ENTRY	USA
	SUE
	SPA
	MEX
	ITA
	FRA
	CAN

BORDER ENTRY / EXIT VEHICLE / VISITORS COUNT	USA
	SUE
	SPA
	MEX
	ITA
	FRA
	CAN

IS THIS STATISTICAL OPERATION INVOLVED?.

Airports	
Rail passages	
Seaports	
Information collection system	
Frontier points	
Automatic counts	
Manual counts	
Personal survey with a personal computer	
Personal survey using a paper questionnaire	
Card (census)	
Questionnaires distributed by Customs, mailed back by respondent	
Airports	
Manual counts	
Autocomplemented cards	
Personal survey with a personal computer	
Personal survey using a paper questionnaire	
Questionnaires distributed by the Airlines	
Card (census)	
Questionnaires distributed by Customs, mailed back by respondent	
Rail passages	
Manual counts	
Personal survey using a paper questionnaire	
Card (census)	
Questionnaires distributed by Customs, mailed back by respondent	
Seaports	
Manual counts	
Personal survey using a paper questionnaire	
Card (census)	
Questionnaires distributed by Customs, mailed back by respondent	
Recording system	
Frontier points	
Manual through keyboard / keypunched	
(During the Survey) with a computer	
Scanning	
Airports	
Manual through keyboard / keypunched	
During the Survey with a computer	
Scanning	
Manual / keypunched forms	
Scanning	
Rail passages	
Manual / keypunched forms	
Scanning	
Seaports	
Manual / keypunched forms	
Scanning	
Error detection and correction system	
During the count/survey process with computer	
Error reported at keying in the data.	
Rereading (double recording)	
Computer consistency tests	

[illegible][illegible][illegible][illegible]

[illegible]

[illegible]

245

Annex 8

GENERAL FRAMEWORK OF REFERENCE

PRESENTATION

One of the objectives of the Project "Research on international experiences in measuring visitor expenditure", was to obtain a unified framework incorporating aspects that are common to the different countries while maintaining, as far as possible, others that are specific to them.

The general framework resulting from the comparative analysis obtained from the questionnaires used by the eight countries that have accepted to cooperate (Canada, Finland, France, Italy, Mexico, Spain, Sweden and United States of America) allows:

- not only to have a traditional approach in this kind of studies (based on a set of socio-demographic characteristics of the interviewee and with reference to the number of arrivals classified according to a battery of variables relevant to the analysis of tourism such as the type of accommodation, the purpose of the visit, etc.),
- but also to deal with other kind of approximations to market studies of an increasing interest to National Tourism Administrations (NTAs), such as the form of organizing the travel, degree of satisfaction on a different number of items, etc.

As you will see, this general framework is structured under the form of a questionnaire (designed in Grafo_Test format), since one of the objectives of this Project was to prepare a questionnaire that could be used by those countries willing to apply it, either because they are countries that should like to undertake a statistical survey on this type of expenditure of non-resident visitors, or because they may decide to update or revise the one in force.

Consequently, the relationship between this framework and WTO proposal, is two-fold:

- on one hand, it has allowed to obtain the basic questionnaire proposed by WTO (*the questions that appear with a grey background have been included in it, although not always with the exact format*);
- on the other hand, it is a reference for any country that may consider the possibility of extending the WTO proposal, since it will find many other questions of interest that could also be incorporated in the final questionnaire.

Finally, the following example illustrates how to go through the questionnaire:

A. TRAVELLERS

1	2	3
COUNTRY OF RESIDENCE AND NATIONALITY OF RESPONDENT	ARE YOU TRAVELLING ALONE?	HOW MANY PEOPLE ARE YOU TRAVELLING WITH?
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Country of residence</div> <div style="border: 1px solid black; padding: 5px;">Nationality</div>	A. No.... <input type="checkbox"/> 6 B. Yes.... <input type="checkbox"/> 1	<div style="border: 1px solid black; padding: 5px; text-align: center;"> 3 </div>

POINTERS:

- If no go to question 3
- If yes go to question 21.
- If there is no pointer (such as in question 1 & 3) go to the next question

Digits at the right-hand-side of the check boxes are the codes to be used when recording the answers to the questionnaire.

1	2	3
IS THIS SURVEY DONE WITH THE HELP OF A POLLSTER?	POLLSTER NAME AND SURNAME	SURVEY TYPE
A. No..... <input type="checkbox"/> 6 — (3) B. Yes..... <input type="checkbox"/> 1 — (2) Name Surname	A. Frontier exit point..... <input type="checkbox"/> 01 B. Airport exit..... <input type="checkbox"/> 02 C. Port exit..... <input type="checkbox"/> 03 D. Railway exit..... <input type="checkbox"/> 04

4	5	6	7
NAME OF THE FRONTIER POINT, AIRPORT, PORT OR STATION	DAY OF THE WEEK	DATE	TIME
..... 	A. Monday..... <input type="checkbox"/> 11 B. Tuesday..... <input type="checkbox"/> 12 C. Wednesday..... <input type="checkbox"/> 13 D. Thursday..... <input type="checkbox"/> 14 E. Friday..... <input type="checkbox"/> 15 F. Saturday..... <input type="checkbox"/> 16 G. Sunday..... <input type="checkbox"/> 17	1. Day..... __ 2. Month..... __ 3. Year..... __ __	1. Hour..... __ 2. Minutes..... __

A. TRAVELLERS

8	9	10	11
GENDER OF RESPONDENT	AGE GROUP OF RESPONDENT	NATIONALITY OF RESPONDENT	COUNTRY OF RESIDENCE OF RESPONDENT
A. Male..... <input type="checkbox"/> 7 B. Female..... <input type="checkbox"/> 2	A. Between 0 and 14..... <input type="checkbox"/> 21 B. Between 15 and 24..... <input type="checkbox"/> 22 C. Between 25 and 34..... <input type="checkbox"/> 23 D. Between 35 and 44..... <input type="checkbox"/> 24 E. Between 45 and 64..... <input type="checkbox"/> 25 F. More than 65..... <input type="checkbox"/> 26 Nationality	1. A. Survey country.... <input type="checkbox"/> 8 — (END) B. Other..... <input type="checkbox"/> 3 — 2. Country of residence

12	13	14	15
ARE YOU TRAVELLING ALONE?	HOW MANY PEOPLE INCLUDING YOURSELF ARE YOU TRAVELLING WITH?	ARE YOU TRAVELLING WITH...	COMPANIONS BREAKDOWN BY AGE AND GENDER
A. No..... <input type="checkbox"/> 9 — (13) B. Yes..... <input type="checkbox"/> 4 — (21)	__	1. A. No 1. B. Yes 2. Number 1. Family members..... <input type="checkbox"/> 6 <input type="checkbox"/> 1 → __ 2. Friends..... <input type="checkbox"/> 7 <input type="checkbox"/> 2 → __ 3. Working colleagues..... <input type="checkbox"/> 8 <input type="checkbox"/> 3 → __ 4. Other people..... <input type="checkbox"/> 9 <input type="checkbox"/> 4 → __	1. Male 2. Female 1. Between 0 and 14..... __ __ 2. Between 15 and 24..... __ __ 3. Between 25 and 34..... __ __ 4. Between 35 and 44..... __ __ 5. Between 45 and 64..... __ __ 6. More than 65..... __ __

B. DEPARTURES / ARRIVALS AND MEANS OF TRANSPORT

B.1 DEPARTURES



21	22	23
SURVEY TYPE	MEANS OF TRANSPORT (ROAD)	ARE YOU TRAVELLING WITH A COMMERCIAL FLIGHT? (If yes, indicate the airline and the flight number)
A. Frontier exit point..... <input type="checkbox"/> 01 ———— 22 B. Airport exit..... <input type="checkbox"/> 02 ———— 23 C. Port exit..... <input type="checkbox"/> 03 ———— 25 D. Railway exit..... <input type="checkbox"/> 04 ———— 27	A. Car..... <input type="checkbox"/> 21 A. Rented car..... <input type="checkbox"/> 21 B. Minibus..... <input type="checkbox"/> 22 B. Moped / motorbike..... <input type="checkbox"/> 22 C. Caravan..... <input type="checkbox"/> 23 C. Regular Bus..... <input type="checkbox"/> 23 D. Car + caravan..... <input type="checkbox"/> 24 D. Chartered Bus..... <input type="checkbox"/> 24 E. Van / Pick up..... <input type="checkbox"/> 25 E. Other..... <input type="checkbox"/> 25 F. Lorry..... <input type="checkbox"/> 26	1. A. Private flight..... <input type="checkbox"/> 6 ———— 28 B. Commercial flight..... <input type="checkbox"/> 1 ———— <hr style="border-top: 1px dashed black;"/> <div style="text-align: center;"> 2. Airline _____ 3. Flight number </div>


24	25	26	27
TYPE OF FLIGHT AND CLASS IN WHICH YOU ARE TRAVELLING?	ARE YOU TRAVELLING WITH A COMMERCIAL SHIP / BOAT. (If yes, indicate the carrier)	TYPE OF SHIP / BOAT AND CLASS IN WHICH YOU ARE TRAVELLING	CLASS IN WHICH YOU ARE TRAVELLING
1. A. Regular flight..... <input type="checkbox"/> 7 B. Charter flight..... <input type="checkbox"/> 2 ———— <hr style="border-top: 1px dashed black;"/> 2. C. Business Class..... <input type="checkbox"/> 8 D. Economy Class..... <input type="checkbox"/> 3 ———— 28	1. A. Private ship / boat..... <input type="checkbox"/> 7 B. Commercial ship / boat..... <input type="checkbox"/> 2 ———— <hr style="border-top: 1px dashed black;"/> <div style="text-align: center;"> _____ 2. Carrier </div>	1. A. Conventional..... <input type="checkbox"/> 9 B. Tourist cruise..... <input type="checkbox"/> 4 ———— <hr style="border-top: 1px dashed black;"/> 2. C. Business Class..... <input type="checkbox"/> 6 D. Economy Class..... <input type="checkbox"/> 1 ———— 28	A. First class..... <input type="checkbox"/> 7 B. Second class..... <input type="checkbox"/> 2

B.2 ARRIVALS AND MEANS OF TRANSPORT


28	29	30
ARE YOU LEAVING OUR COUNTRY IN ORDER TO GO BACK TO YOUR COUNTRY OF RESIDENCE? IF NOT, INDICATE THE DESTINATION COUNTRIES, AS WELL AS THE NIGHTS SPENT IN EACH ONE OF THEM BEFORE REACHING YOUR COUNTRY OF RESIDENCE	DATE OF ARRIVAL	DID YOU ARRIVE IN OUR COUNTRY
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> 1. A. No..... <input type="checkbox"/> 8 ———— 29 B. Yes..... <input type="checkbox"/> 3 ———— </div> <div style="width: 50%;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> 2. Destination country 1. _____ 2. _____ 3. _____ 4. _____ </div> <div style="width: 10%;"> 3. Number of nights 1. _____ 2. _____ 3. _____ 4. _____ </div> </div> </div> </div>	1. Day..... ____ 2. Month..... ____ 3. Year..... ____	A. By land..... <input type="checkbox"/> 41 ———— 31 B. By plane..... <input type="checkbox"/> 42 ———— 32 C. By ship / ferry / boat.... <input type="checkbox"/> 43 ———— 34 D. By train..... <input type="checkbox"/> 44 ———— 36

31	32	33
MEANS OF TRANSPORT (ROAD)	DID YOU ARRIVE WITH A COMMERCIAL FLIGHT? (If yes, indicate the airline and the flight number)	TYPE OF FLIGHT AND CLASS IN WHICH YOU WERE TRAVELLING
A. Car..... <input type="checkbox"/> 51 A. Rented car..... <input type="checkbox"/> 57 B. Minibus..... <input type="checkbox"/> 52 B. Moped / motorbike..... <input type="checkbox"/> 58 C. Caravan..... <input type="checkbox"/> 53 C. Regular Bus..... <input type="checkbox"/> 59 D. Car + caravan..... <input type="checkbox"/> 54 D. Chartered Bus..... <input type="checkbox"/> 60 E. Van / Pick up..... <input type="checkbox"/> 55 E. Other..... <input type="checkbox"/> 61 F. Lorry..... <input type="checkbox"/> 56	1. A. Private flight..... <input type="checkbox"/> 9 ———— 37 B. Commercial flight..... <input type="checkbox"/> 4 ———— <hr style="border-top: 1px dashed black;"/> <div style="text-align: center;"> 2. Airline _____ 3. Flight number </div>	1. A. Regular flight..... <input type="checkbox"/> 8 B. Charter flight..... <input type="checkbox"/> 3 ———— <hr style="border-top: 1px dashed black;"/> 2. C. Business Class..... <input type="checkbox"/> 9 D. Economy Class..... <input type="checkbox"/> 4 ———— 37

34	35	36
DID YOU ARRIVE WITH A COMMERCIAL SHIP / BOAT (If yes, indicate the carrier)	TYPE OF SHIP / BOAT AND CLASS IN WHICH YOU WERE TRAVELLING?	CLASS IN WHICH YOU ARE TRAVELLING (TRAIN)
1. A. Private ship / boat..... <input type="checkbox"/> 6 B. Commercial ship / boat..... <input type="checkbox"/> 1 <hr/> <div style="text-align: center;">  2. Carrier </div>	1. A. Conventional..... <input type="checkbox"/> 7 B. Tourist cruise..... <input type="checkbox"/> 2 <hr/> 2. C. Business Class..... <input type="checkbox"/> 8 D. Economy Class..... <input type="checkbox"/> 3 <div style="text-align: center;">  37 </div>	A. First class..... <input type="checkbox"/> 6 B. Second class..... <input type="checkbox"/> 1

37		
DID YOU ARRIVE FROM YOUR COUNTRY OF RESIDENCE? IF NOT, INDICATE THE COUNTRIES, AS WELL AS THE NIGHTS SPENT IN EACH ONE OF THEM BEFORE REACHING OUR COUNTRY.		
1. A. No..... <input type="checkbox"/> 9 B. Yes..... <input type="checkbox"/> 4 <div style="text-align: center;">  41 </div>	2. Destination country 1. 2. 3. 4.	3. Number of nights 1. 2. 3. 4.

C. ABOUT YOUR STAY

41	42
NUMBER OF NIGHTS SPENT IN OUR COUNTRY	REASONS FOR YOUR ONE - DAY - VISIT TO OUR COUNTRY (SEVERAL ANSWERS POSSIBLE)
1. A. None (I am in transit to / from other countries)..... <input type="checkbox"/> 01 81 B. None (I am just visiting your country for one day)..... <input type="checkbox"/> 02 42 C. One night..... <input type="checkbox"/> 03 44 D. Two or more nights..... <input type="checkbox"/> 04 <hr/> <div style="text-align: center;">  </div> 2. <div style="text-align: center;"> <div style="border: 1px solid black; width: 50px; height: 20px; display: inline-block;"></div> 44 Number of nights </div>	<div style="display: flex; justify-content: space-between;"> <div> A. Work / Business A.1 Border worker..... <input type="checkbox"/> 11 A.2 Professional driver..... <input type="checkbox"/> 12 A.3 Crew member..... <input type="checkbox"/> 13 A.4 Convention, etc..... <input type="checkbox"/> 14 A.5 Trade fair..... <input type="checkbox"/> 15 A.6 Business / work meeting..... <input type="checkbox"/> 16 A.7 Government affairs / military..... <input type="checkbox"/> 17 A.8 Other..... <input type="checkbox"/> 18 </div> <div> B. Pleasure / Other reasons B.1 Visiting second residence..... <input type="checkbox"/> 19 B.2 Visiting friends or relatives..... <input type="checkbox"/> 20 B.3 Health / fitness..... <input type="checkbox"/> 21 B.4 Study (educational)..... <input type="checkbox"/> 22 B.5 Honeymoon..... <input type="checkbox"/> 23 B.6 Shopping..... <input type="checkbox"/> 24 B.7 Thematic park..... <input type="checkbox"/> 25 B.8 Cultural event..... <input type="checkbox"/> 26 </div> <div> B.9 Sport event..... <input type="checkbox"/> 27 B.10 Gastronomy..... <input type="checkbox"/> 28 B.11 Outdoor activities..... <input type="checkbox"/> 29 B.12 Cruise..... <input type="checkbox"/> 30 B.13 Holiday / tourism..... <input type="checkbox"/> 31 B.14 Religious reasons..... <input type="checkbox"/> 32 B.15 No special reason..... <input type="checkbox"/> 33 B.16 Other reason..... <input type="checkbox"/> 34 </div> </div>

43	44		
VISIT FREQUENCY	REASONS FOR YOUR OVERNIGHT - VISIT TO OUR COUNTRY (Several answers possible)		
A. Every day..... <input type="checkbox"/> 41 B. Once a week..... <input type="checkbox"/> 42 C. Once a month..... <input type="checkbox"/> 43 D. Quarterly..... <input type="checkbox"/> 44 E. Twice a year..... <input type="checkbox"/> 45 F. Once a year..... <input type="checkbox"/> 46 G. Less frequently.... <input type="checkbox"/> 47	A. On the way to another country <input type="checkbox"/> 6	B. Work or business B.1 Employment in our country..... <input type="checkbox"/> 52 B.2 Professional driver..... <input type="checkbox"/> 53 B.3 Crew member..... <input type="checkbox"/> 54 B.4 Convention, etc..... <input type="checkbox"/> 55 B.5 Trade fair..... <input type="checkbox"/> 56 B.6 Business / work meeting..... <input type="checkbox"/> 57 B.7 Government affairs / military..... <input type="checkbox"/> 58 B.8 Other..... <input type="checkbox"/> 59	C. Pleasure / Other reasons C.1 Visiting second residence..... <input type="checkbox"/> 60 C.2 Visiting friends or relatives..... <input type="checkbox"/> 61 C.3 Health / fitness..... <input type="checkbox"/> 62 C.4 Study (educational)..... <input type="checkbox"/> 63 C.5 Honeymoon..... <input type="checkbox"/> 64 C.6 Shopping..... <input type="checkbox"/> 65 C.7 Thematic park..... <input type="checkbox"/> 66 C.8 Cultural events..... <input type="checkbox"/> 67 C.9 Sport event..... <input type="checkbox"/> 68 C.10 Gastronomy..... <input type="checkbox"/> 69 C.11 Outdoor activities..... <input type="checkbox"/> 70 C.12 Cruise..... <input type="checkbox"/> 71 C.13 Holiday / tourism..... <input type="checkbox"/> 72 C.14 Religious reasons..... <input type="checkbox"/> 73 C.15 No special reason..... <input type="checkbox"/> 74 C.16 Other reason..... <input type="checkbox"/> 75

45	46	47	48
HAVE YOU EVER BEEN IN THIS COUNTRY BEFORE THIS TRIP?	WHEN DID YOU COME HERE LAST TIME?	HOW MANY TIMES HAVE YOU COME DURING THE LAST 12 MONTHS?	MAIN REASON OF YOUR LAST TRIP
A. No..... <input type="checkbox"/> 6 B. Yes..... <input type="checkbox"/> 1	A. Less than one year ago.... <input type="checkbox"/> B. 1 - 3 years ago..... <input type="checkbox"/> C. 3 - 5 years ago..... <input type="checkbox"/> D. More than 5 years ago..... <input type="checkbox"/>	<input type="text"/>	A. On way to another country..... <input type="checkbox"/> 81 B. Work or business..... <input type="checkbox"/> 82 C. Pleasure..... <input type="checkbox"/> 83 D. Personal reasons..... <input type="checkbox"/> 84

49																	
CITY (LOCATION / AREA / REGION) IN WHICH YOU HAVE STAYED OVERNIGHT AND NUMBER OF NIGHTS IN EACH ACCORDING TO THE TYPE OF ACCOMMODATION																	
1. Cities / locations / areas or regions in which you have spent at least one night	2. Total nights spent at this place	3. Hotels and similars	4. Tourist resort with hotel service	5. Camping Caravan	6. Rural lodging	7. Time shared residence	8. Own house apartment	9. Agency rented housing	10. Directly rented housing	11. Stay with family and friends	12. Public transportation (Boat / train)	13. Clinic / nursing home	14. Bed and breakfast	15. Conference and / study center	16. Community run by religious community	17. Other	
1.																	
2.																	
3.																	
4.																	
5.																	
6.																	
7.																	
8.																	
9.																	
10.																	

50

HAVE YOU LEFT OUR COUNTRY TEMPORARILY TO GO TO A NEIGHBOURING COUNTRY SINCE YOUR DATE OF ARRIVAL?

A. No.. ☐ 7 — 51B. Si... ☐ 2

1. Country

2. Date of exit

3. Border crossing, airport, port or station of exit from our country

4. Border crossing, airport, port or station of entry to our country

5. Number of nights

1.	_/_/_	_
2.	_/_/_	_
3.	_/_/_	_
4.	_/_/_	_

51

WHICH OF THE FOLLOWING ACTIVITIES HAVE YOU TAKEN PART IN OR SPENT TIME DOING IN OUR COUNTRY? (Several answers possible)

- | | | | |
|--|--|---|--|
| 1. Professional activities..... <input type="checkbox"/> 01 | 10. Visiting castle / Church..... <input type="checkbox"/> 11 | 19. Water cure..... <input type="checkbox"/> 21 | 23.5. Hiking/trekking..... <input type="checkbox"/> 29 |
| 2. Visiting friends / relatives. <input type="checkbox"/> 02 | 11. Visiting modern architecture..... <input type="checkbox"/> 12 | 20. Dine in high quality restaurants..... <input type="checkbox"/> 22 | 23.6. Canoeing/rafting..... <input type="checkbox"/> 30 |
| 3. Learning our language.... <input type="checkbox"/> 03 | 12. Visiting small towns / villages..... <input type="checkbox"/> 13 | 21. Participate in nightlife..... <input type="checkbox"/> 23 | 23.7. Golf / tennis..... <input type="checkbox"/> 31 |
| 4. Attend cultural event..... <input type="checkbox"/> 04 | 13. Visiting amusement park..... <input type="checkbox"/> 14 | 22. Pilgrimage..... <input type="checkbox"/> 24 | 23.8. Horseback riding..... <input type="checkbox"/> 32 |
| 5. Attend festival / fair..... <input type="checkbox"/> 05 | 14. Visiting zoo..... <input type="checkbox"/> 15 | 23. Other activities | 23.9. Skiing..... <input type="checkbox"/> 33 |
| 6. Attend sport event..... <input type="checkbox"/> 06 | 15. Visiting heritage sights..... <input type="checkbox"/> 16 | 23.1. Swimming..... <input type="checkbox"/> 25 | 23.10. Visiting national park..... <input type="checkbox"/> 34 |
| 7. Sightseeing <input type="checkbox"/> 07 | 16. Visiting market..... <input type="checkbox"/> 17 | 23.2. Go to the beach..... <input type="checkbox"/> 26 | 23.11. Other <input type="checkbox"/> 35 |
| 8. Visiting museums..... <input type="checkbox"/> 08 | 17. Visiting casinos / gambling..... <input type="checkbox"/> 18 | 23.3. Boating / sailing / windsurf. <input type="checkbox"/> 27 | |
| 9. Visiting ancient monument. <input type="checkbox"/> 09 | 18. Shopping..... <input type="checkbox"/> 19 | 23.4. Hunting / fishing..... <input type="checkbox"/> 28 | |

52

DID YOU MAKE A ONE - WAY TRIP OF EVER 100 KM?

A. No... ☐ 8 — 54B. Yes.. ☐ 3 — 53

53

WHAT MEANS OF TRANSPORT DID YOU USE? (Several answers possible)

- | | |
|---|---|
| 1. Own Car..... <input type="checkbox"/> 41 | 5. Coach / Bus..... <input type="checkbox"/> 45 |
| 2. Rented Car..... <input type="checkbox"/> 42 | 6. Train..... <input type="checkbox"/> 46 |
| 3. Other Car..... <input type="checkbox"/> 43 | 7. Airplane..... <input type="checkbox"/> 47 |
| 4. Moped / Motorbike..... <input type="checkbox"/> 44 | 8. Boat..... <input type="checkbox"/> 48 |
| | 9. Other mean..... <input type="checkbox"/> 49 |

54

DURING YOUR STAY IN OUR COUNTRY, WHAT MEANS OF TRANSPORT HAVE YOU USED MOST OF THE TIME TO GET ABOUT? (Several answers possible). IF CAR OR MOTORBIKE, INDICATE KM TRAVELLED IN OUR COUNTRY.

- | | | | | |
|----|---|----|-------------|--|
| 1. | 1. Own Car..... <input type="checkbox"/> 51 | 2. | _ _ _ _ Km | 10. Taxi..... <input type="checkbox"/> 61 |
| | 2. Rented Car..... <input type="checkbox"/> 52 | | _ _ _ _ Km | 11. Underground..... <input type="checkbox"/> 62 |
| | 3. Other Car..... <input type="checkbox"/> 53 | | _ _ _ _ Km | 12. Citybus..... <input type="checkbox"/> 63 |
| | 4. Moped / Motorbike..... <input type="checkbox"/> 54 | | _ _ _ _ Km | 13. Other (specify)..... <input type="checkbox"/> 64 |
| | 5. Coach / Bus..... <input type="checkbox"/> 55 | | | |
| | 6. Train..... <input type="checkbox"/> 56 | | | |
| | 7. Airplane..... <input type="checkbox"/> 57 | | | |
| | 8. Boat..... <input type="checkbox"/> 58 | | | |
| | 9. Bicycle..... <input type="checkbox"/> 59 | | | |

D. TRIP / VISIT ORGANIZATION & EXPENDITURE BEFORE LEAVING YOUR COUNTRY OF RESIDENCE

61	62	63	64	65
WHEN DID YOU START PLANNING YOUR TRIP?	WHEN DID YOU DECIDE TO COME?	HAVE / WILL YOU STAY OVERNIGHT IN OTHER COUNTRIES?	THE INFORMATION CONCERNING EXPENDITURE WILL REFER TO...	ARE YOU TRAVELLING ON A PACKAGE TOUR?
A. Less than one week ago..... <input type="checkbox"/> 01 B. Less than one month ago..... <input type="checkbox"/> 02 C. Less than one year ago..... <input type="checkbox"/> 03 D. More than one year ago..... <input type="checkbox"/> 04 E. Didn't plan..... <input type="checkbox"/> 05	A. Less than one week ago..... <input type="checkbox"/> 11 B. Less than one month ago..... <input type="checkbox"/> 12 C. Less than one year ago..... <input type="checkbox"/> 13 D. More than one year ago..... <input type="checkbox"/> 14 E. Didn't plan..... <input type="checkbox"/> 15	1. A. No..... <input type="checkbox"/> 8 B. Yes..... <input type="checkbox"/> 3 <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px 0;"></div> 2. Number of nights in other countries	1. A. You alone..... <input type="checkbox"/> 7 B. The group you are travelling with..... <input type="checkbox"/> 2 <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px 0;"></div> 2. Group size	A. No..... <input type="checkbox"/> 8 — 76 B. Yes..... <input type="checkbox"/> 3 — 66

66	67	68
DID THE PACKAGE CONCERN ONLY YOUR STAY IN OUR COUNTRY OR ALSO OTHER COUNTRIES	HOW WERE THE PACKAGE TOUR RESERVATIONS MADE?	WHEN WERE THE PACKAGE TOUR RESERVATIONS MADE?
A. Only our country..... <input type="checkbox"/> 6 B. Also other countries..... <input type="checkbox"/> 1	A. Travel agency..... <input type="checkbox"/> 21 B. Tour operator..... <input type="checkbox"/> 22 C. Personal computer..... <input type="checkbox"/> 23 D. Company's travel department..... <input type="checkbox"/> 24 E. Other..... <input type="checkbox"/> 25	A. Less than one week ago..... <input type="checkbox"/> 31 B. Between 1/3 months ago..... <input type="checkbox"/> 32 C. Less than one year ago..... <input type="checkbox"/> 33 D. More than one year ago..... <input type="checkbox"/> 34 E. Don't know..... <input type="checkbox"/> 35

69	70	71	72
PRICE PAID IN YOUR COUNTRY OF RESIDENCE FOR THE PACKAGE TOUR.	HOW DID YOU PAY FOR IT? (Several answers possible)	DOES IT INCLUDE ROUND TRIP TRANSPORTATION?	DOES IT INCLUDE TRANSPORTATION COSTS FOR THE FOLLOWING ITEMS?
1. A. Unknown..... <input type="checkbox"/> 7 — 71 B. Known..... <input type="checkbox"/> 2 <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px 0;"></div> 2. Amount <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px 0;"></div> 3. Currency	A. Cash..... <input type="checkbox"/> 41 B. Credit card..... <input type="checkbox"/> 42 C. Cheque, transfer..... <input type="checkbox"/> 43 D. Paid by your employer..... <input type="checkbox"/> 44 E. Other..... <input type="checkbox"/> 45	A. No..... <input type="checkbox"/> 8 — 72 B. Yes..... <input type="checkbox"/> 3 — 73	A. No B. Yes 1. One way fare..... <input type="checkbox"/> 9 <input type="checkbox"/> 4 2. Return fare..... <input type="checkbox"/> 6 <input type="checkbox"/> 1

73	74	75
DOES IT INCLUDE TRANSPORTATION COSTS WITHIN OUR COUNTRY?	DOES IT INCLUDE ACCOMMODATION?	DOES IT INCLUDE OTHER SERVICES SUCH AS?
A. No..... <input type="checkbox"/> 7 B. Yes..... <input type="checkbox"/> 2	A. No..... <input type="checkbox"/> 50 B. Yes B.1. Fullboard..... <input type="checkbox"/> 51 B.2. Halfboard..... <input type="checkbox"/> 52 B.3. Bed and breakfast..... <input type="checkbox"/> 53 B.4. Only lodging..... <input type="checkbox"/> 54	A. No B. Yes 1. Tours cost for entire trip..... <input type="checkbox"/> 9 <input type="checkbox"/> 4 2. Commercial guide tours..... <input type="checkbox"/> 6 <input type="checkbox"/> 1 3. Car rental..... <input type="checkbox"/> 7 <input type="checkbox"/> 2 4. Other services (specify)..... <input type="checkbox"/> 8 <input type="checkbox"/> 3 <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px 0;"></div>

		2. AMOUNT & PERCENTAGES		
(76)	EXPENDITURE RELATED TO THIS TRIP MADE IN YOUR OWN COUNTRY (Transportation, accommodation, others..)	2.1. Amount	2.2. Currency	2.3. Percentage
(76.1)	WERE PASSENGER TRANSPORT SERVICES INCLUDED IN THE EXPENDITURE MENTIONED IN QUESTION (76) ?	1. A. No... <input type="checkbox"/> 6 — (76.2) B. Yes.. <input type="checkbox"/> 1 —		
(76.1.1)	PASSENGER TRANSPORT SERVICES TO ENTER OR TO LEAVE OUR COUNTRY?	1. A. No... <input type="checkbox"/> 71 — (76.1.1) B. Yes B.1. Roundtrip.. <input type="checkbox"/> 72 B.2. One-way... <input type="checkbox"/> 73 B.3. Return..... <input type="checkbox"/> 74		
(76.1.2)	PASSENGER TRANSPORT SERVICES WITHIN OUR COUNTRY	1. A. No... <input type="checkbox"/> 6 — (76.2) B. Yes.. <input type="checkbox"/> 1 —		
(76.2)	WERE ACCOMMODATION SERVICES INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION (76) ?	1. A. No... <input type="checkbox"/> 91 — (76.3) B. Yes B.1. Fullboard.. <input type="checkbox"/> 91 B.2. Halfboard.. <input type="checkbox"/> 92 B.3. Bed & breakfast... <input type="checkbox"/> 93 B.4. Only lodging <input type="checkbox"/> 94		
(76.3)	WERE OTHER SERVICES (Car rental, food & beverage, tourist guide, recreation..., and other services) INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION (76) ?	1. A. No... <input type="checkbox"/> 8 — (81) B. Yes.. <input type="checkbox"/> 3 —		
(76.3.1)	CAR RENTALS?	1. A. No... <input type="checkbox"/> 9 B. Yes.. <input type="checkbox"/> 4 —		
(76.3.2)	OTHER SERVICES (Food & beverage, tourist guide, recreation..., and other services)?	1. A. No... <input type="checkbox"/> 8 B. Yes.. <input type="checkbox"/> 3 — (81)		

	3. HOW WAS THE RESERVATION MADE?				4. RESERVATION MADE WITH COMPUTER?		5. WHEN WAS THE RESERVATION MADE & PAID?					6. HOW DID YOU PAY FOR IT?			
	A. Directly	B. Company travel department	C. 3 to 12 months ago	D. Tour operator	A. No	B. Yes	A. Less than 1 week ago	B. 1 week to one month ago	C. 1 to 3 months ago	D. More than 3 months to one year ago	E. More than 1 year ago	A. Cash	B. Credit card.	C. Cheque, transfer..	D. Other

1 0 0 Percentage															
-----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



1 0 0 Percentage	<input type="checkbox"/> 71 <input type="checkbox"/> 72 <input type="checkbox"/> 73 <input type="checkbox"/> 74	<input type="checkbox"/> 8 <input type="checkbox"/> 3	1. Made... <input type="checkbox"/> 9 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 2. Paid..... <input type="checkbox"/> 4 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	<input type="checkbox"/> 81 <input type="checkbox"/> 82 <input type="checkbox"/> 83 <input type="checkbox"/> 84
1 0 0 Percentage	<input type="checkbox"/> 91 <input type="checkbox"/> 92 <input type="checkbox"/> 93 <input type="checkbox"/> 94	<input type="checkbox"/> 7 <input type="checkbox"/> 2	1. Made... <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 2. Paid..... <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 01 <input type="checkbox"/> 02 <input type="checkbox"/> 03 <input type="checkbox"/> 04

<input type="checkbox"/> 21 <input type="checkbox"/> 22 <input type="checkbox"/> 23 <input type="checkbox"/> 24	<input type="checkbox"/> 6 <input type="checkbox"/> 1	1. Made... <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 6 <input type="checkbox"/> 7 2. Paid..... <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 1 <input type="checkbox"/> 2	<input type="checkbox"/> 31 <input type="checkbox"/> 32 <input type="checkbox"/> 33 <input type="checkbox"/> 34
---	---	--	---

1 0 0 Percentage															
-----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--











1 0 0 Percentage	<input type="checkbox"/> 41 <input type="checkbox"/> 42 <input type="checkbox"/> 43 <input type="checkbox"/> 44	<input type="checkbox"/> 6 <input type="checkbox"/> 1	1. Made... <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 2. Paid..... <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 51 <input type="checkbox"/> 52 <input type="checkbox"/> 53 <input type="checkbox"/> 54
1 0 0 Percentage	<input type="checkbox"/> 61 <input type="checkbox"/> 62 <input type="checkbox"/> 63 <input type="checkbox"/> 64	<input type="checkbox"/> 9 <input type="checkbox"/> 4	1. Made... <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 6 2. Paid..... <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 1	<input type="checkbox"/> 61 <input type="checkbox"/> 62 <input type="checkbox"/> 63 <input type="checkbox"/> 64

E. EXPENDITURE IN OUR COUNTRY


Indicate if the payment was made directly (D) or through an intermediary-travel agency, tour operator... (I)

81	EXPENDITURE RELATED TO THIS TRIP MADE IN OUR COUNTRY (Transportation, accommodation, others..)	2. Amount	3. Currency	4. 100 Percentage	5.
81.1	WERE PASSENGER TRANSPORT SERVICES INCLUDED IN THE EXPENDITURE MENTIONED IN QUESTION 81 ?	1. A. No... <input type="checkbox"/> 6 81.2 B. Yes... <input checked="" type="checkbox"/> 1	Amount Currency	Percentage 100 Percentage	
81.1.1	PASSENGER TRANSPORT SERVICES TO LEAVE OUR COUNTRY	1. A. No... <input type="checkbox"/> 71 81.1.2 B. Yes B.1. Roundtrip... <input type="checkbox"/> 72 B.2. One-way... <input checked="" type="checkbox"/> 73	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 8 2. (I)... <input type="checkbox"/> 3	
81.1.2	PASSENGER TRANSPORT SERVICES WITHIN OUR COUNTRY	1. A. No... <input type="checkbox"/> 9 81.2 B. Yes... <input checked="" type="checkbox"/> 4	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 6 2. (I)... <input type="checkbox"/> 1	
81.2	WERE ACCOMMODATION SERVICES INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION 81 ?	1. A. No... <input type="checkbox"/> 71 81.3 B. Yes B.1. Fullboard... <input type="checkbox"/> 72 B.2. Halfboard... <input type="checkbox"/> 73 B.3. Bed & breakfast... <input checked="" type="checkbox"/> 74 B.4. Only lodging <input type="checkbox"/> 75	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 8 2. (I)... <input type="checkbox"/> 3	
81.3	WERE FOOD AND BEVERAGE SERVING SERVICES INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION 81 ?	1. A. No... <input type="checkbox"/> 9 81.4 B. Yes... <input checked="" type="checkbox"/> 4	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 6 2. (I)... <input type="checkbox"/> 1	
81.4	WERE OTHER SERVICES INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION 81 ?	1. A. No... <input type="checkbox"/> 7 81.5 B. Yes... <input checked="" type="checkbox"/> 2	Amount Currency	Percentage 100 Percentage	
81.4.1	TRAVEL AGENCY, TOUR OPERATOR, TOURIST GUIDED SERVICES	A. No... <input type="checkbox"/> 8 B. Yes... <input checked="" type="checkbox"/> 3 81.5	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 7 2. (I)... <input type="checkbox"/> 2	
81.4.2	CULTURAL SERVICES	A. No... <input type="checkbox"/> 6 B. Yes... <input checked="" type="checkbox"/> 1 81.5	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 7 2. (I)... <input type="checkbox"/> 2	
81.4.3	RECREATION AND OTHER ENTERTAINMENT SERVICES	A. No... <input type="checkbox"/> 8 B. Yes... <input checked="" type="checkbox"/> 3 81.5	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 7 2. (I)... <input type="checkbox"/> 2	
81.4.4	MISCELLANEOUS TOURISM SERVICES	A. No... <input type="checkbox"/> 6 B. Yes... <input checked="" type="checkbox"/> 1 81.5	Amount Currency	Percentage 1 (D)... <input type="checkbox"/> 7 2. (I)... <input type="checkbox"/> 2	
81.5	WERE GIFTS, SOUVENIRS AND OTHER GOODS INCLUDED IN THE EXPENDITURE GIVEN IN QUESTION 81 ?	1. A. No... <input type="checkbox"/> 8 82 B. Yes... <input checked="" type="checkbox"/> 3	Amount Currency	Percentage	

82	83	84	85
DID YOU BRING CURRENCY FROM OUR COUNTRY WITH YOU (CASH) WHEN YOU ENTERED OUR COUNTRY?	HAVE YOU EXCHANGED FOREIGN CASH FOR OUR CURRENCY IN BANKS OR EXCHANGE SERVICES IN OUR COUNTRY?	DID YOU HAVE ANY CURRENCY FROM OUR COUNTRY LEFT OVER?	HAVE YOU USED CREDIT CARDS TO OBTAIN CASH, PAY FOR PURCHASES, MEALS, LODGING OR OTHER SERVICES IN OUR COUNTRY?
1. A. No..... <input type="checkbox"/> 11 B. Yes B.1 Unknown... <input type="checkbox"/> 12 B.2 Known..... <input type="checkbox"/> 13 	1. A. No..... <input type="checkbox"/> 21 B. Yes B.1 Unknown... <input type="checkbox"/> 22 B.2 Known..... <input type="checkbox"/> 23 	1. A. No..... <input type="checkbox"/> 31 B. Yes B.1 Unknown... <input type="checkbox"/> 32 B.2 Known..... <input type="checkbox"/> 33 	1. A. No..... <input type="checkbox"/> 41 B. Yes B.1 Unknown... <input type="checkbox"/> 42 B.2 Known..... <input type="checkbox"/> 43 
2. Amount	2. Amount	2. Amount	2. Amount
3. Currency	3. Currency	3. Currency	3. Currency

86	87	88	89
DO YOU HAVE A BANK ACCOUNT IN OUR COUNTRY?	HAVE YOU OBTAINED CASH OR PAID ANY SERVICES THROUGH THIS ACCOUNT WHILE IN OUR COUNTRY?	HAVE YOU CASHED TRAVELLER'S CHECKS, EUROCHECKS, OR POSTAL MONEY ORDERS WHILE IN OUR COUNTRY?	HAVE YOU USED FOREIGN CURRENCY AS CASH IN OUR COUNTRY WITHOUT CHANGING INTO OUR CURRENCY?
A. No..... <input type="checkbox"/> 7 B. Yes..... <input type="checkbox"/> 2 	1. A. No..... <input type="checkbox"/> 51 B. Yes B.1 Unknown... <input type="checkbox"/> 52 B.2 Known..... <input type="checkbox"/> 53 	1. A. No..... <input type="checkbox"/> 61 B. Yes B.1 Unknown... <input type="checkbox"/> 62 B.2 Known..... <input type="checkbox"/> 63 	1. A. No..... <input type="checkbox"/> 71 B. Yes B.1 Unknown... <input type="checkbox"/> 72 B.2 Known..... <input type="checkbox"/> 73 
2. Amount	2. Amount	2. Amount	2. Amount
3. Currency	3. Currency	3. Currency	3. Currency

F. RATE

91	92
WHEN ENTERING OUR COUNTRY DID YOU GO THROUGH THE IMMIGRATION AND NATURALIZATION SERVICE, PASSPORT CONTROL OR CUSTOMS?	HOW LONG DID IT TAKE TO CLEAR PASSPORT CONTROL AND CUSTOMS?
A. No..... <input type="checkbox"/> 6 B. Yes.... <input type="checkbox"/> 1 	1. Hours..... <input type="text"/> <input type="text"/> 2. Minutes..... <input type="text"/> <input type="text"/>

93																																			
RATE AND OPINION OF THE PASSPORT CONTROL AND CUSTOMS EXPERIENCE																																			
<table border="0" style="width: 100%;"> <tr> <th></th> <th style="text-align: center;">A. Excellent</th> <th style="text-align: center;">B. Good</th> <th style="text-align: center;">C. Average</th> <th style="text-align: center;">D. Fair</th> <th style="text-align: center;">E. Poor</th> <th style="text-align: center;">F. Don't Know</th> </tr> <tr> <td>1. Passport control - Processing time.....</td> <td style="text-align: center;"><input type="checkbox"/> 11</td> <td style="text-align: center;"><input type="checkbox"/> 12</td> <td style="text-align: center;"><input type="checkbox"/> 13</td> <td style="text-align: center;"><input type="checkbox"/> 14</td> <td style="text-align: center;"><input type="checkbox"/> 15</td> <td style="text-align: center;"><input type="checkbox"/> 16</td> </tr> <tr> <td>2. Passport control - Staff courtesy.....</td> <td style="text-align: center;"><input type="checkbox"/> 21</td> <td style="text-align: center;"><input type="checkbox"/> 22</td> <td style="text-align: center;"><input type="checkbox"/> 23</td> <td style="text-align: center;"><input type="checkbox"/> 24</td> <td style="text-align: center;"><input type="checkbox"/> 25</td> <td style="text-align: center;"><input type="checkbox"/> 26</td> </tr> <tr> <td>3. Customs baggage clearance - Processing time.....</td> <td style="text-align: center;"><input type="checkbox"/> 31</td> <td style="text-align: center;"><input type="checkbox"/> 32</td> <td style="text-align: center;"><input type="checkbox"/> 33</td> <td style="text-align: center;"><input type="checkbox"/> 34</td> <td style="text-align: center;"><input type="checkbox"/> 35</td> <td style="text-align: center;"><input type="checkbox"/> 36</td> </tr> <tr> <td>4. Customs baggage clearance - Staff courtesy.....</td> <td style="text-align: center;"><input type="checkbox"/> 41</td> <td style="text-align: center;"><input type="checkbox"/> 42</td> <td style="text-align: center;"><input type="checkbox"/> 43</td> <td style="text-align: center;"><input type="checkbox"/> 44</td> <td style="text-align: center;"><input type="checkbox"/> 45</td> <td style="text-align: center;"><input type="checkbox"/> 46</td> </tr> </table>		A. Excellent	B. Good	C. Average	D. Fair	E. Poor	F. Don't Know	1. Passport control - Processing time.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16	2. Passport control - Staff courtesy.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26	3. Customs baggage clearance - Processing time.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36	4. Customs baggage clearance - Staff courtesy.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46
	A. Excellent	B. Good	C. Average	D. Fair	E. Poor	F. Don't Know																													
1. Passport control - Processing time.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16																													
2. Passport control - Staff courtesy.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26																													
3. Customs baggage clearance - Processing time.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36																													
4. Customs baggage clearance - Staff courtesy.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46																													

HOW WOULD YOU RATE THE FOLLOWING THINGS IN OUR COUNTRY?

	A. Excellent	B. Good	C. Average	D. Fair	E. Poor	F. Don't Know
1. Overall opinion.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56
2. Tourist services and information.....	<input type="checkbox"/> 61	<input type="checkbox"/> 62	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
3. People friendliness / courtesy.....	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74	<input type="checkbox"/> 75	<input type="checkbox"/> 76
4. People's knowledge of languages.....	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86
5. Cities and works.....	<input type="checkbox"/> 91	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96
6. Transport.....	<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06
7. Value of money / Prices and cost of living.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16
8. Hotels and other available accommodation.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26
9. Variety of things to see and do / Activities.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36
10. Service (standard).....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46
11. Quality and choice of goods.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56
12. Food, cuisine, restaurants.....	<input type="checkbox"/> 61	<input type="checkbox"/> 62	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
13. State of environment.....	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74	<input type="checkbox"/> 75	<input type="checkbox"/> 76
14. Safety of tourists.....	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86

IS THIS AN AIRPORT EXIT
SURVEY?

RATE THE AIRPORT

A. No..... ☐ 7 — (101)B. Yes..... ☐ 2 — (96)

	A. Excellent	B. Good	C. Average	D. Fair	E. Poor	F. Don't Know
1. Airport access.....	<input type="checkbox"/> 91	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96
2. Ground transportation.....	<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06
3. Airport terminal convenience.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16
4. Airport terminal cleanliness.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26
5. Concession Goods / Services.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36
6. Concession prices.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46
7. Terminal seating availability.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56
8. International traveler facilities.....	<input type="checkbox"/> 61	<input type="checkbox"/> 62	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66
9. Security measures.....	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74	<input type="checkbox"/> 75	<input type="checkbox"/> 76
10. Overall airport evaluation.....	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86

97	98																																																																																																																																													
RATE THE AIRPLANE	WHAT ARE THE THREE MAIN REASONS FOR FLYING WITH THIS AIRLINE?																																																																																																																																													
<div style="text-align: center; margin-bottom: 10px;"> A. Excellent B. Good C. Average D. Fair E. Poor F. Don't Know </div> <table style="width: 100%; border-collapse: collapse;"> <tr><td>1. Convenient schedule.....</td><td><input type="checkbox"/> 91</td><td><input type="checkbox"/> 92</td><td><input type="checkbox"/> 93</td><td><input type="checkbox"/> 94</td><td><input type="checkbox"/> 95</td><td><input type="checkbox"/> 96</td></tr> <tr><td>2. Ticket price.....</td><td><input type="checkbox"/> 01</td><td><input type="checkbox"/> 02</td><td><input type="checkbox"/> 03</td><td><input type="checkbox"/> 04</td><td><input type="checkbox"/> 05</td><td><input type="checkbox"/> 06</td></tr> <tr><td>3. Reservation service.....</td><td><input type="checkbox"/> 11</td><td><input type="checkbox"/> 12</td><td><input type="checkbox"/> 13</td><td><input type="checkbox"/> 14</td><td><input type="checkbox"/> 15</td><td><input type="checkbox"/> 16</td></tr> <tr><td>4. Check - in waiting time.....</td><td><input type="checkbox"/> 21</td><td><input type="checkbox"/> 22</td><td><input type="checkbox"/> 23</td><td><input type="checkbox"/> 24</td><td><input type="checkbox"/> 25</td><td><input type="checkbox"/> 26</td></tr> <tr><td>5. Check - in personal.....</td><td><input type="checkbox"/> 31</td><td><input type="checkbox"/> 32</td><td><input type="checkbox"/> 33</td><td><input type="checkbox"/> 34</td><td><input type="checkbox"/> 35</td><td><input type="checkbox"/> 36</td></tr> <tr><td>6. Airline club / lounge.....</td><td><input type="checkbox"/> 41</td><td><input type="checkbox"/> 42</td><td><input type="checkbox"/> 43</td><td><input type="checkbox"/> 44</td><td><input type="checkbox"/> 45</td><td><input type="checkbox"/> 46</td></tr> <tr><td>7. On time departure.....</td><td><input type="checkbox"/> 51</td><td><input type="checkbox"/> 52</td><td><input type="checkbox"/> 53</td><td><input type="checkbox"/> 54</td><td><input type="checkbox"/> 55</td><td><input type="checkbox"/> 56</td></tr> <tr><td>8. Food / Beverage quality.....</td><td><input type="checkbox"/> 61</td><td><input type="checkbox"/> 62</td><td><input type="checkbox"/> 63</td><td><input type="checkbox"/> 64</td><td><input type="checkbox"/> 65</td><td><input type="checkbox"/> 66</td></tr> <tr><td>9. Flight attendant service.....</td><td><input type="checkbox"/> 71</td><td><input type="checkbox"/> 72</td><td><input type="checkbox"/> 73</td><td><input type="checkbox"/> 74</td><td><input type="checkbox"/> 75</td><td><input type="checkbox"/> 76</td></tr> <tr><td>10. Audio/Video.....</td><td><input type="checkbox"/> 81</td><td><input type="checkbox"/> 82</td><td><input type="checkbox"/> 83</td><td><input type="checkbox"/> 84</td><td><input type="checkbox"/> 85</td><td><input type="checkbox"/> 86</td></tr> <tr><td>11. Cabin cleanliness.....</td><td><input type="checkbox"/> 91</td><td><input type="checkbox"/> 92</td><td><input type="checkbox"/> 93</td><td><input type="checkbox"/> 94</td><td><input type="checkbox"/> 95</td><td><input type="checkbox"/> 96</td></tr> <tr><td>12. Cabin noise level.....</td><td><input type="checkbox"/> 01</td><td><input type="checkbox"/> 02</td><td><input type="checkbox"/> 03</td><td><input type="checkbox"/> 04</td><td><input type="checkbox"/> 05</td><td><input type="checkbox"/> 06</td></tr> <tr><td>13. Seat comfort.....</td><td><input type="checkbox"/> 11</td><td><input type="checkbox"/> 12</td><td><input type="checkbox"/> 13</td><td><input type="checkbox"/> 14</td><td><input type="checkbox"/> 15</td><td><input type="checkbox"/> 16</td></tr> <tr><td>14. Cabin layout.....</td><td><input type="checkbox"/> 21</td><td><input type="checkbox"/> 22</td><td><input type="checkbox"/> 23</td><td><input type="checkbox"/> 24</td><td><input type="checkbox"/> 25</td><td><input type="checkbox"/> 26</td></tr> <tr><td>15. Carry - on storage space.....</td><td><input type="checkbox"/> 31</td><td><input type="checkbox"/> 32</td><td><input type="checkbox"/> 33</td><td><input type="checkbox"/> 34</td><td><input type="checkbox"/> 35</td><td><input type="checkbox"/> 36</td></tr> <tr><td>16. Overall evaluation of the aircraft.....</td><td><input type="checkbox"/> 41</td><td><input type="checkbox"/> 42</td><td><input type="checkbox"/> 43</td><td><input type="checkbox"/> 44</td><td><input type="checkbox"/> 45</td><td><input type="checkbox"/> 46</td></tr> <tr><td>17. Overall evaluation of flight.....</td><td><input type="checkbox"/> 51</td><td><input type="checkbox"/> 52</td><td><input type="checkbox"/> 53</td><td><input type="checkbox"/> 54</td><td><input type="checkbox"/> 55</td><td><input type="checkbox"/> 56</td></tr> </table>	1. Convenient schedule.....	<input type="checkbox"/> 91	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	2. Ticket price.....	<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06	3. Reservation service.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16	4. Check - in waiting time.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26	5. Check - in personal.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36	6. Airline club / lounge.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46	7. On time departure.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56	8. Food / Beverage quality.....	<input type="checkbox"/> 61	<input type="checkbox"/> 62	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66	9. Flight attendant service.....	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74	<input type="checkbox"/> 75	<input type="checkbox"/> 76	10. Audio/Video.....	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86	11. Cabin cleanliness.....	<input type="checkbox"/> 91	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96	12. Cabin noise level.....	<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06	13. Seat comfort.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16	14. Cabin layout.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26	15. Carry - on storage space.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36	16. Overall evaluation of the aircraft.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46	17. Overall evaluation of flight.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56	<table style="width: 100%; border-collapse: collapse;"> <tr><td>A. Airfare.....</td><td><input type="checkbox"/> 61</td></tr> <tr><td>B. Convenient schedule.....</td><td><input type="checkbox"/> 62</td></tr> <tr><td>C. Non stop flights.....</td><td><input type="checkbox"/> 63</td></tr> <tr><td>D. Employer policy.....</td><td><input type="checkbox"/> 64</td></tr> <tr><td>E. Safety reputation.....</td><td><input type="checkbox"/> 65</td></tr> <tr><td>F. Loyalty to carrier.....</td><td><input type="checkbox"/> 66</td></tr> <tr><td>G. On time reputation.....</td><td><input type="checkbox"/> 67</td></tr> <tr><td>H. Previous food experience.....</td><td><input type="checkbox"/> 68</td></tr> <tr><td>I. Mileage Bonus.....</td><td><input type="checkbox"/> 69</td></tr> <tr><td>J. In flight service reputation.....</td><td><input type="checkbox"/> 70</td></tr> <tr><td>K. Other.....</td><td><input type="checkbox"/> 71</td></tr> </table> <div style="border: 1px solid black; height: 100px; margin-top: 10px; position: relative;"> <div style="position: absolute; top: 5px; right: 5px; text-align: center;">Specify</div> </div>	A. Airfare.....	<input type="checkbox"/> 61	B. Convenient schedule.....	<input type="checkbox"/> 62	C. Non stop flights.....	<input type="checkbox"/> 63	D. Employer policy.....	<input type="checkbox"/> 64	E. Safety reputation.....	<input type="checkbox"/> 65	F. Loyalty to carrier.....	<input type="checkbox"/> 66	G. On time reputation.....	<input type="checkbox"/> 67	H. Previous food experience.....	<input type="checkbox"/> 68	I. Mileage Bonus.....	<input type="checkbox"/> 69	J. In flight service reputation.....	<input type="checkbox"/> 70	K. Other.....	<input type="checkbox"/> 71
1. Convenient schedule.....	<input type="checkbox"/> 91	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96																																																																																																																																								
2. Ticket price.....	<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06																																																																																																																																								
3. Reservation service.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16																																																																																																																																								
4. Check - in waiting time.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26																																																																																																																																								
5. Check - in personal.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36																																																																																																																																								
6. Airline club / lounge.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46																																																																																																																																								
7. On time departure.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56																																																																																																																																								
8. Food / Beverage quality.....	<input type="checkbox"/> 61	<input type="checkbox"/> 62	<input type="checkbox"/> 63	<input type="checkbox"/> 64	<input type="checkbox"/> 65	<input type="checkbox"/> 66																																																																																																																																								
9. Flight attendant service.....	<input type="checkbox"/> 71	<input type="checkbox"/> 72	<input type="checkbox"/> 73	<input type="checkbox"/> 74	<input type="checkbox"/> 75	<input type="checkbox"/> 76																																																																																																																																								
10. Audio/Video.....	<input type="checkbox"/> 81	<input type="checkbox"/> 82	<input type="checkbox"/> 83	<input type="checkbox"/> 84	<input type="checkbox"/> 85	<input type="checkbox"/> 86																																																																																																																																								
11. Cabin cleanliness.....	<input type="checkbox"/> 91	<input type="checkbox"/> 92	<input type="checkbox"/> 93	<input type="checkbox"/> 94	<input type="checkbox"/> 95	<input type="checkbox"/> 96																																																																																																																																								
12. Cabin noise level.....	<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06																																																																																																																																								
13. Seat comfort.....	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16																																																																																																																																								
14. Cabin layout.....	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26																																																																																																																																								
15. Carry - on storage space.....	<input type="checkbox"/> 31	<input type="checkbox"/> 32	<input type="checkbox"/> 33	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 36																																																																																																																																								
16. Overall evaluation of the aircraft.....	<input type="checkbox"/> 41	<input type="checkbox"/> 42	<input type="checkbox"/> 43	<input type="checkbox"/> 44	<input type="checkbox"/> 45	<input type="checkbox"/> 46																																																																																																																																								
17. Overall evaluation of flight.....	<input type="checkbox"/> 51	<input type="checkbox"/> 52	<input type="checkbox"/> 53	<input type="checkbox"/> 54	<input type="checkbox"/> 55	<input type="checkbox"/> 56																																																																																																																																								
A. Airfare.....	<input type="checkbox"/> 61																																																																																																																																													
B. Convenient schedule.....	<input type="checkbox"/> 62																																																																																																																																													
C. Non stop flights.....	<input type="checkbox"/> 63																																																																																																																																													
D. Employer policy.....	<input type="checkbox"/> 64																																																																																																																																													
E. Safety reputation.....	<input type="checkbox"/> 65																																																																																																																																													
F. Loyalty to carrier.....	<input type="checkbox"/> 66																																																																																																																																													
G. On time reputation.....	<input type="checkbox"/> 67																																																																																																																																													
H. Previous food experience.....	<input type="checkbox"/> 68																																																																																																																																													
I. Mileage Bonus.....	<input type="checkbox"/> 69																																																																																																																																													
J. In flight service reputation.....	<input type="checkbox"/> 70																																																																																																																																													
K. Other.....	<input type="checkbox"/> 71																																																																																																																																													

G. OPINION

101	102	103	104	105
DO YOU INTEND TO COME BACK TO OUR COUNTRY?	DO YOU INTEND TO GO BACK TO THE SAME REGIONS?	DO YOU INTEND TO GO TO ONE OR MORE OTHER REGIONS?	DO YOU CONSIDER RECOMMENDING THIS DESTINATION TO OTHERS?	IF YOU HAD NOT COME HERE, WHAT OTHER DESTINATION WOULD YOU HAVE TRAVELLED TO?
A. No..... <input type="checkbox"/> 6 — 104 B. Yes..... <input type="checkbox"/> 1 — 102	A. No..... <input type="checkbox"/> 7 B. Yes..... <input type="checkbox"/> 2	A. No..... <input type="checkbox"/> 8 B. Yes..... <input type="checkbox"/> 3	A. No..... <input type="checkbox"/> 9 B. Yes..... <input type="checkbox"/> 4	A. None..... <input type="checkbox"/> 01 B. Another destination in our country..... <input type="checkbox"/> 02 C. Another destination outside our country..... <input type="checkbox"/> 03 D. Don't know..... <input type="checkbox"/> 04

H. FINAL QUESTIONS

111	112
DO YOU HAVE ACCESS TO E-MAIL?	DO YOU HAVE ACCESS TO THE INTERNET?
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>1.</p> <p>A. No.... <input type="checkbox"/> 6</p> <p>B. Yes.... <input type="checkbox"/> 1</p> </div> <div style="width: 45%;"> <p>2.</p> <p>A. At home..... <input type="checkbox"/> 01</p> <p>B. At work..... <input type="checkbox"/> 02</p> <p>C. At your place of study..... <input type="checkbox"/> 03</p> <p>D. Elsewhere..... <input type="checkbox"/> 04</p> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>1.</p> <p>A. No.... <input type="checkbox"/> 6</p> <p>B. Yes.... <input type="checkbox"/> 1</p> </div> <div style="width: 45%;"> <p>2.</p> <p>A. At home..... <input type="checkbox"/> 01</p> <p>B. At work..... <input type="checkbox"/> 02</p> <p>C. At your place of study..... <input type="checkbox"/> 03</p> <p>D. Elsewhere..... <input type="checkbox"/> 04</p> </div> </div>

113	114	115
WHAT IS YOUR HIGHEST LEVEL OF EDUCATION	OCCUPATION	WOULD YOU SAY YOUR INCOME IS...
<p>A. Minium compulsory schooling..... <input type="checkbox"/> 01</p> <p>B. Upper secondary senior high schooling..... <input type="checkbox"/> 02</p> <p>C. College University or equivalent..... <input type="checkbox"/> 03</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>A. Employee..... <input type="checkbox"/> 11</p> <p>B. Self - employed..... <input type="checkbox"/> 12</p> <p>C. Student..... <input type="checkbox"/> 13</p> <p>D. Housewife..... <input type="checkbox"/> 14</p> </div> <div style="width: 45%;"> <p>E. Retired..... <input type="checkbox"/> 15</p> <p>F. Pensioner..... <input type="checkbox"/> 16</p> <p>G. Unemployed..... <input type="checkbox"/> 17</p> <p>H. Other..... <input type="checkbox"/> 18</p> </div> </div> <hr style="border-top: 1px dashed black;"/> <p style="text-align: center;">Specify other occupation</p>	<p>A. Low..... <input type="checkbox"/> 21</p> <p>B. Average..... <input type="checkbox"/> 22</p> <p>C. High..... <input type="checkbox"/> 23</p>

In the next few months "XXXX" may contact you by phone to make a check on my interviewing activity. So could we please have your name and phone number? The information you have given to me will be handled anonymously, in compliance with law "YYYY" on privacy. Should you want to know about the possible existence at "XXXX" of files containing personal data about you, or to be told the objectives of the research these data are used for, you can contact Mr "ZZZZ", who is in charge of data handling procedures.

116	117	118
RESPONDENT NAME AND SURNAME	TELEPHONE NUMBER	COUNTRY - CITY AND POSTAL CODE OF RESIDENCE
<div style="border-bottom: 1px dotted black; height: 20px; margin-bottom: 10px;"></div> <p style="text-align: center;">1. Name</p> <div style="border-bottom: 1px dotted black; height: 20px; margin-bottom: 10px;"></div> <p style="text-align: center;">2. Surname</p>	<p>1. International code... </p> <p>2. City code..... </p> <p style="text-align: center;">3. Telephone number</p>	<div style="border-bottom: 1px dotted black; height: 20px; margin-bottom: 10px;"></div> <p style="text-align: center;">1. Name</p> <div style="border-bottom: 1px dotted black; height: 20px; margin-bottom: 10px;"></div> <p style="text-align: center;">2. Surname</p>

119
COMMENTS
<div style="border-bottom: 1px dotted black; height: 20px; margin-bottom: 10px;"></div> <div style="border-bottom: 1px dotted black; height: 20px; margin-bottom: 10px;"></div>

I. SPACE RESERVED FOR NOTES

J. ANNEX

EXPENDITURE IN A CONCRETE DAY FOR SURVEYS IN ACCOMMODATION PLACES, RESTAURANTS, ETC...

121	122	123																																																		
THE INFORMATION CONCERNING EXPENDITURE WILL REFER TO...	DID YOU SPEND MONEY YESTERDAY?	MONEY SPENT YESTERDAY																																																		
1. A. You alone..... <input type="checkbox"/> 6 B. The group you are travelling with..... <input type="checkbox"/> 1 2. Group size 	A. No..... <input type="checkbox"/> 7 — (END) B. Yes..... <input type="checkbox"/> 2 — (123)	<table border="1"> <thead> <tr> <th>1.</th> <th>A. No</th> <th>B. Yes</th> <th>2. Amount</th> <th>3. Currency</th> </tr> </thead> <tbody> <tr> <td>1. Restaurants, cafés, pubs.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>2. Entertainment / nightlife.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>3. Fees / tickets / activities.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>4. Shopping & souvenirs.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>5. Taxis and local transport.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>6. Petrol (gasoline).....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>7. Food & everyday necessities.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>8. On other things.....</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6 →</td> <td> </td> <td> </td> </tr> <tr> <td>9. Total amount spent</td> <td></td> <td></td> <td> </td> <td> </td> </tr> </tbody> </table>	1.	A. No	B. Yes	2. Amount	3. Currency	1. Restaurants, cafés, pubs.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			2. Entertainment / nightlife.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			3. Fees / tickets / activities.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			4. Shopping & souvenirs.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			5. Taxis and local transport.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			6. Petrol (gasoline).....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			7. Food & everyday necessities.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			8. On other things.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →			9. Total amount spent				
1.	A. No	B. Yes	2. Amount	3. Currency																																																
1. Restaurants, cafés, pubs.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
2. Entertainment / nightlife.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
3. Fees / tickets / activities.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
4. Shopping & souvenirs.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
5. Taxis and local transport.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
6. Petrol (gasoline).....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
7. Food & everyday necessities.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
8. On other things.....	<input type="checkbox"/> 6	<input type="checkbox"/> 6 →																																																		
9. Total amount spent																																																				

Annex 9

Recalling previous trips and the expenditures associated with them

Recall Bias

“Memory effects” and “recall bias” are terms applied to the phenomenon of household survey respondents under-reporting long-distance travel activities when asked one month to one year after the event. Moreover, this under-reporting tends to vary directly with the elapsed time between the trip and the survey. Such bias has been documented in surveys of tourism spending (Mak, Moncur and Yonamine 1977; Bureau of the Census 1979, pp. 54, 59; Chau 1988, p. 3; Stynes and Mahoney 1989; Burd 1991, p. 13; Rylander, Probst and McMurtry 1995, p. 44; Lian and Denstadli 2003, p. 118), and led to the development in the U.S. of a “Cost Factor Model” to combine information that travelers could readily recall with costs per unit of travel activity derived from industry sources (Frechtling 1994, p. 374; Travel Industry Association of America 2002, pp. 113-115). First applied to 1972, the model is still employed today (as the Travel Economic Impact Model) to estimate domestic travel spending at the state level in the U.S. (Travel Industry Association of America 2004, p. 88).

The time elapsed between travel activity and its reporting in a household survey also affects recall of trips. A number of researchers have found the number of eligible trips reported declines with the length of the recall period (Meyberg and Brog 1981, p. 48; Rogers 1991, pp. 7-8; Statistics Canada 1992; Madre and Maffre 2001, p. 350; Lian and Denstadli 2003, p. 118). The American Travel Survey conducted the U.S. Government in 1995 asked respondents to recall trips taken in each of the three months prior to the interview. Analysis of the results indicated there were consistently more trips reported for a given month when the recall period was one month than when it was two or three months (Bureau of Transportation Statistics 1997, p. C-9). Armoogum and Madre (2003, p. 165) found in an investigation of the French National Personal Transportation Survey, “People appear to forget their business trips more often than their short private trips and the latter more than their long private trips.”

One means of reducing recall bias is to shorten the recall period as much as possible. Research on survey methods of measuring long-distance travel for the European Union (“Methods for European Surveys of Travel Behaviour, or “MEST”) found that recall periods “of up to eight weeks seem quality neutral but problems of memory recall can be observed for the earlier weeks of longer reporting periods.” (Axhausen et al. 2003, p. 302). However, Armoogum and Madre’s research on long-distance trip recall convince them to conclude, “most people remember . . . their long-distance trips for about one month” (2003, p. 154).

Of course, recall bias formally applies only to cases where the respondent had knowledge of an activity but memory lapse prevents him from accurately reporting it. But this particular cause of non-response is not always the problem. Youssefzadeh (2003, p. 40) points out, “Although it would be interesting to know the allocation of costs between the employer and the traveler for business travel, experience with tourism surveys has shown that often respondents simply do

not know the answer as the costs of their travel are not always transparent to them.” Other techniques, such as the Cost Factor Model, may fill in such gaps in tourism expenditure data collection.

The Diary Approach

Some survey managers have employed the “diary approach” to enhance trip recall accuracy. Respondents are contacted in advance of or during their trip and asked to record their travel activities (e.g., places visited, accommodations used, length of stay, expenditures) as they take place. Then the respondents either mail their diaries back to the manager or use the results as “memory joggers” to report activities in later interviews. Unfortunately, response rates in the 15-25 percent range raise serious concerns about respondent bias with this tool. (Woodside 1981, Hunt and Cadez 1981, Burke and Gitelson 1990). The MEST study found that virtually no household long-distance travel survey respondents used the travel diary provided them as a “memory jogger” (Axhausen, K.W., and Youssefzadeh, M. 2003, p. 103). The 1995 American Travel Survey employed diaries in pretesting their survey design in 1994. Survey managers found that only 41 percent of the respondents referred to their diaries to report trip activities in the subsequent interviews. (Bureau of Transportation Statistics 1997, p. D-4)

Armoogum and Madre suggest non-response be addressed by weighting procedures or imputation procedures (2003, p. 154). Weighting procedures attempt to correct for non-responses by increasing the weight given to respondent records. Weighting was used in the 1995 American Travel Survey to adjust for both household and trip non-response (Bureau of Transportation Statistics 1997, pp. C-4 – C- 6). Imputation procedures replace a unit or item non-response with the response given by respondents with similar characteristics. Several researchers have detailed how these might be carried out for long-distance travel and tourism surveys (Herry 2003, pp 77-79; Armoogum and Madre 2003, pp. 156-167; Han and Polak 2003, pp. 172-186; Midenet and Fessant 2003, pp. 188-204; Lothaire and Toint 2003, pp. 244-253)

References

- Armoogum, J., and J.-L. Madre (2003), “Weighting and correcting long-distance travel surveys”, in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 151-169.
- Axhausen, K. W., J.-L. Madre, J. W. Polak and Ph. L. Toint (2003), “Recommendations for a European survey of long-distance travel and associated research”, in *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 298-317.
- Burd, Martha (1991), "The Economic Impact of Tourism Industries in B.C., draft," unpublished manuscript, British Columbia Ministry of Development, Trade and Tourism, Canada, September 27, 56 pp.

- Bureau of the Census, U.S. (1979), *1977 Census of Transportation, National Travel Survey, Travel During 1977*, Washington, D.C.: U.S. Government Printing Office, 406 pp.
- Bureau of Transportation Statistics (1997), *1995 American Travel Survey Technical Documentation*, Washington, DC: U.S. Department of Transportation.
- Chau, Peter (1988), "The Canadian Tourism Economic Impact System," paper prepared for Tourism Canada, Ottawa, Canada, August 1, 1988, 12 pp.
- Frechtling, Douglas C. (1994), "Assessing the Impacts of Travel and Tourism—Measuring Economic Benefits", in *Travel, Tourism, and Hospitality Management: A Handbook for Managers and Researchers*, 2nd edition, J. R. Brent Ritchie and Charles R. Goeldner, eds., New York: John Wiley & Sons, pp. 367-391.
- Han, X. L., and J. W. Polak (2003), "Imputation with non-ignorable missing values: a stochastic approach", in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 172-186.
- Herry, M. (2003). "The 1995 Austrian NTS long-distance survey", in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 72-107.
- Lian, J.-I., and J.-M. Denstadli (2003), "How reliable are household surveys for the description of air travel?", in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 110-119.
- Lothaire, O., and Ph. L. Toint (2003), "A toolbox approach to data correction and imputation", in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 244-253.
- Madre, Jean-Loup, and Joelle Maffre (2001), "Is It Necessary to Collect Data on Daily Mobility and Long-Distance Travel in the Same Survey", *Personal Travel: The Long and the Short of It, Conference Proceedings June 28-July 1, 1999*, Washington, DC: Transportation Research Board, pp. 343-364.
- Mak, James, James Moncur and David Yonamine (1977), "How or How Not to Measure Visitor Expenditure", *Journal of Travel Research*, XVI (Summer), pp. 1-4.
- Meyberg, Arnim H. and Werner Brog (1981), "Validity Problems in Empirical Analyses of Non-Home-Activity Patterns", *Transportation Research Record 807: Travel Demand Forecasting and Data Considerations*, pp. 46-50.

- Midenet, S., and F. Fessant (2003), "New correction methods: Neural nets and self-organising maps", in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 188-204.
- Rogers, Judy (1991), *A Review of Provincial Resident Travel Studies & the CTS: A Discussion Paper*, Toronto, Canada: Ruston/Tomany & Associates, Ltd., August, 69 pp.
- Rylander, Roy G., Dennis B. Propst and Terri R. McMurtry (1995), *Journal of Travel Research*, Vol. XXXIII, No 4 (spring), pp. 39-45.
- Statistics Canada (1992), "Canadian Travel Survey, Changes Between 1992 and 1990," May, 12 pp.
- Stynes, Daniel J., and E. Mahoney (1989), "Measurement and Analysis of Recreational Travel Spending," *Abstracts 1989 Symposium on Leisure Research*, Alexandria, Virginia: National Recreation and Park Association, pp.
- Travel Industry Association of America (2002), *Expenditure Patterns of Travelers in the U.S., 2002 Edition*, Washington, DC, 115 pp.
- Travel Industry Association of America (2004), *Impact of Travel on State Economies, 2004 Edition*, Washington, DC, 101 pp.
- Youssefzadeh, M. (2003), "Long-distance diaries today; Review and critique", in K. W. Axhausen, J.-L. Madre, J. W. Polak and Ph. L. Toint, *Capturing Long-Distance Travel*, Baldock, Great Britain: Research Studies Press Ltd., pp. 28-43.

27 April 2005

Annex 10

The travel group as a new analysis unit

Tourism statistics focus on individuals and all the information collected is referred to individuals.

Nevertheless, individuals do not always travel alone. In many circumstances, they are part of a group, with which they share some or all the trip, and also some or all of the expenditures.

The fact of travelling in group has an impact on per capita expenditure, and this has to be taken into consideration: in most hotels, sharing rooms leads to a smaller per capita price; a group might obtain lower individual per capita prices in transportation, accommodation or other expenditure.

A specific case is that of package tours in which, although the group does not necessarily exist in terms of a social grouping of individuals, those travelling under this procedure benefit from specific price conditions because the service have been purchased in bulk.

Travel group could be defined as the group of individuals that make the same trip. These individuals must have some kind of relationship (personal, professional...) prior to the trip. In some occasions, the travel group may coincide with the members of the same household that make the same trip.

As sample expansion procedures usually are based on the individual as the statistical unit, it is necessary to assign group travel expenditure to individuals. It is possible to adopt a variety of procedures, but the procedures must be consistent. One procedure is to prorate all group expenditure to the adults in the group. (An adult could be defined as a person of more than a certain age.) A related issue is the expenditure of children. In many surveys of travellers, children are not included in the sample. As children (other than students, who have a specific problematic) often travel in groups with adults, their omission should not be a concern.

Annex 11

Dealing with Unknown Reference Populations in Border Surveys on Inbound Tourism ¹

1. Introduction

In parallel with the development of the travel industry, a growing interest in statistical tools for its measurement and characterisation is emerging. Following the approval of an international standard for the Tourism Satellite Account, significant emphasis has been put on the analysis of the economic impact of tourism on national economies. This implies a focus on the collection of information on the consumption of visitors, largely corresponding to their expenditure. Inbound border surveys are frequently used to collect information on the activity of non-resident visitors in the reference country. Since 1996, the Ufficio Italiano dei Cambi (UIC) has been carrying out an extensive inbound-outbound border survey on Italy's international tourism. The survey is run on a continuous basis through a representative sample of around 130,000 face-to-face interviews per year, allowing the observation of several qualitative and quantitative attributes (Ufficio Italiano dei Cambi, 1997). The data from this survey serve both the compilation of the Travel item of the balance of payments and the satisfaction of the information needs of tourism operators and analysts. The paper focuses on the consequences of the lack of knowledge on the reference population, a typical problem in tourism statistics but not yet adequately investigated. The solution adopted by the UIC in order to operationally tackle this issue is illustrated; counting operations are performed ($> 1,000,000$ per year), in order to determine the number and the nationality of cross-border visitors. An approach for the measurement of the additional sampling errors due to the procedure adopted in Italy is described. For the sake of brevity, two simplifications have been adopted. First, only inbound tourism has been considered, since the survey methodology is similar for the outbound side. Second, the survey was considered completely "independent" from external sources, even though, as explained subsequently, the UIC has recently started the collection of data from some administrative sources, in order to mitigate the mentioned effect of the uncertainty about the "true" size of the population.

2. Unknown populations and sampling errors

The reference (or target) population is the group of statistical units representing the real target of the survey. It should be defined univocally as it is closely connected with the main objective of the research. The survey population is defined by the statistician in the sample design. It may involve slight deviations from the reference population, justified by practical reasons, which should not alter significantly the final results. The sampling frame is a physical list in which the statistical units are represented and from which the observed sample is drawn. Any deviation between the frame and the reference population may be source of errors (Groves et al., 2004).

¹ Paper presented to the International Statistical Institute, 55th Session 2005. Sidney, Austria. The views expressed in this paper are those of the authors and do not involve the responsibility of the Ufficio Italiano dei Cambi. Although the authors share the overall responsibility for the paper, the three paragraphs have been written respectively by A. Alivernini, L. Buldorini and G. G. Ortolani., Ufficio Italiano dei Cambi, Italy.

The reference population of the UIC international tourism inbound survey is defined as the population of foreign (non resident) travellers that visited Italy during a certain period of time (month), as defined in the Balance of Payments Manual of the International Monetary Fund. The survey population is defined as the population of foreign travellers that crossed the Italian borders under observation during the reference period. This definition introduces two differences with respect to the reference population. The first stems from the difference between "travellers that visited Italy" and "travellers that crossed the Italian borders", which may cause differences in the time allocation of the expenditure. The second is due to the fact that the observed border points are a subset of the total Italian border points.

One of the most problematic aspects of the Italian inbound tourism survey is the lack of a set of consistent administrative records of inbound tourism flows with adequate coverage, timeliness and detail. Despite some recent progress that will be mentioned subsequently, it can be therefore assumed that a sampling frame is not available. The absence of a frame means that an essential element for the estimate of the total expenditure, the dimension of the total population of foreign travellers, is unknown. In order to estimate it there is the need to carry out counting activities, which represent, as a matter of fact, an additional survey nested in the main survey (the one measuring the expenditure of the travellers).

Counting activities are significantly differentiated in the various types of border considered (road, train, air and sea borders). For this reason it will be assumed that four different populations need to be estimated. It is assumed that the total population is given by

$$(1) \quad N = \sum_{v=1}^4 N_v = \sum_{v=1}^4 \sum_{p=1}^{P_v} N_{vp} ,$$

where p is the single border point and v can assume the values 1, 2, 3 or 4 representing road, train, air and sea borders respectively.

On road borders the counting of travellers is based on the observation of the flow of vehicles crossing the borders. The design of the counting activity (survey) rely on a sampling of the time, where the month is the "population", the time units (i.e. hours) are the sampling units and the number of foreign travellers crossing the border during the time unit is the observed characteristic. The time units should be selected in order to ensure the representativeness for all time periods, within the day and within the week. Once the time units are chosen, an actual observation of the traffic in those periods is carried out. The estimate of the total number of travellers N_{1p} of the road border point p is therefore given by

$$\hat{N}_{1p} = T \frac{\sum_{i=1}^t n_{1pi}}{t} ,$$

where T is the total number of time units in the month (i.e. 30 days or 720 hours), t is the number of actually observed time units and n_{1pi} is the number of passengers observed, during the time unit i , at the border point p , belonging to the type 1 (road).

The estimate of N_{1p} is subject to an error due to sampling variability given by the expression.

$$Var(\hat{N}_{1p}) = T^2 \frac{Var(n_{1pi})}{t}.$$

Therefore, the error depends on the variability of the number of passengers observed in the time unit and on the sample size t .

On rail, air and sea borders, counting activities are helped by information on the time schedule of transport vectors, known in advance. The schedule is a list of trains, flights or ships to or from international destinations that serves as a sampling frame from which a sample is selected. Under the hypothesis that NT is the total number of scheduled transport vectors in the reference month, nt the number of observed transport vectors and n_k the number of travellers on board of transport vector k , the estimate of the total population for the border point p of the border type v is given by

$$\hat{N}_{vp} = NT \frac{\sum_{k=1}^{nt} n_{vpk}}{nt}, \quad v=2,3,4.$$

Also in this case, the estimate of N_{vp} is affected by an error due to sampling variability given by the expression

$$Var(\hat{N}_{vp}) = NT^2 \frac{Var(n_{vpk})}{nt},$$

which depends on the variability of the number of travellers on board and on the sampling size.

It should be noted that, although the formulas presented above refer to simple random sampling design, the actual sampling design applied is often stratified, in order to reduce sampling variability. In the case of time sampling (road borders), useful strata are deemed to be different time periods within the day (i.e. day and night, morning and evening) or within the week (i.e. weekdays and holidays). For other type of borders (train, air or sea) transport means are often grouped in strata of homogeneous destinations.

In expression (1) it has been shown that N is given by the total number of travellers crossing each border point. Under the hypothesis that the sampling variability in each border is independent, the total sampling variability of the total number of travellers N is

$$Var(\hat{N}) = \sum_{v=1}^4 \sum_{p=1}^{P_v} Var(\hat{N}_{vp})$$

The most common error measure in sampling surveys is the sampling error, normally expressed by the mean square error of the estimate. In the case of the estimate of the total of a quantitative character x (that in our case is the individual

expenditure of the foreign traveller), in a population of N elements, using a simple random sample of n elements and the estimator

$$(2) \quad \hat{X} = N \frac{\sum_{i=1}^n x_i}{n} = N \mu_x ,$$

the sampling error is the square root of the estimator variance

$$(3) \quad MSE(\hat{X}) = \sqrt{N^2 \frac{\sigma_x^2}{n}} = N \frac{\sigma_x}{\sqrt{n}} .$$

As it has been shown in the previous paragraphs, in the UIC survey the total number of passengers, N , is estimated through the counting activities. The value of N shown in expression (2) cannot be considered, in our case, a constant but an estimate. This will unavoidably contribute to an increase of the sampling error expressed in (3).

Expression (2) can be re-written as

$$\hat{X} = \hat{N} \frac{\sum_{i=1}^n x_i}{n} = \hat{N} \bullet \bar{x}$$

where the symbol \bar{x} indicates the sample average of individual expenditure and \hat{N} is the estimate of N (no longer a constant). The new formulation highlights that the estimator of the total traveller expenditure, \hat{X} , is a product of two random variables, i.e. the number of travellers, \hat{N} , and the individual average expenditure, \bar{x} . Under the assumption that the two latter variables are independent, the variability of the total expenditure is given by the variance of the product of two independent variables

$$Var(\hat{X}) = \hat{N}^2 \bullet Var(\bar{x}) + \bar{x}^2 \bullet Var(\hat{N}) + Var(\bar{x}) \bullet Var(\hat{N}) .$$

It can be noticed that the square root of the first term of previous expression would be identical to the sampling error shown in expression (3). Consequently, the other two terms indicates the sampling error due to the variability of N , namely the variability due to the absence of a frame.

An additional problem caused by the absence of a frame is the bigger difficulty in controlling the selection of sampling units. The frame plays in fact a crucial role during the selection of the sample, allowing the correct calculation of selection probability for each sampling unit and therefore the definition of a non biased estimator for the target variable. In the UIC survey, the selection of sampling units (travellers) is necessarily made on the field, instructing interviewers to follow standard "approach rules" in order to help a random selection. Although "approach rules" are carefully codified and interviewers are duly instructed, the actual selection process is always partially out of control of the design planner, due to difficult logistic conditions under which the approach is realised. On road borders, for instance, interviewers have to stop the vehicle and submit the questionnaire, literally, "on the road", is easy to imagine how an actual random selection might be basically

impossible. A bias of the sample (auto selection) could be caused, for example, by the practical difficulties to stop heavy commercial vehicles. Drivers of such vehicles could therefore be under represented in the sample and, as their average expenditure is normally lower than tourists, total expenditure might result over estimated. In order to control the bias produced by auto selections of the sample, stratification techniques can be applied even after the selection has been made. In the previous example one might use data derived from counting activities in order to distinguish travellers by type of vehicle. The separate imputation of the average expenditure according to the type of vehicle would mitigate the bias effect on the final results.

3. Operational implications

The discussion above leads to two main operational implications. On the first hand, this work deals with some aspects of the multidimensional concept of data quality. The study stresses the importance of a measurement of sampling errors that takes into account the complexity of the survey design involved by the existence of a survey on physical flows "nested" in the main survey on expenditure. A more precise assessment of the error level involves positive outcomes, such as a more correct feedback to survey managers on the consistency of the survey process and an improved communication to the users of the reliability of the statistics produced.

On the second hand, a "statistical policy" issue emerges. The paper indicates the need to rethink collection strategies on tourism, by assigning a greater role to administrative records on cross-border visitor flows. This paper has shown that the knowledge of the size and basic characteristics of the reference population greatly helps the production of statistical information on inbound expenditure. As illustrated above for the Italian case, the lack of that knowledge implies extra-costs and a certain loss of accuracy of the output (increase of sampling error), because of the need to set up specific additional surveys.

Consequently, administrative records on physical inbound flows (outcome of controls at borders, databases of airport and road authorities, etc.) represent precious sources. Positive results have been recently achieved in the Italian survey, through the use of external administrative sources as a supplement to counting operations for some border points. Although the administrative records may require some adaptation, in order to correctly address the reference population (visitors) and meet the timeliness and detail requirements of tourism statistics, they are usually accurate and relatively inexpensive. The co-operation between statistical agencies and transport authorities should be therefore strengthened, both at the national and international level, with the objective of maximising the usability of the information originated as a by-product of administrative processes.

The World Tourism Organisation (Canadian Tourism Commission et al., 2004) has recently promoted an inventory of the practices of various countries in the collection of data on physical tourism flows at borders. The study shows that many countries, especially outside the European Union, can still rely on administrative records, e.g. in the form of entry / departure cards that visitors are requested to fill in while crossing the borders. The progress of the liberalisation of cross-border movements of persons pushes towards the reduction of such "formalities", which,

nonetheless, as explained in this paper, provide a relevant contribution to tourism statistics. The dismantling of this type of administrative sources should, therefore, be considered on the basis of a comprehensive cost-benefit analysis.

REFERENCES

Canadian Tourism Commission, Instituto de Estudios Turisticos, Swedish Tourist Authority, World Tourism Organization (2004). Comparative Study of International Experiences in the Measurement of Traveller Flows at National Borders, WTO, Madrid.

R. M. Groves, F. J. Fowler, M. P. Couper, J. M. Lepkowski, E. Singer, R. Tourangeau (2004). Survey Methodology, Wiley, Hoboken.

Ufficio Italiano dei Cambi (1997). Methodology for the Elaboration of Statistics on Tourist Movements at Land Borders, UIC, Roma.

Annex 12

Adapting WTO's model border proposal's questionnaire

In fact, tourism is not a uniform phenomenon over the world, but takes different forms between countries, and even between regions and places within a country itself.

Different situations could be identified:

- inbound visitors will enter some countries mostly by road, driving their own car (case of many countries within continental Europe and North America); in others, they will arrive mostly by air and finally, in others, by air and water (case of islands). These differences will have an impact on the way the flows of inbound visitors (and outbound visitors) can be estimated, as stopping visitors on the road, where no border control exists (case of European countries having signed the Schengen treaty) is a very different procedure from that of making surveys at the border control post in an airport, where travellers necessarily stop and are available for surveying purposes or where data can also be collected by the border control authority;
- in some countries, inbound visitors will concentrate in some specific places, while in others, they will be found all over the country, making sampling procedure in the places visited a more difficult process and less reliable to represent the whole flow of visitors;
- inbound visitors may come mostly through package tours, organized from their country of residence; in other cases, they will travel mostly following programs individually built, or even without any specific travel itinerary, leaving circumstances to decide the when and where of their journey;
- in some countries, the high season might be in the summer, while in others, winter might register the peak in arrivals;
- the duration of stay of inbound visitors might be rather long in some countries, while in others, on the contrary, this stay might be short or depend on the country of origin of the visitor. The trip might also eventually be part of a more general tour over different countries of the area;
- domestic tourism might be almost non-existent in some countries, due to the limited size of the country, or of limited displacements associated with a low level of income, while in others, domestic tourism might outnumber inbound tourism, irrespective of the indicator used to measure the phenomenon;
- supply might take very different forms: in some countries (or places), big hotels, affiliated to chains, might provide an important share of collective accommodation; in others, small hotels (family-owned) might be the rule; forms of accommodation might present a great variety of modalities or be

relatively homogeneous; national air carriers might be operating with different levels of intensity over the year, and represent varying shares of the tourism market, etc.

These characteristics obviously have a decisive impact on what is going to be measured, how measurements will have to be made, and the priorities in these measurements. No two countries will present similar characteristics, and measurements will need to adapt to the particular conditions of each country.

Annex 13

Review of core tourism statistics – New Zealand Tourism Research Council ¹

Recommendation 51 of the full report indicates “Investigate whether the methods of expenditure estimation used in the Domestic Travel Survey can be applied to the International Visitor Survey”.

The following paragraphs have been presented as supportive arguments.

“The usual estimator given a complex sample design is the 'rate-up' estimator (also called the Horvitz-Thompson or 'simple expansion' estimator) which takes the sample values and multiplies them by the inverse of the selection probability. Often more accurate estimates can be obtained for the same sample size by using auxiliary information and a (typically regression) model relating the auxiliary information to the variable(s) of interest. Such estimators are commonly called model-assisted estimators. Examples of them include the post-stratification estimator and the ratio estimator. In the former case we assume a 'cells means' regression model, where the dummy variables are defined by the post-stratification cells, that is, regressor X_j for observation i is 1 if observation i is in the post-strata j and zero otherwise. In the latter, we assume a linear regression on the auxiliary variable with no intercept and where the residual error structure is heterogeneous, in particular, the variance of the residuals is proportional to the value of the auxiliary variable.

A key feature of the 'rate-up' estimator is that it is unbiased so that the measure of accuracy is simply its sampling variance. However the 'regression' estimators are biased (typically because they involve ratios of random variables) with the bias usually proportional to the inverse of the sample size; that is, as the sample size increases the bias becomes very small relative to the sampling variance. With these 'regression' estimators the measure of accuracy is the mean square error: sampling variance plus sampling bias squared. Clearly the mean square error of an unbiased estimator is simply its sampling variance.

Hence it can be the case that a 'regression' estimator has much smaller sampling variance than the 'rate-up' estimator but its mean square error is greater than that of the 'rate-up' estimator because the 'regression' estimator has a large bias.

Total expenditure is estimated in the IVS using post-stratification cells defined by a combination of the visitor's country of last permanent residence, and which airport the visitor is leaving from. In the process of producing forecasts of tourism data McDermott-Fairgray suggested that an improved estimator of total expenditure would be obtained by using average length of stay and average daily expenditure; in effect an expenditure per day model”.

Harry Smith (2000) reviewed these and other competing estimators. His conclusion was that, in part, the differences between the current estimate and the expenditure per day method was due to the latter estimator having a larger bias because of very small cell sizes. This work suggests that detailed analysis is needed

¹ This Annex is extracted from “Review of core tourism statistics”, New Zealand Tourism Research Council, December 2002.

before moving from the 'rate-up' estimator or simple post-stratified estimator with large cell sizes to more complicated model assisted estimators. Apparent gains in reduced variance can easily be offset by increases in bias. Moreover, Harry Smith's work considered one year of the IVS. It is likely that more complicated models will show instability across years, for example the models might change from year to year.

The response rate for detailed expenditure is very low in the International Visitor Survey (approximately 20%). Using the limited data available for imputing or calculating mean cost factors may introduce considerable bias. Thus there is a need for obtaining expenditure data from other sources to supplement the data collected.

A methodology similar to that used in the Domestic Travel Survey could be used to estimate transport costs. It may also be possible to estimate expenditure for some categories based on the activities undertaken (by deriving mean cost factors for the main activities). The recall of activities undertaken is generally more reliable than the recall of expenditure, and this methodology may provide more reliable estimates than the current method of applying estimates of average daily spend across diverse destinations.