

UNWTO Statistics Capacity Building Program

WORKSHOP II

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INBOUND TOURISM



Ministry of Tourism
and Environment



MONTENEGRO
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ISSUE

Measurement of inbound visitors

RESPONSE

- Official statistic data are collected in the accommodation (hotels and complementary) include country of citizenship (nationality) for every guest
- This is the most important way of collecting data on inbound tourism and its economic effects
- These data are absolutely in accordance to the Accommodation Guestbook (obligatory, by the Law on Tourism)
- New survey (MoTE & MONSTAT) includes questions on nationality
- After pilot research, survey will be distributed to the sample which includes accommodation, travel agencies / tour operators, places of interest for excursionists (national parks, museums, pilgrimage sites...) and border crossings
- Other surveys have to be prepared for next summer season

ISSUE

Country of Citizenship (Nationality) or Country of Residence

RESPONSE

- Data collected on this matter are defined in accordance to the Accommodation Guestbook
 - Data collected on the border crossings are used by Ministry of Internal Affairs
- Changing Country of Citizenship to Country of Residence implicate:
- Changing of law regulation on obligatory data in Accommodation Guestbook
 - Changing of methodology used by MONSTAT
 - Especially:
 - Changing of main regulations on noting foreigners in Montenegro, settled by Ministry of Internal Affairs

ISSUE

Excluding "Border, seasonal and other short-term workers" from Inbound Visitor statistics

RESPONSE

Administrative procedures

- Changing of main regulations set by Ministry of Internal Affairs, including whole procedure of noting and checking on border crossings

Responsibility for collecting the data

- - Main responsibility for collecting these data has Ministry of internal affairs and at the moment it is the only institution which could deal with this kind of data

Survey Methodology, Questionnaire design

- Already started with new surveys / questionnaires
- 1. MoTE & MONSTAT: Trip, expenditure and satisfaction
- 2. NTO: Guest Survey – satisfaction
- More surveys will be prepared for next summer season