

**Statistical product – Tourism statistics/** International and domestic tourism, Travel agencies, Tourists registered in hotels and hotel facilities, Recreational, entertainment and business tourism (quarterly)

Processess	Sub-processes	Sub-process description
<i>Specify needs</i>		
	<b>1.1 Specify needs</b>	<p>The information is required to obtain summary information on international (inbound and outbound tourism) and domestic turism and use it in compiling the balance of payments of the RA.</p> <p>The indicators on tourism, in case of need, are provided to statistical information users: the state and local government bodies of RA, scientific and academic institutions, international organizations and other interested institutions, following the legislative requirements on their confidentiality. The data on tourism are used in the field of economy in order to develop strategies, solve the strategic tasks, for analysis of tourism in the sectors of economy, business environment, and to reveal the development trends and other purposes.</p>
	<b>1.2 Consult and confirm needs</b>	<p>The Draft Annual Statisitcal Program is submitted to 147 main statistical information users (government agencies, educational institutions, judicial bodies, banking system, business sphere, NGOs, international organizations and mass media) selected by the sampling method in order to study their opinions.</p> <p>The users' opinions about statistical information are studied by business discussions as well as through the "User satisfaction survey questionnaire" which is available on Armstat website (see: <a href="https://www.armstat.am/en/?nid=131">https://www.armstat.am/en/?nid=131</a>).</p>

<p><b>1.3 Establish output objectives</b></p>	<p>The statistical work programs are the basis for the implementation of official statistics in the territory of RA. The five year program is developed for the determination of the directions of the statistical activity and the annual program is developed to determine the measures to ensure the realization of these directions.</p> <p>The program sets the list of indicators included in statistical observations implemented by the Statistical Committee of RA and by other state institutions, Armstat overall coordinates the list (and their collection, processing, summarizing, publishing activities), as well as the calculation works.</p> <p>The directions of activities and actions envisaged by the Annual and Five-Year Statistical Programs should take into account the comparability of country indicators with the international statistical standards, provide with possible stable periodicity of trends from the viewpoint of their revealing during the long term and provide with the proportion of resources foreseen for official statistics on annual basis. The program is developed based on the study of the demand of statistical information users, as a result, the suggestions and comments are summarized. Armstat regularly defines its objectives to develop the statistical database of the tourism indicators, aimed at harmonization with international standards.</p>
<p><b>1.4 Identify concepts</b></p>	<p>Tourism is classified into 3 groups for any country:</p> <p><i><u>Inbound tourism</u></i>: includes those tourists who arrive from another country.</p> <p><i><u>Outbound tourism</u></i>: includes those tourists who leave their country (from the main country of residence) to another country.</p> <p><i><u>Domestic tourism</u></i>: includes those tourists, who are travelling within the territory of their own country (the main place of residence).</p>

Tourist – According to the methodology of UN World Tourism Organization (UNWTO) is considered any person, who travels from his main residence country to another place for having a rest, recovering, visiting relatives, business and religious purposes not less than 24 hours and not more than 1 year in a row. That is, the main purpose is to travel, not to engaging in work activities, in which case the payments for the trip would be made at the expense of funds received from work activities at the place of arrival.

Permanent residence is the geographical area where a person permanently lives.

RA resident: According to the IMF balance sheet methodology, the RA resident is a physical person, household, any legal entity (enterprise) or any economic entity functioning in the territory of RA that permanently resides (for physical persons the place of residence) and whose center of economic interests (for individuals the center of vital interests) is the Republic of Armenia. According to the inbound and outbound tourism statistics, if a person has lived and worked in another country for more than 1 year, that is not the country of his/her former permanent residence, then he/she becomes a resident of the given country and his/her further visit to the country of permanent residence is related to the international tourism.

A visitor is an individual person, who travels from his / her place of permanent residence (country) to another place (country) for up to one year, for any purpose (cognitive, recreational, business, entertainment, visiting relatives, religious, to receive medical care and services or for other personal purposes), except for paid activities at the place of arrival and remuneration from organizations at the place of arrival or by an individual resident at the place of arrival.

Visitors are classified as follows:

1. Tourists (overnight visitors). Visitors, who spend at least one night in the arrival country.
2. One-day visitors. Visitors who do not spend night in the arrival country.

The key crucial criteria for the definition of the concept of inbound and outbound tourism statistics are considered the concept of the country of main residence. For this reason, for

the implementation of classification of inbound tourism by countries, the place of residence is used as the main criteria for visitor's country of origin and not the citizenship.

According to the methodology of tourism statistics, the following visitors are not subject to inbound tourism.

1. migrants travelling or arriving any country, including those under their custody,
2. persons, who are known as marginal workers (living in a state border, and working in other border countries)
3. workers of embassies and consulates, soldiers moving from their country to another or vice versa during their service obligations,
4. persons who travel (move) as a refugee,
5. transit passengers, who don't arrive in that country through formally passport control points,
6. students whose period of study is more than one year.

The following group of visitors will not be included in the domestic tourism groups.

1. Inhabitants who travel to other area of RA to establish residence there,
2. persons who have went to another area to conduct working activity and the expenses are paid from that received remuneration for the work,
3. persons who regularly or frequently travel to other places in order to work or study,
4. persons who have no permanent place of residence, military officers during training exercises.

Hotel facilities are classified according to the following types:

1. **Hotels** are the objects of the hotel facilities, where hotel services are provided in one or several buildings, which have at least 10 rooms, at least 5 of which with single or double rooms.
2. **Motels** are the object of the hotel facilities, which is located next to the roads, consists of one or several

buildings or is a part of a building, which has at least 10 hotel rooms, at least 5 of which have single or double rooms. The motel also provides parking and maintenance services.

3. **Hotel-type resorts** are the objects of the hotel facilities, where hotel services are provided in one or several buildings and have at least 5 rooms.
4. **Resorts** are the objects of the hotel facilities, where in addition to hotel services, special services are also provided, including resort, treatment and rehabilitation.
5. **Recreational and specialized camps or houses** are the objects of the hotel facilities, where hotel services are provided in the building or adjacent areas to the persons conducting certain professional activities (archeological, agricultural, ecological, scout, sports, hunting, fishing, climbing, mountaineering, etc.).
6. **Boarding houses** are the objects of the hotel facilities, where, in addition to the minimum hotel services, food services are organized and provided at least 3 times a day.
7. **Tourist accommodation (complexes - hostels)** are the objects of the hotel facilities, where services related to accommodation of tourists are provided, self-service opportunities are provided, and which have at least 20 bedrooms per night.
8. **Children's accommodations (complexes)** are the tourist accommodation, which are intended for school - age tourists.
9. **Camp accommodations (complexes)** are the objects of the hotel facilities, where overnight accommodation with tents, food preparation and transport parking are provided.

**Tourist houses** are the objects of the hotel economy, where overnight service is provided in the area of one building or apartment, as well as food services are organized and provided.

Tour operator is a legal or individual person, which carries out the development, promotion and sale of a travel (tour) or tour package, ensures the provision of services included in the package or tour.

Travel agent is a legal or individual person who, as an agent, provides the following services without planning a tour package or travel (tour):

1. promotion and sale of tour packages
2. preparation of travel documents
3. rendering of transport services
4. rendering of hotel services
5. provision of travel insurance
6. rendering of other tour services

**The types of tourism are classified according to the main purpose of the visit as follows:**

- 1) **Business tourism.** The main purpose of the visit is related to service / work activities.
- 2) **Recreation / entertainment / holidays.** The main purpose of the visit is to organize recreation, which can be carried out in the following subtypes:
  - a) **Historical and cultural tourism.** The main purpose of the visit is to get acquainted with the historical / cultural heritage of the country / place /.
  - b) **Sports / adventure tourism.** The main purpose of sports tourism is to participate in sports events, and adventure tourism involves physical activity during recreation - activities that involve certain risks (hiking, rafting, rock climbing, cycling, skiing and other activities).
  - c) **Rural tourism / agro-tourism.** The main purpose of the visit is to organize recreation in the rural environment, as well as to participate in agricultural activities.
  - d) **Ecological tourism.** The main purpose of the visit is

		<p>to get to know and preserve the biodiversity of specially protected areas (national parks, reserves, sanctuaries, biosphere reserves, natural monuments, etc.).</p> <ol style="list-style-type: none"> <li>3. Visiting relatives and friends. The main purpose of the visit is to visit relatives and friends.</li> <li>4. <b>Resort and medical tourism.</b> The main purpose of the visit is to improve the health condition, treatment and is carried out in order to use medical services.</li> <li>5. <b>Religious tourism.</b> The main purpose of the visit is to participate in religious events and pilgrimages, as well as to visit sanctuaries.</li> <li>6. <b>Educational tourism</b> is carried out to receive educational services.</li> </ol> <p><b>Guide</b> is an individual person who provides organizational services to tourists, provides professional assistance, and ensures the safety of tourists within the framework of a tour (travel) or package for a fee.</p> <p><b>A tour guide</b> is an individual who provides tourists with information on archeology, history, nature, geography, state system, tourism output, identity, history, culture, achievements of the Armenian people, and provides organizational services as part of a tour or package.</p>
	<p><b>1.5 Check data availability</b></p>	<p>The main sources of data collection are the hotel facilities and travel agencies.</p> <p>The data collection is implemented by the statistical reporting forms in accordance with the Annual and Five-Year Statistical Programs.</p>
	<p><b>1.6 Prepare business case</b></p>	<p>Before the adoption of the statistical reporting forms by the RA State Council on Statistics and state registration by the RA Ministry of Justice, as a legal act, the discussions on indicators included in them and the instructions for their completion are carried out with different interested institutions and users, as well as the opinion of international experts is taken into</p>

		where possible.
<i>Design</i>		
	<b>2.1 Design output</b>	<p>The data are collected based on the Law on "Official Statistics" and "Five Year Statistical Program", as well as the Resolution No. 05-N of RA State Council on Statistics "On Approval of the Procedure for the collection of statistical data" dated 20 June 2016 and Resolution "On Approval of Annual Statistical Program", as well as the Resolution of RA State Council on Statistics No. 78-N, dated 30 November 2018, on approval of RA statistical reporting forms on "Inbound and Domestic Tourism" and "Inbound, Domestic and Outbound" and instructions for filling them in".</p> <p>The dissemination of information (informational bulletins) is carried out in paper and electronic formats.</p>
	<b>2.2 Design variable description</b>	The RA law "On tourism and tourism activities" is used for the collection of indicators.
	<b>2.3 Design data collection</b>	<p>The main form of the collection of statistical information is paper form through the statistical reporting forms approved by the RA State Council on Statistics, according to the Annual Statistical Program. The electronic method of the collection of information is also applied.</p> <p>The collection of information is implemented by widespread observation method.</p>
	<b>2.4 Design frame and sample</b>	The design of the general population is implemented to provide complete information regarding the sphere. For this purpose, the receiving of information from all possible sources on hotel facilities previously known is implemented and immediately, the organizations are notified about being involved in the statistical observation field and then the relevant statistical information is collected.
	<b>2.5 Design processing</b>	After the collection of information the statistical indicators are

	<b>and analysis</b>	subject to arithmetic and logical checks, and in case of necessity the appropriate adjustments are carried out also by contacting the relevant organizations that provide the information. In case of submission of not reliable, incomplete or corrupted information on indicators, in case of need the process of verification is also implemented according to the requirements of the Article 169.2 of RA Code on “Administrative Offences”, as a result the prior period data are subject to be adjusted.
	<b>2.6 Design production systems and workflow</b>	The preparatory work is carried out for all processes from the collection of information and until its publication, particularly, related to the appropriate notification of respondents, the training of the staff through professional courses and etc.
<i>3 Build</i>		
	<b>3.1 Build collection instrument</b>	The statistical reporting forms needed for the collection of information and the instruction for filling in them are available in paper and electronic forms.
	<b>3.2 Build or enhance process components</b>	The guidelines and instructions necessary for information verification are available. Input software (Microsoft Office Access) has necessary tools for arithmetic and logical checks of input data, systems for checking the sum total, logical chains, organizations’ registration, identification, state register compliance and other automated checks ‘systems.
	<b>3.3 Build and enhance dissemination components</b>	The dissemination of information is possible in paper, as well as in electronic form of publication of information on quarterly and annual basis in accordance with the Annual Statistical Program.
	<b>3.4 Configure workflows</b>	The derivation of statistical product is carried out by the following successive stages:

		<ol style="list-style-type: none"> <li>1. collection of information,</li> <li>2. arithmetic and logical checks and adjustments,</li> <li>3. information input through the pre designed input software (Microsoft Office Access software),</li> <li>4. comparison of obtained summary information with the corresponding time series,</li> <li>5. application of information for internal purposes</li> <li>6. preparation of publications</li> <li>7. provision of summary statistical information to users</li> </ol>
	<b>3.5 Test statistical system</b>	Due to indicators changes in the statistical reporting forms the input software is regularly undergoing to relevant changes. The testing of software is also carried out in case of need.
	<b>3.6 Test statistical business process</b>	In parallel with the inclusion of the indicators in the statistical reporting form, the field examination of the latter is implemented to reveal the opportunities of the respondents to provide with the indicators, as well as to test their understanding of it.
	<b>3.7 Finalize production system</b>	The composition of methodological clarifications on the completion of indicators available in statistical reporting form and provision to the statistical information providers (respondents) is carried out. The consents of information providers on indicators got during the workshops are summarized.
<b><i>4.Collection</i></b>		
	<b>4.1 Create frame and select sample</b>	The information is collected from the organizations by widespread method that ensures high level accuracy. The organizations provide with the information on a quarterly basis.
	<b>4.2 Set up collection</b>	In order to organize the collection of statistical data, the

		<p>formation of order on printing of relevant statistical reporting form and in case of need of the instruction of filling in it, their printing and distribution to the relevant organizations is implemented according to the number of organizations previously known as subject to observation. At the same time the statistical reporting forms and the instruction of filling in them are accessible on the Armstat official website. The required network resources for the report collection in the electronic form are in place. The relevant staff of structural and territorial units has relevant knowledge and skills to organize the collection of statistical information.</p>
	<b>4.3 Run collection</b>	<p>Statistical data collection is carried out by the Armstat territorial units, marz departments by hand, mail and electronic system means according to the Resolution of RA State Council on Statistics No 05-N on the “Approval of the Procedure of the collection of Statistical Data” dated 20 June 2016.</p>
	<b>4.4 Finalize collection</b>	<p>The collected information, after being arithmetically and logically cross checked, is input in the electronic environment. The information input is carried out automated, as well as by direct input of information in electronic environment.</p>
<i>5.Process</i>		
	<b>5.1 Integrate data</b>	<p>The information received from the hotel facilities by the statistical reporting forms is unified with the information received from administrative sources summarizing the whole information on external and internal tourists.</p>
	<b>5.2 Classify and code</b>	
	<b>5.3 Review and validate</b>	<p>Checking of integrity and logical chains of indicators obtained in different output tables is implemented.</p>

	<b>5.4 Edit and impute</b>	Some missing data on tourism could be completed during the processing as much as possible.
	<b>5.5. Derive new variables and units</b>	
	<b>5.6 Calculate weights</b>	
	<b>5.7 Calculate aggregates</b>	The summary data by separate statistical indicators are derived based on the input data through the pre-designed software.
	<b>5.8 Finalize data files</b>	Often, the calculation of indicators that are subject to further adjustment is done based on information due to the necessity to obtain operative statistical data.
<i>Analyse</i>		
	<b>6.1. Prepare draft outputs</b>	The creation of indicators groups, time series is implemented based on obtained summary data.
	<b>6.2 Validate outputs</b>	The methodological requirements to the received indicators are strictly followed during the whole process of receiving according to the pre-defined classifications, methodological guidelines and relevant international recommendations.
	<b>6.3 interpret and explain of outputs</b>	The logical analysis of the received summary indicators is carried out taking into account the dynamics of the indicators for the previous years.
	<b>6.4 Apply disclosure control</b>	The confidentiality of statistical indicators (not containing individual (personal) data) that is subject to publication, as well as requested by the users of statistical information is strictly followed according to the Law on Official Statistics and the Resolution of the SCS No 53 " Approval of the Order on Protection of Statistical Confidentiality" dated 25 June 2001, and only summarized data are provided (see: <a href="https://www.armstat.am/file/doc/99454478.pdf">https://www.armstat.am/file/doc/99454478.pdf</a> ).
	<b>6.5 Finalize outputs</b>	-
<i>7. Dissemination</i>		

	<b>7.1 Update output</b>	The work on the derivation and final checking of relevant tables of statistical indicators that are subject to publication is carried out, as well as the time series update is implemented. In case of the need the changes and/ or additions are made in the concepts and methodological explanations of the relevant indicator.
	<b>7.2. Produce dissemination products</b>	<p>All the production steps are implemented for the disseminating products: preparation of explanatory text, tables, charts and other materials, editing of these products and making them compliant with publishing standards.</p> <p>The information on the statistical indicators is published in paper (hard copy) and electronic forms in Armenian, Russian, English through the yearbooks, statistical handbooks and monthly informational reports.</p> <ul style="list-style-type: none"> <li>• Statistical Yearbook of Armenia (annual)</li> <li>• Armenia in figures (annual)</li> <li>• RA marzes and Yerevan city by figures (annual)</li> <li>• Social- economic Situation of the Republic of Armenia (monthly).</li> </ul>
	<b>7.3 Manage release of dissemination products</b>	In case of the changes and adjustments made in the indicators provided by the providers of statistical data the indicators already input in the database are also being changed and adjusted correspondingly.
	<b>7.4 Promote dissemination products</b>	Various information presented on the Armstat official website (indicators, metadata, notifications, news about the sphere, micro-data, etc.) is not only a statistical tool, but also dissemination tool of information on the Armstat activity, which promotes the effectiveness of the sector's activities.
	<b>7.5 Manage user supports</b>	In case of the official request of the users of statistical information related to the information not being published, the calculation of additional indicators is carried out at possible extend and submitted to them following the principle of

		confidentiality of statistical information.
<i>Evaluation</i>		
	<b>8.1 Gather evaluation input</b>	The information is received electronically from the administrative source such as the RA Border Electronic Management Information System of RA National Security Service.
	<b>8.2 Conduct evaluation</b>	-
	<b>8.3 Agree an action plan</b>	-