

## Quality report on number of nights spent in hotels and similar establishments

Item No	Concept Name	Description
<b>1</b>	<b>Contact</b>	
1.1	Contact organisation	State Statistical Committee of the Republic of Azerbaijan
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<b>2</b>	<b>Statistical presentation</b>	
2.1	Data description	Number of nights spent in hotels and similar establishments
2.2	Classification system	<ul style="list-style-type: none"> <li>• Classification of Administrative Territorial Division, 2019;</li> <li>• Country classification;</li> <li>• Classification of Types of Economic Activities (rev.3) (based on the NACE rev.2)</li> </ul> Access to all classifications: <a href="http://www.azstat.org/tesnifat/">http://www.azstat.org/tesnifat/</a> ; <a href="https://www.stat.gov.az/menu/5/">https://www.stat.gov.az/menu/5/</a> Classifications are available only in Azerbaijani.
2.3	Sector coverage	NACE, Section I (Accommodation and food service activities)
2.4	Statistical concepts and definitions	<p><b>Hotels and similar establishments</b> - enterprises with more than a certain minimum number of rooms, with a single management, providing certain services to tourists, including daily bed-making and cleaning of sanitary facilities of the rooms, divided into groups and categories according to the level of services and available equipment.</p> <p><b>Room fund</b> - represents the total number of rooms in accomodation objects. An area with one or more rooms, with necessary furniture,</p>

		<p>equipment and inventory for the temporary stay of tourists in accommodation facilities is called a room.</p> <p><b>Overnights</b> - reflects the number of permanent and temporary places used during the reporting period, including room and room reservations, and is determined on the basis of the hotel reservation log book. Being the same with the “provided bed-day” indicator, this indicator reflects the number of beds provided during reporting period.</p> <p><b>Number of accommodated persons</b> - accommodation of persons arriving in hotels and similar establishments with or without trip sheets during the reporting period. Accommodated persons are classified in hotels and similar establishments according to the purposes and duration of the visits.</p>
2.5	Statistical unit	<p>Observation unit - the number of overnights in hotels and similar establishments.</p> <p>Reporting unit – natural persons and legal entities representing hotels and similar establishments.</p>
2.6	Statistical population	Total population involved in the indicator includes the number of nights spent in hotels and similar establishments.
2.7	Reference area	Azerbaijan Republic, economic and administrative regions
2.8	Time coverage	The data are available since 1997
2.9	Base period	Base period 2001.
<b>3</b>	<b>Statistical processing</b>	
3.1	Source data	<p>The survey is conducted through the official statistical report No 12- hotel submitted by natural and legal entities in all hotels and similar establishments.</p> <p><a href="http://www.stat.gov.az/menu/4/e-reports/az/20/020.php">http://www.stat.gov.az/menu/4/e-reports/az/20/020.php</a></p>
3.2	Frequency of data collection	Data collection is conducted monthly.
3.3	Data collection	<p>The form of official statistical report No 12- hotel is presented in an online regime on the website <a href="http://www.stat.gov.az">www.stat.gov.az</a> by private entrepreneurs (natural persons) and hotels and similar enterprises in free balance as well as in the balance of enterprises (organizations).</p> <p><a href="http://www.stat.gov.az/menu/4/e-reports/az/20/020.php">http://www.stat.gov.az/menu/4/e-reports/az/20/020.php</a></p> <p>During study visits to regional statistical offices in accordance with the plan for regular monitoring of statistical bodies and practical assistance, detailed explanations on filling out report forms on the activities of hotels and similar enterprises are given to the employees.</p>
3.4	Data validation	<p>The monitoring is carried out in comparison with the previous periods, the statistical data are regularly checked by the specialists of the department.</p> <p>The quality of data is also monitored through the Tables for Quality Control.</p>
3.5	Data compilation	Imputation is not performed. The local statistical bodies will firstly contact the enterprise, if inaccurate information and errors are

		detected. If the error is also confirmed by the enterprise, the relevant corrections are made to the inaccurate information in the online report on the basis of an official request submitted by the local statistical body.
3.6	Adjustment	Seasonal adjustments are not conducted. Corrections are made to the inaccurate information if formally applied, and entries are made in the registration book of relevant documents.
<b>4</b>	<b>Quality management</b>	
4.1	Quality assurance	<p>The quality management system is implemented in the State Statistical Committee in accordance with international standard ISO 9001, in 2013 an external audit of the quality management system was conducted, and in August of the same year the State Statistical Committee first received a certificate of international compliance ISO 9001:2008 in the field of “Production and dissemination of the official statistical data”. After the change in the international standard in 2015, all documents of the quality management system had been revised in accordance with the requirements of the international standard ISO 9001:2015. According to the results of the certification audit carried out on 09-10 March 2017, the administration of the State Statistical Committee and 13 local statistical bodies applying QMS, and then according to the results of the re-certification audit conducted on 02-06 March 2020, the administration of the State Statistical Committee and additional 17 local statistical bodies applying QMS were awarded international certificate of compliance ISO 9001:2015 in the field of “Production and dissemination of the official statistical data”.</p> <p><a href="http://www.stat.gov.az/menu/2/quality/az/sertifikat_2015.pdf">http://www.stat.gov.az/menu/2/quality/az/sertifikat_2015.pdf</a></p> <p>For the aim to standardize the production of statistical products, “Generic Statistical Business Process Model” (GSBPM) has been applied since 2012. Based on the “Generic Statistical Business Process Model” a description of statistical processes on the application of GSBPM in the management of statistical processes on Tourism statistics was developed.</p> <p><a href="https://www.stat.gov.az/menu/2/quality/az/gsbpm/service/sv01_sb.pdf">https://www.stat.gov.az/menu/2/quality/az/gsbpm/service/sv01_sb.pdf</a></p> <p>Seminars on QMS are organized for employees of structural units of the administration and local statistical bodies not less than once a year. In 2010 and 2017, a Global Assessment of the National Statistical System of the Republic of Azerbaijan was carried out by the European Statistical Office (Eurostat), United Nations Economic Commission for Europe (UNECE) and the European Free Trade Association (EFTA). According to recommendations of experts, improvements are being carried out in this area.</p>
4.2	Quality assessment	Based on the “Audit program” approved annually, internal audits are carried out in the departments of the administration and local statistical bodies applying QMS. Audit teams are organized for conducting audits and an individual audit plan is approved for each structural unit. The audit team carries out the control according to the audit plan. Internal monitoring of quality aspects in the State Statistical Committee is carried out in a centralized manner by the

		<p>competent structural unit (Quality Management and Metadata Department) and every year a document "Analysis by the top management" on the results of the conducted audits is prepared and submitted to the top management. Before every audit the audit team members (auditors) are instructed by the chief auditor and through seminars organized not less than once a year.</p> <p>Compliance of the activities of the State Statistical Committee with the requirements of the international standard "Quality management systems. Requirements" ISO 9001:2015 is considered one of the strengths. The increase of the workload due to the incomplete transition to electronic documentation and alongside this, keeping paper document circulation, the late adaptation of the staff (employees) to the new standards requirements are considered the weaknesses.</p>
<b>5</b>	<b>Relevance</b>	
5.1	User Needs	<p>Seminars and discussions are held regularly with the attendance of representatives from local and foreign organizations to meet user needs and questionnaires on user needs are compiled and filled out</p> <p>Main users: Presidential Administration, State Tourism Agency, Central Bank, Ministry of Economy, Azerbaijan Tourism and Management University.</p>
5.2	User Satisfaction	<ul style="list-style-type: none"> <li>• Once a year, meetings related with tourism statistics are held with users and their needs are assessed.</li> <li>• Users also enter to the official web-page at <a href="http://www.stat.gov.az">http://www.stat.gov.az</a> and reply to the questions in the section "survey on provision of users with statistical data". Thus, user satisfaction is measured.</li> </ul>
5.3	Completeness	The data is complete in accordance with the survey methodology document.
5.3.1	Data completeness - rate	The requested and up-to-date data are available for 100% (R1=1 (100%.))
<b>6</b>	<b>Accuracy and reliability</b>	
6.1	Accuracy - overall	Each statistical unit is involved in the observation as the data is collected through the observation. Accordingly, there is no necessity of calculating sampling error
6.2	Sampling error	Sampling error does not occur because the observation is conducted completely.
6.2.1	Sampling error - indicators	Sampling error is not calculated in hotels and similar establishments.
6.3	Non-sampling error	<p>Non-sampling error is carried out in accordance with the "Rules for classification and elimination of errors in the reporting data" approved by Decision of the State Statistical Committee dated October 30, 2019, No. 9/3.</p> <p><a href="https://www.stat.gov.az/menu/2/quality/az/00_5.pdf">https://www.stat.gov.az/menu/2/quality/az/00_5.pdf</a></p>

6.3.1	Coverage error	Not calculated.
6.3.1.1	Over-coverage - rate	Not calculated.
6.3.1.2	Common units - proportion	Not applied, as there are no survey data and administrative data combinations.
6.3.2	Measurement error	Not calculated.
6.3.3	Non response error	Errors related to respondents who did not reply to surveys conducted in hotels and similar establishments were not detected.
6.3.3.1	Unit non-response - rate	All respondents reply to the questionnaire, so there is no unit that does not respond, that is, the ratio is 0.
6.3.3.2	Item non-response - rate	Respondents replied to all relevant questions, so there is no item non-response.
6.3.4	Processing error	A task statement is prepared in advance for summarizing and grouping the data. For this reason, processing error does not occur.
6.3.4.1	Imputation - rate	Imputation is not performed, as the imputation level is 0.
6.3.5	Model assumption error	Not applied.
6.4	Seasonal adjustment	Seasonal adjustments are not applied.
6.5	Data revision - policy	Review is not implemented. Data updating policy is implemented based on the "Regulation on review of data on main statistical indicators" approved by order of the State Statistical Committee dated 10.05.2016, No 60/t. <a href="http://www.stat.gov.az/menu/6/information_regulations/req_05_2016.pdf">http://www.stat.gov.az/menu/6/information_regulations/req_05_2016.pdf</a>
6.6	Data revision - practice	Review is not implemented.
6.6.1	Data revision - average size	Review is not implemented since this indicator is not calculated.
<b>7</b>	<b>Timeliness and punctuality</b>	
7.1	Timeliness	Timeliness is regularly discussed with users. Timeliness of observation is agreement (compromise) between users' needs and time of possible production. The average production time is 35 days
7.1.1	Time lag - first result	Within 15 days
7.1.2	Time lag - final result	Within 35 days
7.2	Punctuality	Calculation and dissemination of indicators is carried out based on "Statistical Works Program". Cases of delay from the period specified in the dissemination calendar and program were not observed.

7.2.1	Punctuality - delivery and publication	Cases of delay are equal to zero (P3=0).
<b>8</b>	<b>Coherence and comparability</b>	
8.1	Comparability - geographical	Data are compared for all regions of Azerbaijan.
8.1.1	Asymmetry for mirror flow statistics - coefficient	Not applied.
8.2	Comparability - over time	Data on this indicator are available since 2001 and there were no intervals in time series.
8.2.1	Length of comparable time series	15 comparable reporting period (2001-2019)
8.3	Coherence - cross domain	Statistics coherent with this area – Statistical indicators on the number of foreigners arriving in the country provided by the State Border Service
8.4	Coherence - sub annual and annual statistics	Semi-annual results are fully coherent with annual results.
8.5	Coherence - National Accounts	Not coherent with the national system of accounts.
8.6	Coherence - internal	Internal coherence is fully provided.
<b>9</b>	<b>Accessibility and clarity</b>	
9.1	News release	Information on this indicator is not submitted to the press.
9.2	Publications	Main data on indicator is reflected in quarterly statistical bulletin “Key indicators of activities of hotels” <a href="http://www.stat.gov.az/source/tourism/">http://www.stat.gov.az/source/tourism/</a> , in statistical yearbooks “Tourism in Azerbaijan”. <a href="http://www.stat.gov.az/menu/6/statistical_yearbooks/">http://www.stat.gov.az/menu/6/statistical_yearbooks/</a>
9.3	Online database	Information on this indicator is not available in online database. <a href="https://www.stat.gov.az/source/tourism/?lang=en">https://www.stat.gov.az/source/tourism/?lang=en</a>
9.3.1	Data tables - consultations	24147 views (3.11% of total views on all sections) on tourism statistics were registered for 20.04.2021. <a href="http://www.stat.gov.az/link_click_counter/">http://www.stat.gov.az/link_click_counter/</a>
9.4	Microdata access	Access to microdata is prohibited. Primary data could be used only according to “Rules on submission of microdata to users for research purposes” approved by the chairman of the State Statistical Committee on 13.06.2011. <a href="http://www.stat.gov.az/menu/6/personal_info/micro_inf.pdf">http://www.stat.gov.az/menu/6/personal_info/micro_inf.pdf</a>



9.5	Other	All data are free of charge for users. Users requests are answered in electronic form and in written form. The results of this survey are regularly submitted to the World Tourism Organization.
9.6	Documentation on methodology	Methodological explanations (only in Azerbaijani) could be found at the following link <a href="http://www.stat.gov.az/menu/7/other_metadata/">http://www.stat.gov.az/menu/7/other_metadata/</a>
9.7	Quality documentation	Quality report: <a href="http://www.stat.gov.az/menu/2/quality/">http://www.stat.gov.az/menu/2/quality/</a> Statistical processes on official statistical report No 12- hotel (on activities of hotels and similar establishments) on tourism statistics (based on "Statistical Business – General Model of the Process"): <a href="http://www.stat.gov.az/menu/2/quality/az/gsbpm/sv01_sb.pdf">http://www.stat.gov.az/menu/2/quality/az/gsbpm/sv01_sb.pdf</a> Statistical processes management process on tourism statistics (based on "Statistical Business – General Model of the Process"): <a href="http://www.stat.gov.az/menu/2/quality/az/gsbpm/sv03_sb.pdf">http://www.stat.gov.az/menu/2/quality/az/gsbpm/sv03_sb.pdf</a>
9.7.1	Metadata completeness - rate	100%
9.7.2	Metadata - consultations	Record of the number of appeals on metadata is not implemented.
10	<b>Cost and Burden</b>	Collecting data from respondents through online questionnaires is one of the most important steps to increase efficiency. Also, permanent work is performed regularly for reducing respondent burden in official statistical reports: for example, data is no longer collected for indicators that can be calculated on the basis of various indicators. In addition, regular assessments are conducted to identify indicators that have lost their relevance and are no longer needed. There is a "Concept on reducing the statistical burden on respondents" approved by the Order number 16/07s of the State Statistical Committee of the Republic of Azerbaijan dated April 30, 2014. <a href="https://www.stat.gov.az/menu/2/quality/">https://www.stat.gov.az/menu/2/quality/</a> Time spent on compiling a report (person-hour) - time spent on compiling official statistical reports is determined with person-hours and the number of employees (employee) involved in the compilation of any report during the period is found by multiplying the time they spent on compiling this report.
11	<b>Confidentiality</b>	
11.1	Confidentiality - policy	<ul style="list-style-type: none"> <li>• "According to the "Law on Official Statistics of the Republic of Azerbaijan" (Article 15) submission of primary data is prohibited. <a href="http://www.stat.gov.az/menu/3/Legislation/law_az.pdf">http://www.stat.gov.az/menu/3/Legislation/law_az.pdf</a></li> <li>• Access to microdata is regulated by "Rules on submission of microdata to users for research purposes" approved by the chairman of the State Statistical Committee on 13.06.2011. <a href="http://www.stat.gov.az/menu/6/personal_info/micro_inf.pdf">http://www.stat.gov.az/menu/6/personal_info/micro_inf.pdf</a></li> <li>• There are guidelines "How to work with private data and how to protect their confidentiality?" approved by the decree of the State Statistical Committee dated 19 February 2014, No 7/02s. <a href="http://www.stat.gov.az/menu/6/personal_info/personal_information.pdf">http://www.stat.gov.az/menu/6/personal_info/personal_information.pdf</a></li> </ul>

		<ul style="list-style-type: none"> <li>Protection of primary (private) data confidentiality is reflected in the document “Policy of the State Statistical Committee of the Republic of Azerbaijan on protection of confidential statistical data”  <a href="http://www.stat.gov.az/menu/2/quality/az/mexfilik.pdf">http://www.stat.gov.az/menu/2/quality/az/mexfilik.pdf</a></li> </ul>
11.2	Confidentiality - data treatment	Official Statistics must not be disseminated to users, if they contain or reveal confidential data. Aggregates shall comprise at least three units and the share of one unit in an aggregate must not exceed 85% of the total.
<b>12</b>	<b>Comment</b>	No additional comments.