

**COLLECTIVE ACCOMMODATION ESTABLISHMENTS' STATISTICS 2018**

**NATIONAL REFERENCE METADATA IN SINGLE INTEGRATED METADATA STRUCTURE (SIMS)**

**CONCEPT 1 – CONTACT**

**Sub-Concept 1.1: Contact organisation**

National Statistics Office (NSO)

**Sub-Concept 1.2: Contact organisation unit**

Tourism and Education Statistics Unit

**Sub-Concept 1.3: Contact name**

Ms. Lara Pace

**Sub-Concept 1.4: Contact person function**

Unit coordinator

**Sub-Concept 1.5: Contact mail address**

National Statistics Office (NSO),  
Lascaris, Valletta VLT 2000, Malta.

**Sub-Concept 1.6: Contact e-mail address**

lara.e.pace@gov.mt

**Sub-Concept 1.7: Contact phone number**

+356 2599 7635

**CONCEPT 2 – METADATA UPDATE**

**Sub-Concept 2.1: Metadata last certified**

10<sup>th</sup> January 2020.

**Sub-Concept 2.2: Metadata last posted**

24<sup>th</sup> September 2020.

### Sub-Concept 2.3: Metadata last update

24<sup>th</sup> September 2020.

## **CONCEPT 3 – STATISTICAL PRESENTATION**

### Sub-Concept 3.1: Data description

The objective of the survey on collective accommodation establishments (ACCOMSTAT) is to estimate the utilisation rate of bed-places of all collective accommodation establishments in Malta and Gozo.

The variables collected from the survey are the following:

- On a monthly basis
  - Number of foreign residents;
  - Number of Maltese residents;
  - Nights spent by foreign residents;
  - Nights spent by Maltese residents;
  - Number of room nights sold to foreign residents;
  - Number of room nights sold to Maltese residents;
  - Number of bedrooms;
  - Number of bed-places;
  - Number of days the establishment was closed during the month.
  
- On a triennial basis
  - Number of bedrooms accessible for persons with reduced mobility, including wheelchair users

The collection of the above variables and the calculation of occupancy levels satisfy European Regulation's requirements (namely [EC Regulation 692/2011](#)). The survey is distributed monthly to all collective accommodation establishments namely hotels, tourist villages, guesthouses and hostels.

### Sub-Concept 3.2: Classification system

- [NACE \(Rev. 2\)](#) is used in order to identify and classify the target population for this enquiry.
  
- Collective accommodation establishments are divided into the following categories:
  - 5-star hotels;
  - 4-star hotels;
  - 3-star hotels;
  - 2-star hotels;
  - Guesthouses;
  - Hostels;
  - Tourist villages.

### **Sub-Concept 3.3: Sector coverage**

The economic activities covered in the ACCOMSTAT include [NACE Rev.2 groups 55.1, 55.2 and 55.3](#). NACE group 55.3 is confidential for the Maltese Islands, because there is only one active camp site.

### **Sub-Concept 3.4: Statistical concepts and definitions**

Main statistical concepts and definitions are defined in [Regulation 692/2011](#) and the [Methodological Manual for Tourism Statistics](#).

### **Sub-Concept 3.5: Statistical unit**

The observation units in ACCOMSTATS include the local kind-of-activity units (accommodation establishments) offering short-stay accommodation to tourists.

### **Sub-Concept 3.6: Statistical population**

The target population comprises all local kind-of-activity units (accommodation establishments) offering short-stay accommodation as a paid service (although the price might be partially or fully subsidised) to tourists. These establishments are classified as:

- NACE 55.1 (hotels, guesthouses and tourist villages)
- NACE 55.2 (hostels)
- NACE 55.3 (camp sites). Information for this category is not collected due to confidentiality reasons.

### **Sub-Concept 3.7: Reference area**

Local Administrative Units – Level 2 (LAU 2)

### **Sub-Concept 3.8: Time coverage**

Data are available as from 2003.

### **Sub-Concept 3.9: Base period**

Not applicable.

## **CONCEPT 4 – UNIT OF MEASURE**

The following information is collected in ACCOMSTAT:

- Number of bedrooms
- Number of bed-places
- Number of arrivals

- Number of guest nights
- Number of room nights
- Rate of bedroom occupancy
- Rate of bed-place occupancy

#### **CONCEPT 5 – REFERENCE PERIOD**

The data for which the report refers is 2018.

#### **CONCEPT 6 – INSTITUTIONAL MANDATE**

##### **Sub-Concept 6.1: Legal acts and other agreements**

- On a National level:
  - [The Malta Statistics Authority Act, 2000.](#) The Act empowers the NSO to collect, compile, extract and release official statistics related to demographic, social, environment, economic and general activities and conditions of Malta;
- On a European level, the following legal acts apply:
  - [Regulation 692/2011](#)
  - [Regulation 1051/2011](#)

##### **Sub-Concept 6.2: Data sharing**

Quarterly news releases are published on the NSO website and they can be found at:  
[https://nso.gov.mt/en/News\\_Releases/View\\_by\\_Unit/Unit\\_C3/Tourism\\_Statistics/Pages/Collective-Accommodation-Establishments.aspx](https://nso.gov.mt/en/News_Releases/View_by_Unit/Unit_C3/Tourism_Statistics/Pages/Collective-Accommodation-Establishments.aspx).

#### **CONCEPT 7 – CONFIDENTIALITY**

##### **Sub-Concept 7.1: Confidentiality – Policy**

At National level:

The NSO requests information for the compilation of official statistics according to the articles of the [MSA Act – Cap. 422](#) and the [Data Protection Act – Cap. 586](#) of the Laws of Malta implementing the General Data Protection Regulations (GDPR).

Article 40 of the MSA Act stipulates the restrictions on the use of information while Article 41 stipulates the prohibition of disclosure of information. Furthermore, Section IX of the Act (Offences and Penalties) lays down the measures to be taken in case of unlawful exercise of any officer of statistics regarding confidentiality of data.

Since its inception, the NSO has always assured that all data collected remains confidential and that it is used for statistical purposes only according to the articles and derogations stipulated in the

laws quoted above. The Office is obliged to protect the identify of data providers and refrain from divulging any data to third parties that might lead to the identification of persons or entities.

During 2009, the NSO has set up a Statistical Disclosure Committee to ensure that statistical confidentiality is observed, especially when requests for microdata are received.

Upon employment, all NSO employees are informed of the rules and duties pertaining to confidential information and its treatment. In line with stipulations of the MSA Act, before commencing work, every employee is required to take an oath of secrecy whose text is included in the same Act.

An internal policy on anonymisation and pseudo-anonymisation is in place to ascertain that adequate methods are used for the protection of data which the office collects and shares with the public in its capacity as the National Statistics Office. The policy is meant to safeguard confidentiality of both personal and business data entrusted to the NSO. The document provides guidance for all NSO employees who process data on a daily basis as to how anonymisation and pseudo-anonymisation methods should be applied. The policy applies to all confidential, restricted and internal information, regardless of form (paper or electronic documents, applications and databases) that is received, processed, stored and disseminated by the NSO.

At European level:

[Regulation \(EC\) No 223/2009](#) on European statistics (recital 24 and Article 20(4) of 11 March 2009 (OJ L 87, p. 164), stipulates the need to establish common principles and guidelines ensuring the confidentiality of data used for the production of European statistics and the access to those confidential data with due account for technical developments and the requirements of users in a democratic society.

## **Sub-Concept 7.2: Confidentiality – Data Treatment**

Data requests are processed individually and prior to dissemination of such data, the office takes the appropriate steps to ensure complete anonymisation of the data in question. If less than three collective accommodation establishments are present in a particular category, then such data will not be disclosed to any entity.

## **CONCEPT 8 – RELEASE POLICY**

### **Sub-Concept 8.1: Release Calendar**

An advance release calendar is maintained by the NSO and published on the NSO website. The calendar projects three months of news releases (including the current month and two subsequent months).

### **Sub-Concept 8.2: Release Calendar access**

[https://nso.gov.mt/en/News\\_Releases/Release\\_Calendar/Pages/News-Release-Calendar.aspx](https://nso.gov.mt/en/News_Releases/Release_Calendar/Pages/News-Release-Calendar.aspx)

### **Sub-Concept 8.3: User access**

An internal policy on dissemination is in place to govern the dissemination of official statistics in an impartial, independent and timely manner, making them available simultaneously to all users. The NSO's primary channel for the dissemination of official statistics is the NSO website. Tailored requests for statistical information may also be submitted through the said website.

### **CONCEPT 9 – FREQUENCY OF DISSEMINATION**

Quarterly news releases are published.

### **CONCEPT 10 – ACCESSIBILITY AND CLARITY**

#### **Sub-Concept 10.1: News release**

Quarterly news releases are published on the NSO website and they can be found at:  
[https://nso.gov.mt/en/News\\_Releases/View\\_by\\_Unit/Unit\\_C3/Tourism\\_Statistics/Pages/Collective-Accommodation-Establishments.aspx](https://nso.gov.mt/en/News_Releases/View_by_Unit/Unit_C3/Tourism_Statistics/Pages/Collective-Accommodation-Establishments.aspx).

#### **Sub-Concept 10.2: Publications**

A set of pre-defined tables are found in two publications: '[Malta in Figures](#)' and '[Regional Statistics Malta](#)' published on the NSO website.

#### **Sub-Concept 10.3: Online Database**

Data on ACCOMSTAT are available on the NSO's online statistical database, Stat DB, which may be accessed through: <http://nso.gov.mt/statdb/start>.

In addition, this information can also be downloaded from Eurostat's online database through: <http://ec.europa.eu/eurostat/web/tourism/data/database>.

#### **Sub-Concept 10.4: Micro-data access**

Micro-data access is not available.

#### **Sub-Concept 10.5: Other**

The data are very sought by the media, researchers, students and policy makers. Such users can request information through the NSO website (<http://nso.gov.mt/en/Services/Pages/Request-for-Information.aspx>) and data are provided at aggregated level.

## **Sub-Concept 10.6: Documentation on methodology**

Work processes and procedures for the compilation of ACCOMSTAT are documented in a standardised reporting template and aligned with the GSBPM model. The model covers all phases of the statistical production process, from the initial stages of identifying what statistics are needed, to the final stages of dissemination and evaluation. GSBPM is only available internally and may be accessed by all NSO employees.

A brief methodological section can be additionally found in each published news release. Furthermore, the tourism statistics manual can be referred to, for further definitions and for further queries, and this can be found at:

<http://ec.europa.eu/eurostat/web/tourism/methodology/manuals-and-guidelines>

### **Sub-Concept 10.6.1: Metadata completeness rate**

Information about all required metadata concepts (and sub-concepts thereof) are provided.

## **Sub-Concept 10.7: Quality Documentation**

A standardised methodological report related to the Collective Accommodation Establishments (data collection tool used to collect information for supply side data (Annex I of the Regulation, capacity and occupancy of tourist accommodation establishments)) is available online on the NSO website: (<https://nso.gov.mt/metadata/reports.aspx?id=35>), with information about quality, statistical processing, relevance, confidentiality, dissemination policy, accuracy, reliability, timeliness, punctuality, comparability, coherence, etc.

The NSO has also developed an internal Quality Management Framework (QMF) which is built on common requirements of the ESS Code of Practice (ESS CoP). A document was prepared to include a set of general quality guidelines spanning over all statistical domains. Assuring methodological soundness is an integral part of the QMF, nonetheless, the document spans also on other areas related to institutional aspects.

## **CONCEPT 11 – QUALITY MANAGEMENT**

### **Sub-Concept 11.1: Quality Assurance**

Quality checks on the data received are carried out as follows:

- For those who opt to enter the data online through computer aided web interviewing (CAWI), a set of pre-defined cross-validations are carried out as the data are being entered.
- For questionnaires received electronically or by post, the data are verified as soon as it is received by conducting certain calculations and checks.
- Moreover, the response rate is closely monitored for each reference month and particular stratum. In particular, full response is needed among Gozitan as the count of establishments is small. Moreover, full-response among the 5-star and 4-star hotels is required due to the size of these hotels. Other large establishments in terms of bedrooms and bed-places are also closely monitored.

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Every five to seven years, the NSO participates in a Peer Review exercise through which the compliance of its operations with principles of the ESS CoP is assessed by an expert team. Peer Reviews are indeed part of the European Statistical System (ESS) strategy to implement the ESS CoP.

Each NSI is expected to provide information as requested by a standard self-assessment questionnaire. Following this, an expert team visits the office to meet NSI representatives and main stakeholders. Peer Reviews result in a compliance report and the listing of a set of Improvement Actions which need to be followed up by the NSI. The next round of Peer Reviews is planned to be carried out in 2022.

### **Sub-Concept 11.2: Quality Assessment**

The overall quality of the ACCOMSTAT data is very good as collection is census based covering a total of 224 collective accommodation establishments. A response rate of around 91% is achieved every month.

Another main strength of the ACCOMSTAT data is that continuity of time series is ensured.

Item non-response cannot occur, because the particular establishment either responds to the entire questionnaire or does not respond at all.

The main weakness is that there is a lag of time between the time the establishment has opened and the time that this establishment is added to the list of the licensed establishments by the Malta Tourism Authority.

## **CONCEPT 12 – RELEVANCE**

### **Sub-Concept 12.1: User needs**

The list of main users includes:

- Ministry of Tourism
- Academics
- Policy makers
- Media
- Other stakeholders



### **Sub-Concept 12.2: User satisfaction**

The last User Satisfaction Survey was held in 2014 with the aim to collect information about key users' satisfaction with statistical output. The NSO keeps record of the number of News Releases and publications disseminated on its website, the users to whom statistical products are provided, as well as the number of requests that are processed every year.

News Releases and tailor-made statistical outputs are assessed on account of their quality, timeliness, and on their ability to meet users' needs.

### **Sub-Concept 12.3: Data Completeness**

All information collected and compiled from this survey is available from Eurostat's website via <http://ec.europa.eu/eurostat/web/tourism/data/database>. Moreover, all requirements and recommendations laid down in the [Regulation 692/2011](#) and the [Methodological Manual for Tourism Statistics](#) are met. As such, the data completeness rate stands at 100%.

## **CONCEPT 13 – ACCURACY AND RELIABILITY**

### **Sub-Concept 13.1: Overall accuracy**

The Office carries out a monthly census among all the collective accommodation establishments in order to ensure the highest quality standards. Monthly non-response is estimated at around 8 per cent and missing information is imputed based on the previous year's data. Each questionnaire is vetted upon receipt and the respondent is contacted directly in case of any queries. All queries are treated on a case by case basis given that the total number of establishments in Malta is relatively small.

### **Sub-Concept 13.2: Sampling errors**

Not applicable since data collection is census based.

### **Sub-Concept 13.3: Non-sampling error**

The data are entered by the respective collective accommodation establishment and consequently there could be errors in reporting (e.g. under/over-reporting) which cannot be quantified. Errors may also arise from incorrectly entered data into the system by the collective accommodation establishment.

#### **Sub-Concept 13.3.1: Coverage error**

Collective accommodation establishments' registers are regularly updated to ensure minimal coverage problems.

**Sub-Concept 13.3.1.1: Over Coverage**

Not applicable.

**Sub-Concept 13.3.1.2: Common Units Proportion**

Not applicable.

**Sub-Concept 13.3.2: Measurement error**

The data are entered by the respective collective accommodation establishment and consequently there could be errors in reporting (e.g. under/over-reporting) and other data entry errors which cannot be quantified.

**Sub-Concept 13.3.3: Non-response error**

To minimise unit non-response, various data collection methods are offered: paper, e-mail or CAWI. Moreover, regular reminders are sent to the collective accommodation establishments.

Non-response is tackled individually to ensure that information for the particular establishment is not lost. This treatment is mainly based on imputations on past trends (longitudinal analysis).

**Sub-Concept 13.3.3.1: Unit non-response**

The unit non-response rate is around 9%.

**Sub-Concept 13.3.3.2: Item non-response**

There is no possibility that the item non-response can occur, since the particular establishment either responds to the entire questionnaire or does not respond at all.

**Sub-Concept 13.3.4: Processing error**

The data are entered by the respective collective accommodation establishment and consequently there could be errors in reporting which cannot be quantified. To minimise data entry errors a number of automatic cross-validation checks are in place on the online form when a particular establishment submits the monthly questionnaire. Moreover, for those establishments who opt to reply via email or by post, the data are validated upon receipt for the detection of any input errors.

**Sub-Concept 13.3.5: Model assumption error**

Not applicable.

## **CONCEPT 14 – TIMELINESS AND PUNCTUALITY**

### **Sub-Concept 14.1: Timeliness**

T+60 days

### **Sub-Concept 14.2: Punctuality**

ACCOMSTAT News Releases were always published on time, at 11.00am.

## **CONCEPT 15 – COHERENCE AND COMPARABILITY**

### **Sub-Concept 15.1: Comparability – Geographical**

The data are fully comparable with other European countries since all requirements and recommendations laid down in the [EC Regulation 692/2011](#) and the [Methodological Manual for Tourism Statistics](#) are met.

### **Sub-Concept 15.2: Comparability – Over Time**

The data are comparable as from 2003. Moreover, the MTA licensing department reclassified all collective accommodation establishments registered as apart-hotels to hotels (refer to [Legal Notice 351, 2012](#)). These changes were taken on board as from January 2013.

### **Sub-Concept 15.3: Coherence – Cross Domain**

When comparing non-resident arrivals and nights from TOURSTAT and ACCOMSTAT, one will notice some discrepancies, mainly due to different definitions and methodologies. The ACCOMSTAT survey measures the tourism from the supply side whereas the TOURSTAT survey measures the tourism from the demand side.

#### **Sub-Concept 15.3.1: Coherence – Sub-Annual and Annual statistics**

Full coherence.

#### **Sub-Concept 15.3.2: Coherence – National Accounts**

Full coherence.

#### **Sub-Concept 15.4: Coherence – Internal**

When comparing non-resident arrivals and nights from TOURSTAT and ACCOMSTAT, one will notice some discrepancies, mainly due to different definitions and methodologies. The ACCOMSTAT survey measures the tourism from the supply side whereas the TOURSTAT survey measures the tourism from the demand side. Some of these differences include:

- Two-centre holidays: For example, if a tourist spends 4 nights in one hotel and the remaining 3 nights of his stay in a different hotel, the tourist will be counted twice in ACCOMSTAT as data are collected directly from hotel registers. On the other hand, this tourist will be counted only once in TOURSTAT.
- Main type of accommodation used: TOURSTAT records the main type of accommodation used by the tourist during his stay. If for example, a tourist spends 4 nights in a private accommodation and 3 nights in a 5-star hotel, all 7 nights will be assigned to private accommodation. On the other hand, in ACCOMSTAT, these nights will be split according to the hotel categories.
- Time-share accommodation: Time-share accommodation is classified as private accommodation in TOURSTAT. On the other hand, collective accommodation establishments furnish the NSO with a total figure, thus it is not possible to identify the number of arrivals and nights spent on time-share.
- Definition of a tourist: In TOURSTAT, one can distinguish between tourists and non-tourists, for example paid and employed from within the country visited. The latter are excluded from TOURSTAT and present in ACCOMSTAT. Thus, in the case of foreign residents, arrivals in hotel accommodation do not necessarily comply with all the criteria defining a tourist.
- Time of interview: When a passenger is interviewed after midnight, TOURSTAT assigns that individual an extra night, even though the tourist didn't actually stay in the hotel in Malta for that night in question.
- Month counted: Residents and non-residents in ACCOMSTAT are counted during their month of arrival, while in TOURSTAT they are measured on departure.
- Long stays (exceeding 30 nights): These are treated differently in ACCOMSTAT and TOURSTAT. In the former, nights spent are split over the months when they occur, while in the latter they are counted once in the month of departure.

## **CONCEPT 16 – COST AND BURDEN**

Since this census is conducted on a monthly basis, there is a high burden on the respondents. Moreover, significant costs are incurred by the NSO. These include costs in relation to software development and maintenance (website development), monthly analysis (carried out by one statistician), and monthly data collection and chasing (carried out by one statistics executive).

## **CONCEPT 17 – DATA REVISION**

### **Sub-Concept 17.1: Data revision – Policy**

At the NSO, there is currently no internal policy governing revisions that occur for all statistics produced. Nonetheless, a revisions policy is being drafted to safeguard a coordinated revisions system across statistical domains. This policy will take account of the need and causes for revisions; time and frequency of revisions; data and other statistical products affected by such revisions; and length of periods revised.

### **Sub-Concept 17.2: Data revision – Practice and Data Revision**

After the cut-off date of the period, the respective month will remain subject to revisions for a further 30 days and may be revised subject to provision of more updated information from respondents.

Revisions on past data may also be considered should new methodological changes be introduced. The latter would be considered so as to avoid break in series.

## **CONCEPT 18 – STATISTICAL PROCESSING**

### **Sub-Concept 18.1: Source data**

Data are collected on a monthly basis through a monthly census conducted among all active collective accommodation establishments. Moreover, the list of licensed establishments are provided by the licensing department at Malta Tourism Authority (MTA).

### **Sub-Concept 18.2: Frequency of data collection**

Monthly.

### **Sub-Concept 18.3: Data Collection**

A census on collective accommodation establishments is carried out on a monthly basis. The primary tool used for the collection of the data is through computer aided web interviewing (CAWI). Moreover, other types of data collection methods are available, including by post and email. Further to this, the list of licensed establishments is requested on a quarterly basis from the licensing department at the Malta Tourism Authority (MTA).

### **Sub-Concept 18.4: Data Validation**

For establishments that submit the monthly questionnaire directly via the online form, a number of automatic cross-validation checks are in place with the aim of limiting data entry errors. On the other hand, for questionnaires received via email or by post, the data are first validated upon receipt in order to identify any input errors. If any error is detected, the NSO gets in touch with the respondent and the issue is clarified. Once the data are uploaded to the central database a number of validations, cross-sectional, and longitudinal checks are applied, while any potential inconsistencies are flagged. Once again, the establishments in question are contacted and figures are then confirmed or updated accordingly.

### **Sub-Concept 18.5: Data Compilation**

Item non-response is imputed using appropriate mathematical methods which take on board longitudinal data.

**Sub-Concept 18.5.1: Imputation**

The unit non-response rate is around 9%.

**Sub-Concept 18.6: Adjustment**

Not applicable.

**Sub-Concept 18.6.1: Seasonal Adjustment**

Not applicable.

**CONCEPT 19 – COMMENT**

No further comments.