

# TOURISM

## Metadata

National Bureau of Statistics of the Republic of Moldova (NBS)

### 1. Contact Information

#### 1.1. Responsible subdivision within NBS

##### External Trade Statistics and Market Services Division

Transport, Communications and Tourism Statistics Section

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### 2. Metadata Update

#### 2.1. Last certification of metadata

21.01.2015

#### 2.2. Last update of metadata

21.01.2015

### 3. Statistical Presentation

#### 3.1. General description

Tourism statistics covers the main indicators which characterize the capacity and attendance of collective tourist accommodation establishments, as well as the touristic activity of the tourism agencies and tour-operators.

Starting in 2004, exhaustive statistical surveys are carried out on collective tourist accommodation structures aiming to present to beneficiaries the following statistical information:

- number of existing accommodation structures, rooms, and bed-places in existing rooms (annually) ;
- number of accommodated tourists and overnight stays in accommodation structures (quarterly, covering data for every month from the surveyed quarter).

These statistical surveys cover all types of collective tourist accommodation structures on the territory of the country, the methodological principles for the statistical survey on collective tourist accommodation structures, with some exceptions, according to the requirements set by Directive 95/57/EC (p. A and B).

The statistical data regarding the touristic activity of tourism agencies and tour-operators are developed based on exhaustive statistical surveys covering the tourism licenses' holders. Thus, statistical situation and evolution in tourism area organized by tourism licenses' holders cover the following quarterly indicators: number of tourists and excursionists participating in domestic tourism, inbound and outbound, number of tourist-days, number of personnel working in tourism agencies and tour-operators.

#### 3.2. Concepts and definitions

##### 3.2.1. Definitions

##### I. Concepts and definitions specific for tourist accommodation structures

The **tourist accommodation structure** represents any construction or well-established place meant, according to its design and operation, to accommodate tourists.

**Collective tourist accommodation structure** represents the structure which offers rooms and spaces for travelers, and the number of places offered by such a structure should be higher than a minimum specified for groups of persons bigger than a family; all the places of the accommodation structure should have a common commercial administration, even if it is a non-profit unit (for unprofitable aims).

The following are not considered to be tourist accommodation structures:

- accommodation units used exclusively by owners and lodgers for longer than one year, regardless of their classification;
- population auxiliary dwellings, used for tourist purpose exclusively by their owners;
- hostels, boarding schools during the school year;
- health care units (except for resorts and other similar spaces which practice touristic activities)
- sleeping wagons;
- barracks and dormitories for workers, hostels for elderly people, and orphanages.

The tourist accommodation structures do not include the “rooms for rent in family dwelling” unit, regardless of the number of existing bed-places in these units.

**Existing (installed) tourist accommodation capacity** represents the number of accommodation places of touristic usage registered within the last act of acceptance, homologation, classification of tourist accommodation structures, excluding the additional beds which may be installed in case of need. Number of places is determined for the operational tourist accommodation structures existing as of December 31.

**Operational tourist accommodation capacity** represents the number of accommodation places offered to tourists by the collective tourist accommodation structures, taking into account the number of days when the respective structures stay open during the considered period, meaning the days when it was possible to accommodate the tourists. It is expressed in places-days (number of places \* number of days). The places from the temporarily closed rooms or structures due to lack of tourists, for repairing works, or for other reasons are excluded.

Number of **bed-places** is determined by the number of persons who can stay overnight in the beds installed in the tourist accommodation structures.

**Tourist arrival in the tourist accommodation structure** represents the situation when a person is registered in the tourist accommodation structure registry so as to be hosted for one or more consequent nights. Every tourist accommodation structure counts one arrival per tourist, regardless of the number of nights he/she stays consequently in the establishment. The tourists staying in the structure since the month prior to the reported month are not included in the number of arrivals. In case of families hosted in the tourist accommodation structure, the number of arrivals includes every member of the family for whom at least one accommodation place was paid.

**Tourists accommodated in the tourist accommodation units** cover all the persons (residents and non-residents) who travel outside the localities in which they have their permanent residence, for a period of time less than 12 months, and stay at least one night in a tourist accommodation unit in the visited locality from the country; the main purpose of the trip not being related to performance of a remunerated activity in the visited place.

**Overnight** is the interval of 24 hours starting with the hotel hour, during which the person is registered in the tourist accommodation space and benefits from hosting, based on the tariff set for the occupied space, even though the duration of the real stay is smaller than the mentioned interval. The overnights afferent to the additionally installed beds (paid by clients) are also taken into consideration.

**Tourist overnight** is considered to be every night spent by the tourist or during which the tourist is registered (his/her physical presence is not necessary) in a tourist accommodation structure.

**Indices of net use of touristic accommodation capacity in function** expresses the relation between the accommodation capacity in function and its real use by tourists, within a determined period of time. It results from dividing the total number of fulfilled overnights to the touristic accommodation capacity in function during the respective period of time.

**Average stay duration** is calculated by dividing the number of fulfilled overnights to the number of

tourists' arrivals.

## II. Concepts and definitions specific for the touristic activity of the tourism agencies and tour-operators

**Tourism agencies** are the economic units, holders of licenses for touristic activity, specialized in procuring touristic packages and selling them directly to the consumers, as well as in trading their own services.

**Tour-operators** are the economic units, holders of licenses for touristic activity, specialized in creating touristic packages and selling them through the tourism agencies or directly to consumers.

**Tourism** covers the activities performed by persons during their travelling and stays outside their usual place of residence for a consecutive period of time which does not exceed one year, for such purposes as leisure, business, visiting friends and relatives, medical treatment, religion, pilgrimage.

**Organized tourism** – tourism form characterized by a beforehand service agreement, including the services related to tourist's travel and stay, through contracts or any other types of arrangements.

Tourism forms:

- a) **domestic tourism**: movement of residents of the Republic of Moldova within the country for touristic purposes ;
- b) **inbound tourism**: receive of foreign citizens into the country;
- c) **outbound tourism**: traveling of residents of the Republic of Moldova abroad.

The three basic forms of tourism mentioned above may be associated, obtaining thus the following categories of tourism:

- internal tourism which regroups domestic and inbound tourism;
- national tourism which regroups domestic and outbound tourism;
- international tourism which regroups inbound and outbound tourism.

**Tourists/excursionists participating in organized tourism** are the persons who benefit from the services which are offered and sold by the license holders who organize touristic activity.

**Tourists** represent the persons who spend at least one night in a collective or private tourist accommodation structure.

**Excursionists** (one-day visitors) represent the persons who do not spend at least one night in a collective or private tourist accommodation structure.

**Touristic package** (vacation package, trip package) is a pre-established combination of at least two touristic services, sold or offered for sale as a single product, for a price in which the cost of every component is not identified separately, these services exceeding 24 hours.

**Touristic stay** represents the time interval during which the tourist consumes the package of touristic services at the same touristic destination.

**Average length of stay** – division between the number of tourist-days and the number of tourists participating in touristic actions organized by the tourism licenses' holders.

### 3.2.2. Unit of measurement

Data are expressed in absolute values, *in units*; except for the use indices, *in %*.

### 3.2.3. Formula of calculation

**Tourist accommodation capacity in function:**

$$Cf = ( LP \times DP ) + ( LS \times DS ) + ( LC \times DC )$$

**Cf** - tourist accommodation capacity in function;

**LP** – average number of bed-places in the permanent rooms;

**LS** – average number of bed-places in the seasonal rooms;

**LC** – average number of seasonal places offered in camping houses and camps;

**DP** – number of days from a certain period of time, when the structure was open for bed-places in

permanent rooms;

**DS** – number of days from a certain period of time during which the structure was open for bed-places in seasonal rooms;

**DC** – number of days in a certain period of time during which the structure was open for seasonal places offered in camping houses and camps.

**Indices of net use of touristic accommodation capacity in function:**

$$In = (N_{in} / C_f) \times 100$$

**In** – indices of net use of touristic accommodation capacity in function;

**N<sub>in</sub>** – number of overnights registered during a certain period of time;

**C<sub>f</sub>** – touristic accommodation capacity in function.

**Indices of net use of rooms:**

$$V_n = (Q / H_d) \times 100$$

**V<sub>n</sub>** – indices of net use of rooms;

**Q** – sum of occupied rooms during a certain period;

**H<sub>d</sub>** – number of rooms virtually available in the unit.

**Average stay duration:**

$$D_m = (N_{in} / N_s)$$

**N<sub>in</sub>** – number of overnights registered during a certain period;

**N<sub>s</sub>** – number of tourists' arrivals during a certain period.

### 3.3. Used classifications

Used classifications and nomenclatures:

**Classifier of Activities in Moldova Economy** (CAEM rev.2 - *Clasificatorul Activităților Economice a Moldovei in Romanian*), fully harmonized with NACE ver.2.

**Classifier of Ownership Forms in the Republic of Moldova** (CFP - *Clasificatorul formelor de proprietate din Republica Moldova in Romanian*): approved via Standards, Metrology, and Technical Supervision Department Decision no. 276-st dated 04.02.1997;

**Classifier of Administrative-Territorial Units of the Republic of Moldova** (CUATM - *Clasificatorul unităților administrativ-teritoriale al Republicii Moldova in Romanian*), approved via the Moldova-Standard Department Decision no. 1398-ST dated 03.09.2003; in force since 03.09.2003.

The following specific classifiers/nomenclatures are used for carrying out tourism statistical surveys:

- types of structures and categories of comfort;
- nomenclature of countries;
- tourism form (organized tourism);
- tourists' visit purpose (organized tourism).

### 3.4. Scope

#### 3.4.1. Sector coverage

Classification of activities at class level: 5510, 5520, 5530, 5590; la codul 5520; CAEM rev.2 code 5520 includes only tourist accommodation structures (non-tourist accommodation means are excluded: students' hostels, boarding schools, etc.)

#### 3.4.2. Statistical population

The statistical surveys (listed in point 4.2.1.) cover:

- quarterly (f.nr.1 B-SC), annually (f.nr.1 A-SC) – collective tourist accommodation structures on the territory of the country;
- quarterly (f.nr.1 tur) – economic units (tourism agencies and tour-operators), tourism licenses' holders.

### 3.4.3. Geographical coverage

The information is developed and disseminated without the data of the enterprises and organizations from the left part of the River Nistru and Bender municipality.

### 3.4.4. Time coverage

Time series are available in NBS publications and on the web page:

- **annual** data regarding the capacity of collective tourist accommodation structures – starting with 2004;
- **quarterly and annual** data regarding attendance of collective tourist accommodation structures – starting with 2004;
- **quarterly and annual** data regarding tourism organized by tourism agencies and tour-operators – starting with 2000.

### 3.5. Level of disaggregation

The data resulting from statistical surveys on capacity and attendance of tourist accommodation structures are disaggregated by :

**Districts, municipalities, and ATU Gagauzia** (35), **economic development** regions (Chisinau mun. North, Center, South, and ATU Gagauzia);

**Ownership forms:** public property, private property, mixed property (public and private) without foreign participation, foreign property, property of joint ventures;

**Types of tourist accommodation structures and comfort categories** – established through the Decision of the Republic of Moldova Government dated May 27, 2003 no. 643 (*the network of tourist accommodation structures also cover structures which are not classified by types and starts and which are observed by NBS in the statistical surveys on capacity and attendance of tourist accommodation structures*);

**Countries of origin** of tourists (for the number of arrivals and overnights in accommodation structures) ;

**Countries of origin/destination** of tourists (organized tourism);

**Tourism form** – organized tourism (domestic, inbound, and outbound);

**Tourists' visit purpose** – organized tourism (recreational and leisure, business and professional, treatment, other purposes).

Restrictions: In accordance with Chapter V of the Law No. 412-XV dated 9.12.2004 on Official Statistics, the information collected, processed and stored for the production of statistical information is confidential if it allows direct or indirect identification of either physical or legal persons and reveals individual data.

According to art. 25 of the above-mentioned law, the following statistical data cannot be spread or made public: (1) if it contains at least 3 units; (2) if the share of one unit is higher than 85% of the total centralized information.

Used symbols:

- event did not exist;

0,0 small number of cases.

### 3.6. Periodicity of dissemination

Annually (f.nr.1 A-SC).

Quarterly (f.nr.1 B-SC, f.nr.1 tur).

### 3.7. Timeliness

Annual/quarterly data: (f.nr.1 A-SC; f.nr.1 B-SC) – the 45<sup>th</sup> day after the reported period;

(f.nr.1 tur) – the 50 <sup>th</sup> day after the reported quarter.
<b>3.8. Revision</b>
Annual data are final when disseminated for the first time; quarterly data – preliminary, which are revised and disseminated annually.
<b>3.9. Period of reference</b>
Annual data (f.nr.1 A-SC) - <i>reference period</i> refers to the existing situation as of December 31. Quarterly data (f.nr.1 B-SC and f.nr.1 tur) - <i>reference period</i> for which statistical data are registered are quarterly and cumulatively from the start of the calendar year.

<b>4. Data Collecting and Processing</b>
<b>4.1. Data source</b>
<b>4.1.1. Statistical surveys</b>
See p. 4.2.
<b>4.1.2. Administrative sources</b>
Information regarding the classification of tourist accommodation structures; Information regarding tourism licenses' holders.
<b>4.1.3. Estimations</b>
Not applicable.
<b>4.2. Characteristics of the statistical survey</b>
<b>4.2.1. Objective and background</b>
<p>The objective of the <b>statistical surveys on: Capacity of tourist accommodation structures (f. nr. 1A-SC)</b> and <b>Accommodation of tourists in collective tourist accommodation structures (f. nr. 1B-SC)</b> are the following:</p> <ul style="list-style-type: none"> <li>- collecting data regarding the number of open structures; the average number of offered rooms and places; number of arrivals and overnights of Moldovan and foreign tourists;</li> <li>- obtaining some qualitative statistics on attendance of tourist accommodation structures;</li> <li>- harnessing the results of the statistical survey through publications in the area.</li> </ul> <p>Information on attendance of tourist accommodation structures are used for analyzing and forecasting the tourism activity by central public authorities, touristic companies, and other users.</p> <p>To harmonize Moldovan statistics on tourism with the tourism statistics recommended by EUROSTAT and EU legislation (Council Directive 95/57/EC), the following was carried out for the first time: exhaustive survey on capacity of collective tourist accommodation structures and pilot survey on attendance of such establishments, which were organized to collect data for the III quarter 2002, the system of indicators being in compliance with the requirements of the Directive 95/57/EC (p. A and B)</p> <p>Based on the above-mentioned statistical surveys, the de-facto survey on collective tourist accommodation structures was performed in the first quarter of 2003, and the capacity of collective tourist accommodation structures was updated by the end of the year.</p> <p>The Republic of Moldova Government Decision No. 643 dated May 27, 2003 approved the national classification of the collective tourist accommodation structures, as a result the statistical reporting forms were concluded and the information for dissemination was modified according to the new classification. Hence, starting with the first quarter 2004, the continuity of time series for this statistical activity is ensured.</p> <p><b>The statistical survey on touristic activity of tourism agencies and tour-operators (f. nr. 1-tur)</b> has the following objectives:</p> <ul style="list-style-type: none"> <li>- collection of quarterly/annual data on activity of tourism agencies and tour-operators: <i>number of tourists and excursionists, tourist-days, average duration of stay and volume of revenues</i> from services provided by the tourism licenses' holders for domestic and external touristic actions; <i>number of arrivals</i></li> </ul>

<p><i>of non-residents</i> in the Republic of Moldova, grouped by aim of the visit and country of origin; <i>number of departures of Moldovan citizens</i> abroad, grouped by aim of the visit and country of destination, etc.;</p> <ul style="list-style-type: none"> <li>- obtaining some qualitative statistics regarding the activity of tourism agencies and tour-operators ;</li> <li>- harnessing the statistical survey results through publications in the respective area.</li> </ul>
<b>4.2.2. Statistical unit</b>
<p><b>Observation unit for surveys:</b></p> <p>f. nr.1A-SC and f. nr.1B-SC: economic units or natural persons who manage virtually collective tourist accommodation structures;</p> <p>f. nr.1 tur: economic units holders of tourism licenses;</p>
<b>4.2.3. Circle of units covered in the survey</b>
<p>Number of units covered in statistical surveys:</p> <p>f. nr 1 A-SC - <b>247</b> units,</p> <p>f. nr 1 B-SC in quarter I 2012 – <b>247</b> units;</p> <p>f. nr 1 tur in quarter I 2012 – <b>389</b> units.</p>
<b>4.2.4. Survey periodicity</b>
<p>Annually - f. nr. 1 A-SC,</p> <p>Quarterly - f. nr. 1 B-SC, f. nr. 1 tur.</p>
<b>4.2.5. Data collection</b>
<p><b><u>Type of survey:</u></b> exhaustive.</p> <p><b><u>Period of reference:</u></b></p> <p>f. nr.1 A-SC - registered statistical data refer to the situation existing as of December 31;</p> <p>f. nr 1 B-SC - calendar quarter / month for some indicators, cumulatively from the beginning of the year;</p> <p>f. nr 1 tur - calendar quarter / cumulatively from the beginning of the year.</p> <p><b><u>Period of registration:</u></b></p> <p>f. nr.1A-SC - January 20;</p> <p>f. nr.1 B-SC – by the 20<sup>th</sup> day of the month following the reported quarter;</p> <p>f. nr.1 tur - by the 25<sup>th</sup> day of the month following the reported quarter.</p> <p><b><u>Registration method:</u></b></p> <p>Statistical reports (f. nr.1A-SC, f. nr.1B-SC and f. nr. 1 tur) are organized based on self-registration method. The economic units managing tourist accommodation structures and tourism agencies and tour-operators fill in the statistical report forms according to the annexed methodological instructions and send them to the statistical territorial divisions.</p>
<b>4.3. Processing and compilation of data</b>
<b>4.3.1. Validation of data</b>
<p>Data are verified and analyzed from their quality point of view, especially in relation to their internal coherence, temporal coherence, as well as coherence with other data, at the first stage – by the territorial statistical body, and afterwards – at the central level by the IT main Division of NBS. The results of the statistical surveys are presented as totals, percentages, and average values. The control is based on visual methods, as well as automated methods using soft applications. The control methods allow verifying:</p> <ul style="list-style-type: none"> <li>– integrity of the data filled in the report;</li> <li>– compliance of the identification data;</li> <li>– observance of logical conditions for data correlation.</li> </ul>
<b>4.3.2. Compilation/extrapolation of data</b>
Not applicable.



<b>4.3.3. Adjustments</b>
Not applicable.
<b>4.3.4. Quality assurance</b>
<p>The quality of statistical data is ensured by observing the fundamental principles of official statistics approved by the UN Economic Commission for Europe in 1992 (and Statistical Commission/UN in 1994), as well as those set forth in the Republic of Moldova Law on Official Statistics.</p> <p>In its activity of producing statistical information, NBS pays huge importance to ensuring high quality of data. In this respect, a number of measures for quality assurance are carried out at every stage of the statistical process: organization of statistical surveys, collection, processing, and development of statistical information.</p> <p>Important efforts are undertaken to ensure the plenitude and quality of data presentation by the respondents included in the statistical surveys.</p> <p>Errors, inconsistencies, and suspicious data are brought to light so as to be verified and corrected.</p> <p>The primary data are verified and analyzed from internal coherence point of view (within the questionnaire), temporal coherence (with data from previous periods), with data of other similar units, as well as with data available from other statistical surveys and administrative data sources. The missing or inconsistent data are imputed, if needed.</p> <p>To ensure the quality of the primary data, meetings (seminars) are organized with interviewers – respondents for explaining the definitions, the correct way to fill in the questionnaires, especially when they are modified or implemented.</p>
<b>4.4. Data accuracy</b>
<b>4.4.1. Non-response rate</b>
Not applicable.
<b>4.4.2. Sampling errors</b>
Not applicable.

<b>5. Comparability and Coherence</b>
<b>5.1. International comparability</b>
The collection of statistical data on capacity and attendance of tourist accommodation structures, with some exceptions, is in line with the Regulations of the European Union Statistical Office (EUROSTAT) via the Directive 95/57/EC dated 23.11.1995 (p. A and B).
<b>5.2. Comparability over time</b>
Comparability of data in time series (see point 3.4.4.) is ensured, except for the data regarding the <b>number of arrivals of non-residents</b> in the Republic of Moldova during 2000-2007– the disseminated data refer to the number of arrivals of foreigners who benefited from services provided by licensed economic units (including non-residents who were accommodated in accommodation units belonging to them).
<b>5.3. Coherence with other statistics</b>
<p>Coherence with other statistics is ensured by the use of the same national classifiers.</p> <p>The definitions and notions used in the statistical surveys on tourism are common.</p> <p>Coherence of data available in quarterly and annual statistical surveys is ensured.</p> <p>Data regarding the number of tourists differ in the statistical surveys: f. nr. 1-B-SC covers the number of tourists accommodated in tourist accommodation units and f. nr. 1- tur. –the number of tourists participating in tourism organized by tourism agencies and tour-operators.</p>
<b>6. Institutional Mandate (normative-legal basis)</b>
The NBS activity is based on respecting the Republic of Moldova Constitution, the Law on Official Statistics No. 412 dated 09.12.2004, other legislative and normative acts, NBS management decisions and



orders.

The Law on Official Statistics regulates the organization and operation of the unique system of official statistics, establishing the general principles for collecting, processing, centralizing, disseminating, and stocking statistical information (art.1).

Art. 5 of the Law provides that the production of statistical information is based on respecting the following principles: impartiality, statistical deontology, relevance, transparency, confidentiality, cost-efficiency, coordination at the national level, and collaboration at the international level.

Being the central statistical body, the National Bureau of Statistics is an administrative authority created under the Government for leading and coordinating the activity in the statistics area.

In line with the Government Decision No. 1034 dated 29.12.11 on approval of the NBS Regulation and the Nominal Composition of the NBS Collegium, the National Bureau of Statistics:

- develops alone or jointly with other central administrative authorities and approves the methodologies for statistical surveys, as well as the methodologies for calculating statistical indicators, in line with the international standards, especially the EU standards, and with the advanced practice of other countries, and taking into account the peculiarities of the social-economic conditions of the Republic of Moldova;
- organizes, in line with the Program of Statistical Work, approved annually by the Government, statistics surveys regarding the economic, social, and demographic situation and development of the country, carrying out collection, processing, centralization, stocking, and dissemination of statistical data;

The legislative and normative acts ruling the activity of the NBS are available on its official page [www.statistica.md](http://www.statistica.md), under About NBS (<http://www.statistica.md/pageview.php?l=en&idc=323&>)

## 7. Confidentiality

### 7.1. Principles

According to art. 9(2) of the Law on Official Statistics No. 412 dated 09.12.2004, the official statistical bodies shall protect the obtained individual data.

Chapter V of the above-mentioned law stipulates that the information collected, processed, and stored for the production of statistical information is confidential if it allows direct or indirect identification of either physical or legal persons and reveals individual data. The following information is not confidential:

- a) information that may be obtained from sources accessible to the public, according to the legislation;
- b) individual information about the address, telephone, name, type of activity, staff number of the legal and physical persons that carry out entrepreneurial activities;
- c) information about state owned enterprises, submitted at the request of the relevant central and local public authorities;
- d) information about the central and local public authorities, public health facilities, other public institutions, generalized at the unit level.

According to the Law on Official Statistics, art. 24, access to confidential information is granted to people who, according to their job duties, participate in the production of statistical information, to the extent to which the confidential information is needed for the production of the aforementioned information.

The same article stipulates that the access to confidential information that does not lead to direct identification may be granted through the decision of the general director of the central statistical body for research projects, strategies, and programs of national importance, provided that there is not any obvious risk of breaking the individual data protection regime and interfering in people's private life.

Art. 25 of the Law stipulates that the statistical information shall not be spread to users if it contains confidential information. In this case, the generalized information shall contain data about at least 3 units, and the share of one unit shall be at most 85% of the generalized information.

### 7.2. Practical assurance of the confidentiality rules

To ensure the protection of confidential statistical data in compliance with the Law on Official Statistics

No. 412 dated 09.12.2004, the National Bureau of Statistics undertakes all the regulatory, administrative, technical, and organizational measures to protect the confidential statistical information and prevent its disclosure.

In compliance with the above-mentioned law, the staff of official statistical bodies, reviewers, interviewers, and other people that, according to their job duties, have direct access to individual data, must keep the data confidentiality, not to reveal it in any form, including after leaving their positions – a fact that is provided in the agreement signed by every employee of the NBS.

Before being disseminated, the statistical data are verified if they meet the protection requirements set for confidential data. If the statistical data contain confidential information (see p. 7.1), they are not disseminated, but aggregated at the minimum available level which ensures the protection of data confidentiality.

## **8. Access to Information and Dissemination Format**

### **8.1. Access to information**

#### **8.1.1. Calendar of statistical publications**

The release calendar of operative information and informative notes developed by NBS is drafted on quarterly basis.

#### **8.1.2. Access to the calendar of statistical publications**

The release calendar of the operative information and informative notes is placed on the NBS official page [www.statistica.md](http://www.statistica.md)

#### **8.1.3. Access to statistical data**

According to the Law on Official Statistics No. 412 dated 09.12.2004, art. 9: the official statistical bodies must:

- a) spread the statistical information to users according to the volume, mode and deadlines established in the program of statistical works;
- b) provide all users with access to non-confidential statistical information on equal terms regarding the spreading volumes and deadlines;

The program of statistical work may be accessed on the web page [www.statistica.md](http://www.statistica.md), under About NBS / legislative and normative acts (<http://www.statistica.md/pageview.php?l=en&idc=323&> )

The NBS web page [www.statistica.md](http://www.statistica.md) represents the most important information source for ensuring users' access to different statistical information and transparency about the NBS activity.

All the operative information, informative notes, time series, as well as the statistical publications developed by NBS are placed on its official web page.

### **8.2. Dissemination format**

#### **8.2.1. Operative information / Analytical notes**

The operative information and the analytical notes are published on the NBS official page: <http://www.statistica.md> under the Press Releases, according to the Press Release Calendar.

#### **8.2.2. Publications**

Data are disseminated through the NBS database and publications: Statistical Yearbook and Statistical pocket-book, Quarterly statistical bulletin, Social-economic situation of the republic of Moldova etc.

Access to publications:

- in electronic format, on NBS official page [www.statistica.md](http://www.statistica.md), under Products and services / Publications <http://www.statistica.md/pageview.php?l=en&idc=350&nod=1&> )  
or may be procured at the NBS office (more details at the address [www.statistica.md](http://www.statistica.md), under Products and services / Publications <http://www.statistica.md/pageview.php?l=en&idc=350&id=2219>)

#### **8.2.3. Database/time series**

- **Statistical databank** <http://statbank.statistica.md> , under Economic statistics / Tourism

- NBS official page: <http://www.statistica.md> under: Press Release, Statistics by themes / Tourism, Publications.

#### **8.2.4. Questionnaires/data sent upon request from international organizations**

Annually - Questionnaires for World Tourism Organization publication (WTO):

- Compendium on Tourism Statistics;
- Yearbook on Tourism Statistics;
- Trends on tourism market.

#### **8.2.5. Request of additional data**

NBS makes available for users additional statistical information beyond the data presented in the statistical publications, informative notes, operative information, as well as the data placed on the official web page in the limits of available information, in line with the Law on Official Statistics. Request can be sent personally, by post, by e-mail or via online web form – [www.statistica.md](http://www.statistica.md) heading Products and services / Statistical data request [http://www.statistica.md/solicitare\\_informatii\\_statistice.php?l=en](http://www.statistica.md/solicitare_informatii_statistice.php?l=en)

### **9. Useful References (links)**

#### **9.1. Accessibility of documentation on methodology**

The methodology is available on the official page [www.statistica.md](http://www.statistica.md) , under Metadata (<http://www.statistica.md/pageview.php?l=en&idc=351&nod=1&> ).

#### **9.2. Accessibility of documentation on Evaluation Reports**

The NBS assessment reports are available on the official page [www.statistica.md](http://www.statistica.md) , under About NBS / Assessments and Opinions on NBS / Assessment Reports (<http://www.statistica.md/pageview.php?l=en&idc=399&id=2739> ).

#### **9.3. Accessibility of information on user surveys**

User surveys are available on the official page [www.statistica.md](http://www.statistica.md) , under About NBS / Assessments and Opinions on NBS / User surveys (<http://www.statistica.md/pageview.php?l=en&idc=399&id=2740> ).

#### **9.4. Other useful references**

EUROSTAT database	<a href="http://epp.eurostat.ec.europa.eu/portal/page/portal/statistics/search_database">http://epp.eurostat.ec.europa.eu/portal/page/portal/statistics/search_database</a>
WTO statistical database	<a href="http://stat.wto.org/Home/WSDBHome.aspx?Language=E">http://stat.wto.org/Home/WSDBHome.aspx?Language=E</a>