



THE HASHEMITE KINGDOM OF JORDAN



**Methodology of Arrivals and Departures Survey**  
**"For Tourism Purposes"**  
**2016/2017**

**January 2018**

## Executive Summary

The “Arrivals and Departures Survey” is one of the most important surveys in statistics because it comprises two important surveys. The first is the “Arrivals Survey” which measures outbound tourism from Jordan (people who reside in Jordan and were abroad for tourist purposes, whether they are Jordanians or nationals of other Arab and foreign countries). The second is the “Departures Survey” which aims at measuring the inbound tourism to Jordan (when non-residents leave Jordan to their places of usual residence after the end of their visit to Jordan for tourist purposes), whether they are Jordanians or nationals of Arab and foreign countries.

The results of the “Arrivals and Departures Survey” for the period October 2016 - September 2017 have shown that the realized tourist income in Jordan from the tourism activity during the period of the survey amounted to about JD. 3216 million, compared to JD.1046 million spent by residents in Jordan abroad, which is known as outbound tourism. The survey provides a range of tourism data and indicators of interest to the sector. The following is a summary of the most important findings:

### First: Arrivals

1. Total number of arrivals to the Kingdom during the survey period was 6.78 million. The number of arrivals who are residing in Jordan (the condition of international visitors applies to them) was about 1.8 million, constituting 26.7% of the total number of arrivals in Jordan.
2. Jordanians accounted for 87.9% of the total number of resident arrivals in Jordan, followed by Arab residents with 10.5% and finally foreign nationals by 1.6%.
3. Main purpose of the visits by residents in Jordan travelling abroad for personal purposes was 78.9% (it included visiting relatives and friends at the rate of 36.2%, leisure and holidays 15.6%, Umrah and pilgrimage 24.6% and other personal purposes by 2.4%).
4. Main purpose of the visits by residents in Jordan travelling abroad was for professional and commercial purposes at 21.1% (it included business trips by 7.9%, crews 10.5% and other professional and commercial purposes by 2.8%) of the total outbound visits.
5. Total tourist expenditure abroad by inbound residents (including international transport fares) amounted to about JD.1245 million (JD. 1045 million for personal purposes by 83.9% against JD. 200 million or 16.1% for professional purposes).
6. Total tourist expenditure abroad by inbound residents (excluding international transport fares) amounted to about JD.1046 million (JD. 893 million for personal purposes by 85.5% against JD. 152 million or 14.5% for professional purposes).
7. 83.5% of the tourist expenditure abroad (excluding international transport fares) is incurred by Jordanian residents, 12% is incurred by Arab residents and 4.5% is incurred by foreigners residing in Jordan while travelling abroad.
8. Expenditure on Hajj (pilgrimage) and Umrah trips constitutes the highest proportion of tourism expenditure abroad (excluding international transport fares) accounting for

31.7%, followed by visiting relatives at 29.1%, recreation at 16.7%, business trips at 9.2% , study abroad at 6.2%, conferences and seminars at 2.6%, crews at 2.2%, treatment at 1.2% and 1.1% for other purposes.

9. Stay rate abroad for all groups of nationalities was about 13 nights. The expenditure rate (including international transport fares) was about JD. 55 per day compared to about JD.46 (excluding international transport fares).
10. By comparing the nationality groups, the results indicated that the stay rate abroad for Jordanian residents was about 10 nights and their average daily expenditure excluding international transport fares was about JD. 59, while in the case of Arab residents it was about 39 nights and their average expenditure excluding international transport fares was about JD.18 (lowest among the nationality groups). On the other hand, the rate for resident foreign nationals was about 21 nights and their average expenditure was about JD.85.
11. According to the purpose of the visit, the average daily expenditure for recreation and holidays abroad was about JD.106 excluding international transport fares, religious visits was about JD.79 while it was about JD.25 for visiting relatives and friends.
12. Expenditure abroad (excluding international transport fares) amounted to JD.1046 million. According to the expenditure break up, expenses incurred on package tours abroad was 28%, shopping 29%, food and drink 12.8%, accommodation 7.7%, leisure activities 8.5%, transportation 5.5%, study 3.2%, treatment 1.4% and on the other items at 3.9%.
13. About 90% of the resident arrivals visited Arab countries, while the ratio of visitors to foreign countries was about 10%.
14. The results indicate also that about 80.3% of the tourist expenditure abroad was spent in Arab countries, while the ratio of spending in foreign countries was about 19.7%.
15. Number of participants in package tours reached 603 thousand (about 34% of the total number of resident arrivals). Total expenditure on package tours including international transport fares amounted to about JD.415 million, or 33% of the total resident arrivals expenditure (including international transport fares).
16. 48.1% of the passengers use different means of road transport (public vehicles 41private cars 3.9% and trucks 3.2%), followed by air transport at 46.2%, while the lowest percentage was maritime transport at 5.7%.
17. As for the total tourist expenditure abroad, the survey results have shown that air transport passengers spent 74.9% of the total expenditure (excluding international transport fares), while land travelers spent 20.8% and maritime passengers spent 4.3%.
18. Number of overnight tourists reached 1.6 million accounting for 90.8% of the total number of resident arrivals, while the number of “One-day” visitors reached 163 thousand, constituting 9.2% of the total number of arrivals.
19. Total expenditure of overnight tourists amounted to about JD.1031 million constituting 98.6% of the total expenditure of resident arrivals (excluding international transport

fares). On the other hand, the “One-day” day visitors abroad spent about JD.14 million (1.4% of total spending).

20. Number of resident arrivals was about 1.8 million, of whom 82.3% were males against 17.7% females.
21. Percentage of male expenditure out of total expenditure excluding transport fares was 84.9%, while the percentage for females was 15.1%.
22. Percentage of resident arrivals under the age of 34 years reached 39.1%, age group 35-44 was 37.9% against 23% for residents aged over 44 years.
23. Percentage of expenditure by resident arrivals under 34 years of age to total expenditure reached 36.8%. The proportion of expenditure by resident arrivals in the age group 35-44 was 36.2% against 18.1% for those aged 45 - 54 and 8.9% for those over the age of 54 years.

## **Second: Departures**

1. Total number of departures from Jordan during the survey period reached about 6.83 million. The number of non-residents departures reached about 5.2 million, constituting about 76% of the total number of departures.
2. Non-resident departures from Arab non-GCC countries ranked highest with 29.8%, followed by non-resident Jordanians at 26.6%, Gulf visitors at 19.4%, Asian visitors at 10.8%, European visitors at 8.1%, visitors from the Americas at 4.9%, while visitors from African countries represented less than 1% of the total number of non-resident departures.
3. Palestinian, Egyptian, Iraqi and Syrian nationals accounted for 89.9% of Arab visitors by 49.2%, 18.3%, 13.2% and 9.1% respectively.
4. Saudi nationals accounted for 84% of the total Gulf nationalities visitors, compared to about 16% for the rest of the Gulf nationalities visitors.
5. Visitors from the Israeli, Indian, Chinese, Indonesian, and Philippine nationalities accounted for 64.5% of the total Asian visitors (25.0%, 13.6%, 10.2%, 8.6% and 7.2% respectively).
6. British, Russian, German, French, Italian and Spanish nationalities accounted for 65.4% of the total European nationalities visitors at 17.1%, 14.4%, 13.2%, 9.5%, 5.9% and 5.3% respectively.
7. Meanwhile, the Nationals of the United States Canada accounted for 87% of the total visitors from the Americas at 72.3% and 14.5% respectively.
8. Number of international visitors reached 4452 thousand people, of which 83.1% were overnight tourists against 16.9% for the “One-day” visitors.
9. The findings indicated that personal visits topped the list by visit purposes. The proportion for international visitors was 89.9% against 10.1% for professional purposes. The proportion for overnight tourists was 90.7% against 9.3% for professional purposes.

Meanwhile, the percentage of “One-day” visitors for personal purposes was 86.1% against 13.9% for professional purposes.

10. 49.3% of international visitors to Jordan (overnight and “One-day”) came to visit relatives and friends, while their percentage who came for leisure and holidays was 17.4%, border crossings 11.1%, business trips 6.1%, medical treatment 6%, study 4.2% and for other purposes 5.9%.
11. During the survey period, the number of overnight tourists was 3.7 million. Purpose-wise, visits to relatives and friends ranked first at 58.2%, leisure and holiday trips at about 16.6%, medical treatment, study and work trips at 6.4% 4.8% and 5.5% respectively and for other purposes at 8.4%.
12. Number of “One-day” visitors was about 750 thousand people, of whom 53% were border-crossing visitors, followed by “One-day” visitors for recreational purposes at 22%, business trips about 9%, visiting relatives about 5%, treatment about 4%, crews about 3% and about 4% for the rest of purposes.
13. Total realized tourist expenditure for Jordan during the survey period amounted to about JD.3216 million excluding international transport fares against JD.3978 million (international transport fares inclusive).
14. Overnight tourists spent about JD.3087 million which accounted for 96% of the total expenditure excluding international transport fares, compared to about JD.129 million spent by the “One- day” visitors excluding international transport fares, which accounted for 4% of the total realized tourism expenditure during the survey period.
15. Realized tourist income from international visitors’ non-resident Jordanians was the highest among the nationality groups and accounted for 36.1% of the total tourism expenditure, followed by income from Arab non-Gulf sates’ nationals at 21.3%, while the income from international Arab Gulf visitors stood at 20.6%. As for the income from international European visitors accounted for 8.1%, Asia and Pacific 7.3%, American countries 5.8% while tourism income from African countries accounted for less than 1%.
16. Expenditure of international visitors in Jordan for visiting relatives and friends was highest by 44.7%, followed by recreation and holidays by 17.2%, study by 15%, treatment by 11% and business trips by 4.8% and then for the rest of the purposes by 7.5%.
17. Total expenditure of overnight tourists amounted to JD.3087 million. Expenditure was distributed by visit purpose; visiting relatives and friends at 46.5%, followed by overnight leisure and holiday trips at 16.5%, study at 15.5%, treatment at 11.2% and for the rest of purposes at 5.6%.
18. The results for the “One-day” visitors, whose expenditure amounted to about JD.129 million, showed that the border-crossing visitors have contributed by 46.7% of the expenditure, while the “One-day” visitors coming for recreational purposes contributed by about 33.6%. On the other hand, the percentage of the “One-day” visitors for

treatment, visiting relatives and friends and business trips was 5.2%, 2.3% and 7.3% respectively.

19. Accommodation rate for the overnight tourists by nationality groups have shown that the non-resident Jordanians stayed 22 nights, Arab nationals about 14 nights, Gulf States nationals about 9 nights, while for Asian nationals the average was 11 ,European nationals 10 nights, and American nationals 13 nights,.
20. Highest stay rate in Jordan was for overnight tourists who came for study and reached about 80 nights, followed by visiting friends and relatives by 16 nights, business trips by about 7 nights, treatment 8 nights, recreation about 6 nights, conferences and seminars about 8 nights. On the other hand, the rate for religious visit was 2 nights and for crews 3 nights. The rate for border crossing visitors was about two nights, while the average stay rate in Jordan for overnight tourists during the survey period was about 16 nights.
21. According to the nationality groups of overnight tourists who came for recreational purposes, the highest stay rate was for non-resident Jordanians at 21 nights and the lowest stay rate was from Asia, Gulf states and American countries at about 5 nights each, Arab countries by about 9 nights against about 7 nights for tourists from European countries.
22. Average daily expenditure per person (excluding international transport fares) for overnight tourists amounted to about JD.54 against JD.172 for “One-day” visitors.
23. Highest expenditure rate was for overnight tourists from European countries at about JD. 93 per person and the lowest rate was JD.38 for Jordanian tourists.
24. Highest expenditure rate for the “One-day” visitors was for non-resident Jordanians at about JD.294, and the lowest rate was for the Gulf States national at about JD.87.
25. Expenditure of international visitors in Jordan (excluding international transport fares) reached JD.3216 million, broken down by shopping at 25.4%, accommodation at 8.4%, food and drink at 16.1%, treatment at 8.8%, entertainment at 12.7%, local transport at 6.3%, study at 6.8%, package tours at 10% and 5.5% for other expenditure items.
26. Expenditure by overnight tourists in Jordan excluding international transport fares amounted to JD.3087 million distributed over shopping by 25.8%, accommodation by 8.8%, food and drink by 16.5%, treatment and package tours by 9% each, recreation by 13.2%, local transport by 6.3%, study by 7.1% and 4.3% for other expenditure items.
27. Expenditure of the “One-day” visitors in Jordan excluding international transport fares amounted to JD.129 million, distributed over package tours by 32.2%, shopping by 15.2%, cars and insurance expenses by 24%, food and drink by 3.5%, treatment by 4%, local transport by 6.7% and 14.4% for other expenditure items.
28. About 52% of the overnight tourists stay for 1 - 7 nights in Jordan, while about 36% of them stay for 8 - 28 nights. In contrast, about 12% of them stay for more than 28 nights.
29. About 78% of the overnight tourists who come to Jordan for recreational purposes stay for 1-7 nights, while 21% of them stay between 8-28 nights in contrast to 1% who stay for more than 28 nights.

30. 26% of the 3.7 million overnight tourists stay in hotels, apartments and hotel suites, while about 60% of them stay in their own apartments or houses or stay with relatives and friends. In contrast, about 12% of them stay in rented apartments and about 2% of them stay in transport means and other accommodation places.
31. About 31% of the Arab Gulf “Over-night” tourists stay in hotels, suites and hotel apartments, while about 35% of them stay in their own houses or apartments or with relatives and friends. In contrast, about 33% of them stay in rented apartments and about 1% live in transport means and other accommodation places.
32. Approximately 81% of the European overnight tourists stay in hotels, suites and hotel apartments, while about 14% live in their own houses or apartments or with relatives or friends against 5% of them who stay in various accommodation places.
33. Total number of overnight stays by tourists in Jordan was about 58 million, distributed over hotels, suites and hotel apartments by 10%, their own houses or apartments or with relatives or friends by 65.9%, rented apartments by 24% and less than 1% in other accommodation places.
34. Around 46% of international visitors used air transport means, while 51% of them used road transport means against 4% who used maritime transport means.
35. Total expenditure by international visitors excluding international transport fares amounted to about JD.3216 million, distributed over the used means of transport at 75.4% for air departures and 22.7% for land departures, while the ratio for sea departures 2 %.
36. 41.8% of international visitors used Jordanian international transport means compared to 58.2% of them who used international non-Jordanian transport means.
37. The number of international visitors reached about 4 million (excluding the border-crossing visitors). 18.5% of them have visited Jordan for the first time, 8.2% visited Jordan for the second time, while those who visited Jordan for the third time during the last five years accounted for 10.6%. In contrast, the percentage of those who have visited Jordan four times or more during the last five years was 62.7%.
38. About 62% of international visitors travel to Jordan individually, while about 23% of them are family companions (husband, wife and children). In contrast, about 16% of them accompany friends, co-workers and other relatives.
39. The capital city (Amman) topped the list in terms of the number of visitors to tourist sites by 46.6% of the total number of visitors to tourist sites which was 6.7 million, followed by Petra at 8.7%, the Dead Sea 8.1%, Aqaba 7.6%, Irbid 6.8%, Wadi Rum 5.4%, Jarash 5% and Madaba 4.4%.
40. 12.2% of international visitors (about 4 million people excluding border-crossing visitors) arrange their trips to Jordan through tourism and travel agencies, while 81.5% travel through personal arrangements. In contrast, 6.1% rely on employers to organize their trips and less than 1% of them arrange their trips through other ways.

41. Total number of package tours' passengers during the survey period was about 482000 Person, of whom 66% were overnight tourists, while the ratio of "One-day" visitors was about 34%.
42. Total expenditure on package tours including international transport fares reached about JD.364 million, thus accounting for about 9.2% of the tourism expenditure in Jordan.
43. 94.6% of international visitors (numbering about 4 million people excluding border-crossing visitors) finance their own trips, while 4.6% of them travel through funding by their employers and less than 1% are funded by the government.
44. The number of international visitors reached about 4.5 million (about 3.7 million were males or 82.2% compared with 791 thousand females or 17.8%).
45. The number of overnight tourists reached about 3.7 million (82.5% were males compared to 17.5% females). The number of "One-day" visitors was about 750 thousand people (males accounted for 80.7% compared to 19.3% females).
46. Total expenditure of international visitors amounted to about JD.3216 million (males contributed by about 81.3% compared to about 18.7% by females).
47. International visitors are distributed by age group with visitors below 25 years of age at about 8%, age group 25-34 about 31%, 35-44 about 39%, 45-54 about 16% and above 55 years about 7%.
48. Tourist expenditure by international visitors is distributed by age group and reached 15% for the age group below 25 years, age group 25-34 by 28%, 35-44 by 35%, 45-54 by 16% and for the age group 55+ is about 6%.
49. Number of arrivals to Jordan for recreational purposes was 841 thousand. Percentage of people whose trip included visiting other countries in addition to Jordan was about 27% compared to about 73% whose trip did not include other countries and Jordan was their main destination.
50. Percentage of overnight tourists whose trip included visits to other countries was about 62% of the total number of overnight tourists, compared to 38% of the "One-day" tourists.
51. International visitors are divided by major groups of professions. The rate for legislators and senior management personnel was about 5%, for specialized professionals 32%, technicians and assistant specialists 10%, clerks 13%, service employees , vendors in shops and markets 13%, skilled workers in agriculture and hunting 1%, craftsmen and workers in other professions 3%, machine operators and assemblers 1.5%, workers in primary occupations 1.1%, military service personnel less than 1%, and for those persons who the profession does not apply to them (housewives, retirees and students) 19.7%.
52. About 83% of international visitors have their own accounts on social media against about 17% who do not have.
53. About 91% use social media means (Facebook, Twitter, Instagram, Google, SnapChat) at 38.3%, 11.6%, 18.4%, 10.5% and 12.1% respectively compared to about 9% who use other means of communication.

54. The main influencing factor for selecting Jordan as a destination for leisure was due to a recommendation by the travel and tourism agencies at about 45% compared to about 34% due to a recommendation by relatives and friends.
55. Planning of the trip for those coming for recreation was carried out by about 51% before three weeks of travel compared to about 30% who began planning before 4-8 weeks of travel, while about 19% of them took more than eight (8) weeks to plan the trip.
56. Tourism expenditure excluding international transport fares for the period (October - December 2016) was 23.1% of the total tourism expenditure. The percentage reached 20.9% for the period (January – March 2017), and was 24.5% for the period (April – June 2017), while the highest percentage of tourist expenditure was during the period (July – September 2017) at 31.4%.

## **1 . General Background on the Survey**

### **1.1: Introduction**

Tourism in Jordan is one of the important economic sectors that contribute to supporting the national economy and employment. Tourism statistics is also important because it is used for research and development purposes although attention and focus to this type of statistics have been relatively late compared to other fields. As a result of the rapid growth in the volume of tourism, it was necessary to measure the impact of this activity on the national economy, especially on the balance of payments. It is known that international inbound tourism has a positive impact on the balance of payments while is being negatively affected by outbound tourism.

The importance of this survey is highlighted by the set of tourism data and indicators on arrivals and departures for tourism purposes, in order to use its results in the estimation of tourism income and expenditure (tourism and travel item) in the Balance of Payments, estimating a number of tourism sub-calculation tables in addition to the development of plans and policies aimed at developing tourism on scientific and methodological bases which will result in development of the other tourism-related economic sectors.

### **1.2: Survey Objectives**

#### **1.2.1: Arrivals**

The survey aims at measuring the outbound tourism from Jordan at the arrival of persons residing in Jordan and were abroad for tourism purposes, whether they are Jordanians, Arabs or foreigners. The survey provides the following data:

1. Identifying the number of resident arrivals by nationality group, gender, age and occupation.
2. Classifying of resident arrivals according to their status (international visitor, other traveler).

3. Identifying the main purpose of the visit.
4. Identifying the type and ownership of the international transport means used by international visitors abroad by resident arrivals.
5. Obtaining data relating to the total expenditure abroad, number of persons covered in the expenditure and its distribution according to the various items of expenditure for outbound tourism.
6. Identifying the rate of expenditure and the rate of stay of the person abroad.

### **1.2.2: Departures**

The Departures Survey aims at measuring the incoming tourism to Jordan when persons who are not residents of Jordan leave their places of habitual residence after their visit to Jordan which was carried out for tourist purposes, whether they are non-resident Jordanians, Arabs or foreigners. The survey provides the following data:

1. Identifying the number of non-resident departures by nationality, sex, age and occupation.
2. Classifying the non-resident departures according to their status (international visitor, other traveler).
3. Identifying the main purpose of the visit.
4. Identifying the type, ownership and nationality of international transport means used by international visitors in Jordan (non-resident departures).
5. Identifying the place of residence of tourists during their stay in Jordan.
6. Identifying the total expenditure in Jordan, number of persons covered in the expenditure and its distribution by various expenditure items for inbound tourism.
7. Obtaining data on the average expenditure and the average stay rate per person in Jordan.
8. Identifying the tourist activities practiced by tourists in Jordan.
9. Identifying the channels by which he/she has selected Jordan as a destination.

### **1.3: Survey Coverage:**

This survey covered a sample of arrivals and departures from and to Jordan through all border and working crossing points by Jordanians, Arabs and foreigners during the survey period which lasted for one year beginning from 1<sup>st</sup> October 2016 till 30<sup>th</sup> September 2017.

### **1.4: Survey Sample Design:**

In view that this type of surveys has no fixed frame, the survey sample design was based on the results of the Arrivals and Departures Survey 2010/2011. The variance and coefficient of variation were used in estimating the current sample size, in addition to the frame of the arrivals and departures across all border centers and border- crossing points by their various nationalities

for 2015. Based on this information and based on the systematic random sampling principle, the sample size was determined. The survey sample was designed in two phases:

**The First Phase:** 33% of the arrivals and departures will be interviewed (i.e., one out of every three persons) passing through border posts (during the scheduled work period). They will be registered in special records (electronically designed) according to their status: Arrival or Departure, then they will be classified by the nationality groups specified in the register and the applicability of the residence requirement for the arrivals and the non-residence condition for the departures.

**The Second Phase:** The data of the Arrival and Departure questionnaire will be completed according to the group of each nationality based on the specific systematic period for each nationality group and for whom the residence requirement applies to the residents (they are the persons whose place of residence is Jordan) and the non-residence requirement for the departures (they are the persons whose place of residence is any country other than Jordan). The nationalities' group listed in the Register of Arrivals is as follows:

1. Jordanians.
2. Arabs.
3. Foreigners.

While, the nationality groups listed in the Register of Departures, they are as follows:

1. Jordanians.
2. Gulf States nationals.
3. Other Arab nationals.
4. African nationals.
5. Asian and Pacific States' nationals.
6. European nationals.
7. American countries' nationals.

#### **Distribution of the Arrivals Survey sample for the period 2016/2017**

Nationality Group	Sample size for the Arrivals
Jordanians	32945
Arabs	14892
Foreigners	269
Total	48106

## Distribution of the Departures Survey sample for the period 2016/2017

Nationality group	Sample size for the Departures
Jordanians	8349
Gulf Arab States' nationals	20602
Other Arab nationals	50411
African nationals	583
Asian nationals	32176
European nationals	23093
American States' nationals	11494
Total	146708

## 2. Preparation Stage:

### 2.1: Survey Main Documents

The documents include the survey records and questionnaires (two records: the **first**: for the Arrivals and the **Second**: for the Departures) and two questionnaires (the **first** for the Arrivals and the **second** for the Departures). The documents also include the instructions manual for the field staff. The records and questionnaires were designed for this survey electronically on tablets. The following is a summary of the most important documents:

#### A. The Survey Registers:

For the purpose of determining the persons to whom the residency requirement applies, a special register was used for each of them containing only two questions each (nationality and usual place of residence).

#### B. The Survey Questionnaires:

Two models of questionnaires have been designed, each containing all data and information that meet the survey objectives and providing the necessary data on arrivals and departures according to international recommendations. Each questionnaire includes the following main topics:

- Introductory data: It includes name of the arrival and departure center and the date of arrival and departure.
- Nationality, place of residence and main purpose of the visit.
- Travel patterns: type of trip, means of transport, nationality, and number of visits, persons accompanying the visitor and visited sites.

- Patterns of Expenditure: number of nights, place of usual residence, organizer of the trip, expenditure and its distribution on various items of expenditure, number of persons covered and main source for funding for the trip.
- Tourist stimuli: main factor influencing the visit and the impression about the trip.
- Respondent's data: gender, age and occupation.

### **C. Instruction manual:**

This manual contains the definitions, concepts and detailed instructions for field staff at all supervisory and executive levels. It also contains detailed explanation of all questions in the questionnaire and how to complete the required data in a manner to ensure integrity and accuracy. The manual also includes the basic edit rules to be followed by the enumerators and edit staff while checking the questionnaires. It also includes duties of the survey staff such as supervisors, controllers, and enumerators and the edit staff, in addition to the electronic edit rules that are necessary for data processing.

### **D. Coding Manual:**

All questions were assigned pre-defined codes while designing the questionnaires. The coding manuals included codes of the border points, nationality in addition to main purpose of the visit, archeological sites, type of the means of transport and expenditure items. The Coding Manuals were already loaded on the tablets.

#### **2.2: Definitions and Classifications:**

- 1. Nationality:** It means the legal subordination of the individual to a particular state and is usually determined by the passport held by the person.
- 2. Place of usual residence:** It denotes the last place where the traveler has resided or intends to reside for a period of 12 months or more. Patients for the purpose of treatment are excluded in addition to students for study, diplomats and military personnel regardless of the duration of their stay outside their home country noting that their habitual residence is their countries of origin.
- 3. Resident in Jordan:** A person is considered to be a resident of Jordan if he has lived for more than one year and intends to stay for more than one year. The concept of **residents** (in Jordan) includes the following categories regardless the duration of their stay outside Jordan:
  - Jordanian students abroad for the purpose of studying regardless of the duration of their stay abroad.
  - Jordanian patients abroad for the purpose of treatment no matter how long their stay outside Jordan.
  - Jordanian diplomats and military personnel whose duty station outside Jordan regardless of the duration of their stay outside Jordan.

- Members and crews of Jordanian ships and aircrafts operating partially or completely outside the Jordanian border

**4. Non-resident in Jordan:** A person is not considered a resident of Jordan if he resided in Jordan for a period less than 12 months, except for the following categories who are treated as non-residents regardless of the duration of their stay in Jordan:

- Non-Jordanian students in Jordan for study purposes.
- Non-Jordanian patients for treatment.
- Non-Jordanian diplomats and military personnel stationed in Jordan.
- Members and crews of non-Jordanian ships and aircrafts operating partially within the Jordanian border.

In general, a person is considered as a non- resident in Jordan if the purpose of his arrival is as follows:

- Entertainment or vacation for less than a year.
- Religious visit less than a year.
- Visiting friends and family in Jordan for less than a year.
- Attending a conference, meeting, seminar or workshop.
- Non-Jordanian student for the purpose of study (whatever the duration).
- Non-Jordanian patient for treatment (no matter how long).
- Non-Jordanian diplomat or military personnel stationed in Jordan (whatever the duration).
- Jordanians working abroad and engaged in economic activity outside of Jordan.

**5. Passenger:** It means any person traveling outside the country (outside their normal place of residence) regardless of the purpose of travel and means of transport used even if on foot. For the purposes of tourism statistics, the two types of travelers are distinguished as follows:

A- **International visitor:** Any person who travels to a place other than his usual place of residence for less than 12 months. The main purpose of the visit is any purpose other than engaging in an activity which generates income or is compensated from within the country of destination. Therefore, all passengers who participate in tourism activities will be described as international visitors. Moreover, patients, students, diplomats and military personnel will also be considered as international visitors (In case of Jordanians if they arrive to Jordan and the non-Jordanians if they leave Jordan as international visitors).

B- **Other passenger:** It means any traveler who does not meet the international visitor definition. Other travelers can be classified as follows:

- A person who has a business in the country of visit and generates income and has an explicit working relationship: He is the person who left his or her usual residence in order to engage in a work that generates income in another country, in this case the person is not considered an international visitor for the country of his arrival.

- Migrant: A person is considered to be an immigrant (whether voluntarily or forcibly) if he enters or leaves a country as an immigrant. The same case applies to the dependents who accompany him.
- Refugees: A person is considered a refugee who was forced to travel because of wars and political conflicts.

**6. Main purpose of the visit:** It means the main reason without which the trip could not have been made. This reason represents the motive for the trip. Here, we must distinguish between the purpose of the visit and activities practiced by the visitors noting that activities refer to the behavioral patterns such as diving, other marine activities and tours. Visitors can practice same activities despite different purposes of the visit. The person whose main purpose of the visit was recreational can visit relatives and friends and vice versa. Main purposes of the visit were divided into two main groups: personal and professional (commercial):

**First Group: Personal Purposes:** This category includes all purposes of tourist trips not classified as commercial and professional in the business and professional section. These include:

- 1. Recreation and Leisure:** It is the trip made by an individual or a number of household members or the whole household for rest, entertainment, sightseeing, recreational and cultural activities, beach use, sports and music events, skiing, horse riding, golf, tennis, diving, surfing, trekking and mountaineering. The visitor could be alone (or with other family members). He is the one who decides to make the trip as an activity not associated with his profession. The trip is usually funded by the family's financial resources. He could visit relatives and friends during the trip, but this is not the main purpose of the trip.
- 2. Cultural and Historic Trip:** main objective of the trip is to see the historic and archeological sites. The main motive for this type of tourism is cultural and visiting archaeological sites, historical monuments and museums, and getting information on the traditional handicrafts or any form of arts such as attending cultural events or festivals.
- 3. Medical Recovery:** Tourists may resort to spa resorts to lose weight, get away from noise or quit smoking and addiction. With regard to Jordan, the main objective of the trip will be to visit the seaside resorts, spas and other specialized places, including mineral baths and springs, seawater and therapeutic estates such as sulfur springs and burial in mineral sand and black clay rich in minerals and salts for curing some skin diseases and rheumatism.
- 4. Visiting Relatives or Friends:** Visiting friends and relatives is considered to be a social visit. The main purpose of the visit is the departure of the person to visit

relatives and friends, vacations spent at home, attending weddings, funerals or other family event and short-term care for the sick or the elderly.

- 5. Shopping:** This category includes, for example, purchase of consumer goods for private use or as gifts, but not for resale or for future production, because in this case the purpose becomes commercial and professional ...etc. In other words, it is defined as; travel of individuals specifically for shopping to benefit from lower prices or because the products are distinguished by better quality.
- 6. Religious Visit, Hajj or Umrah:** Main purpose of the visit is to attend religious events or to visit the holy sites such as the Baptism Site, various churches and shrines and tombs of the Prophet's companions in Jordan, thereby the main purpose of their visit is "religious". In other words, the performance of Hajj or Umrah for arrivals residing in Jordan (Arrivals Survey) or visits to holy sites such as Baptism Site and various churches and the tombs and shrines of the companions of the Prophet companions in Jordan for non-residents departures in Jordan (Departures Survey), then the purpose of their visit is religious.
- 7. Medical Treatment:** Main purpose of the trip is treatment in order to be benefited from the services of medical centers and hospitals that have medical equipment and human cadres and are characterized by efficiency. This category refers to all medical kinds of treatment. In practice, this category refers to visits to hospitals, clinics and health resorts for treatment of various diseases.
- 8. Study:** Main purpose of the visit is to pursue education for getting a higher qualification by joining a university, colleges, institutes or schools. Even if the duration of their stay exceeds one year in order to meet the balance of payments requirements as mentioned above in relation to treatment.
- 9. Cross Border Transit:** This category consists of visitors who stop at a place without any specific purpose other than that the individual is on his way to another destination. In other words, the main purpose of the visit is to cross the border so that the traveler can get from his country to a third country, in other words, they are the persons passing through Jordan with the aim to reach another country. This person crosses the border officially through the country's security points.
- 10. Transit at the Airport :** It means a person who came to Jordan for traveling to a third country and who is required to remain in the border center, but in some special cases special arrangements are made for visiting the tourist places and stay at the airport hotel. Such persons are provided with "Entry Permits" especially designed for this purpose without the need to use a passport (i.e., entering informally).

**11. Other “Personal”:** This category includes, for example, voluntary work, investigation, immigration arrangement procedures and any other temporary activities not included elsewhere.

**Second Group:** This group includes all purposes of non-classified tourist trips as personal tourist trips and falls within the category of business and professional work. These include:

**1. Work for own account:** The purpose of this trip is due to requirements related to his profession or the economic activity of the production unit owned by him or being a partner, such as owners of economic establishments and businessmen who follow up their work in the country of visit.

**2. Employees not associated with an explicit work relationship inside or outside Jordan:** This category also includes work trips, work activities and professional activities. The visitor takes the trip because of requirements related to his occupation or the economic activity of the production unit in which he works. The decision to make the trip and finance it is often made by someone other than the person traveling in the business trip.

**3. Conferences, Exhibitions, Seminars, Training:** The main purpose of the visit is to deliver or participate in lectures, seminars, conferences and exhibitions such as industrial, military, commercial, technical, formative and tourism exhibitions, various workshops, government missions and vocational training courses related to work or profession. The visitor is financially supported by this work or profession.

**4. Plane and Vessel Crew or Driver:** Main purpose of the visit is because of being the visitor as a crew member of a plane, ship or driver of a vehicle or being an assistant.

**5. Border Crossing Worker:** A person who lives near the border in a country and works and travels between the two countries on an ongoing basis.

**6. Seasonal Workers:** The purpose of the visit is to travel for work at certain times of the year such as agriculture, construction, tourism and so on.

**7. Diplomat:** He is the person whose main purpose is to travel to his or her place of work to represent a state or an international body and carries a diplomatic passport. This includes members of his or her accompanying family and dependents. If a person with diplomatic status travels for a purpose other than diplomatic representation, in this case the purpose of his visit is recorded as a vacation or a visit to relatives and friends or otherwise.

- 8. Military:** A person who is a member of the armed forces and the main purpose of his travel is to join his duty station. But, if he is on a private visit (other than joining his duty station), then the purpose of the visit shall be recorded as the case may be.
- 9. Other Professional:** Any reason for a visit other than the aforementioned travel purposes shall be determined.
- 7. Destination:** It means the place or location where the visitor spends more time than elsewhere visited during the trip, the main destination of the trip is determined by the decision to make the trip. However, if the visitor cannot identify this place, the main destination is the place where he spent most of his time during the trip. Again, if the visitor cannot determine that location, then the main destination is determined to be the farthest place from the usual place of residence (the place where the longest distance has been reached).
- 8. Number of Visits:** It is the number of visits to Jordan as a major destination for international visitors.
- 9. Package Tours:** It means participating in the trips, which include all the arrangements (accommodation and transportation at least) and often includes meals and excursions. Participating in these trips can be made through travel agencies.
- 10. Accompanying Travellers:** It means the travellers who travel together throughout the entire trip or any part thereof and pay most of what they spend on the trip of a joint budget. The group of travellers may include members of the same family who travel together such as the spouses, children or a group of work colleagues or friends ....etc.
- 11. Means of International Transport:** It means the main means of transport used in larger distance traveled by visitors to travel from the place of usual residence to the place he /she is currently visiting. These means could be air, land or sea transport means.
- 12. International Transport:** used for arrival and departure and whether they are Jordanian or non-Jordanian.
- 13. Tourist Sites Visited:** It is the most important archaeological and tourist sites in Jordan, which stimulated the international visitor to visit during his stay in Jordan.
- 14. Stay Duration (Number of Nights):** It means the number of nights spent by the visitor.
- 15. Organizing the Trip:** It means how the trip was organized and planned and the role of other parties in the preparation process such as the travel agencies, employing party, or conference organizer or personal arrangements.
- 16. Most Common Place of Residence of a Visitor:** It means the places of tourist accommodation such as hotels, apartments, suites, apartments (rented), camps and resorts,

as well as the regular accommodation such as houses owned or with relatives and friend or others such as hospitals, student dormitories or public or private transport or not.

- 17. Tourism Activities:** It means measuring the most important activities and preferences of tourists during their stay in Jordan such as natural and ecological tourism, visiting historical sites, bird watching and attending art festivals.
- 18. Marketing and Tourism Incentives:** It means identifying the main factors influencing the selection of Jordan as a major travel destination, and also identifying the social media sites used by visitors and the sources of information relied upon in booking the trip and the channels used during booking.
- 19. Sources of Financing the Trip:** It means the sources of financing the trips and whether this trip is self-financed or by the employer and other sources of funding.
- 20. Characteristics of Other Travelers:** They include sex, age and occupation by the occupational groups recommended by the International Labor Organization (ILO).
- 21. Tourism Expenditure:** Total consumption expenditure spent by the visitor or on his behalf for the purpose of preparing for the trip and during the trip (during stay of the visitors in the country of destination). The visitor's expenditures are considered as revenues for the receiving countries and expenses for the country of arrival.

It can be defined as the amount paid for the possession of consumer goods and services, as well as valuables for personal use or for gifts, for the purposes of the tourist trip and during the trip itself. This includes the expenditure by the visitors themselves, as well as the expenses paid by own self or by others (or on his behalf and for the purpose of the trip).

❖ **The expenses that should be excluded from the tourism expenditure:**

- Purchases for resale purposes (**commercial activity**): whether on behalf of third parties (producers or others) or on their own behalf.
- All transfers in cash, such as donations to charities or other individuals (especially to family and relatives) because they are not related to the purchase of consumer goods or services.
- Purchase of housing, real estate and all expenses related to major repairs and improvements (expenditures of a capital nature) such as purchase of financial and non-financial assets, including land and real estate.
- Payments of all interest categories, including those imposed on and during travel expenses.

## ❖ Expenditure Breakdown:

Total expenditure is distributed by various items as follows:

1. **Expenses on the Jordanian International Transport:** It represents the amounts spent by the visitor and his accompanying family members (who depend upon him for their livelihood) on the Jordanian international means of transport such as aircrafts, vessels, buses and cars during his arrival and departure from Jordan.
2. **Expenses on the Non-Jordanian International Transport:** It represents the amounts spent by the visitor and his accompanying family members who depend upon him for their livelihood on the Non-Jordanian international means of transport such as aircrafts, vessels, buses and cars during his arrival and departure from Jordan.
3. **Expenses on Accommodation:** It means the amounts paid by the visitor and his accompanying family members in order to get accommodation during the visit, whether in hotels and similar establishments or private housing rentals and maintenance costs of housing, if any.
4. **Expenses on Foods and Drinks:** These are the amounts spent by the visitor and his accompanying family members who depend upon him for their livelihood on food and drink in restaurants, cafeterias, coffee shops, malls, groceries and so forth.
5. **Expenses on Recreational Activities:** These are the amounts paid by the visitor and his accompanying family members who depend upon him for their livelihood for using the recreational, cultural and sports activities that include entry fees to the museums, parks, festivals and sport events and any other amounts spent while practicing these activities.
6. **Expenses on medical Treatment:** the amounts spent by the visitor and his family members on medical treatment in hospitals, clinics and health resorts for the treatment of various diseases.
7. **Expenses on Education:** The amounts spent by the visitor as tuition fees or any expenses related to education. This item relates to students.
8. **Expenses on Local Transport:** They are the amounts spent by the visitor and his or her accompanying family and dependents on the local transport in the country or countries of visit and include transportation costs (fares and any other operating costs: fuel, repair of vehicles, vehicle rental expenses and any other taxes and duties).
9. **Expenses on Shopping:** It is the amounts spent by the visitor and his or her accompanying family and dependents on goods and commodities (except those relating to food, drink and transport) and include clothing, handicrafts, souvenirs, jewelry, newspapers, books, audio-visual materials, cosmetics, personal items , medicines and cigarettes ( taking into account exclusion of purchases for trade and other purposes mentioned above).
10. **Vehicle insurance:** This is the amount spent by the visitor on his own car or on the public vehicle or truck driven by him as insurance paid at the border posts.

11. **Fuel:** This is the amount spent by the visitor on fuel and oil.

12. **Other expenses:** They include the amounts spent by the visitor and his family members on services (not goods) that did not fall within the above-mentioned items such as various duties and fees, travel insurance, telecommunications fares, postage and printing films costs and also personal services such as hairdressing, sauna, cosmetics and laundry.

### **2.3: Organization of the Survey Staff**

The staff who participated in the technical, administrative and office work of the survey have been divided as follows:

1. The Survey Administration that consists of an Executive Director, a Technical Director and a General Field Supervisor(Three Field Supervisors are affiliated to him).
2. A technical committee consisting of representatives of a number of the funding parties representatives, in addition to the executing party (i.e., the Department of Statistics). The functions of the committee include providing technical advice in addition to follow up of the work in the survey in all its stages.
3. Field Controllers and Edit staff: they were assigned field supervision and edit tasks for each border post covered by the survey.
4. Field Enumerators: They were assigned with the task of data collection through personal interviewing at border posts using tablets.
5. The Office Staff that consists of a number of professional technicians to review the data in a timely manner.
6. The Data Processing Staff that include a Head programmer, a team of programmers

### **2.4: Recruitment and Training of Staff**

The survey staff was selected according to criteria related to the nature of work, with a focus on the quality of employees in terms of academic level and specialization whenever possible. A training program for all employees was held so as to ensure explanation of the objectives of the survey and method of data collection and how to deal with visitors. It also included a detailed explanation of all the questions in the questionnaire. At the end of training, participants have undergone a written test to determine their comprehension levels of the concepts and instructions in the questionnaire.

## **3. Data Collection Stage**

### **3.1: Organization of Field Work**

Trained enumerators have carried out the work under supervision of the field supervisor and the controllers. They were divided into teams according to the need of each border post consisting of two or three enumerators and a controller who supervises the field edit work of the questionnaires.

### **3.2: Method of Data Collection**

The data collection phase of the survey sample started as of the beginning of October 2016 until the end of September 2017. The data for arrivals and departures were collected at all the Jordanian border posts using an electronic questionnaire, loaded on the TABLETS which include all the data that meet the objectives of the survey. The data of this questionnaire is completed through a personal interview, but in special cases it can be

completed with the assistance of any other person if the enumerator faces linguistic difficulties.

### **3.3: Field Editing**

The questionnaires were checked in the field in a timely manner to ensure data completeness and that all persons selected in the sample have been interviewed. Thereafter, the data was then transferred from tablets via the Internet to the server of the Department of Statistics.

## **4. Data Processing Stage**

### **4.1: Electronic Processing:**

The edit process has been performed by a technical team. The team checked the data quality after completion of the survey thorough:

- Using SPSS to extract frequencies, locate and follow up the abnormal values.
- Cross-tabulation through the program to find out the correlation between the questions of the questionnaire, its consistency and logic.

### **4.2: Tabulation and Dissemination of Results**

After checking the preliminary results and verifying their validity in terms of data consistency within the same table and with other tables, the final tables of this report were extracted. These results were loaded on the (DoS) website.