



Survey on foreign tourists in the Republic of Serbia in 2021

RESULTS AT GLANCE



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SURVEY ON FOREIGN TOURISTS IN THE REPUBLIC OF SERBIA IN 2021

Introduction

The survey on foreign tourists in the Republic of Serbia was conducted under Component 2 on Tourism Statistics within the project Developing efficient and sustainable statistical system in line with ESS (Service contract N° 2019/407-251), funded by the European Union. The Project was implemented in the Republic of Serbia from September 2019 to June 2022. The main focus of Component 2 was to improve the existing System of Tourism Statistics in the Republic of Serbia, and to introduce the missing indicators of tourism statistics in the Serbian statistical system in accordance with EU and international standards. The specific aims of Component 2 were:

- To explore possibilities of using administrative data sources for improving tourism statistics and define a data exchange system with identified institutions/data owners;
- To provide data on characteristics of foreign tourism demand in commercial accommodation facilities.

Within the second aim, the Survey on foreign tourists in the Republic of Serbia was conducted in 2021. The survey results presented in this publication provide information relevant to the:

- formation of a long-term concept (strategic) and short-term (operational) tourism development policy;
- estimation of the volume of total tourist consumption and consumption of foreign tourists;
- compilation of Tourism Satellite Account;
- analysis of the characteristics of foreign tourism demand;
- monitoring of the sustainability of tourism activity in the country.

The results are presented for the Republic of Serbia, and broken-down by NUTS2 regions, groups of countries of residence, type of accommodation facility and type of place. The main survey results for the Republic of Serbia are presented and discussed in the next section, following the methodological framework, while all survey results are presented in the attached tables parts.

Methodological framework

The purpose of the statistical survey

The main objective of the statistical Survey on foreign tourists in the Republic of Serbia in 2021 is to gather data on inbound tourism demand, and to provide estimates on the characteristics of foreign tourists, their trips and their expenditures in Serbia. The survey had previously been conducted by SORS in 2007 (TU-13). One of the objectives of the survey is also to establish the methodological base for continuous monitoring of the inbound tourism demand characteristics. The survey also provides a major data source for the estimation of the total tourism consumption in the Republic of Serbia and compilation of the Tourism Satellite Account in the future.

Survey content

The survey content was defined based on the best practice analysis, including both the previous surveys on foreign tourists conducted in the Republic of Serbia and the practices of other European countries that are conducting such surveys. The concepts used in the survey are in line with the International Recommendations on Tourism Statistics of the World Tourism Organization from 2008¹, as well as with the Regulation 692/2001 on European system of tourism statistics². In addition, certain indicators on the sustainability of tourism activity are defined in accordance with the European Tourism Indicators System (ETIS)³.

The survey content included the following main groups of foreign tourists' characteristics:

- Tourists profile (gender, age, education, monthly household income, employment status);

1 World Tourism Organization (2008). 2008 International recommendations for tourism statistics. Madrid: World Tourism Organization, https://unstats.un.org/unsd/publication/seriesm/seriesm_83rev1e.pdf

2 <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:192:0017:0032:EN:PDF>

3 https://ec.europa.eu/growth/sectors/tourism/offer/sustainable/indicators_en

- Travel characteristics (travel party, previous visits to Serbia and destination, travel motivation, sources of information, main means of transport, travel organization);
- Characteristics of stay in the Republic of Serbia (length of stay in Serbia and destination, activities engaged in, transport means used in the destination);
- Tourists' consumption (overall and by main characteristic products/services);
- Satisfaction with elements of tourism offer in Serbia.

In addition, part of the content was devoted to the impact of COVID-19 on the choice of Serbia as a travel destination.

The questionnaire (survey instrument)

The structured questionnaire was prepared for both, CAPI and PAPI data collection. The questionnaire was pilot tested. The final questionnaire was available in Serbian, English, German, Bulgarian, Russian, Turkish and Hungarian. The questionnaire is attached in the Appendix.

Data collection method

Both CAPI (*Computer Assisted Personal Interview*) and PAPI (*Pen and Pencil Interview*) were used as data collection methods. A data entry application was available for the PAPI questionnaires. The marketing agency (IPSOS) was in charge of data collection. Data were collected from June to October 2021.

The interviews were anonymous and all respondents/tourists were notified prior to the data collection on statistical confidentiality of all data at all stages. No information that identifies the interviewees was ever requested.

Sample design and allocation

The target population consists of foreign tourists in hotels, private accommodation, lodgings and hostels, in the major administrative centers, spas, mountains, other tourist destinations and other places in June-October 2021. Foreign tourists in camping sites and other facilities are excluded.

A two-stage stratified random sample approach was applied. The first stage units were accommodation facilities and the second stage units were foreign tourists.

Strata were defined as follows:

- NUTS2 regions (Beogradski region, Region Vojvodine, Region Šumadije i Zapadne Srbije, Region Južne i Istočne Srbije);
- Type of accommodation facility (hotels, private accommodation and lodgings, hostels);
- Type of places (urban settlements/cities, spa places, mountain resorts, other tourist places and other places);
- Country of tourist's permanent residence (Surrounding Countries, Other European Countries, American, Oceanian and African Countries, and Asian Countries).

The framework for the selection of the sample - for the first stage, it was formed on the basis of data from the monthly survey TU-11 (June-October 2019). The observed set was reduced on the basis of the realized number of overnight stays, according to the NUTS2 regions and type of accommodation facilities as follows: in the Belgrade region, hotels with less than 3,000 overnight stays were excluded, and in other regions with less than 1500 overnight stays; in the Belgrade region, facilities with less than 1,000 overnight stays are excluded in private accommodation, and in other regions with less than 200 overnight stays; in the Belgrade region, hostels and lodges with less than 1,000 overnight stays are excluded, and in other regions with less than 400 overnight stays.

The framework for the selection of the sample for the first stage is the list of accommodation facilities with the number of foreign tourist arrivals and the number of foreign tourist nights in June-October 2019, and for the second stage the list of foreign tourists in selected accommodation facilities.

All selected accommodation facilities were notified in advance about the survey and the interviewers' visits during the period scheduled for data collection.

Observation units and coverage

The observation units for all survey variables except the consumption variables are foreign tourists in the commercial accommodation facilities. The observation unit for the consumption variables is the tourist's travel party.

Sample size

The planned sample size was 5,000 respondents. The sample size was realized in total.

Tourists were interviewed in 190 accommodation facilities (114 hotels, 51 hostels/lodges and 25 private accommodations facilities).

Weighting procedure

A weighting procedure was applied in order to obtain the survey results representative for the foreign tourism demand in the Republic of Serbia in the June-October 2021 period, by NUTS2 regions, group of foreign countries, type of accommodation and type of place. SORS data on tourists' arrivals and overnights for the June-October 2021 were used for the calculation of weights.

Precision of the survey estimates

Precision of the survey estimates are calculated for the average length of stay and average daily expenditures per person, by NUTS2 Regions, group of countries, type of accommodation facilities and type of place. The results are presented in **Table 1** and **Table 2**.

↓ **Table 1: Precision of the survey estimates for the average daily expenditures**

NUTS2 Regions	N	Ratio (€)	StdErr (€)	LowerCL (€)	UpperCL (€)	CV (%)
Republic of Serbia TOTAL	4900	89.72	1.02	87.72	91.72	1.14
Beogradski region	1976	105.71	1.68	102.42	109.00	1.59
Region Vojvodine	1013	73.46	1.89	69.75	77.16	2.57
Region Šumadije i Zapadne Srbije	1073	78.18	1.59	75.07	81.30	2.03
Region Južne i Istočne Srbije	838	63.22	2.39	58.54	67.90	3.78
Group of countries						
Surrounding countries	1425	74.44	1.44	71.62	77.27	1.93
Other European countries	2427	88.85	1.57	85.77	91.94	1.77
America, Oceania and Africa	331	110.43	3.97	102.64	118.22	3.60
Asia	717	104.01	2.68	98.76	109.26	2.57
Type of accommodation facilities						
Hotels	3825	99.82	1.24	97.38	102.25	1.24
Hostels	182	50.83	2.40	46.12	55.54	4.73
Lodges	368	63.03	2.69	57.75	68.31	4.27
Private accommodation	525	54.43	1.87	50.76	58.10	3.44
Type of place						
Cities	2484	105.65	1.60	102.52	108.79	1.51
Spas	510	62.60	1.89	58.90	66.31	3.02
Mountain resorts	341	77.72	2.29	73.23	82.21	2.95
Other	1565	71.63	1.61	68.47	74.80	2.25

↓ **Table 2: Precision of the survey estimates for the average length of stay in Serbia**

NUTS2 Regions	N	Ratio /nights	StdErr /nights	LowerCL /nights	UpperCL /nights	CV (%)
Republic of Serbia TOTAL	5000	5.64	0.10	5.43	5.84	1.86
Beogradski region	2000	5.66	0.14	5.39	5.94	2.48
Region Vojvodine	1038	5.99	0.24	5.53	6.46	3.95
Region Šumadije i Zapadne Srbije	1101	6.34	0.27	5.80	6.88	4.31
Region Južne i Istočne Srbije	861	3.81	0.29	3.24	4.39	7.70
Group of countries						
Surrounding countries	1457	4.30	0.15	3.99	4.60	3.60
Other European countries	2470	5.44	0.15	5.14	5.75	2.83
America, Oceania and Africa	338	8.52	0.42	7.69	9.36	4.98
Asia	735	9.61	0.33	8.96	10.27	3.48
Type of accommodation facilities						
Hotels	3898	5.42	0.12	5.19	5.66	2.20
Hostels	190	9.12	0.53	8.09	10.15	5.76
Lodges	378	6.76	0.44	5.89	7.63	6.56
Private accomodation	534	5.76	0.21	5.35	6.18	3.66
Type of place						
Cities	2521	5.75	0.13	5.50	6.01	2.23
Spas	523	6.36	0.26	5.84	6.88	4.15
Mountain resorts	345	6.32	0.28	5.76	6.87	4.47
Other	1611	5.01	0.25	4.53	5.50	4.97

Definitions

Tourism means the activity of visitors taking a trip to a main destination outside their usual environment for less than a year, for leisure, business or other personal purpose other than to be employed by a resident entity in the place visited.

Usual environment of a person is the immediate vicinity of the person's home and place of work or schooling, or other places that the person regularly visits. Each person has only one usual environment. The following criteria define a usual environment: crossing of the administrative borders of the distance from the place of usual residence; duration of a trip; the frequency of going on a trip; the purpose of a trip.

Place of usual residence is considered a place where a person came with an intention of permanent residence.

Visitor is any person travelling to a place other than that of his/her usual environment for less than twelve months and whose main purpose of trip is other than the exercise of an activity remunerated from within the place visited. Visitors include tourists (overnight visitors) and same-day visitors.

Overnight visitors or tourists are visitors who stay at least one night in a collective or private accommodation (i.e. in commercial or non-commercial accommodation establishment) in the place/country visited. Tourists exclude migrants, borderline workers, diplomats, military force members on their regular duties, displaced persons and nomads.

Same-day visitors are visitors who do not spend the night in a collective or private accommodation in the place/country visited.

Inbound tourism comprises the activities of a non-resident visitor within the country of reference on an inbound tourism trip. Inbound tourism means visits to a country by visitors who are not residents of that country.

National tourism of a country encompasses national tourism, which includes activities of citizens of a particular country who travel and accommodate in places within that country but outside their usual environment, and outbound tourism, which includes the activities of citizens of a particular country who travel and accommodate in places outside the borders of that country and outside their usual environment.

Duration of a tourist trip is the time spent on the trip, which can last a maximum of 365 days continuously. According to the duration criterion, there are same-day visits and trips with overnight stays.

Trips with overnight stays are trips outside the usual environment with at least one but less than 365 overnight stays realized.

Duration of a trip with overnight stays is measured by the number of nights spent at a destination. There are shorter (trips with one to three overnight stays) and longer trips (trips with at least four overnight stays).

As regards purpose, trips can be private and business/professional.

A **private trip** is a trip aiming at leisure, recreation, shopping, health, pilgrimage, religious event, visit to relatives and friends, etc. Private trips do not include weekly migrations or departure for work or schooling, seasonal work, staying in hospitals or spas financed by social insurance contributions, staying in refugee camps and asylum.

A **business/professional trip** is a trip aiming at business or professional reasons excluding daily local trips or business-motivated trips in usual environment. Business/professional trips include trips to congresses, conferences, business meetings, fairs, exhibitions, language learning and other educational trips, cultural, sports and similar trips. Trips financed by a resident entity in the place visited are excluded.

Expenditures on a tourism trip include all travelling expenses that occurred before the beginning of the trip and during the trip. These expenditures may also be made by another person on behalf of the visitor or at the visitor's expense.

Inbound tourism expenditure is the tourism expenditure of a non-resident visitor within the economy of reference.

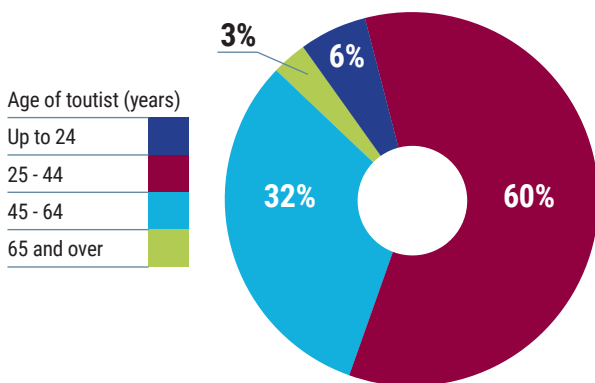
Main results



SOCIODEMOGRAPHIC PROFILE OF FOREIGN TOURISTS IN 2021

Foreign tourists in the Republic of Serbia in 2021 had on average 41 years of age. The majority (60%) is between 25 and 44 years of age, followed by those between 45 and 64 years of age (32%).

▼ **Figure 1: Age of tourists (in %)**

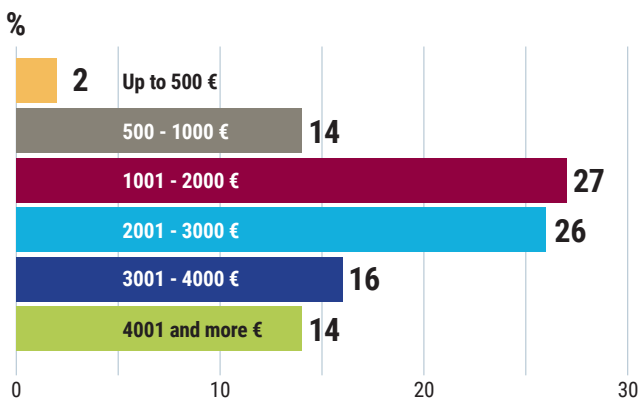


Survey results shows that 50% of foreign tourists had a university degree or higher, 31% had two-years of college, while 19% of tourists had secondary school education or less.

Regarding the employment status, 85% of foreign tourist were employed or self-employed, 5% were students, while every tenth tourist was retired, living on other non-employment income or unemployed.

Slightly more than half of all foreign tourists (53%) who visited the Republic of Serbia in 2021 came from households with a monthly household income between 1,001 and 3,000 Euro, 56% having a monthly household income of 2,000 Euro or higher.

▼ **Figure 2: Monthly household income in Euro (in %)**



Among foreign tourists who visited Serbia in 2021, 64% had already visited the country before while 36% were in Serbia for the first time. There are expected differences in the tourists' loyalty to Serbia regarding the tourists' country of residence. Those from the surrounding countries were more familiar with the Serbian offer (only 10% were in Serbia for the first time), while among tourists from Asia, 79% of all tourists were in Serbia for the first time.

TRAVEL MOTIVATION

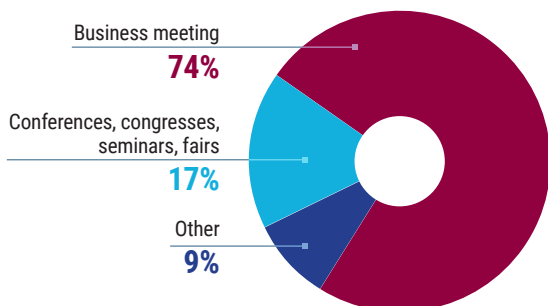
The main reason for visiting Serbia in 2021 was business, which motivated 36% of all foreign tourists. The second most important reason that motivated 28% of all foreign tourists was leisure.

▼ **Figure 3: Main reason for travel to Serbia (in %)**



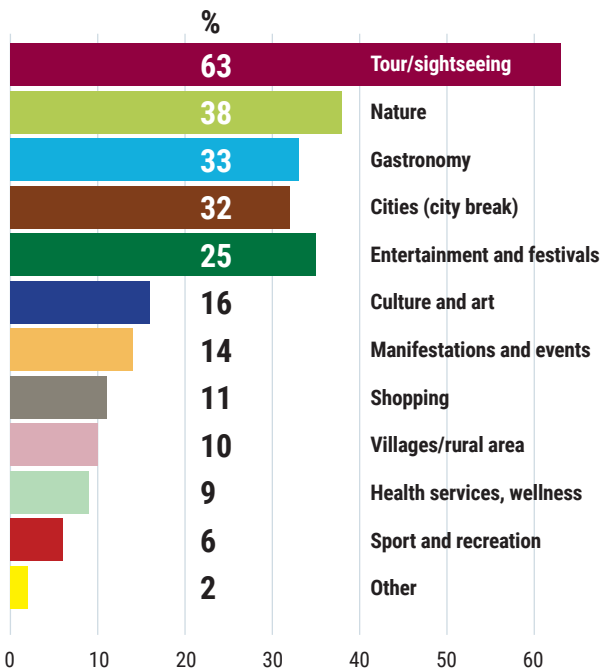
Among the business reasons, attending business meetings prevailed (74%).

▼ **Figure 4: Motives of business trips (in %)**



Among those who came to Serbia for leisure, 'sightseeing' motivated 63% of tourists, followed by nature (38%), gastronomy (33%), city break (32%), entertainment and festivals (25%), and others.

▼ **Figure 5: Motives of leisure trips (in %)**

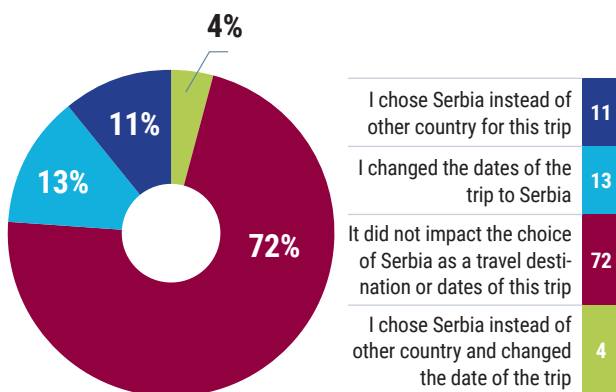


Note: Multiple response

THE IMPACT OF THE COVID-19 PANDEMIC ON THE CHOICE OF SERBIA AS A TRAVEL DESTINATION

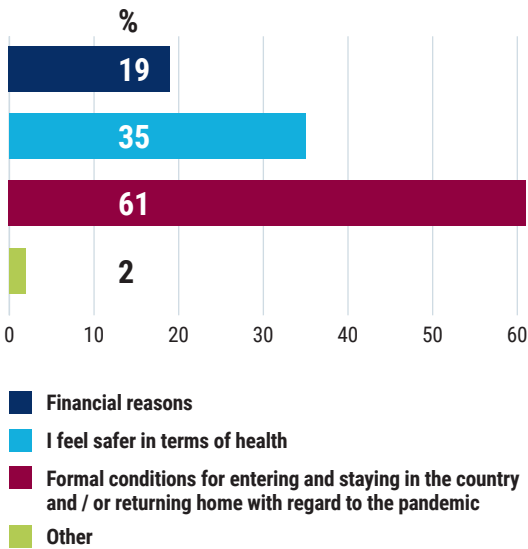
For 72% of foreign tourists, the COVID-19 pandemic had no impact on their decision to travel to Serbia or on the dates of the trip. Among those who reported the impact of COVID-19 on their current trip to Serbia (28%), 13% had to change the dates of their trip while 15% had not initially planned to visit Serbia.

▼ **Figure 6: The impact of the COVID-19 pandemic on the choice of Serbia as a travel destination**



For 61% of foreign tourists who travelled to Serbia instead to another country, the reason was formal travel conditions in relation to the pandemic. Slightly more than one third (35%) considered Serbia to be a safer destination in comparison to other(s) in terms of health.

▼ **Figure 7: The reason to travel to Serbia instead of to another country**

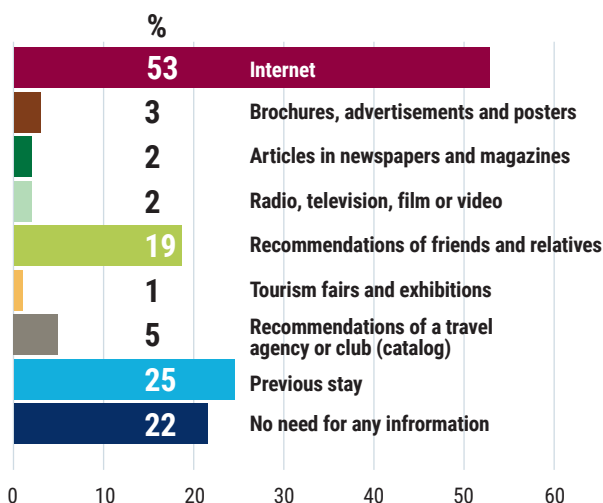


Note: Multiple response

SOURCES OF INFORMATION

For the majority of foreign tourists, the main source of information on Serbia prior to travel was the Internet (53%), followed by a previous stay (25%) and recommendations from relatives and friends (19%). In addition, 22% did not need any information.

▼ **Figure 8: Sources of information (in %)**



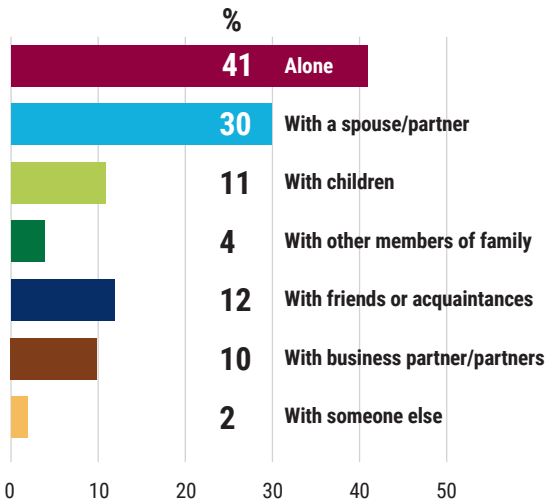
Note: Multiple response

Tourists who collected information via the Internet mostly visited the websites of online travel agencies (55%), websites of accommodation facilities (44%), but also relied on information from social networks (31%), various Internet forums or travel blogs (25%) and tourist organizations in Serbia, the national one and / or the local ones (21%).

TRAVEL CHARACTERISTICS

In line with the high proportion of business travelers, 41% of foreign tourists who visited Serbia in 2021 travelled alone, without a travel party. 30% of tourists came to Serbia with their partner, followed by those who came with friends 12%, children (11%) and business partners (10%). The average number of tourists in a travel party was 2.2.

▼ **Figure 9: Travel party (in %)**



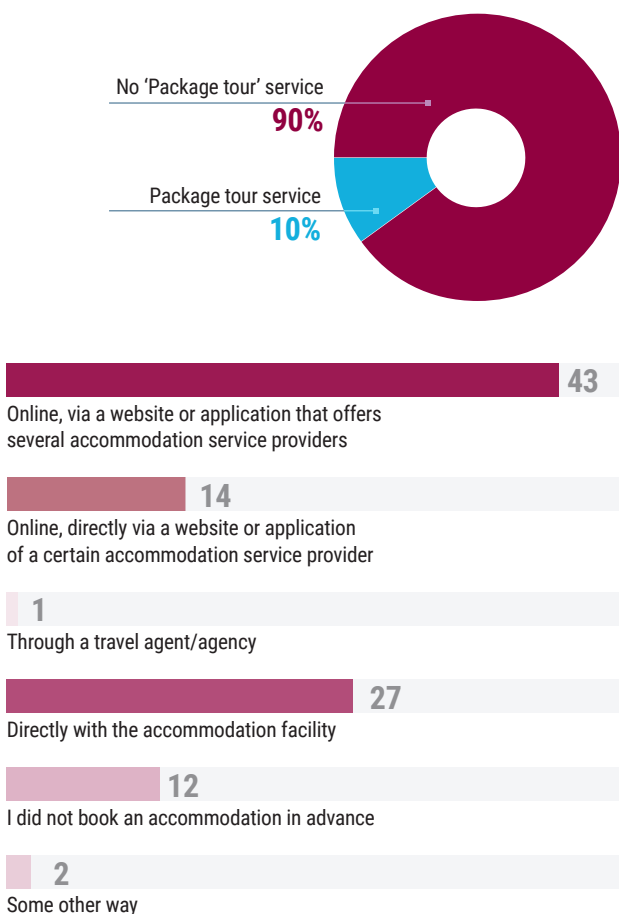
Note: Multiple response

The main means of transport to Serbia was the car in 2021, used by 48% of all foreign tourists. About 46% of all foreign tourists arrived to Serbia by plane, 5% by bus, while 1% used other means of transport on their trips to their trips to Serbia (e.g. motorcycle, train or other).

ACCOMMODATION BOOKING

Only 10% of foreign tourists in 2021 booked the accommodation and travel to Serbia as a 'package tour' service. The majority of those who were not on a 'package tour' booked their accommodation in advance (88%), most often online via booking platforms offering several accommodation providers (43%).

▼ **Figure 10: Accommodation booking (in %)**



Note: For those not using 'Package tour' service

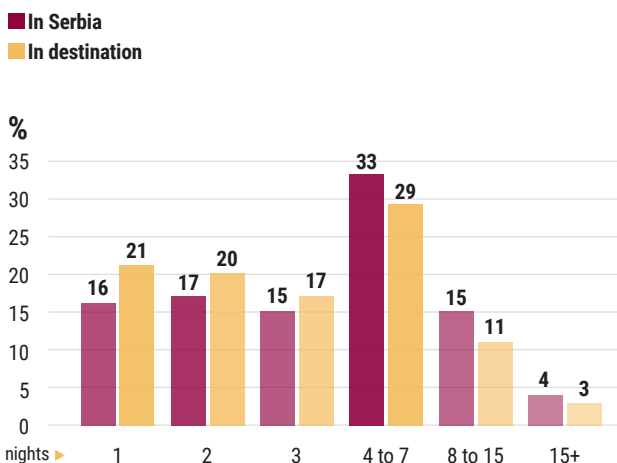
Of those who booked the accommodation, 46% booked the accommodation one to four weeks prior to arrival, while 42% of foreign tourist booked the accommodation less than a week before arrival. The relatively large share of last minute bookings is most likely due to the still unpredictable travel conditions in 2021 caused by the pandemic.

Regarding the services within the accommodation, 61% of foreign tourists had 'bed and breakfast' service, 24% had no meals within the accommodation service, 8% had 'half-board', 7% 'full-board', and 1% 'all-inclusive' type of service.

CHARACTERISTICS OF STAY IN THE DESTINATION

Eight out of ten foreign tourists spent up to seven nights (81%) in Serbia, while 48% of all foreign tourists spent up to three nights in Serbia. The most common stays were those with 4 to 7 nights (33%). Regarding the length of stay in the destination, 86% of tourists spent up to seven nights, while 57% of all foreign tourists spent up to three nights in the destination.

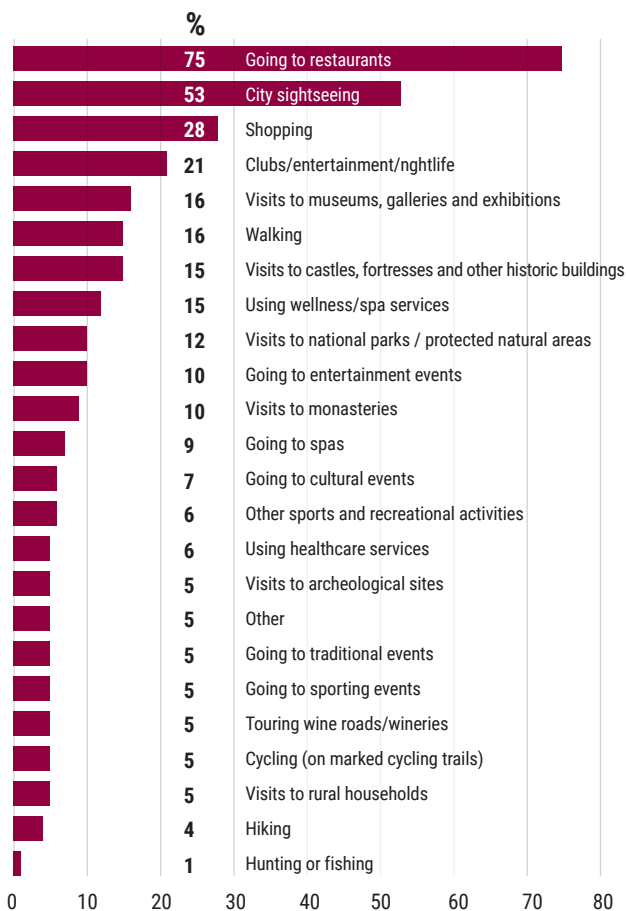
▼ **Figure 11: Length of stay in Serbia and in the destination (in %)**



Foreign tourists spent on average 5.6 nights on the entire trip in Serbia, of which 4.8 nights were in the tourist destination where they were interviewed.

The most preferred activity that engaged three quarters of all foreign tourists in Serbia was going to restaurants, followed by city sightseeing (53%), shopping (28%) and nightlife (21%).

▼ **Figure 12: Activities while staying in the destination (in %)**



Note: Multiple response; percentage of foreign tourists engaged in a specified activity.

The most frequently visited destinations during the trip were the capital of the Republic of Serbia, the City of Belgrade (72%) and the second largest city in the country, the City of Novi Sad (18%).

The level of use of certain means of transport while staying in the destination is one of the indicators of tourism sustainability. The most frequently used means of transport in the destination was taxi (44%). Own car or motorcycle was used by 36% of all foreign tourists, while 24% used local (public) transport and 9% rented a car. About 15% of all foreign tourists did not use any means of transport while staying in the destination.

TOURISTS EXPENDITURES

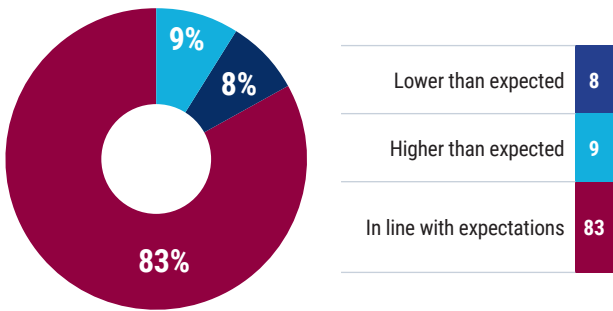
Foreign tourists staying in the Republic of Serbia in 2021 spent 90 Euro per day on average. More than half of that amount (48 Euro or 54%) accounts for the expenditures for accommodation, 15 Euro or 17% of the total expenditures accounts for catering services in restaurants and bars, 13.5 Euro or 15% for shopping, 8 Euro or 9% for local transport, while about 5 Euro or 5% of the total expenditures accounts for all other services in destinations such as culture, entertainment, sport and recreation, organized trips and others.

↓ **Table 3:** AVERAGE DAILY EXPENDITURE OF TOURISTS PER PERSON

	€	%
TOTAL EXPENDITURE	89.72	100.0
Cost of accommodation (including meals within the accommodation)	47.96	53.5
Local transport expenditures within the Republic of Serbia (gas, toll, bus tickets, rental car, taxi, etc.)	8.19	9.1
Expenditures for catering services (food and beverages in restaurants, patisseries, cafes, etc.)	15.31	17.1
Total shopping expenditures	13.51	15.1
Expenditures for culture and entertainment (tickets for events, museums, national and other nature parks, guides, etc.)	1.78	2.0
Expenditures for sports and recreation (rental of equipment, courts, coaches, etc.)	0.36	0.4
Expenses for trips organized by a travel agency	0.49	0.6
Other expenses (health and legal services, telecommunications, wellness, hairdressing or beauty salon, etc.)	2.11	2.4

For the overwhelming majority of foreign tourists, their expenditures in Serbia in 2021 were in line with their expectations (83%).

▼ **Figure 13: Evaluation of total expenditures in Serbia in relation to the expectations (in %)**



The highest daily expenditure on average was observed by hotel guests (100 Euro per person), followed by guests staying in lodges (63 Euro per person), private accommodation facilities such as rented rooms or apartments (54 Euro per person), and hostel guest (51 Euro per person).

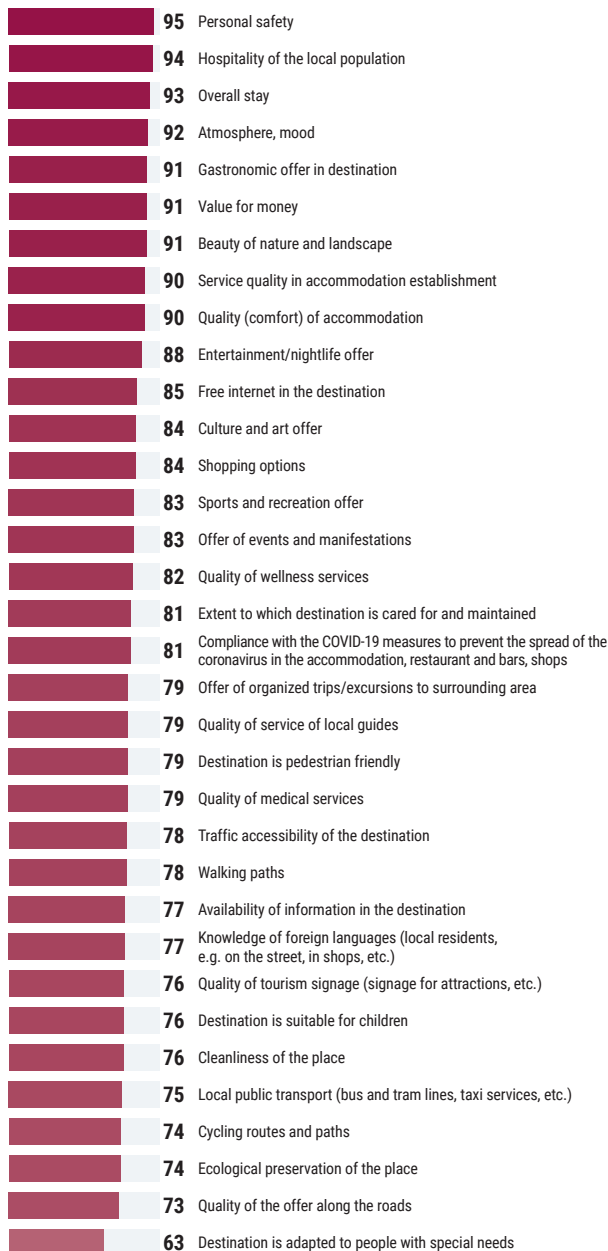
LEVEL OF SATISFACTION WITH ELEMENTS OF TOURISM OFFER

Foreign tourists' satisfaction with tourism offer in Serbia was measured for 34 elements, including the overall stay. Every element was rated on a scale from 1 (somewhat disappointing) to 5 (excellent).

Foreign tourists who stayed in Serbia in 2021 were extremely satisfied with their overall stay as 93% of them rated their overall stay as 'excellent' or 'very good'. The best rated elements, those with more than 90% of 'excellent' or 'very good' grades, were personal safety (95%), hospitality of the local population (94%), atmosphere (92%) and gastronomic offer (91%) in destinations, value for money (91%), beauty of nature and landscape (91%) and accommodation establishments (90%), both regarding their comfort and service quality.

▼ **Figure 14: Satisfaction with elements of tourism offer (in %)**

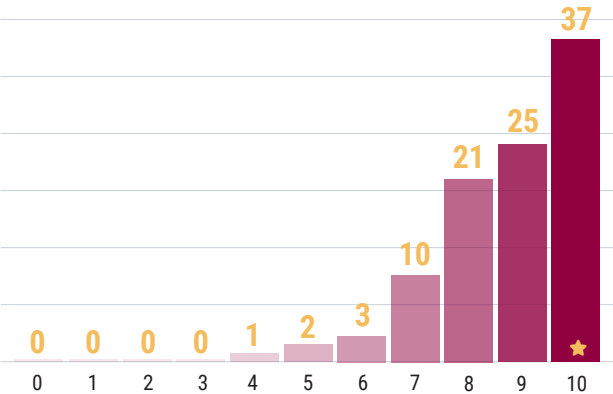
Note: Percentage of tourists who rated a specific element with grades **4 (very good) or 5 (excellent)**.



Among the elements foreign tourists were the least satisfied with were those related to: (i) wealth of destination tourism offer (offer of excursions to surroundings, quality of medical services, offer suitable for children), (ii) quality of information in destinations (availability of information, quality of tourism signage, quality of service of local guides, knowledge of foreign languages of locals), (iii) transport issues (traffic accessibility of the destination, local public transport, destination not pedestrian friendly, walking paths, cycling routes and paths, quality of the offer along the roads, destination not adapted to people with special needs) and the overall maintenance of destinations (cleanliness of the place, ecological preservation of the place).

As a consequence of high foreign tourists' satisfaction with the tourism offer in Serbia in 2021, a high likelihood to recommend Serbia as a travel destination to friends, relatives and colleagues was also reported.

▼ **Figure 15: Likelihood of recommendation of the destination to friends, family and colleagues (in %)**



Note: 0 – not likely to recommend, 10 – very likely to recommend.

Characteristics of foreign tourists in the Republic of Serbia in 2021

BY REGIONS



↓ **A1. TRAVEL PARTY, BY REGIONS**

	in %				
Travel party*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Alone	41.3	44.2	37.4	31.5	46.5
With a spouse/partner	30.3	26.9	28.3	40.9	33.8
With children	10.7	9.3	8.9	12.8	17.0
With other members of family (parents, relatives)	4.2	3.3	4.0	7.2	4.3
With friends or acquaintances	11.8	12.4	11.6	12.6	8.4
With business partner/ partners	9.8	10.9	12.7	6.9	5.0
With someone else	1.6	1.1	5.0	1.5	0.1

* Multiple response.

↓ **A2. NUMBER OF PERSONS ON THE TRIP,
BY REGIONS**

	in %				
Number of persons on the trip	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
1 person	41.3	44.2	37.4	31.5	46.5
2 persons	35.0	34.8	35.8	39.8	27.6
3 persons	10.7	11.2	8.5	10.0	11.6
More than 3 persons	13.0	9.7	18.4	18.7	14.2
TOTAL	100.0	100.0	100.0	100.0	100.0
number of persons (children)					
Average number of persons in travel party	2.16	2.00	2.53	2.41	2.10
Of these, children under 15 years	0.21	0.18	0.23	0.24	0.23

↓ **A3. PREVIOUS VISITS TO THE REPUBLIC OF SERBIA,
BY REGIONS**

	in %				
Previous visits to the Republic of Serbia	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Never before	36.2	40.6	38.8	25.3	27.5
Once	6.9	8.0	5.4	7.3	2.9
2 or 3 times	17.5	16.3	18.6	18.7	20.3
More than 3 times	39.4	35.1	37.2	48.7	49.4
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A4. PREVIOUS VISITS TO THE DESTINATION,
BY REGIONS**

	in %				
Previous visits to the destination	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Never before	44.2	44.1	47.2	43.1	42.8
Once	13.3	12.0	11.4	20.1	12.5
2 or 3 times	17.2	15.2	17.9	19.8	22.2
More than 3 times	25.2	28.7	23.5	17.0	22.5
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A5. PRINCIPAL MEANS OF TRANSPORT
USED IN ARRIVAL, BY REGIONS**

	in %				
Means of transport	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Airplane	45.5	59.9	31.4	27.8	19.8
Car	47.7	36.4	57.2	60.5	71.9
Car with caravan/ Motorhome or motorcaravan	0.3	0.1	0.4	0.0	1.1
Motorcycle	0.6	0.2	1.0	1.4	1.1
Bus	5.3	3.1	8.2	9.8	5.8
Train	0.2	0.2	0.2	0.2	0.0
Other	0.4	0.1	1.6	0.3	0.4
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A6. THE MAIN REASON FOR TRAVEL TO THE
REPUBLIC OF SERBIA, BY REGIONS**

	in %				
The main reason for travel to the Republic of Serbia	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Business	35.5	37.6	36.2	28.9	34.6
Leisure (holiday/recreation)	27.5	24.5	29.7	42.2	18.2
Visit to relatives and friends	11.4	11.9	11.8	13.5	5.4
Health reasons	2.3	1.6	1.8	5.6	1.6
Education	0.9	1.0	1.3	0.3	0.5
Transit	17.8	19.2	10.6	5.9	36.7
Shopping	0.7	1.2	0.4	0.0	0.0
Other	3.9	3.0	8.1	3.7	3.0
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A7. THE MAIN MOTIVE FOR BUSINESS TRIP,
BY REGIONS**

	in %				
The motive for business trip	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Business meeting	73.8	76.3	54.0	75.4	83.8
Conferences, congresses, seminars, fairs	17.3	17.9	22.7	17.4	7.1
Other	8.9	5.8	23.3	7.2	9.2
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who were at the business trip.

↓ **A8. THE MOTIVES OF HOLIDAY/LEISURE TRIPS,
BY REGIONS**

	in %				
Motives*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Nature (natural attractions, mountains, lakes, rivers...)	38.4	18.1	38.7	71.0	59.2
Villages/rural area	9.6	3.5	15.1	16.0	17.1
Cities (city break)	31.6	47.3	25.1	8.2	21.9
Tour/sightseeing	63.3	66.7	54.4	64.7	54.8
Culture and art	16.2	16.5	21.3	13.0	15.2
Entertainment and festivals	25.1	27.3	23.9	22.9	20.4
Manifestations and events	14.0	12.1	13.7	15.7	21.1
Sport and recreation	6.0	4.7	7.2	7.9	5.5
Gastronomy (food and drink)	33.2	40.7	19.5	26.6	34.5
Health services, wellness (spas)	9.0	2.0	7.0	20.1	21.4
Shopping	11.2	17.4	11.5	1.7	3.0
Other	1.8	2.8	1.6	0.2	1.0

* Multiple response.

Note: For those who were at the leisure trip.

↓ **A9. THE IMPACT OF COVID-19 PANDEMIC ON THE
CHOICE OF THE REPUBLIC OF SERBIA AS TRAVEL
DESTINATION, BY REGIONS**

	in %				
Impact of COVID-19 pandemic	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
It had no influence on the choice of the Republic of Serbia as a destination or on the dates of this trip	72.4	75.6	68.4	65.4	82.5
Due to the pandemic, I have changed the dates for the trip to the Republic of Serbia (the trip was planned for a different period)	12.7	11.1	15.0	15.9	8.7
Due to the pandemic, I chose the Republic of Serbia instead of another country for this trip (the trip was planned for another country in the same period)	11.0	9.6	14.8	12.6	7.1
Due to the pandemic, I chose the Republic of Serbia instead of another country and changed the travel date (the trip was planned in a different country and for a different period)	3.9	3.7	1.9	6.1	1.7
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A10. THE REASON FOR CHOICE OF THE
REPUBLIC OF SERBIA INSTEAD OF ANOTHER COUNTRY,
BY REGIONS**

	in %				
Reason	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Financial reasons (more favorable prices compared to other destinations)	19.2	19.2	25.7	16.6	13.7
I feel more secure about my health	34.8	32.6	22.0	50.1	35.8
Formal conditions for entering and staying in the country and / or returning home with regard to the pandemic	60.6	60.0	73.5	54.0	64.6
Other	1.6	1.2	2.2	1.8	3.4

* Multiple response.

Note: For those who chose the Republic of Serbia instead of other country for this trip.

↓ **A11. SOURCES OF INFORMATION PRIOR
TO THE TRIP, BY REGIONS**

	in %				
Sources of information*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Internet	53.3	46.6	54.8	67.1	63.8
Brochures, advertisements and posters	2.8	1.3	4.0	2.3	9.4
Articles in newspapers and magazines	2.2	1.7	1.5	1.1	7.0
Radio, television, film or video	1.8	1.1	1.9	2.5	4.3
Recommendations of friends and relatives	19.1	16.6	21.6	24.7	19.8
Tourism fairs and exhibitions	1.5	0.6	1.9	2.1	3.9
Recommendations of a travel agency or club (catalog)	4.6	5.1	3.8	3.3	5.4
Previous stay	24.8	25.5	27.8	23.4	20.1
No need for any information	21.8	26.5	18.6	8.9	21.9

* Multiple response.

↓ **A12. INTERNET AS A SOURCE OF
INFORMATION, BY REGIONS**

	in %				
Internet websites*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Website of the Tourist Organization of Serbia or destination websites	20.8	18.2	22.5	19.2	30.7
Websites of accommodation facilities	43.5	43.1	36.3	49.1	43.7
Websites of travel agencies or internet booking platforms (booking.com, TripAdvisor, Airbnb, etc.)	54.5	51.6	41.2	56.6	75.4
Internet forums / travel blogs	25.4	27.9	20.2	16.7	35.5
Social networks (Facebook, Instagram, twitter, etc.)	31.3	30.4	38.8	32.8	24.1
Other	1.7	1.6	1.7	1.7	2.2

* Multiple response.

Note: For those who used Internet as a source of information.

↓ **A13. USING A 'PACKAGE TOUR' SERVICE
AND TYPE OF PACKAGE TOUR RESERVATION,
BY REGIONS**

	in %				
Using a 'Package tour' service and type of reservation	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Using a 'Package tour' service	10.5	14.3	8.8	4.3	3.0
Online booking	4.5	6.2	5.0	0.8	0.8
No online booking	6.0	8.2	3.8	3.4	2.1
No using a 'Package tour' service	89.5	85.7	91.2	95.7	97.0
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A14. TYPE OF ACCOMMODATION BOOKING,
BY REGIONS**

	in %				
Type of accommodation booking	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Online, via a website or application that offers several accommodation service providers (e.g. travel agency, online platform such as Booking.com, Expedia, Holidaycheck.de, Airbnb, etc.)	43.4	46.8	38.4	38.9	41.4
Online, directly via a website or application of a certain accommodation service provider (website of the hotel / hotel chain / apartment, etc.)	14.3	19.6	13.0	8.0	2.5
Through a travel agent/agency	1.4	1.0	1.1	1.8	2.4
Directly with the accommodation facility (telephone, e-mail)	27.1	20.5	30.6	40.9	31.0
I did not book an accommodation in advance (only upon arrival at the place / facility)	11.7	10.8	10.5	8.6	21.6
Some other way	2.1	1.2	6.4	1.8	1.2
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who did not use 'package tour' service.

↓ **A15. TIME OF ACCOMMODATION BOOKING,**
BY REGIONS

	in %				
Time of accommodation booking	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Less than a week before arrival	42.4	49.2	35.0	39.8	37.1
1 - 4 weeks before arrival	46.3	44.9	48.0	43.3	53.6
1 - 3 months before arrival	9.4	4.9	14.3	13.2	8.9
4 - 6 months before arrival	1.1	0.4	1.9	2.2	0.4
More than 6 months before arrival	0.7	0.5	0.7	1.5	0.0
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who booked accommodation before arrival.

↓ **A16. TYPE OF ACCOMMODATION SERVICE,**
BY REGIONS

	in %				
Type of accommodation service	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Room only	23.7	26.1	22.9	19.9	18.7
Bed and breakfast	60.7	61.7	64.8	48.3	69.3
Half-board	8.4	6.0	4.8	21.8	5.0
Full-board	6.6	5.8	6.1	9.3	6.8
All-inclusive	0.6	0.6	1.4	0.6	0.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A17. LENGTH OF STAY IN THE REPUBLIC OF SERBIA,
BY REGIONS**

	in %				
Number of overnights in the Republic of Serbia	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
1 night	15.5	11.0	13.8	12.4	44.1
2 nights	17.1	18.8	17.9	12.5	14.7
3 nights	15.4	16.2	17.1	15.4	9.6
4 to 7 nights	33.0	35.2	33.1	34.8	19.9
8 to 15 nights	14.8	14.7	11.9	22.0	8.6
More than 15 nights	4.1	4.2	6.1	3.0	3.1
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in the Republic of Serbia	5.6	5.7	6.0	6.3	3.8

↓ **A18. LENGTH OF STAY IN THE DESTINATION,
BY REGIONS**

	in %				
Number of overnights in destination	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
1 night	20.7	13.8	20.2	22.5	51.7
2 nights	20.1	21.0	21.1	18.7	16.6
3 nights	16.6	17.8	18.3	16.8	8.5
4 to 7 nights	28.5	31.9	26.8	28.0	15.4
8 to 15 nights	10.8	12.2	8.2	12.6	4.9
More than 15 nights	3.2	3.3	5.4	1.5	2.9
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in destination	4.8	5.1	5.3	4.7	3.2

↓ **A19. ACTIVITIES WHILE STAYING IN THE DESTINATION,
BY REGIONS**

	in %				
Activities*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Cycling (on marked cycling trails)	4.9	3.4	7.9	9.7	1.4
Hiking	3.5	2.8	2.3	7.6	2.7
Walking ('trekking', Nordic walking, etc.)	15.7	13.1	16.9	29.6	6.7
Hunting or fishing	1.2	0.8	1.5	1.6	1.8
Other sports and recreational activities	6.1	4.7	9.0	10.5	2.8
Visits to national parks / protected natural areas	12.4	7.8	15.8	23.2	14.4
Visits to museums, galleries and exhibitions	15.9	19.8	14.3	8.2	10.7
Visits to monasteries	10.0	7.1	7.4	22.6	8.8
Visits to castles, fortresses and other historic buildings	15.0	17.4	13.8	6.7	16.7
Visits to archeological sites	5.5	5.6	2.7	3.3	11.3
City sightseeing	53.0	66.9	40.3	26.6	40.4
Touring wine roads/ wineries	4.9	3.4	8.0	7.5	4.7
Visits to rural households	4.7	2.2	4.8	13.2	4.6
Going to spas	9.1	4.3	6.5	25.9	11.4



CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY REGIONS

	in %				
Activities*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Going to restaurants	75.0	84.9	62.4	69.9	50.1
Shopping (except for daily necessities)	28.1	31.4	27.3	30.8	9.2
Going to clubs/ entertainment/ nightlife	20.6	24.7	17.8	17.7	8.5
Going to cultural events (theatre, classical music concerts, opera, etc.)	7.0	6.9	7.0	8.8	4.6
Going to entertainment events (pop / rock concerts, entertainment festivals, etc.)	10.3	8.4	11.7	17.5	7.7
Going to traditional events (gastronomic, folklore, etc.)	5.4	3.2	5.7	10.7	7.4
Going to sporting events	5.0	4.7	7.6	6.0	1.6
Using healthcare services	6.0	4.8	3.4	13.0	4.6
Using wellness/spa services	14.7	8.3	9.8	42.6	11.4
Other	5.5	7.0	7.4	1.2	1.6

* Multiple response.

↓ **A20. DESTINATIONS VISITED DURING THE TRIP,
BY REGIONS**

	in %				
Destination*	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Belgrade	71.6	99.4	39.2	37.0	28.1
Novi Sad	17.5	11.1	57.7	13.7	4.6
Niš	8.7	2.8	3.2	4.3	49.8
Kragujevac	3.3	0.7	1.3	14.8	1.2
Subotica	6.0	0.9	32.1	3.4	1.9
Kopaonik National Park	2.6	1.7	3.0	5.5	2.3
Fruška Gora National Park	5.0	2.9	14.7	5.9	2.0
Tara National Park	4.8	2.4	1.7	17.8	1.5
Šar planina National Park	0.4	0.3	0.3	0.7	0.3
Đerdap National Park/ Golubac Fortress	2.6	0.8	2.7	2.5	11.6
Zlatibor	9.7	3.7	5.0	38.1	3.2
Stara planina	1.1	0.3	0.4	1.1	5.6
Vrnjačka Banja	5.8	0.9	2.1	28.0	1.7
Sokobanja	1.5	0.3	1.2	1.4	8.1
Banja Koviljača	1.2	0.1	0.2	6.7	0.2
Lake of Palić	3.9	0.6	20.1	3.9	0.4
Oplenac (Topola)	0.6	0.1	0.7	2.7	0.1
Other	5.9	3.0	10.7	10.8	6.8

* Multiple response.

↓ **A21. FREQUENCY OF USING MEANS OF TRANSPORT
WHILE STAYING IN THE DESTINATION, BY REGIONS**

	in %				
Frequency of using means of transport	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Local public transport (bus, tram, car, etc.)	23.5	33.6	13.8	7.2	10.7
Once	5.9	6.8	5.9	4.0	4.0
Occasionally	13.3	20.2	4.7	2.6	5.6
Every day	4.4	6.6	3.1	0.6	1.1
Taxi	44.3	57.2	30.0	25.5	27.6
Once	4.7	3.6	5.0	5.5	8.6
Occasionally	25.1	31.6	17.6	16.8	15.4
Every day	14.5	22.0	7.4	3.1	3.5
Own car, motorcycle	35.7	31.3	33.0	46.3	44.4
Once	1.1	0.4	1.7	1.7	2.5
Occasionally	6.9	5.3	5.6	10.1	11.5
Every day	27.7	25.6	25.6	34.5	30.4
Rented car, motorcycle (rent-a-car)	9.1	6.6	8.7	17.9	8.5
Once	1.5	1.2	1.8	1.7	2.6
Occasionally	2.9	2.8	2.6	4.1	2.1
Every day	4.6	2.7	4.3	12.0	3.9
Some other means of transport (bicycle, electric scooter, etc.)	4.9	4.4	7.5	6.7	1.4
Once	1.5	1.2	2.1	2.4	0.7
Occasionally	2.5	2.5	2.7	3.7	0.7
Every day	0.9	0.8	2.7	0.6	0.0
No use of any means of transport, I went only on foot	15.2	6.6	31.5	21.5	27.2

↓ **A22. AVERAGE DAILY EXPENDITURE OF TOURISTS,
BY REGIONS**

	in Euro				
	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
TOTAL EXPENDITURE	89.72	105.71	73.46	78.18	63.22
Cost of accommodation (including meals within the accommodation)	47.96	58.98	38.27	38.20	31.93
Other transport expenditures within the Republic of Serbia (gas, toll, bus tickets, rent-a- -car, taxi, etc.)	8.19	8.92	5.68	8.37	8.12
Expenditures for catering services (food and beverages in restaurants, patisseries, cafes, etc.)	15.31	17.34	14.68	13.14	11.34
Total shopping expenditures	13.51	15.65	11.19	12.18	9.66
Food and drink in shops/markets/kiosks	5.88	7.05	3.59	5.44	4.79
Clothing and footwear	4.64	5.88	4.80	2.86	2.52
Other (souvenirs, cigarettes, etc.)	2.99	2.71	2.80	3.89	2.35
Expenditures for culture and entertainment (tickets for events, museums, national and other nature parks, guides, etc.)	1.78	2.26	1.17	1.66	0.64
Expenditures for sports and recreation (rental of equipment, courts, coaches, etc.)	0.36	0.28	0.37	0.55	0.24
Expenses for trips organized by a travel agency	0.49	0.49	0.27	0.73	0.28
Other expenses (health and legal services, telecommunications, wellness, hairdressing or beauty salon, etc.)	2.11	1.80	1.82	3.34	1.00

↓ **A23. AVERAGE TRIP EXPENDITURE PER PERSON,
BY REGIONS**

	in Euro				
	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Total trip expenditure per person	689.13	859.42	511.99	653.68	402.79
Travel expenditures per person	223.93	272.57	157.99	187.00	198.78
Travel agency commission per person	13.60	23.38	9.04	4.03	1.42
Total expenditures for stay in the Republic of Serbia per person	451.60	563.47	344.96	462.65	202.59

↓ **A24. EVALUATION OF TOTAL EXPENDITURES IN THE
REPUBLIC OF SERBIA, BY REGIONS**

	in %				
Total expenditures in the Republic Serbia are:	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
In line with expectations	83.0	85.5	81.4	80.2	76.9
Higher than expected	8.8	7.0	11.0	14.5	6.2
Lower than expected	8.2	7.5	7.7	5.3	16.9
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A25. LEVEL OF SATISFACTION WITH THE
ELEMENTS OF TOURISM SUPPLY IN THE
DESTINATION, BY REGIONS**

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Beauty of nature and landscape	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.2	1.1	0.0	0.2
2	0.8	0.7	1.7	0.4	1.1
3	8.3	6.5	13.7	7.6	11.2
4	33.0	35.7	35.4	24.9	29.8
5 - excellent	57.6	56.9	48.2	67.1	57.6
Ecological preservation of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	1.0	6.2	1.2	0.9
2	6.6	4.1	13.8	10.0	5.5
3	17.8	14.2	26.9	21.6	19.4
4	39.8	44.4	30.2	33.9	37.3
5 - excellent	34.1	36.4	22.9	33.4	36.9
Cleanliness of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.5	1.1	0.8	0.7
2	4.3	4.0	7.8	3.6	3.1
3	19.0	18.2	22.3	19.9	17.1
4	41.9	44.4	35.6	38.2	42.6
5 - excellent	34.2	32.8	33.2	37.5	36.6

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Extent to which destination is cared for and maintained	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.0	1.9	0.3	0.0
2	2.9	2.5	5.2	2.7	2.8
3	15.6	13.9	19.3	18.1	15.4
4	44.1	45.9	42.3	41.1	42.4
5 - excellent	37.0	37.7	31.3	37.8	39.4
Atmosphere, mood	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	0.8	0.2	0.1
2	0.6	0.3	2.4	0.2	0.4
3	6.8	4.6	12.0	9.6	7.1
4	36.0	38.1	33.8	32.1	34.5
5 - excellent	56.4	57.0	50.9	57.9	57.8
Personal safety	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	1.0	0.1	0.2
2	0.8	0.5	3.7	0.1	0.0
3	4.2	4.0	7.5	3.2	3.1
4	29.0	32.4	27.5	19.8	27.8
5 - excellent	65.7	63.0	60.4	76.8	68.8

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Hospitality of the local population	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.0	1.0	0.0	0.2
2	0.6	0.3	1.9	0.6	0.0
3	4.8	4.0	8.5	4.7	4.2
4	27.5	30.5	28.2	20.9	21.2
5 - excellent	67.0	65.2	60.3	73.8	74.4
Knowledge of foreign languages (local residents, e.g. on the street, in shops, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0,8	0,2	2,4	1,5	0,4
2	3.2	1.4	4.7	6.9	5.5
3	19.3	15.1	21.6	29.1	24.0
4	38.6	40.7	33.0	39.0	33.1
5 - excellent	38.1	42.5	38.2	23.4	36.9
Quality of service of local guides	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	0.3	4.1	4.6	0.8
2	3.1	2.0	7.6	4.0	1.0
3	16.5	16.0	17.2	18.7	13.8
4	38.2	41.7	34.5	33.9	29.6
5 - excellent	40.5	39.9	36.7	38.8	54.8

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Traffic accessibility of the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.6	1.8	0.5	0.7
2	2.4	1.6	4.7	3.4	1.5
3	18.8	17.6	16.2	28.0	11.8
4	40.7	47.2	36.6	33.1	27.7
5 - excellent	37.3	33.0	40.5	35.0	58.3
Quality of the offer along the roads	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.5	2.7	0.8	1.1
2	4.0	2.2	7.6	5.7	4.5
3	22.5	21.1	21.2	27.3	22.3
4	41.6	45.6	39.8	36.2	33.6
5 - excellent	31.0	30.6	28.7	29.9	38.6
Destination is suitable for children	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.2	4.0	0.9	0.9
2	3.2	2.5	6.3	2.0	4.3
3	19.8	21.4	20.6	16.8	14.7
4	35.0	36.0	38.3	30.4	33.5
5 - excellent	41.0	39.9	30.8	49.9	46.6

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Destination is pedestrian friendly	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.3	1.9	0.5	0.8
2	3.2	2.3	4.1	4.1	4.9
3	17.6	20.8	14.3	12.6	13.9
4	36.8	39.5	38.0	29.7	31.7
5 - excellent	41.8	37.1	41.6	53.2	48.7
Destination is adapted to people with special needs	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	3.9	2.1	6.9	6.9	3.2
2	8.9	6.9	10.3	12.3	11.6
3	24.2	25.0	27.4	21.1	19.5
4	32.1	32.6	33.6	30.5	29.5
5 - excellent	30.9	33.4	21.7	29.3	36.2
Local public transport (bus and tram lines, taxi services, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	1.1	3.3	5.2	1.6
2	5.9	4.5	12.4	7.3	3.1
3	17.4	17.8	17.9	18.9	10.8
4	41.2	44.3	34.6	35.8	39.1
5 - excellent	33.4	32.3	31.8	32.8	45.4

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Quality (comfort) of accommodation	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.3	1.0	0.1	0.1
2	1.2	1.5	0.9	0.7	0.4
3	8.6	9.4	8.8	8.6	4.5
4	31.7	34.2	26.2	27.2	33.8
5 - excellent	58.1	54.6	63.1	63.5	61.1
Service quality in accommodation establishment	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.1	0.8	0.2	0.5
2	1.3	1.3	2.0	0.7	1.0
3	7.9	9.5	7.9	5.5	3.3
4	29.4	34.0	25.0	20.9	24.3
5 - excellent	61.1	55.1	64.2	72.7	70.9
Cycling routes and paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	0.4	4.8	3.7	4.9
2	4.3	2.8	5.0	7.8	6.2
3	19.8	19.7	18.0	22.3	18.4
4	37.9	40.6	38.8	32.5	27.7
5 -excellent	36.0	36.5	33.4	33.6	42.8

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Walking paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.3	2.6	1.4	1.8
2	2.6	1.6	4.0	4.0	4.4
3	18.8	20.6	18.7	14.3	15.9
4	42.6	45.5	43.3	37.3	32.4
5 - excellent	34.9	32.0	31.4	42.9	45.5
Quality of tourism signage (signage for attractions, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.4	3.3	0.7	2.0
2	2.6	1.6	4.2	4.7	2.3
3	20.2	20.7	19.6	21.4	15.4
4	36.9	37.4	38.6	36.4	31.9
5 - excellent	39.3	40.1	34.3	36.8	48.4
Availability of information in the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.3	1.7	0.5	0.5
2	4.1	4.8	4.5	2.5	3.0
3	17.9	19.6	15.7	16.2	13.0
4	35.4	36.7	33.9	36.6	27.9
5 - excellent	42.0	38.6	44.2	44.3	55.6

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Quality of wellness services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.9	0.3	4.7	3.6	1.3
2	2.6	2.3	5.1	1.5	2.3
3	13.7	15.5	15.8	8.3	13.4
4	33.8	36.0	37.0	28.7	27.9
5 - excellent	48.1	45.9	37.4	58.0	55.1
Quality of medical services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.6	0.5	4.2	2.4	0.9
2	3.7	2.6	8.6	2.5	4.0
3	16.2	16.5	21.6	11.5	14.9
4	31.3	34.6	30.4	27.4	20.4
5 - excellent	47.3	45.9	35.2	56.3	59.8
Culture and art offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.2	2.5	1.0	0.7
2	2.0	0.7	4.9	3.8	2.3
3	12.8	9.4	17.4	19.2	15.4
4	38.6	41.3	35.4	36.6	27.6
5 - excellent	45.9	48.4	39.9	39.4	54.0

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Offer of events and manifestations	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.3	2.6	0.8	0.5
2	2.2	0.5	6.1	3.9	3.0
3	14.2	11.1	20.6	18.8	13.6
4	36.2	38.1	33.0	36.8	25.0
5 - excellent	46.6	49.9	37.7	39.7	57.9
Entertainment/nightlife offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.2	4.1	1.3	0.4
2	2.0	0.5	5.1	4.3	2.0
3	9.4	7.4	12.1	14.0	8.0
4	29.4	30.7	27.2	28.1	26.6
5 - excellent	58.2	61.2	51.5	52.4	63.0
Gastronomic offer in destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.5	0.1	2.5	0.3	0.3
2	0.7	0.4	1.6	0.8	0.7
3	7.8	6.6	9.6	11.3	6.3
4	31.7	34.3	27.3	26.6	30.9
5 - excellent	59.3	58.6	59.0	61.0	61.8

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY REGIONS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Sports and recreation offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.0	3.0	0.4	0.7
2	2.9	1.3	8.3	3.6	1.9
3	13.4	10.8	16.3	18.3	13.8
4	32.2	33.4	31.0	30.4	29.7
5 - excellent	50.9	54.5	41.4	47.2	53.9
Offer of organized trips/ excursions to surrounding area	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.2	0.2	3.4	2.7	0.6
2	4.1	2.3	9.7	5.3	3.1
3	15.7	12.7	22.0	18.1	20.7
4	34.4	36.7	31.2	32.2	27.9
5 - excellent	44.6	48.1	33.7	41.8	47.7
Shopping options	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.1	1.5	2.2	0.6
2	2.8	0.7	3.9	7.2	4.6
3	12.3	8.1	15.2	22.0	13.4
4	33.1	36.9	29.6	28.5	24.8
5 - excellent	51.1	54.2	49.9	40.0	56.6

REGIONS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
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Free internet in the destination 100.0 100.0 100.0 100.0 100.0

1 - somewhat disappointing	0.7	0.4	1.9	0.8	0.3
2	1.7	1.5	2.3	2.2	0.7
3	12.3	14.6	10.5	10.5	6.8
4	35.9	44.0	25.3	24.4	29.2
5 - excellent	49.4	39.5	60.1	62.1	63.0

Compliance with the COVID-19 measures to prevent the spread of the coronavirus in the accommodation, restaurant and bars, shops (maintaining the distance between guests, disinfection of premises, etc.)

100.0 100.0 100.0 100.0 100.0

1 - somewhat disappointing	1.0	0.2	2.7	2.4	0.6
2	3.2	2.3	3.2	7.7	0.4
3	14.9	14.4	12.6	20.4	11.3
4	40.0	45.7	29.7	34.5	33.0
5 - excellent	41.0	37.4	51.9	35.0	54.7

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY REGIONS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Value for money	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	1.6	0.3	0.0
2	0.6	0.7	0.9	0.4	0.3
3	8.1	6.7	11.1	10.5	7.3
4	41.6	45.2	34.4	38.9	36.3
5 - excellent	49.3	47.2	52.0	49.9	56.1
Overall stay	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.1	2.0	0.1	0.1
2	0.3	0.3	0.4	0.2	0.3
3	6.1	6.2	6.5	6.2	4.7
4	41.7	45.8	37.6	36.8	34.2
5 - excellent	51.5	47.6	53.6	56.8	60.7

REGIONS

↓ **A26. LIKELIHOOD OF RECOMMENDATION OF THE
DESTINATION TO FRIENDS, FAMILY AND COLLEAGUES,
BY REGIONS**

	in %				
	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
0 - Not likely to recommend	0.0	0.0	0.0	0.0	0.0
1	0.3	0.1	1.3	0.0	0.0
2	0.2	0.3	0.1	0.1	0.0
3	0.5	0.5	0.5	0.7	0.1
4	0.8	0.7	1.3	1.1	0.2
5	2.3	1.4	3.8	2.3	4.4
6	2.9	2.1	4.6	2.8	4.6
7	9.8	10.3	10.6	7.4	10.1
8	21.4	23.9	17.9	16.1	20.7
9	25.1	26.6	19.4	24.8	25.1
10 - Very likely to recommend	36.8	34.0	40.4	44.8	34.7
TOTAL	100.0	100.0	100.0	100.0	100.0
Average	8.7	8.7	8.5	8.9	8.6

↓ **A27. AGE OF TOURISTS,**
BY REGIONS

	in %				
Age of tourists (years)	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Up to 24	5.9	5.9	7.6	4.9	5.2
25 - 44	59.6	66.3	50.2	53.2	48.1
45 - 64	31.5	26.5	37.4	36.6	41.1
65 and over	3.0	1.3	4.9	5.3	5.6
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A28. LEVEL OF EDUCATION,**
BY REGIONS

	in %				
Level of education	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Secondary school or less	19.3	15.9	22.1	25.2	23.7
Two-year college	30.5	31.4	34.6	27.4	25.9
University or higher	50.2	52.7	43.3	47.3	50.3
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A29. EMPLOYMENT STATUS,**
BY REGIONS

	in %				
Employment status	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Employed/self-employed	85.1	84.9	82.8	87.0	86.1
Retired and/or living on other non-employment income	3.7	1.7	6.6	7.0	4.6
Student	5.4	6.8	4.4	3.4	3.3
Unemployed	2.6	2.2	3.0	1.5	5.6
Other	3.1	4.3	3.2	1.1	0.4
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **A30. HOUSEHOLD MONTHLY INCOME,**
BY REGIONS

	in %				
Household monthly income	Republic of Serbia TOTAL	Beogradski region	Region Vojvodine	Region Šumadije i Zapadne Srbije	Region Južne i Istočne Srbije
Up to 500 €	2.4	1.6	2.8	5.4	0.6
501 - 1000 €	14.3	11.6	17.7	21.0	11.1
1001 - 2000 €	27.3	23.0	34.4	30.0	29.3
2001 - 3000 €	25.6	26.6	22.3	20.5	32.2
3001 - 4000 €	16.1	17.7	13.4	12.4	18.8
4001 € and more	14.3	19.5	9.5	10.7	8.0
TOTAL	100.0	100.0	100.0	100.0	100.0

Characteristics of foreign tourists in the Republic of Serbia in 2021

BY TYPE OF ACCOMMODATION ESTABLISHMENTS



↓ **B1. TRAVEL PARTY,**
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

	in %				
Travel party*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Alone	41.3	41.7	52.7	46.1	30.3
With a spouse/partner	30.3	29.7	8.7	36.5	38.0
With children	10.7	10.4	2.3	10.2	17.1
With other members of family (parents, relatives)	4.2	3.8	0.6	1.9	11.2
With friends or acquaintances	11.8	11.1	24.8	9.7	17.8
With business partner/partners	9.8	11.1	3.8	3.4	3.3
With someone else	1.6	1.6	8.4	1.4	0.3

* Multiple response.

↓ **B2. NUMBER OF PERSONS ON THE TRIP,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Number of persons on the trip	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
1 person	41.3	41.7	52.7	46.1	30.3
2 persons	35.0	35.4	19.0	36.2	34.5
3 persons	10.7	10.5	8.0	6.0	17.4
More than 3 persons	13.0	12.5	20.2	11.7	17.8
TOTAL	100.0	100.0	100.0	100.0	100.0
number of persons (children)					
Average number of persons in travel party	2.16	2.14	2.50	2.01	2.36
Of these, children under 15 years	0.21	0.19	0.30	0.26	0.28

↓ **B3. PREVIOUS VISITS TO THE REPUBLIC OF SERBIA,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Previous visits to the Republic of Serbia	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Never before	36.2	36.9	48.0	41.2	21.5
Once	6.9	7.1	14.2	6.7	3.0
2 or 3 times	17.5	17.7	16.1	14.3	17.6
More than 3 times	39.4	38.3	21.7	37.8	57.9
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B4. PREVIOUS VISITS TO THE DESTINATION,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Previous visits to the destination	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Never before	44.2	44.5	57.0	48.2	34.3
Once	13.3	12.8	15.1	11.7	19.6
2 or 3 times	17.2	17.2	14.9	14.5	20.7
More than 3 times	25.2	25.5	13.0	25.6	25.4
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B5. PRINCIPAL MEANS OF TRANSPORT USED IN ARRIVAL,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Means of transport	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Airplane	45.5	48.6	56.3	32.6	20.5
Car	47.7	46.1	24.2	52.9	67.8
Car with caravan/Motorhome or motorcaravan	0.3	0.2	0.5	0.2	0.8
Motorcycle	0.6	0.6	1.5	1.3	0.0
Bus	5.3	4.0	14.6	12.1	10.0
Train	0.2	0.2	1.4	0.0	0.2
Other	0.4	0.3	1.4	0.8	0.8
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B6. THE MAIN REASON FOR TRAVEL TO THE REPUBLIC OF SERBIA, BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
The main reason for travel to the Republic of Serbia	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Business	35.5	38.6	9.7	29.0	16.0
Leisure (holiday/recreation)	27.5	24.5	47.8	35.7	47.2
Visit to relatives and friends	11.4	11.1	7.4	13.4	14.2
Health reasons	2.3	1.7	0.0	0.8	11.2
Education	0.9	0.4	16.3	0.8	1.3
Transit	17.8	19.1	8.0	16.8	7.4
Shopping	0.7	0.9	0.4	0.2	0.0
Other	3.9	3.8	10.4	3.4	2.7
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B7. THE MAIN MOTIVE FOR BUSINESS TRIP, BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
The motive for business trip	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Business meeting	73.8	74.4	39.4	68.9	70.4
Conferences, congresses, seminars, fairs	17.3	17.5	13.4	13.4	17.9
Other	8.9	8.0	47.2	17.7	11.7
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who were at the business trip.

↓ **B8. THE MOTIVES OF HOLIDAY/LEISURE TRIPS,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Motives*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Nature (natural attractions, mountains, lakes, rivers...)	38.4	33.3	42.8	59.3	51.6
Villages/rural area	9.6	6.5	7.5	31.0	13.8
Cities (city break)	31.6	36.7	23.2	17.5	15.1
Tour/sightseeing	63.3	63.3	58.4	65.7	63.5
Culture and art	16.2	15.0	29.0	18.6	17.8
Entertainment and festivals	25.1	24.5	29.7	19.9	30.5
Manifestations and events	14.0	12.2	20.7	4.7	28.0
Sport and recreation	6.0	5.6	5.9	8.6	6.6
Gastronomy (food and drink)	33.2	36.9	34.0	26.8	16.6
Health services, wellness (spas)	9.0	8.0	1.1	7.8	17.9
Shopping	11.2	13.6	7.4	1.9	5.3
Other	1.8	2.1	1.1	1.5	0.5

* Multiple response.

Note: For those who were at the leisure trip.

↓ **B9. THE IMPACT OF COVID-19 PANDEMIC ON THE CHOICE OF THE REPUBLIC OF SERBIA AS TRAVEL DESTINATION, BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Impact of COVID-19 pandemic	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
It had no influence on the choice of the Republic of Serbia as a destination or on the dates of this trip	72.4	74.4	67.1	69.7	64.4
Due to the pandemic, I have changed the dates for the trip to the Republic of Serbia (the trip was planned for a different period)	12.7	12.3	17.0	10.5	15.3
Due to the pandemic, I chose the Republic of Serbia instead of another country for this trip (the trip was planned for another country in the same period)	11.0	10.0	16.0	17.0	11.1
Due to the pandemic, I chose the Republic of Serbia instead of another country and changed the travel date (the trip was planned in a different country and for a different period)	3.9	3.3	0.0	2.7	9.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B10. THE REASON FOR CHOICE OF THE REPUBLIC OF SERBIA INSTEAD OF ANOTHER COUNTRY, BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Reason	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Financial reasons (more favorable prices compared to other destinations)	19.2	17.6	34.6	29.8	19.9
I feel more secure about my health	34.8	32.2	48.0	26.0	56.8
Formal conditions for entering and staying in the country and / or returning home with regard to the pandemic	60.6	62.5	48.0	72.2	42.2
Other	1.6	1.6	0.0	0.0	2.8

* Multiple response.

Note: For those who chose the republic of Serbia instead of other country for this trip.

↓ **B11. SOURCES OF INFORMATION PRIOR TO
THE TRIP, BY TYPE OF ACCOMMODATION
ESTABLISHMENTS**

	in %				
Sources of information*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Internet	53.3	51.8	65.0	58.0	61.3
Brochures, advertisements and posters	2.8	2.5	8.5	2.4	4.3
Articles in newspapers and magazines	2.2	2.2	4.3	1.3	2.0
Radio, television, film or video	1.8	1.6	3.3	2.9	3.1
Recommendations of friends and relatives	19.1	17.0	27.5	21.8	36.8
Tourism fairs and exhibitions	1.5	1.3	0.4	1.9	2.8
Recommendations of a travel agency or club (catalog)	4.6	4.9	2.0	2.3	3.8
Previous stay	24.8	24.3	21.8	18.9	36.4
No need for any information	21.8	23.1	19.0	22.9	8.3

* Multiple response.

↓ **B12. INTERNET AS A SOURCE
OF INFORMATION, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Internet websites*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Website of the Tourist Organization of Serbia or destination websites	20.8	19.0	13.9	26.2	34.2
Websites of accommodation facilities	43.5	44.8	20.9	40.2	41.9
Websites of travel agencies or internet booking platforms (booking.com, TripAdvisor, Airbnb, etc.)	54.5	54.8	31.1	59.7	55.4
Internet forums / travel blogs	25.4	25.1	51.8	27.2	17.6
Social networks (Facebook, Instagram, twitter, etc.)	31.3	29.2	50.3	38.8	37.2
Other	1.7	2.0	1.8	0.1	0.7

* Multiple response.

Note: For those who used Internet as a source of information.

↓ **B13. USING A 'PACKAGE TOUR' SERVICE AND
TYPE OF PACKAGE TOUR RESERVATION, BY TYPE
OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Using a 'Package tour' service and type of reservation	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Using a 'Package tour' service	10.5	11.3	25.0	5.1	2.1
Online booking	4.5	4.7	15.6	1.6	1.3
No online booking	6.0	6.6	9.4	3.5	0.7
No using a 'Package tour' service	89.5	88.7	75.0	94.9	97.9
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B14. TYPE OF ACCOMMODATION BOOKING,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Type of accommodation booking	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Online, via a website or application that offers several accommodation service providers (e.g. travel agency, online platform such as Booking.com, Expedia, Holidaycheck.de, Airbnb, etc.)	43.4	45.1	26.0	44.0	30.8
Online, directly via a website or application of a certain accommodation service provider (website of the hotel / hotel chain / apartment, etc.)	14.3	16.1	5.6	5.7	6.3
Through a travel agent/agency	1.4	1.2	2.0	0.7	3.7
Directly with the accommodation facility (telephone, e-mail)	27.1	23.8	39.0	37.0	48.0
I did not book an accommodation in advance (only upon arrival at the place / facility)	11.7	11.9	23.6	10.6	7.6
Some other way	2.1	1.9	3.7	1.9	3.7
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who did not use 'package tour' service.

↓ **B15. TIME OF ACCOMMODATION BOOKING,**
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

	in %				
Time of accommodation booking	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Less than a week before arrival	42.4	44.0	29.4	42.9	36.9
1 - 4 weeks before arrival	46.3	47.5	33.4	50.4	40.8
1 - 3 months before arrival	9.4	7.5	24.3	5.3	18.0
4 - 6 months before arrival	1.1	0.7	7.0	0.0	2.8
More than 6 months before arrival	0.7	0.3	5.9	1.4	1.6
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who booked accommodation before arrival.

↓ **B16. TYPE OF ACCOMMODATION SERVICE,**
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

	in %				
Type of accommodation service	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Room only	23.7	17.2	69.4	40.2	65.3
Bed and breakfast	60.7	66.6	10.8	48.9	23.6
Half-board	8.4	9.1	5.7	6.6	3.5
Full-board	6.6	6.5	13.9	3.6	7.5
All-inclusive	0.6	0.7	0.2	0.7	0.1
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B17. LENGTH OF STAY IN THE
REPUBLIC OF SERBIA, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Number of overnights in the Republic of Serbia	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
1 night	15.5	16.3	7.3	16.6	8.0
2 nights	17.1	17.9	6.4	13.1	15.2
3 nights	15.4	15.9	5.9	12.4	15.5
4 to 7 nights	33.0	33.0	27.3	29.2	39.0
8 to 15 nights	14.8	13.7	28.1	19.5	18.7
More than 15 nights	4.1	3.2	25.0	9.2	3.6
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in the Republic of Serbia	5.6	5.4	9.1	6.8	5.8

↓ **B18. LENGTH OF STAY IN THE
DESTINATION, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Number of overnights in destination	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
1 night	20.7	21.4	10.1	26.1	12.0
2 nights	20.1	20.0	24.1	17.0	22.1
3 nights	16.6	16.8	6.1	15.0	19.0
4 to 7 nights	28.5	28.7	27.2	23.0	31.7
8 to 15 nights	10.8	10.6	14.1	10.2	13.3
More than 15 nights	3.2	2.5	18.4	8.7	2.0
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in destination	4.8	4.8	6.8	5.5	4.5

↓ **B19. ACTIVITIES WHILE STAYING IN THE DESTINATION, BY
TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Activities*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Cycling (on marked cycling trails)	4.9	3.6	12.5	10.5	11.5
Hiking	3.5	2.9	19.9	5.0	4.3
Walking ('trekking', Nordic walking, etc.)	15.7	13.1	28.1	24.8	32.2
Hunting or fishing	1.2	0.8	0.7	3.2	3.5
Other sports and recreational activities	6.1	5.0	19.4	10.4	10.3
Visits to national parks / protected natural areas	12.4	10.6	26.9	24.2	16.0
Visits to museums, galleries and exhibitions	15.9	15.4	48.3	11.5	15.3
Visits to monasteries	10.0	8.8	10.8	14.5	18.6
Visits to castles, fortresses and other historic buildings	15.0	14.4	41.6	16.6	11.6
Visits to archeological sites	5.5	5.4	12.2	7.4	2.5
City sightseeing	53.0	55.4	65.6	36.3	38.5
Touring wine roads/wineries	4.9	4.7	8.9	5.2	5.8
Visits to rural households	4.7	3.3	7.2	11.3	13.6
Going to spas	9.1	6.5	12.8	14.0	32.4



CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

	in %				
Activities*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Going to restaurants	75.0	76.5	79.3	57.0	73.4
Shopping (except for daily necessities)	28.1	28.2	41.7	28.9	22.3
Going to clubs / entertainment / nightlife	20.6	20.1	47.7	17.8	19.9
Going to cultural events (theatre, classical music concerts, opera, etc.)	7.0	6.3	25.2	5.3	10.0
Going to entertainment events (pop / rock concerts, entertainment festivals, etc.)	10.3	8.8	28.4	10.3	21.7
Going to traditional events (gastronomic, folklore, etc.)	5.4	4.2	14.5	10.6	10.9
Going to sporting events	5.0	4.9	15.1	3.9	4.5
Using healthcare services	6.0	5.0	6.9	4.6	16.7
Using wellness/spa services	14.7	13.2	18.2	16.0	28.8
Other	5.5	5.3	4.1	5.5	7.5

* Multiple response.

↓ **B20. DESTINATIONS VISITED DURING THE TRIP,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Destination*	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Belgrade	71.6	76.0	72.2	47.5	46.0
Novi Sad	17.5	16.4	47.6	22.9	16.1
Niš	8.7	9.1	8.1	7.9	5.2
Kragujevac	3.3	3.1	5.2	2.7	4.8
Subotica	6.0	5.0	5.1	11.8	12.4
Kopaonik National Park	2.6	2.3	7.4	3.9	3.2
Fruška Gora National Park	5.0	4.5	11.1	7.6	6.3
Tara National Park	4.8	4.1	6.6	11.3	7.0
Šar planina National Park	0.4	0.4	0.4	0.0	0.2
Đerdap National Park/ Golubac Fortress	2.6	2.1	2.3	4.0	6.8
Zlatibor	9.7	8.3	9.2	19.4	16.2
Stara planina	1.1	1.0	0.7	2.7	0.8
Vrnjačka Banja	5.8	3.6	6.9	2.3	31.8
Sokobanja	1.5	1.3	2.3	1.4	4.4
Banja Koviljača	1.2	0.8	0.7	5.9	1.7
Lake of Palić	3.9	3.3	4.7	4.8	10.0
Oplenac (Topola)	0.6	0.7	0.6	0.0	0.9
Other	5.9	4.2	12.9	17.4	11.5

* Multiple response.

↓ **B21. FREQUENCY OF USING MEANS OF TRANSPORT
WHILE STAYING IN THE DESTINATION, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

in %

Frequency of using means of transport	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Local public transport (bus, tram, car, etc.)	23.5	23.8	57.6	19.9	13.6
Once	5.9	5.9	1.9	7.6	5.5
Occasionally	13.3	14.2	15.5	8.3	6.5
Every day	4.4	3.7	40.2	4.0	1.7
Taxi	44.3	47.3	40.6	27.4	27.8
Once	4.7	4.7	9.1	4.7	3.3
Occasionally	25.1	26.2	27.1	18.5	18.8
Every day	14.5	16.4	4.4	4.1	5.7
Own car, motorcycle	35.7	34.7	16.9	36.4	50.6
Once	1.1	0.9	0.4	0.5	3.6
Occasionally	6.9	6.7	2.4	3.2	13.0
Every day	27.7	27.1	14.1	32.6	34.1
Rented car, motorcycle (rent-a-car)	9.1	8.8	4.3	13.2	9.3
Once	1.5	1.3	2.4	2.0	2.8
Occasionally	2.9	2.9	0.4	3.1	2.8
Every day	4.6	4.5	1.5	8.0	3.7
Some other means of transport (bicycle, electric scooter, etc.)	4.9	4.2	13.1	9.1	6.8
Once	1.5	1.3	4.8	1.2	1.8
Occasionally	2.5	2.2	6.6	3.7	4.2
Every day	0.9	0.7	1.7	4.2	0.7
No use of any means of transport, I went only on foot	15.2	13.8	20.2	22.0	22.9

↓ **B22. AVERAGE DAILY EXPENDITURE OF TOURISTS,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in Euro				
	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
TOTAL EXPENDITURE	89.72	99.82	50.83	63.03	54.43
Cost of accommodation (including meals within the accommodation)	47.96	55.04	20.44	29.84	22.89
Other transport expenditures within the Republic of Serbia (gas, toll, bus tickets, rent-a- -car, taxi, etc.)	8.19	9.03	5.15	6.55	4.56
Expenditures for catering services (food and beverages in restaurants, patisseries, cafes, etc.)	15.31	16.41	9.91	12.37	12.26
Total shopping expenditures	13.51	14.62	10.66	9.16	9.92
Food and drink in shops/markets/kiosks	5.88	6.20	5.40	4.17	5.05
Clothing and footwear	4.64	5.30	2.47	2.43	2.48
Other (souvenirs, cigarettes, etc.)	2.99	3.12	2.79	2.56	2.38
Expenditures for culture and entertainment (tickets for events, museums, national and other nature parks, guides, etc.)	1.78	1.90	1.60	1.31	1.35
Expenditures for sports and recreation (rental of equipment, courts, coaches, etc.)	0.36	0.32	0.65	0.37	0.46
Expenses for trips organized by a travel agency	0.49	0.45	0.69	0.74	0.53
Other expenses (health and legal services, telecommunications, wellness, hairdressing or beauty salon, etc.)	2.11	2.04	1.74	2.70	2.47

↓ **B23. AVERAGE TRIP EXPENDITURE PER PERSON,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in Euro				
	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Total trip expenditure per person	689.13	730.62	663.38	595.75	394.83
Travel expenditures per person	223.93	234.04	236.78	241.42	109.97
Travel agency commission per person	13.60	15.71	15.61	3.26	1.79
Total expenditures for stay in the Republic of Serbia per person	451.60	480.86	410.99	351.08	283.06

↓ **B24. EVALUATION OF TOTAL EXPENDITURES IN THE
REPUBLIC OF SERBIA, BY TYPE OF ACCOMMODATION
ESTABLISHMENTS**

	in %				
Total expenditures in the Republic of Serbia are:	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
In line with expectations	83.0	83.4	83.6	85.5	76.6
Higher than expected	8.8	7.9	6.1	9.1	18.6
Lower than expected	8.2	8.7	10.3	5.4	4.8
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B25. LEVEL OF SATISFACTION WITH THE ELEMENTS
OF TOURISM SUPPLY IN THE DESTINATION, BY TYPE
OF ACCOMMODATION ESTABLISHMENTS**

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Beauty of nature and landscape	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.2	0.0	1.9	0.1
2	0.8	0.8	1.8	1.0	0.7
3	8.3	7.8	8.0	9.8	12.2
4	33.0	33.8	38.3	22.4	32.5
5 - excellent	57.6	57.5	51.9	65.0	54.6
Ecological preservation of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	1.3	0.5	6.3	2.3
2	6.6	5.9	12.7	10.1	8.9
3	17.8	17.4	20.3	18.1	20.6
4	39.8	40.3	44.3	33.7	38.1
5 - excellent	34.1	35.0	22.3	31.8	30.2
Cleanliness of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.6	0.9	1.1	1.5
2	4.3	4.4	6.9	4.4	3.3
3	19.0	19.3	19.4	15.0	19.0
4	41.9	42.4	49.6	31.4	42.0
5 - excellent	34.2	33.4	23.2	48.1	34.1



CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Extent to which destination is cared for and maintained	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	0.5	2.8	0.2
2	2.9	2.9	4.9	2.5	2.9
3	15.6	16.1	17.9	10.8	13.8
4	44.1	44.8	47.9	38.2	40.8
5 - excellent	37.0	36.0	28.7	45.7	42.2
Atmosphere, mood	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.2	0.0	0.0	0.2
2	0.6	0.4	0.4	3.4	0.3
3	6.8	6.7	11.3	4.1	8.5
4	36.0	36.9	33.7	27.7	34.4
5 - excellent	56.4	55.8	54.7	64.8	56.6
Personal safety	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	0.0	1.9	0.2
2	0.8	0.9	0.0	0.9	0.1
3	4.2	4.4	7.0	1.1	4.7
4	29.0	30.1	33.3	15.7	27.1
5 - excellent	65.7	64.5	59.7	80.4	68.0

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Hospitality of the local population	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.0	0.5	1.9	0.0
2	0.6	0.5	0.5	2.1	0.3
3	4.8	4.8	6.4	2.0	6.7
4	27.5	28.9	23.6	18.6	21.9
5 - excellent	67.0	65.8	69.0	75.3	71.1
Knowledge of foreign languages (local residents, e.g. on the street, in shops, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0,8	0,3	2,4	3,4	3,1
2	3.2	2.8	5.2	6.4	4.8
3	19.3	18.6	27.8	15.7	26.2
4	38.6	39.3	43.4	37.5	30.2
5 - excellent	38.1	39.0	21.2	36.9	35.6
Quality of service of local guides	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	1.2	0.7	4.6	4.0
2	3.1	2.8	4.5	6.8	3.0
3	16.5	16.4	25.8	8.8	20.3
4	38.2	39.1	37.2	38.3	30.8
5 - excellent	40.5	40.6	31.8	41.5	41.8

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
^aTraffic accessibility of the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.6	0.0	3.8	0.0
2	2.4	2.4	7.9	2.1	1.8
3	18.8	18.8	17.3	17.1	20.9
4	40.7	41.7	46.6	28.0	40.3
5 - excellent	37.3	36.5	28.2	49.1	37.0
Quality of the offer along the roads	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	1.0	3.4	1.0	0.2
2	4.0	3.5	7.4	6.3	5.6
3	22.5	22.4	31.9	18.3	23.6
4	41.6	43.0	34.4	32.5	38.4
5 - excellent	31.0	30.1	22.9	41.9	32.1
Destination is suitable for children	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.8	3.4	3.2	0.0
2	3.2	2.9	6.6	5.8	2.6
3	19.8	19.6	30.5	19.5	18.4
4	35.0	36.2	27.8	27.1	33.3
5 - excellent	41.0	40.5	31.7	44.4	45.7

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Destination is pedestrian friendly	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.4	1.0	3.5	0.0
2	3.2	3.0	5.6	3.9	3.3
3	17.6	18.4	27.3	10.4	13.5
4	36.8	37.9	36.3	23.7	37.8
5 - excellent	41.8	40.3	29.8	58.5	45.4
Destination is adapted to people with special needs	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	3.9	3.1	8.8	12.0	3.5
2	8.9	8.3	12.0	9.7	12.5
3	24.2	24.0	34.9	22.6	24.0
4	32.1	31.9	28.4	35.0	33.1
5 - excellent	30.9	32.8	15.9	20.8	26.9
Local public transport (bus and tram lines, taxi services, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	1.7	0.5	4.9	3.7
2	5.9	5.2	9.3	10.3	8.7
3	17.4	17.8	21.5	11.0	17.3
4	41.2	41.4	43.8	41.6	38.3
5 - excellent	33.4	33.9	24.9	32.2	31.9

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Quality (comfort) of accommodation	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.3	0.0	1.8	0.0
2	1.2	1.1	3.3	1.4	0.6
3	8.6	9.1	12.3	4.5	6.5
4	31.7	32.1	48.5	23.2	29.9
5 - excellent	58.1	57.4	36.0	69.0	63.0
Service quality in accommodation establishment	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.2	0.0	1.9	0.0
2	1.3	1.2	3.1	2.1	1.3
3	7.9	8.3	11.5	3.4	6.9
4	29.4	29.6	46.1	20.2	29.4
5 - excellent	61.1	60.8	39.3	72.4	62.5
Cycling routes and paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	2.0	0.6	3.4	1.6
2	4.3	4.2	2.4	6.4	4.6
3	19.8	19.4	23.4	16.7	23.7
4	37.9	38.5	50.7	33.6	31.3
5 - excellent	36.0	35.8	22.9	39.9	38.7

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Walking paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.9	0.0	2.7	0.3
2	2.6	2.7	2.8	2.5	2.4
3	18.8	19.8	19.1	12.1	15.9
4	42.6	42.9	52.6	39.4	39.8
5 - excellent	34.9	33.7	25.5	43.3	41.7
Quality of tourism signage (signage for attractions, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.7	1.5	4.8	0.8
2	2.6	2.6	4.0	0.9	3.4
3	20.2	20.8	20.3	14.4	19.3
4	36.9	37.6	43.3	29.2	35.1
5 - excellent	39.3	38.3	31.0	50.8	41.4
Availability of information in the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.6	0.5	1.0	0.2
2	4.1	4.3	4.9	4.3	2.0
3	17.9	18.7	25.5	7.6	16.3
4	35.4	36.5	34.5	26.2	33.5
5 - excellent	42.0	39.8	34.6	60.9	47.9

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Quality of wellness services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.9	1.8	0.9	3.5	1.7
2	2.6	2.2	6.4	5.8	2.4
3	13.7	13.9	19.5	12.8	10.6
4	33.8	33.0	40.7	30.7	41.5
5 - excellent	48.1	49.2	32.5	47.2	43.7
Quality of medical services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.6	1.2	2.6	4.5	2.5
2	3.7	3.0	8.7	8.7	4.1
3	16.2	16.3	24.0	15.4	13.7
4	31.3	32.2	40.1	19.6	29.0
5 - excellent	47.3	47.3	24.7	51.8	50.7
Culture and art offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.3	0.0	5.8	0.6
2	2.0	1.4	2.4	6.0	3.7
3	12.8	12.5	11.9	14.4	14.4
4	38.6	40.1	39.6	27.2	34.6
5 - excellent	45.9	45.7	46.1	46.6	46.7

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Offer of events and manifestations	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.4	0.0	3.0	2.1
2	2.2	1.8	5.3	5.6	2.3
3	14.2	13.4	14.5	19.4	17.0
4	36.2	37.0	41.6	30.9	31.7
5 - excellent	46.6	47.4	38.6	41.1	47.0
Entertainment/nightlife offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.5	2.1	4.9	2.3
2	2.0	1.2	2.8	7.1	4.7
3	9.4	8.9	15.8	6.6	14.2
4	29.4	30.2	31.1	25.7	24.3
5 - excellent	58.2	59.2	48.3	55.7	54.5
Gastronomic offer in destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.5	0.3	2.8	3.0	0.0
2	0.7	0.6	1.6	0.9	1.5
3	7.8	7.3	11.5	10.1	10.3
4	31.7	32.5	33.4	22.8	29.7
5 - excellent	59.3	59.4	50.7	63.2	58.5

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Sports and recreation offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.2	1.1	4.0	1.3
2	2.9	2.1	2.9	9.4	5.1
3	13.4	12.9	18.5	13.4	15.9
4	32.2	32.3	38.7	26.5	32.8
5 - excellent	50.9	52.5	38.7	46.7	44.8
Offer of organized trips/ excursions to surrounding area	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.2	0.7	0.6	4.9	2.2
2	4.1	3.1	5.1	11.2	6.4
3	15.7	15.3	21.9	16.1	16.6
4	34.4	35.4	39.5	21.5	34.3
5 - excellent	44.6	45.4	33.0	46.3	40.5
Shopping options	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.5	0.0	0.3	4.2
2	2.8	1.9	2.1	6.4	8.2
3	12.3	11.7	14.6	11.9	16.9
4	33.1	34.5	40.4	21.7	27.1
5 - excellent	51.1	51.4	42.9	59.7	43.6

in %

Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
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Free internet in the destination	100.0	100.0	100.0	100.0	100.0
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1 - somewhat disappointing	0.7	0.4	1.7	2.9	1.2
2	1.7	1.6	3.6	1.5	1.8
3	12.3	13.0	13.4	5.0	11.8
4	35.9	37.2	46.4	23.2	29.9
5 - excellent	49.4	47.8	34.9	67.5	55.2

Compliance with the COVID-19 measures to prevent the spread of the coronavirus in the accommodation, restaurant and bars, shops (maintaining the distance between guests, disinfection of premises, etc.)

100.0	100.0	100.0	100.0	100.0
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1 - somewhat disappointing	1.0	0.6	2.9	5.1	1.4
2	3.2	3.3	4.2	1.7	2.6
3	14.9	15.9	14.9	5.6	12.1
4	40.0	40.8	46.0	30.7	38.0
5 - excellent	41.0	39.5	32.0	56.9	45.9

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY TYPE OF ACCOMMODATION ESTABLISHMENTS

in %

Elements of tourism supply	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Value for money	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	0.7	2.8	0.4
2	0.6	0.6	2.1	0.0	0.9
3	8.1	7.9	11.2	4.1	12.3
4	41.6	43.0	42.5	28.9	36.4
5 - excellent	49.3	48.3	43.5	64.3	50.0
Overall stay	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	0.0	2.8	0.0
2	0.3	0.3	0.0	0.0	0.7
3	6.1	6.1	10.5	1.6	8.4
4	41.7	42.9	46.4	30.4	37.0
5 - excellent	51.5	50.5	43.0	65.3	53.8

↓ **B26. LIKELIHOOD OF RECOMMENDATION OF THE
DESTINATION TO FRIENDS, FAMILY AND COLLEAGUES,
BY TYPE OF ACCOMMODATION ESTABLISHMENTS**

	in %				
	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
0 - Not likely to recommend	0.0	0.0	0.0	0.0	0.0
1	0.3	0.1	0.0	2.7	0.0
2	0.2	0.2	0.0	0.0	0.2
3	0.5	0.5	0.0	0.2	1.0
4	0.8	0.7	1.3	0.6	1.7
5	2.3	2.1	2.7	3.0	3.8
6	2.9	2.9	3.4	1.6	3.4
7	9.8	10.0	15.1	6.9	8.9
8	21.4	22.2	28.4	15.2	15.2
9	25.1	25.5	19.6	20.1	26.1
10 - Very likely to recommend	36.8	35.8	29.4	49.7	39.6
TOTAL	100.0	100.0	100.0	100.0	100.0
Average	8.7	8.7	8.4	8.8	8.6

↓ **B27. AGE OF TOURISTS, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Age of tourists (years)	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Up to 24	5.9	4.4	48.5	7.1	7.8
25 - 44	59.6	61.4	39.5	53.7	51.1
45 - 64	31.5	31.5	10.6	33.4	35.9
65 and over	3.0	2.7	1.4	5.8	5.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B28. LEVEL OF EDUCATION, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Level of education	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Secondary school or less	19.3	17.8	39.9	26.1	22.9
Two-year college	30.5	30.7	24.6	31.9	29.6
University or higher	50.2	51.5	35.5	42.0	47.5
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B29. EMPLOYMENT STATUS, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Employment status	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Employed/self-employed	85.1	86.9	40.0	82.5	82.5
Retired and/or living on other non-employment income	3.7	2.9	3.4	8.4	8.4
Student	5.4	4.4	52.8	1.2	5.6
Unemployed	2.6	2.5	1.5	6.0	1.6
Other	3.1	3.4	2.3	1.9	1.8
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **B30. HOUSEHOLD MONTHLY INCOME, BY TYPE OF
ACCOMMODATION ESTABLISHMENTS**

	in %				
Household monthly income	Republic of Serbia TOTAL	Hotels	Hostels	Lodges	Private accommodation
Up to 500 €	2.4	1.6	10.5	2.4	6.6
501 - 1000 €	14.3	12.6	18.5	16.7	24.7
1001 - 2000 €	27.3	25.6	31.1	32.2	35.1
2001 - 3000 €	25.6	26.7	17.9	23.5	19.8
3001 - 4000 €	16.1	16.8	11.4	18.9	9.9
4001 € and more	14.3	16.6	10.6	6.3	3.9
TOTAL	100.0	100.0	100.0	100.0	100.0

Characteristics of foreign tourists in the Republic of Serbia in 2021

BY COUNTRY OF ORIGIN



↓ **C1. TRAVEL PARTY,**
BY COUNTRY OF ORIGIN

	in %				
Travel party*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Alone	41.3	33.3	43.1	56.6	48.5
With a spouse/partner	30.3	36.4	29.5	18.3	22.3
With children	10.7	12.7	11.3	2.3	6.8
With other members of family (parents, relatives)	4.2	4.3	4.2	3.8	4.3
With friends or acquaintances	11.8	13.4	10.8	8.2	14.0
With business partner/partners	9.8	9.9	9.7	10.8	9.5
With someone else	1.6	1.7	1.5	2.8	1.6

* Multiple response.

↓ **C2. NUMBER OF PERSONS ON THE TRIP,
BY COUNTRY OF ORIGIN**

	in %				
Number of persons on the trip	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
1 person	41.3	33.3	43.1	56.6	48.5
2 persons	35.0	39.5	33.5	27.7	32.5
3 persons	10.7	12.4	10.7	5.4	8.5
More than 3 persons	13.0	14.8	12.8	10.3	10.6
TOTAL	100.0	100.0	100.0	100.0	100.0
number of persons (children)					
Average number of persons in travel party	2.16	2.29	2.13	2.00	2.01
Of these, children under 15 years	0.21	0.24	0.21	0.13	0.13

↓ **C3. PREVIOUS VISITS TO THE REPUBLIC OF SERBIA,
BY COUNTRY OF ORIGIN**

	in %				
Previous visits to the Republic of Serbia	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Never before	36.2	9.8	41.4	56.6	79.4
Once	6.9	2.5	9.1	10.0	8.1
2 or 3 times	17.5	15.1	20.7	18.8	8.5
More than 3 times	39.4	72.6	28.8	14.6	4.0
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C4. PREVIOUS VISITS TO THE DESTINATION,
BY COUNTRY OF ORIGIN**

	in %				
Previous visits to the destination	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Never before	44.2	19.6	49.6	60.3	84.5
Once	13.3	15.0	13.5	13.4	7.3
2 or 3 times	17.2	19.3	18.6	15.4	5.7
More than 3 times	25.2	46.2	18.3	11.0	2.4
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C5. PRINCIPAL MEANS OF TRANSPORT USED IN ARRIVAL,
BY COUNTRY OF ORIGIN**

	in %				
Means of transport	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Airplane	45.5	8.8	52.3	96.9	95.5
Car	47.7	80.7	41.6	2.9	2.2
Car with caravan/Motorhome or motorcaravan	0.3	0.3	0.3	0.0	0.0
Motorcycle	0.6	0.8	0.8	0.0	0.0
Bus	5.3	8.8	4.3	0.3	2.3
Train	0.2	0.3	0.2	0.0	0.0
Other	0.4	0.3	0.5	0.0	0.0
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C6. THE MAIN REASON FOR TRAVEL
TO THE REPUBLIC OF SERBIA,
BY COUNTRY OF ORIGIN**

	in %				
The main reason for travel to the Republic of Serbia	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Business	35.5	31.5	38.5	39.7	31.1
Leisure (holiday/recreation)	27.5	31.5	26.2	25.6	22.9
Visit to relatives and friends	11.4	13.6	11.1	18.1	2.1
Health reasons	2.3	4.9	1.3	0.0	0.8
Education	0.9	0.3	0.8	2.4	2.0
Transit	17.8	11.9	18.4	9.1	37.7
Shopping	0.7	1.4	0.5	0.0	0.3
Other	3.9	5.0	3.1	5.1	3.0
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C7. THE MAIN MOTIVE FOR BUSINESS TRIP,
BY COUNTRY OF ORIGIN**

	in %				
The motive for business trip	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Business meeting	73.8	72.4	75.0	68.1	74.9
Conferences, congresses, seminars, fairs	17.3	18.7	16.1	22.3	16.3
Other	8.9	8.9	8.9	9.6	8.8
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who were at the business trip.

↓ **C8. THE MOTIVES OF HOLIDAY/LEISURE TRIPS,
BY COUNTRY OF ORIGIN**

	in %				
Motives*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Nature (natural attractions, mountains, lakes, rivers)	38.4	44.8	32.8	37.6	42.1
Villages/rural area	9.6	8.0	10.5	15.3	8.1
Cities (city break)	31.6	19.9	37.6	34.7	46.5
Tour/sightseeing	63.3	62.0	62.8	62.0	72.8
Culture and art	16.2	8.1	20.7	19.4	24.2
Entertainment and festivals	25.1	32.6	21.5	16.2	19.0
Manifestations and events	14.0	19.9	10.8	13.5	7.2
Sport and recreation	6.0	7.5	5.0	7.2	4.3
Gastronomy (food and drink)	33.2	27.4	37.5	38.4	31.1
Health services, wellness (spas)	9.0	13.0	8.1	1.5	2.3
Shopping	11.2	14.9	9.8	5.9	7.3
Other	1.8	1.6	1.8	3.5	2.0

* Multiple response.

Note: For those who were at the leisure trip.

↓ **C9. THE IMPACT OF COVID-19 PANDEMIC ON THE CHOICE OF THE REPUBLIC OF SERBIA AS TRAVEL DESTINATION, BY COUNTRY OF ORIGIN**

	in %				
Impact of COVID-19 pandemic	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
It had no influence on the choice of the Republic of Serbia as a destination or on the dates of this trip	72.4	76.0	71.2	68.1	66.3
Due to the pandemic, I have changed the dates for the trip to the Republic of Serbia (the trip was planned for a different period)	12.7	11.8	12.9	19.2	11.4
Due to the pandemic, I chose the republic of Serbia instead of another country for this trip (the trip was planned for another country in the same period)	11.0	7.4	12.9	6.9	19.0
Due to the pandemic, I chose the Republic of Serbia instead of another country and changed the travel date (the trip was planned in a different country and for a different period)	3.9	4.8	3.0	5.9	3.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C10. THE REASON FOR CHOICE OF THE REPUBLIC OF SERBIA INSTEAD OF ANOTHER COUNTRY, BY COUNTRY OF ORIGIN**

	in %				
Reason	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Financial reasons (more favorable prices compared to other destinations)	19.2	15.1	23.5	41.2	13.5
I feel more secure about my health	34.8	57.0	36.4	46.0	18.9
Formal conditions for entering and staying in the country and / or returning home with regard to the pandemic	60.6	49.1	53.6	39.9	77.7
Other	1.6	2.1	1.4	0.0	1.7

* Multiple response.

Note: For those who chose the republic of Serbia instead of other country for this trip.

↓ **C11. SOURCES OF INFORMATION PRIOR TO
THE TRIP, BY COUNTRY OF ORIGIN**

	in %				
Sources of information*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Internet	53.3	40.7	57.0	60.8	69.2
Brochures, advertisements and posters	2.8	2.7	2.9	3.4	2.6
Articles in newspapers and magazines	2.2	1.3	2.6	1.6	3.0
Radio, television, film or video	1.8	1.9	1.7	2.1	2.0
Recommendations of friends and relatives	19.1	21.0	18.4	15.2	18.5
Tourism fairs and exhibitions	1.5	1.4	1.4	1.6	1.6
Recommendations of a travel agency or club (catalog)	4.6	2.7	3.9	4.7	13.6
Previous stay	24.8	33.3	23.3	20.3	8.9
No need for any information	21.8	30.1	19.3	18.5	10.4

* Multiple response.

↓ **C12. INTERNET AS A SOURCE OF
INFORMATION, BY COUNTRY OF ORIGIN**

	in %				
Internet websites*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Website of the Tourist Organization of Serbia or destination websites	20.8	24.4	18.7	21.8	21.8
Websites of accommodation facilities	43.5	43.7	43.8	44.9	41.3
Websites of travel agencies or internet booking platforms (booking.com, TripAdvisor, Airbnb, etc.)	54.5	46.8	57.3	51.4	59.3
Internet forums / travel blogs	25.4	19.4	26.4	36.2	26.6
Social networks (Facebook, Instagram, twitter, etc.)	31.3	35.4	29.6	31.3	30.2
Other	1.7	2.2	1.4	2.0	1.8

* Multiple response.

Note: For those who used Internet as a source of information.

↓ **C13. USING A 'PACKAGE TOUR' SERVICE AND
TYPE OF PACKAGE TOUR RESERVATION,
BY COUNTRY OF ORIGIN**

	in %				
Using a 'Package tour' service and type of reservation	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Using a 'Package tour' service	10.5	4.5	10.4	15.5	26.2
Online booking	4.5	2.0	4.3	7.3	11.1
No online booking	6.0	2.6	6.1	8.2	15.1
No using a 'Package tour' service	89.5	95.5	89.6	84.5	73.8
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C14. TYPE OF ACCOMMODATION BOOKING,
BY COUNTRY OF ORIGIN**

	in %				
Type of accommodation booking	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Online, via a website or application that offers several accommodation service providers (e.g. travel agency, online platform such as Booking.com, Expedia, Holidaycheck.de, Airbnb, etc.)	43.4	31.4	47.7	55.8	58.8
Online, directly via a website or application of a certain accommodation service provider (website of the hotel / hotel chain / apartment, etc.)	14.3	10.9	15.8	15.8	18.4
Through a travel agent/agency	1.4	1.7	1.2	0.3	2.2
Directly with the accommodation facility (telephone, e-mail)	27.1	40.2	21.9	18.7	10.6
I did not book an accommodation in advance (only upon arrival at the place / facility)	11.7	14.3	11.4	6.4	6.3
Some other way	2.1	1.6	2.0	3.1	3.7
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who did not use 'package tour' service.

↓ **C15. TIME OF ACCOMMODATION BOOKING,**
BY COUNTRY OF ORIGIN

	in %				
Time of accommodation booking	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Less than a week before arrival	42.4	48.3	37.1	40.5	28.7
1 - 4 weeks before arrival	46.3	41.6	51.1	45.4	53.7
1 - 3 months before arrival	9.4	8.1	10.2	11.2	15.8
4 - 6 months before arrival	1.1	1.4	0.9	0.0	1.7
More than 6 months before arrival	0.7	0.6	0.8	3.0	0.0
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who booked accommodation before arrival.

↓ **C16. TYPE OF ACCOMMODATION SERVICE,**
BY COUNTRY OF ORIGIN

	in %				
Type of accommodation service	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Room only	23.7	28.8	21.3	25.0	18.4
Bed and breakfast	60.7	56.0	64.7	55.6	59.5
Half-board	8.4	8.5	7.7	9.8	10.7
Full-board	6.6	6.2	5.9	8.2	9.8
All-inclusive	0.6	0.5	0.4	1.3	1.6
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C17. LENGTH OF STAY IN THE REPUBLIC OF SERBIA,
BY COUNTRY OF ORIGIN**

	in %				
Number of overnights in the Republic of Serbia	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
1 night	15.5	19.8	16.4	6.3	3.2
2 nights	17.1	21.9	17.6	7.4	5.8
3 nights	15.4	17.1	16.4	8.5	9.9
4 to 7 nights	33.0	31.1	32.7	42.1	35.2
8 to 15 nights	14.8	9.1	12.7	26.2	35.4
More than 15 nights	4.1	1.0	4.2	9.5	10.5
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in the Republic of Serbia	5.6	4.3	5.4	8.5	9.6

↓ C18. LENGTH OF STAY IN THE DESTINATION,
BY COUNTRY OF ORIGIN

	in %				
Number of overnights in destination	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
1 night	20.7	23.9	22.4	12.6	7.6
2 nights	20.1	25.1	19.5	13.6	11.6
3 nights	16.6	18.2	17.4	8.7	12.6
4 to 7 nights	28.5	26.5	28.3	36.5	31.3
8 to 15 nights	10.8	5.7	9.1	21.5	28.6
More than 15 nights	3.2	0.7	3.4	7.1	8.2
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in destination	4.8	3.7	4.7	7.4	8.2

↓ **C19. ACTIVITIES WHILE STAYING IN THE DESTINATION,
BY COUNTRY OF ORIGIN**

	in %				
Activities*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Cycling (on marked cycling trails)	4.9	5.2	4.2	7.2	5.7
Hiking	3.5	2.6	3.1	8.4	5.7
Walking ('trekking', Nordic walking, etc.)	15.7	14.7	14.5	19.3	22.6
Hunting or fishing	1.2	1.2	1.2	1.2	0.9
Other sports and recreational activities	6.1	5.8	5.1	9.0	10.0
Visits to national parks / protected natural areas	12.4	11.2	11.4	16.8	18.0
Visits to museums, galleries and exhibitions	15.9	8.5	17.1	33.4	23.2
Visits to monasteries	10.0	10.3	9.7	12.7	9.0
Visits to castles, fortresses and other historic buildings	15.0	7.4	16.8	24.9	23.9
Visits to archeological sites	5.5	1.9	6.8	10.3	7.0
City sightseeing	53.0	41.8	54.7	69.0	70.3
Touring wine roads/wineries	4.9	3.8	5.5	7.4	4.0
Visits to rural households	4.7	5.6	3.7	6.5	5.8
Going to spas	9.1	12.5	7.4	10.7	6.3



CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY COUNTRY OF ORIGIN



	in %				
Activities*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Going to restaurants	75.0	72.3	75.8	80.2	76.3
Shopping (except for daily necessities)	28.1	32.5	24.8	30.8	28.7
Going to clubs / entertainment / nightlife	20.6	20.7	19.3	33.3	19.2
Going to cultural events (theatre, classical music concerts, opera, etc.)	7.0	7.1	6.6	10.3	6.5
Going to entertainment events (pop / rock concerts, entertainment festivals, etc.)	10.3	13.5	9.1	13.5	5.0
Going to traditional events (gastronomic, folklore, etc.)	5.4	5.3	5.3	6.1	5.6
Going to sporting events	5.0	5.0	4.8	7.9	4.4
Using healthcare services	6.0	7.8	4.4	8.8	6.3
Using wellness/spa services	14.7	17.9	13.4	16.9	10.2
Other	5.5	7.2	4.9	5.3	3.2

* Multiple response.

↓ **C20. DESTINATIONS VISITED DURING THE TRIP,
BY COUNTRY OF ORIGIN**

	in %				
Destination*	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Belgrade	71.6	58.0	74.1	88.7	91.6
Novi Sad	17.5	16.0	17.5	28.3	15.8
Niš	8.7	8.4	9.8	7.7	4.8
Kragujevac	3.3	4.0	3.1	2.8	2.4
Subotica	6.0	6.9	6.0	4.8	3.6
Kopaonik National Park	2.6	2.4	2.6	3.2	3.0
Fruška Gora National Park	5.0	4.2	5.2	8.5	4.5
Tara National Park	4.8	6.0	3.7	4.0	7.3
Šar planina National Park	0.4	0.6	0.3	0.0	0.1
Đerdap National Park/ Golubac Fortress	2.6	2.9	2.3	4.4	2.1
Zlatibor	9.7	14.1	6.6	11.0	9.8
Stara planina	1.1	1.0	1.0	1.2	1.5
Vrnjačka Banja	5.8	10.7	3.7	3.7	1.6
Sokobanja	1.5	2.2	1.3	1.3	0.7
Banja Koviljača	1.2	1.4	1.4	0.9	0.2
Lake of Palić	3.9	4.8	3.9	4.3	1.1
Oplenac (Topola)	0.6	1.0	0.5	0.2	0.2
Other	5.9	7.3	5.5	5.9	3.7

* Multiple response.

↓ **C21. FREQUENCY OF USING MEANS OF TRANSPORT
WHILE STAYING IN THE DESTINATION,
BY COUNTRY OF ORIGIN**

in %

Frequency of using means of transport	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Local public transport (bus, tram, car, etc.)	23.5	12.8	22.9	41.4	49.0
Once	5.9	4.3	6.0	5.7	9.9
Occasionally	13.3	5.9	13.3	24.9	29.1
Every day	4.4	2.6	3.6	10.7	10.0
Taxi	44.3	20.3	49.7	74.3	75.3
Once	4.7	3.5	5.2	5.4	5.5
Occasionally	25.1	9.7	28.2	39.5	49.8
Every day	14.5	7.1	16.3	29.5	20.0
Own car, motorcycle	35.7	61.0	30.8	2.7	0.4
Once	1.1	1.8	0.9	0.5	0.1
Occasionally	6.9	12.5	5.5	0.0	0.2
Every day	27.7	46.8	24.3	2.2	0.1
Rented car, motorcycle (rent-a-car)	9.1	2.9	10.7	20.5	13.5
Once	1.5	1.0	1.6	3.9	1.6
Occasionally	2.9	0.7	3.3	7.0	5.4
Every day	4.6	1.2	5.8	9.6	6.5
Some other means of transport (bicycle, electric scooter, etc.)	4.9	3.6	5.0	7.5	7.2
Once	1.5	1.2	1.5	2.6	1.2
Occasionally	2.5	2.2	2.1	4.6	4.7
Every day	0.9	0.3	1.4	0.3	1.3
No use of any means of transport, I went only on foot	15.2	20.6	13.9	7.7	9.1

↓ **C22. AVERAGE DAILY EXPENDITURE OF TOURISTS,
BY COUNTRY OF ORIGIN**

	in Euro				
	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
TOTAL EXPENDITURE	89.72	74.44	88.85	110.43	104.01
Cost of accommodation (including meals within the accommodation)	47.96	37.01	46.07	60.21	62.26
Other transport expenditures within the Republic of Serbia (gas, toll, bus tickets, rent-a- -car, taxi, etc.)	8.19	4.71	8.93	11.16	9.97
Expenditures for catering services (food and beverages in restaurants, patisseries, cafes, etc.)	15.31	14.04	16.00	16.96	14.73
Total shopping expenditures	13.51	14.14	13.19	15.36	12.64
Food and drink in shops/markets/kiosks	5.88	5.30	5.96	6.47	6.28
Clothing and footwear	4.64	6.09	4.02	5.51	3.75
Other (souvenirs, cigarettes, etc.)	2.99	2.75	3.21	3.37	2.62
Expenditures for culture and entertainment (tickets for events, museums, national and other nature parks, guides, etc.)	1.78	1.68	1.82	2.44	1.57
Expenditures for sports and recreation (rental of equipment, courts, coaches, etc.)	0.36	0.41	0.30	0.63	0.31
Expenses for trips organized by a travel agency	0.49	0.34	0.40	0.47	0.94
Other expenses (health and legal services, telecommunications, wellness, hairdressing or beauty salon, etc.)	2.11	2.10	2.15	3.20	1.58

↓ **C23. AVERAGE TRIP EXPENDITURE PER PERSON,
BY COUNTRY OF ORIGIN**

	in Euro				
	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Total trip expenditure per person	689.13	355.79	613.74	1,628.18	1,601.10
Travel expenditures per person	223.93	62.98	187.11	726.06	643.43
Travel agency commission per person	13.60	1.97	11.14	33.98	50.45
Total expenditures for stay in the Republic of Serbia per person	451.60	290.84	415.49	868.14	907.22

↓ **C24. EVALUATION OF TOTAL EXPENDITURES
IN THE REPUBLIC OF SERBIA, BY COUNTRY OF ORIGIN**

	in %				
Total expenditures in the Republic of Serbia are:	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
In line with expectations	83.0	85.1	82.9	79.9	78.9
Higher than expected	8.8	10.7	6.8	7.4	13.1
Lower than expected	8.2	4.2	10.3	12.7	8.0
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C25. LEVEL OF SATISFACTION WITH THE ELEMENTS
OF TOURISM SUPPLY IN THE DESTINATION,
BY COUNTRY OF ORIGIN**

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Beauty of nature and landscape	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.1	0.1	0.8	1.2
2	0.8	0.8	0.9	0.6	0.5
3	8.3	7.1	10.0	4.9	6.1
4	33.0	27.7	34.4	36.6	40.9
5 - excellent	57.6	64.3	54.7	57.0	51.3
Ecological preservation of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	1.6	1.9	0.3	2.1
2	6.6	5.9	7.5	4.9	5.6
3	17.8	16.2	20.6	12.0	13.4
4	39.8	37.2	39.4	46.0	45.8
5 - excellent	34.1	39.1	30.6	36.9	33.1
Cleanliness of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.4	0.9	0.2	0.5
2	4.3	3.4	5.4	2.9	3.2
3	19.0	16.6	21.1	20.5	14.9
4	41.9	39.8	41.6	45.4	47.4
5 - excellent	34.2	39.7	31.0	31.0	34.1

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY COUNTRY OF ORIGIN

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Extent to which destination is cared for and maintained	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.1	0.3	0.0	1.9
2	2.9	2.6	3.2	3.2	2.3
3	15.6	13.3	18.1	14.9	10.9
4	44.1	41.3	43.7	48.7	52.0
5 - excellent	37.0	42.7	34.6	33.2	32.8
Atmosphere, mood	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	0.4	0.0	0.1
2	0.6	0.4	0.5	0.4	1.3
3	6.8	6.9	6.8	7.9	5.8
4	36.0	30.9	37.7	36.3	43.4
5 - excellent	56.4	61.8	54.6	55.4	49.4
Personal safety	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	0.1	0.0	1.2
2	0.8	0.7	0.8	1.1	1.2
3	4.2	4.4	4.2	4.6	3.9
4	29.0	23.4	31.1	32.2	33.9
5 - excellent	65.7	71.4	63.8	62.1	59.7

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Hospitality of the local population	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.0	0.0	0.0	1.3
2	0.6	0.6	0.5	0.0	1.5
3	4.8	4.1	5.2	5.5	4.7
4	27.5	20.9	30.2	29.6	33.7
5 - excellent	67.0	74.4	64.2	64.8	58.7
Knowledge of foreign languages (local residents, e.g. on the street, in shops, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0,8	0,7	0,4	0,8	2,4
2	3.2	1.9	4.0	3.3	3.1
3	19.3	14.7	21.3	16.2	23.6
4	38.6	32.3	40.5	43.8	42.5
5 - excellent	38.1	50.3	33.7	35.9	28.4
Quality of service of local guides	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	2.1	1.4	0.0	2.8
2	3.1	2.7	2.9	5.8	3.6
3	16.5	14.8	18.7	13.0	13.6
4	38.2	33.0	39.6	41.3	45.8
5 - excellent	40.5	47.4	37.3	39.8	34.2

in %					
Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
^aTraffic accessibility of the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.5	0.6	0.0	3.1
2	2.4	1.9	3.0	0.9	2.6
3	18.8	17.8	20.5	19.9	13.2
4	40.7	37.8	40.3	46.8	49.4
5 - excellent	37.3	42.1	35.6	32.4	31.6
Quality of the offer along the roads	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.6	1.3	0.4	1.2
2	4.0	4.6	3.6	1.4	5.3
3	22.5	21.1	24.4	24.7	16.1
4	41.6	39.0	42.1	44.6	46.7
5 - excellent	31.0	34.7	28.6	28.9	30.6
Destination is suitable for children	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.4	1.1	0.0	3.0
2	3.2	3.0	3.6	0.8	3.1
3	19.8	17.1	21.7	28.6	15.5
4	35.0	32.7	35.6	29.3	44.0
5 - excellent	41.0	46.8	38.0	41.4	34.4

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Destination is pedestrian friendly	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.3	0.5	0.0	2.5
2	3.2	2.6	4.1	1.5	1.4
3	17.6	15.2	19.7	20.9	14.3
4	36.8	32.5	38.0	40.6	42.9
5 - excellent	41.8	49.4	37.7	36.9	39.0
Destination is adapted to people with special needs	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	3.9	2.8	4.2	3.0	6.4
2	8.9	8.8	9.5	7.4	6.8
3	24.2	22.9	26.8	20.2	18.7
4	32.1	29.8	30.8	39.5	41.0
5 - excellent	30.9	35.6	28.6	29.9	27.1
Local public transport (bus and tram lines, taxi services, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	2.9	1.7	0.0	2.9
2	5.9	6.7	6.3	4.8	2.9
3	17.4	14.9	19.3	20.2	14.2
4	41.2	38.7	40.7	47.3	46.0
5 - excellent	33.4	36.8	31.9	27.8	34.0

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Quality (comfort) of accommodation	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.1	0.3	0.0	1.4
2	1.2	1.1	1.3	0.4	1.1
3	8.6	8.7	9.2	6.4	7.0
4	31.7	27.9	33.5	32.8	34.6
5 - excellent	58.1	62.3	55.6	60.4	55.9
Service quality in accommodation establishment	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.0	0.3	0.0	1.2
2	1.3	1.0	1.4	0.3	2.2
3	7.9	8.4	8.5	3.9	6.2
4	29.4	24.9	30.1	39.9	33.3
5 - excellent	61.1	65.7	59.7	55.9	57.2
Cycling routes and paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	1.8	2.2	0.7	2.6
2	4.3	4.8	4.4	1.3	3.7
3	19.8	18.6	22.2	17.5	14.1
4	37.9	34.8	36.3	49.2	48.2
5 - excellent	36.0	39.9	34.8	31.4	31.4

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Walking paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.9	0.9	0.0	2.0
2	2.6	2.8	2.6	1.4	2.8
3	18.8	17.2	20.9	19.2	14.3
4	42.6	37.8	43.0	51.5	50.4
5 - excellent	34.9	41.3	32.5	27.9	30.4
Quality of tourism signage (signage for attractions, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.8	0.7	0.0	3.7
2	2.6	2.7	2.8	2.2	1.9
3	20.2	16.5	22.9	19.6	19.5
4	36.9	35.5	36.7	37.7	42.1
5 - excellent	39.3	44.5	37.0	40.5	32.8
Availability of information in the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.2	0.7	0.0	1.4
2	4.1	3.1	4.3	5.8	5.4
3	17.9	15.6	19.7	18.1	16.2
4	35.4	34.0	35.0	34.5	42.3
5 - excellent	42.0	47.1	40.3	41.5	34.7

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY COUNTRY OF ORIGIN

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Quality of wellness services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.9	1.6	2.0	0.0	3.4
2	2.6	2.6	2.3	2.2	3.6
3	13.7	11.1	16.3	12.0	11.4
4	33.8	30.4	33.9	39.7	40.9
5 - excellent	48.1	54.2	45.5	46.1	40.6
Quality of medical services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.6	1.8	1.1	1.2	3.1
2	3.7	4.3	3.1	2.1	5.1
3	16.2	13.6	19.3	13.7	12.3
4	31.3	28.3	31.6	34.0	37.7
5 - excellent	47.3	52.0	44.9	48.9	41.8
Culture and art offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.4	0.6	0.0	2.7
2	2.0	3.1	1.7	0.0	1.0
3	12.8	12.5	13.8	12.5	9.4
4	38.6	32.6	40.2	44.1	46.7
5 - excellent	45.9	51.4	43.7	43.3	40.2

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Offer of events and manifestations	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.8	0.5	0.0	2.3
2	2.2	2.0	2.6	0.6	2.2
3	14.2	13.3	15.5	13.1	12.3
4	36.2	32.5	36.4	37.7	46.6
5 - excellent	46.6	51.5	44.9	48.6	36.7
Entertainment/nightlife offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.6	1.1	0.4	2.5
2	2.0	2.5	2.1	0.4	1.2
3	9.4	8.9	10.5	7.3	7.1
4	29.4	24.6	30.4	27.3	41.0
5 - excellent	58.2	63.4	55.9	64.5	48.2
Gastronomic offer in destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.5	0.1	0.5	0.0	1.9
2	0.7	0.7	0.6	0.3	1.3
3	7.8	7.7	7.4	7.2	10.3
4	31.7	26.5	33.4	28.2	41.0
5 - excellent	59.3	65.0	58.0	64.3	45.5

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY COUNTRY OF ORIGIN

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Sports and recreation offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.4	0.4	0.0	3.0
2	2.9	4.2	2.6	0.5	1.8
3	13.4	11.8	15.4	11.6	10.9
4	32.2	27.5	34.3	34.1	36.5
5 - excellent	50.9	56.2	47.4	53.8	47.8
Offer of organized trips/ excursions to surrounding area	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.2	1.0	1.4	0.0	1.5
2	4.1	5.6	3.2	3.2	3.8
3	15.7	13.9	18.2	12.7	12.0
4	34.4	28.7	36.9	37.4	39.7
5 - excellent	44.6	50.8	40.3	46.7	43.1
Shopping options	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	1.2	0.6	0.3	0.5
2	2.8	3.2	2.5	1.1	3.6
3	12.3	11.6	13.8	11.9	7.6
4	33.1	26.7	34.5	43.9	41.7
5 - excellent	51.1	57.3	48.6	42.8	46.5

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Free internet in the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.6	0.5	0.4	2.2
2	1.7	2.0	1.6	1.3	1.2
3	12.3	11.3	13.0	10.8	13.2
4	35.9	31.5	37.4	37.6	41.2
5 - excellent	49.4	54.8	47.5	49.9	42.1

Compliance with the COVID-19 measures to prevent the spread of the coronavirus in the accommodation, restaurant and bars, shops (maintaining the distance between guests, disinfection of premises, etc.)

1 - somewhat disappointing	1.0	0.7	0.8	0.9	2.8
2	3.2	2.4	3.5	3.1	4.4
3	14.9	12.8	16.1	15.1	15.0
4	40.0	36.9	40.8	43.6	43.7
5 - excellent	41.0	47.3	38.8	37.3	34.0

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF SERBIA IN 2021
BY COUNTRY OF ORIGIN

in %

Elements of tourism supply	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Value for money	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	0.2	1.1	1.7
2	0.6	0.5	0.7	0.7	0.8
3	8.1	7.6	8.5	6.6	7.9
4	41.6	38.1	42.4	42.5	47.4
5 - excellent	49.3	53.6	48.2	49.0	42.2
Overall stay	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.0	0.2	0.8	1.8
2	0.3	0.3	0.3	0.0	0.5
3	6.1	5.0	6.9	7.2	4.9
4	41.7	35.2	44.0	42.3	50.1
5 - excellent	51.5	59.5	48.6	49.6	42.7

↓ **C26. LIKELIHOOD OF RECOMMENDATION OF THE
DESTINATION TO FRIENDS, FAMILY AND COLLEAGUES,
BY COUNTRY OF ORIGIN**

	in %				
	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
0 - Not likely to recommend	0.0	0.0	0.0	0.0	0.0
1	0.3	0.1	0.1	0.0	1.7
2	0.2	0.0	0.3	0.0	0.3
3	0.5	0.3	0.6	0.8	0.3
4	0.8	0.8	0.9	0.4	0.6
5	2.3	2.3	2.3	1.8	2.4
6	2.9	2.5	3.3	2.1	2.4
7	9.8	7.5	11.5	5.7	11.6
8	21.4	16.8	22.2	28.8	27.1
9	25.1	23.9	25.4	25.1	27.3
10 - Very likely to recommend	36.8	45.7	33.5	35.3	26.4
TOTAL	100.0	100.0	100.0	100.0	100.0
Average	8.7	8.9	8.6	8.7	8.4

↓ C27. AGE OF TOURISTS,
BY COUNTRY OF ORIGIN

	in %				
Age of tourists (years)	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Up to 24	5.9	4.4	5.3	10.9	9.8
25 - 44	59.6	61.0	58.2	48.0	68.4
45 - 64	31.5	30.5	33.7	37.5	20.6
65 and over	3.0	4.0	2.8	3.6	1.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ C28. LEVEL OF EDUCATION,
BY COUNTRY OF ORIGIN

	in %				
Level of education	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Secondary school or less	19.3	25.2	17.4	14.2	13.2
Two-year college	30.5	33.3	29.8	27.3	27.7
University or higher	50.2	41.5	52.8	58.6	59.1
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C29. EMPLOYMENT STATUS,
BY COUNTRY OF ORIGIN**

	in %				
Employment status	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Employed/self-employed	85.1	86.2	87.0	75.4	78.6
Retired and/or living on other non-employment income	3.7	4.7	3.0	6.9	1.7
Student	5.4	4.1	4.8	9.5	10.6
Unemployed	2.6	1.9	2.5	2.7	5.2
Other	3.1	3.1	2.7	5.5	3.9
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **C30. HOUSEHOLD MONTHLY INCOME,
BY COUNTRY OF ORIGIN**

	in %				
Household monthly income	Republic of Serbia TOTAL	Surrounding countries	Other European countries	America, Oceania and Africa	Asia
Up to 500 €	2.4	4.5	0.8	2.9	1.7
501 - 1000 €	14.3	30.3	4.4	2.8	6.3
1001 - 2000 €	27.3	40.4	20.6	8.8	16.4
2001 - 3000 €	25.6	16.1	33.9	14.9	24.8
3001 - 4000 €	16.1	6.2	22.1	27.4	20.0
4001 € and more	14.3	2.5	18.2	43.2	30.9
TOTAL	100.0	100.0	100.0	100.0	100.0

Characteristics of foreign tourists in the Republic of Serbia in 2021

BY TYPE OF TOURISTS RESORTS



↓ **D1. TRAVEL PARTY,**
BY TYPE OF TOURISTS RESORTS

	in %				
Travel party*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Alone	41.3	43.5	26.8	21.2	44.9
With a spouse/partner	30.3	26.6	42.6	55.9	29.5
With children	10.7	8.4	16.0	16.8	13.2
With other members of family (parents, relatives)	4.2	3.3	10.2	8.3	3.7
With friends or acquaintances	11.8	12.3	14.5	13.3	9.7
With business partner/partners	9.8	11.4	4.1	1.8	9.5
With someone else	1.6	1.5	0.7	2.2	2.2

* Multiple response.

↓ **D2. NUMBER OF PERSONS ON THE TRIP,
BY TYPE OF TOURISTS RESORTS**

	in %				
Number of persons on the trip	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
1 person	41.3	43.5	26.8	21.2	44.9
2 persons	35.0	35.8	38.3	49.4	28.9
3 persons	10.7	10.9	14.8	8.2	9.6
More than 3 persons	13.0	9.9	20.0	21.2	16.6
TOTAL	100.0	100.0	100.0	100.0	100.0
number of persons (children)					
Average number of persons in travel party	2.16	2.02	2.44	2.55	2.31
Of these, children under 15 years	0.21	0.16	0.26	0.32	0.28

↓ **D3. PREVIOUS VISITS TO THE REPUBLIC OF SERBIA,
BY TYPE OF TOURISTS RESORTS**

	in %				
Previous visits to the Republic of Serbia	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Never before	36.2	40.8	18.7	32.3	31.4
Once	6.9	7.8	5.1	6.3	5.4
2 or 3 times	17.5	16.5	18.4	16.6	19.6
More than 3 times	39.4	34.9	57.8	44.8	43.6
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D4. PREVIOUS VISITS TO THE DESTINATION,
BY TYPE OF TOURISTS RESORTS**

	in %				
Previous visits to the destination	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Never before	44.2	44.6	42.8	44.4	43.7
Once	13.3	12.1	20.9	16.6	13.3
2 or 3 times	17.2	15.7	17.9	18.1	20.3
More than 3 times	25.2	27.6	18.3	21.0	22.7
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D5. PRINCIPAL MEANS OF TRANSPORT USED IN ARRIVAL,
BY TYPE OF TOURISTS RESORTS**

	in %				
Means of transport	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Airplane	45.5	58.9	21.0	32.2	24.4
Car	47.7	37.3	65.8	58.6	64.3
Car with caravan/Motorhome or motorcaravan	0.3	0.2	0.3	0.0	0.5
Motorcycle	0.6	0.3	0.4	1.3	1.4
Bus	5.3	2.9	11.9	7.3	8.7
Train	0.2	0.2	0.0	0.0	0.2
Other	0.4	0.2	0.7	0.6	0.6
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D6. THE MAIN REASON FOR TRAVEL TO THE
REPUBLIC OF SERBIA, BY TYPE OF TOURISTS
RESORTS**

	in %				
The main reason for travel to the Republic of Serbia	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Business	35.5	38.4	16.9	17.8	38.1
Leisure (holiday/recreation)	27.5	24.5	52.1	66.7	18.8
Visit to relatives and friends	11.4	12.1	10.9	6.4	11.1
Health reasons	2.3	1.6	13.1	1.6	1.1
Education	0.9	1.0	0.3	0.1	0.8
Transit	17.8	17.6	2.6	6.3	25.1
Shopping	0.7	1.0	0.3	0.0	0.4
Other	3.9	3.8	3.9	1.0	4.7
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D7. THE MAIN MOTIVE FOR BUSINESS TRIP,
BY TYPE OF TOURISTS RESORTS**

	in %				
The motive for business trip	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Business meeting	73.8	74.0	74.3	48.8	75.9
Conferences, congresses, seminars, fairs	17.3	20.1	21.3	35.5	8.2
Other	8.9	5.9	4.4	15.7	15.9
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who were at the business trip.

↓ **D8. THE MOTIVES OF HOLIDAY/LEISURE TRIPS,
BY TYPE OF TOURISTS RESORTS**

	in %				
Motives*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Nature (natural attractions, mountains, lakes, rivers...)	38.4	16.9	64.1	82.0	48.3
Villages/rural area	9.6	4.4	10.3	20.6	16.4
Cities (city break)	31.6	46.7	7.3	7.1	24.6
Tour/sightseeing	63.3	62.4	63.0	67.9	62.7
Culture and art	16.2	18.1	9.5	17.1	15.0
Entertainment and festivals	25.1	30.2	20.3	18.2	19.0
Manifestations and events	14.0	14.4	22.7	7.0	11.8
Sport and recreation	6.0	3.4	7.2	11.0	8.9
Gastronomy (food and drink)	33.2	37.3	16.2	35.9	31.9
Health services, wellness (spas)	9.0	2.2	40.1	8.9	5.7
Shopping	11.2	17.0	0.9	3.1	8.5
Other	1.8	2.2	0.0	0.4	3.1

* Multiple response.

Note: For those who were at the leisure trip.

↓ **D9. THE IMPACT OF COVID-19 PANDEMIC ON THE
CHOICE OF THE REPUBLIC OF SERBIA AS TRAVEL
DESTINATION, BY TYPE OF TOURISTS RESORTS**

	in %				
Impact of COVID-19 pandemic	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
It had no influence on the choice of the Republic of Serbia as a destination or on the dates of this trip	72.4	74.7	63.7	67.9	75.6
Due to the pandemic, I have changed the dates for the trip to the Republic of Serbia (the trip was planned for a different period)	12.7	10.9	16.7	13.9	14.4
Due to the pandemic, I chose the Republic of Serbia instead of another country for this trip (the trip was planned for another country in the same period)	11.0	11.0	12.8	12.4	8.4
Due to the pandemic, I chose the Republic of Serbia instead of another country and changed the travel date (the trip was planned in a different country and for a different period)	3.9	3.4	6.7	5.8	1.6
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D10. THE REASON FOR CHOICE OF THE REPUBLIC OF SERBIA INSTEAD OF ANOTHER COUNTRY, BY TYPE OF TOURISTS RESORTS**

	in %				
Reason	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Financial reasons (more favorable prices compared to other destinations)	19.2	19.1	23.4	11.8	22.1
I feel more secure about my health	34.8	30.8	59.6	42.8	30.5
Formal conditions for entering and staying in the country and / or returning home with regard to the pandemic	60.6	61.9	43.6	61.9	67.2
Other	1.6	1.5	0.0	1.0	4.0

* Multiple response.

Note: For those who chose the republic of Serbia instead of other country for this trip.

↓ **D11. SOURCES OF INFORMATION
PRIOR TO THE TRIP, BY TYPE OF
TOURISTS RESORTS**

	in %				
Sources of information*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Internet	53.3	47.8	67.3	68.8	58.6
Brochures, advertisements and posters	2.8	1.8	3.3	5.6	4.3
Articles in newspapers and magazines	2.2	1.8	1.1	3.9	3.0
Radio, television, film or video	1.8	1.3	3.4	4.6	2.0
Recommendations of friends and relatives	19.1	16.6	30.9	19.6	21.5
Tourism fairs and exhibitions	1.5	0.9	1.9	3.6	2.1
Recommendations of a travel agency or club (catalog)	4.6	4.9	5.3	5.4	3.6
Previous stay	24.8	24.8	28.2	21.4	24.8
No need for any information	21.8	26.3	6.3	13.0	17.7

* Multiple response.

↓ **D12. INTERNET AS A SOURCE OF INFORMATION,
BY TYPE OF TOURISTS RESORTS**

	in %				
Internet websites*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Website of the Tourist Organization of Serbia or destination websites	20.8	18.3	30.1	29.4	20.1
Websites of accommodation facilities	43.5	42.7	50.4	42.3	43.2
Websites of travel agencies or internet booking platforms (booking.com, TripAdvisor, Airbnb, etc.)	54.5	51.3	47.7	43.6	65.8
Internet forums / travel blogs	25.4	27.0	19.0	25.1	24.6
Social networks (Facebook, Instagram, twitter, etc.)	31.3	31.2	38.5	38.1	27.0
Other	1.7	1.8	1.1	1.9	1.8

* Multiple response.

Note: For those who used Internet as a source of information.

↓ **D13. USING A 'PACKAGE TOUR' SERVICE AND
TYPE OF PACKAGE TOUR RESERVATION, BY TYPE
OF TOURISTS RESORTS**

	in %				
Using a 'Package tour' service and type of reservation	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Using a 'Package tour' service	10.5	13.7	2.9	5.7	6.2
Online booking	4.5	6.3	1.3	1.5	1.8
No online booking	6.0	7.4	1.6	4.2	4.4
No using a 'Package tour' service	89.5	86.3	97.1	94.3	93.8
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D14. TYPE OF ACCOMMODATION BOOKING,
BY TYPE OF TOURISTS RESORTS**

	in %				
Type of accommodation booking	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Online, via a website or application that offers several accommodation service providers (e.g. travel agency, online platform such as Booking.com, Expedia, Holidaycheck.de, Airbnb, etc.)	43.4	47.5	32.9	25.2	42.0
Online, directly via a website or application of a certain accommodation service provider (website of the hotel / hotel chain / apartment, etc.)	14.3	19.8	9.3	11.4	4.8
Through a travel agent/agency	1.4	1.1	4.1	0.5	1.3
Directly with the accommodation facility (telephone, e-mail)	27.1	20.0	46.6	47.2	31.9
I did not book an accommodation in advance (only upon arrival at the place / facility)	11.7	9.7	4.8	14.7	17.3
Some other way	2.1	1.9	2.3	0.9	2.7
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who did not use 'package tour' service.

↓ **D15. TIME OF ACCOMMODATION BOOKING,**
BY TYPE OF TOURISTS RESORTS

	in %				
Time of accommodation booking	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Less than a week before arrival	42.4	48.0	25.5	45.9	40.9
1 - 4 weeks before arrival	46.3	44.8	47.3	46.0	48.0
1 - 3 months before arrival	9.4	6.4	21.3	5.4	9.7
4 - 6 months before arrival	1.1	0.5	3.4	0.8	1.1
More than 6 months before arrival	0.7	0.3	2.4	1.9	0.3
TOTAL	100.0	100.0	100.0	100.0	100.0

Note: For those who booked accommodation before arrival.

↓ **D16. TYPE OF ACCOMMODATION SERVICE,**
BY TYPE OF TOURISTS RESORTS

	in %				
Type of accommodation service	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Room only	23.7	25.4	29.5	19.9	18.9
Bed and breakfast	60.7	62.6	31.5	40.4	69.2
Half-board	8.4	6.0	23.8	29.0	4.9
Full-board	6.6	5.3	15.0	9.1	6.5
All-inclusive	0.6	0.7	0.2	1.6	0.5
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D17. LENGTH OF STAY IN THE REPUBLIC OF SERBIA,
BY TYPE OF TOURISTS RESORTS**

	in %				
Number of overnights in the Republic of Serbia	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
1 night	15.5	9.8	5.9	5.5	33.6
2 nights	17.1	18.8	9.0	11.2	16.9
3 nights	15.4	16.2	18.0	13.5	13.4
4 to 7 nights	33.0	36.8	39.3	41.3	20.6
8 to 15 nights	14.8	14.2	24.9	27.0	10.6
More than 15 nights	4.1	4.2	3.0	1.5	4.9
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in the Republic of Serbia	5.6	5.8	6.4	6.3	5.0

↓ **D18. LENGTH OF STAY IN THE DESTINATION,
BY TYPE OF TOURISTS RESORTS**

	in %				
Number of overnights in destination	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
1 night	20.7	13.1	10.4	17.9	41.9
2 nights	20.1	20.9	14.5	19.2	19.9
3 nights	16.6	17.7	22.0	18.9	12.0
4 to 7 nights	28.5	33.2	34.5	34.5	14.8
8 to 15 nights	10.8	11.8	16.2	9.4	7.5
More than 15 nights	3.2	3.3	2.5	0.1	4.0
TOTAL	100.0	100.0	100.0	100.0	100.0
overnight stays					
Average number of overnights in destination	4.8	5.2	5.0	4.0	4.3

↓ **D19. ACTIVITIES WHILE STAYING IN THE DESTINATION,
BY TYPE OF TOURISTS RESORTS**

	in %				
Activities*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Cycling (on marked cycling trails)	4.9	3.3	19.2	12.3	2.8
Hiking	3.5	2.6	6.0	16.6	2.1
Walking ('trekking', Nordic walking, etc.)	15.7	12.6	46.6	40.6	8.7
Hunting or fishing	1.2	0.7	2.4	1.7	1.7
Other sports and recreational activities	6.1	4.6	13.1	12.4	6.1
Visits to national parks / protected natural areas	12.4	8.7	18.3	47.2	11.3
Visits to museums, galleries and exhibitions	15.9	19.5	10.0	12.6	10.2
Visits to monasteries	10.0	7.7	29.4	21.5	7.3
Visits to castles, fortresses and other historic buildings	15.0	17.1	6.7	13.0	12.9
Visits to archeological sites	5.5	5.4	3.9	7.0	5.6
City sightseeing	53.0	64.2	27.6	27.9	39.9
Touring wine roads/wineries	4.9	4.4	12.2	6.0	3.9
Visits to rural households	4.7	2.2	13.8	14.5	5.8
Going to spas	9.1	4.0	51.2	14.2	8.0



CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY TYPE OF TOURISTS RESORTS

	in %				
Activities*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Going to restaurants	75.0	82.8	69.6	51.8	63.6
Shopping (except for daily necessities)	28.1	31.6	19.4	22.1	23.8
Going to clubs / entertainment / nightlife	20.6	25.0	14.9	19.3	12.2
Going to cultural events (theatre, classical music concerts, opera, etc.)	7.0	7.4	9.2	11.4	4.5
Going to entertainment events (pop / rock concerts, entertainment festivals, etc.)	10.3	9.3	22.2	14.5	8.6
Going to traditional events (gastronomic, folklore, etc.)	5.4	3.3	9.1	15.4	6.9
Going to sporting events	5.0	5.1	1.9	7.7	5.1
Using healthcare services	6.0	4.7	23.6	5.8	4.0
Using wellness/spa services	14.7	8.6	51.4	39.2	13.2
Other	5.5	6.7	0.9	1.3	4.7

* Multiple response.

↓ **D20. DESTINATIONS VISITED DURING THE TRIP,
BY TYPE OF TOURISTS RESORTS**

	in %				
Destination*	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Belgrade	71.6	93.0	35.8	46.1	38.0
Novi Sad	17.5	20.4	14.6	16.7	12.0
Niš	8.7	2.9	8.1	3.3	23.3
Kragujevac	3.3	0.7	6.3	3.3	8.3
Subotica	6.0	1.5	15.4	4.1	14.1
Kopaonik National Park	2.6	1.7	6.4	9.4	2.3
Fruška Gora National Park	5.0	5.0	5.6	6.2	4.6
Tara National Park	4.8	2.5	4.5	36.0	3.3
Šar planina National Park	0.4	0.3	1.1	0.7	0.2
Đerdap National Park/ Golubac Fortress	2.6	0.9	2.6	6.9	5.6
Zlatibor	9.7	3.8	13.8	66.7	9.4
Stara planina	1.1	0.2	3.0	3.4	1.9
Vrnjačka Banja	5.8	1.0	52.5	8.7	3.1
Sokobanja	1.5	0.3	7.5	3.1	2.4
Banja Koviljača	1.2	0.1	7.6	0.3	2.2
Lake of Palić	3.9	1.2	11.8	4.2	7.9
Oplenac (Topola)	0.6	0.1	3.2	2.1	0.7
Other	5.9	2.9	15.7	13.0	8.5

* Multiple response.

↓ **D21. FREQUENCY OF USING MEANS OF TRANSPORT
WHILE STAYING IN THE DESTINATION, BY TYPE OF
TOURISTS RESORTS**

in %

Frequency of using means of transport	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Local public transport (bus, tram, car, etc.)	23.5	31.8	9.5	15.3	10.1
Once	5.9	6.8	6.0	7.5	3.2
Occasionally	13.3	19.0	3.0	3.7	4.8
Every day	4.4	5.9	0.6	4.1	2.1
Taxi	44.3	56.7	23.2	25.1	25.8
Once	4.7	3.8	5.3	7.3	6.0
Occasionally	25.1	31.1	16.0	14.7	16.1
Every day	14.5	21.8	1.9	3.0	3.8
Own car, motorcycle	35.7	30.5	38.6	46.5	44.4
Once	1.1	0.6	2.1	3.0	1.6
Occasionally	6.9	5.7	14.3	13.6	6.1
Every day	27.7	24.3	22.2	29.9	36.7
Rented car, motorcycle (rent-a-car)	9.1	6.5	10.2	17.5	12.7
Once	1.5	1.2	3.5	2.6	1.5
Occasionally	2.9	2.7	2.3	4.1	3.3
Every day	4.6	2.7	4.3	10.8	7.8
Some other means of transport (bicycle, electric scooter, etc.)	4.9	4.6	11.7	8.6	2.9
Once	1.5	1.3	2.8	3.3	1.1
Occasionally	2.5	2.5	7.3	4.6	0.8
Every day	0.9	0.9	1.6	0.7	1.0
No use of any means of transport, I went only on foot	15.2	9.0	36.7	19.3	22.5

↓ **D22. AVERAGE DAILY EXPENDITURE OF TOURISTS,
BY TYPE OF TOURISTS RESORTS**

	in Euro				
	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
TOTAL EXPENDITURE	89.72	105.65	62.60	77.72	71.63
Cost of accommodation (including meals within the accommodation)	47.96	58.73	33.22	41.46	33.77
Other transport expenditures within the Republic of Serbia (gas, toll, bus tickets, rent-a- -car, taxi, etc.)	8.19	8.64	4.28	8.20	8.68
Expenditures for catering services (food and beverages in restaurants, patisseries, cafes, etc.)	15.31	17.76	9.75	11.37	13.90
Total shopping expenditures	13.51	15.77	9.60	10.81	11.38
Food and drink in shops/markets/kiosks	5.88	6.83	4.24	5.40	4.73
Clothing and footwear	4.64	6.09	2.36	2.52	3.36
Other (souvenirs, cigarettes, etc.)	2.99	2.86	2.99	2.89	3.28
Expenditures for culture and entertainment (tickets for events, museums, national and other nature parks, guides, etc.)	1.78	2.27	1.45	2.04	0.80
Expenditures for sports and recreation (rental of equipment, courts, coaches, etc.)	0.36	0.27	0.59	0.59	0.36
Expenses for trips organized by a travel agency	0.49	0.47	0.46	1.18	0.28
Other expenses (health and legal services, telecommunications, wellness, hairdressing or beauty salon, etc.)	2.11	1.75	3.24	2.08	2.45

↓ **D23. AVERAGE TRIP EXPENDITURE PER PERSON,
BY TYPE OF TOURISTS RESORTS**

	in Euro				
	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Total trip expenditure per person	689.13	854.12	482.98	822.27	454.23
Travel expenditures per person	223.93	267.83	114.51	291.36	167.09
Travel agency commission per person	13.60	23.00	3.17	6.37	3.51
Total expenditures for stay in the Republic of Serbia per person	451.60	563.29	365.30	524.54	283.63

↓ **D24. EVALUATION OF TOTAL
EXPENDITURES IN THE REPUBLIC OF
SERBIA, BY TYPE OF TOURISTS RESORTS**

	in %				
Total expenditures in the Republic of Serbia are:	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
In line with expectations	83.0	85.5	75.6	80.9	79.7
Higher than expected	8.8	7.1	20.4	10.5	9.1
Lower than expected	8.2	7.5	4.0	8.6	11.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D25. LEVEL OF SATISFACTION WITH THE ELEMENTS
OF TOURISM SUPPLY IN THE DESTINATION, BY TYPE
OF TOURISTS RESORTS**

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Beauty of nature and landscape	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.1	0.1	0.0	0.7
2	0.8	0.7	0.8	0.3	1.1
3	8.3	7.0	11.1	1.6	12.0
4	33.0	35.5	25.7	19.8	32.8
5 - excellent	57.6	56.6	62.4	78.3	53.4
Ecological preservation of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	1.2	0.6	1.4	3.4
2	6.6	4.9	6.7	10.6	9.8
3	17.8	15.6	21.6	18.9	21.9
4	39.8	42.0	36.8	33.6	36.8
5 - excellent	34.1	36.3	34.3	35.5	28.1
Cleanliness of the place	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.7	0.4	1.5	0.6
2	4.3	4.5	4.5	3.3	4.1
3	19.0	19.0	19.5	18.3	18.9
4	41.9	42.5	40.6	36.3	42.1
5 - excellent	34.2	33.4	35.0	40.6	34.3



in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Extent to which destination is cared for and maintained	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	0.0	0.7	0.9
2	2.9	2.9	1.6	4.5	3.0
3	15.6	14.7	14.9	21.1	16.6
4	44.1	45.0	43.8	42.1	42.6
5 - excellent	37.0	37.2	39.7	31.6	36.9
Atmosphere, mood	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	0.2	0.0	0.6
2	0.6	0.3	1.5	0.6	0.9
3	6.8	5.1	11.3	8.6	9.0
4	36.0	37.5	32.2	33.4	34.2
5 - excellent	56.4	57.0	54.7	57.4	55.3
Personal safety	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.1	0.2	0.0	0.6
2	0.8	0.7	0.8	0.1	1.2
3	4.2	4.6	3.4	1.7	4.3
4	29.0	32.0	26.6	18.8	25.0
5 - excellent	65.7	62.6	69.0	79.3	68.9

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Hospitality of the local population	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.2	0.0	0.0	0.0	0.7
2	0.6	0.2	0.8	0.7	1.3
3	4.8	4.4	6.3	4.9	5.3
4	27.5	31.0	26.5	18.4	21.3
5 - excellent	67.0	64.3	66.4	75.9	71.5
Knowledge of foreign languages (local residents, e.g. on the street, in shops, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0,8	0,3	3,3	0,5	1,4
2	3.2	1.5	5.0	7.4	6.1
3	19.3	15.5	28.5	26.1	24.6
4	38.6	39.6	38.1	40.3	35.5
5 - excellent	38.1	43.1	25.1	25.6	32.4
Quality of service of local guides	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.7	0.5	4.0	2.7	4.2
2	3.1	2.5	6.7	2.4	3.8
3	16.5	16.1	19.2	13.9	17.6
4	38.2	40.3	34.3	36.6	33.9
5 - excellent	40.5	40.6	35.8	44.4	40.5

CHARACTERISTICS OF FOREIGN TOURISTS
IN THE REPUBLIC OF REPUBLIC OF SERBIA IN 2021
BY TYPE OF TOURISTS RESORTS

	in %				
Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
^aTraffic accessibility of the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.6	0.0	0.6	1.4
2	2.4	1.8	3.9	1.6	3.7
3	18.8	17.9	28.9	22.0	16.6
4	40.7	45.0	37.1	36.3	33.3
5 - excellent	37.3	34.7	30.1	39.5	45.0
Quality of the offer along the roads	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.8	0.3	0.8	1.6
2	4.0	2.7	6.7	8.2	4.9
3	22.5	21.7	27.8	26.6	21.4
4	41.6	43.9	37.6	36.8	38.8
5 - excellent	31.0	30.9	27.5	27.6	33.3
Destination is suitable for children	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.4	0.0	0.8	3.0
2	3.2	3.1	3.4	1.9	3.8
3	19.8	21.6	14.4	22.3	16.3
4	35.0	36.4	37.1	28.4	32.7
5 - excellent	41.0	38.6	45.1	46.5	44.2



in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Destination is pedestrian friendly	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.3	0.0	0.0	1.8
2	3.2	2.4	2.8	5.9	4.4
3	17.6	20.1	9.1	20.2	13.8
4	36.8	39.7	33.0	29.0	32.9
5 - excellent	41.8	37.5	55.1	44.8	47.0
Destination is adapted to people with special needs	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	3.9	2.4	5.2	4.6	7.8
2	8.9	7.4	7.5	16.2	11.3
3	24.2	24.9	22.4	24.7	22.8
4	32.1	32.5	29.5	30.6	32.3
5 - excellent	30.9	32.9	35.4	23.9	25.8
Local public transport (bus and tram lines, taxi services, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	1.1	6.2	2.4	3.6
2	5.9	4.7	14.9	5.8	6.6
3	17.4	18.3	18.4	20.5	13.2
4	41.2	43.1	31.8	40.3	38.9
5 - excellent	33.4	32.8	28.6	31.0	37.8

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Quality (comfort) of accommodation	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.3	0.0	0.0	0.7
2	1.2	1.4	1.1	0.9	0.7
3	8.6	9.8	6.7	7.8	6.7
4	31.7	33.2	28.3	25.9	30.7
5 - excellent	58.1	55.4	63.9	65.4	61.2
Service quality in accommodation establishment	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.3	0.1	0.0	0.0	0.8
2	1.3	1.3	1.6	0.9	1.3
3	7.9	9.8	7.5	5.6	4.1
4	29.4	32.9	26.1	21.2	23.7
5 - excellent	61.1	55.9	64.7	72.3	70.0
Cycling routes and paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	2.1	0.7	2.3	1.7	6.1
2	4.3	3.0	8.1	5.7	6.3
3	19.8	19.4	19.6	19.3	21.1
4	37.9	39.8	31.5	34.8	35.6
5 - excellent	36.0	37.1	38.5	38.6	30.9

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Walking paths	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.3	0.3	1.1	3.2
2	2.6	1.6	2.5	5.0	5.1
3	18.8	20.7	14.3	12.8	17.2
4	42.6	44.2	38.6	43.0	39.4
5 - excellent	34.9	33.2	44.3	38.1	35.1
Quality of tourism signage (signage for attractions, etc.)	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.4	0.3	0.5	3.0
2	2.6	1.8	3.0	6.4	3.4
3	20.2	21.0	19.0	18.1	18.9
4	36.9	37.3	36.1	44.3	33.9
5 - excellent	39.3	39.5	41.6	30.6	40.8
Availability of information in the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.4	0.8	0.2	1.2
2	4.1	4.6	1.3	3.8	4.1
3	17.9	19.5	17.2	14.8	14.7
4	35.4	37.4	31.8	44.6	29.0
5 - excellent	42.0	38.2	49.0	36.6	51.0

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Quality of wellness services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.9	0.6	0.8	0.7	6.8
2	2.6	2.2	1.1	2.5	4.4
3	13.7	15.3	6.8	12.4	13.3
4	33.8	35.3	34.7	30.0	30.8
5 - excellent	48.1	46.6	56.6	54.4	44.7
Quality of medical services	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.6	0.6	1.6	2.2	4.2
2	3.7	2.2	6.6	6.3	5.8
3	16.2	16.8	10.7	16.7	17.0
4	31.3	33.8	25.8	32.2	26.2
5 - excellent	47.3	46.6	55.2	42.6	46.8
Culture and art offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.2	0.7	1.3	2.1
2	2.0	0.7	6.6	2.8	3.7
3	12.8	10.1	17.8	21.2	16.1
4	38.6	40.3	31.6	37.2	37.0
5 - excellent	45.9	48.7	43.3	37.5	41.0

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Offer of events and manifestations	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.3	1.8	0.0	1.8
2	2.2	0.6	3.1	5.6	5.3
3	14.2	11.4	21.1	19.7	17.4
4	36.2	37.4	34.1	35.2	34.0
5 - excellent	46.6	50.3	39.8	39.6	41.4
Entertainment/nightlife offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.0	0.4	3.5	1.2	1.9
2	2.0	0.5	9.0	4.8	2.8
3	9.4	7.3	18.0	11.5	11.4
4	29.4	29.6	30.0	29.3	28.5
5 - excellent	58.2	62.3	39.5	53.2	55.3
Gastronomic offer in destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.5	0.1	0.0	0.3	1.7
2	0.7	0.4	2.2	0.3	1.1
3	7.8	6.6	14.2	8.7	8.9
4	31.7	33.7	32.2	27.4	27.0
5 - excellent	59.3	59.2	51.5	63.3	61.3

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Sports and recreation offer	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.6	0.1	0.9	0.1	2.1
2	2.9	1.4	7.3	2.8	5.3
3	13.4	11.6	13.7	13.0	18.3
4	32.2	32.6	39.2	30.4	28.5
5 - excellent	50.9	54.3	38.9	53.8	45.7
Offer of organized trips/ excursions to surrounding area	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	1.2	0.2	2.4	0.0	4.0
2	4.1	2.5	9.2	2.3	7.3
3	15.7	14.1	18.6	16.9	18.7
4	34.4	35.6	35.6	32.3	31.3
5 - excellent	44.6	47.7	34.2	48.5	38.8
Shopping options	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.8	0.1	4.9	0.5	1.0
2	2.8	0.7	11.4	3.7	4.5
3	12.3	8.4	37.9	14.1	12.4
4	33.1	36.4	24.3	38.0	26.8
5 - excellent	51.1	54.4	21.6	43.7	55.3

in %

Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Free internet in the destination	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.7	0.4	1.5	0.8	1.1
2	1.7	1.6	3.4	3.3	0.9
3	12.3	14.4	12.2	15.7	6.8
4	35.9	41.3	31.1	27.3	27.1
5 - excellent	49.4	42.4	51.9	52.8	64.1

Compliance with the COVID-19 measures to prevent the spread of the coronavirus in the accommodation, restaurant and bars, shops (maintaining the distance between guests, disinfection of premises, etc.)

1 - somewhat disappointing	1.0	0.3	0.7	5.5	1.6
2	3.2	2.6	3.8	8.9	2.9
3	14.9	15.3	14.5	14.7	13.9
4	40.0	43.6	41.2	29.4	33.8
5 - excellent	41.0	38.2	39.9	41.5	47.7

in %



Elements of tourism supply	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Value for money	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.2	0.4	0.7	0.8
2	0.6	0.7	0.9	0.7	0.4
3	8.1	7.1	13.6	10.9	7.9
4	41.6	44.1	39.2	39.9	36.7
5 - excellent	49.3	47.9	45.9	47.8	54.2
Overall stay	100.0	100.0	100.0	100.0	100.0
1 - somewhat disappointing	0.4	0.1	0.0	0.0	1.1
2	0.3	0.3	0.7	0.1	0.3
3	6.1	6.2	8.1	4.7	5.4
4	41.7	45.0	39.9	35.5	36.0
5 - excellent	51.5	48.4	51.3	59.6	57.2

↓ **D26. LIKELIHOOD OF RECOMMENDATION OF THE
DESTINATION TO FRIENDS, FAMILY AND COLLEAGUES,
BY TYPE OF TOURISTS RESORTS**

	in %				
	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
0 - Not likely to recommend	0.0	0.0	0.0	0.0	0.0
1	0.3	0.1	0.0	0.0	0.7
2	0.2	0.2	0.2	0.0	0.2
3	0.5	0.6	1.3	0.3	0.1
4	0.8	0.8	2.0	0.7	0.6
5	2.3	1.7	3.8	2.6	3.1
6	2.9	2.3	4.9	2.6	3.6
7	9.8	10.3	9.1	6.7	9.6
8	21.4	23.3	16.3	11.3	20.4
9	25.1	25.7	23.2	26.1	24.0
10 - Very likely to recommend	36.8	34.9	39.2	49.8	37.7
TOTAL	100.0	100.0	100.0	100.0	100.0
Average	8.7	8.7	8.6	9.0	8.6

↓ **D27. AGE OF TOURISTS,**
BY TYPE OF TOURISTS RESORTS

	in %				
Age of tourists (years)	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Up to 24	5.9	5.8	5.8	9.0	5.3
25 - 44	59.6	65.5	49.7	56.4	49.3
45 - 64	31.5	27.1	35.9	32.8	40.3
65 and over	3.0	1.6	8.6	1.8	5.2
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D28. LEVEL OF EDUCATION,**
BY TYPE OF TOURISTS RESORTS

	in %				
Level of education	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Secondary school or less	19.3	14.8	21.9	24.0	28.0
Two-year college	30.5	31.6	30.7	29.9	28.1
University or higher	50.2	53.6	47.4	46.1	43.9
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D29. EMPLOYMENT STATUS,
BY TYPE OF TOURISTS RESORTS**

	in %				
Employment status	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Employed/self-employed	85.1	85.6	81.5	82.4	85.6
Retired and/or living on other non-employment income	3.7	1.7	12.9	4.8	5.3
Student	5.4	6.5	3.8	8.7	2.8
Unemployed	2.6	1.9	1.1	2.0	4.8
Other	3.1	4.2	0.7	2.1	1.5
TOTAL	100.0	100.0	100.0	100.0	100.0

↓ **D30. HOUSEHOLD MONTHLY INCOME,
BY TYPE OF TOURISTS RESORTS**

	in %				
Household monthly income	Republic of Serbia TOTAL	Cities	Spas	Mountain resorts	Other tourists' resorts
Up to 500 €	2.4	2.0	7.3	2.7	1.3
501 - 1000 €	14.3	12.8	24.4	17.8	12.6
1001 - 2000 €	27.3	22.6	33.9	30.8	32.1
2001 - 3000 €	25.6	25.0	14.5	20.4	31.7
3001 - 4000 €	16.1	18.0	11.5	13.8	15.1
4001 € and more	14.3	19.6	8.3	14.4	7.1
TOTAL	100.0	100.0	100.0	100.0	100.0

QUESTIONNAIRE

Foreign tourists, 2021

Welcome to Serbia!

The Statistical Office of the Republic of Serbia is conducting a survey on foreign tourists. The aim of the survey is to improve the tourist offer of Serbia and to adjust it to your needs. That is why we need your help. You have been randomly selected to participate in this survey. Your answers will be anonymous and used for statistical purposes, exclusively. The interview will last about 15 minutes. Thank you in advance for your cooperation and time!

"This questionnaire is produced with the assistance of the European Union. The contents of this questionnaire are the sole responsibility of the Statistical Office of the Republic of Serbia and may in no way be taken to reflect the views of the European Union".

This survey should be filled out by foreign tourists who have already spent half of their total planned number of days in the place of the survey.

SCREENING

S1 ARE YOU CLOSE TO THE END OF YOUR STAY AT THIS PLACE?

Tourists who are close to the end of their stay in the place of the survey are considered to be those who have already spent half of the total planned number of days in the place of the survey.

1. YES - the interviewer continues the interview



G1

2. NO - the interviewer thanks and ends the interview

G1 COUNTRY OF PERMANENT RESIDENCE:

A1

**IDENTIFICATION (FACILITY, PLACE AND TIME OF THE INTERVIEW)
– TO BE FILLED BY THE INTERVIEWER**
I1 ACCOMMODATION FACILITY CODE:
**I1A IS THE FACILITY THE ORIGINAL FACILITY FROM THE SAMPLE
OR IS IT A REPLACEMENT FACILITY?**

1. Original
2. Replacement

I2 NAME OF THE FACILITY:
I3 TYPE OF THE FACILITY:
Mark one answer only! The main type of accommodation.

- | | | |
|---|---|----|
| 1. Hotel | → | I4 |
| 2. Hostel | → | I6 |
| 3. Lodging/Inn/Overnight Accommodation | → | I6 |
| 4. Private accommodation (room, apartment, house,
rural tourist household) | → | I5 |
| 5. Camp | → | I6 |

I4 HOTEL CATEGORY (HOTELS ONLY):

- | | |
|-------|----------------------------|
| 1. 1* | 4. 4* |
| 2. 2* | 5. 5* |
| 3. 3* | 6. Uncategorized / unknown |

I5 TYPE OF PRIVATE ACCOMMODATION:
Mark one answer only!

1. Room
2. Apartment/studio
3. House
4. Rural tourist household/family farm
5. Something else

I6 REGION:
I7 MUNICIPALITY:
I8 SETTLEMENT:
I9 YEAR:
I10 MONTH:
I11 DAY:
I12 HOUR:
I13 INTERVIEWER (CODE):

A CHARACTERISTICS OF TRAVEL

A1 WHO ARE YOU TRAVELING WITH?

More than one answer is possible!

- | | | |
|---|---|----|
| 1. Alone | → | A3 |
| 2. With spouse / partner | | |
| 3. With children | | |
| 4. With other family members (parents, relatives) | | |
| 5. With friends/acquaintances | → | A2 |
| 6. With business partner/partners | | |
| 7. With someone else, please specify: _____ | | |

A2 TOTAL NUMBER OF PERSONS ON THIS TRIP, INCLUDING YOURSELF:

of these		ARE CHILDREN UNDER 15
----------	--	-----------------------

A3 NOT COUNTING THIS STAY, HAVE YOU EVER BEEN IN SERBIA?

- | | | |
|--------|---|----|
| 1. YES | → | A4 |
| 2. NO | → | A5 |

A4 HOW MANY TIMES (NOT COUNTING THIS STAY) HAVE YOU BEEN IN:

a. SERBIA?

b. THIS PLACE?

A5 WHICH MEANS OF TRANSPORT DID YOU USE FOR YOUR TRAVEL TO SERBIA?

Please mark just one answer, the main means of transport!
The main means of transport is the one by which you have travelled the largest distance.

1. Airplane
2. Car
3. Car with camp house/camper
4. Motorcycle
5. Bus
6. Train
7. Something else, what?

B TRAVEL MOTIVATION AND SOURCES OF INFORMATION**B1 THE MAIN REASON OF YOUR TRAVEL TO SERBIA IS:****Mark only one answer!**

- | | | |
|-----------------------------------|---|-----------|
| 1. Business | → | B2 |
| 2. Leisure (holiday/recreation) | → | B3 |
| 3. Visit to relatives and friends | | |
| 4. Health reasons | | |
| 5. Education | | |
| 6. Transit | → | K1 |
| 7. Shopping | | |
| 8. Something else, what? | | |

B2 THE BUSINESS REASON OF YOUR TRIP IS:**Mark only one answer!**

- Business meeting
- Conferences, congresses, seminars, fairs
- Something else, what? _____

CONTINUE WITH QUESTION B4**B3 WHAT ARE THE MAIN MOTIVES FOR VISITING THIS PLACE?****Mark one main and two additional motives at most!**

	MAIN MOTIVE*	OTHER MOTIVES **
1. Nature (natural attractions, mountains, lakes, rivers)	1	1
2. Villages/rural area	2	2
3. Cities (city break)	3	3
4. Tour/sightseeing	4	4
5. Culture and art	5	5
6. Entertainment and festivals	6	6
7. Manifestations and events	7	7
8. Sports and recreation	8	8
9. Gastronomy (enjoyment of food and drink)	9	9
10. Health services, wellness (spas)	10	10
11. Shopping	11	11
12. Something else, what?	12	12

Main motive - *Mark just one answer!

Other motives - ** Mark two additional motives at most!

K1**HOW WAS YOUR CHOICE OF SERBIA AS A DESTINATION FOR THIS TRIP AND / OR THE DATE OF THIS ARRIVAL IN SERBIA AFFECTED BY THE PANDEMIC CAUSED BY THE NEW CORONAVIRUS?****Mark one answer only!**

- | | | |
|---|---|-----------|
| 1. It did not affect the choice of Serbia as a travel destination or the date of this arrival | → | B4 |
| 2. Due to the pandemic, I changed the date of the trip to Serbia (the trip was planned for another period) | → | B4 |
| 3. Due to the pandemic, I chose Serbia instead of another country for this trip (the trip was planned to another country in this period) | → | K2 |
| 4. Due to the pandemic, I chose Serbia instead of another country and changed the date of the trip (the trip was planned to another country and for another period) | → | K2 |

K2**WHY DID YOU CHOOSE SERBIA INSTEAD OF ANOTHER COUNTRY?****More than one answer is possible!**

1. Financial reasons (more favorable prices compared to other destinations)
2. I feel safer in terms of health
3. Formal conditions for entering and staying in the country and / or returning home with regard to the pandemic
4. Something else, what? _____

CONTINUE WITH QUESTION B4**B4****WHAT SOURCES OF INFORMATION DID YOU USE TO INFORM YOURSELF ABOUT THIS PLACE?****Mark a maximum of 3 answers!**

- | | | |
|---|---|-----------|
| 1. Internet | → | B5 |
| 2. Brochures, advertisements, posters | | |
| 3. Articles in newspapers or magazines | | |
| 4. Radio, television, film or video | | |
| 5. Recommendations of relatives or friends | | |
| 6. Tourist fairs, exhibitions | → | C1 |
| 7. Recommendations of a travel agency or club (catalog) | | |
| 8. Previous stay | | |
| 9. I did not need any information | | |

B5 WHICH WEBSITES HAVE YOU USED?**More than one answer is possible!**

1. Website of the Tourist Organization of Serbia or websites of the destinations you have planned to visit
2. Websites of accommodation facilities
3. Websites of travel agencies or internet booking platforms (booking.com, TripAdvisor, Airbnb, etc.)
4. Internet forums / tourism blogs
5. Social networks (Facebook, Instagram, twitter, etc.)
6. Other, which?

C TYPE OF TRAVEL ORGANIZATION / ACCOMMODATION BOOKING**C1 ARE THE TRAVEL COSTS (OR PART OF THEM) PAID TO THE TRAVEL AGENCY AS A 'PACKAGE TOUR'?**

For the purposes of this survey, under a "package tour" we will consider travel agency arrangements that provide, both, transportation and accommodation, regardless of whether they include other services as well. It also includes travel arrangements by some associations/companies/clubs or similar of which you are the member. It does not include a short trip paid to a travel agency during your stay.

- | | | |
|--------|---|-----------|
| 1. YES | → | C2 |
| 2. NO | → | C4 |

C2 WHICH SERVICES WERE INCLUDED IN THE PACKAGE TRIP/TOUR?**More than one answer is possible!**

1. Accommodation (with or without food)
2. International transport
3. Local transport (in Serbia)
4. Food and beverages in cafes and restaurants (outside the accommodation facility)
5. Other (excursions, tickets, courses, wellness, etc.)

C3 DID YOU BOOK THE PACKAGE TRIP ONLINE (INTERNET BOOKING)?

This does not include booking by email or telephone over the internet.

1. YES
2. NO

CONTINUE WITH QUESTION C7

C4 DID YOU BOOK THE ACCOMMODATION ONLINE (INTERNET BOOKING)?

This does not include booking by email or telephone over the internet.

1. YES → **C5**

2. NO → **C6**

C5 WHICH WEBSITES DID YOU USE FOR THE ACCOMMODATION BOOKING?

Mark one answer only!

1. Via a website or application that offers several accommodation service providers (e.g. travel agency, online platform such as Booking.com, Expedia, Holidaycheck.de, Airbnb, etc.)
2. Directly via a website or application of a certain accommodation service provider (website of the hotel / hotel chain / apartment, etc.)

CONTINUE WITH QUESTION C7

C6 YOU BOOKED THE ACCOMMODATION:

Mark one answer only!

1. Through a travel agent/agency
2. Directly with the accommodation facility (telephone, e-mail)
3. I did not book an accommodation in advance (only upon arrival at the place / facility) → **C8**
4. Some other way, please specify: _____

C7 WHEN DID YOU BOOK YOUR ACCOMMODATION IN THIS PLACE?

Mark one answer only!

1. Less than a week before arrival
2. 1 - 4 weeks before arrival
3. 1 - 3 months before arrival
4. 4 - 6 months before arrival
5. More than 6 months before arrival

C8 WITHIN THE ACCOMODATION YOU HAVE:

Mark one answer only!

1. Just an overnight stay
2. Overnight stay with breakfast only
3. Half-board
4. Full-board
5. All-inclusive

D CHARACTERISTICS OF YOUR STAY IN THIS DESTINATION

D1 HOW LONG DO YOU PLAN TO STAY IN SERBIA ON THIS TRIP?

D1a. Total number of overnight stays on this trip in Serbia:

D1b. Of these, number of overnight stays in this destination:

D2 WHICH OF THE FOLLOWING ACTIVITIES HAVE YOU ENGAGED IN, OR PLAN TO ENGAGE IN, WHILE IN THIS DESTINATION AND THE SURROUNDING AREA?

Mark all activities you have engaged in or plan to engage in!

1. Cycling (on marked cycling trails)
2. Hiking
3. Walking ('trekking', Nordic walking, etc.)
4. Hunting or fishing
5. Other sports and recreational activities
6. Visits to national parks / protected natural areas
7. Visits to museums, galleries and exhibitions
8. Visits to monasteries
9. Visits to castles, fortresses and other historic buildings
10. Visits to archeological sites
11. City sightseeing
12. Touring wine roads/wineries
13. Visits to rural households
14. Going to spas
15. Going to restaurants
16. Shopping (except for daily necessities)
17. Going to clubs/ entertainment/ nightlife
18. Going to cultural events (theatre, classical music concerts, opera, etc.)
19. Going to entertainment events (pop / rock concerts, entertainment festivals, etc.)
20. Going to traditional events (gastronomic, folklore, etc.)
21. Going to sporting events
22. Using healthcare services
23. Using wellness/spa services
24. Something else, what? _____

D3 WHAT PLACES HAVE YOU VISITED OR PLAN TO VISIT ON THIS TRIP IN SERBIA?**More than one answer is possible!**

1. Belgrade
2. Novi Sad
3. Niš
4. Kragujevac
5. Subotica
6. Kopaonik National Park
7. Fruška gora National Park
8. Tara National Park
9. Šar Mountain National Park
10. Đerdap National Park/Golubac Fortress
11. Zlatibor
12. Old Mountain
13. Vrnjačka Banja
14. Sokobanja
15. Koviljača Spa
16. Palić Lake
17. Oplenac (Poplar)
18. Something else, please specify: _____

D4 HAVE YOU USED OR PLAN TO USE SOME MEANS OF TRANSPORT DURING YOUR STAY IN THIS DESTINATION (e.g. car, taxi, bus, tram, bicycle, etc.)?**Mark one answer only!**

1. YES

**D5**

2. NO, I went only on foot

**PART E****D5 TO WHAT EXTENT HAVE YOU USED OR PLAN TO USE THE FOLLOWING MEANS OF TRANSPORT DURING YOUR STAY IN THIS DESTINATION?****Mark just one answer for each stated option!**

	Not at all	Once	Occasionally	Every day
1. Local public transport (bus, tram, car, etc.)	1	2	3	4
2. Taxi	1	2	3	4
3. Own car, motorcycle	1	2	3	4
4. Rented car, motorcycle (rent-a-car)	1	2	3	4
5. Some other means of transport (bicycle, electric scooter, etc.)	1	2	3	4

E EXPENDITURES FOR TRAVEL AND STAY**IF YOUR TRIP WAS ORGANIZED AS A 'PACKAGE TOUR'****E1 PRICE OF THE PACKAGE TRIP :****E2 CURRENCY:****Mark one answer only!**

- | | |
|---------|--------|
| 1. RSD | 4. CNY |
| 2. EURO | 5. TRY |
| 3. USD | 6. RUB |

E3 THE PRICE OF THE PACKAGE TRIP REFERS TO**PERSONS****E4 DOES THE PACKAGE TRIP REFER ONLY TO YOUR STAY IN SERBIA?**

1. YES

2. NO, it includes other countries in addition to Serbia

**E4a TOTAL NUMBER OF OVERNIGHT STAYS IN ALL VISITED COUNTRIES:****E5a PLEASE ESTIMATE OTHER EXPENDITURES OUTSIDE THE PACKAGE TRIP YOU HAD OR PLAN TO HAVE BY THE END OF YOUR TRIP!****E6-E10****IF YOUR TRIP WAS NOT ORGANIZED AS A 'PACKAGE TOUR'****E5b PLEASE ESTIMATE ALL EXPENDITURES YOU HAD OR PLAN TO HAVE BY THE END OF YOUR TRIP!****E6-E10****E6 CURRENCY OF EXPENDITURES:****Mark one answer only!**

- | | | |
|---------|--------|--------|
| 1. RSD | 3. USD | 5. TRY |
| 2. EURO | 4. CNY | 6. RUB |

E7 THE EXPENDITURES ARE STATED FOR:

1. Just for me (1 person)

2. For me and the person(s) accompanying me:



A total of		persons, of these		children under 15
------------	--	-------------------	--	-------------------

	AMOUNT
E8	TOTAL EXPENDITURES
E9.1	Cost of accommodation (including meals within the accommodation)
E9.2	Transport expenditures for arriving to the destination and return (airplane, bus, train tickets, gas, toll, etc.)
E9.3	Other transport expenditures (gas, toll, bus tickets, rent-a-car, taxi, etc.)
E9.4	Expenditures for catering services (food and beverages in restaurants, patisseries, cafes, etc.)
E9.5	Total shopping expenditures
E9.5a	Food and drink in shops/markets/kiosks
E9.5b	Clothing and footwear
E9.5c	Other (souvenirs, cigarettes, etc.)
E9.6	Expenditures for culture and entertainment (tickets for events, museums, national and other nature parks, guides, etc.)
E9.7	Expenditures for sports and recreation (rental of equipment, courts, coaches, etc.)
E9.8	Expenses for trips organized by a travel agency
E9.9	Other expenses (health and legal services, telecommunications, wellness, hairdressing or beauty salon, etc.)
E10	YOUR TOTAL EXPENDITURES FOR YOUR STAY IN SERBIA ARE:
	Mark one answer only!
	1. In line with my expectations
	2. Higher than expected
	3. Lower than expected

F SATISFACTION WITH THE OFFER

F1

PLEASE EVALUATE THE ELEMENTS OF THE TOURIST OFFER AT THE DESTINATION WHERE YOU ARE CURRENTLY STAYING!

Mark the level of your satisfaction on a scale from 1-somewhat disappointing to 5-excellent.

	Somewhat disappointing				Excellent
1. Beauty of nature and landscape	1	2	3	4	5
2. Ecological preservation of the place	1	2	3	4	5
3. Cleanliness of the place	1	2	3	4	5
4. Extent to which destination is cared for and maintained	1	2	3	4	5
5. Atmosphere, mood	1	2	3	4	5
6. Personal safety	1	2	3	4	5
7. Hospitality of the local population	1	2	3	4	5
8. Knowledge of foreign languages (local residents, e.g. on the street, in shops, etc.)	1	2	3	4	5
9. Quality of service of local guides	1	2	3	4	5
10. Traffic accessibility of the destination	1	2	3	4	5
11. Quality of the offer along the roads	1	2	3	4	5
12. Destination is suitable for children	1	2	3	4	5
13. Destination is pedestrian friendly	1	2	3	4	5
14. Destination is adapted to people with special needs	1	2	3	4	5
15. Local public transport (bus and tram lines, taxi services, etc.)	1	2	3	4	5
16. Quality (comfort) of accommodation	1	2	3	4	5
17. Service quality in accommodation establishment	1	2	3	4	5



	Somewhat disappointing				Excellent
18. Cycling routes and paths	1	2	3	4	5
19. Walking paths	1	2	3	4	5
20. Quality of tourism signage (signage for attractions, etc.)	1	2	3	4	5
21. Availability of information in the destination	1	2	3	4	5
22. Quality of wellness services	1	2	3	4	5
23. Quality of medical services	1	2	3	4	5
24. Culture and art offer	1	2	3	4	5
25. Offer of events and manifestations	1	2	3	4	5
26. Entertainment / nightlife offer	1	2	3	4	5
27. Gastronomic offer in destination	1	2	3	4	5
28. Sports and recreation offer	1	2	3	4	5
29. Offer of organized trips/excursions to surrounding area	1	2	3	4	5
30. Shopping options	1	2	3	4	5
31. Free internet in the destination	1	2	3	4	5
32. Compliance with the COVID-19 measures to prevent the spread of the coronavirus in the accommodation, restaurant and bars, shops (maintaining the distance between guests, disinfection of premises, etc.)	1	2	3	4	5
33. Value for money	1	2	3	4	5
34. Overall stay	1	2	3	4	5

F2 HOW LIKELY ARE YOU TO RECOMMEND THIS DESTINATION TO FRIENDS, RELATIVES, COLLEAGUES AND/OR OTHERS?

Mark on a scale from 0 - 'Not likely to recommend' to 10 - 'Very likely to recommend'.

0 1 2 3 4 5 6 7 8 9 10

G SOME INFORMATION ABOUT YOU
G2 CITIZENSHIP:

G3 GENDER:

1. Male

2. Female

G4 AGE: _____

G5 WHAT IS YOUR HIGHEST LEVEL OF EDUCATION?

Mark one answer only!

1. Secondary school or less
2. College
3. University or higher

G6 YOUR CURRENT EMPLOYMENT STATUS:

Mark one answer only!

1. Employed/self-employed
2. Retired and/or living on other non-employment income
3. Student
4. Unemployed
5. Other

G7 YOUR HOUSEHOLD MONTHLY INCOME IS:

Mark one answer only!

1. Up to 500 €
2. 501 - 1000 €
3. 1001 - 2000 €
4. 2001 - 3000 €
5. 3001 - 4000 €
6. 4001 € and more
7. I don't know / I don't want to answer

